



March 3, 2021
1:00 p.m.

AGENDA

Board Administration and Operations Committee Meeting

Please join the meeting from your computer, tablet or smartphone.

<https://us02web.zoom.us/j/89959992381?pwd=VUIJaGIHeIF1VmJRZDJjUWF5bXpUQT09>

Meeting ID: 89959992381; Passcode: 680312

You can also dial in using your phone: +1 (669) 900-6833

Meeting ID: 89959992381; Passcode: 680312

SPECIAL NOTICE REGARDING COVID-19

On March 4, 2020, Governor Newsom proclaimed a State of Emergency in California as a result of the threat of COVID-19. Public gatherings are to be limited.

Further, on March 18, 2020, Governor Newsom temporarily suspended the Brown Act requirements pertaining to telephonic conferencing of local government meetings and the requirement to have at least one physical location available to the public for purposes of attending the meeting. As such, RTA has opted to conduct the March 3, 2021 committee meeting via teleconference. Participants can participate via teleconference in each participant's own office / home area which will not be made physically accessible to the public.

Members of the public wishing to participate via teleconference can do so by joining the meeting from your computer, tablet or smart phone at 1:00 p.m. on March 3, 2021: <https://us02web.zoom.us/j/89959992381?pwd=VUIJaGIHeIF1VmJRZDJjUWF5bXpUQT09>; Meeting ID 89959992381; Passcode 680312; or you may dial in using your phone to (669) 900-6833; Meeting ID 89959992381; Passcode: 680312.

Those that do not wish to speak can view the meeting at www.youtube.com/RiversideTransit. Those wishing to speak during the meeting must submit comments and/or questions in writing for Board consideration by completing the online Speaker Request Form which can be accessed through our website at RiversideTransit.com or by clicking [HERE](#). Please submit your written comments by Tuesday, March 2, 2021, at 5:00 p.m. Once you dial in, you must ensure that you are in a quiet environment with no background noise (traffic, children, pets, etc.) **You must mute your phone until called upon by the Chair or the Clerk to speak.** Once called upon, please unmute your device and speak. You will be warned prior to your allotted time being over.

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) 565-5066, 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

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 – FEBRUARY 3, 2021 COMMITTEE MEETING (P.4)

APPROVE

ITEM

RECOMMENDATION

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 – JANUARY 2021 \(P.7\)](#)

RECEIVE AND FILE

B. [TRANSPORTATION CENTER MONTHLY REPORT – JANUARY 2021 \(P.14\)](#)

RECEIVE AND FILE

REGULAR CALENDAR

6. [APPROVAL TO REPROGRAM THE PUBLIC TRANSPORTATION MODERNIZATION, IMPROVEMENT, AND SERVICE ENHANCEMENT ACCOUNT PROGRAM \(PTMISEA\) FUNDS FOR FISCAL YEAR 2015 \(FY15\) FROM THE OPERATIONS AND MAINTENANCE FACILITY CONSTRUCTION TO THE PURCHASE OF 70-40FT. COMPRESSED NATURAL GAS \(CNG\) BUSES FOR REPLACEMENT \(P.18\)](#)

APPROVE

7. **BOARD MEMBER COMMENTS**

8. **ANNOUNCEMENTS**

9. **NEXT MEETING**

Wednesday, April 7, 2021
1:00 p.m.
Riverside Transit Agency
1825 Third Street
Riverside, CA 92507

10. **MEETING ADJOURNMENT**

RTA BOARD ADMINISTRATION AND OPERATIONS COMMITTEE MEETING

Minutes

February 3, 2021

1. **CALL TO ORDER**

Committee Chair Alonso Ledezma called the Board Administration and Operations Committee meeting to order at 1:00 p.m., on February 3, 2021 via teleconference.

2. **SELF-INTRODUCTIONS**

In lieu of self-introductions, a roll call was taken.

