



November 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) 565-5066, 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 – OCTOBER 2, 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 – SEPTEMBER 2019 (P.7)

RECEIVE AND FILE

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

RECEIVE AND FILE

6. AUTHORIZATION TO AWARD AGREEMENT NO. 19-057 TO PACIFIC CLAIMS MANAGEMENT FOR THIRD-PARTY WORKERS' COMPENSATION ADMINISTRATOR SERVICES; AUTHORIZATION TO AWARD AGREEMENT NO. 19-058 TO PACIFIC CLAIMS MANAGEMENT FOR MANAGED CARE SERVICES (P.18)

APPROVE

7. ROUTE 20/22 SCHOOL TERM OVERLOAD TRIPPERS DISCONTINUATION HEARING (P.23)

APPROVE

8. BOARD MEMBER COMMENTS

9. ANNOUNCEMENTS

ITEM

RECOMMENDATION

10. NEXT MEETING

Wednesday, December 4, 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
October 2, 2019

1. **CALL TO ORDER**

Director Art Welch called the Board Administration and Operations Committee meeting to order at 1:00 p.m., on October 2, 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. 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. ¹Jerry Sincich, County of Riverside, District I
11. Karen Spiegel, County of Riverside, District II

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. Kristin Warsinski, Director of Planning
10. Jim Kneepkens, Director of Marketing
11. Joe Forgiarini, Director of Service Planning and Scheduling
12. Eric Ustation, Government Affairs Manager
13. Brad Weaver, Media & Public Relations Manager
14. Natalie Zaragoza, Director of Contracts
15. Jessica Leon, Administrative Assistant
16. Mauricio Alvarez, Planning Analyst
17. Erin Hogan, Transportation Management Design

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

3. PUBLIC COMMENTS – NON-AGENDA ITEMS

None.

4. APPROVAL OF MINUTES – SEPTEMBER 4, 2019 COMMITTEE MEETING

M/S/C (MARQUEZ/LEDEZMA) approving the minutes of the September 4, 2019 Committee meeting.

The motion carried unanimously.

Director Andy Melendrez arrived to meeting at 1:02 p.m.

5. CONSENT CALENDAR

M/S/C (MANOS/MARQUEZ) approving the receipt and file of Item 5A – Personnel Report – August 2019.

The motion carried unanimously.

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

The motion carried unanimously.

Committee Chair Karen Spiegel arrived to meeting at 1:04 p.m.

6. APPROVE HOLIDAY EVENTS SCHEDULE.

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

- Authorize staff to work with the individual cities and organizing groups and coordinate Riverside Transit Agency's involvement in holiday events.

The motion carried unanimously.

7. TITLE VI PROGRAM 2019 UPDATE.

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

- Authorize staff to submit the attached 2019 RTA Title VI Program, effective beginning today, to the FTA. Submittal of the program satisfies requirements under FTA Circular 4702.1B and authorizing sections of the United States Code and the Code of Federal Regulations, including Title VI of the Civil Rights Act of 1964 (42 USC § 2000d).

The motion carried unanimously.

8. **BOARD MEMBER COMMENTS**

Board member comments were made by Director Greg August, Director David Marquez, Director Karen Spiegel, Director Art Welch and Director Alonso Ledezma.

9. **ANNOUNCEMENTS**

An announcement was made by Mr. Larry Rubio.

10. **NEXT MEETING**

Wednesday, November 6, 2019, 1:00 p.m.

11. **MEETING ADJOURNMENT**

The meeting was adjourned at 1:18 p.m.

