SunLine Transit Agency
May 22, 2024
10:55 a.m. – 11:15 a.m.

AGENDA

STRATEGIC PLANNING & OPERATIONAL COMMITTEE

Wellness Room
32-505 Harry Oliver Trail
Thousand Palms, CA 92276

****

NOTICE TO THE PUBLIC

SunLine has discontinued its COVID-19 Emergency Declaration and has returned its Board and Board Committee meetings to live and in-person attendance at the location noted above. These meetings are no longer available for viewing, attendance, or comment by two-way audiovisual platform, two-way telephonic service, webcasting, or streaming video broadcast. SunLine may prepare audio or video recordings of Board meetings. In accordance with the Brown Act and California Public Records Act, these recordings are subject to public inspection for a period for thirty (30) days after the meeting.

In compliance with the Brown Act, agenda materials distributed 72 hours or less 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 or at 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 72 hours prior to the meeting time will assist staff in assuring reasonable arrangements can be made to provide assistance at the meeting.

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ITEM **RECOMMENDATION**

1. **CALL TO ORDER**
2. **FLAG SALUTE**
3. **ROLL CALL**

ITEM		RECOMMENDATION
4.	**PRESENTATIONS**	
5.	**FINALIZATION OF AGENDA**	
6.	**PUBLIC COMMENTS**	**RECEIVE COMMENTS**

NON AGENDA ITEMS
Members of the public may address the Committee regarding any item within the subject matter jurisdiction of the Committee; 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. Comments may be limited to 3 minutes in length.

7.	**COMMITTEE MEMBER COMMENTS**	**RECEIVE COMMENTS**
8.	**DRAFT FY25-29 SHORT RANGE TRANSIT PLAN (SRTP)** (Staff: Manuel Alcala, Planning Manager and Paul Mattern, Chief Planning Officer)	**DISCUSSION** (PAGE 3-185)
9.	**ADJOURN**	

SunLine Transit Agency

DATE: **May 22, 2024** **DISCUSSION**

TO: **Strategic Planning & Operational Committee**
Board of Directors

FROM: **Manuel Alcala, Planning Manager**
Paul Mattern, Chief Planning Officer

RE: **Draft FY25-29 Short Range Transit Plan (SRTP)**

Background

The SRTP, updated annually, describes SunLine's operating and capital plans and funding sources. The SRTP is prepared according to the Riverside County Transportation Commission (RCTC) requirements and guidelines, the California Public Utilities Code, and California Transportation Development Act. The attached Draft FY25-29 SRTP focuses on a number of projects that are close to completion and the improvements and reliability of the whole transit system.

Within this context, the highlights of the SRTP are:

1) Maintain our current route reliability and gradually improve frequencies as key performance data deems it necessary
2) Proposed short term service improvements
3) To improve ridership on Commuter Link service, SunLine proposes off-peak fares for reverse commute trips and during off-season when California State University is not in general session. The local fare structure will apply to morning reverse commute trips from San Bernardino to Indio and afternoon trips from Indio to San Bernardino and to all trips when California State University is not in general session
4) SunRide future service plans
5) Complete construction of the Coachella Mobility hub before September 2024
6) Radio and CAD/AVL replacement project
7) Update bus stop signs and schedule holders and install new bus shelters across the service area according to policy to enhance customer service, optimize trip planning technologies, and improve communication with passengers
8) Liquid hydrogen station completion
9) Community engagement events and outreach
10) Continue to implement the Innovative Clean Transit (ICT) plan, Transition to zero emissions by 2035 – five (5) years ahead of the deadline set in the ICT Regulation (2040)

Back to Top

The service plan and the capital plan recommended in the SRTP are within the confines of the FY25 budget, which will be presented to the Board of Directors for consideration as a separate item, a critical linkage to the SRTP.

RCTC staff reviewed the first draft of SRTP in April. In the absence of substantive comments or changes, staff will recommend adopting the final FY25-29 Short Range Transit Plan (SRTP) during the June meeting.

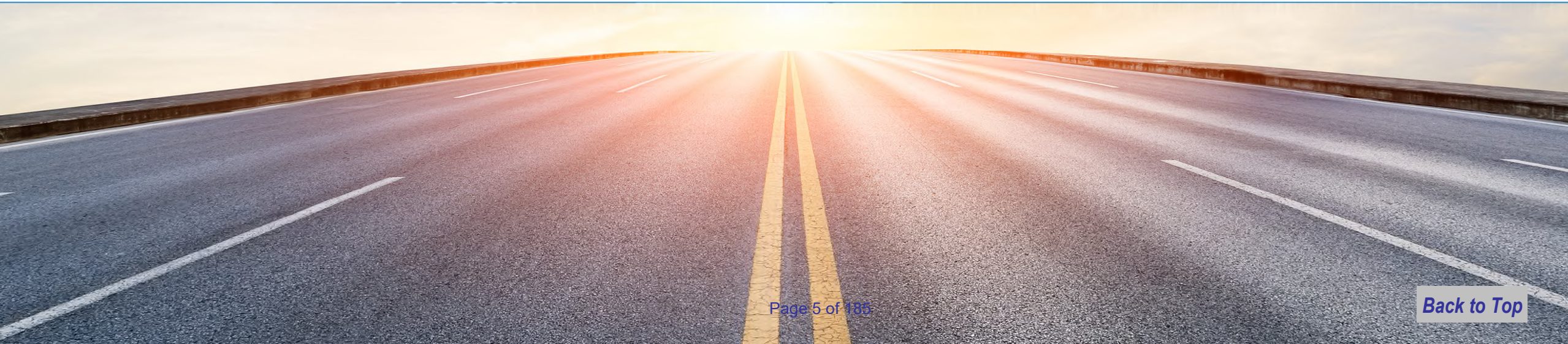
Attachment:

- Item 8a – Draft FY25-29 SRTP Presentation
- Item 8b – FY25-29 SRTP Draft

Back to Top

Draft FY25-29 Short Range Transit Plan Update (SRTP)

May 22, 2024



Back to Top

FY25-29 SRTP Update

- Fiscal years 2025 to 2029
- Riverside County Transportation Commission (RCTC), California Public Utilities Code and California Transportation Development Act
- Must accompany a balanced budget
- RCTC Board approval of Countywide SRTP

Back to Top

SRTP Highlights-Service

		Effective January 7, 2024		
		Weekday	Saturday	Sunday
1WV	Palm Desert Mall - Palm Springs	30	30	30
1EV	Coachella - Palm Desert Mall	30	30	30
2	Desert Hot Springs - Palm Springs - Cathedral City	30	30	30
3	Desert Edge - Desert Hot Springs	30	60	60
4	Palm Desert Mall - Palm Springs	60	60	60
5	Desert Hot Springs - CSUSB Palm Desert -Palm Desert Mall	60	NS	NS
6	Coachella - Via Fred Waring - Palm Desert Mall	60	NS	NS
7	Bermuda Dunes - Indian Wells - La Quinta	45	90	90
8	North Indio - Coachella - Thermal/Mecca	60	60	60
9	North Shore - Mecca - Oasis	60	60	60
10	Indio - CSUSB-PDC - CSUSB - San Bernardino Transit Center (SBTC)/Metrolink	4 round trips	NS	NS

NS: No Service

- Changes proposed in the short term
  - Realignment to Coachella Mobility Hub
  - Developing options to serve north of the I-10 freeway
- SunRide Future Service Plans

Back to Top

SRTP Highlights-Projects

- Coachella Mobility Hub
- Radio & CAD/AVL Replacement Project
- Update bus stop signs and schedule holders and install new bus shelters across the service area according to policy
- Liquid Hydrogen station

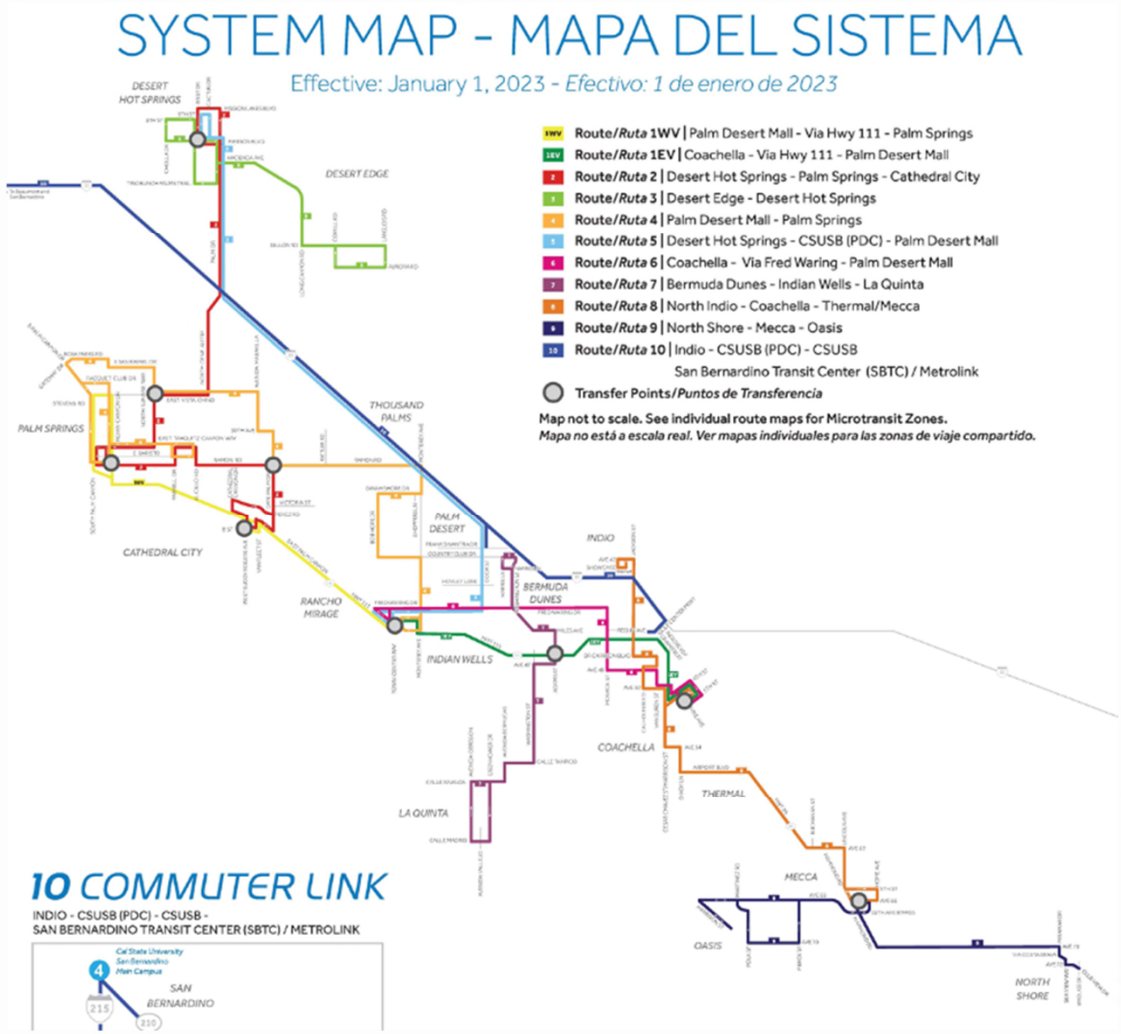
Back to Top

SRTP Highlights-Community Engagements

- Revamped social media posts to keep followers engaged
- Employer partnership and network meetings
- Events
  - Village Fest, City Parades
- Engage with community via SunLine Staff Outreach

Back to Top

System Map

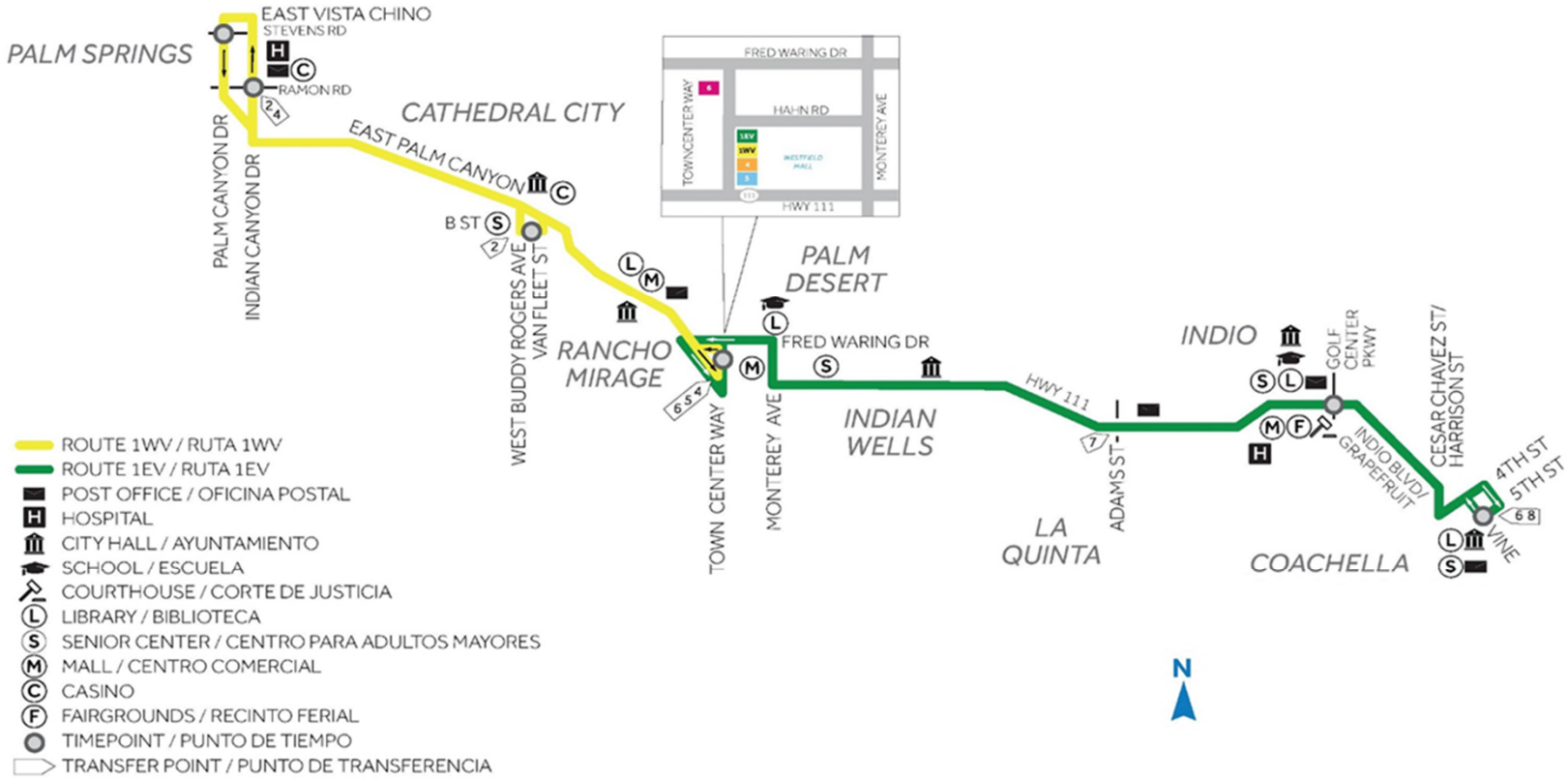


Back to Top

Routes 1WV & 1EV

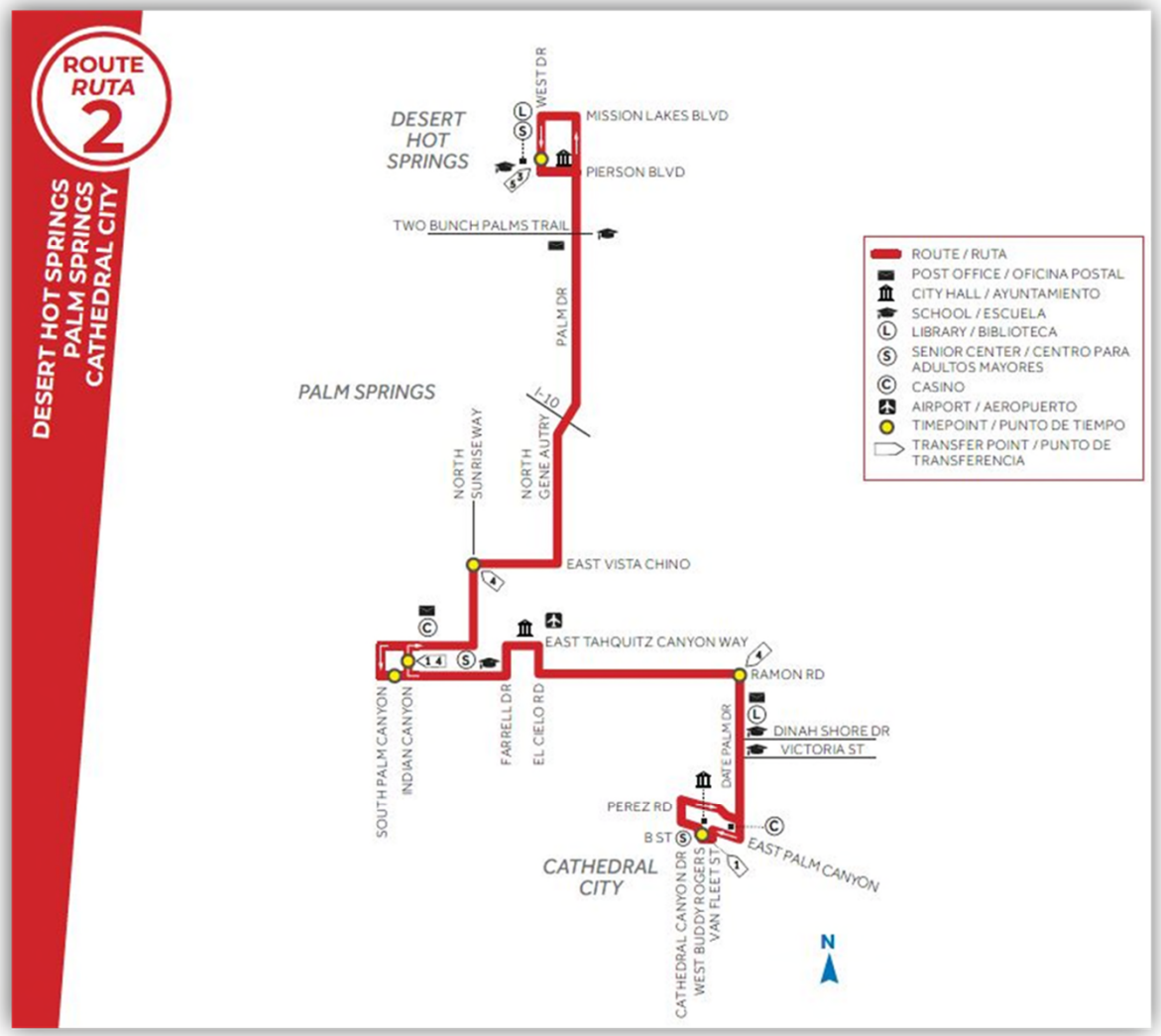
Route 1 West Valley (WV)
1WV Palm Springs - 1WV Palm Desert Mall

Route 1 East Valley (EV)
1EV Palm Desert Mall - 1EV Coachella



Back to Top

Route 2

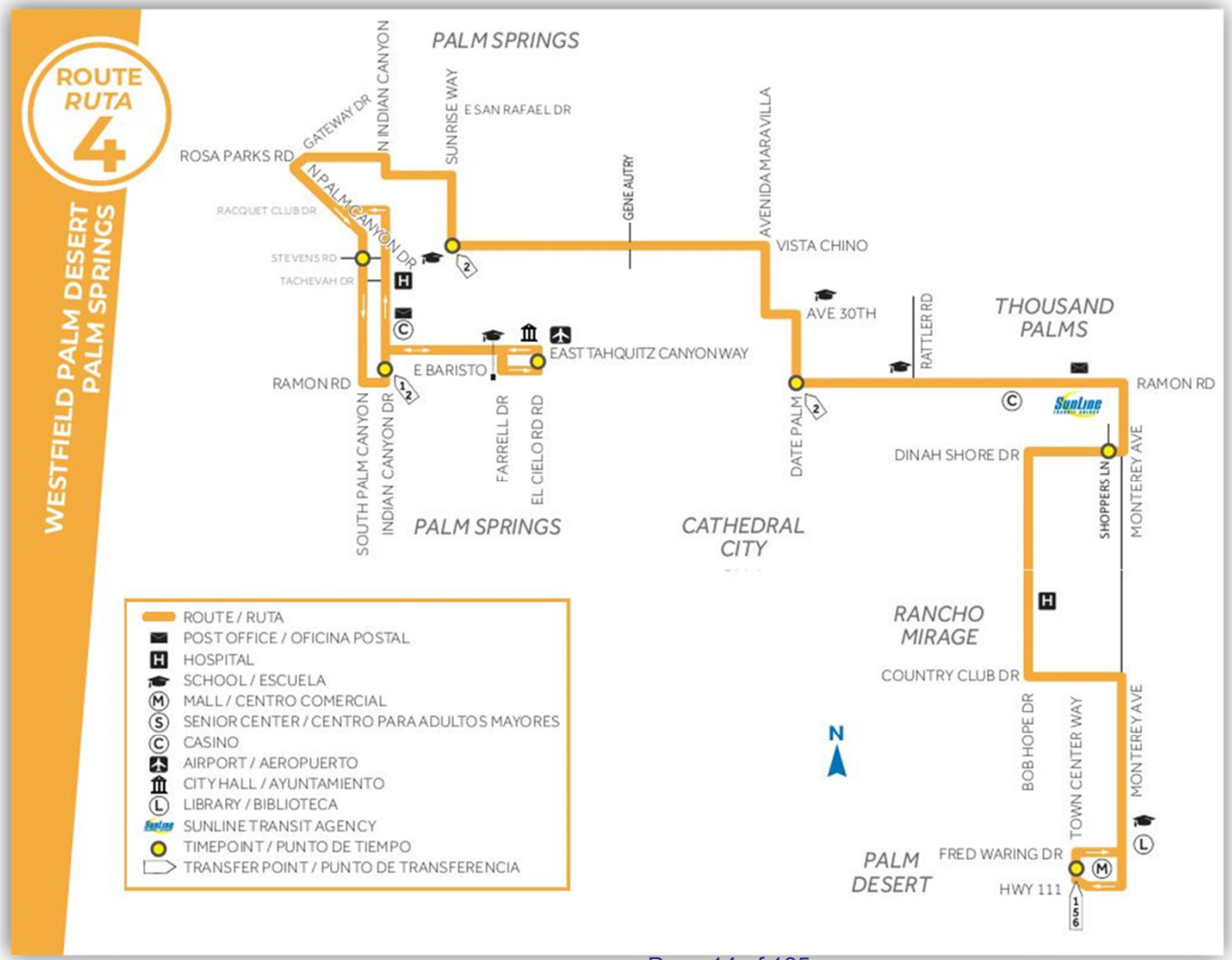


Back to Top

Route 3

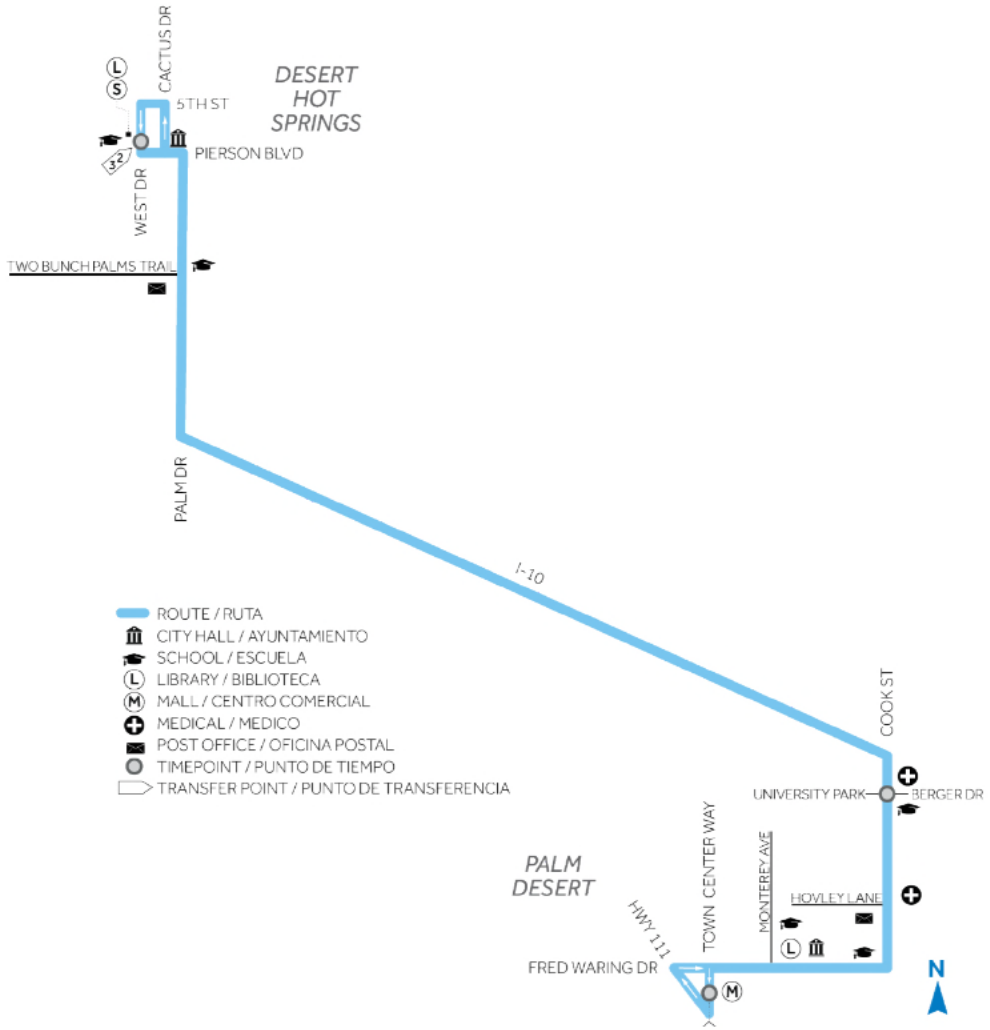
Back to Top

Route 4



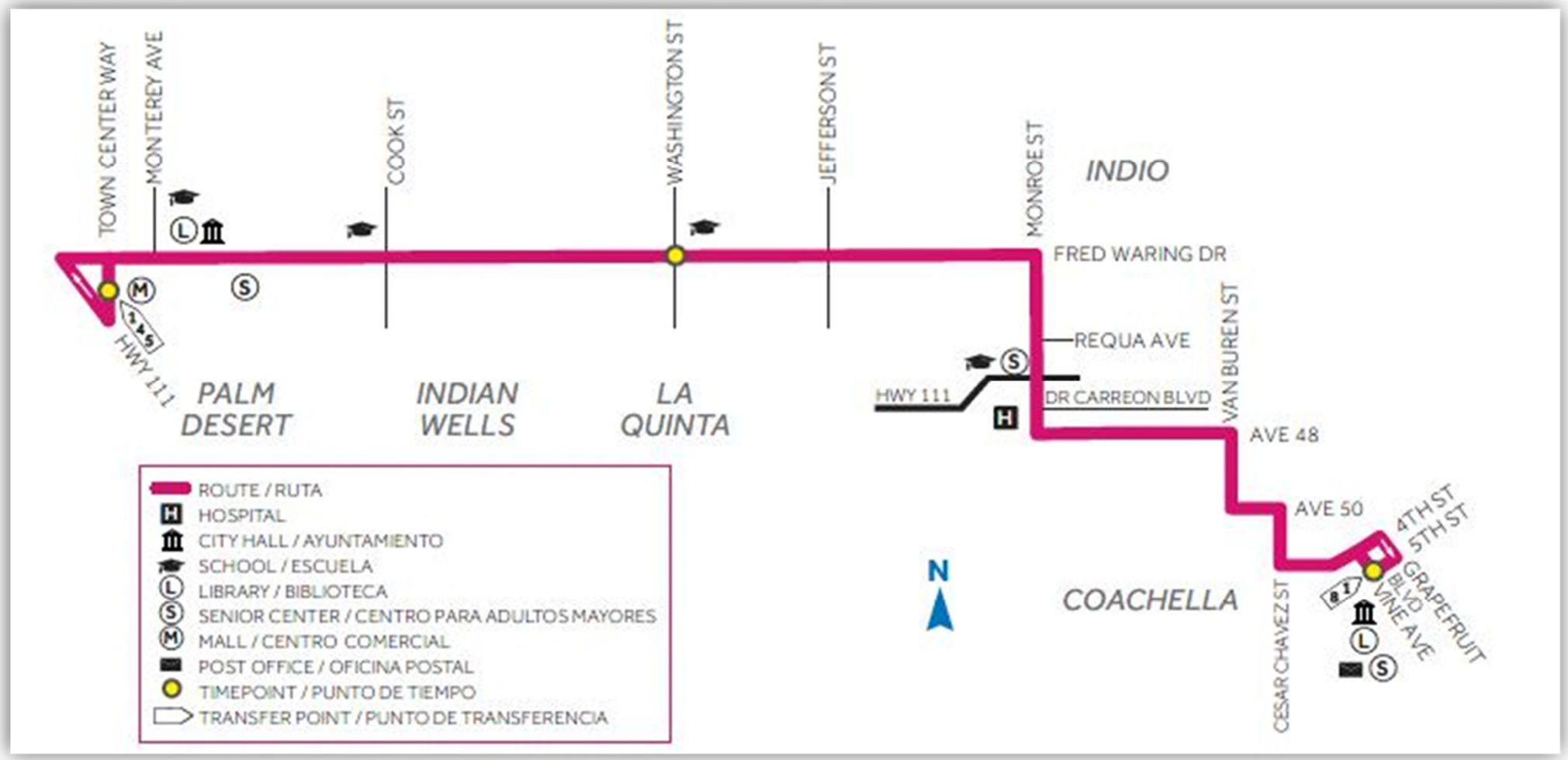
Back to Top

Route 5



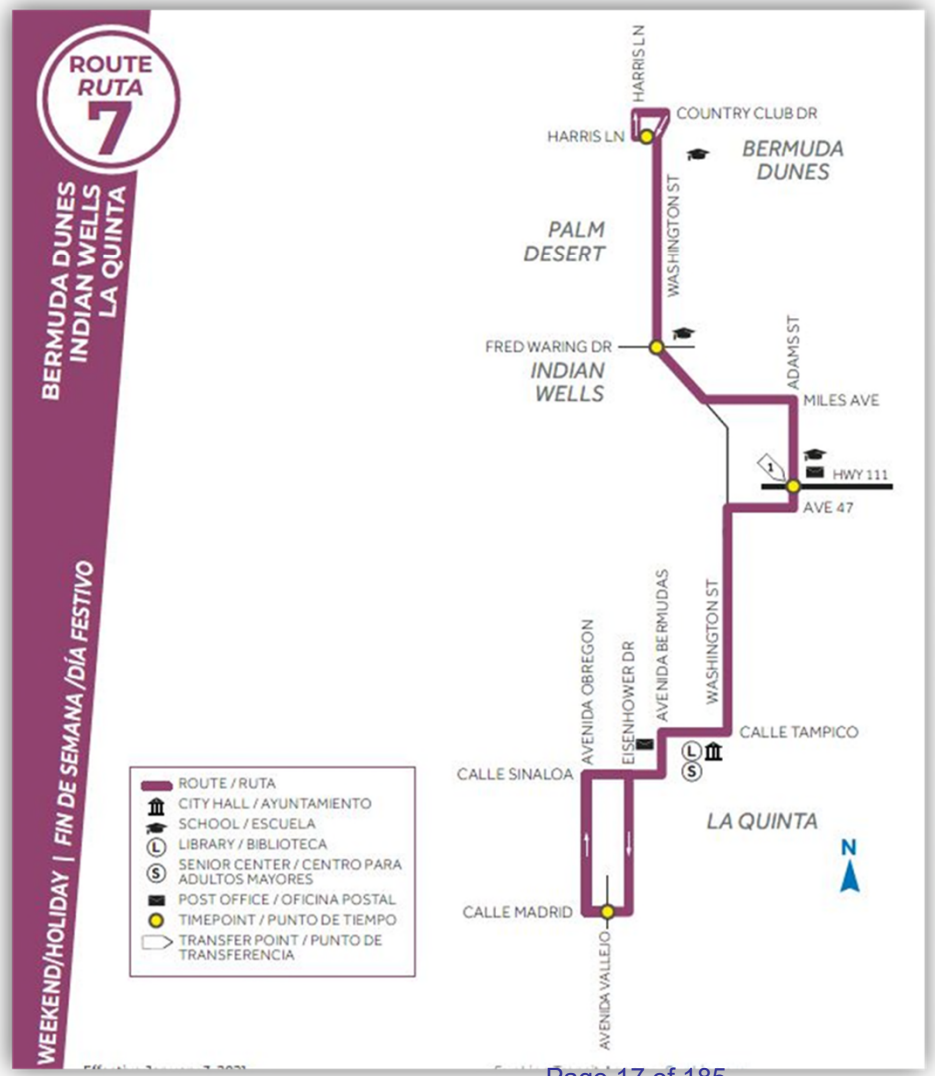
Back to Top

Route 6



Back to Top

Route 7



Back to Top

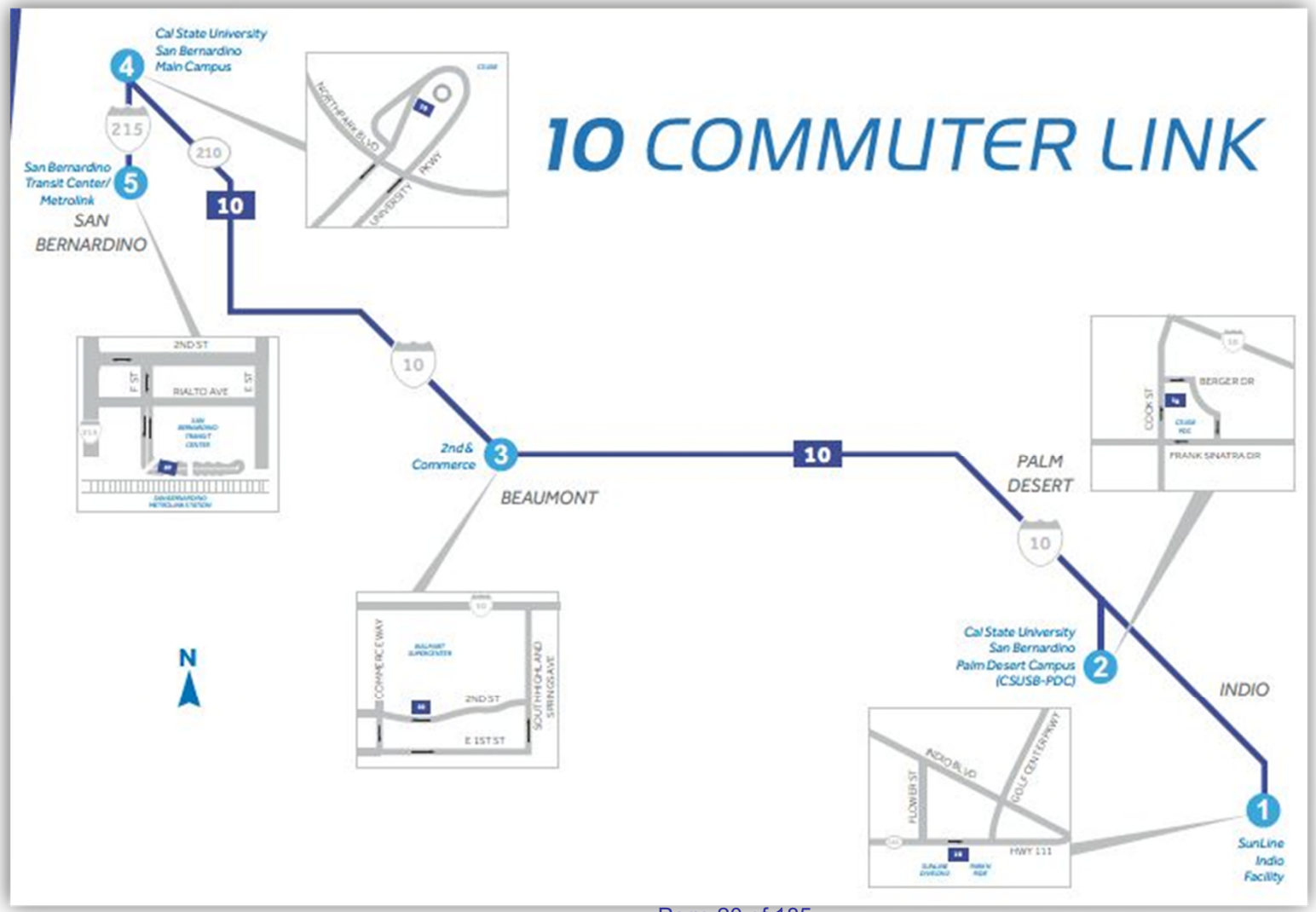
Route 8

Back to Top

Route 9

Back to Top

Route 10



Back to Top

Bus Stop Analysis

City/District	Total Stops	Total Shelters		Stops with 10+ boardings		Stops with Shelters and 10+ boardings		Shelters needed to reach policy compliance[1]		# of shelters exceeding current policy[1]
		Count	Percent	Count	Percent	Count	Percent	Count	Percent	
Cathedral City	61	52	85%	17	28%	17	100%	0	0%	35
Coachella	34	32	94%	7	21%	7	100%	0	0%	25
Desert Hot Springs	48	36	75%	13	27%	12	92%	1	13%	24
Indian Wells	15	13	87%	0	0%	0	N/A	0	0%	13
Indio	87	59	68%	19	22%	18	95%	1	13%	41
La Quinta	52	36	69%	12	23%	12	100%	0	0%	24
Palm Desert	52	42	81%	16	31%	16	100%	0	0%	26
Palm Springs	121	92	76%	37	31%	32	86%	5	63%	60
Rancho Mirage	33	25	76%	1	3%	1	100%	0	0%	24
Riverside County uninc.	68	28	41%	6	9%	5	83%	1	13%	23
Thermal	8	2	25%	0	0%	0	N/A	0	0%	2
Oasis	10	3	30%	0	0%	0	N/A	0	0%	3
Mecca	17	8	47%	2	12%	2	100%	0	0%	6
One Hundred Palms	3	2	67%	2	67%	2	100%	0	0%	0
Thousand Palms	9	9	100%	1	11%	1	100%	0	0%	8
North Shore	11	1	9%	0	0%	0	N/A	0	0%	1
Desert Edge	7	0	0%	1	14%	0	0%	1	13%	0
Bermuda Dunes	3	3	100%	0	0%	0	N/A	0	0%	3
Total	**571**	**415**	**73%**	**128**	**22%**	**120**	**94%**	8	100%	295

[1]Current policy states that all bus stops with over 10 average daily boardings should have shelters

- Ten (10) or more boardings per day warrant a shelter
- Eight (8) current shelters meet threshold but lack shelters

Back to Top

Staff Recommendation

- RCTC review April and May
- SunLine Board of Directors discussion May
- SunLine Board of Directors approval June

Back to Top

Questions?

Back to Top

SunLine TRANSIT AGENCY

FY25-29 SHORT-RANGE TRANSIT PLAN

Back to Top

TABLE OF CONTENTS

CONTENTS

Chapter 1. System Overview and Service Profile 2

1.1 Description of Service Area 4

1.2 Population Profile and Demographics 6

1.3 Description of Services 12

1.4 Current Fare Structure 28

1.5 Revenue Fleet 31

1.6 Existing Transit Facilities and Bus Stop Amenities 31

1.7 Existing Coordination between Transit Agencies and Private Providers 34

1.8 Review of Previous Studies and Plans 35

Chapter 2. Existing Service and Route Performance 36

2.1 Service Standards ..... **Error! Bookmark not defined.**

2.2 Service Performance 44

Chapter 3. Future Service Plans, Fare Changes, Capital Planning, and Marketing ..... **Error! Bookmark not defined.**

3.1 Service Plans and Priorities FY 2024 to FY 2028 62

3.2 SunLine's Overall Marketing Plans, Studies, and Promotions 65

3.3 Projected Ridership Growth (FY 2024 to FY 2028) 71

3.4 Proposed Fare Structure Changes 71

3.5 Capital Improvement Planning 73

Chapter 4. Financial Planning ..... **Error! Bookmark not defined.**

4.1 Operating and Capital Budget 76

4.2 Funding Plans to Support Proposed Operating and Capital Program 76

4.3 Regulatory and Compliance Requirements 79

4.4 Capital Project Status 80

FIGURES

Figure 1-1 SunLine Refueled Timeline 2
Figure 1-2 SunLine Service Area 5
Figure 1-3 SunLine Service Area Socioeconomic Profile 5
Figure 1-4 Riverside County and California Population Growth Projections (Percent) 9
Figure 1-5 Riverside County and Coachella Valley Population Projections (Total Population) 9
Figure 1-6 Population Growth Projections for Jurisdictions in the SunLine Service Area 10
Figure 1-7 Senate Bill 535 Disadvantaged Communities 11
Figure 1-8 Areas of Persistent Poverty and Historically Disadvantaged Communities 12
Figure 1-9 Fixed Route Ridership 13
Figure 1-10 Fixed Route System Map 14
Figure 1-11 Example of SunRide Vehicle 15
Figure 1-12 SunRide Service Area – Cathedral City 17
Figure 1-13 SunRide Service Area – Coachella 18
Figure 1-14 SunRide Service Area – Desert Hot Springs – Desert Edge (formerly Desert Edge) 19
Figure 1-15 SunRide Service Area – Indio 20
Figure 1-16 SunRide Service Area – Mecca-North Shore 21
Figure 1-17 SunRide Service Area – Palm Desert (formerly Cook St Corridor) 22
Figure 1-18 SunRide Service Area – Palm Springs 24
Figure 1-19 SunRide Mobile App 25
Figure 1-20 SunDial Ridership Trend 26
Figure 1-21 SunLine service area employment 27
Figure 1-22 Coachella Valley major employers 28
Figure 1-23 Fare Structure 29
Figure 1-24 SunLine Support Vehicle Summary 31
Figure 1-25 Bus Stop by City/District 32
Figure 1-26 Top 10 Stops 33
Figure 1-27 Top 10 Weekend Stops 33
Figure 2-1 Service Frequency Standards 37
Figure 2-2 Passengers Per Revenue Hour/Revenue Trip Standards 39
Figure 2-3 Service Scheduled Speed Standard 40
Figure 2-4 On-Time Performance Standard 40
Figure 2-5 Service Completed Standard 41
Figure 2-6 Miles between Service Interruptions Standard 41
Figure 2-7 Load Standards 42
Figure 2-8 Average Fleet Age Standard 42
Figure 2-9 Bus Deployment Standard 42
Figure 2-10 Percentage Change in SunLine Fixed Route Ridership Relative to 2010 and Peers 45
Figure 2-11 Summary of Fixed Route Transit Services ..... **Error! Bookmark not defined.**
Figure 2-12 Service Frequencies, in Minutes 47
Figure 2-13 Service Spans 47
Figure 2-14 5-year Fixed Route Ridership Comparison 48
Figure 2-15 COVID-19 Impact on Fixed Route Ridership 48

Figure 2-16 SunDial On-Time Performance for FY 2020 to FY 2022 49
Figure 2-17 Paratransit Ridership COVID-19 Impact for FY 2022 50
Figure 2-18 Taxi Businesses 50
Figure 2-19 SolVan Ridership Trend ..... **Error! Bookmark not defined.**
Figure 2-20 Trunk Routes Average 51
Figure 2-21 Local Routes Average 52
Figure 2-22 Market Based Service Average 53
Figure 2-23 Fixed Route Average Speed 53
Figure 2-24 On-Time Performance, by Route 54
Figure 2-25 Miles between Service Interruptions 55
Figure 2-26 Fleet Age 56
Figure 2-27 SunRide System-wide Metrics 58
Figure 2-28 SunRide Unique Users 59
Figure 2-29 SunRide Monthly Service Labor Cost Per Rider 59
Figure 3-1 Headway, by Route and Service Level 62
Figure 3.3 Target Audience Analysis 66
Figure 3-2 Allocation of Bus Stop Shelter Improvements 74
Figure 4-1 Status of SunLine's Capital Projects 80

SRTP TABLES

Table 1.0 Individual Route Descriptions.....90
Table 1.1 Fleet Inventory – Motor Bus .....**Error! Bookmark not defined.**91
Table 1.2 Fleet Inventory – Demand Response .....**Error! Bookmark not defined.**
Table 2.0 Service Provider Performance Target Report.....**Error! Bookmark not defined.**
Table 2.1 FY 2022/23 SRTP Performance Report .....**Error! Bookmark not defined.**
Table 2.2 SRTP Service Summary – Systemwide Totals.....**Error! Bookmark not defined.**
Table 2.2 SRTP Service Summary – All Fixed Routes.....**Error! Bookmark not defined.**
Table 2.2 SRTP Service Summary – SunDial .....**Error! Bookmark not defined.**
Table 2.2 SRTP Service Summary – Vanpool .....**Error! Bookmark not defined.**
Table 2.2A Summary of Routes to be Excluded .....**Error! Bookmark not defined.**
Table 2.3 SRTP Route Statistics (Table 1 of 2).....**Error! Bookmark not defined.**
Table 3.0 Highlights of the FY2023/25 SRTP .....**Error! Bookmark not defined.**
Table 4.0 Summary of Funding Requests (1 of 5).....**Error! Bookmark not defined.**
Table 4.0A Capital Project Justification (1 of 28) .....**Error! Bookmark not defined.**
Table 4.0B Farebox Calculation .....**Error! Bookmark not defined.**
Table 4.1 Summary of Funding Requests in FY2023–2024 (1 of 3).... **Error! Bookmark not defined.**
Table 4.2 Summary of Funding Requests in FY2024–2025 (1 of 2).... **Error! Bookmark not defined.**123

APPENDIX

Appendix A: SunLine Existing Route Profiles

GLOSSARY OF COMMON ACRONYMS

5307	Formula grants for urbanized areas
5311	Formula grants for rural areas
5339	Formula grants for buses and bus facilities
ADA	Americans with Disabilities Act
ARPA	American Rescue Plan Act
CARB	California Air Resources Board
CDP	Census designated place
CMAQ	Congestion Mitigation and Air Quality Improvement Program
CNG	Compressed natural gas
COVID-19	Coronavirus
CRRSAA	Coronavirus Response and Relief Supplemental Appropriations Act
CSUSB	California State University, San Bernardino
DBE	Disadvantaged business enterprise
DPSS	Department of Public Social Services
EEO	Equal employment opportunity
FTA	Federal Transit Administration
FY	Fiscal year
ICT	Innovative Clean Transit
IVT	Imperial Valley Transit
IVTC	Imperial Valley Transportation Commission
JPA	Joint Powers Agreement
KPI	Key Performance Indicator
LCTOP	Low Carbon Transit Operations Program
LTF	Local Transportation Fund
MPH	Miles per hour
NTD	National Transit Database
RCTC	Riverside County Transportation Commission
SBTC	San Bernardino Transit Center

SCAG	Southern California Association of Governments
SGR	State of Good Repair
SRTP	Short Range Transit Plan
STA	State Transit Assistance
TAP	Transit Ambassador Program
TSP	Transit signal priority
U-Pass	University Pass
ZEB	Zero-emission bus

DEFINITIONS

Financially Constrained	Fully funded
Financially Unconstrained	Not funded
Microtransit	A form of demand response transit that offers flexible routing and/or flexible scheduling of minibus vehicles

BOARD OF DIRECTORS

SunLine was established under a Joint Powers Authority (JPA) on July 1, 1977, between Riverside County and the communities of the Coachella Valley, which at the time included the Cities of Coachella, Desert Hot Springs, Indio, Palm Desert, and Palm Springs. The JPA was later amended to include the Cities of Cathedral City, Indian Wells, La Quinta, and Rancho Mirage. The JPA's governing board consists of one elected official from each member entity and one county supervisor. The Board of Directors are responsible for setting Agency policy.

