



February 5, 2020
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**

<u>ITEM</u>	<u>RECOMMENDATION</u>
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. <u>APPROVAL OF MINUTES – JANUARY 8, 2020 COMMITTEE MEETING (P.3)</u>	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. <u>PERSONNEL REPORT – DECEMBER 2019 (P.6)</u>	RECEIVE AND FILE
B. <u>TRANSPORTATION CENTER MONTHLY REPORT – DECEMBER 2019 (P.13)</u>	RECEIVE AND FILE
6. <u>APPROVE AND ADOPT THE UPDATED AGENCY SAFETY POLICY (HR 1-6) (P.17)</u>	APPROVE AND ADOPT
7. BOARD MEMBER COMMENTS	
8. ANNOUNCEMENTS	
9. NEXT MEETING Wednesday, March 4, 2020 1:00 p.m. Riverside Transit Agency 1825 Third Street Riverside, CA 92507	
10. MEETING ADJOURNMENT	

RTA BOARD ADMINISTRATION AND OPERATIONS COMMITTEE MEETING
Minutes
January 8, 2020

1. **CALL TO ORDER**

Second Vice Chairman Alonso Ledezma called the Board Administration and Operations Committee meeting to order at 1:00 p.m., on January 8, 2020, 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. Alonso Ledezma, City of San Jacinto
7. Zak Schwank, City of Temecula
8. ¹Jerry Sincich, County of Riverside, District I
9. Karen Spiegel, County of Riverside, District II

Committee Members Absent

1. David Marquez, City of Moreno Valley
2. Andy Melendrez, City of Riverside

RTA Staff

1. Larry Rubio, Chief Executive Officer
2. Joan Hepworth, 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. Rick Kaczerowski, Director of IT
9. Jim Kneepkens, Director of Marketing
10. Rick Majors, Director of Risk Management
11. Natalie Zaragoza, Director of Contracts
12. Kristin Warsinski, Director of Planning
13. Audrey Gill, Contract Operations Manager

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

RTA Staff (continued)

14. Brad Weaver, Media & Public Relations Manager
15. Melissa Blankenship, Contracts Manager
16. Jessica Leon, Administrative Assistant
17. Lisa Almilli, Mobility Manager
18. Yesenia Felix, Human Resources Clerk
19. Navidad Alvarado, San Jacinto Resident
20. Eric Lewis, City of Moreno Valley

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

None.

4. **APPROVAL OF MINUTES – DECEMBER 4, 2019 COMMITTEE MEETING**

M/S/C (SINCICH/AUGUST) approving the minutes of the December 4, 2019 Committee meeting.

The motion carried with five affirmative votes and one abstention (WELCH).

Director Jim Steiner arrived to the meeting at 1:05 p.m.

Director Karen Spiegel arrived to the meeting at 1:07 p.m.

Director Steve Manos arrived to the meeting at 1:07 p.m.

5. **CONSENT CALENDAR**

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

The motion carried unanimously.

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

The motion carried unanimously.

6. **AUTHORIZE A YOUTH SUMMER FARE OF 25 CENTS PER BOARDING FROM JUNE 1, 2020 THROUGH SEPTEMBER 3, 2020.**

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

- Authorize Agency staff to implement a youth summer fare of 25 cents per boarding on all fixed-route buses from June 1 through September 3, 2020.

The motion carried unanimously.

7. **AUTHORIZE FREE RIDES ON ROUTE 4 FROM MAY 10, 2020 THROUGH MAY 31, 2020.**

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

- Authorize the Agency to provide free rides on Route 4 during the first three weeks of service from May 10 through May 31, 2020.

The motion carried unanimously.

8. **BOARD MEMBER COMMENTS**

Board member comments were made by Director Karen Spiegel, Second Vice Chairman Alonso Ledezma, Director Nancy Carroll and Director Art Welch.

9. **ANNOUNCEMENTS**

Announcements were made by Mr. Larry Rubio.

