AGENDA
STRATEGIC PLANNING & OPERATIONAL COMMITTEE

May 24, 2017
11:15 a.m. - 12:00 p.m.

Wellness Center
SunLine Transit Agency
Thousand Palms, CA

Public Comments will be accepted on each Agenda item upon the conclusion of the staff report on that item. Public comments on non-agendized items will be accepted during the Public comments section. Comments may be limited to 3 minutes in length. Please notify the Committee Chair if you wish to comment.)

1. **Call to Order**
2. **Roll Call**
3. **Presentation**
4. **Public Comments**
5. **Committee Member Comments**

- DISCUSSION -

6. **Review and Discussion of the Draft FY 2017/18 Short Range Transit Plan (SRTP)** **Discussion**
   (Emmanuel Martinez, Chair of Strategic Planning Committee; Staff: Anita Petke)
   For each financial year, staff is required to develop a Short Range Transit Plan (SRTP) for the Agency. This document is a three year planning document for the Agency, outlining both its service operating plan and capital projects, together with a financial plan to sustain the operating and capital plans. The first year of the plan is developed for approval at the same time as the agency budget is approved (financial details in each of these documents are consistent). The second and third year plans documented in the SRTP are provided for planning purposes only.
7. **Adjourn**

40TH ANNIVERSARY
1977 – 2017

SunLine Transit Agency

AMENDED

SHORT RANGE TRANSIT PLAN

FY 2017/18 - FY 2019/20

BOARD OF DIRECTORS

RUSSELL BETTS, CITY OF DESERT HOT SPRINGS

ROBERT RADI, CITY OF LA QUINTA

EMMANUEL MARTINEZ, CITY OF COACHELLA

KATHLEEN KELLY, CITY OF PALM DESERT

GINNY FOAT, CITY OF PALM SPRINGS

TY PEABODY, CITY OF INDIAN WELLS

GREG PETTIS, CITY OF CATHEDRAL CITY

TROY STRANGE, CITY OF INDIO

G. DANA HOBART, CITY OF RANCHO MIRAGE

V. MANUEL PEREZ, RIVERSIDE COUNTY DISTRICT 4

PREPARED BY SUNLINE STAFF

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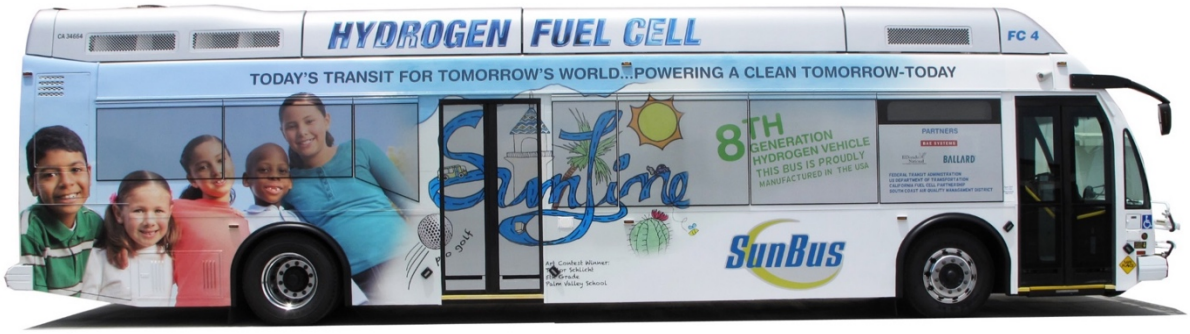

EXECUTIVE SUMMARY

The Short Range Transit Plan (SRTP), updated annually, covers fiscal years 2018 to 2020. The SRTP is a mandatory fiscal, planning and regulatory document for SunLine Transit Agency.

The Executive Summary provides a summary of the key highlights from the SRTP regarding current performance and future trends. Following the Executive Summary, Chapter 1 provides an overview of the transit system. Chapter 2 describes Existing Service and Route Performance. Chapter 3 looks ahead at Planning Studies and Anticipated Service Changes. Chapter 4 summarizes Financial and Capital Plans.

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 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

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's, the operators are charged with following through with implementation of the plans. Any 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 approved SRTPs.

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 FY2018 operating and capital budget adopted by the Board of Directors.

Guiding Framework

As SunLine celebrates 40 years of service, 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.

In 2017, SunLine is embarking on a process to rethink and reinvigorate transit services in the Coachella Valley. This process recognizes SunLine's role as a mobility manager for the Coachella Valley and will expand the agency's work to improve performance in the context of its fiscal and organizational health.

Current Trends

Since the last SRTP in 2016, recent trends have continued, specifically in the areas of financial stability, ridership, demographics, and land use.

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 fiscal year 2018 are $34,880,026 and $10,406,555, respectively, which represents an operating budget increase of 4.2% 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 for represented employees. 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 Fiscal Year 2015/2016, SunLine Transit Agency served almost 4.4 million fixed route passenger boardings, a decrease of 6.8% from the previous year. In the same year, it operated over 3,884,869 miles and 255,822 hours of revenue service.