CATHEDRAL CITY	Nancy Ross
COACHELLA	Denise Delgado, Vice-Chair
DESERT HOT SPRINGS	Russell Betts
INDIAN WELLS	Ty Peabody
INDIO	Glenn Miller
LA QUINTA	John Peña
PALM DESERT	Kathleen Kelly
PALM SPRINGS	Lisa Middleton, Chair
RANCHO MIRAGE	Lynn Mallotto
RIVERSIDE COUNTY	V. Manuel Perez

ORGANIZATIONAL STRUCTURE

SunLine's CEO/General Manager implements the Board of Directors' policy direction and provides strategic and operational leadership to the organization. The Executive Team supports the CEO/General Manager by supporting and developing Agency staff, overseeing day-to-day business operations, and leading the implementation of Agency initiatives.

CHIEF EXECUTIVE OFFICER/GENERAL MANAGER	Mona Babauta
CHIEF FINANCIAL OFFICER	Luis Garcia
CHIEF SAFETY OFFICER	Bryan Valenzuela
CHIEF OF HUMAN RELATIONS	Tamara Miles
CHIEF TRANSPORTATION OFFICER	Isabel Vizcarra
CHIEF PLANNING OFFER	Paul Mattern
CHIEF MAINTENANCE OFFICER	Ray Allen
CHIEF OF CAPITAL PROJECTS	Walter Watcher
CHIEF ADMINISTRATIVE OFFICER	Tina Hamel

CHAPTER 1

System Overview & System Profile

FY25-29 SHORT-RANGE TRANSIT PLAN

Back to Top

Chapter 1. System Overview and Service Profile

As the Agency stands at the threshold of a new era, it is crucial to reflect on the challenges that have shaped our journey thus far. The convergence of the COVID-19 pandemic, a national shortage of labor, and the failure of critical infrastructure such as the hydrogen-fueling station has undoubtedly tested the resilience of our transit system. The cumulative impact of these adversities has led to disruptions, unreliable service, and, regrettably, necessary service cuts. It has underscored the urgent need for adaptation and innovation.

Despite these obstacles, we are poised to embark on a fresh path forward. Our foremost priority is clear: the customer. As we enter this new chapter of the Agency, we do so with a sense of determination and purpose. We recognize that the heart of any successful transit system lies in its ability to meet the diverse needs and expectations of its ridership. With this guiding principle at the forefront, we are dedicated to ensuring that every decision, every initiative, and every investment is driven by a genuine focus on enhancing the passenger experience.

Our vision for the future is one of reliability, accessibility, and excellence. We are committed to leveraging innovative technologies, optimizing operational efficiencies, and fostering collaborative partnerships to deliver a transit system that our passengers can rely on, day in and day out.

While we acknowledge the challenges we have faced, we also want to take the time to celebrate the achievements that help define our Agency's legacy:

We proudly highlight a key aspect of our service that sets us apart – our commitment to providing the ***lowest fares*** in the region. Our Board of Directors and staff understand the importance of accessible transportation options for all community members, regardless of their socio-economic status. By keeping our fixed route fare at $1, we ensure that our services remain accessible to everyone, fostering inclusivity and connectivity across our community. Our goal is that maintaining low fares will enhance the attractiveness of public transit as a viable transportation option.

Over time, the transit industry has learned that the traditional fixed-route system may not always serve every corner of our community effectively. We are proud that our microtransit service, ***SunRide***, has been able to expand into more cities bringing flexible, on-demand transportation to areas that were previously underserved by traditional transit routes.

In recent years, SunLine has been honored with three large ***awards*** (Figure 1-1) within the transit industry. These accolades serve as a testament to the hard work and dedication of all our employees and inspires us to chart a course for the future that refocuses our efforts on the customer experience.

For years, SunLine has been at the forefront of the clean fuels revolution, spearheading initiatives to reduce emissions and mitigate environmental impact. Our investment in hydrogen fuel cell technology, in particular, has positioned us as a trailblazer in the transition to cleaner,

greener transportation solutions. While the challenges of the last year related to our hydrogen station were undoubtedly disappointing, they also serve as valuable lessons in resilience and adaptability. We are committed to learning from the past, and leveraging our experiences to inform smarter, more resilient strategies for the future to ensure we stay on target for our Innovative Clean Transit roll-out plan goals.

As we look to the future outlined in this FY 2025-2029 Short Range Transit Plan (SRTP), we are approaching the upcoming years with optimism. We will navigate the road ahead alongside our community and are confident that the best is yet to come for SunLine Transit Agency.

Figure 1-1 Major Accomplishments of SunLine

1.1 Description of Service Area

SunLine serves the eastern portion of Riverside County known as the Coachella Valley, extending from the San Gorgonio Pass in the west to the Salton Sea in the southeast. Located 120 miles east of downtown Los Angeles and 60 miles east of Riverside and San Bernardino.

Key characteristics of SunLine's service area include –

Geographic Size 1,120 square miles (

Figure 1-2)

Fixed Route Service Coverage 150 square miles

Paratransit Service Coverage 200 square miles[1]

9 JPA Member Cities SunLine provides service to Cathedral City, Coachella, Desert Hot Springs, Indian Wells, Indio, La Quinta, Palm Desert, Palm Springs, and Rancho Mirage

Unincorporated Communities SunLine provides service to the unincorporated county areas of Bermuda Dunes, Desert Edge, Mecca, North Shore, Oasis, Thermal, and Thousand Palms

Commuter Service Commuter express service is provided outside of the service area connecting the Coachella Valley to San Bernardino

Figure 1-3 shows population and employment estimates for the jurisdictions within the SunLine service area.

[1] The Federal Transit Administration describes the service area as a measure of access to transit service in terms of population served and area covered. The service area is determined using the Americans with Disabilities Act of 1990 (ADA) to identify the corridor surrounding routes three-quarters of mile on either side. Source: https://www.transit.dot.gov/ntd/national-transit-database-ntd-glossary. Accessed March 16, 2023.

Figure 1-2 SunLine Service Area

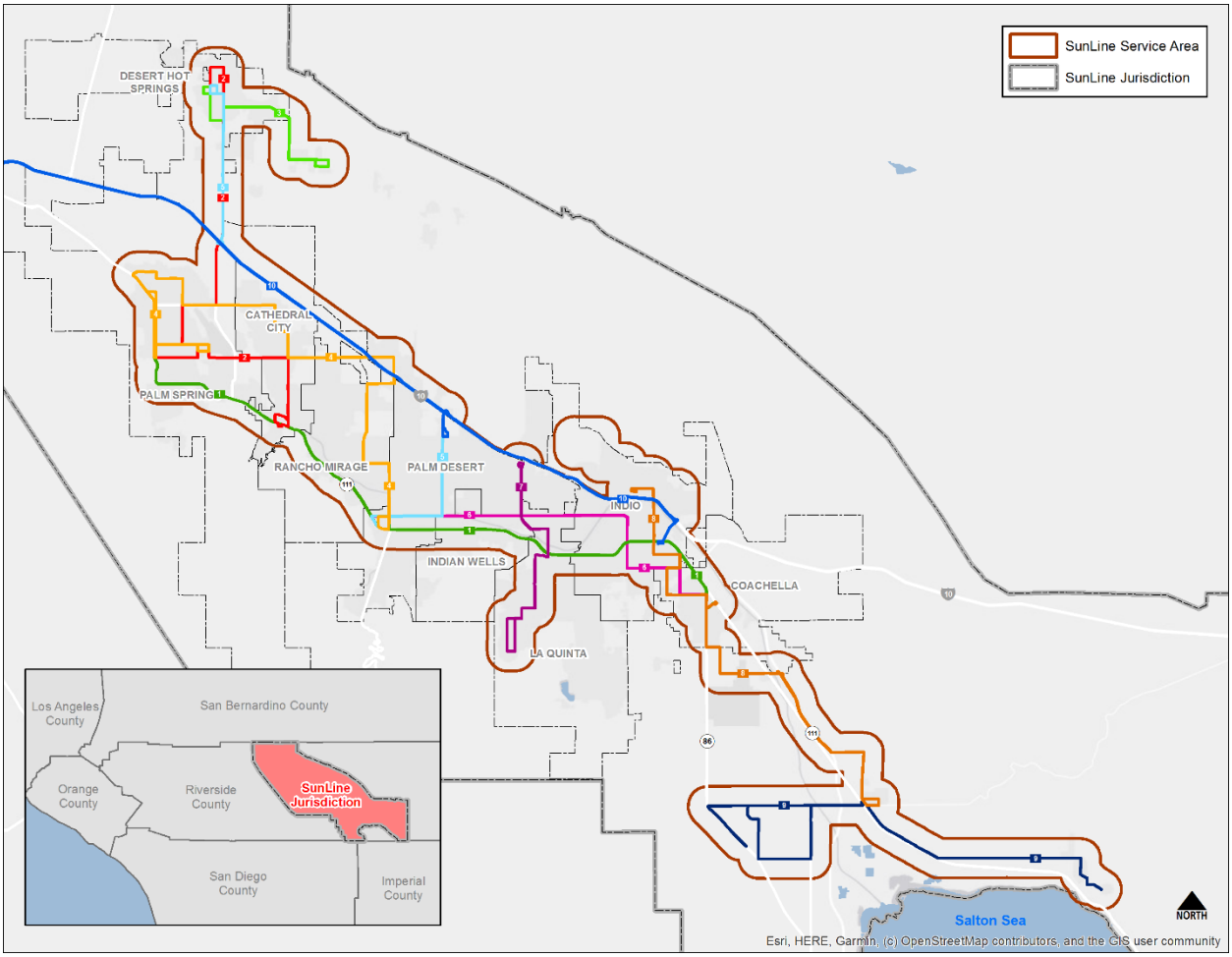


Figure 1-3 SunLine Service Area Socioeconomic Profile

Geography	Total population	Minority population		Population with poverty status determined	Poverty population		Total households	Zero auto households		Total employment
	Number	Number	%	Number	Number	%	Number	Number	%	Number
SunLine Jurisdiction	**443,976**	**263,098**	**59.3%**	**441,897**	**75,195**	**17.0%**	**182,919**	**8,413**	**4.6%**	**151,433**
Cathedral City	52,569	35,823	68.1%	52,510	9,893	18.8%	18,817	1,086	5.8%	9,925
Coachella	45,204	43,942	97.2%	45,130	8,664	19.2%	17,211	513	3.0%	8,973
Desert Hot Springs	27,829	20,372	73.2%	27,698	6,820	24.6%	9,707	824	8.5%	3,687
Indian Wells	7,054	1,465	20.8%	7,048	822	11.7%	3,446	46	1.3%	3,862
Indio	90,900	66,459	73.1%	89,958	15,639	17.4%	33,825	1,377	4.1%	20,767
La Quinta	40,510	18,429	45.5%	40,408	5,671	14.0%	16,054	424	2.6%	11,672
Palm Desert	51,009	16,782	32.9%	50,730	6,216	12.3%	23,580	1,137	4.8%	29,284
Palm Springs	49,651	19,719	39.7%	49,347	7,973	16.2%	25,155	1,722	6.8%	28,518
Rancho Mirage	17,913	3,749	20.9%	17,834	2,215	12.4%	9,327	341	3.7%	16,175
Unincorporated	61,337	36,358	59.3%	61,234	11,282	18.4%	25,797	943	3.7%	18,570

Source: American Community Survey 2020 5-year estimates; Longitudinal Employer-Household Dynamics 2019

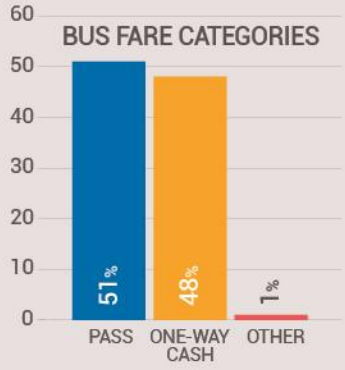
1.2 Population Profile and Demographics

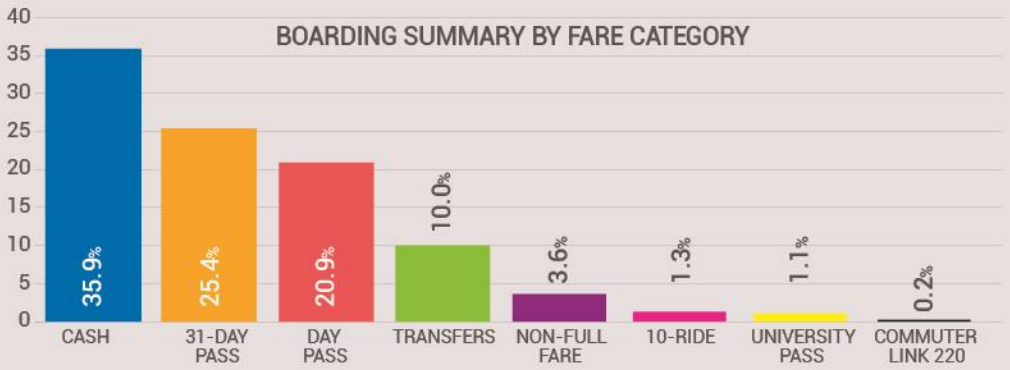
The 2019 SunLine Transit Rider Survey was an important source of information for the plan. It gave SunLine staff a pre-COVID-19 ridership profile and described how riders used the transit system. The infographic on the next page shows the demographic characteristics of SunLine's riders before the pandemic. SunLine is preparing a new rider survey to assess changes resulting from the pandemic and the changes made to the system in the years following.

POPULATION PROFILE and RIDER CHARACTERISTICS

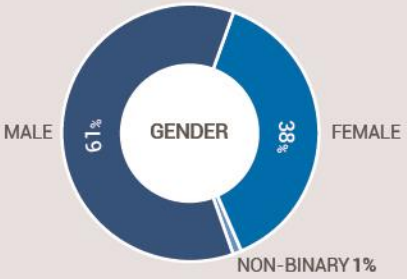
The SunLine Transit Rider Survey provided a snapshot of passenger characteristics, as summarized here.

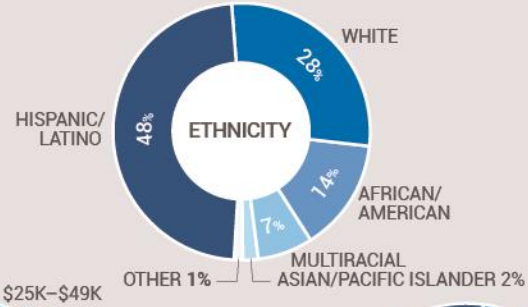
BOARDING FARE

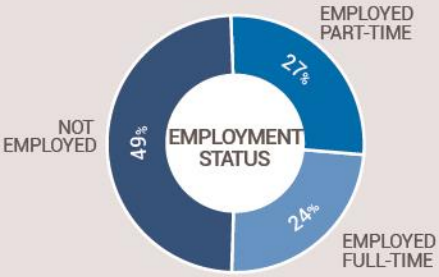


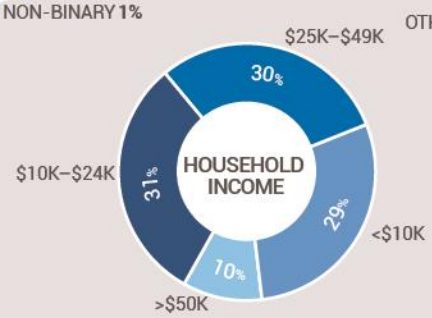


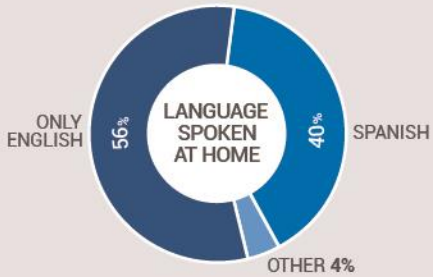
DEMOGRAPHICS



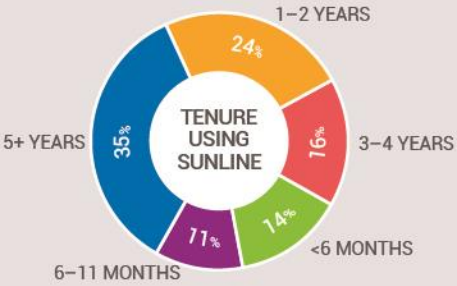


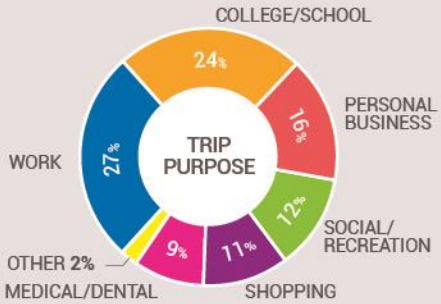


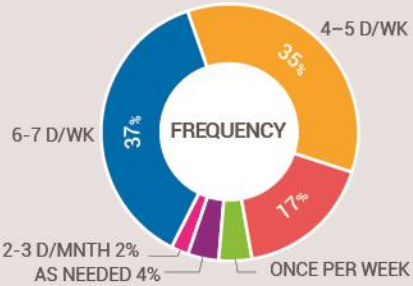


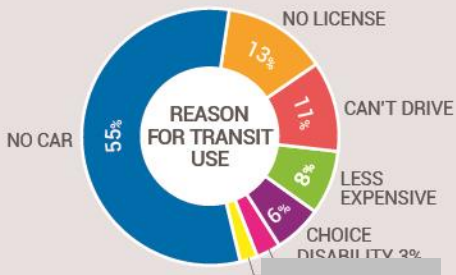


TRANSIT USE









Back to Top

1.2.1 Demographic Projections

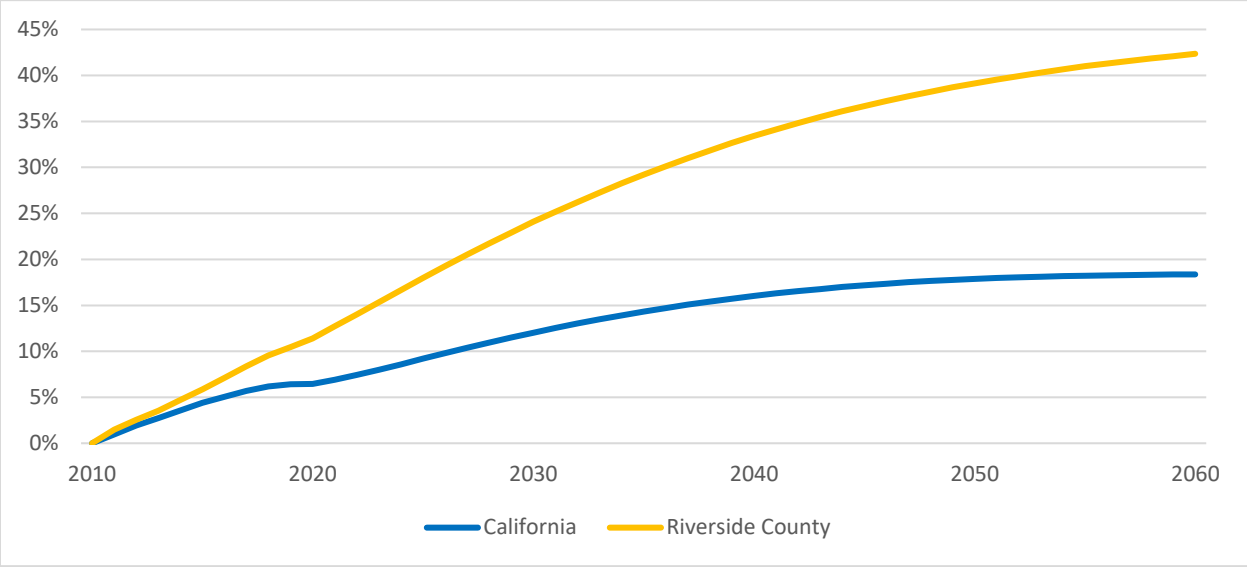
Despite ridership downturn related to the COVID-19 pandemic, population growth in Riverside County and the Coachella Valley will continue to drive demand for public transit services. In considering the public transit needs of the Coachella Valley, it is essential to understand the diverse demographics that make up our community. The Coachella Valley is characterized by a unique blend of residents, ranging from retirees to young families seeking opportunities for growth and prosperity. Additionally, our region experiences seasonal fluctuations in population due to tourism and seasonal residents, particularly during the winter months. Furthermore, we recognize the presence of economically disadvantaged populations, seniors, individuals with disabilities, and other vulnerable groups who rely heavily on public transportation for their mobility needs.

Like other transit agencies nationwide, SunLine is faced with the challenge of maintaining core service, extending service to new developments, and addressing the financial challenges resulting from the COVID-19 pandemic. It is imperative that we take into account these demographic nuances and strive to design services that are inclusive, accessible, and responsive to the diverse needs of our community. With the massive amount of growth we are experiencing in the Coachella Valley and limited funding, SunLine would be unable to provide direct service from every trip origin to every destination. However, with careful planning, we are working to ensure that our transit system effectively serves as a lifeline, connecting people to essential services, employment opportunities, recreational amenities, and each other.

The California Department of Finance estimates that the nine cities of the Coachella Valley had a population of just over 390,600 in January 2021. Riverside County has been growing faster than the state's population, and the Department of Finance projects this will continue through 2060, as shown in Figure 1-4. Within Riverside County, the Southern California Association of Governments (SCAG) projects that the nine cities of the Coachella Valley will grow faster than the county between 2016 and 2045.

Projections prepared by SCAG show that the Riverside County population is expected to grow by 37.6 percent from 2016 to 2045. This means an increase from 2.36 million people in 2016 to 3.25 million people in 2045, as shown in Figure 1-5. In contrast, the population in Coachella Valley cities is projected to grow even faster, increasing 55 percent over the same 29-year period, from 450,130 in 2016 to 697,690 in 2045, as shown in Figure 1-6. Growth percentages within the Coachella Valley vary by city. Coachella and Desert Hot Springs are among the cities projected to grow the fastest within the SCAG region, ranking first and third, respectively, among all SCAG cities by percentage growth over the next three decades.

Figure 1-4 Riverside County and California Population Growth Projections (Percent)



Source: California Department of Finance, 2021, https://www.dof.ca.gov/forecasting/demographics/projections/

Figure 1-5 Riverside County and Coachella Valley Population Projections (Total Population)

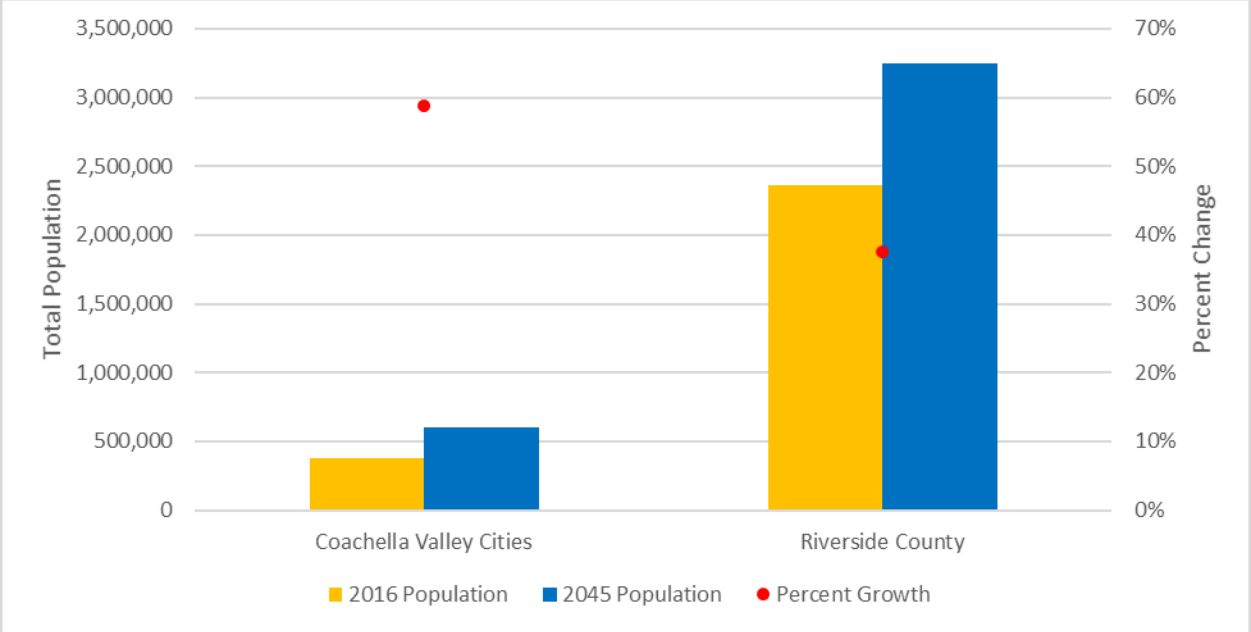


Figure 1-6 Population Growth Projections for Jurisdictions in the SunLine Service Area

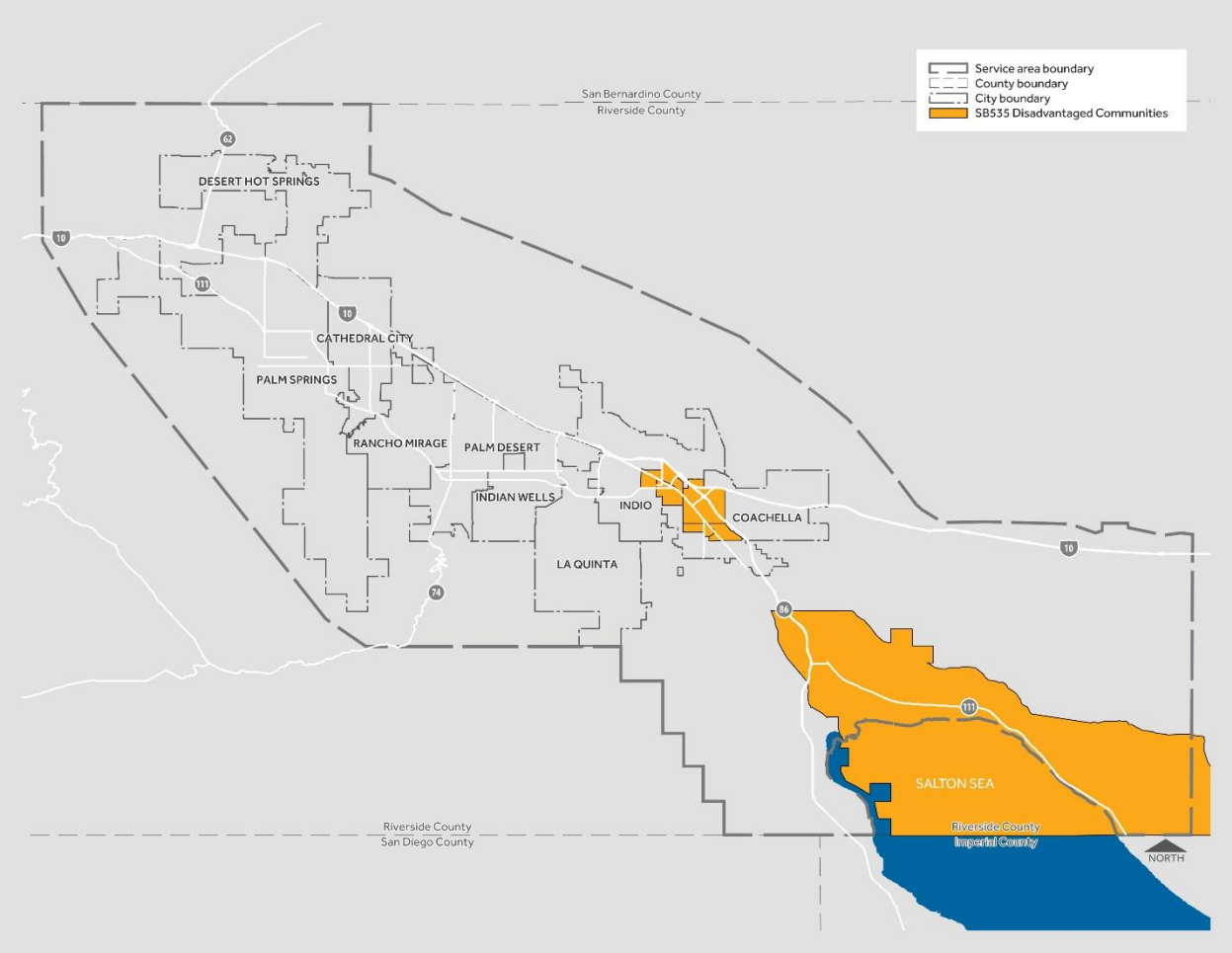
Location	SCAG 2016 estimates	SCAG 2045 estimates	Difference	% Difference
Bermuda Dunes Census Designated Place (CDP)	7,340	10,110	2,770	38%
Cathedral City	54,300	76,300	22,000	41%
Coachella city	45,300	129,300	84,000	185%
Desert Edge CDP	3,850	4,200	350	9%
Desert Hot Springs city	29,000	59,990	30,990	107%
Desert Palms CDP	6,940	6,990	50	1%
Garnet CDP	6,300	7,990	1,690	27%
Indian Wells city	5,400	6,400	1,000	19%
Indio city	88,100	129,300	41,200	47%
Indio Hills CDP	1,120	6,280	5,160	461%
La Quinta city	40,400	47,700	7,300	18%
Mecca CDP	8,860	11,840	2,980	34%
North Shore CDP	3,200	3,680	480	15%
Oasis CDP	4,370	4,500	130	3%
Palm Desert city	50,400	64,100	13,700	27%
Palm Springs city	47,100	61,600	14,500	31%
Rancho Mirage city	18,200	25,200	7,000	38%
Sky Valley CDP	2,570	7,080	4,510	175%
Thermal CDP	2,400	3,270	870	36%
Thousand Palms CDP	7,880	9,730	1,850	23%
Vista Santa Rosa CDP	3,780	3,950	170	4%
Whitewater CDP	820	980	160	20%
Other unincorporated areas	12,500	17,200	4,700	38%
Service area total	**450,130**	**697,690**	**247,560**	**55%**

Source: SCAG, 2020, https://scag.ca.gov/sites/main/files/file-attachments/0903fconnectsocal_demographics-and-growth-forecast.pdf

Disadvantaged communities in California are specifically targeted for investment of proceeds from the state's cap-and-trade program. Senate Bill 535 mandates that 25 percent of the proceeds from the Greenhouse Gas Reduction Fund go to projects that benefit disadvantaged communities. These investments are primarily aimed at improving public health, quality of life, and economic opportunity in the state's most burdened communities while also reducing pollution.

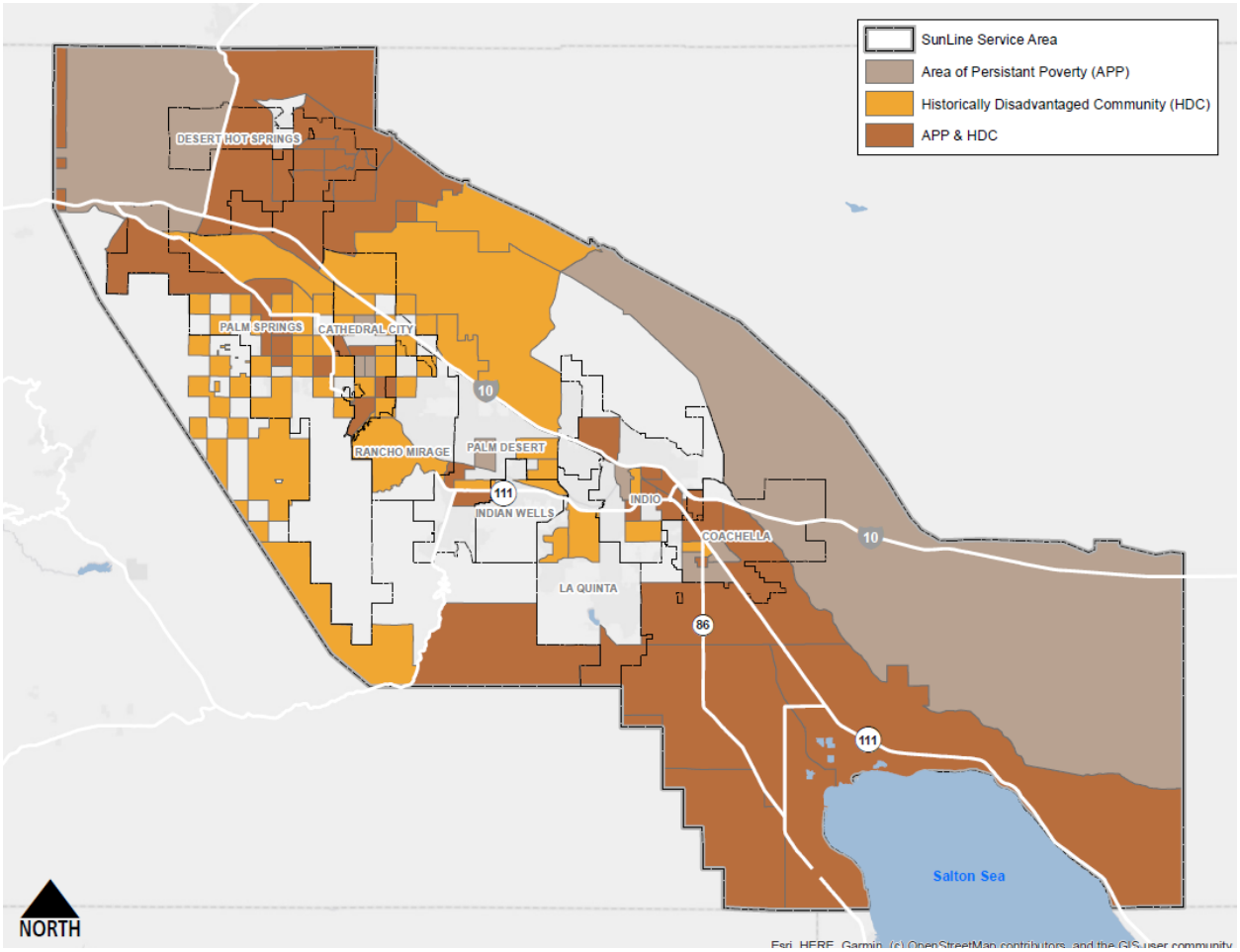
Disadvantaged communities are defined as the top 25 percent scoring census tracts from the California Environmental Health Screening Tool (CalEnviroScreen). The Senate Bill 535 disadvantaged communities within the SunLine service area are illustrated in Figure 1-7.

Figure 1-7 Senate Bill 535 Disadvantaged Communities



Several federal funding programs specifically target investment toward areas designated as Areas of Persistent Poverty or Historically Disadvantaged Communities. Areas of Persistent Poverty include census tracts with poverty rates of 20 percent or higher based on the 2014 to 2018 5-year American Community Survey, counties that have had poverty rates of 20 percent or higher in the 1900 and 2000 Decennial Censuses and the 2020 Small Area Income Poverty Estimates, and territories or possessions of the United States. Historically Disadvantaged Communities include census tracts identified based on six factors of socioeconomic disadvantage, tribal lands, and territories or possessions of the United States. Areas with these designations within the SunLine service area are shown in Figure 1-8.

Figure 1-8 Areas of Persistent Poverty and Historically Disadvantaged Communities



1.3 Description of Services

SunLine's existing transit service includes SunBus (local bus), Commuter Link (regional commuter), SunRide (microtransit), and SunDial (paratransit). Additionally, SunLine's taxi voucher program provides additional transportation options to residents throughout the Coachella Valley. Each of these service types is described briefly in the following sections.

1.3.1 SunBus – Local Bus

SunLine currently operates nine local routes in its service area. The local bus network is broken down into trunk routes and connector or feeder routes. Trunk routes serve highly traveled corridors with more frequent headways and include Routes 1EV, 1WV, and 2. Connector/feeder routes operate in less dense areas and connect to trunk routes. These routes generally operate at less frequent headways and include Routes 3 through 9. SRTP Table 1.0 (see the Tables section of the SRTP) shows a list of the routes and the areas they serve. Figure 1-9 illustrates fixed-route ridership trends over the last few years, including the impact of the COVID-19 pandemic service reductions and the subsequent recovery. Figure 1-10 shows the SunLine system map. Appendix A shows existing route profiles.

Figure 1-9 Fixed Route Ridership

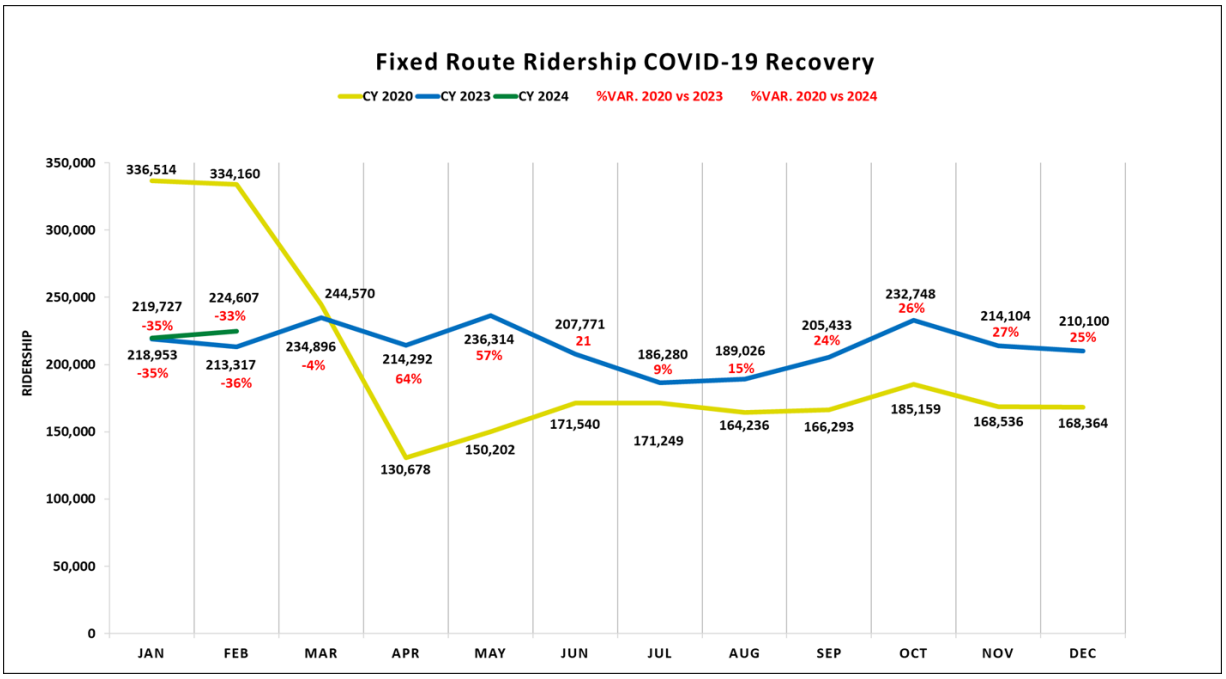
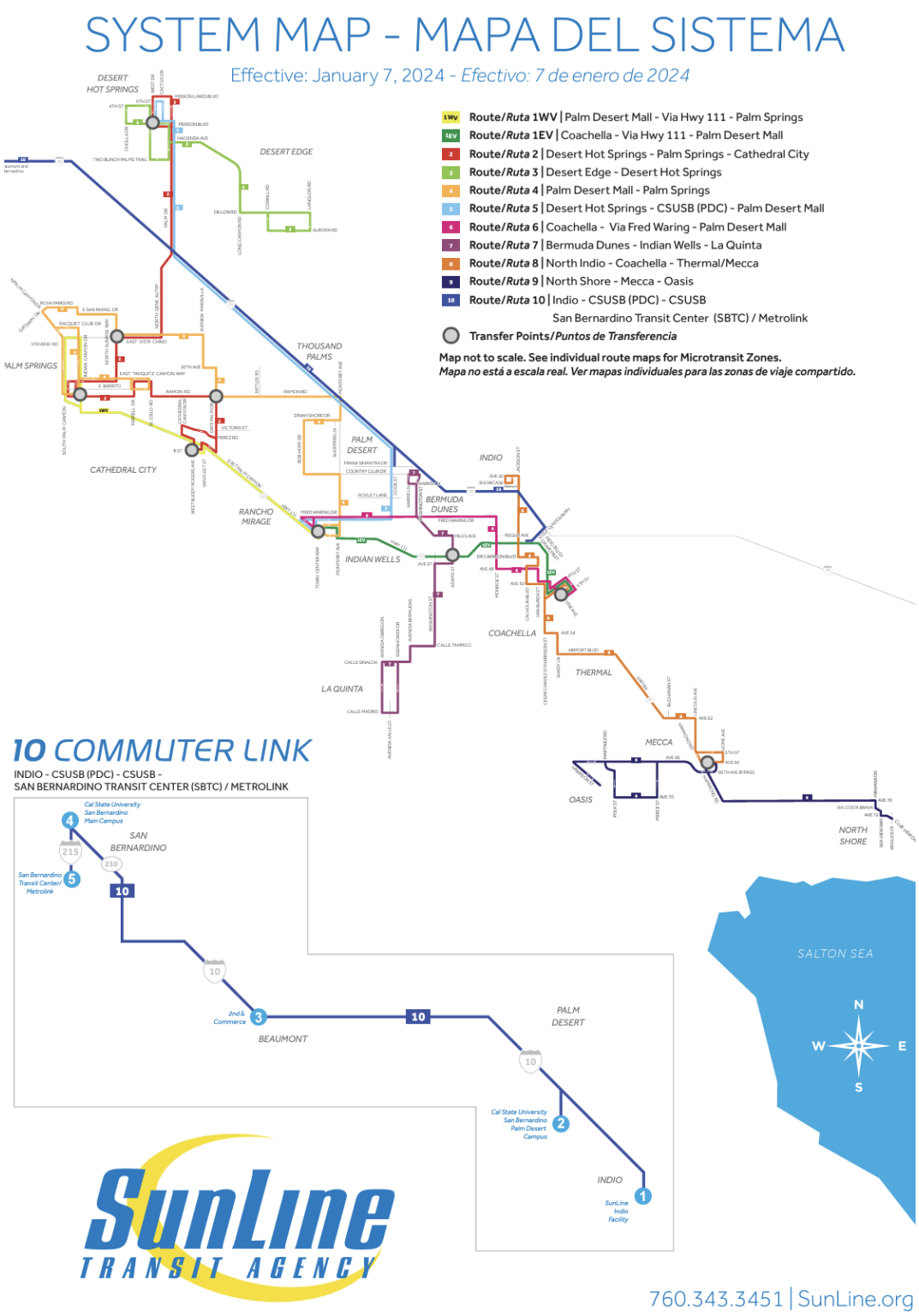


Figure 1-10 Fixed Route System Map



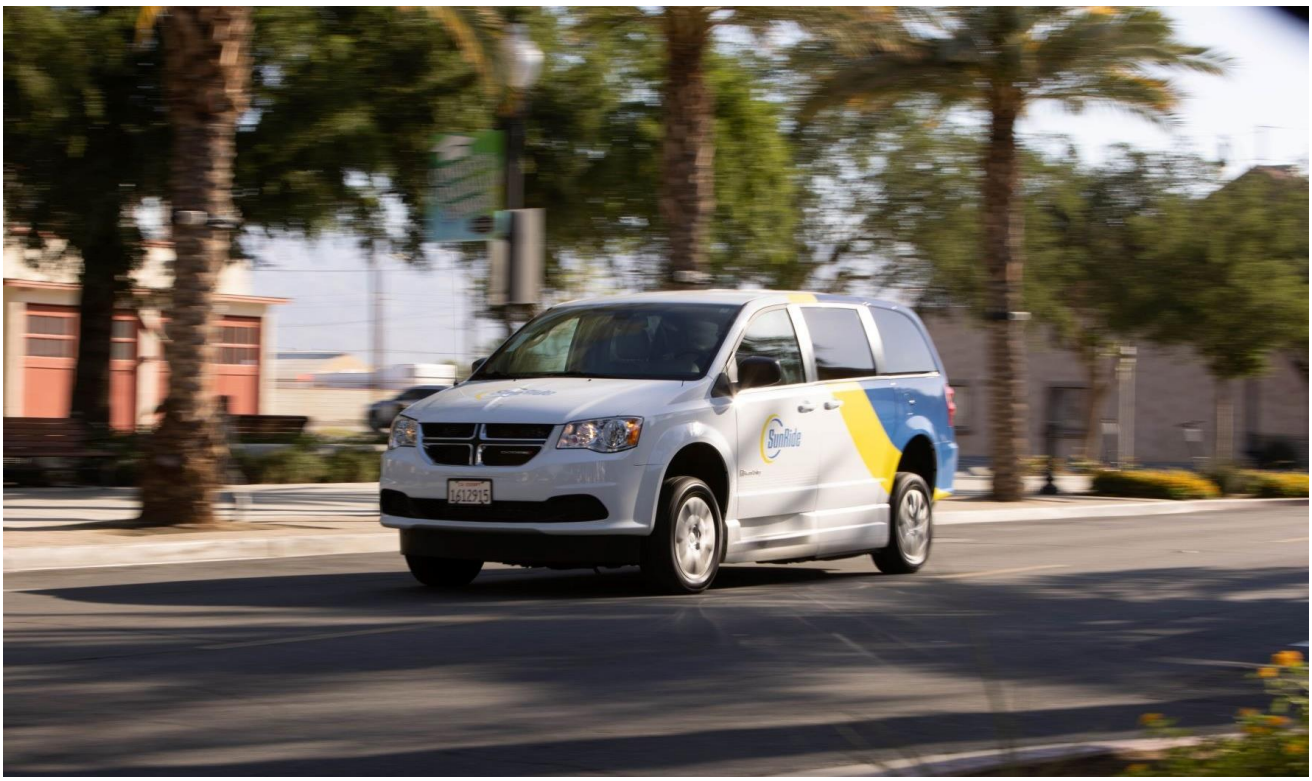
1.3.2 Commuter Link – Regional Commuter

The Route 10 Commuter Link, in operation since July 2021, is designed to improve regional service between the Coachella Valley and the Inland Empire. For students, the 10 Commuter Link provides a direct connection between CSUSB's campuses in Palm Desert and San Bernardino. It also provides service to the San Bernardino Transit Center (SBTC) for connections with Metrolink trains and routes served by the Riverside Transit Agency, Omnitrans, Victor Valley Transit Authority, and Mountain Transit.

