



July 3, 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) 565-5066, 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 – JUNE 5, 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 – MAY 2019 (P.7)

RECEIVE AND FILE

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

RECEIVE AND FILE

REGULAR CALENDAR:

6. APPROVE RESOLUTIONS AUTHORIZING FILING OF GRANT APPLICATIONS WITH THE FEDERAL TRANSIT ADMINISTRATION (FTA) AND CALIFORNIA DEPARTMENT OF TRANSPORTATION (CALTRANS) FOR FEDERAL FISCAL YEAR 2019-2020 (FFY20) (P.18)

APPROVE

7. FREE BUS RIDES FOR 67TH ASSEMBLY DISTRICT VETERANS EXPO (P.25)

APPROVE

ITEM

RECOMMENDATION

REGULAR CALENDAR (CONTINUED):

- | | |
|---|-----------------------|
| <p>8. APPROVE POSITION AND SALARY BAND CHANGE FROM EXECUTIVE ASSISTANT/CLERK OF THE BOARD (C44) TO CLERK OF THE BOARD/COMPLIANCE SPECIALIST (C41) (P.27)</p> | <p>APPROVE</p> |
| <p>9. BOARD MEMBER COMMENTS</p> | |
| <p>10. ANNOUNCEMENTS</p> | |
| <p>11. NEXT MEETING
Wednesday, September 4, 2019
1:00 p.m.
Riverside Transit Agency
1825 Third Street
Riverside, CA 92507</p> | |
| <p>12. MEETING ADJOURNMENT</p> | |

RTA BOARD ADMINISTRATION AND OPERATIONS COMMITTEE MEETING
Minutes
June 5, 2019

1. CALL TO ORDER

Committee Chair Karen Spiegel called the Board Administration and Operations Committee meeting to order at 1:00 p.m., on June 5, 2019, in the RTA Board Room.

2. SELF-INTRODUCTIONS

Self-introductions of those in attendance took place.

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. Greg August, City of Menifee
6. Randon Lane, City of Murrieta
7. Andy Melendrez, City of Riverside
8. Alonso Ledezma, City of San Jacinto
9. Zak Schwank, City of Temecula
10. David Marquez, City of Moreno Valley
11. ¹Jerry Sincich, County of Riverside, District I
12. Karen Spiegel, County of Riverside, District II

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. Adam Chavez, Director of Maintenance
8. Jim Kneepkens, Director of Marketing
9. Rick Majors, Director of Risk Management
10. Rick Kaczerowski, Director of IT
11. Kristin Warsinski, Director of Planning
12. Natalie Zaragoza, Director of Contracts
13. Joe Forgiarini, Director of Service Planning & Scheduling
14. Eric Ustation, Government Affairs Manager

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

15. Brad Weaver, Media & Public Relations Manager
16. Lisa Almilli, Mobility Manager
17. Melissa Blankenship, Contracts Manager
18. John Doolittle, Operations Analyst
19. Yesenia Felix, HR Clerk

Other Attendees

1. Navidad Alvarado, City of San Jacinto

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

None.

4. **APPROVAL OF MINUTES – MAY 1, 2019 COMMITTEE MEETING**

M/S/C (LEDEZMA/MANOS) approving the minutes of the May 1, 2019 Committee meeting.

The motion carried unanimously.

5. **CONSENT CALENDAR**

M/S/C (WELCH/LEDEZMA) approving the receipt and file of Item 5A – Personnel Report – April 2019.

The motion carried unanimously.

M/S/C (WELCH/LEDEZMA) approving the receipt and file of Item 5B – Transportation Center Monthly Report – April 2019.

The motion carried unanimously.

6. **AUTHORIZE A YOUTH HOLIDAY FARE OF 25 CENTS PER BOARDING FROM DECEMBER 21, 2019 THROUGH JANUARY 12, 2020**

M/S/C (LANE/MANOS) 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, 2019 through January 12, 2020.

The motion carried unanimously.

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

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

- Authorize the Agency to offer free rides on all fixed route buses from 2:30 p.m. to the end of business on Tuesday, December 31, 2019.

The motion carried unanimously.

Director Andy Melendrez arrived to the meeting at 1:06 p.m.

The Clerk of the Board left the meeting at 1:06 p.m.

