



December 5, 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 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 7, 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 – OCTOBER 2018 (P.7)

RECEIVE AND FILE

B. TRANSPORTATION CENTER MONTHLY REPORT – OCTOBER 2018 (P.14)

RECEIVE AND FILE

6. AUTHORIZATION TO AWARD AGREEMENT NO. 19-011 TO SARDO BUS & COACH UPHOLSTERY TO REMOVE AND REPLACE THE FABRIC SEAT INSERTS WITH VINYL SEAT INSERTS (P.18)

APPROVE

7. BOARD MEMBER COMMENTS

8. ANNOUNCEMENTS

9. NEXT MEETING

Wednesday, January 9, 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
November 7, 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 November 7, 2018, in the RTA Board Room.

2. **SELF-INTRODUCTIONS**

Self-introductions of those in attendance took place.

Committee Members Attending

1. Nancy Carroll, City of Beaumont
2. Art Welch, City of Banning
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. ¹Jerry Sincich, County of Riverside, District I

Committee Members Absent

1. Tonya Burke, City of Perris

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. Rohan Kuruppu, Director of Planning
7. Adam Chavez, Director of Maintenance
8. Jim Kneepkens, Director of Marketing
9. Rick Kaczerowski, Director of IT
10. Rick Majors, Director of Risk Management
11. Natalie Zaragoza, Director of Contracts
12. Eric Ustation, Government Affairs Manager
13. Brad Weaver, Media & Public Relations Manager

¹Alternate for Kevin Jeffries, County of Riverside, District I

14. Jackie Bronson, HR Manager
15. Luciano Rose, Operations Manager
16. Kimber Salter, Deputy Clerk of the Board
17. Sylvia Meadows, Marketing Coordinator
18. Joe Forgiarini, Planning and Scheduling Manager

Other Attendees

1. Sam Daly, Token Transit
2. Mark McCourt, Redhill Group
3. Judith McCourt, Redhill Group
4. Bridgette Lane, Murrieta Resident

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

None.

4. **APPROVAL OF MINUTES – OCTOBER 2, 2018 COMMITTEE MEETING**

M/S/C (LANE/WELCH) approving the minutes of the October 2, 2018 Committee meeting.

The motion carried unanimously.

Director Bridgette Moore arrived to the meeting at 1:02 p.m.

5. **CONSENT CALENDAR**

M/S/C (MOORE/WELCH) approving the receipt and file of Item 5A – Personnel Report – September 2018.

M/S/C (MOORE/WELCH) approving the receipt and file of Item 5B – Transportation Center Monthly Report – September 2018.

The motion carried unanimously.

6. **AUTHORIZATION TO TERMINATE AGREEMENT NO. 17-070 WITH ABSOLUTE INTERNATIONAL SECURITY AND AWARD AGREEMENT NO. 17-070-A TO ALLIED UNIVERSAL FOR SECURITY GUARD SERVICES**

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

- Authorize staff to terminate Agreement No. 17-070 with Absolute International Security.

- Authorize staff to award Agreement No. 17-070-A to Allied Universal for security guard services for the base period with two, one-year options in an amount not-to-exceed \$3,867,366.98 which includes a five-percent contingency of \$193,368.35.

The motion carried unanimously.

7. **AUTHORIZE A YOUTH HOLIDAY FARE OF 25 CENTS PER BOARDING FROM DECEMBER 21, 2018 THROUGH JANUARY 13, 2019**

M/S/C (LANE/MARQUEZ) approving and recommending 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 21, 2018 through January 13, 2019.

The motion carried unanimously.

8. **ATTITUDE AND AWARENESS MARKET ASSESSMENT AND STRATEGIC DIRECTIONS STUDY FINAL REPORT**

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

- Receive and file the Attitude and Awareness Market Assessment Study Final Report.

The motion carried unanimously.