Committee Members Attending

1. Alonso Ledezma, City of San Jacinto
2. Jim Steiner, City of Corona
3. David Marquez, City of Moreno Valley
4. Scott Vinton, City of Murrieta
5. Andy Melendrez, City of Riverside
6. Zak Schwank, City of Temecula
7. ¹Jerry Sincich, County of Riverside, District I
8. Karen Spiegel, County of Riverside, District II

RTA Staff

1. Larry Rubio, Chief Executive Officer
2. Joan Hepworth, Clerk of the Board
3. Tom Franklin, Chief Operating Officer
4. Craig Fajnor, Chief Financial Officer
5. Laura Camacho, Chief Administrative Services Officer
6. Kristin Warsinski, Director of Planning
7. Adam Chavez, Director of Maintenance
8. Rick Kaczerowski, Chief Technology Officer
9. Jim Kneepkens, Chief Marketing Officer
10. Rick Majors, Director of Risk Management
11. Natalie Zaragoza, Chief Procurement and Logistics Officer
12. Charlie Ramirez, Controller
13. Brad Weaver, Media & Public Relations Manager
14. Stephanie Sirls, Director of Operations
15. Audrey Gill, Contract Operations Manager
16. Yesenia Felix, Administrative Assistant
17. Robert Fernandez, Maintenance Manager
18. Tim Porterfield, Systems Administrator

Other Attendees

1. Keith White, Eastvale Resident

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

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

A public comment from Keith White was read into the record by the Clerk.

4. **APPROVAL OF MINUTES – JANUARY 13, 2021 COMMITTEE MEETING**

M/S/C (MARQUEZ/SCHWANK) approving the minutes of the January 13, 2021 Committee meeting.

The motion carried unanimously.

Director Vinton joined the meeting at 1:09 p.m.

5. **CONSENT CALENDAR**

No committee members had any comments or requested an item from the consent calendar to be pulled for discussion. Item 5A – Personnel Report – December 2020; and Item 5B – Transportation Center Monthly Report – December 2020 were both received and filed.

6. **APPROVE REVISIONS TO WORKERS COMPENSATION CLAIMS HANDLING AND SETTLEMENT AUTHORITY POLICY**

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

- Approve revisions to the Workers Compensation Claims Settlement Authorization Policy to be effective February 25, 2021.

The motion carried unanimously.

Director Spiegel joined the meeting at 1:18 p.m.

7. **APPROVE REVISIONS TO LIABILITY CLAIMS HANDLING AND SETTLEMENT AUTHORITY POLICY**

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

- Approve revisions to the Liability Claims and Lawsuits Settlement Authorization Policy to be effective February 25, 2021.

The motion carried unanimously.

8. **BOARD MEMBER COMMENTS**

Board member comments were made by Directors' David Marquez, Scott Vinton, Andy Melendrez, Jerry Sincich and Karen Spiegel.

9. **ANNOUNCEMENTS**

Larry Rubio made an announcement.

10. **NEXT MEETING**

Wednesday, March 3, 2021, 1:00 p.m.

11. **MEETING ADJOURNMENT**

The meeting was adjourned at 1:22 p.m.

RIVERSIDE TRANSIT AGENCY
1825 Third Street
Riverside, CA 92507

March 3, 2021

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE

THRU: Larry Rubio, Chief Executive Officer

FROM: Laura Camacho, Chief Administrative Services Officer

SUBJECT: Personnel Report for January

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 January 2021. 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 - JANUARY 2021

