



SunLine Transit Agency
February 26, 2020
11:40 a.m. – 12:00 p.m.

AGENDA

STRATEGIC PLANNING & OPERATIONAL COMMITTEE

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

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

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Notification of at least 48 hours prior to the meeting time will assist staff in assuring reasonable arrangements can be made to provide assistance at the meeting.

ITEM

RECOMMENDATION

- | | |
|--|------------------|
| 1. CALL TO ORDER | |
| 2. ROLL CALL | |
| 3. SELECTION OF NEW CHAIR & VICE-CHAIR | APPROVE |
| 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.

ITEM

RECOMMENDATION

7. COMMITTEE MEMBER COMMENTS

RECEIVE COMMENTS

8. **FY18/19 ANNUAL SERVICE STANDARDS
PERFORMANCE REPORT**

INFORMATION
(PAGE 3-17)

(Staff: Jeff Guidry, Operations System Specialist)

9. ADJOURN

SunLine Transit Agency

DATE: February 26, 2020 **INFORMATION**

TO: Strategic Planning Committee
Board of Directors

FROM: Jeff Guidry, Operations System Specialist

RE: FY18/19 Annual Service Standards Performance Report

Background

Per SunLine Transit Agency's Service Standards Policy No. B-190613, attached is the annual Service Standards Performance Report. Overall, the metric results remain positive. Some areas for improvement are targeted for changes in Fiscal Year 2020 and will also be considered in developing the budget and Short Range Transit Plan.

The annual summary results include standard design, performance, and quality metrics for SunLine's services for FY18/19. The Service Standards Policy and metrics are intended to:

- Promote continuous improvement of transit service
- Provide regular updates on service performance
- Meet requirements for monitoring Federal Transit Administration (FTA) Title VI
- Avoid uninformed decision making regarding the provisions of service

FTA requires under U. S. Department of Transportation (DOT) Title VI regulations that all transit providers include in their service standards policy the following:

- Vehicle headway for each mode
- On-time performance for each mode
- Service availability for each mode
- Vehicle load for each mode

SunLine is proud to present several key highlights from this year's report:

- System ridership has increased 2.3% over last fiscal year
- On-time performance for FY18/19 exceeded the service standard goal at 87.4%
- Paratransit has met and exceeded all major service standard goals for FY18/19



SERVICE PERFORMANCE REPORT
FISCAL YEAR 2018/19

In June 2019, the Board of Directors approved the revised SunLine Transit Agency (SunLine) Service Standards Policy to provide the agency staff direction in the planning, operation, and management of transit service in the Coachella Valley.

This report is the annual summary of results for service standards design, performance, and quality metrics for service in Fiscal Year (FY) 2018/2019. The service standards policy and metrics are intended to:

- Promote continuous improvement of transit service
- Provide regular updates on service performance
- Meet federal requirements for monitoring Title VI
- Avoid uninformed decision making regarding the provision of service

Some areas for improvement are targeted for changes in FY 2020 and will also be considered in developing the budget and Short-Range Transit Plan (SRTP) for FY 2020/2021.

Service Design

SunLine operated 16 fixed routes in the Coachella Valley during FY 2018/19, as well as one Regional Service 220 route that operated between Palm Desert and Riverside.

The transit routes and the cities or communities they serve are listed in Table 1 below:

Table 1 - Summary of Fixed Route Transit Services as of June 2019

Route	Cities/Communities Served
14	Desert Hot Springs and Palm Springs
15	Desert Hot Springs and Desert Edge
20	Desert Hot Springs, Rancho Mirage, and Palm Desert
21	Palm Desert
24	Palm Springs
30	Palm Springs and Cathedral City
32	Palm Springs, Cathedral City, Rancho Mirage, Palm Desert, and Thousand Palms
54	Palm Desert, Indian Wells, La Quinta, and Indio
70	La Quinta, Palm Desert, Indian Wells, and Bermuda Dunes

80	Indio
81	Indio
90	Indio and Coachella
91	Indio, Coachella, Thermal, Mecca, and Oasis
95	Indio, Coachella, Mecca, and North Shore
111	Palm Springs, Cathedral City, Rancho Mirage, Palm Desert, Indian Wells, La Quinta, Indio and Coachella
BUZZ	Palm Springs
220	Palm Desert, Cabazon/Morongo Casino, Beaumont, Moreno Valley, and Riverside

Service Frequency and Service Span Standards

Service frequency and span of service can be revised where sustainable (i.e. where demand warrants increased frequency, 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. – 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 either retain, expand, or eliminate service.

