



November 1, 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](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 – OCTOBER 4, 2017 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 – SEPTEMBER 2017 (P.7)**

**RECEIVE AND FILE**

**B. TRANSPORTATION CENTER MONTHLY REPORT – SEPTEMBER 2017 (P.14)**

**RECEIVE AND FILE**

**6. AUTHORIZE A YOUTH HOLIDAY FARE OF 25 CENTS PER BOARDING FROM DECEMBER 16, 2017 THROUGH JANUARY 7, 2018 (P.18)**

**APPROVE**

**7. AGENCY RETIREE MEDICAL OTHER POST-EMPLOYMENT BENEFIT (OPEB) FUNDING STATUS (P.20)**

**RECEIVE AND FILE**

**8. TRAVEL TRAINING UPDATE**

**PRESENTATION**

**9. BOARD MEMBER COMMENTS**

**10. ANNOUNCEMENTS**

**ITEM**

**RECOMMENDATION**

**11. NEXT MEETING**

Wednesday, December 6, 2017, 1:00 p.m.  
Riverside Transit Agency  
1825 Third Street  
Riverside, CA 92507

**12. MEETING ADJOURNMENT**

RTA BOARD ADMINISTRATION AND OPERATIONS COMMITTEE MEETING  
Minutes  
October 4, 2017

1. **CALL TO ORDER**

First Vice-Chairman Art Welch called the Board Administration and Operations Committee meeting to order at 1:01 p.m., on October 4, 2017, in the RTA Board Room.

2. **SELF-INTRODUCTIONS**

Self-introductions of those in attendance took place.

Committee Members Attending

1. First Vice-Chairman Art Welch, City of Banning
2. Director Daryl Hickman, City of Lake Elsinore
3. Director Greg August, City of Menifee
4. Director Andy Melendrez, City of Riverside
5. Director Alonso Ledezma, City of San Jacinto
6. Alternate Director Jerry Sincich, County of Riverside, District I
7. Chair Linda Krupa, City of Hemet

Committee Members Absent

1. Committee Chair Tonya Burke, City of Perris
2. Second Vice-Chairman Randon Lane, City of Murrieta
3. Director David Marquez, City of Moreno Valley
4. Director Bridgette Moore, City of Wildomar

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. Jim Kneepkens, Director of Marketing
8. Rohan Kuruppu, Director of Planning
9. Bob Bach, Director of Maintenance
10. Adam Chavez, Deputy Director of Maintenance
11. Natalie Zaragoza, Director of Contracts
12. Rick Kaczerowski, Director of Information Technologies
13. Eric Ustation, Government Affairs Manager
14. Brad Weaver, Media and Public Relations Manager
15. Luciano Rose, Operations Manager
16. Sylvia Meadows, Marketing Coordinator

17. Kristin Warsinski, Planning and Programming Specialist
18. Lisa Almilli, Mobility Manager

Other Attendees:

1. Ike Bootsma, City of Eastvale
2. Eric Lewis, City of Moreno Valley

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

None.

**4. APPROVAL OF MINUTES – SEPTEMBER 6, 2017 COMMITTEE MEETING**

M/S/C (HICKMAN/AUGUST) approving the minutes of the September 6, 2017 Committee meeting.

The motion carried unanimously.

**5. CONSENT CALENDAR**

M/S/C (MELENDREZ/HICKMAN) approving the receipt and file of Item A – Personnel Reports – August 2017.

The motion carried unanimously.

M/S/C (MELENDREZ/HICKMAN) approving the receipt and file of Item B – Transportation Center Monthly Reports – August 2017.

The motion carried unanimously.

Director Alonso Ledezma arrived to the meeting at 1:03 p.m.

**6. HOLIDAY EVENTS SCHEDULE**

M/S/C (HICKMAN/AUGUST) approving and recommending 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.

The motion carried unanimously.

7. **FREE BUS RIDES ON NEW YEAR'S EVE**

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

- Authorize the Agency to offer free rides on all fixed route buses from 2:30 p.m. to the end of business on Sunday, December 31, 2017.

The motion carried unanimously.