1.3.3 SunRide – Microtransit

Microtransit is an emerging transit mode that offers flexible and dynamic demand-driven transportation solutions to areas with limited transit access or where traditional fixed route service is simply not feasible. Microtransit is a shared-ride service that typically operates a fleet of smaller vehicles (for example, cutaway buses or vans—see Figure 1-11) in defined zones, with dynamic routing based on real-time demand. Similar to companies such as Uber and Lyft, users in designated areas specify the details of their trips on a mobile application and a vehicle is dispatched to deliver them to their destinations. Operating specifics such as service hours and coverage are tailored to meet the needs and/or resources of the agency (fleet availability, operating budget, etc.).

Figure 1-11 Example of SunRide Vehicle



SunRide Operations

The microtransit service, known as SunRide, serves eight zones in the Coachella Valley—Cathedral City, Coachella, Desert Hot Springs (including the community of Desert Edge), Indio, La Quinta, Mecca-North Shore, Palm Desert, and Palm Springs (Figure 1-12 to Figure 1-19). This on-demand service bridges the gap between riders and the fixed route network or designated points of interest. Riders typically use the SunRide smartphone app to book their ride, which dispatches a SunRide vehicle to pick them up and drop them off at locations indicated within the designated geo-fenced zones. Riders without access to a smartphone may also book a trip by calling SunRide's Customer Service number or through the SunRide web portal at: book.sunride.rideco.com. The service is available Monday through Friday between 5:30 a.m. and 6:30 p.m.

The SunRide fare is $3 per person, which includes a free transfer to/from the intersecting fixed bus routes. SunRide's on-demand service allows a rider to book a trip within 15 minutes or to schedule a trip up to 7 days in advance. Riders may opt for contactless payment by choosing to pay using their credit or debit card. The app allows riders to store their credit or debit card information within the app for convenience when booking future rides. Riders may also choose to pay for their ride in cash by paying the SunRide driver directly when SunRide is the first leg of the trip or by purchasing a $3 "SunRide Transfer Pass" on the fixed route bus when the rider boards the bus as the first leg of the trip.

Figure 1-12 SunRide Service Area – Cathedral City

Figure 1-13 SunRide Service Area – Coachella

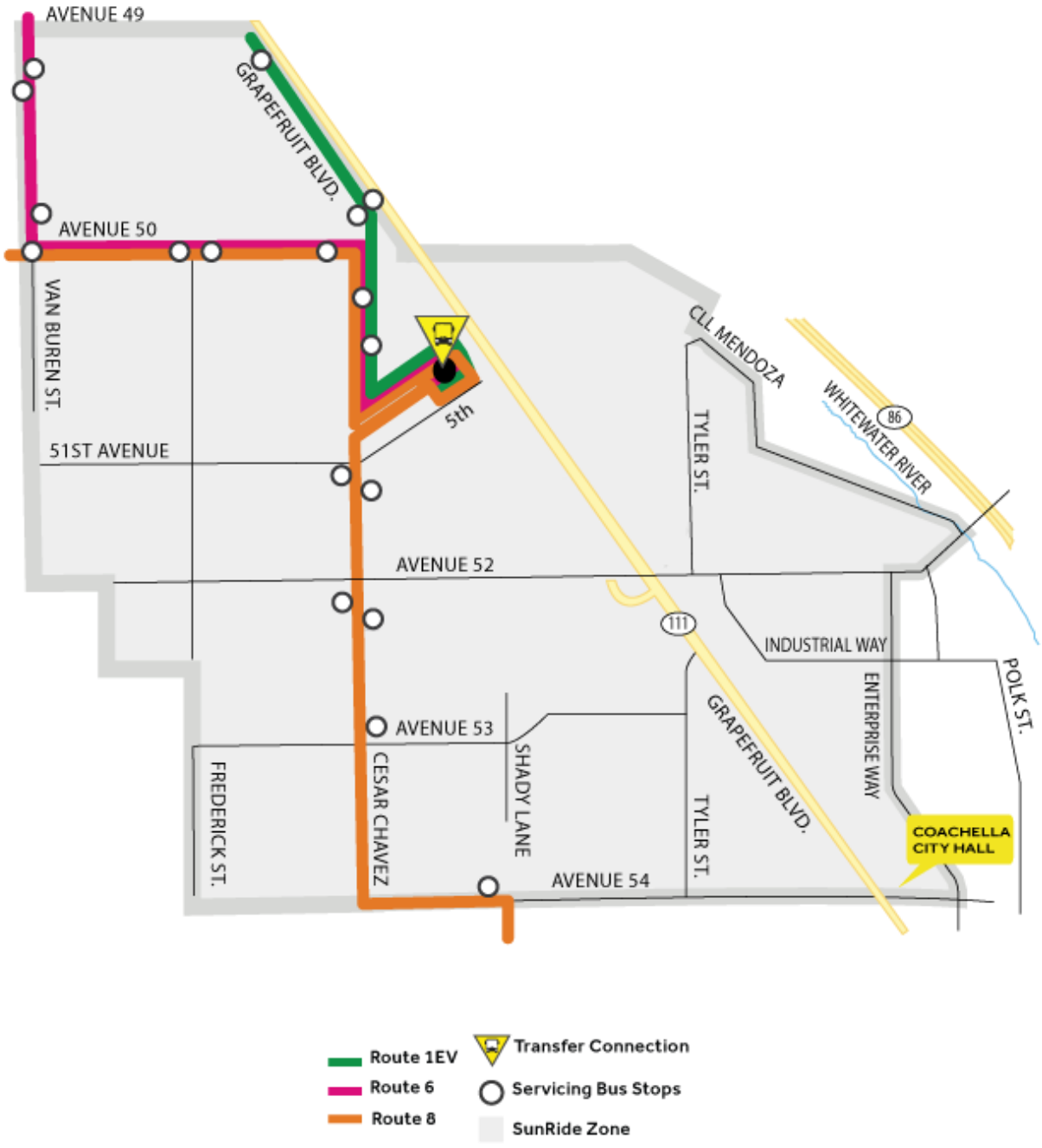


Figure 1-14 SunRide Service Area – Desert Hot Springs – Desert Edge

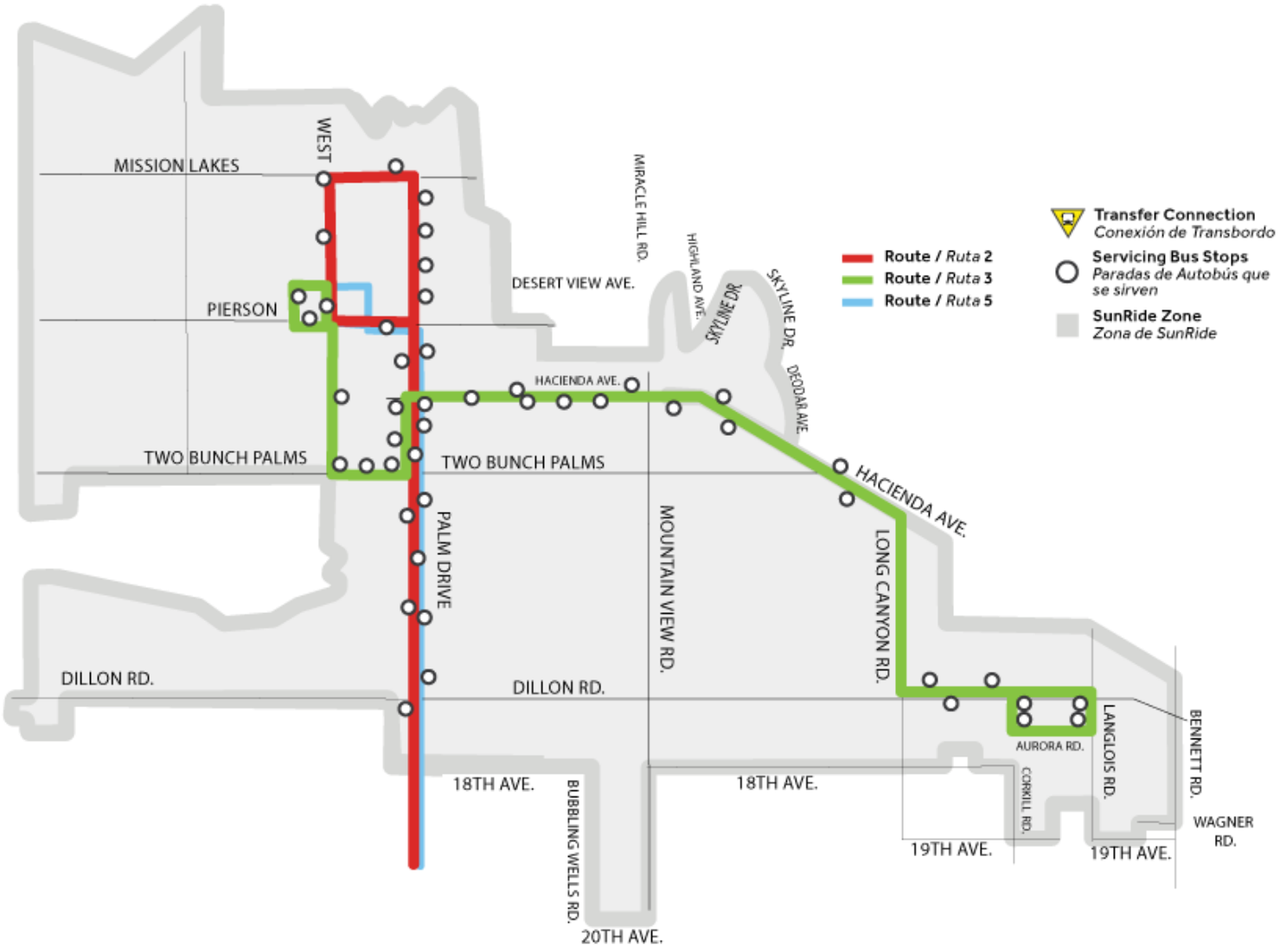


Figure 1-15 SunRide Service Area – Indio

Figure 1-16 SunRide Service Area – La Quinta

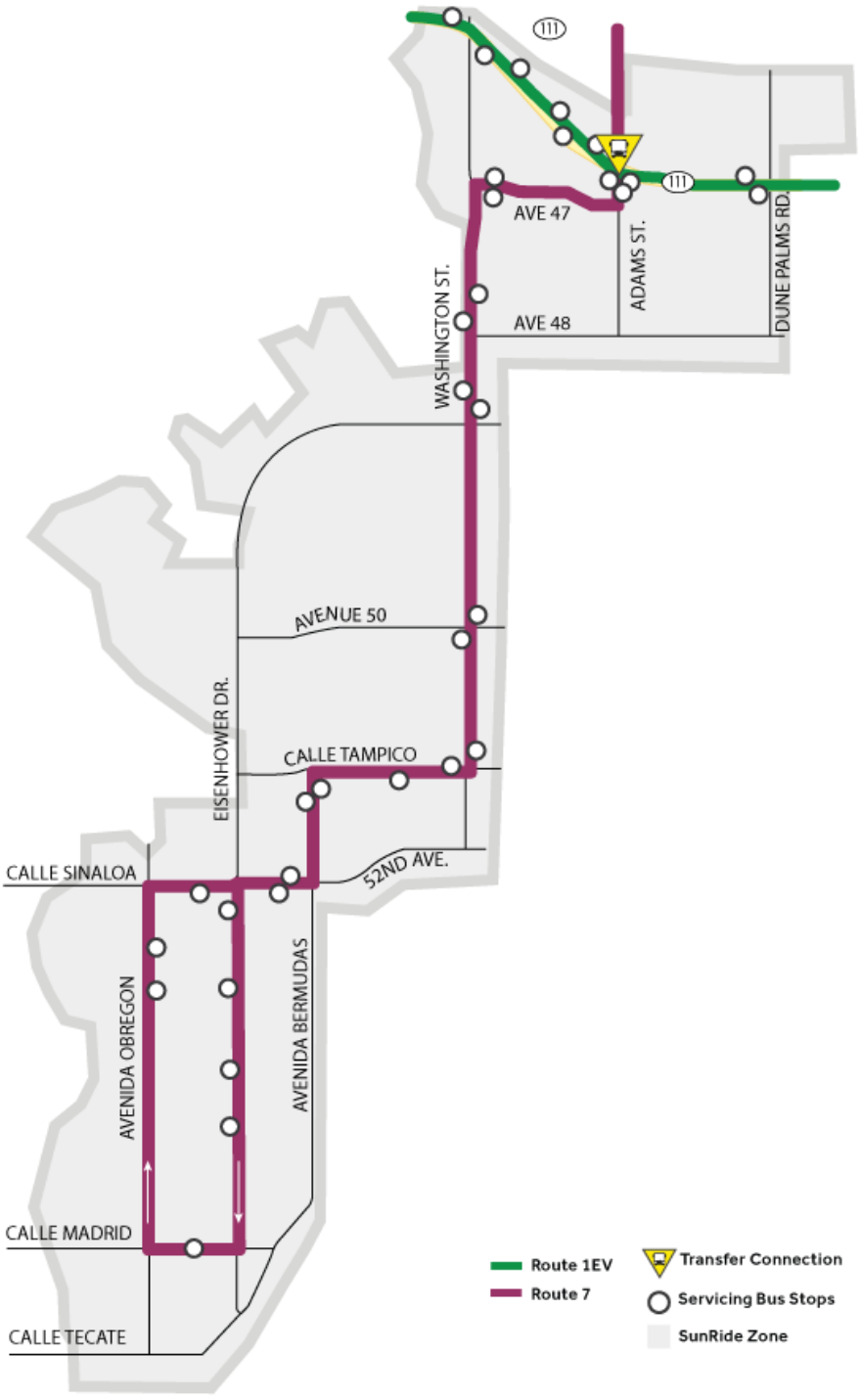


Figure 1-17 SunRide Service Area – Mecca-North Shore

Figure 1-18 SunRide Service Area – Palm Desert

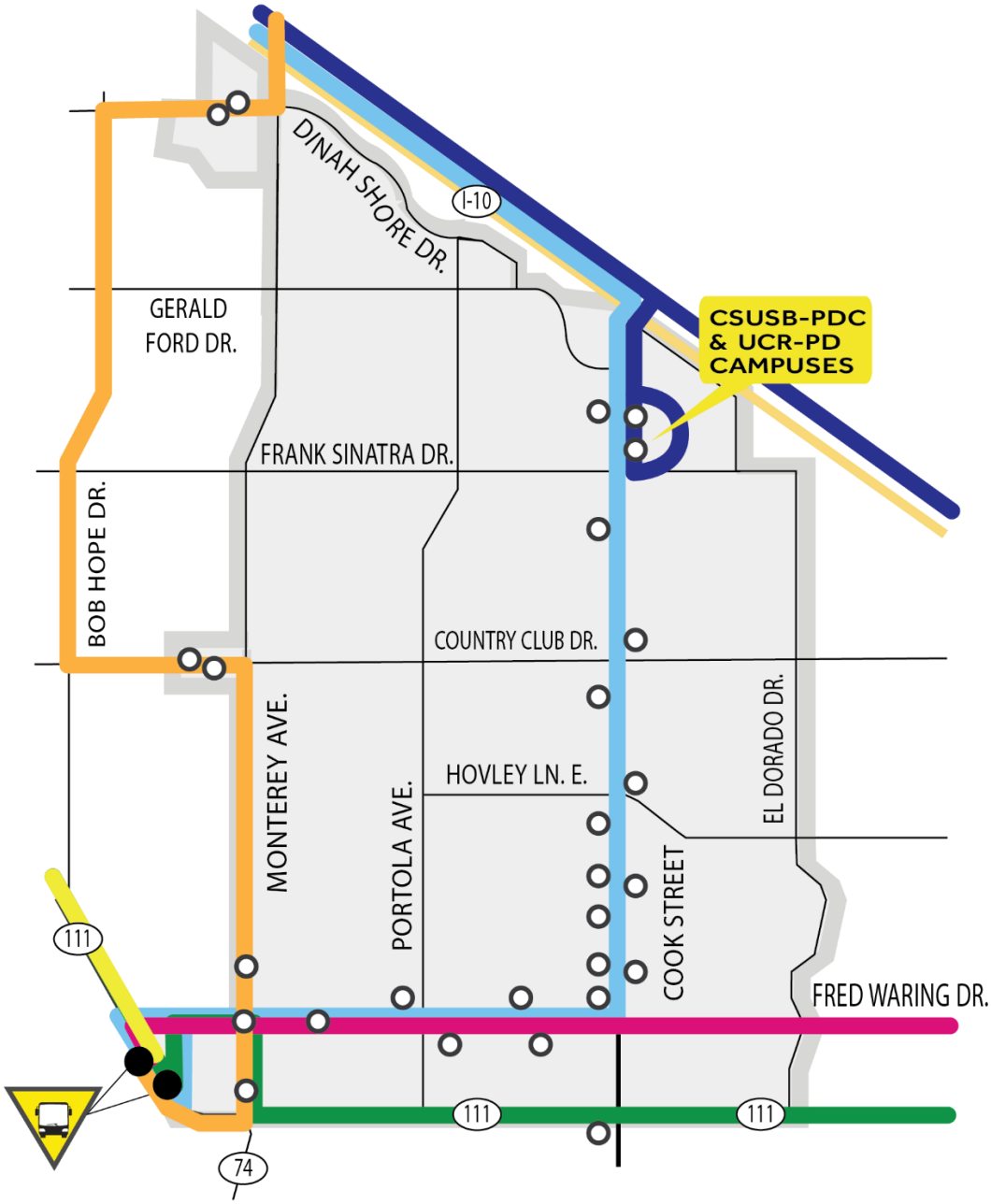
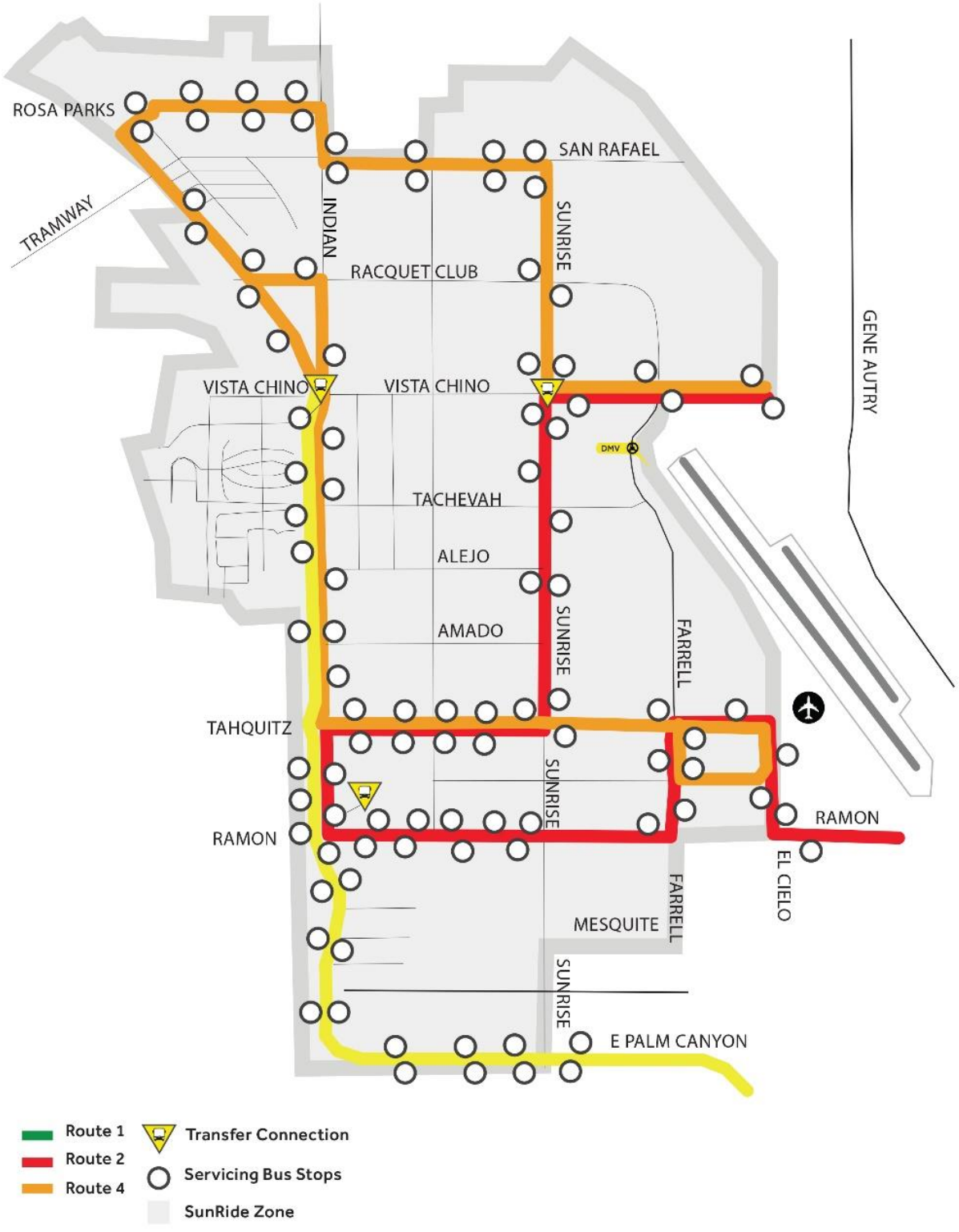


Figure 1-19 SunRide Service Area – Palm Springs



SunRide Technology Platform

In January, 2022, SunRide introduced a new SunRide branded mobile application (Figure 1-) developed by RideCo that offers additional features and functionality to enhance the user experience. Some of the new features and functionality include improved connections to the fixed route network, projected trip arrival times, and a five-star rider rating system. Putting ourselves in the shoes of our riders, SunLine has also added new stops at common points of interest within each geo-fence zone that serve as ride generators, providing new touchpoints for a choice rider experience. These points of interest include stops within a short walking distance of education, shopping, and medical facilities, implementing further service flexibility and more mobility options that are inclusive of a larger demographic. An advanced back-end software platform features a robust reporting suite to assist in evaluating the program's performance metrics.

Figure 1-20 SunRide Mobile App

1.3.4 SunDial – Paratransit

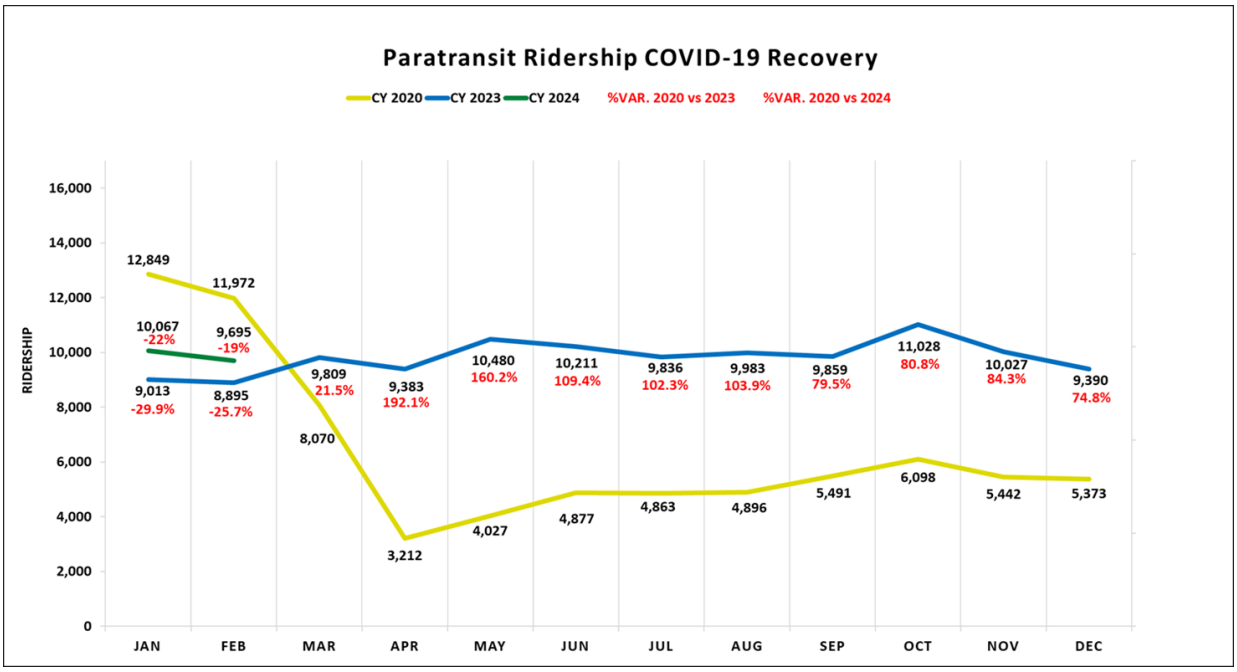
SunLine operates SunDial ADA paratransit to provide service to those certified under the ADA who cannot ride fixed route bus service. SunDial operates within three-quarters of a mile on either side of the SunBus route network and is available by advanced reservation only. Reservations may be made based on the service hours of the fixed routes serving passengers' origins and destinations and may be used only at the same times, days, and frequency as local fixed route service. SunDial service is an origin-to-destination, shared-ride transit service for

persons who are functionally unable to use the fully accessible fixed route service either permanently or under certain conditions. Eligibility is not solely based on having a disability.

SunDial service is provided with a fleet of 39 vans 7 days a week during the same hours and days as the fixed route network. Service is not provided on Thanksgiving nor Christmas Day. As an operator of bus service, SunLine is required under the ADA to ensure that paratransit service is provided to eligible individuals with disabilities. The level of service provided must be comparable, in terms of hours and days of service and area served, to the service provided by the fixed route bus system.

To be eligible, all persons must complete an application, describing in detail the nature of their mental or physical disability that may prevent the individual from using regular fixed route service. Applicants must obtain an approved health care professional's statement and signature verifying the disability. Applicants are notified in writing of their application status within 21 days from receipt of a completed application. Riders who have the required ADA Certification Identification Card are eligible to use SunDial for their transportation needs, including medical appointments, shopping, and other social activities. Figure 1- shows the SunDial ridership trend for 2020 through early 2024.

Figure 1-21 SunDial Ridership Trend



Employment is distributed throughout the service area but is concentrated adjacent to major roadways such as Highway 111. Palm Springs and Palm Desert have some of the highest levels of employment density. Figure 1- shows the locations of selected employers. Figure 1- lists these major employers and their estimated number of employees by map ID.

Figure 1-22 SunLine Service Area Employment

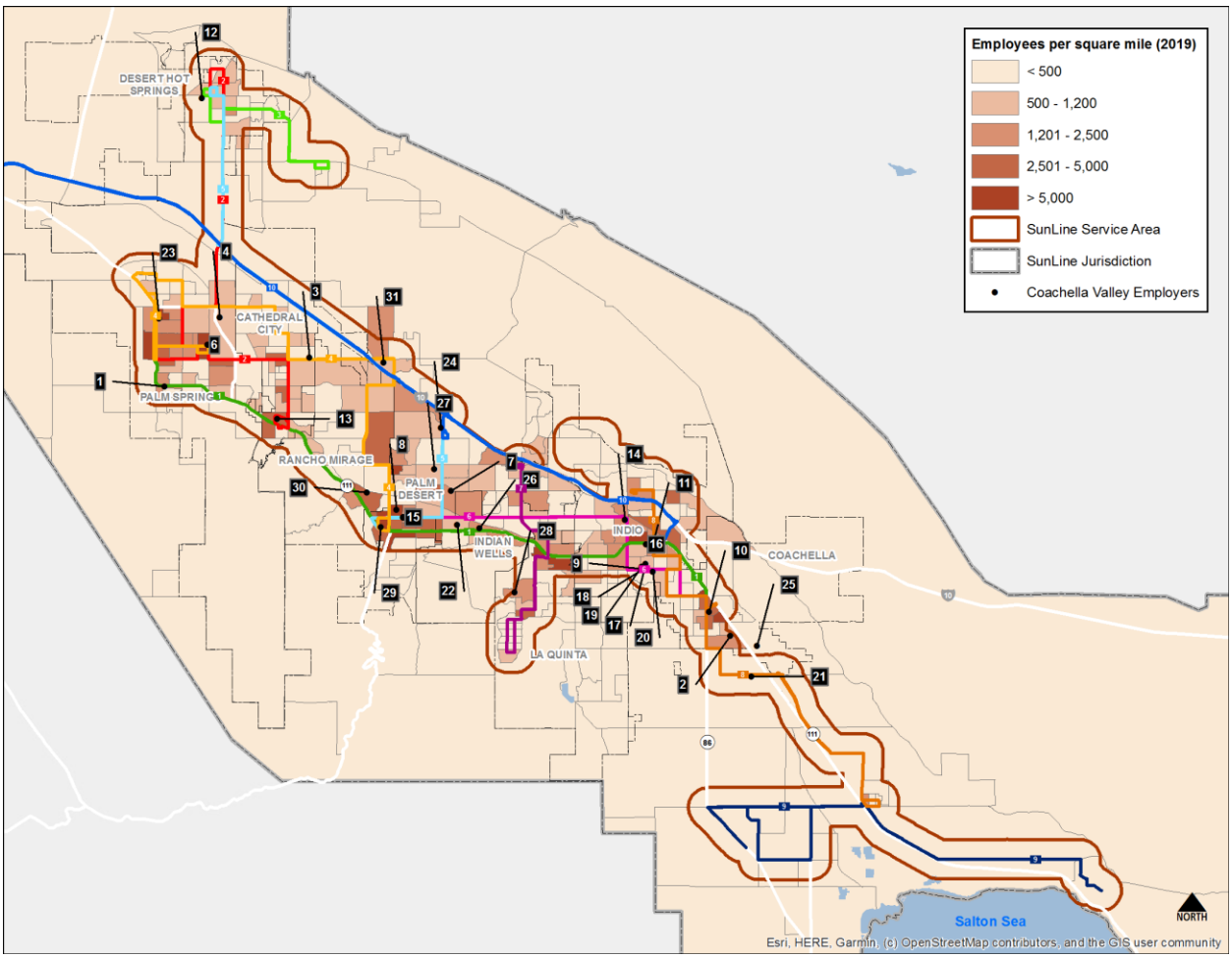


Figure 1-23 Coachella Valley Major Employers

Map ID	Name	Employees
1	Ace Hotel and Swim Club – Palm Springs	232
2	Armtec Defense Technologies – Coachella	284
3	Canyon Springs Industries – Cathedral City	1,200
4	Carefusion – Palm Springs	280
5	City of Palm Desert	111
6	City of Palm Springs	454
7	Coachella Valley Water District – Palm Desert	548
8	College of the Desert – Palm Desert	806
9	County of Riverside – Department of Child Support Service	95
10	County of Riverside – Department of Public Social Services (DPSS)	169
11	County of Riverside – District Attorney Office	158
12	County of Riverside – DPSS – Desert Hot Springs	124
13	County of Riverside – DPSS – Cathedral City	104
14	County of Riverside – DPSS – Indio	120
15	County of Riverside – Family Care Center	183
16	County of Riverside – Indio Jail – Sheriff – Coroner	247
17	County of Riverside – Indio Juvenile Hall	78
18	County of Riverside – Mental Health	53
19	County of Riverside – Probation Department Field Services	53
20	County of Riverside – Riverside Child Protective Service	170
21	County of Riverside – Sheriff Station Thermal	132
22	Desert Horizons	100
23	Desert Oasis Healthcare – Cook Street	700
24	Desert Regional Medical Center – Palm Springs	2,300
25	Ernie Ball (Paladar Manufacturing) – Coachella	411
26	Hyatt Regency Indian Wells Resort & Spa – Indian Wells	290
27	JW Marriott Desert Springs Resort & Spa – Palm Desert	1,500
28	La Quinta Resort and Club – La Quinta	500
29	Macy's – Palm Desert	301
30	Omni Rancho Las Palmas Resort & Spa – Rancho Mirage	600
31	SunLine Transit Agency – Thousand Palms	328

1.3.5 Taxi Administration

The SunLine Regulatory Administration is charged with licensing and regulating taxicab businesses and drivers in the Coachella Valley.

1.4 Current Fare Structure

In 2002, SunLine raised its base cash fare from 75 cents to $1. In 2011, a SunLine fare study recommended both eliminating the 25-cent transfer fare and incrementally raising the base cash

fare to $1.50. These recommendations were not implemented. The SunLine Board of Directors has directed staff to explore fare-free operations.

Figure 1- shows the existing SunLine fare structure. This fare structure differentiates fares for specific transit customers and trip types, which shows how SunLine is targeting specific market segments with discounts to increase the system's ridership and revenue. For example, SunLine provides a discounted 31-day youth pass for students using transit.

1.4.1 Cash Fares

In addition to the $1 fare for adult riders, SunLine enforces a 25-cent fee for transfers. The transfer pass is good for unlimited rides within 2 hours of purchase and is valid only on the day issued. Transfers are issued only upon boarding.

The base cash fare for seniors, which SunLine defines as individuals 60 years of age or older, is 50 cents on all fixed route services. Individuals who qualify for the ADA also pay a 50-cent base cash fare on all fixed route services. The fare complies with FTA's Half Fare rule, which requires agencies receiving federal funds to offer fares to persons 65 or over and disabled travelers at a level no more than half the base cash fare. Medicare cards, Department of Motor Vehicles driver's license or senior ID cards, ADA certification cards, or SunLine Half Fare ID cards are accepted as proof of age or disability.

A discounted youth fare of 85 cents is also available for children between the ages of 5 and 17. Children 4 years of age and younger ride free with a paid adult cash fare (maximum of two children).

Figure 1-24 Fare Structure

1.4.2 Fare Passes

SunLine currently issues three types of fare passes: the Day Pass, 31-Day Pass, and 10-Ride Pass. Daily and monthly passes are available for the 10 Commuter Link service as well but are priced and sold separately from the general fixed route passes. SunLine also partners with employers and schools to offer passes to employees and students, respectively.

Day Pass

The SunLine Day Pass is available for $3 and allows for unlimited rides on all fixed routes for the duration of 1 calendar day. In adherence to FTA's Half Fare rule, the Day Pass for seniors and disabled riders is available for $1.50. The Day Pass for youth riders is $2. The Day Pass for the 10 Commuter Link is $14 for adults and $10 for seniors.

31-Day Pass

SunLine sells a pass valid for a rolling 31-day period from the date of first use. The 31-Day Pass is available for $34 for general adult riders, $17 for seniors and disabled riders, and $24 for youth. The monthly pass for the 10 Commuter Link is a 30-day pass available for $150 (the 10 Commuter Link operates Monday through Friday only).

Multiple Ride (10-Ride)

A 10-Ride Pass is available for $10 for general adult riders, $5 for seniors and disabled riders, and $8.50 for youths (ages 5 to 17). There is no discount from the base cash fare for this pass.

Employer Passes

SunLine offers a 31-Day Pass to businesses in the Coachella Valley with five or more employees interested in using transit. The pass can be used for unlimited rides on any of SunLine's fixed route services and is priced at $24 a month. The pass is $10 less than the 31-Day adult pass and is designed to encourage greater use of alternative modes of transportation.

Haul Pass

In August 2018, SunLine launched its Haul Pass Program to improve student access to Coachella Valley's colleges and university. Both the College of the Desert and the CSUSB Palm Desert Campus are partners. To ride SunLine, students at these schools can simply swipe their active student ID card through the SunBus card reader when they board. The program began after receiving a grant from California's Low Carbon Transit Operations Program (LCTOP) program and was expanded in August 2021 to provide free local service to all high school students in grades 9 to 12. High school students interested in the High School Haul Pass must submit an application form. Additional information is provided on the Haul Pass program page (https://www.sunline.org/fares-passes/haul-pass).

Token Transit

SunLine riders also have the option to download the Token Transit application to their smartphone and use it to pay SunLine fares. It requires a credit, debit card, Google Pay, Apple Pay and other forms of digital payment to set up an account and purchase bus passes but includes the benefit of being compatible with other transit agencies across the country.

1.5 Revenue Fleet

SunLine's fleet includes fixed route buses, paratransit vehicles, and support vehicles. SRTP Table 1.1 (see SRTP Tables) shows the characteristics of SunLine's fixed route and paratransit fleet. Figure 1- summarizes SunLine's fleet of support vehicles.

Figure 1-25 SunLine Support Vehicle Summary

Type of vehicle	Fuel type	Number of vehicles
Electric light vehicles	Electric	15
Compressed natural gas (CNG) light vehicles	CNG	12
CNG light-duty trucks	CNG	15
Hybrid/Gasoline light-duty vehicles	Hybrid	2
	Total	**44**

1.6 Existing Transit Facilities and Bus Stop Amenities

SunLine operates administrative and bus operations facilities at two locations. The administrative headquarters and main bus operations are located at 32-505 Harry Oliver Trail in Thousand Palms. SunLine also operates a maintenance and fueling facility at 83-255 Highway 111 in Indio. Park-and-ride facilities are located at 78-420 Varner Road in Thousand Palms and at 83-255 Highway 111 in Indio.

SunLine's bus system has 571 stops with 415 shelters. In addition, there are 81 stops with stand-alone benches and 270 stops with waste containers. Figure 1- shows the number of stops and stops with shelters by city or district.

Figure 1-26 Bus Stop by City/District

City/District	Total Stops	Total Shelters		Stops with 10+ boardings		Stops with Shelters and 10+ boardings		Shelters needed to reach policy compliance[1]		# of shelters exceeding current policy[1]
		Count	Percent	Count	Percent	Count	Percent	Count	Percent	
Cathedral City	61	52	85%	17	28%	17	100%	0	0%	35
Coachella	34	32	94%	7	21%	7	100%	0	0%	25
Desert Hot Springs	48	36	75%	13	27%	12	92%	1	13%	24
Indian Wells	15	13	87%	0	0%	0	N/A	0	0%	13
Indio	87	59	68%	19	22%	18	95%	1	13%	41
La Quinta	52	36	69%	12	23%	12	100%	0	0%	24
Palm Desert	52	42	81%	16	31%	16	100%	0	0%	26
Palm Springs	121	92	76%	37	31%	32	86%	5	63%	60
Rancho Mirage	33	25	76%	1	3%	1	100%	0	0%	24
Riverside County uninc.	68	28	41%	6	9%	5	83%	1	13%	23
Thermal	8	2	25%	0	0%	0	N/A	0	0%	2
Oasis	10	3	30%	0	0%	0	N/A	0	0%	3
Mecca	17	8	47%	2	12%	2	100%	0	0%	6
One Hundred Palms	3	2	67%	2	67%	2	100%	0	0%	0
Thousand Palms	9	9	100%	1	11%	1	100%	0	0%	8
North Shore	11	1	9%	0	0%	0	N/A	0	0%	1
Desert Edge	7	0	0%	1	14%	0	0%	1	13%	0
Bermuda Dunes	3	3	100%	0	0%	0	N/A	0	0%	3
Total	**571**	**415**	**73%**	**128**	**22%**	**120**	**94%**	8	100%	295

[1]Current policy states that all bus stops with over 10 average daily boardings should have shelters

Figure 1- shows the top 10 stops served for weekday service and Figure 1- shows the top 10 weekend stops.

Figure 1-27 Top 10 Stops

Stop name	City	Average riders per day
Town Center/Hahn (Eastside)	Palm Desert	619
B St/Buddy Rogers	Cathedral City	416
5th/Vine	Coachella	261
West/Pierson	Desert Hot Springs	186
Indian Canyon/Ramon	Palm Springs	146
66th/Date Palm	Mecca	114
Palm Canyon/Stevens	Palm Springs	111
Ramon/Date Palm	Cathedral City	83
Palm Canyon/Baristo	Palm Springs	72
Ramon/Indian Canyon	Palm Springs	41

Source: APC Data March 1, 2023–February 29, 2024

Figure 1-28 Top 10 Weekend Stops

Stop name	City	Average riders per day
Town Center/Hahn (Eastside)	Palm Desert	582
B St/Buddy Rogers	Cathedral City	389
5th/Vine	Coachella	217
Indian Canyon/Ramon	Palm Springs	136
West/Pierson	Desert Hot Springs	122
66th/Date Palm	Mecca	104
Palm Canyon/Stevens	Palm Springs	92
Ramon/Date Palm	Cathedral City	73
Palm Canyon/Baristo	Palm Springs	61
Ramon/San Luis Rey	Palm Springs	57

Source: APC Data March 1, 2023–February 29, 2024

1.7 Existing Coordination Between Transit Agencies and Private Providers

As the designated consolidated transportation services agency, SunLine coordinates public transportation services throughout its service area. Agency staff participate in meetings with social and human service agencies, consumers, and grassroots advocates through forums such as the Riverside County Transportation Commission (RCTC) Citizens and Specialized Transit Advisory Committee, SunLine's ACCESS Advisory Committee, San Gorgonio Pass Area – Transportation Now Coalition, and hold ongoing dialogue with neighboring transit operators.

SunLine facilitates the ACCESS Advisory Committee. Agency staff host regular meetings at the Thousand Palms administrative office, wherein SunLine uses input from the committee to improve relationships with the community to address public transportation issues in the Coachella Valley.

Additionally, staff members are actively involved in the regional transportation planning process through participation on RCTC, County and SCAG-led committees. These committees include the Specialized Transit Advisory Committee, the Technical Advisory Committee, Aging & Disability Resource Connection of Riverside Long-term Services and Supports Coalition, Desert Valley Builders Association, and related committees to enhance coordination efforts with SunLine.

1.7.1 Coordination with Other Public Transportation Providers

In addition to providing transit service throughout the Coachella Valley, SunLine offers transit connections to several adjacent transit operators. SunLine maintains interagency agreements between Riverside Transit Agency, Omnitrans, Metrolink, and California State University to coordinate the operation of the 10 Commuter Link service, which connects Indio/Palm Desert to the CSUSB campus and the SBTC/Metrolink Station, with an intermediate bus stop in Beaumont.

SunLine also hosts Basin Transit's Routes 12 and 15 through a cooperative service agreement at its stops in downtown Palm Springs. The collaboration offers connections to Yucca Valley, Landers, Joshua Tree, and Twentynine Palms.

SunLine continues to collaborate with the Palo Verde Valley Transit Agency on its RidePV Express service (formerly known as the Blythe Wellness Express). This service, which originally launched in July 2017, operates 3 days per week and travels to the Coachella Valley's three hospitals (Desert Regional Medical Center, Eisenhower Medical Center, and John F. Kennedy Memorial Hospital) within SunLine's service area.

Amtrak Thruway (operated by Amtrak bus contractors) transports rail passengers traveling between rail hubs at certain Amtrak stations and SunLine's bus stops in Palm Springs, Palm Desert, and La Quinta under an additional cooperative service agreement. Amtrak's Sunset Limited intercity train serves the Palm Springs Station on North Indian Canyon Drive. However,

with rail service only serving Palm Springs three times a week in each direction and arriving in the middle of the night, it is currently impractical for SunLine to offer transit service to the station.

SunLine collaborates with the Imperial Valley Transportation Commission (IVTC) in an effort to find a future connection with Imperial Valley Transit (IVT). IVTC oversees the regional transportation services and programs provided by IVT in the Southern California areas of Brawley, Calexico, Imperial, West Shores, and El Centro.

SunLine maintains an interagency operating agreement with FlixBus, first established in 2019. FlixBus initiated regional bus service at Palm Springs and Indio that connects to Los Angeles in the west and Phoenix, Arizona, in the east.

1.8 Review of Previous Studies and Plans

The California Department of Transportation awarded SunLine its 2021 Excellence in Transportation Award in the Public Awareness Category in recognition for its Refueled initiative. The Refueled initiative started in 2019 when SunLine completed its *Transit Redesign and Network Analysis Study*. Prepared by HDR, this study took a comprehensive look at fixed route transit operations to make recommendations to optimize SunLine's service. SunLine also completed an on-board transit rider survey in 2019. This survey provided insight into rider preferences and needs to help guide the transit redesign. In 2022, SunLine retained HDR to conduct a *Before and After Study*, which evaluated the impact of the network redesign and how the needs of riders have changed through the pandemic. Those findings have continued to inform the development of the Agency's SRTP over the last few fiscal years.

Other reports reviewed for the preparation of this SRTP include:

- *Bus Rider Survey Study* (February 2015)
- *SunLine Transit Feasibility Study Hydrogen Station Expansion* (January 2016)
- *SunLine Transit Facilities Master Plan* (November 2016)
- *SunLine Transit Agency Transit Asset Management* (September 2018)
- *Network Study Report SunLine Transit Redesign & Network Analysis* (February 2019)
- *Innovative Clean Transit (ICT) Plan*, presented to SunLine Board of Directors (May 2020)

CHAPTER 2

Existing Service & Route Performance

Chapter 2. Existing Service and Route Performance

In January 2023, the Board of Directors approved the revised SunLine Service Standards Policy to provide Agency staff with direction regarding the planning, operation, and management of transit service in the Coachella Valley. The Service Standards Policy and accompanying metrics are intended to:

- promote continuous improvement of transit service
- provide regular updates on service performance
- meet federal requirements for monitoring Title VI of the Civil Rights Act
- avoid uninformed decision-making regarding the provision of service

The FY21-23 SRTP included updated key performance indicators (KPIs) that further support these quantitative, community-based planning methods. As we emerge from the pandemic, it will be more important than ever for SunLine to grow ridership while making necessary adjustments based on ridership trends.

2.1 Service Standards

2.1.1 Service Design Standards

Service frequency and span of service can be revised where sustainable (that is, where demand warrants increased frequency, where performance measures can still be met, and when funding can sustain the frequency and span of service).

New routes may be implemented based on a weekday-only service, typically between the hours of 6:00 A.M. and 7:00 P.M., usually when there is a peak demand. During the implementation of new service, a trial period is allocated from 12 to 18 months as an opportunity to provide for service adjustments before deciding to retain, expand, or eliminate the service. Figure 2-1 lists the minimum service frequencies and spans.

Figure 2-1 Service Frequency Standards

Frequency and Span by Service Type	Frequency of Service		Span of Service	
	Weekday	Weekend	Weekday	Weekend
Trunk bus routes	20 minutes peak 30 minutes off-peak	30 minutes	5:00 A.M. – 11:00 P.M.	5:00 A.M. – 11:00 P.M.
Local bus routes	30 minutes peak 60 minutes off-peak	60 minutes	5:00 A.M. – 7:00 P.M.	9:00 A.M. – 6:00 P.M.
Market-based services	Based on demand	Based on demand	Based on demand	Based on demand

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. In other words, the more people with access to a route, the higher the route's potential 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.

A minimum threshold is 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 will 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 unmet needs.

Productivity vs. Coverage Target

The SunLine Board of Directors' goal is to capture choice riders and new riders and to expand transit market share. The Board is committed to investing in new operating plans that improve productivity and, when necessary, improve coverage. This is consistent with the Transportation Development Act of 1971 that established fiscal performance requirements of 20 percent of farebox recovery in urbanized areas and 10 percent in rural areas. To comply with this state mandate, and to improve effectiveness and efficiency, SunLine recommends the following policy for service deployment:

- Seventy percent of fixed-route service should be deployed in areas with higher population and employment densities where transit is able to meet productivity standards.
- Thirty percent of fixed-route service should be deployed to maintain coverage in areas where lower population and employment densities limit transit service productivity.

