



SunLine Transit Agency
July 24, 2019
12:00 p.m.

AGENDA
Regular Board of Directors Meeting
Board Room
32-505 Harry Oliver Trail
Thousand Palms, CA 92276

In compliance with the Brown Act and Government Code Section 54957.5, agenda materials distributed 72 hours prior to the meeting, which are public records relating to open session agenda items, will be available for inspection by members of the public prior to the meeting at SunLine Transit Agency's Administration Building, 32505 Harry Oliver Trail, Thousand Palms, CA 92276 and on the Agency's website, www.sunline.org.

In compliance with the Americans with Disabilities Act, Government Code Section 54954.2, and the Federal Transit Administration Title VI, please contact the Clerk of the Board at (760) 343-3456 if special assistance is needed to participate in a Board meeting, including accessibility and translation services. Notification of at least 48 hours prior to the meeting time will assist staff in assuring reasonable arrangements can be made to provide assistance at the meeting.

ITEM

RECOMMENDATION

1. CALL TO ORDER
2. ROLL CALL
3. PRESENTATIONS
4. FINALIZATION OF AGENDA
5. APPROVAL OF MINUTES –
JUNE 26, 2019 BOARD MEETING
6. PUBLIC COMMENTS

APPROVE
(PAGE 4-7)

RECEIVE 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. 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.

<u>ITEM</u>	<u>RECOMMENDATION</u>
7. BOARD MEMBER COMMENTS	RECEIVE COMMENTS
8. CONSENT CALENDAR	RECEIVE & FILE
All items on the Consent Calendar will be approved by one motion, and there will be no discussion of individual items unless a Board Member requests a specific item be pulled from the calendar for separate discussion. The public may comment on any item.	
8a) Checks \$1,000 and Over Report for May 2019	(PAGE 8-12)
8b) Credit Card Statement for May 2019	(PAGE 13-17)
8c) Monthly Budget Variance Report for May 2019	(PAGE 18-24)
8d) Contracts Signed in Excess of \$25,000 June 2019	(PAGE 25-26)
8e) Union & Non-Union Pension Investment Asset Summary May 2019	(PAGE 27-30)
8f) Ridership Report for June 2019	(PAGE 31-33)
8g) SunDial Operational Notes for June 2019	(PAGE 34-37)
8h) Metrics for June 2019	(PAGE 38-46)
8i) Board Member Attendance for June 2019	(PAGE 47-48)
8j) Quarterly Capital Project Update for 2 nd Quarter 2019	(PAGE 49-51)
9. CONTRACTED SUPPORT FOR REDESIGN PUBLIC OUTREACH CAMPAIGN (Chair of Finance/Audit Committee; Staff: Vicky Castaneda, Interim Chief Administrative Officer)	APPROVE (PAGE 52)
10. APPROVAL OF TELEPHONE SERVICE AGREEMENT (Chair of Finance/Audit Committee; Staff: Peter Gregor, Chief Safety Officer)	APPROVE (PAGE 53)
11. SERVICE STANDARDS POLICY NO. B-190613 AMENDMENT (Chair of Board Operations Committee; Staff: Victor A. Duran, Transit Planning Manager)	APPROVE (PAGE 54-74)
12. GENERAL COUNSEL	
13. CEO/GENERAL MANAGER'S REPORT	
14. CLOSED SESSION	

ITEM

RECOMMENDATION

15. NEXT MEETING DATE

September 25, 2019
12 p.m. – Board Room
32-505 Harry Oliver Trail
Thousand Palms, CA 92276

16. ADJOURN

MINUTES

SunLine Transit Agency Board of Directors Meeting June 26, 2019

A regular meeting of the SunLine Transit Agency Board of Directors was held at 12:40 p.m. on Wednesday, June 26, 2019 in the Board Room at SunLine Transit Agency, 32-505 Harry Oliver Trail, Thousand Palms, CA 92276

1. CALL TO ORDER

The meeting was called to order at 12:40p.m. by Chairperson Kathleen Kelly.

2. ROLL CALL

Members Present:

Kathleen Kelly, Chair, SunLine Agency Board Member, City of Palm Desert
Robert Radi, Vice-Chair, SunLine Agency Board Member, City of La Quinta
Raymond Gregory, SunLine Agency Board Member, City of Cathedral City
Russell Betts, SunLine Agency Board Member, City of Desert Hot Springs
Lupe Ramos Amith, SunLine Agency Board Member, City of Indio
Lisa Middleton, SunLine Agency Board Member, City of Palm Springs
V. Manuel Perez, SunLine Agency Board Member, County of Riverside
G. Dana Hobart, SunLine Agency Board Member, City of Rancho Mirage

Members Absent:

Ty Peabody, SunLine Agency Board Member, City of Indian Wells
Megan Beaman Jacinto, SunLine Agency Board Member, City of Coachella

3. PRESENTATIONS

None.

4. FINALIZATION OF AGENDA

No changes to the agenda.

5. APPROVAL OF MINUTES – MAY 22, 2019 BOARD MEETING

SunLine Transit Agency Board Member Perez moved to approve the minutes of the May 22, 2019 Board meeting. The motion was seconded by SunLine Transit Agency Board Member Middleton. The motion was approved by a vote of 7 yes; 0 no; 1 abstain

6. PUBLIC COMMENTS

Public Comments were made by:

Amy Stuart
Ann Gookin
Marcia Rose

7. BOARD MEMBER COMMENTS

None.

8. CONSENT CALENDAR

- 8a) Checks \$1,000 and Over Report for April 2019
- 8b) Credit Card Statement for April 2019
- 8c) Monthly Budget Variance Report for April 2019
- 8d) Contracts Signed in Excess of \$25,000 May 2019
- 8e) Union & Non-Union Pension Investment Asset Summary April 2019
- 8f) Ridership Report for May 2019
- 8g) SunDial Operational Notes for May 2019
- 8h) Metrics for May 2019
- 8i) Board Member Attendance for May 2019

SunLine Agency Board Member Betts moved to approve the consent calendar. The motion was seconded by SunLine Agency Board Vice-Chair Radi. The consent calendar was approved by a unanimous vote of 8 yes; 0 no; 0 abstain

9. ADOPTION OF THE FY20 OPERATING AND CAPITAL BUDGET

Finance/Audit Committee Chair Radi reported that this item was brought to the Committee and they unanimously approved the item. SunLine Transit Agency Board Vice-Chair Radi moved to approve the Adoption of the FY20 Operating and Capital Budget. The motion was seconded by SunLine Transit Agency Board Member Middleton. The motion was approved by a unanimous vote of 8 yes; 0 no; 0 abstain

10. PURCHASE OF REPLACEMENT FIXED ROUTE BUSES

Finance/Audit Committee Chair Radi reported that this item was brought to the Committee and they unanimously approved the item. SunLine Transit Agency Board Vice-Chair Radi moved to approve Purchase of Replacement Fixed Route Buses. The motion was seconded by SunLine Transit Agency Board Member Gregory. The motion was approved by a unanimous vote of 8 yes; 0 no; 0 abstain

11. APPROVAL OF FY20 SHORT RANGE TRANSIT PLAN (SRTP)

SunLine Transit Agency Board Member Middleton moved to approve the FY20 Short Range Transit Plan (SRTP). The motion was seconded by SunLine Transit Agency Board Vice-Chair Radi. The motion was approved by a unanimous vote of 8 yes; 0 no; 0 abstain

12. APPROVAL OF THE MEMORANDUM OF UNDERSTANDING (MOU) WITH THE AMALGAMATED TRANSIT UNION (ATU), LOCAL 1277

The Approval of the Memorandum of Understanding (MOU) with the Amalgamated Transit Union (ATU) Local 1277 was presented by Tommy Edwards. SunLine Transit Agency Board Member Perez moved to approve the Memorandum of Understanding (MOU) with the Amalgamated Transit Union (ATU) Local 1277. The motion was seconded by SunLine Transit Agency Board Member Ramos Amith. The motion was approved by a unanimous vote of 8 yes; 0 no; 0 abstain

13. ELECTION OF OFFICERS

The approval of the Election of Officers was presented by SunLine Transit Agency Board Member Betts and recommended the following appointments for FY 19/20: Board Member Kathleen Kelly as Chairperson of the Board and Robert Radi as Vice-Chairperson of the Board. Board Member Betts motioned to approve the Election of Officers and the motion was seconded by SunLine Transit Agency Board Member Hobart. The motion was approved by a unanimous vote of 8 yes; 0 no; 0 abstain

14. COMMITTEE APPOINTMENTS

SunLine Agency Board Chairperson Kelly motioned to approve the Committee Appointments, remaining the same for FY 19/20, and the motion was seconded by Board Member Ramos Amith. The motion was carried by a unanimous vote of 8 yes; 0 no; 0 abstain

15. GENERAL COUNSEL

General counsel had no updates to report

16. CEO/GENERAL MANAGER'S REPORT

A report was provided to the Board by CEO/General Manager, Lauren Skiver.

17. CLOSED SESSION

18. NEXT MEETING DATE

July 24, 2019
12 p.m. – Board Room
32-505 Harry Oliver Trail
Thousand Palms, CA 92276

19. ADJOURN

The meeting was adjourned at 1:14 p.m.

Respectfully Submitted,

Spencer Winkle
Assistant Clerk of the Board

SunLine Transit Agency
CONSENT CALENDAR

DATE: July 24, 2019

RECEIVE & FILE

TO: Finance/Audit Committee
Board of Directors

RE: Checks \$1,000 and Over Report for May 2019

Summary:

The checks \$1,000 and over report lists all of the checks processed at the Agency with a value of over \$1,000 for a given month. Items identified in bold font represent "pass through" payments that were, or will be, reimbursed to SunLine under the provisions of specific grants or contracts. Items identified with underlines represent "shared" payments with SunLine and specific vendors/employees.

- For the month of May, the largest payment was issued to Creative Bus Sales, Inc. for the replacement of 14 paratransit vehicles. The payment was made using section 5307 and State Transit Assistance (STA) funds.

Recommendation:

Receive and file.

**SunLine Transit Agency
Checks \$1,000 and Over
For the month of May 2019**

NOTE: 1). Bold check payments represent "pass through" payments that were, or will be reimbursed to SunLine under the provisions of specific grants or contracts. 2). Underlined check payments represent "shared" payments with SunLine and specific vendors/employees.

Vendor Filed As Name	Description	Check #	Payment Date	Payment Amount
CREATIVE BUS SALES, INC.	WIP- FY17 Replacement & Expansion of Paratransit Vehicles	679138	05/14/2019	1,671,979.82
GRANITE CONSTRUCTION COMPANY	WIP- Utility Infrastructure	679140	05/14/2019	265,545.15
GRANITE CONSTRUCTION COMPANY	WIP- Yard Repavement	679143	05/15/2019	199,458.91
PERMA - INSURANCE	Gen Liability/WC Prem	679111	05/10/2019	145,767.06
VISION ROOF SERVICES, INC.	WIP- Indio Facility Improvements	679141	05/14/2019	127,321.00
<u>U.S. BANK INSTITUTIONAL TRUST-WESTERN</u>	<u>Pension Deposit</u>	<u>679129</u>	<u>05/10/2019</u>	<u>96,582.52</u>
<u>U.S. BANK INSTITUTIONAL TRUST-WESTERN</u>	<u>Pension Deposit</u>	<u>679218</u>	<u>05/20/2019</u>	<u>95,635.20</u>
GP STRATEGIES	WIP- CNG Fueling Station	679139	05/14/2019	73,597.36
CLEVER DEVICES LTD.	WIP- BUZZ Service Trolley Purchase	679142	05/15/2019	53,875.00
HDR ENGINEERING, INC.	WIP- Transit Redesign & Network Analysis	679280	05/30/2019	51,467.36
CPAC INC.COM	WIP- Information Technology Projects	679264	05/30/2019	51,261.52
ELEMENT MARKETS RENEWABLE ENERGY, LLC	Utilities	679273	05/30/2019	50,599.86
TYLER TECHNOLOGIES, INC.	Computer Network Software Agreement	679025	05/03/2019	49,998.00
SO CAL GAS CO.	Utilities	679251	05/24/2019	38,979.80
AMERICAN SECURITY GROUP	WIP- Surveillance & Security Camera System	679019	05/03/2019	38,137.04
FIBA TECHNOLOGIES, INC.	Contract Svc- General	679230	05/24/2019	29,507.75
MICHELIN NORTH AMERICA, INC.	Tire Leasing Service	679179	05/17/2019	28,036.35
WSP USA INC.	Vanpool Program	679207	05/17/2019	26,857.01
VASQUEZ AND COMPANY LLP	Financial Audit Services	679031	05/03/2019	24,196.00
K.C. EQUIPMENT	WIP- South Retention Drainage	679176	05/17/2019	23,885.00
REMIX SOFTWARE, INC.	Computer Network Software Agreement	679007	05/03/2019	23,500.00
PERMA - INSURANCE	Insurance Loss	679001	05/03/2019	19,000.00
IMPERIAL IRRIGATION DIST	Utilities	679173	05/17/2019	17,632.74
THE LEFLORE GROUP LLC	Consulting Services	679295	05/30/2019	15,895.00
CPAC INC.COM	WIP- Information Technology Projects	679059	05/10/2019	15,170.67
TEC OF CALIFORNIA, INC.	Repair Parts-Fixed Route	679123	05/10/2019	13,876.58
ANTHONY CARTER	Consulting Services	679150	05/17/2019	10,850.00
MANTICORE ADVOCACY, LLC	Center of Excellence	678984	05/03/2019	10,314.40
VERIZON WIRELESS	Wireless Telephone Service	679136	05/10/2019	10,252.47
ZEN AND THE ART OF CLEAN ENERGY	WIP- Hydrogen Fueling Station	679313	05/30/2019	10,117.98
BURKE, WILLIAMS & SORENSEN, LLP	Legal Services	679154	05/17/2019	10,095.00
HEPTAGON SEVEN CONSULTING, INC.	WIP- Yard Repaving Engineering Service	679168	05/17/2019	8,662.11
APOLLO VIDEO TECHNOLOGY	WIP- Paratransit Security Camera Install	678954	05/03/2019	8,424.00
ND CONSTRUCTION COMPANY, INC.	WIP- Transit Enhancement Phase7 & 8	679182	05/17/2019	8,140.36
DNSFILTER, INC.	Public Wi-Fi DNS filters for fixed route fleet	678967	05/03/2019	8,100.00
ANDREA CARTER & ASSOCIATES	Marketing Services	679040	05/10/2019	7,883.00
NFI PARTS	Inventory Repair Parts	679300	05/30/2019	7,352.29
HENSON CONSULTING GROUP, LLC	Consulting Services	679062	05/10/2019	7,281.25
PE FACILITY SOLUTIONS, LLC	Janitorial Services	679189	05/17/2019	7,240.00

**SunLine Transit Agency
Checks \$1,000 and Over
For the month of May 2019**

NOTE: 1). Bold check payments represent "pass through" payments that were, or will be reimbursed to SunLine under the provisions of specific grants or contracts. 2). Underlined check payments represent "shared" payments with SunLine and specific vendors/employees.

Vendor Filed As Name	Description	Check #	Payment Date	Payment Amount
TIME WARNER CABLE	Utilities	679127	05/10/2019	6,703.60
ADMIRAL SECURITY SERVICES, INC.	Security Guard Services	679146	05/17/2019	6,573.12
NAPA AUTO PARTS	Inventory Repair Parts	679101	05/10/2019	6,431.75
OFFICETEAM	Temporary Help	679108	05/10/2019	6,344.40
PRUDENTIAL OVERALL SUPPLY	Uniforms	679293	05/30/2019	6,210.09
ZEN AND THE ART OF CLEAN ENERGY	WIP- Hydrogen Fueling Station	679034	05/03/2019	6,136.21
AMALGAMATED TRANSIT UNION	Union Dues	679039	05/10/2019	6,058.80
AMALGAMATED TRANSIT UNION	Union Dues	679208	05/20/2019	6,058.80
HD INDUSTRIES	Repair Parts-Fixed Route	679279	05/30/2019	6,034.65
HOME DEPOT CREDIT SERVICES	Facility Maintenance Supplies	679169	05/17/2019	5,720.45
ASPEN REFRIGERANTS, INC.	Freon & Coolant	679257	05/30/2019	5,647.81
TK SERVICES, INC.	Inventory Repair Parts	679303	05/30/2019	5,455.11
JESSE FRESCAS JR.	Consulting Services	679175	05/17/2019	5,440.00
NS CORPORATION	F/A- Facility Improvements	679106	05/10/2019	5,397.48
SOCO GROUP INC, THE	Lubricants Oil	679120	05/10/2019	5,343.69
MATCO TOOL DISTRIBUTOR	F/A- Maintenance Equipment	678988	05/03/2019	5,332.55
TPX COMMUNICATIONS	Telephone Service	679202	05/17/2019	5,205.88
CUMMINS SALES AND SERVICE	Inventory Repair Parts	679162	05/17/2019	5,146.99
IMPERIAL IRRIGATION DIST	Utilities	679281	05/30/2019	5,085.50
JACKSON LEWIS P.C.	Insurance Loss	679174	05/17/2019	5,010.25
SPORTWORKS NORTHWEST, INC.	Inventory Repair Parts	679299	05/30/2019	5,003.67
RM BROADCASTING LLC	Advertising	679247	05/24/2019	5,000.00
CUMMINS SALES AND SERVICE	Inventory Repair Parts	678964	05/03/2019	4,678.40
TRAPEZE SOFTWARE GROUP INC.	Computer Network Software Agreement (APC/RID/SPA)	679252	05/24/2019	4,624.00
CARQUEST AUTO PARTS STORES	Inventory Repair Parts	679053	05/10/2019	4,622.67
CUMMINS SALES AND SERVICE	Inventory Repair Parts	679061	05/10/2019	4,523.22
NFI PARTS	Inventory Repair Parts	679199	05/17/2019	4,325.31
<u>PRINCIPAL LIFE INSURANCE COMPANY</u>	<u>PPO Dental Benefits - May 2019</u>	<u>679003</u>	<u>05/03/2019</u>	<u>4,314.21</u>
HD INDUSTRIES	Inventory Repair Parts	678978	05/03/2019	4,174.15
SOCO GROUP INC, THE	Lubricants- Oils	679297	05/30/2019	4,094.38
BURKE, WILLIAMS & SORENSEN, LLP	Legal Services	679048	05/10/2019	4,030.00
CALIFORNIA DENTAL NETWORK, INC.	Dental Insurance	678957	05/03/2019	3,986.67
FRANKLIN TRUCK PARTS, INC	Inventory Repair Parts	679081	05/10/2019	3,952.22
COMPROSE INC	Computer Network Software Agreement (Zavanta SOP)	678961	05/03/2019	3,940.00
OFFICETEAM	Temporary Help	679242	05/24/2019	3,869.20
SOCALGAS	Utilities	679196	05/17/2019	3,635.16
VALLEY OFFICE EQUIPMENT, INC.	Office Equipment Maintenance	679029	05/03/2019	3,529.91
ROMAINE ELECTRIC CORP.	Inventory Repair Parts	679194	05/17/2019	3,510.07

**SunLine Transit Agency
Checks \$1,000 and Over
For the month of May 2019**

NOTE: 1). Bold check payments represent "pass through" payments that were, or will be reimbursed to SunLine under the provisions of specific grants or contracts. 2). Underlined check payments represent "shared" payments with SunLine and specific vendors/employees.

Vendor Filed As Name	Description	Check #	Payment Date	Payment Amount
PDC MACHINES, INC	Inventory Repair Parts	679110	05/10/2019	3,380.00
THE JANEK CORPORATION	Inventory Repair Parts	679126	05/10/2019	3,374.75
PLAZA TOWING, INC.	Towing Service	679292	05/30/2019	3,325.00
IMPERIAL IRRIGATION DIST	Utilities	679089	05/10/2019	2,965.76
PATRICK M. BRASSIL	Contracted Service Hydrogen Reformer Maints	679187	05/17/2019	2,960.00
<i>SOUTH COAST AIR QUALITY MANAGEMENT</i>	<i>WIP- CNG Station Permit fees</i>	<i>679144</i>	<i>05/15/2019</i>	<i>2,846.14</i>
CUMMINS SALES AND SERVICE	Inventory Repair Parts	679266	05/30/2019	2,841.96
MURCHISON & CUMMING, LLP	Consulting Service	679100	05/10/2019	2,817.50
MURCHISON & CUMMING, LLP	Insurance Loss	678996	05/03/2019	2,815.22
<i>GERVEL SAMPSON PHOTOGRAPHY</i>	<i>Center of Excellence</i>	<i>678974</i>	<i>05/03/2019</i>	<i>2,800.00</i>
VALLEY OFFICE EQUIPMENT, INC.	Office Equipment Maintenance	679204	05/17/2019	2,772.78
<i>PSOMAS</i>	<i>WIP- CNG Station Construction Mgt</i>	<i>679004</i>	<i>05/03/2019</i>	<i>2,631.62</i>
CREATIVE BUS SALES, INC,	Inventory Repair Parts	679060	05/10/2019	2,617.83
DESERT URGENT CARE AND SANTA ROSA DEL	Medical Exams	679233	05/24/2019	2,590.00
ROMAINE ELECTRIC CORP.	Inventory Repair Parts	679010	05/03/2019	2,586.00
BAY CITY ELECTRIC WORKS	Contracted Service	679045	05/10/2019	2,496.92
<i>SUPER BRIGHT LED'S, INC.</i>	<i>WIP- Electrical & Lighting Improvements (Exterior Lighting)</i>	<i>679017</i>	<i>05/03/2019</i>	<i>2,483.63</i>
FINISHMASTER INC	Body Shop Supplies	679077	05/10/2019	2,481.39
ASPEN REFRIGERANTS, INC.	Freon & Coolant	679043	05/10/2019	2,451.98
NFI PARTS	Inventory Repair Parts	679125	05/10/2019	2,389.43
TRANSIT RESOURCES, INC.	Inventory Repair Parts	679203	05/17/2019	2,357.66
OFFICE DEPOT	Office Supplies	679183	05/17/2019	2,338.69
NFI PARTS	Inventory Repair Parts	679018	05/03/2019	2,309.96
<i>DESERT CITY CAB</i>	<i>Taxi Voucher Program</i>	<i>679267</i>	<i>05/30/2019</i>	<i>2,279.28</i>
ELDORADO NATIONAL (CALIFORNIA), INC.	Inventory Repair Parts	678970	05/03/2019	2,189.39
4IMPRINT, INC.	Safety Incentive Giveaways	679036	05/10/2019	2,189.31
KAMAN INDUSTRIAL TECHNOLOGIES	Repair Parts CNG (Indio)	679090	05/10/2019	2,172.45
<i>UNITED RENTALS, INC.</i>	<i>F/A- Facility Improvements</i>	<i>679131</i>	<i>05/10/2019</i>	<i>2,169.40</i>
PCMG, INC.	Computer Network Software Agreement	679000	05/03/2019	2,116.00
HD INDUSTRIES	Inventory Repair Parts	679087	05/10/2019	2,109.58
SHRED-IT USA	Document Shredding Services (Archives)	679118	05/10/2019	1,963.65
AVAIL TECHNOLOGIES	Computer Network Software Agreement	679044	05/10/2019	1,960.00
SOUTHWEST TOYOTALIFT	Outside Repairs Support Vehicles	679121	05/10/2019	1,932.00
NORTON MEDICAL INDUSTRIES	Medical Exams	679239	05/24/2019	1,923.90
SAFNA ENGINEERING & CONSULTING	Engineering & Consulting Service	678979	05/03/2019	1,912.50
360 BUSINESS CONSULTING	Webhosting & Maintenance Services	679035	05/10/2019	1,900.00
<i>DESERT CITY CAB</i>	<i>Taxi Voucher Program</i>	<i>678966</i>	<i>05/03/2019</i>	<i>1,869.68</i>
<i>CALIFORNIA STATE DISBURSEMENT UNIT</i>	<i>Garnishments</i>	<i>679209</i>	<i>05/20/2019</i>	<i>1,862.71</i>
<i>CALIFORNIA STATE DISBURSEMENT UNIT</i>	<i>Garnishments</i>	<i>679051</i>	<i>05/10/2019</i>	<i>1,850.36</i>

**SunLine Transit Agency
Checks \$1,000 and Over
For the month of May 2019**

NOTE: 1). Bold check payments represent "pass through" payments that were, or will be reimbursed to SunLine under the provisions of specific grants or contracts. 2). Underlined check payments represent "shared" payments with SunLine and specific vendors/employees.