Listed below are the minimum service frequencies and spans:

Table 2 - Service Frequency

Service Frequency and Service Span Standards	
Trunk Routes:	<p>Frequency of Service: 20 minutes weekday peak 30 minutes off-peak and weekends</p> <p>Span of Service: 5:00 A.M. - 11:00 P.M. weekdays 5:00 A.M. - 11:00 P.M. weekends</p>
Local Routes:	<p>Frequency of Service: 30/60 minutes weekday peak 60 minutes off-peak and weekends</p> <p>Span of Service: 5:00 A.M. - 7:00 P.M. weekdays 9:00 A.M. - 6:00 P.M. weekends</p>
Market-Based Services:	<p>Frequency of Service: Based on Demand</p> <p>Span of Service: Based on Demand</p>

Current Performance FY 2018/19

Table 3 - Service Frequencies as of June 2019

Route	Weekday Frequency			Weekend Frequency	
	Peak	Midday	Evening	Day	Evening
14	20	20	30	40	40
15	60	60	60	60	60
20	60	-	60	-	-
21	-	60	-	-	-
24	40	40	40	60	60
30	20	20	30	40	40
32	50	50	50	60	60
54	45	45	45	-	-
70	45	45	45	90	90
80	30	30	30	60	60
81	60	60	60	60	60
90	60	60	60	60	60
91	60	60	60	60	60
95	180	180	180	180	180
111	20	20	30	20	30
BUZZ	-	20	20	20	20
220	Select Trips	Select Trips	Select Trips	-	-

Table 4 - Service Spans as of June 2019

Route	Weekday Span		Weekend Span	
	Start	Finish	Start	Finish
14	4:53 A.M.	11:20 P.M.	5:48 A.M.	10:41 P.M.
15	4:54 A.M.	8:49 P.M.	6:49 A.M.	7:44 P.M.
20	6:32 A.M.	7:55 P.M.	-	-
21	11:00 A.M.	3:50 P.M.	-	-
24	6:10 A.M.	8:25 P.M.	6:18 A.M.	7:38 P.M.
30	5:40 A.M.	10:44 P.M.	6:15 A.M.	9:41 P.M.
32	5:05 A.M.	10:40 P.M.	6:54 A.M.	10:48 P.M.
54	5:55 A.M.	7:55 P.M.	-	-
70	5:15 A.M.	8:45 P.M.	5:15 A.M.	9:28 P.M.
80	6:00 A.M.	8:45 P.M.	6:00 A.M.	8:45 P.M.
81	5:25 A.M.	8:15 P.M.	5:25 A.M.	8:15 P.M.
90	5:00 A.M.	9:52 P.M.	5:00 A.M.	8:52 P.M.
91	4:48 A.M.	10:20 P.M.	5:30 A.M.	10:40 P.M.
95	4:15 A.M.	10:00 P.M.	4:15 A.M.	10:00 P.M.
111	5:00 A.M.	11:05 P.M.	5:30 A.M.	11:05 P.M.
BUZZ	12:00 P.M.	10:10 P.M.	12:00 P.M.	10:10 P.M.
220	5:45 A.M.	9:31 P.M.	-	-

Frequencies and span of service were provided in connection with the Service Standards Policy. SunLine’s goal is to increase frequencies in future service changes that get customers to their destinations more quickly with more one seat rides, meaning less transfers to buses for the customer. The first phase for changes is expected to be implemented in September 2020.

