



May 2, 2018  
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 – APRIL 4, 2018 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 – MARCH 2018 (P.6)**

**RECEIVE AND FILE**

**B. TRANSPORTATION CENTER MONTHLY REPORT – MARCH 2018 (P.13)**

**RECEIVE AND FILE**

**6. AUTHORIZATION TO RENEW AGREEMENT NO. 18-015 WITH THE CITY OF TEMECULA FOR REIMBURSEMENT OF FARE REVENUE FOR ROUTE 55 (P.17)**

**APPROVE**

**7. BOARD MEMBER COMMENTS**

**8. ANNOUNCEMENTS**

**9. NEXT MEETING**

Wednesday, June 6, 2018, 1:00 p.m.  
Riverside Transit Agency  
1825 Third Street  
Riverside, CA 92507

**10. MEETING ADJOURNMENT**

RTA BOARD ADMINISTRATION AND OPERATIONS COMMITTEE MEETING  
Minutes  
April 4, 2018

1. **CALL TO ORDER**

Committee Chair Nancy Carroll called the Board Administration and Operations Committee meeting to order at 1:00 p.m., on April 4, 2018, in the RTA Board Room.

2. **SELF-INTRODUCTIONS**

Self-introductions were dispensed with.

Committee Members Attending

1. Nancy Carroll, City of Beaumont
2. Tonya Burke, City of Perris
3. Daryl Hickman, City of Lake Elsinore
4. Greg August, City of Menifee
5. David Marquez, City of Moreno Valley
6. Randon Lane, City of Murrieta
7. Andy Melendrez, City of Riverside
8. Alonso Ledezma, City of San Jacinto
9. Bridgette Moore, City of Wildomar
10. <sup>1</sup>Jerry Sincich, County of Riverside, District I

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. Adam Chavez, Director of Maintenance
10. Rick Majors, Director of Risk Management
11. Natalie Zaragoza, Director of Contracts
12. Rick Kaczerowski, Director of Information Technologies
13. Eric Ustation, Government Affairs Manager
14. Lisa Almilli, Mobility Manager
15. Kristin Warsinski, Grants Manager
16. Joe Forgiarini, Planning & Scheduling Manager
17. Albert Jimenez, Risk Manager

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<sup>1</sup>Alternate for Kevin Jeffries, County of Riverside, District I

Other Attendees

1. Eric Lewis, City of Moreno Valley

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

None.

Director Bridgette Moore arrived to the meeting at 1:01 p.m.

4. **APPROVAL OF MINUTES – MARCH 7, 2018 COMMITTEE MEETING**

M/S/C (BURKE/MOORE) approving the minutes of the March 7, 2018 Committee meeting.

The motion carried unanimously.

5. **CONSENT CALENDAR**

M/S/C (LANE/BURKE) approving the receipt and file of Item 5A – Personnel Report – February 2018.

The motion carried unanimously.

M/S/C (LANE/BURKE) approving the receipt and file of Item 5B – Transportation Center Monthly Report – February 2018.

The motion carried unanimously.

Director Daryl Hickman arrived to the meeting at 1:04 p.m.

6. **APPROVE ROUTE 200 SCHEDULE MODIFICATIONS**

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

- Approve Route 200 schedule modifications to the last weekday and weekend eastbound trips departing Disneyland at 9:29 P.M. and 9:09 P.M. respectively to 10:15 P.M. for both weekdays and weekends, effective May 13, 2018.

The motion carried unanimously.

Director Alonso Ledezma arrived to the meeting at 1:11 p.m.

7. **AUTHORIZATION TO OBTAIN A BANK OF AMERICA COMMERCIAL CREDIT CARD FOR SMALL DOLLAR ADMINISTRATIVE GOODS AND SERVICES**

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

- Authorize staff to obtain a Bank of America commercial credit card to be used for goods and services that cannot be purchased through the traditional purchase requisition/purchase order/vendor invoice process.

The motion carried unanimously.

8. **BOARD MEMBER COMMENTS**

None.

9. **ANNOUNCEMENTS**

None.

10. **NEXT MEETING**

Wednesday, May 2, 2018  
1:00 p.m.  
Riverside Transit Agency  
Board Room  
1825 Third Street  
Riverside, CA 92507

11. **MEETING ADJOURNMENT**

The meeting was adjourned at 1:15 p.m.

