



May 1, 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 – APRIL 3, 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 – MARCH 2019 (P.7)

RECEIVE AND FILE

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

RECEIVE AND FILE

REGULAR CALENDAR:

6. AUTHORIZATION TO RENEW AGREEMENT NO. 19-039 WITH THE CITY OF TEMECULA FOR REIMBURSEMENT OF FARE REVENUE FOR THE OPERATION OF ROUTE 55 (P.18)

APPROVE

7. AUTHORIZATION TO RENEW REVENUE AGREEMENT NO. 19-024 WITH THE UNIVERSITY OF CALIFORNIA, RIVERSIDE FOR THE UNIVERSITY PASS (U-PASS); AUTHORIZATION TO RENEW REVENUE AGREEMENT NO. 19-030 WITH THE UNIVERSITY OF CALIFORNIA, RIVERSIDE FOR THE OPERATION OF ROUTE 51 (CREST CRUISER) (P.20)

APPROVE

ITEM

RECOMMENDATION

8. BOARD MEMBER COMMENTS

9. ANNOUNCEMENTS

10. NEXT MEETING

Wednesday, June 5, 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
April 3, 2019

1. **CALL TO ORDER**

Chairwoman Karen Spiegel called the Board Administration and Operations Committee meeting to order at 1:00 p.m., on April 3, 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. Nancy Carroll, City of Beaumont
3. Jim Steiner, City of Corona
4. Greg August, City of Menifee
5. David Marquez, City of Moreno Valley
6. Alonso Ledezma, City of San Jacinto
7. Zak Schwank, City of Temecula
8. ¹Jerry Sincich, County of Riverside, District I
9. Karen Spiegel, County of Riverside, District II

Committee Members Absent

1. Steve Manos, City of Lake Elsinore
2. Andy Melendrez, City of Riverside

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. Rick Kaczerowski, Director of IT
12. Natalie Zaragoza, Director of Contracts
13. Eric Ustation, Government Affairs Manager
14. Stephanie Sirls, Contract Operations Manager

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

15. Lisa Almilli, Mobility Manager
16. Kristin Warsinski, Grants Manager
17. Melissa Blankenship, Contracts Manager
18. Yesenia Felix, HR Clerk

Other Attendees

1. Ike Bootsma, City of Eastvale

Chairwoman Spiegel asked Director Nancy Carroll to lead the pledge of allegiance.

Chairwoman Spiegel made an announcement congratulating Director Alonso Ledezma on his birthday.

3. PUBLIC COMMENTS – NON-AGENDA ITEMS

None.

4. APPROVAL OF MINUTES – MARCH 6, 2019 COMMITTEE MEETING

M/S/C (WELCH/LEDEZMA) approving the minutes of the March 6, 2019 Committee meeting.

The motion carried with 7 affirmative votes and 2 abstentions (CARROLL/SPIEGEL).

5. CONSENT CALENDAR

M/S/C (SINCICH/WELCH) approving the receipt and file of Item 5A – Personnel Report – February 2019.

The motion carried unanimously.

M/S/C (SINCICH/WELCH) approving the receipt and file of Item 5B – Transportation Center Monthly Report – February 2019.

The motion carried unanimously.

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

M/S/C (MARQUEZ/LEDEZMA) approving and recommending 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.

The motion carried unanimously.

Chairman Randon Lane arrived to the meeting at 1:08 p.m.

Mr. Larry Rubio left the dais at 1:16 p.m.

Mr. Larry Rubio returned to the dais at 1:18 p.m.

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

Mr. Rohan Kuruppu presented an update on the Vine Street, UCR, Hemet and Temecula Mobility Hubs, and additional transit centers within the RTA system, which was received and filed.

8. **BOARD MEMBER COMMENTS**

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

9. **ANNOUNCEMENTS**

None.

10. **NEXT MEETING**

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

11. **MEETING ADJOURNMENT**

The meeting was adjourned at 1:41 p.m.

