



January 9, 2019  
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 – DECEMBER 5, 2018 COMMITTEE MEETING (P.4)**

**APPROVE**

**5. CONSENT CALENDAR**

All items on the Consent Calendar will be approved by one motion and there will be no discussion on individual items unless a board member or member of the public requests a specific item to be pulled from the calendar for separate discussion.

**A. PERSONNEL REPORT – NOVEMBER 2018 (P.7)**

**RECEIVE AND FILE**

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

**RECEIVE AND FILE**

**6. AUTHORIZATION TO AWARD AGREEMENT NO. 18-033 TO EAM SOLUTIONS LLC FOR THE UPGRADE AND MIGRATION FROM SPEAR ENTERPRISE ASSET MANAGEMENT SOFTWARE (SPEAR) TO INFOR ENTERPRISE ASSET MANAGEMENT SOFTWARE (INFOR) (P.18)**

**APPROVE**

**7. BOARD MEMBER COMMENTS**

**8. ANNOUNCEMENTS**

**9. NEXT MEETING**

Wednesday, February 6, 2019  
1:00 p.m.  
Riverside Transit Agency  
1825 Third Street  
Riverside, CA 92507

**ITEM**

**RECOMMENDATION**

**10. MEETING ADJOURNMENT**

RTA BOARD ADMINISTRATION AND OPERATIONS COMMITTEE MEETING  
Minutes  
December 5, 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 December 5, 2018, in the RTA Board Room.

2. **SELF-INTRODUCTIONS**

Self-introductions of those in attendance were dispensed with.

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. Tonya Burke, City of Perris
8. Andy Melendrez, City of Riverside
9. Alonso Ledezma, City of San Jacinto
10. Bridgette Moore, City of Wildomar
11. <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. Adam Chavez, Director of Maintenance
9. Jim Kneepkens, Director of Marketing
10. Rick Kaczerowski, Director of IT
11. Rick Majors, Director of Risk Management
12. Natalie Zaragoza, Director of Contracts
13. Eric Ustation, Government Affairs Manager
14. Brad Weaver, Media & Public Relations Manager
15. Luciano Rose, Operations Manager
16. Stephanie Sirls, Contract Operations Manager

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

17. Lisa Almilli, Mobility Manager
18. Francisco Haro, Contract Operations Assistant Manager

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

None.

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

M/S/C (WELCH/LEDEZMA) approving the minutes of the November 7, 2018 Committee meeting.

The motion carried unanimously.

5. **CONSENT CALENDAR**

Director Andy Melendrez asked for Item 5A to be pulled for further discussion.

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

The motion carried unanimously.

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

The motion carried unanimously.

First Vice-Chairman Lane left the dais at 1:17 p.m.

First Vice-Chairman Lane returned to the dais at 1:20 p.m.

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**

M/S/C (MELENDREZ/BURKE) approving and recommending 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.

The motion carried unanimously.

7. **BOARD MEMBER COMMENTS**

Board member comments were made by First Vice-Chairman Randon Lane, Director Andy Melendrez, Chairman Art Welch, Director Alonso Ledezma, Second Vice-Chairwoman Tonya Burke, Committee Chair Nancy Carroll and Director Daryl Hickman.

8. **ANNOUNCEMENTS**

None.

9. **NEXT MEETING**

Wednesday, January 9, 2019, 1:00 p.m.  
Riverside Transit Agency  
Board Room  
1825 Third Street  
Riverside, CA 92507

10. **MEETING ADJOURNMENT**

The meeting was adjourned at 1:27 p.m.