The Clerk of the Board returned to the meeting at 1:07 p.m.

8. **PRESALE TICKETS AND PASSES AND CUSTOMER ACCESS TO FREE OR REDUCED COST BUS RIDES**

Mr. Jim Kneepkens presented an update regarding presale tickets and passes, and customer access to free or reduced cost bus rides, which was received and filed.

9. **BOARD MEMBER COMMENTS**

Board member comments were made by Director Alonso Ledezma and Director Zak Schwank.

10. **ANNOUNCEMENTS**

An announcement was made by Mr. Larry Rubio.

11. **NEXT MEETING**

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

12. **MEETING ADJOURNMENT**

The meeting was adjourned at 1:30 p.m.

RIVERSIDE TRANSIT AGENCY
1825 Third Street
Riverside, CA 92507

July 3, 2019

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE

THRU: Larry Rubio, Chief Executive Officer

FROM: Laura Camacho, Chief Administrative Services Officer

SUBJECT: Personnel Report - May 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 May 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 - MAY 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>2</u>
Department Subtotal	9	9
<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	1
IT Technician	<u>1</u>	<u>0</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	33
Tire Servicer	1	1
Servicer	<u>18</u>	<u>14</u>
Department Subtotal	68	62

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	1
Customer Information Clerk, On-Call ²	<u>18</u>	<u>17</u>
Department Subtotal	34	32
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	14
Operations Analyst	1	1
Stops/Zones Supervisor	1	1
Stops/Zones Groundskeeper	11	10
Surveillance Clerk	2	1
Transit Clerk	1	1
Full-Time Coach Operator ¹	298	317
Part-Time Coach Operator	<u>0</u>	<u>2</u>
Department Subtotal	337	354
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	0
Grants Manager (Acting Director of Planning)	1	1
Planning & Scheduling Mgr (Acting Dir of Service Planning & Scheduling)	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	7
PURCHASING		
Chief Procurement & Logistics Officer	1	1
Director of Contracts	1	1
Contracts Manager	1	1
Facilities Supervisor	1	1
Sr. Contracts Administrator (Acting Sr Facilities/Construction Project Mgr)	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	502	507

¹There are currently 21 Coach Operators on extended leave (05/28/19)

WORKFORCE DATA - MAY 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		33.0%	0.0%	0.0%	30.0%	4.0%	0.0%	0.0%	15.0%	0.0%	4.0%	15.0%	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%	18.0%	20.0%	2.0%	2.0%	0.0%	14.0%	0.0%	4.0%	10.0%	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	32														
% in Category		12.0%	0.0%	6.0%	15.0%	0.0%	0.0%	3.0%	12.0%	0.0%	0.0%	47.0%	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%	13.0%	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%	60.0%	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	346														
% in Category		14.0%	0.0%	16.0%	22.0%	1.0%	1.0%	1.0%	9.0%	0.0%	22.0%	13.0%	0.0%	0.0%	1.0%
% 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	35														
% in Category		17.0%	0.0%	3.0%	69.0%	0.0%	0.0%	11.0%	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 - MAY 2019