RIVERSIDE TRANSIT AGENCY
1825 Third Street
Riverside, CA 92507

May 1, 2019

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE

THRU: Larry Rubio, Chief Executive Officer

FROM: Laura Camacho, Chief Administrative Services Officer

SUBJECT: Personnel Report - March 2019

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 March 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 - MARCH 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	33
Tire Servicer	1	1
Servicer	<u>18</u>	<u>17</u>
Department Subtotal	68	65

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>15</u>
Department Subtotal	34	31
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	315
Part-Time Coach Operator	<u>0</u>	<u>3</u>
Department Subtotal	329	356
CONTRACT OPERATIONS		
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
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	512

¹There are currently 14 Coach Operators on extended leave (03/31/19).

WORKFORCE DATA - MARCH 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	34														
% in Category		12.0%	0.0%	6.0%	15.0%	0.0%	0.0%	3.0%	12.0%	0.0%	0.0%	47.0%	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	349														
% in Category		13.0%	0.0%	16.0%	22.0%	2.0%	1.0%	1.0%	9.0%	0.0%	21.0%	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%	3.0%	69.0%	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 512

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 - MARCH 2019

POSITION TITLE	EEO CLASSIFICATION	TOTAL APPLICANTS	RESPONDENTS TO EEO QUESTIONNAIRE	% Minority	% Female	FEMALE										MALE										DISABLED	VETERAN
						W	B	H/L	A	AI/AN	NHOPI	MULTI	NA	W	B	H/L	A	AI/AN	NHOPI	MULTI	NA						
A Mechanic	Skilled Craft Workers	9	4	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	56%	0%	44%	0%	0%	0%	0%	0%	0%	11%	11%		
B Mechanic Promotional Only	Skilled Craft Workers	2	2	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	100%	0%	0%	0%	0%	0%	0%	0%	0%		
Coach Operator, Full Time	Service/Maintenance	147	126	95%	48%	3%	29%	7%	0%	1%	1%	5%	1%	11%	16%	16%	1%	0%	0%	5%	3%	7%	7%				
Customer Info Clerk, Full Time Bilingual	Administrative Support	6	5	100%	100%	17%	17%	67%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	17%	0%			
Customer Info Clerk, OC, Bilingual	Administrative Support	32	29	97%	78%	9%	3%	59%	3%	0%	0%	0%	3%	0%	0%	22%	0%	0%	0%	0%	0%	0%	3%	6%			
Information Technologies Technician	Administrative Support	47	37	95%	15%	2%	2%	6%	0%	2%	0%	0%	2%	19%	6%	34%	17%	0%	0%	6%	2%	4%	4%				
Maintenance Supervisor	Professionals	25	15	93%	4%	0%	4%	0%	0%	0%	0%	0%	0%	40%	8%	40%	0%	0%	0%	4%	4%	8%	28%				
Operations Supervisor	Professionals	27	23	96%	22%	0%	15%	0%	0%	0%	0%	4%	4%	15%	26%	33%	0%	0%	0%	4%	0%	4%	26%				
Servicer	Service Maintenance	64	56	96%	14%	0%	8%	5%	0%	2%	0%	0%	0%	13%	23%	44%	0%	0%	0%	3%	3%	0%	5%				

Total Applications

359

- 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 - MARCH 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	1	2	0	0	0	0	0	0	0	0	0	0
Operations	3	0	5	10	0	0	3	5	0	13	7	0	0	1
TOTALS	24							26						

SUSPENSIONS & TERMINATIONS

	MALE							FEMALE						
	W	AI/AN	B	H/L	A	NHOPI	MULTI	W	AI/AN	B	H/L	A	NHOPI	MULTI
Maintenance	1	0	0	1	0	0	0	0	0	0	0	0	0	0
Operations	0	0	1	0	0	0	0	0	0	4	0	0	0	1
TOTALS	3							5						

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 - MARCH 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	11	7	4	1	1	5	0	0	0	0	1	1	2	0	0	0	0
Promotions	0	0	0	0	0	0	0	0	0	0	0	0	0	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	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0
Resignations	0	0	3	0	0	0	0	0	0	0	0	1	2	0	0	0	0
Retirements	0	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	1	15	Terminations	4	12
Resignations	4	19	Resignations	2	14
Retirements	3	6	Retirements	4	4
Other	0	0	Other	0	0