DEPARTMENT AND TITLE	FY 21 BUDGETED POSITIONS	FILLED POSITIONS
<u>ADMINISTRATION</u>		
Chief Executive Officer	<u>1</u>	<u>1</u>
Department Subtotal	1	1
<u>ACCOUNTING</u>		
Chief Financial Officer	1	1
Controller	1	1
Accounting Manager	1	1
Accountant	1	1
Budget Administrator	1	1
Grants Financial Administrator	1	0
Grants Financial Analyst	1	1
Payroll Administrator	1	1
Revenue Account Coordinator	1	0
Accounts Payable Clerk	1	1
Currency Processor	<u>2</u>	<u>2</u>
Department Subtotal	12	10
<u>HUMAN RESOURCES</u>		
Chief Administrative Services Officer	1	1
Human Resources Manager	1	1
Benefits Administrator	1	1
Human Resources Specialist	2	1
Human Resources Clerk	1	1
Clerk of the Board/Compliance Specialist	1	1
Administrative Assistant	1	1
Receptionist	<u>2</u>	<u>2</u>
Department Subtotal	10	9
<u>RISK MANAGEMENT</u>		
Director of Risk Management	1	1
Risk Manager	1	1
Transit Safety & Security Manager	1	1
Risk Management Specialist	1	1
Surveillant Clerk	<u>1</u>	<u>1</u>
Department Subtotal	5	5
<u>INFORMATION TECHNOLOGY</u>		
Chief Technology Officer	1	1
ITS Administrator	1	1
Systems Administrator	<u>1</u>	<u>1</u>
Department Subtotal	3	3
<u>MAINTENANCE</u>		
Director of Maintenance	1	1
Maintenance Manager	1	1
Fleet Analyst	1	1
Maintenance Supervisor	8	6
Electronic Technician	2	1
Mechanic	37	32
Tire Servicer	1	1
Servicer	<u>20</u>	<u>22</u>
Department Subtotal	71	65

DEPARTMENT AND TITLE	FY BUDGETED POSITIONS	FILLED POSITIONS
<u>MARKETING</u>		
Chief Marketing Officer	1	1
Media & Public Relations Manager	1	1
Government Affairs Manager	1	0
Marketing Coordinator	1	1
ADA Certification Clerk	1	0
Customer Information Supervisor	1	1
Customer Information Clerk, Senior Lead	1	1
Customer Information Clerk, Full-Time	1	11
Customer Information Clerk, On-Call	<u>18</u>	<u>4</u>
Department Subtotal	26	20
<u>OPERATIONS</u>		
Chief Operating Officer	1	1
Director of Operations	1	1
Operations Manager	1	1
Training Manager	1	1
Operations Supervisor	19	17
Operations Analyst	1	1
Stops/Zones Supervisor	1	1
Stops/Zones Groundskeeper	11	9
Surveillance Specialist	1	1
Transit Clerk	1	1
Full-Time Coach Operator ¹	315	288
Part-Time Coach Operator	<u>0</u>	<u>0</u>
Department Subtotal	353	322
<u>CONTRACT OPERATIONS</u>		
Contract Operations Manager	1	1
Assistant Contract Operations Manager	1	1
Contract Operations Specialist	<u>3</u>	<u>3</u>
Department Subtotal	5	5
<u>PLANNING</u>		
Director of Planning	1	1
Scheduling Analyst	1	1
Planning Analyst	1	1
Planning & Programming Specialist	<u>1</u>	<u>1</u>
Department Subtotal	4	4
<u>PURCHASING</u>		
Chief Procurement & Logistics Officer	1	1
Director of Contracts	1	1
Contracts Manager	1	1
Sr. Contracts Administrator	1	1
Contracts Administrator	1	1
Storeroom Supervisor	1	1
Buyer	1	1
Parts Clerk	<u>7</u>	<u>6</u>
Department Subtotal	14	13
<u>FACILITIES</u>		
Senior Facilities/Construction Project Manager	1	1
Project Manager	1	1
Property Maintainer	<u>3</u>	<u>2</u>
Department Subtotal	5	4
Totals	509	461

¹There are currently 20 Coach Operators on extended leave (01/31/21)