POSITION TITLE	EEO CLASSIFICATION	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	Skilled Craft Workers	1	1	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	100%	0%	100%
A Mechanic Promotional Only	Skilled Craft Workers	2	2	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	100%	0%	0%	0%	0%	0%	0%	0%	0%
B Mechanic	Skilled Craft Workers	14	10	64%	0%	0%	0%	0%	0%	0%	0%	0%	0%	29%	7%	50%	0%	0%	0%	7%	7%	7%	7%	21%
Coach Operator (Commercially Licensed ONL	Service/Maintenance	17	17	47%	53%	0%	47%	6%	0%	0%	0%	0%	0%	0%	18%	29%	0%	0%	0%	0%	0%	0%	0%	0%
Coach Operator, Full Time	Service/Maintenance	85	76	44%	46%	1%	21%	12%	0%	1%	1%	7%	2%	9%	21%	20%	1%	0%	0%	0%	2%	2%	13%	13%
HIRING EVENT Coach Operator (06/15/2019)	Service/Maintenance	21	20	38%	57%	0%	43%	5%	0%	0%	0%	5%	5%	5%	10%	24%	0%	0%	0%	5%	0%	5%	5%	5%
Customer Info Clerk, OC, Bilingual	Administrative Support	21	21	10%	90%	0%	5%	76%	0%	0%	0%	0%	10%	0%	0%	10%	0%	0%	0%	0%	0%	0%	0%	0%
Currency Processor	Administrative Support	79	62	35%	61%	14%	14%	27%	1%	0%	0%	5%	0%	8%	5%	16%	4%	3%	1%	3%	0%	4%	4%	5%
Information Technologies Technician	Administrative Support	13	10	92%	8%	0%	8%	0%	0%	0%	0%	0%	0%	23%	8%	23%	31%	0%	0%	0%	8%	23%	15%	15%
Maintenance Supervisor	Professionals	11	9	82%	0%	0%	0%	0%	0%	0%	0%	0%	0%	18%	0%	55%	0%	9%	0%	18%	0%	0%	0%	36%
Operations Supervisor	Professionals	28	26	57%	32%	0%	21%	7%	4%	0%	0%	0%	0%	7%	14%	21%	4%	0%	0%	14%	7%	7%	14%	14%
Operations Supervisor Promotional	Professionals	3	3	100%	33%	0%	33%	0%	0%	0%	0%	0%	0%	0%	0%	33%	33%	0%	0%	0%	0%	0%	0%	0%
Stops and Zones Groundskeeper	Service/Maintenance	2	2	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	100%	0%	0%	0%	0%	0%	0%	0%	0%
Servicer	Service/Maintenance	65	59	75%	22%	3%	8%	3%	0%	0%	0%	8%	0%	6%	17%	45%	3%	0%	0%	8%	0%	3%	8%	8%
Senior Contracts Administrator	Officials & Administrators	30	20	29%	47%	10%	7%	17%	0%	0%	7%	3%	3%	23%	3%	13%	3%	0%	3%	3%	3%	0%	3%	3%
Facilities Supervisor	Professionals	2	2	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	100%	0%	0%	0%	0%	0%	0%	0%	0%

Total Applications

394

- 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 - MAY 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	1	0	1	2	0	0	0	0	0	0	0	0	0	0
Operations	2	0	8	9	0	0	1	2	0	21	10	0	0	0
TOTALS	24							33						

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	2	0	0	0	0	1	0	3	2	0	0	0
TOTALS	4							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 - MAY 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	14	7	7	3	3	1	0	0	0	0	1	3	3	0	0	0	0
Promotions	6	4	2	3	0	1	0	0	0	0	1	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	3	1	2	0	0	1	0	0	0	0	0	1	1	0	0	0	0
Resignations	6	3	3	0	2	1	0	0	0	0	0	1	2	0	0	0	0
Retirements	5	4	1	1	1	1	0	1	0	0	1	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	20	Terminations	4	12
Resignations	5	22	Resignations	2	14
Retirements	5	7	Retirements	4	4
Other	0	0	Other	0	0

RIVERSIDE TRANSIT AGENCY
1825 Third Street
Riverside, CA 92507

July 3, 2019

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE

THRU: Larry Rubio, Chief Executive Officer

FROM: Jim Kneepkens, Director of Marketing

SUBJECT: Transportation Center Monthly Report – May 2019

Summary: In May 2019, the Customer Information Center answered 32,605 calls, a 4.7% increase compared to May 2018. Calls included 237 commendations, general comments and valid complaints. The number of calls to Dial-A-Ride was 13,960, an 11% increase compared to May 2018. 46,565 calls were received between the two call centers, which reflects a 6.5% 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