System Ridership

Ridership system-wide in FY 2018/19 for SunBus, SunDial and SolVan was a total of 4,217,807 boardings, an increase of 2.3% compared to FY 2017/18:

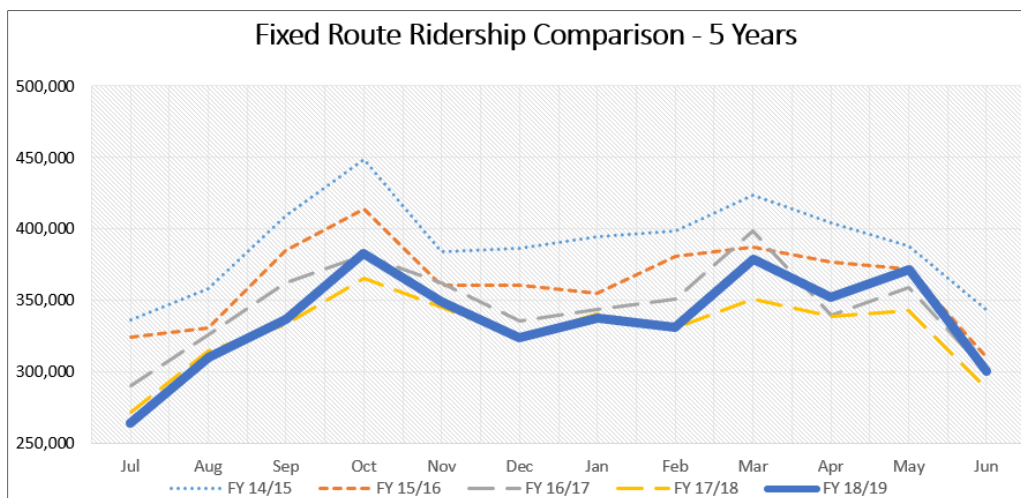
- SunBus ridership totaled 4,039,450 an increase of 92,427 rides (2.3%), in comparison to FY 2017/18
- SunDial ridership totaled 155,332 a decrease of 960 rides (-0.6%), in comparison to FY 2017/18
- SolVan ridership totaled 23,025 an increase of 3,801 rides (19.8%), in comparison to FY 2017/18

A look at fixed route ridership, which makes up the bulk of total ridership, over five years indicates a slight increase (Figure 1).

SunLine has taken action to continue to increase ridership. The Haul Pass program was implemented in August 2018, which offers free rides to College of the Desert (COD) students and is subsidized by COD.

Additionally, SunLine now offers free rides to Cal State San Bernardino (CSUSB) students through the Haul Pass program. Future route changes include realignment to the Regional Link 220 in May 2020 and will be subsidized by CSUSB. Programs such as these along with service changes that include increased frequencies and one seat rides, will continue to increase ridership.

Figure 1 - 5 Year Ridership Comparison



Service Productivity and Effectiveness

This section reviews service productivity and effectiveness of routes through Key Performance Indicators (KPI's) established in the Service Standards Policy.

Passengers Per Revenue Hour (PPRH) and Passengers Per Revenue Trip are KPI's 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. Minimum performance benchmarks are based on route performance and standards set by peer agencies.

Table 4 - Passenger Per Revenue Hour/Trip Standards (PPRH/PPRT)

Service Tiers	Routes in Service Type	PPRH Standard
Trunk Routes	Routes 14, 30 and 111	20
Local Routes	Routes 15, 20, 21, 24, 32, 54, 70, 80, 81, 90, 91, 95, & BUZZ	10

Service Tiers	Routes in Service Type	PPRT Standard
Market-Based Services	Regional Link 220	10