Key Destinations

Key destinations likely to generate higher demand for transit service include major area schools, colleges, universities, hospitals, retail/commercial/entertainment centers with more than 10 people/jobs per acre, open residential communities, and those with relatively lower income and vehicle ownership levels.

2.1.2 Service Productivity Standards

Passengers per revenue hour and passengers per revenue trip are KPIs that measure service effectiveness, or productivity, based on ridership (passenger boardings) generated for each hour of revenue service for local and trunk routes and boardings per trip for market-based services operated (see Figure 2-2).

Figure 2-2 Passengers Per Revenue Hour/Revenue Trip Standards

Routes 7/1/2022 to 6/30/2023		
Service Tiers	**Routes in Service Type**	**Passengers Per Revenue Hour Standard**
Trunk routes	Routes 1EV, 1WV, 2	20
Local routes	Routes 3, 4, 5, 6, 7, 8, 9	10
Market-based services	10 Commuter Link	10*

** Boardings per trip – is the productivity measure for market-based routes*

2.1.3 Service Quality Standards

Service quality standards contribute to the reliability and consistency of service delivery. Customers may first be attracted to transit service based on headway and span. Choice riders may continue to use services because they know they can get to their destinations on time—unreliable service usually results in decreased ridership. Service quality standards are proposed to be measured using the following operational and passenger experience metrics:

- service scheduled speed (service quality)
- on-time performance (service reliability)
- runtime variance (service reliability)
- percent service completed (service reliability)
- miles between service interruption (service reliability)
- load standards (service comfort)
- average fleet age (service comfort)
- bus deployment standards

Each suggested metric is discussed in more detail below.

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

The target performance scheduled speed is 12.5 miles per hour (mph) for SunLine's transit system, as shown in Figure 2-3.

Figure 2-3 Service Scheduled Speed Standard

Service Mode	Service Speed - Weekdays	Service Speed - Weekends
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 0 minutes early to 5 minutes late. For SunLine 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. Some challenges to on-time performance are related to construction, heavy traffic, and passenger problems.

On-time performance standards for fixed routes are at a target of 85 percent (Figure 2-4).

Figure 2-4 On-Time Performance Standard

Service Mode	On-Time Performance Standards
Fixed Route Bus	85% (Excepting Major Detours)

Runtime Variance: Runtime is the time allotted in a transit schedule for a route to travel from one time point to another time point, or from beginning to end. Calibrating the runtime for the day of the week and hour of the day (for example, peak vs. non-peak) helps routes and the overall system adhere to or surpass the adopted on-time performance. It is important to review runtime variance regularly because roadway traffic conditions are ever-changing.

Percent Service Completed: Percentage of service completed is a metric established as of September 2017. The initial intention was to report percentage of trips completed; however, because of limitations in the Avail ITS system, the percentage of revenue mileage completed is reported.

This KPI measures service reliability as defined by the percentage of miles completed daily. Three components are necessary to successfully complete scheduled service:

- daily availability of operators to meet service demands
- daily availability of fleet vehicles to meet service demands
- miles between service interruptions

The set standard for service completed is 99 percent by service mode, as seen in Figure 2-5. The percentage of service completed for FY 22-23 was 98 percent, failing to meet SunLine's minimum service standard. We credit this minor shortcoming due to a lack of workforce and revenue buses available that caused loss in service.

Figure 2-5 Service Completed Standard

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 the cause. To meet this target, both avoidance of service interruptions through early identification (for example, planning for detours, proper fleet maintenance) and timely response to service interruptions that do occur are necessary. The set minimum target between service interruptions (road calls) is 5,000 miles, as seen in Figure 2-6.

Figure 2-6 Miles between Service Interruptions Standard

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 (for example, under 2 miles or 10 minutes) during peak periods, it is expected that seating should be available for all riders during normal off-peak conditions (Figure 2-7).

Figure 2-7 Load Standards

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

Average Fleet Age: The age of the vehicle fleet affects the performance and reliability of transit services and the attraction of customers. Adhering to the average fleet age requirement will ensure a consistently safe, reliable, and comfortable passenger experience (Figure 2-8).

Figure 2-8 Average Fleet Age Standard

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

Bus Deployment Policy: This policy specifies the kind 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 (Figure 2-9). Using incorrectly sized vehicles on routes can unnecessarily add operating cost to a route or result in overcrowding.

Figure 2-9 Bus Deployment Standard

Bus Deployment	Vehicle Type
Trunk Bus Routes	40' Buses
Local Bus Routes	32' or 40' Buses - Based on ridership demand
Market-Based Services	MCI Coach

SunLine reviews the Bus Deployment Policy every 2 years (effective since 2018) and make necessary adjustments as the fleet is updated to ensure compliance with the Title VI requirements.

2.1.4 Service Warrants

The Warrants Standards provide guidelines for the introduction of new services. They are a tool for judging when new service or service extensions are appropriate. A new fixed route or route extension could be introduced when the ridership forecasts based on population, school enrollment, or job density are sufficient to achieve minimum passengers per revenue hour standards by service type. To ensure the Agency's financial sustainability, SunLine will introduce only those new services that operate above the lower-performing route quartile or with productivity that is within 15 percent of the system average.

Planning new services around these guidelines will help ensure the 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.

Evaluating New Services

New routes should be monitored to determine whether they are reaching the desired performance standards. The route should first be evaluated after 6 months to determine whether it meets more than two-thirds of its performance standards. New services not meeting the minimum standards at the end of an 18- to 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 3 years of funding for a route that did not meet standards, this route may still be operated for the full 3-year period.

2.1.5 Paratransit Service Standards (SunDial)

Eligibility

- Any person with a disability who is unable to board, ride, or disembark from an accessible vehicle without the assistance of another person is eligible.
- Any person with a disability who has a specific impairment-related condition that prevents the person from traveling to or from a boarding/disembarking location is eligible.
- Certification is based on an individual's functional ability to ride the fixed route system.
- Visitors qualified elsewhere in the United States may use the SunDial ADA service for up to 21 days per year and must then qualify locally.
- A maximum 21-day response period for the application and an appeals process exists.
- There is no limit to the number of trips a person can make. Reservations can be made up to 7 days in advance.
- A no-show policy exists for passengers who do not appear for their rides, with possible exclusion from SunDial service for a period of time in extreme cases.

SunLine's Eligibility Department processed 100 percent of completed applications within the 21-day target.

Access

- The agency must serve any origin and destination requests that are both within 0.75 miles of a fixed route corridor (excluding commuter bus service) at the times and days of service when the fixed route is operating. Next-day service by reservation during regular business hours must be provided.

- The reservations call center accepts client reservations 7 days per week between 8:00 A.M. and 5:00 P.M. for next-day service.

Travel Time

- Trip pick-up time must be scheduled within 1 hour before or after the requested pick-up time. Trip length should be comparable to the time it would take to make the same trip by the fixed route service.

On-time Performance

- Trip pick up should consistently occur within a 30-minute window from the scheduled pick-up time.
- On-time performance is in accordance with FTA Circular 4710.1 to perform equivalent to SunLine's fixed route service. Paratransit continues to meet and exceed this goal.

Capacity

- Subscription service is provided as a proportion of our total complementary paratransit service as long as it does not interfere with our capacity for demand trips.
- No more than 50 percent of the number of trips can be subscription. Going above this level could cause capacity constraints to serve our non-subscription riders.
- Staff ensures subscription trips are balanced with non-subscription trips to ensure adequate levels of service are provided on a daily basis.

Fares

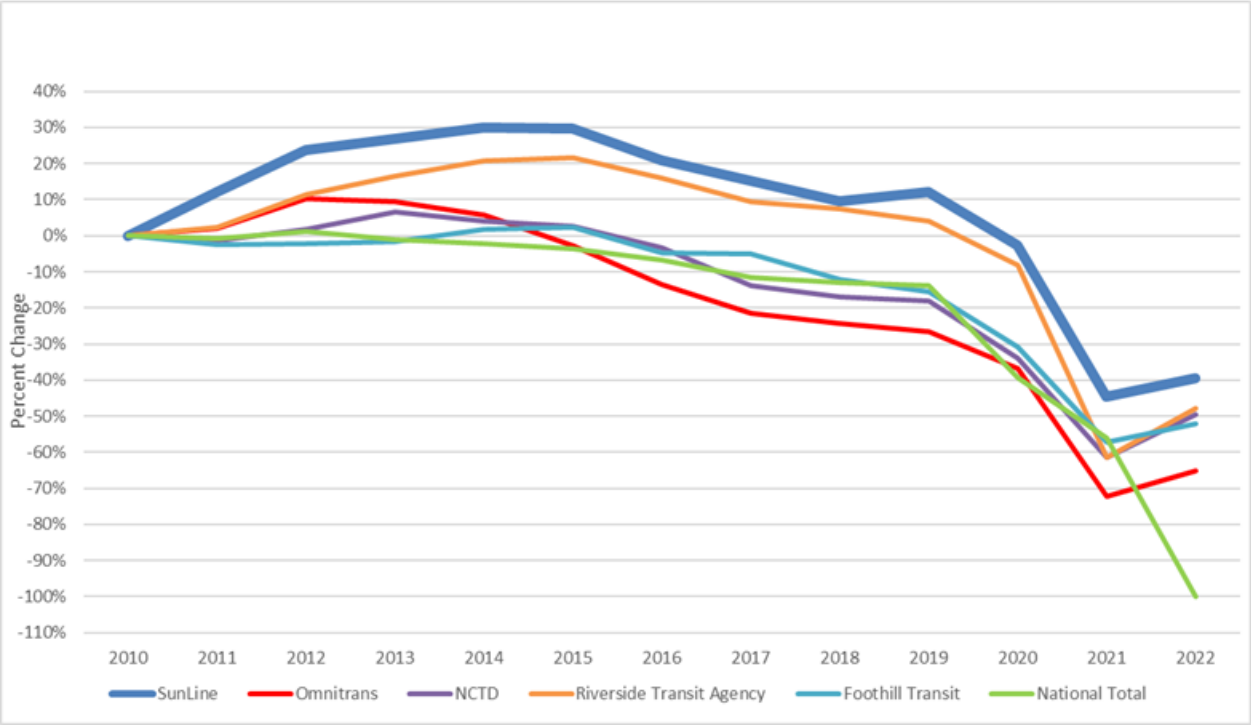
- Fares charged may not exceed twice the non-discounted fare for the fixed-route network at the time of the trip.
- No fare is to be charged to personal care attendants where they are required.
- Companions pay the same ADA fare.
- SunDial fares are based on travel within one city or multiple cities. Within one city the fare is $1.50 per trip; travel within multiple cities is $2.00 per trip.

2.2 Service Performance

2.2.1 Overall System Performance

Figure 2-10 shows total SunLine fixed route ridership relative to 2010 and its peers.

Figure 2-10 Percentage Change in SunLine Fixed Route Ridership Relative to 2010 and Peers



Date source: National Transit Database

Service Design

The transit routes and the cities or communities they serve are listed in **Error! Reference source not found.**.

Figure 2-12 and Figure 2-13 show the frequency and service spans, respectively, for each route.

Figure 2-11 Summary of Fixed Route Transit Services

Route	Cities/Communities Served
1WV	Palm Springs, Cathedral City, Rancho Mirage
1EV	Palm Desert, Indian Wells, La Quinta, Indio, and Coachella
2	Desert Hot Springs, Palm Springs, and Cathedral City
3	Desert Hot Springs and Desert Edge
4	Palm Springs, Cathedral City, Rancho Mirage, Thousand Palms, and Palm Desert
5	Desert Hot Springs and Palm Desert
6	Palm Desert, Indian Wells, La Quinta, Indio, and Coachella
7	La Quinta, Palm Desert, Indian Wells, and Bermuda Dunes
8	Indio, Coachella, Thermal, and Mecca
9	Mecca and North Shore
10	Indio, Palm Desert, Beaumont, and CSUSB

Figure 2-12 Service Frequencies, in Minutes

Route	Weekday Frequency		Weekend Frequency	
	Peak	All Day	Peak	All Day
1WV	20	30	20	30
1EV	20	30	20	30
2	20	40	20	40
3	60	60	60	60
4	40	40	60	60
5	60	60	—	—
6	45	45	60	60
7	45	45	90	90
8	40	40	60	60
9	60	60	60	60
10	Select trips	Select trips	—	—

Figure 2-13 Service Spans

Route	Weekday Span		Weekend Span	
	Start	Finish	Start	Finish
1WV	5:00 A.M.	10:14 P.M.	5:00 A.M.	10:14 P.M.
1EV	5:00 A.M.	10:48 P.M.	5:00 A.M.	10:48 P.M.
2	5:00 A.M.	10:56 P.M.	5:00 A.M.	10:46 P.M.
3	6:45 A.M.	8:35 P.M.	6:45 A.M.	8:35 P.M.
4	6:10 A.M.	9:50 P.M.	6:10 A.M.	9:50 P.M.
5 (AM)	6:10 A.M.	9:00 A.M.	—	—
5 (PM)	3:00 P.M.	6:51 P.M.	—	—
6	6:00 A.M.	8:50 P.M.	6:00 A.M.	8:50 P.M.
7	5:10 A.M.	9:20 P.M.	5:10 A.M.	9:20 P.M.
8	5:30 A.M.	10:57 P.M.	5:35 A.M.	10:57 P.M.
9	6:00 A.M.	9:45 P.M.	6:00 A.M.	9:45 P.M.
10 (AM)	5:20 A.M.	2:00 P.M.	—	—
10 (PM)	12:50 P.M.	8:00 P.M.	—	—

Ridership

Ridership system-wide in FY 22-23 for SunBus, SunDial, SunRide and SolVan was a total of 2,698,682 boardings, an increase of 17.1 percent compared with FY 21-22:

- **SunBus** ridership totaled 2,559,249, an increase of 379,323 rides or 17.4%, in comparison to FY21-22.
- **SunDial** ridership totaled 110,154, an increase of 8,656 rides or 8.4%, in comparison to FY21-22.
- **SolVan** ridership totaled 1,972, an increase of 2,862 rides or 16.7%, in comparison to FY21-22.
- **SunRide** ridership totaled 9,127, an increase of 4,147 rides or 83.3%, in comparison to FY21-22.

Figure 2-14 5-Year Fixed Route Ridership Comparison

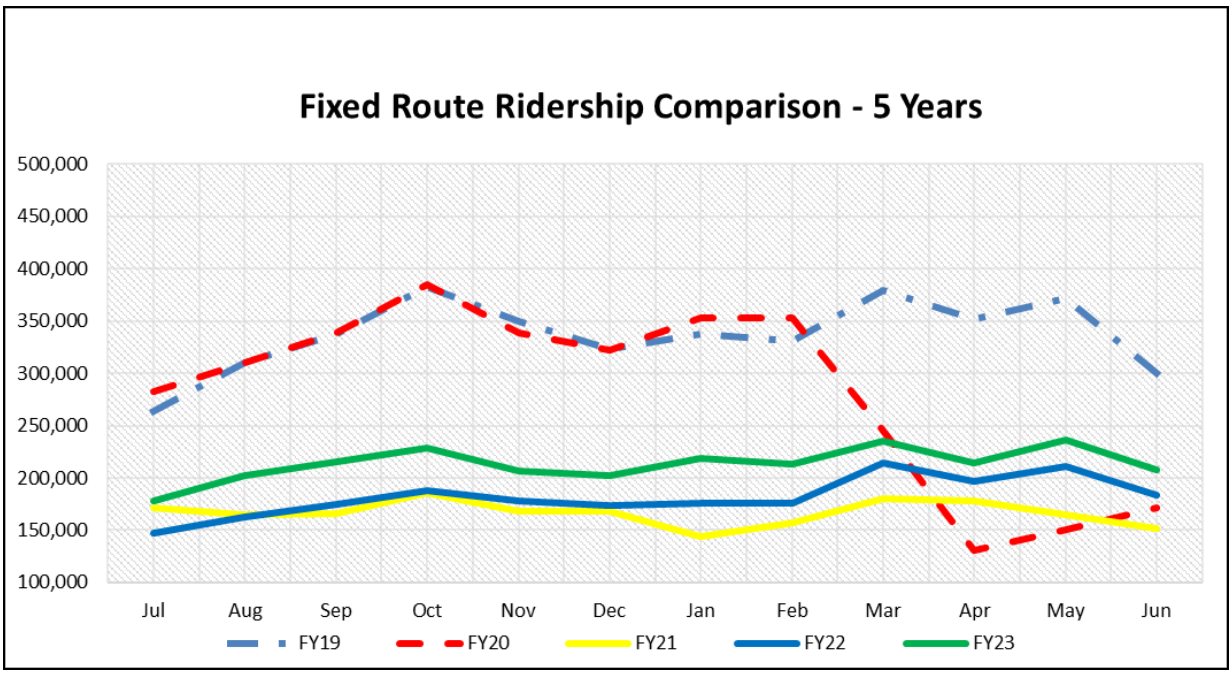
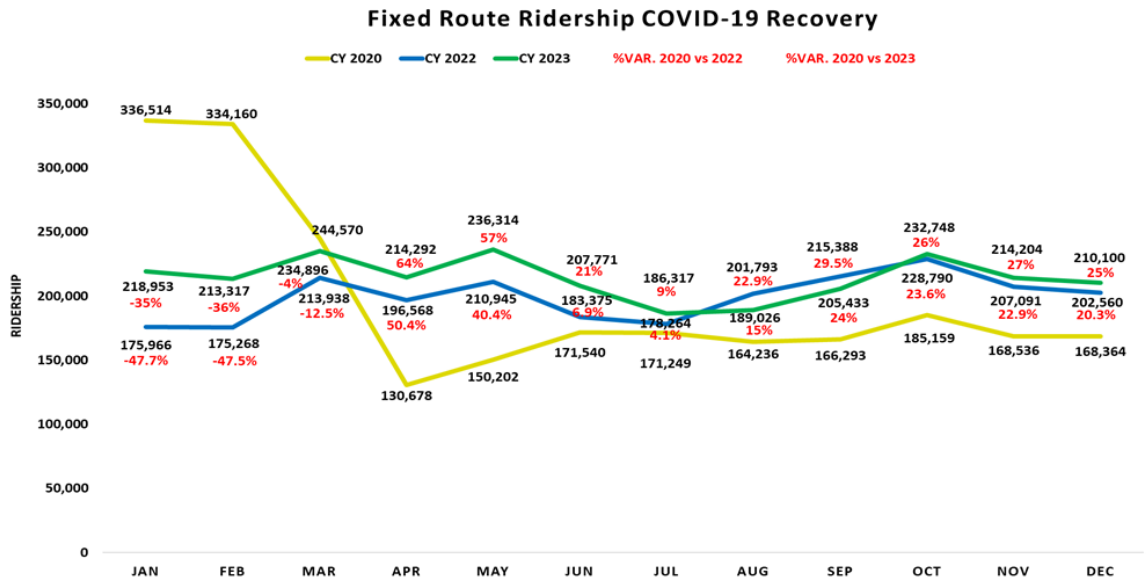


Figure 2-15 shows our COVID-19 recovery chart, showing detailed changes in ridership for calendar years 2020, 2022 and 2023.

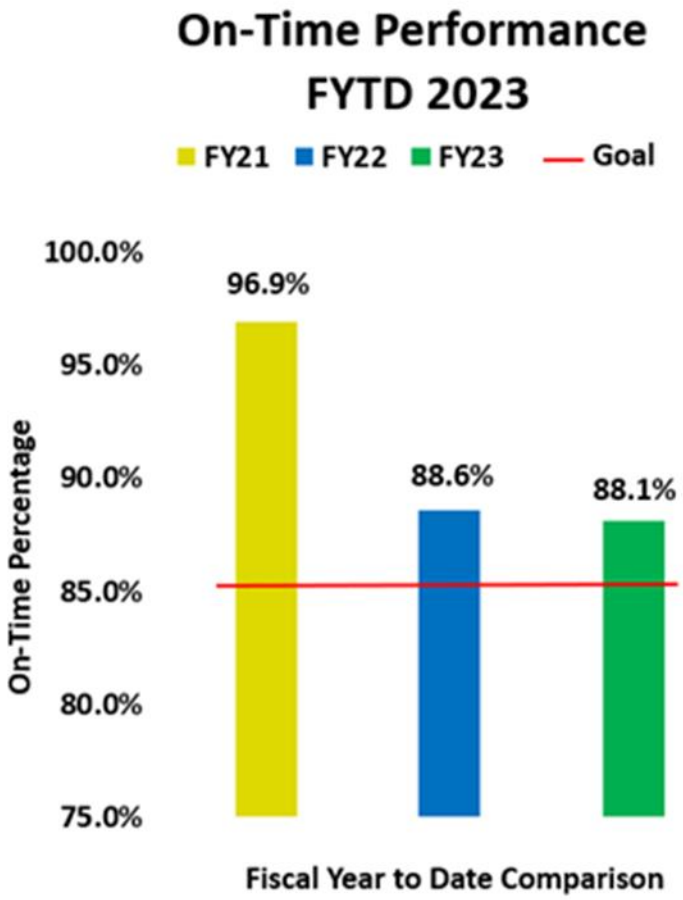
Figure 2-15 COVID-19 Impact on Fixed Route Ridership



Paratransit Performance

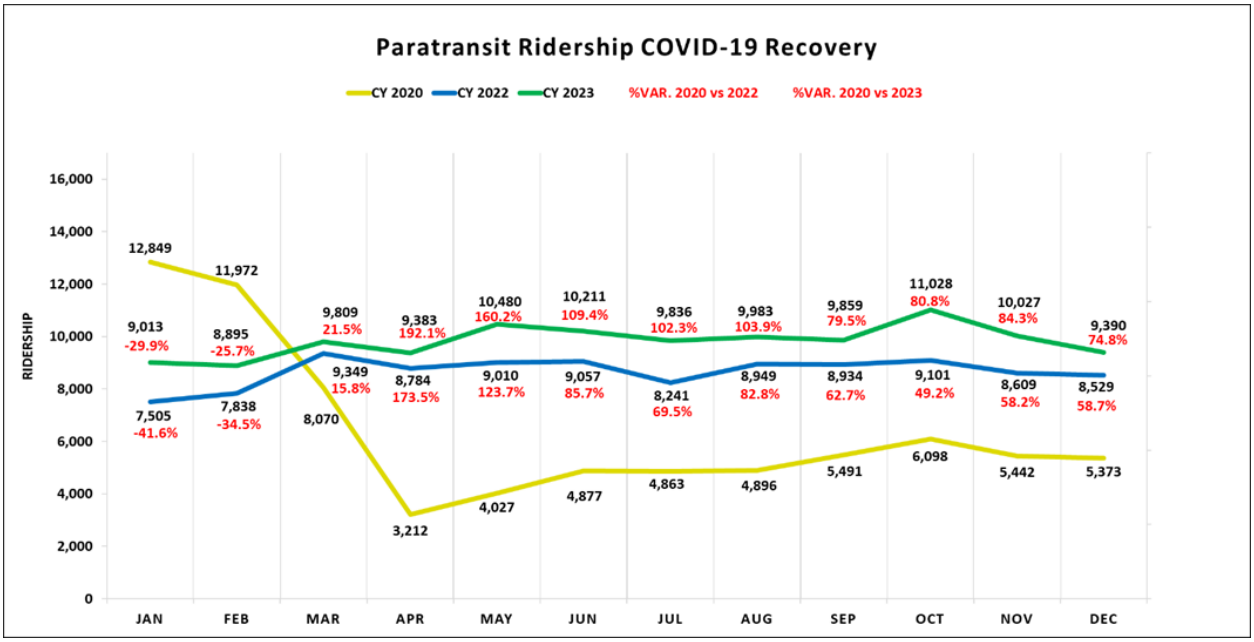
Figure 2-16 shows SunDial's on-time performance for FY 2021 to FY 2023.

Figure 2-16 SunDial On-Time Performance for FY 2020 to FY 2022



Paratransit had a 52.8% increase in ridership when comparing FY20 to FY22-23. For the month of October 2023, paratransit had its highest ridership of 11,028 which is an 80.8% increase when compared to October 2020. (Figure 2-17).

Figure 2-17 Paratransit Ridership COVID-19 Impact for FY 22-23



Taxi Administration

The SunLine Regulatory Administration is charged with licensing and regulating taxicab businesses and drivers in the Coachella Valley. Figure 2-18 presents the current operating taxi businesses in the Coachella Valley, along with the number of vehicles operated by each company.

Figure 2-18 Taxi Businesses

Business	Vehicles
Coachella Valley Taxi	18
City Cab	24
Yellow Cab of the Desert	25

**Data from December 31, 2023 reporting*

Major Trip Generators

The 2019 SunLine Transit Agency Rider Survey identified the main transit trip generators in the Coachella Valley. The top destinations for home-based work trips are Palm Springs, Palm Desert, and La Quinta. The College of the Desert and Palm Springs High School are top destinations for home-based other trips that include shopping, recreation, and education. SunLine's service design should focus on serving major trip generators and creating convenient, direct linkages between origins and destinations.

2.2.2 Route-level Performance

Productivity

Figure 2-19 indicates that neither of the two trunk routes (Routes 1 and 2) met their performance standards.

Figure 2-19 Trunk Routes Average

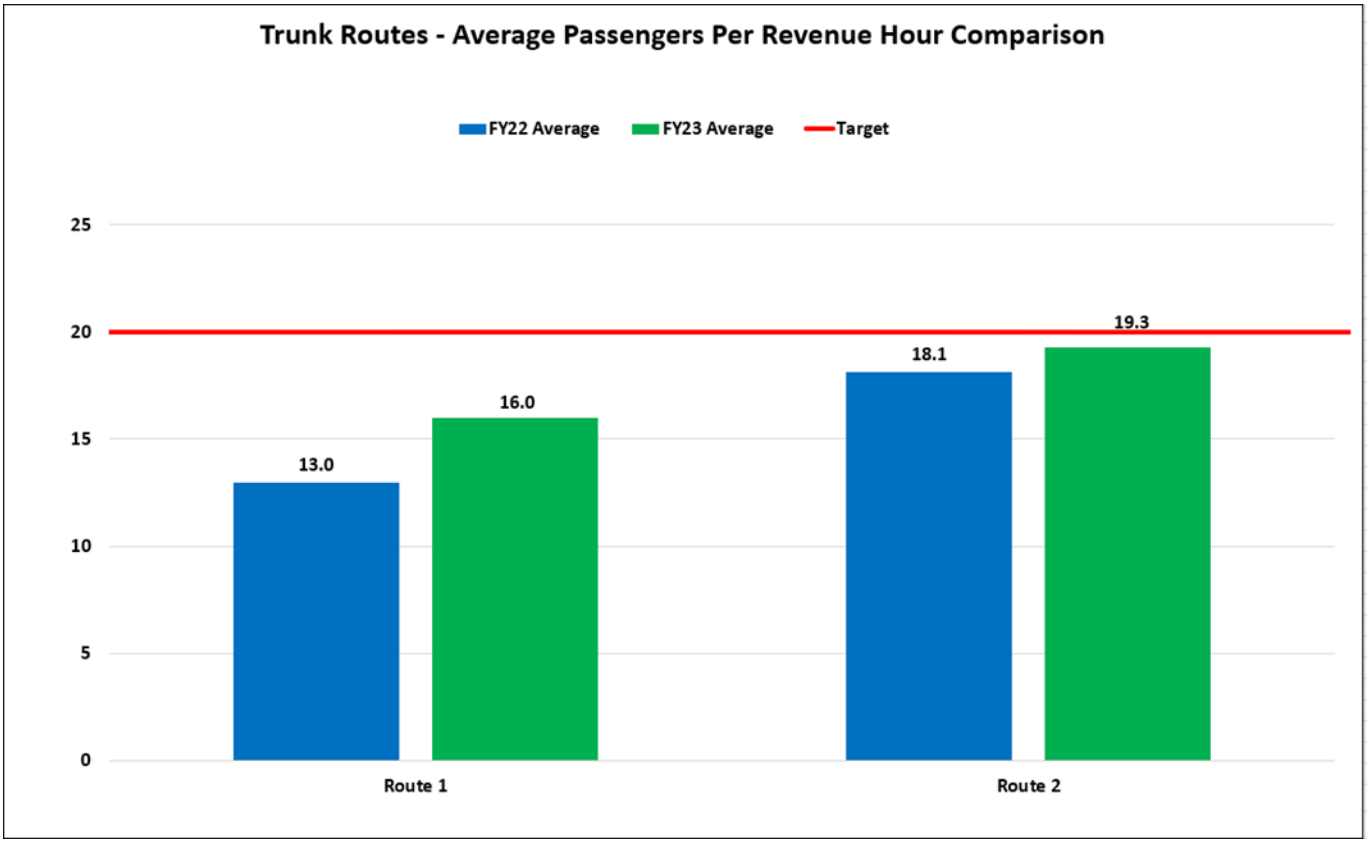
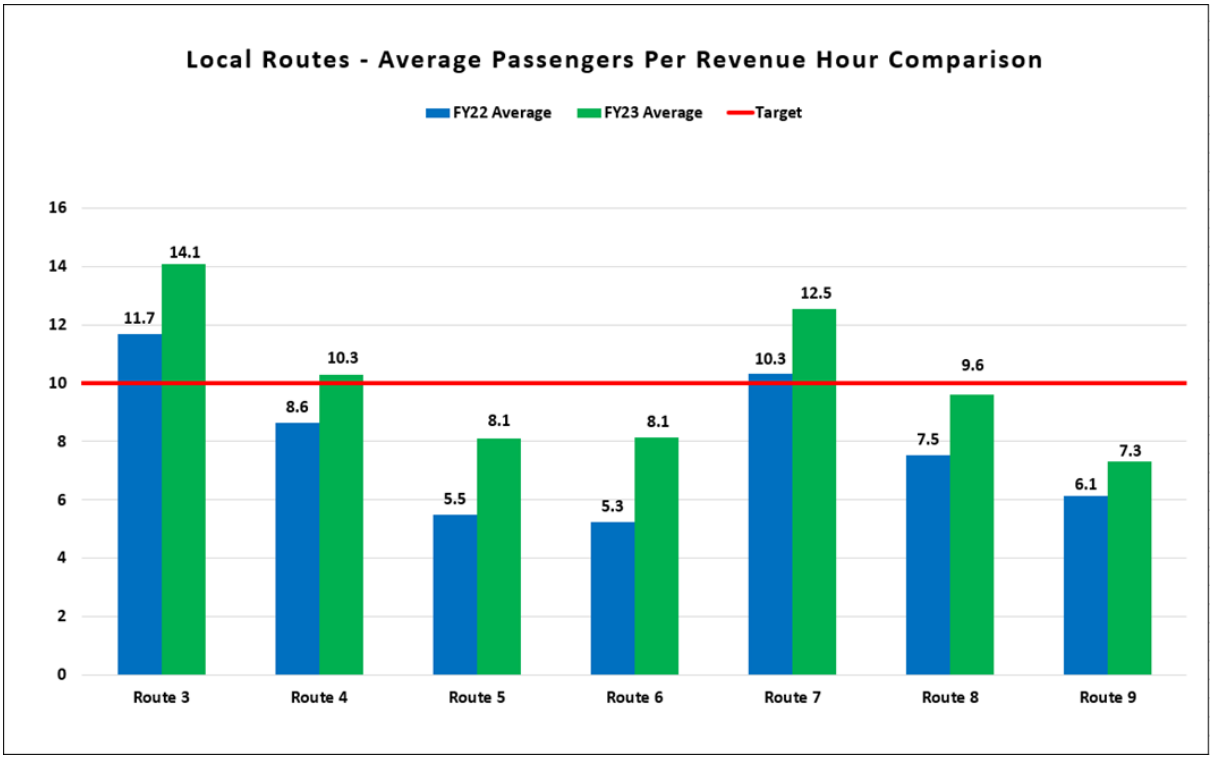


Figure 2-20 indicates that three out of the seven local routes met their performance standards goal:

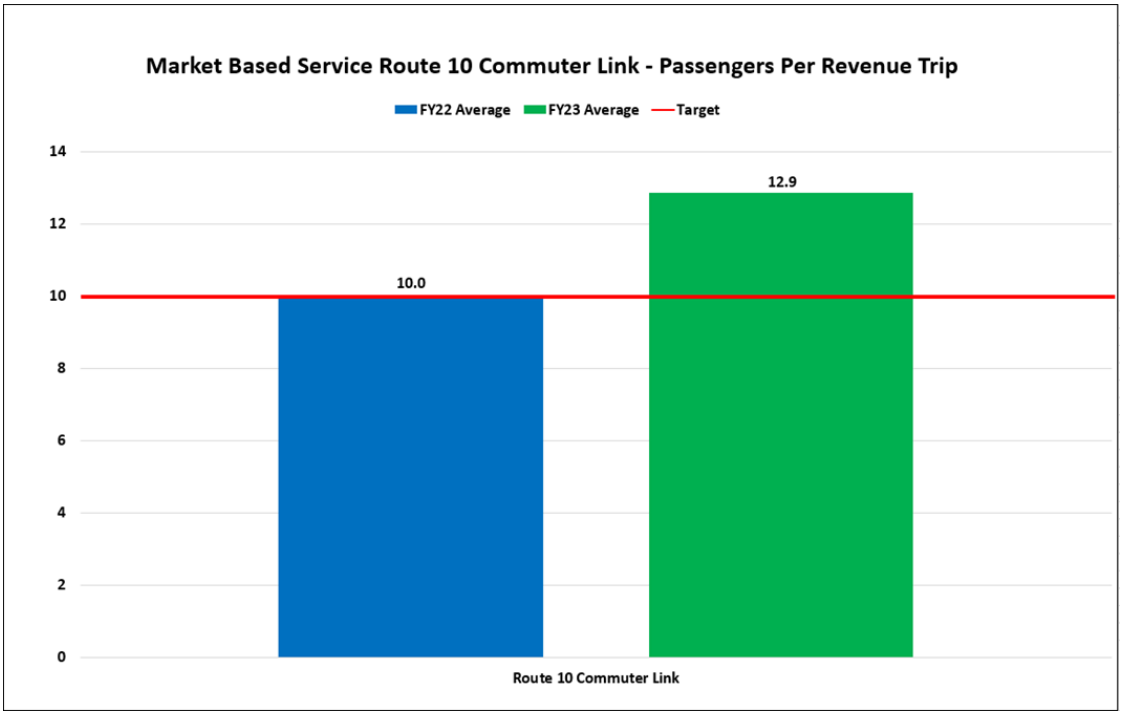
- For FY22-23, Routes 3, 4 and Route 7 met the PPRH goal of 10 passengers per revenue hour
- For FY22-23, Routes 5, 6, 8 & 9 failed to meet the target of 10 PPRH

Figure 2-20 Local Routes Average



Route 10 Commuter Link service started revenue service in July 2022 and is currently meeting its goal of 10 passengers per revenue trip (Figure 2-21).

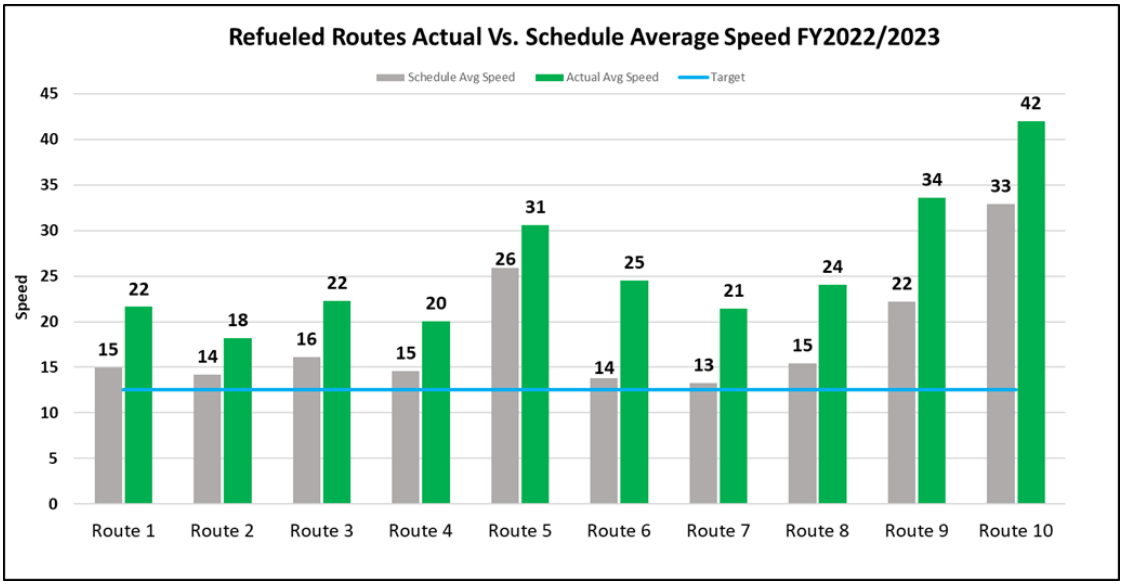
Figure 2-21 Market Based Service Average



Service Quality

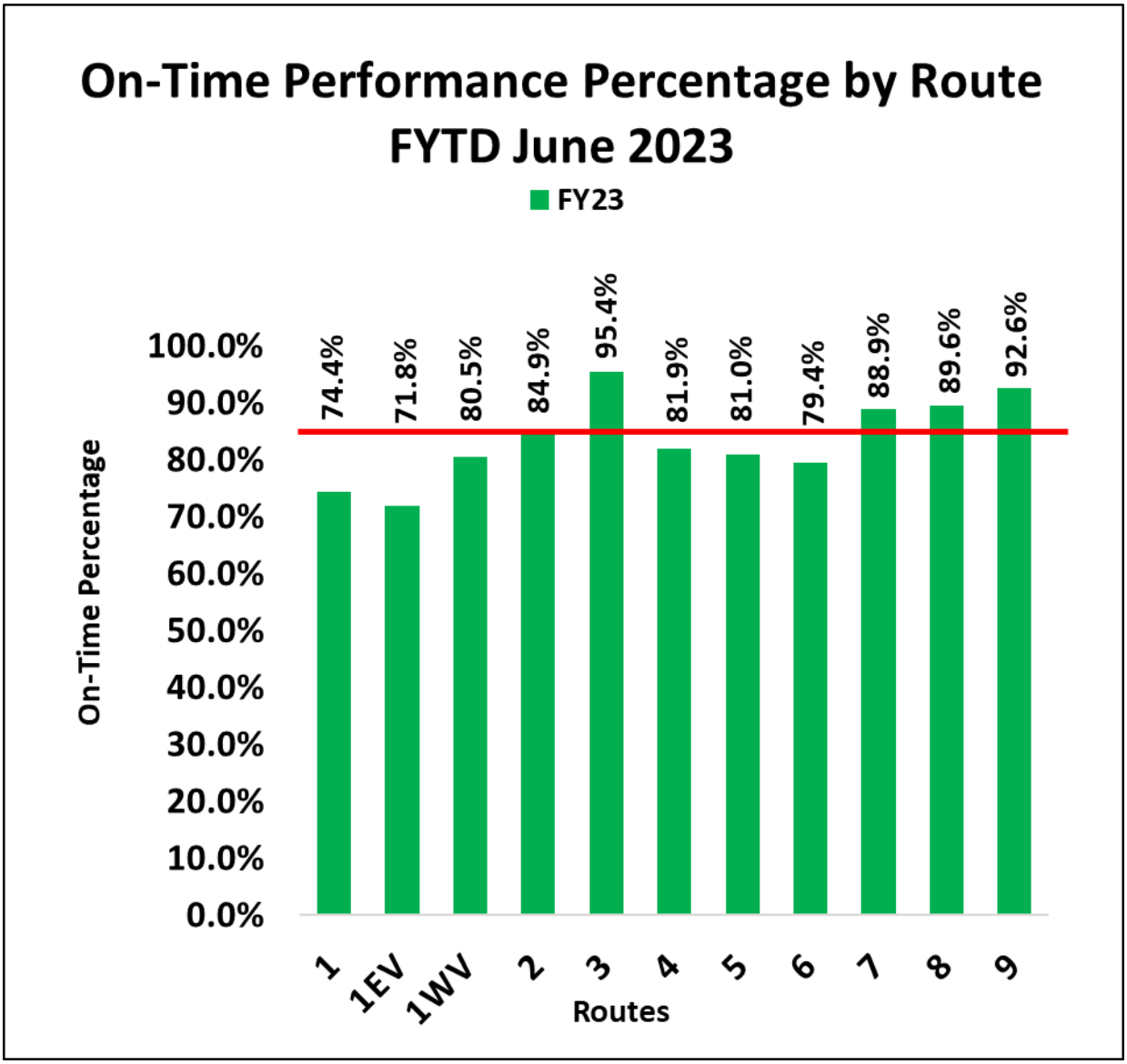
Service Scheduled Speed: The SunLine system is currently scheduled at an average speed of 16 mph, above the target scheduled speed of 12.5 mph (Figure 2-22).

Figure 2-22 Fixed Route Average Speed



On-time Performance: SunLine's system-wide on-time performance is at 84 percent for July 1, 2022, to June 30, 2023. The Agency did not meet its goal for FY 22-23. Routes 2, 3, 7, 8 and 9 met the minimum on-time performance standard as captured in Figure 2-23.

Figure 2-23 On-Time Performance, by Route



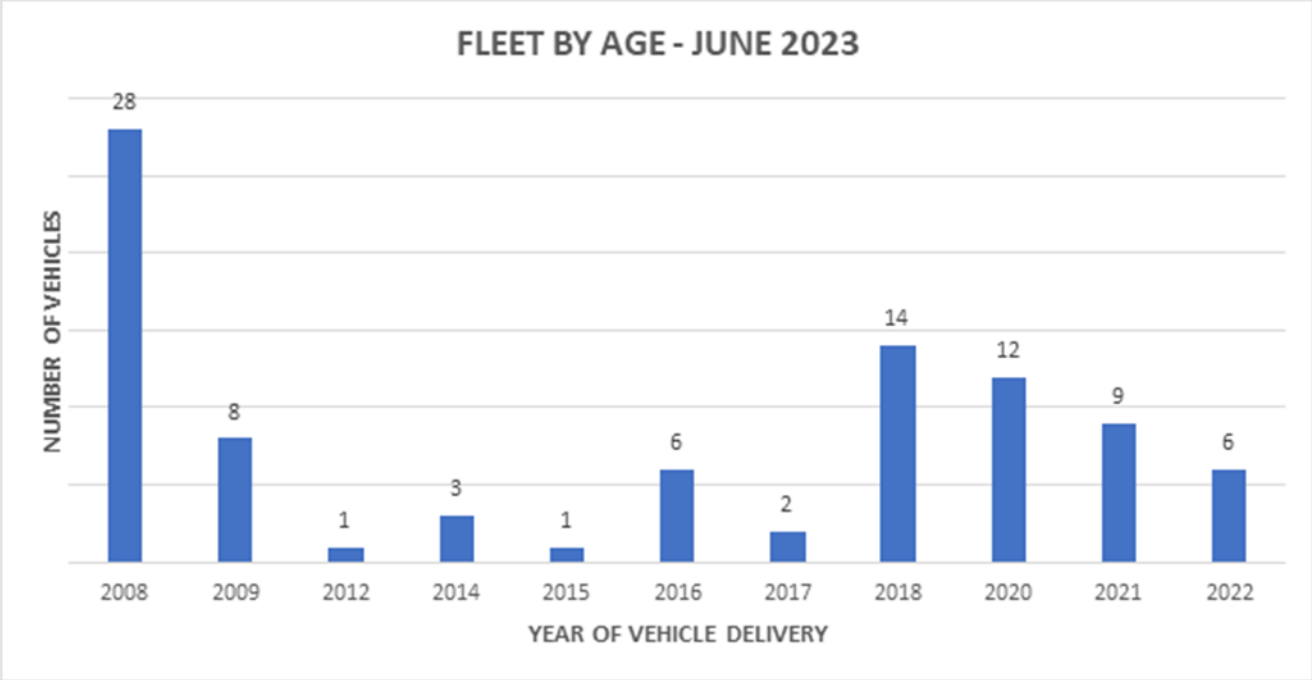
Miles between Service Interruptions: The standard of 5,000 miles between service interruptions were exceeded throughout the review period. Miles between service interruptions for FY 22-23 are noted in Figure 2-24.

Figure 2-24 Miles between Service Interruptions

FY2022/23	Fixed Route Miles between Service Interruptions
July	5,699
August	10,905
September	8,674
October	11,782
November	8,946
December	14,515
January	13,443
February	12,554
March	14,806
April	9,244
May	8,290
June	11,076

Average Fleet Age: The fixed route average fleet age is 8.4 years. SunLine continues to replace buses in the fleet that have met their useful life. Figure 2-25 shows the fleet age as of June 2023.

Figure 2-25 Fleet Age



Bus Deployment: SunLine is in full compliance with Title VI, which protects people from discrimination based on race, color, and national origin in programs and activities receiving federal financial assistance. SunLine ensures equitable distribution of its assets in delivery of transit services to the people of the Coachella Valley.

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

Adequate numbers of buses are assigned to routes with high demand to avoid instances of overcrowding or standing passengers. All SunLine buses are fully air-conditioned and are 100 percent accessible to persons with disabilities.

- Routes 1, 2, 3, and 4 should use 40-foot buses given the higher passenger volumes.
- Other routes should use either 40- or 32-foot buses based on ridership demand.

2.2.3 Productivity Improvement Efforts Underway

SunRide has grown as a microtransit program from connecting riders to fixed route service by bridging the first mile, last mile gap, to including virtual stops within each geo-fence. Virtual stops consist of medical facilities, pharmacies, banks, grocery stores, educational facilities, and community services, such as libraries and senior centers.

Several efforts are underway to continue growing SunRide ridership. This includes outreaches in the geo-fences, walkabouts to local businesses, medical centers, and community organizations within each geo-fence to introduce SunRide as a transportation option, working with vehicle drivers on SunRide van awareness and recognition, as well as promotional offers such as free rides.

