



April 3, 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 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 6, 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 – FEBRUARY 2019 (P.7)

RECEIVE AND FILE

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

RECEIVE AND FILE

REGULAR CALENDAR:

6. FREE BUS RIDES FOR THE 2019 STAND DOWN INLAND EMPIRE VETERANS EXPO ON SEPTEMBER 27, 2019 (P.18)

APPROVE

7. VINE STREET, UNIVERSITY OF CALIFORNIA, RIVERSIDE (UCR), HEMET AND TEMECULA MOBILITY HUBS UPDATE

PRESENTATION

8. BOARD MEMBER COMMENTS

9. ANNOUNCEMENTS

ITEM

RECOMMENDATION

10. NEXT MEETING

Wednesday, May 1, 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
March 6, 2019

Chief Executive Officer Larry Rubio called for a motion to appoint Immediate Past Chairman Art Welch to sit as Committee Chair Pro Tem in the absence of Director Karen Spiegel and Chairman Randon Lane. A motion was made (LEDEZMA/SINCICH) and was carried unanimously.

1. CALL TO ORDER

Acting Committee Chair Art Welch called the Board Administration and Operations Committee meeting to order at 1:00 p.m., on March 6, 2019, in the RTA Board Room.

2. SELF-INTRODUCTIONS

Self-introductions of those in attendance were dispensed with.

Committee Members Attending

1. Art Welch, City of Banning
2. Jim Steiner, City of Corona
3. Steve Manos, City of Lake Elsinore
4. Greg August, City of Menifee
5. David Marquez, City of Moreno Valley
6. Andy Melendrez, City of Riverside
7. Alonso Ledezma, City of San Jacinto
8. Zak Schwank, City of Temecula
9. ¹Jerry Sincich, County of Riverside, District I
10. ²Ike Bootsma, County of Riverside, District II

Committee Members Absent

1. Nancy Carroll, City of Beaumont

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

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

²Alternate for Karen Spiegel, County of Riverside, District II

9. Jim Kneepkens, Director of Marketing
10. Rick Majors, Director of Risk Management
11. Rick Kaczerowski, Director of IT
12. Natalie Zaragoza, Director of Contracts
13. Eric Ustation, Government Affairs Manager
14. Brad Weaver, Media & Public Relations Manager
15. Lisa Almilli, Mobility Manager
16. Luciano Rose, Operations Manager
17. Kristin Warsinski, Grants Manager
18. Melissa Blankenship, Contracts Manager
19. Joe Forgiarini, Planning & Scheduling Manager
20. Joan Hepworth, Executive Assistant
21. Yesenia Felix, HR Clerk

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

None.

4. **APPROVAL OF MINUTES – FEBRUARY 6, 2019 COMMITTEE MEETING**

M/S/C (BOOTSMA/AUGUST) approving the minutes of the February 6, 2019 Committee meeting.

The motion carried unanimously.

5. **CONSENT CALENDAR**

M/S/C (BOOTSMA/LEDEZMA) approving the receipt and file of Item 5A – Personnel Report – January 2019.

The motion carried unanimously.

M/S/C (BOOTSMA/LEDEZMA) approving the receipt and file of Item 5B – Transportation Center Monthly Report – January 2019.

The motion carried unanimously.

Chairman Randon Lane arrived to the meeting at 1:10 p.m.

6. **RESOLUTION TO AUTHORIZE FILING OF APPLICATION FOR FISCAL YEAR (FY) 2019 LOW CARBON TRANSIT OPERATIONS PROGRAM (LCTOP) FUNDS**

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

- Approve Resolution No. 2019-01 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 FY19 LCTOP funds.

The motion carried unanimously.

7. AUTHORIZE A SUMMER YOUTH FARE OF 25 CENTS PER BOARDING FROM JUNE 1, 2019 THROUGH SEPTEMBER 2, 2019

M/S/C (LANE/BOOTSMA) 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 2, 2019.

The motion carried unanimously.

Director Steve Manos arrived to the meeting at 1:18 p.m.

8. BOARD MEMBER COMMENTS

Board member comments were made by Director David Marquez, Director Art Welch and Chairman Randon Lane.

9. ANNOUNCEMENTS

Mr. Larry Rubio made an announcement.

