



SunLine Transit Agency
June 26, 2019
11:00 a.m. – 11:30 a.m.

AGENDA

STRATEGIC PLANNING & OPERATIONAL COMMITTEE

Conference Room 2
32-505 Harry Oliver Trail
Thousand Palms, CA 92276

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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. PRESENTATIONS
4. FINALIZATION OF AGENDA
5. 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

- | | |
|---|-------------------------------|
| 6. COMMITTEE MEMBER COMMENTS | RECEIVE COMMENTS |
| 7. APPROVAL OF FY20 SHORT RANGE TRANSIT PLAN (SRTP)
(Staff: Victor A. Duran, Transit Planning Manager) | APPROVE
(PAGE 3-115) |
| 8. CALIFORNIA STATE UNIVERSITY OF SAN BERNARDINO (CSUSB) REGIONAL SERVICE CONTRACT NEGOTIATIONS
(Staff: Victor A. Duran, Transit Planning Manager) | INFORMATION
(PAGE 116-117) |
| 9. SERVICE STANDARDS POLICY NO. B-190613 AMENDMENT
(Staff: Victor A. Duran, Transit Planning Manager) | DISCUSSION
(PAGE 118-138) |
| 10. ADJOURN | |

SunLine Transit Agency

DATE: June 26, 2019 **ACTION**

TO: Strategic Planning & Operational Committee
Board of Directors

FROM: Victor A. Duran, Transit Planning Manager

RE: Approval of FY20 Short Range Transit Plan (SRTP)

Background

For each fiscal year, staff is required to develop a Short Range Transit Plan (SRTP) for the Agency. The SRTP is a three (3) year planning document outlining SunLine's service, operating and capital projects plan. The first year of the plan is developed for approval at the same time the Agency budget is approved. The second and third year plans documented in the SRTP are provided for planning purposes only.

The SRTP is subject to approval by the Strategic Planning & Operational Committee and Board of Directors of SunLine Transit Agency and was approved by the Riverside County Transportation Commission (RCTC) on June 12, 2019.

Proposed Operating Plan:

In FY20, the operating budget will increase from \$39,654,404 to \$40,840,150. The budget increase includes operating cost increases (wages, benefit costs, etc.) as well as the following service improvements:

- Route 111-Express is an enhancement to the current Route 111 that will have limited stops thereby decreasing travel time from Palm Springs to Coachella.
- SunRide Rideshare Program (Microtransit) is a new approach to connect riders to mainline service by bridging the gap between first mile and last mile.
- Proposed transit redesign of the western Coachella Valley in January 2020.

Proposed Capital Plan:

The following new capital projects are proposed in the FY20 SRTP totaling \$12,711,407 for the following:

- Fleet
 - Replacement of Fixed Route Buses (6)
 - Replacement of Paratransit Vans (4)
 - Hydrogen Fuel Cell H2 Ride Vehicles (2)

- Heavy Duty Tow Truck (1)
- Facilities
 - SunLine Property Expansion/Solar Farm, Phase I
 - West Coast Center of Excellence
 - Operations Facility Replacement, Phase III
 - CNG Fueling Station, Phase III
- Technology
 - Information Technology Projects

Financial Impact

The operating and capital plans have been budgeted for FY20.


SHORT RANGE TRANSIT PLAN

FY 2019/20-2021/22




BOARD OF DIRECTORS

SunLine was established under a Joint Powers Agreement (JPA) on July 1, 1977 between the County of Riverside and the cities of the Coachella Valley, which at the time included the cities of Coachella, Desert Hot Springs, Indio, Palm Desert and of 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 is comprised of one elected official from each member entity and one county supervisor. SunLine is headquartered in Thousand Palms, CA.




Cathedral City

Raymond Gregory
City of Cathedral City




Megan Beaman Jacinto
City of Coachella




V. Manuel Perez
County of Riverside
District 4



Russell Betts
City of Desert Hot Springs




Ty Peabody
City of Indian Wells



Lupe Ramos Amith
City of Indio




Robert Radi
City of La Quinta



Kathleen Kelly
City of Palm Desert



Lisa Middleton
City of Palm Springs



G. Dana Hobart
City of Rancho Mirage

SUNLINE ORGANIZATIONAL STRUCTURE

The executive managers of SunLine Transit Agency are as follows:



Lauren Skiver, Chief Executive Officer/General Manager



Alton Hillis, Chief Financial Officer



Tommy Edwards, Chief Performance Officer



Peter Gregor, Chief Safety Officer



Vacant, Chief Administrative Officer



Vacant, Chief Operations Officer



PREPARED BY SUNLINE STAFF

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GLOSSARY OF ACRONYMS

ADA – Americans with Disabilities Act

APTA – American Public Transportation Association

ATP – Active Transportation Plan

AVL – Automated Vehicle Locator

Caltrans – California Department of Transportation

CARB – California Air Resources Board

CMAQ – Congestion Mitigation and Air Quality

CNG – Compressed Natural Gas

COA - Comprehensive Operational Analysis

DOT – United States Department of Transportation

FAST Act – Fixing America’s Surface Transportation Act

FHWA – Federal Highway Administration

FTA – Federal Transit Administration

FTIP – Federal Transportation Improvement Program

FY – Fiscal Year

GFI – GFI Genfare

GGE – Gas Gallon Equivalent

GHG – Greenhouse Gases

HVIP – Hybrid and Zero Emission Truck and Bus Voucher Incentive Project

LCTOP – Low Carbon Transit Operations Program

LTF – Local Transportation Fund

MICROTRANSIT – A form of Demand Response Transit that offers flexible routing and/or flexible scheduling of minibus vehicles.

MOU – Memorandum of Understanding

MPO – Metropolitan Planning Organization

NTD – National Transit Database

PMI – Preventive Maintenance Inspection

PTMISEA – Public Transportation Modernization, Improvement, and Service Enhancement Account

RCTC – Riverside County Transportation Commission

RTP – Regional Transportation Plan

SCS – Sustainable Communities Strategy

STA – State Transit Assistance Fund

TDA – California’s Transportation Development Act

TIP – Transportation Improvement Program

TOD – Transit Oriented Development

UZA – Urbanized Area

ZEB – Zero Emission Bus



EXECUTIVE SUMMARY

The Short Range Transit Plan (SRTP), updated annually, covers Fiscal Years 2020 to 2022. The SRTP is a mandatory fiscal, planning and regulatory document for SunLine Transit Agency.

The SRTP is intended to serve three purposes:

1. Identifies the transit services and capital improvements required to meet the transit needs of SunLine Transit Agency over a three year period and the proposed sources of funding to carry out the plan.
2. Serves as a management tool to guide activities over the next year.
3. Provides justification for operating and capital assistance for grant applications to be submitted to state and federal funding agencies.

Mission Statement

To provide safe and environmentally conscious public transportation services and alternate fuel solutions to meet the mobility needs of the Coachella Valley.

The Riverside County Transportation Commission (RCTC) is responsible by statute for developing and approving a Short Range Transit Plan (SRTP) for Riverside County (PUC 130303). SunLine and other Riverside County transit operators prepare the plans for their respective agency. Once RCTC approves and adopts the SRTP, the operators are charged with following through with implementation of the plans. A deviation from the plan must be reported to RCTC (PUC 130057), and if the change is substantive, a plan amendment must be approved by RCTC. The allocation of funds for the upcoming fiscal year is based on the approved SRTP. Beyond the requirements, the SRTP is an opportunity for SunLine Transit Agency to gather important data in a single document and develop strategic plans for the next three years.

RELATIONSHIP OF THE SRTP TO OTHER PLANS, PROJECTS, AND ACTIONS

The SRTP provides a summary of and direction to other planning documents. It incorporates SunLine's goals and service standards, operating and capital budgets, service plan, and facility plan. At the same time, it is designed to give direction to future service planning activities and capital projects. The SRTP will reflect the FY 2020 operating and capital budget adopted by the Board of Directors.

Guiding Framework

The Board and staff are seeking to make smart transit investments that will help SunLine expand the mobility options offered to the communities it serves. As SunLine looks to grow its ridership and make strategic investments, it must continue to manage its fiscal challenges, while investing in the overarching management of SunLine's bus and paratransit system.

Since 2018, SunLine has embarked on a process to rethink and reinvigorate transit services in the Coachella Valley. This process recognized SunLine's role as a mobility manager for the Coachella Valley and expanded the Agency's work to improve performance in the context of its fiscal and organizational health.

Financial Stability

The national decreasing ridership trend for fixed route transit continues to impact the Agency's financial stability. The proposed operating and capital budgets for FY 2020 are \$40,840,150 and \$12,711,407 respectively, which represents an operating budget increase of 2.99%, and a capital budget increase of 34.46% over the previous fiscal year. The majority of the costs associated with the increase can be attributed to wages and benefits associated with the Memorandum of Understanding (MOU) for represented employees under a collective bargaining agreement. In addition, SunLine is adding an express to Route 111 to help improve frequency and performance, and launching a SunRide rideshare program. SunLine continues to identify ways to strengthen its overall financial position in order to continue to serve a diverse community of transit users.

Ridership

In FY 2018/2019, SunLine estimated that it would serve 3.9 million fixed route passenger boardings, a decrease of 4.9% from the previous year. In the same year, it operated over 4,426,269 revenue miles and 299,255 revenue hours of revenue service. Reversing several years of ridership decline, SunLine may achieve a 1.4% increase in FY 2018/2019. Two factors contributing to the increase are the addition of the Palm Springs BUZZ service and implementation of the Haul Pass with the College of the Desert.

Ridership on SunLine's paratransit service has decreased. In FY 2018/2019, SunLine is estimated to serve 155,658 passengers, less than 1% decrease from FY 2017/2018.

Demographics

As Riverside County continues to grow, more and more of that growth is expected to be concentrated in the Coachella Valley and eastern county. The Southern California Association of Governments (SCAG) projects there will be 581,300 people in the Coachella Valley in 2020, a 38% increase in population between 2008 and 2020. Seniors will see the highest percentage of growth. Increases in the senior population will continue to add a financial and resource cost for SunLine, due to anticipated increases in paratransit services. By modernizing and improving the current eligibility process, SunLine seeks to control increasing paratransit costs.

OPERATING PLAN AND BUDGET

The SRTP's one-year operating plan includes a number of assumptions that drive proposed initiatives, described below.

Fixed Route Bus

Fixed route ridership is estimated to increase at a rate of 1.6 percent in FY 2019/2020. This assumption is based on recent ridership patterns. The ridership increase in this SRTP is conservative for the purposes of projecting the operational budget. In contrast, strategic planning initiatives launching in FY 2019/2020 will focus the organization to "move the needle" on key metrics that drive SunLine's long-term success.

Total passenger fare revenue is expected to reach \$2.79M in FY 2019/2020 compared to the estimated \$2.84M in FY 2018/2019.

Paratransit

Operating costs for paratransit services are expected to increase, the ultimate cost per passenger trip on these modes is higher than other transit modes. Service levels are expected to coincide with ridership decreases. These assumptions are based on recent ridership patterns, revised No-Show policy as well as changes to the certification process that are still ongoing.

Capital Improvement Program

The Capital Improvement Program for FY 2019/2020 focuses on continuing SunLine's investment in an alternative fuel technology fleet, facilities and construction of a new operations building. The three-year plan assumes a \$29,581,320 capital program dependent on internal and external funding from federal, state, regional, and local sources.

Key components of the capital plan, beyond ongoing maintenance needs, include:

- Vehicle replacement
- Vehicle expansion
- Facility and systems improvements
- Operational improvements and enhancements
- Information technology upgrades

Looking Ahead: Planning Service Changes and New Initiatives

In FY 2018/2019, SunLine engaged HDR Engineering to conduct a comprehensive analysis of SunLine’s system, reviewed previous studies, examined peer performance and selected best practices to make recommendations for a Transit Redesign.

SunLine’s transit redesign will consolidate SunLine’s existing 15 routes into nine (9) routes and create microtransit service areas. The annual resources needed for redesign, in terms of hours of operation and peak vehicle service requirements, would be similar to the level of resources expended in 2019.

As a result of a Congestion Mitigation Air Quality (CMAQ) grant, SunLine will also introduce a pilot Route 111-Express service in FY 2019/20 that will offer service with approximately 20% less travel time between Coachella and Palm Springs. Additional resources will be needed for this pilot.

The changes anticipated will take place over a 24-month time period starting in the western Coachella Valley and extending to the east. The redesign is anticipated to launch in FY 20 and will be completed in phases.

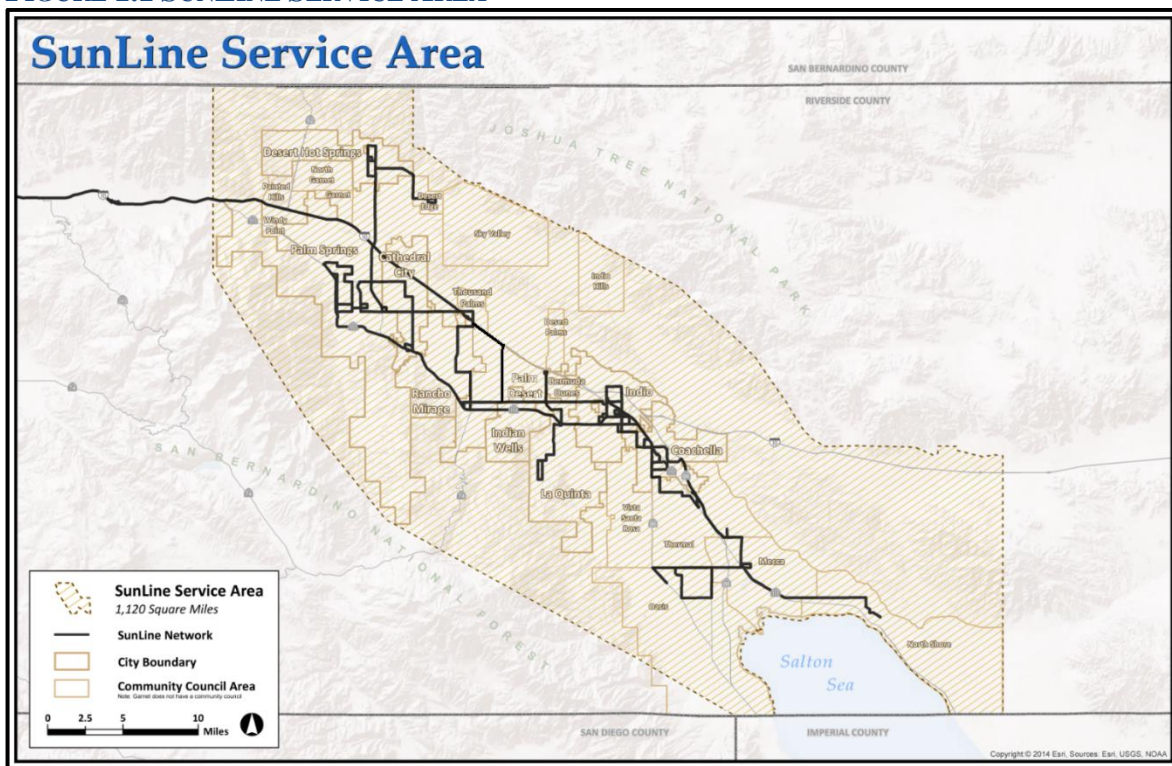
CHAPTER 1: SYSTEM OVERVIEW

This chapter outlines major features of SunLine’s system. The chapter describes the geography of the SunLine service area and outlines the bus service SunLine provides, population profile, current and proposed fare structure, revenue fleet, existing and planned facilities and coordination between agencies.

DESCRIPTION OF SUNLINE SERVICE AREA

SunLine’s service area encompasses 1,120 square miles of the Coachella Valley from the San Gorgonio Pass in the west to the Salton Sea in the southeast. The Agency’s service area is located approximately 120 miles east of downtown Los Angeles and 60 miles east of the Inland Empire cities of Riverside and San Bernardino. SunLine’s service area is shown in Figure 1.1. Service is provided to the cities of Cathedral City, Coachella, Desert Hot Springs, Indian Wells, Indio, La Quinta, Palm Desert, Palm Springs and Rancho Mirage. Service is also provided to the unincorporated Riverside County communities of Bermuda Dunes, Desert Edge, Mecca, North Shore, Oasis, Thermal and Thousand Palms.

FIGURE 1.1 SUNLINE SERVICE AREA



POPULATION PROFILE AND DEMOGRAPHIC PROJECTION

The population of the Coachella Valley is 443,401 and continues to grow at a healthy pace (U.S. Census Bureau, 2011-2015 American Community Survey 5-Year Estimates). A large population of seasonal residents visit the Coachella Valley in the winter season or longer and report a hometown outside of the area.

The Coachella Valley is a high growth area. Riverside County is the tenth largest county in the nation in terms of population. Lower home prices and new job opportunities have fueled migration. A leading cause of the county's growth in the last decade has been migration from elsewhere. Census data shows that approximately 38% of the population increase is from people moving to Riverside County.

As Riverside County continues to grow, more and more of that growth is expected to be concentrated in the Coachella Valley and eastern county. Coachella Valley continues to develop to meet the needs of residents with a broad range of amenities, public facilities and programs.

From 2000 to 2014, the Coachella Valley population grew from 309,530 to 443,401, for a net gain of 133,871 people, or 43%, including adjustments based on the Census Bureau's 2013 American Community Survey. The Coachella Valley's 43% increase in population from 2000 to 2014 was much faster than 34% in the Inland Empire, 12.5% in the U.S. and 13% in California.

The Southern California Association of Governments (SCAG) projects there will be 581,300 people in the Coachella Valley in 2020, a 38% increase in population between 2008 and 2020.

Projected growth rates vary significantly across SunLine's service area and not all communities are anticipating significant growth. From 2000 to 2014, the City of Indio led the Coachella Valley in growth, followed by La Quinta and Desert Hot Springs. Each of these cities has land to develop. The unincorporated areas of the valley are expected to see half of all the population growth between 2008 and 2035. SCAG anticipates that much of this expansion in unincorporated areas will take place north of Interstate 10 and in the areas south and west of the City of Coachella.

Growth within Palm Springs and Palm Desert is expected to occur at a rate that is less than half that of the Coachella Valley as a whole. Growth generates an increased demand for municipal services, including transit, and development patterns can significantly affect the cost and efficiency of providing those services. In areas where development includes low density or outlying communities, existing services can be impacted to a greater degree than if development occurs within a core service area.

Figure 1.2 presents growth projections as forecast by SCAG in 2013 for jurisdictions within SunLine's service area. The figure also illustrates the relative share of growth anticipated for each jurisdiction, in comparison to the Coachella Valley as a whole.

FIGURE 1.2 GROWTH PROJECTIONS FOR JURISDICTIONS IN THE SUNLINE SERVICE AREA

	2008 Population	2020 Population	2035 Population	% Growth in Pop. from 2008 to 2035	% of Total Pop. Growth in Coachella Valley
Cathedral City	50,200	57,000	64,600	29%	3%
Coachella	38,200	70,200	128,700	237%	21%
Desert Hot Springs	25,200	43,500	58,100	131%	8%
Indian Wells	4,800	5,500	5,800	21%	0%
Indio	73,300	91,500	111,800	53%	9%
La Quinta	36,100	41,600	46,300	28%	2%
Palm Desert	47,100	52,100	56,800	21%	2%
Palm Springs	43,400	48,900	56,100	29%	3%
Rancho Mirage	16,900	18,800	22,900	36%	1%
Unincorporated Areas	87,500	152,200	308,600	253%	51%
Total:	422,700	581,300	859,700		100%

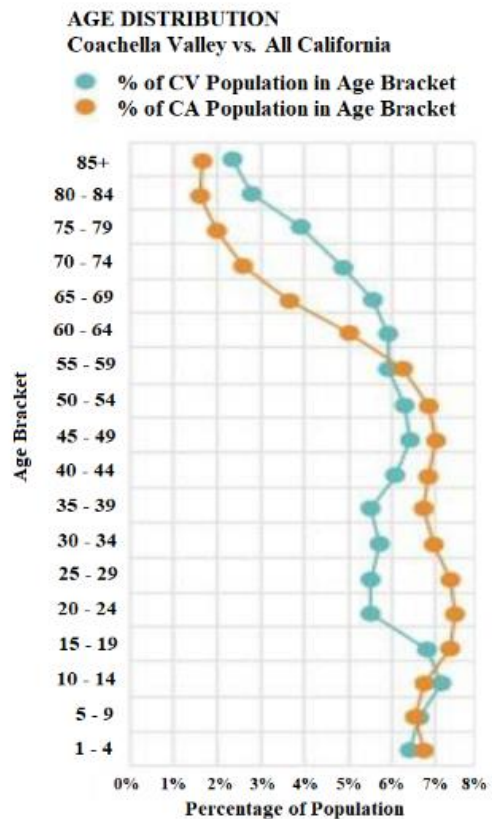
SOURCE: SOUTHERN CALIFORNIA ASSOCIATION OF GOVERNMENTS 2013

State figures show that Riverside County will lead California in terms of growth rate. Between 2010 and 2060, Riverside County’s population is expected to expand by 92%, with the Coachella Valley growing at a higher rate than the rest of the county. In the Coachella Valley, 25.5% of residents are older than 60, while the state shows 17.5%.

The senior population has different wants and needs than younger age groups. For example, an area of retirees typically requires more paratransit service than fixed route bus service. An increase in the senior population will greatly increase ADA paratransit costs, adding a financial and resource cost for SunLine. As shown in Figure 1.3 to the right, the blue line shows the percentage of the Coachella Valley population in different age brackets, divided into five-year increments, while the orange line shows the measurement for the entire state.

In addition, SunLine experiences a high influx of seasonal residents. Seasonal roadway congestion is serious enough to impact transit-running times.

FIGURE 1.3 AGE POPULATION



FIXED ROUTE SERVICE OVERVIEW

SunLine's local fixed route network, SunBus, consists of seventeen (17) routes, including three (3) trunk routes, twelve (12) local routes connecting the Valley from Desert Hot Springs and Palm Springs in the northwest to Mecca, Oasis, and North Shore in the east, one (1) express route from Desert Hot Springs to Palm Desert and one (1) Regional Commuter Route operating between Palm Desert and Riverside. The SunBus and Commuter Link 220 routes are summarized in Figure 1.4.

The service is designed to meet an array of travel needs that connect neighborhoods to jobs, schools, shopping and other destinations. The amount of service available is limited by the level of funding available for transit in the local service area.

SunLine updated the SunLine Service Standards Policy in 2017. The policy classifies each route in the SunLine transit network into three tiers that define the service level and performance expectation for each service.

SunLine's proposed principal service types are trunk routes, local routes, and regional routes. Service types are defined in part operationally and in part by the land use characteristics of their corridors. Service effectiveness is evaluated by service type.

Trunk Routes – These are highly traveled corridors serving a variety of trip purposes and connect a variety of regional destinations. Trunk routes comprise the backbone of the network linking major communities. Examples include Route 111 with a 20-minute headway seven days a week, which travels from Palm Springs to Coachella; Route 14 between Desert Hot Springs and Palm Springs; and Route 30 between Cathedral City and Palm Springs. Routes 14 and 30 operate with 20-minute frequencies on weekdays. An express bus service will be proposed in FY2020 for Route 111. Presently, Route 111 takes close to two (2) hours to travel between Palm Springs and Coachella. The proposed express service would reduce travel time by 20%, and will support increased ridership.

Local Routes – Local routes are secondary routes that connect to the trunk routes and supplement the SunBus network. These connector and feeder routes include Routes 15, 21, 24, 32, 54, 70, 80, 81, 90, 91, and 95. Local routes operate in areas with less density and lower demand. Local routes have consistent service throughout each day, frequencies of 60-minutes or better, and frequent stops for passengers to access as many destinations as possible. An exception to the above frequency is the North Shore Route 95 rural service that operates six round trips weekdays and weekends between Indio, Coachella, Mecca, and North Shore. Route 20-Express also has limited service that operates on weekdays only.

Beginning in January 2019, SunLine entered into a partnership with the City of Palm Springs to assume the Palm Springs BUZZ service. The BUZZ trolleys are local circulators and operate year round. This subsidized service provides free rides every 20 minutes between noon and 10 p.m., Thursdays, Fridays and Saturdays. This service is available to tourists and residents alike, and makes stops by several major points of interest in Palm Springs.

Regional Service – Tailored to serve specific market segments at specific times of the day, including routing and schedules that may vary throughout the day and week, and are designed to meet specific market targets. Example is the Commuter Link 220, operating three westbound trips from Palm Desert to Riverside with three return eastbound trips weekdays.

SunLine’s existing Service Standards Policy also defines minimum service frequencies and spans deemed sustainable in the context of past funding levels. Due to the uncertain funding climate, declining ridership, and the emergence of promising new technologies, SunLine will revisit existing route alignments, including minimum service frequencies and spans, in consultation with the community and Board.

SUNBUS SERVICE FREQUENCY AND SPAN

SunLine fixed route bus services operate 363 days a year, with no service provided on Thanksgiving and Christmas. The system operates Monday through Friday from 5:00 a.m. to 11:00 p.m. and weekends from 5:00 a.m. to 10:00 p.m. Weekend service is operated on New Year’s Day, Memorial Day, Independence Day, and Labor Day. The Commuter Link 220, Route 20 and Route 21 service does not operate on weekends.

Buses generally operate every 20 to 90 minutes, depending on the route and day of the week. Service span and frequency information by route is summarized in the route profiles.

FIGURE 1.4 SUMMARY OF SUNLINE FIXED ROUTE TRANSIT SERVICES, JANUARY 2019

Routes	Route Classification	Major Destinations	Cities/Communities Served	Connections
14	Trunk	Shopping, Schools, DMV, Employment Center, Library, Senior Center	Desert Hot Springs and Palm Springs	15, 20-X, 24, 30 & 111
15	Local	Shopping Centers, Senior Center, Library, Community Center, City Hall, Medical, and Schools	Desert Hot Springs and Desert Edge	14 & 20-X
20-X	Local	Shopping, Senior Center, Library, Community Center, Schools	Desert Hot Springs and Palm Desert	14, 15, 21, 32, 54, 111, Link 220 & Amtrak
21	Local	Shopping, Medical, Library, City Hall, School, College, and Mall	Palm Desert	20, 32, 54, 111, 220 & Amtrak
24	Local	Shopping, Medical, Library, Social Services, Theaters	Palm Springs	14, 30, 32, 111 & MBTA
30	Trunk	Shopping, Schools, Medical, Library, Senior Center, Airport, Court House, Social Security, Theaters, and Public Social Services	Palm Springs and Cathedral City	14, 24, 32, 111 & MBTA
32	Local	Shopping, School, College, Medical, Theaters, Mall and Hospital	Palm Springs, Cathedral City, Rancho Mirage, Palm Desert, Thousand Palms	14, 20-X, 21, 24, 30, 54, 111, Link 220 & Amtrak
PS BUZZ	Local	Hotels, Shopping and Entertainment	Palm Springs	14, 24, 30 & 111
54	Local	Shopping, School, Tennis Gardens, Work Force Development, and College	Palm Desert, Indian Wells, La Quinta, Indio, Bermuda Dunes	20-X, 21, 32, 80, 81, 91, 111, Link 220 & Amtrak
70	Local	Shopping, Schools, Theaters, Tennis Gardens and Medical	La Quinta, Palm Desert, Indian Wells, Bermuda Dunes	54, 111 & Amtrak
80	Local	Shopping, School, Workforce Development, Social Services, Senior Center, DMV, and Hospital	Indio	54, 81, 91 & 111
81	Local	Shopping, Schools, Medical, Community Center, College, DMV, Hospital, Work Force Development, Social Services and Employment	Indio	54, 80, 91, 111 & Greyhound
90	Local	Shopping, Library, City Hall, Senior Center, Community Center, Social Services and Medical	Indio and Coachella	80, 91, 95 & 111
91	Local	Shopping, College, Schools, Community Center, Center of Employment Training and Medical	Indio, Coachella, Thermal, Mecca, Oasis	54, 80, 81, 90, 95 & 111
95	Local	Shopping, College, Community Center, Medical and Schools	Coachella, Thermal, Mecca and North Shore	90, 91 & 111
111	Trunk	Hospital, Medical, Shopping, College, Mall, Center of Employment Training and Schools	Palm Springs, Cathedral City, Rancho Mirage, Palm Desert, Indian Wells, La Quinta, Indio and	14, 20-X, 21, 24, 30, 32, 54, 70, 80, 81, 90, 91, 95, Link 220, Amtrak & MBTA
220	Regional	Mall, College, Shopping and University	Palm Desert, Rancho Mirage, Cabazon Casino, Beaumont, Moreno Valley, Riverside	20-X, 32, 54, 111, Metrolink, Pass Transit, RTA & Greyhound

PARATRANSIT SERVICE OVERVIEW

SunLine operates SunDial ADA paratransit to provide service to those certified under ADA, who cannot ride fixed route bus service.

Paratransit SunDial patronage decreased during the past year. In FY 2018/2019, SunLine served 155,586 passengers, a 0.45% decrease from FY 2017/2018. SunDial operated 968,568 miles and 65,924 hours of revenue service in FY2018/2019.

SunDial operates within ¾ 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 only be used at the same times, days and frequency as local fixed-route service. SunDial service is an origin to destination service, shared ride transit service for persons who are functionally unable to use the 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 seven days a week, 363 days a year during the same hours as the fixed route network. Service is not provided on Thanksgiving and Christmas days.