9. **AUTHORIZATION TO AWARD AGREEMENT NO. 18-035 TO TOKEN TRANSIT FOR THE DEVELOPMENT AND IMPLEMENTATION OF THE AGENCY'S NEW MOBILE TICKETING APPLICATION (APP)**

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

- Authorize staff to award Agreement No. 18-035 to Token Transit for the development and implementation of the Agency's mobile ticketing app for a total not-to-exceed amount of \$597,838.50 for the three-year period.

The motion carried unanimously.

10. **BOARD MEMBER COMMENTS**

Board member comments were made by Director Bridgette Moore, First Vice-Chairman Randon Lane, and Chairman Art Welch.

11. **ANNOUNCEMENTS**

Announcements were made by Mr. Larry Rubio.

12. **NEXT MEETING**

Wednesday, December 5, 2018, 1:00 p.m.
Riverside Transit Agency
Board Room
1825 Third Street
Riverside, CA 92507

13. **MEETING ADJOURNMENT**

The meeting was adjourned at 2:06 p.m.

RIVERSIDE TRANSIT AGENCY
1825 Third Street
Riverside, CA 92507

December 5, 2018

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE

THRU: Larry Rubio, Chief Executive Officer

FROM: Laura Camacho, Chief Administrative Services Officer

SUBJECT: Personnel Report - October 2018

Summary: As a recipient of federal funding, the Agency is required to maintain and has in place an Equal Employment Opportunity (EEO) Program. In support of this program the Agency monitors EEO data monthly. This data is compiled and depicted within the monthly Personnel Report and is used to identify areas of underutilization. The data helps drive the Agency's efforts to attract applicants who may be underrepresented by sex and ethnicity, within the Agency, compared to their availability within our service area. Data is also monitored and evaluated to ensure consistency in all employment practices and actions.

The attached report summarizes personnel activity that occurred in October 2018. The following information is outlined in the report:

- Personnel Activity: Number of budgeted versus filled positions by department and position.
- Workforce Data: Percentage of employees by sex, ethnicity and position classification.
- Applications: Percentage of applicants by sex, ethnicity and position title. Also, percentage of applicants who are disabled and are veterans.
- Discipline: Number of disciplinary actions by sex and ethnicity.
- Personnel Activity: Number of personnel actions by sex and ethnicity.

Recommendation:

Receive and file.

PERSONNEL ACTIVITY - OCTOBER 2018

DEPARTMENT AND TITLE	FY BUDGETED POSITIONS	FILLED POSITIONS
<u>ADMINISTRATION</u>		
Chief Executive Officer	1	1
Executive Assistant/Clerk of the Board	1	1
Deputy Clerk of the Board	<u>1</u>	<u>1</u>
Department Subtotal	3	3
<u>ACCOUNTING</u>		
Chief Financial Officer	1	1
Controller	1	1
Accounting Manager	1	1
Budget Administrator	1	1
Grants Financial Administrator	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	2	2
Human Resources Clerk	2	2
Receptionist	<u>2</u>	<u>1</u>
Department Subtotal	9	8
<u>RISK MANAGEMENT</u>		
Director of Risk Management	1	1
Risk Manager	1	1
Transit Safety & Security Manager	1	1
Risk Management Specialist	<u>1</u>	<u>1</u>
Department Subtotal	4	4
<u>INFORMATION TECHNOLOGY</u>		
Director of Information Technology/Division Manager	1	1
ITS Administrator	1	1
Systems Administrator	1	0
IT Technician	<u>1</u>	<u>1</u>
Department Subtotal	4	3
<u>MAINTENANCE</u>		
Director of Maintenance	1	1
Maintenance Manager	1	1
Maintenance Quality Control	1	1
Fleet Analyst	1	1
Maintenance Supervisor	8	7
Electronic Technician	2	2
Mechanic	35	30
Tire Servicer	1	1
Servicer	<u>18</u>	<u>14</u>
Department Subtotal	68	58