10. **NEXT MEETING**

Wednesday, February 5, 2020, 1:00 p.m.

11. **MEETING ADJOURNMENT**

The meeting was adjourned at 1:22 p.m.

RIVERSIDE TRANSIT AGENCY
1825 Third Street
Riverside, CA 92507

February 5, 2020

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE

THRU: Larry Rubio, Chief Executive Officer

FROM: Laura Camacho, Chief Administrative Services Officer

SUBJECT: Personnel Report for December

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 December 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 - DECEMBER 2019

DEPARTMENT AND TITLE	FY BUDGETED POSITIONS	FILLED POSITIONS
<u>ADMINISTRATION</u>		
Chief Executive Officer	<u>1</u>	<u>1</u>
Department Subtotal	<u>1</u>	<u>1</u>
<u>ACCOUNTING</u>		
Chief Financial Officer	1	1
Controller	1	1
Accounting Manager	1	1
Accountant	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
Currency Processor	<u>2</u>	<u>2</u>
Department Subtotal	<u>12</u>	<u>12</u>
<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
Clerk of the Board/Compliance Specialist	1	0
Administrative Assistant	1	1
Receptionist	<u>2</u>	<u>2</u>
Department Subtotal	<u>11</u>	<u>10</u>
<u>RISK MANAGEMENT</u>		
Director of Risk Management	1	1
Risk Manager	1	1
Transit Safety & Security Manager	1	1
Risk Management Specialist	1	1
Surveillant Clerk	<u>1</u>	<u>1</u>
Department Subtotal	<u>5</u>	<u>5</u>
<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>1</u>
Department Subtotal	<u>4</u>	<u>4</u>
<u>MAINTENANCE</u>		
Director of Maintenance	1	1
Maintenance Manager	1	1
Maintenance Quality Control	1	0
Fleet Analyst	1	1
Maintenance Supervisor	8	7
Electronic Technician	2	2
Mechanic	37	35
Tire Servicer	1	1
Servicer	<u>20</u>	<u>19</u>
Department Subtotal	<u>72</u>	<u>67</u>

DEPARTMENT AND TITLE	FY BUDGETED POSITIONS	FILLED POSITIONS
<u>MARKETING</u>		
Director of Marketing	1	1
Media & Public Relations Manager	1	1
Government Affairs Manager	1	1
Community Engagement Coordinator	1	0
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	1	1
Customer Information Clerk, On-Call	<u>20</u>	<u>18</u>
Department Subtotal	35	32
<u>OPERATIONS</u>		
Chief Operating Officer	1	1
Operations Manager	1	1
Assistant Operations Manager	1	1
Training Manager	1	1
Training Instructor	3	3
Executive Assistant	1	1
Operations Supervisor	18	15
Operations Analyst	1	1
Stops/Zones Supervisor	1	1
Stops/Zones Groundskeeper	11	10
Surveillance Specialist	1	1
Transit Clerk	1	1
Full-Time Coach Operator ¹	318	318
Part-Time Coach Operator	<u>3</u>	<u>2</u>
Department Subtotal	362	357
<u>CONTRACT OPERATIONS</u>		
Contract Operations Manager	1	1
Assistant Contract Operations Manager	1	1
Contract Operations Specialist	<u>3</u>	<u>3</u>
Department Subtotal	5	5
<u>PLANNING</u>		
Director of Planning	1	1
Director of Service Planning & Scheduling	1	0
Scheduling Analyst	1	1
Planning Analyst	1	1
Planning & Programming Specialist	1	1
Planning & Scheduling Technician	<u>1</u>	<u>1</u>
Department Subtotal	6	5
<u>PURCHASING</u>		
Chief Procurement & Logistics Officer	1	1
Director of Contracts	1	1
Contracts Manager	1	1
Sr. Contracts Administrator	1	1
Contracts Administrator	1	1
Storeroom Supervisor	1	1
Buyer	1	1
Parts Clerk	<u>7</u>	<u>6</u>
Department Subtotal	14	13
<u>FACILITIES</u>		
Senior Facilities/Construction Project Manager	1	1
Project Manager	1	1
Facilities Supervisor	1	0
Property Maintainer	<u>3</u>	<u>3</u>
Department Subtotal	6	5
Totals	533	516