Since SunDial ADA paratransit service is not provided in the community of North Shore, Route 95 operates as a deviated fixed route. Curbside pick-ups and drop-offs are available on a reservation basis in North Shore. Riders may utilize this service with a 24-hour advance notice for both pick-ups and drop-offs. SunDial service can be arranged to meet Route 95 in Coachella at 5th Street and Vine Avenue for qualifying Americans with Disabilities Act (ADA) passengers to reach other qualifying destinations in the Coachella Valley.

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 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. Each applicant is notified in writing of their application status within twenty-one days, from receipt of a completed application. SunLine is currently reforming the eligibility process for SunDial in an effort to reduce costs to the Agency.

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.

Transportation Demand Management (TDM) Services

SunLine's Transportation Demand Management (TDM) is a canopy of services used to promote and facilitate alternative modes of transportation such as transit (SunBus and SunDial), vanpool (SolVan), carpool, and bicycling. This is accomplished by providing commuters with information specific to each mode and incentives, and partnering with the larger employers in the service area to establish and implement employee commute option programs.

Vanpool

A vanpool is a group of people who are coming to the same workplace or post-secondary education facility (college, trade school, etc.) from the same community, riding together in

a van. Vanpools typically carry from six to fifteen passengers, and operate weekdays, traveling between pick-up locations and a place of work.

Vanpools provide small-scale commuter ridership in scenarios where operator costs would otherwise be prohibitively high. Operating costs are very low, because the passengers drive themselves. Ridership per platform hour is healthy; the vanpool doesn't run at all without a minimum of five regular riders. Vanpools are very demand-responsive; once ridership falls below a threshold, the service goes away and new routes can be added with a minimum of overhead. They can access office parking areas and other locations where scheduled SunLine service cannot reach, making for more convenient passenger drop-offs.

Vanpool programs can be administered in a variety of ways, allowing the employer to be fully involved or simply promote it from the sidelines. Employers can help employees form vanpools through rideshare matching. Rideshare matching helps potential vanpoolers locate others nearby with similar schedules. With technology advancements, on-demand vanpooling may help reduce coordination costs and increase ridership. Traditional vanpool programs often have average ridership per trip at just above the minimum membership required for the vanpool.

As the region develops unevenly, vanpools will be an increasingly effective means to serve trips from low-density places to employment and education centers. With new vanpool programs, SunLine may be able to pull back bus service from low-volume, coverage routes, and focus on more frequent, trunk routes and core services.

SunLine's Vanpool Program provides a subsidy for qualified vans. The driver of the vanpool must be a participant in the vanpool program. Vanpool passengers will be responsible for paying the van lease cost minus the subsidy. They will also share the cost of gas, toll fees, and parking fees (if applicable). Passengers will not pay for the maintenance and insurance costs. Vehicles for this type of service will be leased by one of the pre-qualified vendors to one of the commuters in the group, a company, or by a third party representative.

Microtransit

SunLine is proposing a new approach to connect riders to mainline service by bridging the first mile, last mile gap. Many communities still experience a lack of transportation options that require innovative solutions. This flexible, on demand rideshare service is designed to connect riders to the fixed route system by providing point to point rides along identified fixed route corridors. A pilot microtransit service that focuses primarily on the college students is in the implementation phase with service to commence in FY20. The pilot will measure rider response, and analyze the performance of this kind of service.

CURRENT FARE STRUCTURE

The SunBus fare structure is summarized in Figure 1.5. SunBus passengers pay the adult fare unless eligible for discounted fares, which are available to seniors, people with disabilities, and youth. Children four (4) years and under ride free with an adult fare. Fares may be paid using cash, passes or through the Agency's mobile ticketing pilot program.

FIGURE 1.5 SUNBUS FARE STRUCTURE

Fixed Route Fare Type	Fare Category		
	Adult (18 YRS - 59 YRS)	Youth (5 YRS - 17 YRS)	Senior 60+/ Disabled / Medicare
Cash/Base Fare	\$1.00	\$0.85	\$0.50
Transfer	\$0.25	\$0.25	\$0.25
Day Pass	\$3.00	\$2.00	\$1.50
10-Ride Pass	\$10.00	\$8.50	\$5.00
31-Day Pass	\$34.00	\$24.00	\$17.00
CV Employer Pass	\$24.00	--	--

FIGURE 1.6 SUNDIAL FARE STRUCTURE

Fare Type (Only for ADA Certified Clients)	Fare Category	
	Single Ride	Multiple Rides
Cash Fare - Same City	\$1.50	--
Cash Fare - City to City	\$2.00	--
10-Ride Pass - Same City	--	\$15.00
10-Ride Pass - City to City	--	\$20.00

Personal care attendants and service animals may accompany an eligible customer at no additional charge. The client must inform the reservationist when booking their trip that they will be accompanied by another person to determine if space is available. Clients may travel with up to three companions who will be charged the applicable fare.

FIGURE 1.7 COMMUTER LINK FARE STRUCTURE

Commuter Route Fares		Fare Type		
		Cash Fare	Day Pass	30-Day Pass
Adult / Youth	Zone 1 or 2	\$3.00	\$7.00	--
Senior+ / Child 46" or less	Zone 1 or 2	\$2.00	\$5.00	--
Adult / Youth	Zone 1 & 2	\$6.00	\$14.00	\$150.00
Senior 60+ / Child 46" or less	Zone 1 & 2	\$4.00	\$10.00	\$100.00
Zone 1 = Riverside - Cabazon Zone 2 = Palm Desert - Thousand Palms				

Commuter fares are for trips between the Coachella Valley and western Riverside County on the Riverside Commuter Link 220 Service.

Proposed Fare Modifications and Plans for Promoting Ridership

In collaboration with HDR Engineering, fares and fare collections were reviewed in FY 2018/2019. The goal of the review was to establish a sustainable fare structure that took into consideration the sensitive nature of SunLine's transit dependent demographic, growing operating costs and State farebox recovery requirements. During the FY 2018/2019 review of fares, it was also evident that SunLine needed to implement a mobile ticketing solution to meet consumer expectations.

Additionally, SunLine implemented the Haul Pass program in conjunction with the College of the Desert. The Haul Pass provides free rides on SunLine's local routes to students enrolled in the College of the Desert. This initiative was subsidized for the first year through the Low Carbon Transit Operations Program (LCTOP). The value of the program was evident in SunLine's positive change in its ridership trend.

For FY2019/2020, SunLine will look towards Board approval and implementation of the recommended fare increases over multiple years. The implementation of the recommended fare increases will accompany the Agency's route restructuring initiative to improve service to its riders. In addition to the improved service, SunLine will conduct extensive outreach to ensure proper community engagement in the fare increase initiative.

Furthermore, SunLine will seek to continue ridership growth by expanding the Haul Pass program in FY2019/2020. The Haul Pass subsidy from the LCTOP program for the College of the Desert will be exhausted during FY2019/2020. However, the Haul Pass will continue as a self-sustaining program through the College of the Desert. Remaining LCTOP funds will be utilized to fund an expansion of the Haul Pass to other educational institutions with the goal of all programs being self-sustaining. Finally, the implementation of a mobile ticketing pilot with Token Transit will allow SunLine the opportunity to see the impact of mobile ticketing in its services. The pilot program will allow riders to utilize a new method of acquiring passes, and give SunLine valuable information that will be utilized for a permanent mobile ticketing solution.

Taxi Voucher Program

In addition to SunDial, SunLine offers a Taxi Voucher Program providing half-price taxi trips for seniors (60+ years) and the disabled. This card is easily obtained by eligible patrons submitting an application to SunLine. Once the application is reviewed and accepted, the patron is then mailed an activated payment card. When the patron receives that card they are able to call in and add a balance of up to \$75 per month. SunLine provides matching funds in equal amount up to the \$75. The total balance added for each month can be a maximum of \$150. Remaining funds from previous months are carried over until utilized. To use the balance, the patrons simply order a cab and pay their fare with the Taxi Voucher payment card.

This service assists with the economic development of the two (2) taxi companies of the Coachella Valley and provides some relief to the demands on the paratransit services. Community members are enjoying the service, and taxi cab drivers and their respective companies appreciate how this service keeps them competitive with other rideshare services in the area. The Taxi Voucher Program has been funded with Section 5310 Transportation for Elderly Persons and Persons with Disabilities.

PASS OUTLETS

SunLine currently has 17 pass outlet locations within the service area. They sell nine (9) different pass types: day pass, 31-day pass, 10-ride pass, adult, senior and youth. Figure 1.8 lists pass outlet locations:

FIGURE 1.8 PASS OUTLET LOCATIONS

Pass Outlets	City	Routes Served
Canyon Food Mart	Cathedral City	30 & 111
Cardenas	Cathedral City	30 & 32
Desert Market	Desert Hot Springs	14 & 15
Desert Food Mart	Desert Hot Springs	14 & 15
COD Bookstore - Indio Campus	Indio	54 & 81
Indio City Hall	Indio	54 & 81
U-Save Market	Indio	80 & 90
Rancho Fresco Market	Indio	80 & 81
Guerrero's Meat Market	Indio	80, 81 & 111
Cardenas	Indio	80, 81 & 111
La Quinta Wellness Center	La Quinta	70
Cardenas	Coachella	90, 95 & 111
Carniceria Atoyac	Palm Desert	111
COD Bookstore	Palm Desert	20, 21, 32, 54 & 111
Mizell Senior Center	Palm Springs	14, 24, & 30
Don Carlos Meat Market	Mecca	91 & 95
SunLine Transit Agency	Thousand Palms	32 & 220

REVENUE FLEET

SunLine currently has an active fleet of 86 fixed route buses. New vehicle purchases are included in SunLine's fleet and facilities plan as seen in Figure 1.9.

FIGURE 1.9 SUNBUS FIXED ROUTE FLEET

Number of Vehicles	Manufacturer	Year	Fuel Type	Size (Feet)
9	Orion V	2006	CNG	40
16	New Flyer A	2008	CNG	40
21	New Flyer B	2008	CNG	40
10	El Dorado	2009	CNG	32
1	FC 3/El Dorado	2012	Hydrogen	40
4	BYD Electric	2018	Electric	40
3	FC 4 ,5 ,6/El Dorado	2014	Hydrogen	40
6	New Flyer Excelsior	2016	CNG	40
1	FC7 El Dorado	2017	Hydrogen	40
5	FC8 - FC12 El Dorado	2018	Hydrogen	40
5	Classic Trolley	2014	Hydrogen	25
5	FC14 - FC18 New Flyer	2019	Hydrogen	40

All buses meet accessibility requirements of the ADA, and the emission mitigation standards mandated by the Federal Clean Air Act, and the California Air Resources Board (CARB). New vehicle models must proceed through the Federal Transit Administration (FTA) First Article Bus Durability Test Program in order for procurements to qualify for federal funding participation. FTA guidelines establish the useful life expectancy of a large, heavy-duty transit bus that has at least 12 years of service or an accumulation of 500,000 miles.

Paratransit

SunLine’s paratransit service presently operates with an active fleet of 39 ADA vehicles. The paratransit fleet is summarized in Figure 1.10. FTA guidelines establish the useful life expectancy of a paratransit vehicle is at least four years or an accumulation of 100,000 miles.

FIGURE 1.10 SUNDIAL PARATRANSIT FLEET

Number of Vehicles	Manufacturer	Year	Fuel Type	Size (Feet)
2	FORD/Aerotech 220	2013	CNG	24
8	FORD/Aerotech 220	2015	CNG	24
15	FORD/Aerotech 220	2016	CNG	24
14	FORD/Startrans	2018	CNG	24

Support Vehicles

SunLine currently utilizes 52 support vehicles including standard passenger cars and trucks as well as facility-specific golf carts and forklifts. The support fleet are used for various activities to support transit services provided throughout the Coachella Valley.

EXISTING FACILITIES

Administrative and Operating Facilities

Figure 1.11 represents administrative and operations facilities owned by SunLine.

FIGURE 1.11 SUNLINE FACILITIES

Location Name	Address	City
SunLine Division I Facility	32-505 Harry Oliver Trail	Thousand Palms
SunLine Division II Facility	83-255 Highway 111	Indio

Figure 1.12 represents SunLine’s park and ride facility which is owned by SunLine.

FIGURE 1.12 SUNLINE PARK-AND-RIDE LOCATIONS

City	Location	Landmark	Spaces	Routes Served
Thousand Palms	78-420 Varner Road	SunLine Transit Facility	22	220
Indio	83-255 Hwy 111	SunLine Transit Facility	8	54, 80, 81, 111

Stops and Facilities

SunLine’s bus system has 665 stops including 424 shelters and 12 inactive shelters, that staff maintains which are planned for relocation. There are 60 standalone benches and waste containers and 14 major transfer locations, where riders are able to make transfers connections between routes. Figures 1.13 and 1.14 indicate the top ten (10) stops served for weekday and weekend service respectively.

FIGURE 1.13 WEEKDAY SERVICE: TOP 10 STOPS SERVED

Stop Name	City	Average Number of Riders per Day
B St/Buddy Rogers	Cathedral City	535
Indian Canyon/Ramon	Palm Springs	531
5th/Vine	Coachella	392
Palm Canyon/Stevens	Palm Springs	284
Hwy 111/Flower	Indio	275
West/Pierson	Desert Hot Springs	270
Baristo/Farrell South Side	Palm Springs	325
Town Center/Hahn West Side	Palm Desert	197
Town Center/Hahn East Side	Palm Desert	172
Ramon/San Luis Rey North Side	Palm Springs	169

FIGURE 1.14 WEEKEND SERVICE: TOP 10 STOPS SERVED

Stop Name	City	Average Number of Riders per Day
5th/Vine	Coachella	401
Indian Canyon/Ramon	La Quinta	319
B St/Buddy Rodgers	Cathedral City	316
Palm Canyon/Stevens	Palm Springs	217
Town Center/Hahn East Side	Palm Desert	171
Hwy 111/Flower	Indio	170
West/Pierson	Desert Hot Springs	140
Baristo/Farrell South Side	Palm Springs	114
Palm Canyon/Baristo	Palm Springs	114
Ramon/San Luis Rey North Side	Palm Springs	91

PLANNED FACILITIES

SunLine engaged HDR Engineering, Inc. in 2016 to examine and understand the Agency’s current and planned future transit operations, and the roles and places of its existing transit facilities and vehicle maintenance and storage sites. From this review, SunLine developed an overall long range facilities master plan that identifies the bus storage and maintenance facility requirements, and potential locations for SunLine for the period of 2016 – 2035. This master plan is a guide for SunLine’s facilities future uses and associated capital projects.

Operations Facility

SunLine’s Operations Facility located in Thousand Palms is housed in a combination of five pre-fabricated units of various sizes (approximately 2,000 square feet in total) with drivers’ lunchroom, lounge and training area housed in two separate double pre-fabricated units (2,800 square feet in total). The operations center houses dispatch, transit control and the paratransit call center as well as the operations supervisors’ offices. The facility is undersized for its purpose and staff levels. Preliminary planning has begun for the design, demolition and removal of the facility, and construction of a new, accessible facility.

FUTURE TRANSIT HUBS

SunLine is working with the City of Coachella and the California Department of Housing and Community Development on a proposed project to be developed east of Harrison Street south of 4th Street and north of 6th Street in the City of Coachella.

EXISTING COORDINATION BETWEEN TRANSIT AGENCIES AND PRIVATE PROVIDERS

As the designated Consolidated Transportation Services Agency (CTSA), SunLine coordinates public transportation services throughout its service area. Staff participates in meetings with social and human service agencies, consumers, and grassroots advocates

through forums such as the RCTC Citizens Advisory Committee/Social Service Transportation Advisory Council, SunLine’s ACCESS Advisory Committee, San Gorgonio Pass Area - Transportation Now Coalition (T-NOW), and neighboring transit operators.

SunLine facilitates the ACCESS Advisory Committee. Staff hosts regular meetings at the Thousand Palms Administrative Office. SunLine applies input from the Committee to improve relationships with the community to address public transportation issues in the Valley.

Additionally, staff members are actively involved in the regional transportation planning process through participation on RCTC and county committees. These committees include the RCTC Citizens Advisory Committee/Social Service Transportation Advisory Council, the Technical Advisory Committee, Aging & Disability Resource Connection ADRC of Riverside Long Term Services and Supports Coalition, Desert Valley Builders Association, and related committees to enhance coordination efforts with SunLine.

COORDINATION WITH OTHER PUBLIC TRANSPORTATION PROVIDERS

In addition to providing transit service throughout the Coachella Valley, SunLine offers transit connections to a number of adjacent transit operators. SunLine and Riverside Transit Agency (RTA) collaborate to schedule the operation of Commuter Link 220 which connects Palm Desert and Thousand Palms with Morongo Band of Mission Indians, Beaumont, Banning, Moreno Valley, and Riverside Metrolink Station via Interstate 10 and State Route 60. In addition to providing connections to RTA routes, Commuter Link 220 joins rides to Pass Transit services in Beaumont and Metrolink’s Riverside and Inland Empire-Orange County lines.

SunLine also hosts Morongo Basin Transit Authority (MBTA) 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 is collaborating with Palo Verde Valley Transit Agency (PVVTA) on their Rides to Wellness demonstration project known as the Blythe Wellness Express service. This service, launched in July 2017, operates three (3) days per week and travels to the Coachella Valley’s three (3) hospitals (Desert Regional Medical Center, Eisenhower Medical Center and J.F.K. Memorial Hospital) within SunLine’s service area.

Amtrak California (operated by Amtrak bus contractors) transports rail passengers traveling between rail hubs at certain Amtrak stations using SunLine’s bus stops in Palm Springs, Palm Desert, and La Quinta, under an additional cooperative service agreement. Amtrak’s “Sunset Limited” inter-city 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, it is impractical for SunLine to offer transit service to the station at this time.

SunLine collaborates with 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.

In 2019, FlixBus initiated regional bus service at Palm Springs, Palm Desert and Indio that connects to Los Angeles in the west and Phoenix, AZ in the east.

PRIVATE TRANSPORTATION

Taxi Administration

The SunLine Regulatory Administration (SRA) is charged with licensing and regulating taxicab companies and drivers in the Coachella Valley. Figure 1.16 represents the current operating taxi companies in the Coachella Valley along with the number of vehicles operated by each company.

FIGURE 1.16 TAXI BUSINESSES

Businesses	Vehicles
Desert City Cab	38
Yellow Cab of the Desert	59

CHAPTER 2: EXISTING SERVICE AND ROUTE PERFORMANCE

INTRODUCTION

In FY 2018/2019, SunLine estimated that it would serve 3.9 million fixed route passenger boardings, a decrease of 4.9% from the previous year. In the same year, it operated over 4,426,269 revenue miles and 299,255 revenue hours of revenue service.

Reversing several years of ridership decline, SunLine may achieve a 1.4% increase in FY 2018/2019. Two factors contributing to the increase is the addition of the Palm Springs BUZZ service and implementation of the Haul Pass with the College of the Desert.

SunDial paratransit service continues to be well utilized for client's day to day activities, such as medical appointments, shopping, or work. In FY 2018/2019, SunLine is estimated to serve 155,658 trips, a 0.45% decrease from FY 2017/2018.

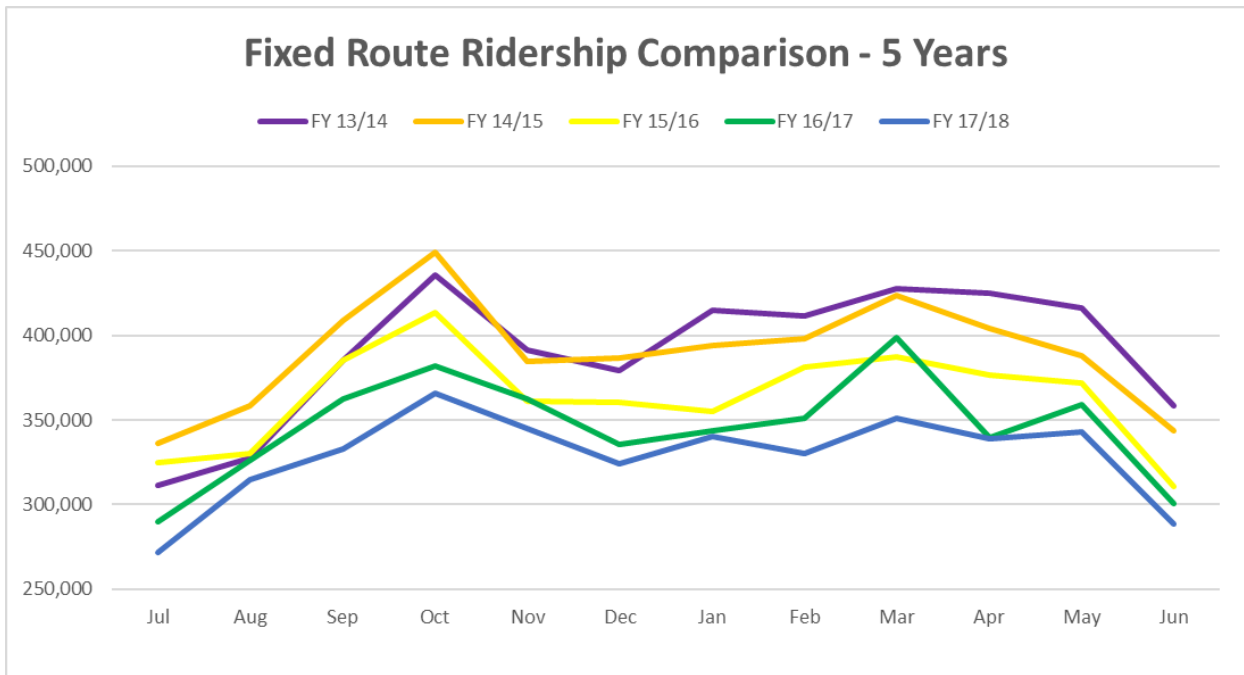
FIXED ROUTE SERVICE – ROUTE BY ROUTE ANALYSIS

FIGURE 2.1 ANNUAL COMPARISON OF SUNBUS RIDERSHIP

Service Type	FY 2016/17	FY 2017/18	Percent Change
SunBus (Fixed Route)	4,151,468	3,947,023	-4.9%

Ridership may also decline if service is getting slower due to congestion, or if there are recurring, on-time performance issues. We also seek to understand why SunLine ridership has declined less steeply than other transit operators. Figure 2.2 presents ridership for five (5) years, from FY 2012/13 to FY 2016/17.

FIGURE 2.2 FIXED ROUTE RIDERSHIP



Service Efficiency and Effectiveness

To determine the efficiency and effectiveness of all routes, staff reviewed the performance statistics for FY 2018/2019 with data from the transit monitoring software TransTrack.

Figure 2.3 below summarizes data by line. Data available includes passenger boardings, passengers per revenue hour, cost per passenger, passenger revenue per revenue hour, and the farebox recovery ratio.

FIGURE 2.3 ANALYSIS OF PERFORMANCE STATISTICS, FY 2017/2018

Route	Passenger Count	Passengers Per Revenue Hour	Cost Per Passenger	Passenger Revenue Per Revenue Hour	Farebox Recovery Ratio
14	602,574	21.0	\$5.52	21	28.51%
15	113,705	20.9	\$5.54	20.9	28.03%
20	24,342	8.2	\$14.21	8.2	11.00%
21	6,039	9.1	\$13.07	9.1	12.82%
24	165,664	12.6	\$9.17	12.6	17.28%
30	631,376	23.8	\$4.86	23.8	32.55%
32	236,728	14.2	\$8.17	14.2	19.32%
53	21,867	4.8	\$23.37	4.8	5.47%
54	73,310	10.9	\$10.61	10.9	14.32%
70	162,309	16.6	\$6.95	16.6	22.12%
80	141,217	23.3	\$5.01	23.3	32.76%
81	91,450	16.2	\$7.15	16.2	21.69%
90	92,273	10.3	\$11.11	10.3	13.93%
91	175,369	9.9	\$11.66	9.9	13.05%
95	24,035	3.8	\$30.74	3.8	5.43%
111	1,370,912	20.1	\$5.74	20.1	27.62%
220	13,853	3.8	\$30.52	3.8	5.19%
SunDial	156,292	2.3	\$37.29	2.3	12.42%

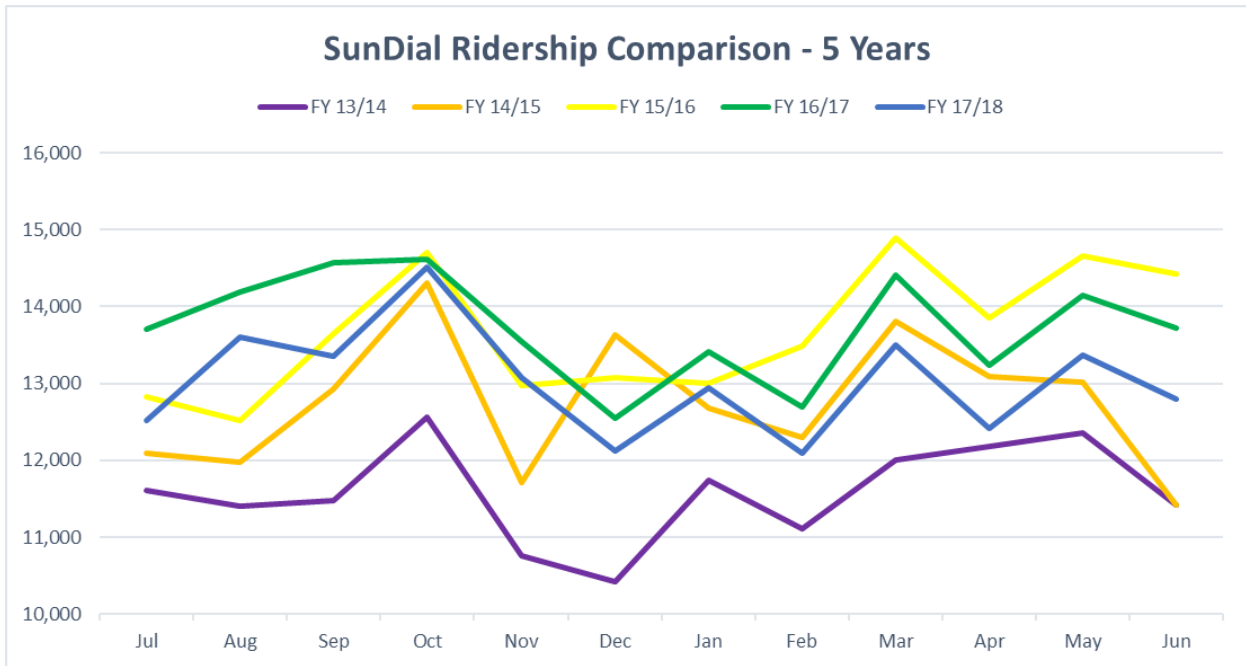
PARATRANSIT SERVICE – SYSTEM PERFORMANCE

Paratransit SunDial patronage decreased during the past year. In FY 2018/2019, SunLine served 155,658 passengers, a 0.45% decrease from FY 2017/2018. SunDial operated 968,568 miles and 65,924 hours of revenue service in FY2018/2019. While a slight decrease in ridership occurred during FY 2018/2019, overall ridership for the demand response and subscription services is expected to grow in FY20.

FIGURE 2.4 ANNUAL COMPARISON OF SUNDIAL RIDERSHIP

Service Type	FY 2016/17	FY 2017/18	Percent Change
SunDial	164,802	156,292	-5.2%

FIGURE 2.5 MONTHLY COMPARISON OF SUNDIAL RIDERSHIP



KEY PERFORMANCE INDICATORS

To ensure adherence to the Productivity Improvement Program (PIP) established by the Riverside County Transportation Commission (RCTC), SunLine continues to monitor and evaluate routes to guarantee compliance with key performance indicators.

The performance indicators are monitored using TransTrack software implemented by RCTC for all Riverside County transit operators. Over the past six years, SunLine has consistently met the compliance requirements for both mandatory and discretionary performance indicators.

SunLine is on track to meet the following targets for FY 2018/2019:

- Operating Cost Per Revenue Hour
- Subsidy Per Passenger Mile
- Subsidy Per Hour
- Subsidy Per Mile
- Passengers Per Revenue Hour
- Passenger Per Revenue Mile

SunLine has not yet met the following targets for FY 2018/2019:

- Farebox Recovery Ratio
- Subsidy Per Passenger

SunLine will continue to work closely with RCTC to meet the key performance indicators and to ensure targets are set by a process in keeping with industry standards.

PRODUCTIVITY IMPROVEMENT EFFORTS

As a result of the Rethink Transit initiative, significant service improvements were instituted in 2018.

