



March 6, 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 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 – FEBRUARY 6, 2019 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 – JANUARY 2019 (P.7)

RECEIVE AND FILE

B. TRANSPORTATION CENTER MONTHLY REPORT – JANUARY 2019 (P.14)

RECEIVE AND FILE

REGULAR CALENDAR:

6. RESOLUTION TO AUTHORIZE FILING OF APPLICATION FOR FISCAL YEAR (FY) 2019 LOW CARBON TRANSIT OPERATIONS PROGRAM (LCTOP) FUNDS (P.18)

APPROVE

7. AUTHORIZE A YOUTH SUMMER FARE OF 25 CENTS PER BOARDING FROM JUNE 1, 2019 THROUGH SEPTEMBER 2, 2019 (P.24)

APPROVE

8. BOARD MEMBER COMMENTS

9. ANNOUNCEMENTS

ITEM

RECOMMENDATION

10. NEXT MEETING

Wednesday, April 3, 2019
1:00 p.m.
Riverside Transit Agency
1825 Third Street
Riverside, CA 92507

11. MEETING ADJOURNMENT

RTA BOARD ADMINISTRATION AND OPERATIONS COMMITTEE MEETING
Minutes
February 6, 2019

1. **CALL TO ORDER**

Committee Chair Art Welch called the Board Administration and Operations Committee meeting to order at 1:00 p.m., on February 6, 2019, in the RTA Board Room.

2. **SELF-INTRODUCTIONS**

Self-introductions of those in attendance were dispensed with.

Committee Members Attending

1. Art Welch, City of Banning
2. Nancy Carroll, City of Beaumont
3. Jim Steiner, City of Corona
4. Steve Manos, City of Lake Elsinore
5. ¹Lesa Sobek, City of Menifee
6. David Marquez, City of Moreno Valley
7. Andy Melendrez, City of Riverside
8. Alonso Ledezma, City of San Jacinto
9. Zak Schwank, City of Temecula
10. ²Jerry Sincich, County of Riverside, District I
11. ³Ike Bootsma, County of Riverside, District II

RTA Staff

1. Larry Rubio, Chief Executive Officer
2. Tom Franklin, Chief Operating Officer
3. Craig Fajnor, Chief Financial Officer
4. Vince Rouzaud, Chief Procurement and Logistics Officer
5. Laura Camacho, Chief Administrative Services 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
14. Stephanie Sirls, Contract Operations Manager
15. Melissa Blankenship, Contracts Manager

¹Alternate for Greg August, City of Menifee

²Alternate for Kevin Jeffries, County of Riverside, District I

³Alternate for Karen Spiegel, County of Riverside, District II

16. Luciano Rose, Operations Manager
17. Kristin Warsinski, Grants Manager
18. Sylvia Meadows, Marketing Coordinator
19. Lisa Almilli, Mobility Manager
20. Tammi Ford, Clerk of the Board of Directors

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

None.

4. **APPROVAL OF MINUTES – JANUARY 9, 2019 COMMITTEE MEETING**

M/S/C (SINCICH/MELENDREZ) approving the minutes of the January 9, 2019 Committee meeting.

The motion carried with 7 affirmative votes and 1 abstention (SOBEK).

5. **CONSENT CALENDAR**

M/S/C (BOOTSMA/MELENDREZ) approving the receipt and file of Item 5A – Personnel Report – December 2018.

The motion carried unanimously.

M/S/C (BOOTSMA/MELENDREZ) approving the receipt and file of Item 5B – Transportation Center Monthly Report – December 2018.

The motion carried unanimously.

Director Steve Manos arrived to the meeting at 1:09 p.m.

6. **AUTHORIZATION TO AMEND AGREEMENT WITH THE UNIVERSITY OF CALIFORNIA, RIVERSIDE (UCR) FOR THE DEVELOPMENT OF THE UCR MOBILITY HUB**

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

- Authorize staff to amend the Agreement with the University of California, Riverside for development of the UCR Mobility Hub.

The motion carried unanimously.