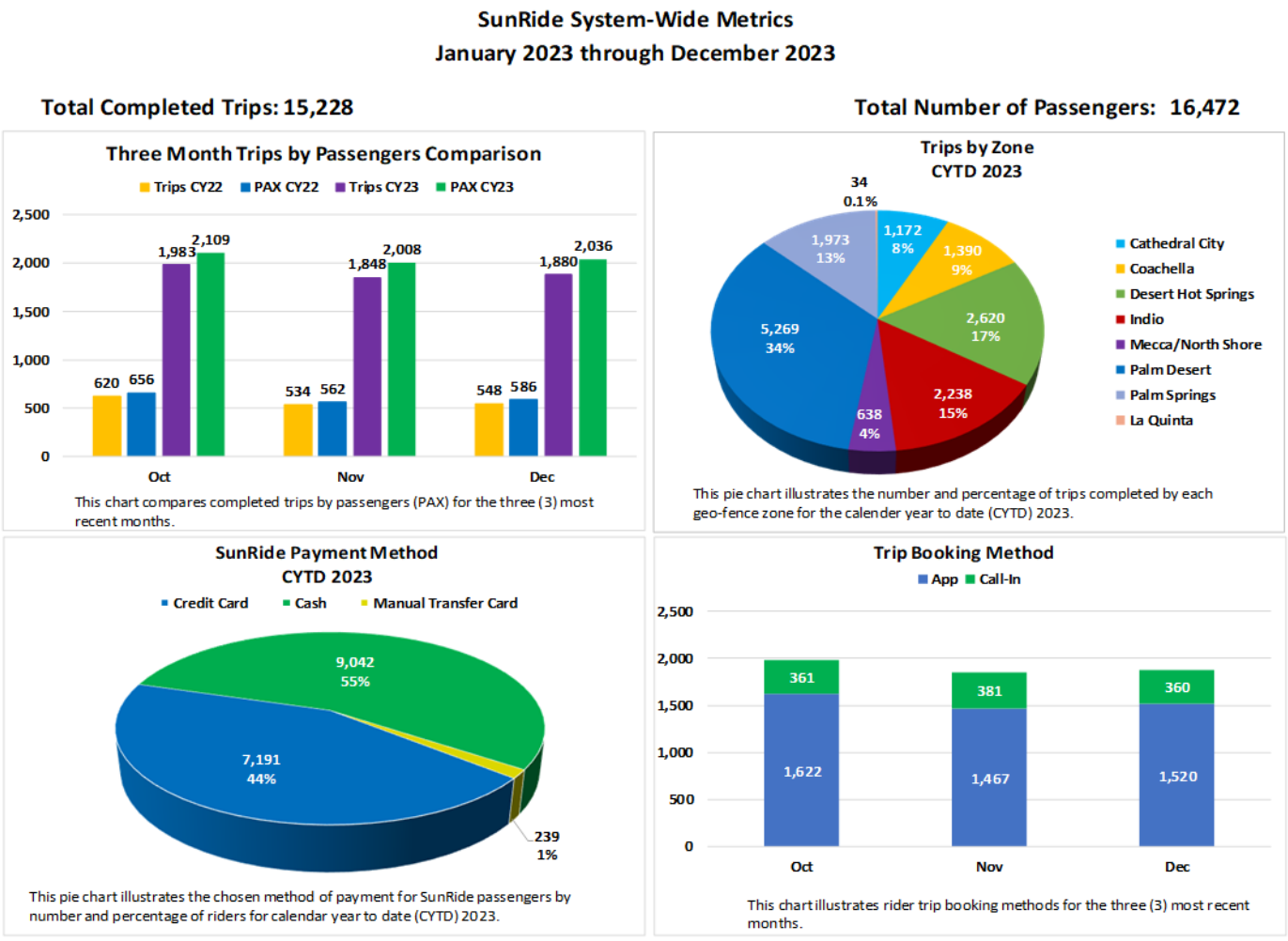
SunRide has been utilizing a more feature-rich mobile app since January 2022 that offers enhanced data analysis via KPIs and customer features, such as a five-star rating system and time snapping—the ability to time rides for minimal wait time to a fixed route bus. Additionally, drivers and customers now have the ability to contact each other for ride clarification questions.

To monitor the growth of SunRide, along with the effectiveness of marketing toward brand awareness, KPIs are monitored weekly and monthly to determine strengths, as well as areas where growth is needed. Regular monitoring of SunRide KPIs also assists in interceding and reversing any downward trends in ridership.

SunRide Service Performance

Figure 2-26 to Figure 2-28 show key performance metrics for SunRide during calendar year 2023.

Figure 2-26 SunRide System-wide Metrics



Percentage of Trips System-wide as Ridesharing: 22%.
[Based on No. of Shared Rides for the month (409) divided by Total Trips Completed (1,880)].

Figure 2-27 SunRide Unique Users

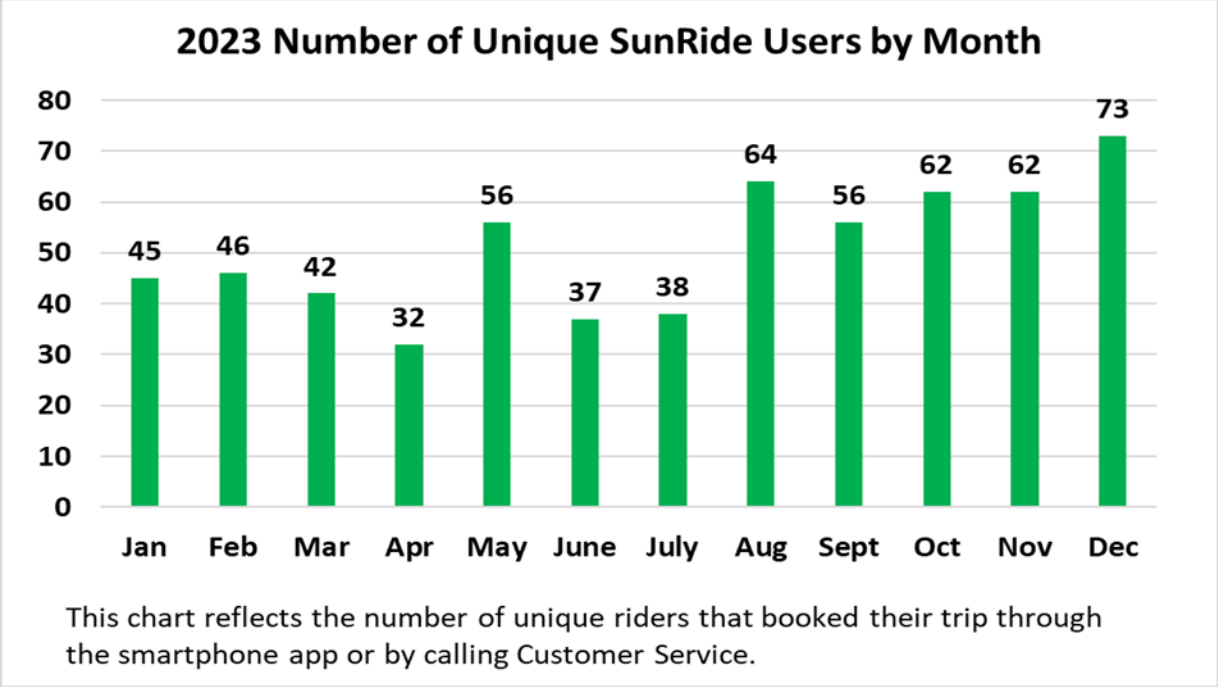
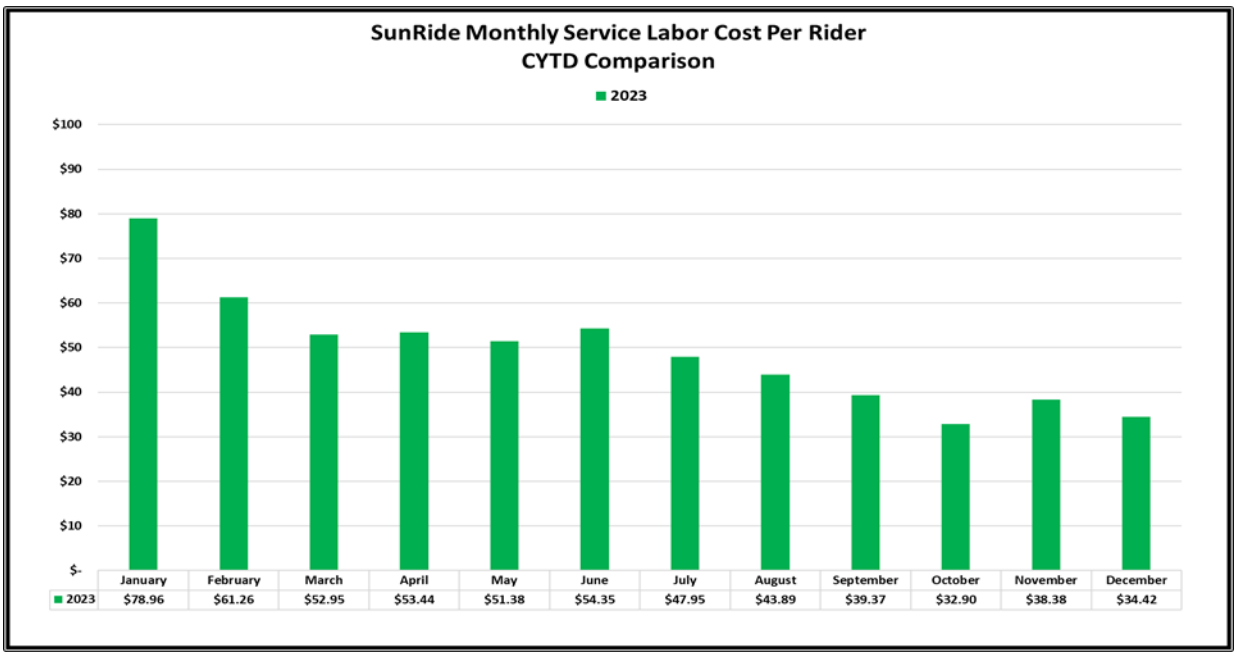


Figure 2-28 SunRide Monthly Service Labor Cost Per Rider



CHAPTER 3

Future Service Plans, Fare Changes, Capital Planning & Marketing

SunLine TRANSIT AGENCY

FY25-29 SHORT-RANGE TRANSIT PLAN

Back to Top

Chapter 3. Future Service Plans, Fare Changes, Capital Planning and Marketing

As an agency of firsts, SunLine has remained committed to building a truly intermodal, clean, and sustainable transportation network in partnership with local jurisdictions, regional and federal governments, and the private sector to develop, finance, and implement strategies to attract choice riders, expand SunLine's market share, and increase ridership. SunLine continues to progress on the following strategic action items, discussed further in this chapter:

- Expand the SunRide program to establish a lifeline service in areas hard to serve with traditional fixed route service.
- Complete construction of the Coachella Mobility Hub with a proposed ready for service date of September 2024, or earlier, upon completion of construction.
- Through an ongoing bus stops and amenities improvement program, replace outdated bus stop shelters and amenities, add new bus shelters and amenities according to policy, and address non-emergency safety and accessibility improvements. Continuous improvement of bus stops and amenities is essential to maintain and improve the first impression of SunLine where current and potential passengers and the community connect with SunLine.
- Continue with SunLine's ongoing improvement, communications, and education programs to enhance collaborative planning efforts that protect the integrity of the transit network and benefits of transit—that is, improve the experience of the entire journey.
- Update bus stop signs systemwide to ensure bus stops are easily identifiable, clean, accessible, and welcoming. To complement this program, SunLine is also updating bus stop signs with new information to connect with real-time bus arrival information and schedules necessary to complete the transit trip. These improvements are essential to attracting choice riders and expanding the transit market by making it convenient to use transit.
- Capitalize on the CVLink multimodal corridor, which has the potential to connect neighborhoods to transit, activity centers, and address some of the first- and last-mile mobility needs of the Coachella Valley.

3.1 Service Plans and Priorities FY 2025 to FY 2029

The fixed route network is functioning well, notwithstanding the impact of the pandemic and the national shortage of coach operators. Few service changes are proposed in the short term, such as realigning routes to serve the new Coachella Mobility Hub, and developing options to serve the Acrisure Arena.

Figure 3-1 Headway, by Route and Service Level

		Effective January 7, 2024		
		Weekday	Saturday	Sunday
1WV	Palm Desert Mall - Palm Springs	30	30	30
1EV	Coachella - Palm Desert Mall	30	30	30
2	Desert Hot Springs - Palm Springs - Cathedral City	30	30	30
3	Desert Edge - Desert Hot Springs	30	60	60
4	Palm Desert Mall - Palm Springs	60	60	60
5	Desert Hot Springs - CSUSB Palm Desert -Palm Desert Mall	60	NS	NS
6	Coachella - Via Fred Waring - Palm Desert Mall	60	NS	NS
7	Bermuda Dunes - Indian Wells - La Quinta	45	90	90
8	North Indio - Coachella - Thermal/Mecca	60	60	60
9	North Shore - Mecca - Oasis	60	60	60
10	Indio - CSUSB-PDC - CSUSB - San Bernardino Transit Center (SBTC)/Metrolink	4 round trips	NS	NS

NS: No Service

3.1.1 East of I-10

Development in the Coachella valley continues to expand east of I-10.

3.1.2 Coachella Mobility Hub

Routes 1, 6, and 8 currently connect at the Transfer Terminal at Vine Avenue and Fifth Street in Coachella. A new Coachella Mobility Hub at Fourth Street and Cesar Chavez Street is projected to be ready for service in September 2024. The Mobility Hub will provide a residential development, bus laybys, passenger amenities, and connecting pedestrian and bicycle paths. Following completion of the Mobility Hub, the current routes at the Vine Avenue Transfer Terminal should be refocused to serve the Coachella Mobility Hub.

3.1.3 Route 10 Commuter Link

Route 10 originates in Indio and terminates at the SBTC/Metrolink Station in downtown San Bernardino. Intermediate connections are made with California State University in Palm Desert, the Walmart Center in Beaumont, and CSUSB. There are four westbound and four eastbound trips each weekday, with no service on weekends or holidays.

Route 10 is a key service linking multiple transit routes, community services, and educational facilities in the eastern valley. Of concern is the unbalanced nature of the Route 10 ridership, with strong peak-direction ridership and little ridership on the return trip. Marketing and incentivizing reverse-peak-direction travel could improve the overall route's productivity.

To improve ridership on Route 10 Commuter Link, SunLine implemented off-peak fares for reverse commute trips. The local fare structure applies to morning trips from San Bernardino to Indio and afternoon trips from Indio to San Bernardino. The peak period fare remains unchanged. To help promote the service, the local fare structure also applies in the off-season when California State University is not in general session.

3.1.4 School Trippers

School trippers are provided to augment certain routes or areas to ensure the base routes are not overcrowded. They may also provide a more direct route to specific schools. A single well-utilized school tripper bus may be a very productive service; however, it is critical that these services are regularly reviewed to ensure they are required. If the base routes can accommodate the school ridership, then it is unproductive to add an overlay of school trippers.

3.1.5 SunRide (Microtransit) Service

SunRide on-demand microtransit service is available in eight Coachella Valley zones, connecting passengers to the fixed route network or a destination within the zone. As SunLine gains experience operating microtransit services, the existing zones should be reviewed to ensure they serve the appropriate geographies. In FY2023 SunLine expanded the Desert Hot Springs/Desert Edge zone to include the Mission Lakes area and expanded the Cathedral City

zone to include the new veterans housing complex and Salvation Army on Landau Boulevard north of Ramon Road. In addition, there was a new zone created in the City of La Quinta to further enhance the service. Other service areas within the Coachella Valley should be assessed for new SunRide opportunities. These may be new service areas or existing fixed route substitutions.

3.1.6 SunRide Future Service Plans

As the on-demand microtransit service increases ridership, geo-fence boundaries, hours of service, number of days of service, and vehicle requirements will be reviewed to determine appropriate changes to meet the growing needs of the Coachella Valley.

Fare Changes

In July 2021, the fare increased from the introductory fare of $2 per person, per ride to $3 per person, per ride to include a transfer to or from Fixed Routes 1 to 9. SunLine is exploring a variety of fare options, including a multi-ride pass, a monthly pass, a senior discount, as well as premium fares that might be linked with the Commuter Link or door-to-door service. Fare structures of microtransit service in Southern California agencies will also be considered for possible adjustments to fares or transfers from a one-time fixed route transfer to a fixed route day pass.``````````````````````````

Capital Planning

To serve the growing needs of SunLine's on-demand microtransit service, additional wheelchair-accessible minivans may need to be purchased within the next 2 years. Because the life of the SunRide vehicles is projected to sunset at 7 years, the four 2018 vans purchased in 2020 will be ready to be replaced in 2027 when the useful life of the vehicle is reached.

Marketing

Marketing efforts to educate the public and promote SunRide as a first mile-last mile solution is needed in all geo-fenced areas. Street outreach teams are the best way to get the word out to the public on this service and this will continue in the coming year

The Agency has annually invested in digital and polygon advertising campaigns, including video and animated ads to promote SunRide and educate Valley residents. The polygon advertising campaigns target precise borders around specific locations in each geo-fence. Digital advertising campaigns, through Paramount, are featured in the *Desert Sun* and YouTube as video ads that play + prior to reading an article or viewing a video, and as digital display ads on networks and platforms outside of USAToday.com and DesertSun.com, such as NBCPalmSprings.com, Alternet.org, and CelebWell.com. Digital and polygon advertising campaigns will continue each year to build brand awareness and introduce SunRide in new zones.

3.1.7 Modifications to Paratransit Service

The provision of ADA services remains a challenge because it is costly. Efforts to mitigate the increasing expenses in demand-responsive service include revisions to the paratransit eligibility/certification process and continuing to monitor late cancellations and no-shows, which improves the availability of appointment time slots and makes SunDial service more efficient for customers. SunDial staff periodically (monthly) measure the systemwide average rate for that month to determine whether a particular customer has excessive late cancellations or no-shows. They then consider the customer's overall frequency of use and evaluate whether there is “a pattern of abuse” relative to how often that customer travels with SunDial.

SunDial will continue to move forward with the paratransit eligibility/certification process and implement in-person interviews to ensure paratransit riders qualify for the service. SunLine also plans to implement new technology soon to facilitate online scheduling and cancelation of paratransit reservations. The new technology will provide a reminder call the day before to encourage cancelation when plans change and will also provide customers with notification 5 minutes prior to passenger pickup.

3.2 SunLine’s Overall Marketing Plans, Studies, and Promotions

In order to support the initiatives outlined in the SRTP, the Marketing Department will focus on the following key areas:

1. Help regain and build ridership among current, recent and lapsed riders
2. Identify and drive ridership among new riders
3. Build trust among stakeholders and the community to drive advocacy
4. Communicate SunLine’s efforts in maintaining and continuing to improve on-time performance
5. Convey progress made in SunLine’s clean fuels fleet initiatives
6. Collaborate across departments to help improve the customer experience for passengers and elevate SunLine’s brand
7. Explore new ways to engage with the community through various outreach and event opportunities

3.2.1 Target Audiences

In order for marketing efforts to resonate, analysis of target markets must be done, studying both who they are and what motivates them. Then, marketing materials must be customized to reach those target audiences. See Figure 3.3 for target audience analysis.

Figure 3.3 Target Audience Analysis

	Key Messages *What motivates them?*
Current riders	• On-time performance • Cleanliness • Social distancing • Safety • Price For some: environment
Potential new riders	• Ability to multitask • Cleanliness • Social distancing • Safety • On-time performance • Price • Technology friendly facilities (ie.: Wifi and chargers on buses) For some: environment
Community at large	• Economic prosperity • Reduced congestion • Reduced emissions • Transparency • Good environmental stewards
Employees	• Feeling valued and heard • Having the opportunity to contribute to the Agency's success • Compensation and benefits • Cleanliness in office/bus • Transparency

3.2.2 Marketing Strategies

There are several strategies for communicating with SunLine's various target audiences, and messaging will be tailored to connect with each of them based on their motivations as identified in the target audience analysis.

3.2.3 Social Media and Website

After building a robust social media program in recent years, SunLine has increased regular communication directly to its target audiences (fans/followers of the Agency's social media platforms). Posts have been entertaining and informative – both key components of keeping followers engaged.

Transit Tuesdays offer a live event on social media that discusses pre-selected topics sharing important updates with riders. Other social media posts tie in history, education, places to visit, comedy, safety, and recognition. This variety in messaging keeps the platform interesting and worth following.

A newly re-designed website will be released before the end of FY24. The re-design considers the overall user experience by highlighting information that is necessary to have front and center; thus, allowing website visitors to find that information instantly. The new website also follows new web trends and practices and will provide an easier pass purchase experience.

3.2.4 Advertising

Strategically utilizing SunLine's budget, an advertising plan that maximizes available advertising funds and incorporates innovative advertising strategies will be developed and implemented. It will utilize platforms such as digital, print, radio, streaming and TV media. The goal is also to promote all key messaging on internal advertising mediums, such as bus shelters and interior bus advertising.

3.2.5 Rider/Community Input

A strong marketing program incorporates a strategy for listening to constituents. SunLine will create and facilitate surveys to gather input regarding major service changes and how they are being received in the community. This provides the opportunity to learn about any issues that may need to be addressed. Data gathered can be shared with all appropriate departments to help improve the customer experience.

3.2.6 Public Relations

SunLine's public relations representatives will draft press releases to promote Agency initiatives. They will also pitch stories to the media to publicize key newsworthy items, coordinate media interviews and follow-up on media requests in a timely fashion.

3.2.7 Customer Service Center/Website

SunLine's Customer Service Center includes LiveChat on the web for those who need immediate assistance or find it more convenient for their schedule to use this chat based interface. The website has also been instrumental as a central resource for all communications and announcements disseminated by SunLine. In addition, the Customer Service Center offers phoneline support by customer service representatives Monday through Friday. Agents use

resources such as Google Transit Trip Planner and MyStop Bus Tracker to answer customer inquiries quickly and accurately. Bilingual customer service agents are available to assist with questions in both English and Spanish. Interpretation services for all other languages are available through our contract with LanguageLine. An interpreter can be accessed via phone, video or by using their app.

3.2.8 Video Production

The Agency will continue to put an increased focus on the creation of videos as marketing tools, according to shifts in social media audience preferences. By developing an expanded library of video assets, SunLine will be able to initiate increased engagement with its target markets, and those individuals will better retain the information being shared through unique videos. The Marketing Department will also explore opportunities to produce longer video features, like those developed to recap the Student Art Contest event, where possible.

3.2.9 Rider's Guide

The Rider's Guide has become an essential communications tool for SunLine. The Agency has maintained the layout of this revamped guide which has proven to be a more user-friendly format, featuring relevant information for riders and includes directions, maps, time point bus stop locations, schedules, fares, transfer instructions and how to receive assistance with SunLine's programs and services. Transit system information, which aligns with the updated Rider's Guide, can also be found at transit centers, on buses, at bus stops and community gathering locations. SunLine's system information is provided in both English and Spanish.

3.2.10 Clean Fuels Fleet Communications

The Agency's reputation as a pioneer in clear air and alternative fuel technology must continue to remain top-of-mind by promoting news regarding SunLine's advancement in its Zero-Emissions Bus Rollout Plan. SunLine's new liquid hydrogen station will give the Agency increased reliability in fueling the Agency's hydrogen fuel cell technology fleet.

3.2.11 Internal Communications

Keeping employees up to date on company initiatives and marketing efforts inspires higher morale and invites them to be involved in the bigger picture. To this end, SunLine will hold town hall meetings and re-create its internal newsletter featuring key stories and facts about the Agency's latest initiatives. In alignment with our strategic plan, a component of the newsletter and town-hall-style meetings are educating staff on how our Agency works. Examples of topics include the various types of funding we receive; what the different funding can be used for; and how we get the data for planning our service. These efforts aid in improving communication with the employee target audience segment, making SunLine Transit Agency an even better place to work.

3.2.12 Building an Effective Marketing Plan

All the tools mentioned above will be implemented to market SunLine as a leader in transportation, innovation, and alternative fuel technology. As stated, targeted messaging and the utilization of effective platforms and strategies will be pivotal to increasing ridership, rebuilding trust, communicating progress, and engaging employees.

3.2.13 Community Outreach

SunLine works with local organizations, businesses, government agencies, and non-profit organizations to promote SunLine programs and services. Community outreach involves working with grassroots organizations to identify unmet transit needs and build community-based marketing partnerships. Historically, SunLine invests in these relationships by participating in community events such as mobility workshops, food drives, fundraisers, parades, and special event activities.

3.2.14 Public Presentations and Town Hall Meetings

Target audiences include seniors, students, social services, businesses, and community leaders. The main goal is public education related to the economic and environmental benefits of using public transportation. During presentations, SunLine highlights the key role that we hold as a public transit provider and leader in alternative fuel technology. SunLine's use of hydrogen electric fuel cell and battery electric fuel cell buses have made positive impacts to the environment on a global scale. Presentations emphasize why this is important and how it affects residents of the Coachella Valley. These presentations typically occur at senior centers, colleges, government agencies (i.e. City Council meetings, SCAG, CVAG, etc.), and adult special needs schools and programs.

3.2.15 Travel Training

Transportation provides us with a sense of independence and opportunities to engage within our community. SunLine's Travel Training Program offers opportunities for riders to learn how to independently navigate a public transit system. To this end, SunLine offers group and one-on-one training virtually, in-person and/or aboard a fixed route bus to build confidence and allow people to travel with ease.

3.2.16 Transit Ambassador Program

The SunLine Transit Ambassador Program, known as TAP, empowers employees to expand SunLine's culture of customer service. TAP consists of a series of training sessions for SunLine employees that address crucial topics and everyday scenarios in public transportation service. A Transit Ambassador is one who has completed this program and can assist passengers with their trip planning. Transit Ambassadors will assist the rider until the rider feels confident in navigating the SunLine system independently.

3.2.17 Access Advisory Committee

The Access Advisory Committee, which meets bi-monthly, was formed in 1995 as an advocacy group consisting of various agencies in the Coachella Valley. Committee members range from community activists to everyday transit users who are committed to promoting the successful implementation of the transportation provisions of the ADA and other related federal legislation or regulations.

3.2.18 Free Ride Policy

SunLine will offer free rides on our local fixed route system on the days listed below:

- Transit Equity Day
- Earth Day
- Dump the Pump Day
- Car Free Day
- California Clean Air Day
- Rideshare Week
- Election Day

SunLine Transit Agency's Marketing team is developing a set of guidelines that will enable staff to determine, if any additional days can be added or when requests for free rides, can be accommodated.

3.2.19 Areas of Persistent Poverty and Historically Disadvantaged Communities

Transit is a vital service for disadvantaged populations in the SunLine service area. As discussed in Chapter 1, several census tracts in the SunLine service area meet the federal criteria to be designated as Areas of Persistent Poverty or Historically Disadvantaged Communities. Tribal lands, which are also considered Historically Disadvantaged Communities, are also located in the service area. As discussed in Section 3.3 below, disadvantaged populations are a core market for transit and have unique travel patterns. SunLine will consider these federal designations in its public outreach efforts and assessment of environmental justice when evaluating service improvements and funding opportunities.

3.3 Projected Ridership Growth (FY 2025 to FY 2029)

Following a significant downturn in ridership in March 2020 related to the COVID-19 pandemic, SunLine expects it may take several years for ridership to rebound. SunLine and its planning partners are using the regional travel demand model to prepare long-term ridership forecasts for the unconstrained transit redesign.

The SunLine Refueled before and after study identified several themes related to pandemic ridership recovery:

- Transit demand has been reduced by the pandemic, but not in an even manner. Lower-income riders and essential workers commuting to in-person jobs at all hours continue to depend on transit service. In contrast, the increase in telecommuting is anticipated to be sustained, although to an uncertain degree, resulting in reduced peak period demand for travel to central business districts. Agencies can respond by preserving frequent line-haul service throughout the day while deemphasizing costly peak-period service.
- Network redesigns that emphasize a set of frequent core routes, which SunLine Refueled did, have proven successful for other agencies, and this is the type of service that has performed best through the pandemic by meeting the needs of the disadvantaged populations that remain the “core” ridership base for transit agencies.
- Changes in vehicular travel patterns throughout the pandemic affect bus running time across the day and may require schedule modifications. Well-established practices, such as dedicated lanes and transit signal priority (TSP), can help agencies ameliorate the impacts of rising congestion and improve competitiveness in comparison with other modes. SunLine is participating in the ongoing SCAG Regional Transit Lanes Study, which includes Highway 111 as a potential corridor for TSP treatments.
- The untethering of jobs from offices has resulted in a shift toward living in suburbs and smaller urban areas, and the Coachella Valley is likely to continue growing faster than the Southern California region. As these population shifts drive development, SunLine will need to reevaluate which areas have sufficient population to support service and whether service levels are keeping up with growth in population.
- As transit ridership recovers, flexible, on-demand microtransit may be a more cost-effective way to maintain service coverage in areas with low fixed route ridership. Microtransit can also have synergy with and improve the efficiency of paratransit service through sharing of vehicles and automation of trip assignments. SunLine and RideCo are evaluating the potential of expansion of SunRide service areas.

3.4 Proposed Fare Structure Changes

While the Board of Directors has directed SunLine staff to explore a fare-free system, the aim of this fare policy is to increase SunLine’s revenues with a simplified structure that continues to

provide support for low-income individuals. Recent fare-related efforts and actions are discussed below.

Route 10 Commuter Link Off-Peak Pricing

To improve ridership on Route 10 Commuter Link, SunLine implemented off-peak fares for reverse commute trips. The local fare structure applies to morning trips from San Bernardino to Indio and afternoon trips from Indio to San Bernardino. The peak period fare remains the same. The local fare structure also applies in the off season when California State University is not in general session.

Haul Pass

The College of the Desert and CSUSB's Palm Desert Campus are important transit markets in our service area. Started in August 2018 with a grant from the LCTOP, the SunLine Haul Pass program gives students at these schools free access to SunLine buses with their student ID. The LCTOP grant is funding an expansion of the program to students who are enrolled in any Coachella Valley high schools. The program, which began with the 2021 school year, is anticipated to be available for 18 to 22 months with the goal of the program becoming self-sustaining in future years. All students who apply will be eligible to ride for free—not just to class, but anywhere SunLine buses go, anytime they operate.

Mobile Ticketing

The 2020 Refueled survey showed that more than 86 percent of SunLine riders have access to a smartphone or tablet with an internet connection. Access to a connected device was an important factor in the implementation of the Token Transit mobile ticketing. Mobile ticketing makes paying fares much easier. There's no need to carry coins or cash. No need to wait in line to buy a pass. And no need to search in a wallet for a buried bus pass. Customers can simply board the bus, use their phone to pay, and go.

Best Industry Practices

- **Review Fares Annually**

  Fares should be reviewed annually to assess the ridership impact. This should include an examination of revenue by fare category and fare media. The fare review should provide a peer comparison to help ensure fare policy decisions are well-informed.

- **Make Fare Adjustments as Frequently as Possible**

  Fares should be adjusted annually to address inflation and to deliver a more gradual change to riders. Fares that are frozen for several years and then adjusted through a large disproportionate increase result in a "shock" to riders that may negatively affect the Agency image and ridership.

- **Calculate the SunLine Internal Rate of Inflation to Establish Required Fare Adjustments**

  Fare increases should be based on SunLine's internal rate of inflation (goods, labor, and fuel), rather than the inflation of a general Consumer Price Index. The Consumer Price Index measures the inflation on a basket of goods and services unrelated to transit service and competing transportation modes.

  To help low-income passengers access transit services and offset fare increases, SunLine may target fares for Coachella Valley residents who meet low-income guidelines. The U.S. Department of Labor's Lower Living Standard Income Level is often used by transit agencies to determine eligibility for reduced fares. It identifies income levels by family size that are adjusted annually based on changes in the Consumer Price Index.

3.5 Capital Improvement Planning

California Air Resources Board's (CARB's) ICT regulation requires SunLine to gradually transition to a 100 percent zero-emission bus (ZEB) fleet. As SunLine grows its fleet to provide additional service, it will need to evaluate daily mileage needs and the incremental capital or electricity costs of depot-charging electric buses that cannot be offset by available incentive and funding programs. SunLine is also planning for the new infrastructure needed to support hydrogen production and refueling for its fuel cell buses. It is also evaluating expansion of its satellite facility in Indio to support hydrogen and ZEB fueling and maintenance.

SunLine is working with the Coachella Valley Association of Governments to plan and fund street improvements needed to preserve bus travel times and improve service reliability. These street improvements include TSP measures, queue jumpers, and dedicated bus lanes. Super stops are another capital improvement aimed at enhancing the passenger experience. These stops include enlarged and near-level boarding areas, enhanced shelters, and upgraded amenities.

SunLine is also working with its member cities to improve multimodal connections to its fixed route bus service. This includes connections to the CV Link. This bicycling and walking pathway links the Coachella Valley cities and the lands of three federally recognized tribes with a path that generally parallels Highway 111.

3.5.1 Bus Stop Improvements

SunLine's current policy specifies that bus stops with more than 10 boardings per day warrant a shelter. Eight bus stops currently meet this threshold but lack shelters. SunLine anticipates funding availability to add 8 bus stop shelters in the next years.

Figure 3-2 summarizes the resulting allocation of bus shelters by jurisdiction. SunLine is committed to implementing these policy recommendations and installing the additional 8 shelters over the next 3 years.

Figure 3-2 Allocation of Bus Stop Shelter Improvements

Existing Amenity Distribution

City/District	Total Stops	Total Shelters		Stops with 10+ boardings		Stops with Shelters and 10+ boardings		Shelters needed to reach policy compliance[1]		# of shelters exceeding current policy[1]
		Count	Percent	Count	Percent	Count	Percent	Count	Percent	
Cathedral City	61	52	85%	17	28%	17	100%	0	0%	35
Coachella	34	32	94%	7	21%	7	100%	0	0%	25
Desert Hot Springs	48	36	75%	13	27%	12	92%	1	13%	24
Indian Wells	15	13	87%	0	0%	0	N/A	0	0%	13
Indio	87	59	68%	19	22%	18	95%	1	13%	41
La Quinta	52	36	69%	12	23%	12	100%	0	0%	24
Palm Desert	52	42	81%	16	31%	16	100%	0	0%	26
Palm Springs	120	91	76%	36	30%	31	86%	5	63%	60
Rancho Mirage	33	25	76%	1	3%	1	100%	0	0%	24
Riverside County uninc.	68	28	41%	6	9%	5	83%	1	13%	23
Thermal	8	2	25%	0	0%	0	N/A	0	0%	2
Oasis	10	3	30%	0	0%	0	N/A	0	0%	3
Mecca	17	8	47%	2	12%	2	100%	0	0%	6
One Hundred Palms	3	2	67%	2	67%	2	100%	0	0%	0
Thousand Palms	9	9	100%	1	11%	1	100%	0	0%	8
North Shore	11	1	9%	0	0%	0	N/A	0	0%	1
Desert Edge	7	0	0%	1	14%	0	0%	1	13%	0
Bermuda Dunes	3	3	100%	0	0%	0	N/A	0	0%	3
Total	**570**	**414**	**73%**	**127**	**22%**	**119**	**94%**	8	100%	295

[1]Current policy states that all bus stops with over 10 average daily boardings should have shelters

CHAPTER 4

Financial Planning

SunLine TRANSIT AGENCY

FY25-29 SHORT-RANGE TRANSIT PLAN

Back to Top

Chapter 4. Financial Planning

The FY2025 financial planning process focused on prioritizing resources and alignment with the core strategic goal of regaining ridership and providing multimodal solutions. The team at SunLine brought their diverse insights to most effectively allocate resources to maintain essential services. The enclosed financial plan of the Agency is based on the best available financial projections and anticipated grants.

4.1 Operating and Capital Budget

In FY2025, SunLine will have an operating budget of $49,417,378 and a capital budget of $21,826,973 (Table 4 and 4A). The operating budget encompasses costs such as driver salaries, administrative salaries, fuel, insurance premiums, and other overhead costs required to run day to day operations. The available funding will be used effectively and efficiently in the accomplishment of organizational objectives. The operating budget will ensure that the Agency continues to offer safe and reliable transportation to Coachella Valley residents.

The capital budget incorporates key projects to help further advance the Agency's Capital Improvement Program. The Capital Improvement Program for FY2025 focuses on continuing SunLine's investment in replacing aging infrastructure and equipment. SunLine's Capital Program represents a unique opportunity to make long term investments in SunLine's operational capabilities, energy strategies, and regulatory compliance by conforming with the California Air Resources Board's Innovative Clean Transit mandate.

4.2 Funding Plans to Support Proposed Operating and Capital Program

For FY2025, funding plans for the proposed operating and capital programs are primarily funded as follows:

> FTA Section 5307, FTA Section 5311, FTA Section 5311 (f) (Intercity), FTA Section 5339, Congestion Mitigation and Air Quality (CMAQ), California Air Resources Board (CARB), California Energy Commission (CEC), Air Quality Management District (AQMD), State Transit Assistance (STA), State of Good Repair (SGR), Low Carbon Operating Program (LCTOP), Local Transportation Funds (LTF), Local Measure A funding, Senate Bill 125 (Transit and Intercity Rail Capital Program) and farebox revenue.

The estimated FY2025 operating and capital budget of $71,244,351 outlined in Table 4, is funded by:

Fund	Operating		Capital	
	Amount ($)	Percent (%)	Amount ($)	Percent (%)
ARPA Section 5307	120,000	0%	-	0%
California Air Resources Board (CARB)	200,000	0%	-	0%
California Energy Commission	100,000	0%	-	0%
CMAQ	380,000	1%	-	0%
Farebox	1,854,393	4%	-	0%
LCTOP	1,458,436	3%	-	0%
Local Transportation Fund (LTF)	28,829,900	58%	781,473	4%
Measure A	8,238,000	17%	-	0%
Other	3,221,663	7%	500,000	2%
Section 5307	4,285,218	9%	(2,242,772)	-10%
Section 5311	429,768	1%	-	0%
Section 5311(f)	300,000	1%	-	0%
Section 5339 Formula	-	0%	(744,782)	-3%
Senate Bill 125 (TIRCP)	-	0%	16,000,000	73%
State of Good Repair	-	0%	1,100,000	5%
State Transit Assistance Fund (STA)	-	0%	6,433,054	29%
Total	$ 49,417,378	100%	$ 21,826,973	100%

For FY26 and FY27, figures presented in tables 4.2 and 4.3 to fund operating and capital expenditures are based on best available funding projections.

TABLE 4.2

Fund	Operating		Capital	
	Amount ($)	Percent (%)	Amount ($)	Percent (%)
California Air Resources Board (CARB)	100,000	0%	-	0%
California Energy Commission	100,000	0%	2,680,200	5%
Farebox	1,816,893	4%	-	0%
LCTOP	1,425,813	3%	-	0%
Local Transportation Fund (LTF)	29,663,592	58%	-	0%
Measure A	8,403,000	17%	-	0%
Other	3,259,163	6%	15,231,904	27%
Section 5307	5,324,687	10%	1,332,446	2%
Section 5311	426,147	1%	-	0%
Section 5311(f)	313,927	1%	-	0%
Section 5339 Formula	-	0%	780,868	1%
Section 5339 Discretionary	-	0%	25,620,000	45%
Senate Bill 125 (TIRCP)	-	0%	6,405,000	11%
State Transit Assistance Fund (STA)	-	0%	4,266,686	8%
Total	$ 50,833,222	100%	$ 56,317,104	100%

TABLE 4.3

Fund	Operating		Capital	
	Amount ($)	Percent (%)	Amount ($)	Percent (%)
California Air Resources Board (CARB)	100,000	0%	-	0%
California Energy Commission	100,000	0%	-	0%
Farebox	1,816,893	4%	-	0%
LCTOP	1,460,352	3%	-	0%
Local Transportation Fund (LTF)	29,805,519	58%	-	0%
Measure A	8,571,000	17%	-	0%
Other	3,259,163	6%	-	0%
Section 5307	5,185,063	10%	1,120,000	6%
Section 5311	436,844	1%	-	0%
Section 5311(f)	313,927	1%	-	0%
Section 5339 Discretionary	-	0%	14,280,000	71%
State Transit Assistance Fund (STA)	-	0%	4,800,000	24%
Total	$ 51,048,761	100%	$ 20,200,000	100%

4.3 Regulatory and Compliance Requirements

4.3.1 Americans with Disabilities Act

SunLine complies with ADA guidelines by providing a 100 percent accessible revenue service fleet for fixed route transit services and ADA paratransit vehicles. As funding becomes available, SunLine continues to provide bus stop improvements to ensure accessibility. Staff also coordinates with developers and contractors regarding construction projects to include bus stop improvements when the opportunity arises.

4.3.2 Disadvantaged Business Enterprise

SunLine's most recent Disadvantaged Business Enterprise (DBE) program and goal were submitted to FTA in July 2021 and had an expiration date of September 2024. The next DBE report will be submitted by August 2024.

4.3.3 Equal Employment Opportunity

SunLine complies with federal regulations pertaining to employment and submits its Equal Employment Opportunity (EEO)-4 report annually to the U.S. Equal Employment Opportunity Commission (EEOC) and its EEO/Affirmative Action Program to FTA every 4 years, or as major changes occur in the workforce or employment conditions. The most recent EEO-4 report was submitted to the EEOC and certified in February 2024. The most recent EEO/Affirmative Action Program was revised and submitted to FTA in April 2024. The next update to the EEO/Affirmative Action Program is due to the FTA in March 2028.

4.3.4 Title VI

Title VI protects people from discrimination based on race, color, and national origin in programs and activities receiving federal financial assistance. SunLine's Title VI report was submitted to FTA in January 2023 and has an expiration date of October 2025.

4.3.5 Transportation Development Act

The Transportation Development Act provides two major sources of funding for public transportation: the LTF and STA. RCTC commissioned Michael Baker International to conduct the Triennial Performance Audit as required by the Transportation Development Act; recommendations from the auditors are referenced in section VI of that document.

4.3.6 Federal Transit Administration Triennial Review

In accordance with regulations, SunLine completed an FTA Triennial Audit site visit in 2023 and is working with FTA to provide final closeout documentation on all outstanding items.

4.3.7 National Transit Database

To keep track of the industry and provide public information and statistics as growth occurs, FTA's National Transit Database records the financial, operating, and asset conditions of transit systems. Staff submit monthly reports and a yearly report which is used for funding formulas.

4.3.8 Alternative Fuel Vehicles

In alignment with SunLine's Board-approved Alternative Fuel Policy, all revenue vehicles in the fleet use CNG, electric, or hydrogen fuel. The current active fleet consists of 49 CNG buses, 26 hydrogen electric fuel cell buses, four (4) battery electric buses, three (3) CNG coaches, 39 CNG paratransit vehicles, and 52 non-revenue CNG, gas and electric vehicles, including general support cars and trucks.

4.4 Capital Project Status

Figure 4-1 summarizes the status of SunLine's existing capital projects and remaining funding as of March 2024.