Customer growth on SunLine's Paratransit services continues steadily. Like many transit systems across the country, SunLine faces challenges in providing cost-effective service for disabled customers who are unable to use traditional buses. In FY 2015/2016, SunLine served almost 153,183 trips, a 7% increase from FY 2014/2015.

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.

In addition, SunLine experiences a high influx of seasonal residents. Seasonal roadway congestion is serious enough to impact transit-running times, but to date has not been adequately consistent or widespread enough to warrant dedicated transit right-of-way to allow transit to avoid delays.

Land Use

For decades, development patterns in the Coachella Valley have significantly limited the effectiveness of fixed route transit. Projected growth patterns are expected to continue this trend. SunLine continues to partner with cities, CVAG, the County, and social service agencies to encourage the concentration of development near the core transit network.

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 decline at a rate of five percent in FY2017/2018. This assumption is based on recent ridership patterns. Operating costs for fixed-route services are expected to increase 4.2 percent in FY2017/2018 over FY2016/2017. The ridership decrease in this SRTP is conservative for the purposes of projecting the operational budget. In contrast, strategic planning intiatives launching in the first half of FY2017/2018 will focus the organization to "move the needle" on key metrics that drive SunLine's long-term success. This SRTP assumes SunLine's fare policy will remain the same for the three-year period of the SRTP.

Total passenger fare revenue is expected to reach $2.98 million in FY18 compared to the $3.17 million estimated actuals for FY17. The revenue estimates

demonstrate a conservative estimate of a continued decrease in Fixed Route ridership by approximately five percent.

Paratransit

Operating costs for paratransit services are expected to increase 4.3 percent in FY2017/2018 over FY2016/2017. Service levels are expected to coincide with ridership increases, approximately seven percent in FY2017/2018. These assumptions are based on recent ridership patterns. Paratransit fare revenue is projected to follow the increasing trend of paratransit demand.

Capital Improvement Program

The Capital Improvement Program focuses on continuing SunLine's investment in an alternative fuel technology fleet and facilities and saving funds to construct a new operations building. The three-year plan assumes a $19,683,449 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

Looking Ahead: Planning Service Changes and New Initiatives

In FY2017/2018, SunLine will focus on strengthening its existing services and piloting new mobility services. SunLine is taking steps in the first half of Fiscal Year 2017/2018, to invest in the development of advanced transit scheduling expertise in-house, to enhance SunLine's ability to create efficient transit schedules to better serve customers without increasing operating costs. Behind the scenes changes, including the increased use of interlining scheduling techniques, may result in significant cost savings for SunLine. SunLine will also focus on improving its most successful trunk routes. Lines 111, 30, and 14 together account for 64% of all daily boardings. Improving these services will increase farebox revenue on the entire network.

The transportation industry is undergoing massive transformation, and SunLine is studying ways to improve and change its service model in order to remain competitive and continue to provide valued service to the community.

In light of declining ridership and reduced funding, SunLine is developing a scope of work for a planning study to evaluate new service models that may enable SunLine to more cost-effectively serve the Coachella Valley. SunLine will study new services to respond to

declining ridership and development patterns, including shared, on-demand mobility services. SunLine will also evaluate existing services for modifications, reductions, and/or discontinuation. The planning study will help SunLine prepare for a range of uncertain funding scenarios and will include community and Board consultation throughout the process.

The Short-Range Transit Plan (SRTP) is a mandatory fiscal, planning and regulatory document for Sunline Transit Agency. The SRTP is intended to serve three purposes:

4. 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
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SRTP Structure

This SRTP is primarily structured to follow RCTC's Recommended Outline to assure that all required topics are covered.

Chapter 1 is the Overview of SunLine. Chapter 2 describes Existing Service and Route Performance. Chapter 3 presents Planning Service Changes and Implementation. Building on Chapters 2 and 3, Chapter 4 provides Financial and Capital Plans.

CHAPTER 1

SYSTEM OVERVIEW

This chapter outlines major features of SunLine's system. The chapter opens with a timeline of SunLine's history, discusses SunLine's governance structure, describes the geography of the SunLine service area, and outlines the bus service SunLine provides. It discusses SunLine's connections to other rail and bus transit agencies, fare structure, the revenue fleet, and SunLine facilities.