Vendor Filed As Name	Description	Check #	Payment Date	Payment Amount
ROBERT HALF TECHNOLOGY	Temporary Help	679116	05/10/2019	1,848.00
LUMINATOR MASS TRANSIT, LLC	Repair Parts Fixed Route	679285	05/30/2019	1,832.94
LUMINATOR MASS TRANSIT, LLC	Inventory Repair Parts	678992	05/03/2019	1,800.00
DESERT CITY CAB	Taxi Voucher Program	679068	05/10/2019	1,785.51
DESERT ALARM, INC.	Indio Fire Alarm Device relocation	679067	05/10/2019	1,685.81
ALLEN FENCE CONSTRUCTION	F/A- Facility Improvements	679256	05/30/2019	1,670.00
BURRTEC WASTE & RECYCLING SERVICES	Trash Service	679050	05/10/2019	1,664.41
PRUDENTIAL OVERALL SUPPLY	Ops Supervisors (Hats & Shirts)	679191	05/17/2019	1,601.21
PAUL ASSOCIATES	Printing Supplies (VCR cards blue) (VCR cards white)	679245	05/24/2019	1,551.24
AIRWAVE COMMUNICATIONS	WIP- Replacement & Expansion of Support Vehicles	678952	05/03/2019	1,549.37
VERIZON WIRELESS	Wireless Telephone Service	679205	05/17/2019	1,547.23
PRYOR LEARNING SOLUTIONS, INC.	Staff Development Course CAL/OSHA	679294	05/30/2019	1,498.00
COMPLETE COACH WORKS	Inventory Repair Parts	679058	05/10/2019	1,486.95
BURRTEC WASTE & RECYCLING SERVICES	Trash Service	679049	05/10/2019	1,480.04
BOLLARDCOVERUSA.COM	Safety Material & Supplies	679032	05/03/2019	1,471.00
DOUG WALL CONSTRUCTION	Facility Maintenance	678968	05/03/2019	1,402.50
TRANSIT PRODUCTS & SERVICES	Inventory Repair Parts	679305	05/30/2019	1,396.88
TRANSIT RESOURCES, INC.	Inventory Repair Parts	679023	05/03/2019	1,389.09
OFFICE DEPOT	Office Supplies	679240	05/24/2019	1,380.55
PALM SPRINGS MOTORS, INC.	Inventory Repair Parts	678998	05/03/2019	1,336.63
CAMERON NURSERY, LLC.	Plants for Learning Center landscape	678958	05/03/2019	1,313.09
MSC INDUSTRIAL SUPPLY CO	Shop Supplies	679099	05/10/2019	1,309.65
SMART CHEMISTRY CORPORATION	Hydrogen Sample Test	679014	05/03/2019	1,300.00
AUGER CONSULTING GROUP LLC	Consulting Services	679178	05/17/2019	1,210.00
ERIC TAYLOR	Education Tuition Reimbursement	679072	05/10/2019	1,192.50
DESERT SUN PUBLISHING CO., THE	Advertising	679268	05/30/2019	1,168.20
ATOYAC MARKET	Safety Annual BBQ	679052	05/10/2019	1,065.38
KENNARD POTTS	Consulting Services	679091	05/10/2019	1,050.00
MOHAWK MFG & SUPPLY CO	Inventory Repair Parts	679286	05/30/2019	1,029.78
MURCHISON & CUMMING, LLP	Consulting Service	679287	05/30/2019	1,022.70
Total Checks Over \$1,000	\$3,695,127.65			
Total Checks Under \$1,000	\$59,600.78			
Total Checks	\$3,754,728.43			

SunLine Transit Agency

CONSENT CALENDAR

DATE: July 24, 2019

RECEIVE & FILE

TO: Finance/Audit Committee
Board of Directors

RE: Credit Card Statement for May 2019

Summary:

The attached report summarizes the Agency's credit card expenses for May 2019 with a statement closing date of June 3, 2019.

Recommendation:

Receive and file.

SunLine Transit Agency Visa Credit Card Statement

Closing Date: 06/03/19

Name on Card: Lauren Skiver

	Trans. Date	Post Date	Reference	Detail - Description	Credits	Charges
1	5/8/2019	5/8/2019	Alaska Air	Alaska Airlines flight from ONT to SEA; Green Transportation Summit & Expo - Lauren Skiver, CEO/General Manager		\$103.30
2	5/8/2019	5/8/2019	Alaska Air	Alaska Airlines flight from SEA to ONT; Green Transportation Summit & Expo - Lauren Skiver, CEO/General Manager		\$499.00
3	5/8/2019	5/8/2019	Expedia	Expedia Booking Fee (Alaska Airlines flight); Green Transportation Summit & Expo - Lauren Skiver, CEO/General Manager		\$5.34
4	5/8/2019	5/8/2019	Expedia	Lodging for 2 Nights; Green Transportation Summit & Expo - Lauren Skiver, CEO/General Manager		\$479.42
5	5/8/2019	5/8/2019	Expedia	Collision Damage Plan for Car Rental; Green Transportation Summit & Expo - Lauren Skiver, CEO/General Manager		\$30.00
6	5/17/2019	5/17/2019	WPY Social Enterprises	Speaker Registration; Green Transportation Summit & Expo - Lauren Skiver, CEO/General Manager		\$50.00
7	5/20/2019	5/20/2019	Omni Hotels	Lodging for 1 Night; 2019 APTA Mobility Conference (ZEBRA Meeting) - Jenny Bellinger, Performance Project Assistant		\$249.57
8	5/20/2019	5/20/2019	Omni Hotels	Lodging for 3 Nights; 2019 APTA Mobility Conference - Todd McDaniel, Deputy Chief Operating Officer - Transportation		\$748.69
9	5/21/2019	5/21/2019	Panera Bread	Panera Catering Order; Press Confernece with FTA Acting Administrator		\$85.40
10	5/21/2019	5/21/2019	Expedia	Roundtrip Flight on Alaska Airlines and Hotel Lodging; FTA Triennial Review - Tamara Miles, Compliance/Eligibility Officer		\$981.75
11	5/22/2019	5/22/2019	City Wok	City Wok Catering Order; May Board of Directors Meeting		\$322.63
12	5/24/2019	5/24/2019	Ont Airpt Parking Lot 2	Airport Parking for 3 Days (Ontario Airport); Green Transportation Summit & Expo - Lauren Skiver, CEO/General Manager		\$54.00
13	5/24/2019	5/24/2019	Thrifty Car Rental	Car Rental for 3 Days; Green Transportation Summit & Expo - Lauren Skiver, CEO/General Manager		\$303.44
14	5/30/2019	5/30/2019	Expedia	Lodging for 1 Night; AT&T Special Districts Summit - Brittney B. Sowell, Clerk of the Board/Public Affairs Advisor		\$84.18

Trans. Date	Post Date	Reference	Detail - Description	Credits	Charges
Credits and Charges:				\$0.00	\$3,996.72
Total:				\$3,996.72	



CONSOLIDATED BILLING CONTROL ACCOUNT STATEMENT

Prepared For	SUNLINE TRANSIT LUIS GARCIA
Account Number	[REDACTED]
Statement Closing Date	06/03/19
Days in Billing Cycle	31
Next Statement Date	07/03/19
Credit Line	\$40,000
Available Credit	\$34,915

For 24-Hour Customer Service Call:
800-231-5511

Inquiries or Questions:
Wells Fargo SBL PO Box 29482
Phoenix, AZ 85038-8650

Payments:
Elite Card Payment Center PO Box 77066
Minneapolis, MN 55480-7766

Payment Information

New Balance	\$3,707.80
Current Payment Due (Minimum Payment)	\$500.00
Current Payment Due Date	06/28/19

Thank you for using our Automatic Payment service. See the **Important Information** section below for your next scheduled payment.

If you wish to pay off your balance in full: The balance noted on your statement is not the payoff amount. Please call 800-231-5511 for payoff information.

Account Summary

Previous Balance		\$9,101.68
Credits	-	\$288.92
Payments	-	\$9,101.68
Purchases & Other Charges	+	\$3,996.72
Cash Advances	+	\$0.00
Finance Charges	+	\$0.00
New Balance	=	\$3,707.80

Wells Fargo Elite Cash Back Advantage

Previous Balance		\$248.95
Cash Earned this Month		\$39.97
Trades From Other Company Cards		\$0.00
Bonus/Adjustments		\$0.00
Cash Back Balance	=	\$0.00
Cash Awarded this Period		\$288.92
Year to Date Cash Back Awarded		\$444.89

See reverse side for important information.



DETACH HERE

Detach and mail with check payable to "Wells Fargo" to arrive by Current Payment Due Date.

Make checks payable to: Wells Fargo

Account Number	[REDACTED]
New Balance	\$3,707.80
Total Amount Due (Minimum Payment)	\$500.00
Current Payment Due Date	06/28/19

05000003707800044846100042659415

Print address or phone changes:

Work ()

Amount Enclosed: \$ [MICR line]

ELITE CARD PAYMENT CENTER YTG
PO BOX 77066 29
MINNEAPOLIS MN 55480-7766

SUNLINE TRANSIT
LUIS GARCIA
32505 HARRY OLIVER TRL
THOUSAND PALMS CA 92276-3501
59562 MSP 333



Rate Information

Your rate may vary according to the terms of your agreement.

TYPE OF BALANCE	ANNUAL INTEREST RATE	DAILY FINANCE CHARGE RATE	AVERAGE DAILY BALANCE	PERIODIC FINANCE CHARGES	TRANSACTION FINANCE CHARGES	TOTAL FINANCE CHARGES
PURCHASES	13.490%	.03695%	\$0.00	\$0.00	\$0.00	\$0.00
CASH ADVANCES	26.240%	.07189%	\$0.00	\$0.00	\$0.00	\$0.00
TOTAL				\$0.00	\$0.00	\$0.00

Important Information

\$0 - \$3,707.80 WILL BE DEDUCTED FROM YOUR ACCOUNT AND CREDITED AS YOUR AUTOMATIC PAYMENT ON 06/28/19. THE AUTOMATIC PAYMENT AMOUNT WILL BE REDUCED BY ALL PAYMENTS POSTED ON OR BEFORE THIS DATE.

Summary of Sub Account Usage

Name	Sub Account Number Ending In	Monthly Spending Cap	Spend This Period
LAURA SKIVER	[REDACTED]	40,000	\$3,996.72

Transaction Details

The transactions detailed on this Consolidated Billing Control Account Statement contain transactions made directly to this Control Account plus all transactions made on Sub Accounts. If there were no transactions made by a Sub Account that Sub Account will not appear.

Trans	Post	Reference Number	Description	Credits	Charges
05/28	05/28	F3268004L00CHGDDA	AUTOMATIC PAYMENT - THANK YOU TOTAL 4484610004265941 \$9,101.68-	9,101.68	
06/03	06/03		WELLS FARGO CASH BACK - CREDIT	288.92	

Transaction Summary For **LAURA SKIVER**
Sub Account Number Ending In [REDACTED]

05/08	05/08	2443106419M3DPHBA 05/22/19 1 AS T 11617270	ALASKA AIR 0277320673500 SEATTLE WA SKIVER/LAURA LEE ONTARIO SEATTLE EXPEDIA.COM TRAVEL		103.30
05/08	05/08	2443106419M3DPHR6 05/24/19 1 AS Y 11617270	ALASKA AIR 0277320682371 SEATTLE WA SKIVER/LAURA LEE SEATTLE ONTARIO EXPEDIA.COM TRAVEL		499.00
05/08	05/08	2469216402XFBZHTP	EXPEDIA 7433164804744 EXPEDIA.COM WA		5.34
05/08	05/08	2469216402XFBZZQ4	EXPEDIA 7433168176934 EXPEDIA.COM WA		479.42
05/08	05/08	2469216402XFQ097N	EXPEDIA 7433169504109 EXPEDIA.COM WA		30.00
05/17	05/17	249064149247Q7NHH	WPY*Social Enterprises ln855-4693729 CA		50.00
05/20	05/20	24755424D4D0H1AY0	OMNI HOTELS 502-3138664 KY		249.57
05/20	05/20	24755424D4D0H1BM6	OMNI HOTELS 502-3138664 KY		748.69
05/21	05/21	24231684D2DKMY8EE	PANERA BREAD #601771 314-984-3495 CA		85.40
05/21	05/21	24692164D2XMG87MK	EXPEDIA 7436360840330 EXPEDIA.COM WA		981.75
05/22	05/22	24327434FH0BGXYMG	CITY WOK 800-4498012 CA		322.63
05/24	05/24	24323034H05JVVFVZ	ONT AIRPT PRKING LOT 2 ONTARIO CA		54.00
05/24	05/24	24391214GHVEFMTTF	THRIFTY CAR RENTAL SEATTLE WA		303.44
05/30	05/30	24692164N2XW63T1E	EXPEDIA 7439032028198 EXPEDIA.COM WA		84.18
			TOTAL \$3,996.72		
LAURA SKIVER / Sub Acct Ending In 0263					

Wells Fargo News

Revised Agreement for Online Access

We're updating our Online Access Agreement effective September 30, 2019. To see what is changing, please visit wellsfargo.com/onlineupdates.

SunLine Transit Agency
CONSENT CALENDAR

DATE: July 24, 2019

RECEIVE & FILE

TO: Finance/Audit Committee
Board of Directors

RE: Monthly Budget Variance Report for May 2019

Summary:

The budget variance report compares revenues and expenses to the respective line item budgets. The report identifies current monthly revenues and expenses as well as year to date (YTD) values. The current monthly budget values are calculated by taking 1/12th of the annual budget and the YTD budget values are calculated by dividing the yearly budget by the number of months progressed through the fiscal year.

- As of May 31, 2019, the organization's revenues net of subsidies are \$801,959 over budget or 19.6% above the YTD budget. Expenditures are \$5,452,722 under budget or 15.0% below the YTD budget.
- The net YTD operating gain (loss) after subsidies is 0.

Recommendation:

Receive and file.

SunLine Transit Agency
Budget Variance Report
May 2019

Description	FY 19 Total Budget	Current Month			Year to Date			
		Actual	Budget	Favorable (Unfavorable)	YTD Actual	FY 19 YTD Budget	Favorable (Unfavorable)	Percentage Remaining
Operating Revenues:								
Passenger Revenue	2,643,828	286,217	220,319	65,898	2,665,953	2,423,509	242,444	0.8%
Other Revenue	1,825,574	160,866	152,131	8,735	2,232,958	1,673,443	559,515	22.3%
Total Operating Revenue	4,469,402	447,083	372,450	74,633	4,898,911	4,096,952	801,959	9.6%
Operating Expenses:								
Operator & Mechanic Salaries & Wages	9,686,024	769,274	807,169	37,895	8,470,687	8,878,855	408,168	12.5%
Operator & Mechanic Overtime	1,083,067	99,455	90,256	(9,199)	925,262	992,812	67,550	14.6%
Administration Salaries & Wages	6,089,831	479,710	507,486	27,776	4,684,773	5,582,345	897,572	23.1%
Administration Overtime	44,979	3,475	3,748	273	25,821	41,231	15,410	42.6%
Fringe Benefits	10,613,118	817,603	884,426	66,823	8,178,222	9,728,691	1,550,470	22.9%
Communications	223,400	21,415	18,617	(2,798)	206,403	204,783	(1,620)	7.6%
Legal Services	527,000	16,463	43,917	27,454	400,897	483,083	82,186	23.9%
Computer/Network Software Agreement	525,745	46,421	43,812	(2,608)	440,557	481,933	41,376	16.2%
Uniforms	113,270	7,635	9,439	1,805	53,997	103,831	49,833	52.3%
Contracted Services	505,738	63,419	42,145	(21,274)	412,542	463,593	51,051	18.4%
Equipment Repairs	7,500	0	625	625	4,402	6,875	2,473	41.3%
Security Services	104,159	6,915	8,680	1,765	89,610	95,479	5,869	14.0%
Fuel - CNG	1,440,122	135,560	120,010	(15,550)	1,293,578	1,320,112	26,534	10.2%
Fuel - Hydrogen	353,000	12,391	29,417	17,025	290,914	323,583	32,669	17.6%
Tires	243,277	22,483	20,273	(2,210)	226,295	223,004	(3,291)	7.0%
Office Supplies	68,523	4,905	5,710	806	56,156	62,813	6,656	18.0%
Travel/Training	191,096	9,811	15,925	6,113	108,967	175,171	66,204	43.0%
Repair Parts	1,344,744	123,935	112,062	(11,873)	1,197,585	1,232,682	35,096	10.9%
Facility Maintenance	42,750	1,309	3,563	2,253	40,989	39,188	(1,801)	4.1%
Electricity - CNG & Hydrogen	250,000	13,130	20,833	7,703	128,437	229,167	100,729	48.6%
Natural Gas	1,415,000	84,931	117,917	32,986	1,078,594	1,297,083	218,490	23.8%
Water and Gas	7,500	303	625	322	5,141	6,875	1,734	31.4%
Insurance Losses	1,276,054	101,685	106,338	4,653	715,654	1,169,716	454,062	43.9%
Insurance Premium - Property	17,136	1,168	1,428	260	15,234	15,708	474	11.1%
Repair Claims	144,280	7,269	12,023	4,755	50,609	132,257	81,648	64.9%
Fuel Taxes	188,300	5,413	15,692	10,279	71,938	172,608	100,670	61.8%
Other Expenses	4,748,792	309,759	395,733	85,973	3,168,206	4,353,059	1,184,854	33.3%
Self Consumed Fuel	(1,600,000)	(147,831)	(133,333)	(14,498)	(1,444,324)	(1,466,667)	22,343	9.7%
Total Operating Expenses (Before Depreciation)	39,654,404	3,018,004	3,304,534	286,529	30,897,148	36,349,870	5,452,722	22.1%
Operating Expenses in Excess of Operating Revenue		\$ (2,570,921)			\$ (25,998,237)			
Subsidies:								
Local - Measure A, Buzz Service	6,237,667	455,778	519,806	64,028	4,609,019	5,717,861	1,108,842	26.1%
State - LTF, SGR, LCTOP	22,445,242	1,640,044	1,870,437	230,393	16,584,814	20,574,805	3,989,991	26.1%
Federal - CMAQ, 5307, 5309, 5310, 5311, 5311(f)	6,502,093	475,099	541,841	66,742	4,804,404	5,960,252	1,155,848	26.1%
Total Subsidies	35,185,002	2,570,921	2,932,084	361,162	25,998,237	32,252,919	6,254,681	26.1%
Net Operating Gain (Loss) After Subsidies	\$ -	\$ -			\$ -			

SunLine Transit Agency
Budget Variance Report
May 2019

Description	FY 19 Total Budget	Current Month			Year to Date			
		Actual	Budget	Favorable (Unfavorable)	YTD Actual	FY 19 YTD Budget	Favorable (Unfavorable)	Percentage Remaining
Operating Expenses:								
Wages & Benefits	27,517,018	2,169,516	2,293,085	123,569	22,284,764	25,223,933	2,939,170	19.0%
Services	3,737,756	282,245	311,480	29,234	2,747,424	3,426,276	678,852	26.5%
Fuels & Lubricants	2,000,177	173,947	166,681	(7,266)	1,760,153	1,833,496	73,343	12.0%
Tires	243,277	22,483	20,273	(2,210)	226,295	223,004	(3,291)	7.0%
Materials and Supplies	1,678,430	150,866	139,869	(10,997)	1,471,075	1,538,560	67,486	12.4%
Utilities	1,954,500	118,823	162,875	44,052	1,454,924	1,791,625	336,701	25.6%
Casualty & Liability	2,095,656	167,530	174,638	7,108	1,418,916	1,921,018	502,102	32.3%
Taxes and Fees	188,300	5,413	15,692	10,279	71,938	172,608	100,670	61.8%
Miscellaneous Expenses	1,839,290	75,012	153,274	78,262	905,983	1,686,016	780,034	50.7%
Self Consumed Fuel	(1,600,000)	(147,831)	(133,333)	(14,498)	(1,444,324)	(1,466,667)	22,343	9.7%
Total Operating Expenses (Before Depreciation)	39,654,404	3,018,004	3,304,534	286,529	30,897,148	36,349,870	5,452,722	22.1%
Revenues:								
Passenger Revenue	2,643,828	286,217	220,319	65,898	2,665,953	2,423,509	242,444	0.8%
Other Revenue	1,825,574	160,866	152,131	8,735	2,232,958	1,673,443	559,515	22.3%
Total Operating Revenue	4,469,402	447,083	372,450	74,633	4,898,911	4,096,952	801,959	9.6%
Net Operating Gain (Loss)		\$ (2,570,921)			\$ (25,998,237)			
Subsidies:								
Local - Measure A, Buzz Service	6,237,667	455,778	519,806	64,028	4,609,019	5,717,861	1,108,842	26.1%
State - LTF, SGR, LCTOP	22,445,242	1,640,044	1,870,437	230,393	16,584,814	20,574,805	3,989,991	26.1%
Federal - CMAQ, 5307, 5309,5310, 5311, 5311(f)	6,502,093	475,099	541,841	66,742	4,804,404	5,960,252	1,155,848	26.1%
Total Subsidies	35,185,002	2,570,921	2,932,084	361,162	25,998,237	32,252,919	6,254,681	26.1%
Net Operating Gain (Loss) After Subsidies	\$ -	\$ -			\$ -			

Budget Variance Analysis - SunLine Transit Agency

Passenger Revenue - Favorable

- In FY 19 a conservative projection was budgeted for passenger fares due to a historical decline in ridership. The favorable variance YTD in passenger revenue is attributed to a slight increase in ridership in FY 19 compared to FY 18.
- Ridership is currently at 2.2% above FY 18 YTD totals.
- Total system ridership is presently 84,246 trips above FY 18 YTD amounts.

