



October 2, 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 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 – SEPTEMBER 5, 2018 COMMITTEE MEETING (P.3)

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 – AUGUST 2018 (P.7)

RECEIVE AND FILE

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

RECEIVE AND FILE

6. FREE BUS RIDES ON NEW YEAR'S EVE (P.18)

APPROVE

7. APPROVE REVISIONS TO THE AGENCY'S PROCUREMENT POLICIES AND PROCEDURES MANUAL (P.20)

APPROVE

8. BOARD MEMBER COMMENTS

9. ANNOUNCEMENTS

10. NEXT MEETING

Wednesday, November 7, 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
September 5, 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 September 5, 2018, in the RTA Board Room.

2. **SELF-INTRODUCTIONS**

Self-introductions were dispensed with.

Committee Members Attending

1. Nancy Carroll, City of Beaumont
2. Art Welch, City of Banning
3. Daryl Hickman, Lake Elsinore
4. Tonya Burke, City of Perris
5. Greg August, City of Menifee
6. David Marquez, City of Moreno Valley
7. Randon Lane, City of Murrieta
8. Andy Melendrez, City of Riverside
9. Alonso Ledezma, City of San Jacinto
10. Bridgette Moore, City of Wildomar
11. ¹Jerry Sincich, County of Riverside, District I

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. Adam Chavez, Director of Maintenance
9. Jim Kneepkens, Director of Marketing
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 & Public Relations Manager
15. Lisa Almilli, Mobility Manager
16. Stephanie Sirls, Contract Operations Manager
17. Luciano Rose, Operations Manager

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

18. Charlie Ramirez, Controller
19. Melissa Blankenship, Contracts Manager
20. Jackie Bronson, HR Manager
21. Kristin Warsinski, Grants Manager
22. Jennifer Nguyen, Planning and Programming Specialist

Other Attendees

1. Eric Lewis, City of Moreno Valley
2. Rosemary Lane, Resident of South Carolina

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

None.

4. **APPROVAL OF MINUTES – JULY 11, 2018 COMMITTEE MEETING**

M/S/C (MELENDREZ/SINCICH) approving the minutes of the July 11, 2018 Committee meeting.

The motion carried unanimously.

5. **CONSENT CALENDAR**

M/S/C (WELCH/LANE) approving the receipt and file of Item 5A – Transportation Center Monthly Report – June and July 2018.

The motion carried unanimously.

Director David Marquez arrived to the meeting at 1:04 p.m.

Director Daryl Hickman arrived to the meeting at 1:04 p.m.

6. **PERSONNEL REPORT – JUNE 2018**

Laura Camacho presented the Personnel Report – June 2018 which was received and filed.

7. **PERSONNEL REPORT – JULY 2018**

Laura Camacho presented the Personnel Report – July 2018 which was received and filed.

8. **HOLIDAY EVENTS SCHEDULE**

M/S/C (MOORE/MARQUEZ) 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.

9. **APPROVE RESOLUTION AUTHORIZING FILING OF FEDERAL TRANSIT ADMINISTRATION (FTA) GRANT APPLICATIONS FOR FEDERAL FISCAL YEAR 2019 (FFY19)**

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

- Approve Resolution No. 2018-07 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 and execute applications with the FTA.
- Authorize staff to submit grant applications using the attached resolution during FFY19, as required by the FTA.

The motion carried unanimously.

10. **APPROVE RESOLUTION TO AUTHORIZE THE EXECUTION OF THE CERTIFICATIONS AND ASSURANCES FOR THE FISCAL YEAR 2019 (FY19) CALIFORNIA STATE OF GOOD REPAIR (SGR) PROGRAM**

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

- Approve Resolution No. 2018-08 and authorize the Chairman of the Board to execute the resolution on behalf of the Agency.
- Authorize the Chief Executive Officer to file and execute all required documents of the FY19 State of Good Repair Program with the California Department of Transportation.

The motion carried unanimously.

11. **APPROVE AND ADOPT AGENCY'S INITIAL TRANSIT ASSET MANAGEMENT PLAN**

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

- Approve and Adopt the Agency's initial TAM Plan to be effective October 1, 2018.

The motion carried unanimously.

12. **BOARD MEMBER COMMENTS**

Board member comments were made by Director Greg August, Director Daryl Hickman, Chairman Art Welch and Committee Chair Nancy Carroll.