1.1 Timeline of SunLine Transit and Related History

Date	Historical Event
1876	The Southern Pacific Railroad's first steam engine made the run between Los Angeles and Indio on May 29th.
1888	Short-lived narrow-gauge Palmdale railroad "Cabazon" train began operations with passenger cars purchased from the San Francisco Railway Company stocked with wood provided by Valley Indians.
1905	The Colorado River flood broke through the head works of an irrigation canal and formed the Salton Sea.
1926	U.S. Route 99 opened northward through Coachella and Indio and westward toward Los Angeles more or less along the present route of Interstate 10 helped further open both agriculture, commerce and tourism to the rest of the country.
1930	Indio became the Coachella Valley's first incorporated city.
1930s	State Highway 111 opened in the early 1930s, cutting a diagonal swath through the valley, connecting all of its major settlements.
1963	The Palm Springs Aerial Tramway opened as a way of getting from the floor of the Coachella Valley to near the top of San Jacinto Peak. It was constructed in rugged Chino Canyon and is the largest rotating aerial tramway in the world.
1977	SunLine established and begins operations with 22 buses.
1987	SunLine celebrates 10 year anniversary of providing public transportation to the Coachella Valley.
1988	Voters approved Measure A, Riverside County's half-cent sales tax for transportation, setting in motion a proactive response to growing congestion.
1991	SunLine launches SunDial Paratransit with 10 vans.
1992	SunLine Board of directors passes a resolution to establish a 100% alternative fuel fleet.
1993	SunLine establishes Compressed Natural Gas (CNG) station in Thousand Palms.
1994	SunLine becomes nations first fleet to convert all of its vehicles to 100% Natural Gas.
1995	SunLine completes installation of bus racks on entire SunBus fleet.
1998	SunLine introduces shopper hopper service and Vets Express Service.
1999	SunLine receives Clean Air Award from South Coast Air Quality Management District and Governor's Environmental and Economic Leadership Award.
2001	CNG refueling station opens in Cathedral City.
2002	Measure A extended by Riverside County voters to continue to fund transportation improvements through 2039.
2002	SunLine celebrates its 25th year anniversary.
2003	SunLine Co-hosts DOE National Clean Cities Conference.
2004-2007	SunLine introduces the seven Day Pass. SunLine Celebrates 30 years of service. SunLine officially recognized as a California Hydrogen Highway Network Station. SunLine receives 15 new CNG buses. SunFuels is launched to provide alternative fuels to vehicles in the Coachella Valley.
2008	41 new fleet vehicles unveiled with a fresh new logo. 110 solar powered I-stops and 150 new benches and trash receptacles added.
2009	10 additional 32 foot El Dorado vehicles added to fleet. New farebox collection system installed on all buses. 149 New bus shelters installed throughout the Coachella Valley. Buses receive upgraded and added security cameras on to its fixed route fleet. SunFuels receives a fuel pressure upgrade from 3000 to 3600 Psi system.
2010	6th Generation Hydrogen Fuel Bus joins the Fleet.
2011	AVAIL bus tracking technology is implemented. 7th generation Hydrogen Fuel Cell bus is added to fleet (American Fuel Cell Bus).
2012	SunLine celebrates 35 years of service. SunLine dedicates the newly renovated SunLine Learning Center.
2013	Ground breaking for the new 25,000 Square Foot Administration building.
2014	First annual "Pack the Bus" backpack and school supply drive.
2015	SunLine and the Center of Transportation and the Environment hosts the International Fuel Cell Bus Workshop. Grand Opening of SunLine's new Administration Building.

1.2 Governance

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 City of Coachella, City of Desert Hot Springs, City of Indio, City of Palm Desert and the City 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.

The SunLine Board of Directors is the policy setting body of SunLine Transit Agency. The SunLine CEO/General Manager and staff implement the policy that the Board of Director sets. SunLine's Board of Directors consists of elected officials from each of the nine member cities and Riverside County. The Board meets ten times per year, and if necessary may meet additional times to address pressing operational and budget requirements. SunLine Board members are appointed by the jurisdictions they represent. The current board members are:

- *Russell Betts, City of Desert Hot Springs*
- *Troy Strange, City of Indio*
- *Greg Pettis, City of Cathedral City*
- *Emmanuel Martinez, City of Coachella*
- *Ty Peabody, City of Indian Wells*
- *Robert Radi, City of La Quinta*
- *Kathleen Kelly, City of Palm Desert*
- *Ginny Foat, City of Palm Springs*
- *G. Dana Hobart, City of Rancho Mirage*
- *V. Manuel Pérez, Riverside County Board of Supervisors*