8. **UPDATE ON HEMET, UNIVERSITY OF CALIFORNIA, RIVERSIDE (UCR) AND PROMENADE MALL MOBILITY HUBS**

Mr. Kuruppu presented an updated on the Hemet, UCR and Promenade Mall Mobility Hubs.

9. **BOARD MEMBER COMMENTS**

Comments were made by Chair Linda Krupa and First Vice-Chairman Art Welch.

10. **ANNOUNCEMENTS**

Announcements were made by Mr. Larry Rubio.

11. **NEXT MEETING**

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

12. **MEETING ADJOURNMENT**

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

RIVERSIDE TRANSIT AGENCY  
1825 Third Street  
Riverside, CA 92507

November 1, 2017

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE

THRU: Larry Rubio, Chief Executive Officer

FROM: Laura Camacho, Chief Administrative Services Officer

SUBJECT: Personnel Report - September 2017

Summary: The attached report summarizes personnel activity that occurred in September 2017. 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 2017**

| <b>DEPARTMENT AND TITLE</b>                | <b>FY BUDGETED<br/>POSITIONS</b> | <b>FILLED<br/>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 Administrator                      | 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                                | 1                           |
| Human Resources Clerk                      | 1                                | 1                           |
| Admin Clerk - Human Resources              | 1                                | 1                           |
| Receptionist                               | <u>2</u>                         | <u>2</u>                    |
| Department Subtotal                        | 8                                | 8                           |
| <u>RISK MANAGEMENT</u>                     |                                  |                             |
| Director of Risk Management                | 1                                | 1                           |
| Risk Manager                               | 1                                | 0                           |
| Transit Safety & Security Manager          | 1                                | 1                           |
| Risk Management Specialist                 | <u>2</u>                         | <u>1</u>                    |
| Department Subtotal                        | 4                                | 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                                   | 34                               | 29                          |
| Property Maintainer                        | 1                                | 1                           |
| Tire Servicer                              | 1                                | 1                           |
| Servicer                                   | <u>16</u>                        | <u>15</u>                   |
| Department Subtotal                        | 67                               | 61                          |



| <u>DEPARTMENT AND TITLE</u>                        | <u>FY BUDGETED POSITIONS</u> | <u>FILLED POSITIONS</u> |
|--|------------------------------|-------------------------|
| <u>MARKETING</u>                                   |                              |                         |
| Director of Marketing                              | 1                            | 1                       |
| Media & Public Relations Manager                   | 1                            | 1                       |
| Government Affairs Manager                         | 1                            | 1                       |
| Community Engagement Coordinator                   | 1                            | 0                       |
| Marketing Coordinator                              | 1                            | 1                       |
| ADA Certification Specialist                       | 2                            | 2                       |
| Customer Information Supervisor                    | 1                            | 1                       |
| Customer Information Clerk, Senior Lead            | 1                            | 1                       |
| Customer Information Clerk, Full-Time              | 2                            | 2                       |
| Customer Information Clerk, On-Call                | <u>18</u>                    | <u>15</u>               |
| Department Subtotal                                | 29                           | 25                      |
| <u>OPERATIONS</u>                                  |                              |                         |
| Chief Operating Officer                            | 1                            | 1                       |
| Operations Manager                                 | 1                            | 1                       |
| Assistant Operations Manager                       | 1                            | 1                       |
| Training Manager                                   | 1                            | 1                       |
| Training Instructor                                | 2                            | 2                       |
| Executive Assistant/Deputy Clerk of the Board      | 1                            | 1                       |
| Operations Supervisor                              | 16                           | 16                      |
| Operations Analyst                                 | 1                            | 1                       |
| Stops/Zones Supervisor                             | 1                            | 1                       |
| Stops/Zones <sup>1</sup> Groundskeeper             | 10                           | 11                      |
| Surveillance Clerk                                 | 1                            | 1                       |
| Transit Clerk                                      | 1                            | 1                       |
| Full-Time Coach Operator                           | 298                          | 266                     |
| Part-Time Coach Operator                           | <u>0</u>                     | <u>21</u>               |
| Department Subtotal                                | 335                          | 325                     |
| <u>CONTRACT OPERATIONS</u>                         |                              |                         |
| Contract Operations Manager                        | 1                            | 1                       |
| Contract Operations Specialist                     | 3                            | 3                       |
| Mobility Manager                                   | 1                            | 1                       |
| Travel Training Specialist                         | 4                            | 3                       |
| Medi-Cal Administrative Activity (MAA) Coordinator | <u>1</u>                     | <u>1</u>                |
| Department Subtotal                                | 10                           | 9                       |
| <u>PLANNING</u>                                    |                              |                         |
| 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                  | 1                            | 1                       |
| Planning & Scheduling Technician                   | <u>1</u>                     | <u>1</u>                |
| Department Subtotal                                | 8                            | 8                       |
| <u>PURCHASING</u>                                  |                              |                         |
| Chief Procurement & Logistics Officer              | 1                            | 1                       |
| Director of Contracts                              | 1                            | 1                       |
| Contracts Administrator                            | 3                            | 3                       |
| Storeroom Supervisor                               | 1                            | 1                       |
| Buyer  | 1                            | 1                       |
| Parts Clerk  | <u>5</u>                     | <u>5</u>                |
| Department Subtotal                                | 12                           | 12                      |
| <b>Totals</b>                                      | <b>491</b>                   | <b>469</b>              |

