



April 4, 2018  
1:00 p.m.

## AGENDA

**Board Administration and Operations Committee Meeting  
Riverside Transit Agency – Board Room  
1825 Third Street  
Riverside, CA 92507**

Any person with a disability who requires a modification or accommodation in order to participate in this meeting, or any person with limited English proficiency (LEP) who requires language assistance to communicate with the Riverside Transit Agency Board of Directors during the meeting, should contact the Riverside Transit Agency Clerk of the Board, telephone number (951) 565-5044, no fewer than two business days prior to this meeting to enable the Riverside Transit Agency to make reasonable arrangements to assure accessibility or language assistance for this meeting.

Agenda item descriptions are intended to provide members of the public a general summary of business to be conducted or discussed. Posting of any recommended action on an agenda item does not indicate what action will be taken. The Board of Directors may take any action it believes is appropriate on the agenda item and is not limited in any way by the notice of any recommendation.

All documents related to any agenda item are available for public inspection at [www.riversidetransit.com](http://www.riversidetransit.com) or through the Clerk of the Board's office at the Riverside Transit Agency, 1825 Third Street, Riverside, CA 92507.

### **ITEM**

### **RECOMMENDATION**

- 1. CALL TO ORDER**
- 2. SELF-INTRODUCTIONS**

ITEM

RECOMMENDATION

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

Members of the public may address the Board regarding any item within the subject matter jurisdiction of the Board; however, no action may be taken on off-agenda items unless authorized by law. Comments shall be limited to matters not listed on the agenda. Members of the public may comment on any matter listed on the agenda at the time that the Board considers that matter. Each person's presentation is limited to a maximum of three (3) minutes.

RECEIVE COMMENTS

4. APPROVAL OF MINUTES – MARCH 7, 2018 COMMITTEE MEETING (P.4)

APPROVE

5. **CONSENT CALENDAR**

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

A. PERSONNEL REPORT – FEBRUARY 2018 (P.7)

RECEIVE AND FILE

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

RECEIVE AND FILE

6. APPROVE ROUTE 200 SCHEDULE MODIFICATIONS (P.18)

APPROVE

7. AUTHORIZATION TO OBTAIN A BANK OF AMERICA COMMERCIAL CREDIT CARD FOR SMALL DOLLAR ADMINISTRATIVE GOODS AND SERVICES (P.20)

APPROVE

8. **BOARD MEMBER COMMENTS**

9. **ANNOUNCEMENTS**

**ITEM**

**RECOMMENDATION**

**10. NEXT MEETING**

Wednesday, May 2, 2018, 1:00 p.m.  
Riverside Transit Agency  
1825 Third Street  
Riverside, CA 92507

**11. MEETING ADJOURNMENT**

RTA BOARD ADMINISTRATION AND OPERATIONS COMMITTEE MEETING  
Minutes  
March 7, 2018

1. **CALL TO ORDER**

Committee Chair Nancy Carroll called the Board Administration and Operations Committee meeting to order at 1:00 p.m., on March 7, 2018, in the RTA Board Room.

2. **SELF-INTRODUCTIONS**

Self-introductions of those in attendance took place.

Committee Members Attending

1. Nancy Carroll, City of Beaumont
2. Tonya Burke, City of Perris
3. Daryl Hickman, City of Lake Elsinore
4. Greg August, City of Menifee
5. Andy Melendrez, City of Riverside
6. Alonso Ledezma, City of San Jacinto
7. Bridgette Moore, City of Wildomar
8. <sup>1</sup>Jerry Sincich, County of Riverside, District I