RIVERSIDE TRANSIT AGENCY
1825 Third Street
Riverside, CA 92507

May 1, 2019

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

Summary: In March 2019, the Customer Information Center answered 31,913 calls, an 11.3% increase compared to March 2018. Calls included 139 commendations, general comments and valid complaints. The number of calls to Dial-A-Ride was 12,971, a 4.8% increase compared to March 2018. 44,884 calls were received between the two call centers, which reflects a 9.3% 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

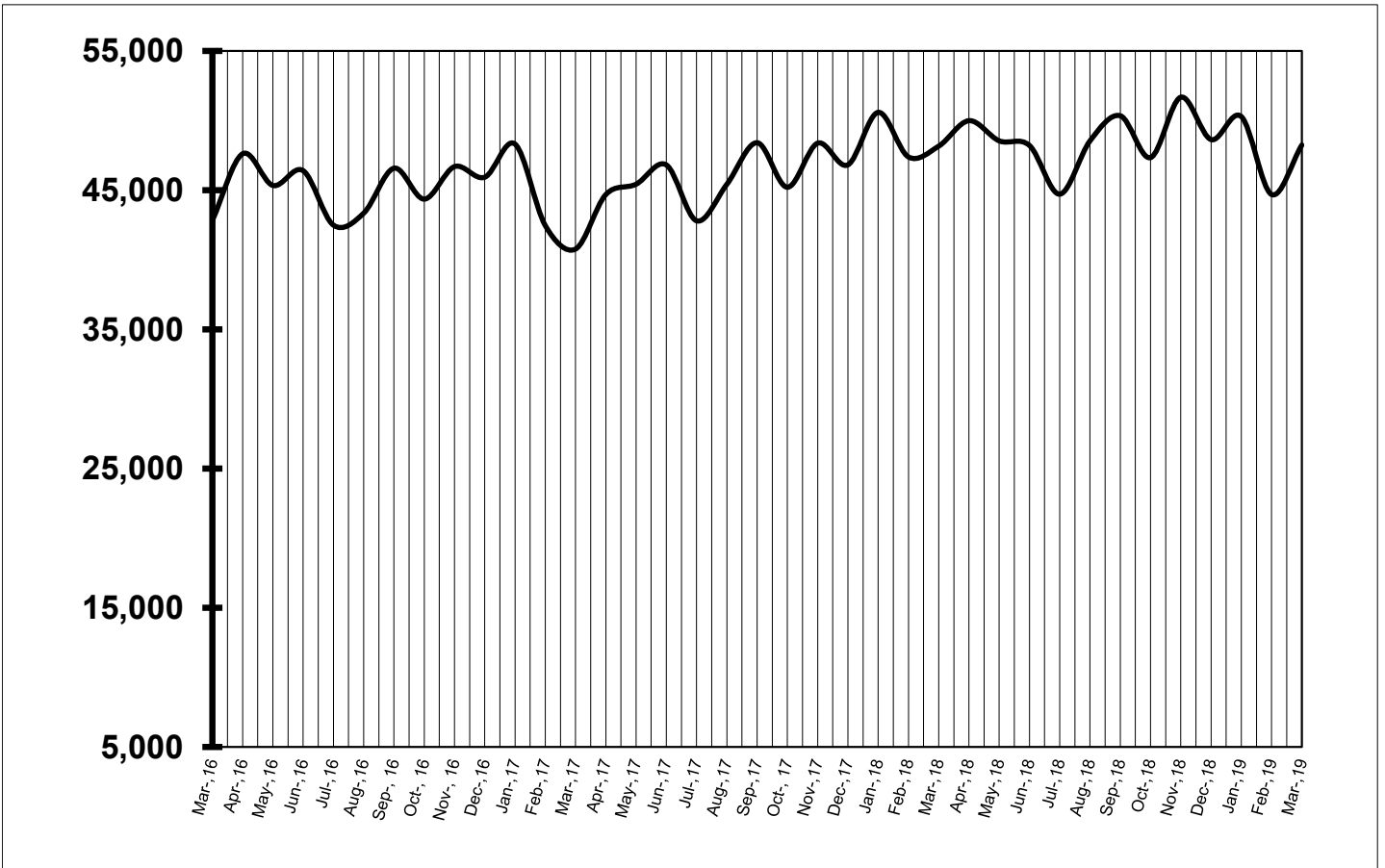
March 2019 Transportation Center Call Totals