DEPARTMENT AND TITLE	FY BUDGETED POSITIONS	FILLED POSITIONS
<u>MARKETING</u>		
Director of Marketing	1	1
Media & Public Relations Manager	1	1
Government Affairs Manager	1	1
Community Engagement Coordinator	1	1
Marketing Coordinator	1	1
Mobility Manager	1	1
Travel Training Specialist	4	4
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>17</u>
Department Subtotal	34	33
<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	1	1
Operations Supervisor	16	13
Operations Analyst	1	1
Stops/Zones Supervisor	1	1
Stops/Zones Groundskeeper	11	11
Surveillance Clerk	2	1
Transit Clerk	1	1
Full-Time Coach Operator	290	289
Part-Time Coach Operator ¹	<u>0</u>	<u>23</u>
Department Subtotal	329	347
<u>CONTRACT OPERATIONS</u>		
Contract Operations Manager	1	1
Assistant Contract Operations Manager	1	1
Contract Operations Specialist	3	3
Medi-Cal Administrative Activity (MAA) Coordinator	<u>1</u>	<u>1</u>
Department Subtotal	6	6
<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 Manager	1	1
Facilities Supervisor	1	1
Sr. Contracts Administrator	1	1
Contracts Administrator	1	1
Storeroom Supervisor	1	1
Buyer	1	1
Property Maintainer	2	2
Parts Clerk	<u>7</u>	<u>6</u>
Department Subtotal	17	16
Totals	494	498

¹There are currently 23 Coach Operators on extended leave. PT actuals are equivalent of 12 FT positions.

WORKFORCE DATA - OCTOBER 2018

EEO-4 POSITION CLASSIFICATION	TOTAL EMPLOYEES	MALE							FEMALE						
		W	AI/AN	B	H/L	A	NHOPI	MULTI	W	AI/AN	B	H/L	A	NHOPI	MULTI
Officials & Administrators	29														
% in Category		38.0%	0.0%	0.0%	28.0%	3.0%	0.0%	0.0%	14.0%	0.0%	3.0%	14.0%	0.0%	0.0%	0.0%
% Availability		40.0%	0.4%	3.1%	13.5%	3.7%	0.1%	0.6%	21.8%	0.2%	2.8%	10.0%	2.5%	0.1%	0.3%
Underutilized		Yes	No	Yes	No	No	No	No	Yes	No	No	No	Yes	No	No
Professionals	46														
% in Category		28.0%	0.0%	15.0%	19.0%	2.0%	2.0%	0.0%	15.0%	0.0%	4.0%	11.0%	4.0%	0.0%	0.0%
% Availability		26.3%	0.2%	3.2%	8.0%	5.5%	0.1%	0.5%	31.7%	0.3%	4.1%	12.0%	6.1%	2.0%	0.8%
Underutilized		No	No	No	No	Yes	No	No	Yes	No	No	Yes	Yes	Yes	No
Administrative Support, FT	34														
% in Category		13.0%	0.0%	6.0%	19.0%	0.0%	0.0%	3.0%	13.0%	0.0%	3.0%	38.0%	3.0%	0.0%	3.0%
% Availability		17.4%	0.1%	2.7%	13.0%	2.3%	0.2%	0.5%	29.7%	0.3%	4.4%	23.8%	3.6%	0.1%	0.9%
Underutilized		Yes	No	No	No	Yes	No	No	Yes	No	Yes	No	Yes	No	No
*Administrative Support, OC	17														
% in Category		0.0%	0.0%	0.0%	7.0%	0.0%	0.0%	0.0%	7.0%	0.0%	21.0%	57.0%	0.0%	0.0%	7.0%
% Availability		17.4%	0.1%	2.7%	13.0%	2.3%	0.2%	0.5%	29.7%	0.3%	4.4%	23.8%	3.6%	0.1%	0.9%
Underutilized		Yes	No	Yes	Yes	Yes	No	No	Yes	No	No	No	Yes	No	No
Service-Maintenance	340														
% in Category		14.0%	0.0%	17.0%	20.0%	2.0%	1.0%	1.0%	8.0%	0.0%	22.0%	13.0%	0.0%	0.0%	2.0%
% Availability		15.8%	0.2%	2.7%	36.5%	2.5%	0.2%	0.5%	11.6%	0.2%	2.0%	23.9%	2.4%	0.2%	0.4%
Underutilized		Yes	No	No	Yes	Yes	No	No	Yes	No	No	Yes	Yes	No	No
Skilled Craft Workers	32														
% in Category		19.0%	0.0%	6.0%	63.0%	0.0%	0.0%	13.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
% Availability		36.8%	0.2%	2.6%	52.3%	2.3%	0.3%	0.6%	1.3%	0.0%	0.2%	2.2%	0.3%	0.0%	0.0%
Underutilized		Yes	No	No	No	Yes	No	No	Yes	No	No	Yes	No	No	No