13. **ANNOUNCEMENTS**

None.

14. **NEXT MEETING**

Wednesday, October 3, 2018
1:00 p.m.
Riverside Transit Agency
Board Room
1825 Third Street
Riverside, CA 92507

15. **MEETING ADJOURNMENT**

The meeting was adjourned at 1:27 p.m.

RIVERSIDE TRANSIT AGENCY
1825 Third Street
Riverside, CA 92507

October 3, 2018

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE

THRU: Larry Rubio, Chief Executive Officer

FROM: Laura Camacho, Chief Administrative Services Officer

SUBJECT: Personnel Report - August 2018

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 August 2018. 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 - AUGUST 2018

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	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
Accounts Receivable Clerk	1	1
Currency Processor	<u>2</u>	<u>2</u>
Department Subtotal	12	11
<u>HUMAN RESOURCES</u>		
Chief Administrative Services Officer	1	1
Human Resources Manager	1	1
Benefits Administrator	1	1
Human Resources Specialist	2	2
Human Resources Clerk	2	2
Receptionist	<u>2</u>	<u>1</u>
Department Subtotal	9	8
<u>RISK MANAGEMENT</u>		
Director of Risk Management	1	1
Risk Manager	1	1
Transit Safety & Security Manager	1	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	0
IT Technician	<u>1</u>	<u>1</u>
Department Subtotal	4	3
<u>MAINTENANCE</u>		
Director of Maintenance	1	1
Maintenance Manager	1	1
Maintenance Quality Control	1	1
Fleet Analyst	1	1
Maintenance Supervisor	8	7
Electronic Technician	2	2
Mechanic	35	33
Tire Servicer	1	1
Servicer	<u>18</u>	<u>12</u>
Department Subtotal	68	59

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	4
ADA Certification Specialist	2	2
Customer Information Supervisor	1	1
Customer Information Clerk, Senior Lead	1	1
Customer Information Clerk, Full-Time	2	2
Customer Information Clerk, On-Call	<u>18</u>	<u>15</u>
Department Subtotal	34	31
<u>OPERATIONS</u>		
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	16
Operations Analyst	1	1
Stops/Zones Supervisor	1	1
Stops/Zones Groundskeeper	11	11
Surveillance Clerk	2	1
Transit Clerk	1	1
Full-Time Coach Operator	290	293
Part-Time Coach Operator ¹	<u>0</u>	<u>18</u>
Department Subtotal	329	349
<u>CONTRACT OPERATIONS</u>		
Contract Operations Manager	1	1
Assistant Contract Operations Manager	1	0
Contract Operations Specialist	3	3
Medi-Cal Administrative Activity (MAA) Coordinator	<u>1</u>	<u>1</u>
Department Subtotal	6	5
<u>PLANNING</u>		
Director of Planning	1	1
Grants Manager	1	1
Planning & Scheduling Manager	1	1
Project Manager	1	1
Scheduling Analyst	1	1
Planning Analyst	1	1
Planning & Programming Specialist	1	1
Planning & Scheduling Technician	<u>1</u>	<u>1</u>
Department Subtotal	8	8
<u>PURCHASING</u>		
Chief Procurement & Logistics Officer	1	1
Director of Contracts	1	1
Contracts Manager	1	1
Facilities Supervisor	1	1
Sr. Contracts Administrator	1	1
Contracts Administrator	1	1
Storeroom Supervisor	1	1
Buyer	1	1
Property Maintainer	2	2
Parts Clerk	<u>7</u>	<u>6</u>
Department Subtotal	17	16
Totals	494	496

¹There are currently 16 Coach Operators on extended leave. PT actuals are equivalent of 9 FT positions.

WORKFORCE DATA - AUGUST 2018

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		39.0%	0.0%	0.0%	25.0%	4.0%	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		Yes	No	Yes	No	No	No	No	Yes	No	No	No	Yes	No	No
Professionals	48														
% in Category		29.0%	0.0%	15.0%	19.0%	2.0%	2.0%	0.0%	15.0%	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	33														
% in Category		12.0%	0.0%	6.0%	18.0%	0.0%	0.0%	3.0%	12.0%	0.0%	3.0%	39.0%	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	15														
% in Category		0.0%	0.0%	0.0%	7.0%	0.0%	0.0%	0.0%	7.0%	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	336														
% in Category		14.0%	0.0%	17.0%	20.0%	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%	6.0%	66.0%	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 **495**