Ridership				
	FY18-May	FY19-May	Variance	%Δ
Fixed Route	342,872	371,857	28,985	8.5%
Paratransit	13,365	13,402	37	0.3%
SolVan	2,258	1,811	(447)	-19.8%
System Total	358,495	387,070	28,575	8.0%

Ridership				
	YTD-FY18	YTD-FY19	Variance	%Δ
Fixed Route	3,658,170	3,738,889	80,719	2.2%
Paratransit	143,492	142,895	(597)	-0.4%
SolVan	17,134	21,258	4,124	24.1%
System Total	3,818,796	3,903,042	84,246	2.2%

Other Revenue - Favorable

- The favorable balance is due to higher revenues than budgeted amounts for On-Board Bus Advertising Revenue, Emissions Credit Revenue, and CNG Rebate Revenue.
- On-Board Bus Advertising has a favorable variance due to a higher quantity of ads sold.
- Outside Fueling Revenue is favorable due to a budget adjustment that was executed to adjust the annual projection. There were lower sales from Burrtec than originally projected for FY 19. As of 08/23/18 Burrtec has completed its own fueling station and no longer uses SunLine as its primary source for fuel. The favorable variance will adjust in the last quarter.
- Emissions credit revenue has a favorable variance due to an increase in the market price of emission credits.
- CNG Rebate Revenue recognition of deferred revenue from FY18.

	YTD-May	YTD Budget	Variance	%Δ
On-Board Bus Advertising	\$ 225,118	\$ 69,620	\$ 155,498	223.4%
CNG Rebate Revenue	\$ 123,728	\$ -	\$ 123,728	-
Outside Fueling Revenue	\$ 498,221	\$ 445,825	\$ 52,396	11.8%
Emissions Credit Revenue	\$ 1,066,203	\$ 883,341	\$ 182,862	20.7%

Operator & Mechanic Salaries & Wages - Favorable

- The favorable balance is primarily attributed to vacant operator positions through FYTD 19.
- Other factors include operators and mechanics using vacation time, sick time, short-term disability, and long-term disability.
- An approved budget amendment for the BUZZ service also increased expenses when the service began in January 2019.

Operator & Mechanic Overtime - Favorable

- Contributing factors for overtime usage include operators using vacation time, sick time, short-term disability, long-term disability. Also, there are some vacant positions. To cover actual workload, the active employees have to work extended hours.

May				
	Bid Overtime (Hours)	Overtime (Hours)	Total Overtime (Hours)	Total Expense
Fixed Route	152	1,912	2,064	\$ 67,827
Paratransit	N/A	935	935	\$ 24,246
Mechanics	N/A	312	312	\$ 7,977

YTD-May				
	Bid Overtime (Hours)	Overtime (Hours)	Total Overtime (Hours)	Total Expense
Fixed Route	1,673	16,517	18,190	\$ 597,715
Paratransit	N/A	8,854	8,854	\$ 229,588
Mechanics	N/A	3,378	3,378	\$ 86,273

Administration Salaries & Wages - Favorable

- The favorable variance in administrative salaries and wages is attributed to vacant positions across the agency (e.g., Maintenance Supervisor, Human Resources Manager, Public Outreach Specialist).

Administration Overtime - Favorable

- Administrative overtime expenditures are within an acceptable range of the budgeted amount.
- In January a budget adjustment was executed to increase the administrative overtime budget to account for possible overtime for employees that transitioned from exempt to non exempt positions.

Fringe Benefits - Favorable

- Fringe benefit savings are attributed to vacant positions across the agency.

Communications - Unfavorable

- The unfavorable variance in communication expenses is due to an unplanned expenditure for 44 cellular routers for paratransit vehicles and trolleys to support the Apollo video system.

Legal Services - Favorable

- Legal services general have had higher expenses due to review and analysis for contracts, service agreements, projects, case reviews, procurements, claims, and funding resources.
- Legal services labor counsel have had higher expenses due to higher arbitration services rendered in FY 19.
- A budget adjustment was executed to cover expenditures due to ongoing litigation cases.

Computer/Network Software Agreement - Favorable

- Budget is twelve-period allocation, but some expenses are yet to be incurred (i.e., software programs).
- The following programs will be incurred in the latter part of the year:
 - Barracuda - provides web filters, spam filters, and email archive
 - Keystone - support for SYSCO devices
 - Cummins Software - utilize to run diagnostics on Cummins engines
 - Lansweeper - network management tool.

Uniforms - Favorable

- At the beginning of the fiscal year, operators are given a \$300 credit toward uniform expenses.
- The favorable balance is due to operators not yet using their annual credit. The costs will vary throughout the year depending on when the operator uses his or her uniform credit.

Contracted Services - Favorable

- Contracted services are within an acceptable range of the budgeted amount.
- Contracted service expenses vary throughout the year (e.g., SVC Towing and Freight in department 22 are utilized on a need basis, web hosting costs not yet incurred, hazardous waste disposal fees not yet incurred, contracted services AC).

Equipment Repairs - Favorable

- The favorable balance in equipment repairs is due to a lower quantity of repairs needed. Equipment repair costs vary depending on the needs of the agency (i.e., Shop Equipment, Farebox).

Security Services - Favorable

- Security services are within an acceptable range of the budgeted amount.

Fuel - CNG - Favorable

- Internal consumption has decreased by 4,790 GGE's below FY18 YTD amounts.
The lower internal consumption is primarily attributed to a decrease in total miles traveled FY19 YTD in comparison to the last fiscal year.

Internal GGE Usage

	GGE Usage	Variance FY18 vs. FY19	Variance Previous Month	%Δ FY18 vs FY19	%Δ Previous Month
May. FY 18	108,778				
May. FY 19	117,688	8,910	711	8.19%	0.61%
Apr. FY 19	116,977				
YTD May FY 18	1,273,828				
YTD May FY 19	1,269,037	(4,790)		-0.38%	

Fuel - Hydrogen - Favorable

- Larger expenses due to a breakdown of the hydrogen station. While the station is repaired, hydrogen must be purchased externally at a higher cost.
A budget adjustment was executed to cover the additional expenses incurred for the purchase of Hydrogen from an outside source.

Tires - Unfavorable

- The negative variance is mainly attributed to replacement paratransit vehicles that were delivered later than originally projected. The continued use of older paratransit vehicles increased the extension of tire leasing required. The new paratransit vehicles were delivered in March 2019.

Office Supplies - Favorable

- Office supplies are a variable expense; costs vary throughout the year as required.

Travel/Training - Favorable

- Travel & training savings can be attributed to different times at which training sessions are attended.

Repair Parts - Favorable

- Aging fleet has led to the unpredictability of component failures and therefore have increased the number of repairs.
- In May, fixed route had costs of \$98,054 for repair parts (e.g., preventative maintenance services, engine rebuilds, radiator replacement, core replacement)
- In May, paratransit had expenses of \$10,130 for repair parts (e.g., preventative maintenance, engine replacement, transmission replacement)
A budget adjustment was executed to cover additional costs for paratransit parts, due to aging fleet repairs.
- In May, support vehicle repair parts had a cost of \$4,257 for repair parts (e.g., preventative maintenance, tire replacement, battery replacement)

Facility Maintenance - Unfavorable

- Facility maintenance had larger expenses in May due to the purchase of a strip door, lamp recycling kit, and herbicides.

Electricity - CNG & Hydrogen - Favorable

- In FY19 the budget was increased to cover the projected increase in expenses due to the installation of the electrolyzer. The installation will now take place in August FY20.
- The hydrogen station was down during November for repairs. During this time, hydrogen was not produced which lowered the electricity expenses.

Natural Gas - Favorable

- In May, there was an increase of 4,312 GGE's used for outside fueling sales than in the previous month.
- GGE outside usage has decreased 381,193 GGE's below FY18 YTD amounts.
- The decrease in GGE usage is due to a decrease in CNG sales. In August, Burrtec completed their CNG station and no longer uses the SunLine CNG station as its primary fueling source.

Outside GGE Usage

	GGE Usage	Variance FY18 vs. FY19	Variance Previous Month	%Δ FY18 vs FY19	%Δ Previous Month
May. FY 18	51,918				
May. FY 19	17,076	(34,842)	4,312	-67.11%	33.78%
Apr. FY 19	12,764				
YTD May FY 18	570,708				
YTD May FY 19	189,515	(381,193)		-66.79%	

Water and Gas - Favorable

- Water and gas utility expenses are within an acceptable range of the budgeted amount.

Insurance Losses - Favorable

- Insurance losses can vary widely from month to month. In the second quarter there were two (2) credits that contributed to the favorable balance.
- Deposit premiums are intended to cover claim expenses and settlements. Annual deposit premiums are based on actuarially-determined rates for each coverage layer (pool), based on estimates of the probable losses.

Insurance Premium - Property - Favorable

- Insurance premium expenses are within an acceptable range of the budget.

Repair Claims - Favorable

- Repair claims can vary significantly from month to month.
- As of May there have been a total of 91 collisions which is an increase of 22 collisions compared to FY18.
The average dollar cost per collision is lower than FY 18. In FY 19, the average cost per collision is \$499 compared to \$817 in FY 18.
The decrease in repair claim expenses is attributed to accidents being minor in scale (e.g., collisions with gates, mirror to mirror contacts or collisions with trash bin).

Fuel Taxes - Favorable

- Outside fueling sales are currently \$931,473 below FY 18 YTD amounts.
- For May, sales have increased by \$12,942 from the previous month.

The favorable variance in fuel taxes is mainly attributed to a decrease in fuel sales. The FY 19 budget accounted for a decrease in sales related to the construction of a Burrtec CNG station. The station was completed on 8/23/18 Burrtec no longer uses SunLine's CNG station as its primary source for fuel.

Outside Fueling Revenue

	Revenue	Variance FY18 vs. FY19	Variance Previous Month	%Δ FY18 vs FY19	%Δ Previous Month
May. FY 18	\$ 131,516				
May. FY 19	\$ 46,812	\$ (84,704)	\$ 12,942	-64.41%	38.21%
Apr. FY 19	\$ 33,870				
YTD May FY 18	\$ 1,429,694				
YTD May FY 19	\$ 498,221	\$ (931,473)		-65.15%	

Other Expenses - Favorable

- Costs vary from month to month depending on the needs of the agency (e.g., medical exams and testing, consulting fees, recruiting employees, printing services, temporary help services).

Self Consumed Fuel - Favorable

- The lower internal consumption is primarily attributed to a decrease in total miles traveled FY19 YTD in comparison to the last fiscal year.
- There is a decrease of 28,186 total miles traveled in FY 19 YTD in comparison to FY 18 YTD.

Mileage

	May. FY18	May. FY19	Variance	%Δ
Fixed Route	321,860	333,272	11,413	3.5%
Paratransit	104,150	101,811	(2,339)	-2.2%
System Total	426,010	435,083	9,074	2.1%

Mileage YTD-May

	YTD-FY18	YTD-FY19	Variance	%Δ
Fixed Route	3,502,186	3,471,859	(30,327)	-0.9%
Paratransit	1,084,476	1,086,617	2,141	0.2%
System Total	4,586,662	4,558,476	(28,186)	-0.6%

SunLine Transit Agency
CONSENT CALENDAR

DATE: July 24, 2019

RECEIVE & FILE

TO: Finance/Audit Committee
Board of Directors

RE: Contracts Signed in Excess of \$25,000 June 2019

Summary:

The attached report summarizes SunLine's contracts signed in excess of \$25,000. For the month of June 2019, there were two (2) contracts executed, and one (1) purchase order executed:

VENDOR	PURPOSE
Henson Consulting Group	Culture of Excellence
Michelin North America	Tire & Tire Services
Solarwinds North America	Network Operations Console & Security Portal

Recommendation:

Receive and file.

Contracts Signed in Excess of \$25,000

June 2019

Vendor	Product/Service	Need	Budgeted	Budgeted Amount	Cost	Type
Henson Consulting Group	Culture of Excellence	Provide group facilitation, training on management knowledge, skills and abilities	FY20 Operating Budget	\$90,000.00	\$38,850.00	Executed Agreement
Michelin North America	Tires & Tire Services	Tires for Agency vehicles.	FY20, FY21, FY22, FY23, FY24 Operating Budget	\$228,800.00	\$228,800.00	Executed Agreement
Solarwinds North America, Inc.	Network Operations Console & Security Portal	Recommended proactive system management and SIEM tool.	FY19 Operating Budget	\$560,745.00	\$32,649.50	Executed Purchase Order

SunLine Transit Agency
CONSENT CALENDAR

DATE: July 24, 2019

RECEIVE & FILETO: Finance/Audit Committee
Board of Directors

RE: Union & Non-Union Pension Investment Asset Summary May 2019

Summary:

- The pension asset summary demonstrates the book and market value of all assets as well as the total asset allocation for SunLine's bargaining and non-bargaining retirement plans. The following table states the target and range values for asset allocations based on the current investment policy:

	Target	Range
Equities	60%	35 – 75%
Fixed Income	40%	25 – 64%
Cash & Equivalent	0%	0 – 10%

- For the month of May, SunLine's investments fell within the approved range of investment type for the union and non-union assets.

Union

	Actual	Range
Equities	59.02%	35 – 75%
Fixed Income	40.30%	25 – 64%
Cash & Equivalent	0.68%	0 – 10%

Non-Union

	Actual	Range
Equities	59.09%	35 – 75%
Fixed Income	40.26%	25 – 64%
Cash & Equivalent	0.65%	0 – 10%

- For the month of May, the market value of assets decreased by \$889,795 and \$917,758 for the union and non-union plans, respectively. Overall market performance during May 2019 decreased compared to the gains in the first

portion of the calendar year. Overall the year to date plan assets are still at an estimated positive gain of \$711,160 and \$700,901 for the non-union and union plans, respectively.

Month to Month Asset Comparison

Month	Market Value - Union	Market Value – Non-Union
April 2019	\$28,326,000	\$28,762,333
May 2019	\$27,436,205	\$27,844,575
Increase (Decrease)	(\$889,795)	(\$917,758)

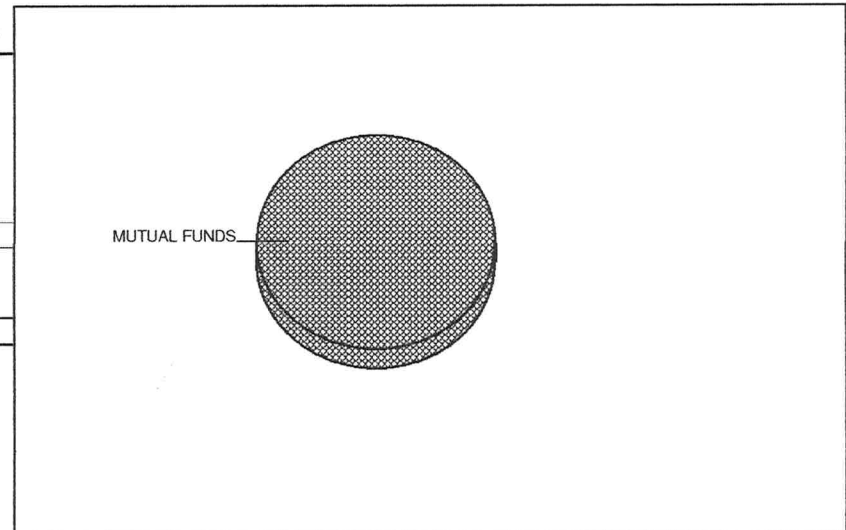
Recommendation:

Receive and file.

ASSET SUMMARY

ASSETS	05/31/2019 MARKET	05/31/2019 BOOK VALUE	% OF MARKET
Cash And Equivalents	186,784.47	186,784.47	0.68
Mutual Funds-Equity	16,193,385.66	15,518,220.08	59.02
Mutual Funds-Fixed Income	11,055,775.50	10,959,581.61	40.30
Total Assets	27,435,945.63	26,664,586.16	100.00
Accrued Income	259.93	259.93	0.00
Grand Total	27,436,205.56	26,664,846.09	100.00

Estimated Annual Income **700,900.65**



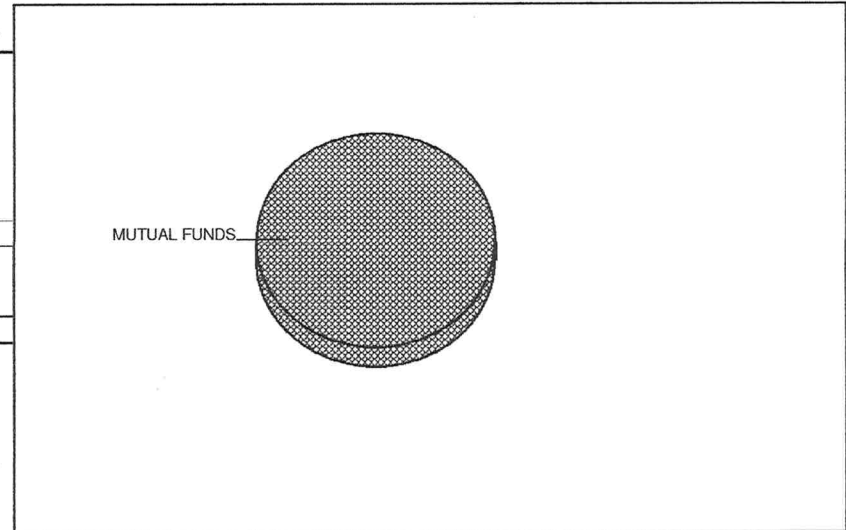
ASSET SUMMARY MESSAGES

Estimated Annual Income is an estimate provided for informational purposes only and should not be relied on for making investment, trading, or tax decisions. The estimates may not represent the actual value earned by your investments and they provide no guarantee of what your investments may earn in the future.

ASSET SUMMARY

ASSETS	05/31/2019 MARKET	05/31/2019 BOOK VALUE	% OF MARKET
Cash And Equivalents	181,887.35	181,887.35	0.65
Mutual Funds-Equity	16,452,583.21	15,767,810.89	59.09
Mutual Funds-Fixed Income	11,209,856.79	11,116,015.01	40.26
Total Assets	27,844,327.35	27,065,713.25	100.00
Accrued Income	247.88	247.88	0.00
Grand Total	27,844,575.23	27,065,961.13	100.00

Estimated Annual Income **711,160.45**



ASSET SUMMARY MESSAGES

Estimated Annual Income is an estimate provided for informational purposes only and should not be relied on for making investment, trading, or tax decisions. The estimates may not represent the actual value earned by your investments and they provide no guarantee of what your investments may earn in the future.

SunLine Transit Agency
CONSENT CALENDAR

DATE: July 24, 2019

RECEIVE & FILE

TO: Finance/Audit Committee
Board of Directors

RE: Ridership Report for June 2019

Summary:

System-wide ridership in June 2019 increased 3.6% versus June 2018.

Monthly Ridership		
	June 2018	June 2019
Fixed Route	288,853	300,562
SolVan	2,090	1,767
Sundial	12,800	12,437
System Total	303,743	314,766

FY19 ridership increased 2.3% in comparison to the previous fiscal year.

YTD Ridership	
	April
Fiscal Year 2018	4,122,539
Fiscal Year 2019	4,217,808
Ridership Increase	95,269

Recommendation:

Receive and file.



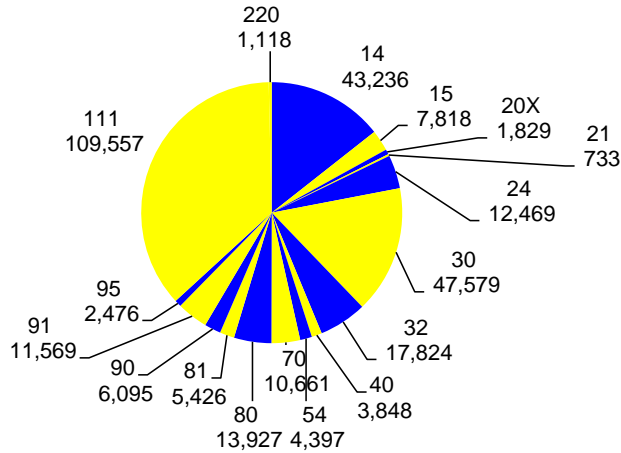
**SunLine Transit Agency
Monthly Ridership Report
June 2019**

Route	Fixed Route Description	Jun 2019	Jun 2018	May 2019	FY 2018 & 2019		FY 2019 YTD	FY 2018 YTD	YTD Var.	% Var.	Bikes		Wheelchairs	
					Month Var.	% Var.					Monthly	YTD	Monthly	YTD
14	DHS/PS	43,236	43,980	51,941	(744)	-1.7%	580,984	602,574	(21,590)	-3.6%	1473	18,798	332	5,323
15	DHS	7,818	7,793	10,489	25	0.3%	117,180	113,705	3,475	3.1%	209	2,011	97	1,048
20X	DHS/PD	1,829	1,667	2,868	162	9.7%	31,587	24,342	7,245	29.8%	45	736	7	63
21	PD	733	594	1,400	139	23.4%	13,068	6,039	7,029	116.4%	34	284	12	80
24	PS	12,469	12,463	16,101	6	0.0%	176,322	165,664	10,658	6.4%	430	5,868	136	1,428
30	CC/PS	47,579	47,217	56,854	362	0.8%	616,319	631,376	(15,057)	-2.4%	1728	20,864	390	4,792
32	PD/RM/TP/CC/PS	17,824	17,586	23,372	238	1.4%	250,298	236,728	13,570	5.7%	826	11,081	168	1,808
40	PS/BUZZ	3,848	-	6,445	3,848	100.0%	33,475	-	33,475	100.0%	-	-	1	8
54	Indio/LQ/IW/PD	4,397	4,242	7,206	155	3.7%	79,315	73,310	6,005	8.2%	151	2,331	51	455
70	LQ/BD	10,661	10,597	15,362	64	0.6%	163,252	162,309	943	0.6%	523	7,550	23	507
80	Indio	13,927	12,720	19,887	1,207	9.5%	203,664	141,217	62,447	44.2%	358	4,028	189	1,819
81	Indio	5,426	6,245	8,348	(819)	-13.1%	88,736	91,450	(2,714)	-3.0%	87	974	37	603
90	Coachella/Indio	6,095	6,048	6,773	47	0.8%	72,872	92,273	(19,401)	-21.0%	114	1,339	85	624
91	I/Cch/Th/Mec/Oas	11,569	10,383	16,511	1,186	11.4%	157,058	175,369	(18,311)	-10.4%	173	2,618	57	384
95	I/Cch/Th/Mec/NS	2,476	2,272	2,779	204	9.0%	28,840	24,035	4,805	20.0%	42	788	8	130
111	PS to Cch	109,557	104,011	124,318	5,546	5.3%	1,412,920	1,370,912	42,008	3.1%	4,396	58,828	1081	10,739
220	PD to Riverside	1,118	1,035	1,203	83	8.0%	13,561	13,853	(292)	-2.1%	38	348	7	96
Fixed Route Total		300,562	288,853	371,857	11,709	4.1%	4,039,451	3,947,023	92,428	2.3%	10,627	138,446	2,681	29,907
SolVan		1,767	2,090	1,811	(323)	-15.5%	23,025	19,224	3,801	19.8%				
Demand Response														
SunDial		12,437	12,800	13,402	(363)	-2.8%	155,332	156,292	(960)	-0.6%				
System Total		314,766	303,743	387,070	11,023	3.6%	4,217,808	4,122,539	95,269	2.3%				
		Jun-19	Jun-18	May-19										
Weekdays:		20	21	22										
Saturdays:		5	4	4										
Sundays:		5	5	*										
Total Days:		30	30	31										

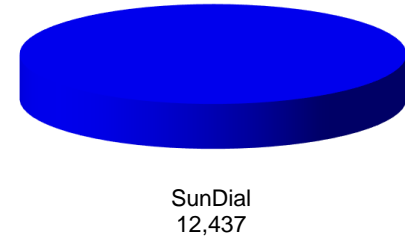
Note: Haul Pass ridership was 10,614 rides from 741 unique riders.