Customer Information Center (CIC)	March 2019	March 2018	Percent Change
Information Calls	31,774	28,565	11.2%
Complaints	76	69	10.1%
Comments	46	24	91.7%
Commendations	17	22	-22.7%
Total CIC Calls	31,913	28,680	11.3%

Dial-A-Ride (DAR)

Total DAR Calls	12,971	12,379	4.8%
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Total Calls	44,884	41,059	9.3%
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Complaints, Comments & Commendations

Valid Complaints

Category	March 2019	March 2018	12 Month Average per Month	Complaints per 10,000 Passengers
Bus Stop	0	1	2	0.00
Careless Driving	11	6	7	0.15
Conduct	2	3	2	0.03
Crowded	0	0	1	0.00
Customer Service	15	12	11	0.20
Early Bus	2	2	4	0.03
Fare Dispute	1	0	1	0.01
Late Bus	13	18	13	0.18
Missed Transfer	3	4	2	0.04
No Show	3	2	3	0.04
Passed By	6	8	9	0.08
Passenger Conduct	1	0	1	0.01
Reasonable Modification	0	0	0	0.00
Other	19	13	20	0.26
Total	76	69	75	1.03

Ridership

	March 2019	March 2018	12 Month Average per Month
All services	734,342	741,221	722,974

Comments

	March 2019	March 2018	12 Month Average per Month	Comments per 10,000 Passengers
General Comments	46	24	39	0.63

Commendations

	March 2019	March 2018	12 Month Average per Month	Commendations per 10,000 Passengers
General Commendations	17	22	21	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

May 1, 2019

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE
THRU: Larry Rubio, Chief Executive Officer
FROM: Vince Rouzaud, Chief Procurement and Logistics Officer
SUBJECT: Authorization to Renew Agreement No. 19-039 with the City of Temecula for Reimbursement of Fare Revenue for the Operation of Route 55

Summary: Since June 2009, the Agency and the City of Temecula (City) have partnered in a cost sharing agreement for the operation of Route 55 which is also known as the Temecula Trolley. The Temecula Trolley began as one of two demonstration routes, Route 55 and Route 57 that served the Harveston housing development, the Promenade Mall and the Old Town area of Temecula. The current agreement between the Agency and the City is due to expire on June 30, 2019.

From 2009 through 2011, the operating expenses for these two routes were fully paid for by funds collected by the City from Lennar Homes, the residential developer of the Harveston housing community. Because these routes were 100-percent reimbursed by Lennar Homes, passengers boarding the trolley were not charged a fare. At the conclusion of the demonstration period, the City decided to discontinue Route 57 due to minimal ridership.

In contrast, Route 55 has been and continues to be successful. In order to continue to operate Route 55 without increasing overall costs, the City and the Agency worked closely to streamline less productive service in the Temecula area and apply those savings towards Route 55's operational expenses. Additionally, to offset passenger fares, the City agreed to pay a portion of the route's expenses in order for the Agency to meet the State of California's mandatory farebox recovery ratio.

Staff has discussed renewal of the agreement with City staff and they have again agreed to budget funds to offset passenger fares. However, final approval of the agreement will be contingent upon the Temecula City Council's adoption of the City's annual budget which will occur either later this month or at their June City Council meeting.

Route 55 will continue to serve the Harveston Community with stops at local schools, the Promenade Mall and County Center Drive. The route operates ten months out of the year from mid-August through early June when ridership is at its highest. Service is Monday through Friday running approximately every 15 minutes during peak morning and afternoon hours only. For FY20, staff is projecting 793.78 revenue service hours.

If approved, the new agreement would become effective July 1, 2019 and run through June 30, 2020.

Fiscal Impact:

The agreement will generate approximately \$13,811.77 in fare revenue, a minimum of 20-percent of the route's annual operating expenses. Sufficient funds have been programmed in the FY20 operating budget for the remaining expenses.

Recommendation:

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

- Contingent upon approval by the Temecula City Council, authorize staff to renew Agreement No. 19-039 with the City of Temecula for reimbursement of \$13,811.77 in fare revenue for the operation of Route 55.