- 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 - AUGUST 2018

POSITION TITLE	TOTAL APPLICANTS	RESPONDENTS TO EEO QUESTIONNAIRE	% Minority	% Female	FEMALE								MALE								DISABLED	VETERAN
					W	B	H/L	A	AI/AN	NHOPI	MULTI	NA	W	B	H/L	A	AI/AN	NHOPI	MULTI	NA		
Budget Administrator	31	20	100%	35%	13%	0%	13%	0%	3%	3%	3%	0%	23%	13%	16%	0%	0%	6%	6%	0%	3%	10%
Coach Operator	117	103	100%	47%	3%	27%	9%	1%	2%	1%	5%	0%	9%	20%	17%	3%	0%	0%	4%	0%	7%	8%
Customer Info Clerk, OC, Bilingual	38	38	100%	87%	0%	5%	76%	0%	3%	0%	3%	0%	0%	0%	13%	0%	0%	0%	0%	0%	3%	0%
Deputy Clerk of the Board	36	31	100%	75%	6%	14%	47%	0%	3%	3%	3%	0%	8%	0%	11%	0%	0%	4%	6%	0%	8%	6%
Human Resources Clerk	7	6	100%	100%	14%	0%	86%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	29%	29%
Maintenance Supervisor	19	15	93%	5%	0%	5%	0%	0%	0%	0%	0%	0%	21%	11%	37%	0%	0%	5%	16%	5%	5%	26%
Parts Clerk	108	92	98%	32%	3%	12%	13%	1%	1%	0%	2%	1%	12%	9%	36%	2%	1%	0%	6%	1%	7%	10%
Receptionist	44	35	100%	98%	20%	14%	59%	2%	0%	2%	0%	0%	0%	0%	2%	0%	0%	0%	0%	0%	5%	0%
Servicer	70	68	97%	14%	0%	11%	1%	0%	0%	0%	1%	0%	3%	26%	43%	1%	0%	0%	10%	3%	1%	11%

Total Applications 470

- 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 - AUGUST 2018

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	0	2	0	0	0	0	0	0	0	0	0	0
Operations	10	0	2	6	0	0	0	6	0	22	11	0	0	2
TOTALS	21							41						

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	2	0	1	7	0	0	0	1	0	2	0	0	0	0
TOTALS	11							3						

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 - AUGUST 2018

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	3	2	1	0	1	1	0	0	0	0	0	0	1	0	0	0	0
Promotions	4	2	2	0	0	2	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Terminations	3	2	1	0	2	0	0	0	0	0	0	1	0	0	0	0	0
Resignations	6	5	1	1	3	1	0	0	0	0	0	0	1	0	0	0	0
Retirements	1	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

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

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

	<u>Administration</u>	<u>Bargaining Unit</u>		<u>Administration</u>	<u>Bargaining Unit</u>
Terminations	0	3	Terminations	4	12
Resignations	1	7	Resignations	2	14
Retirements	0	1	Retirements	4	4
Other	0	0	Other	0	0

RIVERSIDE TRANSIT AGENCY
1825 Third Street
Riverside, CA 92507

October 2, 2018

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE

THRU: Larry Rubio, Chief Executive Officer

FROM: Jim Kneepkens, Director of Marketing

SUBJECT: Transportation Center Monthly Report – August 2018

Summary: In August 2018, the Customer Information Center answered 31,816 calls, a 7.9% decrease compared to August 2017. Calls included 149 commendations, general comments and valid complaints. The number of calls to Dial-A-Ride was 12,423, a 5.6% decrease compared to August 2017. 44,239 calls were received between the two call centers, which reflects a 7.2% 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

