



2017 ANNUAL REPORT

RIVERSIDE TRANSIT AGENCY

WELCOME

Fiscal Year 2017 was a busy time for RTA, and a great time to be a bus rider.

During our 40th year of service, we made major strides in customer service by launching RapidLink limited-stop service between Riverside and Corona. We also upgraded dozens of bus shelters in downtown Riverside, expanded free Wi-Fi to all our buses, and forged partnerships with area universities and colleges so thousands of students could get unlimited bus rides.

Other exciting projects took flight during the year when we offered quarter-rides to area youth and gave a makeover to bus stop signage.

RTA also celebrated news that we were chosen to host the California Transit Association's fall conference; laid the groundwork for long-awaited mobility hubs in Hemet, Temecula and UCR; and got a thumbs-up from a major independent audit that showed us continuing to perform at an elite level and making good use of taxpayer dollars.

A busy year it was, indeed.

While the Agency remained firmly rooted in its core values — safety, customer service, image and efficiency — we took significant steps during the year to enhance our product on the street and give our customers more reasons than ever to ride.

For RTA, it's not the destination, but the quality of the journey that excites us. For us, it's never business as usual. Our goal is excellence, and we strive to deliver a service our customers can be proud of. That's why we took steps during the year to give our customers what they truly yearn for: a positive experience, service they can count on, the feeling of safety, and the comfort of knowing we care about them.

This annual report illustrates the reasons why Fiscal Year 2017 was a groundbreaking time for RTA. We hope you enjoy it. And thank you for riding the bus.

Sincerely,



Linda Krupa
RTA Chair of the Board



Larry Rubio
Chief Executive Officer

BOARD OF DIRECTORS

RTA is governed by a board of directors comprised of 22 elected officials from 18 cities in western Riverside County and four members of the County Board of Supervisors.

Linda Krupa
Chair
City of Hemet

Art Welch
First Vice-Chair
City of Banning

Randon Lane
Second Vice-Chair
City of Murrieta

Kevin Jeffries
County of Riverside
District 1

John F. Tavaglione
County of Riverside
District 2

Chuck Washington
County of Riverside
District 3

Marion Ashley
County of Riverside
District 5

Nancy Carroll
City of Beaumont

Linda Molina
City of Calimesa

Dawn Haggerty
City of Canyon Lake

Dick Haley
City of Corona

Brandon Plott
City of Eastvale

Anthony Kelly, Jr.
City of Jurupa Valley

Daryl Hickman
City of Lake Elsinore

Greg August
City of Menifee

David Marquez
City of Moreno Valley

Berwin Hanna
City of Norco

Tonya Burke
City of Perris

Andy Melendrez
City of Riverside

Alonso Ledezma
City of San Jacinto

Maryann Edwards
City of Temecula

Bridgette Moore
City of Wildomar

MISSION STATEMENT

The Riverside Transit Agency, Riverside County's multi-modal transportation provider, shall provide for a variety of transportation needs in a cost-effective and efficient manner for all the residents of our member communities. The Agency is committed to providing safe, reliable, courteous, accessible and user-friendly services to our customers.

MILESTONES

Fiscal Year 2017 was remarkable in terms of what we accomplished in downtown Riverside. From the closure of the downtown terminal to the creation of new shelters to the launch of RapidLink service, the way we did business was revolutionized like never before. We also rolled out new ways to attract young riders, and refined our commitment to area universities and colleges by offering students unlimited bus rides. The year kicked off with a major milestone, our 40 year anniversary celebration, which reminded us of just how far we've come since we started service operating out of a converted gas station way back in 1977.



RTA CELEBRATES 40 YEARS OF SERVICE

During the year, RTA turned the big 4-0, sparking a year's worth of celebrations. On March 16, 2017, the Agency held a party at its Riverside headquarters that attracted dozens of mechanics, drivers, staff and Board members who have worked at RTA over the years. The celebration continued during the year with a promotion that gave away free lunch — and a swag bag of goodies — to 40 lucky people who liked, shared or followed RTA on social media. RTA also wrapped commemorative “40 Years of Service” decals on the side of selected vehicles and featured a special anniversary section on its website. The milestone allowed us to reflect on our accomplishments and focus on a bright future. It also gave us the chance to honor employees, Board members, stakeholders and customers who made RTA what it is today. So much has changed since 1977, but one thing has remained the same: RTA's pledge to deliver world-class service to every customer on every trip. It's been a heck of a ride and we look forward to another 40 years of service!