RIVERSIDE TRANSIT AGENCY
1825 Third Street
Riverside, CA 92507

November 6, 2019

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE

THRU: Larry Rubio, Chief Executive Officer

FROM: Laura Camacho, Chief Administrative Services Officer

SUBJECT: Personnel Report for September

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 September 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 - SEPTEMBER 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	0
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>11</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	0	0
Administrative Assistant	1	1
Receptionist	<u>2</u>	<u>1</u>
Department Subtotal	<u>10</u>	<u>9</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	1
Fleet Analyst	1	1
Maintenance Supervisor	9	8
Electronic Technician	2	2
Mechanic	35	32
Tire Servicer	1	1
Servicer	<u>18</u>	<u>17</u>
Department Subtotal	<u>69</u>	<u>64</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	1
Marketing Coordinator	1	1
Mobility Manager	1	1
Travel Training Specialist	4	3
ADA Certification Specialist	2	2
Customer Information Supervisor	1	1
Customer Information Clerk, Senior Lead	1	1
Customer Information Clerk, Full-Time	1	1
Customer Information Clerk, On-Call	<u>20</u>	<u>17</u>
Department Subtotal	35	31
<u>OPERATIONS</u>		
Chief Operating Officer	1	1
Operations Manager	1	1
Assistant Operations Manager	1	2
Training Manager	1	0
Training Instructor	3	3
Executive Assistant	1	1
Operations Supervisor	16	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	311	320
Part-Time Coach Operator	<u>3</u>	<u>2</u>
Department Subtotal	353	359
<u>CONTRACT OPERATIONS</u>		
Contract Operations Manager	1	2
Assistant Contract Operations Manager	1	1
Contract Operations Specialist	<u>3</u>	<u>3</u>
Department Subtotal	5	6
<u>PLANNING</u>		
Director of Planning	1	1
Director of Service Planning & Scheduling	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	6	6
<u>PURCHASING</u>		
Chief Procurement & Logistics Officer	1	1
Director of Contracts	1	1
Contracts Manager	1	1
Sr. Contracts Administrator	1	0
Contracts Administrator	1	0
Storeroom Supervisor	1	1
Buyer	1	1
Parts Clerk	<u>7</u>	<u>5</u>
Department Subtotal	14	10
<u>FACILITIES</u>		
Senior Facilities/Construction Project Manager	1	1
Project Manager	1	1
Facilities Supervisor	1	0
Property Maintainer	<u>3</u>	<u>2</u>
Department Subtotal	6	4
Totals	520	510

¹There are currently 13 Coach Operators on extended leave (09/30/19)

WORKFORCE DATA - SEPTEMBER 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	29														
% in Category		40.0%	0.0%	3.0%	27.0%	0.0%	0.0%	0.0%	13.0%	0.0%	3.0%	13.0%	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	49														
% in Category		17.0%	0.0%	21.0%	25.0%	2.0%	2.0%	0.0%	13.0%	0.0%	2.0%	15.0%	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	Yes	No	Yes	Yes	No
Administrative Support, FT	29														
% in Category		14.0%	0.0%	3.0%	14.0%	0.0%	0.0%	3.0%	14.0%	0.0%	3.0%	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%	18.0%	0.0%	0.0%	0.0%	0.0%	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	No	Yes	No	No	Yes	No	No	No	Yes	No	No
Service-Maintenance	352														
% in Category		15.0%	0.0%	14.0%	20.0%	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		Yes	No	No	Yes	Yes	No	No	Yes	No	No	Yes	Yes	No	No
Skilled Craft Workers	34														
% in Category		15.0%	0.0%	3.0%	71.0%	0.0%	0.0%	12.0%	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 **510**