Director David Marquez arrived to the meeting at 1:16 p.m.

Director Alonso Ledezma arrived to the meeting at 1:17 p.m.

7. **MOBILE FARE PAYMENT UPDATE**

Mr. Jim Kneepkens presented an update on mobile fare payment.

8. **BOARD MEMBER COMMENTS**

Board member comments were made by Directors Lesa Sobek, Jim Steiner, David Marquez, Zak Schwank and Alonso Ledezma.

9. **ANNOUNCEMENTS**

None.

10. **NEXT MEETING**

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

11. **MEETING ADJOURNMENT**

The meeting was adjourned at 1:34 p.m.

RIVERSIDE TRANSIT AGENCY
1825 Third Street
Riverside, CA 92507

March 6, 2019

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE

THRU: Larry Rubio, Chief Executive Officer

FROM: Laura Camacho, Chief Administrative Services Officer

SUBJECT: Personnel Report - January 2019

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 January 2019. 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 - JANUARY 2019

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>0</u>
Department Subtotal	3	2
<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	0
Risk Management Specialist	<u>1</u>	<u>1</u>
Department Subtotal	4	3
<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	8
Electronic Technician	2	2
Mechanic	35	30
Tire Servicer	1	1
Servicer	<u>18</u>	<u>20</u>
Department Subtotal	68	65

DEPARTMENT AND TITLE	FY BUDGETED POSITIONS	FILLED POSITIONS
MARKETING		
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
OPERATIONS		
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	2
Stops/Zones Supervisor	1	1
Stops/Zones Groundskeeper	11	11
Surveillance Clerk	2	1
Transit Clerk	1	1
Full-Time Coach Operator ¹	290	310
Part-Time Coach Operator	<u>0</u>	<u>4</u>
Department Subtotal	329	352
CONTRACT OPERATIONS		
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
PLANNING		
Director of Planning	1	1
Grants Manager	1	1
Planning & Scheduling Manager	1	1
Project Manager	1	1
Scheduling Analyst	1	1
Planning Analyst	1	0
Planning & Programming Specialist	1	1
Planning & Scheduling Technician	<u>1</u>	<u>1</u>
Department Subtotal	8	7
PURCHASING		
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>7</u>
Department Subtotal	17	17
Totals	494	508

¹There are currently 20 Coach Operators on extended leave (1/27/19).

WORKFORCE DATA - JANUARY 2019

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	28														
% 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	49														
% 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
Administrative Support, FT	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
*Administrative Support, OC	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
Service-Maintenance	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
Skilled Craft Workers	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 **508**

- 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 - JANUARY 2019

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	15	10	90%	7%	0%	0%	7%	0%	0%	0%	0%	0%	29%	21%	26%	3%	0%	0%	12%	3%	3%	35%
B Mechanic	25	19	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	24%	4%	64%	4%	4%	0%	0%	0%	4%	16%
Coach Operator, Full Time	146	127	96%	47%	5%	29%	8%	0%	1%	0%	4%	1%	8%	23%	12%	0%	0%	0%	7%	3%	7%	5%
Coach Operator, Part Time	28	24	92%	54%	7%	32%	7%	0%	0%	0%	4%	4%	7%	21%	14%	0%	0%	0%	0%	4%	4%	7%
Customer Info Clerk, OC, Bilingual	22	20	100%	82%	9%	9%	55%	0%	0%	0%	4%	4%	0%	0%	18%	0%	0%	0%	0%	0%	9%	0%
Maintenance Supervisor	10	7	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	30%	0%	70%	0%	0%	0%	0%	0%	0%	20%
Operations Supervisor	40	33	94%	20%	0%	10%	8%	0%	0%	0%	3%	0%	18%	25%	23%	5%	0%	3%	3%	5%	5%	15%
Transit Safety & Security Manager	34	24	96%	6%	0%	3%	0%	0%	0%	0%	3%	0%	0%	29%	29%	0%	0%	0%	0%	0%	29%	0%