Committee Members Absent

1. David Marquez, City of Moreno Valley
2. Randon Lane, City of Murrieta

RTA Staff

1. Larry Rubio, Chief Executive Officer
2. Tammi Ford, Clerk of the Board of Directors
3. Tom Franklin, Chief Operating Officer
4. Craig Fajnor, Chief Financial Officer
5. Vince Rouzaud, Chief Procurement and Logistics Officer
6. Laura Camacho, Chief Administrative Services Officer
7. Rohan Kuruppu, Director of Planning
8. Jim Kneepkens, Director of Marketing
9. Adam Chavez, Director of Maintenance
10. Rick Majors, Director of Risk Management
11. Natalie Zaragoza, Director of Contracts
12. Rick Kaczerowski, Director of Information Technologies
13. Eric Ustation, Government Affairs Manager
14. Brad Weaver, Media and Public Relations Manager
15. Lisa Almilli, Mobility Manager

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

16. Stephanie Sirls, Contract Operations Manager
17. Kristin Warsinski, Grants Manager

Other Attendees

1. Art Welch, City of Banning
2. Eric Lewis, City of Moreno Valley

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

None.

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

M/S/C (BURKE/HICKMAN) approving the minutes of the February 7, 2018 Committee meeting.

The motion carried unanimously.

**5. CONSENT CALENDAR**

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

The motion carried unanimously.

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

The motion carried unanimously.

**6. AUTHORIZE A YOUTH SUMMER FARE OF 25 CENTS PER BOARDING FROM JUNE 1, 2018 THROUGH SEPTEMBER 3, 2018**

M/S/C (MELENDREZ/MOORE) 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, 2018.

The motion carried unanimously.

**7. RESOLUTION TO AUTHORIZE FILING OF APPLICATION FOR FISCAL YEAR 2018 (FY18) LOW CARBON TRANSIT OPERATIONS PROGRAM (LCTOP) FUNDS**

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

- Approve Resolution No. 2018-03 and authorize the Board Chair to execute the resolution on behalf of the Agency.
- Approve Resolution authorizing the Chief Executive Officer or assigned designee to file the application and execute the Certifications and Assurances for FY18 LCTOP funds.

The motion carried unanimously.

8. **BOARD MEMBER COMMENTS**

None.

9. **ANNOUNCEMENTS**

Announcements were made by Chairman Art Welch and Larry Rubio.

10. **NEXT MEETING**

Wednesday, April 4, 2018  
1:00 p.m.  
Riverside Transit Agency  
Board Room  
1825 Third Street  
Riverside, CA 92507

11. **MEETING ADJOURNMENT**

The meeting was adjourned at 1:24 p.m.

RIVERSIDE TRANSIT AGENCY  
1825 Third Street  
Riverside, CA 92507

April 4, 2018

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE

THRU: Larry Rubio, Chief Executive Officer

FROM: Laura Camacho, Chief Administrative Services Officer

SUBJECT: Personnel Report - February 2018

Summary: The attached report summarizes personnel activity that occurred in February 2018. The following information is outlined in the report:

- Number of budgeted positions versus number of filled positions by department and position.
- Percentage of minority and female employees by position classification.
- Number of disciplinary actions by gender.
- Percentage of minority and female applicants by position.
- Number of minority and female employees by personnel actions.

Recommendation:

Receive and file.