<sup>1</sup>There are currently two Stops/Zones Groundskeepers on extended leave.

**WORKFORCE DATA - SEPTEMBER 2017**

| POSITION<br>CLASSIFICATION                           | TOTAL<br>EMPLOYEES | % O1<br>MINORITY<br>EMPLOYEES | % O1 FEMALE<br>EMPLOYEES | CENSUS<br>AVAILABILITY |       | UNDERUTILIZED |     |
|--|--------------------|-------------------------------|--------------------------|------------------------|-------|---------------|-----|
|  |                    |                               |                          | %MIN                   | %FEM  | MIN           | FEM |
| Executive/First/Mid<br>Level Officials &<br>Managers | 54                 | 55.6%                         | 25.9%                    | 38.2%                  | 38.2% | No            | Yes |
| Professionals  | 17                 | 41.2%                         | 35.3%                    | 42.0%                  | 55.9% | No            | Yes |
| Administrative<br>Support Workers                    | 51                 | 74.5%                         | 78.4%                    | 54.9%                  | 73.5% | No            | No  |
| Operatives   | 287                | 77.4%                         | 44.9%                    | 74.4%                  | 26.1% | No            | No  |
| Craft Workers  | 29                 | 72.4%                         | 0.0%                     | 61.7%                  | 3.2%  | No            | Yes |
| Laborers   | 13                 | 61.5%                         | 0.0%                     | 79.2%                  | 13.6% | Yes           | Yes |
| Service Workers                                      | 16                 | 93.8%                         | 0.0%                     | 65.4%                  | 57.7% | No            | Yes |
| Technicians  | 2                  | 50.0%                         | 0.0%                     | 50.3%                  | 48.6% | No            | Yes |
| <b>Total</b>   | <b>469</b>         |                               |                          |                        |       |               |     |

### APPLICATIONS - SEPTEMBER 2017

| POSITION TITLE                       | TOTAL<br>APPLICANTS | RESPONDENTS<br>TO EEO<br>QUESTIONNAIRE | % O1<br>MINORITY<br>APPLICANTS | % O1<br>FEMALE<br>APPLICANTS |
|--------------------------------------|---------------------|--|--------------------------------|------------------------------|
| A Mechanic                           | 22                  | 21                                     | 76%                            | 0%                           |
| B Mechanic                           | 13                  | 13                                     | 92%                            | 0%                           |
| Body Mechanic A                      | 4                   | 4                                      | 50%                            | 0%                           |
| Coach Operator                       | 350                 | 327                                    | 81%                            | 54%                          |
| Community Engagement Coordinator     | 39                  | 35                                     | 83%                            | 64%                          |
| Customer Information Clerk, On-Call  | 16                  | 16                                     | 100%                           | 81%                          |
| Facilities Engineer Manager          | 5                   | 5                                      | 80%                            | 0%                           |
| Human Resources Administrative Clerk | 39                  | 37                                     | 81%                            | 85%                          |
| Maintenance Supervisor               | 21                  | 19                                     | 58%                            | 5%                           |
| Risk Manager                         | 9                   | 9                                      | 56%                            | 22%                          |
| <b>Total Applications</b>            | <b>518</b>          |  |                                |                              |