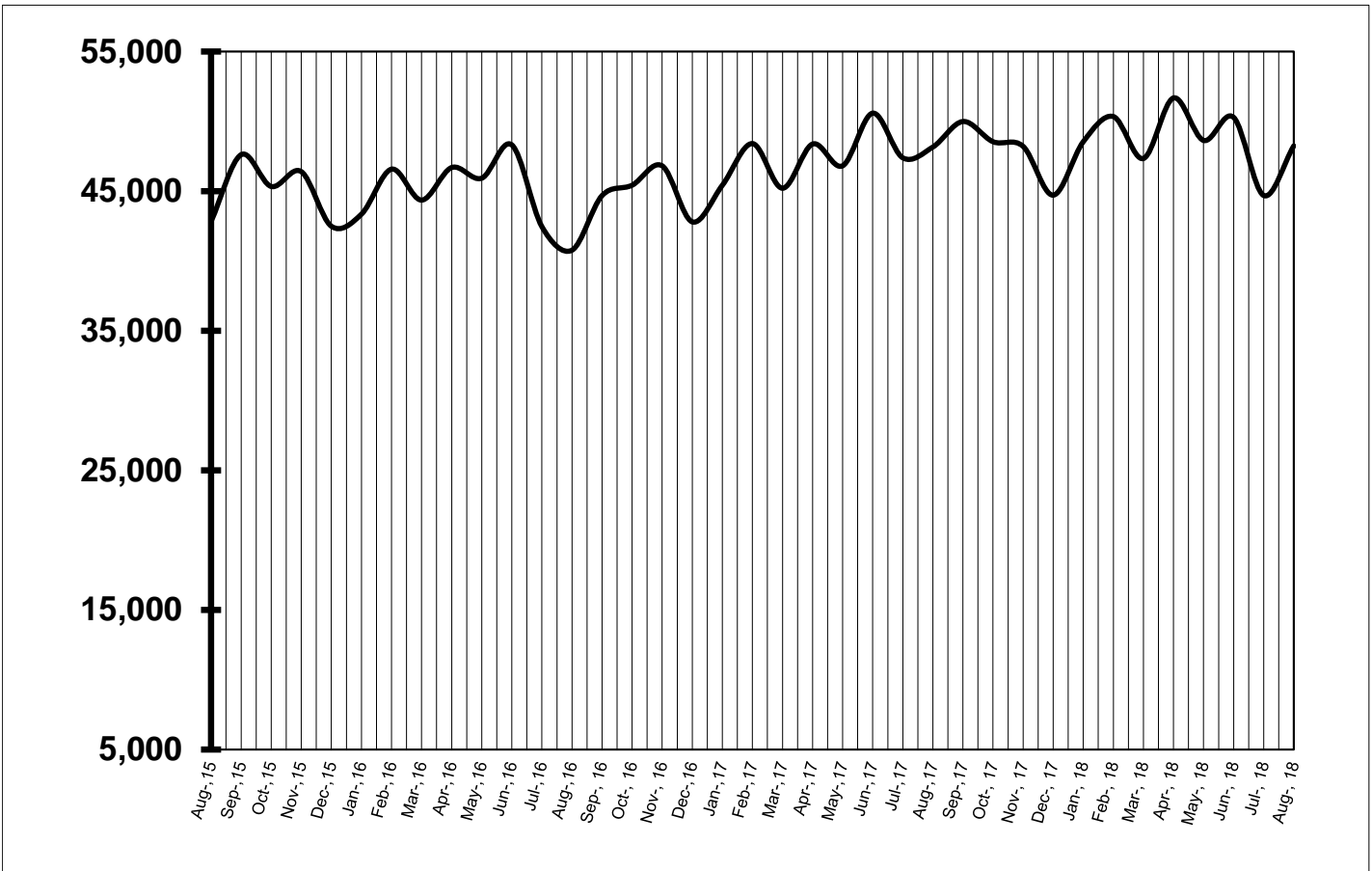
August 2018 Transportation Center Call Totals

Customer Information Center (CIC)	August 2018	August 2017	Percent Change
Information Calls	31,667	34,416	-8.0%
Complaints	86	60	43.3%
Comments	38	38	0.0%
Commendations	25	15	66.7%
Total CIC Calls	31,816	34,529	-7.9%

Dial-A-Ride (DAR)

Total DAR Calls	12,423	13,158	-5.6%
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Total Calls	44,239	47,687	-7.2%
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Complaints, Comments & Commendations

Valid Complaints

Category	August 2018	August 2017	12 Month Average per Month	Complaints per 10,000 Passengers
Bus Stop	5	3	2	0.07
Careless Driving	12	4	8	0.16
Conduct	2	5	3	0.03
Crowded	1	0	0	0.01
Customer Service	11	8	12	0.15
Early Bus	6	2	5	0.08
Fare Dispute	0	4	1	0.00
Late Bus	15	8	14	0.20
Missed Transfer	1	2	1	0.01
No Show	4	2	3	0.05
Passed By	8	6	9	0.11
Passenger Conduct	1	3	1	0.01
Reasonable Modification	0	0	0	0.00
Other	20	13	20	0.27
Total	86	60	79	1.17