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 - SEPTEMBER 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	20	13	65%	0%	0%	0%	0%	0%	0%	0%	0%	0%	35%	0%	60%	0%	0%	0%	5%	0%	0%	5%
Buyer	Professionals	101	80	78%	50%	12%	5%	19%	6%	1%	0%	6%	1%	9%	6%	26%	3%	0%	1%	5%	0%	2%	7%
Clerk of the Board/Compliance Specialist	Professionals	11	10	73%	64%	0%	0%	45%	0%	0%	0%	0%	18%	9%	9%	9%	9%	0%	0%	0%	0%	0%	9%
Coach Operator	Service/Maintenance	110	91	83%	47%	4%	31%	7%	0%	0%	0%	5%	0%	12%	11%	24%	0%	1%	0%	5%	0%	4%	8%
Customer Information Clerk	Administrative Support	32	31	97%	88%	3%	0%	84%	0%	0%	0%	0%	0%	0%	0%	9%	0%	0%	0%	3%	0%	0%	0%
Maintenance Supervisor	Professionals	4	3	75%	0%	0%	0%	0%	0%	0%	0%	0%	0%	25%	0%	50%	0%	0%	0%	25%	0%	0%	25%
Operations Supervisor	Professionals	14	13	79%	21%	0%	14%	7%	0%	0%	0%	0%	0%	7%	14%	29%	7%	0%	0%	7%	14%	14%	14%
C Mechanic	Skilled Craft Worker	2	2	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	100%	0%	0%	0%	0%	0%	0%	0%
Property Maintainer	Service/Maintenance	18	14	78%	11%	0%	11%	0%	0%	0%	0%	0%	0%	22%	28%	39%	0%	0%	0%	0%	0%	0%	11%
Receptionist (Bilingual - Spanish)	Administrative Support	98	90	89%	86%	7%	0%	74%	0%	1%	0%	1%	2%	0%	0%	13%	0%	0%	0%	0%	1%	3%	3%
Senior Contracts Administrator	Officials & Administrator	7	7	100%	14%	0%	0%	14%	0%	0%	0%	0%	0%	0%	43%	14%	29%	0%	0%	0%	0%	0%	29%
Servicer	Service/Maintenance	72	62	86%	14%	0%	8%	4%	0%	0%	1%	0%	0%	14%	15%	47%	3%	0%	0%	7%	0%	1%	7%
Training Instructor	Professionals	2	2	100%	50%	0%	0%	0%	0%	0%	0%	50%	0%	0%	0%	50%	0%	0%	0%	0%	0%	0%	0%
Contracts Administrator	Professionals	66	50	70%	58%	11%	12%	21%	2%	0%	0%	9%	3%	14%	3%	14%	3%	2%	0%	5%	3%	5%	15%
Training Manager	Officials & Administrators	13	11	77%	54%	0%	8%	31%	8%	0%	0%	0%	8%	15%	23%	8%	0%	0%	0%	0%	0%	8%	23%
Travel Training Specialist - Veteran	Administrative Support	21	17	81%	26%	0%	11%	5%	5%	0%	0%	5%	0%	11%	5%	42%	11%	0%	5%	0%	0%	32%	68%

Total Applications

591

W White
 AI/AN American Indian/Alaska Native
 B Black or African American
 H/L Hispanic or Latino

DISCIPLINE - SEPTEMBER 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	5	0	5	5	0	0	1	1	0	20	4	0	0	0
TOTALS	16							25						

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	2	0	0	0	2	0	11	1	0	0	1
TOTALS	6							15						

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 - SEPTEMBER 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	8	4	4	1	1	2	0	0	0	0	0	3	1	0	0	0	0
Promotions	6	4	2	0	3	1	0	0	0	0	0	0	2	0	0	0	0
Transfers	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Demotions	2	2	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0
Terminations	4	1	3	0	0	1	0	0	0	0	1	1	1	0	0	0	0
Resignations	4	3	1	1	0	2	0	0	0	0	0	0	1	0	0	0	0
Retirements	3	3	0	2	0	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	11	Terminations	1	24
Resignations	5	9	Resignations	6	22
Retirements	2	4	Retirements	5	7
Other	0	0	Other	0	0

RIVERSIDE TRANSIT AGENCY
1825 Third Street
Riverside, CA 92507

November 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 – September 2019

Summary: In September 2019, the Customer Information Center answered 32,944 calls, a 4.2% increase compared to September 2018. Calls included 187 commendations, general comments and valid complaints. The number of calls to Dial-A-Ride was 13,311, a 9.2% increase compared to September 2018. 46,255 calls were received between the two call centers, which reflects a 5.6% 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