**PERSONNEL ACTIVITY - FEBRUARY 2018**

<b>DEPARTMENT AND TITLE</b>		<b>FY BUDGETED POSITIONS</b>	<b>FILLED POSITIONS</b>
<u>ADMINISTRATION</u>			
EO	Chief Executive Officer	1	1
AS	Executive Assistant/Clerk of the Board	<u>1</u>	<u>1</u>
	Department Subtotal	2	2
<u>ACCOUNTING</u>			
EO	Chief Financial Officer	1	1
MO	Performance Reporting & Analysis Manager	1	0
MO	Controller	1	1
PF	Grants Financial Administrator	1	1
MO	Accounting Supervisor	1	1
PF	Grants Financial Analyst	1	1
PF	Payroll Administrator	1	1
AS	Revenue Account Coordinator	1	1
AS	Accounts Payable Clerk	1	0
AS	Accounts Receivable Clerk	1	1
AS	Currency Processor	<u>2</u>	<u>2</u>
	Department Subtotal	12	10
<u>HUMAN RESOURCES</u>			
EO	Chief Administrative Services Officer	1	1
MO	Human Resources Manager	1	1
PF	Benefits Administrator	1	1
AS	Human Resources Specialist	2	1
AS	Human Resources Clerk	1	1
AS	Admin Clerk - Human Resources	1	1
AS	Receptionist	<u>2</u>	<u>2</u>
	Department Subtotal	9	8
<u>RISK MANAGEMENT</u>			
MO	Director of Risk Management	1	1
MO	Risk Manager	1	0
MO	Transit Safety & Security Manager	1	1
AS	Risk Management Specialist	<u>1</u>	<u>1</u>
	Department Subtotal	4	3
<u>INFORMATION TECHNOLOGY</u>			
EO	Director of Information Technology	1	1
PF	ITS Administrator	1	1
PF	Systems Administrator	1	1
AS	IT Technician	<u>1</u>	<u>1</u>
	Department Subtotal	4	4
<u>MAINTENANCE</u>			
EO	Director of Maintenance	1	1
MO	Deputy Director of Maintenance	1	0
MO	Maintenance Manager	1	0
MO	Facilities Manager	1	0
PF	Maintenance Quality Control	1	1
PF	Fleet Analyst	1	1
MO	Contract Operations Maintenance Supervisor	1	1
MO	Maintenance Supervisor	6	7
TC	Electronic Technician	2	2
LH	Groundskeeper	1	1
CW	Mechanic	34	28
LH	Property Maintainer	1	1
SW	Tire Servicer	1	1
SW	Servicer	<u>16</u>	<u>15</u>
	Department Subtotal	68	59



<b>DEPARTMENT AND TITLE</b>		<b>FY BUDGETED POSITIONS</b>	<b>FILLED POSITIONS</b>
<b>MARKETING</b>			
EO	Director of Marketing	1	1
MO	Media & Public Relations Manager	1	1
MO	Government Affairs Manager	1	1
AS	Community Engagement Coordinator	1	1
AS	Marketing Coordinator	1	1
MO	Mobility Manager	1	1
AS	Travel Training Specialist	4	3
AS	ADA Certification Specialist	2	2
MO	Customer Information Supervisor	1	1
AS	Customer Information Clerk, Senior Lead	1	1
AS	Customer Information Clerk, Full-Time	2	2
AS	Customer Information Clerk, On-Call	<u>18</u>	<u>14</u>
	Department Subtotal	34	29
<b>OPERATIONS</b>			
EO	Chief Operating Officer	1	1
MO	Operations Manager	1	1
MO	Assistant Operations Manager	1	1
MO	Training Manager	1	1
PF	Training Instructor	2	2
AS	Executive Assistant/Deputy Clerk of the Board	1	1
MO	Operations Supervisor	16	16
PF	Operations Analyst	1	1
MO	Stops/Zones Supervisor	1	1
LH	Stops/Zones <sup>1</sup> Groundskeeper	10	11
AS	Surveillance Clerk	1	1
AS	Transit Clerk	1	1
OP	Full-Time Coach Operator	298	289
OP	Part-Time Coach Operator <sup>2</sup>	<u>0</u>	<u>25</u>
	Department Subtotal	335	352
<b>CONTRACT OPERATIONS</b>			
MO	Contract Operations Manager	1	1
AS	Contract Operations Specialist	3	3
AS	Medi-Cal Administrative Activity (MAA) Coordinator	<u>1</u>	<u>1</u>
	Department Subtotal	5	5
<b>PLANNING</b>			
EO	Director of Planning	1	1
MO	Grants Manager	1	1
MO	Planning & Scheduling Manager	1	1
PF	Project Manager	1	1
PF	Scheduling Analyst	1	1
PF	Planning Analyst	1	1
AS	Planning & Programming Specialist	1	0
AS	Planning & Scheduling Technician	<u>1</u>	<u>1</u>
	Department Subtotal	8	7
<b>PURCHASING</b>			
EO	Chief Procurement & Logistics Officer	1	1
EO	Director of Contracts	1	1
MO	Contracts Manager	0	1
PF	Contracts Administrator	3	2
MO	Storeroom Supervisor	1	1
PF	Buyer	1	2
AS	Parts Clerk	<u>5</u>	<u>4</u>
	Department Subtotal	12	12
	<b>Totals</b>	<b>493</b>	<b>491</b>

<sup>1</sup>There are currently two Stops/Zones Groundskeepers on extended leave.