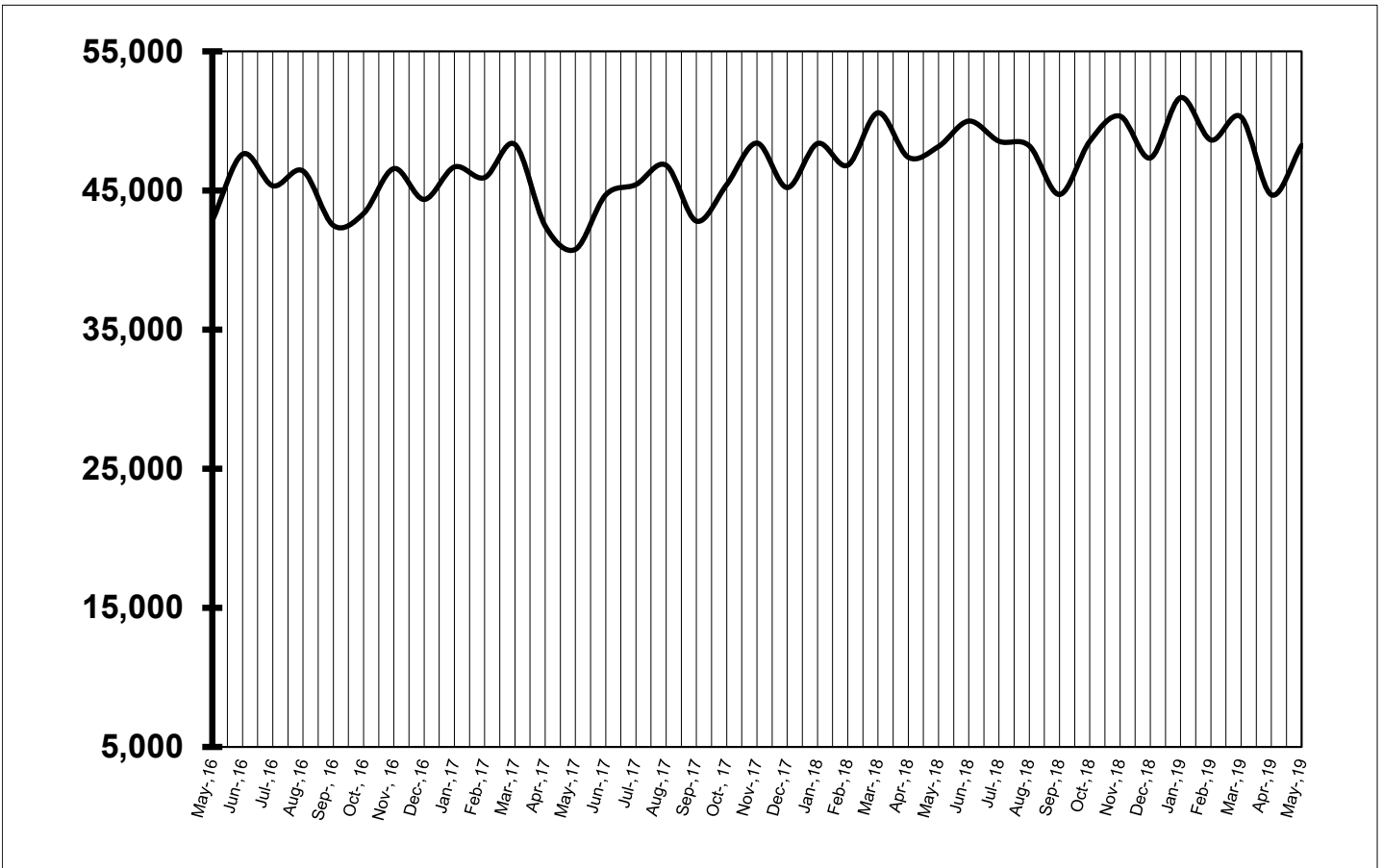
May 2019 Transportation Center Call Totals

Customer Information Center (CIC)	May 2019	May 2018	Percent Change
Information Calls	32,368	30,959	4.6%
Complaints	143	98	45.9%
Comments	55	50	10.0%
Commendations	39	28	39.3%
Total CIC Calls	32,605	31,135	4.7%

Dial-A-Ride (DAR)

Total DAR Calls	13,960	12,575	11.0%
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Total Calls	46,565	43,710	6.5%
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Complaints, Comments & Commendations

Valid Complaints

Category	May 2019	May 2018	12 Month Average per Month	Complaints per 10,000 Passengers
Bus Stop	1	1	2	0.01
Careless Driving	11	8	8	0.14
Conduct	6	7	3	0.08
Crowded	4	0	1	0.05
Customer Service	19	8	11	0.24
Early Bus	10	5	4	0.13
Fare Dispute	1	1	1	0.01
Late Bus	27	22	14	0.35
Missed Transfer	4	3	2	0.05
No Show	11	4	4	0.14
Passed By	15	8	9	0.19
Passenger Conduct	5	3	1	0.06
Reasonable Modification	0	0	0	0.00
Other	29	28	21	0.37
Total	143	98	81	1.84