¹There are currently 18 Coach Operators on extended leave (12/29/19)

WORKFORCE DATA - DECEMBER 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	27														
% in Category		39.0%	0.0%	4.0%	25.0%	0.0%	0.0%	0.0%	14.0%	0.0%	4.0%	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		No	No	No	No	Yes	No	No	Yes	No	No	No	Yes	No	No
Professionals	50														
% in Category		14.0%	0.0%	20.0%	24.0%	2.0%	2.0%	0.0%	12.0%	0.0%	4.0%	16.0%	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		Yes	No	No	No	Yes	No	No	Yes	No	No	No	Yes	Yes	No
Administrative Support, FT	31														
% in Category		16.0%	0.0%	0.0%	19.0%	0.0%	0.0%	6.0%	13.0%	0.0%	3.0%	35.0%	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	Yes	No	Yes	No	No	Yes	No	Yes	No	No	No	No
*Administrative Support, OC	18														
% in Category		0.0%	0.0%	0.0%	22.0%	0.0%	0.0%	0.0%	0.0%	0.0%	17.0%	56.0%	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	No	Yes	No	No	Yes	No	No	No	Yes	No	No
Service-Maintenance	353														
% in Category		15.0%	0.0%	15.0%	21.0%	1.0%	0.0%	2.0%	8.0%	0.0%	24.0%	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		No	No	No	Yes	Yes	No	No	Yes	No	No	Yes	Yes	No	No
Skilled Craft Workers	37														
% in Category		16.0%	0.0%	8.0%	70.0%	0.0%	0.0%	5.0%	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 516

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 - DECEMBER 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						
B Mechanic	Skilled Craft Workers	14	14	100%	14%	0%	7%	7%	0%	0%	0%	0%	0%	0%	7%	64%	0%	0%	0%	14%	0%	7%	14%				
Community Engagement Coordinator	Professionals	56	44	73%	58%	7%	7%	33%	0%	0%	0%	5%	5%	13%	5%	18%	0%	0%	2%	4%	0%	4%	7%				
Contracts Administrator	Professionals	87	67	74%	57%	14%	10%	19%	5%	1%	2%	5%	1%	8%	5%	17%	7%	1%	0%	2%	2%	6%	13%				
Coach Operator	Service/Maintenance	43	37	84%	35%	7%	12%	5%	0%	0%	2%	7%	2%	7%	30%	16%	5%	2%	0%	5%	0%	7%	14%				
Customer Information Clerk	Administrative Support	18	16	89%	94%	6%	6%	78%	0%	0%	0%	6%	0%	6%	0%	0%	0%	0%	0%	0%	0%	0%	0%				
HIRING EVENT Coach Operator (01/11/2020)	Service/Maintenance	98	83	80%	45%	3%	25%	8%	2%	0%	1%	3%	2%	10%	18%	17%	1%	0%	2%	4%	3%	6%	3%				
Medi-Cal Administrative Activities (MAA) Coord	Administrative Support	47	36	70%	83%	19%	4%	36%	6%	0%	0%	11%	6%	4%	4%	6%	2%	0%	0%	0%	0%	4%	0%				
Maintenance Supervisor	Professionals	8	7	88%	0%	0%	0%	0%	0%	0%	0%	0%	0%	13%	13%	75%	0%	0%	0%	0%	0%	13%	38%				
Operations Supervisor	Professionals	17	13	76%	56%	0%	13%	31%	0%	0%	0%	6%	0%	13%	6%	19%	6%	0%	0%	0%	0%	13%	13%				
Property Maintainer	Service/Maintenance	2	2	50%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	50%	0%	0%	0%	0%	50%	0%	0%				
Scheduling Analyst	Professionals	50	38	72%	50%	12%	6%	16%	6%	0%	0%	6%	4%	12%	6%	28%	0%	0%	0%	4%	0%	8%	4%				
Servicer	Service/Maintenance	66	61	92%	14%	0%	5%	8%	0%	2%	0%	0%	0%	6%	20%	46%	2%	0%	2%	11%	0%	6%	9%				
Stops and Zones Groundskeeper	Service/Maintenance	105	85	78%	6%	0%	1%	3%	0%	0%	0%	1%	1%	19%	15%	50%	2%	3%	1%	2%	2%	5%	9%				
Training Instructor	Officials & Administrators	7	6	33%	71%	14%	14%	14%	14%	0%	0%	14%	0%	0%	14%	14%	0%	0%	0%	0%	0%	14%	100%				