WORK WRAPS UP ON STOP IMPROVEMENT PROJECT

Getting around downtown Riverside got easier, faster and just plain better during the year. On January 8, 2017, RTA changed the way it delivered service to downtown Riverside by shutting down its outdated bus terminal and spreading service throughout the downtown core, enhancing bus stops and shelters to encourage on-street transfers and boardings. The Downtown Riverside Stop Improvement Project represented the most significant change to public transit in downtown Riverside in decades. Although the existing transit center at the corner of University Avenue and Fairmont Street had served the community well for more than 30 years, it couldn't support RTA's expansion plans. That's why RTA closed the terminal the night of January 7 in order to shift service to new and upgraded bus stops throughout the downtown area. Thanks to public feedback on the

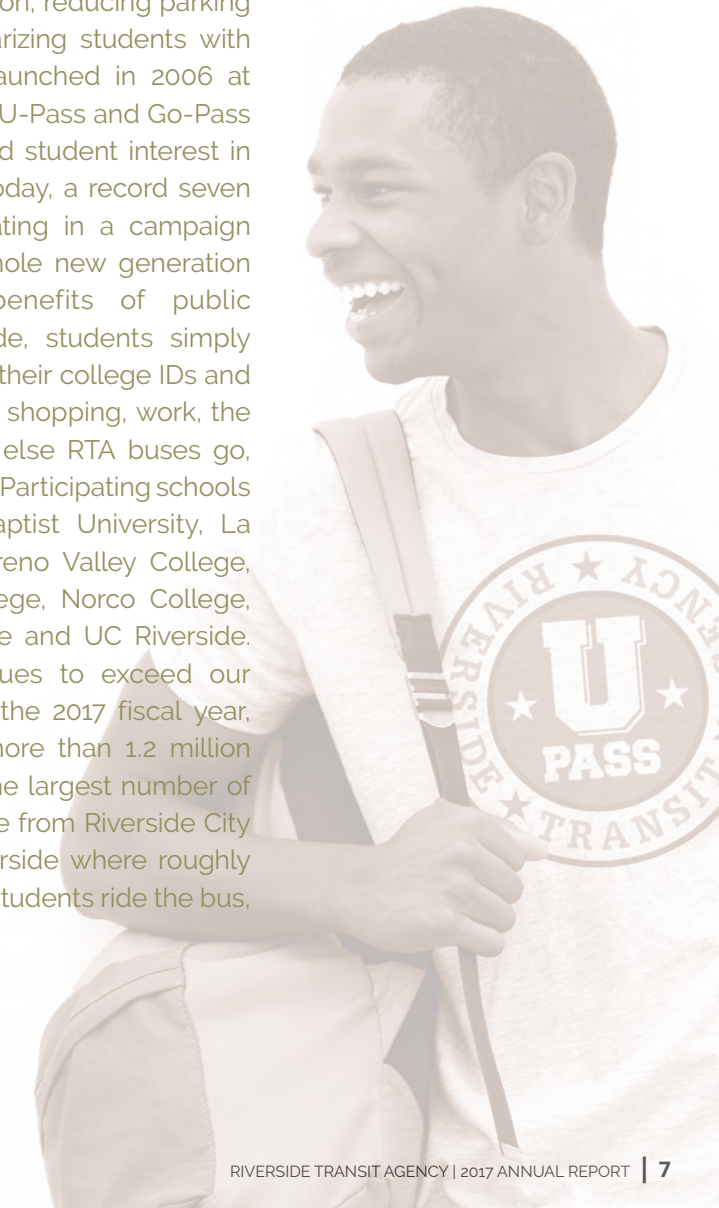
RTA INSTALLED AND UPGRADED BUS STOPS AT MORE THAN 20 LOCATIONS THROUGHOUT DOWNTOWN RIVERSIDE. MANY OF THE IMPROVED BUS STOPS INCLUDE SHELTERS, BENCHES AND OTHER AMENITIES.

project, RTA installed and upgraded bus stops at more than 20 locations throughout downtown Riverside. Many of the improved bus stops include shelters, benches, trash receptacles and other amenities such as solar lighting and improved route and schedule information. RTA also created a new layover location on Vine Street near the Riverside-Downtown Metrolink Station.