RIVERSIDE TRANSIT AGENCY  
1825 Third Street  
Riverside, CA 92507

January 9, 2019

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE

THRU: Larry Rubio, Chief Executive Officer

FROM: Laura Camacho, Chief Administrative Services Officer

SUBJECT: Personnel Report - November 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 November 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 - NOVEMBER 2018**

<b>DEPARTMENT AND TITLE</b>	<b>FY BUDGETED POSITIONS</b>	<b>FILLED POSITIONS</b>
<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	1
Receptionist	<u>2</u>	<u>2</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>16</u>
Department Subtotal	68	60



<b>DEPARTMENT AND TITLE</b>	<b>FY BUDGETED POSITIONS</b>	<b>FILLED POSITIONS</b>
<b><u>MARKETING</u></b>		
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	3
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	32
<b><u>OPERATIONS</u></b>		
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	15
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	291
Part-Time Coach Operator <sup>1</sup>	<u>0</u>	<u>27</u>
Department Subtotal	329	355
<b><u>CONTRACT OPERATIONS</u></b>		
Contract Operations Manager	1	1
Assistant Contract Operations Manager	1	1
Contract Operations Specialist	3	4
Medi-Cal Administrative Activity (MAA) Coordinator	<u>1</u>	<u>1</u>
Department Subtotal	6	7
<b><u>PLANNING</u></b>		
Director of Planning	1	1
Grants Manager	1	1
Planning & Scheduling Manager	1	1
Project Manager	1	1
Scheduling Analyst	1	1
Planning Analyst	1	0
Planning & Programming Specialist	1	1
Planning & Scheduling Technician	<u>1</u>	<u>1</u>
Department Subtotal	8	7
<b><u>PURCHASING</u></b>		
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
<b>Totals</b>	<b>494</b>	<b>507</b>

<sup>1</sup>There are currently 17 Coach Operators on extended leave (11/25/18). PT actuals are equivalent of 13 FT positions.

**WORKFORCE DATA - NOVEMBER 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
<b>Officials &amp; Administrators</b>	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
<b>Professionals</b>	47														
% in Category		26.0%	0.0%	19.0%	17.0%	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
<b>Administrative Support, FT</b>	34														
% in Category		12.0%	0.0%	3.0%	18.0%	0.0%	0.0%	3.0%	12.0%	0.0%	6.0%	41.0%	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
<b>*Administrative Support, OC</b>	17														
% in Category		0.0%	0.0%	0.0%	12.0%	0.0%	0.0%	0.0%	6.0%	0.0%	18.0%	59.0%	0.0%	0.0%	6.0%
% 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
<b>Service-Maintenance</b>	348														
% in Category		14.0%	0.0%	17.0%	22.0%	2.0%	1.0%	1.0%	8.0%	0.0%	22.0%	12.0%	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
<b>Skilled Craft Workers</b>	32														
% in Category		19.0%	0.0%	3.0%	66.0%	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** **507**

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 - NOVEMBER 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	13	8	10%	8%	0%	0%	8%	0%	0%	0%	0%	0%	38%	8%	46%	0%	0%	0%	0%	0%	8%	8%
B Mechanic	24	18	100%	4%	4%	0%	0%	0%	0%	0%	0%	0%	21%	4%	58%	4%	0%	4%	4%	0%	4%	17%
Coach Operator	80	76	95%	49%	1%	31%	8%	0%	3%	1%	3%	3%	4%	20%	18%	3%	0%	0%	5%	3%	4%	5%
Contract Operations Specialist	11	6	100%	73%	36%	9%	27%	0%	0%	0%	0%	0%	9%	0%	9%	0%	0%	0%	9%	0%	9%	0%
Customer Info Clerk, OC, Bilingual	23	22	95%	78%	4%	9%	52%	0%	0%	0%	9%	4%	0%	4%	17%	0%	0%	0%	0%	0%	4%	0%
HR Clerk	235	198	94%	82%	12%	15%	39%	3%	1%	2%	5%	5%	3%	3%	8%	1%	0%	0%	2%	0%	2%	3%
Maintenance Supervisor	21	13	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	38%	14%	38%	0%	5%	0%	5%	0%	5%	14%
Operations Analyst	29	17	94%	28%	3%	10%	7%	3%	0%	0%	0%	3%	38%	7%	21%	3%	0%	3%	0%	0%	7%	7%
Operations Supervisor - Promo	7	7	100%	43%	0%	29%	14%	0%	0%	0%	0%	0%	0%	29%	29%	0%	0%	0%	0%	0%	29%	0%
Planning Analyst	13	77	91%	46%	0%	8%	15%	8%	0%	0%	8%	8%	15%	0%	23%	8%	0%	0%	8%	0%	8%	8%
Servicer	88	75	97%	20%	2%	11%	4%	0%	2%	0%	0%	0%	12%	16%	41%	0%	1%	1%	3%	2%	3%	5%
Tire Servicer	3	3	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	33%	67%	0%	0%	0%	0%	0%	0%	0%