10. NEXT MEETING

Wednesday, April 3, 2019, 1:00 p.m.
 Riverside Transit Agency
 Board Room
 1825 Third Street
 Riverside, CA 92507

11. MEETING ADJOURNMENT

The meeting was adjourned at 1:19 p.m.

RIVERSIDE TRANSIT AGENCY
1825 Third Street
Riverside, CA 92507

April 3, 2019

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE

THRU: Larry Rubio, Chief Executive Officer

FROM: Laura Camacho, Chief Administrative Services Officer

SUBJECT: Personnel Report - February

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 February 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 - FEBRUARY 2019

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	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>2</u>
Department Subtotal	9	9
<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	1
IT Technician	<u>1</u>	<u>0</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	31
Tire Servicer	1	1
Servicer	<u>18</u>	<u>17</u>
Department Subtotal	68	63

DEPARTMENT AND TITLE	FY BUDGETED POSITIONS	FILLED POSITIONS
MARKETING		
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>17</u>
Department Subtotal	34	33
OPERATIONS		
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	2
Stops/Zones Supervisor	1	1
Stops/Zones Groundskeeper	11	11
Surveillance Clerk	2	1
Transit Clerk	1	1
Full-Time Coach Operator ¹	290	311
Part-Time Coach Operator	<u>0</u>	<u>4</u>
Department Subtotal	329	353
CONTRACT OPERATIONS		
Contract Operations Manager	1	1
Assistant Contract Operations Manager	1	1
Contract Operations Specialist	3	2
Medi-Cal Administrative Activity (MAA) Coordinator	<u>1</u>	<u>1</u>
Department Subtotal	6	5
PLANNING		
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
PURCHASING		
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>7</u>
Department Subtotal	17	17
Totals	494	508

¹There are currently 20 Coach Operators on extended leave (02/24/19).

WORKFORCE DATA - FEBRUARY 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	28														
% in Category		36.0%	0.0%	0.0%	29.0%	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	51														
% in Category		27.0%	0.0%	18.0%	20.0%	2.0%	2.0%	0.0%	14.0%	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%	15.0%	0.0%	0.0%	3.0%	12.0%	0.0%	0.0%	45.0%	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%	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
Service-Maintenance	346														
% in Category		13.0%	0.0%	16.0%	22.0%	2.0%	1.0%	1.0%	8.0%	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	33														
% 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 **508**

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 - FEBRUARY 2019

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	23	18	94%	0%	0%	0%	0%	0%	0%	0%	0%	0%	22%	4%	52%	0%	4%	9%	4%	4%	4%	4%
B Mechanic	23	19	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	17%	0%	65%	0%	4%	0%	13%	0%	9%	17%
Coach Operator, Full Time	85	75	95%	55%	4%	34%	5%	1%	2%	2%	4%	4%	8%	15%	14%	4%	1%	0%	1%	1%	7%	8%
Coach Operator, Part Time	27	22	91%	67%	7%	37%	7%	0%	0%	0%	7%	7%	11%	4%	15%	4%	0%	0%	0%	0%	4%	0%
Customer Info Clerk, OC, Bilingual	17	17	94%	88%	0%	18%	65%	0%	0%	0%	0%	6%	0%	0%	12%	0%	0%	0%	0%	0%	6%	0%
Information Technologies Technician	66	48	100%	8%	0%	7%	13%	0%	0%	0%	13%	0%	120%	33%	160%	40%	20%	7%	27%	0%	53%	67%
Maintenance Supervisor	26	19	89%	0%	0%	0%	0%	0%	0%	0%	0%	0%	27%	15%	31%	4%	8%	8%	0%	8%	0%	19%
Operations Supervisor	25	18	89%	24%	4%	8%	8%	0%	0%	0%	0%	4%	24%	12%	20%	4%	0%	4%	8%	4%	8%	4%
Servicer	72	64	98%	10%	0%	12%	12%	0%	0%	0%	4%	0%	31%	42%	142%	4%	4%	8%	15%	4%	0%	8%
Transit Safety & Security Manager	15	10	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	33%	13%	53%	0%	0%	0%	0%	0%	20%	53%

Total Applications 379

- 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 - FEBRUARY 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	1	0	0	0	0	0	0	0	0	0	0
Operations	2	0	6	2	0	0	2	4	0	7	8	0	0	1
TOTALS	13							20						