Weekdays

- Route 20: Converted to express service only, operating during peak hours. Extended service on I-10 to Cook, Fred Waring to Town Center, and removed service along Monterey between I-10 and Fred Waring.
- Route 21: Replacement route for Route 53 that served Town Center, Fred Waring, and Cook to Gerald Ford. Route 21 provides limited service between 11:00 a.m. and 4:00 p.m. (in between Route 20 peak service in Palm Desert).
- Route 53: Replaced by Routes 20 and 21 in Palm Desert.
- Route 80: Improved frequency from 60 minutes to 30 minutes, realigned the route to serve Calhoun, Dr. Carreon, Van Buren and Avenue 48. Removed service on Jackson, and Dr. Carreon between Calhoun and Jackson.
- Route 90: Commenced service at 5th and Vine. Removed service from Jackson (North of Dr. Carreon), Hwy 111/Flower and Calhoun. Removed service on Avenue 52, Van Buren and Avenue 51 due to low productivity. Reduced frequency from 40 minutes to 60 minutes.
- Route 91: Commenced service at 5th & Vine in Coachella. Removed eastbound service from 111/Flower to 5th and Vine on Hwy 111, Indio Boulevard, Van Buren, Avenue 49, Fredrick, and Avenue 50. Removed westbound service from 5th and Vine to 111/Flower on Avenue 50, Fredrick, Avenue 49, Van Buren, Dr. Carreon, and Jackson to 111/Flower.
- Route 111: Improved frequency from 40 minutes to 30 minutes before 6:00 a.m., and every 20 minutes past 6:00 a.m. to create uniformity between weekday and weekend schedules.

Weekends

- Route 53: Removed weekend service due to low productivity.
- Route 80: Realigned route to serve Calhoun, Dr. Carreon, Van Buren and Avenue 48. Remove service on Jackson, and Dr. Carreon between Calhoun and Jackson.
- Route 90: Commenced service at 5th and Vine. Removed service from Jackson (North of Dr. Carreon), Hwy 111/Flower and Calhoun. Removed service on Avenue

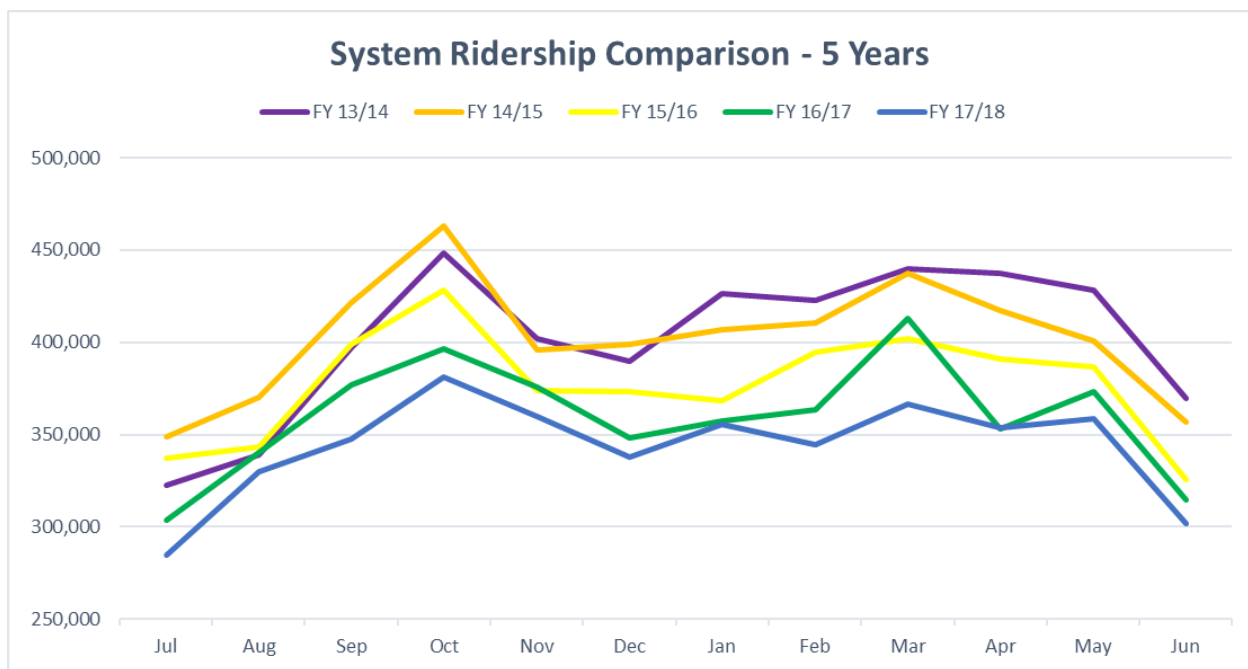
52, Van Buren and Avenue 51 due to low productivity. Reduced frequency from 40 minutes to 60 minutes.

Route 91: Commenced service at 5th and Vine in Coachella. Removed eastbound service from 111/Flower to 5th and Vine on Hwy 111, Indio Boulevard, Van Buren, Avenue 49, Fredrick, and Avenue 50. Removed westbound service from 5th and Vine to 111/Flower on Avenue 50, Fredrick, Avenue 49, Van Buren, Dr. Carreon, and Jackson to 111/Flower.

Specialized

PS BUZZ: SunLine started operating the Palm Springs BUZZ in January 2019, a circulator service that operates every 20 minutes on Thursdays, Fridays and Saturdays, noon to 10:00 pm. The BUZZ travels on Palm Canyon and Indian Canyon between South Sunrise and West Vista Chino.

FIGURE 2.6 MONTHLY COMPARISON OF SYSTEM RIDERSHIP



SunLine’s staff continues to coordinate with local jurisdictions to determine best practices in relation to transit services provided throughout the Coachella Valley.

Staff will continue monitoring existing routes; applying service warrants to evaluate route performance. In addition to concentrating on modifying and adjusting existing routes, the review of underperforming routes will continue to determine if segment realignment, trip modifications or discontinuation of service should be considered due to low productivity.

Service Standards and Warrants

The factors listed below are considered when analyzing new service proposals and requests, as well as evaluating existing service.

Area Coverage

While most of the urbanized sections of SunLine's service area are adequately served, there are some areas that are provided with more service than others. When service is proposed, the new route will be evaluated based on its proximity to other routes and the necessity of its implementation based on area coverage and service productivity standards. Areas that are not currently served or are underserved, but warrant new or enhanced service will be evaluated to receive new transit service when funding becomes available or through efficiency improvements of the existing transit routes. Growth in the ADA paratransit service area must also be addressed as part of any new service planning. Funding of these types of services must be prioritized along with improvements to existing transit services, based on available funding.

Market Area Characteristics

Staff also considers the density and demographic characteristics of a given service area as an important determinant for providing transit success. In tying area coverage standards to population and employment densities, SunLine recognizes the need to provide more service within more highly developed areas, and often considers this factor as part of the service development process.

Transit-Dependent Populations

SunLine considers the effects of service changes on transit-dependent riders during service planning processes. While SunLine's current network serves most transit-dependent populations and their destinations effectively, the agency continues to examine transit dependency when evaluating new service proposals.

Special Market Needs

Staff often receives requests for new service when existing routes do not adequately address unique market opportunities. Some examples include short routes such as shuttles that may better connect two or more high demand destinations, such as a transit center and an employment center, a senior center and a shopping complex, or student housing and a university campus. They may also provide local circulation between destinations in a single community with the service span and frequency tailored to these unique markets.

Service Standards of Evaluating New Services

Once a route is implemented, performance monitoring begins immediately to determine if the route is reaching its desired potential and performance standards. New service routes not meeting minimum standards are subject to the same remedial actions as existing services requiring evaluation at the 18 to 24 month marks, may be truncated or eliminated if route productivity does not improve.

MAJOR TRIP GENERATORS & PROJECTED GROWTH

Many transit trips within the Coachella Valley are destined for the City of Palm Desert, with 23% of all work trips ending there. Data compiled for trip purposes show trip patterns to Palm Desert are mostly from the Cities of Cathedral City, Indio, La Quinta, and Palm Springs. There are also strong trip patterns from La Quinta and Coachella to Indio, and from Desert Hot Springs to Palm Springs.

Most trips in the system occur along Highway 111, with nearly all destinations served directly by Route 111. Route 14 (Desert Hot Springs – Palm Springs) and Route 30 (Cathedral City – Palm Springs) are also key SunLine transit routes.

With respect to school travel, Palm Desert continues to be a key destination as the location of the main campus of the College of the Desert (COD). SunLine also provides public transportation services for middle and high school students for school districts that are unable to provide transportation. SunLine schedules tripper buses to accommodate the public transportation demand and school bell schedule for school districts including the Palm Springs Unified School District (PSUSD) and Desert Sands Unified School District (DSUSD).

SunLine staff coordinates with local jurisdictions to provide recommendations for adequate transit considerations as new developments and construction projects are proposed. Through this process, SunLine attempts to reshape the community land use development patterns to support cost-effective transit, biking, and walking mobility in concert with the SB 375 GHG initiative. As the Coachella Valley flourishes, SunLine staff will continue to assess travel patterns and transit demands. Additionally, to assist commuting students, SunLine will continue to coordinate public transit schedules with school bell times.

EQUIPMENT, PASSENGER AMENITIES AND FACILITY NEEDS

Passenger Amenities and Bus Stop Improvement Program

As of January 2019, SunLine serves 665 bus stops, which are cleaned and maintained on a regular basis. Since completion of the 2005 Comprehensive Operational Analysis (COA), and 2009 COA Update, SunLine has made significant improvements to bus stops in the Coachella Valley as part of its Bus Stop Improvement Program (BSIP). Funding was received in FY 2015/2016 to allow 25 new shelters to be placed at active stop locations as part of the BSIP. Presently, 424 bus stops have shelters. In conjunction with the installation of new shelters, bus stops are also improved to meet guidelines set forth by the Americans with Disabilities Act (ADA). Additional funding has been requested for continual support of the BSIP in upcoming years.

Real-Time Signage Displays

SunLine continues to provide real-time arrival information on display at the major transfer point located at Town Center at Hahn in Palm Desert. This new technology data combined with digital signage is creating new ways for SunLine to communicate with its riders. SunLine will be exploring other potential locations for real-time displays.

On-Board Passenger Amenities

SunLine provides free Wi-Fi on all fixed route buses. All SunLine buses have electronic destination signs. The signs indicate the route number, route name, and the destination of the bus. All of the buses have display racks for public announcements, notices and timetables. Passengers are able to request a stop by activating the stop request that is controlled by a plastic strip/pull cord located within each passenger's reach. All buses are ADA compliant and provide lifts and securement straps. Air conditioning and heating are also provided on the buses for passenger comfort.

Bicycle Facilities

To provide bicyclists an alternate mode for traveling throughout the Coachella Valley, SunLine's fixed route buses have exterior mounted bike racks. The combination of bicycling and riding the bus has increased the range of options for riders who utilize other modes of transportation.

On-Board Security Cameras

Cameras and the associated video recording equipment are installed on all SunLine fixed route buses. Video recording provides an invaluable asset when assessing the cause of collisions, investigating reports of improper behavior by SunLine staff and violations of SunLine rider rules by our passengers. Video from on-board cameras has also proven to be beneficial to law enforcement in the investigation of traffic incidents and criminal activity. Additionally, our paratransit vans are equipped with "SmartDrive" video monitoring. SmartDrive video recordings assist in determining the cause of collisions and helps identify operator driving habits and tendencies. SmartDrive video is used to coach better driving habits and skills to our paratransit operators.

Bus Replacement Program

Approximately every three years, SunLine begins the replacement of ADA paratransit vans as they near 150,000 miles. In FY 2019, 14 paratransit replacement vehicles were delivered to SunLine. The fixed route bus fleet began to be updated in 2017, as fifteen 2005 Orion buses become eligible for replacement under FTA guidelines (12-year lifespan or 500,000 miles). SunLine has received five (5) Hydrogen fuel cell buses. The procurement of nine (9) CNG fixed route buses has been initiated and the buses are expected to be delivered to SunLine in the second quarter of 2020. All SunLine vehicles, including non-revenue service vehicles, are powered with alternative fuels.

Facility Needs

CNG Station: The CNG station will be located at the Thousand Palms facility and will replace the existing station that has exceeded its useful life. Design drawings are complete and have been submitted to the county. The station is expected to be completed and commissioned by the fall of 2019.

Hydrogen Station: SunLine is in the process of upgrading its existing hydrogen refueling station with a new electrolyzer. The construction of the hydrogen station is in progress. The station is expected to be completed and commissioned by the summer of 2019.

Thousand Palms Administration Building Solar Carport: Final design drawings have been submitted to the county. Construction of the solar carport is expected to be completed by the summer of 2019.

Operations Facility Replacement: The operations facility replacement will allow SunLine to complete demolition, removal and rebuild an operations building in Thousand Palms. Bids to procure the design build contractor are out. The contract for the design build firm is expected to be executed by late spring of 2019. Design drawings are expected to be completed by the fall of 2019.

Center of Excellence Facility: The Center of Excellence facility will allow SunLine to provide a maintenance bay and training area for the zero emission vehicles. Design drawings for the facility are expected to be completed and ready to be submitted to the county for permitting by the fall of 2019.

Center of Excellence in Zero Emission Technology (CoEZET)

In 2016, SunLine Transit developed the West Coast Center of Excellence in Zero Emission Technology (CoEZET). Zero Emission Bus (ZEB) technology is gaining momentum among transit agencies. The State of California and the federal government strongly support procurement of buses that have no emissions, and they are investing millions of dollars in the adoption of this technology. As a result, ZEB costs have decreased and ZEB technologies have improved.

Adaption of ZEB technology requires thoroughly trained staff who are experts in planning, procuring, maintaining and operating ZEB bus fleets. Funded by the Federal Transit Administration (FTA) and local sources, CoEZET's goal is to provide educational services to transit agencies planning to establish or increase their zero-emission fleets and technologies.

Instruction covers topics that address in-service management of ZEB technologies, including fueling systems and fleet operations. The Center assists with the reduction of unscheduled maintenance by demonstration of shared resource software that is known as SMART. Courses are designed to consider and plan the major steps to attaining a successful zero emission fleet. The Center will reach beyond public transit to offer educational services to any organization that operates and maintains vehicles from delivery to heavy truck vehicles.

CoEZET is a collaboration among public and private organizations, including transit agencies, colleges, private industry, manufacturers and governmental agencies that ensures the development of excellence in the maintenance and operation of zero emission vehicles. Partners have included College of the Desert, Rio Hondo College, BAE Systems, Ballard Power Systems, BYD Coach and Bus, Hydrogenics and Proterra.

CHAPTER 3: SERVICE CHANGES AND IMPLEMENTATION

INTRODUCTION

In July 2017, SunLine Transit Agency adopted a Rethink Transit campaign. The purpose of the campaign was to identify savings by reallocating resources to productive bus routes, and developing sustainable solutions to serve areas with fewer riders. By reallocating resources to productive services, productivity will increase easing financial constraints that inhibit growth.

The campaign was adopted in response to three (3) consecutive years of declining system passenger ridership and revenue. The decline was caused by a national trend in stagnate transit growth, fairly moderate motor fuel prices, an increase in automobile ownership by low income residents in Southern California, and increasing competition from the private sector that has resulted in more choices being made available to local transit passengers.

In 2018, HDR Engineering conducted a comprehensive analysis of SunLine's system, reviewed previous studies, examined peer performance and selected best practices to make recommendations for a Transit Redesign.

HDR's study was completed in January 2019. The key recommendations of the study included:

- Making SunLine's system faster and more direct in an effort to attract more riders;
- Streamlining SunLine's bus routes to focus additional resources on productive bus corridors;
- Replacing traditional bus service with lower-cost microtransit in low-transit-demands areas;
- Simplifying the fare structure, and increasing fares gradually to improve financial performance;
- Updating the Service Standards Policy to support performance-driven transit and emerging service delivery modes; and
- Implementing the recommendations of the 2016 SunLine Transit Facilities Master Plan.

A rider survey was completed in late March 2019 that obtained new data to confirm the development of HDR's findings.

SunLine's Transit Redesign will consolidate SunBus' existing 15 routes into nine (9) routes and create microtransit service areas. The annual resources needed for redesign, in terms of hours of operation and peak vehicle service requirements, will be similar to the level of resources expended in 2019.

As a result of a Congestion Mitigation Air Quality (CMAQ) grant, SunLine will also introduce a pilot Route 111-Express service in FY2019-20 that will offer service in approximately 20% less travel time between Coachella and Palm Springs.

The consolidation of existing transit routes will occur over an 24-month time period from west to east in the Coachella Valley. The last change will introduce micro-transit in the eastern Coachella Valley to serve lightly populated areas such as North Shore and Oasis. Additionally, in 2019, SunLine will launch a pilot program for rideshare services in the Palm Desert area to test the acceptance of this kind of transit service delivery.

PLANNED SERVICE CHANGES AND IMPLEMENTATION

The strength of SunLine’s network lies in its frequent, regional trunk routes. Routes 14, 30, and 111 together account for 64% of all daily boardings. Improving these services will increase farebox revenue for the entire network. Transit Redesign will focus on more productive routes, with plans to increase frequency in high demand areas.

FIGURE 3.1 TRANSIT REDESIGN IMPLEMENTATION

Date	Route #	Old #	Service Area
January 2020	2	14-30	Desert Hot Springs - Cathedral City
	3	15	Desert Hot Springs
	4	24/32	Palm Springs - Palm Desert
	5	20-X/21	Desert Hot Springs - Palm Desert
	111	111	Coachella - Palm Springs
	111-X	New	Coachella - Palm Springs Express
<hr/>			
Date	Route #	Old #	Service Area
January 2021	6	54/80/90	Coachella - Palm Desert
	7	70	La Quinta - Bermuda Dunes
	8	80/81/91	Mecca - Indio
	9	91/95	North Shore - Mecca / Oasis
	10-X	New	San Bernardino Express*

* Replaces 220

Note: Palm Springs Buzz operates Thursdays, Friday and Saturdays

Transit Redesign implementation is contingent upon completion of SunLine’s service change public process that includes locally scheduled public hearings.

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 measure (monthly) the system-wide average rate for that month to determine whether a particular customer has excessive late cancellations or no-shows. The Agency then considers the customer’s overall frequency of

use and evaluates 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. MTM, Inc. has been contracted as the consulting firm to help reform the current processes. They are evaluating the Agency’s current procedures and will be making recommendations to help implement changes. SunLine also plans to implement new technology in the near future to facilitate on-line scheduling and cancelation of paratransit reservations. The new technology will provide a reminder call the day before to encourage cancelling when plans change and will also provide customers with notification five (5) minutes prior to passenger pickup.

MARKETING PLANS AND PROMOTION

Marketing has become an important element in transit agencies’ orientation toward present and potential passengers. With the functions of the information and public relations, marketing contributes to the image and role of SunLine’s transit system in the Coachella Valley.

With a modest marketing budget, SunLine strives to achieve the following major goals in an effort to increase ridership in the fiscal year 2020:

- *Increase Ridership* – will continue to look at forward-thinking and innovative strategies to increase ridership.
- *Increase Awareness and Enhance Image of SunLine Transit Agency* - will include strategies to increase overall visibility of the transit network and to make potential riders more aware of what services are available and how to access them. Promote transit services and inform the public about them in the Coachella Valley.
- *Transit User Group Presentations* – will continue to make personal presentations to local transit user groups, such as senior centers, disabled groups, schools, and civic groups and to educate about the destinations available through the service.
- *Travel Training and Transit Ambassadors* – will help educate members of the Coachella Valley community about public transit services offered by SunLine through travel training. Fostering employees to become transit ambassadors to empower them with the knowledge and skills to educate existing and potential future riders about SunLine services and programs that are offered.

Throughout FY 2019/2020 the Marketing and Planning teams will join community service events, seminars and conventions to spread the positive impact local transit service has in the Coachella Valley. The agency will continue to follow its strong marketing and outreach campaign in an effort to inform Coachella Valley residents about available transportation services, to show people where buses operate and how they can use services offered within their area, to generate increased ridership. The Agency will market awareness and

collaborate with the general public about what transit services are available, and how and where to get more information, to get riders where they need to go.

Components of a Marketing Program



Social Media and Website

Mirroring the rest of society, SunLine is using social media as part of a comprehensive marketing strategy. SunLine maintains a Facebook, Twitter, Instagram, Snapchat and YouTube pages, which posts alerts and items of interest. SunLine’s website is used to publish up-to-date information about agency services, policies, and publications. This is a reasonably cost-effective way to advertise and promote SunLine’s brand.

Passenger Transit Information/Rider’s Guide

Information of SunLine services and programs is easily available and prominently displayed for all target markets. The SunLine Rider’s Guide provides directions, map, time point bus stop locations, schedule, fares, transfer information and where to get assistance on how to use SunLine services and programs. It is a promotional tool. SunLine transit system information can also be found at transit centers, on buses and at bus stops to make it easier for the rider. Transit information is readily available and designed to attract and promote SunLine services and programs to someone who is new at trying the system, while maintaining interest and engagement from existing riders. SunLine’s transit information is provided in both English and Spanish.

Customer Service Center

The Customer Service Center provides phone information to customers Monday through Friday. SunLine maintains staffing levels to adequately meet its customers’ needs. Various resources like Google Transit trip planner and MyStop Bus Tracker, allow agents to quickly and accurately answer all customer inquiries. Bilingual (English/Spanish) Customer Service agents are available to assist with questions pertaining to SunLine services and programs offered.

Community Outreach

SunLine's Community Outreach effort works with local organizations, business, government agencies, and nonprofit organizations to promote SunLine programs and services. The Community Outreach efforts involve the grassroots organizations to identify unmet transit needs, community-based marketing partnerships, with local business and public agencies of this kind are productive. SunLine is vastly involved in building upon these relationships by participating in community events such as mobility workshops, food drives, fundraisers, parades, and special event activities which include public involvement. This gives SunLine the opportunity to promote transportation services and programs to existing riders and attract potential future riders.

Public Presentations

Public presentations are the ultimate low-cost marketing tool. Target audiences include seniors, students, social service, business and community leaders. The goals are to educate these groups about the economic and environmental benefits in using SunLine's public transportation system, to help save money and reduce energy consumption, greenhouse gases and other pollutants. These presentations occur at senior centers, colleges, school orientation programs, and emphasis on how SunLine can take patrons where they need to go to undertake their many tasks.

Travel Training

SunLine's Travel Training Program offers traveling training opportunities to help riders become more informed and independent consumers. They can attend a group presentation to learn about transportation programs and services available through SunLine, or request a one-on-one training aboard a fixed route bus and learn how to ride with ease and confidence. For the individual receiving training, increased confidence and self-reliance are immediate results of learning to travel independently. These skills improve the passengers' quality of life by encouraging community integration, participation in recreational and employment opportunities, and overall independence.

Transit Ambassador Program

SunLine introduced a new Transit Ambassador Program, known as TAP, which helps create and or expand upon a culture of customer service by empowering employees with skills to better handle the many situations that arise when interacting with customers. TAP is comprised of a series of training sessions which address crucial topics and everyday scenarios in public transportation service. A Transit Ambassador is someone trained to be knowledgeable about SunLine's local fixed transit system and programs that are offered in the Coachella Valley. Their goal is to help assist passengers with their trip planning. Transit Ambassadors will assist the rider until the rider feels confident in navigating the SunLine system independently.

Access Advisory Committee

The Access Advisory Committee was formed in 1995 as an advocacy group comprised of various agencies in the Coachella Valley. Committee members range from the Braille Institute, Neuro Vitality Center, Desert Arc, Guide Dogs of the Desert, and community activists to everyday transit users who are committed to promote successful implementation of the transportation provisions of the American with Disabilities Act of 1990 and other related federal legislation or regulations. The committee meets bi-monthly

on the second Tuesday of the each month to discuss transportation access within the Coachella Valley.

CHAPTER 4: FINANCIAL AND CAPITAL PLANS

OPERATING AND CAPITAL BUDGET

In FY 2019/2020, SunLine plans to have an operating budget of \$40,840,150 and a capital project budget of \$12,711,407. The operating budget will absorb cost increases in wages and benefits, some new operating and administrative staff positions, as well as other direct costs increases associated with operating service.

SunLine utilizes funding from various sources to operate its fixed route and paratransit services. Additional revenue opportunities are pursued in order to reduce subsidy levels. These additional revenue sources include SunLine's bus and shelter advertising, sales of emission credits, outside CNG fuel sales revenue, taxi voucher sales and funding from two jurisdictions for bus shelter maintenance.

FUNDING PLANS TO SUPPORT PROPOSED OPERATING AND CAPITAL PROGRAM

For FY 2019/2020, funding plans for the proposed operating and capital programs are as follows:

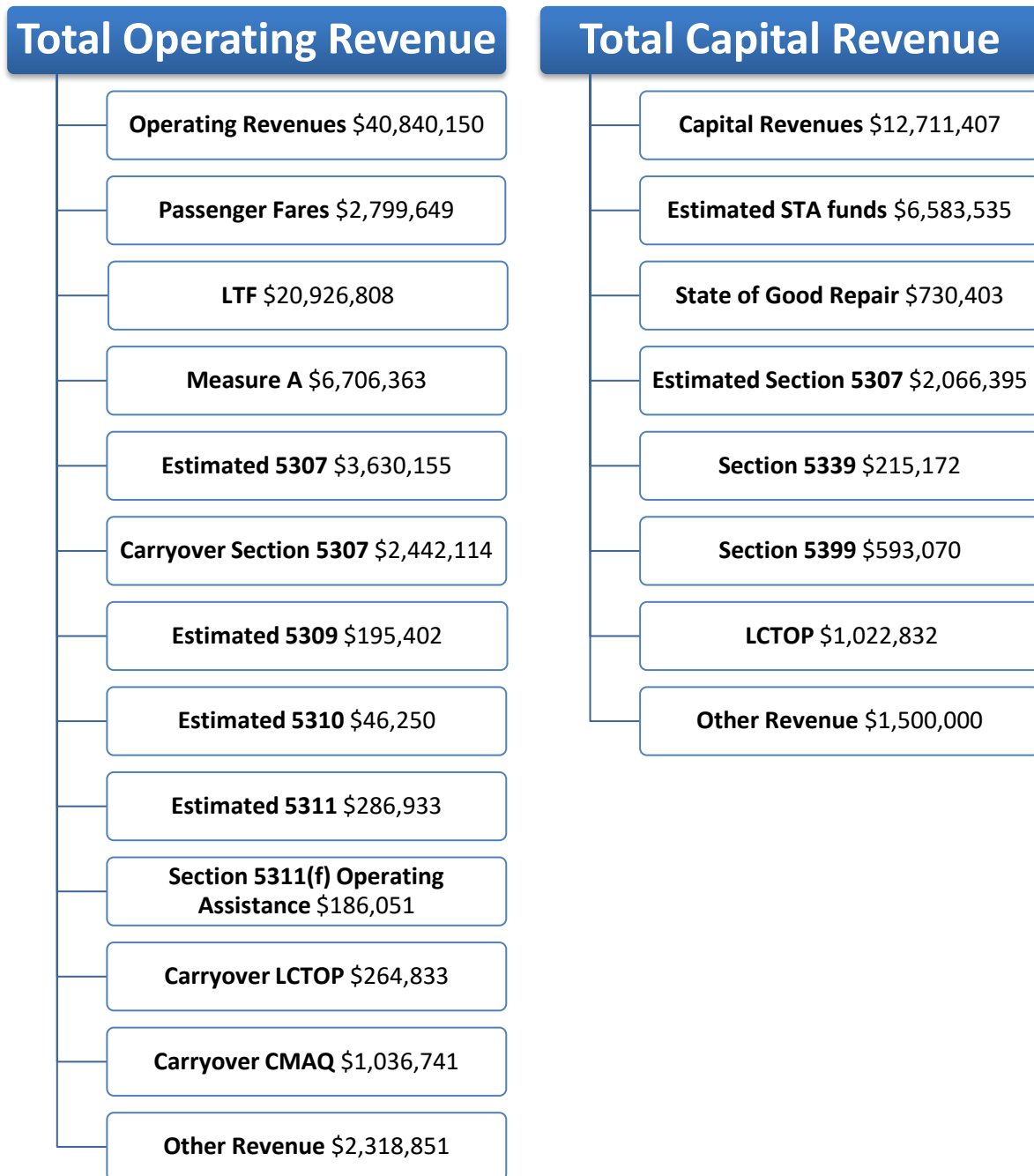
Funding sources for the proposed operating budget includes FTA Section 5307 (Urban), FTA Section 5309, FTA Section 5310 (Elderly and Disabled), FTA Section 5311 (Rural), FTA Section 5311 (f) (Intercity), Congestion Mitigation and Air Quality (CMAQ), and Low Carbon Operating Program (LCTOP) funds apportioned by the California Department of Transportation (Caltrans), State Local Transportation Funds (LTF), Local Measure A funding, farebox revenue and other revenue for operating assistance.

Funding sources for capital projects include funds from FTA Section 5307, Section FTA 5309, FTA Section 5339, LCTOP, State Transit Assistance (STA), State of Good Repair Funds (SGR), and other revenue for capital assistance .

OPERATING BUDGET AND CAPITAL BUDGET

The estimated FY 2019/2020 operating and capital budget of \$53,551,557 outlined in Table 4, is funded by:

FIGURE 4.1 OPERATING AND CAPITAL BUDGET



REGULATORY AND COMPLIANCE REQUIREMENTS

Americans with Disability Act

SunLine complies with the guidelines set forth by the Americans with Disability Act (ADA) by providing a 100% accessible revenue service fleet for fixed route transit services and ADA paratransit vehicles. As funding becomes available, the Agency 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 exists.

Disadvantaged Business Enterprise

SunLine's most recent Disadvantaged Business Enterprise (DBE) program and goal were submitted to FTA in February 2019 and July 2018, respectively. The DBE semiannual reports are kept current, with the most recent DBE report submitted May 2019. The next DBE report will be submitted in December 2019.