WORKFORCE DATA -JANUARY 2021

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	25														
% in Category		38.5%	0.0%	3.8%	26.9%	0.0%	0.0%	0.0%	11.5%	0.0%	3.8%	15.4%	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	NO	NO	YES	NO	NO	YES	NO	NO	NO	YES	NO	NO
Professionals	46														
% in Category		15.6%	0.0%	17.8%	26.7%	0.0%	2.2%	0.0%	13.3%	0.0%	2.2%	17.8%	4.4%	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		YES	NO	NO	NO	YES	NO	NO	YES	NO	YES	NO	YES	YES	NO
Administrative Support, FT	31														
% in Category		6.5%	0.0%	0.0%	19.4%	0.0%	0.0%	0.0%	12.9%	0.0%	3.2%	48.4%	3.2%	0.0%	6.5%
% 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	NO	YES	NO	NO	YES	NO	YES	NO	NO	NO	NO
*Administrative Support, OC	4														
% in Category		0.0%	0.0%	0.0%	25.0%	0.0%	0.0%	0.0%	0.0%	0.0%	25.0%	50.0%	0.0%	0.0%	0.0%
% 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	NO	YES	NO	NO	YES	NO	NO	NO	YES	NO	NO
Service-Maintenance	322														
% in Category		14.3%	0.0%	15.5%	20.2%	1.2%	0.3%	1.2%	8.1%	0.0%	25.2%	11.8%	0.3%	0.0%	1.9%
% 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
Service-Maintenance, PT	0														
% in Category		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
% 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	No	Yes	No	No
Skilled Craft Workers	33														
% in Category		12.1%	0.0%	9.1%	72.7%	0.0%	0.0%	6.1%	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 461

- 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 - JANUARY 2021

POSITION TITLE	EEO4 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
Maintenance Supervisor	Professionals	22	21	73%	5%	0%	0%	5%	0%	0%	0%	0%	0%	19%	5%	67%	0%	0%	0%	5%	0%	10%	24%

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

DISCIPLINE - JANUARY 2021

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	0	0	0	0	0	0	3	1	0	0	0
Operations	2	0	8	3	0	0	0	7	0	6	4	0	0	0
TOTALS	14							21						

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	2	0	0	0	0	0	1	1	0	0	0
TOTALS	3							2						

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 - JANUARY 2021

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	0	1	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	1	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0
Resignations	7	6	1	1	2	3	0	0	0	0	0	0	1	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 07/01/20 THROUGH 06/30/21
FULL-TIME SEPARATIONS

	<u>Administration</u>	<u>Bargaining Unit</u>
Terminations	1	5
Resignations	4	23
Retirements	4	4
Other	0	0

FOR FISCAL YEAR 07/01/19 THROUGH 06/30/20
FULL-TIME SEPARATIONS

	<u>Administration</u>	<u>Bargaining Unit</u>
Terminations	10	32
Resignations	9	21
Retirements	5	16
Other	0	0

RIVERSIDE TRANSIT AGENCY
1825 Third Street
Riverside, CA 92507

March 3, 2021

TO: BOARD ADMINISTRATION AND OPERATIONS COMMITTEE
THRU: Larry Rubio, Chief Executive Officer
FROM: Jim Kneepkens, Chief Marketing Officer
SUBJECT: Transportation Center Monthly Report – January 2021

Summary: In January 2021, the Customer Information Center answered 17,976 calls, a 43.6% decrease compared to January 2020. Calls included 115 commendations, general comments, and valid complaints. The number of calls to Dial-A-Ride was 5,382, a 55.1% decrease compared to January 2020. 23,358 calls were received between the two call centers, which reflects a 46.8% 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