Total Applications 547

- 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 - NOVEMBER 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
<b>Maintenance</b>	1	0	0	1	0	0	0	0	0	0	0	0	0	0
<b>Operations</b>	4	1	5	8	0	0	2	4	0	6	7	0	0	2
<b>TOTALS</b>	<b>22</b>							<b>19</b>						

**SUSPENSIONS & TERMINATIONS**

	MALE							FEMALE						
	W	AI/AN	B	H/L	A	NHOPI	MULTI	W	AI/AN	B	H/L	A	NHOPI	MULTI
<b>Maintenance</b>	1	0	0	1	0	0	0	0	0	0	0	0	0	0
<b>Operations</b>	1	0	1	2	0	0	0	1	0	2	1	0	0	0
<b>TOTALS</b>	<b>6</b>							<b>4</b>						

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 - NOVEMBER 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	16	10	6	0	3	5	0	0	0	0	0	3	3	0	0	0	0
Promotions	3	2	1	0	2	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	4	3	1	0	1	1	0	1	0	0	0	1	0	0	0	0	0
Resignations	2	1	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0
Retirements	1	1	0	0	1	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	9	Terminations	4	12
Resignations	2	12	Resignations	2	14
Retirements	2	5	Retirements	4	4
Other	0	0	Other	0	0

RIVERSIDE TRANSIT AGENCY  
1825 Third Street  
Riverside, CA 92507

January 9, 2019

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE

THRU: Larry Rubio, Chief Executive Officer

FROM: Jim Kneepkens, Director of Marketing

SUBJECT: Transportation Center Monthly Report – November 2018

Summary: In November 2018, the Customer Information Center answered 30,575 calls, a 2.4% decrease compared to November 2017. Calls included 96 commendations, general comments and valid complaints. The number of calls to Dial-A-Ride was 12,026, a 6.7% decrease compared to November 2017. 42,601 calls were received between the two call centers, which reflects a 3.6% 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