COLLEGE STUDENTS ENJOY UNLIMITED RIDES

Thousands of college students are riding the bus thanks to a flourishing program that's easing congestion, reducing parking problems and familiarizing students with public transit. First launched in 2006 at just one campus, the U-Pass and Go-Pass programs have ignited student interest in riding the bus, and today, a record seven schools are participating in a campaign that is teaching a whole new generation of students the benefits of public transportation. To ride, students simply board the bus, swipe their college IDs and enjoy the lift to class, shopping, work, the movies or anywhere else RTA buses go, anytime they operate. Participating schools include California Baptist University, La Sierra University, Moreno Valley College, Mt. San Jacinto College, Norco College, Riverside City College and UC Riverside. The program continues to exceed our expectations. During the 2017 fiscal year, RTA buses carried more than 1.2 million student boardings. The largest number of those boardings came from Riverside City College and UC Riverside where roughly 20 and 25 percent of students ride the bus, respectively.





TRAVEL TRAINING PROGRAM BOOSTS INDEPENDENCE

We want to empower our customers and give them a sense of freedom to travel independently. Thanks to RTA's travel training program, we are putting a growing number of senior and disabled customers on the road to self-sufficiency. During the year, 439 people participated in the training, and both new and former trainees took more than 95,000 fixed-route trips. The training is a free, self-paced process where an individual can learn to ride RTA's fixed-route system. Trainees say the program provides freedom and independence that didn't exist with regular Dial-a-Ride service.

QUARTER RIDES ATTRACT YOUTH RIDERS

Getting around during the summer got a lot easier for local youth. That's because RTA rolled out a special 25-cent fare for students who rode between June 1 and September 4. Students in grades 1-12 simply flashed their school ID and rode for a quarter to the movies, the mall, the beach — anywhere RTA went, anytime buses operated. With comfortable seating, free Wi-Fi service and USB charging ports, there was never a better time to be a kid and ride the bus. RTA was thrilled to provide students with

an alternative way to travel, and perhaps best of all, parents could rest assured that their children were safe on the way to wherever they're going. For years, RTA offered youth discounts on 30-Day passes, but this relatively new approach to offering rides for a quarter appears to be a hit among young riders. In fact, when RTA launched the quarter-rides during the summer and winter breaks of 2016, youth ridership climbed by 44,000 boardings compared to the year before.



BUS SIGNAGE GETS A FACELIFT

More than 2,500 bus stops are getting a whole new look. The Agency began installing new signs at stops during the summer, phasing out the "Bus Stops Here" signs. The new signs are expected to be a welcome sight for customers looking for simple, easy-to-read information while they wait for their ride. Thanks to the new signage, route numbers are larger, color-coded by type of bus service and easier to read from a distance. Plus the signs carry new information such as final route destinations, RTA contact information, and the universal bus symbol for non-English speaking customers. Each new stop gets its own four-digit number, which comes in handy for customers using BusWatch to get real-time bus arrival information. The new signs, which are printed on reflective material for better nighttime visibility, will pop up all over the service area and RTA expects to finish the job sometime in 2018.





NEW RAPIDLINK LIMITED-STOP SERVICE HITS THE STREETS

Say hello to a faster way to get around. That was the message RTA had for customers during the summer of 2017, when it readied for the launch of RapidLink Gold Line, an express route between Corona and UC Riverside along Magnolia and University avenues. The route offers weekday-only service during peak commuting hours with buses departing every 15 minutes — providing service that's up to 30 percent faster than other buses along the same corridor. The route comes with its own unique brand of buses and stops and serves 14 popular locations,

including UC Riverside, Riverside Plaza, Galleria at Tyler, downtown Riverside and the Corona Transit Center. Having these new RapidLink buses on the streets gave RTA a major boost in terms of what we can offer members of the public who are ready to try public transit — maybe for the first time. RapidLink continues RTA's tradition of clean-burning fuel, and offers amenities like free Wi-Fi and USB charging ports. RTA is also planning a second RapidLink line that would connect Moreno Valley and Perris.