SunLine Transit Agency Monthly Ridership Report June - 2019

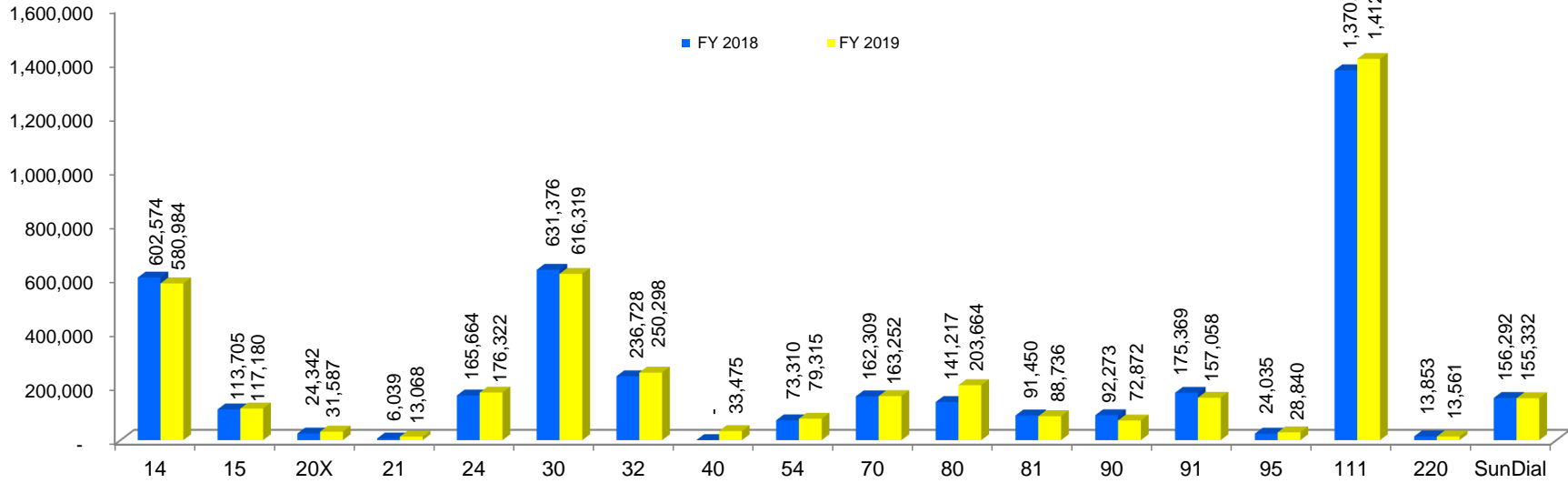
Fixed Route Ridership



Demand Response Ridership



Year-to-Date System Ridership



SunLine Transit Agency

CONSENT CALENDAR

DATE: July 24, 2019

RECEIVE & FILE

TO: Finance/Audit Committee
Board of Directors

RE: SunDial Operational Notes for June 2019

Summary:

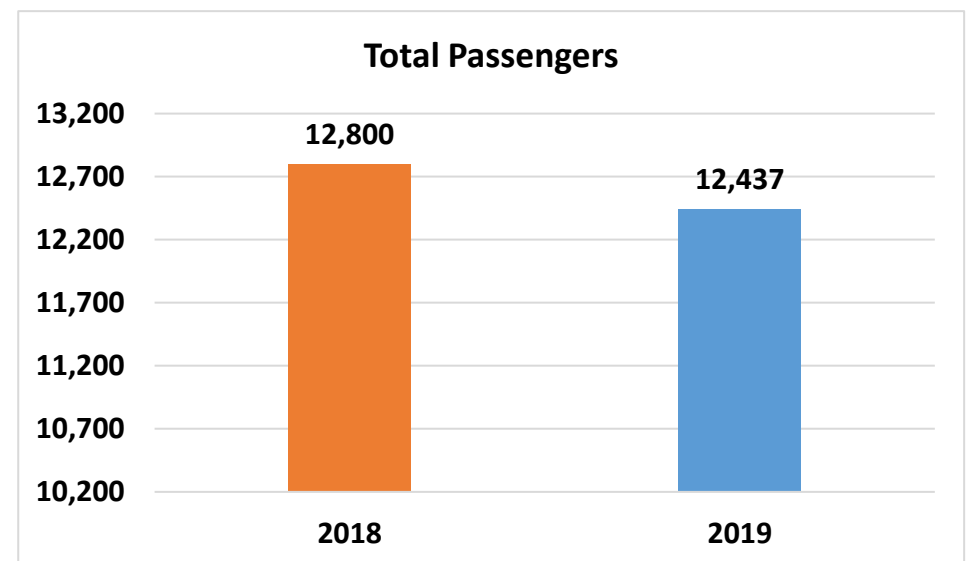
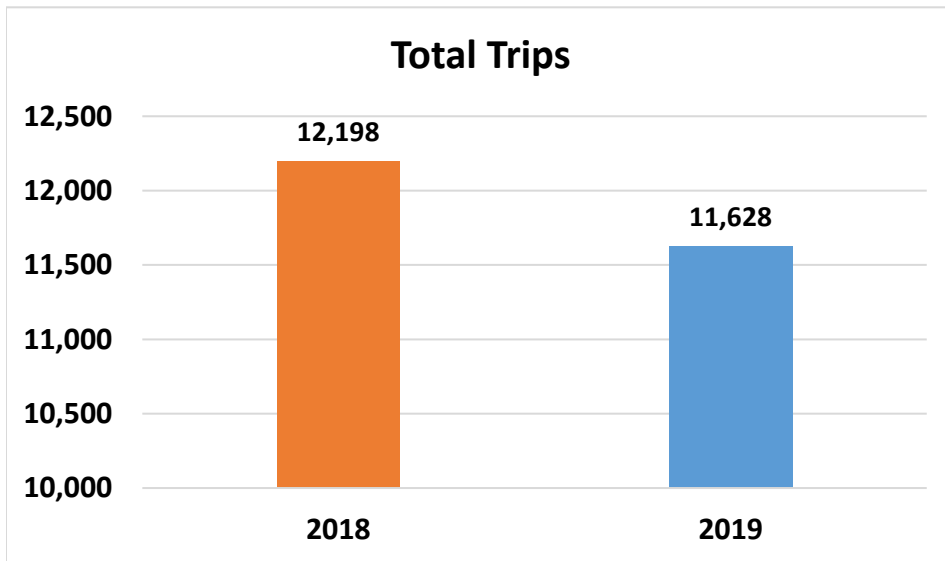
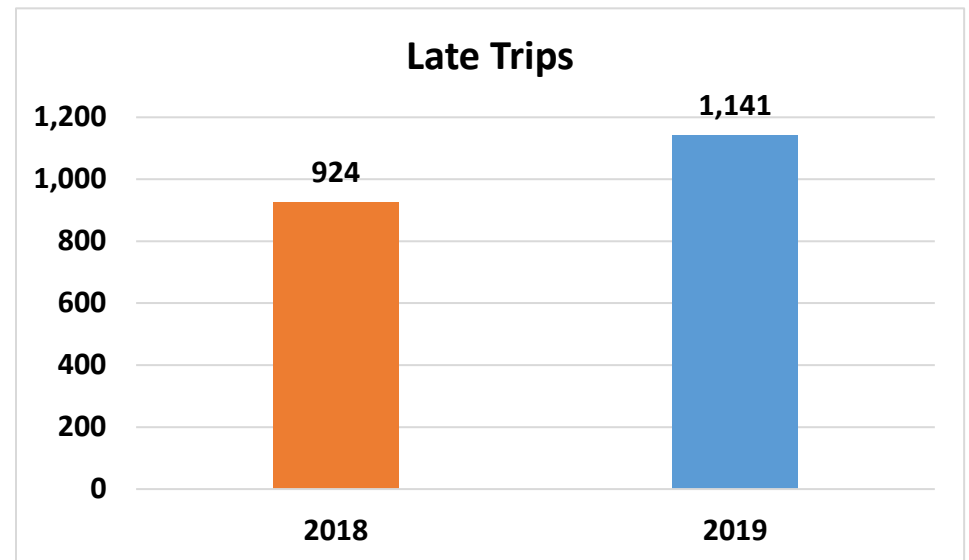
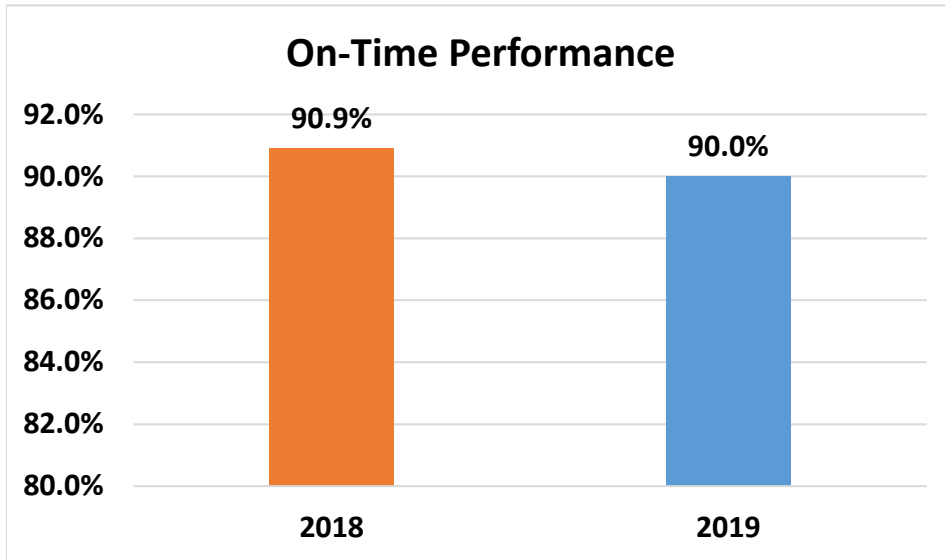
The attached report summarizes SunDial's operation for June 2019. Highlights of this report include a 4.6% decrease in total trips, and a 2.8% decrease in ridership. Road Supervisors are continuing to focus on ride along evaluations, onboard inspections and safety evaluations.

Recommendation:

Receive and file.

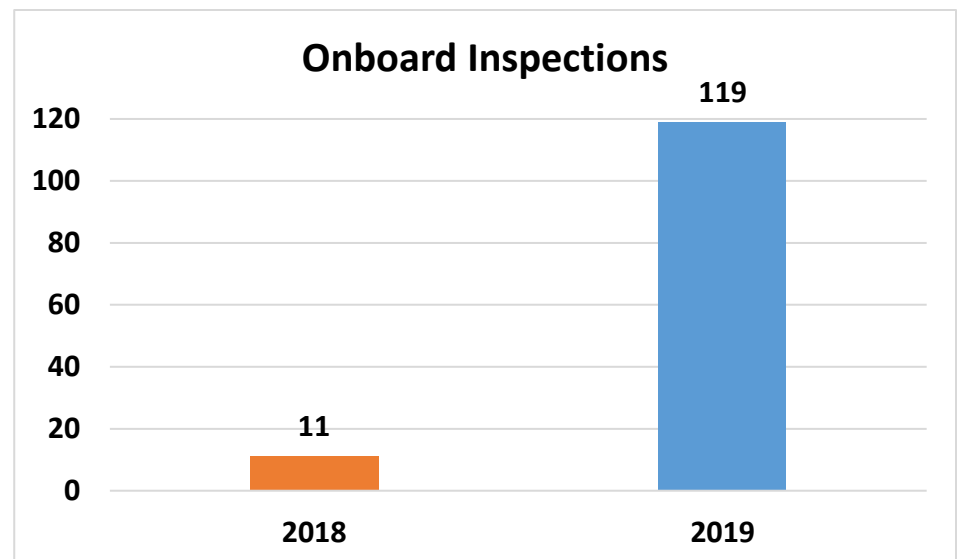
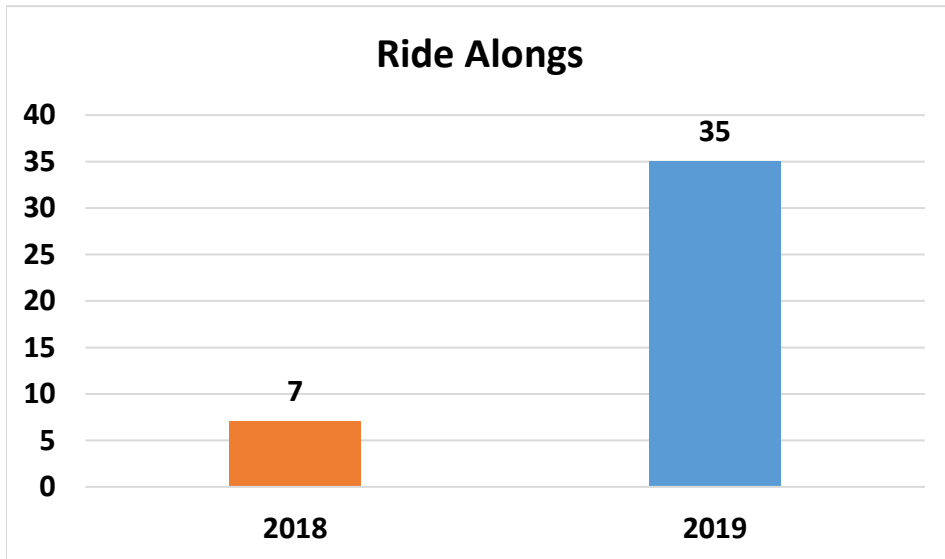
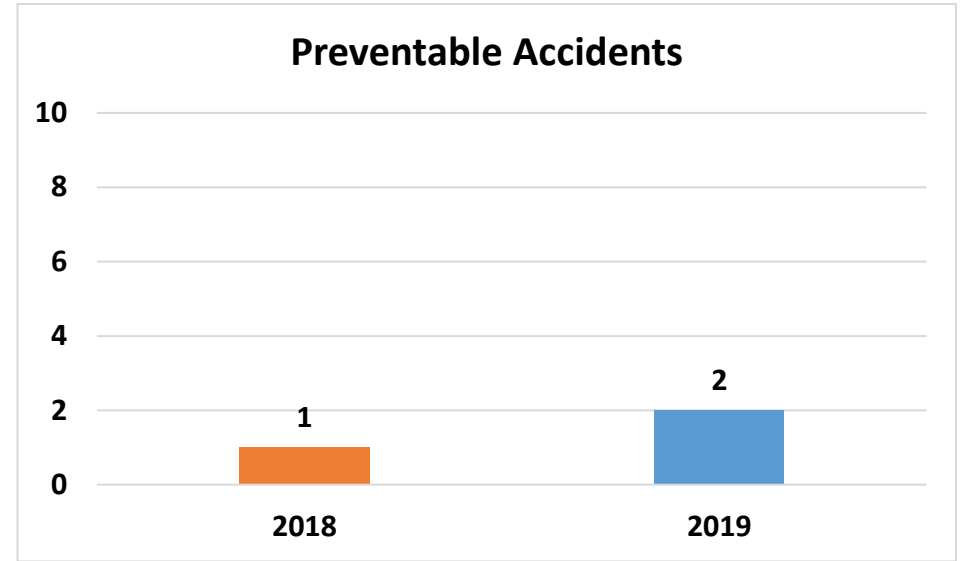
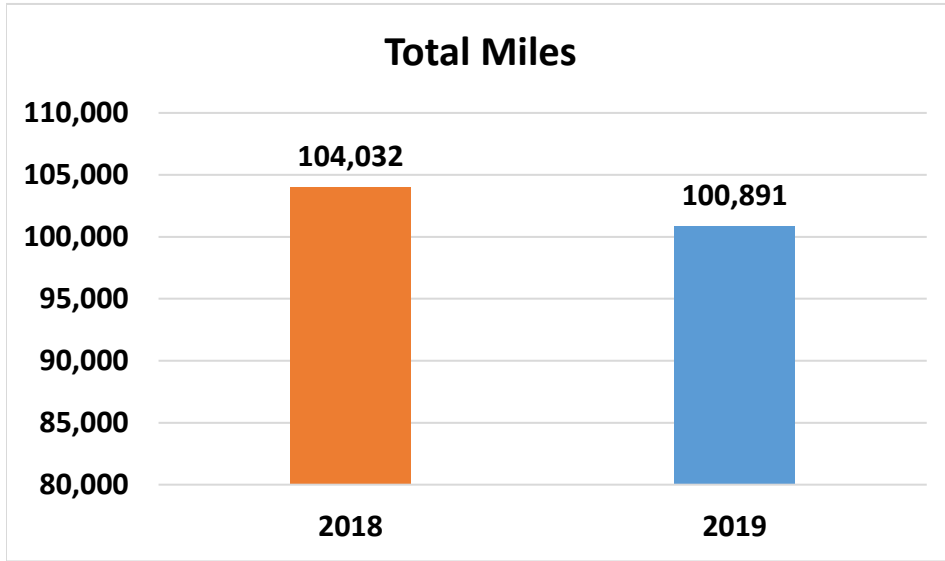
SunDial Operational Notes

JUNE 2018/2019



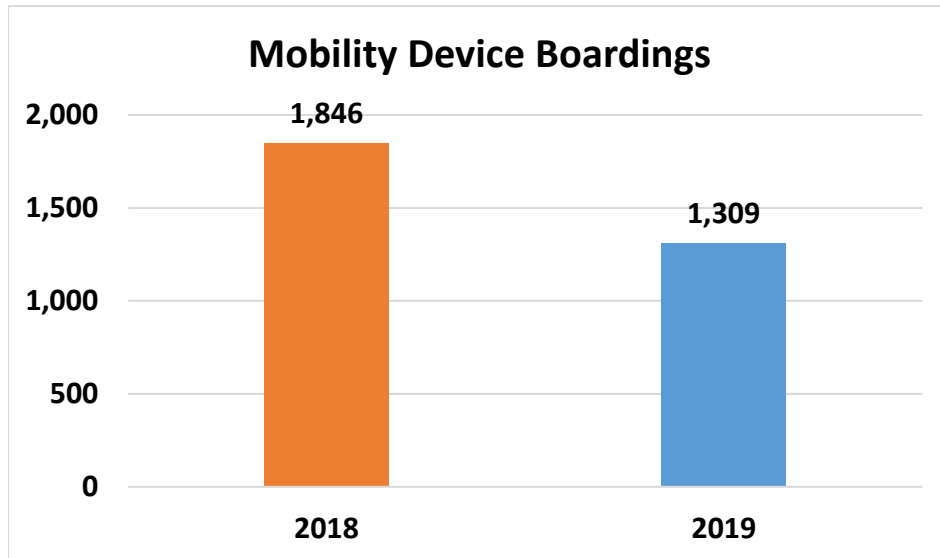
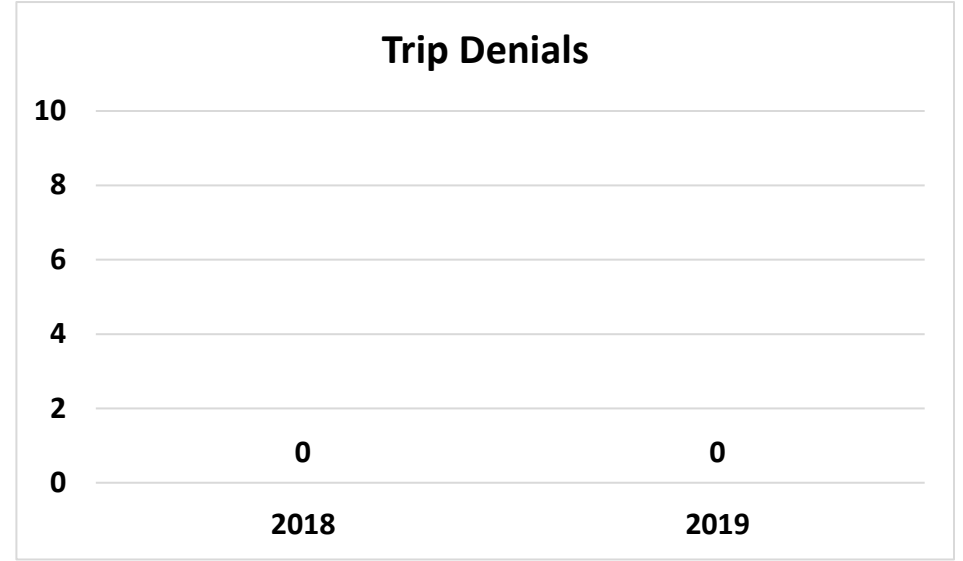
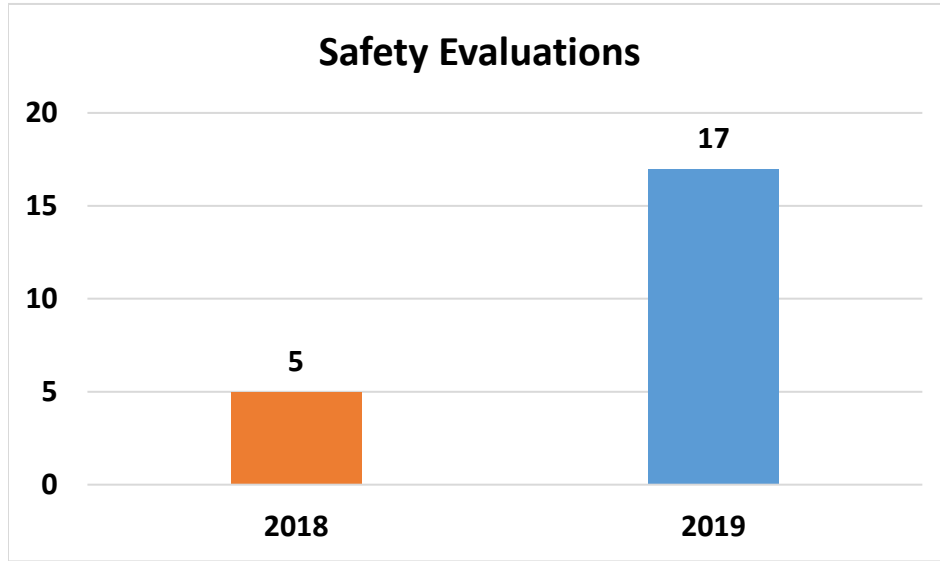
SunDial Operational Notes