Total **498**

- W White
- AI/AN American Indian/Alaska Native
- B Black or African American
- H/L Hispanic or Latino
- A Asian American
- NHOPI Native Hawaiian and Other Pacific Islander
- Multi Multiracial

*Current Customer Information Clerk requirements include ability to speak Spanish.

APPLICATIONS - OCTOBER 2018

POSITION TITLE	TOTAL APPLICANTS	RESPONDENTS TO EEO QUESTIONNAIRE	% Minority	% Female	FEMALE								MALE								DISABLED	VETERAN
					W	B	H/L	A	AI/AN	NHOPI	MULTI	NA	W	B	H/L	A	AI/AN	NHOPI	MULTI	NA		
A Mechanic	6	4	75%	0%	0%	0%	0%	0%	0%	0%	0%	0%	33%	0%	50%	0%	0%	0%	0%	17%	0%	33%
B Mechanic	14	13	92%	0%	0%	0%	0%	0%	0%	0%	0%	0%	7%	14%	57%	7%	0%	0%	7%	7%	7%	21%
C Mechanic	19	17	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	11%	5%	68%	5%	0%	11%	0%	0%	0%	11%
Coach Operator	70	64	94%	59%	6%	31%	13%	0%	1%	0%	4%	3%	3%	14%	19%	3%	0%	0%	0%	3%	4%	7%
Contract Operations Specialist	39	24	100%	38%	10%	13%	13%	0%	0%	0%	3%	0%	28%	5%	18%	3%	0%	0%	8%	0%	5%	15%
Customer Info Clerk, OC, Bilingual	19	18	89%	89%	5%	16%	58%	0%	0%	0%	0%	11%	0%	0%	11%	0%	0%	0%	0%	0%	0%	0%
Maintenance Supervisor	18	9	100%	6%	0%	6%	0%	0%	0%	0%	0%	0%	50%	11%	22%	0%	0%	0%	11%	0%	11%	33%
Operations Analyst	51	38	95%	35%	12%	4%	12%	2%	0%	0%	2%	4%	14%	8%	18%	18%	0%	2%	6%	0%	6%	4%
Parts Clerk	74	61	97%	36%	8%	7%	16%	0%	0%	1%	4%	0%	9%	11%	31%	3%	0%	0%	7%	3%	3%	0%
Planning Analyst	25	17	94%	36%	12%	0%	12%	8%	0%	0%	0%	4%	20%	4%	16%	16%	0%	4%	4%	0%	4%	8%
Receptionist	102	87	98%	88%	13%	21%	46%	2%	0%	0%	5%	2%	2%	3%	6%	1%	0%	0%	0%	0%	3%	3%
Servicer	46	42	100%	11%	0%	9%	2%	0%	0%	0%	0%	0%	9%	33%	39%	0%	2%	0%	7%	0%	2%	2%