Ridership

	August 2018	August 2017	12 Month Average per Month
All services	735,212	710,088	718,562

Comments

	August 2018	August 2017	12 Month Average per Month	Comments per 10,000 Passengers
General Comments	38	38	36	0.52

Commendations

	August 2018	August 2017	12 Month Average per Month	Commendations per 10,000 Passengers
General Commendations	25	15	18	0.34

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

October 2, 2018

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE
THRU: Larry Rubio, Chief Executive Officer
FROM: Jim Kneepkens, Director of Marketing
SUBJECT: Free Bus Rides on New Year's Eve

Summary: For the past several years, RTA has offered free rides on New Year's Eve on all fixed bus routes to help support riders who have to work that evening and to provide an alternate mode of transportation to those who do not want to drive or should not drive on the holiday.

For this holiday season, staff recommends again offering free bus service on all of RTA's fixed routes on Monday, December 31 from 2:30 p.m. until the end of each bus schedule, which varies by route.

The New Year's holiday is a perfect time for RTA to thank our customers for their year-round patronage of public transportation and to show RTA's concern about the personal safety of people who will be out celebrating the holiday. Hopefully, many will be persuaded to leave their cars at home and instead use public transit, lessening the likelihood of accidents, unwanted injuries and even fatalities.

The free rides will be promoted through the website, Rider News, iAlert, Facebook, Twitter and a press release.

Fiscal Impact:

The loss in revenue is estimated to be less than \$5,600 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 from 2:30 p.m. to the end of business on Monday, December 31, 2018.

RIVERSIDE TRANSIT AGENCY
1825 Third Street
Riverside, CA 92507

October 2, 2018

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE
THRU: Larry Rubio, Chief Executive Officer
FROM: Natalie Zaragoza, Director of Contracts
SUBJECT: Approve Revisions to the Agency's Procurement Policies and Procedures Manual

Summary: As a recipient of financial assistance from the Federal Transit Administration (FTA), the Agency is required to have a formalized written procurement policies and procedures manual that complies with federal laws and regulations, specifically FTA Circular 4220.1F (Circular) entitled Third Party Contracting Guidance. Additionally, the manual must incorporate California state law and/or Board mandated requirements as applicable.

Periodically, this Manual is updated to ensure the latest information from both the FTA Circular and recently enacted or revised state laws are included. The Manual was last updated and approved by the Board at their October 2017, Board of Directors meeting. The approved changes included revisions in California law for prevailing wages and to clarify other procedures and references throughout the document. This update seeks approval for both federal and state regulation changes and to incorporate a new section governing credit card purchases.

To assist in identifying the specific changes within the manual, the changes in the attached document are shown in bold, italicized and strike-through text. A summary of the changes is listed below:

<i>Page Number</i>	<i>Change</i>
18	Change to the federal requirement for payment bonds that must now be 100% of contract value
44	New section documenting credit card purchases as approved by the Board of Directors at the April 2018 meeting
47, 50	Change to federal requirements regarding vendor protests procedures and vendor ability to appeal to FTA
49	New section documenting Caltrans protest procedures for 5311 funded services

Fiscal Impact:

There is no fiscal impact associated with this action.

Recommendation:

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

- Approve the above revisions to the Agency's Procurement Policies and Procedures Manual.

past performance, and industry profit rates in the surrounding geographical area for similar work.

2.18 Federal Cost Principals

Costs or prices based on estimated costs for contracts will be allowable only to the extent that costs incurred or cost estimates included in negotiated prices are consistent and comply with applicable Federal cost principles.

2.19 Bonding Requirements

In order to adequately protect Federal interest in contracts for construction or facility improvement contracts or subcontracts exceeding \$100,000, it is RTA's policy to meet the following minimum criteria.