<sup>2</sup>There are currently eleven Coach Operators on extended leave. PT actuals are equivalent of 12 FT positions.

**WORKFORCE DATA - FEBRUARY 2018**

<b>POSITION CLASSIFICATION</b>	<b>TOTAL EMPLOYEES</b>	<b>% OF MINORITY EMPLOYEES</b>	<b>% OF FEMALE EMPLOYEES</b>	<b>CENSUS AVAILABILITY</b>		<b>UNDERUTILIZED</b>	
				<b>%MIN</b>	<b>%FEM</b>	<b>MIN</b>	<b>FEM</b>
Executive/First/Mid Level Officials & Managers	52	53.8%	23.1%	38.2%	38.2%	No	Yes
Professionals	18	50.0%	37.5%	42.0%	55.9%	No	Yes
Administrative Support Workers	48	70.2%	76.6%	54.9%	73.5%	No	No
Operatives	314	76.7%	46.9%	74.4%	26.1%	No	No
Craft Workers	28	78.6%	0.0%	61.7%	3.2%	No	Yes
Laborers	13	61.5%	0.0%	79.2%	13.6%	Yes	Yes
Service Workers	16	86.7%	0.0%	65.4%	57.7%	No	Yes
Technicians	2	50.0%	0.0%	50.3%	48.6%	No	Yes
<b>Total</b>	<b>491</b>						

**APPLICATIONS - FEBRUARY 2018**

<b>POSITION TITLE</b>	<b>TOTAL APPLICANTS</b>	<b>RESPONDENTS TO EEO QUESTIONNAIRE</b>	<b>% OF MINORITY APPLICANTS</b>	<b>% OF FEMALE APPLICANTS</b>
A Mechanic	5	5	100%	0%
Accounts Payable Clerk	206	198	79%	70%
B Mechanic	13	13	69%	0%
Buyer	1	1	0%	0%
Coach Operator	87	80	91%	61%
Customer Information Clerk, On-Call - Bilingual	41	39	97%	63%
Deputy Director of Maintenance	36	34	59%	3%
Grants Manager	5	5	80%	20%
HR Specialist - Recruitment	88	79	81%	74%
Risk Manager	24	21	62%	42%
Servicer	71	66	82%	13%
Tire Servicer	1	1	100%	0%
<b>Total Applications</b>	<b>578</b>			

**DISCIPLINE - FEBRUARY 2018**

Gender EEO Categories**	<b>COUNSELINGS, WARNINGS &amp; WRITTEN REPRIMANDS</b>								<b>SUSPENSIONS &amp; TERMINATIONS</b>							
	<b>MALE</b>				<b>FEMALE</b>				<b>MALE</b>				<b>FEMALE</b>			
	C	AA	H	O	C	AA	H	O	C	AA	H	O	C	AA	H	O
<b>Maintenance</b>	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Operations</b>	2	4	3	0	2	17	6	1	0	0	3	0	1	0	5	0
<b>TOTALS</b>	<b>38</b>								<b>9</b>							

\*\*EEO Category Codes: C = Caucasian, AA = African American, H = Hispanic, O = Other

**PERSONNEL ACTIVITY - FEBRUARY 2018**

**Full-Time and Part-Time Employees**

Personnel Activity	All Employees			Minority Employees Male						Minority Employees Female						Total
	Total	Male	Female	AA	HISP	API	AIAN	NHOPI	MULTI	AA	HISP	API	AIAN	NHOPI	MULTI	
New Hires	10	5	5	1	2	0	0	0	0	2	3	0	0	0	0	8
Promotions	3	2	1	0	1	0	0	0	0	0	0	0	0	0	0	1
Transfers	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
Terminations	4	2	2	0	1	0	0	0	0	2	0	0	0	0	0	3
Resignations	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Retirements	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