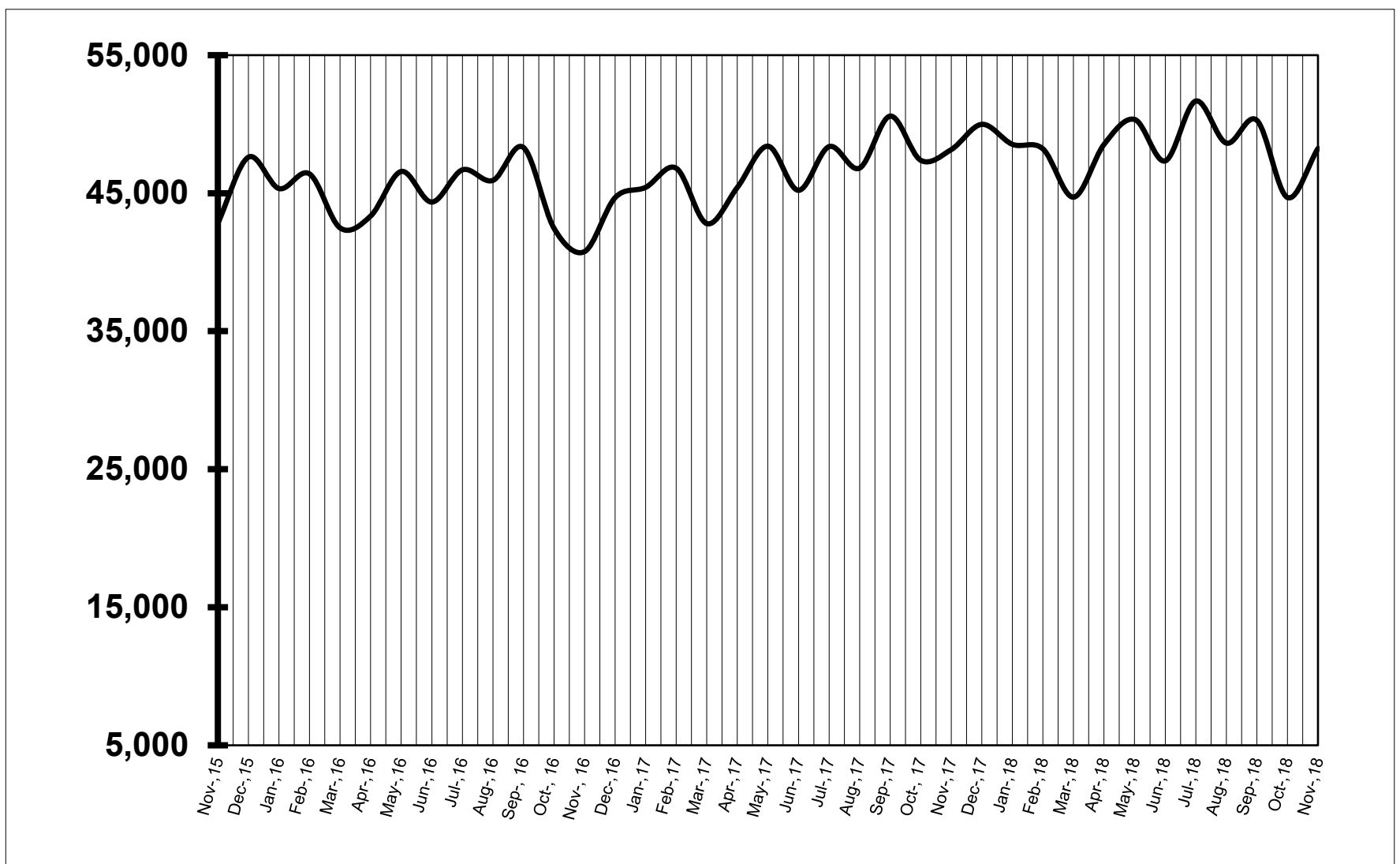
## November 2018 Transportation Center Call Totals

	November 2018	November 2017	Percent Change
<b>Customer Information Center (CIC)</b>			
Information Calls	30,479	31,187	-2.3%
Complaints	52	79	-34.2%
Comments	23	28	-17.9%
Commendations	21	20	5.0%
<b>Total CIC Calls</b>	<b>30,575</b>	<b>31,314</b>	<b>-2.4%</b>

### Dial-A-Ride (DAR)

<b>Total DAR Calls</b>	<b>12,026</b>	<b>12,890</b>	<b>-6.7%</b>
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<b>Total Calls</b>	<b>42,601</b>	<b>44,204</b>	<b>-3.6%</b>
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# Complaints, Comments & Commendations

## Valid Complaints

Category	November 2018	November 2017	12 Month Average per Month	Complaints per 10,000 Passengers
Bus Stop	2	2	2	0.03
Careless Driving	3	13	7	0.04
Conduct	2	6	3	0.03
Crowded	2	0	1	0.03
Customer Service	5	11	12	0.07
Early Bus	5	2	4	0.07
Fare Dispute	0	2	1	0.00
Late Bus	11	15	15	0.15
Missed Transfer	1	1	2	0.01
No Show	0	1	2	0.00
Passed By	8	9	9	0.11
Passenger Conduct	1	1	1	0.01
Reasonable Modification	0	0	0	0.00
Other	12	16	21	0.16
<b>Total</b>	<b>52</b>	<b>79</b>	<b>79</b>	<b>0.69</b>