Current Performance FY 2018/19

Figure 2 - Local Routes Average PPRH

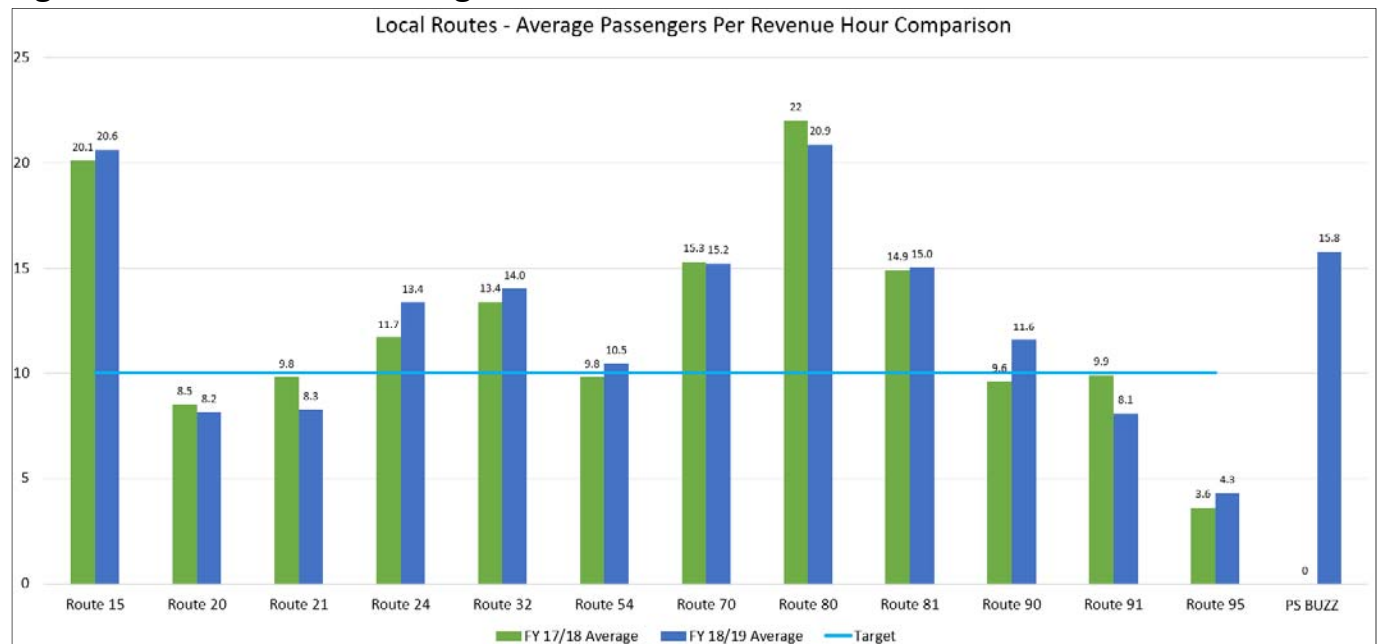


Figure 2 indicates that 9 out of 13 local routes are meeting their performance standards:

- Route 20, 21, 91 and 95 as of June 2019, fail to meet the target of 10 PPRH.

Action will be taken and will be reflected in the FY 2020/21 SRTP to reduce the span of service for these lines, realign service, as well as improve the service frequencies to increase ridership.

Figure 3 - Trunk Routes Average PPRH

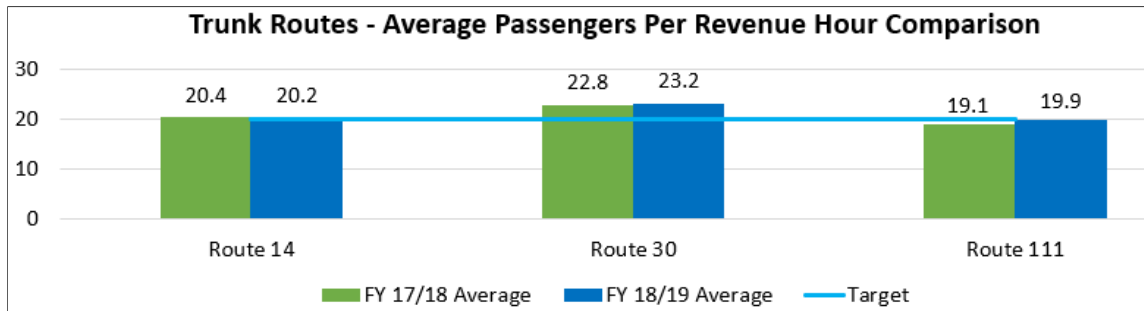
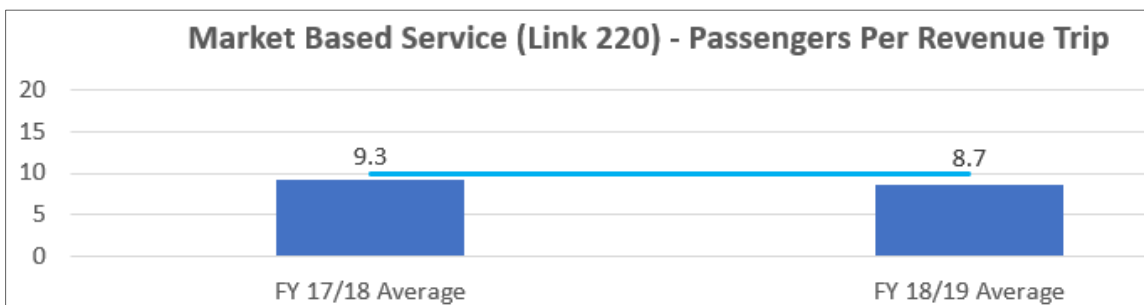