Equal Employment Opportunity

SunLine complies with federal regulations pertaining to employment and submits its Equal Employment Opportunity (EEO)-1 report annually to the U.S. Equal Employment Opportunity Commission (EEOC) as well as its EEO/Affirmative Action Program to the FTA, every four (4) years or as major changes occur in the workforce or employment conditions. The most recent EEO-1 report was submitted to the EEOC and certified in March 2018. The most recent EEO/Affirmative Action Program was revised and submitted to the FTA in FY 2015/2016.

Title VI

Title VI of the Civil Rights Act of 1964 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 updated in FY 2016/2017 for use in the FY 2017/2018 to FY 2019/2020 period. The report is scheduled for update, submission and approval by October 1, 2019.

Transportation Development Act

Transportation Development Act (TDA) provides two major sources of funding for public transportation: The Local Transportation Fund (LTF) and the State Transit Assistance fund (STA). RCTC commissioned Pacific Management Consulting to conduct the Triennial Performance Audit as required by Transportation Development Act (TDA) and SunLine's findings are referenced in Table 6.

Federal Transit Administration Triennial Audit

In accordance with regulations, SunLine Transit Agency completed a Federal Transit Administration Triennial Audit site visit in March 2016. The Triennial Review focused on SunLine's compliance in 17 areas. SunLine had no repeat deficiencies from the 2013 Triennial Review. SunLine met FTA requirements in fourteen (14) areas. Deficiencies were found in three (3) areas; Technical Capacity, Maintenance and Procurement.

The Audit recommends:

- 1) SunLine Transit Agency's overall Technical Capacity and Office Procedures be improved to provide required information in progress reports.
- 2) Maintenance Department facility preventative maintenance checks be improved to meet an 80 percent minimum target.
- 3) Procurement Department pre-award and post-delivery processes be improved.



National Transit Database

To keep track of the industry and provide public information and statistics as it continues to grow, FTA's National Transit Database (NTD) records the financial, operating and asset condition of transit systems. Staff are currently finalizing FY 2016/2017 NTD Section sampling. SunLine continues to perform parallel sampling using manual samples and Automatic Passenger Counter (APC) data in order to verify and gain approval to use APC data in future reporting.

Alternative Fuel Vehicles

In alignment with SunLine's Board approved Alternative Fuel Policy, all vehicles in the fleet use CNG, electric or hydrogen fuel. The current active fleet consists of 67 CNG buses, 15 hydrogen electric fuel cell buses, four (4) battery electric buses, 39 paratransit vehicles, and 52 non-revenue CNG and electric vehicles, including general support cars and trucks as well as facility-specific golf carts and forklifts.

FY 2019/2020 SRTP TABLES

**TABLE 1
FLEET INVENTORY – FIXED ROUTE**

Table 1 - Fleet Inventory
FY 2019/20 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 2018/19	# of Contingency Vehicles FY 2018/19	Life to Date Vehicle Miles Prior Year End FY 2017/18	Life to Date Vehicle Miles through March FY 2018/19	Average Lifetime Miles Per Active Vehicle As Of Year-To-Date (e.g., March) FY 2018/19		
2014	BYD	K9	35	2	40	EB	2	0	140,112	161,465	80,732		
2015	BYD	K9	35	1	40	EB	1	0	69,839	73,212	73,212		
2012	EDN	ACCESS	37	1	40	OR	1	0	160,221	172,701	172,701		
2014	EDN	ACCESS	37	3	40	OR	3	0	323,346	355,019	118,339		
2017	EDN	ACCESS	37	1	40	OR	1	0	3,809	16,716	16,716		
2018	EDN	ACCESS	37	5	40	OR	5	0	19,871	90,143	18,028		
2009	EDN	EZRider32'	29	10	32	CN	10	0	3,168,714	3,479,098	347,909		
2008	NFA	LF 40'	39	1	40	OR	1	0	92,785	92,785	92,785		
2008	NFA	LF 40'	39	20	40	CN	16	4	10,759,741	11,640,113	727,507		
2008	NFA	LF 40'	39	21	40	CN	21	0	11,148,113	12,144,980	578,332		
2016	NFA	LF 40'	39	6	40	CN	6	0	594,470	863,520	143,920		
2005	OBI	ORION V40'	44	12	40	CN	12	0	7,318,451	6,197,980	516,498		
Totals:							79	4	33,799,472	35,287,732	446,680		

**TABLE 1
FLEET INVENTORY – DEMAND RESPONSE**

Table 1 - Fleet Inventory
FY 2019/20 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 2018/19	# of Contingency Vehicles FY 2018/19	Life to Date Vehicle Miles Prior Year End FY 2017/18	Life to Date Vehicle Miles through March FY 2018/19	Average Lifetime Miles Per Active Vehicle As Of Year-To-Date (e.g., March) FY 2018/19		
2013	EDN	AEROTECH	12	16	22	CN	16	0	3,141,009	3,441,936	215,121		
2015	EDN	AEROTECH	12	8	22	CN	8		954,061	1,167,006	145,875		
2016	EDN	AEROTECH	12	15	22	CN	15	0	969,564	1,472,178	98,145		
Totals:			36	39			39	0	5,064,634	6,081,120	155,926		

**TABLE 2
SRTP SERVICE SUMMARY – ALL ROUTES (SYSTEM TOTALS)**

**Table 2 --- SunLine Transit Agency --- SRTP Service Summary
FY 2019/20 Short Range Transit Plan
All Routes**

	FY 2016/17 Audited	FY 2017/18 Audited	FY 2018/19 Plan	FY 2018/19 3rd Qtr Actual	FY 2019/20 Plan
Fleet Characteristics					
Peak-Hour Fleet		205	102	156	98
Financial Data					
Total Operating Expenses	\$32,877,347	\$32,609,634	\$39,654,404	\$21,884,183	\$40,840,137
Total Passenger Fare Revenue	\$6,706,373	\$6,939,092	\$6,962,133	\$3,872,471	\$8,063,714
Net Operating Expenses (Subsidies)	\$26,170,974	\$25,670,542	\$32,692,271	\$18,011,712	\$32,776,423
Operating Characteristics					
Unlinked Passenger Trips	4,316,269	4,122,539	3,894,862	3,149,428	4,329,667
Passenger Miles	30,441,739	41,488,246	27,240,436	27,954,109	36,983,241
Total Actual Vehicle Revenue Hours (a)	307,316.2	303,326.4	299,773.0	285,334.1	315,136.0
Total Actual Vehicle Revenue Miles (b)	4,498,671.0	4,679,725.3	4,449,915.0	3,488,435.5	4,616,188.0
Total Actual Vehicle Miles	5,111,465.3	5,280,523.1	5,109,321.0	3,960,488.0	5,311,625.0
Performance Characteristics					
Operating Cost per Revenue Hour	\$106.98	\$107.51	\$132.28	\$76.70	\$129.60
Farebox Recovery Ratio	20.40%	21.28%	17.55%	17.70%	19.74%
Subsidy per Passenger	\$6.06	\$6.23	\$8.39	\$5.72	\$7.57
Subsidy per Passenger Mile	\$0.86	\$0.62	\$1.20	\$0.64	\$0.89
Subsidy per Revenue Hour (a)	\$85.16	\$84.63	\$109.06	\$63.13	\$104.01
Subsidy per Revenue Mile (b)	\$5.82	\$5.49	\$7.35	\$5.16	\$7.10
Passenger per Revenue Hour (a)	14.0	13.6	13.0	11.0	13.7
Passenger per Revenue Mile (b)	0.96	0.88	0.88	0.90	0.94

(a) Train Hours for Rail Modes. (b) Car Miles for Rail Modes.

**TABLE 2
SRTP SERVICE SUMMARY – NON-EXCLUDED ROUTES**

**Table 2 -- SunLine Transit Agency -- SRTP Service Summary
FY 2019/20 Short Range Transit Plan
Non-Excluded Routes**

	FY 2016/17 Audited	FY 2017/18 Audited	FY 2018/19 Plan	FY 2018/19 3rd Qtr Actual	FY 2019/20 Plan
Fleet Characteristics					
Peak-Hour Fleet		205	98	135	92
Financial Data					
Total Operating Expenses	\$29,998,149	\$32,609,634	\$38,585,332	\$20,180,596	\$38,610,290
Total Passenger Fare Revenue	\$6,388,373	\$6,939,092	\$6,772,628	\$3,449,556	\$7,404,350
Net Operating Expenses (Subsidies)	\$23,639,776	\$25,670,542	\$31,812,704	\$16,731,040	\$31,205,940
Operating Characteristics					
Unlinked Passenger Trips	4,056,924	4,122,539	3,854,332	2,754,065	4,148,239
Passenger Miles	28,631,002	41,488,246	26,965,237	24,623,618	35,455,617
Total Actual Vehicle Revenue Hours (a)	281,969.6	303,326.4	294,774.0	264,788.8	303,950.0
Total Actual Vehicle Revenue Miles (b)	4,024,092.4	4,679,725.3	4,345,049.0	3,162,101.9	4,409,916.0
Total Actual Vehicle Miles	4,591,305.1	5,280,523.1	4,984,033.0	3,581,218.6	5,042,865.0
Performance Characteristics					
Operating Cost per Revenue Hour	\$106.39	\$107.51	\$130.90	\$76.21	\$127.03
Farebox Recovery Ratio	21.20%	21.28%	17.55%	17.09%	19.17%
Subsidy per Passenger	\$5.83	\$6.23	\$8.25	\$6.08	\$7.52
Subsidy per Passenger Mile	\$0.83	\$0.62	\$1.18	\$0.68	\$0.88
Subsidy per Revenue Hour (a)	\$83.84	\$84.63	\$107.92	\$63.19	\$102.67
Subsidy per Revenue Mile (b)	\$5.87	\$5.49	\$7.32	\$5.29	\$7.08
Passenger per Revenue Hour (a)	14.4	13.6	13.1	10.4	13.6
Passenger per Revenue Mile (b)	1.01	0.88	0.89	0.87	0.94

(a) Train Hours for Rail Modes. (b) Car Miles for Rail Modes.

**TABLE 2
SRTP SERVICE SUMMARY – EXCLUDED ROUTES**

**Table 2 -- SunLine Transit Agency -- SRTP Service Summary
FY 2019/20 Short Range Transit Plan
Excluded Routes**

	FY 2016/17 Audited	FY 2017/18 Audited	FY 2018/19 Plan	FY 2018/19 3rd Qtr Actual	FY 2019/20 Plan
Fleet Characteristics					
Peak-Hour Fleet			4	21	6
Financial Data					
Total Operating Expenses	\$2,879,198		\$1,069,072	\$1,703,587	\$2,229,847
Total Passenger Fare Revenue	\$347,999		\$189,505	\$422,915	\$659,364
Net Operating Expenses (Subsidies)	\$2,531,198		\$879,567	\$1,280,672	\$1,570,483
Operating Characteristics					
Unlinked Passenger Trips	259,345		40,530	395,363	181,428
Passenger Miles	1,810,737		275,199	3,330,492	1,527,624
Total Actual Vehicle Revenue Hours (a)	25,346.5		4,999.0	20,545.2	11,186.0
Total Actual Vehicle Revenue Miles (b)	474,578.6		104,866.0	326,333.6	206,272.0
Total Actual Vehicle Miles	520,160.2		125,288.0	379,279.4	268,760.0
Performance Characteristics					
Operating Cost per Revenue Hour	\$113.59		\$213.86	\$82.92	\$199.34
Farebox Recovery Ratio	12.09%		17.72%	24.82%	29.56%
Subsidy per Passenger	\$9.76		\$21.70	\$3.24	\$8.66
Subsidy per Passenger Mile	\$1.40		\$3.20	\$0.38	\$1.03
Subsidy per Revenue Hour (a)	\$99.86		\$175.95	\$62.33	\$140.40
Subsidy per Revenue Mile (b)	\$5.33		\$8.39	\$3.92	\$7.61
Passenger per Revenue Hour (a)	10.2		8.1	19.2	16.2
Passenger per Revenue Mile (b)	0.55		0.39	1.21	0.88

(a) Train Hours for Rail Modes. (b) Car Miles for Rail Modes.

**TABLE 2
SRTP SERVICE SUMMARY- PARATRANSIT**

**Table 2 -- SunLine-DAR -- SRTP Service Summary
FY 2019/20 Short Range Transit Plan
All Routes**

	FY 2016/17 Audited	FY 2017/18 Audited	FY 2018/19 Plan	FY 2018/19 3rd Qtr Actual	FY 2019/20 Plan
Fleet Characteristics					
Peak-Hour Fleet		12	31	9	30
Financial Data					
Total Operating Expenses	\$5,833,092	\$5,827,953	\$6,162,614	\$3,965,260	\$6,559,030
Total Passenger Fare Revenue	\$694,961	\$723,816	\$1,055,167	\$387,432	\$1,253,646
Net Operating Expenses (Subsidies)	\$5,148,131	\$5,104,136	\$5,107,447	\$3,577,828	\$5,305,384
Operating Characteristics					
Unlinked Passenger Trips	164,802	156,292	158,232	116,691	155,588
Passenger Miles	1,942,532	1,801,489	1,868,720	1,342,351	1,837,494
Total Actual Vehicle Revenue Hours (a)	68,941.9	66,850.9	67,249.0	110,521.7	66,060.0
Total Actual Vehicle Revenue Miles (b)	1,031,486.4	989,084.1	991,670.0	736,688.3	968,603.0
Total Actual Vehicle Miles	1,218,373.1	1,183,816.9	1,184,308.0	901,887.0	1,179,777.0
Performance Characteristics					
Operating Cost per Revenue Hour	\$84.61	\$87.18	\$91.64	\$35.88	\$99.29
Farebox Recovery Ratio	11.74%	12.42%	17.12%	9.77%	19.11%
Subsidy per Passenger	\$31.24	\$32.66	\$32.28	\$30.66	\$34.10
Subsidy per Passenger Mile	\$2.65	\$2.83	\$2.73	\$2.67	\$2.89
Subsidy per Revenue Hour (a)	\$74.67	\$76.35	\$75.95	\$32.37	\$80.31
Subsidy per Revenue Mile (b)	\$4.99	\$5.16	\$5.15	\$4.86	\$5.48
Passenger per Revenue Hour (a)	2.4	2.3	2.4	1.1	2.4
Passenger per Revenue Mile (b)	0.16	0.16	0.16	0.16	0.16

(a) Train Hours for Rail Modes. (b) Car Miles for Rail Modes.

**TABLE 2
SERVICE SUMMARY – SUNBUS**

**Table 2 -- SunLine-BUS -- SRTP Service Summary
FY 2019/20 Short Range Transit Plan
All Routes**

	FY 2016/17 Audited	FY 2017/18 Audited	FY 2018/19 Plan	FY 2018/19 3rd Qtr Actual	FY 2019/20 Plan
Fleet Characteristics					
Peak-Hour Fleet		193	71	147	68
Financial Data					
Total Operating Expenses	\$27,044,255	\$26,781,681	\$33,491,790	\$17,918,923	\$34,281,107
Total Passenger Fare Revenue	\$6,021,412	\$6,215,276	\$5,906,966	\$3,485,039	\$6,810,068
Net Operating Expenses (Subsidies)	\$21,022,843	\$20,566,405	\$27,584,824	\$14,433,884	\$27,471,039
Operating Characteristics					
Unlinked Passenger Trips	4,151,467	3,947,023	3,736,630	3,015,040	4,174,079
Passenger Miles	28,499,206	38,247,959	25,371,716	25,380,980	35,145,747
Total Actual Vehicle Revenue Hours (a)	238,374.3	231,780.4	232,524.0	170,503.3	249,076.0
Total Actual Vehicle Revenue Miles (b)	3,467,184.6	3,402,691.1	3,458,245.0	2,512,026.2	3,647,585.0
Total Actual Vehicle Miles	3,893,092.1	3,808,756.1	3,925,013.0	2,818,880.0	4,131,848.0
Performance Characteristics					
Operating Cost per Revenue Hour	\$113.45	\$115.55	\$144.04	\$105.09	\$137.63
Farebox Recovery Ratio	22.27%	23.21%	17.63%	19.45%	19.86%
Subsidy per Passenger	\$5.06	\$5.21	\$7.38	\$4.79	\$6.58
Subsidy per Passenger Mile	\$0.74	\$0.54	\$1.09	\$0.57	\$0.78
Subsidy per Revenue Hour (a)	\$88.19	\$88.73	\$118.63	\$94.65	\$110.29
Subsidy per Revenue Mile (b)	\$6.06	\$6.04	\$7.98	\$5.75	\$7.53
Passenger per Revenue Hour (a)	17.4	17.0	16.1	17.7	16.8
Passenger per Revenue Mile (b)	1.20	1.16	1.08	1.20	1.14

(a) Train Hours for Rail Modes. (b) Car Miles for Rail Modes.

TABLE 2A
SRTP SUMMARY OF ROUTES TO BE EXCLUDED IN FY 2019/2020

Route #	Mode	Service Type	Route Description	Date of Implementation	Route Exemption End Date
21	Fixed Route	Directly Operated	Palm Desert	January 2018	December 2020
5	Fixed Route	Directly Operated	Desert Hot Springs - Palm Desert	September 2019	August 2021
111-X (Express)	Fixed Route	Directly Operated	Palm Springs – Coachella	September 2019	August 2021

**TABLE 3
SRTP ROUTE STATISTICS – ALL ROUTES**

Table 3 - SRTP Route Statistics
SunLine Transit Agency -- 8
FY 2019/20
All Routes

Data Elements													
Route #	Day Type	Peak Vehicles	Passengers	Passenger Miles	Revenue Hours	Total Hours	Revenue Miles	Total Miles	Operating Cost	Passenger Revenue	Net Subsidy		
SUN-111	All Days	16	1,406,976	11,846,738	73,261.0	78,675.0	1,083,135.0	1,238,921.0	\$10,279,068	\$2,263,835	\$8,015,233		
SUN-111X	All Days	4	142,099	1,196,474	6,047.0	6,831.0	84,799.0	125,362.0	\$1,040,106	\$452,767	\$587,339		
SUN-14	All Days	7	97,712	822,735	4,914.0	5,248.0	74,221.0	84,863.0	\$704,090	\$111,552	\$592,538		
SUN-15	All Days	1	19,945	167,937	936.0	992.0	14,998.0	16,697.0	\$138,533	\$22,162	\$116,371		
SUN-2	All Days	0	995,805	8,384,678	47,509.0	50,146.0	596,147.0	671,428.0	\$5,570,699	\$989,975	\$4,580,724		
SUN-20	All Days	2	5,323	44,820	642.0	744.0	15,037.0	18,088.0	\$150,070	\$25,751	\$124,319		
SUN-21	All Days	2	2,144	18,052	232.0	274.0	3,235.0	4,212.0	\$34,942	\$6,969	\$27,973		
SUN-220	All Days	2	13,240	111,481	4,215.0	4,657.0	121,125.0	135,175.0	\$1,121,521	\$181,046	\$940,475		
SUN-24	All Days	4	29,568	248,963	2,231.0	2,488.0	24,835.0	30,257.0	\$251,035	\$50,207	\$200,828		
SUN-3	All Days	0	99,725	839,685	4,559.0	4,832.0	73,053.0	81,364.0	\$675,063	\$125,988	\$549,075		
SUN-30	All Days	5	101,449	854,201	4,390.0	4,561.0	46,330.0	49,972.0	\$414,604	\$82,921	\$331,683		
SUN-32	All Days	3	41,541	349,775	2,920.0	3,087.0	48,036.0	51,697.0	\$428,918	\$60,172	\$368,746		
SUN-4	All Days	0	355,545	2,993,689	25,927.0	27,598.0	374,964.0	421,079.0	\$3,493,603	\$697,706	\$2,795,897		
SUN-40	All Days	3	36,232	305,073	4,608.0	4,954.0	46,919.0	56,788.0	\$471,160	\$94,232	\$376,928		
SUN-5	All Days	0	37,185	313,098	4,907.0	5,647.0	118,238.0	139,186.0	\$1,154,799	\$199,628	\$955,171		
SUN-54	All Days	2	80,540	678,147	6,845.0	6,879.0	115,402.0	115,505.0	\$958,328	\$191,666	\$766,662		
SUN-70	All Days	3	163,912	1,380,139	9,951.0	10,456.0	132,725.0	146,542.0	\$1,215,829	\$243,166	\$972,663		
SUN-80	All Days	5	202,710	1,706,818	9,328.0	10,026.0	107,824.0	120,905.0	\$1,003,130	\$200,626	\$802,504		
SUN-81	All Days	4	90,133	758,920	5,802.0	6,291.0	55,580.0	69,048.0	\$572,883	\$114,577	\$458,306		
SUN-90	All Days	1	71,585	602,746	6,053.0	6,282.0	79,081.0	84,660.0	\$702,412	\$140,482	\$561,930		
SUN-91	All Days	3	152,969	1,287,999	17,418.0	18,248.0	317,151.0	344,191.0	\$2,855,679	\$416,021	\$2,439,658		
SUN-95	All Days	1	27,741	233,579	6,381.0	6,837.0	114,750.0	125,908.0	\$1,044,635	\$138,619	\$906,016		
SUN-DAR	All Days	30	155,588	1,837,494	66,060.0	75,765.0	968,603.0	1,179,777.0	\$6,559,030	\$1,253,646	\$5,305,384		
Service Provider Totals		98	4,329,667	36,983,241	315,136.0	341,518.0	4,616,188.0	5,311,625.0	\$40,840,137	\$8,063,714	\$32,776,423		

**TABLE 3A
INDIVIDUAL ROUTE DESCRIPTIONS**

Routes	Route Classification	Major Destinations	Cities/Communities Served	Connections
2	Trunk	Shopping, Schools, DMV, Medical, Employment Center, Library, Airport, Court House, Social Security, Senior Center, Theaters and Public Social Services	Desert Hot Springs, Cathedral City and Palm Springs	3, 4, 5 & 111
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 and Hospital	Palm Springs, Cathedral City, Rancho Mirage, Palm Desert, Thousand Palms	2, 5, 54, 111, Link 220 & Amtrak
5	Local	Shopping, Senior Center, Library, Community Center, Schools, City Hall and Mall	Desert Hot Springs and Palm Desert	2, 3, 4, 54, 111, Link 220 & Amtrak
BUZZ	Local	Shopping and Entertainment	Palm Springs	2, 4, & 111
54	Local	Shopping, School, Tennis Gardens, Work Force Development, and College	Palm Desert, Indian Wells, La Quinta, Indio, Bermuda Dunes	4, 5, 80, 81, 91, 111, Link 220 & Amtrak
70	Local	Shopping, Schools, Theaters, Tennis Gardens and Medical	La Quinta, Palm Desert, Indian Wells, Bermuda Dunes	54, 111 & Amtrak
80	Local	Shopping, School, Workforce Development, Social Services, Senior Center, DMV, Hospital	Indio	54, 81, 91 & 111
81	Local	Shopping, Schools, Medical, Community Center, College, DMV, Hospital, Work Force Development, Social Services and Employment Center	Indio	54, 80, 91, 111 & Greyhound
90	Local	Shopping, Library, City Hall, Senior Center, Community Center, Social Services and Medical	Indio and Coachella	80, 91, 95 & 111
91	Local	Shopping, College, Schools, Community Center, Center of Employment Training and Medical	Indio, Coachella, Thermal, Mecca, Oasis	54, 80, 81, 90, 95 & 111
95	Local	Shopping, College, Community Center, Medical and Schools	Coachella, Thermal, Mecca and North Shore	90, 91 & 111
111	Trunk	Hospital, Medical, Shopping, College, Mall, Center of Employment Training and Schools	Palm Springs, Cathedral City, Rancho Mirage, Palm Desert, Indian Wells, La Quinta, Indio and Coachella	2, 4, 5, 54, 70, 80, 81, 90, 91, 95, Link 220, Amtrak & MBTA
111-X	Express	Hospital, Medical, Shopping, College, Mall, Center of Employment Training and Schools	Palm Springs, Cathedral City, Palm Desert, La Quinta, Indio and Coachella	2, 4, 5, 54, 70, 80, 81, 90, 91, 95, Link 220, Amtrak & MBTA
220	Market-Based	Mall, College, Shopping and University	Palm Desert, Rancho Mirage, Cabazon Casino, Beaumont, Moreno Valley, Riverside	4, 5, 54, 111, Metrolink, Pass Transit, RTA & Greyhound

TABLE 4 SUMMARY OF FUNDS FOR FY 2019/2020

Project Description	Capital Project Number	Total Amount of Funds	Total Carryover Amount	LTF	STA	State of Good Repair	Measure A	Section 5307 Indo/Cathedral City Palm Springs	Section 5307 Indo/Cathedral City Palm Springs	Section 5309	Section 5310	Section 5311	Section 5328	LCTOP Carryover	LCTOP Carryover	Carryover CMAQ	Other Revenue	Facebox	10-May-19
																			\$
OPERATING																			
Operating Assistance		\$31,145,005	\$2,442,114	\$20,472,205			\$6,706,363	\$3,630,155	\$2,442,114	\$195,402	\$46,250	\$296,933						\$1,610,684	\$2,789,648
Tax Voucher		\$185,000	\$0	\$46,250														\$62,500	
Commuter Link 220		\$396,645	\$0	\$160,594															
Vandalism Program		\$350,000	\$306,741	\$43,259														\$306,741	
111 Express		\$620,000	\$480,000	\$140,000														\$480,000	
Orange Park Shale		\$12,800	\$12,800	\$0															
City of Palm Springs		\$20,000	\$20,000	\$0															
Haul Pass		\$250,000	\$250,000	\$0														\$163,167	
The Buzz		\$356,500	\$0	\$0														\$356,500	
IEHP Health Pass		\$70,000	\$0	\$0														\$70,000	
Unplanned Maintenance Software		\$26,000	\$0	\$0														\$26,000	
Sub-total Operating		\$40,940,150	\$3,743,888	\$20,926,808	\$0	\$0	\$6,706,363	\$3,630,155	\$2,442,114	\$195,402	\$46,250	\$296,933	\$196,051	\$0	\$26,483	\$1,036,741	\$0	\$2,318,851	\$2,796,649
CAPITAL																			
Replacement Fleet (Bus, Buses (B)		\$4,039,000	\$0	\$1,526															
Information Technology (IT) Projects		\$350,000	\$0	\$350,000															
Bus/Tram Equipment Upgrade		\$38,000	\$0	\$38,000															
ITS Service Upgrade (3G to 4G)		\$70,000	\$0	\$70,000															
Replacement Paratransit Buses (A)		\$540,000	\$0	\$540,000															
SunLine Property Expansion/Solar Farm Phase I		\$1,022,832	\$0	\$1,022,832															
West Coast Center of Excellence Maintenance Facility		\$730,403	\$0	\$730,403															
Facility Improvements		\$90,000	\$0	\$90,000															
Bus Fleet ADP		\$146,000	\$0	\$146,000															
New Fiber ADP		\$0	\$0	\$0															
Ops Facility Phase III		\$2,768,000	\$0	\$2,768,000															
CNG Fueling Station Phase III		\$2,500,000	\$0	\$2,500,000															
Heavy Duty Low Truck		\$400,000	\$0	\$400,000															
Sub-total Capital		\$17,711,457	\$0	\$17,711,457			\$0	\$0	\$0	\$215,172	\$0	\$0	\$0	\$1,022,832	\$0	\$0	\$0	\$1,500,000	\$0
Total Operating & Capital		\$58,651,607	\$3,743,888	\$38,638,265	\$0	\$0	\$6,706,363	\$3,630,155	\$2,442,114	\$410,574	\$46,250	\$296,933	\$196,051	\$1,022,832	\$26,483	\$1,036,741	\$0	\$3,818,851	\$2,796,649
Project Funding Details																			
Target Budget																			
Projected FY19/20 LTF		\$40,844,150																	
Projected FY19/20 Measure A		\$20,926,808																	
Projected FY19/20 Section 5307 Operating Funds		\$6,706,363																	
Projected FY19/20 Section 5309 Operating Funds		\$3,630,155																	
Projected FY19/20 Section 5310 Operating Funds		\$2,442,114																	
Projected FY19/20 Section 5311 Operating Funds		\$196,051																	
Projected FY19/20 CMAQ Carryover		\$272,984																	
Projected FY19/20 Other Revenues		\$1,036,741																	
Projected FY19/20 Facebox Revenue		\$2,318,851																	
Total Estimated Operating Funding Request		\$40,844,150																	
Projected FY19/20 STA Capital		\$6,895,535																	
Projected FY19/20 State of Good Repair		\$730,403																	
Projected FY19/20 Section 5307 Capital		\$2,066,395																	
Projected FY19/20 Section 5309 Capital		\$593,070																	
Projected FY19/20 Section 5310 Capital		\$1,022,832																	
Projected FY19/20 CMAQ Carryover		\$272,984																	
Projected FY19/20 Other Revenues		\$1,036,741																	
Total Estimated Capital Funding Request		\$13,551,557																	



TABLE 4A – CAPITAL PROJECT JUSTIFICATION [SL20-01]