## Ridership

	November 2018	November 2017	12 Month Average per Month
All services	757,685	739,310	725,012

## Comments

	November 2018	November 2017	12 Month Average per Month	Comments per 10,000 Passengers
General Comments	23	28	37	0.30

## Commendations

	November 2018	November 2017	12 Month Average per Month	Commendations per 10,000 Passengers
General Commendations	21	20	19	0.28



## **Complaints, Comments and Commendations**

### Category Descriptions

#### **Complaints**

**Bus Stops:** Stop needs cleaning, nearby landscape needs cleaning, stop equipment broken or not working properly.

**Driving Concerns:** Driver makes inappropriate lane change, brakes too hard, drives too slow, accelerates too fast, stops too far from stop or curb, blocks traffic, bus temperature too hot.

**Driver Conduct:** Driver provided poor customer service, does not assist customers needing help, rushes customer.

**Crowded:** Customer is uncomfortable due to bus being too full, customer unable to find a seat.

**Customer Service:** Customer provided with wrong information, employee provided poor customer service.

**Early Bus:** Bus arrives or departs bus stop ahead of schedule.

**Fare Dispute:** Pass stuck in farebox, college ID card not working, customer overpaid and requests a refund, customer not provided appropriate discount.

**Late Bus:** Bus arrives or departs bus stop behind schedule.

**Missed Transfer:** Early or late bus causes customer to miss transfer with another bus.

**No Show:** Bus does not arrive as scheduled.

**Passed By:** Bus passes stop without picking up customer

**Passenger Conduct:** Fellow customer plays music too loud, talks too loud, uses profanity, uses extra seat for personal belongings.

**Reasonable Modification:** Request from person with disability for modification of Agency practice or policy.

**Other:** Bike rack full, pass outlet out of passes, bus displays the wrong headsign.

#### **Comments**

Request for new, later or more frequent bus service; request for restroom at transfer facility; request for new fare category; request for bus stop amenities; request for new bus stop.

#### **Commendations**

Customer appreciates new buses, commends driver for courtesy, assisting customer with special needs, providing great customer service or returning lost item.

RIVERSIDE TRANSIT AGENCY  
1825 Third Street  
Riverside, CA 92507

January 9, 2019

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. 18-033 to EAM Solutions LLC for the Upgrade and Migration from Spear Enterprise Asset Management Software (Spear) to Infor Enterprise Asset Management Software (Infor)

In 2000, the Agency implemented a version of enterprise asset management software called Spear to manage its vehicle maintenance and parts inventory functions. Spear software was originally chosen because of its ability to interface with the Agency's Oracle Purchasing and Financial modules. While the Spear software has served the Agency well for the past 18 years, the software has undergone several acquisitions. The current owner, Infor, will cease to support Spear in the near future and intends to replace it with their own version.

The Infor software will have the same functionality as Spear but will also have the added ability to manage the Agency's transit facilities infrastructure which is a new requirement of the Federal Transit Administration. As an existing license holder, the Agency pays Infor an annual licensing fee for use of the Spear software. With the upgrade and migration to Infor, the Agency will continue to pay an annual licensing fee for the use of the Infor software. After carefully considering the alternatives, staff made the determination that moving forward with the Infor software upgrade was in the best interest of the Agency.

Alternatives Considered

If the Agency chose to not upgrade to the Infor software, the alternative would be to re-procure and replace it with a new enterprise asset management software. Staff's research has indicated that the cost for a new enterprise asset management software would be somewhere in the range of \$1.5 million. This does not include additional costs for software customization, integration with other Agency software, training, as well as costs for the conversion of existing data to a new software platform. Furthermore, the Agency would still be required to enter into an annual subscription agreement with the new vendor.