Figure 3 indicates that 2 out of 3 trunk routes are meeting their performance standards:

- Route 111 as of June 2019 has an average PPRH of 19.9. In recent months the PPRH is reflective of an increase that is trending above the PPRH standard.

Action will be taken and will be reflected in the FY 2020/21 SRTP to realign service, as well as improve the service frequencies to increase ridership for trunk routes.

Figure 4 - Market Based Service Average PPRT



Link 220, a market based service, has failed to meet the target of 10 PPRT as indicated in Figure 4. Action will be taken and will be reflected in the FY 2020/21 SRTP.

Service Quality Standards

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)
- Percent Service Completed (service reliability)
- Miles Between Service Interruption (service reliability)
- Load Standards (service comfort)
- Average Fleet Age (service comfort)
- Bus Deployment Standards
- Warrants Standards

Each suggested metric is discussed in more detail below.

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

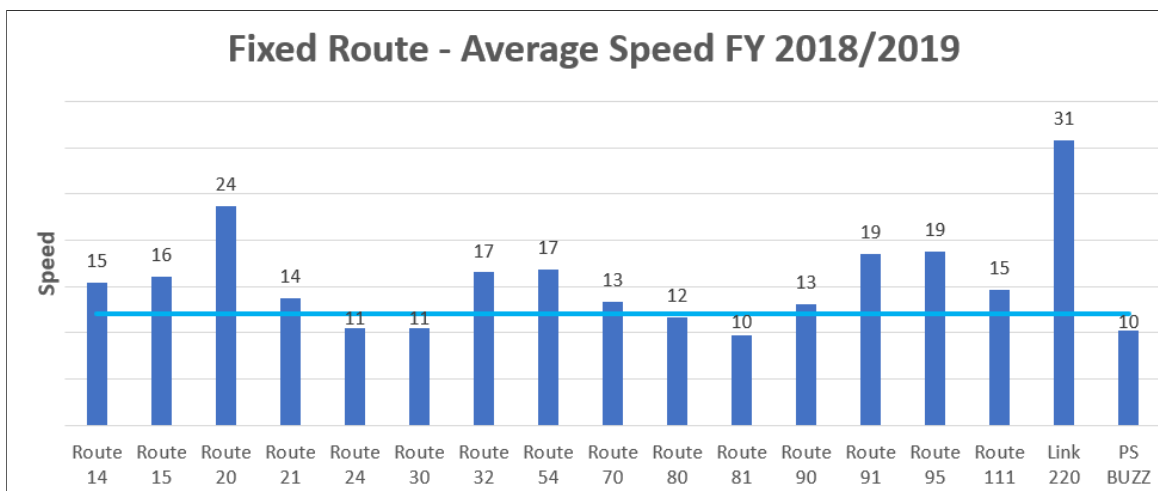
The target performance scheduled speed is 12.5 MPH for SunLine’s transit system as shown below.