Total Female and Male Applications

618

- 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 - DECEMBER 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	3	0	0	0	0	0	0	0	0	0	0
Operations	3	0	5	7	0	0	0	4	0	18	7	0	0	2
TOTALS	18							31						

SUSPENSIONS & TERMINATIONS

	MALE							FEMALE						
	W	AI/AN	B	H/L	A	NHOPI	MULTI	W	AI/AN	B	H/L	A	NHOPI	MULTI
Maintenance	1	0	0	0	0	0	0	0	0	0	0	0	0	0
Operations	1	0	0	1	0	0	1	1	0	5	0	0	0	2
TOTALS	4							8						

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 - DECEMBER 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	9	5	4	3	1	1	0	0	0	0	0	3	1	0	0	0	0
Promotions	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Transfers	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Demotions	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Terminations	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Resignations	2	1	1	1	0	0	0	0	0	0	0	0	1	0	0	0	0
Retirements	6	6	0	3	2	1	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 07/01/19 THROUGH 06/30/20
FULL-TIME SEPARATIONS

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

	<u>Administration</u>	<u>Bargaining Unit</u>		<u>Administration</u>	<u>Bargaining Unit</u>
Terminations	1	15	Terminations	1	24
Resignations	7	14	Resignations	6	22
Retirements	5	9	Retirements	5	7
Other	0	0	Other	0	0

RIVERSIDE TRANSIT AGENCY
1825 Third Street
Riverside, CA 92507

February 5, 2020

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE

THRU: Larry Rubio, Chief Executive Officer

FROM: Jim Kneepkens, Director of Marketing

SUBJECT: Transportation Center Monthly Report – December 2019

Summary: In December 2019, the Customer Information Center answered 29,171 calls, a 3% decrease compared to December 2018. Calls included 138 commendations, general comments and valid complaints. The number of calls to Dial-A-Ride was 11,687, a .7% decrease compared to December 2018. 40,996 calls were received between the two call centers, which reflects a 2.2% 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