PROJECT NUMBER	S RTP Project No:	SL20-01	
	FTIP No:		
PROJECT NAME	Replacement of Fixed Route Buses Six (6)		
PROJECT DESCRIPTION	Purchase of six (6) fixed route buses to replace existing CNG bus fleets that will meet useful life as outlined by FTA guidelines.		
PROJECT JUSTIFICATION	The purchase of six (6) fixed route buses will ensure SunLine replaces older fleet vehicles to maintain services reliability and reduce maintenance costs.		
PROJECT SCHEDULE	Start Date	Completion Date	
	July 2019	June 2022	
PROJECT FUNDING SOURCES	Fund Type	Fiscal Year	Amount
	STA	2020	\$1,372,535
	Section 5307	2020	\$2,066,396
	Section 5339	2020	\$593,070
Total			\$4,032,000
<i>FTA Grant #</i>	<i>RCTC Grant #</i>	<i>Description</i>	<i>Unexpended balance</i>

TABLE 4A – CAPITAL PROJECT JUSTIFICATION [SL20-02]

PROJECT NUMBER	S RTP Project No:	SL20-02	
	FTIP No:		
PROJECT NAME	Information Technology Projects		
PROJECT DESCRIPTION	The project supports the purchase 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	
	July 2019	June 2022	
PROJECT FUNDING SOURCES	Fund Type	Fiscal Year	Amount
	STA	2020	\$350,000
Total			\$350,000

TABLE 4A – CAPITAL PROJECT JUSTIFICATION [SL20-03]

PROJECT NUMBER	S RTP Project No:	SL20-03	
	FTIP No:		
PROJECT NAME	Boardroom Equipment Upgrade		
PROJECT DESCRIPTION	Replace standalone voting system with an integrated online voting management solution, addition of tablets to the dais for Board Member use in tracking items and new audio equipment for live and virtual meetings.		
PROJECT JUSTIFICATION	The online voting software system will significantly improve board packet creation and delivery, the tablets will reduce paper used for board meeting along with expediting information retrieval during meetings, there is a need to replace aging audio equipment along with integration of the equipment into the computer system for virtual meetings.		
PROJECT SCHEDULE	Start Date	Completion Date	
	July 2019	June 2022	
PROJECT FUNDING SOURCES	Fund Type	Fiscal Year	Amount
	STA	2020	\$35,000
Total			\$35,000
<i>FTA Grant #</i>	<i>RCTC Grant #</i>	<i>Description</i>	<i>Unexpended balance</i>

TABLE 4A – CAPITAL PROJECT JUSTIFICATION [SL20-04]

PROJECT NUMBER	S RTP Project No:	SL20-04	
	FTIP No:		
PROJECT NAME	ITS Service Upgrade (3G to 4G)		
PROJECT DESCRIPTION	Upgrade AVL system from 3G cellular network to 4G.		
PROJECT JUSTIFICATION	The current AVL system communicates over a 3G cellular CDMA infrastructure that will cease to operate after December 31, 2019.		
PROJECT SCHEDULE	Start Date	Completion Date	
	July 2019	June 2022	
PROJECT FUNDING SOURCES	Fund Type	Fiscal Year	Amount
	STA	2020	\$70,000
Total			\$70,000
<i>FTA Grant #</i>	<i>RCTC Grant #</i>	<i>Description</i>	<i>Unexpended balance</i>

TABLE 4A – CAPITAL PROJECT JUSTIFICATION [SL20-05]

PROJECT NUMBER	SRTP Project No:		SL20-05	
	FTIP No:			
PROJECT NAME	Replacement Paratransit Buses Four (4)			
PROJECT DESCRIPTION	Purchase of four (4) buses to replace existing SunDial vehicles that will meet useful life as outlined by FTA guidelines.			
PROJECT JUSTIFICATION	The purchase of four (4) paratransit buses will ensure SunLine replaces older fleet vehicles to maintain services reliability and reduce maintenance costs.			
PROJECT SCHEDULE	Start Date		Completion Date	
	July 2019		June 2022	
PROJECT FUNDING SOURCES	Fund Type		Fiscal Year	Amount
	STA		2020	\$540,000
Total				\$540,000
<i>FTA Grant #</i>	<i>RCTC Grant #</i>	<i>Description</i>		<i>Unexpended balance</i>

TABLE 4A – CAPITAL PROJECT JUSTIFICATION [SL20-06]

PROJECT NUMBER		SRTP Project No:		SL20-06	
		FTIP No:			
PROJECT NAME		SunLine Property Expansion / Solar Farm Phase I			
PROJECT DESCRIPTION		Project to purchase land close to Thousand Palms facility.			
PROJECT JUSTIFICATION		The land purchase will help with future growth of the Agency to assist with SunLine’s expanded zero emission program in solar and hydrogen related projects.			
PROJECT SCHEDULE		Start Date		Completion Date	
		July 2019		June 2022	
PROJECT FUNDING SOURCES		Fund Type		Fiscal Year	Amount
		LCTOP		2020	\$1,022,832
Total				\$1,022,832	
<i>FTA Grant #</i>	<i>RCTC Grant #</i>	<i>Description</i>		<i>Unexpended balance</i>	

TABLE 4A – CAPITAL PROJECT JUSTIFICATION [SL20-07]

PROJECT NUMBER	S RTP Project No:	SL20-07	
	FTIP No:		
PROJECT NAME	West Coast Center of Excellence Maintenance Facility		
PROJECT DESCRIPTION	Maintenance facility for Zero Emission Vehicles (ZEV)		
PROJECT JUSTIFICATION	The maintenance bay training facility will provide comprehensive workforce training programs to zero emission transportation technologies that support commercial operation of zero emission buses.		
PROJECT SCHEDULE	Start Date	Completion Date	
	July 2019	June 2022	
PROJECT FUNDING SOURCES	Fund Type	Fiscal Year	Amount
	State of Good Repair	2020	\$730,403
Total			\$730,403
<i>FTA Grant #</i>	<i>RCTC Grant #</i>	<i>Description</i>	<i>Unexpended balance</i>

TABLE 4A – CAPITAL PROJECT JUSTIFICATION [SL20-08]

PROJECT NUMBER	SRTP Project No:		SL20-08
	FTIP No:		
PROJECT NAME	Facility Maintenance and Improvements		
PROJECT DESCRIPTION	Funds requested in this fiscal year will enable SunLine to improve existing facilities in Thousand Palms, Indio and Coachella.		
PROJECT JUSTIFICATION	This project is necessary for upgrading the aging facility and equipment at the various SunLine locations, including HVAC, plumbing, electrical and others as needed.		
PROJECT SCHEDULE	Start Date	Completion Date	
	July 2019	June 2022	
PROJECT FUNDING SOURCES	Fund Type	Fiscal Year	Amount
	STA	2020	\$50,000
Total			\$50,000
<i>FTA Grant #</i>	<i>RCTC Grant #</i>	<i>Description</i>	<i>Unexpended balance</i>

TABLE 4A – CAPITAL PROJECT JUSTIFICATION [SL20-09]

PROJECT NUMBER	SRTP Project No:		SL20-09
	FTIP No:		
PROJECT NAME	H2 Ride		
PROJECT DESCRIPTION	Project to own and operate two (2) hydrogen fuel cell powered 32 feet shuttle buses.		
PROJECT JUSTIFICATION	CALSTART was awarded grant funding from California Energy Commission that includes two shuttle buses for SunLine. SunLine will operate these two buses and will retain the ownership of the buses after completion of the 18 months demonstration period.		
PROJECT SCHEDULE	Start Date	Completion Date	
	July 2019	June 2022	
PROJECT FUNDING SOURCES	Fund Type	Fiscal Year	Amount
	Section 5309	2020	\$69,172
Total			\$69,172
<i>FTA Grant #</i>	<i>RCTC Grant #</i>	<i>Description</i>	<i>Unexpended balance</i>

TABLE 4A – CAPITAL PROJECT JUSTIFICATION [SL20-10]

PROJECT NUMBER	S RTP Project No:	SL20-10	
	FTIP No:		
PROJECT NAME	New Flyer AQIP		
PROJECT DESCRIPTION	This project will purchase additional bus equipment and inspection services for the five (5) hydrogen fuel cell buses purchased via AQIP grant.		
PROJECT JUSTIFICATION	SunLine has received five New Flyer fuel cell buses in December 2018. This project will utilize the funding to purchase bus equipment such as spare part and other equipment that will maintain the service level for these buses.		
PROJECT SCHEDULE	Start Date	Completion Date	
	July 2019	June 2022	
PROJECT FUNDING SOURCES	Fund Type	Fiscal Year	Amount
	Section 5309	2020	\$146,000
Total			\$146,000
<i>FTA Grant #</i>	<i>RCTC Grant #</i>	<i>Description</i>	<i>Unexpended balance</i>

TABLE 4A – CAPITAL PROJECT JUSTIFICATION [SL20-11]

PROJECT NUMBER	S RTP Project No:	SL20-11	
	FTIP No:		
PROJECT NAME	Operation Facility Replacement, Phase III		
PROJECT DESCRIPTION	The operations facility replacement project will allow SunLine to rebuild a functional operations building at the Thousand Palms site.		
PROJECT JUSTIFICATION	The project will improve employee safety. The current operations facility has met its useful life and this project will allow SunLine to complete demolition, removal of the old facility and replacing it with a new building.		
PROJECT SCHEDULE	Start Date	Completion Date	
	July 2019	June 2022	
PROJECT FUNDING SOURCES	Fund Type	Fiscal Year	Amount
	STA	2020	\$2,766,000
Total			\$2,766,000
<i>FTA Grant #</i>	<i>RCTC Grant #</i>	<i>Description</i>	<i>Unexpended balance</i>
STA		Operation Facility Phase I	\$1,825,126
Section 5339		Operation Facility Phase I	\$942,874
STA		Operations Facility Phase 2	\$2,116,000
LTF		Operations Facility Phase 3	\$450,000

TABLE 4A – CAPITAL PROJECT JUSTIFICATION [SL20-12]

PROJECT NUMBER	SRTP Project No:		SL20-12
	FTIP No:		
PROJECT NAME	CNG Fueling Station, Phase III		
PROJECT DESCRIPTION	This project will allow SunLine to replace existing CNG fueling station with a new CNG fueling station.		
PROJECT JUSTIFICATION	The existing CNG fueling station has met its useful life. The cost of maintaining this facility will continue to increase.		
PROJECT SCHEDULE	Start Date	Completion Date	
	July 2019	June 2022	
PROJECT FUNDING SOURCES	Fund Type	Fiscal Year	Amount
	STA	2020	\$1,000,000
	Other Revenue	2020	\$1,500,000
Total			\$2,500,000
<i>FTA Grant #</i>	<i>RCTC Grant #</i>	<i>Description</i>	<i>Unexpended balance</i>
STA			\$300,778
STA		New CNG Fueling Station Study and Construction Thousand Palms	\$2,500,000
Section 5307		New CNG Fueling Station Study and Construction Thousand Palms	\$200,000
STA		CNG Fueling Station Design & Construction	\$2,500,000

TABLE 4A – CAPITAL PROJECT JUSTIFICATION [SL20-13]

PROJECT NUMBER	SRTP Project No:		SL20-13
	FTIP No:		
PROJECT NAME	Heavy Duty Tow Truck		
PROJECT DESCRIPTION	Purchase of one (1) heavy duty tow truck tractor and Landoll trailer to pick up disabled buses and vehicles and to tow buses to bus conferences when driving is not efficient.		
PROJECT JUSTIFICATION	The purchase of one heavy duty tow truck tractor and trailer will ensure SunLine’s ability to tow our vehicles and maintain service reliability and reduce maintenance costs.		
PROJECT SCHEDULE	Start Date		Completion Date
	July 2019		June 2022
PROJECT FUNDING SOURCES	Fund Type		Fiscal Year
	STA		2020
Total			\$400,000
<i>FTA Grant #</i>	<i>RCTC Grant #</i>	<i>Description</i>	<i>Unexpended balance</i>

**TABLE 5.1
SUMMARY OF FUNDS REQUESTED FOR FY 2019/2020**

27-Apr-19

TABLE 5.1

Table 5.1 - Summary of Funding Request for FY 2020/21

Project Description	Total Amount of Funds	Total Carryover Amount	LTF	STA	State of Good Repair	Section 5307 Indio/Cathedral City/Palm Springs	Section 5309	Section 5310	Section 5311	Section 5311 (f)	Section 5339	LCTOP	LCTOP Carryover	Carryover CMAQ	Other Revenue	Farebox
OPERATING																
Operating Assistance	\$38,217,361	\$2,000,000	\$20,599,630			\$4,000,000	\$201,264		\$295,541						\$1,454,283	\$3,000,000
Taxi Voucher	\$165,000	\$0	\$46,250					\$46,250							\$92,500	
Commuter Link 220	\$372,227	\$0	\$180,594						\$191,633							
Vanpool Program	\$350,000	\$305,741	\$43,259											\$306,741		
111 Express	\$480,000	\$400,000	\$80,000											\$400,000		
SunRide Ride Share	\$312,500	\$250,000	\$62,500											\$250,000		
COO Haul Pass	\$178,000	\$0											\$200,000		\$178,000	
Haul Pass	\$200,000	\$200,000												\$178,000		
The Buzz	\$178,000	\$0													\$178,000	
EHP Health Pass	\$70,000	\$0													\$70,000	
Sub-total Operating	\$40,543,108	\$3,156,741	\$20,972,533	\$0	\$0	\$4,000,000	\$201,264	\$46,250	\$295,541	\$191,633	\$0	\$0	\$200,000	\$956,741	\$178,000	\$1,794,783
CAPITAL																
Capital Project Number	Total Amount of Funds With Carryover	Total Carryover Amount	LTF	STA	State of Good Repair	Section 5307 Indio/Cathedral City/Palm Springs	Section 5309	Section 5310	Section 5311	Section 5311 (f)	Section 5339	LCTOP	LCTOP Carryover	Carryover CMAQ	Other Revenue	Farebox
SL-21-01	\$5,400,000	\$0		\$3,429,357	\$300,000	\$1,205,643					\$465,000					
SL-21-02	\$1,350,000	\$0		\$950,000								\$400,000				
SL-21-03	\$300,000	\$0		\$300,000												
SL-21-04	\$300,000	\$0			\$300,000											
SL-21-05	\$50,000	\$0			\$50,000											
SL-21-06	\$50,000	\$0			\$50,000											
SL-21-07	\$140,000	\$0			\$140,000											
SL-21-08	\$400,000	\$0			\$400,000							\$400,000				
SL-21-09	\$82,489	\$0	\$116,489												\$465,991	
Sub-total Capital	\$8,572,489	\$0	\$116,489	\$4,679,357	\$940,000	\$1,205,643	\$0	\$0	\$0	\$0	\$465,000	\$800,000	\$200,000	\$0	\$465,991	\$0
Total Operating & Capital	\$49,115,597	\$3,156,741	\$21,089,031	\$4,679,357	\$940,000	\$5,205,643	\$201,264	\$46,250	\$295,541	\$191,633	\$465,000	\$800,000	\$200,000	\$956,741	\$643,991	\$1,794,783

**TABLE 5.1A
CAPITAL PROJECT JUSTIFICATION FOR FY 2020/2021**

TABLE 5.1A – CAPITAL PROJECT JUSTIFICATION [SL21-01]

PROJECT NUMBER	S RTP Project No:	SL21-01	
	FTIP No:		
PROJECT NAME	Replacement Fixed Route Buses (8)		
PROJECT DESCRIPTION	Purchase of nine fixed route buses to replace existing CNG bus fleets that will meet useful life as outlined by FTA guidelines.		
PROJECT JUSTIFICATION	The purchase of nine fixed route buses will ensure SunLine replaces older fleet vehicles to maintain services reliability and reduce maintenance costs.		
PROJECT SCHEDULE	Start Date	Completion Date	
	July 2021	June 2024	
PROJECT FUNDING SOURCES	Fund Type	Fiscal Year	Amount
	STA	2021	\$3,429,357
	State of Good Repair	2021	\$300,000
	Section 5307	2021	\$1,205,643
	Section 5339	2021	\$465,000
Total			\$5,400,000
<i>FTA Grant #</i>	<i>RCTC Grant #</i>	<i>Description</i>	<i>Unexpended Balance</i>

TABLE 5.1A – CAPITAL PROJECT JUSTIFICATION [SL21-02]

PROJECT NUMBER	SRTP Project No:		SL21-02	
	FTIP No:			
PROJECT NAME	Replacement of Paratransit Vans (10)			
PROJECT DESCRIPTION	Purchase of 10 vans to replace existing SunDial paratransit vans that will meet useful life as outlined by FTA guidelines.			
PROJECT JUSTIFICATION	The purchase of 10 paratransit vans will ensure SunLine replaces older fleet vehicles to maintain services reliability and reduce maintenance costs.			
PROJECT SCHEDULE	Start Date		Completion Date	
	July 2021		June 2024	
PROJECT FUNDING SOURCES	Fund Type		Fiscal Year	Amount
	STA		2021	\$950,000
	LCTOP		2021	\$400,000
Total			\$1,350,000	
<i>FTA Grant #</i>	<i>RCTC Grant #</i>	<i>Description</i>	<i>Unexpended balance</i>	

TABLE 5.1A – CAPITAL PROJECT JUSTIFICATION [SL21-03]

PROJECT NUMBER	SRTP Project No:		SL21-03
	FTIP No:		
PROJECT NAME	Information Technology Projects		
PROJECT DESCRIPTION	The use of IT equipment is critical to the daily function and efficiency in providing safety, reliable and efficient transit services.		
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
	July 2021		June 2024
PROJECT FUNDING SOURCES	Fund Type		Fiscal Year
	STA		2021
Total			\$300,000
<i>FTA Grant #</i>	<i>RCTC Grant #</i>	<i>Description</i>	<i>Unexpended balance</i>

TABLE 5.1A – CAPITAL PROJECT JUSTIFICATION [SL21-04]

PROJECT NUMBER		SRTP Project No:		SL21-04	
		FTIP No:			
PROJECT NAME		Upgrade Division I Fence – Secure Base			
PROJECT DESCRIPTION		This project is to secure the base of the perimeter fencing at SunLine’s Thousand palms facility.			
PROJECT JUSTIFICATION		This project is needed to ensure the safety and security of SunLine employees and passengers.			
PROJECT SCHEDULE		Start Date		Completion Date	
		July 2021		June 2024	
PROJECT FUNDING SOURCES		Fund Type		Fiscal Year	Amount
		State of Good Repair		2021	\$300,000
Total					\$300,000
<i>FTA Grant #</i>	<i>RCTC Grant #</i>	<i>Description</i>		<i>Unexpended balance</i>	

TABLE 5.1A – CAPITAL PROJECT JUSTIFICATION [SL21-05]

PROJECT NUMBER	SRTP Project No:		SL21-05	
	FTIP No:			
PROJECT NAME	Facility Improvements			
PROJECT DESCRIPTION	Funds requested in this fiscal year will enable SunLine to improve existing facilities in Thousand Palms, Indio and Coachella.			
PROJECT JUSTIFICATION	Project is necessary for facility and ground improvements in Thousand palms, Indio and Coachella facilities.			
PROJECT SCHEDULE	Start Date		Completion Date	
	July 2021		June 2024	
PROJECT FUNDING SOURCES	Fund Type		Fiscal Year	Amount
	State of Good Repair		2021	\$50,000
Total				\$50,000
<i>FTA Grant #</i>	<i>RCTC Grant #</i>	<i>Description</i>		<i>Unexpended balance</i>

TABLE 5.1A – CAPITAL PROJECT JUSTIFICATION [SL21-06]

PROJECT NUMBER	S RTP Project No:	SL21-06	
	FTIP No:		
PROJECT NAME	Maintenance Tools		
PROJECT DESCRIPTION	Purchase major replacement tools, equipment and parts used in routine vehicle maintenance.		
PROJECT JUSTIFICATION	Equipment must be replaced to ensure proper maintenance of all SunLine vehicles.		
PROJECT SCHEDULE	Start Date	Completion Date	
	July 2021	June 2024	
PROJECT FUNDING SOURCES	Fund Type	Fiscal Year	Amount
	State of Good Repair	2021	\$50,000
Total			\$50,000
<i>FTA Grant #</i>	<i>RCTC Grant #</i>	<i>Description</i>	<i>Unexpended balance</i>

TABLE 5.1A – CAPITAL PROJECT JUSTIFICATION [SL21-07]

PROJECT NUMBER	SRTP Project No:		SL21-07
	FTIP No:		
PROJECT NAME	Portable Chargers		
PROJECT DESCRIPTION	Purchase of portable EV chargers.		
PROJECT JUSTIFICATION	The portable EV chargers will be utilized to charge light duty fleet. These portable chargers will be sustained by solar energy and not rely on the grid.		
PROJECT SCHEDULE	Start Date	Completion Date	
	July 2021	June 2024	
PROJECT FUNDING SOURCES	Fund Type	Fiscal Year	Amount
	State of Good Repair	2021	\$140,000
Total			\$140,000
<i>FTA Grant #</i>	<i>RCTC Grant #</i>	<i>Description</i>	<i>Unexpended balance</i>

TABLE 5.1A – CAPITAL PROJECT JUSTIFICATION [SL21-08]

PROJECT NUMBER	SRTP Project No:		SL21-08	
	FTIP No:			
PROJECT NAME	CNG Station Indio Improvements			
PROJECT DESCRIPTION	Project to provide improvements to the CNG station equipment at the Indio facility to increase efficiency of the station.			
PROJECT JUSTIFICATION	Indio CNG station compressor skid has passed its useful life. These much needed improvements will increase the station life cycle.			
PROJECT SCHEDULE	Start Date		Completion Date	
	July 2021		June 2024	
PROJECT FUNDING SOURCES	Fund Type		Fiscal Year	Amount
	LCTOP		2021	\$400,000
Total				\$400,000
<i>FTA Grant #</i>	<i>RCTC Grant #</i>	<i>Description</i>		<i>Unexpended balance</i>

TABLE 5.1A – CAPITAL PROJECT JUSTIFICATION [SL21-09]

PROJECT NUMBER	SRTP Project No:		SL21-09
	FTIP No:		
PROJECT NAME	SunRide Vehicle Purchase Four (4)		
PROJECT DESCRIPTION	Purchase of four (4) cutaway vans for SunLine’s SunRide program.		
PROJECT JUSTIFICATION	The vehicles will be utilized in providing flexible, on demand rideshare service designed to connect riders to the fixed route system.		
PROJECT SCHEDULE	Start Date	Completion Date	
	July 2021	June 2024	
PROJECT FUNDING SOURCES	Fund Type	Fiscal Year	Amount
	CMAQ	2021	\$465,991
	LTF	2021	\$116,498
Total			\$582,489
<i>FTA Grant #</i>	<i>RCTC Grant #</i>	<i>Description</i>	<i>Unexpended balance</i>

TABLE 5.2
SUMMARY OF FUNDS REQUESTED FOR FY 2020/2021

2-May-18

TABLE 5.2

Table 5.2 - Summary of Funding Request for FY 2020/21

Project Description	Total Amount of Funds	Total Carryover Amount	LTF	STA	Measure A	Section 5307 Indio/Cathedral City Palm Springs	Section 5310	Section 5311	Section 5311 (f)	Section 5339	LC/TP	CMAQ Carryover	Other Revenue	Farebox
OPERATING														
Operating Assistance	\$37,622,906		\$20,256,500		\$5,955,493	\$4,152,000		\$341,572			\$500,000		\$3,951,370	\$2,465,970
Taxi Voucher	\$93,334		\$23,334				\$23,334						\$46,667	
Vanpool Program	\$537,148	\$478,062	\$59,086									\$478,062		
Line 80, 81, 95	\$238,135	\$190,508	\$47,627									\$190,508		
Commuter Link 220	\$250,000		\$50,000						\$200,000					
Sub-total Operating	\$38,741,523	\$668,570	\$20,436,547	\$0	\$5,955,493	\$4,152,000	\$23,334	\$341,572	\$200,000	\$0	\$500,000	\$668,570	\$3,998,037	\$2,465,970

Capital Project Number	Total Amount of Funds With Carryover	Total Carryover Amount	LTF	STA	Measure A	Section 5307 Indio/Cathedral City Palm Springs	Section 5310	Section 5311	Section 5311 (f)	Section 5339	LC/TP	CMAQ Carryover	Other Revenue	Farebox
CAPITAL														
Replacement Fixed Route Buses (3)	\$1,820,000			\$320,000		\$1,000,000				\$500,000				
Informational Technology (IT) Projects	\$350,000			\$350,000										
Replacement Paratransit Buses (13)	\$1,755,000			\$1,755,000										
Upgrade Division I Fence - Secure Base	\$200,000			\$200,000										
Sub-total Capital	\$4,125,000	\$0	\$0	\$2,625,000	\$0	\$1,000,000	\$0	\$0	\$0	\$500,000	\$0	\$0	\$0	\$0
Total Operating & Capital	\$42,866,523	\$668,570	\$20,436,547	\$2,625,000	\$5,955,493	\$5,152,000	\$23,334	\$341,572	\$200,000	\$500,000	\$500,000	\$668,570	\$3,998,037	\$2,465,970

**TABLE 5.2A
CAPITAL PROJECT JUSTIFICATION FOR FY 2020/2021**

TABLE 5.2A – CAPITAL PROJECT JUSTIFICATION [SL22-01]

PROJECT NUMBER	S RTP Project No:	SL22-01	
	FTIP No:		
PROJECT NAME	Replacement Fixed Route Buses Nine (9)		
PROJECT DESCRIPTION	Purchase of nine (9) fixed route buses to replace existing CNG bus fleets that will meet useful life as outlined by FTA guidelines.		
PROJECT JUSTIFICATION	The purchase of nine (9) fixed route buses will ensure SunLine replaces older fleet vehicles to maintain services reliability and reduce maintenance costs.		
PROJECT SCHEDULE	Start Date	Completion Date	
	July 2022	June 2025	
PROJECT FUNDING SOURCES	Fund Type	Fiscal Year	Amount
	STA	2022	\$3,583,132
	State of Good Repair	2022	\$771,106
	Section 5307	2022	\$1,241,812
	Section 5339	2022	\$478,950
Total			\$6,075,000
<i>FTA Grant #</i>	<i>RCTC Grant #</i>	<i>Description</i>	<i>Unexpended balance</i>

TABLE 5.2A – CAPITAL PROJECT JUSTIFICATION [SL22-02]

PROJECT NUMBER	SRTP Project No:		SL22-02	
	FTIP No:			
PROJECT NAME	Information Technology Projects			
PROJECT DESCRIPTION	The use of IT equipment is critical to the daily function and efficiency in providing safety, reliable and efficient transit services.			
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	
	July 2022		June 2025	
PROJECT FUNDING SOURCES	Fund Type		Fiscal Year	Amount
	STA		2022	\$350,000
Total				\$350,000
<i>FTA Grant #</i>	<i>RCTC Grant #</i>	<i>Description</i>		<i>Unexpended balance</i>

TABLE 5.2A – CAPITAL PROJECT JUSTIFICATION [SL22-03]

PROJECT NUMBER	SRTP Project No:		SL22-03
	FTIP No:		
PROJECT NAME	Mobile Command Center		
PROJECT DESCRIPTION	Emergency Operations Center		
PROJECT JUSTIFICATION	Large vehicle configured to act as a communications and emergency management center during emergency operations to facilitate the continuity of operations during emergency situations.		
PROJECT SCHEDULE	Start Date	Completion Date	
	July 2022	June 2025	
PROJECT FUNDING SOURCES	Fund Type	Fiscal Year	Amount
	STA	2022	\$500,000
Total			\$500,000
<i>FTA Grant #</i>	<i>RCTC Grant #</i>	<i>Description</i>	<i>Unexpended balance</i>

TABLE 5.2A – CAPITAL PROJECT JUSTIFICATION [SL22-04]

PROJECT NUMBER	SRTP Project No:		SL22-04	
	FTIP No:			
PROJECT NAME	Replacement Paratransit Vans (10)			
PROJECT DESCRIPTION	Purchase of 10 vans to replace existing SunDial paratransit vans that will meet useful life as outlined by FTA guidelines.			
PROJECT JUSTIFICATION	The purchase of 10 paratransit vans will ensure SunLine replaces older fleet vehicles to maintain services reliability and reduce maintenance costs.			
PROJECT SCHEDULE	Start Date		Completion Date	
	July 2022		June 2025	
PROJECT FUNDING SOURCES	Fund Type		Fiscal Year	Amount
	STA		2022	\$548,424
	LCTOP		2022	\$824,000
Total				\$1,372,424
<i>FTA Grant #</i>	<i>RCTC Grant #</i>	<i>Description</i>		<i>Unexpended balance</i>

**TABLE 6
PROGRESS TO IMPLEMENT TRIENNIAL PERFORMANCE AUDIT**

SunLine completed a Transportation Development ACT (TDA) State Triennial Performance Audit in September 2016 for FY 2012/2013 through 2014/2015. The audit was performed by Michael Baker International.

Table 6 “Progress to Implement the Triennial Performance Audit” summarizes the Performance Audit recommendations and actions taken by SunLine in response.

Table 6 – Progress to Implement Triennial Performance Audit

Performance Audit Recommendation	Action(s) Taken and Results
1) Prepare and submit separate State Controller Transit Operators Financial Transaction Report for general public transit specialized service. (High Priority)	This recommendation has been addressed. The FY 2015/16 report has been submitted and this process has been added to the procedures.
2) Continue to pursue a fare revenue sharing agreement with College of the Desert. (High Priority)	SunLine is collaborating with the College of the Desert, University of California Riverside, and California State University San Bernardino Palm Desert Campus on a U-Pass.
3) Engage in long term planning. (Medium Priority)	SunLine will be pursuing funds to implement a long range transit plan with a strategic marketing plan in FY 2017/18.