JUNE 2018/2019



SunDial Operational Notes

JUNE 2018/2019



SunLine Transit Agency**CONSENT CALENDAR**

DATE: July 24, 2019

RECEIVE & FILETO: Finance/Audit Committee
Board of Directors

RE: Metrics for June 2019

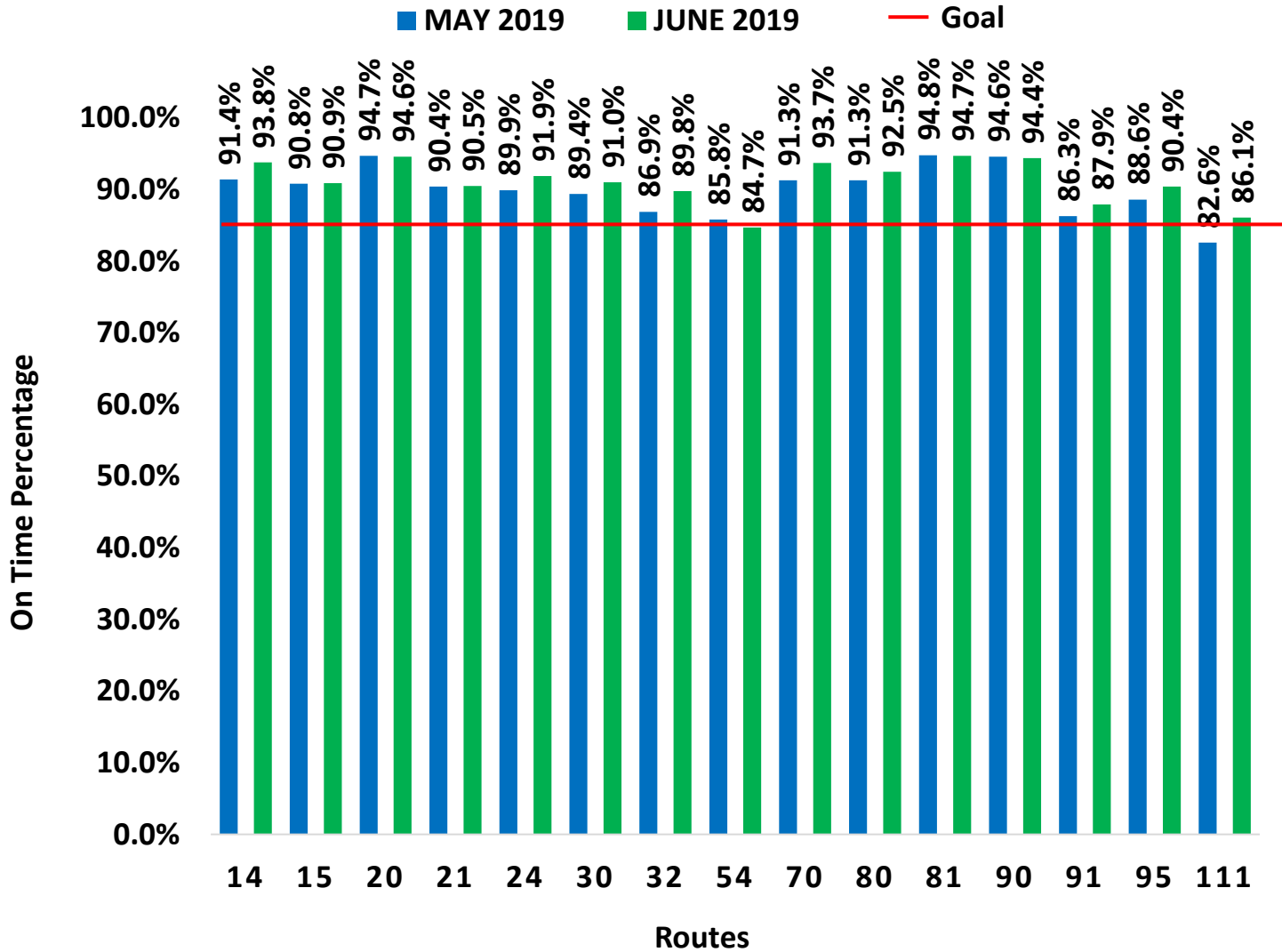
Summary:

The metrics packet includes data highlighting on-time performance, early departures, late departures, late cancellations, driver absence, advertising revenue, fixed route customer comments, paratransit customer comments, and system performance.

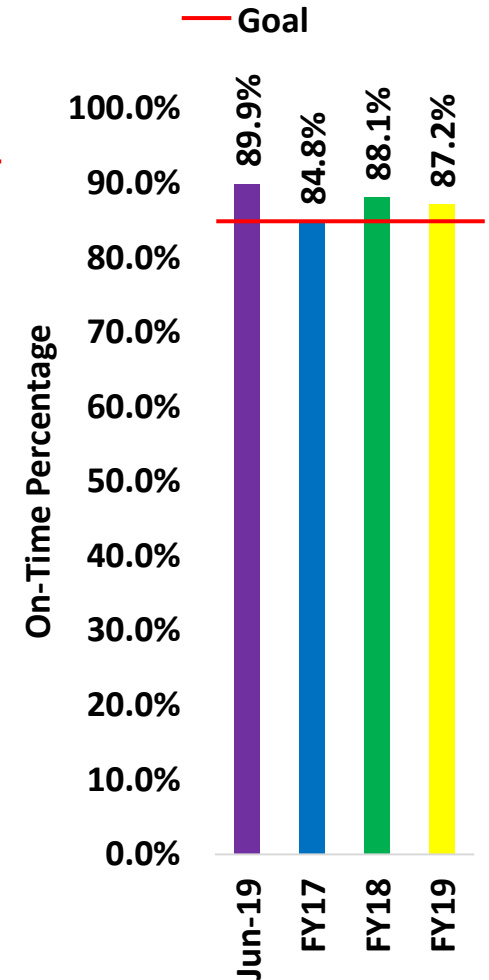
Recommendation:

Receive and file.

On-Time Performance Percent by Route



On Time Performance System Wide

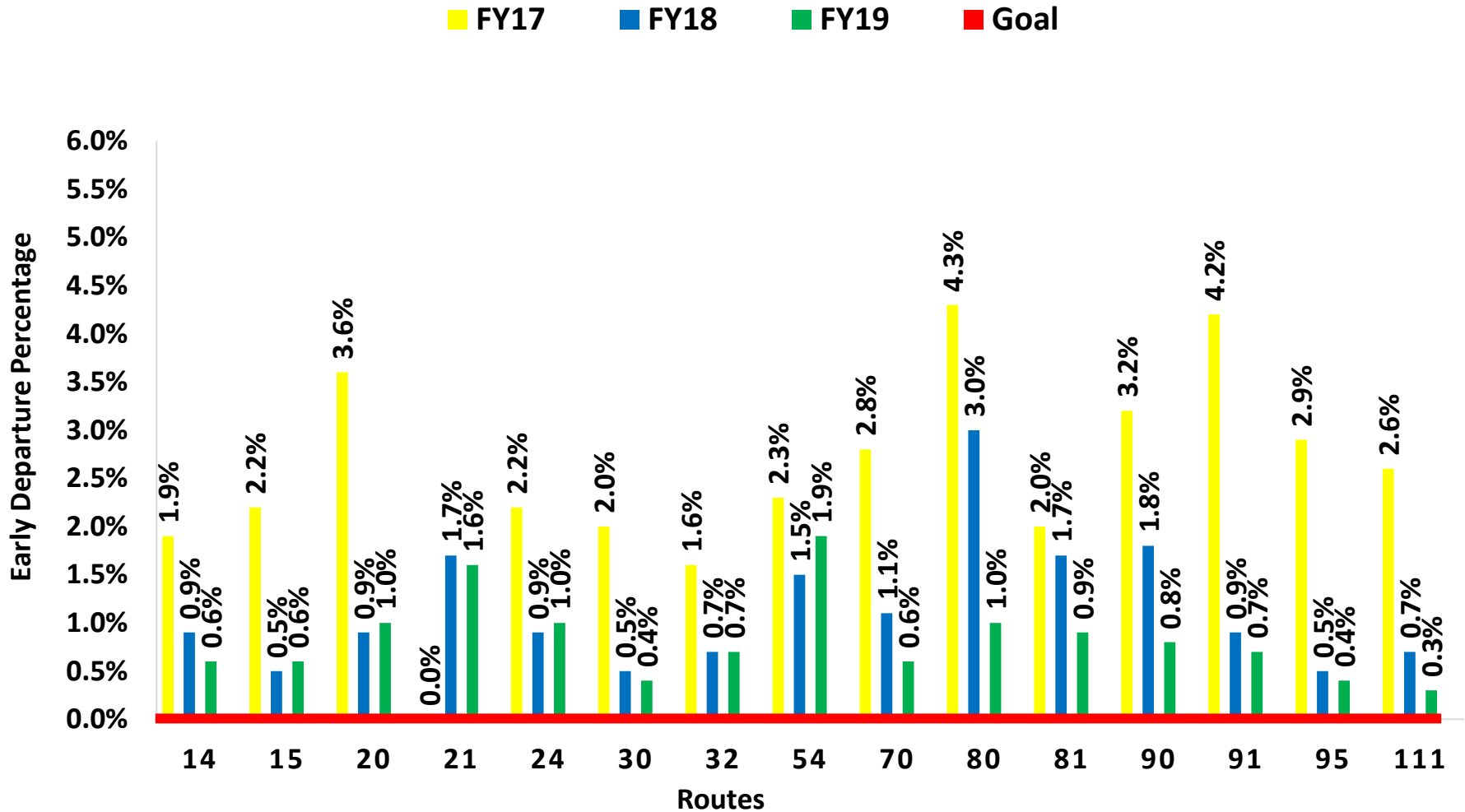


Definition: "On-Time" - when a trip departs a time point within range of zero minutes early to five minutes late.

Goal: Minimum target for On-Time performance is 85%.

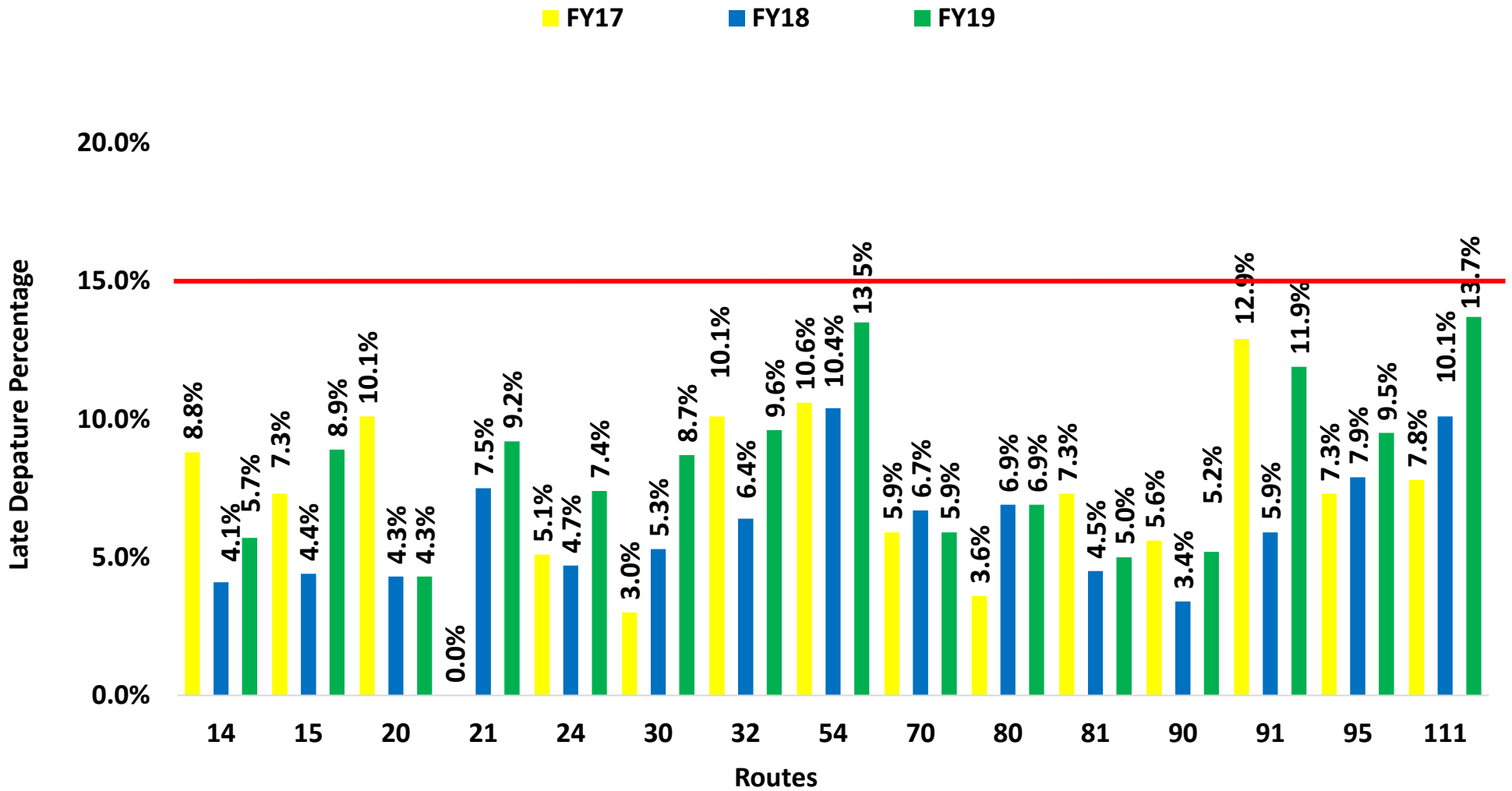
Exceptions: Detours, train stuck on tracks, passenger problems, Information Technology System issues.

Early Departures by Route YTD



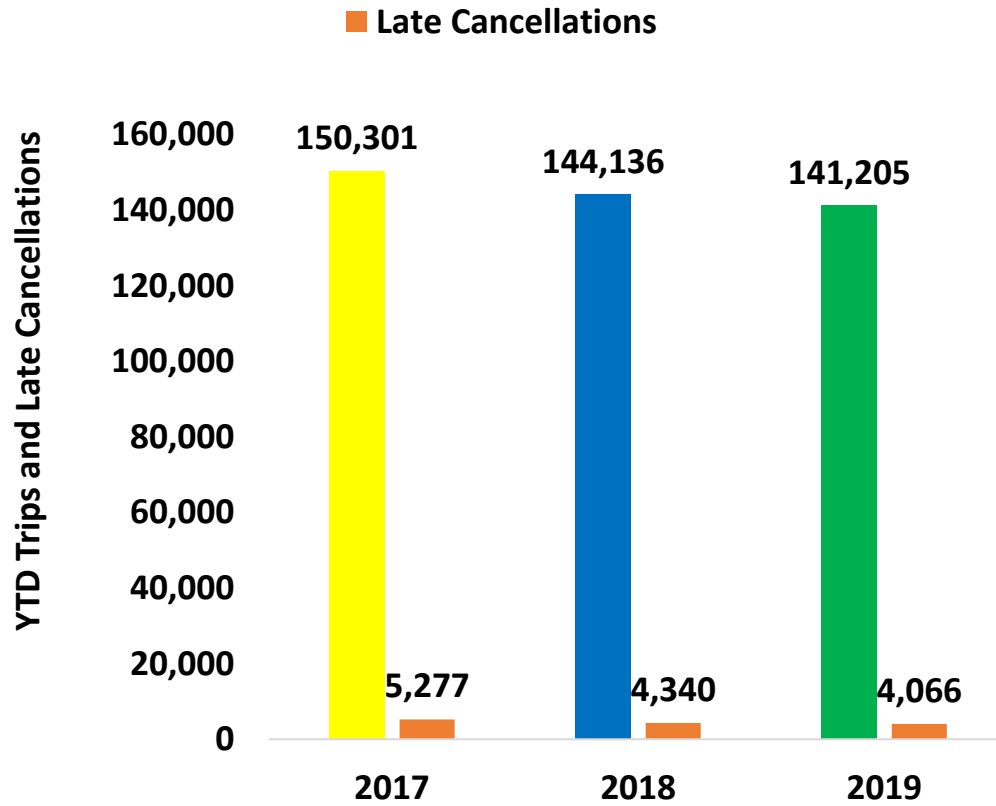
Definition: When a bus leaves a time point, ahead of the scheduled departure time.
 Goal: To reduce early departures to 0% for each route.

Late Departure Percent by Route June

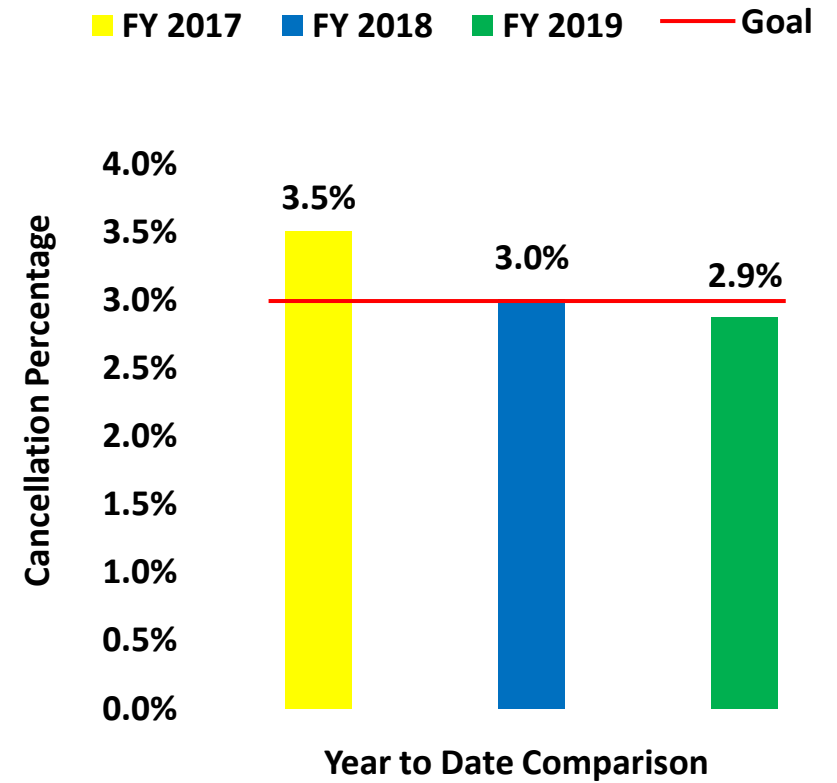


Late Definition: When a bus leaves a time point after the scheduled departure time.
 The line is running late with a departure greater than 5 minutes.
 Goal: To reduce late departures to 15%

Total Trips vs Late Cancellations FYTD



Late Cancellation Percentage FYTD

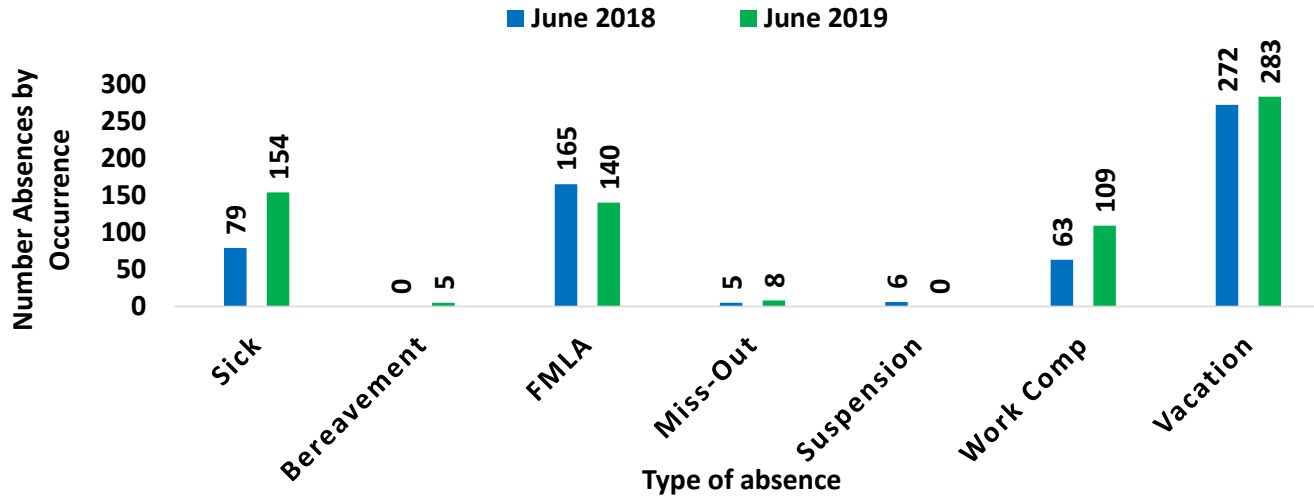


Trip: A one-way ride booked by the client. A round trip is counted as two trips.