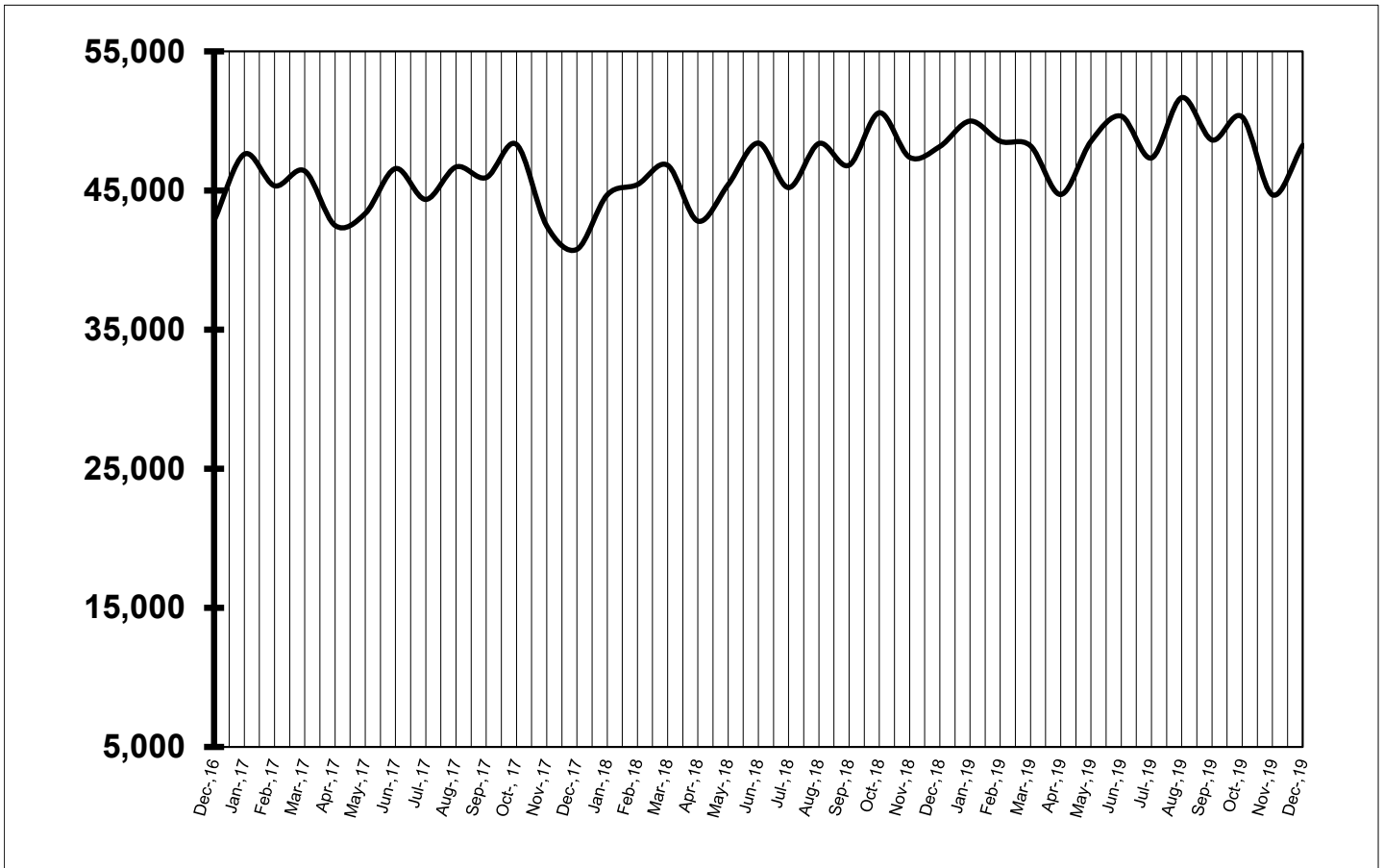
December 2019 Transportation Center Call Totals

	December 2019	December 2018	Percent Change
Customer Information Center (CIC)			
Information Calls	29,171	30,070	-3.0%
Complaints	87	46	89.1%
Comments	34	25	36.0%
Commendations	17	15	13.3%
Total CIC Calls	29,309	30,156	-2.8%

Dial-A-Ride (DAR)

Total DAR Calls	11,687	11,769	-0.7%
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Total Calls	40,996	41,925	-2.2%
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Complaints, Comments & Commendations

Valid Complaints

Category	December 2019	December 2018	12 Month Average per Month	Complaints per 10,000 Passengers
Bus Stop	1	3	1	0.02
Careless Driving	8	5	9	0.13
Conduct	2	1	4	0.03
Crowded	0	0	0	0.00
Customer Service	14	3	16	0.22
Early Bus	6	3	6	0.10
Fare Dispute	3	0	1	0.05
Late Bus	12	8	20	0.19
Missed Transfer	1	0	2	0.02
No Show	5	1	5	0.08
Passed By	10	10	12	0.16
Passenger Conduct	3	0	2	0.05
Reasonable Modification	0	0	0	0.00
Other	22	12	21	0.35
Total	87	46	99	1.39