**TABLE 7
SERVICE PROVIDER PERFORMANCE TARGETS**

Table 7 -- Service Provider Performance Targets Rep
 FY 2018/19 Short Range Transit Plan Re
 SunLine Transit Agency

Data Elements	FY 2018/19 Plan	FY 2018/19 Target	FY 2018/19 Year to Date Through 3rd Quarter	Year to Date Performance Scorecard
Unlinked Passenger Trips	3,894,862			
Passenger Miles	27,240,436			
Total Actual Vehicle Revenue Hours	299,773.0			
Total Actual Vehicle Revenue Miles	4,449,915.0			
Total Actual Vehicle Miles	5,109,321.0			
Total Operating Expenses	\$39,654,404			
Total Passenger Fare Revenue	\$6,962,133			
Net Operating Expenses	\$32,692,271			
Performance Indicators				
Mandatory:				
1. Farebox Recovery Ratio	17.55%	>= 17.49%	17.70%	Meets Target
Discretionary:				
1. Operating Cost Per Revenue Hour	\$132.28	<= \$108.50	\$76.70	Meets Target
2. Subsidy Per Passenger	\$8.39	>= \$5.51 and <= \$7.45	\$5.72	Meets Target
3. Subsidy Per Passenger Mile	\$1.20	>= \$0.75 and <= \$1.01	\$0.64	Better Than Target
4. Subsidy Per Hour	\$109.06	>= \$74.82 and <= \$101.22	\$63.13	Better Than Target
5. Subsidy Per Mile	\$7.35	>= \$4.88 and <= \$6.60	\$5.16	Meets Target
6. Passengers Per Revenue Hour	13.00	>= 11.56 and <= 15.64	11.00	Fails to Meet Target
7. Passengers Per Revenue Mile	0.88	>= 0.76 and <= 1.02	0.90	Meets Target
Notes: Must meet at least 4 out of 7 Discretionary Performance Indicators				
Productivity Performance Summary:				
Service Provider Comments:				

**TABLE 8
FY 2019/2020 SRTP PERFORMANCE REPORT**

FY 2019/20 - Table 8 -- SRTP Performance Report
Service Provider: SunLine Transit Agency
All Routes

Performance Indicators	FY 2017/18 End of Year Actual	FY 2018/19 3rd Quarter Year-to-Date	FY 2019/20 Plan	FY 2019/20 Target	Plan Performance Scorecard (a)
Passengers	4,122,539	3,149,428	4,329,667	None	
Passenger Miles	41,488,246	27,954,109	36,983,241	None	
Revenue Hours	303,326.4	285,334.1	315,136.0	None	
Total Hours	327,436.5	244,034.6	341,518.0	None	
Revenue Miles	4,679,725.3	3,488,435.5	4,616,188.0	None	
Total Miles	5,280,523.1	3,960,498.0	5,311,625.0	None	
Operating Costs	\$32,609,634	\$21,894,183	\$40,840,137	None	
Passenger Revenue	\$6,939,092	\$3,872,471	\$8,063,714	None	
Operating Subsidy	\$25,670,542	\$18,011,712	\$32,776,423	None	
Operating Costs Per Revenue Hour	\$107.51	\$76.70	\$129.60	<= \$79.38	Fails to Meet Target
Operating Cost Per Revenue Mile	\$6.97	\$6.27	\$8.85	None	
Operating Costs Per Passenger	\$7.91	\$6.95	\$9.43	None	
Farebox Recovery Ratio	21.28%	17.70%	19.74%	>= 19.7%	Meets Target
Subsidy Per Passenger	\$6.23	\$5.72	\$7.57	>= \$4.98 and <= \$6.74	Better Than Target
Subsidy Per Passenger Mile	\$0.62	\$0.64	\$0.89	>= \$0.56 and <= \$0.76	Better Than Target
Subsidy Per Revenue Hour	\$84.63	\$63.13	\$104.01	>= \$55.01 and <= \$74.43	Better Than Target
Subsidy Per Revenue Mile	\$5.49	\$5.16	\$7.10	>= \$4.50 and <= \$6.08	Better Than Target
Passengers Per Revenue Hour	13.60	11.00	13.70	>= 9.35 and <= 12.65	Better Than Target
Passengers Per Revenue Mile	0.88	0.90	0.94	>= 0.77 and <= 1.04	Meets Target

a) The Plan Performance Scorecard column is the result of comparing the FY 2019/20 Plan to the FY 2019/20 Primary Target.

**TABLE 9
HIGHLIGHTS OF FY 2019/2020 SHORT RANGE TRANSIT PLAN**

TABLE 9 – HIGHLIGHTS OF FY 2019/2020 SRTP

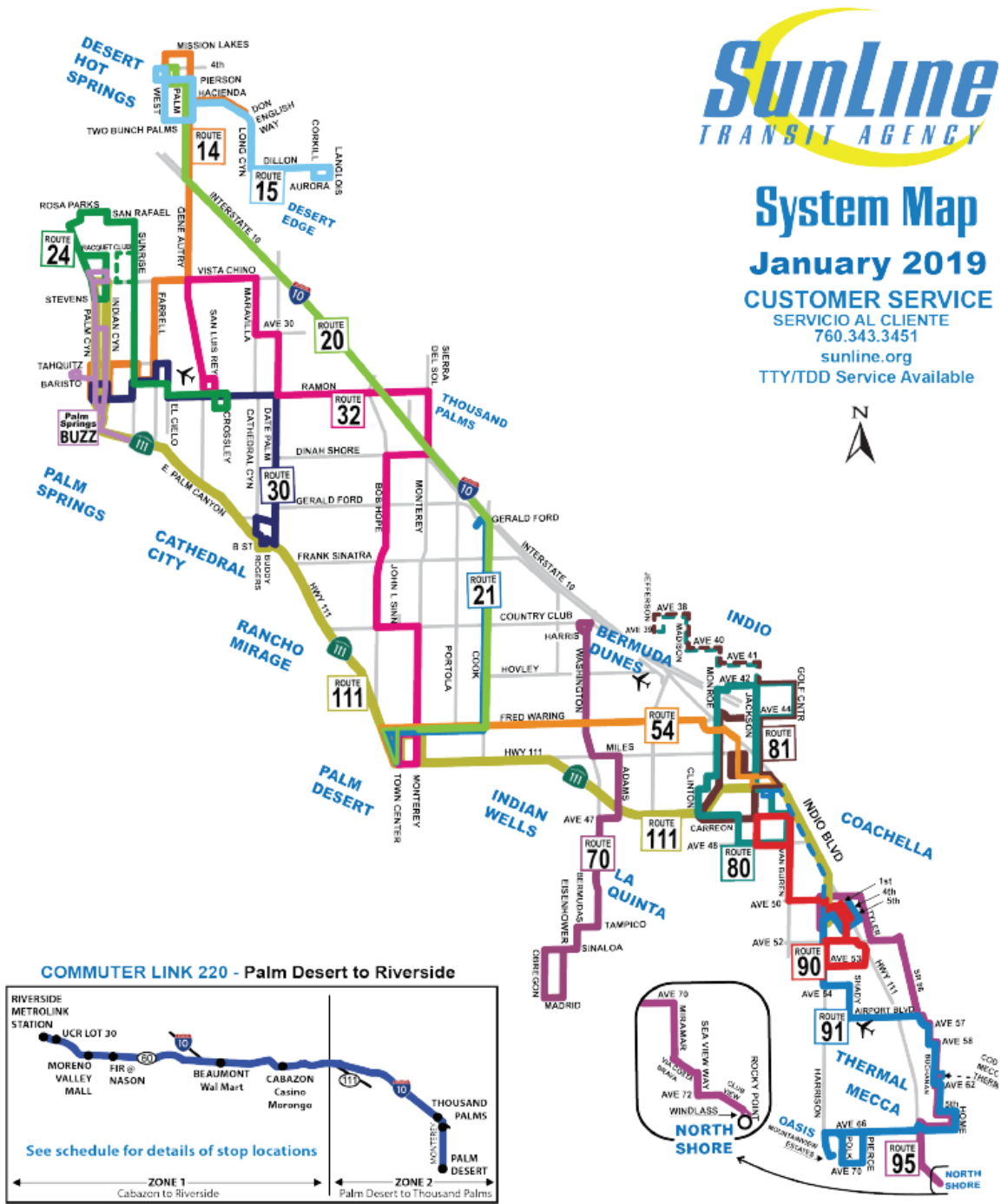
- Redesign transit
- Introduction of microtransit
- Facility and infrastructure projects such as replacement of the operations facility, hydrogen fueling station, CNG fueling station, and Center of Excellence facility
- Purchase of nine (9) replacement CNG fixed route buses
- Expansion of SunLine property to include a solar farm
- Increased revenue through the advertising program

Operating & Financial Data	FY 2015/16	FY 2016/17	FY 2017/18	FY 2018/19 Estimated	FY 2019/20 Planned
Fixed Route Ridership	4,358,966	4,151,467	3,947,023	3,719,598	4,174,079
SunDial Ridership	164,025	164,802	156,292	158,232	155,588
System Wide Ridership	4,522,991	4,316,269	4,122,539	3,877,830	4,329,667
Operating Cost Per Revenue Hour	\$106.92	\$107.26	\$110.99	\$129.99	\$129.59

**TABLE 9B
FAREBOX CALCULATION**

Table 9B - Farebox Calculation (consistent with Commission Farebox Recovery Policy)				
	Revenue Sources included in Farebox Calculation	Actual Amount from FY17/18 Audit	FY18/19 (Estimate)	FY19/20 (Plan)
1	Passenger Fares	\$ 2,900,114	\$ 2,841,175.32	\$ 2,799,649.00
2	Interest	\$ 7,460.00	\$ 15,656.34	\$ 14,954.00
3	General Fund Supplement	\$ -	\$ -	\$ -
4	Measure A	\$ -	\$ 177,000.00	\$ 3,653,381.00
5	Advertising Revenue	\$ 164,223.56	\$ 259,484.24	\$ 100,000.00
6	Gain on Sale of Fixed Assets	\$ -	\$ -	\$ -
7	CNG Revenue / Emission Credit	\$ 2,034,371.64	\$ 1,685,112.00	\$ 1,003,000.00
8	Lease / Other Revenue	\$ -	\$ -	\$ -
9	Federal Excise Tax Refund	\$ -	\$ -	\$ -
10	Investment Income	\$ -	\$ -	\$ -
11	CalPers CERBT	\$ -	\$ -	\$ -
12	Fare Revenues from Exempt Routes	\$ -	\$ -	\$ -
13	Other Revenues	\$ 1,871,974.76	\$ 759,628.50	\$ 492,730.00
	Total Revenue for Farebox Calculation (1-13)	\$ 6,978,144.16	\$ 5,738,056.40	\$ 8,063,714.00
	Total Operating Expenses for Farebox Calculation	\$ 32,478,309.00	\$ 32,723,993.44	\$ 40,840,150.00
	Farebox Recovery Ratio	21.49%	17.53%	19.74%

FIGURE A-1 SUNBUS SYSTEM MAP, JANUARY 2019

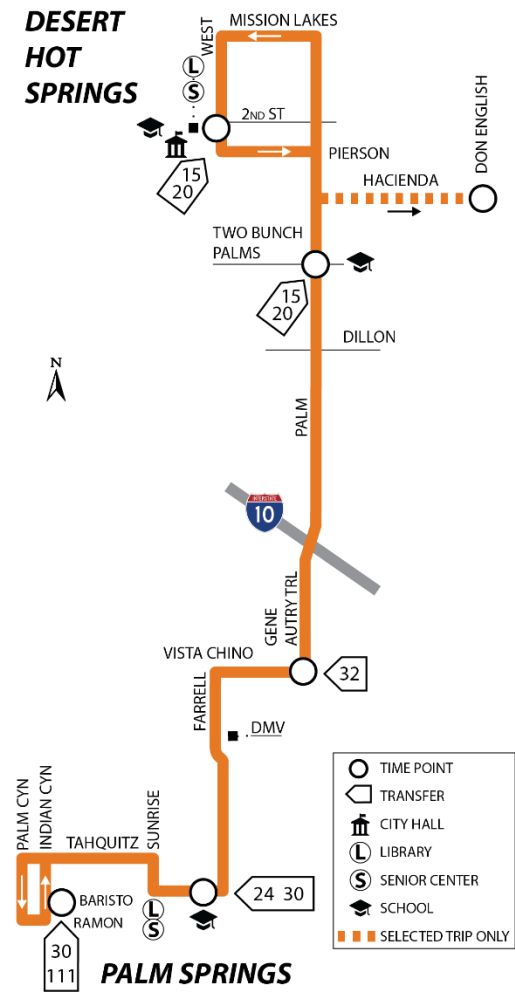


ROUTE PROFILES

ROUTE 14—DESERT HOT SPRINGS – PALM SPRINGS

Route 14 is one of SunLine’s most successful routes. This trunk route links the cities of Desert Hot Springs and Palm Springs, connecting to Routes 15, 20, 24, 30, and 111 and linking riders with local shopping centers, schools, the Palm Springs Convention Center, Department of Motor Vehicles, the Employment Development Department, libraries, senior center, theaters, and other services within the communities of Desert Hot Springs and Palm Springs.

The Route 14 operates with 20-minute frequency during weekday peak periods and 30-minute frequency during weekday evenings. The last Route 14 trip serves Hacienda Avenue in Desert Hot Springs to meet passenger demand in this area. Additionally, one morning and one afternoon trip are provided to accommodate the volume of school students.

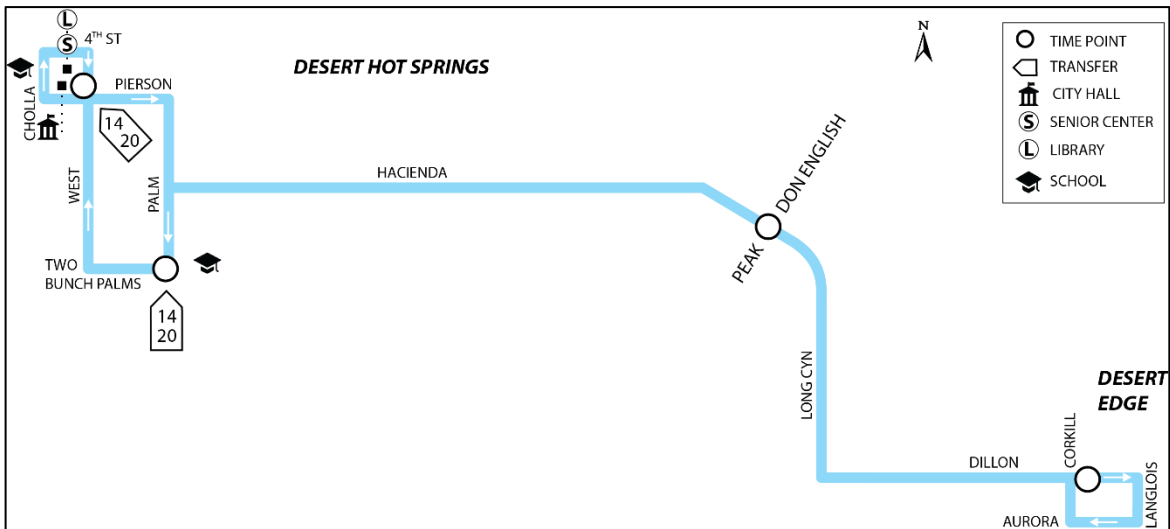


Hours of Operation:		Service Span	Financial	
4:53 AM	11:20 PM	Weekdays	Annual Route Cost	\$3,324,217
5:48 AM	10:41 PM	Weekends	Annual Farebox Route Revenue	\$947,820
Frequency:			Cost per Rider	\$5.52
20/30 MIN	Weekdays (Peak/Off-Peak)		Subsidy per Rider	\$5.22
40 MIN	Weekends	Ridership		
Average Speed:		Peak Vehicles	Average Daily Passengers Weekday	1,877
18 mph		6	Average Daily Passengers Weekends	1,119
On Time Performance:			Annual Passengers	602,574
91.6%			Passengers per Hour	21.0
Route Total Bidirectional Length (Miles):			Passengers per Mile	1.4
29.42			Annual Wheelchair Boardings	6,575
Annual Revenue Miles:		431,246	Annual Bicycle Boardings	19,080
Annual Revenue Hours		28,745	Population within .5 mi of stop	31,971
			Jobs within .5 mi of stop	14,162

ROUTE 15—DESERT HOT SPRINGS – DESERT EDGE

Route 15 serves the community of Desert Hot Springs and Desert Edge, a Riverside County unincorporated community located southeast of Desert Hot Springs. Route 15 connects to Routes 14 and 20, and links riders with local shopping centers, a neighborhood community center, Boys and Girls Club of Desert Hot Springs, schools, and other services within the City of Desert Hot Springs.

Service is under study for Mission Lakes Boulevard and Two Bunch Palms Trail for this route, as well as service at Little Morongo Road west of West Drive and west of Dillon Road, Long Canyon Road and Desert Edge.



Hours of Operation:		Service Span		Financial	
4:54 AM	8:49 PM	Weekdays		Annual Route Cost	\$630,547
5:48 AM	7:44 PM	Weekends		Annual Farebox Route Revenue	\$176,734
Frequency:				Cost per Rider	
60 MIN		Weekdays		Subsidy per Rider	\$5.55
60 MIN		Weekends			\$6.14
Average Speed:		Peak Vehicles		Ridership	
19 mph		1		Average Daily Passengers Weekday	361
On Time Performance:				Average Daily Passengers Weekends	
92.4%				Annual Passengers	113,705
Route Total Bidirectional Length (Miles):				Passengers per Hour	
15.9				Passengers per Mile	1.3
Annual Revenue Miles:				Annual Wheelchair Boardings	
87,392				Annual Bicycle Boardings	1,614
Annual Revenue Hours:				Population within .5 mi of stop	
5,450				Jobs within .5 mi of stop	2,116

ROUTE 20—DESERT HOT SPRINGS – THOUSAND PALMS – PALM DESERT

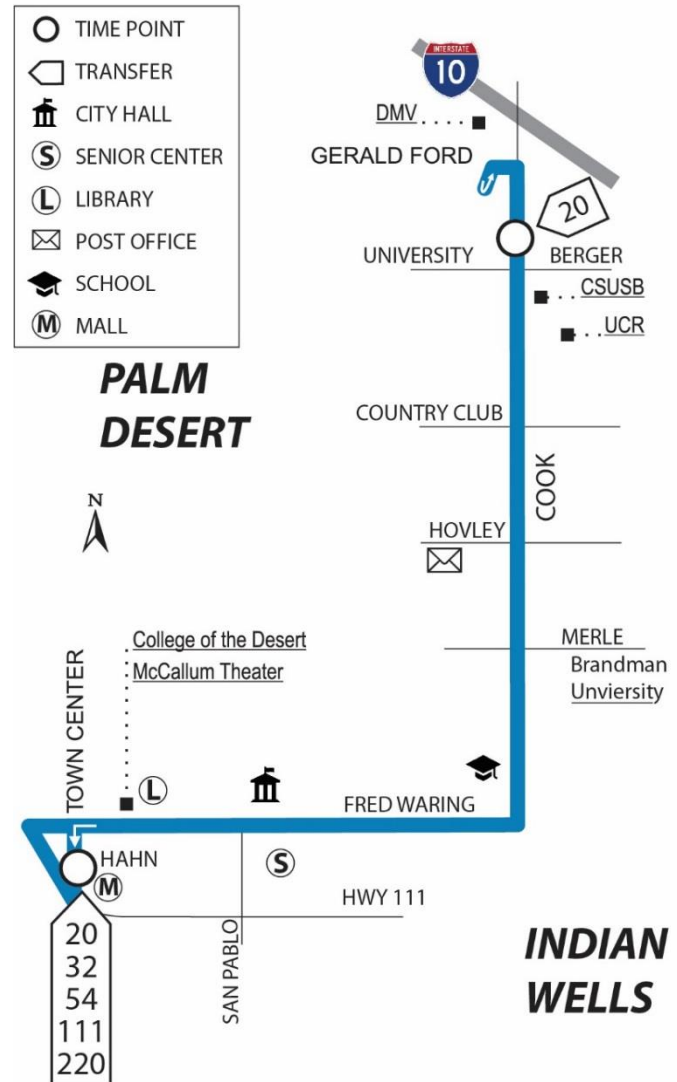
Route 20 provides limited stop service between the City of Desert Hot Springs and the City of Palm Desert. The Route 20 provides residents of Desert Hot Springs and surrounding communities improved access to resources and employment opportunities concentrated toward the center of the Coachella Valley, including the College of the Desert. Route 20 connects with Routes 14, 15, 32, 53, 54, 111 and Commuter Link 220 at Westfield Palm Desert Mall.



Hours of Operation:		Service Span		Financial	
6:32 AM	7:55 PM	Weekdays		Annual Route Cost	\$345,882
No Weekend Service				Annual Farebox Route Revenue	\$38,041
Frequency:				Cost per Rider	\$14.21
60	MIN	Weekdays		Subsidy per Rider	\$20.93
No Weekend Service				Ridership	
Average Speed:		Peak Vehicles		Average Daily Passengers Weekday	94
27	mph	2		Average Daily Passengers Weekends	N/A
On Time Performance:				Annual Passengers	24,342
84.5%				Passengers per Hour	8.19
Route Total Bidirectional Length (Miles):				Passengers per Mile	0.33
48.5				Annual Wheelchair Boardings	95
Annual Revenue Miles:				Annual Bicycle Boardings	949
74,522				Population within .5 mi of stop	11,229
Annual Revenue Hours:				Jobs within .5 mi of stop	8,180
2972					

ROUTE 21—GERALD FORD & COOK – PALM DESERT MALL

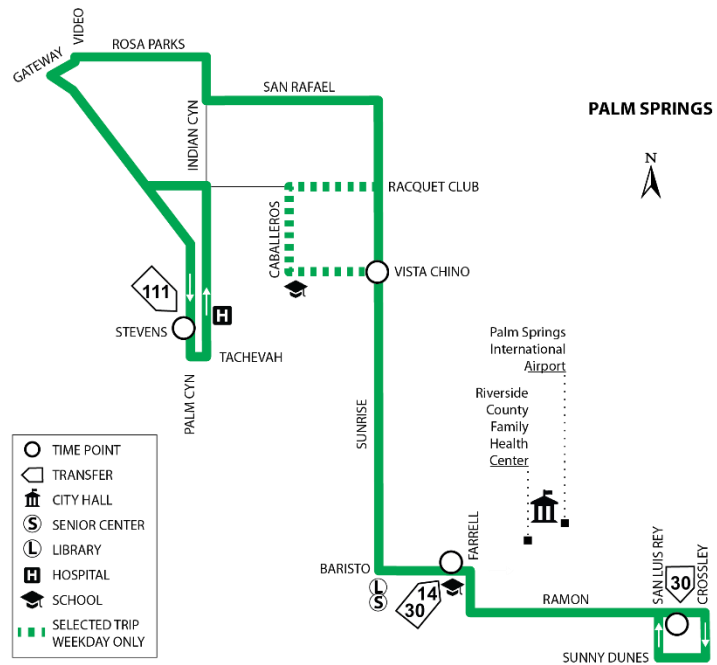
Route 21 is a new route that provides service to the City of Palm Desert, enabling riders to access the College of the Desert, the McCallum Theater, Palm Desert City Hall, Kaiser Permanente, satellite campuses of California State University of San Bernadine, the University of California Riverside, Palm Desert High School, Palm Desert Library, major employment sites, medical and shopping centers. Route 21 connects with Routes 20, 32, 54, 111 and Commuter Link 220 at Westfield Palm Desert Mall.



Hours of Operation:		Service Span		Financial	
11:00 AM	3:50 PM	Weekdays		Annual Route Cost	\$78,945
No Weekend Service				Annual Farebox Route Revenue	\$10,123
Frequency:				Cost per Rider	\$13.07
60	MIN	Weekdays		Subsidy per Rider	N/A
No Weekend Service				Ridership	
Average Speed:		Peak Vehicles		Average Daily Passengers Weekday	23
19	mph	1		Average Daily Passengers Weekends	N/A
On Time Performance:				Annual Passengers	6,039
88.5%				Passengers per Hour	9.1
Route Total Bidirectional Length (Miles):				Passengers per Mile	0.7
13.8				Annual Wheelchair Boardings	90
Annual Revenue Miles:		9,184		Annual Bicycle Boardings	239
Annual Revenue Hours:		663		Population within .5 mi of stop	20,157
				Jobs within .5 mi of stop	18,379

ROUTE 24—PALM SPRINGS

In March 2017, Route 24 service was expanded to serve the Ramon/San Luis Rey retail area. Route 24 offers service in Palm Springs with connections to Routes 14, 30, 32, and 111. The Route 24 links riders to destinations such as the Desert Regional Hospital, Desert Highland Community Center, Social Security Administration, schools, medical facilities, theaters, and shopping outlets.

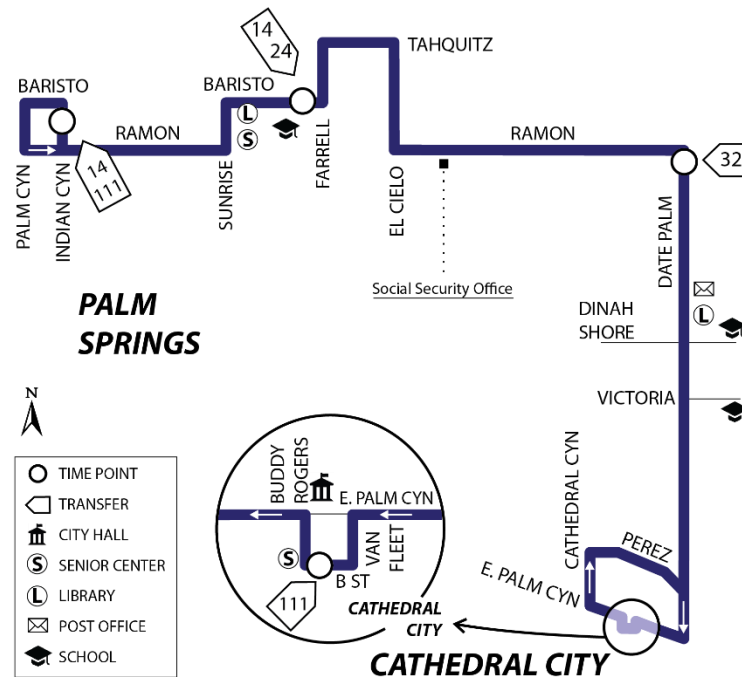


Hours of Operation:		Service Span	Financial	
6:10 AM	8:25 PM	Weekdays	Annual Route Cost	\$1,518,500
6:18 AM	7:38 PM	Weekends	Annual Farebox Route Revenue	\$262,361
Frequency:			Cost per Rider	\$9.17
40 MIN		Weekdays	Subsidy per Rider	\$6.44
60 MIN		Weekends	Ridership	
Average Speed:		Peak Vehicles	Average Daily Passengers Weekday	537
15 mph		5	Average Daily Passengers Weekends	256
On Time Performance:			Annual Passengers	165,664
			Passengers per Hour	12.6
Route Total Bidirectional Length (Miles):			Passengers per Mile	1.18
20.3			Annual Wheelchair Boardings	1,214
Annual Revenue Miles:		140,537	Annual Bicycle Boardings	4,336
Annual Revenue Hours:		13,133	Population within .5 mi of stop	22,374
			Jobs within .5 mi of stop	10,955

ROUTE 30—CATHEDRAL CITY – PALM SPRINGS

Route 30 is one of SunLine’s most successful routes. In March 2017, Route 30 was realigned to serve Tahquitz Canyon Drive at El Cielo to provide riders with more frequency in this area. Route 30 is a Trunk route providing service between the cities of Cathedral City and Palm Springs. Riding the Route 30 provides customers access to the Palm Springs International Airport, Palm Springs City Hall, Social Security Administration, public libraries, city halls, senior centers, schools, shopping centers and various industrial parks. It operates with 20-minute frequency during weekday peak periods, connecting to Routes 14, 24, 32, and 111. The Route 30 also offers three afternoon supplementary trips to accommodate the high volume of student ridership.

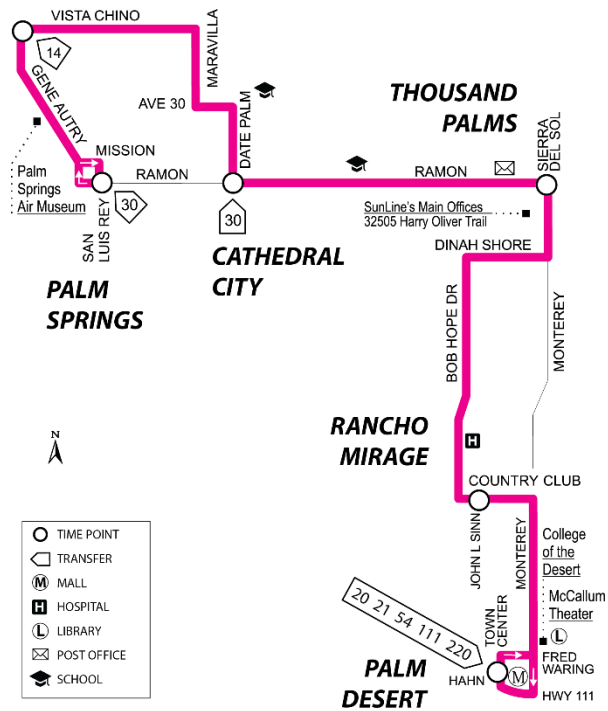
The most recent Operational Analysis proposed fifteen-minute frequency for this trunk route. Frequency changes are under study and are subject to available funding and Board approval.