Figure 4-1 Status of SunLine's Capital Projects

Project	Project Description	Project Status	Total Project Funding Balance
Vehicles & Vehicle Improvements			**$ 34,996,139**
Purchase of Hydrogen Fuel Cell Bus (7)	Purchase of replacement fixed route vehicles to replace buses that have exceeded their useful life of 12 years of 500,000 miles.	Project for eight (8) total buses approved by the Board of Directors at the June 2023 board meeting. Project split by into two line items to differentiate between AQMD funding and other funding.	$ 9,742,374
Purchase of Battery Electric Buses (6)	Purchase of replacement fixed route vehicles to replace buses that have exceeded their useful life of 12 years of 500,000 miles. The competitive funding for the buses and included electrical chargers were awarded to the agency as part of a	Project not started. Staff will be working with FTA for a potential change from battery to fuel cell bus types.	7,064,109

	competitive Low Now funding application.		
Purchase of Hydrogen Fuel Cell Bus (1)	Purchase of replacement fixed route vehicles to replace buses that have exceeded their useful life of 12 years of 500,000 miles.	Project for eight (8) total buses approved by the Board of Directors at the June 2023 board meeting. Project split by into two line items to differentiate between AQMD funding and other funding.	1,391,356
Purchase of Fuel Cell Bus (1)	Purchase of replacement fixed route vehicle to replace buses that have exceeded their useful life of 12 years of 500,000 miles.	Project not started. Staff is planning to purchase buses from Riverside Transit Agency but will review the active fleet at that point to determine how many new replacement buses can be purchased with available funding.	768,000
Purchase of Fuel Cell Bus (1)	Purchase of replacement fixed route vehicle to replace buses that have exceeded their useful life of 12 years of 500,000 miles.	Project not started. Staff is planning to purchase buses from Riverside Transit Agency but will review the active fleet at that point to determine how many new replacement buses can be purchased with available funding.	649,088
Replacement of Fixed Route Bus (CNG)	Purchase of replacement fixed route vehicle to replace buses that have exceeded their useful life of 12 years of 500,000 miles.	Project not started. Staff is planning to purchase buses from Riverside Transit Agency but will review the active fleet at that point to determine how many new replacement buses can be	450,304

		purchased with available funding.	
Expansion Fixed Route Bus (Fuel Cell)	Purchase of expansion fixed route vehicle.	Project not started. Staff is planning to purchase buses from Riverside Transit Agency but will review the active fleet at that point to determine how many new replacement buses can be purchased with available funding.	382,147
Expansion Fixed Route Bus (Motor Coach)	This project will allow the purchase of one (1) additional MCI bus to meet the needs of the Agency.	The vehicle has been delivered. However, there have been issues that the manufacturer needs to address before the vehicles are placed into revenue service. The project team will begin the process to close this project once the vehicle is repaired and officially placed into service.	45,857
Sub-total Fixed Route Vehicles			**20,493,236**
Purchase of Paratransit Vehicles (15)	This project will allow the replacement of fifteen paratransit vehicles that have met their useful life.	Project not started.	3,600,000
Purchase of Paratransit Vehicles (10)	This project will allow the replacement of ten (10) paratransit vehicles that have met their useful life.	Board approved the purchase at the July 2023 and the vehicles are expected in May 2024.	2,322,092
Sub-total Demand Response Vehicles			**5,922,092**

Micro Transit Expansion (4)	This project will allow the procurement of two (2) micro transit Chrysler Voyager vehicles that are ADA accessible.	Both vehicles have been received and the project will be closed out.	170,576
H2 Vehicle Demonstration	This project will support the make ready costs for the demonstration of four (4) 22-foot hydrogen fuel cell vehicles. Vehicles to be demonstrated in Agency service including the ability to assign to microtransit.	All four (4) vehicles have been delivered but are not yet ready to be placed into service.	36,178
Sub-total Micro Transit Vehicles			**206,753**
Purchase of Stops & Zones CNG Trucks (3)	Purchase of three (3) support trucks to replace the current vehicles that have met their useful life.	The vehicles have been manufactured but are waiting CARB certification for the CNG conversion before the vehicles are completed and delivered to SunLine.	209,661
Purchase of Shop Service CNG Vehicle (1)	This project is for the purchase of a shop service vehicle to support the Maintenance and Transportation departments.	The vehicles have been manufactured but are waiting CARB certification for the CNG conversion before the vehicles are completed and delivered to SunLine.	159,400
Purchase of Administrative Vehicles (2)	This project is for the purchase of two (2) support vehicles.	A revised project initiation has been completed and procurement will begin in the second quarter of calendar year 2024.	119,971
Sub-total Support Vehicles			**489,032**
CNG Bus Refurbishments (12)	Refurbishment of 12 CNG buses to extend their useful life. This will allow time to obtain zero emission replacement buses.	Staff is working with the vendor and FTA to change the scope of the project to have different buses refurbished.	3,400,000

Bus Rehabilitation	This project allocates funding to ensure that the Agency's vehicles remain in a state of good repair.	Project not started.	505,853
Sub-total Bus Rehabilitation			**3,905,853**
Radio Replacements & ITS Phase 2	This project will allow the replacement of the current radio system and includes funding for a replacement ITS system for the fleet.	Project not started. This project will be initiated once the first phase of the radio project has been awarded and a determination of the estimated costs are finalized.	2,798,000
Radio Replacements Phase 1	This project will allow the replacement of the current radio system from analog to cellular services that will improve the day-to-day operational communications of SunLine's Transportation department.	Board approved agreement with Clever Devices at the February 2024 meeting. Project with vendor will begin in the second quarter of CY2024.	1,012,221
Sub-total Radio Replacements			**3,810,221**
Fare Collection Modernization (Study)	This project will allow the Agency to conduct a study of its fare collection mechanism and provide recommendations on new technology to replace the existing fareboxes.	Project not started.	100,000
H1 Vehicle Demonstration	This project will support the make ready costs for the demonstration of one (1) hydrogen fuel cell vehicle.	Vehicle has been delivered but it is not yet ready to be placed into service.	68,952
Sub-total Others			**168,952**
Facilities & Stations			**$ 40,229,455**

Public Hydrogen Station Expansion	This project will allow the Agency to provide hydrogen to the public through 700 bar dispensers.	Project not started.	9,725,000
Liquid Hydrogen Refueling Infrastructure	The new liquid hydrogen station will include liquid storage, compression equipment, gaseous storage and dispensing, providing both additional capacity and resiliency for the existing fueling infrastructure. The new station will be capable of dispensing fuel at 350 and 700 bar.	Project is anticipated to be commissioned in June 2024.	8,954,923
Liquid Hydrogen Trailer	The new liquid hydrogen station in Indio would allow the Agency to fuel hydrogen fuel cell buses on the East end of the Valley and provide an opportunity for the public to access hydrogen.	Utility upgrades are currently being planned and discussed with IID to support power requirements of new station and backup generator.	3,523,000
Center of Excellence	This project is for the construction of a facility to serve as a training center and maintenance bay for zero-emission vehicles.	Bids received were higher than what was originally anticipated by the project team. Staff is currently reviewing the scope and will look to allocate additional funding.	3,498,926
Microgrid to Hydrogen	The microgrid will utilize power generated through solar panels to stored onsite in batteries. The project will reduce operating costs and provide for additional resiliency from green power.	Land has been purchased. The next step is the planning phase for the solar panels.	2,888,789
Coachella Transit Hub	This project is in conjunction with a grant awarded to SunLine as part of the Affordable Housing Sustainability Community Grant. SunLine, along with the City of Coachella, will construct sustainable	The vendor has initiated construction and is anticipated to be completed in the Q3 of CY24.	1,886,224

	transportation infrastructure to provide transportation related amenities.		
Indio CNG Station Upgrade	The project will upgrade the existing equipment and CNG station in Indio.	Project not started.	2,277,000
Electrolyzer	This project deployed five (5) new 40-foot fuel cell electric buses along with the upgrade of SunLine's existing hydrogen refueling station with a new electrolyzer.	Contractor failed to meet site acceptance test by the December 2023 deadline. Staff is actively working on the next steps of the project.	784,359
Bus Stop Improvements	Bus stop improvements funds are utilized to replace and install new amenities in locations that meet the Agency's ridership and equity standards.	Project ongoing.	969,444
Operator's Training Ground	The project will allow the Agency to begin the initial stages of the plan to utilize its existing land to develop an area where operators can be trained on how to maneuver buses in a safe location.	Project not started.	1,000,000
Asphalt & Concrete Upgrade	The project will allow the Agency to maintain the asphalt and concrete at its Thousand Palms division in a state of good repair.	Project not started.	1,000,000
Design & Construction of New Storage Building	This project would allow the Agency to construct a new pre-fabricated building for the Facility Maintenance staff.	Project not started.	800,000
Facility Maintenance Upgrade	This project will support the purchase of equipment and facility improvements.	Ongoing.	573,429

SoCal Gas Demonstration Project	SunLine, in partnership with the Southern California Gas Company, will install, test, monitor, and demonstrate a Steam Methane Reformer (SMR) in various operating conditions at SunLine's Thousand Palms facility.	Commissioning phase and equipment integration is anticipated to be completed in the second quarter of calendar year 2024.	494,200
Automatic Transfer Switch (ATS) T-1 & T-2	This project will upgrade the existing connection to the maintenance building by converting it to an automatic transfer switch and will connect the operations building to the backup generator.	Project being revised to replace existing generator with a new generator capable of supporting the new liquid hydrogen station as well as the operations and maintenance buildings.	362,382
Upgrade Gate and Guard Shack	This project will make upgrades to the existing entrance and guard shack at the main entrance to the Thousand Palms facility.	Project not started.	277,150
Facility Improvements	This project will support the purchase of facility improvements.	Ongoing.	324,000
Maintenance Facility Modernization (Study)	The project would assist the Agency conduct a study for future plans for the maintenance facility.	Project has been initiated.	200,000
Repair of Division 1 Maintenance Roof	The project will allow the Agency to make repairs to the roof in the maintenance shop at its Thousand Palms division.	Project not started.	200,000
Indio Facilities Improvements	The project would allow the Agency to make improvement and repairs to the Indio division property.	Ongoing.	153,923
Thousand Palms Facilities Improvements	This project will support the purchase of facility improvements.	Ongoing.	32,942
Upgrade Division 1 Fence	This project will allow the Agency to make upgrades to the fence surround the property at the Thousand Palms division.	Project not started.	100,000

Replace Vehicle Lift Equipment	This project will allow the Agency to repair existing lifts by replacing vital components.	Project is expected to be completed by the end of the second quarter of calendar year 2024.	98,000
Perimeter Lighting Division 1	Installation of perimeter lighting to enhance the safety and security of the Thousand Palms facility.	Project not started.	80,000
Operations Facility Replacement	Build and construction of an operations facility.	Project completed.	25,764
Equipment			**$ 17,282,731**
Bus Chargers	Purchase of bus chargers to support the purchase for six (6) new electric buses. The competitive funding for the buses and included electrical chargers were awarded to the agency as part of a competitive Low Now funding application.	Project not started.	16,679,854
Tools & Equipment	This project will support the purchase of equipment needed in the maintenance department.	Project not started.	322,000
Miscellaneous Equipment	The project will allow the replacement of existing assets once they have met their useful life.	Project not started.	280,877
Systems			**$ 2,649,184**
Project Management & Administration	This project allows the Agency to capitalize project management costs from third party contractors. Funding will be used when individual project costs do not allow for project management or do not have the budget to support project management.	Project is ongoing.	584,600
Software Expansion	This project would facilitate the Agency's need for	Project not started.	600,000

	software upgrades across its operations.		
Information & Technology	The project focuses on the purchase of information technology equipment such as servers, switches and battery backup systems, desktop replacements.	Project is ongoing.	694,789
Transit Asset Management	This project will allow the purchase of an asset management tool for the Maintenance Department.	Team is actively working with vendor to launch the software. Training is being conducted in April and initial go-live is scheduled for May 2024.	230,963
Access Control Surveillance	This project will allow the procurement and installation of new access control systems around the Agency.	Work has begun and the project is anticipated to be closed by the end of the second quarter of calendar year 2024.	106,458
Safety Projects	This project will be allow the Agency to improve overall safety of its facilities by enhancing the perimeter fence, gates and surveillance.	Project not started.	200,000
Real Time Surveillance System	This project is to add real time video surveillance to all Agency support vehicles.	Project not started.	90,000
Timekeeping Software Integration	This project is to replace an existing timekeeping interface between two software systems within the Agency.	Project has been completed.	82,374
Safety Enhancements	This project will be allow the Agency to improve overall safety of its facilities by enhancing the perimeter fence, gates and surveillance.	Project not started.	60,000
Grand Total			**$ 112,655,579**

SRTP Tables

Table 1.0 Individual Route Descriptions

Routes	Route Classification	Major Destinations	Cities/Communities Served	Connections
1WV	Trunk	Hospital, Medical, Shopping, Mall, Center of Employment Training and Schools	Palm Springs, Cathedral City, Rancho Mirage and Palm Desert	2, 4, 5, 6
1EV	Trunk	Hospital, Medical, Shopping, College, Mall, Center of Employment Training and Schools	Palm Desert, Indian Wells, La Quinta, Indio and Coachella	4, 5, 6, 7, 8, and 10 Commuter
2	Trunk	Shopping, Schools, Employment Center, Library, Senior Center, Medical, Social Security, Theaters, Airport, Court House and Public Social Services	Desert Hot Springs, Palm Springs and Cathedral City	1WV, 1EV, 3, 4, 5
3	Local	Shopping Centers, Senior Center, Library, Community Center, City Hall, Medical, and Schools	Desert Hot Springs and Desert Edge	2 & 5
4	Local	Shopping, Medical, Library, Social Services, Theaters, School, College, Mall, Hospital and Airport	Palm Springs, Cathedral City, Rancho Mirage, Palm Desert and Thousand Palms	1WV, 1EV, 2, 5, 6
5	Local	Shopping, Senior Center, Library, Community Center, Schools, College, Medical, City Hall, University and Mall	Desert Hot Springs and Palm Desert	1WV, 1EV, 2, 3, 4, 6 and 10 Commuter
6	Local	Shopping, School, Tennis Gardens, Work Force Development, Social Services, Medical and College	Palm Desert, Indian Wells, La Quinta, Indio, Bermuda Dunes and Coachella	1WV, 1EV, 4, 5, 7, 8
7	Local	Shopping, Schools, Theaters, Tennis Gardens and Medical	La Quinta, Palm Desert, Indian Wells and Bermuda Dunes	1EV, 6
8	Local	Shopping, School, Senior Center, DMV, Community Center, College, City Hall and Center of Employment Training and Medical	Indio, Coachella, Thermal and Mecca	1EV, 6 and 9
9	Local	Shopping, Community Center, Medical and Schools	Mecca, North Shore and Oasis	8
10	Regional	Shopping, Business, Entertainment and University	Indio, Palm Desert, Beaumont, San Bernardino	1EV, 5, OmniTrans, MARTA, VVTA, Beaumont Transit, RTA and SB Metrolink

Table 1.1 Fleet Inventory – Motor Bus

RIVERSIDE COUNTY TRANSPORTATION COMMISSION

Table 1.1 - Fleet Inventory
FY 2023/24 Short Range Transit Plan
SunLine Transit Agency

Bus (Motorbus) / Directly Operated

Year Built	Mfg. Code	Model Code	Seating Capacity	Lift and Ramp Equipped	Vehicle Length	Fuel Type Code	# of Active Vehicles FY 2022/23	# of Contingency Vehicles FY 2022/23	Life to Date Vehicle Miles Prior Year End FY 2021/22	Life to Date Vehicle Miles through March FY 2022/23	Average Lifetime Miles Per Active Vehicle As Of Year-To-Date (e.g., March) FY 2022/23
2018	BYD	K9	35	4	40	EB	4		96,667	41,051	10,262
2012	EDN	AXCESS	37	1	40	HY	1		11,054	3,336	3,336
2014	EDN	AXCESS	37	3	40	HY	3		65,741	16,505	5,501
2015	EDN	AXCESS	37	1	40	HY	1		26,420	3,056	3,056
2018	EDN	AXCESS	37	5	40	HY	5		197,093	81,389	16,277
2009	EDN	EZRider32'	29	8	32	CN	8		220,039	139,741	17,467
2020	MCI	D4500	40	2	40	CN	2		159,636	113,454	56,727
2008	NFA	LF 40'	39	10	40	CN	10	4	386,223	360,058	36,005
2008	NFA	LF 40'	39	21	40	CN	21		1,645,851	882,999	42,047
2016	NFA	LF 40'	39	6	40	CN	6		442,391	228,726	38,121
2018	NFA	XCELSIOR	39	5	40	HY	5		244,904	90,858	18,171
2020	NFA	XCELSIOR	39	10	40	CN	10		876,126	487,983	48,798
2021	NFA	XHE	39	4	40	HY	4		103,013	103,527	25,881
		Totals:	486	80			80	4	4,475,158	2,552,683	31,909

Table 1.2 Fleet Inventory – Demand Response

RIVERSIDE COUNTY TRANSPORTATION COMMISSION

Table 1.1 - Fleet Inventory
FY 2023/24 Short Range Transit Plan
SunLine Transit Agency

Demand Response / Directly Operated

Year Built	Mfg. Code	Model Code	Seating Capacity	Lift and Ramp Equipped	Vehicle Length	Fuel Type Code	# of Active Vehicles FY 2022/23	# of Contingency Vehicles FY 2022/23	Life to Date Vehicle Miles Prior Year End FY 2021/22	Life to Date Vehicle Miles through March FY 2022/23	Average Lifetime Miles Per Active Vehicle As Of Year-To-Date (e.g., March) FY 2022/23
2020	ARB	Freedom	12	15	27	CN	15		358,598	320,861	21,390
2015	EDN	AEROTECH	12	2	22	CN	2		30,848	17,190	8,595
2016	EDN	AEROTECH	12	9	22	CN	9		375,183	181,009	20,112
2018	SPC	Senator	12	0	23	CN	14		705,165	358,131	25,580
		Totals:	48	26			40		1,469,794	877,191	21,930

Table 2.0 Service Provider Performance Target Report

Note: This table is omitted while technical reporting issues are resolved.

Table 2.1 FY2022/23 SRTP Performance Report

Note: This table is omitted while technical reporting issues are resolved.

Table 2.2 SRTP Service Summary – Systemwide Totals

Note: This table is omitted while technical reporting issues are resolved.

Table 2.2 SRTP Service Summary – All Fixed Routes

Note: This table is omitted while technical reporting issues are resolved.

Table 2.2 SRTP Service Summary – SunDial

Note: This table is omitted while technical reporting issues are resolved.

Table 2.2 SRTP Service Summary – Vanpool

Note: This table is omitted while technical reporting issues are resolved.

Table 2.2A Summary of Routes to be Excluded

Route #	Description	Fare Box Calculation Exempt Routes	Notes
1WV	Palm Desert Mall - Palm Springs	No	No change, route intact
1EV	Coachella - Palm Desert Mall	No	No change, route intact
2	Desert Hot Springs - Palm Springs - Cathedral City	No	Productive route
3	Desert Edge - Desert Hot Springs	No	
4	Palm Desert Mall - Palm Springs	No	
5	Desert Hot Springs - CSUSB Palm Desert - Palm Desert Mall	No	
6	Coachella - Via Fred Waring - Palm Desert Mall	No	
7	Bermuda Dunes - Indian Wells - La Quinta	No	
8	North Indio - Coachella -Thermal/Mecca	No	
9	North Shore - Mecca - Oasis	No	
10	Indio - CSUSB-PDC - CSUSB - San Bernardino Transit Center (SBTC)/Metrolink	No	Commuter route, CSUSB funded

Table 2.3 SRTP Route Statistics (Table 1 of 2)

RIVERSIDE COUNTY TRANSPORTATION COMMISSION

SRTP Route Statistics (S.P.)
SunLine Transit Agency -- 8
FY 2024/25

Data Elements

Route #	Day Type	Peak Vehicles	Passengers	Passenger Miles	Revenue Hours	Total Hours	Revenue Miles	Total Miles	Operating Cost	Passenger Revenue	Measure-A Revenue	LCTOP Revenue
SUN-10 CL	All Days	2	42,994	319,015	5,653.0	6,503.0	187,626.0	217,512.0	$2,571,780	$440,803		
SUN-1EV	All Days	8	756,394	5,612,446	37,070.0	39,618.0	476,983.0	552,213.0	$6,529,141	$1,305,828		
SUN-1WV	All Days	7	576,912	4,280,688	34,477.0	36,452.0	417,930.0	465,323.0	$5,501,790	$1,100,358		
SUN-2	All Days	7	925,182	6,864,851	43,425.0	45,759.0	602,134.0	672,104.0	$7,946,694	$1,500,702		
SUN-200	Weekday	1	2,706	20,075	179.0	377.0	3,822.0	7,571.0	$89,516	$14,798		
SUN-3	All Days	2	103,043	764,580	9,298.0	9,854.0	150,113.0	168,282.0	$1,989,704	$372,976		
SUN-4	All Days	4	275,912	2,047,264	21,010.0	22,129.0	305,327.0	332,479.0	$3,931,099	$776,404		
SUN-5	Weekday	2	20,961	155,529	5,597.0	6,375.0	118,078.0	142,201.0	$1,681,325	$280,474		
SUN-500	Weekday	1	3,208	23,801	107.0	214.0	1,680.0	4,358.0	$51,527	$10,148		
SUN-6	Weekday	3	41,548	308,288	6,227.0	7,698.0	86,478.0	129,420.0	$1,530,212	$306,042		
SUN-7	Weekday	2	116,516	864,548	9,485.0	9,823.0	125,214.0	135,678.0	$1,604,200	$320,840		
SUN-700	Weekday	1	4,523	33,563	316.0	439.0	4,978.0	8,395.0	$99,254	$19,851		
SUN-701	Weekday	1	11,200	83,106	258.0	423.0	3,896.0	8,410.0	$99,435	$19,887		
SUN-8	All Days	3	228,912	1,698,529	18,063.0	19,007.0	275,971.0	312,815.0	$3,698,603	$633,739		
SUN-800	Weekday	1	23,941	177,643	255.0	467.0	5,166.0	12,714.0	$150,329	$30,066		
SUN-801	Weekday	1	30,797	228,511	255.0	510.0	4,322.0	9,320.0	$110,199	$22,040		
SUN-802	Weekday	1	7,145	53,016	255.0	551.0	4,955.0	14,900.0	$176,168	$35,234		
SUN-803	Weekday	1	19,172	142,257	212.0	296.0	4,307.0	13,028.0	$154,037	$30,807		
SUN-9	All Days	2	69,510	515,768	6,875.0	9,476.0	156,108.0	236,186.0	$2,792,569	$363,494		
SUN-DAR	All Days	30	111,698	1,072,301	62,425.0	68,780.0	902,092.0	1,073,151.0	$7,309,796	$1,391,347		
SUN-Micro	All Days	7	14,624	47,528	12,564.0	12,564.0	30,504.0	37,604.0	$1,000,000	$186,300		

Table 2.3 SRTP Route Statistics (Table 2 of 2)

RIVERSIDE COUNTY TRANSPORTATION COMMISSION

SRTP Route Statistics (S.P.)
SunLine Transit Agency -- 8
FY 2024/25

Data Elements

Route #	Day Type	Peak Vehicles	Passengers	Passenger Miles	Revenue Hours	Total Hours	Revenue Miles	Total Miles	Operating Cost	Passenger Revenue	Measure-A Revenue	LCTOP Revenue
SUN-10 CL	All Days	2	42,994	319,015	5,653.0	6,503.0	187,626.0	217,512.0	$2,571,780	$440,803		
SUN-1EV	All Days	8	756,394	5,612,446	37,070.0	39,618.0	476,983.0	552,213.0	$6,529,141	$1,305,828		
SUN-1WV	All Days	7	576,912	4,280,688	34,477.0	36,452.0	417,930.0	465,323.0	$5,501,790	$1,100,358		
SUN-2	All Days	7	925,182	6,864,851	43,425.0	45,759.0	602,134.0	672,104.0	$7,946,694	$1,500,702		
SUN-200	Weekday	1	2,706	20,075	179.0	377.0	3,822.0	7,571.0	$89,516	$14,798		
SUN-3	All Days	2	103,043	764,580	9,298.0	9,854.0	150,113.0	168,282.0	$1,989,704	$372,976		
SUN-4	All Days	4	275,912	2,047,264	21,010.0	22,129.0	305,327.0	332,479.0	$3,931,099	$776,404		
SUN-5	Weekday	2	20,961	155,529	5,597.0	6,375.0	118,078.0	142,201.0	$1,681,325	$280,474		
SUN-500	Weekday	1	3,208	23,801	107.0	214.0	1,680.0	4,358.0	$51,527	$10,148		
SUN-6	Weekday	3	41,548	308,288	6,227.0	7,698.0	86,478.0	129,420.0	$1,530,212	$306,042		
SUN-7	Weekday	2	116,516	864,548	9,485.0	9,823.0	125,214.0	135,678.0	$1,604,200	$320,840		
SUN-700	Weekday	1	4,523	33,563	316.0	439.0	4,978.0	8,395.0	$99,254	$19,851		
SUN-701	Weekday	1	11,200	83,106	258.0	423.0	3,896.0	8,410.0	$99,435	$19,887		
SUN-8	All Days	3	228,912	1,698,529	18,063.0	19,007.0	275,971.0	312,815.0	$3,698,603	$633,739		
SUN-800	Weekday	1	23,941	177,643	255.0	467.0	5,166.0	12,714.0	$150,329	$30,066		
SUN-801	Weekday	1	30,797	228,511	255.0	510.0	4,322.0	9,320.0	$110,199	$22,040		
SUN-802	Weekday	1	7,145	53,016	255.0	551.0	4,955.0	14,900.0	$176,168	$35,234		
SUN-803	Weekday	1	19,172	142,257	212.0	296.0	4,307.0	13,028.0	$154,037	$30,807		
SUN-9	All Days	2	69,510	515,768	6,875.0	9,476.0	156,108.0	236,186.0	$2,792,569	$363,494		
SUN-DAR	All Days	30	111,698	1,072,301	62,425.0	68,780.0	902,092.0	1,073,151.0	$7,309,796	$1,391,347		
SUN-Micro	All Days	7	14,624	47,528	12,564.0	12,564.0	30,504.0	37,604.0	$1,000,000	$186,300		

Table 3.0 Highlights of the FY2025/29 SRTP

#	Description	Start Date
1	Maintain our current route reliability and gradually improve frequencies as key performance data deems it necessary	Ongoing
2	Complete construction of the Coachella Mobility hub	Sep-2024
3	To improve ridership on Commuter Link service, SunLine proposes off-peak fares for reverse commute trips and during off-season when California State University is not in general session. The local fare structure will apply to morning reverse commute trips from San Bernardino to Indio and afternoon trips from Indio to San Bernardino and to all trips when California State University is not in general session.	Ongoing
4	Update bus stop signs, schedule holders and install new bus shelters across the service area according to policy to enhance customer service, optimize trip planning technologies, and improve communication with passengers	Ongoing
5	Develop options to service north of the I-10 freeway	Ongoing dialouge
6	Liquid hydrogen station completion	Oct-2024
7	Implement the Innovative Clean Transit (ICT) plan. Transition to zero emissions by 2035 – five years ahead of the deadline set in the ICT Regulation (2040)	Ongoing
8	Radio replacement project	Jun-2025
9	CAD/AVL replacement project	Fall-2026

Table 4.0 Summary of Funding Requests (1 of 3)

Table 4.0 - Summary of Funding Requests - FY 2024/25
SunLine Transit Agency
Original

Operating

Project	Total Amount of Funds	5307 IC	5307 IC ARPA OB	5307 IC OB	5307 RS OB	5309 OB	5311	5311(f)	5339 COMP	5339 IC	5339 IC OB	5339 RS OB	CARB	CEC Funds	CMAQ OB	FARE
Center of Excellence	$300,000												$200,000	$100,000		
Commuter 10	$723,201							$300,000								
Countywide Free Fare Days	$66,000															
Haul Pass Program	$433,333															
Operating Assistance	$45,740,741	$2,042,446		$1,833,218	$409,554		$429,768									$1,791,893
Retention and Recruitment Incentive Program	$120,000		$120,000													
Service Improvement	$959,103															
SunRide Ride Share Program	$1,000,000														$380,000	$25,000
Taxi Voucher Program	$75,000															$37,500
Sub-total Operating	$49,417,378	$2,042,446	$120,000	$1,833,218	$409,554	$0	$429,768	$300,000	$0	$0	$0	$0	$200,000	$100,000	$380,000	$1,854,393

Capital

Project	Total Amount of Funds	5307 IC	5307 IC ARPA OB	5307 IC OB	5307 RS OB	5309 OB	5311	5311(f)	5339 COMP	5339 IC	5339 IC OB	5339 RS OB	CARB	CEC Funds	CMAQ OB	FARE
Bus Rehabilitation - SL-25-07	$200,000															
Bus Stop Improvement - SL-25-04	$300,000															
Facility Maintenance Upgrade & Equipment - SL-25-02	$400,000															
Feasibility Studies - SL-25-14	$500,000															
IT Projects - SL-24-10	$-320,000			$-320,000												
IT Projects - SL-25-03	$100,000															
Maintenance Facility (A&E) - SL-25-10	$2,978,027															
Maintenance Facility (Construction) - SL-25-11	$16,000,000															
Microgrid to Hydrogen Phase III (Original) - SL-25-01	$625,000															
Office Furniture & Equipment - SL-25-09	$50,000															
Project Management and Administration - SL-25-06	$100,000															
Purchase of 1 Hydrogen Fuel Cell Bus - SL-25-12	$1,100,000															
Purchase of Paratransit Vehicles (15) - SL-24-09	$-2,667,554			$-1,513,218	$-409,554						$-635,196	$-109,586				
Purchase of Specialized Tools and Fueling Equipment - SL-25-08	$50,000															
Radio Replacement Phase II & Upgrade to ITS 5339 (b) LoNo - SL-25-13	$2,361,500															
Safety Enhancements - SL-25-05	$50,000															
Sub-total Capital	$21,826,973	$0	$0	$-1,833,218	$-409,554	$0	$0	$0	$0	$0	$-635,196	$-109,586	$0	$0	$0	$0
Total Operating & Capital	$71,244,351	$2,042,446	$120,000	$0	$0	$0	$429,768	$300,000	$0	$0	$-635,196	$-109,586	$200,000	$100,000	$380,000	$1,854,393

Table 4.0 Summary of Funding Requests (2 of 3)

Table 4.0 - Summary of Funding Requests - FY 2024/25
SunLine Transit Agency
Original

Operating

Project	Total Amount of Funds	LCTOP PUC99313	LCTOP PUC99314	LTF	MA SPT	OTHR FED	OTHR LCL	SB 125 TIRCP GF	SGR PUC99313	SGR PUC99314	SGR-OB PUC99313	STA - OB	STA PUC99313	STA PUC99314	TIRCP COMP	
Center of Excellence	$300,000															
Commuter 10	$723,201			$242,201			$181,000									
Countywide Free Fare Days	$66,000	$66,000														
Haul Pass Program	$433,333	$433,333														
Operating Assistance	$45,740,741			$27,955,199	$8,238,000		$3,040,663									
Retention and Recruitment Incentive Program	$120,000															
Service Improvement	$959,103	$750,765	$208,338													
SunRide Ride Share Program	$1,000,000			$595,000												
Taxi Voucher Program	$75,000			$37,500												
Sub-total Operating	$49,417,378	$1,250,098	$208,338	$28,829,900	$8,238,000	$0	$3,221,663	$0	$0	$0	$0	$0	$0	$0	$0	

Capital

Project	Total Amount of Funds	LCTOP PUC99313	LCTOP PUC99314	LTF	MA SPT	OTHR FED	OTHR LCL	SB 125 TIRCP GF	SGR PUC99313	SGR PUC99314	SGR-OB PUC99313	STA - OB	STA PUC99313	STA PUC99314	TIRCP COMP	
Bus Rehabilitation - SL-25-07	$200,000												$200,000			
Bus Stop Improvement - SL-25-04	$300,000												$300,000			
Facility Maintenance Upgrade & Equipment - SL-25-02	$400,000												$400,000			
Feasibility Studies - SL-25-14	$500,000												$500,000			
IT Projects - SL-24-10	$-320,000															
IT Projects - SL-25-03	$100,000												$100,000			
Maintenance Facility (A&E) - SL-25-10	$2,978,027												$2,037,469	$940,558		
Maintenance Facility (Construction) - SL-25-11	$16,000,000							$16,000,000								
Microgrid to Hydrogen Phase III (Original) - SL-25-01	$625,000					$500,000							$125,000			
Office Furniture & Equipment - SL-25-09	$50,000												$50,000			
Project Management and Administration - SL-25-06	$100,000												$100,000			
Purchase of 1 Hydrogen Fuel Cell Bus - SL-25-12	$1,100,000								$973,133	$126,867						
Purchase of Paratransit Vehicles (15) - SL-24-09	$-2,667,554															
Purchase of Specialized Tools and Fueling Equipment - SL-25-08	$50,000												$50,000			
Radio Replacement Phase II & Upgrade to ITS 5339 (b) LoNo - SL-25-13	$2,361,500			$781,473									$1,580,027			
Safety Enhancements - SL-25-05	$50,000												$50,000			
Sub-total Capital	$21,826,973	$0	$0	$781,473	$0	$500,000	$0	$16,000,000	$973,133	$126,867	$0	$0	$5,492,496	$940,558	$0	
Total Operating & Capital	$71,244,351	$1,250,098	$208,338	$29,611,373	$8,238,000	$500,000	$3,221,663	$16,000,000	$973,133	$126,867	$0	$0	$5,492,496	$940,558	$0	

Table 4.0 Summary of Funding Requests (3 of 3)

Table 4.0 - Summary of Funding Requests - FY 2024/25

SunLine Transit Agency

Original

FY 2024/25 Projected Funding Details	
5307 IC	$2,042,446
5307 IC ARPA OB	$120,000
5307 IC OB	$1,833,218
5307 RS OB	$409,554
5311	$429,766
5311(f)	$300,000
CARB	$200,000
CEC Funds	$100,000
CMAQ OB	$380,000
FARE	$1,854,393
LCTOP PUC99313	$1,250,098
LCTOP PUC99314	$208,338
LTF	$28,829,900
MA SPT	$8,238,000
OTHR LCL	$3,221,663
Total Estimated Operating Funding Request	$49,417,378
5307 IC	$0
5307 IC OB	$-1,833,218
5307 RS OB	$-409,554
5309 OB	$0
5339 COMP	$0
5339 IC	$0
5339 IC OB	$-635,196
5339 RS OB	$-109,586
LTF	$781,473
OTHR FED	$500,000
SB 125 TIRCP GF	$16,000,000
SGR PUC99313	$973,133
SGR PUC99314	$126,867
SGR-OB PUC99313	$0
STA - OB	$0
STA PUC99313	$5,492,496
STA PUC99314	$940,556
TIRCP COMP	$0
Total Estimated Capital Funding Request	$21,826,973
Total Funding Request	**$71,244,351**

FY 2024/25 SRTP

SunLine Transit Agency

Table 4.0 A - Capital Project Justification

Original

Project Number: SL-24-09 **FTIP No**: RIV220509

Project Name: Purchase of Paratransit Vehicles (15)

Category: Paratransit

Sub-Category: Replacement

Fuel Type: CNG

Project Description: SunLine intends to use FY2024 Section 5307 (UZA #063180) and FY2023 Section 5339 (UZA #06318 0) Indio-Cathedral City Formula Funds and FY2024 STA funds for the Purchase of Paratransit Vehicles (15) project. Project Funding; Federal (80%) FY2024 5307 UZA #063180: $1,513,218 FY2023 5307 UZA #060420: $622,000 FY2023 5339 UZA # 063180: $635,196 FY2022 5339 UZA #060420: $9,586 FY2023 5339 UZA #060420: $100,000 State Transit Assistance: $72 0,000 Total Project Cost: $3,600,000

Project Justification: Vehicles need to be replace that passed their useful life per FTA guidelines.

Project Schedule:

Start Date	Completion Date

PROJECT FUNDING SOURCES:

Fund Type	Fiscal Year	Amount
5307 IC OB	FY 2024/25	-$1,513,218
5307 RS OB	FY 2024/25	-$409,554
5339 IC OB	FY 2024/25	-$635,196
5339 RS OB	FY 2024/25	-$109,586
Total		-$2,667,554

PRIOR YEAR PROJECTS OF A SIMILAR NATURE WITH UNEXPENDED BALANCE INCLUDING PROJECTS APPROVED BUT NOT YET ORDERED

FTA Grant No.	FTIP ID No.	RCTC/SRTP Project No.	Description
	RIV220509	SL-24-09	
	RIV220509	SL-24-09	
	RIV220509	SL-24-09	
	RIV220509	SL-24-09	

FY 2024/25 SRTP

SunLine Transit Agency

Table 4.0 A - Capital Project Justification

Original

Project Number: SL-24-10 **FTIP No**: RIV220501

Project Name: IT Projects

Category: Vehicle Systems and Equipment

Sub-Category: Replacement

Fuel Type: Electric

Project Description: SunLine intends to use the FY2024 Section 5307 UZA Indio-Cathedral City Formula Funds and FY2024 STA Funds for the IT Project. This project supports the purchases of the Agency's need for software, network infrastructure, computing resources, and business analytics. Project Funding Federal (80%) FY2024 5307 UZA #063180: $3 20,000 State Transit Assistance (20%): $80,000 Total Project Cost: $400,000

Project Justification: The use of IT equipment is critical to the daily function and efficiency in providing safety, reliable and efficient transit services.

Project Schedule:

Start Date	Completion Date

PROJECT FUNDING SOURCES:

Fund Type	Fiscal Year	Amount
5307 IC OB	FY 2024/25	-$320,000
Total		-$320,000

PRIOR YEAR PROJECTS OF A SIMILAR NATURE WITH UNEXPENDED BALANCE INCLUDING PROJECTS APPROVED BUT NOT YET ORDERED

FTA Grant No.	FTIP ID No.	RCTC/SRTP Project No.	Description
	RIV220501	SL-24-10	

FY 2024/25 SRTP

SunLine Transit Agency

Table 4.0 A - Capital Project Justification

Original

Project Number: SL-25-01

FTIP No: Not Assigned - New Project

Project Name: Microgrid to Hydrogen Phase III (Original)

Category: Buildings and Facilities

Sub-Category: Expansion

Fuel Type: Electric

Project Description: Continued funding related to solar panel and battery storage to support hydrogen equipment and increase renewable energy production.

Project Justification: Reduce cost of electricity associated with hydrogen production and act as resiliency to grid power.

Project Schedule:

Start Date	Completion Date

PROJECT FUNDING SOURCES:

Fund Type	Fiscal Year	Amount
OTHR FED	FY 2024/25	$500,000
STA PUC99313	FY 2024/25	$125,000
Total		$625,000

PRIOR YEAR PROJECTS OF A SIMILAR NATURE WITH UNEXPENDED BALANCE INCLUDING PROJECTS APPROVED BUT NOT YET ORDERED

FTA Grant No.	FTIP ID No.	RCTC/SRTP Project No.	Description
		SL-22-06 (23)	
		SL-22-06 (23)	
		SL-22-06	
		SL-22-06	

FY 2024/25 SRTP

SunLine Transit Agency

Table 4.0 A - Capital Project Justification

Original

Project Number: SL-25-02

FTIP No: Not Assigned - New Project

Project Name: Facility Maintenance Upgrade & Equipment

Category: Vehicle Systems and Equipment

Sub-Category: Upgrade

Fuel Type: N/A

Project Description: SunLine intends to use STA funds for the Facility Maintenance Upgrade & Equipment project

Project Justification: Purchase of maintenance tools and equipment and facility improvements and support vehicles

Project Schedule:

Start Date	Completion Date

PROJECT FUNDING SOURCES:

Fund Type	Fiscal Year	Amount
STA PUC99313	FY 2024/25	$400,000
Total		$400,000

PRIOR YEAR PROJECTS OF A SIMILAR NATURE WITH UNEXPENDED BALANCE INCLUDING PROJECTS APPROVED BUT NOT YET ORDERED

FTA Grant No.	FTIP ID No.	RCTC/SRTP Project No.	Description
		SL-24-13	

FY 2024/25 SRTP

SunLine Transit Agency

Table 4.0 A - Capital Project Justification

Original

Project Number: SL-25-03

FTIP No: Not Assigned - New Project

Project Name: IT Projects

Category: Communication and ITS

Sub-Category: Systems

Fuel Type: N/A

Project Description: This project supports the purchases of the Agency's need for software, network infrastructure, computing resources, and business analytics.

Project Justification: The use of IT equipment is critical to the daily function and efficiency in providing safety, reliable, and efficient transit services.

Project Schedule:

Start Date	Completion Date

PROJECT FUNDING SOURCES:

Fund Type	Fiscal Year	Amount
STA PUC99313	FY 2024/25	$100,000
Total		$100,000

PRIOR YEAR PROJECTS OF A SIMILAR NATURE WITH UNEXPENDED BALANCE INCLUDING PROJECTS APPROVED BUT NOT YET ORDERED

FTA Grant No.	FTIP ID No.	RCTC/SRTP Project No.	Description

FY 2024/25 SRTP

SunLine Transit Agency

Table 4.0 A - Capital Project Justification

Original

Project Number: SL-25-04

FTIP No: Not Assigned - New Project

Project Name: Bus Stop Improvement

Category: Bus Stop and Amenities

Sub-Category: Rehabilitation/Improvement

Fuel Type: N/A

Project Description: Bus stop improvements to existing locations including amenities and shelters.

Project Justification: New and upgraded bus stop shelters necessary for passenger safety and convenience

Project Schedule:

Start Date	Completion Date

PROJECT FUNDING SOURCES:

Fund Type	Fiscal Year	Amount
STA PUC99313	FY 2024/25	$300,000
Total		$300,000

PRIOR YEAR PROJECTS OF A SIMILAR NATURE WITH UNEXPENDED BALANCE INCLUDING PROJECTS APPROVED BUT NOT YET ORDERED

FTA Grant No.	FTIP ID No.	RCTC/SRTP Project No.	Description

FY 2024/25 SRTP

SunLine Transit Agency

Table 4.0 A - Capital Project Justification

Original

Project Number: SL-25-05

FTIP No: Not Assigned - New Project

Project Name: Safety Enhancements

Category: Buildings and Facilities

Sub-Category: Expansion

Fuel Type: N/A

Project Description: To enhance the safety and security of the facility

Project Justification: This project is needed to upgrade the current guard shack at SunLine's Division II facility. The upgrade will include security enhancements for occupant safety, proper securement of IT, and video equipment. In addition, the installation of a security film on the stairwell glass panels will assist in the event of the glass panels breaking the film and will keep the panels in place.

Project Schedule:

Start Date	Completion Date

PROJECT FUNDING SOURCES:

Fund Type	Fiscal Year	Amount
STA PUC99313	FY 2024/25	$50,000
Total		$50,000

PRIOR YEAR PROJECTS OF A SIMILAR NATURE WITH UNEXPENDED BALANCE INCLUDING PROJECTS APPROVED BUT NOT YET ORDERED

FTA Grant No.	FTIP ID No.	RCTC/SRTP Project No.	Description

FY 2024/25 SRTP

SunLine Transit Agency

Table 4.0 A - Capital Project Justification

Original

Project Number: SL-25-06

FTIP No: Not Assigned - New Project

Project Name: Project Management and Administration

Fuel Type: N/A

Project Schedule:

Start Date	Completion Date

PROJECT FUNDING SOURCES:

Fund Type	Fiscal Year	Amount
STA PUC99313	FY 2024/25	$100,000
Total		$100,000

PRIOR YEAR PROJECTS OF A SIMILAR NATURE WITH UNEXPENDED BALANCE INCLUDING PROJECTS APPROVED BUT NOT YET ORDERED

FTA Grant No.	FTIP ID No.	RCTC/SRTP Project No.	Description

FY 2024/25 SRTP

SunLine Transit Agency

Table 4.0 A - Capital Project Justification

Original

Project Number: SL-25-07

FTIP No: Not Assigned - New Project

Project Name: Bus Rehabilitation

Category: Bus

Sub-Category: Rehabilitation/Improvement

Fuel Type: CNG

Project Description: SunLine intends to use STA funds for Bus Rehabilitation not limited to cosmetic work to improve bus appearance.

Project Justification: Due to extreme weather the buses deteriorate and this project will improve the appearance.

Project Schedule:

Start Date	Completion Date

PROJECT FUNDING SOURCES:

Fund Type	Fiscal Year	Amount
STA PUC99313	FY 2024/25	$200,000
Total		$200,000

PRIOR YEAR PROJECTS OF A SIMILAR NATURE WITH UNEXPENDED BALANCE INCLUDING PROJECTS APPROVED BUT NOT YET ORDERED

FTA Grant No.	FTIP ID No.	RCTC/SRTP Project No.	Description

FY 2024/25 SRTP

SunLine Transit Agency

Table 4.0 A - Capital Project Justification

Original

Project Number: SL-25-08

FTIP No: Not Assigned - New Project

Project Name: Purchase of Specialized Tools and Fueling Equipment

Category: Vehicle Systems and Equipment

Sub-Category: Replacement

Fuel Type: N/A

Project Description: SunLine intends to use STA funds for the Purchase of Specialized Tools and Fueling Equipment project.

Project Justification: To maintain the day-to-day uptime of the Agency's alternative fueling infrastructure program.

Project Schedule:

Start Date	Completion Date

PROJECT FUNDING SOURCES:

Fund Type	Fiscal Year	Amount
STA PUC99313	FY 2024/25	$50,000
Total		$50,000

PRIOR YEAR PROJECTS OF A SIMILAR NATURE WITH UNEXPENDED BALANCE INCLUDING PROJECTS APPROVED BUT NOT YET ORDERED

FTA Grant No.	FTIP ID No.	RCTC/SRTP Project No.	Description
		SL-24-12	

FY 2024/25 SRTP

SunLine Transit Agency

Table 4.0 A - Capital Project Justification

Original

Project Number: SL-25-09

FTIP No: Not Assigned - New Project

Project Name: Office Furniture & Equipment

Category: Vehicle Systems and Equipment

Sub-Category: Replacement

Fuel Type: N/A

Project Description: SunLine intends to use STA funds for the Office Furniture & Equipment project

Project Justification: Upgrading office furniture and equipment are made to improve workplace communication, provide cost efficiency to the agency, and uplift employee morale.

Project Schedule:

Start Date	Completion Date

PROJECT FUNDING SOURCES:

Fund Type	Fiscal Year	Amount
STA PUC99313	FY 2024/25	$50,000
Total		$50,000

PRIOR YEAR PROJECTS OF A SIMILAR NATURE WITH UNEXPENDED BALANCE INCLUDING PROJECTS APPROVED BUT NOT YET ORDERED

FTA Grant No.	FTIP ID No.	RCTC/SRTP Project No.	Description
		SL-24-18	

FY 2024/25 SRTP

SunLine Transit Agency

Table 4.0 A - Capital Project Justification

Original

Project Number: SL-25-10

FTIP No: Not Assigned - New Project

Project Name: Maintenance Facility (A&E)

Category: Buildings and Facilities

Sub-Category: Systems

Fuel Type: N/A

Project Description: This provides for the A&E of the maintenance facility in Thousand Palms

Project Justification: The existing facility is beyond its useful life.

Project Schedule:

Start Date	Completion Date

PROJECT FUNDING SOURCES:

Fund Type	Fiscal Year	Amount
STA PUC99313	FY 2024/25	$2,037,469
STA PUC99314	FY 2024/25	$940,558
Total		$2,978,027

PRIOR YEAR PROJECTS OF A SIMILAR NATURE WITH UNEXPENDED BALANCE INCLUDING PROJECTS APPROVED BUT NOT YET ORDERED

FTA Grant No.	FTIP ID No.	RCTC/SRTP Project No.	Description

FY 2024/25 SRTP

SunLine Transit Agency

Table 4.0 A - Capital Project Justification

Original

Project Number: SL-25-11

FTIP No: Not Assigned - New Project

Project Name: Maintenance Facility (Construction)

Category: Buildings and Facilities

Sub-Category: Rehabilitation/Improvement

Fuel Type: N/A

Project Description: Construction of a new maintenance facility in Thousand Palms.

Project Justification: The existing facility is beyond its useful life

Project Schedule:

Start Date	Completion Date

PROJECT FUNDING SOURCES:

Fund Type	Fiscal Year	Amount
SB 125 TIRCP GF	FY 2024/25	$16,000,000
Total		$16,000,000

PRIOR YEAR PROJECTS OF A SIMILAR NATURE WITH UNEXPENDED BALANCE INCLUDING PROJECTS APPROVED BUT NOT YET ORDERED

FTA Grant No.	FTIP ID No.	RCTC/SRTP Project No.	Description

FY 2024/25 SRTP

SunLine Transit Agency

Table 4.0 A - Capital Project Justification

Original

Project Number: SL-25-12

FTIP No: Not Assigned - New Project

Project Name: Purchase of 1 Hydrogen Fuel Cell Bus

Category: Bus

Sub-Category: Replacement

Fuel Type: Hydrogen

Project Description: SunLine intends to use Local Funds to purchase one hydrogen fuel cell bus.

Project Schedule:

Start Date	Completion Date

PROJECT FUNDING SOURCES:

Fund Type	Fiscal Year	Amount
SGR PUC99313	FY 2024/25	$973,133
SGR PUC99314	FY 2024/25	$126,867
Total		$1,100,000

PRIOR YEAR PROJECTS OF A SIMILAR NATURE WITH UNEXPENDED BALANCE INCLUDING PROJECTS APPROVED BUT NOT YET ORDERED

FTA Grant No.	FTIP ID No.	RCTC/SRTP Project No.	Description
		SL-24-23	
		SL-24-23	

FY 2024/25 SRTP

SunLine Transit Agency

Table 4.0 A - Capital Project Justification

Original

Project Number: SL-25-13 **FTIP No**: RIV220502

Project Name: Radio Replacement Phase II & Upgrade to ITS 5339 (b) LoNo

Category: Communication and ITS

Sub-Category: Systems

Fuel Type: N/A

Project Description: Replace radio & ITS for all vehicles

Project Justification: Radio system parts are obsolete. Need to upgrade ITS with radio system.

Project Schedule:

Start Date	Completion Date

PROJECT FUNDING SOURCES:

Fund Type	Fiscal Year	Amount
LTF	FY 2024/25	$781,473
STA PUC99313	FY 2024/25	$1,580,027
Total		$2,361,500

PRIOR YEAR PROJECTS OF A SIMILAR NATURE WITH UNEXPENDED BALANCE INCLUDING PROJECTS APPROVED BUT NOT YET ORDERED

FTA Grant No.	FTIP ID No.	RCTC/SRTP Project No.	Description
		SL-23-09	
		SL-23-09	
		SL-23-09	
		SL-23-09	

FY 2024/25 SRTP

SunLine Transit Agency

Table 4.0 A - Capital Project Justification

Original

Project Number: SL-25-14

FTIP No: Not Assigned - New Project

Project Name: Feasibility Studies

Category: Planning/Feasibility

Sub-Category: Study

Fuel Type: N/A

Project Description: Sunline Transit Agency's Comprehensive Operational Analysis (COA) is an in-depth evaluation aimed at optimizing transit services and enhancing operational efficiency. This thorough analysis examines various aspects of the agency's performance, including route effectiveness, ridership patterns, service reliability, and customer satisfaction. A component of the COA will be to study the modernization of the agency's fare payment system. This section focuses on assessing current fare collection methods and exploring innovative technologies to streamline the payment process. The goal is to enhance convenience for passengers, reduce operational costs, and improve data accuracy. By leveraging data-dri ven insights and stakeholder feedback, Sunline Transit Agency's COA ensures that transit services are aligned with current demands and future growth, fostering a more reliable, accessible, and sustainable public transportation system.

Project Justification: The On-Board Origin-Destination Ridership Study is a crucial evaluation recommended by the Federal Transit Administration (FTA) to be conducted every 4 to 5 years. This comprehensive study involves collecting detailed data on passengers' travel patterns, including where trips begin and end, transfer points, and the duration of travel. By analyzing this data, the study aims to gain insights into ridership behavior, identify trends, and understand the demand for transit services across different routes and times. The findings help transit agencies optimize route planning, improve service frequency, and enhance overall efficiency. The study's insights are vital for making informed decisions about future transit developments, ensuring that services meet the evolving needs of the community and contribute to a more effective and user-friendly public transportation system.