1. A bid guarantee from each bidder equivalent to five (5) percent of the bid price. The "bid guarantee" shall consist of a firm commitment such as a bid bond, certified check, or other negotiable instrument accompanying a bid as assurance that the bidder will, upon acceptance of his bid, execute such contractual documents as may be required within the time frame specified.
2. A performance bond on the part of the contractor for 100 percent of the contract price. A "performance bond" is one executed in connection with a contract to secure fulfillment of all the contractor's obligations under such contract; and
3. A payment bond on the part of the contractor. A "payment bond" is one executed in connection with a contract to assure payment, as required by law, of all persons supplying labor and material in the execution of the work provided for in the contract.
4. California Civil Code Section 9554 mandates that projects using state funds, are required to have a payment bond that is 100% of the contract value.
5. ***To protect the Federal interest, payment bond must be 100 percent of the contract value to assure payment as required by law of all persons supplying labor and material for the contract.***

~~Payment bond amounts determined to adequately protect the Federal interest are as follows:~~

- ~~(a) Fifty percent of the contract price if the contract price is not more than \$1 million;~~
- ~~(b) Forty percent of the contract price if the contract price is more than \$1 million but not more than \$5 million; or~~
- ~~(c) Two and a half million dollars if the contract price is more than \$5 million.~~

2.20 Liquidated Damages Provisions

8.2 *Credit Card Form*

Vendors such as social media advertising or other software related applications and services (e.g. Twitter, Facebook, Google, Instagram) that do not accept payment other than credit card are the only allowable transactions for which the Purchasing Department credit card may be used. The transaction cannot exceed \$2,500; the Purchasing Department is still responsible for ensuring the price is fair and reasonable; the Chief Procurement and Logistics Officer (CPL&O) is responsible for the control and use of the card.

If an RTA staff member needs to use this card in the manner proscribed above, the ‘Credit Card Expense Request Form’ must be completed and approved by the appropriate department head before initiating the transaction. The form is located on the RTA Intranet under ‘Forms’, ‘Administrative/Supervisor’ forms. Use of the credit card will be coordinated between the requesting department and the CPL&O; the credit card will be in the possession of the CPL&O at all times.

9. RECEIVING

The receipt of goods and materials is the responsibility of the Parts Department. This includes inventory items for the storeroom, maintenance requirements, facilities requirements, janitorial supplies and, items ordered for other departments. The Parts Department will receive and distribute the items to the appropriate department accordingly.

9.1 Receipt of Goods

Upon receipt, the Parts Clerk will adhere to the following process:

- Match the packing slip to the appropriate purchase order number;
- Count the material received and verify the number counted matches the number on the packing slip;
- If the number on the packing slip equals the number counted, the packing slip is signed, dated and the items are received into the automated system (Oracle for non-inventory, Infor for inventory items) and delivered to the appropriate department;
- If a discrepancy is noted, (shortages, overages, incorrect items, damaged goods, etc.) the Parts Clerk will note the discrepancy on the packing list and immediately notify the Purchasing Department for direction;
- Purchasing will contact the vendor and advise them of the nature of the discrepancy;



Approved by RTA Board of Directors

Date Approved: DRAFT

criminal prosecution, referral to the DOT Inspector General, and action under suspension and debarment or Program Fraud and Civil Penalties rules) provided in 26.109.

The full text of RTA's DBE Program is included in Appendix C.

11. PROTEST PROCEDURE

Under certain circumstances, an interested party may protest to RTA the award of a contract if it is felt that the solicitation contained restrictive specifications or if there are improprieties alleged in the procurement. The term "interested party" includes all vendors, suppliers or contractors associated with subject procurement. The term may also include a subcontractor or supplier at any tier who shows that he/she has a substantial economic interest in the subject procurement. Protest procedures are intended to insure that valid complaints are handled expeditiously and that the protesting firm receives a fair review of the complaint. It is RTA's intent that all protests be resolved at the local level. ***Following current federal guidance, the RTA alone is responsible, in accordance with good administrative practice and sound business judgment, for the settlement of all contractual and administrative issues arising out of procurements. These issues include, but are not limited to, source evaluation, protests, disputes, and claims. These standards do not relieve the RTA of any of its contractual responsibilities under its contracts.***

11.1 RTA Procedure

All protests shall be filed, handled and resolved in a manner consistent with the requirements of the FTA Circular 4220.1F Third Party Guidelines and RTA's Protest Procedures which are on file and available upon request. RTA shall notify and keep the FTA informed of the status on all protests for contracts having a value exceeding \$100,000 **or** involving a controversial matter **or** involving a highly publicized matter. At a minimum RTA shall provide, as initial notice, a brief summary including a brief description of the protest, basis for disagreement and final resolution. This information is to be transmitted to the FTA as part of the next quarterly Milestone Progress Report submittal.

