



February 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) 565-5044, 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 – JANUARY 9, 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 – DECEMBER 2018 (P.7)**

**RECEIVE AND FILE**

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

**RECEIVE AND FILE**

**REGULAR CALENDAR:**

**6. AUTHORIZATION TO AMEND AGREEMENT WITH THE UNIVERSITY OF CALIFORNIA, RIVERSIDE (UCR) FOR THE DEVELOPMENT OF THE UCR MOBILITY HUB (P.18)**

**APPROVE**

**7. MOBILE FARE PAYMENT UPDATE**

**PRESENTATION**

**8. BOARD MEMBER COMMENTS**

**9. ANNOUNCEMENTS**

**ITEM**

**RECOMMENDATION**

**10. NEXT MEETING**

Wednesday, March 6, 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  
January 9, 2019

1. **CALL TO ORDER**

Committee Chair Nancy Carroll called the Board Administration and Operations Committee meeting to order at 1:00 p.m., on January 9, 2019, in the RTA Board Room.

2. **SELF-INTRODUCTIONS**

Self-introductions of those in attendance were dispensed with.

Committee Members Attending

1. Nancy Carroll, City of Beaumont
2. Art Welch, City of Banning
3. Greg August, City of Menifee
4. Randon Lane, City of Murrieta
5. Andy Melendrez, City of Riverside
6. Alonso Ledezma, City of San Jacinto
7. <sup>1</sup>Jerry Sincich, County of Riverside, District I

RTA Staff

1. Larry Rubio, Chief Executive Officer
2. Joan Hepworth, Executive Assistant
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 Kaczerowski, Director of IT
11. Rick Majors, Director of Risk Management
12. Natalie Zaragoza, Director of Contracts
13. Eric Ustation, Government Affairs Manager
14. Brad Weaver, Media & Public Relations Manager
15. Stephanie Sirls, Contract Operations Manager
16. Melissa Blankenship, Contracts Manager

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

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

None.

4. **APPROVAL OF MINUTES – DECEMBER 5, 2018 COMMITTEE MEETING**

M/S/C (WELCH/SINCICH) approving the minutes of the December 5, 2018 Committee meeting.

The motion carried unanimously.

5. **CONSENT CALENDAR**

M/S/C (LEDEZMA/WELCH) approving the receipt and file of Item 5A – Personnel Report – November 2018.

The motion carried unanimously.

M/S/C (LEDEZMA/WELCH) approving the receipt and file of Item 5B – Transportation Center Monthly Report – November 2018.

The motion carried unanimously.

Chairman Lane arrived to meeting at 1:07 p.m.

Meeting session was paused briefly by Mr. Larry Rubio at 1:08 p.m.

Meeting session resumed at 1:09 p.m.

6. **AUTHORIZATION TO AWARD AGREEMENT NO. 18-033 TO EAM SOLUTIONS LLC FOR THE UPGRADE AND MIGRATION FROM SPEAR ENTERPRISE ASSET MANAGEMENT SOFTWARE (SPEAR) TO INFOR ENTERPRISE ASSET MANAGEMENT SOFTWARE (INFOR)**

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

- Authorize staff to award Agreement No. 18-033 to EAM Solutions for the upgrade and migration to Infor software (Infor) in the amount of \$341,400, with a five-percent contingency of \$17,070 for a total project budget of \$358,470.

The motion carried unanimously.

7. **BOARD MEMBER COMMENTS**

Board member comments were made by Committee Chair Nancy Carroll and Director Art Welch.

8. **ANNOUNCEMENTS**

Mr. Larry Rubio made an announcement.

9. **NEXT MEETING**

Wednesday, February 6, 2019, 1:00 p.m.  
Riverside Transit Agency  
Board Room  
1825 Third Street  
Riverside, CA 92507

10. **MEETING ADJOURNMENT**

The meeting was adjourned at 1:15 p.m.