Total Applications 483

- W White
- AI/AN American Indian/Alaska Native
- B Black or African American
- H/L Hispanic or Latino
- A Asian American
- NHOPI Native Hawaiian and Other Pacific Islander
- Multi Multiracial
- O Other
- NA Declined to respond to EEO questionnaire

DISCIPLINE - OCTOBER 2018

COUNSELINGS, WARNINGS & WRITTEN REPRIMANDS

	MALE							FEMALE						
	W	AI/AN	B	H/L	A	NHOPI	MULTI	W	AI/AN	B	H/L	A	NHOPI	MULTI
Maintenance	2	0	0	2	0	0	0	0	0	0	0	0	0	0
Operations	3	0	8	7	0	0	0	1	0	16	9	0	0	0
TOTALS	22							26						

SUSPENSIONS & TERMINATIONS

	MALE							FEMALE						
	W	AI/AN	B	H/L	A	NHOPI	MULTI	W	AI/AN	B	H/L	A	NHOPI	MULTI
Maintenance	0	0	0	1	0	0	0	0	0	0	0	0	0	0
Operations	1	0	4	1	0	0	0	1	0	10	0	0	0	0
TOTALS	7							11						

W White
 AI/AN American Indian/Alaska Native
 B Black or African American
 H/L Hispanic or Latino
 A Asian American
 NHOPI Native Hawaiian and Other Pacific Islander
 Multi Multiracial

PERSONNEL ACTIVITY - OCTOBER 2018

Full-Time and Part-Time Employees

Personnel Activity	All Employees			Employees Male							Employees Female						
	Total	Male	Female	W	B	H/L	NHOPI	A	AI/AN	MULTI	W	B	H/L	NHOPI	A	AI/AN	MULTI
New Hires	12	8	4	0	1	5	0	0	0	0	0	2	1	0	0	0	0
Promotions	1	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0
Transfers	0	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	0
Terminations	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Resignations	3	3	0	0	2	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	0
Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

FOR FISCAL YEAR 07/01/18 THROUGH 06/30/19
FULL-TIME SEPARATIONS

FOR FISCAL YEAR 07/01/17 THROUGH 06/30/18
FULL-TIME SEPARATIONS

	<u>Administration</u>	<u>Bargaining Unit</u>		<u>Administration</u>	<u>Bargaining Unit</u>
Terminations	1	6	Terminations	4	12
Resignations	1	12	Resignations	2	14
Retirements	2	4	Retirements	4	4
Other	0	0	Other	0	0

RIVERSIDE TRANSIT AGENCY
1825 Third Street
Riverside, CA 92507

December 5, 2018

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

Summary: In October 2018, the Customer Information Center answered 29,963 calls, a 7.9% decrease compared to October 2017. Calls included 135 commendations, general comments and valid complaints. The number of calls to Dial-A-Ride was 13,368, a 1.9% decrease compared to October 2017. 43,331 calls were received between the two call centers, which reflects a 6.1% decrease 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