Ridership

	May 2019	May 2018	12 Month Average per Month
All services	777,100	772,360	726,497

Comments

	May 2019	May 2018	12 Month Average per Month	Comments per 10,000 Passengers
General Comments	55	50	41	0.71

Commendations

	May 2019	May 2018	12 Month Average per Month	Commendations per 10,000 Passengers
General Commendations	39	28	23	0.50

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

July 3, 2019

TO: BOARD ADMINISTRATIONS AND OPERATIONS COMMITTEE

THRU: Larry Rubio, Chief Executive Officer

FROM: Kristin Warsinski, Director of Planning

SUBJECT: Approve Resolutions Authorizing Filing of Grant Applications with the Federal Transit Administration (FTA) and California Department of Transportation (Caltrans) for Federal Fiscal Year 2019-2020 (FFY20)

Summary: On December 4, 2015, the Fixing America's Surface Transportation (FAST) Act was signed into law, reauthorizing surface transportation programs through FFY 2020. Annually, the FTA apportions funds for Section 5304, 5307, 5309, 5310, 5311 and 5339 grant programs. Under the FAST Act, transit operators are the direct recipients for 5307, 5309 and 5339 funds. Caltrans is the designated recipient for 5304, 5310 and 5311 funds in California. The funds are available for a variety of expenses as outlined below:

- FTA Section 5304 designates discretionary funding for planning activities that support economic vitality, increase transportation usage, increase security, promote energy conservation and preserve the existing transportation system.
- FTA Section 5307 designates formula funding for transit capital, operating assistance and for transportation related planning in urbanized areas (UZA). UZAs are Census-designated urban areas with a population of 50,000 or more. UZAs that RTA receives funding for are Riverside-San Bernardino, Murrieta-Temecula-Menifee, Hemet and Los Angeles-Long Beach-Anaheim.
- FTA Section 5309 designates discretionary funding for transit capital investments in fixed guideways including bus rapid transit.
- FTA Section 5310 designates formula funding to improve mobility for seniors and individuals with disabilities by removing barriers to transportation service and expanding transportation mobility options.

- FTA Section 5311 designates formula funding for public transit agencies in rural areas. A rural area is an area encompassing a population of less than 50,000 people that has not been designated in the most recent decennial census as an 'urbanized area' by the Secretary of Commerce.
- FTA Section 5339 urban designates formula funding for large UZAs to replace, rehabilitate and purchase buses and related equipment and to construct bus-related facilities including technological changes or innovations to modify low or no emission vehicles or facilities. Large UZAs are Census-designated UZAs with a population of over 200,000. Large UZAs that RTA receives funding for are Riverside-San Bernardino and Murrieta-Temecula-Menifee.
- FTA Section 5339 small urban designates formula funding for small UZAs to replace, rehabilitate and purchase buses and related equipment and to construct bus-related facilities including technological changes or innovations to modify low or no emission vehicles or facilities. Small UZAs are Census-designated UZAs with a population of 50,000 to 199,999. The small UZA that RTA receives funding for is Hemet.

Most FTA grant opportunities require a resolution authorizing the Agency to apply for funding. In some cases, the timeline to apply for a grant does not allow staff to present it to the RTA Board for approval prior to application. In these cases, staff will bring the grant back for ratification at the next appropriate meeting.

Staff does not anticipate any applications in FFY20 for 5304 or 5309 funds; however, the attached resolution will allow the agency to apply should the opportunity for additional funding arise.

The Agency will be allocated funds this year for FFY20 5311 and FFY18 and FFY19 5310 funds. Although the funding amounts are not released yet, the applications will be due in September and the attached resolution will ensure that staff meets the application deadline. RTA uses 5311 funds for rural operating expenses and 5310 for Travel Training. Once the grants are awarded, staff will bring the final amount to the Board for ratification as part of the FY21 SRTP.

Additionally, the Agency will apply for 5307, 5339 small urban and 5339 large urban funds in FFY20, as indicated in the Board-approved FY20 SRTP. These grant applications are submitted directly to FTA for approval and the attached resolution is required at the time of submittal.