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RTA HOSTS CTA FALL CONFERENCE

During the year, RTA got the great news that it would host the California Transit Association's 52nd annual fall conference and expo. The three-day event, November 8-10, was held at the Riverside Convention Center, bringing together some of the greatest minds in public transportation to explore new business opportunities, blaze new paths in

customer service, and push the boundaries of what's possible in technology and innovation. This year's conference theme, Service Above and Beyond, couldn't be more appropriate. After all, customer service is crucial to building trust, maintaining loyalty and fueling our pursuit of excellence both on and off the streets.

TECHNOLOGY

Technology has always played a vital role in how we operate our fleet and serve our customers. From free Wi-Fi service aboard our buses to real-time arrival times sent to smartphones, RTA is pushing the limits of technology and taking our service to an unprecedented level.

RTA DEBUTS FIRST NEAR-ZERO EMISSION ENGINE

The Agency's latest push for cleaner air resulted in a near-zero engine aboard a 40-foot bus. On the outside, the 40-foot bus looks similar to others in the fleet. It has the same 280-horsepower and runs on compressed natural gas. But what sets this bus apart is its souped-up engine which takes thinking green to a whole new level. The ISL G 280 NZ engine was installed in December 2016 and has a 90 percent reduction in nitrogen oxide emissions and 15 percent reduction in greenhouse gases, compared to RTA's already clean-burning engines. RTA is proud to be a long-time advocate of cleaner, greener technologies. This is another example of how we are exploring new and innovative ways to travel. The 1,625-pound super engine, made by Vancouver-based Cummins Westport Inc., was made possible by a \$10,000 grant from the South Coast Air Quality Management District.



WI-FI AND CHARGING PORTS ON ALL RTA BUSES

Today's world demands connectivity, and we're meeting that challenge with state-of-the-art buses equipped with free wireless Internet access and USB charging ports. During the year, customers got some good news when RTA expanded its free Wi-Fi service to all fixed-route buses. Until this year, the service was only available on CommuterLink express buses and a handful of large buses. Now, the service is standard on RTA's entire fleet of fixed-route buses. So whether customers want to check the latest sports scores, do a little shopping or get some work done, RTA has them covered.

AWARDS AND SPECIAL RECOGNITION

Fiscal Year 2017 was a monumental year for setting records, reaching milestones and earning much-deserved praise for a job well done.



RTA DRIVER IS TOP COWBOY AT INTERNATIONAL ROADEO

During the year, Kyle Jones became the first driver in RTA history to conquer the international bus roadeo. The coach operator's driving skills earned him a first-place victory at the American Public Transportation Association's (APTA) International Bus Roadeo held in May 2017 in Reno,

DURING THE TWO-DAY EVENT, DRIVERS STEERED THEIR 30,000-POUND, 40-FOOT MACHINES THROUGH A TIMED SERPENTINE OBSTACLE COURSE OF CONES, SHARP TURNS AND CHALLENGING BACK-UPS.



Nevada. Jones competed against drivers from transit agencies across the United States and Canada, giving RTA its first international victory in 40 years. Though a rodeo may conjure images of drivers tossing lassos on buses, it's actually an elaborate obstacle course. Speed, timing and precision all matter. During the two-day event, drivers steered their 30,000-pound, 40-foot machines through a timed serpentine obstacle course of cones, sharp turns and challenging back-ups. Judges observed the performance of each bus operator and noted how well they completed each element on the course. Jones, who has worked at RTA for 11 years, earned a spot at this year's international roadeo after winning local and regional contests. In fact, he has won RTA's annual bus roadeo the past three years, gaining a reputation as RTA's undisputed cowboy. His international driving victory is the first ever for Southern California.