RIVERSIDE TRANSIT AGENCY  
1825 Third Street  
Riverside, CA 92507

February 6, 2019

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE

THRU: Larry Rubio, Chief Executive Officer

FROM: Laura Camacho, Chief Administrative Services Officer

SUBJECT: Personnel Report - December 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 December 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 - DECEMBER 2018**

<b>DEPARTMENT AND TITLE</b>	<b>FY BUDGETED POSITIONS</b>	<b>FILLED POSITIONS</b>
<u>ADMINISTRATION</u>		
Chief Executive Officer	1	1
Executive Assistant/Clerk of the Board	1	1
Deputy Clerk of the Board	<u>1</u>	<u>0</u>
Department Subtotal	3	2
<u>ACCOUNTING</u>		
Chief Financial Officer	1	1
Controller	1	1
Accounting Manager	1	1
Budget Administrator	1	1
Grants Financial Administrator	1	1
Grants Financial Analyst	1	1
Payroll Administrator	1	1
Revenue Account Coordinator	1	1
Accounts Payable Clerk	1	1
Accounts Receivable Clerk	1	1
Currency Processor	<u>2</u>	<u>2</u>
Department Subtotal	12	12
<u>HUMAN RESOURCES</u>		
Chief Administrative Services Officer	1	1
Human Resources Manager	1	1
Benefits Administrator	1	1
Human Resources Specialist	2	2
Human Resources Clerk	2	2
Receptionist	<u>2</u>	<u>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	0
Risk Management Specialist	<u>1</u>	<u>1</u>
Department Subtotal	4	3
<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	8
Electronic Technician	2	2
Mechanic	35	29
Tire Servicer	1	1
Servicer	<u>18</u>	<u>18</u>
Department Subtotal	68	62



<b>DEPARTMENT AND TITLE</b>	<b>FY BUDGETED POSITIONS</b>	<b>FILLED POSITIONS</b>
<b><u>MARKETING</u></b>		
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>19</u>
Department Subtotal	34	35
<b><u>OPERATIONS</u></b>		
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	15
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	294
Part-Time Coach Operator <sup>1</sup>	<u>0</u>	<u>21</u>
Department Subtotal	329	352
<b><u>CONTRACT OPERATIONS</u></b>		
Contract Operations Manager	1	1
Assistant Contract Operations Manager	1	1
Contract Operations Specialist	3	3
Medi-Cal Administrative Activity (MAA) Coordinator	<u>1</u>	<u>1</u>
Department Subtotal	6	6
<b><u>PLANNING</u></b>		
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	0
Planning & Programming Specialist	1	1
Planning & Scheduling Technician	<u>1</u>	<u>1</u>
Department Subtotal	8	7
<b><u>PURCHASING</u></b>		
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
<b>Totals</b>	<b>494</b>	<b>506</b>

<sup>1</sup>There are currently 15 Coach Operators on extended leave (12/30/18). PT actuals are equivalent of 10 FT positions.

**WORKFORCE DATA - DECEMBER 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
<b>Officials &amp; Administrators</b>	28														
% in Category		38.0%	0.0%	0.0%	28.0%	3.0%	0.0%	0.0%	14.0%	0.0%	3.0%	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
<b>Professionals</b>	48														
% in Category		26.0%	0.0%	19.0%	17.0%	2.0%	2.0%	0.0%	15.0%	0.0%	4.0%	11.0%	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
<b>Administrative Support, FT</b>	33														
% in Category		12.0%	0.0%	3.0%	18.0%	0.0%	0.0%	3.0%	12.0%	0.0%	6.0%	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
<b>*Administrative Support, OC</b>	19														
% in Category		0.0%	0.0%	0.0%	12.0%	0.0%	0.0%	0.0%	6.0%	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	Yes	Yes	No	No	Yes	No	No	No	Yes	No	No
<b>Service-Maintenance</b>	347														
% in Category		14.0%	0.0%	17.0%	22.0%	2.0%	1.0%	1.0%	8.0%	0.0%	22.0%	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
<b>Skilled Craft Workers</b>	31														
% in Category		19.0%	0.0%	3.0%	66.0%	0.0%	0.0%	13.0%	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 506**

W White  
 AI/AN American Indian/Alaska Native  
 B Black or African American  
 H/L Hispanic or Latino  
 A Asian American  
 NHOPI Native Hawaiian and Other Pacific Islander  
 Multi Multiracial

\*Current Customer Information Clerk requirements include ability to speak Spanish.