RIVERSIDE TRANSIT AGENCY
1825 Third Street
Riverside, CA 92507

May 1, 2019

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE

THRU: Larry Rubio, Chief Executive Officer

FROM: Vince Rouzaud, Chief Procurement and Logistics Officer

SUBJECT: Authorization to Renew Revenue Agreement No. 19-024 with the University of California, Riverside for the University Pass (U-Pass); Authorization to Renew Revenue Agreement No. 19-030 with the University of California, Riverside for the Operation of Route 51 (Crest Cruiser)

Summary: The Agency has partnered with the University of California, Riverside (UCR) since 2006 on two revenue agreements; the U-pass agreement which allows students, faculty and staff to ride the Agency's buses at a discounted fare and the agreement for the operation of the Crest Cruiser which travels in and around the college campus. Both agreements are due to expire on June 30, 2019.

U-Pass

The U-pass began in the summer of 2006 as a pilot program allowing UCR's nearly 20,000 students at the time to ride the Agency's fixed-route transit network at a discounted fare. This fare was reimbursed by the University on a fixed-amount, per-student basis. The program was designed to encourage students to use public transit as an alternative mode of transportation which would help to minimize traffic congestion around the UCR campus. The program also allowed students to ride Agency buses throughout our entire service area. Because of the program's popularity, it was later expanded to include UCR faculty and staff which brings the current total of eligible riders to 29,027.

The program works by allowing students, faculty and staff members with valid University identification (ID) cards to board and ride any Agency fixed-route bus by swiping their ID cards through the farebox reader. The ID cards have an encoded magnetic stripe which is unique to each cardholder. The farebox records the cardholder ID number along with the date and time the trip is taken. Ridership reports are generated and submitted monthly to UCR for payment. Each trip has been reimbursed by UCR at a discounted rate of \$0.90 per-trip with a maximum cap of \$35 per-rider, per-month (the equivalent of a 30-day student pass).

Because this program was so successful, it became the catalyst for expanding the student pass programs which now number seven Colleges and Universities, including Cal Baptist University, La Sierra University, Moreno Valley College, Mount San Jacinto College, Norco College, Riverside City College and UCR.

For the period ending June 30, 2019 ridership under this program is expected to exceed the original forecast of 459,000 trips with a revenue obligation not-to-exceed amount of \$415,000. For the renewal, the per-trip cost and monthly maximum cap will increase from \$.90 to \$1.05 and \$35 to \$45 respectively. The increase is based on the Agency wide fare increase that becomes effective July 1, 2019. The fare increase along with a forecasted ridership increase for the 2019/20 school year brings the total not-to-exceed amount of the U-Pass Agreement to \$700,000.

Crest Cruiser

The Crest Cruiser was a route previously operated by UCR's Transportation Department. In 2006, the University asked the Agency to take over the route's operation. Since that time, the Agency and UCR have entered into annual agreements that reimburse the Agency for 100 percent of the route's operating expenses. For the renewal, the total not-to-exceed amount for this agreement will be \$158,101.27.

Upon renewal of the Agreement, the Crest Cruiser will continue to operate during the regular academic school year, excluding holidays, break periods and the summer session, for a total of 168 school days. Hours of service will begin at 7:29 a.m. and run through 6:02 p.m., Monday through Friday.

Fiscal Impact:

U-Pass

The U-Pass Agreement reimburses the Agency \$1.05 per-trip, with a not-to-exceed cap of \$45 per-rider, per-month. Based on projected ridership for FY20, staff estimates this program will generate up to \$700,000 in fare revenue.

Crest Cruiser

In the FY20 service plan, the Crest Cruiser is projected to operate 1,817.3 revenue service hours. Total operating expenses for the Crest Cruiser will be approximately \$158,101.27. This amount is fully reimbursed by UCR and covers all operating expenses (fuel, maintenance, labor, insurance, etc.).

Recommendation:

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

- Authorize staff to renew Revenue Agreement No. 19-024 to continue the U-Pass program with UCR reimbursing the Agency at \$1.05 per-trip with a maximum cap of \$45 per-rider per-month for a not-to-exceed amount of \$700,000 from July 1, 2019 through June 30, 2020.
- Authorize staff to renew Revenue Agreement No. 19-030 with UCR for reimbursement of operating expenses of \$158,101.27 for Route 51 (Crest Cruiser) from July 1, 2019 through June 30, 2020.