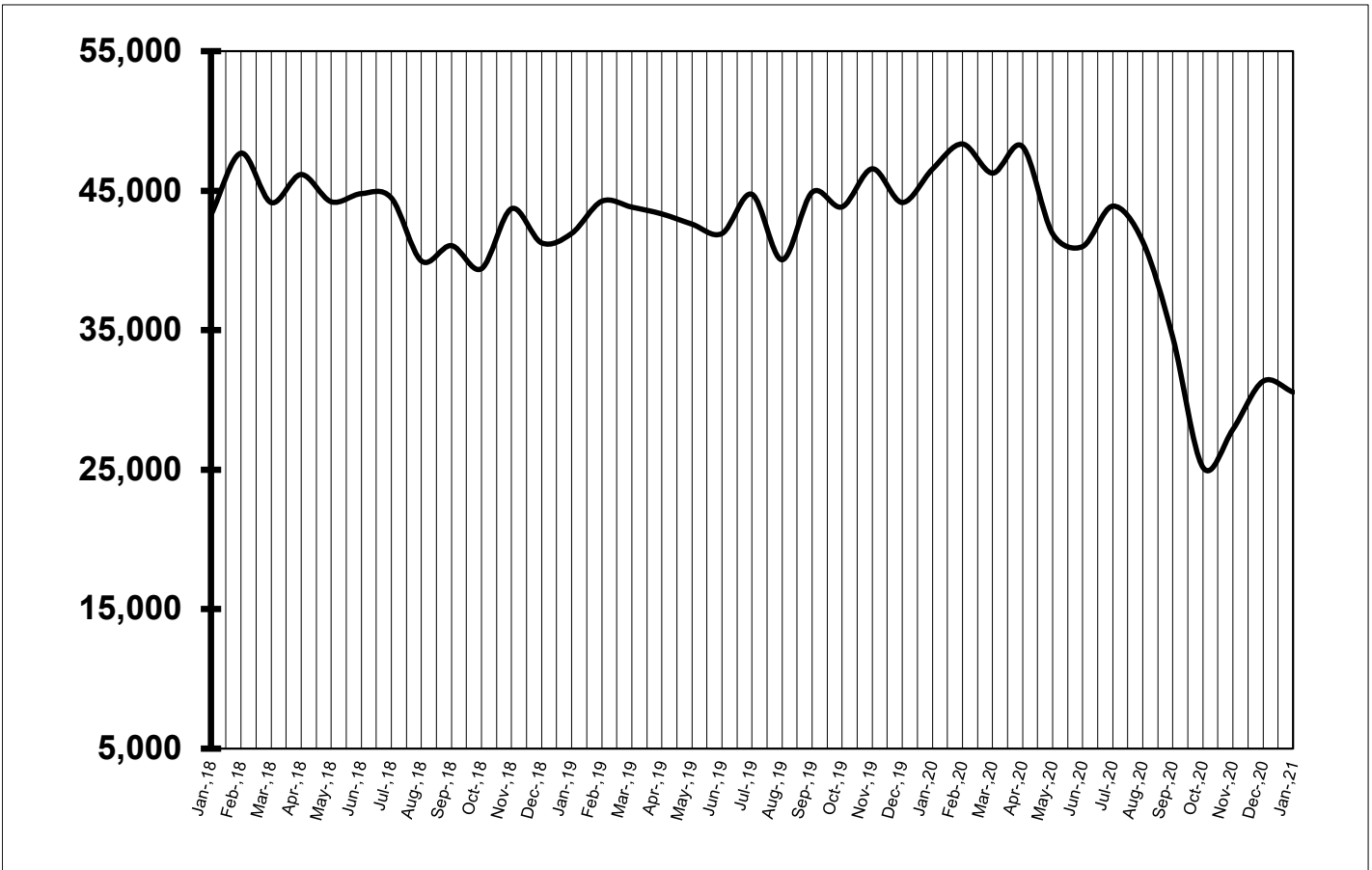
January 2021 Transportation Center Call Totals

Customer Information Center (CIC)	January 2021	January 2020	Percent Change
Information Calls	17,861	31,686	-43.6%
Complaints	49	116	-57.8%
Comments	54	63	-14.3%
Commendations	12	31	-61.3%
Total CIC Calls	17,976	31,896	-43.6%

Dial-A-Ride (DAR)

Total DAR Calls	5,382	11,993	-55.1%
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Total Calls	23,358	43,889	-46.8%
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Complaints, Comments & Commendations

Valid Complaints

Category	January 2021	January 2020	12 Month Average per Month	Complaints per 10,000 Passengers
Bus Stop	1	0	2	0.05
Careless Driving	5	7	4	0.25
Conduct	1	4	3	0.05
Crowded	0	0	2	0.00
Customer Service	11	21	18	0.55
Early Bus	0	4	3	0.00
Fare Dispute	2	1	1	0.10
Late Bus	3	15	7	0.15
Missed Transfer	2	2	1	0.10
No Show	2	10	3	0.10
Passed By	11	18	12	0.55
Passenger Conduct	1	5	2	0.05
Reasonable Modification	0	0	0	0.00
Other	10	29	15	0.50
Total	49	116	71	2.43