BOARD MEMBER RIDING ALL OF RTA'S 45 BUS ROUTES

In hopes of connecting with customers and seeing first-hand where RTA buses go, Board Member Randon Lane began riding every RTA bus route. From Lake Elsinore to Riverside to Temecula to Hemet, he's been everywhere, seen countless bus stops and met dozens of people. To date, he's been a passenger on 28 routes! Lane, RTA's second vice-chair who represents the City of Murrieta, said he's learned plenty about the region during his ambitious journey, which included trips on three different types of buses. Lane says he enjoys meeting drivers, and mingling with the students, commuters and other regulars. If he meets his goal of riding all 45 existing routes, Lane will have travelled nearly 2,000 miles.



RTA APPLAUDS HERO BUS DRIVER

During the year, an RTA coach operator was praised for his quick thinking that helped two lost children return to their family. Sergio Valenzuela was parked at the Riverside Downtown Terminal, waiting for people to board his Route 13 bus, when he noticed two young girls alone in the crowded transit hub. A few minutes later, with no parent or guardian in sight,

Sergio had seen enough. He got out of his bus and walked over to the girls and asked them if they were okay. They said they were lost and waiting for their grandmother. Sergio called police to the scene, who eventually reunited the five- and seven-year-old girls with their family. The act earned Sergio a hero award from the RTA Board of Directors.

LINN PULLED HIS BUS OVER AND WAITING OUTSIDE WERE TWO RTA OPERATIONS SUPERVISORS WHO SAFELY TOOK THE MAN INTO THEIR PROTECTION AND INTO THE ARMS OF HIS FAMILY.

DRIVER FINDS MISSING PERSON

Another RTA coach operator was applauded during the year for his quick thinking that helped reunite a missing person with his family. During a trip through Riverside aboard Route 22, Gary Linn welcomed a passenger aboard his bus. The man, who wore an orange baseball hat, seemed confused about where he wanted to go. Linn, recognizing the man could be suffering from some disability, kept his eye on the passenger as the bus headed south. Just then, RTA dispatch sent a message to all drivers to be on the lookout for a man who had been missing from his family for the past hour. The man on Linn's bus matched the description. Five minutes later, Linn pulled his bus over and waiting outside were two RTA operations supervisors who safely took the man into their protection and into the arms of his family.



FINANCIALS

Keeping with tradition, RTA stayed within budget and exceeded the state's minimum farebox recovery ratio. RTA also received praise from an independent audit that showed the Agency continuing to make good use of taxpayer dollars and following proper accounting procedures.

OPERATING REVENUES

Local Transportation Fund and Other Income	\$48,300,162
Federal Transit Administration	\$15,432,001
Passenger Fares.....	\$10,356,851
TOTAL.....	\$74,089,014

OPERATING EXPENSES

Salaries and Benefits.....	\$36,684,602
Purchased Transportation.....	\$25,699,035
Materials and Supplies.....	\$3,813,461
Services.....	\$2,683,598
Other Expenses	\$5,208,318
TOTAL.....	\$74,089,014

FINANCIAL AUDIT YIELDS POSITIVE RESULTS

Continuing a tradition of stellar audits, an independent accounting firm that audited RTA's financial activities for Fiscal Year 2017 concluded that the Agency is making efficient use of its funds and following proper accounting procedures. The audit gave RTA an unmodified, or clean, opinion, which essentially is the highest level of assurance an audit can give members of the public that the Agency is making good use of taxpayer dollars. The audit also determined that RTA's farebox ratio of 21 percent not only met but exceeded the state's minimum farebox ratio.

IN THE COMMUNITY

Community involvement is crucial for an Agency that relies on customer service for its success. RTA routinely participates in parades and visits senior centers, schools and community groups to discuss ways to meet riders' changing needs. Advocacy groups such as Transportation NOW allow residents to work at a grassroots level to improve public transit. During FY17, RTA was committed to making a positive difference in the communities we serve by helping low-income families, giving away retired vehicles to charity and teaming up with neighborhood groups to promote public transit.