Ridership

	December 2019	December 2018	12 Month Average per Month
All services	627,804	653,856	718,178

Comments

	December 2019	December 2018	12 Month Average per Month	Comments per 10,000 Passengers
General Comments	34	25	44	0.54

Commendations

	December 2019	December 2018	12 Month Average per Month	Commendations per 10,000 Passengers
General Commendations	17	15	23	0.27

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

February 5, 2020

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE

THRU: Larry Rubio, Chief Executive Officer

FROM: Rick Majors, Director of Risk Management

SUBJECT: Approve and Adopt the Updated Agency Safety Policy (HR 1-6)

Summary: On July 19, 2018, The Federal Transit Administration (FTA) published the Public Transportation Agency Safety Plan (PTASP) Final Rule, which requires certain operators of public transportation systems that receive federal funds under FTA's Urbanized Area Formula Grants to develop safety plans that include the processes and procedures to implement Safety Management Systems (SMS). The documented processes and procedures for the Agency's SMS must consist of four main elements: (1) Safety Management Policy, (2) Safety Risk Management, (3) Safety Assurance, and (4) Safety Promotion. This item pertains to the first element, the Safety Management Policy.

Although the Agency has a safety policy in place, Human Resources Policy and Procedure 1-6, the new PTASP rule requires additional elements. These added elements include identifying and documenting the Agency's employee safety reporting processes, protections for employees who report safety conditions to management and a description of employee behaviors that may result in disciplinary action. It must also affirm the Agency's commitment to the allocation of resources for safety, identify accountable personnel and document methods of communicating the policy. This update resulted in a newly written policy, and completely replaces the existing one.

The deleted, existing policy is included for reference as Attachment A. The draft, updated policy for approval is included as Attachment B.

Staff will be bringing the Agency's full plan for approval at next month's Committee and Board meetings. As the Safety Policy is incorporated into and made a part of the full plan, it was necessary to bring this item for approval first.

Fiscal Impact:

None

Recommendation:

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

- Approve and Adopt Update to the Agency Safety Policy to be effective February 27, 2020.

ATTACHMENT A

Riverside Transit Agency
Human Resource Policies and Procedures

Distribution: All Employees		Subject: _____ SAFETY	
Effective Date: July 1, 1997	Page No. _____ Pages 1 Of 2	File Under Section: 1-6	
Revision Date: January 1, 2010		Approved By: _____ <i>James Rubio</i>	

PURPOSE

Safety and regulatory compliance is management's first consideration when developing and implementing policies, procedures and programs affecting the Agency's operation.

POLICY

Every employee should understand the importance of safety in the workplace. By remaining safety conscious, employees can protect their own interests as well as those of their co-workers. Accordingly, the Agency emphasizes "safety first" and expects all employees to take steps to promote safety in the workplace.

In keeping with this commitment, the Agency has established an "Injury and Illness Prevention Program" as part of its safety program. The risk manager has responsibility for administering and implementing our Injury and Illness Prevention Program.

RULES

Agency Vehicles:

Employees utilizing Agency vehicles must adhere to the following directives:

- Cell Phones/Wireless Communication Devices: In adherence to California Law, employees shall not use a handheld wireless telephone while operating any Agency vehicle. In addition, employees are prohibited from writing, sending or reading text-based communications or emails on an electronic wireless communication device, such as a cell phone, while operating any Agency vehicle.

Parking Lot Safety & Security:

- For the security of employees and their vehicles, all employees are required to display a parking permit when parked either in Riverside or Hemet parking lots.
- Employees must park in non-visitor and non-carpool (unless authorized) parking spaces.

ATTACHMENT A

**Riverside Transit Agency
Human Resource Policies and Procedures**

Distribution: All Employees		Subject: _____ SAFETY	
Effective Date: July 1, 1997	Page No. _____ Pages 2 Of _____ 2	File Under Section: 1-6	
Revision Date: January 1, 2010		Approved By: <i>James Rubio</i>	

- _____ Employees shall follow all signs relating to right of way and proper direction of travel (i.e. upper parking lot at the Riverside facility). Parking lot speed limit is 5 mph.