Protests relating to the content of a procurement (RFQ/IFB/RFP) must be filed within ten calendar days after the date the IFB is first advertised. Protests relating to a recommendation for award solicited by an IFB must be filed by an interested party within five calendar days after the staff's written recommendation and notice of intent to award is issued to the bidders. The date of filing shall be the date of receipt of protests or appeals by the RTA.

Approved by RTA Board of Directors

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- Good cause based on a compelling reason beyond the protester's control, whereby the delays is due to the fault of RTA in the handling of the protest submission.
- A court of competent jurisdiction requests, expects, or otherwise expresses interest in the RTA decision.

Any additional information requested or required by RTA from the protester or interested parties shall be submitted as expeditiously as possible but in no case later than five calendar days after the receipt of such request unless a specific exception is made by the RTA.

When a protest has been filed before award, RTA will not make an award prior to the resolution of the protest, and when a protest has been filed before the opening of bids, RTA will not open bids prior to the resolution of the protest, unless RTA determines any of the following:

1. The items to be procured are urgently required.
2. Delivery or performance will be unduly delayed by failure to make the award promptly.
3. Failure to make prompt award will otherwise cause undue harm to RTA or the Federal Government.

RTA may refuse to decide any protest where the matter involved is the subject of litigation before a court of competent jurisdiction or has been decided on the merits by such a court. The foregoing shall not apply where the court requests, expects, or otherwise expresses interest in the RTA decision.

11.2 Caltrans Appeal of RTA Decision

A protester may appeal RTA's decision to Caltrans only if 5311 or other Caltrans administered funds are involved. A protest appeal to Caltrans may occur under certain limited circumstances, and after the protester has exhausted all administrative protest remedies made available through the RTA protest procedures. An appeal to Caltrans must be made no later than five working days after a final decision is rendered under the RTA's protest procedure; Caltrans review of any protest will be limited to: a) violations of Federal law or regulations; violation of RTA's protest procedures or RTA's failure to review a complaint or protest. Protest appeals should be filed with: California Department of Transportation, Division of Rail & Mass Transportation; P.O. Box 942874-M.S.39; Sacramento, CA 94274-0001. The submittal must include: name and address of the protester; identify the specific RTA procurement by name and



Approved by RTA Board of Directors

Date Approved: DRAFT

procurement number; contain a statement for the protesters' grounds for its complaint and any supporting documentation; include a copy of the protest filed with RTA and a copy of the RTA's decision; indicate the relief or ruling desired from Caltrans.

11.3 FTA Appeal of RTA Decision

A protester may appeal RTA's decision to FTA only if FTA funds are involved. A protest appeal to the FTA must be filed in accordance with the provisions of FTA Circular 4220.1F. ***The Uniform Guidance (2 CFR Section 200.318(k)), as adopted by DOT, no longer provides for a direct appeal to the FTA. The Federal awarding agency will not substitute its judgment for that of the non-Federal entity unless the matter is primarily a Federal concern. Violations of law will be referred to the local, state or Federal authority having proper jurisdiction.*** ~~Current FTA Policy states that: "Reviews of protests by FTA will be limited to a grantee's failure to have or follow its protest procedures, or its failure to review a complaint or protest" (FTA Circular 4220.1F, Section 7.1.b.(2)(a)). An appeal to the FTA must be made no later than five working days after a final decision is rendered under the RTA's protest procedure (FTA Circular 4220.1F, Section 7.1.b(1)(e)). Protest appeals should be filed with: the Federal Transit Administration, Regional Administrator Region IX, 201 Mission Street, Suite 1650, San Francisco, CA 94105 1839~~

Violations of State law or regulation will be handled by the complaint process stated within that law or regulation. Violations of State or local law or regulations will be under the jurisdiction of State or local officials.

12. PURCHASING PROCEDURE CHANGES

From time to time the U.S. Department of Transportation, the Federal Transit Administration or other governing bodies may set forth new procurement standards or supplementary directives. As changes, revisions or applicable guidance is determined necessary for proper procurement administration, the RTA Chief Procurement & Logistics Officer will prepare a summary of the proposed changes for submittal by way of the CEO to the Board of Directors in the form of an agenda item for consideration and incorporation of the proposed amendment into the existing Purchasing Policies and Procedures.

13. SURPLUS/FIXED ASSET DISPOSITION

13.1 Disposition