RTA ENCOURAGES CUSTOMERS TO DUMP THE PUMP

During the year, RTA partnered with other transit agencies across the nation to celebrate Dump the Pump Day and Earth Day. As part of our efforts to bring more exposure to the benefits of public transportation, RTA gave away prizes and free bus passes to customers at select locations. The events allowed customers to take a stand against the high cost of driving by leaving their car at home at least one day that week and riding public transportation. Riding the bus is a great way to save money and help the environment. In fact, one RTA bus is capable of taking more than 40 cars and their harmful emissions off the road.



WILDOMAR LIBRARY GETS NEW SHELTER

Getting to and from the library has never been so good. That's because in May of 2017 RTA unveiled a new bus shelter at the Wildomar Mission Trail Community Library. Before now, the bus stop consisted of a simple bench that could seat up to three people. The new shelter has a sleeker look, provides shade, route information, a trash receptacle, and, in keeping with the times, comes equipped with solar-powered lighting. The shelter is part of a larger effort to upgrade bus service across the region. During the year, RTA installed more than 50 of these new shelters systemwide. And more are on the way.



A SAFE PLACE FOR RUNAWAY TEENS

With thousands of runaways each year in Riverside County, RTA continued its valuable partnership with Riverside's non-profit Operation SafeHouse to help runaway and homeless children. Each of RTA's fixed-route vehicles displays a yellow "Safe Place" sign that enabled children to get transportation to the shelter without question and free of charge. RTA has worked with Operation SafeHouse since 1997.



TROLLEY BRINGS CHEER TO FESTIVAL OF LIGHTS, COMMUNITY PARADES

RTA was proud to participate once again in the annual Festival of Lights switch-on ceremony in November in downtown Riverside. The Agency's trolley was decorated in holiday cheer and RTA staff greeted families attending the annual event. The trolley was also a crowd favorite at various holiday parades across the region.

RTA TROLLEY GETS SPOOKY DURING HALLOWEEN

Dozens of trick or treaters had a scary good time aboard the trolley during Ghost Walk 2016, Riverside's annual spooky event held the weekend prior to Halloween. Now in its 25th year, the guided walking tour of downtown Riverside included a stop aboard RTA's haunted trolley. The trolley remained haunted during the season with another stop at Wildomar's Trunk or Treat where it delighted kids of all ages.



RTA FROM THE HEART

BUS STUFFED WITH HOLIDAY CHEER

Thanks to the generosity of students, teachers, police officers and community members, two 40-foot RTA buses were stuffed to capacity with donations for teens in crisis. The "Stuff the Bus" event in the fall of 2016 generated a record-number of donations of non-perishable food, linens, toiletries and other items to Operation SafeHouse, a non-profit group that helps at-risk and in-crisis youth. The buses were stuffed with more than 10,000 items ranging from toothbrushes and clean sheets to dish soap and boxes of cereal. The donations went a long way. In fact, Operation SafeHouse staff said the donations were projected to last at least a year.



NEW BUS GIVES KIDS A LIFT AT THE BOYS AND GIRLS CLUB

Hundreds of kids attending the Boys and Girls Club of Menifee Valley had a new reason to smile during the year. That's because the non-profit group took delivery of a 2009 Chevrolet El Dorado bus during a fall ceremony at the new club. The vehicle had exceeded its recommended service life and is no longer capable of remaining in RTA's active fleet, but remained in good condition and can accommodate two wheelchairs. The vehicle was among 15 given during the year. For years, RTA has given vehicles to cities, churches and senior centers. Since the program's inception, the Agency has transferred more than 200 vehicles to non-profit groups across the region.

RTA GIVING TO AREA NON-PROFITS

RTA is committed to strengthening our communities and making them a better place to live, work and play. That's why in FY17, the Agency continued its tradition of giving to charity. In all, RTA employees donated more than \$11,108 to non-profits such as the March of Dimes, American Cancer Society, Red Cross, Habitat for Humanity and United Way, generating much-needed revenue for these worthy causes.



NEED A LIFT TO THE FAIR?