Fiscal Impact:

None.

Recommendation:

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

- Authorize the Chairman of the Board to execute Resolution No. 2019-02 and Resolution No. 2019-03.
- Authorize staff to submit related grant applications using the attached Resolution as required by Caltrans and FTA.
- Authorize the Chief Executive Officer or assigned designee to file and execute related applications with Caltrans and FTA.

RESOLUTION No. 2019-02

RESOLUTION OF THE BOARD OF DIRECTORS OF THE RIVERSIDE TRANSIT AGENCY AUTHORIZING THE FILING OF APPLICATIONS WITH THE CALIFORNIA DEPARTMENT OF TRANSPORTATION (CALTRANS) FOR FEDERAL TRANSPORTATION ASSISTANCE GRANTS UNDER SECTIONS 5304, 5310 AND 5311 AS AUTHORIZED BY CHAPTER 53 OF TITLE 49, U.S.C, AS AMENDED BY FIXING AMERICA'S SURFACE TRANSPORTATION (FAST) ACT AND OTHER FEDERAL STATUTES ADMINISTERED BY FTA FOR FISCAL YEAR 2019-2020

WHEREAS, the Secretary of Transportation is authorized to issue grants for mass transportation programs or projects; and

WHEREAS, the Governor of the State of California has delegated the designated recipient responsibilities to Caltrans to administer Section 5304 grants for sustainable transportation planning, Section 5310 grants for transportation projects for seniors and individuals with disabilities and Section 5311 grants to support public transit service in non-urbanized areas which have populations of fewer than 50,000 residents; and

WHEREAS, the grant contract or cooperative agreement for Federal financial assistance will impose certain obligations upon the Applicant, and may require the Applicant to provide the local share of the project cost; and

WHEREAS, the Applicant has, to the maximum extent feasible, coordinated with other transportation providers and users in the region (including social service agencies; and

WHEREAS, it is required by Caltrans in accord with the provisions of Title VI of the Civil Rights Act of 1964, that in connection with the filing of an application for assistance under the Federal Transit Act, the Applicant gives an assurance that it will comply with the Title VI of the Civil Rights Act of 1964 and Caltrans requirements thereunder; and

WHEREAS, the Riverside Transit Agency agrees to utilize disadvantaged business enterprises (DBEs) to the fullest extent possible in connection with the project(s), has established the procedures and will ensure maximum utilization of contracts or consultants for construction, supplies, equipment and other services; and

WHEREAS, the Riverside Transit Agency is an eligible project sponsor for FTA Section 5304, 5310, and 5311 program assistance; and

WHEREAS, the Riverside Transit Agency has or will provide all annual certifications and assurances to Caltrans required for the project.

NOW, THEREFORE, BE IT RESOLVED by the Riverside Transit Agency Board of Directors:

1. That the Chief Executive Officer or assigned designee is authorized to file and execute grant applications on behalf of the Riverside Transit Agency with Caltrans for Federal assistance authorized by Chapter 53 of Title 49, U.S.C., as amended by FAST Act and other Federal statutes administered by FTA.

2. That the Chief Executive Officer or assigned designee is authorized to file and execute grant application certifications and assurances and other documents that Caltrans requires before awarding a grant contract or cooperative agreement.

3. That the Chief Executive Officer or assigned designee is authorized to execute grant and cooperative agreements with Caltrans on behalf of the Riverside Transit Agency.

Passed and approved this 25th day of July 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 July 25, 2019.

ATTEST:

Joan Hepworth
Acting Clerk of the Board of Directors

RESOLUTION NO. 2019-03

RESOLUTION OF THE BOARD OF DIRECTORS OF THE RIVERSIDE TRANSIT AGENCY AUTHORIZING THE FILING OF APPLICATIONS WITH THE FEDERAL TRANSIT ADMINISTRATION (FTA) FOR FEDERAL TRANSPORTATION ASSISTANCE GRANTS UNDER SECTIONS 5307, 5309 AND 5339 AS AUTHORIZED BY CHAPTER 53 OF TITLE 49, U.S.C, AS AMENDED BY FIXING AMERICA'S SURFACE TRANSPORTATION (FAST) ACT AND OTHER FEDERAL STATUTES ADMINISTERED BY FTA FOR FEDERAL FISCAL YEAR 2019-2020