Ridership

	January 2021	January 2020	12 Month Average per Month
All services	201,736	732,286	311,253

Comments

	January 2021	January 2020	12 Month Average per Month	Comments per 10,000 Passengers
General Comments	54	63	47	2.68

Commendations

	January 2021	January 2020	12 Month Average per Month	Commendations per 10,000 Passengers
General Commendations	12	31	20	0.59

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

March 3, 2021

TO: BOARD ADMINISTRATIONS AND OPERATIONS COMMITTEE

THRU: Larry Rubio, Chief Executive Officer

FROM: Kristin Warsinski, Director of Planning

SUBJECT: Approval to Reprogram the Public Transportation Modernization, Improvement, and Service Enhancement Account Program (PTMISEA) Funds for Fiscal Year 2015 (FY15) from the Operations and Maintenance Facility Construction to the Purchase of 70- 40ft. Compressed Natural Gas (CNG) Buses for Replacement

Summary: The PTMISEA was created by Proposition 1B, the Highway Safety, Traffic Reduction, Air Quality and Port Security Bond Act of 2006. PTMISEA funds may be used for transit rehabilitation, safety or modernization improvements, capital service enhancements or expansions, new capital projects, bus rapid transit improvement or rolling stock procurement, rehabilitation or replacement. Senate Bill 88 identified the Department of Transportation (Caltrans) as the administering agency for this program.

In the Board-approved capital budget for Fiscal Year 2016 (FY16), the last appropriation of PTMISEA funding for the Agency was programmed for the centralized Operations and Maintenance Facility and \$12,302,658 was awarded to partially fund construction of this project.

The funds were kept in an interest-bearing account which has accumulated \$963,184.88 in interest as of January 2021. From 2016-2018, staff researched and did preliminary due diligence on several new location possibilities. To-date, no PTMISEA funds have been spent on this project due to the change in priorities brought on by the subsequent Innovative Clean Transit (ICT) regulations and the potential effects of that legislation on the Agency's service. During the last semi-annual reporting cycle, Caltrans staff advised that all PTMISEA funds, including interest, need to be spent by June 23, 2023 or they will be due back to the State.

The ZEB Rollout and Implementation Plan (Plan) effort was kicked off in October 2019. The year-long study, which was approved in December 2020, projected an increase in capital costs of \$76 Million over a 20-year period and recommended an all-hydrogen fuel cell electric bus fleet for the Agency. The Plan also contained a procurement schedule that recommends that we replace the current CNG fleet prior to purchasing

ZEBs to give the technology a chance to mature and costs to come down. This Plan was unanimously approved at the December 2020 Board of Directors meeting.

With the large additional capital costs associated with transitioning to ZEBs, staff determined the more critical need was to use this capital funding on buses rather than a new facility. Additionally, the drastic decrease in demand brought on by the pandemic has slowed the Agency's service growth rate for an indefinite amount of time, reducing the need for an expanded facility.

With all of this in mind, staff recommends using the PTMISEA funding to help fund the purchase of the 70- 40ft. CNG buses to replace buses that will meet their useful life based on mileage by December 2024. This procurement will likely be split into a multi-year option depending on the estimated mileage of the current 40ft. CNG fleet.

An updated resolution authorizing the reprogramming of this funding is required and attached to this staff report. If approved, the Agency will submit the resolution and required Corrective Action Plan (CAP) for approval. If approved, the competitive bid process for the purchase of the CNG buses will be managed in a separate staff report and presented to the Board of Directors for their consideration at a future meeting.

Fiscal Impact:

Reprogramming \$12,302,658 in PTMISEA funds will substantially fund the purchase of 70- 40ft. CNG buses when combined with current funds already programmed. All interest earned to date and any additional interest earned will also be applied to this project per the PTMISEA guidelines.