APPLICATIONS - DECEMBER 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		
A Mechanic	8	7	100%	0%	5%	5%	2%	0%	0%	0%	0%	0%	36%	16%	27%	0%	2%	2%	4%	0%	7%	31%
B Mechanic	18	13	92%	0%	0%	0%	0%	0%	0%	0%	0%	0%	28%	6%	39%	6%	0%	11%	6%	6%	0%	28%
Coach Operator	92	78	96%	45%	2%	35%	3%	0%	1%	0%	3%	0%	13%	15%	14%	2%	0%	2%	5%	3%	2%	5%
Contract Operations Specialist	65	49	94%	55%	8%	20%	22%	0%	0%	0%	5%	2%	17%	6%	14%	0%	0%	3%	2%	3%	8%	12%
Customer Info Clerk, OC, Bilingual	16	15	100%	81%	6%	6%	69%	0%	0%	0%	0%	0%	0%	0%	19%	0%	0%	0%	0%	0%	0%	0%
Maintenance Supervisor	9	4	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	13%	0%	50%	13%	0%	13%	13%	0%	0%	0%
Operations Analyst	21	13	92%	38%	19%	0%	10%	5%	0%	0%	5%	0%	19%	5%	14%	10%	0%	5%	5%	5%	10%	14%
Servicer	65	58	97%	12%	2%	6%	3%	0%	0%	0%	2%	0%	9%	20%	46%	2%	0%	2%	6%	3%	2%	8%
Transit Safety & Security Manager	55	32	100%	13%	0%	29%	14%	0%	0%	0%	0%	0%	0%	29%	29%	0%	0%	0%	0%	0%	29%	0%

Total Applications 349

- W White
- AI/AN American Indian/Alaska Native
- B Black or African American
- H/L Hispanic or Latino
- A Asian American
- NHOPI Native Hawaiian and Other Pacific Islander
- Multi Multiracial
- O Other
- NA Declined to respond to EEO questionnaire

**DISCIPLINE - DECEMBER 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
<b>Maintenance</b>	1	0	0	5	0	0	0	0	0	0	0	0	0	0
<b>Operations</b>	5	0	7	5	0	0	0	2	0	12	6	0	0	1
<b>TOTALS</b>	<b>23</b>							<b>21</b>						

**SUSPENSIONS & TERMINATIONS**

	MALE							FEMALE						
	W	AI/AN	B	H/L	A	NHOPI	MULTI	W	AI/AN	B	H/L	A	NHOPI	MULTI
<b>Maintenance</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Operations</b>	2	0	0	0	0	0	0	1	0	3	2	0	0	1
<b>TOTALS</b>	<b>2</b>							<b>7</b>						

W White  
 AI/AN American Indian/Alaska Native  
 B Black or African American  
 H/L Hispanic or Latino  
 A Asian American  
 NHOPI Native Hawaiian and Other Pacific Islander  
 Multi Multiracial

**PERSONNEL ACTIVITY - DECEMBER 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	2	2	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0
Promotions	2	1	1	0	0	1	0	0	0	0	0	0	1	0	0	0	0
Transfers	1	1	0	0	1	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	1	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0
Resignations	3	2	1	1	1	0	0	0	0	0	0	1	0	0	0	0	0
Retirements	1	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

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

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

	<u>Administration</u>	<u>Bargaining Unit</u>		<u>Administration</u>	<u>Bargaining Unit</u>
Terminations	1	9	Terminations	4	12
Resignations	4	12	Resignations	2	14
Retirements	3	5	Retirements	4	4
Other	0	0	Other	0	0

RIVERSIDE TRANSIT AGENCY  
1825 Third Street  
Riverside, CA 92507

February 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 – December 2018

Summary: In December 2018, the Customer Information Center answered 30,156 calls, a 5.1% decrease compared to December 2017. Calls included 86 commendations, general comments and valid complaints. The number of calls to Dial-A-Ride was 11,769, a 9.5% decrease compared to December 2017. 41,925 calls were received between the two call centers, which reflects a 6.4% decrease compared to the same period last year.

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

Recommendation:

Receive and file.