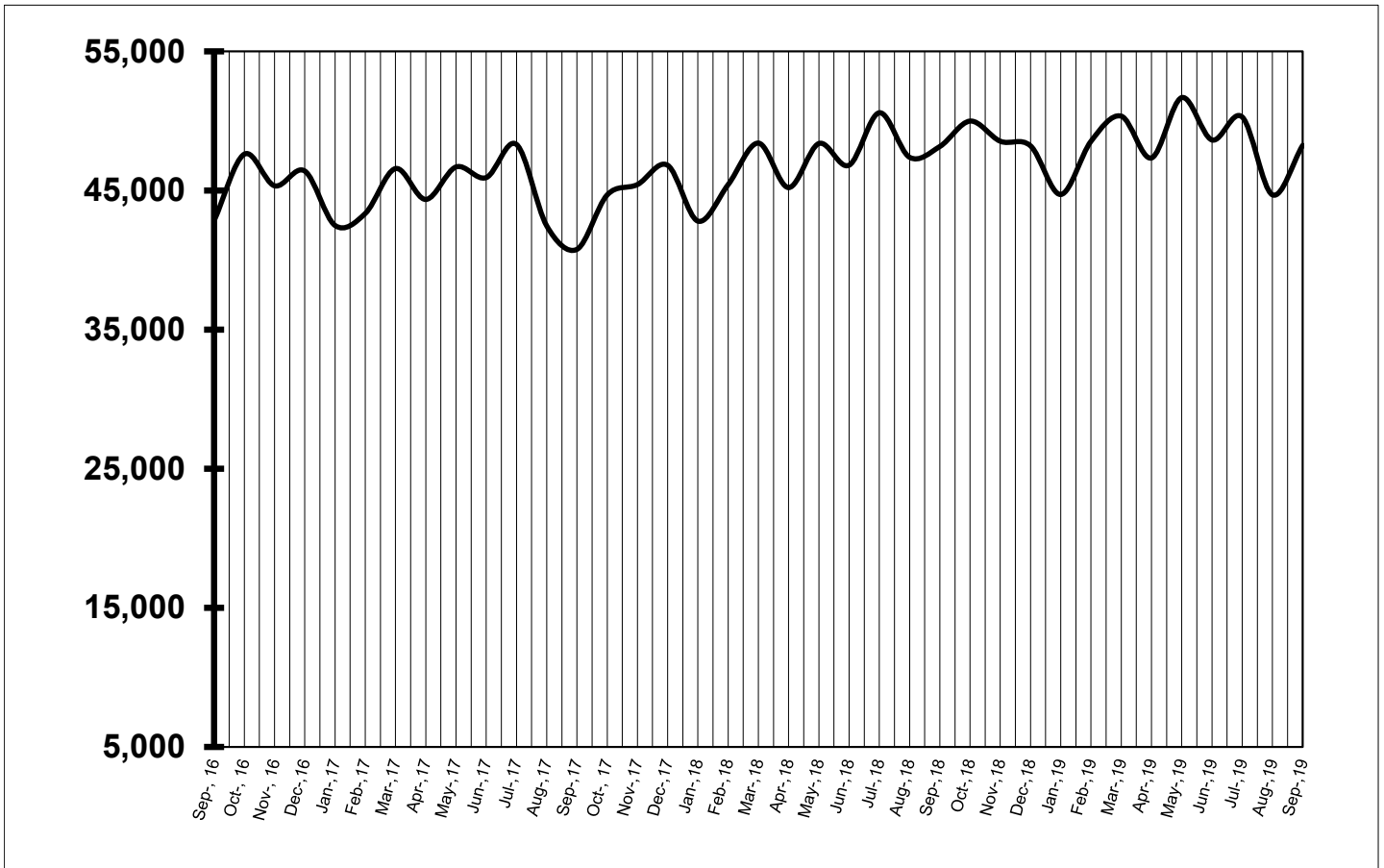
September 2019 Transportation Center Call Totals

Customer Information Center (CIC)	September 2019	September 2018	Percent Change
Information Calls	32,757	31,451	4.2%
Complaints	111	102	8.8%
Comments	57	55	3.6%
Commendations	19	20	-5.0%
Total CIC Calls	32,944	31,628	4.2%

Dial-A-Ride (DAR)

Total DAR Calls	13,311	12,190	9.2%
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Total Calls	46,255	43,818	5.6%
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Complaints, Comments & Commendations