Table 5 - Service Scheduled Speed Standard FY 2018/19

Service Mode	Service Speed - Weekdays	Service Speed - Weekends
Fixed Route Bus	12.5 MPH	12.5 MPH

The system is currently operating at an average of 16 MPH, above the target, for scheduled speed.

Figure 4 - Fixed Route Averaged Speed FY 2018/19



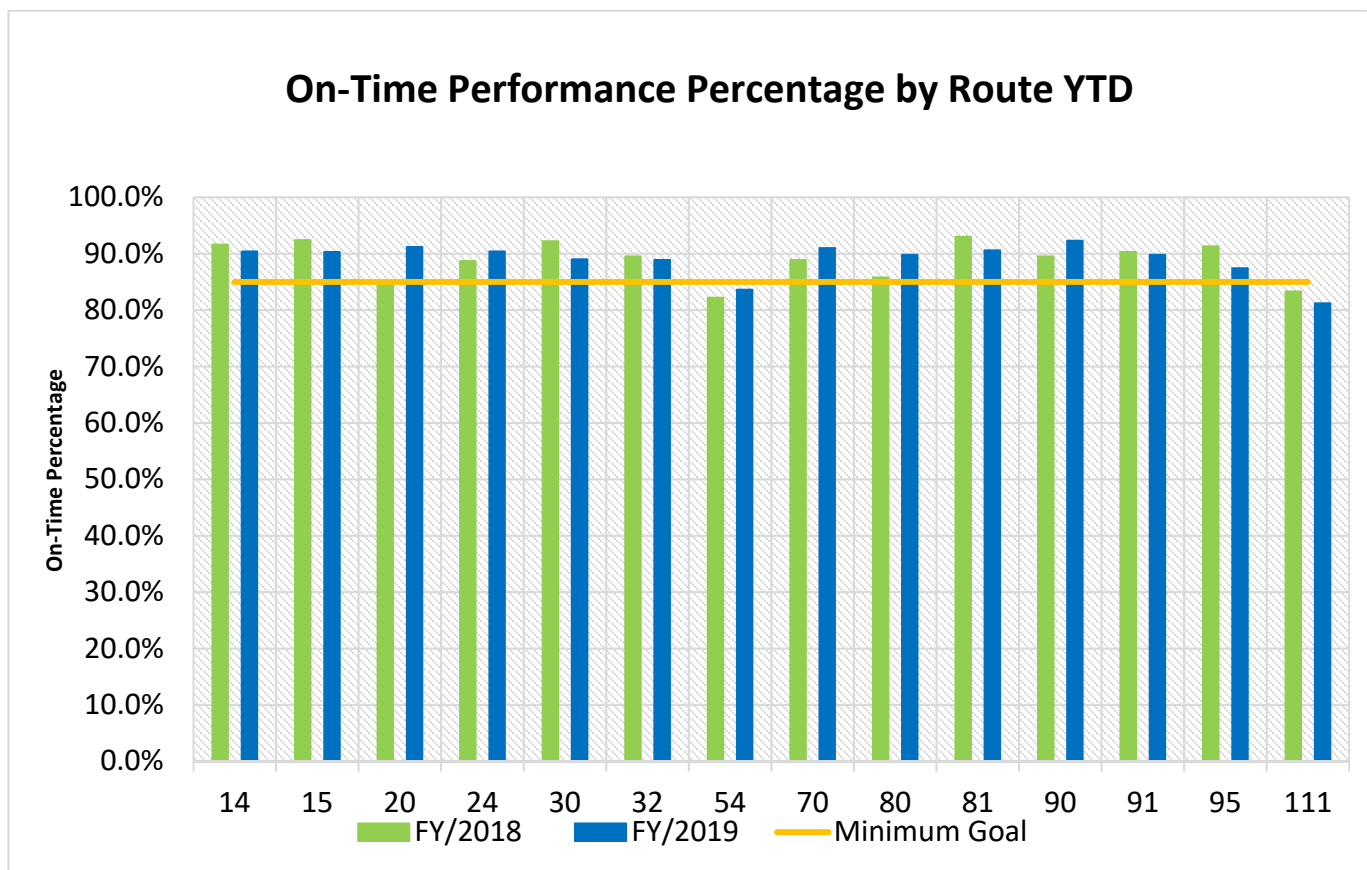
On-Time Performance: This KPI measures service reliability as defined by adherence to the published service schedule. “On-time” is when a trip departs a time-point within a range of zero minutes early to five minutes late. In order for SunLine to achieve targeted on-time performance, service running 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. CommuterLink Route 220 service between Palm Desert and Riverside operated generally along I-10 and state route 60 are excluded from on-time performance calculations and reporting due to unpredictable running time variability. However, staff does monitor the on-time performance of this service to manage and improve the service. On-time performance standards for fixed routes are at a target of 85%.