# Riverside Transit Agency

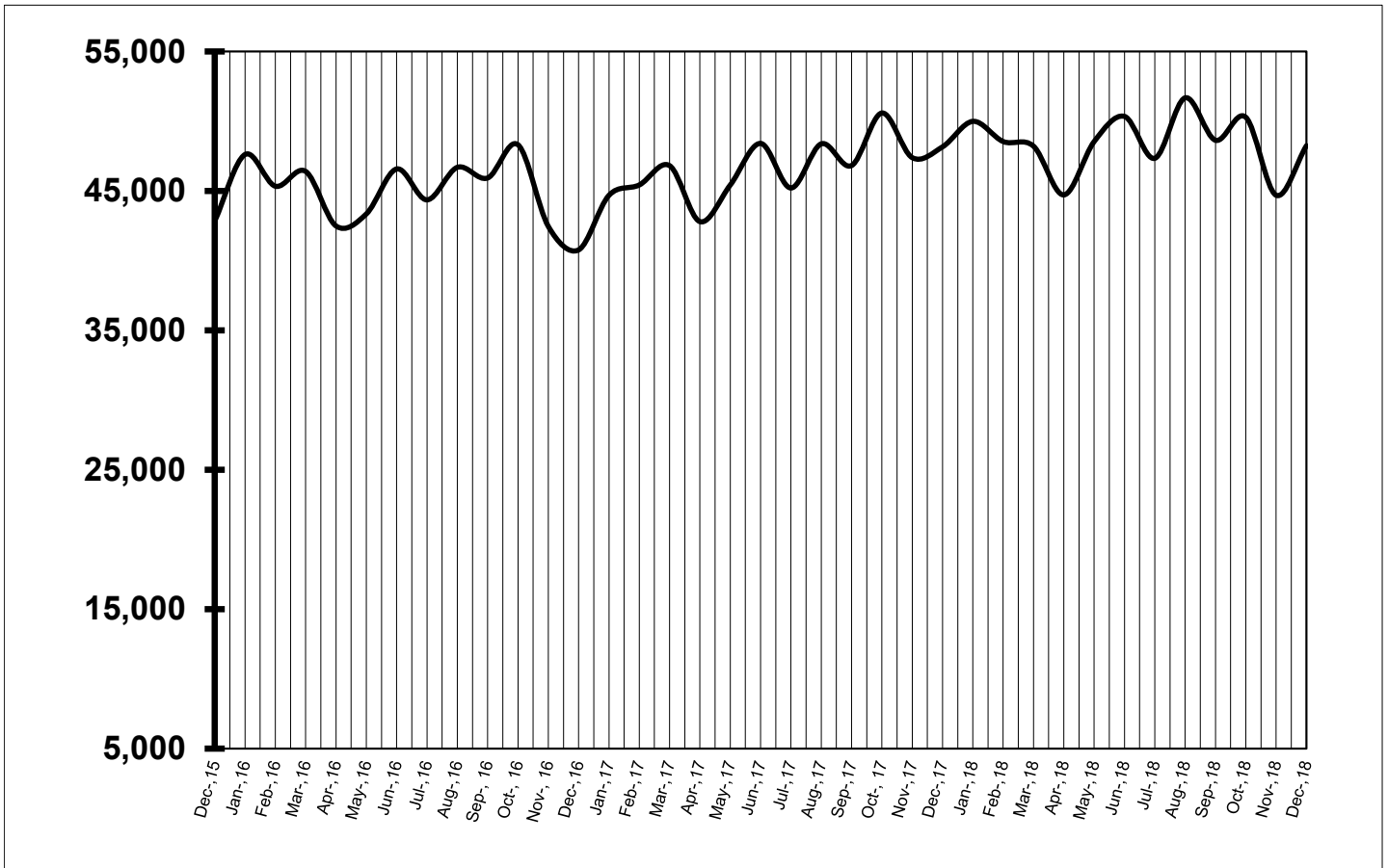
## December 2018 Transportation Center Call Totals

Customer Information Center (CIC)	December 2018	December 2017	Percent Change
Information Calls	30,070	31,703	-5.2%
Complaints	46	52	-11.5%
Comments	25	21	19.0%
Commendations	15	9	66.7%
<b>Total CIC Calls</b>	<b>30,156</b>	<b>31,785</b>	<b>-5.1%</b>