**DISCIPLINE - SEPTEMBER 2017**

| Gender<br>EEO Categories** | <b>COUNSELINGS, WARNINGS &amp;<br/>WRITTEN REPRIMANDS</b> |    |   |   |               |    |    |   | <b>SUSPENSIONS &amp; TERMINATIONS</b> |    |   |   |               |    |   |   |
|----------------------------|---|----|---|---|---------------|----|----|---|---------------------------------------|----|---|---|---------------|----|---|---|
|                            | <b>MALE</b>   |    |   |   | <b>FEMALE</b> |    |    |   | <b>MALE</b>                           |    |   |   | <b>FEMALE</b> |    |   |   |
|                            | C   | AA | H | O | C             | AA | H  | O | C                                     | AA | H | O | C             | AA | H | O |
| <b>Maintenance</b>         | 0   | 1  | 4 | 1 | 0             | 0  | 0  | 0 | 0                                     | 0  | 0 | 0 | 0             | 0  | 0 | 0 |
| <b>Operations</b>          | 4   | 11 | 9 | 1 | 4             | 20 | 11 | 1 | 2                                     | 1  | 1 | 0 | 0             | 1  | 1 | 1 |
| <b>TOTALS</b>              | <b>67</b>   |    |   |   |               |    |    |   | <b>7</b>                              |    |   |   |               |    |   |   |

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

**PERSONNEL ACTIVITY - SEPTEMBER 2017**

**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          | 7             | 4    | 3      | 0                       | 2    | 0   | 1    | 0     | 0     | 2                         | 0    | 0   | 1    | 0     | 0     | 6     |
| Promotions         | 3             | 1    | 2      | 0                       | 1    | 0   | 0    | 0     | 0     | 0                         | 2    | 0   | 0    | 0     | 0     | 3     |
| 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             | 1    | 0      | 0                       | 1    | 0   | 0    | 0     | 0     | 0                         | 0    | 0   | 0    | 0     | 0     | 1     |
| Resignations       | 2             | 1    | 1      | 1                       | 0    | 0   | 0    | 0     | 0     | 1                         | 0    | 0   | 0    | 0     | 0     | 2     |
| 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 07/01/17 THROUGH 06/30/18  
FULL-TIME SEPARATIONS

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

|              | Administration | Bargaining Unit |              | Administration | Bargaining Unit |
|--------------|----------------|-----------------|--------------|----------------|-----------------|
| Terminations | 1              | 1               | Terminations | 5              | 19              |
| Resignations | 0              | 2               | Resignations | 2              | 13              |
| Retirements  | 0              | 2               | Retirements  | 2              | 8               |
| 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  
MULTI = Two or More Races

RIVERSIDE TRANSIT AGENCY  
1825 Third Street  
Riverside, CA 92507

November 1, 2017

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE

THRU: Larry Rubio, Chief Executive Officer

FROM: Jim Kneepkens, Director of Marketing

SUBJECT: Transportation Center Monthly Report – September, 2017

Summary: In September 2017, the Customer Information Center answered 31,570 calls, a .2% increase compared to September 2016. Calls included 132 commendations, general comments and valid complaints. The number of calls to Dial-A-Ride was 12,577, a 1.4% increase compared to September 2016. 44,147 calls were received between the two call centers, which reflects a .5% increase 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