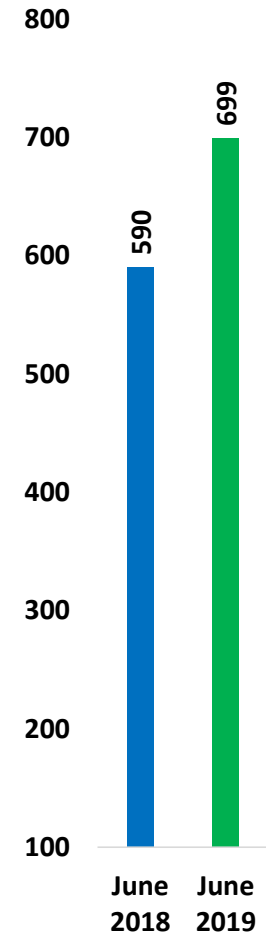
Late cancellation: A trip for which an ADA client does not cancel within 2 hours before the scheduled pick up time.

Goal for Late Cancellations: 3% or below.

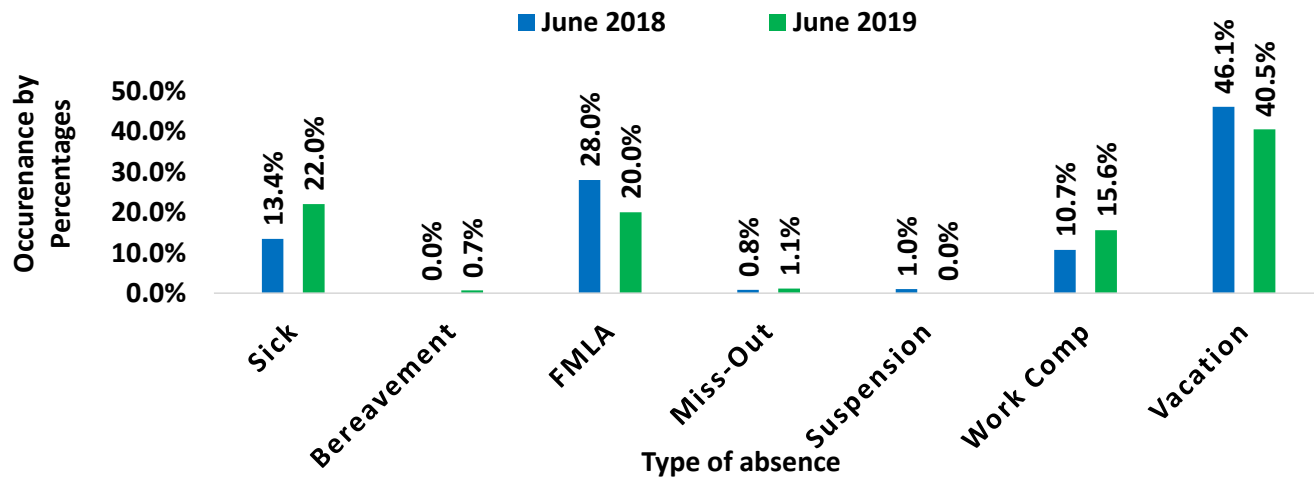
Driver Absence Occurrences



Total Absence Occurrences

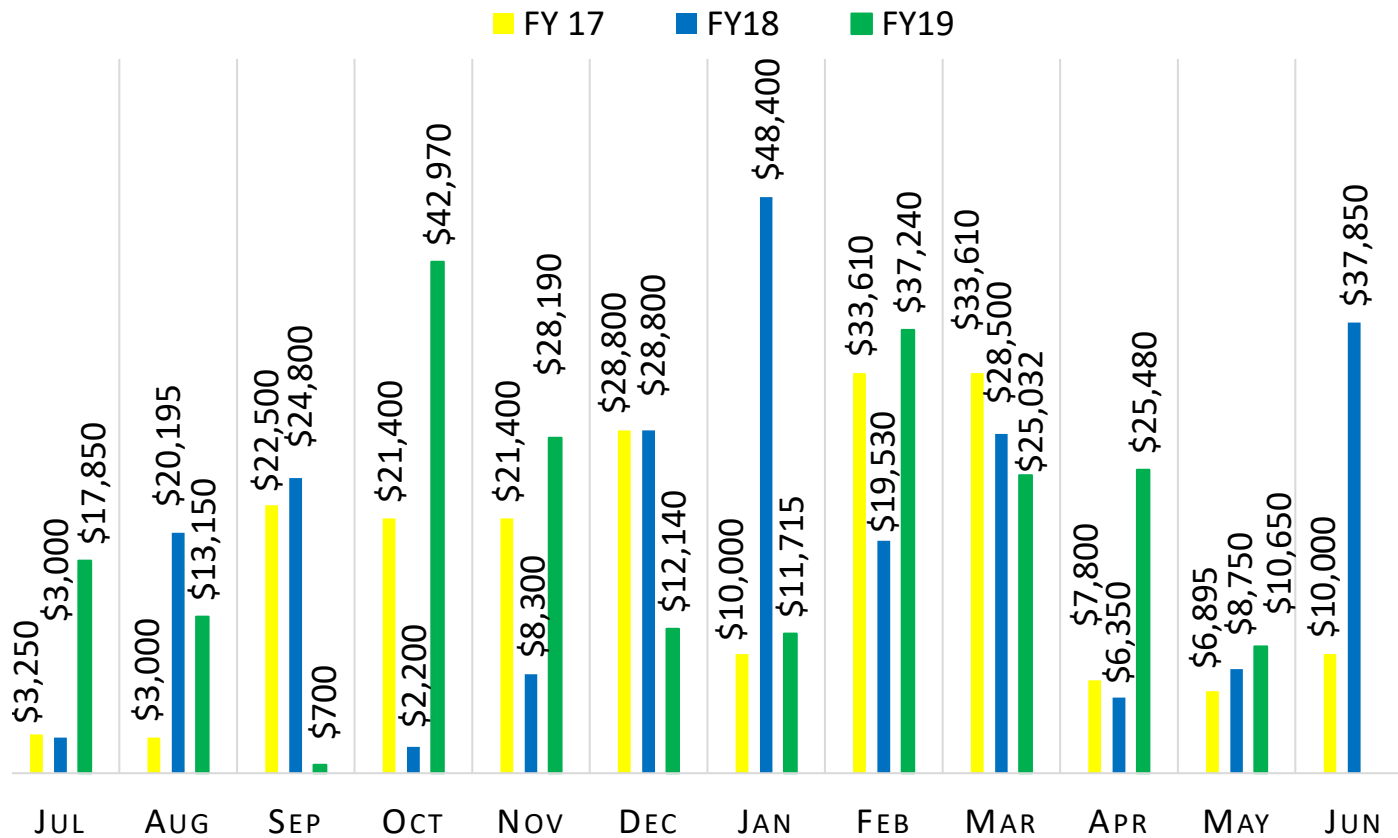


Driver Absence Occurrences by Percentages

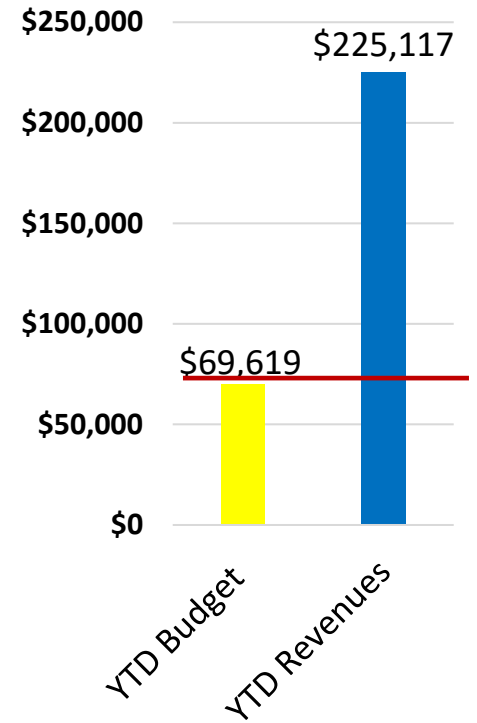


Goal: reduce by 2% - By enforcing attendance policy regularly and monitor trending – Absences include unscheduled for Fixed Route drivers.

Advertising Revenue - May 2019 - YTD FY19

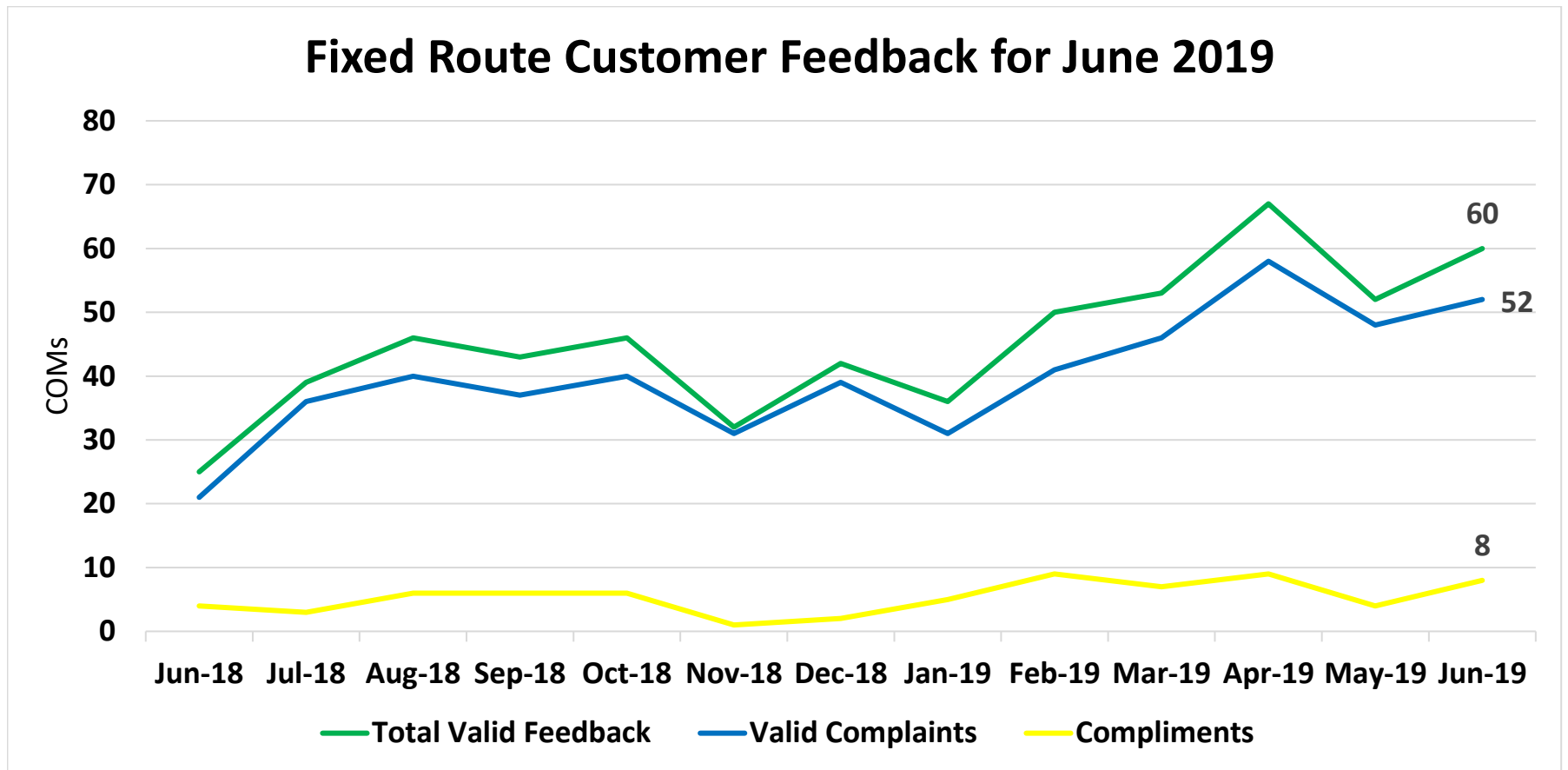


YTD Budget vs YTD Agency Revenue May FY19



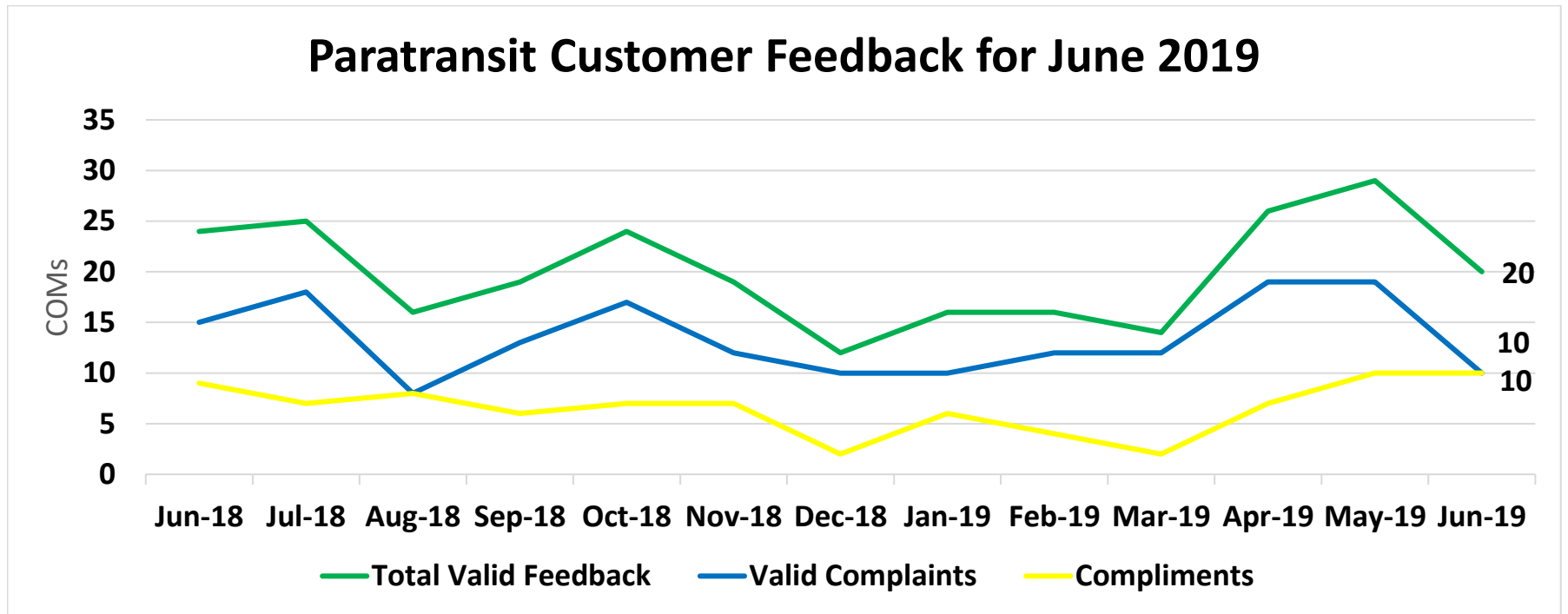
Advertising tracks dollar amount of invoiced contracts for shelter and exterior bus advertising. This section of the chart compares the FY19 YTD against FY18 YTD total. The graph tracks YTD revenue accrued vs the YTD budget. The annual budgeted amount is \$75,949.

Fixed Route Customer Feedback for June 2019



Valid fixed route feedback comprised of compliments and complaints for June 2019

Paratransit Customer Feedback for June 2019



Valid paratransit feedback comprised of compliments and complaints for June 2019

SunLine Transit Agency

CONSENT CALENDAR

DATE: July 24, 2019

RECEIVE & FILE

TO: Finance/Audit Committee
Board of Directors

RE: Board Member Attendance for June 2019

Summary:

The attached report summarizes the Board of Directors' attendance for fiscal year-to-date June 2019.

Recommendation:

Receive and file.

FY 18/19	Board Member Matrix Attendance													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total Meetings	Total Attended
Desert Hot Springs	X		X			X	X	X	X	X	X	X	10	9
Palm Desert	X		X	X		X	X	X	X	X	X	X	10	10
Palm Springs	X		X	X		X	X	X	X	X	X	X	10	10
Cathedral City	X		X						X	X	X	X	10	6
Rancho Mirage	X		X	X		X		X	X	X		X	10	8
Indian Wells	X		X	X		X	X	X	X	X	X		10	9
La Quinta	X		X	X		X	X	X	X		X	X	10	9
Indio	X		X	X		X	X	X	X	X	X	X	10	10
Coachella	X		X				X	X	X		X		10	6
County of Riverside	X		X	X		X	X	X	X	X	X	X	10	10

X - ATTENDED (Primary/Alternate)

DARK –

SunLine Transit Agency

CONSENT CALENDAR

DATE: July 24, 2019

RECEIVE & FILE

TO: Finance/Audit Committee
Board of Directors

RE: Quarterly Capital Project Update for 2nd Quarter 2019

Summary:

The capital projects update summarizes the quarterly status of the large capital projects that are in progress. For the second quarter of 2019, there are 15 large projects in progress.

Recommendation:

Receive and file.

QUARTERLY CAPITAL PROJECT UPDATES 2ND QUARTER 2019

Project Title	Brief Description	Current Status	Funding
CNG Fueling Station	CNG station will be located at the Thousand Palms facility and will replace the existing station that has exceeded its useful life.	Fueling station design drawings have been submitted to county for approval. Temporary fueling dispensers have been installed.	\$8,000,778
Solar Carports	Project to complete solar carports at the Administrative building parking lot at Division I.	Solar carport installation and commissioning is in progress.	\$657,192
Replacement Operations Facility	Replacement Operations Facility will allow SunLine to complete demolition, removal of the existing Operations buildings in Division I.	Currently in negotiations with the Design Build firm.	\$8,100,000
5 Hydrogen Buses & Onsite Hydrogen Fueling Station	This project will deploy five (5) new 40' fuel cell electric buses and include upgrading SunLine's existing hydrogen refueling station with a new electrolyzer.	All five (5) buses have been delivered to SunLine and are in service. Construction of the hydrogen station is in progress.	\$15,571,561
4 Zero Emission Electric Buses	Purchase four (4) zero emission buses (3 for replacement, 1 for expanded service) for clean air and more frequent service on SunLine's routes serving disadvantaged communities, accelerating SunLine's efforts to transition to an all zero emission fleet.	All four (4) electric buses have been delivered to SunLine and are in service.	\$3,223,799
Transportation Demand Management – Vanpool	Program will assist riders in identifying the correct mode of transportation given their particular transportation needs. This project will help reduce single occupant vehicle trips within the Coachella Valley, and surrounding areas which will help improve air quality and ease congestion. This program features a Vanpool Pilot program to assist in the agricultural community and large employers.	Negotiations to extend the term of the contract for additional years have begun.	\$1,990,000
Yard Repaving Division II	Project to repave the existing bus yard and staff parking area along with CNG public fueling station in Division II along with building improvements and demo.	Demo work and repaving has been completed.	\$795,079

QUARTERLY CAPITAL PROJECT UPDATES 2ND QUARTER 2019

Transit Redesign & Network Analysis	Project to conduct study to provide comprehensive analysis to SunLine's fixed route bus and paratransit bus system to accomplish reliability and passenger convenience of its services.	Contract terms for the contractor have been extended to December 31, 2019.	\$450,000
Transit Enhancements	The enhancement of the bus stop system to enhance access for persons with disabilities and the general public through modernization of bus shelters, benches and lighting to enhance security and safety of all SunLine's customers.	Shelter installations, relocation and enhancements have been completed.	\$770,175
Purchase Support Vehicles	Project is to purchase 12 relief and supervisor vehicles (Chevy Bolt electric cars) and eight (8) CNG pickup trucks.	All 12 Chevy Bolts have been received. Purchase order has been issued for procuring eight (8) CNG pickup trucks.	\$917,997
Replacement of 14 Paratransit Vehicles	Replacement for paratransit vehicles that have met their useful life.	All 14 paratransit vans have been delivered and are in service.	\$2,115,000
Utility Infrastructure Upgrades	Project to upgrade on-site, off-site electric power at Division I.	On-site, off-site work to provide additional power to the Agency is in progress.	\$1,265,230
Facility Improvements Division II	Project will provide much needed improvements at Division II such as: roof repair, relocating operators and dispatch area along with other improvements as needed.	Roof repairs have been completed. Contract with the A&E contractor has been signed to design operators/dispatch office area.	\$1,000,000
Center of Excellence Facility	Project will provide a facility that will serve as a maintenance bay for the zero emission vehicles.	In negotiations with a potential design firm.	\$2,418,458
Purchase of Replacement Fixed Route Buses	Project to procure six (6) New Flyer CNG buses and two (2) MCI CNG over the road coaches.	Contract for bus purchase has been approved by the Board.	\$5,708,624

SunLine Transit Agency

DATE: July 24, 2019 **ACTION**

TO: Finance/Audit Committee
Board of Directors

FROM: Vicky Castañeda, Interim Chief Administrative Officer

RE: Contracted Support for Redesign Public Outreach Campaign

Recommendation

Recommend that the Board of Directors authorize the CEO/General Manager to negotiate and execute an agreement with HDR, Inc. in an amount not to exceed \$465,000 for a two (2) year period, subject to approval as to form by legal counsel.

Background

For the past two (2) years, SunLine has been rethinking transit. SunLine's Planning team along with HDR has been working on the redesign of the service. SunLine will have HDR assist with the work that is needed to build awareness of the changes being made to the service system. In partnering with HDR, SunLine is looking to have an interactive public education and engagement campaign. The campaign and outreach will promote the importance of an effective transit network, the benefits to the community, the transit service changes that are being proposed and assess public comments and considerations.

Financial Impact

The amount of \$465,000 will be expensed from operating budget funds from FY20 that was approved by the Board on June 26, 2019.

SunLine Transit Agency

DATE: July 24, 2019 **ACTION**

TO: Finance/Audit Committee
Board of Directors

FROM: Peter Gregor, Chief Safety Officer

RE: Approval of Telephone Service Agreement

Recommendation

Recommend the Board of Directors delegate authority to the CEO/General Manager to negotiate and execute a 36-month service agreement with TPx Communications (previously TelePacific Communications), to provide telephone line service with a not to exceed amount of \$99,500 of monthly recurring charges for the 36-month term of the agreement.

Background

This item is being brought to the Board to correct a previously approved service agreement with TPx Communications (TPx). At the September 2017 SunLine Transit Agency Board meeting, a 60-month service agreement with TPx was presented and approved. Design and technical difficulties prevented the service agreement from being implemented. The service agreement was ultimately terminated by TPx.