RIVERSIDE TRANSIT AGENCY  
1825 Third Street  
Riverside, CA 92507

May 2, 2018

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE

THRU: Larry Rubio, Chief Executive Officer

FROM: Laura Camacho, Chief Administrative Services Officer

SUBJECT: Personnel Report - March 2018

Summary: The attached report summarizes personnel activity that occurred in March 2018. 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 - MARCH 2018**

<b>DEPARTMENT AND TITLE</b>		<b>FY BUDGETED POSITIONS</b>	<b>FILLED POSITIONS</b>
<u>ADMINISTRATION</u>			
EO	Chief Executive Officer	1	1
AS	Executive Assistant/Clerk of the Board	<u>1</u>	<u>1</u>
	Department Subtotal	2	2
<u>ACCOUNTING</u>			
EO	Chief Financial Officer	1	1
MO	Performance Reporting & Analysis Manager	1	0
MO	Controller	1	1
PF	Grants Financial Administrator	1	1
MO	Accounting Supervisor	1	1
PF	Grants Financial Analyst	1	1
PF	Payroll Administrator	1	1
AS	Revenue Account Coordinator	1	1
AS	Accounts Payable Clerk	1	0
AS	Accounts Receivable Clerk	1	1
AS	Currency Processor	<u>2</u>	<u>2</u>
	Department Subtotal	12	10
<u>HUMAN RESOURCES</u>			
EO	Chief Administrative Services Officer	1	1
MO	Human Resources Manager	1	1
PF	Benefits Administrator	1	1
AS	Human Resources Specialist	2	1
AS	Human Resources Clerk	1	1
AS	Admin Clerk - Human Resources	1	1
AS	Receptionist	<u>2</u>	<u>2</u>
	Department Subtotal	9	8
<u>RISK MANAGEMENT</u>			
MO	Director of Risk Management	1	1
MO	Risk Manager	1	0
MO	Transit Safety & Security Manager	1	1
AS	Risk Management Specialist	<u>1</u>	<u>1</u>
	Department Subtotal	4	3
<u>INFORMATION TECHNOLOGY</u>			
EO	Director of Information Technology	1	1
PF	ITS Administrator	1	1
PF	Systems Administrator	1	1
AS	IT Technician	<u>1</u>	<u>1</u>
	Department Subtotal	4	4
<u>MAINTENANCE</u>			
EO	Director of Maintenance	1	1
MO	Deputy Director of Maintenance	1	0
MO	Maintenance Manager	1	0
MO	Facilities Manager	1	0
PF	Maintenance Quality Control	1	1
PF	Fleet Analyst	1	1
MO	Contract Operations Maintenance Supervisor	1	1
MO	Maintenance Supervisor	6	6
TC	Electronic Technician	2	2
LH	Groundskeeper	1	1
CW	Mechanic	34	30
LH	Property Maintainer	1	1
SW	Tire Servicer	1	1
SW	Servicer	<u>16</u>	<u>15</u>
	Department Subtotal	68	60

<b>DEPARTMENT AND TITLE</b>		<b>FY BUDGETED POSITIONS</b>	<b>FILLED POSITIONS</b>
<b><u>MARKETING</u></b>			
EO	Director of Marketing	1	1
MO	Media & Public Relations Manager	1	1
MO	Government Affairs Manager	1	1
AS	Community Engagement Coordinator	1	1
AS	Marketing Coordinator	1	1
MO	Mobility Manager	1	1
AS	Travel Training Specialist	4	3
AS	ADA Certification Specialist	2	2
MO	Customer Information Supervisor	1	1
AS	Customer Information Clerk, Senior Lead	1	1
AS	Customer Information Clerk, Full-Time	2	2
AS	Customer Information Clerk, On-Call	<u>18</u>	<u>16</u>
	Department Subtotal	34	31
<b><u>OPERATIONS</u></b>			
EO	Chief Operating Officer	1	1
MO	Operations Manager	1	1
MO	Assistant Operations Manager	1	1
MO	Training Manager	1	1
PF	Training Instructor	2	2
AS	Executive Assistant/Deputy Clerk of the Board	1	1
MO	Operations Supervisor	16	16
PF	Operations Analyst	1	1
MO	Stops/Zones Supervisor	1	1
LH	Stops/Zones <sup>1</sup> Groundskeeper	10	11
AS	Surveillance Clerk	1	1
AS	Transit Clerk	1	1
OP	Full-Time Coach Operator	298	287
OP	Part-Time Coach Operator <sup>2</sup>	<u>0</u>	<u>27</u>
	Department Subtotal	335	352
<b><u>CONTRACT OPERATIONS</u></b>			
MO	Contract Operations Manager	1	1
AS	Contract Operations Specialist	3	3
AS	Medi-Cal Administrative Activity (MAA) Coordinator	<u>1</u>	<u>0</u>
	Department Subtotal	5	4
<b><u>PLANNING</u></b>			
EO	Director of Planning	1	1
MO	Grants Manager	1	1
MO	Planning & Scheduling Manager	1	1
PF	Project Manager	1	1
PF	Scheduling Analyst	1	1
PF	Planning Analyst	1	1
AS	Planning & Programming Specialist	1	0
AS	Planning & Scheduling Technician	<u>1</u>	<u>1</u>
	Department Subtotal	8	7
<b><u>PURCHASING</u></b>			
EO	Chief Procurement & Logistics Officer	1	1
EO	Director of Contracts	1	1
MO	Contracts Manager	0	1
PF	Contracts Administrator	3	2
MO	Storeroom Supervisor	1	1
PF	Buyer	1	2
AS	Parts Clerk	<u>5</u>	<u>4</u>
	Department Subtotal	12	12
	<b>Totals</b>	<b>493</b>	<b>493</b>