Valid Complaints

Category	September 2019	September 2018	12 Month Average per Month	Complaints per 10,000 Passengers
Bus Stop	0	5	2	0.00
Careless Driving	8	9	8	0.11
Conduct	7	4	3	0.10
Crowded	0	2	1	0.00
Customer Service	22	8	14	0.30
Early Bus	7	6	5	0.10
Fare Dispute	1	3	1	0.01
Late Bus	27	16	17	0.37
Missed Transfer	0	0	2	0.00
No Show	4	1	4	0.05
Passed By	11	20	11	0.15
Passenger Conduct	0	1	2	0.00
Reasonable Modification	0	0	0	0.00
Other	24	27	19	0.33
Total	111	102	87	1.51

Ridership

	September 2019	September 2018	12 Month Average per Month
All services	734,041	737,663	724,748

Comments

	September 2019	September 2018	12 Month Average per Month	Comments per 10,000 Passengers
General Comments	57	55	44	0.78

Commendations

	September 2019	September 2018	12 Month Average per Month	Commendations per 10,000 Passengers
General Commendations	19	20	23	0.26

Complaints, Comments and Commendations

Category Descriptions

Complaints

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

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

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

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

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

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

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

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

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

No Show: Bus does not arrive as scheduled.

Passed By: Bus passes stop without picking up customer

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

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

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

Comments

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

Commendations

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

RIVERSIDE TRANSIT AGENCY
1825 Third St.
Riverside, CA 92507

November 6, 2019

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE

THRU: Larry Rubio, Chief Executive Officer

FROM: Vince Rouzaud, Chief Procurement and Logistics Officer

SUBJECT: Authorization to Award Agreement No. 19-057 to Pacific Claims Management for Third-Party Workers' Compensation Administrator Services; Authorization to Award Agreement No. 19-058 to Pacific Claims Management for Managed Care Services

Summary: The Agency utilizes the services of a third-party workers' compensation administrator (TPA) to oversee its workers' compensation claims administration services. These services include wage replacement benefits, medical treatment, vocational rehabilitation and other benefits to employees who experience work related injuries. The TPA's responsibility is to manage the Agency's workers' compensation claims while providing support and recommendations to Agency staff. The Agency also utilizes an outside firm to oversee its managed care services related to the Agency's workers' compensation claims administration. These services include bill review, utilization review, and nurse case management.

The Agency's current contract for these services, both the TPA and managed care services, will expire on December 31, 2019.

It has been the Agency's practice over the years to procure these services separately (unbundled) in order to have visibility of the different cost elements for each service and to encourage greater competition. The objective is to evaluate the marketplace in terms of competitiveness and assess price and other factors so that the method of contracting for these services is the most advantageous for the Agency.

On June 17, 2019, the Agency issued Request for Proposal (RFP) No. 19-057 for workers' compensation claims administration services (TPA service) and RFP No. 19-058 for managed care services. The RFPs were publicly advertised in a newspaper of general circulation and notices were posted on the Agency's website along with copies of the RFP documents. The Agency also sent notices to the local chambers' of commerce of those cities that are members of the Joint Powers Agreement.

On July 30, 2019, the Agency received proposals from the following firms for TPA Services:

- Risico, Fresno, CA
- Intercare, Orange, CA
- Pacific Claims Management, Fresno, CA

On July 30, 2019, the Agency received proposals from the following firms for the Managed Care Services:

- Risico, Fresno, CA
- Pacific Claims Management, Fresno, CA
- Inter Med (Intercare), Orange, CA
- Arissa Cost Strategies, Irvine, CA
- Allied Managed Care, Sacramento, CA
- Lien On Me, Glendale, CA
- Professional Dynamics, El Dorado Hills, CA
- Encompass, Folsom, CA

Proposal Evaluations - TPA services and Managed Care Services

The proposals for TPA services were reviewed by an evaluation committee representing staff from purchasing, finance, human resources, and risk management. Firms were rated in three general areas: qualifications and related experience, staffing and project organization, and an understanding of the Agency's requirements; all were found technically responsive; note that three firms submitted proposals for both services, the remainder proposed only on Managed Care services.