Staff concluded that the proposed Infor upgrade is the most economical approach for the Agency. The costs the Agency will incur are those for implementation as well as the ongoing annual subscription fee. With the subscription service, the vendor is responsible for software back-ups and upgrades. Further, the upgrade will require less customization which in turn shortens the process and minimizes any learning curves for staff.

To upgrade from Spear to Infor, staff requires the services of an experienced firm to perform the software configuration, implementation, data migration, and to provide general guidance based on their expertise for the best use and configuration of the software. Staff specifically wanted a firm with previous experience in implementing Infor software at public agencies.

To accomplish this transition, on May 14, 2018 staff issued Request for Proposals (RFP) No. 18-033. The RFP 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 RFP document. The Agency also sent notices to the local chambers of commerce in cities that are members of the Joint Powers Agreement.

On August 3, 2018 the Agency received proposals from the following three firms:

- 21 Tech LLC Los Altos, CA
- EAM Solutions LLC Houston, TX
- Genesis Technology Solutions, Inc Houston, TX

An evaluation committee representing staff from the information technology, maintenance and purchasing departments evaluated the proposals in accordance with the criteria listed in the RFP; qualifications and related experience, staffing and project organization, work plan, and completeness of response.

All three firms were invited for in person interviews. The interview process gives staff the opportunity to ask specific questions that help clarify and augment the written proposals. Each firm was asked to make available key technical personnel to explain how they would accomplish the various tasks outlined in the Scope of Work. They were also required to provide examples where they have implemented and configured software in a manner that provided the best results in conditions similar to the Agency.

At the conclusion of the interviews, staff requested best and final offers (BAFO) from each firm. As part of the BAFO process, vendors were instructed to review their originally proposed costs to ensure all anticipated expenses were considered. The final pricing submitted by each firm is shown below:

Vendor	Price
Genesis Technology Solutions, Inc	\$1,255,880.00
21 Tech LLC	\$974,675.00
EAM Solutions LLC	\$341,400.00

Upon completion of the review both EAM Solutions and 21 Tech were ranked alike and Genesis Technology Solutions was ranked third in scoring. Based on the overall evaluation process (technical review, price analysis, in-person interviews and reference checks), it was the evaluation committee's determination that EAM Solutions was a technically responsive and responsible vendor and would provide the best value to the Agency.

EAM Solutions submitted a proposal that reflected a complete understanding of the Agency's needs to accomplish the upgrade and data migration from Spear to Infor. Their costs reflected a thorough analysis of the Agency's current use of the Spear software, internal business processes and provided sufficient resource levels and design tools to convert the Agency's data to a format compatible with the new Infor software.

The evaluation committee has a high level of confidence in the project team assembled by EAM Solutions. They have experience implementing Infor software for other public agencies including a large project for the entire Cuyahoga County in Ohio. This project included implementing the Infor Software for county departments that maintain large fleets of vehicles, equipment and fixed assets. Another plus is that EAM Solutions has experience from implementing the Infor EAM software for over one hundred fifty clients worldwide.

In addition to the proposed amount, staff also recommends the Board authorize a five-percent contingency of \$17,070 to be utilized in the event of unforeseen circumstances. Such use would be subject to a future change order or amendment to the proposed contract if necessary.

Fiscal Impact:

Sufficient funds to cover this request are included in the Agency's Board approved capital budget. The funding profile is shown below:

<u>Federal Section 5307</u>	<u>State Transit Assistance (STA)</u>	<u>Total</u>
\$ 286,776	\$ 71,694	\$ 358,470*
* Amount Includes Five-Percent Contingency		

Recommendation:

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

- Authorize staff to award Agreement No. 18-033 to EAM Solutions for the upgrade and migration to Infor software in the amount of \$341,400 with a five-percent contingency of \$17,070 for a total project budget amount of \$358,470.