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

<sup>2</sup>There are currently eleven Coach Operators on extended leave. PT actuals are equivalent of 12 FT positions.



**WORKFORCE DATA - MARCH 2018**

<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	51	53.8%	23.1%	38.2%	38.2%	No	Yes
Professionals	18	50.0%	37.5%	42.0%	55.9%	No	Yes
Administrative Support Workers	49	70.2%	76.6%	54.9%	73.5%	No	No
Operatives	314	76.7%	46.9%	74.4%	26.1%	No	No
Craft Workers	30	78.6%	0.0%	61.7%	3.2%	No	Yes
Laborers	13	61.5%	0.0%	79.2%	13.6%	Yes	Yes
Service Workers	16	86.7%	0.0%	65.4%	57.7%	No	Yes
Technicians	2	50.0%	0.0%	50.3%	48.6%	No	Yes
<b>Total</b>	<b>493</b>						

**APPLICATIONS - MARCH 2018**

<b>POSITION TITLE</b>	<b>TOTAL APPLICANTS</b>	<b>RESPONDENTS TO EEO QUESTIONNAIRE</b>	<b>% OF MINORITY APPLICANTS</b>	<b>% OF FEMALE APPLICANTS</b>
Budget Administrator	13	11	55%	38%
C Mechanic	10	10	100%	0%
Coach Operator	142	137	85%	51%
Deputy Director of Maintenance	31	30	50%	10%
HR Specialist - Recruitment	97	87	79%	69%
Planning & Programming Specialist	44	41	68%	43%
Servicer	82	76	84%	12%
Tire Servicer	4	4	75%	0%
Travel Training Specialist	44	39	69%	48%

**Total Applications      467**

**DISCIPLINE - MARCH 2018**

Gender EEO Categories**	<b>COUNSELINGS, WARNINGS &amp; 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>	1	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Operations</b>	7	5	8	0	5	20	8	0	1	2	1	0	1	3	1	0
<b>TOTALS</b>	<b>56</b>								<b>9</b>							

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

**PERSONNEL ACTIVITY - MARCH 2018**

**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	6	5	1	1	2	0	0	0	0	0	1	0	0	0	0	4
Promotions	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Transfers	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Demotions	1	1	0	0	1	0	0	0	0	0	0	0	0	0	0	1
Terminations	3	3	0	0	0	0	0	0	1	0	0	0	0	0	0	1
Resignations	3	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0
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

	<u>Administration</u>	<u>Bargaining Unit</u>		<u>Administration</u>	<u>Bargaining Unit</u>
Terminations	4	9	Terminations	5	19
Resignations	1	12	Resignations	2	13
Retirements	4	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

May 2, 2018

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE  
THRU: Larry Rubio, Chief Executive Officer  
FROM: Jim Kneepkens, Director of Marketing  
SUBJECT: Transportation Center Monthly Report – March 2018