Bundle vs. Unbundled

As stated previously, issuing separate RFPs for TPA and Managed Care services provides staff visibility of the various service cost components. TPA services are the actual claims administration under the Agency's workers' compensation program. Managed Care services are various ancillary and related services that support and are performed in conjunction with TPA services. For example, Managed Care services includes bill auditing, medical case management, medical reporting services, and utilization review services. Issuing two separate RFPs allows staff to evaluate the marketplace in terms of competitiveness and assess pricing and other factors to ensure the resulting contracts for these services are the most advantageous for the Agency.

The evaluation committee reviewed the pricing submitted by all proposing firms, under both RFPs, along with their technical scores. The objective was to see whether there was an advantage in contracting with two different firms for Managed Care and TPA services, or whether contracting with the same firm for both services was more advantageous.

After this thorough review, staff did not find any advantage or other compelling reason to contract with two different firms for both services. Since the following firms submitted proposals for Managed Care services only, Arissa Cost Strategies, Allied Managed Care, Encompass, Professional Dynamics Inc. and Lien on Me, they were eliminated from further consideration.

The next step was to request best and final offers (BAFOs) from the proposals submitted for TPA services and Managed Care by the three remaining firms – Intercare/Intermed, Risico and Pacific Claims Management. As part of the BAFO process, the firms were instructed to review the scope of work clarifications and changes requested by the evaluation committee and to review their originally proposed costs over five years to ensure all anticipated expenses were considered. BAFO pricing for the three firms is shown in Table 1 below:

Table 1

RFP 19-057 TPA Services			
	Intercare	Risico	Pacific Claims Management
Year One	\$ 235,150.00	\$ 150,000.00	\$ 163,453.00
Year Two	\$ 234,250.00	\$ 140,000.00	\$ 163,453.00
Year Three	\$ 241,270.00	\$ 140,000.00	\$ 163,453.00
Option Year Four	\$ 248,500.00	\$ 140,000.00	\$ 163,453.00
Option Year Five	\$ 255,850.00	\$ 140,000.00	\$ 163,453.00
TPA Services Subtotal:	\$ 1,215,020.00	\$ 710,000.00	\$ 817,265.00
RFP 19-058 Managed Care Services			
	Intermed (a div of Intercare)	Risico	Pacific Claims Management
Year One	\$ 27,000.00	\$ 35,000.00	\$ 19,000.00
Year Two	\$ 27,500.00	\$ 35,000.00	\$ 19,000.00
Year Three	\$ 28,000.00	\$ 35,000.00	\$ 19,000.00
Option Year Four	\$ 28,500.00	\$ 35,000.00	\$ 19,000.00
Option Year Five	\$ 29,000.00	\$ 35,000.00	\$ 19,000.00
Managed Care Services Subtotal:	<u>\$ 140,000.00</u>	<u>\$ 175,000.00</u>	<u>\$ 95,000.00</u>
Combined Service Totals:	\$ 1,355,020.00	\$ 885,000.00	\$ 912,265.00

Based on the final evaluation process (technical review, side-by-side comparisons of services provided, price analyses, interviews, and reference checks), it was the committee's determination that Pacific Claims Management was the most technically responsive and responsible vendor providing the best value to the Agency. While the proposed costs from Risico for the combined services were lower, the evaluation committee's technical ranking for this firm was significantly lower than Pacific Claims Management for both the Managed Care services and TPA services proposals.

Therefore, staff is recommending approval of a three-year contract with two one-year options with Pacific Claims Management for TPA services for a not-to-exceed amount of \$817,265.00 for the five years.

Staff is also recommending approval of a three-year contract with two one-year options with Pacific Claims Management to perform the Managed Care services for a not-to-exceed amount of \$95,000.00 for the five years.

The total projected not-to-exceed amount for both contracts for the five-year period is \$912,265.00 which is based on the current number of claims and ancillary services required in processing the claims.

Fiscal Impact:

Sufficient funds to cover this request are included in the Agency's FY20 operating budget. Funding for subsequent years will be requested in future fiscal-year budget requests.

Recommendation:

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

- Authorize staff to award Agreement No. 19-057 to Pacific Claims Management for Third-Party Workers' Compensation Administrator Services for an initial three-year base period with two one-year options in an amount that will not exceed \$817,265.00.
- Authorize staff to award Agreement No. 19-058 to Pacific Claims Management for Managed Care Services for an initial three-year base period with two one-year options in an amount that will not exceed \$95,000.00.