1.3 SunLine Organizational Structure

Management and Staff

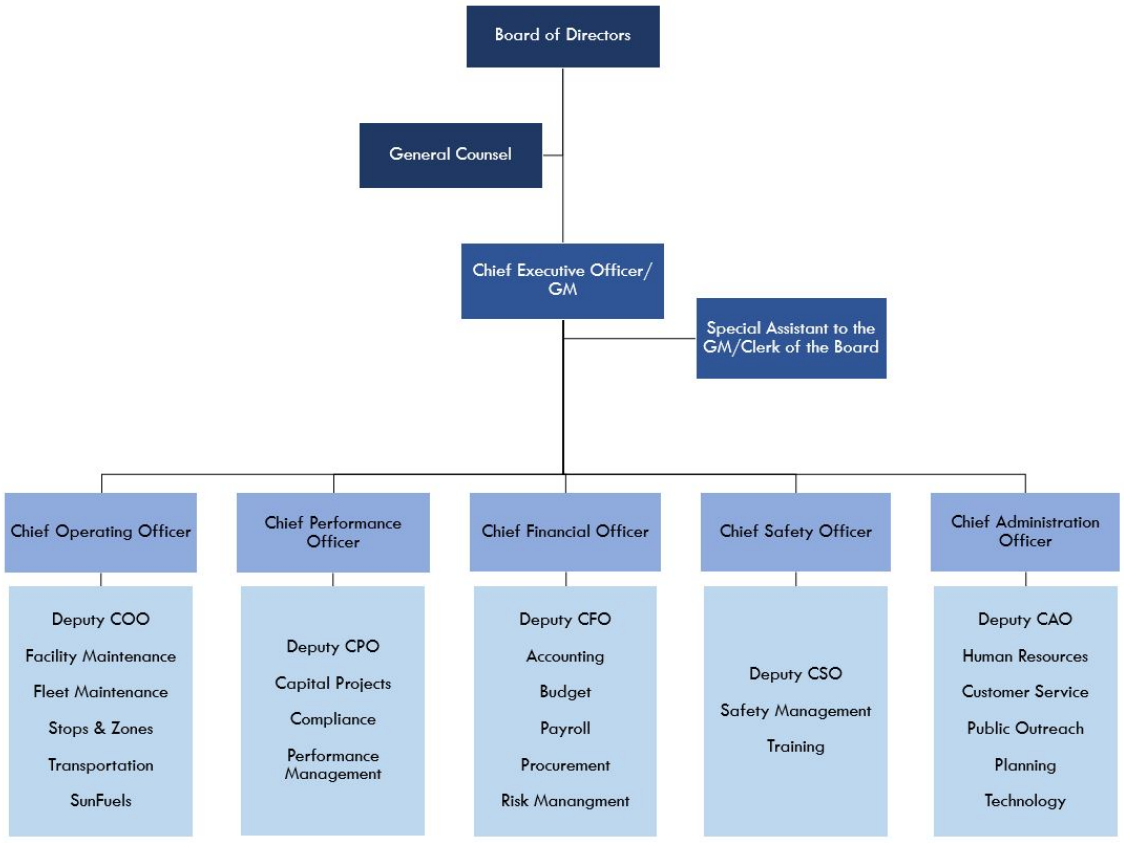
The executive managers of SunLine Transit are as follows:

- Chief Executive Officer/General Manager: Lauren Skiver
- Chief Performance Consultant: Rudy LeFlore
- Chief Operating Officer: Tommy Edwards
- Chief Financial Officer: Al Hillis
- Chief Administration Officer: Vacant
- Chief Safety Officer: Peter Gregor

SunLine has a budgeted total of 354.75 regular employees, which includes part time and full time employees. The agency is divided into five departments, as shown in the

organizational chart in Figure 1, including Administration, Performance, Finance, Operations, and Safety.

FIGURE 1: AGENCY ORGANIZATION CHART



Agency headcount by department is depicted in Figure 2.

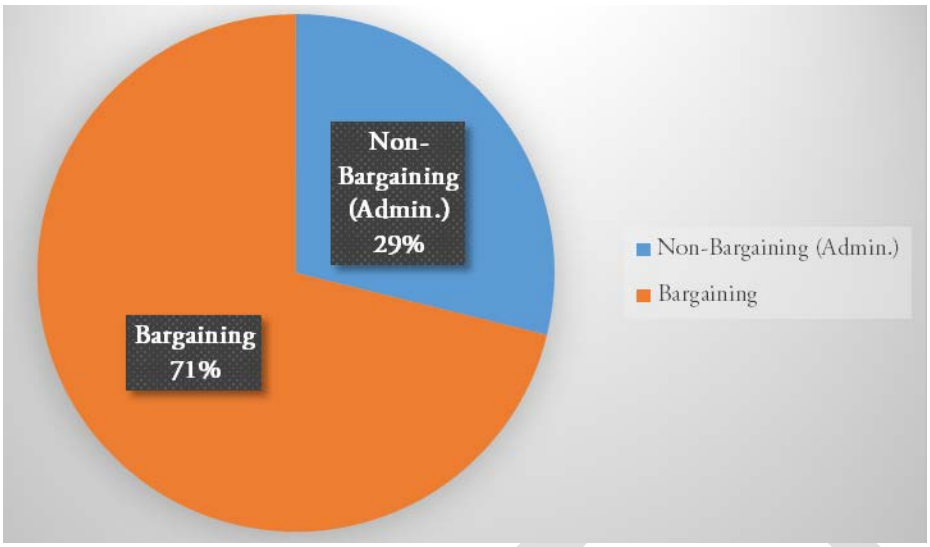
FIGURE 2: AGENCY HEADCOUNT BY DEPARTMENT

DEPARTMENT	FY 2017 BASE FTEs
EXECUTIVE	
Executive Office	3.00
PERFORMANCE MANGEMENT OFFICE	
Performance Office	7.00
SAFETY AND SECURITY OFFICE	
Safety and Security	7.00
OPERATIONS OFFICE	
Operations - Fixed Route	177.00
Operations - Paratransit	58.50
Maintenance	42.00
Stops and Zones	8.00
Facilities Maintenance	5.00
SunFuels	2.00
FINANCE OFFICE	
Finance	22.25
ADMINISTRATION OFFICE	
Community & Customer Relations	8.00
Service Planning	7.00
Human Resources	5.00
Information Technology	3.00
Total FTEs	**354.75**

1.4 Labor Unions

As shown in Figure 3, most employees at SunLine are represented by the Amalgamated Transit Union Division (ATU) Local 1277. The collective bargaining agreements with ATU forms an important part of the operating structure of SunLine. The current Contract term is April 1, 2016 through March 31, 2019. Executive management and administration employees are not represented by a union.