Table 6 - On-Time Performance Standard FY 2018/19

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

SunLine’s system-wide on-time performance is at 87.4% which exceeds the goal for FY 2018/19. Routes 54 and 111 operated below minimum on-time performance standards captured in Figure 5 below. The on-time performance impacts are attributed to road construction and repair projects.

Figure 5 - On-Time Performance By Route FY 2018/19



Percent Service Completed: Percentage of service completed is a new metric established as of September 2017. Initial intention was to report percentage of trips completed, however, due to limitations in our Avail ITS system we are reporting percentage of revenue mileage completed for FY18/19. This was calculated by comparing revenue miles completed vs. revenue miles scheduled after removing detours.

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

- Daily availability of operators and fleet vehicles to meet service demands
- Miles between service interruptions

The set standard for service completed is 99% by service mode seen in Table 7.

Table 7 - Service Completed Standard FY 2018/19

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

Miles between Service Interruptions: This KPI measures service reliability as defined by revenue miles between service interruptions, regardless of cause. To meet this target, both avoidance of service interruptions through early identification (e.g. planning for detours, proper fleet maintenance) and timely response to service interruptions that do occur with trips filled promptly, are necessary. The set minimum target between service interruptions (road calls) is 5,000 miles as seen below.

Table 8 - Miles Between Service Interruptions Standard FY 2018/19

Miles between Service Interruptions Service Mode	Target Minimum Miles between Service Interruptions (Road Calls)
Fixed Route Bus	5,000

The standard of 5,000 miles was exceeded throughout the review period. Miles between Service Interruptions for FY 2018/19 are noted in Table 9 below.

Table 9 - Miles Between Service Interruptions Standard FY 2018/19

FY 2018/19	Fixed Route Miles between Service Interruptions
July	5,242
August	6,365
September	5,300
October	8,614
November	8,292
December	5,898
January	8,700
February	11,048
March	9,052
April	9,269
May	9,885
June	5,520

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

Table 10 - Load Standards FY 2018/19

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

Load Standards is a new metric established as of September 2017. We are currently working with our ITS provider to develop a tracking / reporting method for future use.

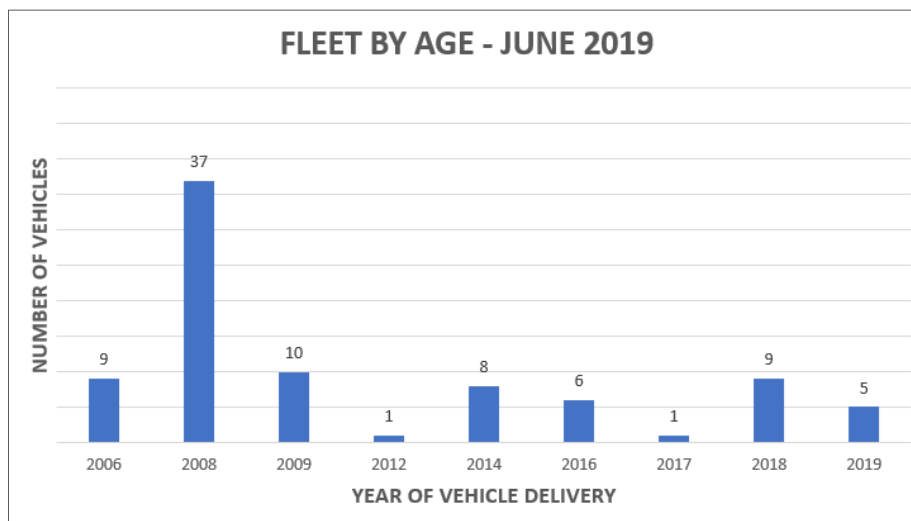
Average Fleet Age: The age of the vehicle fleet affects performance and reliability of transit services and attraction of customers. Adhering to the average fleet age requirement will ensure a consistently safe, reliable, and comfortable passenger experience.