Total Applications 320

- 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 - JANUARY 2019

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	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Operations	3	0	6	3	0	0	1	0	0	15	7	0	0	2
TOTALS	13							24						

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	0	0	0	0	0	0	0	0	0	0	0
Operations	0	0	3	3	0	0	0	0	0	3	3	0	0	0
TOTALS	6							6						

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 - JANUARY 2019

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	11	9	2	3	3	3	0	0	0	0	1	0	1	0	0	0	0
Promotions	2	2	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0
Transfers	1	1	0	0	0	1	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	1	2	0	0	0	0	0	0	0	1	0	0	0	0
Resignations	3	2	1	2	0	0	0	0	0	0	0	0	1	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	13	Terminations	4	12
Resignations	4	15	Resignations	2	14
Retirements	3	5	Retirements	4	4
Other	0	0	Other	0	0

RIVERSIDE TRANSIT AGENCY
1825 Third Street
Riverside, CA 92507

March 6, 2019

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE
THRU: Larry Rubio, Chief Executive Officer
FROM: Jim Kneepkens, Director of Marketing
SUBJECT: Transportation Center Monthly Report – January 2019

Summary: In January 2019, the Customer Information Center answered 31,566 calls, a 1.2% decrease compared to January 2018. Calls included 129 commendations, general comments and valid complaints. The number of calls to Dial-A-Ride was 13,168, a 5.2% increase compared to January 2018. 44,734 calls were received between the two call centers, which reflects a .6% increase 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

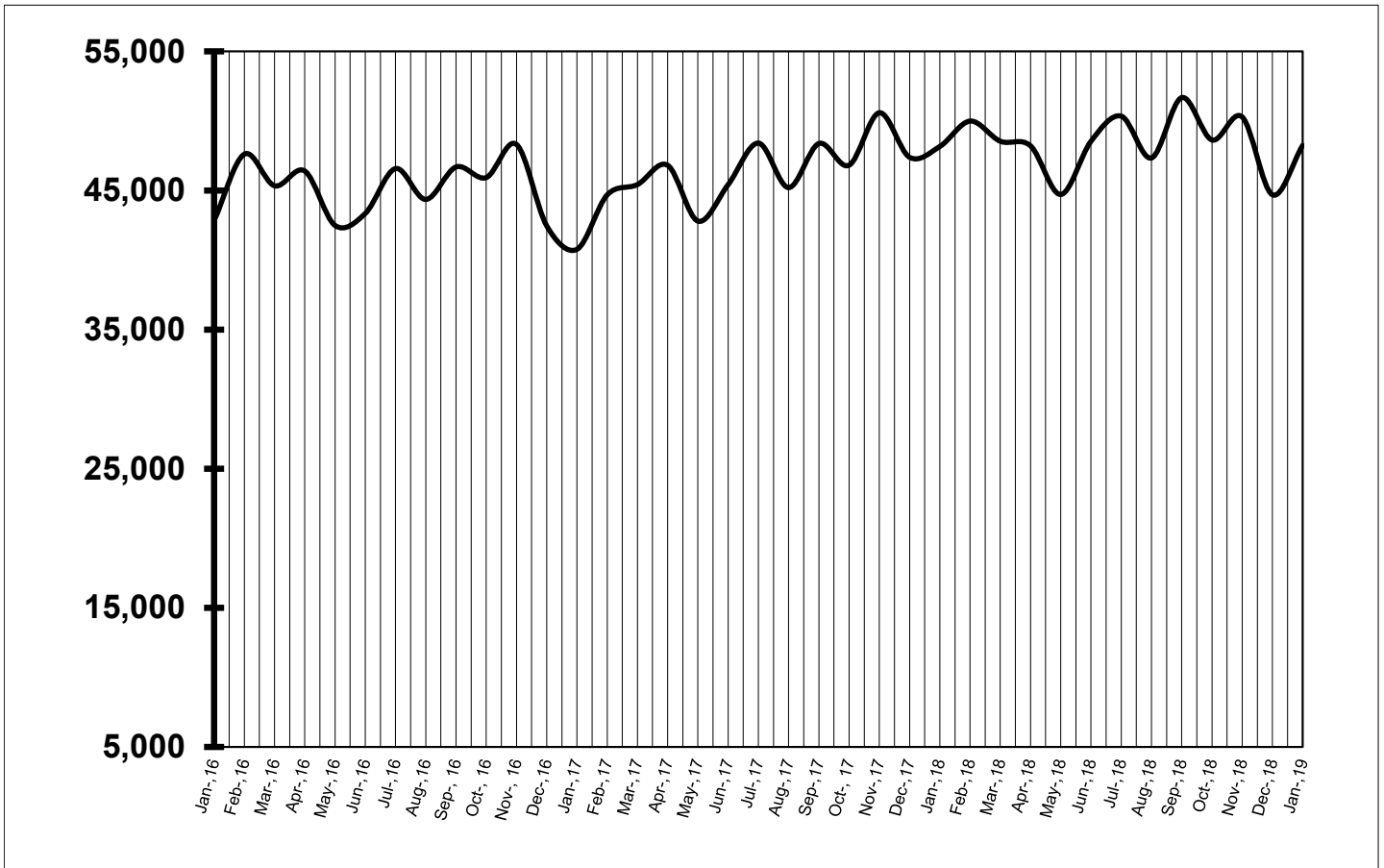
January 2019 Transportation Center Call Totals