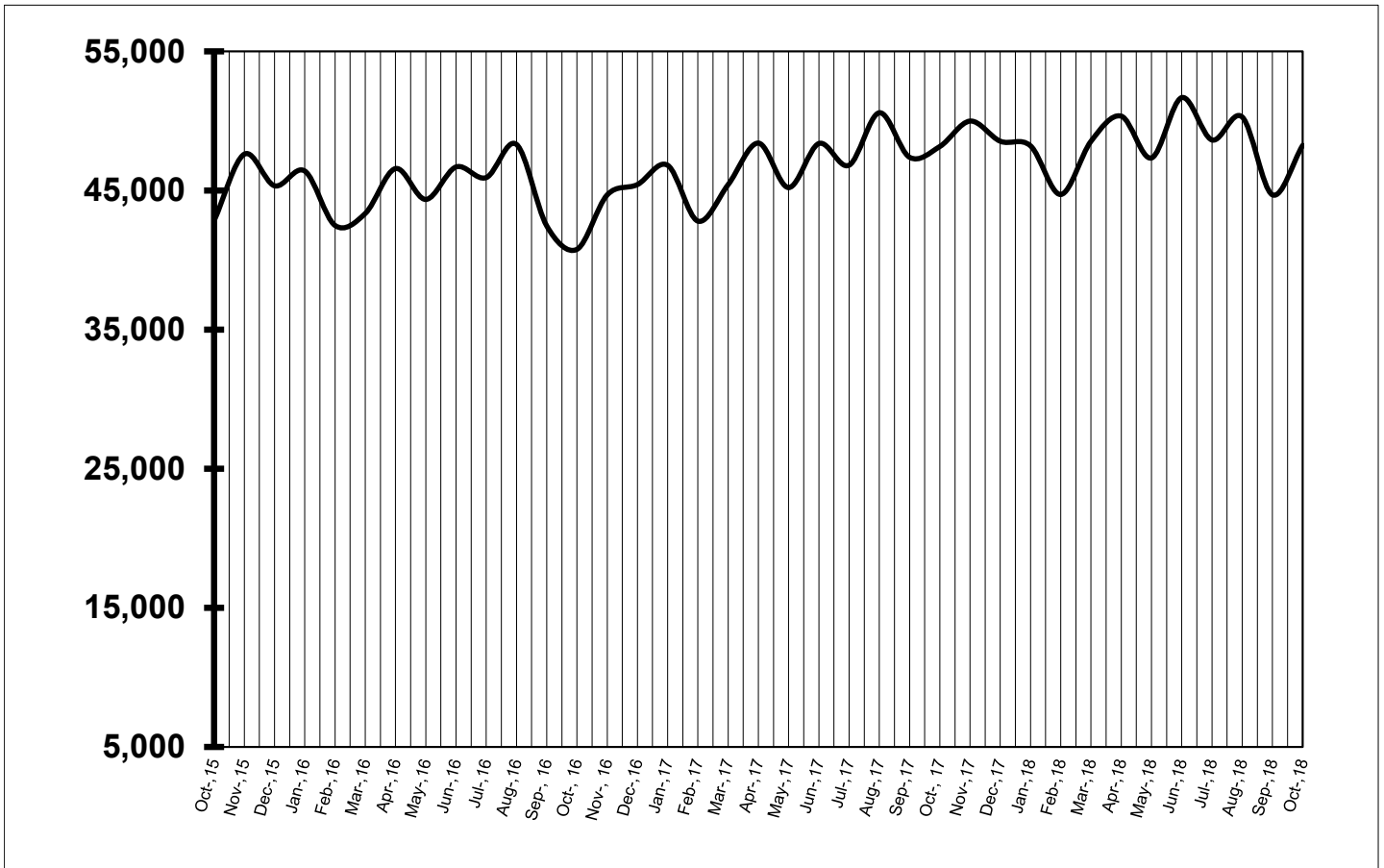
October 2018 Transportation Center Call Totals

Customer Information Center (CIC)	October 2018	October 2017	Percent Change
Information Calls	29,828	32,400	-7.9%
Complaints	67	82	-18.3%
Comments	47	33	42.4%
Commendations	21	18	16.7%
Total CIC Calls	29,963	32,533	-7.9%

Dial-A-Ride (DAR)

Total DAR Calls	13,368	13,623	-1.9%
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Total Calls	43,331	46,156	-6.1%
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Complaints, Comments & Commendations

Valid Complaints

Category	October 2018	October 2017	12 Month Average per Month	Complaints per 10,000 Passengers
Bus Stop	1	4	3	0.01
Careless Driving	7	15	8	0.08
Conduct	0	5	3	0.00
Crowded	2	0	0	0.02
Customer Service	12	6	12	0.14
Early Bus	2	6	4	0.02
Fare Dispute	0	0	1	0.00
Late Bus	15	14	15	0.17
Missed Transfer	4	0	2	0.05
No Show	0	2	2	0.00
Passed By	7	13	10	0.08
Passenger Conduct	2	0	1	0.02
Reasonable Modification	0	0	0	0.00
Other	15	17	21	0.17
Total	67	82	81	0.76