Reporting Unsafe Conditions:

It is the responsibility of every employee to be aware of their surroundings and to report any unsafe or unsecure condition to their supervisor or the risk management department. The Agency has established a program through which employees can identify and make suggestions relating to safety issues. All suggestions or issues identified are addressed monthly at the Agency's Safety Committee meetings.

ATTACHMENT B

**Riverside Transit Agency
Human Resource Policies and Procedures**

Distribution: All Administrative Employees		Subject: SAFETY	
Effective Date: July 1, 1997	Page No. 1	Pages Of 2	File Under Section: 1 - 6
Revision Date: TBD		Approved By:	

PURPOSE

The Riverside Transit Agency recognizes Safety as its number one core value. Every employee is accountable for making safety their priority, starting with the Chief Executive Officer. Safety and regulatory compliance are the first to be considered when developing and implementing policies, procedures and programs affecting the Agency's operation.

POLICY

The Agency will continue to support the ongoing implementation of a Safety Management System (SMS) with a commitment to the provision of appropriate resources. The Agency's policies, rules and regulations have been developed with the intent to integrate safety into all Agency operations. Every employee should understand the importance of safety in the workplace.

RTA establishes and measures our safety performance against realistic and data-driven performance indicators and targets. Monthly safety and security inspections of RTA transit facilities are conducted to identify and correct potential hazards. Our safety culture encourages employees to report safety related issues or concerns.

RTA ensures no action is taken against any employee who discloses a safety matter through the employee safety reporting program, unless disclosure reveals beyond any reasonable doubt, an illegal act, gross negligence, or a deliberate or willful disregard of regulations or procedures. RTA will further ensure that every action is taken within reason to mitigate or eliminate potential hazards from the workplace.

The Agency's Safety Committee, represented by labor and management from multiple disciplines, meets monthly to discuss the safety of its employees and customers. The Committee seeks to proactively identify and mitigate any risk of workplace injury and illness. Employees are provided an opportunity for the free discussion of health and safety problems and possible solutions through their representatives on the committee. Additionally, safety suggestion forms and drop boxes are available to employees as part of the safety reporting program.

In the Agency's quest for safety excellence, it has implemented a Safety Management System (SMS) to identify and mitigate risk. This includes the constant evaluation of the effectiveness of these efforts. This cycle of continuous improvement is a part of the culture at RTA. Realistic safety performance targets are set prior to the start of each fiscal

ATTACHMENT B

**Riverside Transit Agency
Human Resource Policies and Procedures**

Distribution: All Administrative Employees		Subject: SAFETY	
Effective Date: July 1, 1997	Page No. 2	Pages Of 2	File Under Section: 1 - 6
Revision Date: TBD		Approved By:	

year and are measured no less than quarterly against benchmarks to evaluate the effectiveness of, and adjust as necessary to, the continuous effort to mitigate safety related exposures.

To ensure externally supplied systems and services supporting our operations are delivered and meet our safety performance standards, RTA screens all potential contractors or vendors to ensure compliance with regulatory guidelines.

Safety at the highest level is achieved through cooperative proactivity in identifying potential hazards and taking into consideration the safety of others. Management will review the safety plan annually and update it as appropriate to ensure the safety of our employees and customers.

As a Public Transit Agency, we understand our responsibility to the safety of our employees, customers, and the public. Our decisions and actions affect the safety of our community and we commit to continually improve on safety.

Reporting Unsafe Conditions

It is the responsibility of every employee to be aware of their surroundings and to report any unsafe or unsecure condition to their supervisor, safety committee representative, or via the safety suggestion boxes. The Agency has established a program through which employees can identify and make suggestions relating to safety issues. All suggestions or issues identified are addressed monthly at the Agency's Safety Committee meetings.