The Agency has an additional \$37,019,076 in federal, state and local funds programmed for vehicle purchases. With the reprogramming of the PTMISEA funding and interest earned, the purchase of 70- 40ft. CNG vehicles will be substantially funded and additional funds to fully fund the purchase will be identified in our upcoming Fiscal Year 2022 Short Range Transit Plan (SRTP).

Recommendation:

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

- Approve the reprogramming of PTMISEA funds in the amount of \$13,265,842.88 plus any additional interest earned up to the time funds are expended to fund the purchase of 70- 40ft. CNG vehicles for replacement.

- Authorize the Board Chair to execute Resolution 2021-03 on behalf of the Agency in support of the reprogramming of FY15 PTMISEA funds.
- Authorize the chief executive officer or designee to file a Corrective Action Plan (CAP) requesting the reprogramming of these funds.

RESOLUTION NO. 2021-03

RESOLUTION OF THE BOARD OF DIRECTORS OF THE RIVERSIDE TRANSIT AGENCY (RTA) AUTHORIZING THE REPROGRAMMING OF PTMISEA FUNDS FOR FISCAL YEAR 2015 AND THE EXECUTION OF THE CERTIFICATIONS AND ASSURANCES FOR THE PUBLIC TRANSPORTATION MODERNIZATION, IMPROVEMENT AND SERVICE ENHANCEMENT ACCOUNT (PTMISEA) BOND PROGRAM FOR THE PURCHASE OF 35 REPLACEMENT COMPRESSED NATURAL GAS (CNG) 40FT. BUSES, \$11,389,000 PUC 99313, \$913,658 PUC 99314

WHEREAS, RTA is an eligible project sponsor and may receive state funding from the PTMISEA bond program now or sometime in the future for transit projects; and

WHEREAS, the statutes related to state-funded transit projects require a local or regional implementing agency to abide by various regulations; and

WHEREAS, Senate Bill 88 (2007) named the Department of Transportation (Department) as the administrative agency for the PTMISEA; and

WHEREAS, the Department has developed guidelines for the purpose of administering and distributing PTMISEA funds to eligible project sponsors (local agencies); and

WHEREAS, RTA wishes to delegate authorization to execute these documents and any amendments thereto to **Larry Rubio, Chief Executive Officer**; and

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of RTA that the fund recipient agrees to comply with all conditions and requirements set forth in the Certification and Assurances document and applicable statutes, regulations and guidelines for all PTMISEA funded transit projects.

NOW THEREFORE, BE IT FURTHER RESOLVED that the **Chief Executive Officer or his assigned designee** be authorized to execute all required documents of the PTMISEA program and any Amendments thereto with the California Department of Transportation.

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of RTA that it hereby authorizes the submittal of a Corrective Action Plan (CAP) for the PTMISEA grant application from the "New Operations and Maintenance Facility" project to submittal of the following project nomination and allocation request to the Department in FY15 PTMISEA funds and interest earned:

Project Name: Purchase of 70 replacement CNG 40ft. buses

Amount of PTMISEA funds: \$12,302,658

Interest Earned*: \$963,184.88

Project Description: Partially fund the purchase of 70 CNG 40ft. buses to replace rolling stock that has met or exceeded its useful of 500,000 miles.

**Interest earned as of January 29, 2021. All interest earned will be applied to this purchase.*

Passed and approved this 25th day of March 2021.

AGENCY BOARD DESIGNEE:

RIVERSIDE TRANSIT AGENCY

APPROVED AS TO FORM:

Linda Krupa
Chair, Board of Directors

Barbara Raileanu
Agency General Counsel

CERTIFICATION

The undersigned duly qualified Clerk of the Board of Directors of the Riverside Transit Agency certifies that the foregoing is a true and correct copy of a resolution, adopted at a legally convened meeting of said Board of Directors at which a quorum was present held on March 25, 2021.

ATTEST:

Joan Hepworth
Clerk of the Board of Directors