WHEREAS, the Secretary of Transportation is authorized to issue grants for mass transportation programs or projects; and

WHEREAS, FTA has been delegated authority to award Federal financial assistance for transportation projects; and

WHEREAS, the grant contract or cooperative agreement for Federal financial assistance will impose certain obligations upon the Applicant, and may require the Applicant to provide the local share of the project cost; and

WHEREAS, the Riverside Transit Agency is an eligible project sponsor for FTA Section 5307, 5309 and 5339 program assistance; and

WHEREAS, the Riverside Transit Agency has or will provide all annual certifications and assurances to FTA required for the project.

NOW, THEREFORE, BE IT RESOLVED by the Riverside Transit Agency Board of Directors:

1. That the Chief Executive Officer or assigned designee is authorized to file and execute grant applications on behalf of the Riverside Transit Agency with FTA for Federal assistance authorized by Chapter 53 of Title 49, U.S.C., as amended by FAST Act and other Federal statutes administered by FTA.

2. That the Chief Executive Officer or assigned designee is authorized to file and execute grant application certifications and assurances and other documents that FTA requires before awarding a grant contract or cooperative agreement.

3. That the Chief Executive Officer or assigned designee is authorized to execute grant and cooperative agreements with FTA on behalf of the Riverside Transit Agency.

Passed and approved this 25th day of July 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 July 25, 2019.

ATTEST:

Joan Hepworth
Acting Clerk of the Board of Directors

RIVERSIDE TRANSIT AGENCY
1825 Third Street
Riverside, CA 92507

July 3, 2019

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE

THRU: Larry Rubio, Chief Executive Officer

FROM: Jim Kneepkens, Director of Marketing
Eric Ustation, Government Affairs Manager

SUBJECT: Free Bus Rides for 67th Assembly District Veterans Expo.

Summary: Assemblywoman Melissa Melendez is hosting a Veterans Expo on Saturday, August 17, 2019 at the Wildomar Elks Lodge. The Expo will provide veterans and their families an opportunity to be introduced to over 50 exhibitors who provide resources and services such as transportation, healthcare, business startup, employment, education and much more. The event will be a one-stop-shop where veterans can gain immediate access to services available to them and their families.

The Veterans Expo will be from 10:00 a.m. to 2:00 p.m. and is accessible by Route 8. To encourage attendance and provide access to the event, the event's organizers requested that Riverside Transit Agency (RTA) provide free, fixed-route bus service for veterans and their families that attend the event. Event organizers estimate 300 veterans will attend the event with approximately 100 attendees requiring bus service to and from the event.

To ride free, all veterans will be required to provide identification including U.S. Department of Veterans Affairs issued photo ID card, any U.S. Uniformed Services ID card (active, retired, reserve or dependent) or an RTA-issued veteran photo ID.

Fiscal Impact:

The loss in revenue is estimated to be less than \$550 by providing this public service.

Recommendation:

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

- Authorize the Agency to offer free rides on all fixed-route buses on August 17, 2019 between 8:00 a.m. and 5:00 p.m. for veterans and their families with appropriate identification attending the Veterans Expo in Wildomar.

RIVERSIDE TRANSIT AGENCY
1825 Third Street
Riverside, CA 92507

July 3, 2019

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE

THRU: Larry Rubio, Chief Executive Officer

FROM: Laura Camacho, Chief Administrative Services Officer

SUBJECT: Approve Position and Salary Band Change from Executive Assistant/Clerk of the Board (C44) to Clerk of the Board/Compliance Specialist (C41)

Summary: The Agency's position, executive assistant/clerk of the board, was evaluated by human resources and is being recommended for modification of duties and compensation reclassification.

As a part of the Agency's evaluation of this position, staff identified several duties that could be eliminated and certain duties that could be allocated to other departments whose areas of responsibility are more in line with the duties. In addition, the chief executive officer is not in need of administrative support to the level that was required in the past. Therefore, the additional time can be allocated to other functions that will allow for support in the human resources department.