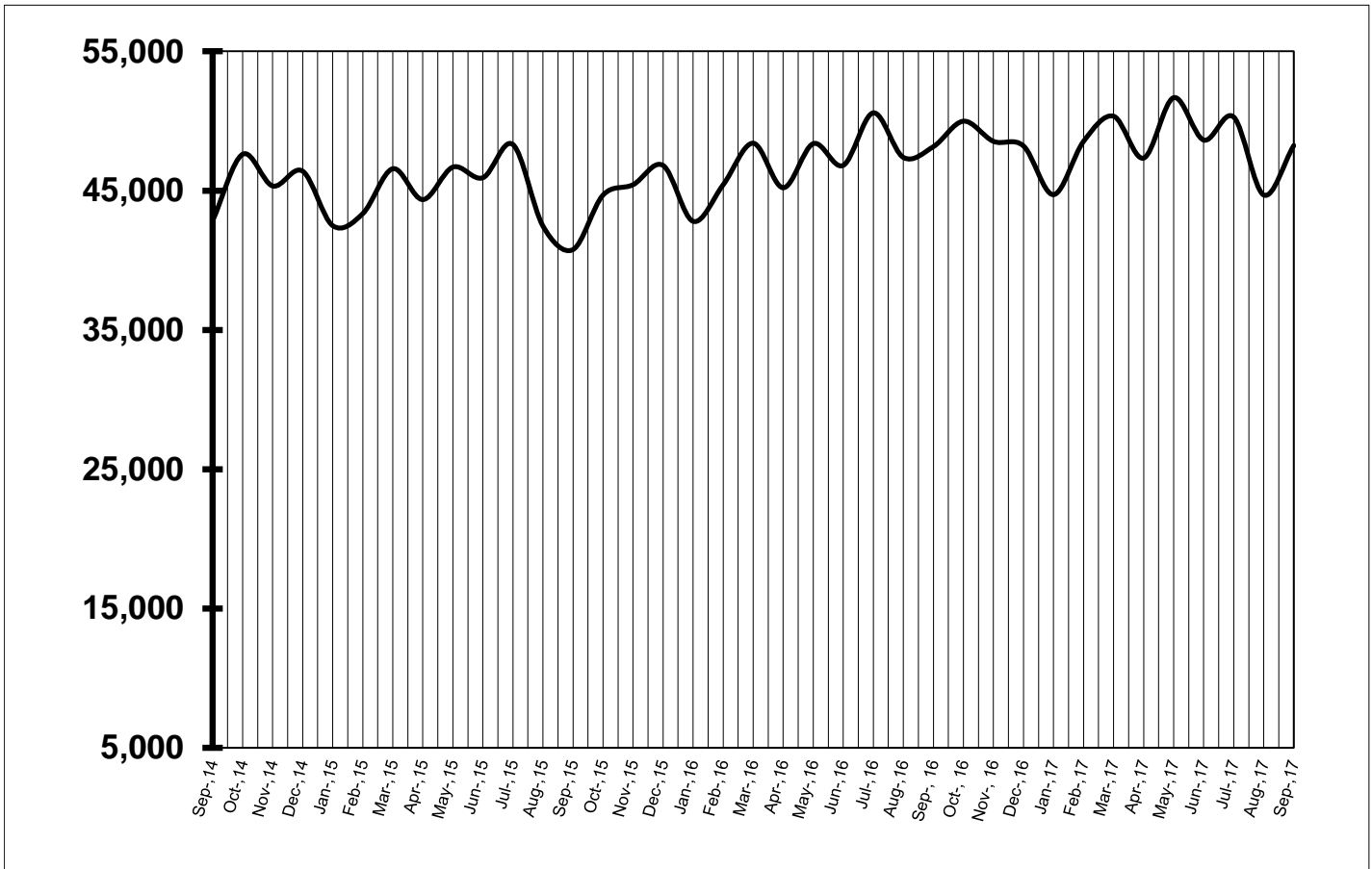
## September 2017 Transportation Center Call Totals

| Customer Information Center (CIC) | September 2017 | September 2016 | Percent Change |
|-----------------------------------|----------------|----------------|----------------|
| Information Calls                 | 31,438         | 31,358         | 0.3%           |
| Complaints                        | 74             | 105            | -29.5%         |
| Comments                          | 41             | 37             | 10.8%          |
| Commendations                     | 17             | 20             | -15.0%         |
| <b>Total CIC Calls</b>            | <b>31,570</b>  | <b>31,520</b>  | <b>0.2%</b>    |