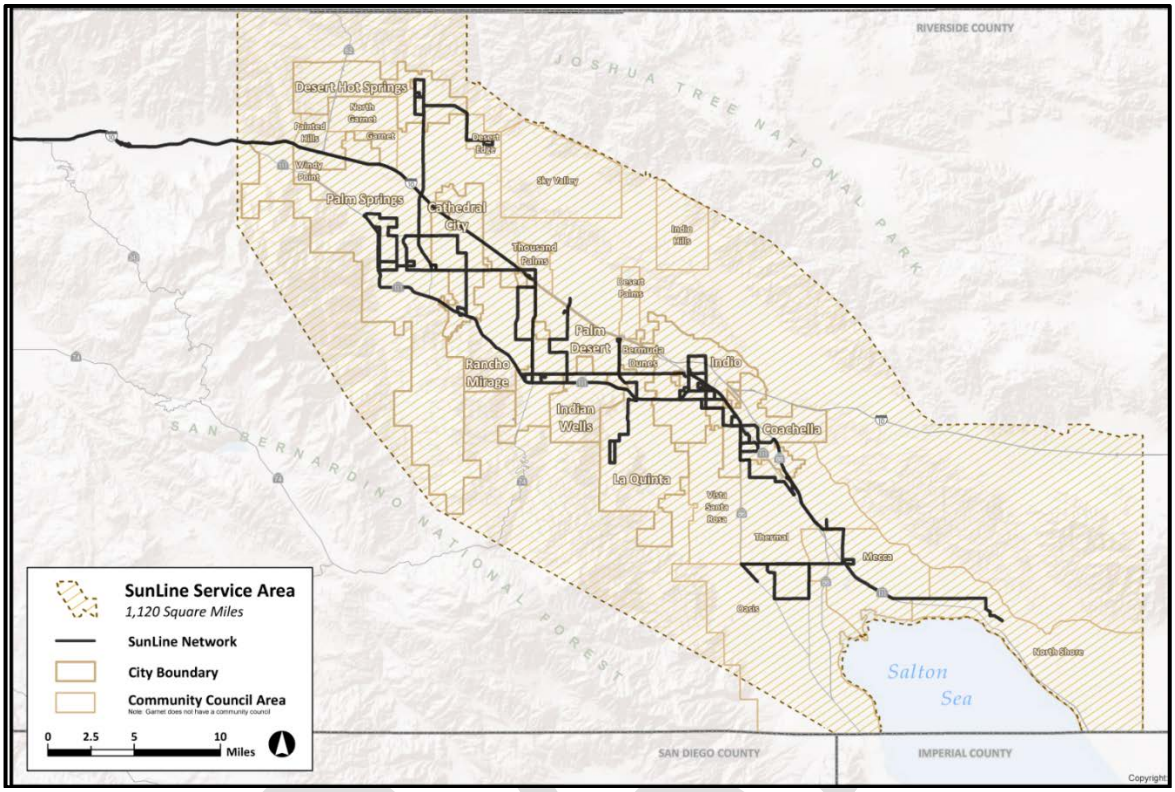
FIGURE 3: BARGAINING AND NON-BARGAINING



1.5 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 4. Service is provided to the cities of Desert Hot Springs, Palm Springs, Cathedral City, Rancho Mirage, Palm Desert, Indian Wells, La Quinta, Indio, and Coachella. Service is also provided to the unincorporated Riverside County communities of Desert Edge, Thousand Palms, Bermuda Dunes, Thermal, Mecca, Oasis and North Shore.

FIGURE 4: SUNLINE SERVICE AREA



1.6 POPULATION PROFILE AND DEMOGRAPHIC PROJECTION

The population of the Coachella Valley is 440,559 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 percent 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 the Inland Empire (34%), the U.S. (12.5%) and California (13%).

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, Indio's growth led the Coachella Valley, 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 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 5 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 5. 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%

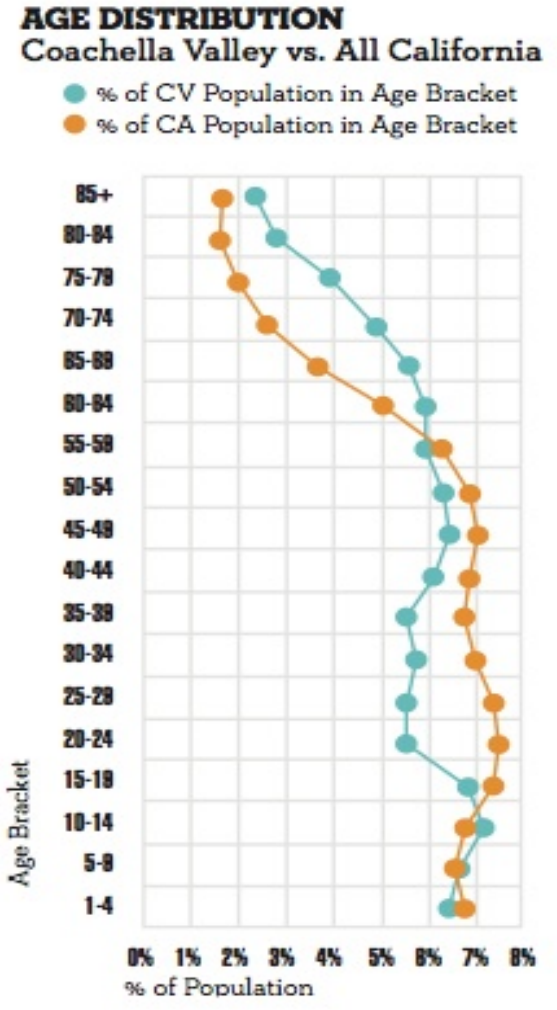
SOURCE: SOUTHERN CALIFORNIA ASSOCIATION OF GOVERNMENTS 2013