RIVERSIDE TRANSIT AGENCY
1825 Third Street
Riverside, CA 92507

November 6, 2019

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE
THRU: Larry Rubio, Chief Executive Officer
FROM: Joe Forgiarini, Director of Service Planning and Scheduling
SUBJECT: Route 20/22 School Term Overload Trippers Discontinuation Hearing

Summary: In the 2008/09 school year, Riverside Transit Agency (RTA) implemented supplementary school term overload trippers on routes 20 and 22 to link students residing in Moreno Valley with Citrus Hill High School in Mead Valley. At that time, the boundaries established by the Val Verde Unified School District for Citrus Hill High School stretched horizontally to the eastern end of Moreno Valley. These trips were established due to the existing trips on routes 20 and 22 not being able to accommodate the over one hundred students making this trip each day. As a result of this high demand, two buses were needed for each supplementary overload trippers.

For the 2016/17 school year, Val Verde Unified School District changed the boundaries for high schools in their district with the opening of the new Orange Vista High School in Perris. The new boundaries for Citrus Hill High School no longer include the Moreno Valley area. As a result, the usage of the supplementary school term overload trippers has declined each year since.

In 2018/19, the student ridership on the supplementary trips had reduced to the level that could be accommodated on one bus mornings and afternoons. For the current school year 2019/20 ridership has declined to an average of five students travelling from Moreno Valley to Citrus Hill High School. With such low usage this number of students can be accommodated on the regular route 20 and 22 services with a transfer between these services to be made at Mission Grove (Riverside). This transfer would occur at the same bus stops mornings and afternoons and students will not need to cross any street. RTA staff would travel train the impacted students and have informed the school administration.

Below is a list of the trips impacted and details of replacement service.

Trips proposed to be discontinued:

- Route 20 eastbound trip departing Moreno Valley College 6:14 a.m.
- Route 20 westbound trip departing Iris and Peninsula 6:20 a.m.
- Route 22 southbound trip departing Mission Grove at 6:48 a.m.
- Route 22 northbound trip departing Parsons and Markham 3:00 p.m.
- Route 20 eastbound trip departing Mission Grove at 3:17 p.m.

Morning Alternative Trips:

Route 20 westbound trip departs Iris & Lasselle 5:52 a.m., passing Alessandro & Perris 6:19 a.m. and arriving Mission Grove at Social Security 6:48 a.m. where customers may transfer at the same bus stop to the Route 22 southbound trip departing Mission Grove at Social Security 6:55 a.m. which is due to arrive Markham & Parsons (Citrus Hill High School) at 7:15 a.m.

Afternoon Alternative Trips:

Route 22 northbound will depart Parsons & Markham (Citrus Hill High School) 3:01 p.m. arriving Mission Grove at Social Security at 3:17 p.m. where customers may transfer at the same bus stop to the Route 20 eastbound trip departing Mission Grove at Social Security 3:24 p.m. which is due to arrive at Alessandro & Perris at 3:53 p.m. and Iris & Lasselle at 4:32 p.m.

RTA staff are therefore seeking approval to discontinue the three Route 20 and two Route 22 supplementary school term overload trippers listed above. This action requires a public hearing, which has been scheduled for RTA's November 21, 2019 Board meeting. There are no Title VI implications as discontinuation of these trips are not considered a significant service change under the RTA Major Service Change policy. As outlined above, other Route 20 and 22 trips would be available for students to ride to or from Citrus Hill High School.

Fiscal Impact:

The proposed discontinuation of three Route 20 and two Route 22 supplementary school term overload trippers effective January 12, 2020 would result in estimated operational savings of \$18,320 in FY20.

Recommendation:

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

- Conduct a public hearing at the November 21, 2019 Board meeting on the proposed discontinuation of three Route 20 and two Route 22 supplementary school term overload trippers effective January 12, 2020.
- Subject to the completion of the above public hearing, authorize staff to implement the discontinuation of three Route 20 and two Route 22 supplementary school term overload trippers effective January 12, 2020.