### Dial-A-Ride (DAR)

|                        |               |               |             |
|------------------------|---------------|---------------|-------------|
| <b>Total DAR Calls</b> | <b>12,577</b> | <b>12,401</b> | <b>1.4%</b> |
|------------------------|---------------|---------------|-------------|

|                    |               |               |             |
|--------------------|---------------|---------------|-------------|
| <b>Total Calls</b> | <b>44,147</b> | <b>43,921</b> | <b>0.5%</b> |
|--------------------|---------------|---------------|-------------|



# Complaints, Comments & Commendations

## Valid Complaints

| Category                | September 2017 | September 2016 | 12 Month Average per Month | Complaints per 10,000 Passengers |
|-------------------------|----------------|----------------|----------------------------|----------------------------------|
| Bus Stop                | 2              | 3              | 3                          | 0.03                             |
| Careless Driving        | 6              | 15             | 8                          | 0.08                             |
| Conduct                 | 1              | 6              | 4                          | 0.01                             |
| Crowded                 | 0              | 0              | 0                          | 0.00                             |
| Customer Service        | 12             | 13             | 11                         | 0.16                             |
| Early Bus               | 10             | 8              | 6                          | 0.14                             |
| Fare Dispute            | 0              | 2              | 1                          | 0.00                             |
| Late Bus                | 12             | 18             | 11                         | 0.16                             |
| Missed Transfer         | 0              | 0              | 3                          | 0.00                             |
| No Show                 | 2              | 4              | 4                          | 0.03                             |
| Passed By               | 16             | 20             | 13                         | 0.22                             |
| Passenger Conduct       | 0              | 0              | 1                          | 0.00                             |
| Reasonable Modification | 0              | 0              | 0                          | 0.00                             |
| Other                   | 13             | 16             | 17                         | 0.18                             |
| <b>Total</b>            | <b>74</b>      | <b>105</b>     | <b>83</b>                  | <b>1.00</b>                      |

## Ridership

|              | September 2017 | September 2016 | 12 Month Average per Month |
|--------------|----------------|----------------|----------------------------|
| All services | 737,013        | 801,308        | 717,368                    |

## Comments

|                  | September 2017 | September 2016 | 12 Month Average per Month | Comments per 10,000 Passengers |
|------------------|----------------|----------------|----------------------------|--------------------------------|
| General Comments | 41             | 37             | 34                         | 0.56                           |

## Commendations

|                       | September 2017 | September 2016 | 12 Month Average per Month | Commendations per 10,000 Passengers |
|-----------------------|----------------|----------------|----------------------------|-------------------------------------|
| General Commendations | 17             | 20             | 14                         | 0.23                                |



## **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 1, 2017

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE

THRU: Larry Rubio, Chief Executive Officer

FROM: Jim Kneepkens, Director of Marketing  
Craig Fajnor, Chief Financial Officer

SUBJECT: Authorize a Youth Holiday Fare of 25 Cents per Boarding from December 16, 2017 through January 7, 2018

Summary: Historically, Riverside Transit Agency (RTA) bus ridership drops during the winter holiday season. This drop begins in late December and continues through the first week of January as students stop riding the bus to get to local schools and colleges, commuters take vacations and most school districts take a three-week winter recess. During last year's winter break, RTA ridership dropped 30 percent but quickly increased 27 percent in the three weeks following the break.

At the November 17, 2016 Board meeting, the RTA Board of Directors authorized a youth holiday fare of 25 cents per boarding from December 18, 2016 through January 8, 2017 for students in grades 1-12. There were 15,480 boardings last holiday utilizing the youth fare promotion.

With ridership expected to dip again this holiday season, staff believes this is an ideal time to promote public transportation and increase ridership during the holiday break by again offering 25-cent rides. The promotion would run from December 16, 2017 through January 7, 2018. The 25-cent-per-boarding fare would be offered on any fixed-route bus including CommuterLink express buses. To qualify for the reduced fare, students would be required to show a school-issued student ID card from the current school year, an RTA Youth ID card, a California driver's license or state ID showing the student is 18 years old or younger.