Customer Information Center (CIC)	January 2019	January 2018	Percent Change
Information Calls	31,437	31,831	-1.2%
Complaints	64	81	-21.0%
Comments	49	48	2.1%
Commendations	16	4	300.0%
Total CIC Calls	31,566	31,964	-1.2%

Dial-A-Ride (DAR)

Total DAR Calls	13,168	12,515	5.2%
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Total Calls	44,734	44,479	0.6%
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Complaints, Comments & Commendations

Valid Complaints

Category	January 2019	January 2018	12 Month Average per Month	Complaints per 10,000 Passengers
Bus Stop	0	1	2	0.00
Careless Driving	5	6	6	0.07
Conduct	0	3	2	0.00
Crowded	0	0	1	0.00
Customer Service	6	13	11	0.08
Early Bus	3	11	4	0.04
Fare Dispute	1	0	1	0.01
Late Bus	6	10	14	0.08
Missed Transfer	2	2	2	0.03
No Show	5	1	3	0.07
Passed By	12	16	10	0.17
Passenger Conduct	2	0	1	0.03
Reasonable Modification	0	0	0	0.00
Other	22	18	21	0.31
Total	64	81	77	0.91

Ridership

	January 2019	January 2018	12 Month Average per Month
All services	706,477	689,802	726,222

Comments

	January 2019	January 2018	12 Month Average per Month	Comments per 10,000 Passengers
General Comments	49	48	39	0.69

Commendations

	January 2019	January 2018	12 Month Average per Month	Commendations per 10,000 Passengers
General Commendations	16	4	19	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

March 6, 2019

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE
THRU: Larry Rubio, Chief Executive Officer
FROM: Rohan Kuruppu, Director of Planning
SUBJECT: Resolution to Authorize Filing of Application for Fiscal Year (FY) 2019 Low Carbon Transit Operations Program (LCTOP) Funds

Summary: The Cap and Trade LCTOP is one of several programs under the Transit, Affordable Housing, and Sustainable Communities Program established by the California Legislature in 2014 through Senate Bill 862 (SB 862). SB 862 establishes the LCTOP program as a formulaic program and will continuously appropriate 5% of the annual auction proceeds of the Greenhouse Gas Reduction Fund (GGRF) to this program. LCTOP was created to provide operating and capital assistance to transit agencies with the goal of reducing greenhouse gas emissions and improving mobility with an emphasis on serving disadvantaged communities. Additionally, Assembly Bill 1550 (AB 1550) of 2016 revised investments within disadvantaged communities to include an additional 5% investment in those low-income communities that may not necessarily be a disadvantaged community. In September 2018, Senate Bill 1119 (SB 1119) was passed which allows for a waiver of the disadvantaged community requirement for certain projects that expand transit service, provide fare subsidies and purchase zero-emission transit buses and infrastructure.