Summary: In March 2018, the Customer Information Center answered 28,680 calls, a 19.3% decrease compared to March 2017. Calls included 115 commendations, general comments and valid complaints. The number of calls to Dial-A-Ride was 12,379, a 7.4% decrease compared to March 2017. 41,059 calls were received between the two call centers, which reflect a 16% 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

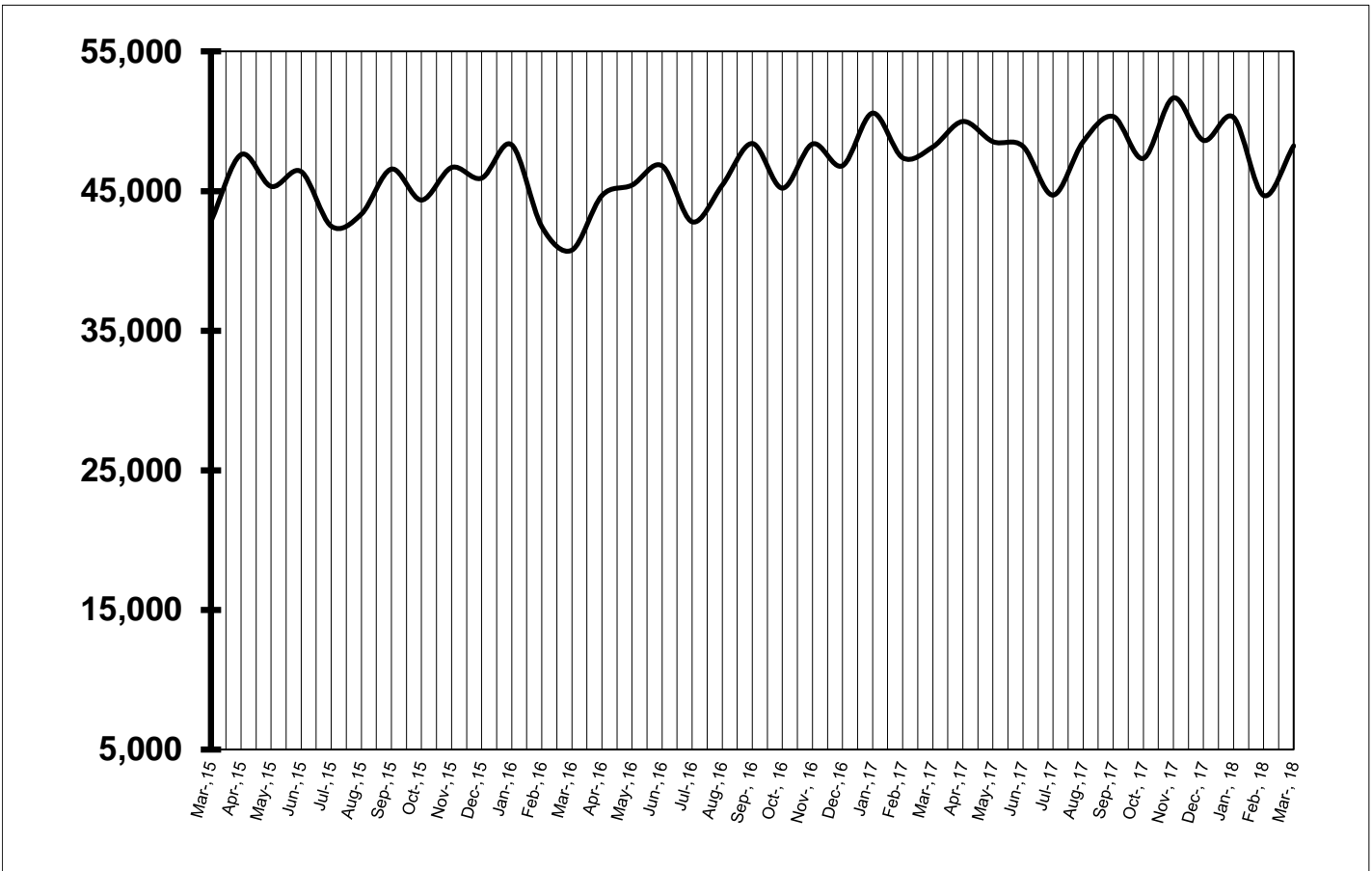
## March 2018 Transportation Center Call Totals