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	0	0	0	0	0	0	0	0	0	0	0
Operations	0	0	1	0	0	0	0	0	0	0	1	0	0	0
TOTALS	1							1						

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 - FEBRUARY 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	1	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0
Promotions	3	2	1	1	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	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0
Resignations	1	1	0	1	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	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	14	Terminations	4	12
Resignations	4	16	Resignations	2	14
Retirements	3	5	Retirements	4	4
Other	0	0	Other	0	0

RIVERSIDE TRANSIT AGENCY
1825 Third Street
Riverside, CA 92507

April 3, 2019

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE
THRU: Larry Rubio, Chief Executive Officer
FROM: Jim Kneepkens, Director of Marketing
SUBJECT: Transportation Center Monthly Report – February 2019

Summary: In February 2019, the Customer Information Center answered 28,571 calls, a 3% increase compared to February 2018. Calls included 110 commendations, general comments and valid complaints. The number of calls to Dial-A-Ride was 11,474, a 6% decrease compared to February 2018. 40,045 calls were received between the two call centers, which reflects a .2% 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

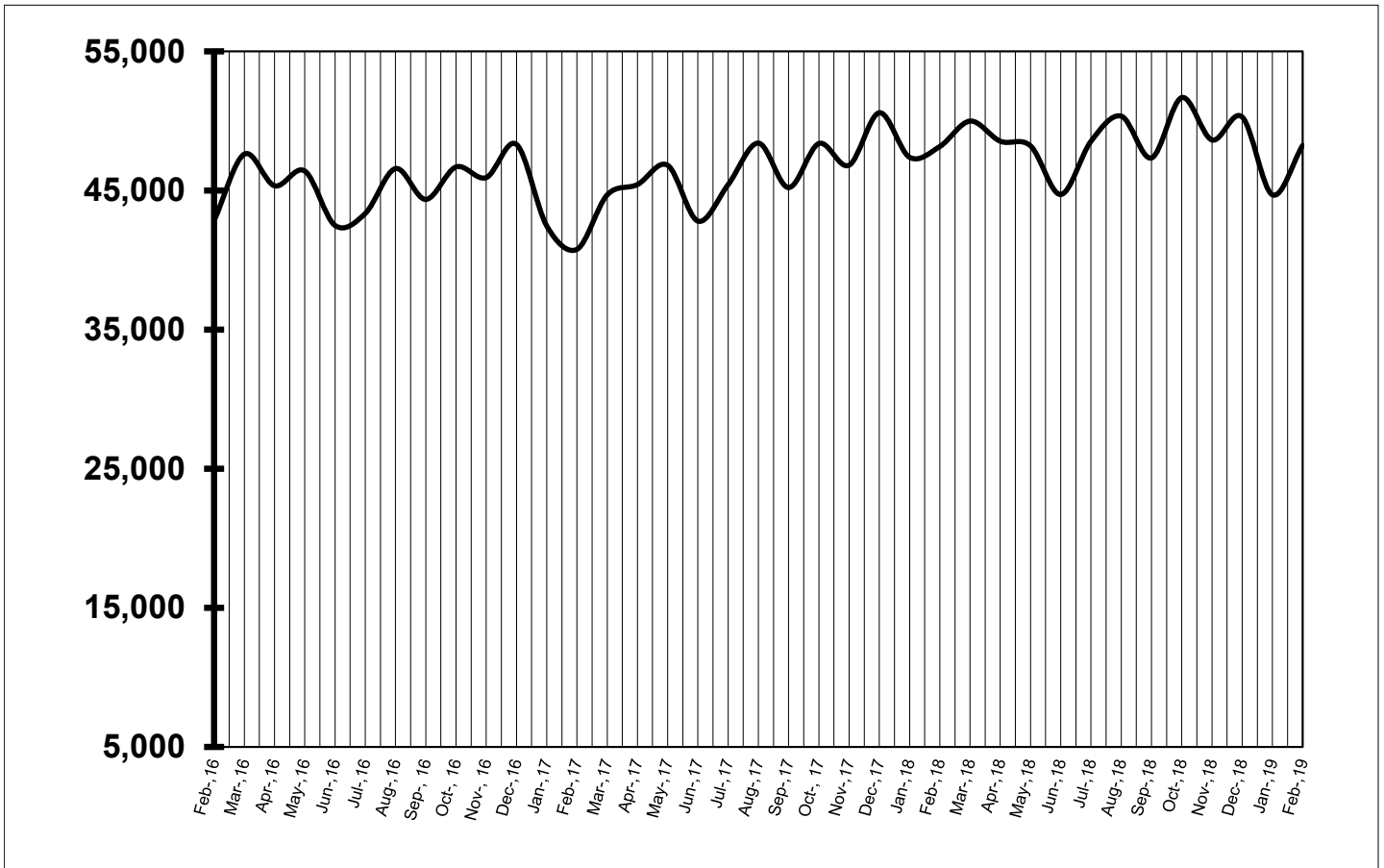
February 2019 Transportation Center Call Totals