The funds are distributed through the State Controller's Office in accordance with sections 99312 (b) (c), 99313, and 99314 of the Public Utilities Code (PUC). The Agency is specifically apportioned \$2,149,319 of FY19 LCTOP funds for operating and capital assistance. A supporting resolution approved by the Board of Directors is necessary to submit this grant application.

Projects must meet the following criteria to be considered for funding:

1. Project must reduce greenhouse gas emissions;
2. Project must be located in or provide benefits to a disadvantaged community defined by the California Environmental Protection Agency (CalEPA), or be exempt as defined in SB 1119;
3. Project must increase transit ridership; and
4. Project must be fully funded (can include future funding plans).

Based on the above criteria and recommended service improvements of the Comprehensive Operational Analysis (COA) Final Report adopted by the Board of Directors in January 2015, staff recommends utilizing LCTOP funds for the following:

- \$569,079 for Commuterlink Express Route 204 to add six additional intercounty round trips each weekday midday for two years between University of California, Riverside (UCR), Riverside downtown, and Jurupa Valley to Ontario Mills Mall and Montclair Transcenter, to provide increased access for Riverside County residents to jobs in western San Bernardino County as well as connect with additional Metrolink trains to Los Angeles at the Montclair Transcenter.
- \$363,234 for Commuterlink Express Route 206 to add ten trips each weekday for two years to provide increased express transit service to the growing population along the I-15 freeway corridor especially at Temescal Valley and connect this corridor with all weekday Metrolink trains serving the Corona North Main Station as well as jobs in Corona, Lake Elsinore, Murrieta and Temecula.
- \$519,766 for Commuterlink Express Route 208 to add ten trips each weekday for two years to provide increased express transit service on the growing I-215 corridor communities of Menifee and Perris to all weekday Metrolink trains serving the Riverside Downtown station. UCR students have also requested additional trips to better coordinate with their class schedules. These trips will supplement the midday Perris Valley Line rail service.
- \$389,210 for Commuterlink Express Route 217 to add ten trips each weekday for two years to provide increased intercounty express transit service to connect with the North County Transit District (NCTD) and Metropolitan Transit System (MTS) in San Diego County. A large and increasing number of southwestern Riverside residents are employed in San Diego County and this will improve their access to jobs there.
- \$308,030 to implement Mobile Ticketing on all fixed route RTA buses and cover service charges from Token Transit for four years.

Currently, RTA buses only connect with peak period Metrolink trains on Routes 204, 206 and 208 and peak period transit services in San Diego on Route 217. The LCTOP funded trips are needed in response to new residential developments, increasing nontraditional work hours and high travel demand on the main corridors linking south and north of western Riverside County and providing connections to Los Angeles, Orange, San Bernardino and San Diego counties. Improvements to fare collection will attract additional ridership by making ticketing more convenient and faster allowing buses to minimize dwell time and improve on time performance.

Fiscal Impact:

The FY19 LCTOP grant funds totaling \$2,149,319 will provide: \$569,079 to support Route 204, \$363,234 to support Route 206, \$519,766 to support Route 208, \$389,210 to support Route 217 and \$308,030 to implement Mobile Ticketing and cover service charges. Route additions will cover a two-year period (FY20, FY21) and Mobile Ticketing will cover a four-year period (FY20-FY23).

Recommendation:

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

- Approve Resolution No. 2019-01 and authorize the Board Chair to execute the resolution on behalf of the Agency.
- Approve Resolution authorizing the Chief Executive Officer or assigned designee to file the application and execute the Certifications and Assurances for FY19 LCTOP funds.