Hours of Operation:		Service Span		Financial	
5:40 AM	10:44 PM	Weekdays		Annual Route Cost	\$3,067,176
6:15 AM	9:41 PM	Weekends		Annual Farebox Route Revenue	\$998,475
Frequency:				Cost per Rider	\$4.86
20 MIN		Weekdays		Subsidy per Rider	\$2.70
40 MIN		Weekends		Ridership	
Average Speed:		Peak Vehicles		Average Daily Passengers Weekday	1,954
13 mph			5	Average Daily Passengers Weekends	1,204
On Time Performance:				Annual Passengers	631,376
			92.2%	Passengers per Hour	23.8
Route Total Bidirectional Length (Miles):				Passengers per Mile	2.34
			19.3	Annual Wheelchair Boardings	5,048
Annual Revenue Miles:				Annual Bicycle Boardings	23,357
			269,503	Population within .5 mi of stop	34,329
Annual Revenue Hours:				Jobs within .5 mi of stop	16,652
			26,541		

ROUTE 32—PALM SPRINGS – CATHEDRAL CITY – THOUSAND PALMS – RANCHO MIRAGE – PALM DESERT

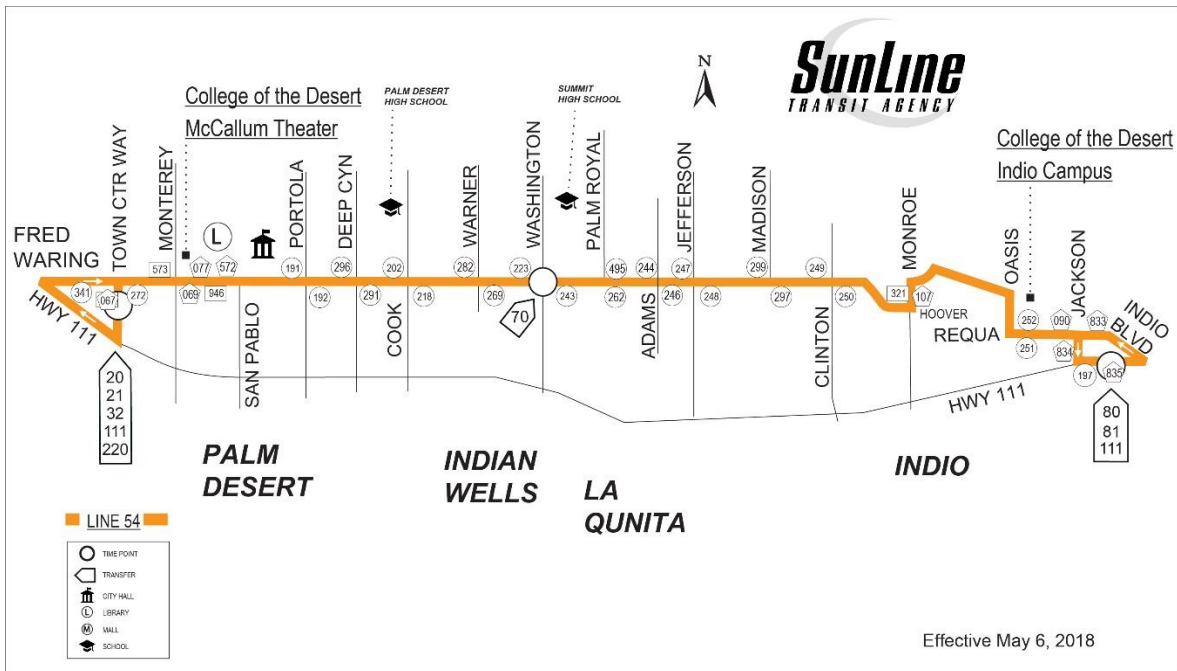
Route 32 links the cities of Palm Springs, Cathedral City, and the unincorporated community Thousand Palms, Rancho Mirage and Palm Desert. The route connects with Routes 14, 20, 24, 30, 53, 54, 111, and Commuter Link 220. Riders can access schools and various retail centers along Ramon Road in the City of Cathedral City. Routing through the I-10 Interchange provides access to Costco, Home Depot, and the Regal Cinemas 16 theater complex, as well as service to the Agua Caliente Casino on Ramon Road at Bob Hope Drive. This route also provides service to Eisenhower Medical Center, College of the Desert, and Westfield Palm Desert Mall.



Hours of Operation:		Service Span		Financial	
5:00 AM	10:40 PM	Weekdays		Annual Route Cost	\$1,933,780
6:54 AM	10:48 PM	Weekends		Annual Farebox Route Revenue	\$372,527
Frequency:				Cost per Rider	\$8.17
50 MIN		Weekdays		Subsidy per Rider	\$8.17
60 MIN		Weekends		Ridership	
Average Speed:		Peak Vehicles		Average Daily Passengers Weekday	737
19 mph		3		Average Daily Passengers Weekends	441
On Time Performance:				Annual Passengers	236,728
		89.5%		Passengers per Hour	14.2
Route Total Bidirectional Length (Miles):				Passengers per Mile	0.8
		40.4		Annual Wheelchair Boardings	1,147
Annual Revenue Miles:				Annual Bicycle Boardings	10,058
		278,815		Population within .5 mi of stop	37,261
Annual Revenue Hours:				Jobs within .5 mi of stop	21,864
		16,718			

ROUTE 54—PALM DESERT – INDIAN WELLS – LA QUINTA – BERMUDA DUNES – INDIIO

Route 54 operates between Palm Desert and Indio serving the cities of Indian Wells and La Quinta as well as the unincorporated community of Bermuda Dunes via Fred Waring Drive. This route was designed to provide direct service between Palm Desert and Indio, in addition to serving the length of Fred Waring Drive. Service is provided to the Indio Workforce Development, College of the Desert (Indio and Palm Desert), McCallum Theater, Civic Center, along with close proximity to Indian Wells Tennis Gardens. Route 54 connects with Routes 20, 32, 53, 70, 80, 81, 90, 91, 95, 111, and Commuter Link 220 at Westfield Palm Desert Mall and Hwy 111 at Flower.

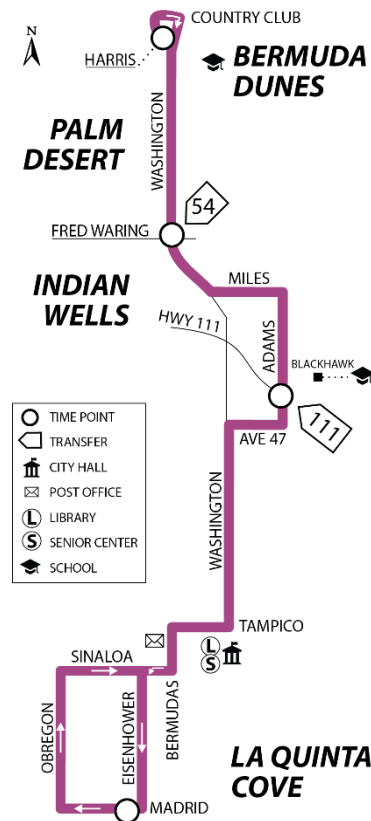


Hours of Operation:		Service Span		Financial	
5:55 AM	7:55 PM	Weekdays		Annual Route Cost	\$777,535
		No Weekend Service		Annual Farebox Route Revenue	\$111,325
Frequency:				Cost per Rider	\$10.61
45	MIN	Weekdays		Subsidy per Rider	\$9.17
		No Weekend Service		Ridership	
Average Speed:		Peak Vehicles		Average Daily Passengers Weekday	283
20 mph			2	Average Daily Passengers Weekends	N/A
On Time Performance:				Annual Passengers	73,310
			82.2%	Passengers per Hour	10.9
Route Total Bidirectional Length (Miles):				Passengers per Mile	0.6
			24.3	Annual Wheelchair Boardings	392
Annual Revenue Miles:				Annual Bicycle Boardings	2,543
			113,426	Population within .5 mi of stop	37,729
Annual Revenue Hours:				Jobs within .5 mi of stop	13,900
			6,717		

ROUTE 70—LA QUINTA – PALM DESERT – INDIAN WELLS – BERMUDA DUNES

Route 70 offers bus service to the City of La Quinta and the edge of the cities of Palm Desert and Indian Wells and the unincorporated community of Bermuda Dunes. Riders are able to access the Indian Wells Tennis Gardens on Washington Street at Fred Waring Drive, city hall, the senior center, schools, and various shopping centers along Adams Street, Avenue 47, and Washington Street. Transfers from the Route 70 to the Route 111 can be made on Highway 111 at Adams Street.

SunLine is evaluating extending service north of the I-10 Freeway if it can be done without increasing operating costs. The implementation of proposed changes are subject to available funding and Board approval.

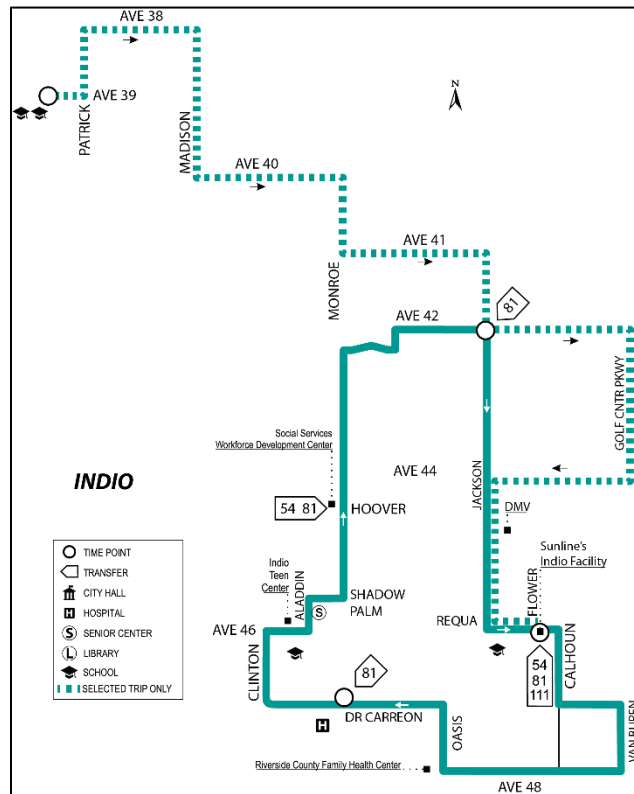


Hours of Operation:		Service Span		Financial	
5:15 AM	8:45 PM	Weekdays		Annual Route Cost	\$1,128,548
5:15 AM	9:28PM	Weekends		Annual Farebox Route Revenue	\$249,639
Frequency:				Cost per Rider	\$6.95
45 MIN		Weekdays		Subsidy per Rider	\$5.03
90 MIN		Weekends		Ridership	
Average Speed:		Peak Vehicles		Average Daily Passengers Weekday	540
16 mph		3		Average Daily Passengers Weekends	215
On Time Performance:				Annual Passengers	162,309
		88.9%		Passengers per Hour	16.6
Route Total Bidirectional Length (Miles):				Passengers per Mile	1.3
		19.5		Annual Wheelchair Boardings	346
Annual Revenue Miles:				Annual Bicycle Boardings	5,906
		129,009		Population within .5 mi of stop	27,982
Annual Revenue Hours:				Jobs within .5 mi of stop	9,943
		9,756			

ROUTE 80 —INDIO

Route 80 operates in a clockwise loop serving residents of the City of Indio, providing access to John F. Kennedy Memorial Hospital, Riverside County Fair and National Date Festival, Social Security Administration, Employment Development Department, Indio Senior Center, Boys and Girls Club, Riverside County Social Services Offices, Department of Motor Vehicles, Martha's Village & Kitchen, community centers, schools, and shopping centers. Two afternoon trips to Shadow Hills High School on Jefferson Street at Avenue 39 are provided.

Route 80 connects to Routes 54, 81, 90, 91, and 111 at the transfer location on Highway 111 at Flower Street.

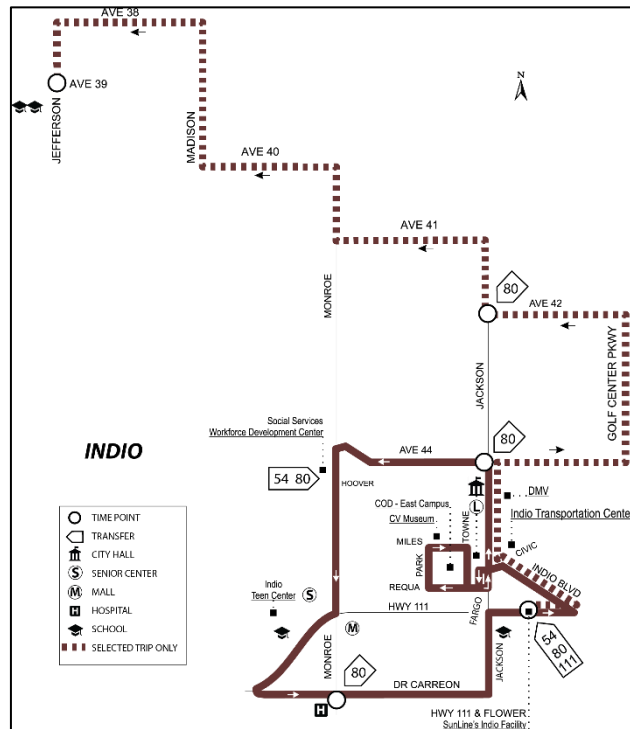


Hours of Operation:		Service Span		Financial	
6:00 AM	8:45 PM	Weekdays		Annual Route Cost	\$707,704
6:00 AM	8:45 PM	Weekends		Annual Farebox Route Revenue	\$231,817
Frequency:				Cost per Rider	\$5.01
60 MIN		Weekdays		Subsidy per Rider	\$2.83
60 MIN		Weekends		Ridership	
Average Speed:		Peak Vehicles		Average Daily Passengers Weekday	457
15 mph			5	Average Daily Passengers Weekends	220
On Time Performance:				Annual Passengers	141,217
			85.8%	Passengers per Hour	23.3
Route Total Bidirectional Length (Miles):				Passengers per Mile	2.0
			11.02	Annual Wheelchair Boardings	1,246
Annual Revenue Miles:				Annual Bicycle Boardings	2,880
			70,163	Population within .5 mi of stop	39,132
Annual Revenue Hours:				Jobs within .5 mi of stop	7,554
			6,064		

ROUTE 81—INDIO

Route 81 is a loop route that operates counter-clockwise and provides transit service to residents of the City of Indio, enabling passengers access to John F. Kennedy Memorial Hospital, Riverside County Fair and National Date Festival, Employment Development Department, U.S. Social Security Administration, East Valley College of the Desert campus, Riverside County social services offices, Department of Motor Vehicles, Coachella Valley Cultural Museum, the Indio transportation center, community centers, library, schools, and a shopping centers. Two morning trips are provided to accommodate commuting students, service to Shadow Hills High School on Jefferson Street at Avenue 39 was implemented.

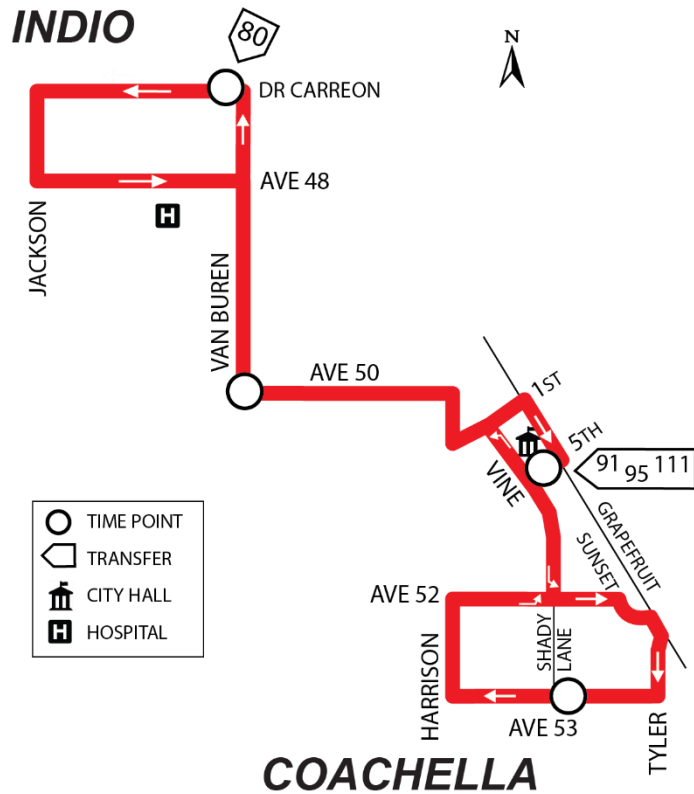
Route 81 connects to Routes 54, 80, 90, 91 and 111 at the transfer location on Highway 111 at Flower Street.



Hours of Operation:		Service Span	Financial	
5:25 AM	8:15 PM	Weekdays	Annual Route Cost	\$653,595
5:25 AM	8:15 PM	Weekends	Annual Farebox Route Revenue	\$141,762
Frequency:			Cost per Rider	\$7.15
60 MIN		Weekdays	Subsidy per Rider	\$4.07
60 MIN		Weekends	Ridership	
Average Speed:		Peak Vehicles	Average Daily Passengers Weekday	301
12 mph		1	Average Daily Passengers Weekends	129
On Time Performance:			Annual Passengers	91,450
		93.0%	Passengers per Hour	16.2
Route Total Bidirectional Length (Miles):			Passengers per Mile	1.7
		8.71	Annual Wheelchair Boardings	480
Annual Revenue Miles:			Annual Bicycle Boardings	804
		52,568	Population within .5 mi of stop	32,477
Annual Revenue Hours:			Jobs within .5 mi of stop	7,631
		5,653		

ROUTE 90—INDIO – COACHELLA

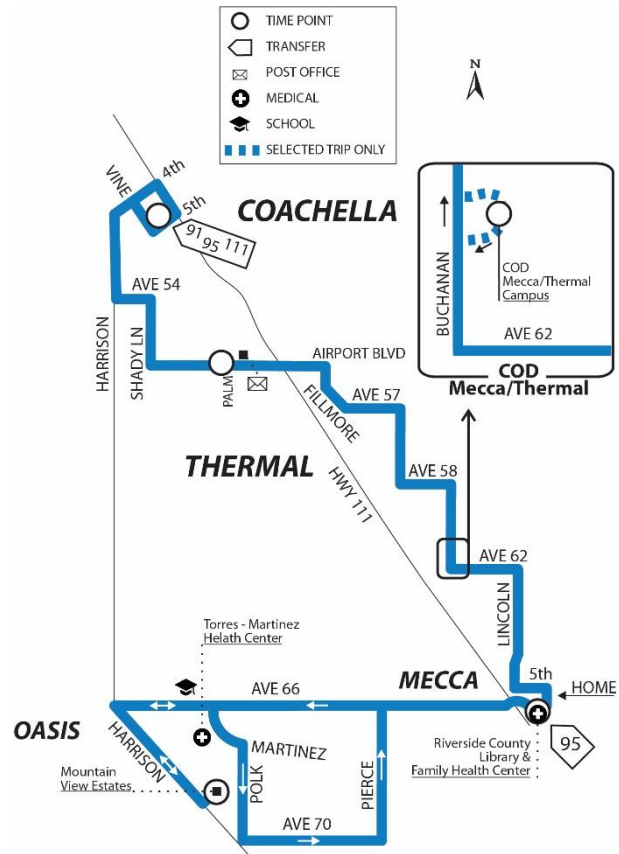
Route 90 serves the cities of Coachella and Indio allowing passengers to access the Employment Development Department, Coachella City Hall, library, senior center, Boys & Girls Club, local schools, and shopping centers. Connections to Routes 54, 80, 81, 91, 95 and 111 occur at the transfer location on Highway 111 at Flower Street in the City of Indio.



Hours of Operation:		Service Span	Financial	
5:00 AM	9:52 PM	Weekdays	Annual Route Cost	\$1,025,088
5:00 AM	8:52 PM	Weekends	Annual Farebox Route Revenue	\$142,748
Frequency:			Cost per Rider	\$11.11
60 MIN		Weekdays	Subsidy per Rider	\$6.79
60 MIN		Weekends	Ridership	
Average Speed:		Peak Vehicles	Average Daily Passengers Weekday	273
15 mph		1	Average Daily Passengers Weekends	207
On Time Performance:			Annual Passengers	92,273
		89.5%	Passengers per Hour	10.3
Route Total Bidirectional Length (Miles):			Passengers per Mile	0.8
		12.96	Annual Wheelchair Boardings	709
Annual Revenue Miles:			Annual Bicycle Boardings	1,345
		119,478	Population within .5 mi of stop	44,655
Annual Revenue Hours:			Jobs within .5 mi of stop	7,051
		8,943		

ROUTE 91—INDIO – COACHELLA – THERMAL – MECCA – OASIS

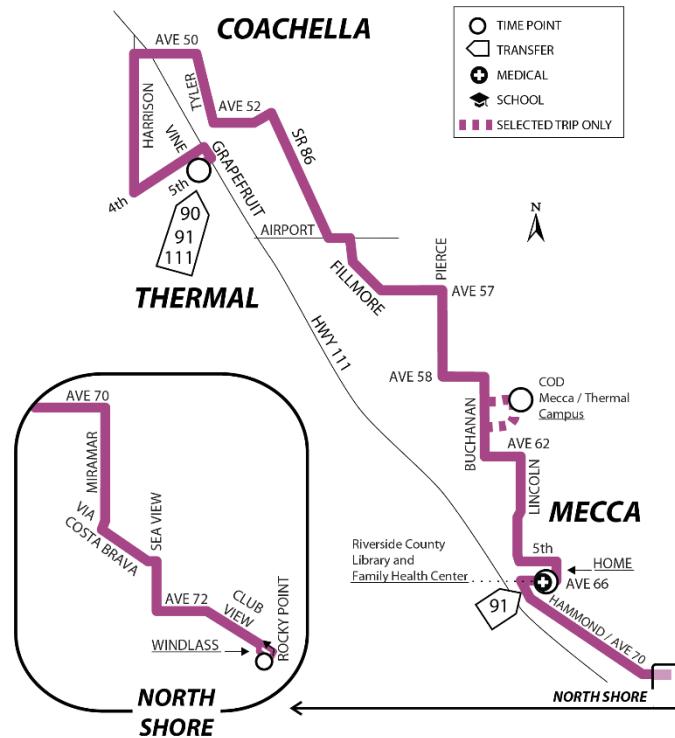
Route 91 links the cities of Indio and Coachella with the unincorporated communities of Thermal, Mecca, and Oasis. Riders on Route 91 are able to connect to Routes 54, 80, 81, 90, 95 and 111 at the transfer location on Highway 111 and Flower Street in Indio. Passengers have access to employment sites, medical, and shopping facilities. Route 91 also provides direct service to College of the Desert’s East Valley Campus in Mecca.



Hours of Operation:		Service Span	Financial	
4:48 AM	10:21 PM	Weekdays	Annual Route Cost	\$2,045,077
5:30 AM	10:42 PM	Weekends	Annual Farebox Route Revenue	\$266,815
Frequency:			Cost per Rider	\$11.66
60 MIN		Weekdays	Subsidy per Rider	\$14.25
60 MIN		Weekends	Ridership	
Average Speed:		Peak Vehicles	Average Daily Passengers Weekday	527
23 mph		3	Average Daily Passengers Weekends	374
On Time Performance:			Annual Passengers	175,369
90.3%			Passengers per Hour	9.91
Route Total Bidirectional Length (Miles):			Passengers per Mile	0.5
51.11			Annual Wheelchair Boardings	404
Annual Revenue Miles:			Annual Bicycle Boardings	3,365
334,941			Population within .5 mi of stop	41,181
Annual Revenue Hours:			Jobs within .5 mi of stop	8,996
17,692				

ROUTE 95— COACHELLA – MECCA – NORTH SHORE

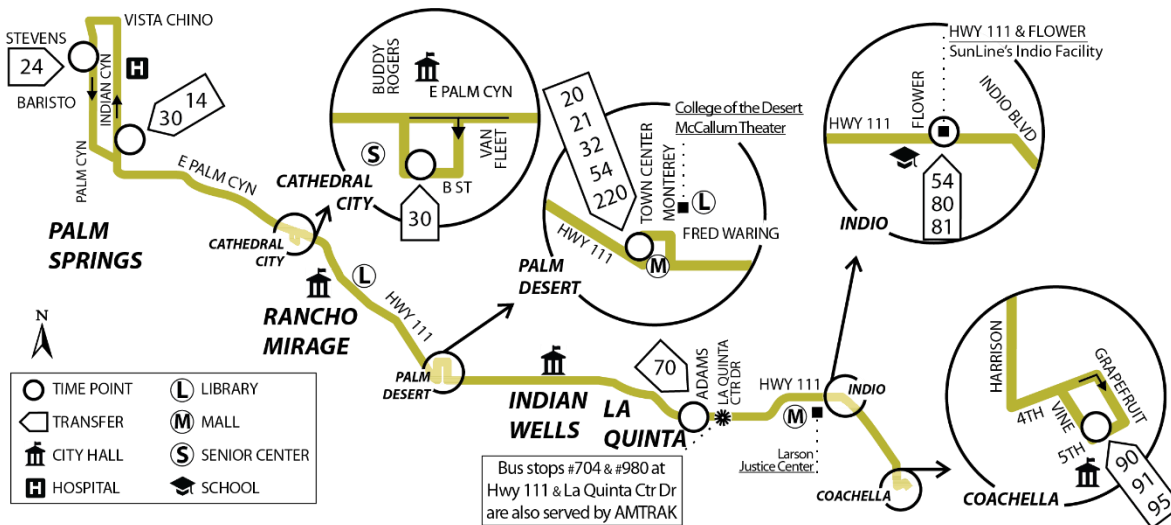
Route 95 serves the cities of Coachella and the unincorporated communities of Mecca and North Shore. The Route 95 serves the College of the Desert’s East Valley Campus in Mecca. Passengers on Route 95 connect to Routes 90, 91 and 111 at the transfer location on 5th and Vine Avenue in Coachella. Service allows passengers to access employment sites, medical, and shopping facilities.



Hours of Operation:		Service Span	Financial	
4:04 AM	10:04 PM	Weekdays	Annual Route Cost	\$738,823
4:04 AM	10:04 PM	Weekends	Annual Farebox Route Revenue	\$40,152
Frequency:			Cost per Rider	\$30.74
180 MIN		Weekdays	Subsidy per Rider	\$28.86
180 MIN		Weekends	Ridership	
Average Speed:		Peak Vehicles	Average Daily Passengers Weekday	71
22 mph		1	Average Daily Passengers Weekends	54
On Time Performance:			Annual Passengers	24,035
91.3%			Passengers per Hour	3.8
Route Total Bidirectional Length (Miles):			Passengers per Mile	0.2
52.49			Annual Wheelchair Boardings	113
Annual Revenue Miles:			Annual Bicycle Boardings	607
115,773			Population within .5 mi of stop	19,050
Annual Revenue Hours:			Jobs within .5 mi of stop	6,710
6,390				

ROUTE 111—PALM SPRINGS – CATHEDRAL CITY – RANCHO MIRAGE – PALM DESERT – INDIAN WELLS – LA QUINTA - INDIO

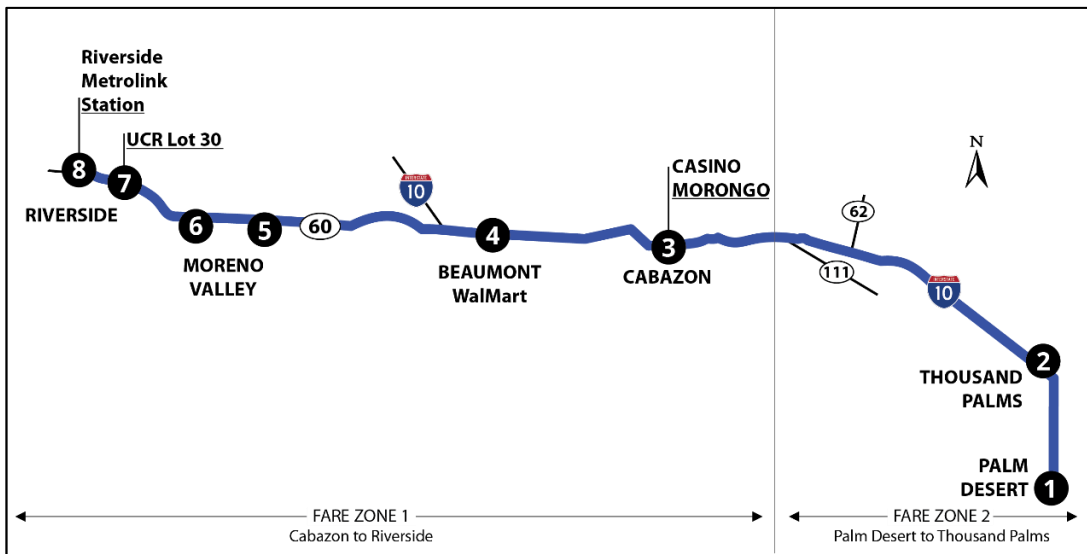
Route 111 is SunLine’s highest ridership regional trunk route. Route 111 provides service along Highway 111 from Palm Springs to Coachella, linking with the Cities of Cathedral City, Rancho Mirage, Palm Desert, Indian Wells, La Quinta and Indio. Route 111 enables riders to travel to destinations along the Highway 111 corridor. The route links passengers with major retail and commercial centers, recreational attractions, museums, educational and medical institutions. Connecting routes include Routes 14, 20, 24, 30, 32, 53, 54, 70, 80, 81, 90, 91, 95 and Commuter Link 220 at transfer locations at Westfield Palm Desert Mall.