### Dial-A-Ride (DAR)

<b>Total DAR Calls</b>	<b>11,769</b>	<b>12,999</b>	<b>-9.5%</b>
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<b>Total Calls</b>	<b>41,925</b>	<b>44,784</b>	<b>-6.4%</b>
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# Complaints, Comments & Commendations

## Valid Complaints

Category	December 2018	December 2017	12 Month Average per Month	Complaints per 10,000 Passengers
Bus Stop	3	1	2	0.05
Careless Driving	5	5	6	0.08
Conduct	1	1	2	0.02
Crowded	0	0	1	0.00
Customer Service	3	8	11	0.05
Early Bus	3	3	4	0.05
Fare Dispute	0	0	1	0.00
Late Bus	8	11	14	0.12
Missed Transfer	0	0	2	0.00
No Show	1	1	2	0.02
Passed By	10	7	9	0.15
Passenger Conduct	0	0	1	0.00
Reasonable Modification	0	0	0	0.00
Other	12	15	21	0.18
<b>Total</b>	<b>46</b>	<b>52</b>	<b>76</b>	<b>0.70</b>

## Ridership

	December 2018	December 2017	12 Month Average per Month
All services	653,856	656,012	724,833

## Comments

	December 2018	December 2017	12 Month Average per Month	Comments per 10,000 Passengers
General Comments	25	21	37	0.38

## Commendations

	December 2018	December 2017	12 Month Average per Month	Commendations per 10,000 Passengers
General Commendations	15	9	19	0.23



## **Complaints, Comments and Commendations**

### Category Descriptions

#### **Complaints**

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

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

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

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

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

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

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

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

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

**No Show:** Bus does not arrive as scheduled.

**Passed By:** Bus passes stop without picking up customer

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

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

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

#### **Comments**

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

#### **Commendations**

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

RIVERSIDE TRANSIT AGENCY  
1825 Third Street  
Riverside, CA 92507

February 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 Amend Agreement with the University of California, Riverside (UCR) for the Development of the UCR Mobility Hub

Summary: At the June 22, 2017 Board of Directors meeting, the Board authorized staff to enter into an Agreement with the University of California, Riverside (UCR) for development and construction of a new UCR Mobility Hub. A mobility hub is needed because the existing on-street bus stop on Canyon Crest Drive along the western edge of the University is at capacity and can no longer accommodate any further service expansion by the Agency.

The UCR campus with approximately 23,000 students is a very active transit destination with over 1,800 boardings and alightings each weekday. The highly successful University Pass (U-Pass) program has contributed to this high transit use by allowing students, faculty and staff to ride at a discounted fare that is reimbursed by the University.

The conceptual plan approved previously by the Board envisions a bus plaza that will have a capacity for six buses and will be utilized by current routes 1, 16, 51, 52, 204, RapidLink Gold Line and ultimately the planned Blue Line.

In addition to a six-bay bus plaza, the project will also include bus shelters, benches, trash receptacles, security features, drought tolerant landscaping, connectivity to UCR's bicycle amenities and improved integration with existing bike lanes and trails.

More importantly, the proposed Mobility Hub will provide an efficient access point and turn-around location, allowing buses to reduce their travel time to and from the campus. With a reduction in travel time, the same number of buses can provide a higher frequency of service.

As shown in Exhibit A, the UCR Mobility Hub will be located at the gateway to the campus. The visibility of this location calls for an attractive design and quality construction consistent with the campus architecture. The Agency's

contribution to the project is \$4.9 million and is based on the February 2016 UCR Mobility Hub Conceptual Study Report which is consistent with similar projects completed in the Inland Empire.

Over the last year, the two parties have engaged in further discussions regarding the on-going maintenance and repair of the facility once construction is complete and have mutually agreed that these responsibilities will be solely the responsibility of UCR with RTA continuing to be responsible for on-going federal oversight activities. As such, the Agreement will be amended to reflect these changes.

The latest update on this project is that construction is scheduled to begin in April of this year with completion anticipated in the fall of this year (September/October).

Fiscal Impact:

There is no fiscal impact associated with this item.

Recommendation:

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

- Authorize staff to amend the Agreement with the University of California, Riverside for development of the UCR Mobility Hub.

Exhibit A  
Conceptual Drawing