RESOLUTION No. 2019-01

RESOLUTION OF THE BOARD OF DIRECTORS OF THE RIVERSIDE TRANSIT AGENCY AUTHORIZING THE EXECUTION OF THE CERTIFICATIONS AND ASSURANCES AND AUTHORIZED AGENT FORMS FOR THE LOW CARBON TRANSIT OPERATIONS PROGRAM (LCTOP) FOR THE FOLLOWING PROJECT(S): ADDED SERVICE ON ROUTES 204, 206, 208 AND 217 AND IMPLEMENTATION OF MOBILE TICKETING, \$1,942,153 PUC 99313, \$207,166 PUC 99314

WHEREAS, the Riverside Transit Agency (RTA) is an eligible project sponsor and may receive state funding from the LCTOP for transit projects; and

WHEREAS, the statutes related to state-funded transit projects require a local or regional implementing agency to abide by various regulations; and

WHEREAS, Senate Bill 862 (2014) named the Department of Transportation (Department) as the administrative agency for the LCTOP; and

WHEREAS, the Department has developed guidelines for the purpose of administering and distributing LCTOP funds to eligible project sponsors (local agencies); and

WHEREAS, RTA wishes to delegate authorization to execute these documents and any amendments thereto to **Larry Rubio, Chief Executive Officer**; and

WHEREAS, RTA wishes to implement the LCTOP project(s) list above; and

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of RTA that the fund recipient agrees to comply with all conditions and requirements set forth in the Certification and Assurances and the Authorized Agent documents and applicable statutes, regulations and guidelines for all LCTOP funded transit projects.

NOW THEREFORE, BE IT FURTHER RESOLVED that **Chief Executive Officer or his assigned designee**, be authorized to execute all required documents of the LCTOP program and any Amendments thereto with the California Department of Transportation.

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of RTA that it hereby authorizes the submittal of the following project nomination and allocation request to the Department in FY 2018-2019 LCTOP funds:

Project Name: Route 204 – Additional Service

Amount of LCTOP funds requested: \$569,079

Project Description: Addition of six intercounty round trips each weekday midday for two years between the University of California, Riverside, Riverside downtown, and Jurupa Valley to Ontario Mills Mall and Montclair Transcenter.

Benefit to a Priority Population: Benefits include reduced greenhouse gas emissions, improved air quality, reduced vehicle miles traveled and increased access to jobs and higher education in disadvantaged and low-income communities.

Contributing Sponsor: Riverside County Transportation Commission

Project Name: Route 206 – Additional Service

Amount of LCTOP funds requested: \$363,234

Project Description: Addition of ten trips each weekday for two years to provide increased express transit service along the I-15 freeway corridor through Temescal Valley and to connect with all Metrolink trains serving the Corona North Main Station and provide improved access to jobs.

Benefit to a Priority Population: Benefits include reduced greenhouse gas emissions, improved air quality, reduced vehicle miles traveled and increased access to jobs and higher education in disadvantaged and low-income communities.

Contributing Sponsor: Riverside County Transportation Commission

Project Name: Route 208 – Additional Service

Amount of LCTOP funds requested: \$519,766

Project Description: Addition of ten trips each weekday for two years to provide increased express transit service for the I-215 corridor communities of Menifee and Perris to all weekday Metrolink trains serving the Riverside Downtown Station and supplementing the midday Perris Valley Line rail service, improving access to jobs and to the University of California, Riverside.

Benefit to a Priority Population: Benefits include reduced greenhouse gas emissions, improved air quality, reduced vehicle miles traveled and increased access to jobs and higher education in disadvantaged and low-income communities.

Contributing Sponsor: Riverside County Transportation Commission

Project Name: Route 217 – Additional Service

Amount of LCTOP funds requested: \$389,210

Project Description: Addition of ten trips each weekday for two years to provide increased intercounty express transit service to connect with the North County Transit District (NCTD) and Metropolitan Transit System (MTS) in San Diego County to improve connections to jobs.

Benefit to a Priority Population: Benefits include reduced greenhouse gas emissions, improved air quality, reduced vehicle miles traveled and increased access to jobs and higher education in disadvantaged and low-income communities.