Hours of Operation:		Service Span	Financial	
5:00 AM	11:06 PM	Weekdays	Annual Route Cost	\$7,872,585
5:30 AM	11:07 PM	Weekends	Annual Farebox Route Revenue	\$2,174,016
Frequency:			Cost per Rider	\$5.74
20/30 MIN	Weekdays (Peak/Off-Peak)		Subsidy per Rider	\$5.17
20/30 MIN	Weekends		Ridership	
Average Speed:		Peak Vehicles	Average Daily Passengers Weekday	4,035
17 mph		14	Average Daily Passengers Weekends	3,134
On Time Performance:			Annual Passengers	1,370,912
83.3%			Passengers per Hour	20.1
Route Total Bidirectional Length (Miles):			Passengers per Mile	1.3
60.0			Annual Wheelchair Boardings	8,215
Annual Revenue Miles:		1,020,931	Annual Bicycle Boardings	53,523
Annual Revenue Hours:		68,106	Population within .5 mi of stop	78,704
			Jobs within .5 mi of stop	48,948

COMMUTER LINK 220 PALM DESERT – THOUSAND PALMS – CABAZON – BEAUMONT – MORENO VALLEY – RIVERSIDE

Commuter Link 220 provides service between the Coachella Valley and western Riverside County. The route is 77 miles, with 2 stops in the Coachella Valley, located at Westfield Palm Desert Mall and Thousand Palms Transit Hub off Varner Road. The routes continues, stopping along Interstate 10 and State Route 60 serving the Casino Morongo, City of Beaumont at the Walmart Shopping Center, Moreno Valley at the Moreno Valley Mall, the University of California Riverside, and ending at Metrolink’s Riverside Station. Link 220 connects to SunLine’s Routes 20, 32, 53, 54, and 111, Pass Transit in Beaumont and Banning, Metrolink, RTA, and Omnitrans services in Riverside.



Hours of Operation:		Service Span		Financial	
5:45 AM	9:31 PM	Weekdays		Annual Route Cost	\$422,759
No Weekend Service				Annual Farebox Route Revenue	\$21,948
Frequency:		Weekdays		Cost per Rider	\$30.52
6 Trips		No Weekend Service		Subsidy per Rider	\$63.15
Average Speed:		Peak Vehicles		Ridership	
32 mph		2		Average Daily Passengers Weekday	53
On Time Performance:		72.5%		Average Daily Passengers Weekends	N/A
Route Total Bidirectional Length (Miles):		148.26		Annual Passengers	13,853
Annual Revenue Miles:		113,119		Passengers per Trip	9.3
Annual Revenue Hours:		3,655		Passengers per Mile	0.1
				Annual Wheelchair Boardings	96
				Annual Bicycle Boardings	389
				Population within .5 mi of stop	19,890
				Jobs within .5 mi of stop	38,841

SunLine Transit Agency

DATE: June 26, 2019 **INFORMATION**

TO: Strategic Planning & Operational Committee

FROM: Victor A. Duran, Transit Planning Manager

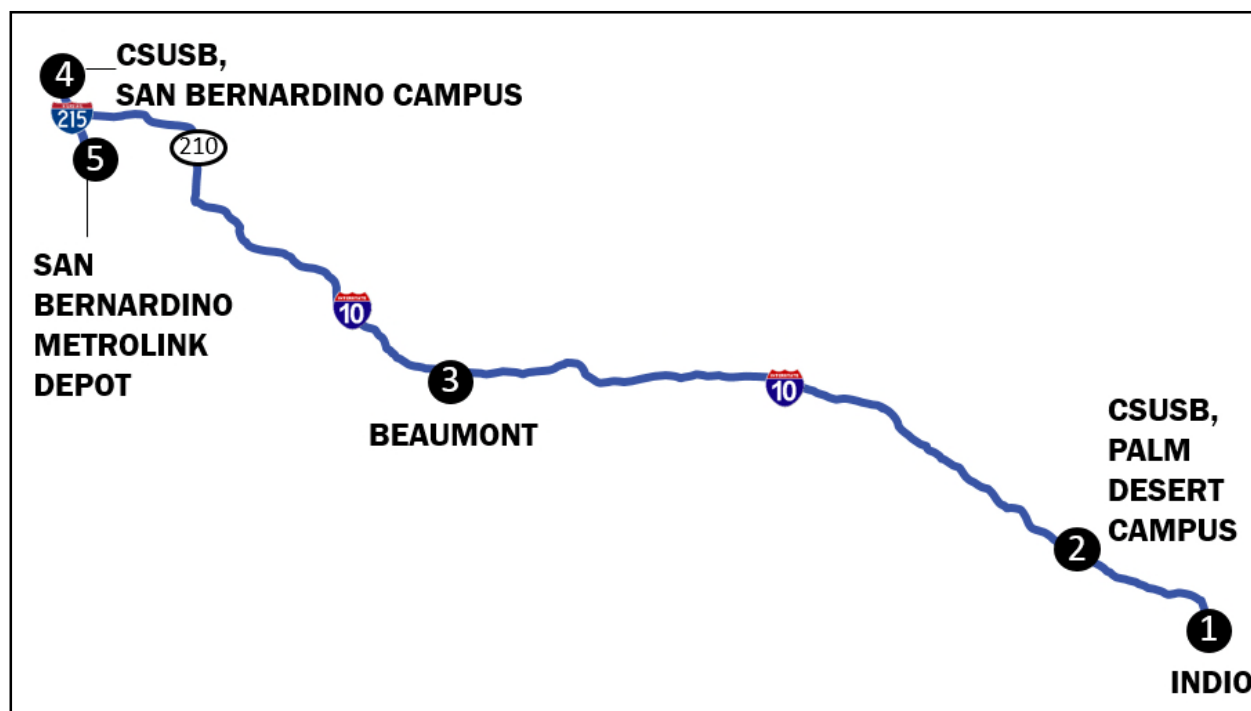
RE: California State University of San Bernardino (CSUSB) Regional Service Contract Negotiations

Background

In an effort to provide our community with higher educational opportunities, SunLine Transit Agency staff is currently working with California State University San Bernardino (CSUSB) to provide regional service between the local CSUSB Palm Desert Campus and the main campus in San Bernardino. The focus of this subsidized service is to negotiate a three (3) year contract with CSUSB that will allow SunLine to transport passengers between campuses and will also provide regional service connections for passengers from the Coachella Valley to the San Bernardino Metrolink.

CSUSB may be subsidizing the service and contributing 43% to the overall cost. SunLine would be utilizing operating funds that were previously dedicated to the Commuter Link 220.

Proposed Route Alignment



Proposed Service Schedule

WESTBOUND				
Indio to San Bernardino				
Hwy 111 & Flower	CSUSB PDC	Beaumont	CSUSB Main Campus	San Bernardino Metrolink Depot
1	2	3	4	5
5:55	6:20	7:05	7:50	8:10
7:50	8:15	9:00	9:45	10:05
1:20	1:45	2:30	3:15	3:35
3:20	3:45	4:30	5:15	5:35
DRAFT				EASTBOUND
San Bernardino to Indio				
San Bernardino Metrolink Depot	CSUSB Main Campus	Beaumont	CSUSB PDC	Hwy 111 & Flower
5	4	3	2	1
8:20	8:45	9:30	10:15	10:35
11:45	12:10	12:55	1:40	2:00
3:45	4:10	4:55	5:40	6:00
5:45	6:10	6:55	7:40	8:00

SunLine Transit Agency

DATE: June 26, 2019 **DISCUSSION**

TO: Strategic Planning and Operations Committee

FROM: Victor A. Duran, Transit Planning Manager

RE: Service Standards Policy No. B-190613 Amendment

Background

On September 27, 2017, the Board approved the current Service Standards Policy. This policy provides Agency staff a clear direction in the design, operations and management of transit service in the Coachella Valley. SunLine staff has reviewed the policy and are updating the document to reflect changes in service since the last amendment.

Updates in this policy include:

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

The Service Standards Policy will be brought to the Board Operations Committee and SunLine Transit Agency Board for approval at the July 2019 Board meeting.

The above standards are outlined in detail in the provided Service Standards Policy No. B-190613 Amendment.

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

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

SERVICE STANDARDS POLICY

I. PURPOSE

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

II. POLICY

SCOPE

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

POLICY

2. Objectives

SunLine's Service Standards Policy objectives shall be to:

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

III. PROCEDURES

1. Background

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

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

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

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

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

1. Service Area and Transit Network

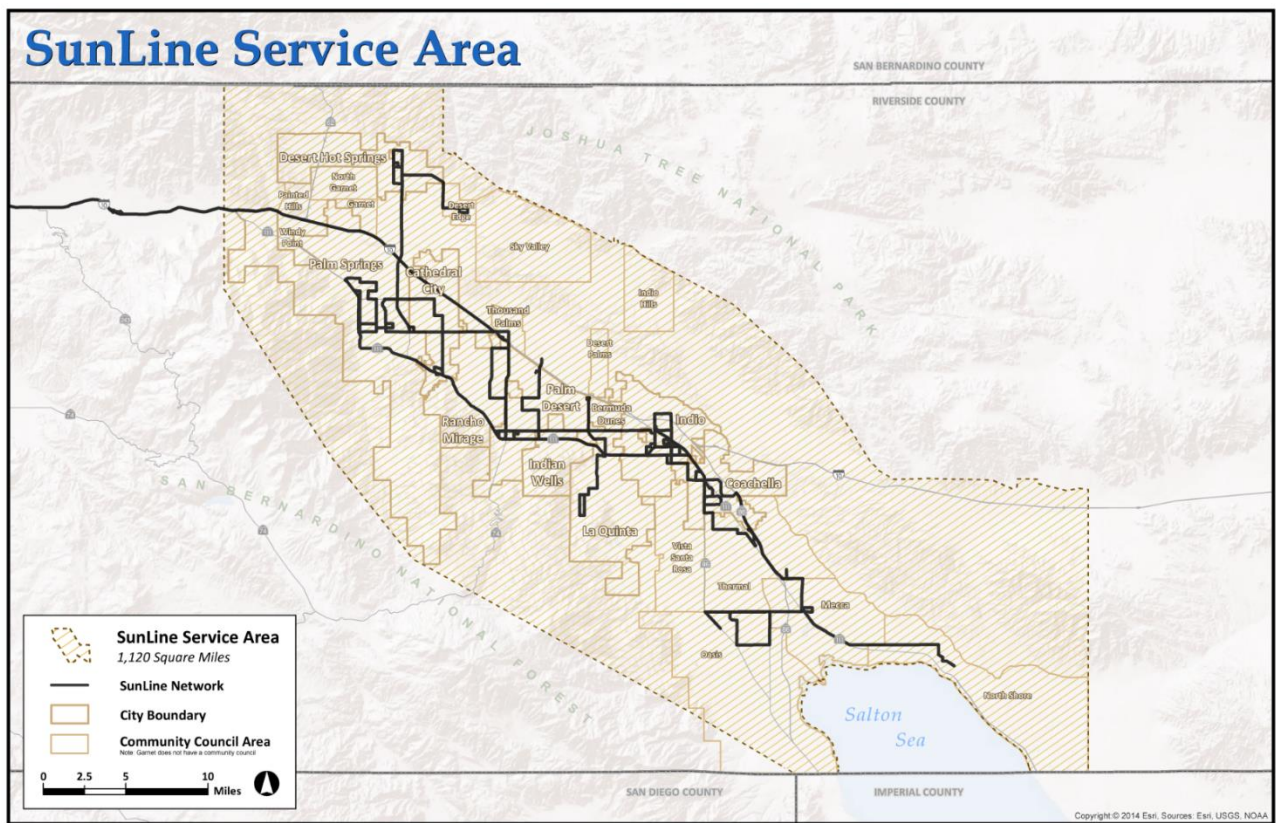
SunLine operates a range of services:

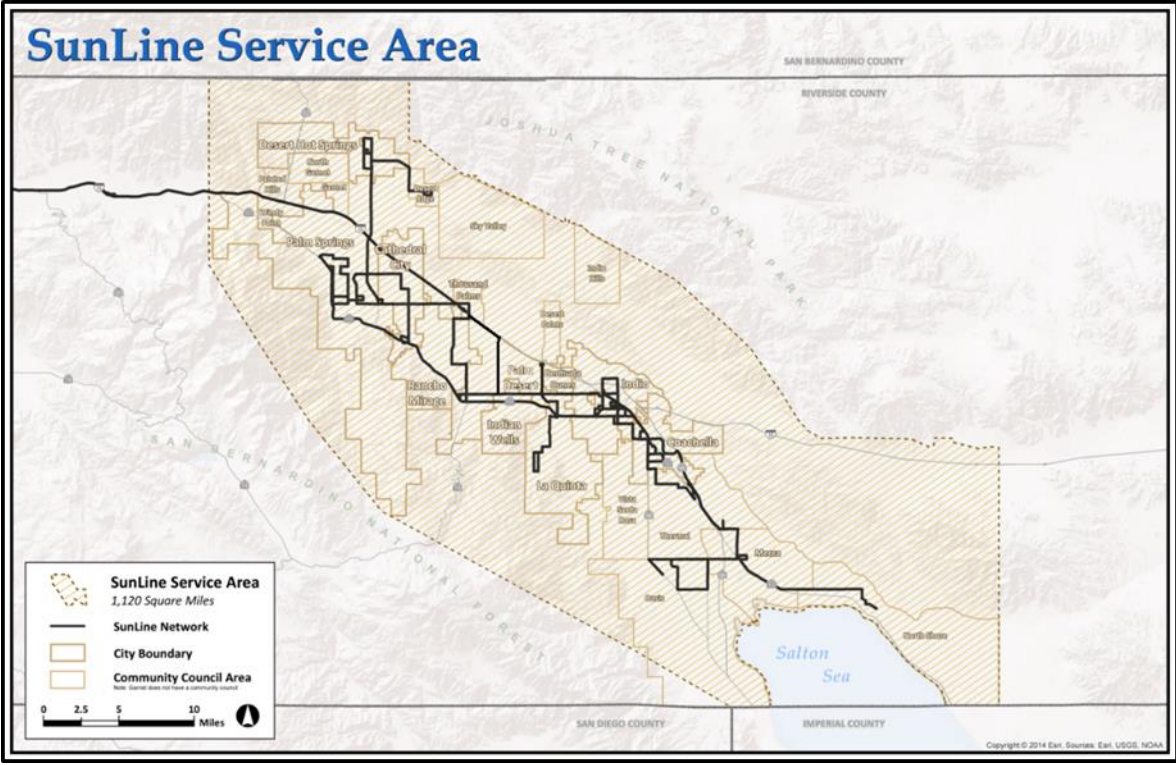
- SunBus provides 15 fixed route transit lines throughout the Coachella Valley [and 1 fixed route trolley service in the City of Palm Springs \(PS BUZZ\)](#).
- SunLine ~~Market Based Service~~ [Regional Service](#) provides local and regional passenger bus service between the Coachella Valley and Riverside.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

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

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

Map 1 – SunLine Service Area

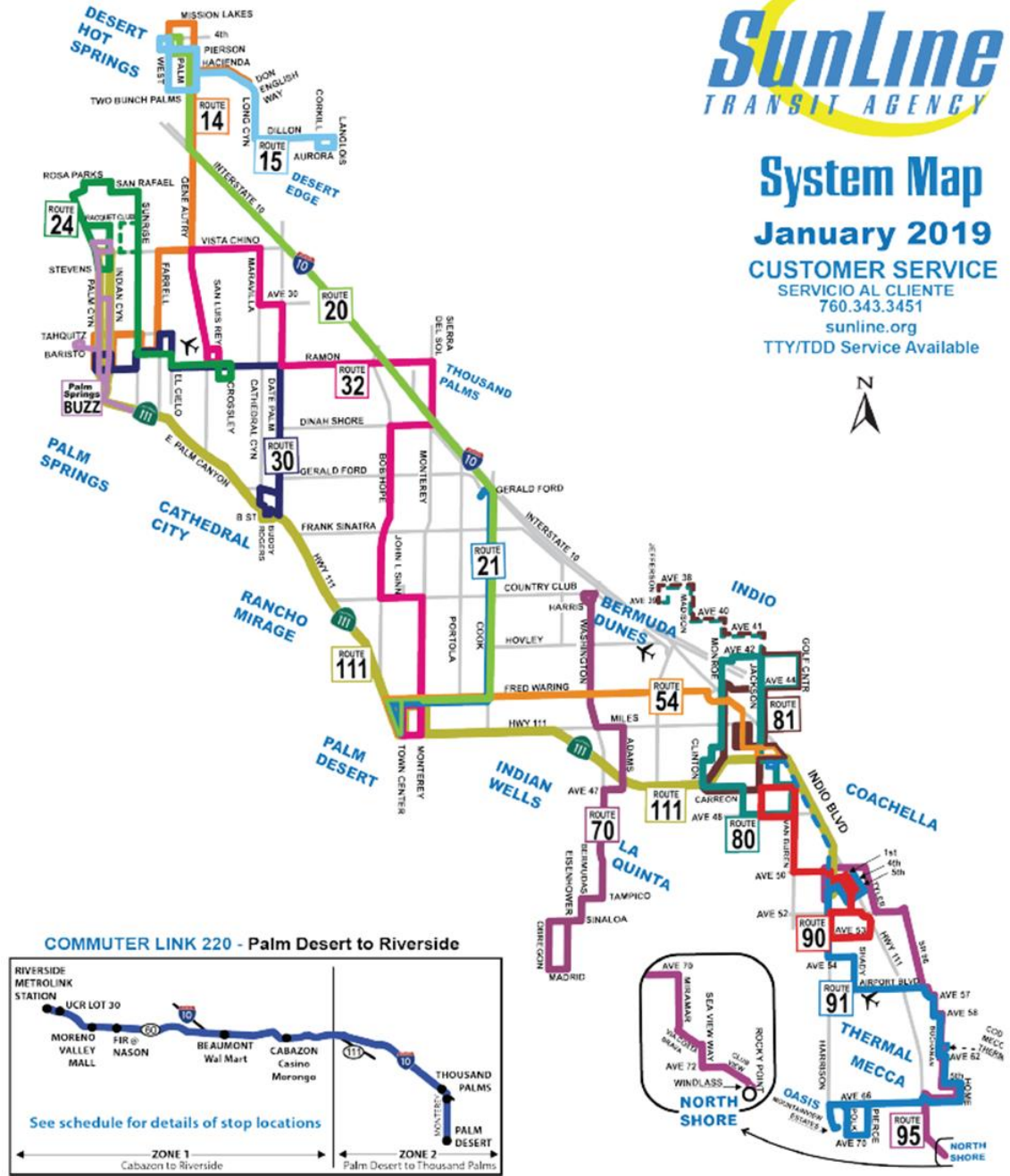




Map 2 – SunLine Transit Service Network



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



COMMUTER LINK 220 - Palm Desert to Riverside



SunLine Transit Agency

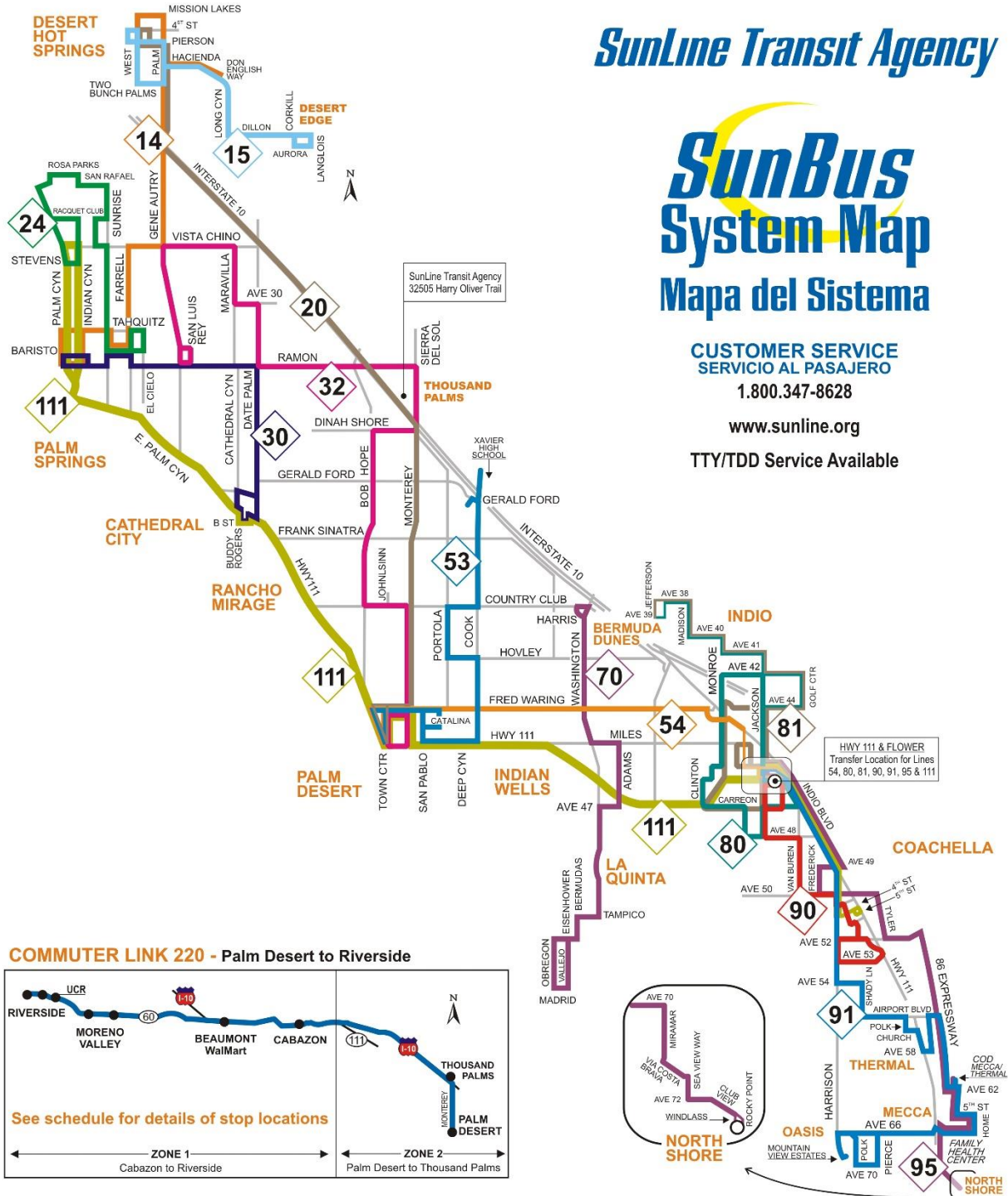
SunBus System Map Mapa del Sistema

CUSTOMER SERVICE
SERVICIO AL PASAJERO

1.800.347-8628

www.sunline.org

TTY/TDD Service Available



2. Service Standards Overview

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

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

2.1 Service Design Standards

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

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

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

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

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

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

Key attributes in relation to these services include:

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

Service Frequency and Service Span Standards

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

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

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

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

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

Stop Spacing Standard

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

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

Route Spacing Standard

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

Route Alignment Standard

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

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

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

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

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

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

Connectivity Standard

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

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

Stop Amenities Standard

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

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

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

2.2 Service Performance Standards

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

- Passengers per Revenue Hour

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

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

Passenger Boardings
Revenue Hours

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

[Lines](#) performing at or above 125% of their service classification target will be candidates for increased investment while [lines](#) performing at or below 75% will be subject to corrective action. These options will be discussed in more detail later in this document.

Table 2	PPRH Standard
Trunk Lines – Lines 14, 30, and 111	20 passengers per hour
Local Lines – Routes 15, 20-Express, 21, 24, 53, 54, 70, 80, 81, 90, 91, and 95 and Palm Springs BUZZ	10 passengers per hour
Market-Based Regional Service – Link 220	10 passengers per trip

2.3 Service Quality Standards

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

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

Each suggested metric is discussed in more detail below.

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

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

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

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

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

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

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

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

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

The target is consistent with that adopted by peer systems.

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

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

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

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

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

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

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

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

Bus Deployment Policy

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

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

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

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

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

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

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

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

2.4 Warrants Standards

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

Network Role

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

Market Opportunities

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

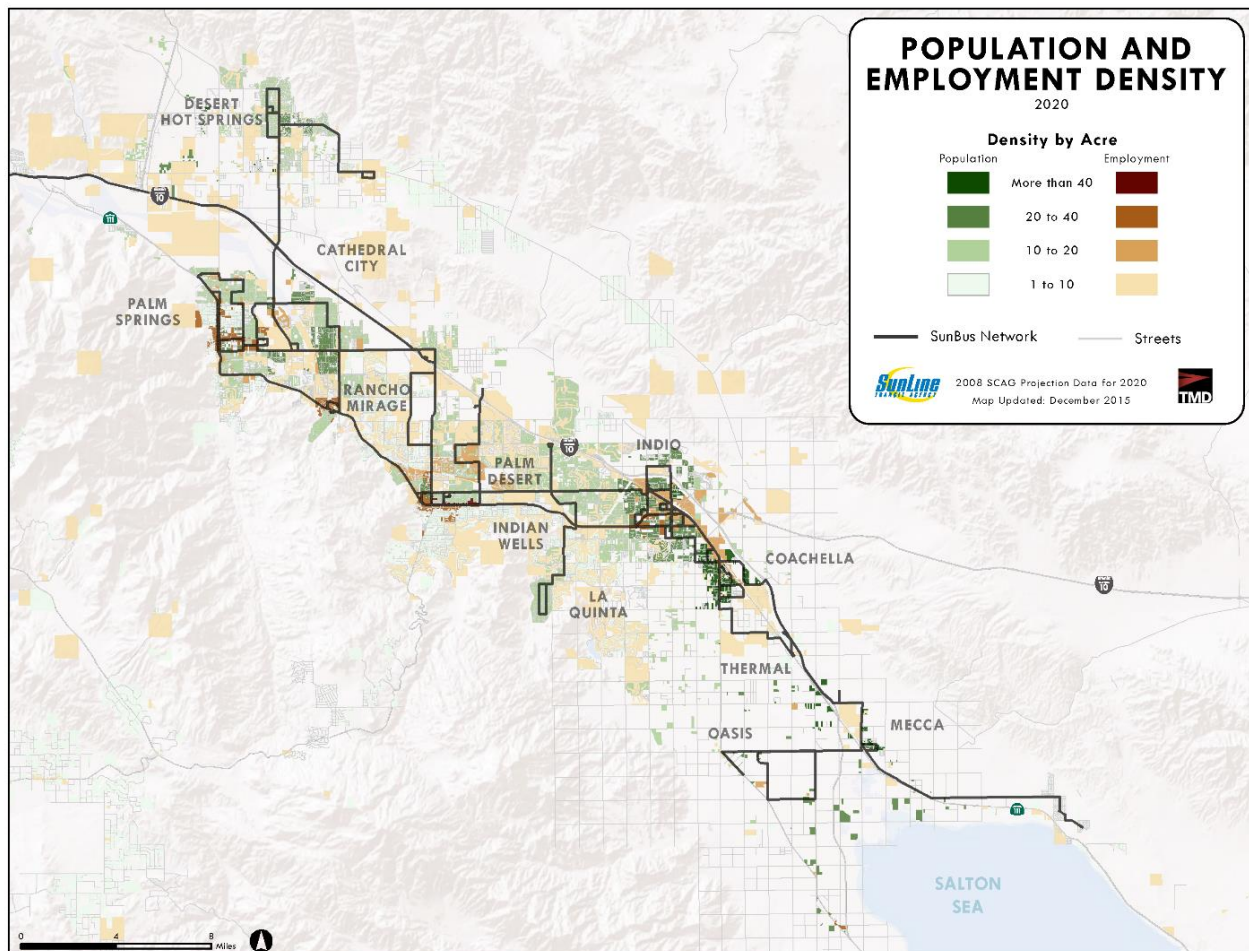
The minimum population and employment density for the introduction of new all-day fixed route transit service is an average of 10 people/jobs per acre within a half mile of the proposed route.

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

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

Unmet Mobility Needs

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



Key Destinations

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

Evaluating New Services

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

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

3. Major Service Change

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

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

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

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

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

4. Reporting and Management

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

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

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

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

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

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

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

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

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

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

Corrective Action Plan

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

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

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

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

Consequences/Outcomes

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

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

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

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Approved:

Lauren Skiver
CEO/ General Manager