TPx has recently proposed a new system design that fits SunLine's telephone needs. The new proposal is for a term of 36 months. The new service agreement will provide SunLine with an integrated SD-WAN telephone system and reduced monthly recurring costs. SunLine will also receive stipulated requirements for implementation, termination of previous service agreements and cost increase restrictions.

Financial Impact

The financial impact of the services was budgeted in the FY20 operating budget and will be included in future years' operating budgets.

SunLine Transit Agency

DATE: July 24, 2019 **ACTION**

TO: Board Operations Committee
Board of Directors

FROM: Victor A. Duran, Transit Planning Manager

RE: Service Standards No. Policy B-190613 Amendment

Recommendation

Recommend the Board of Directors approve the proposed amended Service Standards Policy No. B-190613 to supersede all previous amendments.

Background

The Services Standards Policy was previously revised by the Board on September 27, 2017. This policy provides Agency staff a clear direction in the design, operations, and management of transit service in the Coachella Valley. SunLine staff has reviewed the policy and are recommending updates to reflect changes in service since the last amendment.

Updates in this policy include:

- SunLine system map update to current routing
- “Lines” changed to “routes” to mirror Short Range Transit Plan
- New routes included throughout policy
- Market-Based Service updated to reflect Regional Service
- Inclusion of electric buses into Bus Deployment Policy

The above amendments are outlined in detail in the provided Service Standards Policy.

Financial Impact

The proposed amended Service Standards Policy No. B-190613 will have no financial impact to the FY20 STA Budget.

SunLine Transit Agency
Service Standards Policy
Policy No: B-190613

Adopted: 07/31/2013
Revised: ~~07/24/2019~~09/27/2017

SERVICE STANDARDS POLICY

~~I.~~ PURPOSE

The purpose of the Service Standards Policy is to provide a policy framework for guidance of staff in the design, operation, and management of SunLine Transit Agency's transit services.

~~II.~~ POLICY

SCOPE

The provisions of this policy shall apply to all SunLine staff in the design, operation, and management of SunLine's transit services.

POLICY

~~2.~~ Objectives

SunLine's Service Standards Policy objectives shall be to:

- a. Promote the continuous improvement of transit service throughout the Coachella Valley and the maximization of mobility benefits to the community.
- b. Support the agency in meeting Federal Title VI of the Civil Rights Act of 1964 (Title VI) requirements in avoiding arbitrary discriminatory decisions regarding provision of transit service.

~~III.~~ PROCEDURES

1. **Background**

SunLine is the sole provider of regular scheduled fixed route (SunBus) and complementary Americans with Disabilities Act of 1964 (ADA) Paratransit (SunDial) service for the Coachella Valley in Southern California.

SunLine Transit Agency is a Joint Powers Authority established in 1977 to provide public transit services to nine member cities and seven Riverside County unincorporated

communities. It is governed by a Board of elected officials, one from each of the nine member cities, plus the county supervisor.

The stated vision, mission, and goals of the agency are as follows:

- Vision
 - SunLine Transit Agency is the regional transportation mode of choice.
- Mission:
 - To provide safe and environmentally conscious public transportation services and alternative fuel solutions to meet the mobility needs of the Coachella Valley.
- Goals:
 - To provide dynamic organizational leadership and change consistent with the growth of the transit agency.
 - To continue the advancement of innovative transportation and alternative fuel technologies.
 - To provide leadership for the region's mobility needs.
 - To provide high quality transportation services that are safe, efficient, and effective.

1. Service Area and Transit Network

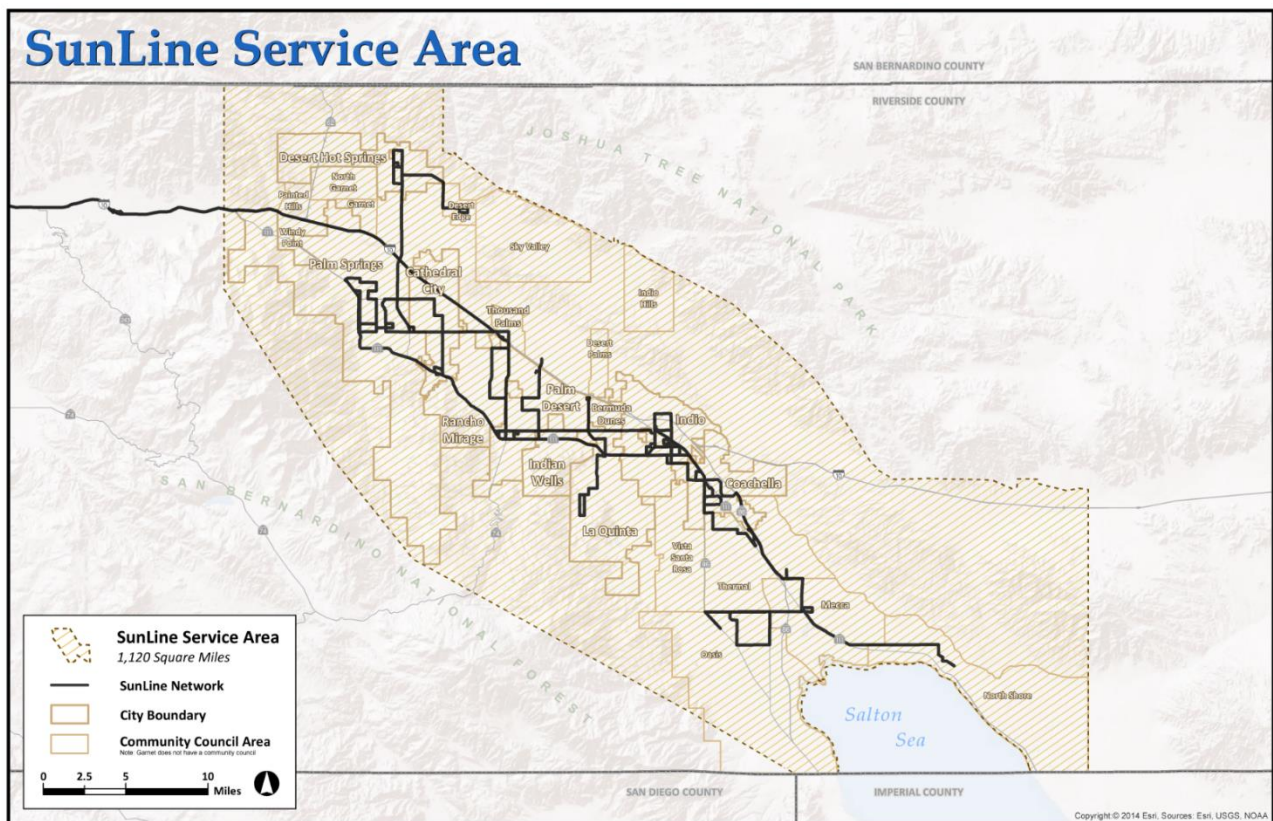
SunLine operates a range of services:

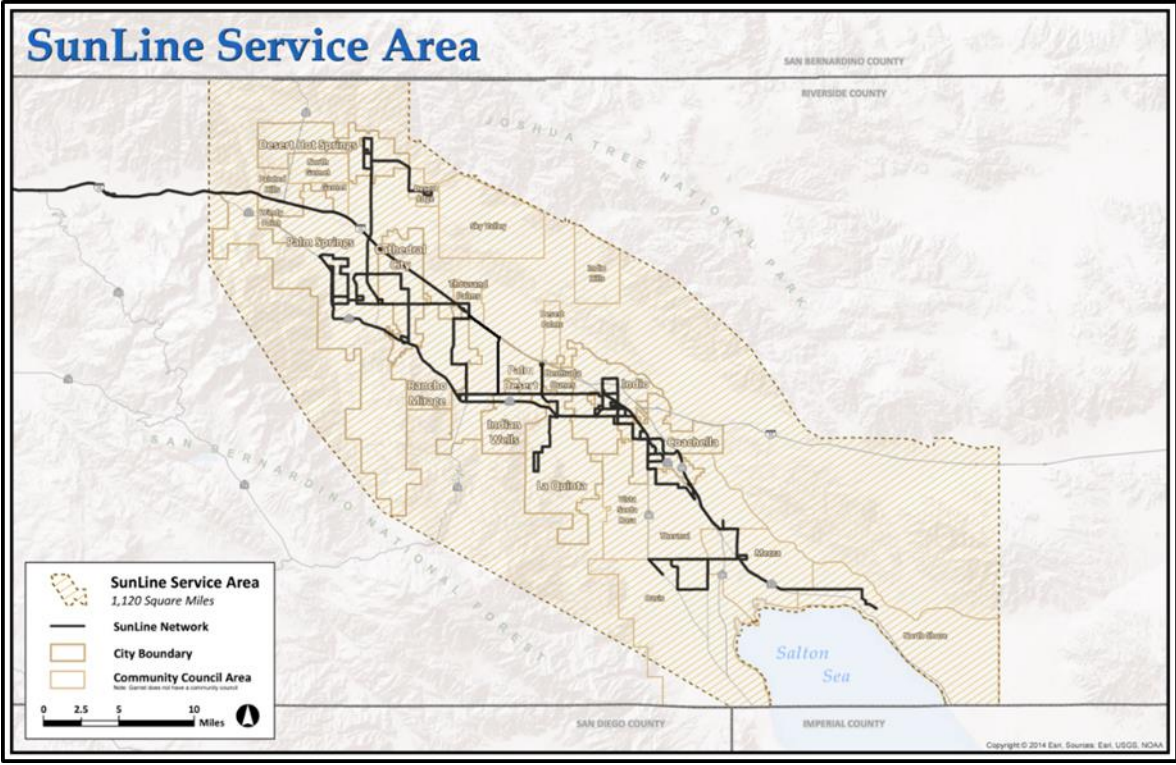
- SunBus provides 15 fixed transit routes ~~transit lines~~ throughout the Coachella Valley and 1 fixed route trolley service in the City of Palm Springs (PS BUZZ).
- SunLine ~~Market-Based Service~~ Regional Service provides local and regional passenger bus service between the Coachella Valley and Riverside.
- SunDial provides transportation service required by the Americans with Disabilities Act of 1964 (ADA) for individuals with disabilities who are unable to use the SunBus fixed route service; the system must be comparable to the fixed route system.
- Half Fare Taxi Voucher Program is a curb-to-curb, premium demand response service designed to transport residents of the Coachella Valley who are 60 years of age and older. It is provided through local taxi operators and is available 24 hours a day, year round. The continuation of this program is contingent upon grant funding.

SunLine has a 1,120 square mile service area from the Highway 111/Interstate-10 Junction in the northwest to the Imperial County border in the southeast, bounded by mountains to the north and south. The agency currently serves the nine member cities (from west to east) of Desert Hot Springs, Palm Springs, Cathedral City, Rancho Mirage, Palm Desert, Indian Wells, La Quinta, Indio, and Coachella, plus the seven unincorporated communities of Thousand Palms, Bermuda Dunes, Desert Edge, Thermal, Mecca, Oasis, and North Shore.

Below, Map 1 illustrates the SunLine service area; Map 2 shows the January 2019⁹⁶ fixed route transit network.

Map 1 – SunLine Service Area

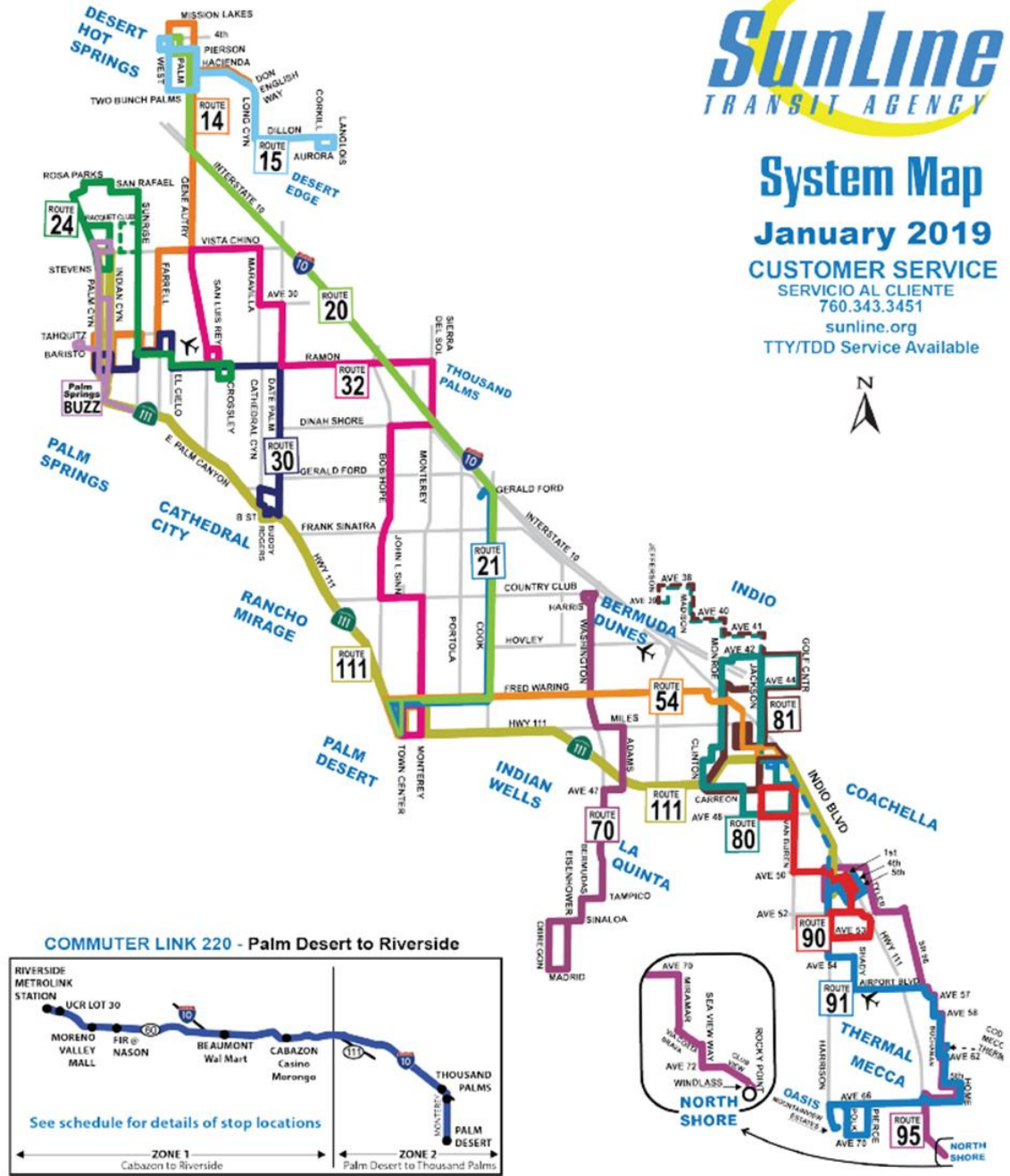




Map 2 – SunLine Transit Service Network



System Map
January 2019
CUSTOMER SERVICE
 SERVICIO AL CLIENTE
 760.343.3451
sunline.org
 TTY/TDD Service Available



COMMUTER LINK 220 - Palm Desert to Riverside



SunLine Transit Agency

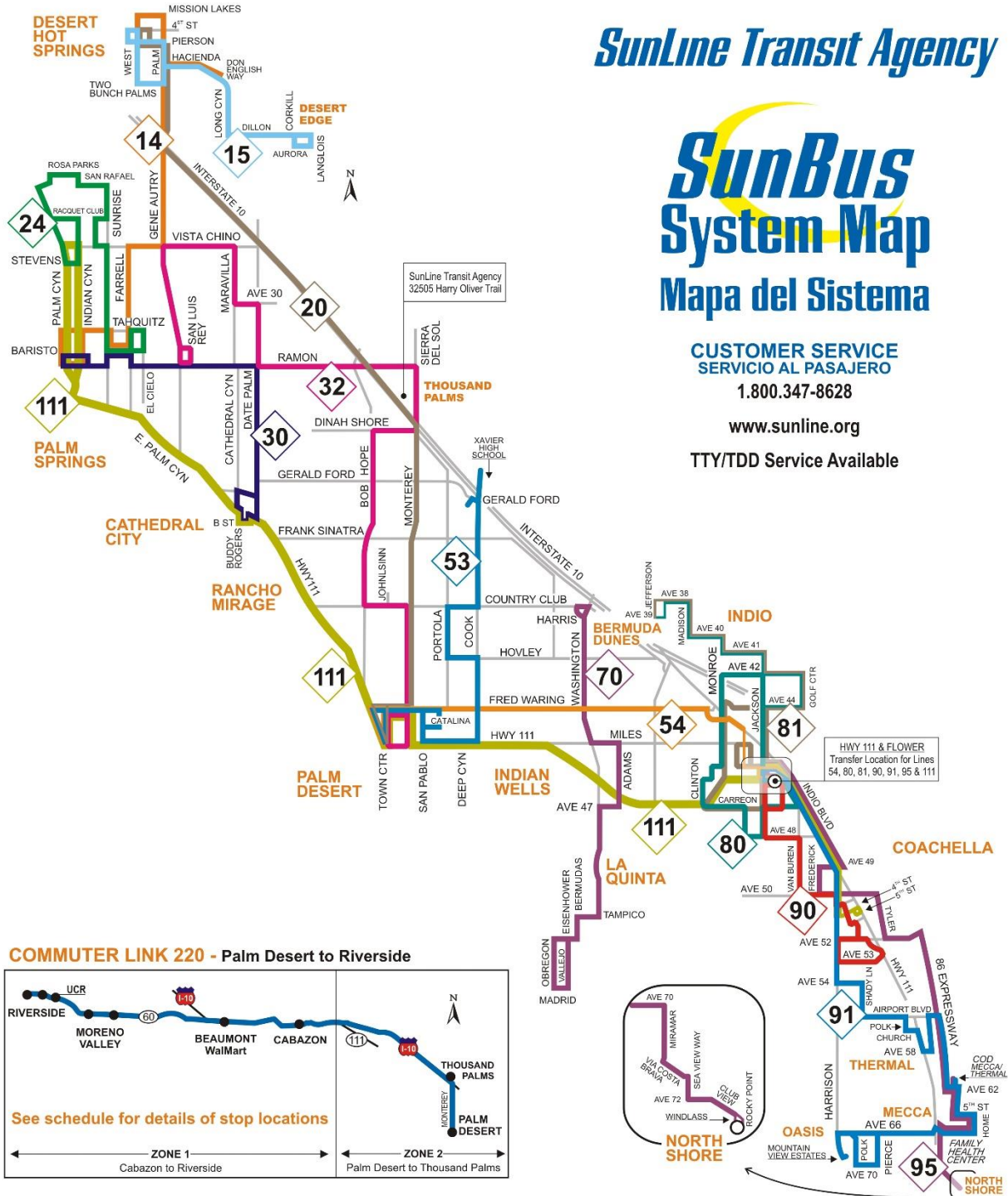
SunBus System Map Mapa del Sistema

CUSTOMER SERVICE
SERVICIO AL PASAJERO

1.800.347-8628

www.sunline.org

TTY/TDD Service Available



2. Service Standards Overview

This document sets service standards for service design, service performance, service quality and service warrants.

- **2.1 Design Standards:** Design Standards refer to the design of transit services in regards to service tiers, frequency, service span, stop and route spacing, route alignment, connectivity, and stop amenities.
- **2.2 Performance Standards:** Performance Standards are used to evaluate the performance of existing transit services to continuously improve productivity and sustainability.
- **2.3 Quality Standards:** Quality Standards are used to maintain and improve the consistency and reliability of service delivery as well as the passenger experience.
- **2.4 Warrants Standards:** Warrants Standards provide a way to determine which areas within the large service area will have both the passenger demand and performance potential to produce cost effective fixed route transit service.

2.1 Service Design Standards

Service Tiers the SunLine transit network is classified into three tiers that define the service level and performance expectations for each service:

- **Trunk LineRoutes** – LineRoutes 14, 30, and 111
- **Local LineRoutes** – LineRoutes 15, 20-Express, 21, 24, 32, ~~53~~, 54, 70, 80, 81, 90, 91, ~~and~~ 95 and Palm Springs BUZZ
- **Market-BasedRegional Service** – Link 220

Minimum service level specifications or warrants are responsive to the service tiers, network connectivity, and ridership/demand requirements. Minimums may be exceeded where supported by demand and prioritized for funding of such higher service levels.

Trunk LineRoutes are designed to deliver service in highly populated areas with high ridership and productivity anticipated, also known as ridership per revenue hour. Generally, to meet the demand, higher frequencies are required to accommodate the demand for service. Additionally, the service links travel between multiple communities often serving the Coachella Valley's busiest corridors.

Local LineRoutes are designed to pick up and deliver passengers to a Trunk LineRoute and therefore necessitate lower levels of service due to the provision of localized transportation. Generally, these lineroutes typically have lower overall ridership and productivity.

Market-BasedRegional Service is designed to provide express service to regional destinations, improving access to jobs and job services across the county and beyond (via connection to the regional rail network and/or Trunk LineRoutes).-

Key attributes in relation to these services include:

- Stop frequencies and span
- Stop spacing
- Route spacing
- Route alignment
- Connectivity
- Stop amenities

Service Frequency and Service Span Standards

Service frequency is a leading factor that attracts new riders to a transit system. Frequency defines how long customers wait for bus service in relation to the time in which they arrive at the stop. Industry experience shows more customers spontaneously show up to stops instead of planning their trips, and higher levels of frequencies decrease the average wait time for random arrivals. While high frequency service is desirable, different mobility and service types warrant different levels of transit service.

Similar to service frequency, service span affects the variety of travel options passengers can choose to take. Routes with similar network roles should have similar spans in order to facilitate travel throughout the SunLine network. For both frequency and span, it is important to balance convenience for passengers with funding and resource constraints.

Below are the minimum service frequencies and spans considered sustainable with funding level increases expected for SunLine in the next two to five years. Services in each service type can operate more frequently or longer hours but should not operate less frequently or fewer hours than the minimum standard.

Table 1- Frequency and Span by Service Type	Frequency of Service		Span of Service	
	Weekday	Weekend	Weekday	Weekend
Trunk <u>LineRoutes</u>	20/ <u>30</u> minutes	30 minutes	5:00 AM – 11:00 PM	5:00 AM – 11:00 PM
Local <u>LineRoutes</u>	30/60 minutes	60 minutes	5:00 AM – 7:00 PM	9:00 AM – 6:00 PM
<u>Market-BasedRegional Service</u>	Based on demand	Based on demand	Based on demand	Based on demand

These are minimum standards established by SunLine and can be revised where sustainable (i.e., where demand warrants, performance measures can still be met, and increased funding can maintain operation). Desired performance goals are outlined in Section 4.