Contributing Sponsor: Riverside County Transportation Commission

Project Name: Implementation of Mobile Ticketing

Amount of LCTOP funds requested: \$308,030

Project Description: Implementation of Mobile Ticketing on all fixed route RTA buses and coverage of service charges from Token Transit for four years.

Benefit to a Priority Population: Benefits include increased ridership and reduced greenhouse gas emissions.

Contributing Sponsor: Riverside County Transportation Commission

Passed and approved this 28th day of March, 2019.

AGENCY BOARD DESIGNEE:

RIVERSIDE TRANSIT AGENCY

APPROVED AS TO FORM:

Randon Lane
Chairman, Board of Directors

Barbara Raileanu
Agency General Counsel

CERTIFICATION

The undersigned duly qualified Clerk of the Board of Directors of the Riverside Transit Agency certifies that the foregoing is a true and correct copy of a resolution, adopted at a legally convened meeting of said Board of Directors at which a quorum was present held on March 28, 2019.

ATTEST:

Tammi Ford
Clerk of the Board of Directors

RIVERSIDE TRANSIT AGENCY
1825 Third Street
Riverside, CA 92507

March 6, 2019

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 Summer Fare of 25 Cents per Boarding from June 1, 2019 through September 2, 2019

Summary: Historically, Riverside Transit Agency (RTA) bus ridership drops during the summer months. This begins in June with the end of the school year as students stop riding the bus to get to local schools and colleges, commuters take vacations and warmer weather makes driving more comfortable.

With ridership expected to dip again this summer, staff believes now is an ideal time to reintroduce RTA as a viable summer transportation option. In an effort to promote public transportation and increase ridership during the summer for students in grades 1-12, staff proposes offering 25-cent rides for the entire summer. The promotion would run from June 1 through September 2. 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 most recent school year, an RTA Youth ID card, a California driver's license or state ID showing the student is 18 years old or younger.

On March 22, 2018, the RTA Board of Directors authorized a youth summer promotional fare of 25 cents per boarding for all fixed-route buses from June 1, 2018 through September 3, 2018. There were 190,492 boardings last summer utilizing the youth fare promotion. Staff estimates this represents approximately 55,500 more riders in the youth fare category than there would have been if there was no summer fare promotion.

The 25-cent promotional youth summer fare presents an opportunity for significant savings to young customers. The regular

youth fare on local bus service is currently \$1.50 per boarding, \$4 for a 1-day pass and \$35 for a 30-day pass. Youth CommuterLink fares are currently \$3 per boarding, \$7 for a 1-day pass and \$75 for a 30-day pass.

While some transit agencies offer students a discounted summer pass, RTA staff believes the proposed reduced cash fare is more advantageous. The 25-cent cash fare would eliminate the need for students to travel to a pass outlet or purchase a pass online, or have a pass that can be lost, stolen or damaged. The 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 summer. Long-term, the promotion is a way to establish continued bus ridership among students. During the promotion, staff expects a three percent increase in youth ridership over last year's promotion. 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, the latter often the decision-makers on how their children get around during the summer. Promotional materials will promote popular destinations accessible by bus --- Disneyland, the beach, the mall, the movies, 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 directly to the schools and other local partners.

Fiscal Impact:

Projected youth ridership and revenue without promotion: 150,000 @ \$1.21 = \$181,500. The \$1.21 per boarding used in this calculation is the current FY19 average fare per passenger.

Projected youth ridership and revenue with promotion: 191,000 @ \$0.25 = \$47,750.

Reduction in revenue = \$133,750 (\$181,500- \$47,750).

Staff expects the promotion to increase youth ridership nearly two percent over last year and result in 28 percent more ridership than if we did not have the promotion. Staff also anticipates a reduction in revenue due to the fact that youth customers will be paying 25 cents instead of full fare to ride. As a result, a reduction in farebox revenue of \$133,750 is expected, resulting in an estimated .15 percent reduction of farebox recovery ratio based on the current FY19 budget.

Recommendation:

Authorize Agency staff to implement a youth summer fare of 25 cents per boarding on all fixed-route buses from June 1 through September 2, 2019.