FOR FISCAL YEAR 07/01/17 THROUGH 06/30/18  
FULL-TIME SEPARATIONS

FOR FISCAL YEAR 07/01/16 THROUGH 06/30/17  
FULL-TIME SEPARATIONS

	Administration	Bargaining Unit		Administration	Bargaining Unit
Terminations	4	8	Terminations	5	19
Resignations	0	11	Resignations	2	13
Retirements	4	2	Retirements	2	8
Other	0	0	Other	0	0

AA = African American  
HISP = Hispanic  
API = Asian/Pacific Islander  
AIAN = American Indian or Alaskan Native  
NHOPI = Native Hawaiian or Other Pacific Islander  
MULTI = Two or More Races

RIVERSIDE TRANSIT AGENCY  
1825 Third Street  
Riverside, CA 92507

April 4, 2018

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE  
THRU: Larry Rubio, Chief Executive Officer  
FROM: Jim Kneepkens, Director of Marketing  
SUBJECT: Transportation Center Monthly Report – February 2018

Summary: In February 2018, the Customer Information Center answered 27,751 calls, a 16.7% decrease compared to February 2017. Calls included 115 commendations, general comments and valid complaints. The number of calls to Dial-A-Ride was 11,296, a 6.8% decrease compared to February 2017. 39,047 calls were received between the two call centers, which reflects a 14.1% decrease compared to the same period last year.

The attached reports presents call volume history and details commendations, general comments and complaints by type.

Recommendation:

Receive and file.

# Riverside Transit Agency

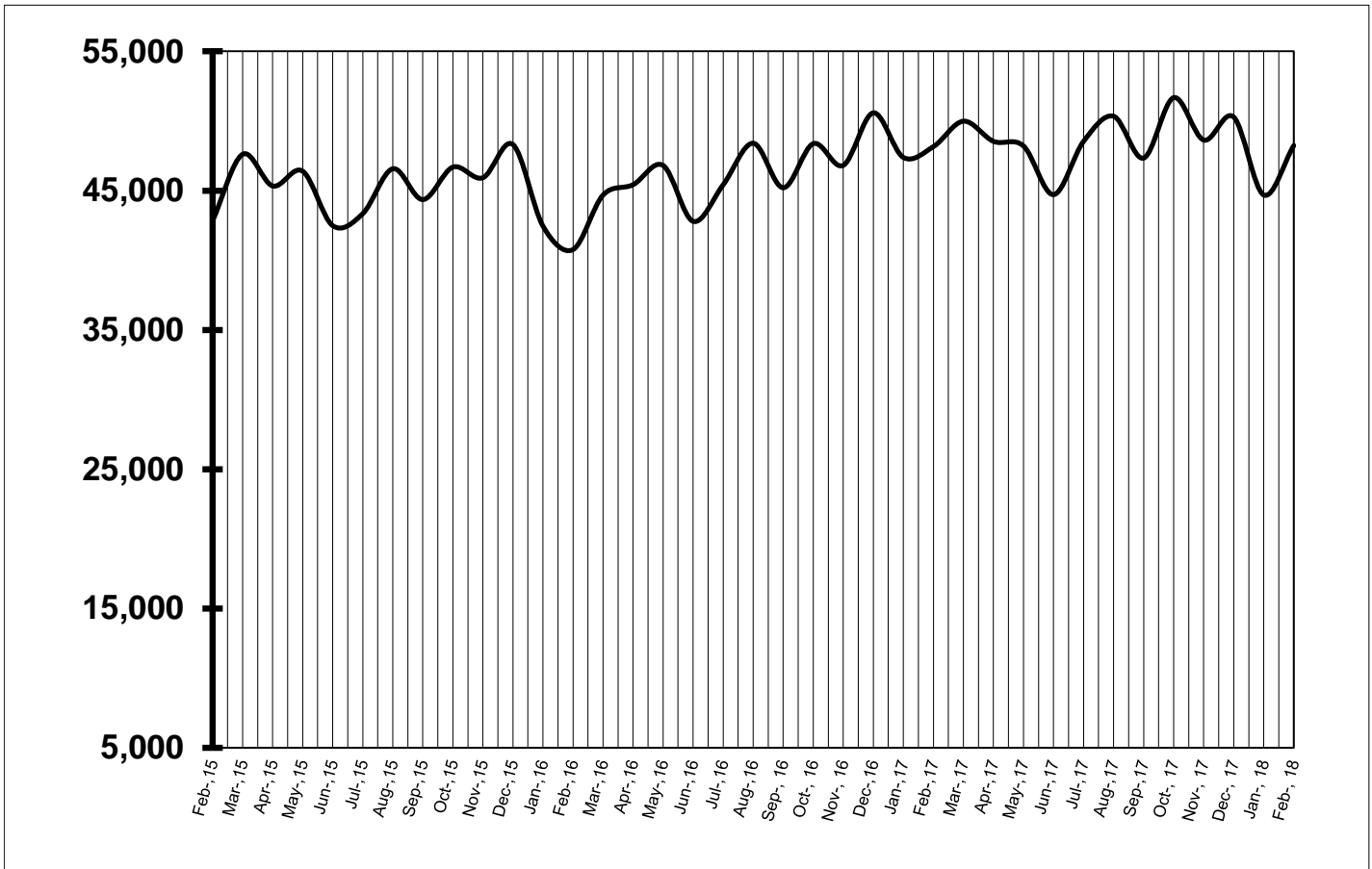
## February 2018 Transportation Center Call Totals