Stop Spacing Standard

The Stop Spacing Standard involves the distance between bus stops and where stops should be located. This involves balancing access to service while minimizing delay. Industry wisdom argues too many stops results in fewer riders because faster service operations is more important than minimizing walking distances. Adding stops slows down a route, making it less attractive to passengers. In some cases, a stop may need to be skipped (e.g. empty land with no development) or added (e.g. special customer access need or key destination).

~~As part of the Comprehensive Operational Analysis Study of 2005-2006, SunLine has an established a 0.5-mile target average stop spacing for all routes, with changes made over the last nine years having largely implemented this policy.~~ Individual stops spacing can be varied based on local conditions with the average spacing target in mind.

Route Spacing Standard

Route spacing of at least one mile between parallel routes is considered essential for more sustainable service. Every effort is also made to avoid unproductive duplication of routes, as well as to avoid unproductive areas such as vacant land, gated resorts, and residential communities.

Route Alignment Standard

SunLine fixed route lines should be designed to provide service using direct pathways to varying origins and destinations; out-of-direction movements should be minimized. Direct service is more efficient; therefore, increases in fare revenue can be anticipated while operating costs are minimized.

Deviations resulting in indirect alignments which serve high volumes of passengers may occasionally be warranted. The impact to riders on the bus should be no more than five minutes per boarding gained on the deviation. The formula for calculating this impact is below:

$$\frac{(Passenger\ Load) * (Time\ of\ Deviation)}{Boardings\ Gained\ Along\ Deviation} \leq 5$$

For example, if a proposed deviation to a housing development would add 6 minutes in running time to a route, generate 40 new passenger boardings, and force 30 current riders to ride through the deviation, the time impact to current riders per boarding gained would be 4.5 minutes. Since this is less than 5 minutes, this deviation would be justified.

$$\frac{30 \text{ current riders} * 6 \text{ minutes}}{40 \text{ new riders}} = 4.5 < 5$$

There may be times where lineroute deviations are warranted due to construction, special events, and/or inclement weather. These deviations are not subject to the same five-minute rule because they are temporary and often unavoidable.

Connectivity Standard

Existing service frequencies are reflective of service demand, but also are based on operating realities such as how long it consistently takes for a bus to make a round trip on a route. This mixture of service frequencies defines the experience when customers must connect between two routes.

SunLine will prioritize matching frequencies based on clock-face frequencies of 15, 30, and 60 minutes to facilitate connections between services. Having consistent intervals between trips on all services allows SunLine to schedule reliable transfers and makes the schedules easier to remember.

Stop Amenities Standard

SunLine provides amenities (a bench and waste container) at all stops where a sidewalk exists (and sufficient space is available).

All stops with at least 10 average daily passenger boardings should have a shelter installed, unless prevented by local conditions (such as available space or design issues, as determined in consultation with each city or the county).

New bus stops will be installed as mandated by ADA guidelines. As funding permits, the agency will upgrade existing stops to meet the standards set forth by ADA.

2.2 Service Performance Standards

Key Performance Indicators (KPI) are used across the industry to measure, evaluate, and compare transit service performance. The following KPI is recommended for measuring the performance of SunLine's service:

- Passengers per Revenue Hour

SunLine should regularly review service performance against service KPIs to better match service demand and supply within the financial and operational capacities of the agency. The KPIs are discussed in more detail below.

Passengers per Revenue Hour: This KPI measures service effectiveness or productivity based on ridership (passenger boardings) generated for each revenue hour of service operated (PPRH).

Passenger Boardings
Revenue Hours

The minimum performance expectations for each service tier is shown in Table 4 below. These KPIs are based on past performance and minimum standards set by peer agencies. SunLine's service area reflects both urban and rural characteristics. Rural population density is associated with lower ridership. Customer surveys reveal that 85% of SunLine's riders are transit dependent. Accordingly, some transit ~~lin~~eroutes experience low performance, but are continued to support mobility in the Coachella Valley.

~~Line~~Routes performing at or above 125% of their service classification target will be candidates for increased investment while ~~lin~~eroutes performing at or below 75% will be subject to corrective action. These options will be discussed in more detail later in this document.

Table 2	PPRH Standard
Trunk Line Routes – Line Routes 14, 30, and 111	20 passengers per hour
Local Line Routes – Routes 15, 20-Express, 21, 24, 5332, 54, 70, 80, 81, 90, 91, and 95 and Palm Springs BUZZ	10 passengers per hour
Market-Based Regional Service – Link 220	10 passengers per trip

2.3 Service Quality Standards

Service quality standards contribute to the reliability and consistency of the delivery of transit service. While riders are attracted to transit service based on frequency and span, they continue to use services because they can reliably get to their destinations on-time. Unreliable service often results in decreased ridership. Service quality standards are proposed to be measured using the following operational and passenger experience metrics:

- Service Scheduled Speed
- On-Time Performance (service reliability)
- Percent Service Delivered (service reliability)
- Miles between Service Interruption (service reliability)
- Load Standards (service comfort)
- Average fleet age (service comfort)
- Bus deployment policy

Each suggested metric is discussed in more detail below.

Service Scheduled Speed: Measures a routes scheduled service speed. The measure is calculated by dividing scheduled revenue hours by revenue miles for each route. This KPI monitors services needed to maintain reasonable speed to retain and grow ridership.

Table 3 below shows target performance for SunLine’s transit system. SunLine’s schedule average service speed standard is 12.5 miles per hour (MPH). It operates in a relatively uncongested environment, and this speed is expected to be maintained.

Through significant efforts to optimize existing operations with better service frequencies and removing causes of delay, bus service scheduled speeds may increase. This measure will require ongoing improvement over time to maintain and improve performance.

Table 3 – Service Scheduled Speed	Service Speed - Weekdays	Service Speed - Weekends
Service Mode		
Fixed-Route Bus	12.5 MPH	12.5 MPH

On-Time Performance: This KPI measures service reliability as defined by adherence to the published service schedule. “On-time” is when a trip departs a time-point within a range of zero minutes early to four minutes late. In order to achieve targeted on-time performance, service running times need to be calibrated regularly based on existing conditions. SunLine has a relatively uncongested operating environment, which helps support a high KPI for on-time performance. The on-time performance target is 85% for all services.

The biggest impact for on-time performance is route detours. The target of 85% is consistent with those adopted by peer systems with automated measuring tools (automatic vehicle location (AVL) equipment).

Table 4 – On-Time Performance	On-Time Performance Standard
Service Mode	
Fixed Route Bus	85% (excepting major detours)

Percent Service Completed: This KPI measures service reliability as defined by percentage of trips completed daily. There are three components necessary in order to measure completed trips:

- 100 percent daily availability of both operators and fleet to meet service demands
- Miles between service interruptions
- Timely response to service interruptions (less than half an hour)

The target is consistent with that adopted by peer systems.

Table 5 – Percentage of Service Completed	
Service Mode	Service Completed Minimum Standard
Fixed Route Bus	99%

Miles Between Service Interruptions: This KPI measures service reliability as defined by revenue miles between service interruptions, regardless of cause. SunLine’s standard is 5,000 miles. This measurement also includes bus exchanges where buses are swapped out in service though service is often not interrupted. To meet this standard, both avoidance of service interruptions through early identification (e.g., planning for detours, proper fleet maintenance, etc.) and timely as well as proactive response to service interruptions.

Table 6 – Miles Between Service Interruptions	
Service Mode	Target Minimum Miles Between Service Interruptions (Road Calls)
Fixed Route Bus	5,000

Load Standards: This service quality KPI establishes load standards for various vehicle types and is measured for each trip operated. While it may be acceptable for some riders to stand for short distances or time periods (e.g. under 2 miles and/or 10 minutes) during peak periods, it is generally accepted that seating should be available for all riders during normal off-peak conditions.

Table 7 – Load Standards	
Service Period	Maximum Consistent Load Factor
Peak	Average over 133% of seated load = 50 passengers
Off Peak	Average 100% of seated load = 38 passengers

Any vehicle operating at high speeds on highways (e.g., Routes 20-Express, 91, 95, and 220) requires all passengers to be seated, reducing the maximum load on these services to 100 percent of seated capacity.

Average Fleet Age: The age of the vehicle fleet affects performance and reliability of transit services as well as system attractiveness to customers. SunLine’s standard for average fleet age is no greater than 10 years. Adhering to the average fleet age standard will help ensure a reliable and comfortable passenger experience.

Table 8 - Vehicle Average Age	Average Fleet Age
Standard Transit Bus	No greater than 10 years

Bus Deployment Policy

Bus deployment specifies the type of vehicle that should be used to operate individual routes. The type of vehicle deployed on a route depends primarily on ridership demand and trip loads. Using incorrectly sized vehicles on routes can unnecessarily add operating cost to a route or result in overcrowding issues.

Trunk LineRoutes 14, 30, and 111 should utilize 40-foot buses due to high passenger volumes/turnover, frequent stops, and route gradients in order to maintain reliable and on-time service.

Local LineRoutes should use either 40-foot or 32-foot buses based on ridership demand. Routes with lower demand should use 32-foot buses to meet the demands of lower ridership and having fewer seats will not result in load or overcrowding issues.

Table 9 – Bus Deployment	Vehicle Type
Trunk <u>LineRoutes</u>	40' buses
Local <u>LineRoutes</u>	32' or 40' buses depending on ridership demand
Market-Based <u>Regional</u> Service	40' buses

SunLine will review the Bus Deployment Policy every two years beginning in 2018, and make necessary adjustments as the fleet is updated and to ensure compliance with Title VI requirements.

SunLine Transit Agency is in full compliance with Title VI of the Civil Rights Act of 1964 that protects people from discrimination based upon race, color, and national origin in programs and activities receiving federal financial assistance. SunLine insures equitable distribution of its assets in delivery of transit services to the people of Coachella Valley.

Buses are assigned according to successful completion maintenance functions without regard to route assignment, or vehicle age, except in size considerations as outlined above. Additionally, fuel cell and electric buses ~~buses~~ are assigned to routes with shorter distances and / or durations that are within acceptable range capacity of those vehicles.

Adequate number of buses are assigned to routes with high demand to avoid instances of overcrowding or passenger standees. All SunLine buses are fully air conditioned, and are 100% accessible to persons with disabilities.

2.4 Warrants Standards

Warrants Standards provide a way to determine which areas within the large service area will have both the passenger demand and performance potential to produce cost-effective fixed-route transit service. In order to ensure the financial sustainability of the agency, SunLine should only introduce new services that perform at or above the current system average. Planning new services around these guidelines will help ensure successful performance of new routes. Providing a set of guidelines for which areas warrant all-day fixed-route service will help SunLine respond to future community requests for new service.

Network Role

New services should be evaluated for their place in the overall transit network. Each new route in the network will have a unique role, whether it is facilitating transfers with existing services, introducing service coverage to a recent development, or providing connections between current routes and major destinations. While successful new routes connect with existing services, they should not duplicate existing service or compete for passengers.

Market Opportunities

There is a strong correlation between service performance, surrounding population and employment densities; the more people with access to a route, the higher the route's ridership. Population-dense areas tend to coincide with mixed-use neighborhoods, walkable environments and higher populations of transit-friendly constituencies such as students, seniors, zero-vehicle households, and low-income populations.

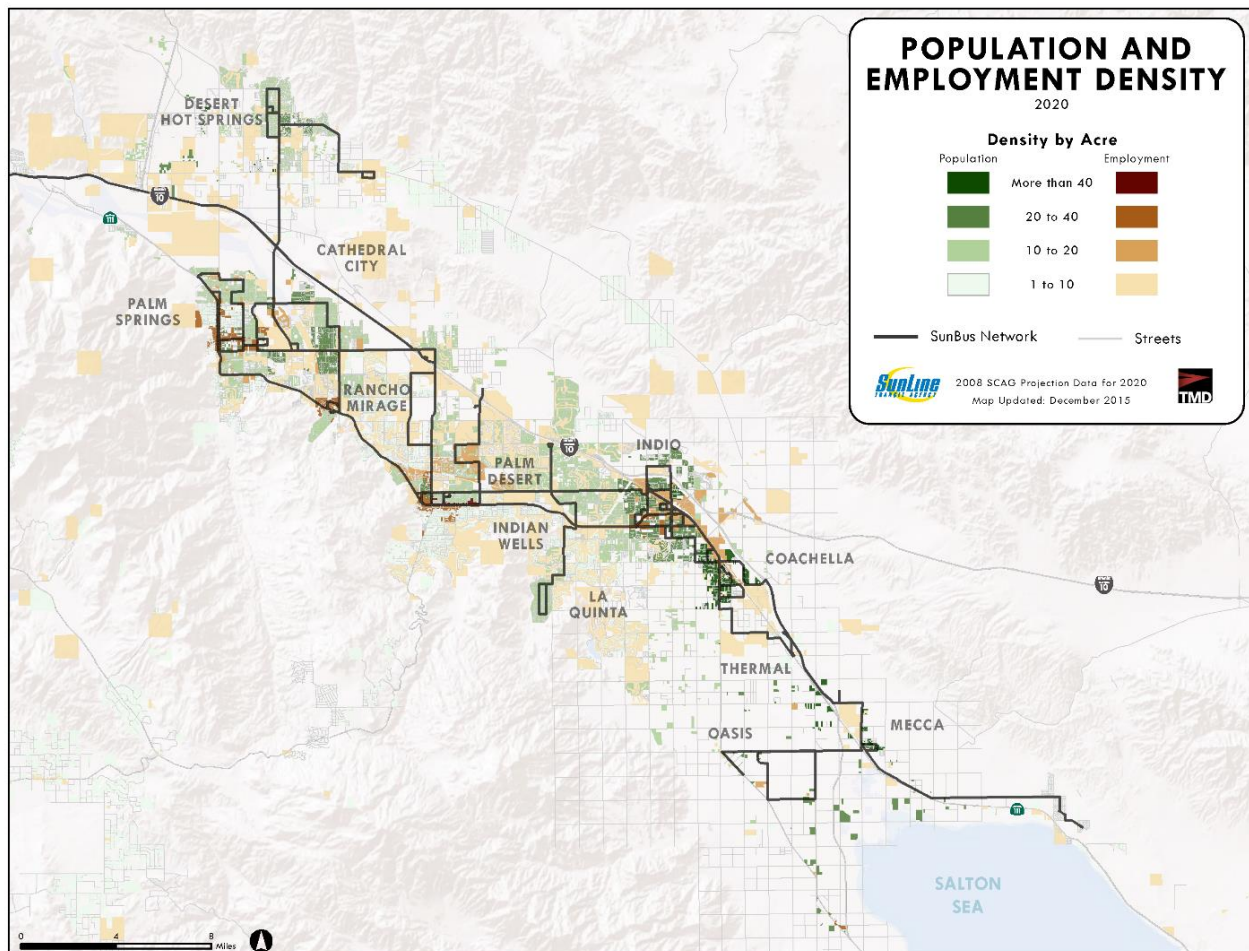
The minimum population and employment density for the introduction of new all-day fixed route transit service is an average of 10 people/jobs per acre within a half mile of the proposed route.

$$\frac{\text{Sum of population and jobs within } \frac{1}{2} \text{ mile of route}}{\text{Sum of population and employment acres within } \frac{1}{2} \text{ mile of route}} \geq 10$$

At densities over this minimum threshold, transit has the opportunity to play a meaningful role in public mobility. Areas with densities below this minimum threshold are not considered supportive of fixed route service and should not be subjected to further analysis. Areas in this category that have unmet needs may be served by alternative options to fixed route service.

Unmet Mobility Needs

SunLine should strongly consider the mobility needs of transit dependent populations when evaluating where to operate service. In assessing the area's demand for transit service, it is important to examine the presence of these demographic groups and identify any present unmet needs.



Key Destinations

Key destinations likely to generate higher demand for transit service include major area school, colleges, universities, hospitals, retail/commercial/entertainment centers with more than 10 people/jobs per acre, and open residential communities (not gated) to those with relatively lower income and vehicle ownership levels.

Evaluating New Services

New services should be implemented on weekdays only and operate between 6:00 AM and 7:00 PM. Once a new line/route has been implemented, it should be closely monitored to determine whether it is reaching its desired performance standards. The line/route should first be evaluated after six months to determine whether it meets more than two-thirds (2/3) of its performance standards. New services not meeting the minimum standards at the end of an 18-24-month trial period are subject to corrective action or discontinuation.

In some cases, trial periods for new services may vary based on the requirements of grant funding. For example, if a grant provided three years of funding for a route that did not meet standards, this route would still be operated for the full three-year period.

3. Major Service Change

According to the provisions of the Title VI, (FTA C4702.1B), no person in the United States shall, on the grounds of race, color, or national origin, be excluded from, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.

To comply with FTA C 4702.1B, SunLine has implemented the following policy regarding the Title VI Analysis of proposed impacted routes and/or schedule changes prior to the implementation of any significant service changes or fare increases.

A mandated service change occurs no more than three times a year, unless necessitated by service adjustments and/or other operational requirements. A major service change is defined by SunLine as any permanent service change (6 months or longer duration) of 25% or more in revenue hours and/or revenue miles, span of service, or alignment miles for a given route or the network overall for any day type (weekday, Saturday, Sunday, and Holiday). Such changes require a public hearing and SunLine Board approval before implementation.

Under Title VI requirements, SunLine also identifies a Disparate Impact Policy and Disproportionate Burden Policy to ensure low-income and minority populations are not adversely affected by service changes.

- Disparate Impact Policy: A disparate impact occurs when the impact of proposed service or fare changes to minority populations is 20% greater than the impact to non-minority populations.
- Disproportionate Burden Policy: A disproportionate burden occurs when the impact of proposed service or fare changes to low-income populations is 20% greater than the impact to non-low-income populations.

4. Reporting and Management

To monitor KPIs adequately, data will be reviewed monthly or quarterly, as most appropriate. The Board of Directors will receive an annual performance report in December.

All services will be monitored for adherence to the productivity, farebox recovery, subsidy per passenger and are divided into three tiers based on performance:

- High-performing service: performs at or above 125% of the tier productivity standard
- Average-performing service: performs between 76%-124% of the tier productivity standard
- Low-performing service: performs at or below 75% of the tier productivity standard

High-Performing Service - Green (125% or higher of tier standard)

LineRoute with high performance suggest the need for greater investment, as high performance may signal the presence of significant latent demand. This category of services constitutes the top-performing tier of the entire SunLine system. It is very important to maintain a high-quality level of service as well as to continue further investment. Creating standards for high-performing service prioritizes investment in the core system. Upgrading high-performing **lineroute** directs investment where it will be most effective.

The primary form of investment is in service frequency. Increasing frequency will prevent overcrowding on popular routes and make the service more attractive to a wider pool of potential customers. It will make the service more convenient for both current and future riders. Another investment is providing enhanced high-quality features along the route. Bus bulbs, bus-only lanes, and transit signal priority are all methods for decreasing delay and travel time along a route and improving the customer experience. Upgrading amenities at bus stops also makes services more attractive to riders and enhances the branding of SunLine services. All of these investments make buses more competitive with automobile travel.

Average-Performing Services- Yellow (76%-124% of tier standard)

Services in this category are adequately fulfilling their roles in the transit network, and no corrective action is required. These routes will be monitored on an ongoing basis to determine how their performance changes over time. While Green tier services should be prioritized for service investment, the same investment strategies can be applied to the Yellow tier services to improve system performance.

Low-Performing Services - Red (75% or below of tier standard)

Low-performing services indicate ridership demand is not high enough to justify the amount of resources being invested. Since SunLine works within the constraints of limited resources, it is important the use of each route is being maximized. Corrective Action Plans for low-performing services are designed to help improve performance to justify the level of resource investment. For productivity, **lineroutes** will be considered to be “low-performing” if it does not reach 75% of the performance target for its tier. For the farebox and subsidy standards, the **lineroute** must exceed the minimum threshold.

Corrective Action Plan

The *Corrective Action Plan* will examine the routing, schedule, route segments, and span of service in order to diagnose weaknesses in the route’s current operations. Using the information gathered, SunLine will develop a *Corrective Action Plan* for improving performance which will be implemented in the next feasible service change given the limitations in place regarding public process, public hearing (if required), and annual service change calendar. Areas of consideration follow:

- Segment-Level Analysis: A segment-level analysis may highlight a specific portion of the **lineroute** that limits overall performance, causing it to perform below the

standard for its tier. If a low-performing segment is identified, it can be modified in an attempt to raise the productivity of the route as a whole.

- Operational Analysis: Realigning service to cover only critical segments or eliminating unnecessary delay (e.g. deviations) are ways to reduce travel time and save resources, thereby raising performance levels while retaining ridership.
- Change in Service Levels: Adjusting the service levels of a low-performing route (e.g. by any combination of frequency, span, or day of week changes) may help tailor the transit product to its market, and subsequently increase productivity.
- Cost-Sharing: Exploring cost-sharing or public-private partnerships can reduce the amount of subsidy required to operate low-performing services. This is applicable for services that do not meet minimum performance standards yet serve a need identified by businesses, schools, attractions, or other organizations that may be willing to assist with funding operations in order to continue service.
- Targeted Marketing: Marketing tactics can help raise the public awareness of a service in need of improvement. Poor ridership may be a result of a lack of public knowledge of a route and investing in marketing can help reverse this trend. This is especially the case for targeted market groups like employment centers, shopping districts, schools, hospital, agencies, and other major destinations.
- Rider Outreach: Onboard surveys and rider interviews are methods for gaining valuable information on how a route can be improved. These methods can reveal information about popular destinations that a route may bypass or other aspects of a service that may be holding back ridership growth.

Consequences/Outcomes

Once a *Corrective Action Plan* is implemented the route must exceed “low-performing” in two of the three performance metrics for at least one quarter within the first three successive quarters or face further action which may include lineroute elimination. If a route meets the expectations, the process of the *Corrective Action Plan* will be deemed concluded. Subsequent low performance will be reviewed as a new event.

In the event the corrective actions are unsuccessful in raising at least two of the metrics (productivity, farebox recovery, or subsidy per passenger) to above “low-performing” after six consecutive quarters, discontinuation may be necessary to ensure effective use of agency resources.

SunLine Transit Agency reserves the right to periodically review and revise the Service Standards Policy. Comments and suggestions are welcome by contacting SunLine Customer Service on 1-800-347-8628, 8:00 a.m. to 5:00 p.m., weekdays, or via email at www.sunline.org/customer.

|

Approved:

Lauren Skiver
CEO/ General Manager