Project Schedule:

Start Date	Completion Date

PROJECT FUNDING SOURCES:

Fund Type	Fiscal Year	Amount
STA PUC99313	FY 2024/25	$500,000
Total		$500,000

PRIOR YEAR PROJECTS OF A SIMILAR NATURE WITH UNEXPENDED BALANCE INCLUDING PROJECTS APPROVED BUT NOT YET ORDERED

FTA Grant No.	FTIP ID No.	RCTC/SRTP Project No.	Description

Table 4.0B Farebox Calculation

Table 4B - Farebox Calculation				
	Revenue Sources included in Farebox Calculation	**Actual Amount from FY22/23 Audit**	**FY23/24 (Estimate)**	**FY24/25 (Plan)**
1	Farebox Revenue	1,718,197	1,951,414	1,854,393
2	Measure A	10,900,000	8,275,000	8,238,000
3	Interest	12,715	16,908	15,000
4	Other Revenues	1,728,091	4,500,000	3,221,663
	Total Revenue for Farebox Calculation (1-13)	14,359,003	14,743,322	13,329,056
	Total Operating Expenses for Farebox Calculation	43,351,004	44,614,044	49,417,378
	Farebox Recovery Ratio	33.12%	33.05%	26.97%

Table 4.1 Summary of Funding Requests in FY2025-2026 (1 of 3)

Table 4.0 - Summary of Funding Requests - FY 2025/26
SunLine Transit Agency
Original

Operating

Project	Total Amount of Funds	5307 IC	5307 RS	5311	5311(f)	5339 COMP	5339 IC	5339 RS OB	CARB	CEC Funds	CMAQ OB	FARE	LCTOP PUC99313	LTF	MA SPT	OTHR FED
Commuter Link 10	$737,128				$313,927									$242,201		
Haul Pass Program	$433,334												$433,334			
Operating Assistance	$47,170,281	$5,324,687		$426,147	$0							$1,791,893		$28,183,891	$8,403,000	
Service Improvement	$992,479												$992,479			
SunRide Ride Share Program	$1,225,000										$0	$25,000		$1,200,000		
Taxi Voucher Program	$75,000													$37,500		
West Coast Center of Excellence	$200,000								$100,000	$100,000						
Sub-total Operating	$50,833,222	$5,324,687	$0	$426,147	$313,927	$0	$0	$0	$100,000	$100,000	$0	$1,816,893	$1,425,813	$29,663,592	$8,403,000	$0

Capital

Project	Total Amount of Funds	5307 IC	5307 RS	5311	5311(f)	5339 COMP	5339 IC	5339 RS OB	CARB	CEC Funds	CMAQ OB	FARE	LCTOP PUC99313	LTF	MA SPT	OTHR FED
Bus Rehabilitation - SL-26-07	$500,000															
Bus Stop Improvement - SL-26-04	$500,000	$400,000														
Facility Maintenance Upgrade & Equipment - SL-26-02	$500,000															
Indio Liquid Hydrogen Station - SL-26-13	$6,000,000									$2,680,200						$3,319,800
IT Projects - SL-26-03	$400,000	$320,000														
Maintenance Facility (A&E) - SL-26-11	$11,912,104															$11,912,104
Maintenance Facility (Construction) - SL-26-12	$32,025,000					$25,620,000										
Office Furniture & Equipment - SL-26-09	$100,000															
Project Management and Administration - SL-26-06	$300,000															
Purchase of Paratransit Vehicles (15) - SL-26-14	$2,880,000		$212,446				$671,282	$109,586								
Purchase of Specialized Tools and Fueling Equipment - SL-26-08	$200,000															
Replacement Support Vehicles - SL-26-01	$500,000	$400,000														
Safety Enhancements - SL-26-05	$200,000															
Vehicle Equipment - SL-26-10	$300,000															
Sub-total Capital	$56,317,104	$1,120,000	$212,446	$0	$0	$25,620,000	$671,282	$109,586	$0	$2,680,200	$0	$0	$0	$0	$0	$15,231,904
Total Operating & Capital	$107,150,326	$6,444,687	$212,446	$426,147	$313,927	$25,620,000	$671,282	$109,586	$100,000	$2,780,200	$0	$1,816,893	$1,425,813	$29,663,592	$8,403,000	$15,231,904

Table 4.1 Summary of Funding Requests in FY2025-2026 (2 of 3)

Table 4.0 - Summary of Funding Requests - FY 2025/26
SunLine Transit Agency
Original

Operating

Project	Total Amount of Funds	OTHR LCL	SB 125 TIRCP GF	STA PUC99313	STA PUC99314											
Commuter Link 10	$737,128	$181,000														
Haul Pass Program	$433,334															
Operating Assistance	$47,170,281	$3,040,663														
Service Improvement	$992,479															
SunRide Ride Share Program	$1,225,000															
Taxi Voucher Program	$75,000	$37,500														
West Coast Center of Excellence	$200,000															
Sub-total Operating	$50,833,222	$3,259,163	$0	$0	$0											

Capital

Project	Total Amount of Funds	OTHR LCL	SB 125 TIRCP GF	STA PUC99313	STA PUC99314											
Bus Rehabilitation - SL-26-07	$500,000			$500,000												
Bus Stop Improvement - SL-26-04	$500,000			$100,000												
Facility Maintenance Upgrade & Equipment - SL-26-02	$500,000			$500,000												
Indio Liquid Hydrogen Station - SL-26-13	$6,000,000															
IT Projects - SL-26-03	$400,000			$80,000												
Maintenance Facility (A&E) - SL-26-11	$11,912,104															
Maintenance Facility (Construction) - SL-26-12	$32,025,000		$6,405,000													
Office Furniture & Equipment - SL-26-09	$100,000			$100,000												
Project Management and Administration - SL-26-06	$300,000			$300,000												
Purchase of Paratransit Vehicles (15) - SL-26-14	$2,880,000			$946,128	$940,558											
Purchase of Specialized Tools and Fueling Equipment - SL-26-08	$200,000			$200,000												
Replacement Support Vehicles - SL-26-01	$500,000			$100,000												
Safety Enhancements - SL-26-05	$200,000			$200,000												
Vehicle Equipment - SL-26-10	$300,000			$300,000												
Sub-total Capital	$56,317,104	$0	$6,405,000	$3,326,128	$940,558											
Total Operating & Capital	$107,150,326	$3,259,163	$6,405,000	$3,326,128	$940,558											

Table 4.1 Summary of Funding Requests in FY2025-2026 (3 of 3)

Table 4.0 - Summary of Funding Requests - FY 2025/26
SunLine Transit Agency
Original

FY 2025/26 Projected Funding Details	
5307 IC	$5,324,697
5311	$426,147
5311(f)	$313,927
CARB	$100,000
CEC Funds	$100,000
CMAQ OB	$0
FARE	$1,816,893
LCTOP PUC99313	$1,425,813
LTF	$29,663,592
MA SPT	$8,403,000
OTHR LCL	$3,259,163
Total Estimated Operating Funding Request	$50,833,222
5307 IC	$1,120,000
5307 RS	$212,446
5339 COMP	$25,620,000
5339 IC	$671,282
5339 RS OB	$109,586
CEC Funds	$2,690,200
OTHR FED	$15,231,904
SB 125 TIRCP GF	$6,405,000
STA PUC99313	$3,326,128
STA PUC99314	$940,558
Total Estimated Capital Funding Request	$56,317,104
Total Funding Request	**$107,150,326**

Table 4.2 Summary of Funding Requests in FY2026-2027 (1 of 2)

Table 4.0 - Summary of Funding Requests - FY 2026/27
SunLine Transit Agency
Original

Operating

Project	Total Amount of Funds	5307 IC	5311	5311(f)	5339 COMP	CARB	CEC Funds	FARE	LCTOP PUC99313	LTF	MA SPT	OTHR LCL	STA PUC99313	STA PUC99314		
Commuter Link 10	$737,128			$313,927						$242,201		$181,000				
Haul Pass Program	$433,334								$433,334							
Operating Assistance	$47,251,281	$5,185,063	$436,844					$1,791,893		$28,225,818	$8,571,000	$3,040,663				
Service Improvement	$1,027,018								$1,027,018							
SunRide Ride Share Program	$1,325,000							$25,000		$1,300,000						
Taxi Voucher Program	$75,000									$37,500		$37,500				
West Coast Center of Excellence	$200,000					$100,000	$100,000									
Sub-total Operating	$51,048,761	$5,185,063	$436,844	$313,927	$0	$100,000	$100,000	$1,816,893	$1,460,352	$29,805,519	$8,571,000	$3,259,163	$0	$0		

Capital

Project	Total Amount of Funds	5307 IC	5311	5311(f)	5339 COMP	CARB	CEC Funds	FARE	LCTOP PUC99313	LTF	MA SPT	OTHR LCL	STA PUC99313	STA PUC99314		
Bus Rehabilitation - SL-27-07	$500,000												$500,000			
Bus Stop Improvements - SL-27-04	$500,000	$400,000											$100,000			
Facility Maintenance Upgrade & Equipment - SL-27-02	$500,000												$500,000			
ITS Projects - SL-27-03	$400,000	$320,000											$80,000			
Office Furniture & Equipment - SL-27-09	$100,000												$100,000			
Project Management and Administration - SL-27-06	$300,000												$300,000			
Purchase of 11 Hydrogen Fuel Cell Buses - SL-27-01	$16,800,000				$14,280,000								$1,579,442	$940,558		
Purchase of Specialized Tools and Fueling Equipment - SL-27-08	$200,000												$200,000			
Replacement Support Vehicles - SL-27-11	$500,000	$400,000											$100,000			
Safety Enhancements - SL-27-05	$200,000												$200,000			
Vehicle Replacement - SL-27-10	$200,000												$200,000			
Sub-total Capital	$20,200,000	$1,120,000	$0	$0	$14,280,000	$0	$0	$0	$0	$0	$0	$0	$3,859,442	$940,558		
Total Operating & Capital	$71,248,761	$6,305,063	$436,844	$313,927	$14,280,000	$100,000	$100,000	$1,816,893	$1,460,352	$29,805,519	$8,571,000	$3,259,163	$3,859,442	$940,558		

Table 4.2 Summary of Funding Requests in FY2026-2027 (2 of 2)

Table 4.0 - Summary of Funding Requests - FY 2026/27

SunLine Transit Agency

Original

FY 2026/27 Projected Funding Details	
5307 IC	$5,185,063
5311	$436,844
5311(f)	$313,927
CARB	$100,000
CEC Funds	$100,000
FARE	$1,816,893
LCTOP PUC99313	$1,460,352
LTF	$29,805,519
MA SPT	$8,571,000
OTHR LCL	$3,259,163
Total Estimated Operating Funding Request	$51,048,761
5307 IC	$1,120,000
5339 COMP	$14,280,000
STA PUC99313	$3,859,442
STA PUC99314	$940,558
Total Estimated Capital Funding Request	$20,200,000
Total Funding Request	**$71,248,761**

Appendix A: SunLine Existing Route Profiles

Contents

Appendix A: SunLine Existing Route Profiles ..... **Error! Bookmark not defined.**

Service Days 126

Route Numbers, Headsigns, and General Direction 127

Span of Service 128

FY 2024 Fixed Route Fleet 128

Route 1EV: Coachella – Via Hwy 111 – Palm Desert Mall 129

Route 1WV: Palm Desert Mall - Via Hwy 111 – Palm Springs . **Error! Bookmark not defined.**

Route 2: Desert Hot Springs – Palm Springs – Cathedral City 131

Route 3: Desert Edge – Desert Hot Springs 132

Route 4: Palm Desert Mall – Palm Springs 133

Route 5: Desert Hot Springs – CSUSB Palm Desert – Palm Desert Mall 134

Route 6: Coachella – Via Fred Waring – Palm Desert Mall 135

Route 7: Bermuda Dunes – Indian Wells – La Quinta 136

Route 8: North Indio – Coachella – Thermal/Mecca 137

Route 9: North Shore – Mecca – Oasis 138

Route 10 Commuter Link: Indio – CSUSB (PDC) – CSUSB – San Bernardino Transit Center (SBTC)/Metrolink 139

Route 1X: Express to Indio – Express to Palm Springs ..... **Error! Bookmark not defined.**

School Trippers 140

Route 200: Palm Springs High School AM Tripper 141

Route 500 SB: Palm Desert Mall PM Tripper 142

Route 501 NB: Palm Desert High School AM Tripper (UPDATE) 143

Route 501 SB: Palm Desert Mall AM Tripper (UPDATE) 144

Route 700: Harris/Washington – Calle Madrid/AVN Vallejo AM Tripper 145

Route 701 SB: Calle Madrid/Avn Vallejo PM Tripper 146

Route 701 NB: Harris/Washington PM Tripper 147

Route 800: Shadow Hills High School AM Tripper 148

Route 801: Jackson/44th PM Tripper 149

Route 802: Hwy 111/Golf Center Pkwy PM Tripper 150

Route 803 NB: Shadow Hills High School AM Tripper 151

Service Days

FY24/25 Summary	
Wk.	255
Sat	53
Sun	55
N/S	2
Total	**365**

	FY25 Calendar Days			FY25 Monthly Service Days		
Month	Wk.	Sat	Sun	Wk.	Sat	Sun
July	23	4	4	22	4	5
August	22	5	4	22	5	4
September	21	5	4	20	5	5
October	23	4	4	23	4	4
November	21	5	4	20	5	4
December	22	4	5	21	4	5
January	23	4	4	22	4	5
February	20	4	4	20	4	4
March	21	5	5	21	5	5
April	22	4	4	22	4	4
May	22	5	4	21	5	5
June	21	4	5	21	4	5
Total	**261**	**53**	**51**	**255**	**53**	**55**

Rules:

Sunday schedules operated on four weekdays:

1. Independence Day Thursday, July 4, 2024

2. Labor Day Monday, September 2, 2024

3. New Year's Day Wednesday, January 1, 2025

4. Memorial Day Monday, May 26, 2025

5. No service (N/S) on Thanksgiving Day November 27, 2025 and Christmas Day December 25, 2025

Route Numbers, Headsigns, and General Direction

Route #	Headsigns	Direction
1WV	Palm Desert Mall - Palm Springs	E/W
1EV	Coachella - Palm Desert Mall	E/W
2	Desert Hot Springs - Cathedral City	N/S
3	Desert Edge - Desert Hot Springs	E/W
4	Palm Desert Mall - Palm Springs	E/W
5	Desert Hot Springs - Palm Desert Mall	N/S
6	Coachella - Palm Desert Mall	E/W
7	Bermuda Dunes/Indian Wells - La Quinta	N/S
8	North Indio - Thermal/Mecca	N/S
9	North Shore - Oasis	E/W
10	Indio - San Bernardino/Metrolink	E/W

School Trips

200	PALM SPRINGS HIGH SCHOOL	
500	PALM DESERT MALL	
700	HARRIS / WASHINGTON - CALLE MADRID / AVN VALLEJO	N / S
701	CALLE MADRID / AVN VALLEJO - SOUTHBOUND HARRIS/WASHINGTON - NORTHBOUND	
800/803	SHADOW HILLS HIGH SCHOOL	
801	JACKSON / 44TH	
802	HWY 111 / GOLF CENTER PKWY	

Span of Service

			Weekday		Saturday		Sunday	
Route #	Description	Direction	Start*	End**	Start*	End**	Start*	End**
1WV	Palm Desert Mall - Via Hwy 111 - Palm Springs	E/W	5:00:00 AM	10:57:00 PM	5:00:00 AM	10:57:00 PM	5:00:00 AM	10:57:00 PM
1EV	Coachella - Via Hwy 111 - Palm Desert Mall	E/W	5:00:00 AM	11:06:00 PM	5:00:00 AM	11:06:00 PM	5:00:00 AM	11:06:00 PM
2	Desert Hot Springs - Palm Springs - Cathedral City	N/S	5:00:00 AM	10:46:00 PM	5:00:00 AM	10:46:00 PM	5:00:00 AM	10:46:00 PM
3	Desert Edge - Desert Hot Springs	E/W	5:00:00 AM	8:46:00 PM	6:45:00 AM	8:35:00 PM	6:45:00 AM	8:35:00 PM
4	Palm Desert Mall - Palm Springs	E/W	6:10:00 AM	9:50:00 PM	6:10:00 AM	9:50:00 PM	6:10:00 AM	9:50:00 PM
5	Desert Hot Springs - CSUSB Palm Desert - Palm Desert Mall (AM)	N/S	6:30:00 AM	11:26:00 AM	NS		NS	
5	Desert Hot Springs - CSUSB Palm Desert - Palm Desert Mall (PM)	N/S	2:10:00 PM	7:27:00 PM	NS		NS	
6	Coachella - Via Fred Waring - Palm Desert Mall (AM)	E/W	6:00:00 AM	11:46:00 AM	NS		NS	
6	Coachella - Via Fred Waring - Palm Desert Mall (PM)	E/W	2:00:00 PM	7:45:00 PM	NS		NS	
7	Bermuda Dunes - Indian Wells - La Quinta	N/S	5:15:00 AM	8:51:00 PM	5:10:00 AM	9:20:00 PM	5:10:00 AM	9:20:00 PM
8	North Indio - Coachella -Thermal/Mecca	N/S	5:30:00 AM	10:57:00 PM	5:30:00 AM	10:57:00 PM	5:30:00 AM	10:57:00 PM
9	North Shore - Mecca - Oasis (AM)	E/W	6:00:00 AM	9:45:00 AM	6:00:00 AM	9:45:00 AM	6:00:00 AM	9:45:00 AM
9	North Shore - Mecca - Oasis (PM)	E/W	2:00:00 PM	7:45:00 PM	2:00:00 PM	7:45:00 PM	2:00:00 PM	7:45:00 PM
10	Indio - CSUSB-PDC - CSUSB - San Bernardino Transit Center (SBTC)/Metrolink (AM)	E/W	5:20:00 AM	2:00:00 PM	NS		NS	
10	Indio - CSUSB-PDC - CSUSB - San Bernardino Transit Center (SBTC)/Metrolink (PM)	E/W	12:50:00 PM	9:00:00 PM	NS		NS	

NS: No Service

* First trip starts

** Last trip ends

FY 2025 Fixed Route Fleet

			Weekday Schedules (Effective May 5, 2024)		Saturday (Effective May 5, 2024)		Sunday (Effective May 5, 2024)	
Route #	Description	Direction	VOMS	Buses needed to operate service*	VOMS	Buses needed to operate	VOMS	Buses needed to operate
1WV	Palm Desert Mall - Palm Springs	E/W	6	6	5	5	5	5
1EV	Coachella - Palm Desert Mall	E/W	5	5	5	5	5	5
2	Desert Hot Springs - Palm Springs - Cathedral City	N/S	7	10	7	7	7	7
3	Desert Edge - Desert Hot Springs	E/W	2	2	1	1	1	1
4	Westfield Palm Desert - Palm Springs	E/W	4	5	4	5	4	5
5	Palm Desert	N/S	2	4	N/A	N/A	N/A	N/A
6	Coachella - Via Fred Waring - Westfield Palm Desert	E/W	3	3	N/A	N/A	N/A	N/A
7	Bermuda Dunes - Indian Wells - La Quinta	N/S	2	2	1	1	1	1
8	North Indio - Coachella -Thermal/Mecca	N/S	3	3	3	3	3	3
9	North Shore - Mecca - Oasis	E/W	2	4	2	4	2	4
10	Center (SBTC)/Metrolink	E/W	2	2	N/A	N/A	N/A	N/A
	Total:		38	46	28	31	28	31

* Due to BEBs and FC buses, the actual number of buses needed to provide service is higher than VOMS

		Weekday (Currnet)		Saturday		Sunday	
School Trippers		AM	PM	AM	PM	AM	PM
200	PALM SPRINGS HIGH SCHOOL	1		0		0	
500	WESTFIELD PALM DESERT		1		0		0
700	CALLE MADRID / AVN VALLEJO	1		0		0	
701	SHADOW HILLS HIGH SCHOOL		1		0		0
800	JACKSON / 44TH	2		0		0	
801			2		0		0
802					0		0
	Total:	4	4	0	0	0	0

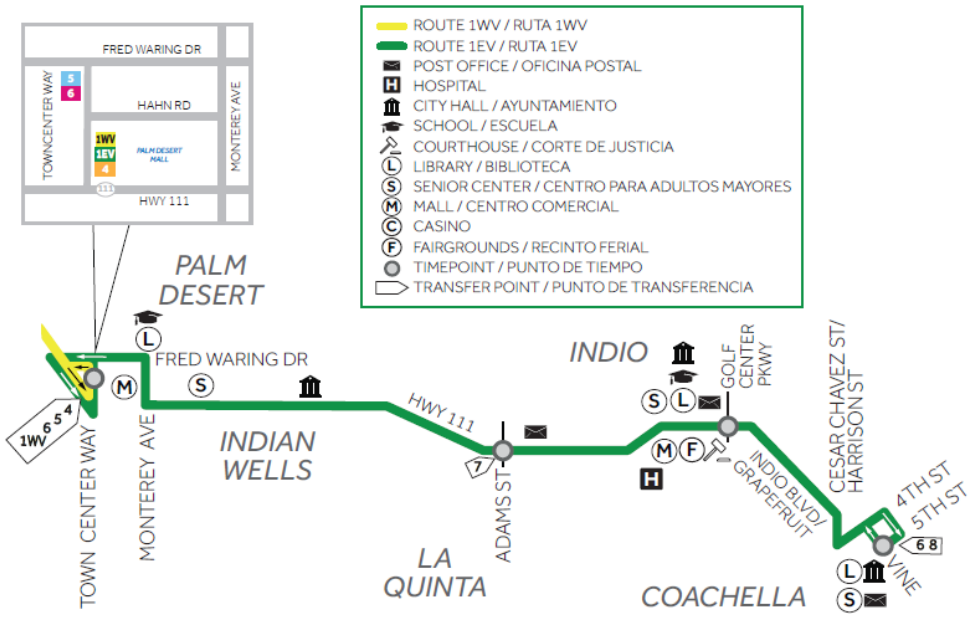
Spares			4	4	4
Buses needed to operate service	Total Fleet Requirement:		54	35	35
VOMS			42	28	28

Route 1EV: Coachella – Via Hwy 111 – Palm Desert Mall

On January 1, 2023, SunLine staff divided former Route 1 into two (2) routes: Route 1EV and Route 1WV. Route 1EV operates between Coachella and Town Center at Hahn by the Palm Desert Mall, and Route 1WV operates between Palm Springs and Town Center at Hahn by the Palm Desert Mall. Continuing passengers are allowed to transfer between these two routes free of charge. During the peak period it provides 20 min service, approximately 7:00am to 5:00pm and 30 min service during the off-peak period, 7 days a week generally along Highway 111.

On May 7, 2023, the weekend frequency on Route 1EV and 1WV was temporarily reduced to every 30 minutes from 20 minutes during the peak period due to shortage of coach operators. The off-peak weekend frequency remained at 30 minutes

It serves the cities of Coachella, Indio, La Quinta, Indian Wells, and Palm Desert. A variety of destinations are served, including retail and commercial centers, libraries, senior centers, city halls, recreational attractions, schools, and medical centers. The route also provides convenient connections for customers needing to transfer to SunLine Routes 1WV, 4, 5, 6, 7, 8 and 10. Those transfer points are located at 5th Street at Vine Avenue in Coachella (connections with Routes 6 and 8), Highway 111 at Adams Street in La Quinta (connections with Route 7), and Town Center Way at Hahn Road in Palm Desert (connections with Routes 1WV, 4, 5, and 6). Looking ahead, the Coachella Mobility Hub, the future eastern terminus is slated to open in the fall of 2024 the frequency of Route 1EV will be improved to 15 minutes during the weekday peak period as a condition of the funding agreement.

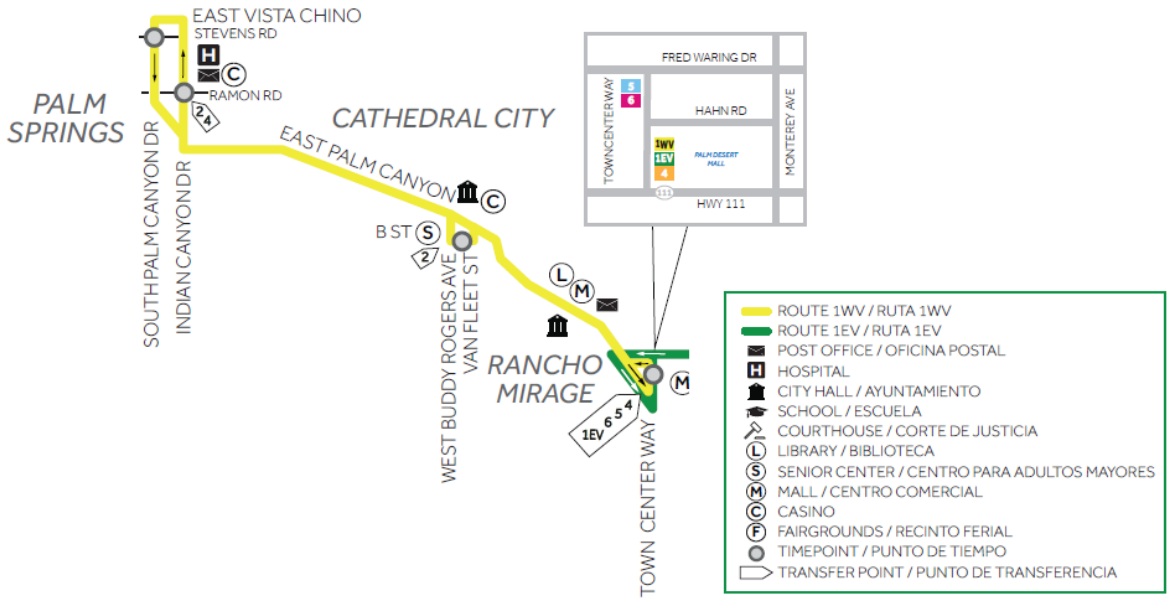


Route 1WV: Palm Desert Mall - Via Hwy 111 – Palm Springs

On January 1, 2023, SunLine staff divided former Route 1 into two (2) routes: Route 1EV and Route 1WV. Route 1WV operates between Palm Springs and Town Center at Hahn by the Palm Desert Mall. Route 1EV operates between Coachella and Town Center at Hahn by the Palm Desert Mall. Continuing passengers are allowed to transfer between these two routes free of charge. During the peak period it provides 20 min service, approximately 7:00am to 5:00pm and 30 min service during the off-peak period, 7 days a week generally along Highway 111.

On May 7, 2023, the weekend frequency on Route 1EV and 1WV was temporarily reduced to every 30 minutes from 20 minutes during the peak period due to shortage of coach operators. The off-peak weekend frequency remained at 30 minutes.

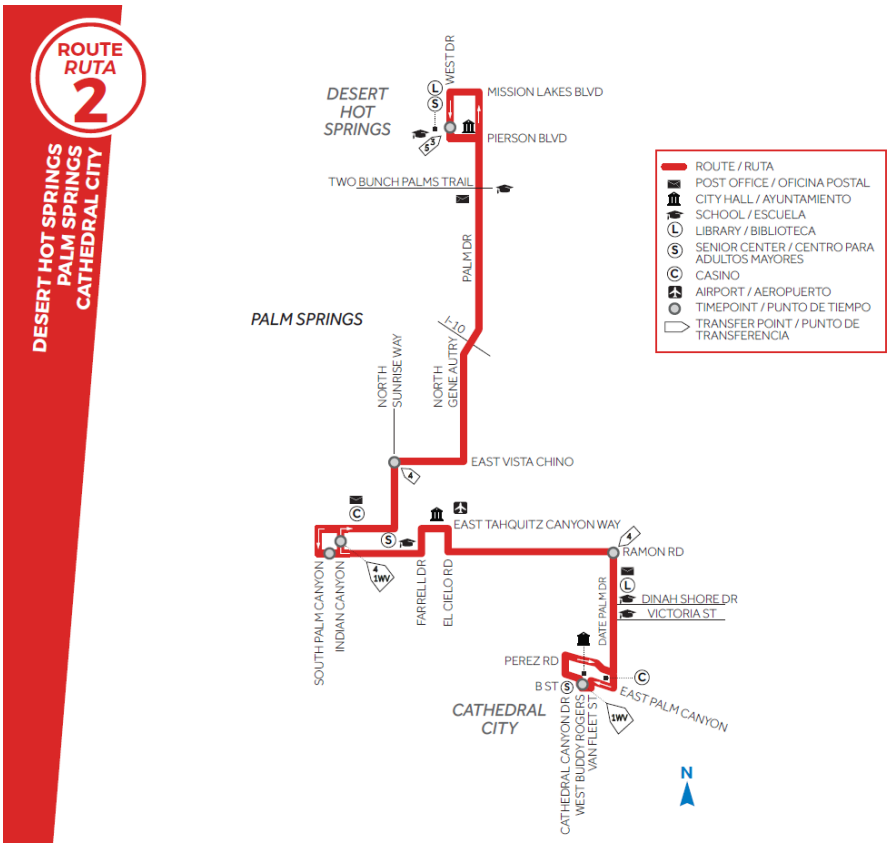
It serves the cities of Palm Desert, Cathedral City and Palm Springs. A variety of destinations are served, including retail and commercial centers, libraries, senior centers, city halls, recreational attractions, schools, and medical centers. The route also provides convenient connections for customers needing to transfer to SunLine Routes 1EV, 2, 4, 5, and 6. Those transfer points are located at Town Center Way at Hahn Road in Palm Desert, West Buddy Rogers Avenue and B Street in Cathedral City and downtown Palm Springs.



Route 2: Desert Hot Springs – Palm Springs – Cathedral City

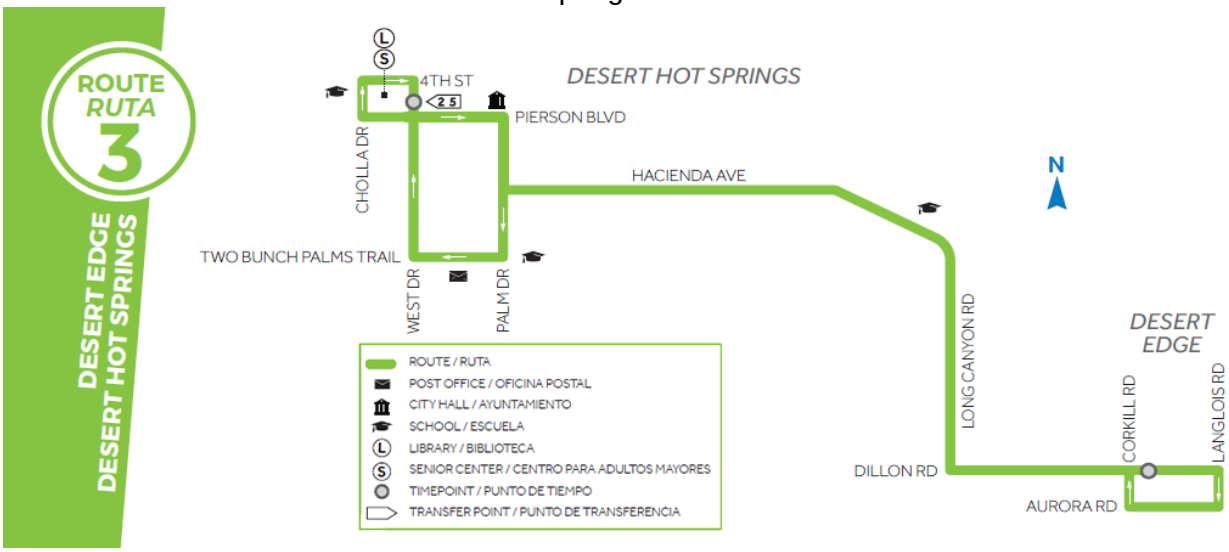
Route 2 is one of SunLine's higher-performing routes and operates 7 days a week with 20-minute frequency during the peak period and every 40 minutes during the off-peak period, seven day a week. On May 7, 2023, the weekend frequency on Route 2 was temporarily reduced to every 30 minutes from 20 minutes due to shortage of coach operators. The off-peak weekend frequency remained at 40 minutes.

It connects Desert Hot Springs with Palm Springs and Cathedral City. A variety of destinations are served, including retail and commercial centers, libraries, senior centers, city halls, recreational attractions, schools, medical centers, and Palm Springs International Airport. A significant portion of Route 2 ridership is driven by customers living in Desert Hot Springs who work in downtown Palm Springs. The route also provides convenient connections for customers needing to transfer to SunLine Routes 1WV, 3, 4, and 5. Those transfer points are located at B Street at Buddy Rogers Avenue in Cathedral City (connection with Route 1WV), Ramon Road at Date Palm Drive in Cathedral City (connection with Route 4), Indian Canyon Drive at Ramon Road in Palm Springs (connections with Routes 1WV and 4), Sunrise Way at Vista Chino in Palm Springs (connection with Route 4), and West Drive at Pierson Boulevard in Desert Hot Springs (connections with Routes 3 and 5). Looking ahead, studies are underway to possibly boost service frequency to every 15 minutes, which is a proposal from the most recent Comprehensive Operational Analysis. That move would be contingent on available funding and Board approval.



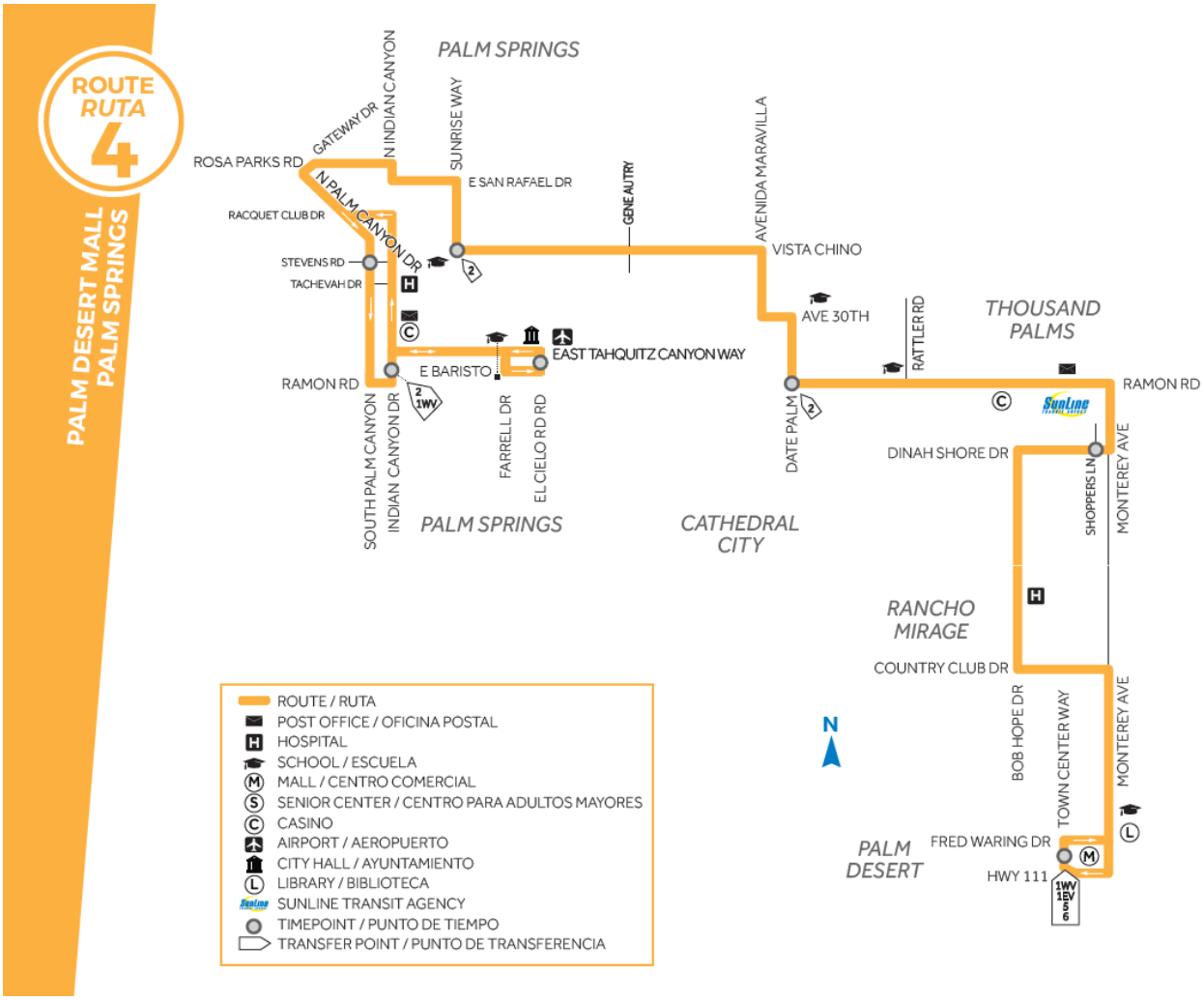
Route 3: Desert Edge – Desert Hot Springs

Route 3 operates 7 days a week with 30-minute frequency on weekdays and 60-minute frequency on weekends, connecting Desert Edge with Desert Hot Springs. A variety of destinations are served, including retail and commercial centers, libraries, senior centers, city halls, recreational attractions, and schools. The route also provides convenient connections for customers needing to transfer to SunLine Routes 2 and 5. The transfer point is located at West Drive at Pierson Boulevard in Desert Hot Springs.



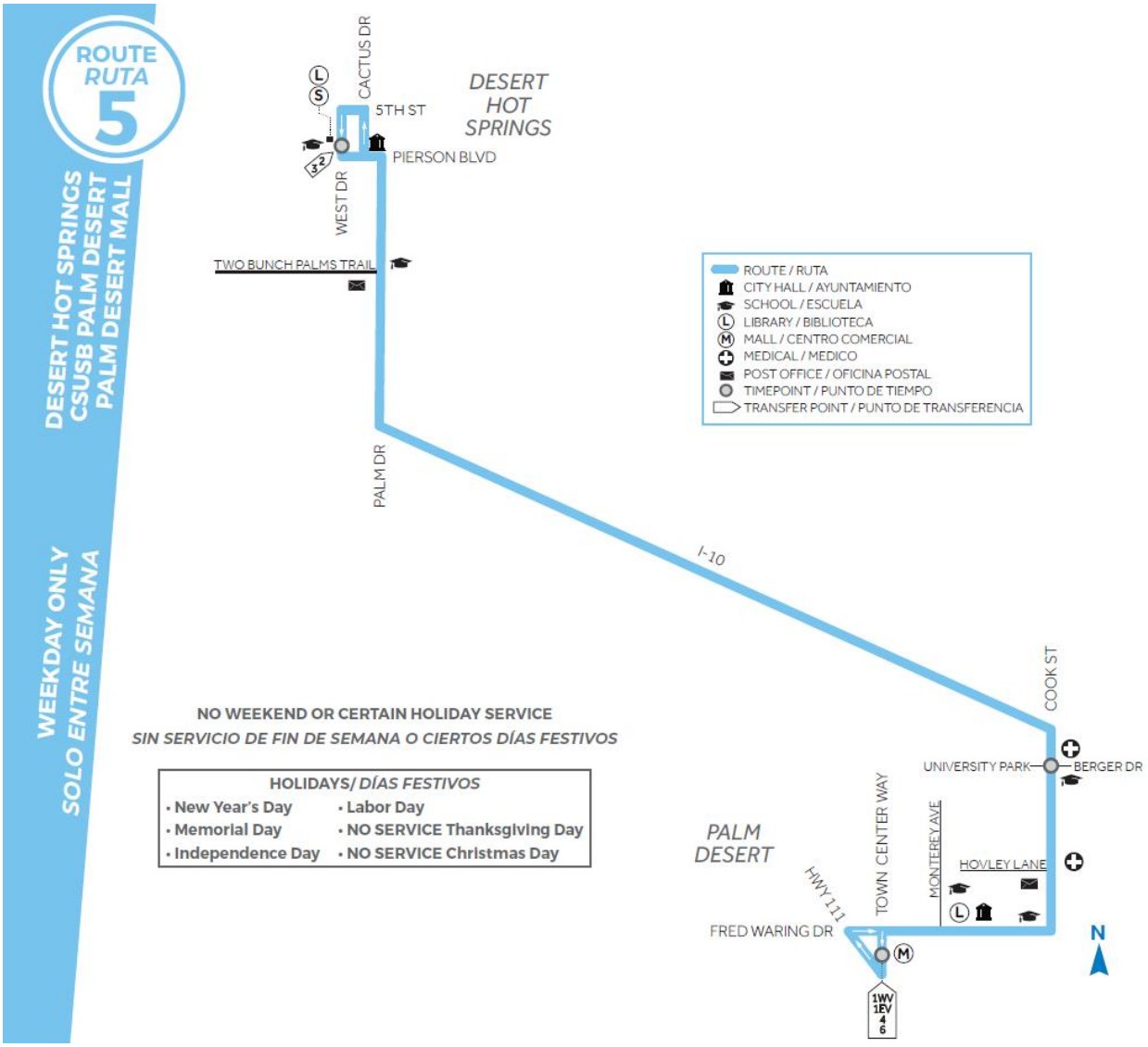
Route 4: Palm Desert Mall – Palm Springs

Route 4 is one of SunLine's higher-performing routes and operates 7 days a week with 40-minute frequency, connecting Palm Springs with Palm Desert. It serves the cities of Thousand Palms, Rancho Mirage, and Cathedral City. A variety of destinations are served, including retail and commercial centers, libraries, senior centers, city halls, recreational attractions, schools, medical centers, and Palm Springs International Airport. The route also provides convenient connections for customers needing to transfer to SunLine Routes 1EV, 1WV, 2, 5, and 6. Those transfer points are located at Ramon Road at Date Palm Drive in Cathedral City (connection with Route 2), Indian Canyon Drive at Ramon Road in Palm Springs (connections with Routes 1WV and 2), Sunrise Way at Vista Chino in Palm Springs (connection with Route 2), and Town Center Way at Hahn Road (connections with Routes 1WV, 1EV, 5, and 6). Looking ahead, studies are underway to possibly boost service peak weekday frequency to every 30 minutes, which is a proposal from the most recent Comprehensive Operational Analysis. That move would be contingent on available funding and Board approval.



Route 5: Desert Hot Springs – CSUSB Palm Desert – Palm Desert Mall

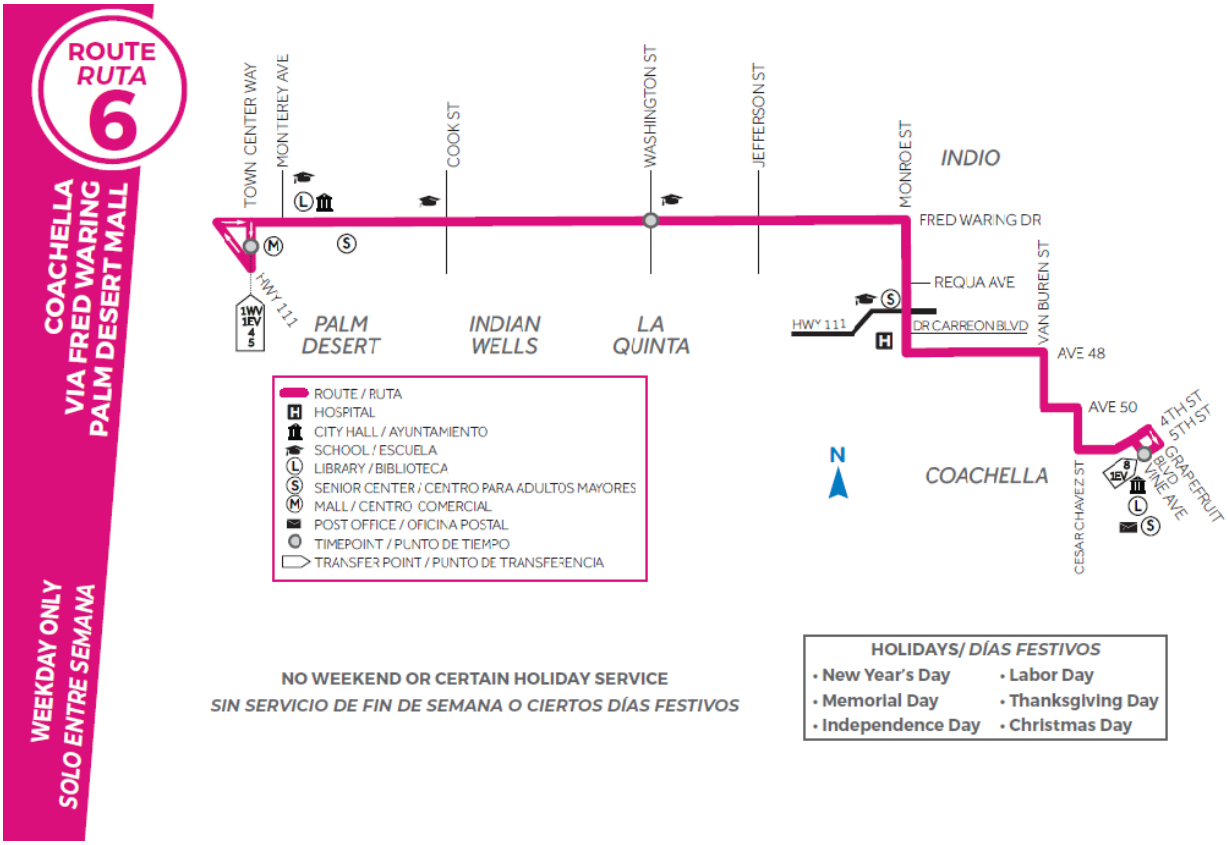
Route 5 operates 5 days a week with 60-minute frequency, connecting Desert Hot Springs with Palm Desert using a portion of the Interstate 10 freeway. A variety of destinations are served, including retail and commercial centers, libraries, senior centers, city halls, recreational attractions, and schools. The route also provides convenient connections for customers needing to transfer to SunLine Routes 1EV, 1WV, 2, 3, 4, and 6. The transfer points are located at West Drive at Pierson Boulevard in Desert Hot Springs (connections with Routes 2 and 3) and Town Center Way at Hahn Road in Palm Desert (connections with Routes 1WV, 1EV, 4, and 6). Looking ahead, studies are underway to possibly boost service frequency to every 40 minutes, which is a proposal from the most recent Comprehensive Operational Analysis. That move would be contingent on available funding and Board approval.