The Southern California Fair returned to Perris in October and there was no better way to get there than aboard an RTA bus. During the fair, RTA offered daily service to the Perris Fairgrounds so hundreds of fair-goers could take in the exhibits, entertainment, carnival rides and delicious food without the hassle of driving.

THE BEACH BUS REMAINED POPULAR WITH MORE THAN 9,400 BOARDINGS DURING ITS THREE-MONTH PERIOD. THAT'S A 30 PERCENT INCREASE COMPARED TO THE YEAR BEFORE!



BEACH BUS RIDERSHIP INCREASES

For the 10th-straight year, the Beach Bus provided much-needed relief from the hot summer sun and judging by the amount of riders it's as popular as ever. CommuterLink Route 202 operated extended seven-day-a-week service, picking up flip-flopped beach-goers in Murrieta and Temecula before heading to the surf at Oceanside. The \$6 round-trip service was a bargain for riders looking for a convenient and stress-free trip to the beach. The Beach Bus remained popular with more than 9,400 boardings during its three-month period. That's a 30 percent increase compared to the year before! To sweeten the deal, we gave away a free Bluetooth speaker to one lucky rider.

MORE BUSINESSES FEELING THE POWER

A growing number of RTA customers qualified for discounts at more cafes, restaurants and retail outlets thanks to the flourishing Power Pass program, which grew during the year to include more than 120 businesses. As part of the program, RTA customers flash their valid 7-Day or 30-Day bus pass to qualify for exclusive discounts. Now in its 13th year, the program continues to showcase RTA's multi-day passes while giving area businesses the exposure they need to thrive.



TRANSPORTATION NOW PROPELS TRANSIT ADVOCACY

There's no doubt that RTA's success would not have been possible without the contributions of Transportation NOW, a remarkable group dedicated to promoting public transportation in Riverside County and beyond. Membership grew during FY17, giving more people than ever the opportunity to be part of the movement. The groups promoted pro-transit videos, education campaigns for seniors and students, and wrote letters to lawmakers to protect much-needed transit funding. The group is comprised of more than one hundred members who meet in chapters representing Greater Riverside, Hemet/San Jacinto Area, Moreno Valley/Perris, Northwest, San Geronio Pass and Southwest.

RTA BUS SERVES AS COOL CENTER

Who says buses are only good for travel? During the sweltering summer of 2016, two RTA buses were converted into cool centers for County Office of Emergency Services employees who vacated their Banning offices due to a maintenance issue. With temperatures soaring above 102 degrees, dozens of employees had a safe, cool, comfortable place to rest and surf the Internet with free Wi-Fi until their building re-opened.

WHAT'S NEXT?

After more than four decades of service, RTA remains the number-one travel choice for a growing number of Riverside County residents. With our region's population expected to grow over the next decade, we are focused on providing a service that competes with the automobile and exceeds our customers' expectations day after day.

In order to make public transit a viable option for our customers, we must continue to evolve with their changing needs. That's why we have some big things on the horizon. We are eyeing new mobility hubs in Hemet, UC Riverside, Riverside and Temecula, as well as a second RapidLink line that would connect the cities of Moreno Valley and Perris. These future projects will give our growing number of customers — as well as potential new customers — another reason to ride.

As a group, we must continue to be powered by experience, energized by our customers and driven to push the limits of what's possible in public transportation. Here's to working together to provide an exceptional service that our customers can be proud of, a service that meets their changing needs, and most of all, gives them a reason to ride.

BY THE NUMBERS

Fleet

Fixed-Route Buses.....	224
Dial-A-Ride Vehicles.....	110
Trolleys.....	10

Bus Routes

Fixed Routes.....	37
CommuterLink Express Routes.....	8

System Ridership

FY17 Annual Boardings.....	8.7 million
FY17 Average Weekday Boardings.....	29,000
FY17 Average Weekend Day Boardings.....	12,000

Bus Service Hours

FY17 Annual Revenue Hours.....	833,000
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Bus Mileage

FY17 Annual Miles Traveled.....	16 million
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Employees

Coach Operators.....	286
Maintenance Employees.....	64
Administrative Staff.....	118
Contract Employees.....	437
Total.....	905



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