Customer Information Center (CIC)	February 2019	February 2018	Percent Change
Information Calls	28,461	27,636	3.0%
Complaints	58	79	-26.6%
Comments	32	25	28.0%
Commendations	20	11	81.8%
Total CIC Calls	28,571	27,751	3.0%

Dial-A-Ride (DAR)

Total DAR Calls	11,474	12,210	-6.0%
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Total Calls	40,045	39,961	0.2%
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Complaints, Comments & Commendations

Valid Complaints

Category	February 2019	February 2018	12 Month Average per Month	Complaints per 10,000 Passengers
Bus Stop	1	2	2	0.02
Careless Driving	6	7	6	0.09
Conduct	2	0	2	0.03
Crowded	0	0	1	0.00
Customer Service	10	12	11	0.15
Early Bus	0	2	4	0.00
Fare Dispute	0	2	1	0.00
Late Bus	11	18	14	0.17
Missed Transfer	2	2	2	0.03
No Show	2	2	3	0.03
Passed By	9	8	9	0.14
Passenger Conduct	1	0	1	0.02
Reasonable Modification	0	0	0	0.00
Other	14	24	21	0.21
Total	58	79	76	0.88

Ridership

	February 2019	February 2018	12 Month Average per Month
All services	662,642	694,742	723,547

Comments

	February 2019	February 2018	12 Month Average per Month	Comments per 10,000 Passengers
General Comments	32	25	38	0.48

Commendations

	February 2019	February 2018	12 Month Average per Month	Commendations per 10,000 Passengers
General Commendations	20	11	21	0.30

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 3, 2019

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE
THRU: Larry Rubio, Chief Executive Officer
FROM: Jim Kneepkens, Director of Marketing
SUBJECT: Free Bus Rides for the 2019 Stand Down Inland Empire Veterans Expo on September 27, 2019

Summary: On September 27, 2019 from 7 a.m. to 2 p.m., the Riverside County Department of Veterans' Services and Salvation Army & Reaching New Heights Foundation, Inc. are sponsoring the 2019 Stand Down Inland Empire Veterans Expo for veterans, active duty military, and their dependents and survivors. The event will be held at the Army National Guard (ARNG) Armory and U.S. Army Reserve (USAR) Training Center at the March Air Reserve Base in Moreno Valley. The event will be accessible via Riverside Transit Agency (RTA) Route 11.

The purpose of this event is to inform area veterans about housing, employment, medical, educational, DMV ID cards and other benefits for which they qualify; to bring veterans together with regional stakeholders and agencies that specialize in the delivery of veteran services; and to allow homeless veterans the opportunity to shower, receive personal hygiene items, clothing and housing assistance. There will be free medical and dental services for homeless veterans.

Organizations such as Loma Linda VA Healthcare System, the Salvation Army, local colleges and universities, County of Riverside, the American Red Cross, Workforce Development representatives and many others are expected to participate.

In the past, Stand Down organizers have requested that RTA provide free rides to the event. Bus service to events held in April 2017 and September 2018 resulted in approximately 60 free rides for each event. RTA expects that a similar number of free rides would be provided for the September 2019 event.

To ride free, all veterans, active-duty service members and their families will be required to provide identification including U.S. Department of Veterans Affairs photo ID card, any U.S. Uniformed Services ID card (active, retired, reserve or dependent) or an RTA-issued veteran photo ID.

Fiscal Impact:

The loss in revenue is estimated to be less than \$100 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 on September 27, 2019 between 4 a.m. and 5 p.m. for veterans, service members and their families with appropriate identification attending the Stand Down Inland Empire Veterans Expo.