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 percent, with the Coachella Valley growing at a higher rate than the rest of the county. Seniors will see the highest percentage of growth. In the Coachella Valley, 25.5 percent of residents are older than 60, while the state shows 17.5 percent.

Older people have different wants and needs than younger ones. 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 huge financial and resource cost for SunLine. As shown in Figure 6 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, but to date has not been adequately consistent or widespread enough to warrant dedicated transit right-of-way to allow transit to avoid delays. The seasonal flux in population in Coachella Valley complicates the development of effective transit strategies.

FIGURE 6



1.7 SUNLINE SYSTEM CHARACTERISTICS

SunLine provides public transit service in the cities of Desert Hot Springs, Palm Springs, Cathedral City, Rancho Mirage, Palm Desert, Indian Wells, La Quinta, Indio, and Coachella and in the unincorporated Riverside County communities of Desert Edge, Thousand Palms, Bermuda Dunes, Thermal, Mecca, Oasis and North Shore. SunLine operates local fixed-route, complementary ADA paratransit and commuter services.

Fixed Route Service Overview

SunLine's local fixed route network, SunBus, consists of sixteen (16) 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, and one (1) Regional Commuter Route operating between Palm Desert and Riverside. The SunBus and Commuter Link 220 lines are summarized in Figure 7.

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.

In Fiscal Year 2015/2016, SunLine Transit Agency served almost 4.4 million fixed route passenger boardings, a decrease of 6.8% from the previous year. In the same year, it operated over 3,884,869 miles and 255,822 hours of revenue service.

SunLine is currently in the process of updating the SunLine Service Standards Policy, with an anticipated adoption date of October 2017. The draft proposed 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 market-based 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 Line 111 with a 20-minute headway seven days a week, which travels from Palm Springs to Coachella; Line 14 between Desert Hot Springs and Palm Springs; and Line 30 between Cathedral City and Palm Springs. Lines 14 and 30 operate with 20-minute frequencies on weekdays; however, SunLine has a longer term goal of increasing the frequency of these trunk routes to every 15-minute headway on weekdays.

Local Routes –Local routes are secondary routes that connect to the trunk routes and supplement the SunBus network. These connector and feeder routes include Lines 15, 20, 24, 32, 53, 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 Line 95 rural service that operates six round trips weekdays and weekends between Indio, Coachella, Mecca, and North Shore.

Market-Based Services –Tailored to serve specific market segments at specific times of the day, including supplemental service such as school trippers, market-based routes have flexible routing and schedules that may vary throughout the day and week, and are designed to meet specific market targets. Examples are the Commuter Link 220, operating three westbound trips from Palm Desert to Riverside with three return eastbound trips

weekdays. Another type of Market-Based services are Community Flex Routes. Flex routes provide service to an area rather than a delineated route. This service type is not currently used, although it is currently under study for a potential pilot project.

Another potential service under study is Bus Rapid Transit (BRT) or express bus service. Presently Line 111 takes close to an hour and half to travel between Palm Springs and Indio, and close to two hours to travel between Palm Springs to Coachella. A BRT or express service would reduce travel time and operating costs and support increased ridership.
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 in the summer and fall of 2017.

Figure 7: Summary of SunLine Fixed Route Transit Services, January 2017

Route	Route Classification	Cities/Communities Served
14	Trunk	Desert Hot Springs and Palm Springs
15	Local	Desert Hot Springs and Desert Edge
20	Local	Desert Hot Springs, Rancho Mirage, Palm Desert
24	Local	Palm Springs
30	Trunk	Palm Springs and Cathedral City
32	Local	Palm Springs, Cathedral City, Rancho Mirage, Palm Desert, Thousand Palms
53	Local	Palm Desert
54	Local	Palm Desert, Indian Wells, La Quinta, Indio, Bermuda Dunes
70	Local	La Quinta, Palm Desert, Indian Wells, Bermuda Dunes
80	Local	Indio
81	Local	Indio
90	Local	Indio and Coachella
91	Local	Indio, Coachella, Thermal, Mecca, Oasis
95	Local	Coachella, Mecca and North Shore
111	Trunk	Palm Springs, Cathedral City, Rancho Mirage, Palm Desert, Indian Wells, La Quinta, Indio
220	Market-Based	Palm Desert, Rancho Mirage, Cabazon Casino, Beaumont, Moreno Valley, Riverside

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 service does not operate on weekends or on New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

Buses generally operate every 20 to 90 minutes, depending on the route and day of the week. Line 95 to the rural community of North Shore is an exception, making six inbound and outbound trips per day on weekdays with mirroring service on weekends. Service Span and Frequency Information by line is summarized in the route profiles.