Customer Information Center (CIC)	February 2018	February 2017	Percent Change
Information Calls	27,636	33,197	-16.8%
Complaints	79	84	-6.0%
Comments	25	28	-10.7%
Commendations	11	16	-31.3%
<b>Total CIC Calls</b>	<b>27,751</b>	<b>33,325</b>	<b>-16.7%</b>

### Dial-A-Ride (DAR)

<b>Total DAR Calls</b>	<b>11,296</b>	<b>12,114</b>	<b>-6.8%</b>
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<b>Total Calls</b>	<b>39,047</b>	<b>45,439</b>	<b>-14.1%</b>
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# Complaints, Comments & Commendations

## Valid Complaints

Category	February 2018	February 2017	12 Month Average per Month	Complaints per 10,000 Passengers
Bus Stop	2	3	3	0.03
Careless Driving	7	10	9	0.10
Conduct	0	1	3	0.00
Crowded	0	0	0	0.00
Customer Service	12	10	11	0.17
Early Bus	2	7	5	0.03
Fare Dispute	2	1	1	0.03
Late Bus	18	15	11	0.26
Missed Transfer	2	4	2	0.03
No Show	2	2	3	0.03
Passed By	8	11	11	0.12
Passenger Conduct	0	2	1	0.00
Reasonable Modification	0	0	0	0.00
Other	24	18	17	0.35
<b>Total</b>	<b>79</b>	<b>84</b>	<b>78</b>	<b>1.14</b>

## Ridership

	February 2018	February 2017	12 Month Average per Month
All services	694,742	686,089	717,537

## Comments

	February 2018	February 2017	12 Month Average per Month	Comments per 10,000 Passengers
General Comments	25	28	33	0.36

## Commendations

	February 2018	February 2017	12 Month Average per Month	Commendations per 10,000 Passengers
General Commendations	11	16	13	0.16



## **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

April 4, 2018

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE

THRU: Larry Rubio, Chief Executive Officer

FROM: Rohan Kuruppu, Director of Planning

SUBJECT: Approve Route 200 Schedule Modifications

Summary: With the completion of express lanes on the SR-91 Freeway between McKinley Street in Corona and the existing Orange County toll lanes, the Agency, in partnership with the Riverside County Transportation Commission (RCTC), implemented new CommuterLink Express bus Route 200 on this corridor on January 13, 2018. Route 200 provides service between San Bernardino and Disneyland with stops at the San Bernardino Downtown Transit Center, downtown Riverside, Galleria at Tyler, La Sierra Metrolink Station and Anaheim.