Route 6: Coachella – Via Fred Waring – Palm Desert Mall

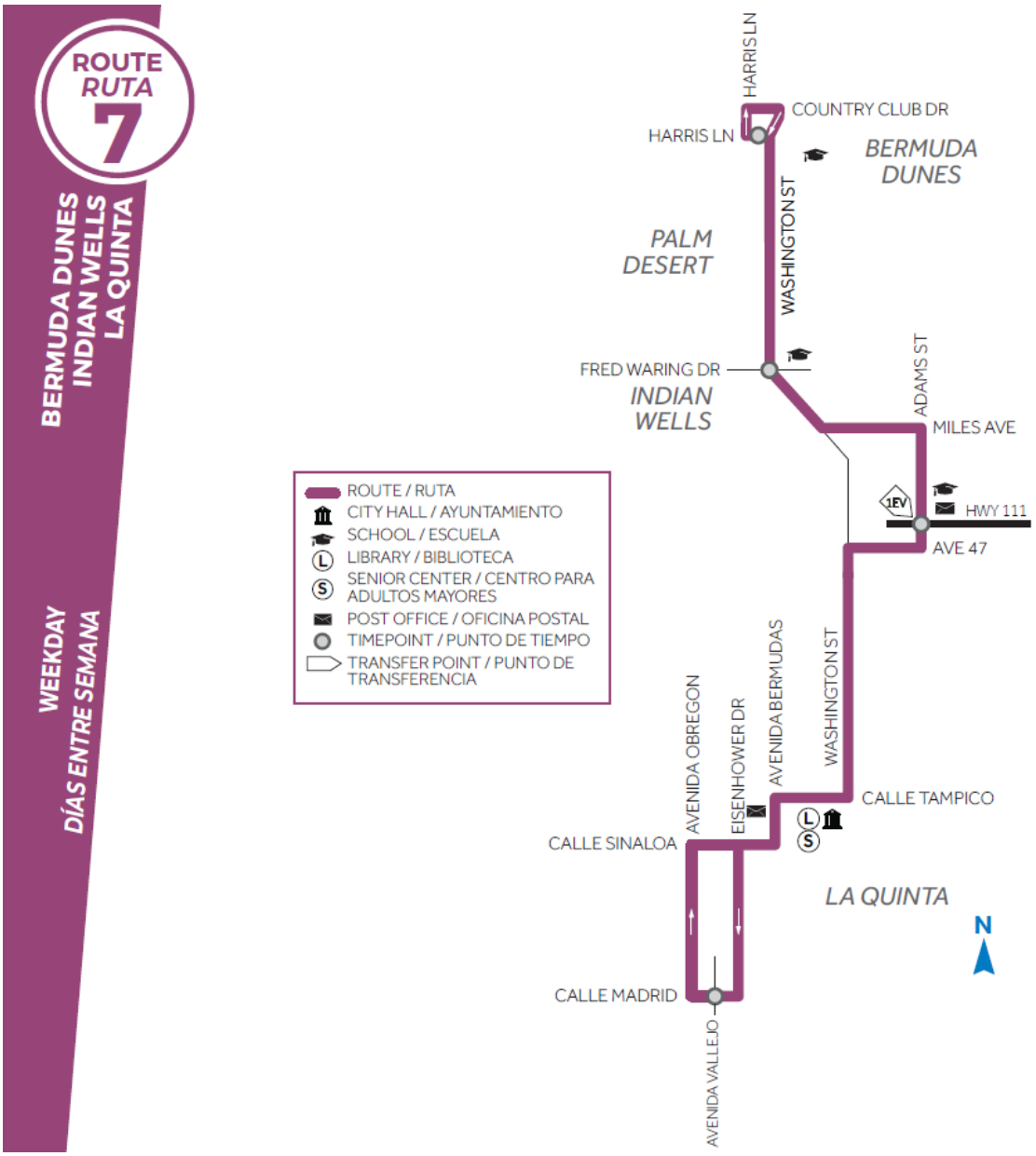
Route 6 operates 5 days a week with 60-minute frequency on weekdays connecting Palm Desert with Coachella in May 2023, the Agency eliminated weekend service and weekday off-peak service on Route 6 due to low productivity.

A variety of destinations are served, including retail and commercial centers, libraries, senior centers, city halls, recreational attractions, and schools. The route also provides convenient connections for customers needing to transfer to SunLine Routes 1EV, 1WV, 4, 5, and 8. The transfer points are located at 5th Street at Vine Avenue in Coachella (connections with Routes 1EV and 8) and Town Center Way at Hahn Road in Palm Desert (connections with Routes 1EV, 1WV, 4, and 5). Looking ahead, studies are underway to possibly boost service peak weekday frequency to every 30 minutes, which is a proposal from the most recent Comprehensive Operational Analysis. That move would be contingent on available funding and Board approval.



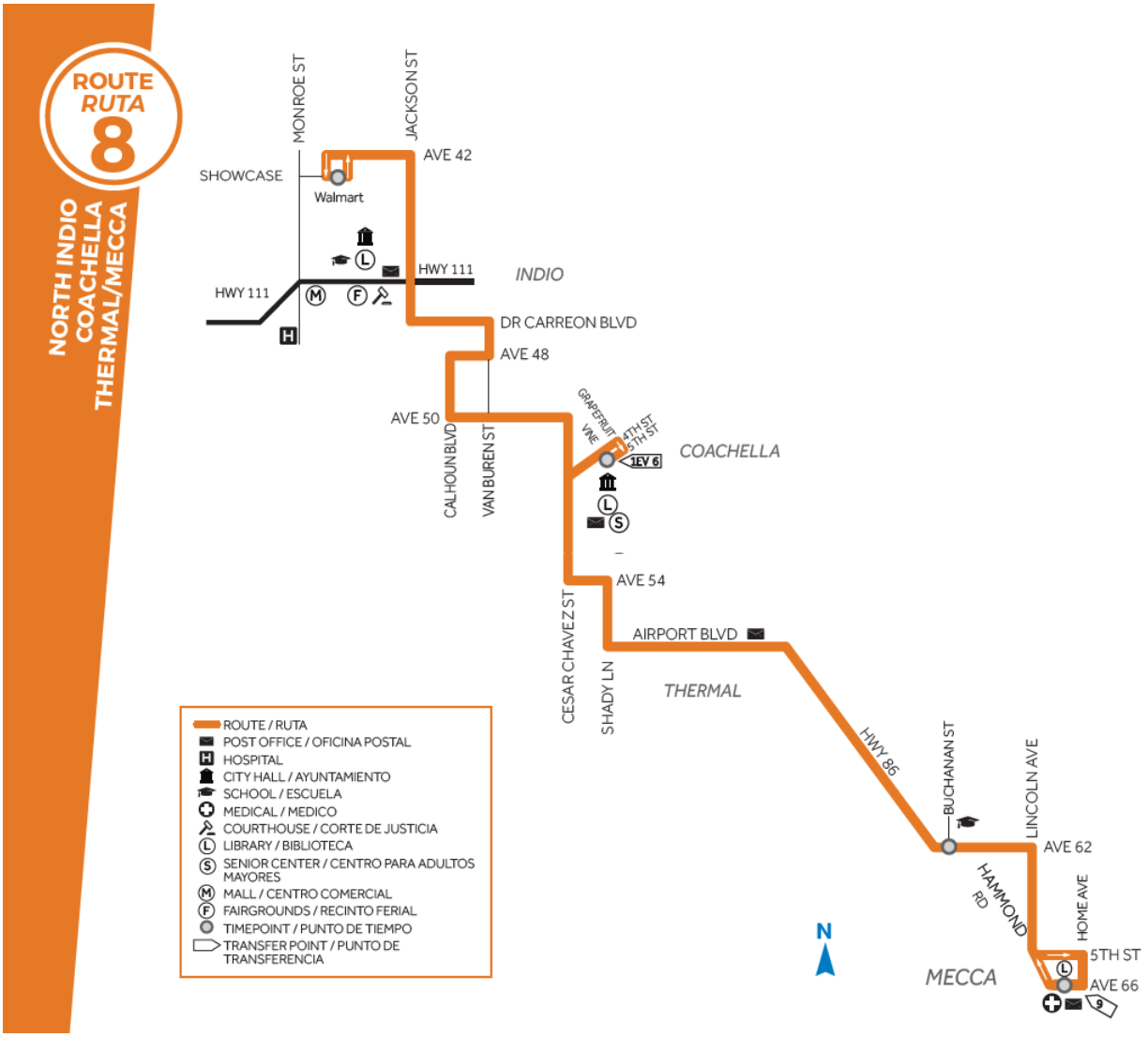
Route 7: Bermuda Dunes – Indian Wells – La Quinta

Route 7 operates 7 days a week with 45-minute frequency on weekdays and 1-hour, 45-minute frequency on weekends, connecting Bermuda Dunes with La Quinta. A variety of destinations are served, including retail and commercial centers, libraries, senior centers, city halls, recreational attractions, and schools. The route also provides a convenient connection for customers needing to transfer to SunLine's Route 1EV. The transfer point is located at Highway 111 at Adams Street in La Quinta. Looking ahead, studies are underway to possibly boost the peak weekday service frequency to every 30 minutes, which is a proposal from the most recent Comprehensive Operational Analysis. That move would be contingent on available funding and Board approval.



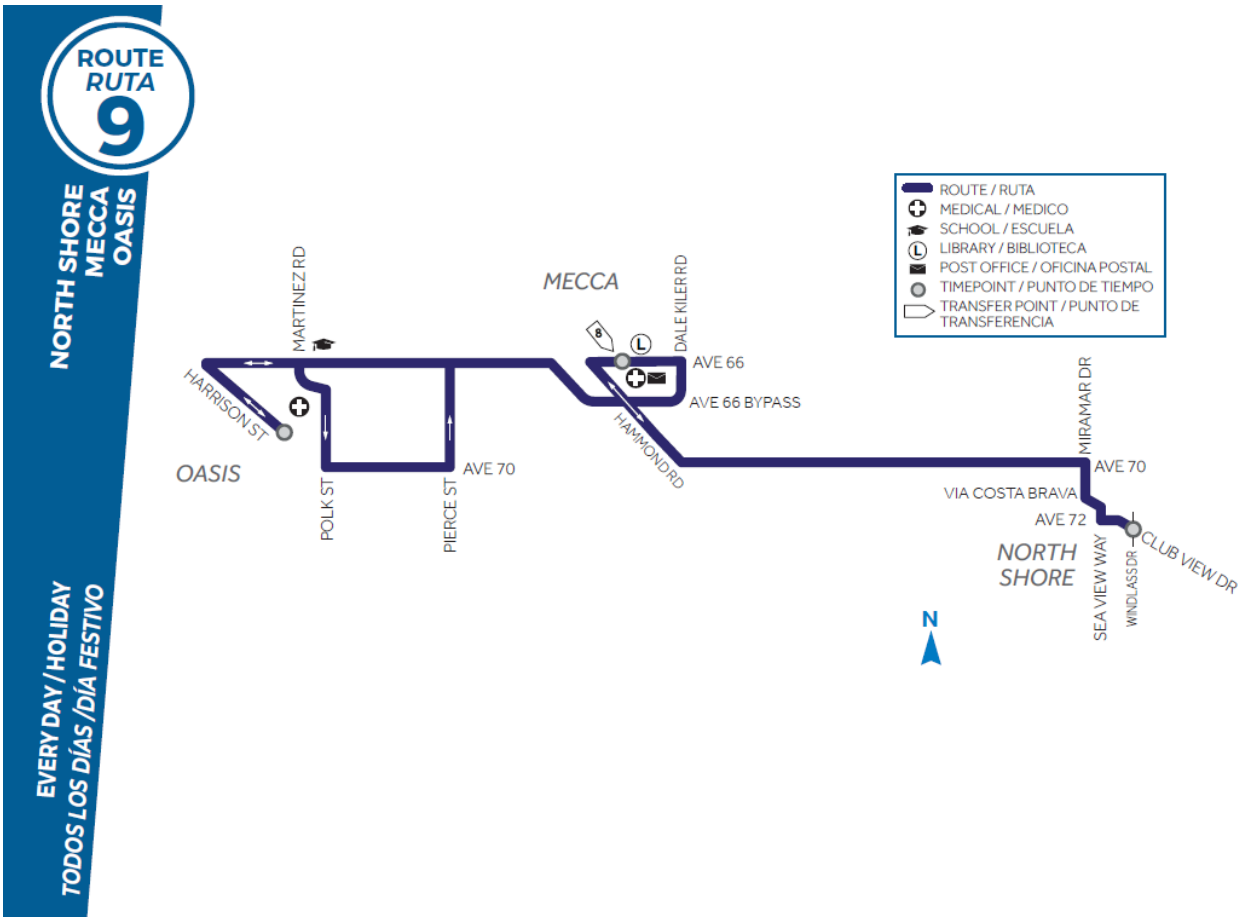
Route 8: North Indio – Coachella – Thermal/Mecca

Route 8 is one of SunLine's critical routes linking the unincorporated part of the eastern Coachella Valley to the rest of SunLine's network. The route, which operates 7 days a week with 40-minute frequency on weekdays and 60-minute frequency on weekends, connects Indio with Thermal/Mecca, and also serves the city of Coachella. A variety of destinations are served, including retail and commercial centers, libraries, senior centers, city halls, recreational attractions, schools, and medical centers. The route also provides convenient connections for customers needing to transfer to SunLine Routes 1EV, 6, and 9. Those transfer points are located at Avenue 66 at Mecca Health Clinic in Mecca (connection to Route 9) and 5th Street and Vine Avenue in Coachella (connection to Routes 1EV and 6).



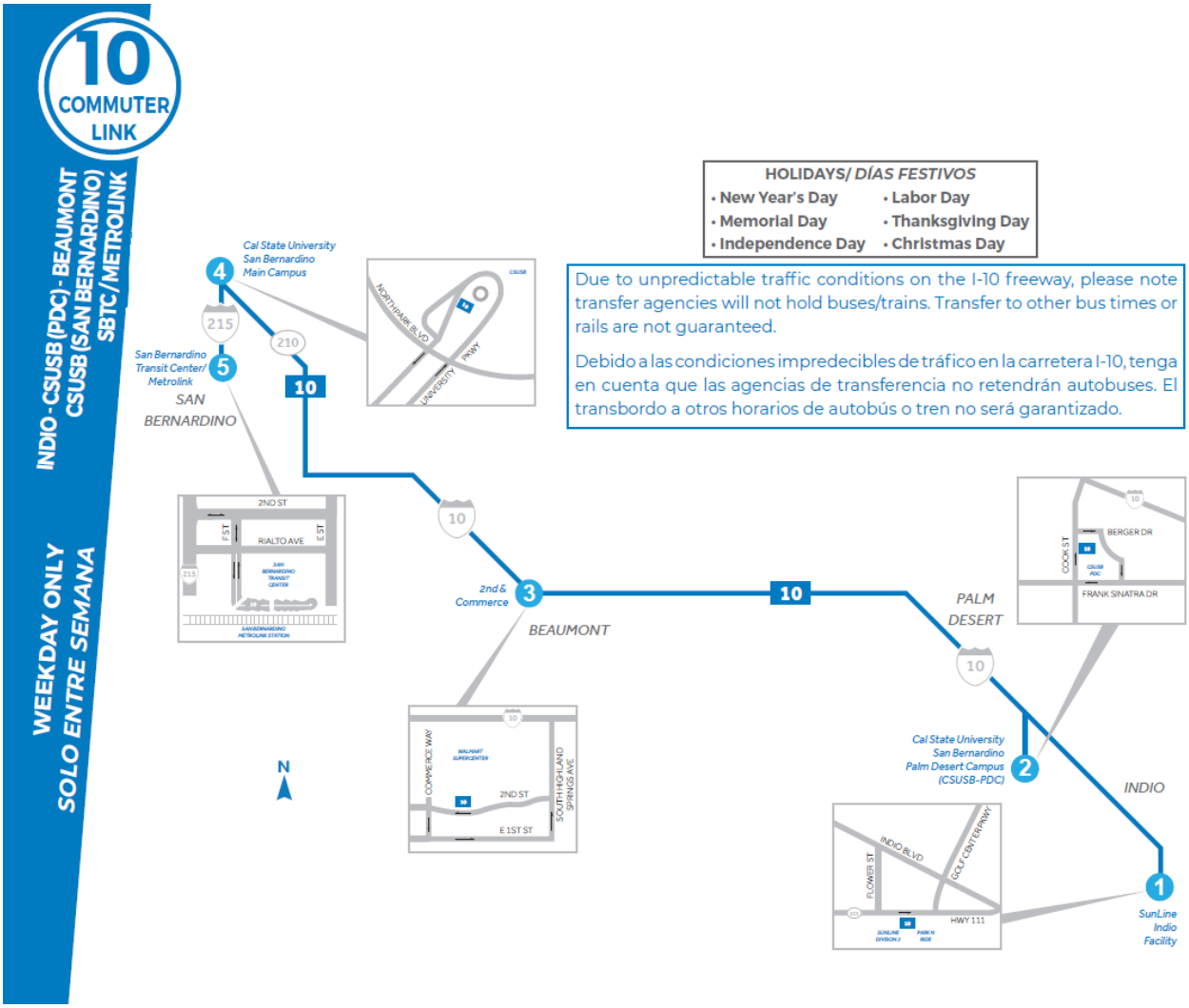
Route 9: North Shore – Mecca – Oasis

Route 9 operates 7 days a week with 60-minute frequency and connects North Shore with Oasis. A variety of destinations are served, including libraries, recreational attractions, medical centers, and schools. The route also provides a convenient connection for customers needing to transfer to SunLine's Route 8. The transfer point is located at Avenue 66 at Mecca Health Clinic.



Route 10 Commuter Link: Indio – CSUSB (PDC) – CSUSB – San Bernardino Transit Center (SBTC)/Metrolink

The Route 10 Commuter Link is designed to improve regional service between the Coachella Valley and the Inland Empire. For students, the 10 Commuter Link provides a direct connection between CSUSB's campuses in Palm Desert and San Bernardino. It also provides service to the San Bernardino Transit Center for connections with Metrolink trains as well as routes served by the Riverside Transit Agency, Omnitrans, Victor Valley Transit Authority, and Mountain Transit.



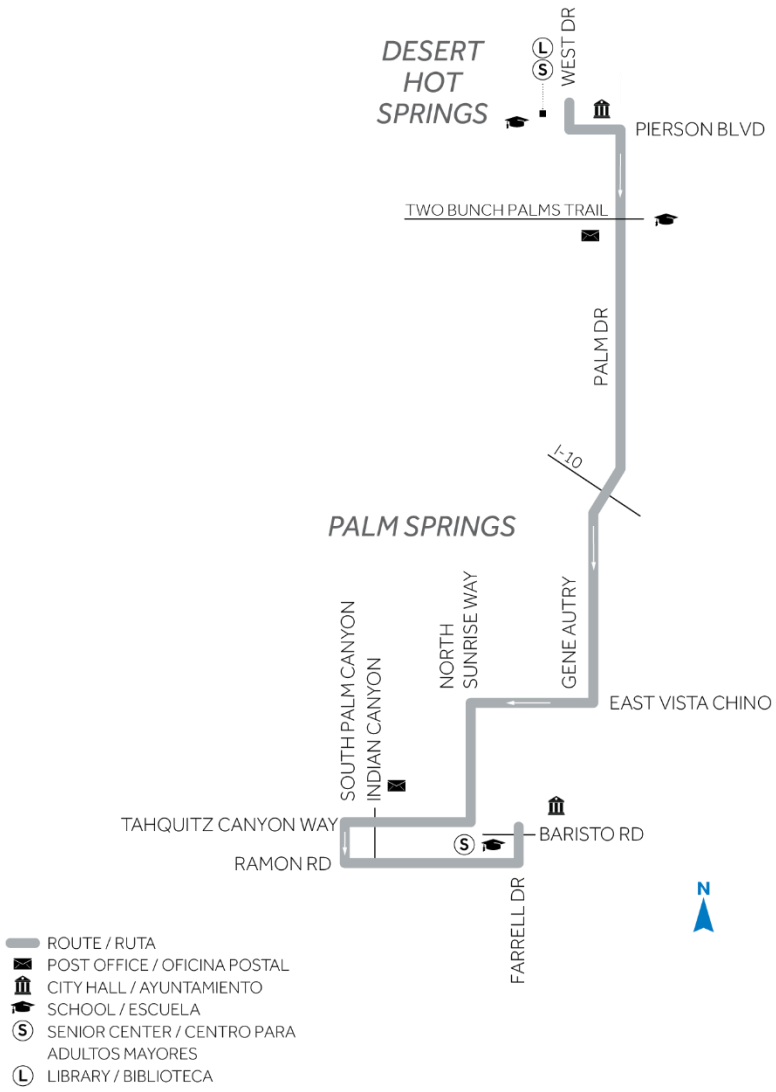
School Trippers

School tripper buses are traditionally added to regular routes when service reaches capacity or special alignments/deviations are created to address a specific demand for service. These buses are open to both students and members of the public. Rider information related to these routes must be shared with the public. SunLine is currently serving Desert Sands Unified School District and Palm Springs Unified School District campuses. School tripper service is a limited-stop service that operates on the schedules shown on the following maps. Effective May 2023, all Route 400 Trippers were eliminated.

Route 200: Palm Springs High School AM Tripper

200

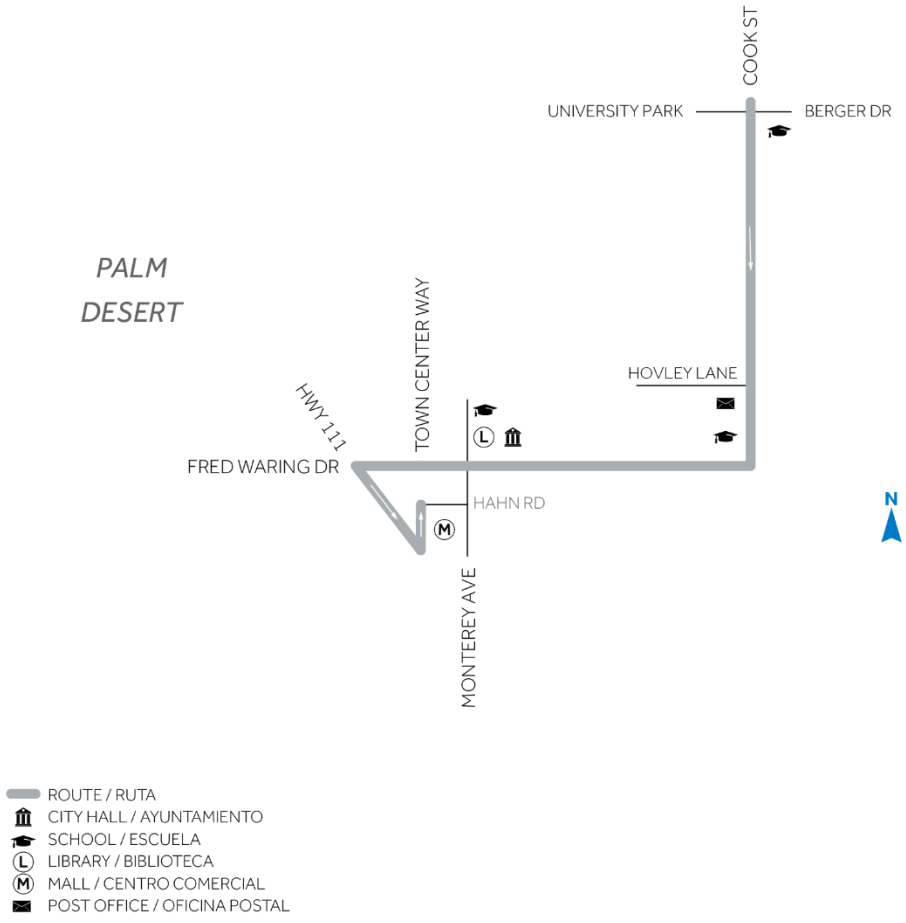
PALM SPRINGS HIGH SCHOOL



Route 500 SB: Palm Desert Mall PM Tripper

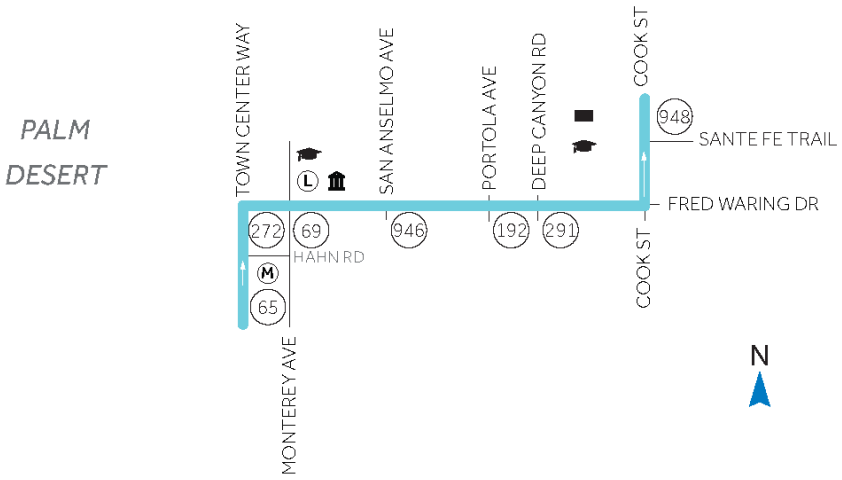
500

PALM DESERT MALL



ROUTE 501 NB

PALM DESERT HIGH SCHOOL AM TRIPPER

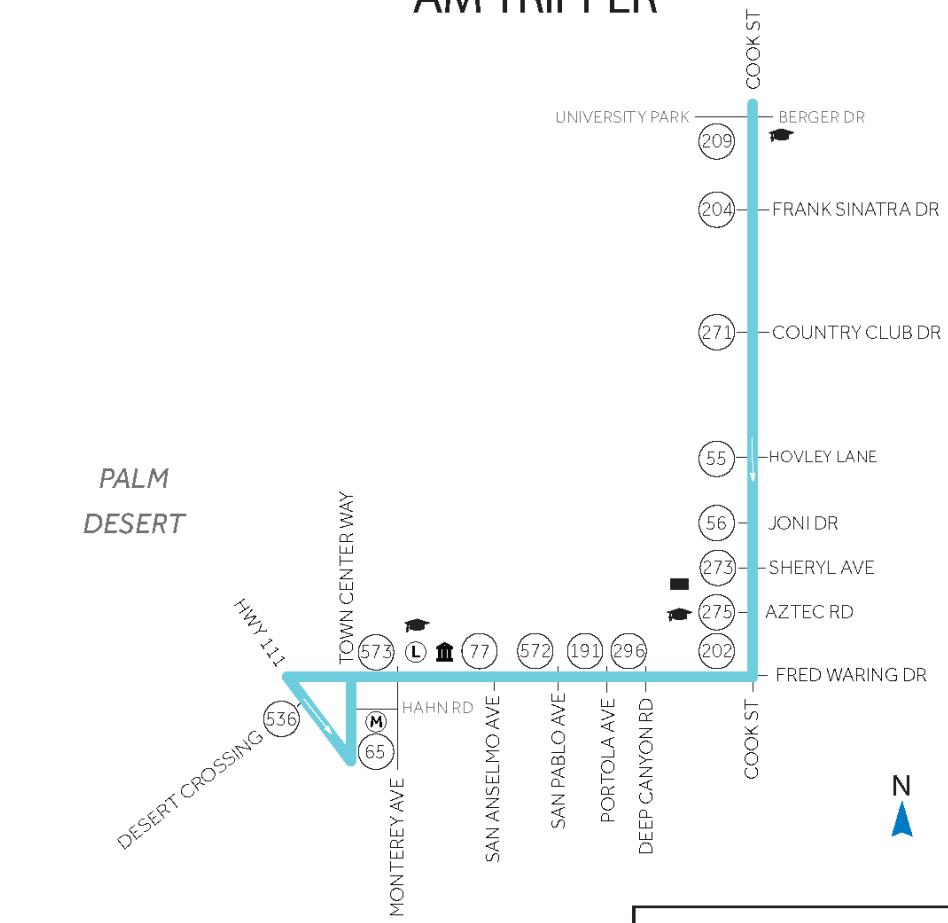


- ROUTE / RUTA
- CITY HALL / AYUNTAMIENTO
- SCHOOL / ESCUELA
- LIBRARY / BIBLIOTECA
- MALL / CENTRO COMERCIAL
- POST OFFICE / OFICINA POSTAL
- BUS STOP AND BUS STOP ID NUMBER

ROUTE 501 NB SCHEDULE	
TOWNCENTER AT HAHN	7:10 AM
COOK AT SANTA FE	7:20 AM

ROUTE 501 SB

WESTFIELD PALM DESERT AM TRIPPER

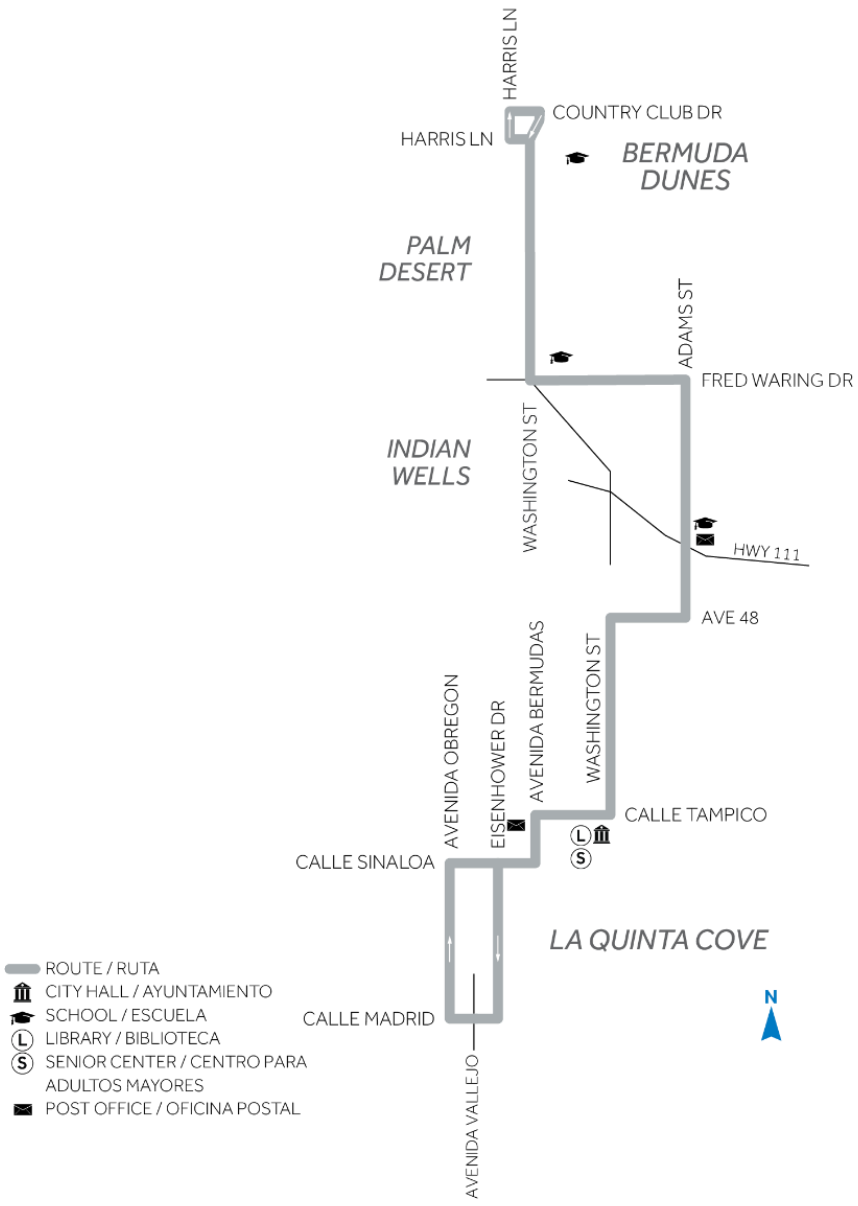


ROUTE / RUTA
CITY HALL / AYUNTAMIENTO
SCHOOL / ESCUELA
LIBRARY / BIBLIOTECA
MALL / CENTRO COMERCIAL
POST OFFICE / OFICINA POSTAL
BUS STOP AND BUS STOP ID NUMBER

ROUTE 501 SB SCHEDULE	
COOK AT UNIVERSITY PARK	6:40 AM
COOK AT AZTEC	6:50 AM
TOWNCENTER AT HAHN	7:05 AM

700

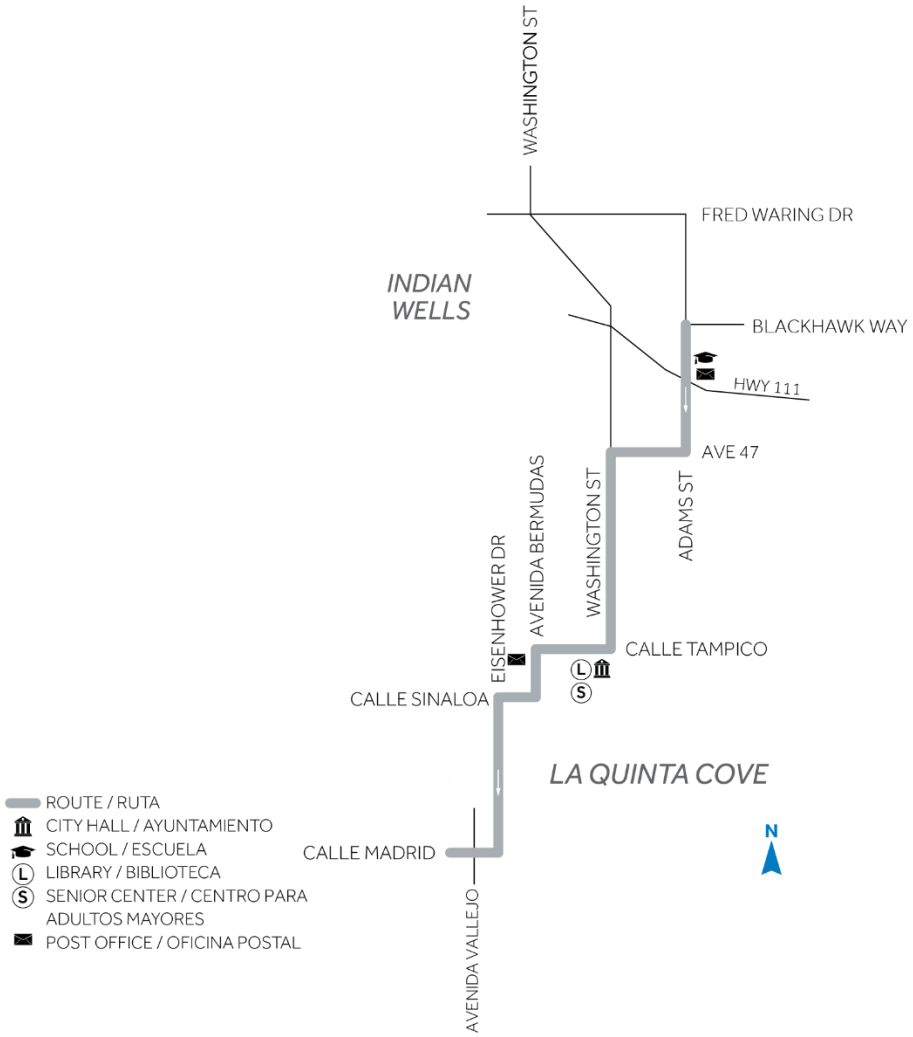
HARRIS / WASHINGTON - CALLE MADRID / AVN VALLEJO



Route 701 SB: Calle Madrid/Avn Vallejo PM Tripper

701 SB

CALLE MADRID / AVN VALLEJO



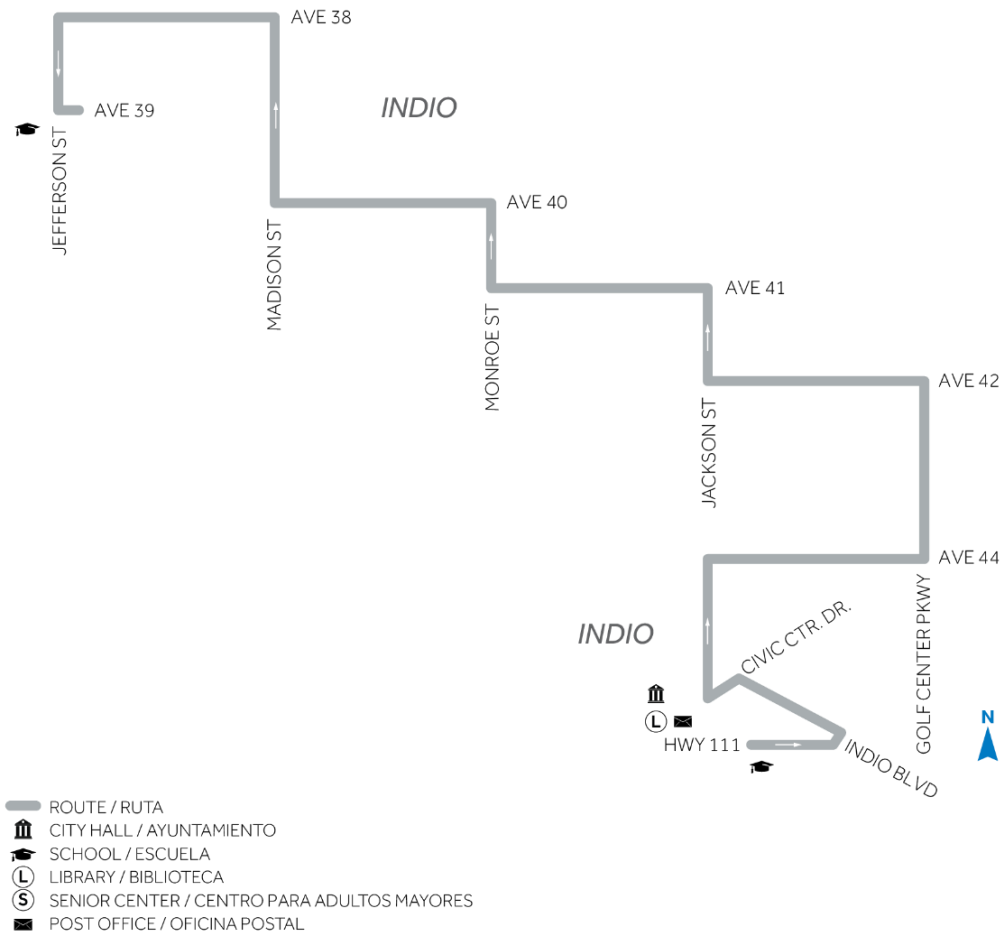
701 NB

HARRIS / WASHINGTON

Route 800: Shadow Hills High School AM Tripper

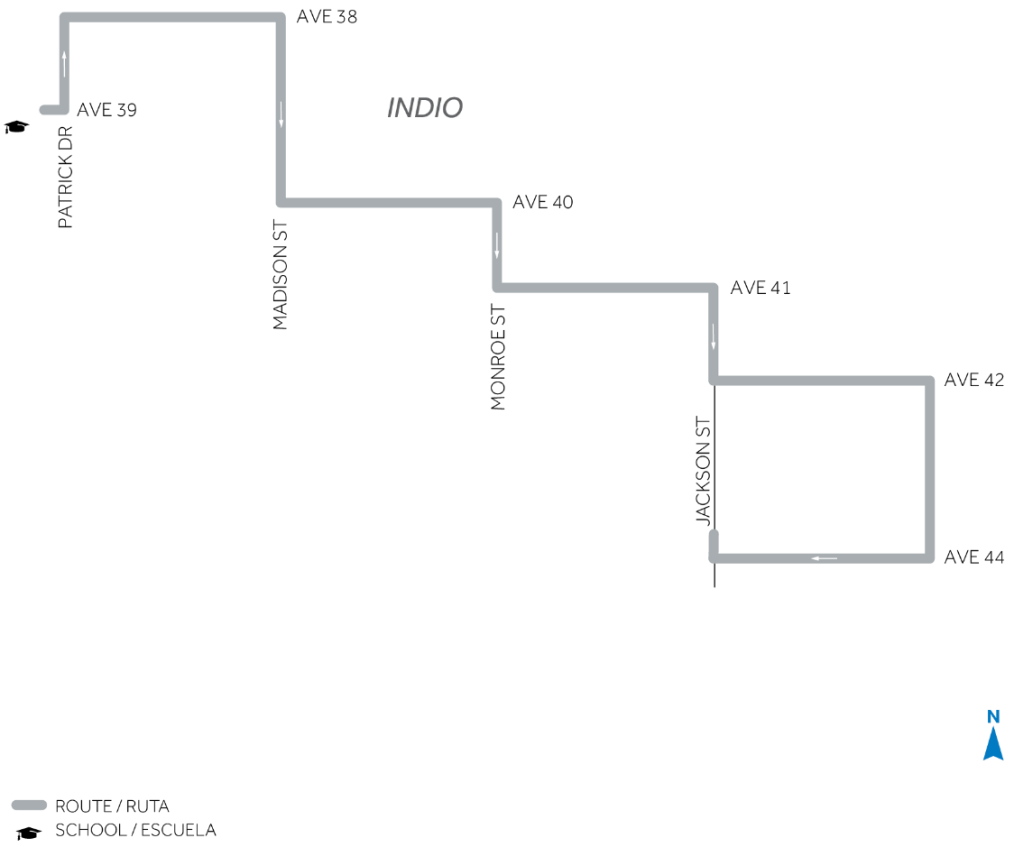
800

SHADOW HILLS HIGH SCHOOL



801

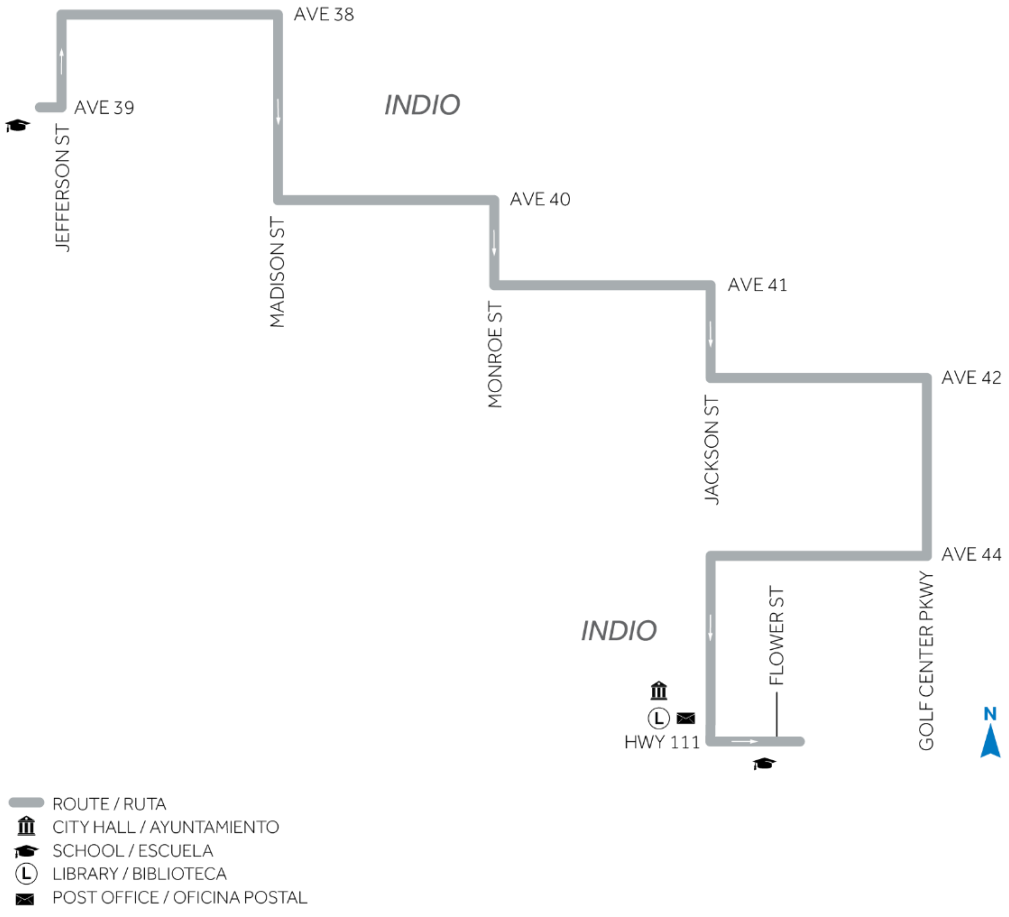
JACKSON / 44TH



Route 802: Hwy 111/Golf Center Pkwy PM Tripper

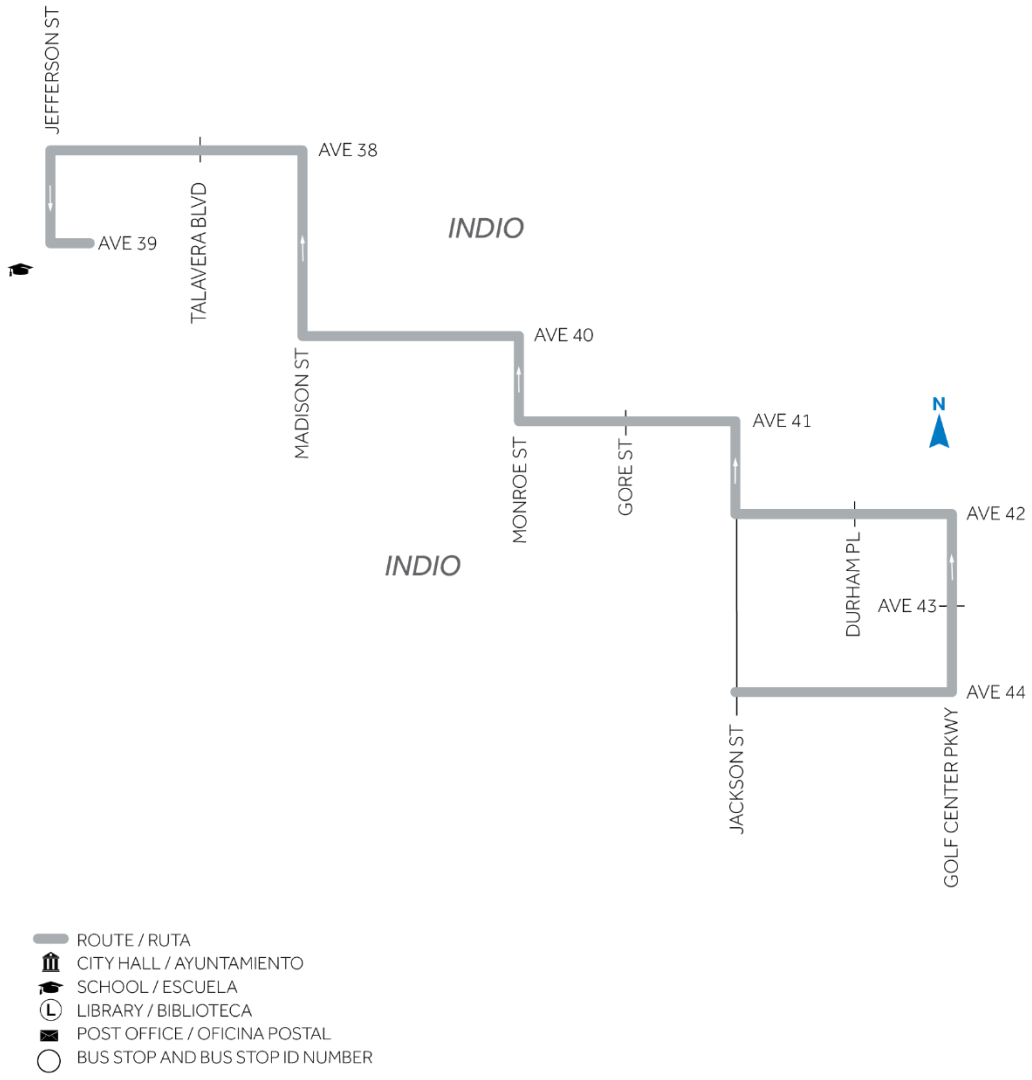
802

HWY 111 / GOLF CENTER PKWY



ROUTE 803 NB

SHADOW HILLS HIGH SCHOOL
AM TRIPPER



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