Ridership

	October 2018	October 2017	12 Month Average per Month
All services	879,188	820,812	723,481

Comments

	October 2018	October 2017	12 Month Average per Month	Comments per 10,000 Passengers
General Comments	47	33	38	0.53

Commendations

	October 2018	October 2017	12 Month Average per Month	Commendations per 10,000 Passengers
General Commendations	21	18	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 St.
Riverside, CA 92507

December 5, 2018

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE

THRU: Larry Rubio, Chief Executive Officer

FROM: Vince Rouzaud, Chief Procurement and Logistics Officer

SUBJECT: Authorization to Award Agreement No. 19-011 to Sardo Bus & Coach Upholstery to Remove and Replace the Fabric Seat Inserts with Vinyl Seat Inserts

Summary: Included in the Agency's approved operating budget is a project for the removal and replacement of the fabric seat inserts with vinyl seat inserts in one hundred twenty 40-foot buses. This replacement will include all regular fixed-route and RapidLink buses.

Benefits to upgrading bus seats to vinyl include:

- Over the last 3 years, the Agency has spent approximately \$20,000 to remove and replace soiled fabric. Soiled fabric is considered a biohazard and must be handled per Occupational Safety and Health Administration guidelines.
- It takes one maintenance servicer approximately 3 hours per bus to clean and disinfect fabric seats. Vinyl is nonabsorbent and requires much less time to clean and disinfect compared to fabric seats.
- The health and well-being of our customers is a top priority. At any point during a route, fabric seats can become contaminated and because fabric is absorbent, passengers may be unable to detect a soiled seat prior to sitting down. This can result in a customer unknowingly sitting in a seat that is not sanitary.

Staff's research has shown that most transit agencies that had buses equipped with fabric seats have either removed them or are in the process of removing them. The Los Angeles Metro light-rail division is currently transitioning from cloth to vinyl on several of its routes. New York City's subway system has gone to smooth plastic benches

or seats that will not absorb spills and to enable passengers to notice a soiled seat. The Bay Area Rapid Transit train system began phasing out cloth seats last year after an analysis found disturbing levels of fecal and skin-borne bacteria.

For this project, the successful vendor will be required to use transit grade vinyl and will utilize the Agency's existing plastic seat cores. The look of the bus interior will not change as the Agency is utilizing vinyl with a pattern similar to the current seat fabric.

On October 5, 2018 staff issued Invitation for Bids (IFB) 19-011. The IFB was publicly advertised in a newspaper of general circulation and a notice was posted on the Agency's website along with a copy of the IFB document. The Agency also sent notices of the contracting opportunity to the chambers of commerce in cities that are members of the Joint Powers Agreement.

On November 2, 2018 the Agency received bids from the following two vendors:

Firm Name	Bid Amount
Sardo Bus & Coach Upholstery, Gardena, CA	\$216,018.74
Molina Manufacturing, Torrance, CA	\$258,271.04

Staff reviewed the low bidder's submittal to ensure compliance with the requirements of the IFB. Based on a thorough review, staff recommends awarding a contract to Sardo Bus & Coach Upholstery, the lowest responsive and responsible bidder.

In addition to the base bid amount, staff is also recommending the contract include a five-percent contingency of \$10,800.94 to be utilized in the event of unforeseen circumstances. Such use would be subject to a change order or amendment to the proposed contract if needed.

Fiscal Impact:

Sufficient funds to cover this request are included in the Agency's FY19 operating budget.

Recommendation:

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

- Authorize staff to award Agreement No. 19-011 to Sardo Bus & Coach Upholstery to remove and replace the fabric seat inserts with vinyl seat inserts in the amount of \$216,018.74, with a five-percent contingency of \$10,800.94 for a total project budget of \$226,819.68.