Since implementation, Route 200 has shown a steady growth in ridership, from 3,383 boardings in the first week of service increasing to just over 4,000 boardings per week in mid-March. At least one weekday afternoon trip and a number of weekend trips have ridership approaching a full seated load. RTA is looking forward to further growth in the summer months, fueled by RTA's summer 25 cent youth fare.

Based on analysis, comments received from customers, and in anticipation of demand for later departure times from Disneyland, staff recommends modifying the weekday and weekend eastbound trips departing Disneyland at 9:29 P.M. and 9:09 P.M. respectively to 10:15 P.M. for both weekdays and weekends, effective May 13, 2018. Delaying the return trip time of these last trips is the most cost effective and responsive way to meet the needs of our customers.

Fiscal Impact:

The net incremental cost for the remainder of the fiscal year is \$2,106 and it can be accommodated within the approved FY18 operating budget. The ongoing incremental cost will be reflected in the FY19 budget.

Recommendation:

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

- Approve Route 200 schedule modifications to the last weekday and weekend eastbound trips departing Disneyland at 9:29 P.M. and 9:09 P.M. respectively to 10:15 P.M. for both weekdays and weekends, effective May 13, 2018.

RIVERSIDE TRANSIT AGENCY  
1825 Third Street  
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April 4, 2018

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE  
THRU: Larry Rubio, Chief Executive Officer  
FROM: Vince Rouzard, Chief Procurement and Logistics Officer  
SUBJECT: Authorization to Obtain a Bank of America Commercial Credit Card for Small Dollar Administrative Goods and Services

Summary: Historically, goods and services for the Agency's operations and maintenance, including administrative needs and services, have been purchased using formal procurement procedures and processes as approved by the Board. This purchase requisition/purchase order/vendor invoice process is the foundation of how the Agency contracts for its various goods and services.

In general, the procurement process is initiated with a requisition from the requesting department for the needed item and the request is approved by the appropriate managerial level as determined by the item's estimated cost. Upon confirmation that the potential purchase will meet all procurement requirements, the purchasing department issues a formal Purchase Order to the successful vendor, the vendor provides the item and submits an invoice for payment.

Increasingly, over the past few years, staff is finding that vendors are transitioning to online commerce only for their sales and payment receipt functions. Online transactions create significant administrative cost savings for vendors, particularly those for small dollar items or services. As a result, many of these vendors no longer accept traditional purchase orders and will not accept company checks for payment. This trend seems to be more associated with vendors for software products and/or software related applications and services; specific examples of this include:

- Social media advertising on Facebook/Instagram and Twitter which can range from \$100 to \$500 per transaction with the typical cost being \$250 per ad.
- Monthly charges for Google Map data which is used by the Agency for its BusWatch app is approximately \$15 to \$20 per month.

- Monthly charges for Google Map Transit Trip Planner is approximately \$10 to \$15 per month.
- Keeper Security software annual maintenance and licensing is used to store and safeguard Agency passwords is an annual fee of \$210.
- LogMeIn software used for remote access annual licensing and support is \$349.

In order to address these changes, staff is recommending the Agency obtain a commercial credit card to enable limited on-line purchasing when no other method of purchase is feasible. The Chief Procurement and Logistics Officer would be responsible for the control and use of this card; there would be a dollar threshold of \$2,500 per transaction which is consistent with the Agency's micro purchase threshold. The purchasing department will continue to be responsible for ensuring the price is fair and reasonable and that all other Agency processes and procedures are followed. Finally, the monthly statement for this credit card would be included in the Board packet each month.

Fiscal Impact:

There is no fiscal impact associated with this action; the Agency is responsible for spending within its Board approved budgetary limits regardless of procurement type.

Recommendation:

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

- Authorize staff to obtain a Bank of America commercial credit card to be used for goods and services that cannot be purchased through the traditional purchase requisition/purchase order/vendor invoice process.