Customer Information Center (CIC)	March 2018	March 2017	Percent Change
Information Calls	28,565	35,394	-19.3%
Complaints	69	93	-25.8%
Comments	24	32	-25.0%
Commendations	22	16	37.5%
<b>Total CIC Calls</b>	<b>28,680</b>	<b>35,535</b>	<b>-19.3%</b>

### Dial-A-Ride (DAR)

<b>Total DAR Calls</b>	<b>12,379</b>	<b>13,364</b>	<b>-7.4%</b>
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<b>Total Calls</b>	<b>41,059</b>	<b>48,899</b>	<b>-16.0%</b>
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# Complaints, Comments & Commendations

## Valid Complaints

Category	March 2018	March 2017	12 Month Average per Month	Complaints per 10,000 Passengers
Bus Stop	1	5	2	0.01
Careless Driving	6	13	8	0.08
Conduct	3	1	4	0.04
Crowded	0	0	0	0.00
Customer Service	12	17	11	0.16
Early Bus	2	5	5	0.03
Fare Dispute	0	2	1	0.00
Late Bus	18	11	12	0.24
Missed Transfer	4	6	2	0.05
No Show	2	6	3	0.03
Passed By	8	10	11	0.11
Passenger Conduct	0	1	1	0.00
Reasonable Modification	0	0	0	0.00
Other	13	16	17	0.18
<b>Total</b>	<b>69</b>	<b>93</b>	<b>77</b>	<b>0.93</b>

## Ridership

	March 2018	March 2017	12 Month Average per Month
All services	741,221	793,034	713,220

## Comments

	March 2018	March 2017	12 Month Average per Month	Comments per 10,000 Passengers
General Comments	24	32	33	0.32

## Commendations

	March 2018	March 2017	12 Month Average per Month	Commendations per 10,000 Passengers
General Commendations	22	16	13	0.30

## **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

May 2, 2018

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE  
THRU: Larry Rubio, Chief Executive Officer  
FROM: Vince Rouzaud, Chief Procurement and Logistics Officer  
SUBJECT: Authorization to Renew Agreement No. 18-015 with the City of Temecula for Reimbursement of Fare Revenue for Route 55

Summary: Since June 2009, the Agency and the City of Temecula (City) have partnered in a cost sharing agreement for the operation of Route 55 which is also known as the Temecula Trolley. The Temecula Trolley began as one of two demonstration routes, Route 55 and Route 57 that served the Harveston housing development, the Promenade Mall and the Old Town area of Temecula. The current agreement between the Agency and the City is due to expire on June 30, 2018.

From 2009 through 2011, the operating expenses for these two routes were fully paid for by funds collected by the City from Lennar Homes, the residential developer of the Harveston housing community. Because these routes were 100-percent reimbursed by Lennar Homes, passengers boarding the trolley were not charged a fare. At the conclusion of the demonstration period, the City decided to discontinue Route 57 due to minimal ridership.

In contrast, Route 55 has been and continues to be successful. In order to continue to operate Route 55 without increasing overall costs, the City and the Agency worked closely to streamline less productive service in the Temecula area and apply those savings towards Route 55's operational expenses. Additionally, to offset passenger fares, the City agreed to pay a portion of the route's expenses in order for the Agency to meet the State of California's mandatory farebox recovery ratio.

Ridership on Route 55 continues to remain strong with an average annual ridership of over 21,000 passengers. This equals 15.9 passengers per revenue hour which is the sixth highest performing route systemwide.

Staff has discussed renewal of the agreement with City staff and they

have again agreed to budget funds to offset passenger fares. However, final approval of the agreement will be contingent upon the Temecula City Council's adoption of the City's annual budget which occurs in June.

Route 55 will continue to serve the Harveston Community with stops at local schools, the Promenade Mall and County Center Drive. The route operates ten months out of the year from mid-August through early June when ridership is at its highest. Service is Monday through Friday approximately every 15 minutes during peak morning and afternoon hours only. For FY19, staff is projecting 1,196 revenue service hours.

If approved, the new agreement would become effective July 1, 2018 and run through June 30, 2019.

Fiscal Impact:

The agreement will generate approximately \$20,332 in fare revenue, a minimum of 20-percent of the route's annual operating expenses. Sufficient funding has been programmed in the FY19 operating budget for the remaining expenses.

Recommendation:

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

- Contingent upon approval by the Temecula City Council, authorize staff to renew Agreement No. 18-015 with the City of Temecula for reimbursement of \$20,332 in fare revenue for the operation of Route 55.