Paratransit Service Overview

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

Paratransit SunDial services continue to be well utilized for client's day to day activities, such as medical appointments and shopping. In FY 2015/2016, SunLine served 164,025 SunDial passenger boardings, a 7% increase from the previous year. In the same year SunDial operated 1,179.760 miles and 74,124 hours of revenue service. The success of SunDial has led to increased operating costs during a period of declining revenues.

SunDial operates within ¾ of a mile on either side of 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 a curb-to-curb, 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 37 vans seven days a week, 363 days a year during the same hours as the fixed route network. No service is provided on Thanksgiving and Christmas Days. SunDial's Cancellation and No Show Policy was revised on February 24, 2016, and went into effect on May 1, 2016. By implementing the policy revision, SunDial's Late Cancellation and No Show rate decreased from 7.9% to 3.4%, enhancing savings to the agency.

Since SunDial ADA paratransit service is not provided in the community of North Shore, Line 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 Line 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 of the submission date.

Riders having the required ADA Certification Identification Card are eligible to use SunDial for their transportation needs, including medical appointments, shopping, and other social activities.

SunLine Fixed Route Customer Profile

In 2014, SunLine conducted a fixed route passenger profile survey to better understand current SunLine customers. The final report was completed in February 2015 by the Redhill group. The report provides an overview of SunBus passengers, their trip characteristics, and their views on SunLine transit service. The survey found that 84 percent of SunBus passengers are dependent on SunLine's services, with 73 percent of respondents using transit four times a week or more.

Many of SunBus passengers are low-income, with 76 percent of passengers having annual household incomes below $25,000. Spanish is the primary language spoken in 47 percent of SunBus passengers' homes. SunBus passengers' top three trip purposes are for work (35%), shopping (16%) and school (14%) as illustrated in Figure 8 below.

FIGURE 8: SUMMARY OF SUNBUS CUSTOMER PROFILE SURVEY

SUMMARY OF RIDER CHARACTERISTICS					
Average Age (Years)	35	**Customer Destinations**		**Average Travel Time**	57%
				How Long Using SunLine	
Bus Fare Categories		School	14%	**Services**	
General	73%	Work	35%	Less Than 6 Months	15%
Passes	15%	Shopping	16%	6 Months-11 Months	7%
Disabled/Senior	6%	Social/Recreational	12%	1 -2 Years	21%
Youth	6%	Personal Business	11%	3-4 Years	18%
Median Household Income		Medical/Social Services	7%	5 Years or More	38%
Under $10,000	45%	Other	5%	**Frequncy Of Using SunLine Buses**	
$10,00-$24,999	31%	**Ethnicity**		Only When No Other Means	5%
$25,000-$49,999	18%	Latino/Hispanic	52%	2-3 Days/Month	3%
Over $50,000	6%	White/Cacasian	41%	Once Per Week	5%
Gender		Black/African American	2%	2-3 Days Per Week	14%
Female	45%	Asian/Pacific Islander	3%	4-5 Days Per Week	25%
Male	55%	Other	1%	Daily	48%
Why Public Transporation?		American Indian	1%		
Other	2%			**Primary Language**	
Choose to use Transit	14%	**Veteran**	6%	English	48%
Can't Drive	18%	Currently Active	2%	Spanish	47%
No Car	66%	Neither	92%	Other	5%

SOURCE: RIDER SURVEY, NOVEMBER 5-21, 2014

The top five trip purposes are work, shopping, school, social recreational and personal business. Work trips represent a relatively constant portion of SunLine's ridership for both weekdays and weekend trips which suggests that many riders who use SunBus to travel to and from work are likely employed in either the retail or service sectors which are dependent on an employment base seven days a week.

Figure 9 highlights the shift from school related trips on weekdays to more social/recreational and shopping trips on the weekends.

FIGURE 9. HOME-BASED TRIP PURPOSE WEEKDAY VERSUS WEEKEND

Trip Purpose	Overall	Weekdays	Weekend
Work	35%	35%	36%
Shopping	16%	11%	23%
College/School	14%	22%	2%
Social Recreational	12%	8%	17%
Personal Business	11%	12%	11%
Medical/Dental	7%	9%	4%
Other	5%	4%	6%
Total	100%	101%	99%