The 25-cent promotional youth holiday fare presents an opportunity for significant savings to young customers. The regular youth fare on local bus service is \$1.50 per boarding, \$4 for a 1-day pass and

\$35 for a 30-day pass. Youth CommuterLink fares are \$3 per boarding, \$7 for a 1-day pass and \$75 for a 30-day pass. The proposed cash discount provides immediate savings and instant access to the bus. And, rather than spending money on bus fare, students can have more cash in their pockets at their destinations.

The promotional fare is designed to raise awareness and remind students and parents that public transportation is an available option during the winter holiday break. During the promotion, staff expects a five percent increase in youth ridership because of the promotional fare. Beyond the promotion, the goal is that new riders would continue to ride and current riders would become more frequent riders.

Marketing of the promotional fare will target both students and their parents, with the latter often the decision-makers on how their children get around during the holiday break. Promotional materials will promote popular destinations accessible by bus --- the mall, the movies, the beach, or any place where they can hang out with friends --- all without bothering mom or dad for a ride. Marketing materials will also promote some of the benefits of riding the bus --- convenience, safety, reducing pollution, and time and money saved by the parents.

The promotional fare will be advertised on our website, social media, through email alerts, on-board brochures, rider alerts, and mailings to the schools and other local partners.

When the promotion ends, staff will analyze ridership to determine if the promotion had any immediate success or created any potential long-term ridership.

Fiscal Impact:

Although staff estimates youth ridership will increase five percent as a result of the promotion, a reduction in farebox revenue of \$10,010 is expected, resulting in a reduction of the budgeted farebox ratio of .01%.

Recommendation:

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

- Authorize Agency staff to implement a youth holiday fare of 25 cents per boarding on all fixed-route buses from December 16, 2017 through January 7, 2018.

RIVERSIDE TRANSIT AGENCY  
1825 Third Street  
Riverside, CA 92507

November 1, 2017

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE  
THRU: Larry Rubio, Chief Executive Officer  
FROM: Craig Fajnor, Chief Financial Officer  
SUBJECT: Agency Retiree Medical Other Post-Employment Benefit (OPEB)  
Funding Status

Background: As part of the Agency's overall compensation package, a retiree medical benefit is offered. Such a benefit is not atypical and helps the Agency remain competitive with other public entities and the private sector when hiring and retaining human resources. The benefit is for medical benefits only.

There are currently three (3) tiers of eligibility to achieve and earn the retiree medical benefit. These tiers, and the benefits associated with each, are as follows:

1. Employees hired on or before June 22, 2006 earn lifetime medical for employee plus one after age 50 and 5 years CalPERS service credit; Agency cost is capped at the lowest CalPERS HMO premium in Riverside County and maximum of \$420 contribution for dependent(s)
2. Employees hired after June 22, 2006 but before January 1, 2013 AND employees hired on or after January 1, 2013 if they meet the exclusion from Public Employees' Pension Reform Act (PEPRA) earn lifetime medical for employee only after age 50 and 10 years' service with RTA and 5 years CalPERS service credit; Agency cost is capped at the lowest CalPERS HMO premium in Riverside County

3. Employees hired on or after January 1, 2013 who are subject to PEPRA earn lifetime medical for employee only after age 52 and 10 years' service with RTA and 5 years CalPERS service credit; Agency cost is capped at the lowest CalPERS HMO premium in Riverside County

Until the creation, adoption, and implementation of Government Accounting Standards Board pronouncements 43 and 45 (GASB 43/45), there were no rules or standards to account for an OPEB liability. Prior to GASB 43/45, most – if not all – public entities accounted for and paid their OPEB obligations on a pay-as-you-go (PAYGO) basis. Under PAYGO, only current retiree medical premiums were being paid and recognized in a given periods' financial statements. Thus, the growing liability of these types of benefits, which wouldn't be paid for years, were not adequately measured nor were the obligations disclosed to stakeholders. How much liability existed and continued to accrue on these types of benefits was an official mystery. The Agency operated under the same set of circumstances.