Staff proposes restructuring the duties of this position to the new position of clerk of the board/compliance specialist (see attached job description). In addition to the clerk of the board duties, this position would benefit the Agency and support compliance matters with the equal employment opportunity program, harassment and discrimination prevention, and drug and alcohol programs.

An evaluation of the position's salary compared to the market, to include other public agencies, supports movement to a lower salary band.

Fiscal Impact:

The salary band for this position would move from C44: \$73,348 - \$113,691 to C41: \$61,524 - \$92,286. Funds to cover the annual salary for this position are available in the FY20 budget.

Recommendation:

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

- Approve position and salary band change from executive assistant/clerk of the board (C44) to clerk of the board/compliance specialist (C41)

**RIVERSIDE TRANSIT AGENCY
Position Description**

Job Title: Clerk of the Board/Compliance Specialist
Department: Human Resources
Reports To: Human Resources Manager
FLSA Status: Exempt
DBM Rating: C41
Approved By: RTA Board of Directors
Approved Date:
Revision Date(s):

SUMMARY

Acts as the Clerk of the Board. Performs compliance, quality control, data gathering, and data analysis related duties associated with maintaining Human Resources' various programs and processes, which include but are not limited to the Drug and Alcohol Program, EEO Program, contractor monitoring, mandatory training. Performs similar duties to ensure compliance with internal process and reporting requirements.

ESSENTIAL DUTIES AND RESPONSIBILITIES The following duties are standard for this position. The omission of specific statements of duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification.

Acts as clerk of the board, compiles agendas and minutes of Board of Directors meetings and ensures accuracy and completion. Coordinates with Marketing department to update the Agency's website with Board items. Keeps meeting attendance records, prepares monthly per diem statements, and ensures agency compliance with Brown Act requirements. Receives and transcribes information as required.

Administers agency's conflict of interest code and acts as agency's filing officer for Form 700 relating to submittals by Board members/alternates and various agency management personnel to ensure compliance with the State Fair Political Practices Commission requirements.

Responds to public records requests according to Public Records Act.

Ensures compliance with the Agency's Records Retention policy. Leads the organizing and auditing of documents maintained within the Agency's Electronic Document Management System (EDMS).

Acts as a Notary of the Public and performs notarial acts for the agency.

Assist with adherence to established Budget by monitoring expenditures and performing monthly reconciliations. Prepares and maintains requisitions, purchase orders, invoices and check requests.

Assists with arrangement of travel for Board members and staff.

Assists Designated Employer Representative (DER) with compliance and administration for the Drug and Alcohol Program.

Performs contractor compliance audits.

Reviews and audits human resources files to ensure data entry compliance, reporting compliance, administrative employee training compliance.

Administers and delivers compliance training, including but not limited to EEO training, Harassment training and Reasonable Suspicion training.

Reviews and ensures department manuals are accurate and up to date.

Gathers and analyzes data related to the EEO Program, departmental goals, performance indicators and Personnel Report.

Prepares and maintains a variety of administrative records and files including materials of a confidential nature; maintains confidentiality of information and records; maintains control files concerning matters in progress and expedites completion.

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities.

QUALIFICATIONS To perform this job successfully, an individual must be able to perform each duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions.

EDUCATION and/or EXPERIENCE

Bachelor's degree (B.A.) from a four-year college or university; and five years of professional level human resources experience with a focus on HR compliance. Two years' experience in a Clerk/Deputy Clerk of the Board may be considered in lieu of two of the required five years of HR experience. A combination of education and experience may be considered.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively to customers or employees of organization.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

COMPUTER SKILLS

Must be familiar with current business operating systems, software, and programs (i.e. Microsoft Office, to include Word, Excel, Access, etc.)

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

OTHER SKILLS AND ABILITIES

Ability to type at least 55 wpm and take shorthand or speed "write." Ability to communicate effectively both orally and in writing. Ability to transcribe to typed copy from recorded dictation. Ability to keep confidential information. Ability to organize and plan workload. Ability to establish and maintain effective working relationships with others. Ability to maintain a professional image and effectively deal with the public. Knowledge of English grammar and punctuation.

PHYSICAL DEMANDS The physical demands described here are representative of those that must be met by an employee to successfully perform the functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT The work environment characteristics described here are representative of those an employee encounters while performing the functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions.

The noise level in the work environment is usually moderate.