Table 11 - Average Fleet Age Standard FY 2018/19

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

The system-wide average fleet age is 10.4 years. SunLine continues to replace buses in the fleet that have met their useful life. Figure 6 below shows the fleet age as of June 2019.

Figure 6 - Fleet Age as of June 2019



Bus Deployment Policy: Bus deployment 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.

Table 12 - Bus Deployment Standard FY 2018/19

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

SunLine will review the Bus Deployment Policy every two years beginning in 2018, and make necessary adjustments as the fleet is updated to ensure compliance with the Title VI requirements. At which time, future reporting for this KPI will be presented in the FY 2019/20 annual report.

Warrants Standards

The Warrants Standards provide guidelines for the introduction of new services. It is a tool for judging when new service or service extensions are appropriate. A new fixed route or route extension could be introduced when ridership forecasts based on population, school enrollment, or job density are sufficient to achieve minimum passengers per revenue hour standards by service type. Future reporting for this KPI will be presented in the FY 2019/20 annual report.

Paratransit Service Standards (SunDial)

The Federal Transit Administration provides guidelines to assist agencies in maintaining a high standard of complementary paratransit service for ADA passengers. Key metrics include:

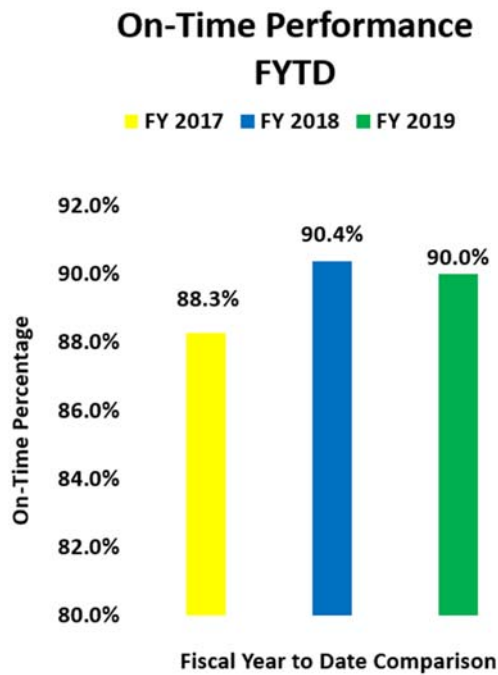
- Eligibility
 - Any person with a disability who is unable to board, ride, or disembark from an accessible vehicle without the assistance of another person
 - Any person with a disability who has a specific impairment related condition that prevents the person from traveling to or from a boarding/disembarking location
 - Certification based on individuals functional ability to ride the fixed route system
 - Visitors qualified elsewhere in the USA may use SunDial ADA for up to 21 days per year and must then qualify locally
 - Maximum 21-day response to 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 Customer Service Department processed 100% of completed applications within the 21-day target.

- Access
 - The agency must serve any origin and destination request 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 via reservation during regular business hours must be provided
 - The reservations call center accepts client reservations seven days per week between 8:00 a.m. and 5:00 p.m. for next day services

- Travel Time
 - Trip pick up time must be scheduled within one hour of the requested departure time. Trip length should be not more than twice the time it would take to make the same trip by fixed-route (maximum 120 min)
- On-time performance
 - Trip pick up should consistently occur within 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

Figure 7 – SunDial On-Time Performance as of June 2019



- 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% of the number of trips can be subscription. Going above this level causes a problem for 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 the distance the individual travels. Travel within one city is \$1.50 per trip; travel within multiple cities is \$2.00 per trip.