The GASB 43/45 accounting standards became effective for the Agency in FY09. GASB 43/45 established standard criteria to measure and report on OPEB financial obligations. GASB 43 established the requirement for a documented "substantive" plan while GASB 45 established the measurement and reporting rigor to more accurately identify OPEB liabilities and the funded status of such for a given entity. Further, GASB 45 required biennial valuations so that the estimated liabilities and funded status would be updated frequently. These valuations would also calculate the amount of Annual Required Contributions (ARC) an entity needed to provide given a less-than-100%-funded status and the ever-changing nature of the obligation.

From an accounting perspective, the ARC was the acknowledged expense, regardless of any contributions made toward paying down the OPEB liability. Any contribution made in a given period above or below the ARC was reported as an asset or liability on the balance sheet, respectively. However, the full extent of the unfunded OPEB liability was not represented on the balance sheet. Pertinent OPEB information related to topics such as plan benefits, cost and funding status were only required to be presented in the Notes section of an entity's audited financial statements. Thus, the true financial position of entities with OPEBs was not known.

Thus, with GASB 43/45 implementation looming, the Agency had its first actuarial measurement of its OPEB obligation prepared in late 2006 with a valuation as-of date of June 30, 2006. After thorough review and vetting, the actuarial results and initial funding plan were shared with and approved by the Board in May 2007. That funding plan, supported by the Riverside County Transportation Commission (RCTC), indicated that an almost \$22 million unfunded liability could be dramatically reduced over a three (3) year period covering FYs 2008 - 2011. The initial "pre-funding" was to be accomplished through the use of a long-standing Local Transportation Fund (LTF) reserve in the Agency's name held by RCTC, new LTF, and an emerging but not necessarily stable funding source known as the Federal Excise Tax Credit for Alternative Fuel use. After the initial 3-year pre-funding plan was completed, the ongoing ARC obligation would be addressed through the normal budgeting process.

To further protect the Agency's investment in the pre-funding plan and the ongoing plan to measure and address its OPEB obligation, staff also received approval to join the CalPERS California Employers' Retiree Benefit Trust (CERBT). The CERBT Fund is a Section 115 irrevocable trust fund dedicated to prefunding OPEB for all eligible California public agencies. With its irrevocable nature, funds put into and taken out of the trust are exclusively for the Agency's retiree medical benefit and cannot be used for any other obligation. In addition, while the CERBT is managed by CalPERS, its finances are not co-mingled with the CalPERS pension program or any other CalPERS benefit program.

After almost a decade of operating under GASB 43/45 guidelines, a new GASB pronouncement dealing with OPEB accounting treatment is on the horizon. GASB 75 will continue to require biennial actuarial valuations. However, the new standard dissolves the previous "direct" relationship between funding status and expense. After GASB 75 implementation, the OPEB expense will be calculated independently of a plan's funded status. Further, any unfunded or overfunded amount of the entire plan will be incorporated into the balance sheet. Thus, the entirety of the Agency's OPEB obligation will be depicted in the Agency's financial statements. GASB 75 will be implemented in FY18.

Summary: With all of the above as background, below is a recap of the Agency's OPEB funded status based on each of the GASB 45 actuarial valuations:

| <u>Valuation As-of Date</u> | <u>Funded Percentage</u> |
|-----------------------------|--------------------------|
| June 30, 2009               | 86%                      |
| June 30, 2011               | 73%                      |
| June 30, 2013               | 90%                      |
| June 30, 2015               | 75%                      |

A more recent actuarial valuation (as of June 30, 2017) was based on new GASB 75 guidelines. Under GASB 75, the Agency's OPEB funded status is now 127%. The substantial improvement in funded status is a by-product of our original pre-funding plan, our ongoing funding program, our negotiated benefit offering, and our multiple eligibility tiers.

However, it should be cautioned that circumstances will change, making the valuations and our funding status volatile.

Fiscal Impact:

None

Recommendation:

Receive and file