Totals may not equal 100% due rounding

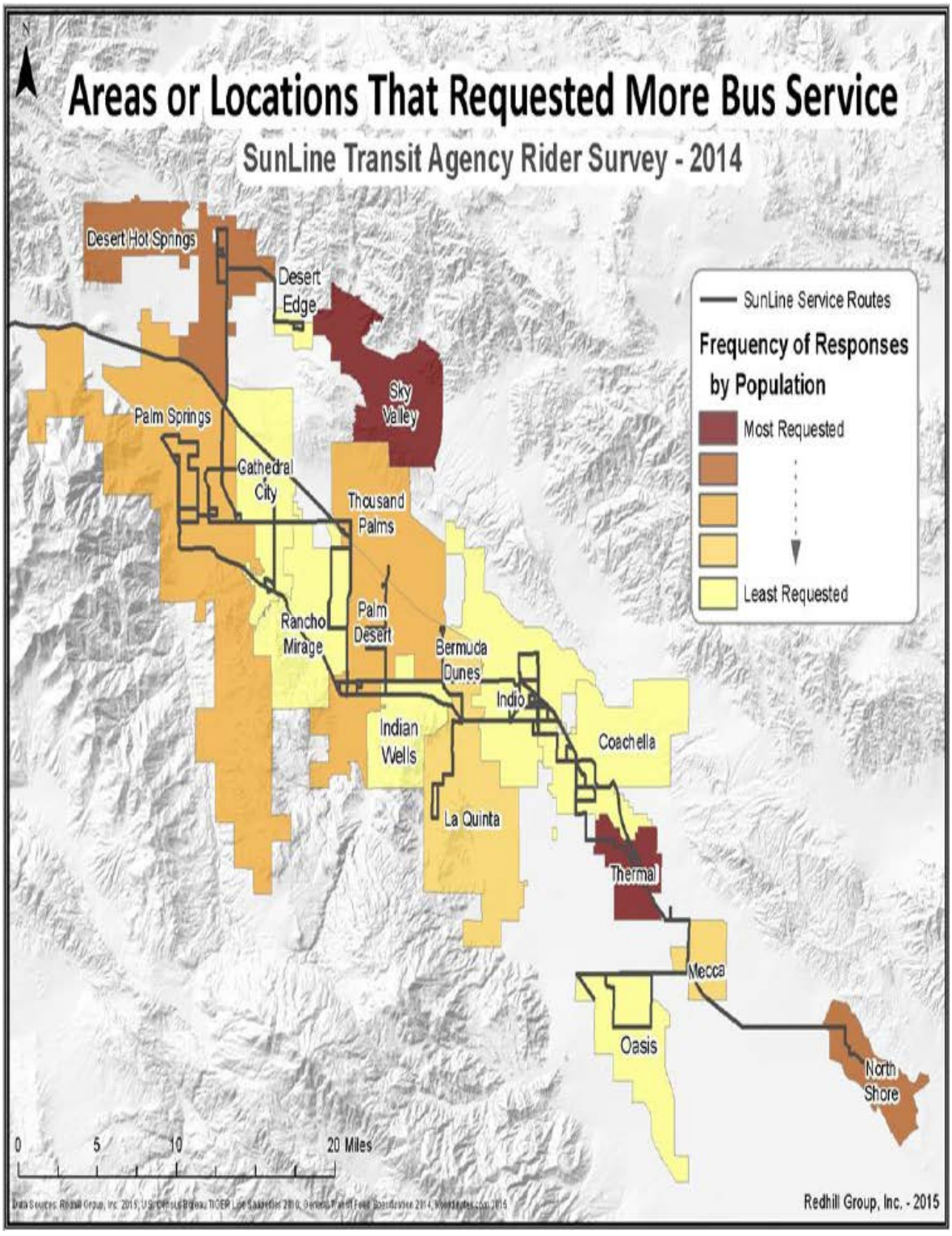
SunLine's Passenger Profile Survey asked riders to provide input on areas that needed additional bus service. 897 recommendations were received. The responses were grouped into geographic areas. While the "Stated Preference" survey methodology utilized is not an accurate method to determine transit demand, it does represent significant feedback from the community of current SunBus riders.

A comprehensive count of the suggestions by area is provided in Figure 10 below. Figure 11 further illustrates the requests received by passengers by geographical area.

FIGURE 10. AREAS WHERE CUSTOMERS REQUESTED ADDITIONAL BUS SERVICE:

REQUEST FOR ADDITIONAL BUS SERVICE					
		RESPONSE			N BY POPULATION
RANK	AREA	N	PERCENT	POPULATION	(1000)
1	Desert Hot Springs	204	23%	25,938	7.86
2	Palm Springs	122	14%	44,552	2.74
3	Palm Desert	113	13%	48,445	2.33
4	Indio	91	10%	76,036	1.20
5	La Quinta	70	8%	37,467	1.87
6	Cathedral City	56	6%	51,200	1.09
7	Coachella	46	5%	40,704	1.13
8	Thermal	31	3%	2,865	10.82
9	Sky Valley	25	3%	2,406	10.39
10	Rancho Mirage	23	3%	17,218	1.34
11	North Shore	20	2%	3,477	5.75
11	Thousand Palms	20	2%	7,715	2.59
12	Mecca	15	2%	8,577	1.75
13	Bermuda Dunes	14	2%	7,282	1.92
14	Other Areas	47	5%		

FIGURE 11. AREAS THAT REQUESTED MORE BUS SERVICE



SunLine Transportation Demand Management (TDM) Services

SunLine Transportation Demand Management (TDM) services promote and facilitate alternative mode of transportation such as transit, vanpool, carpool, bicycling, and taxi.

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.
SunLine will provide 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, parking fees (if applicable). Passengers will not pay for the maintenance and insurance cost. 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. The goal of having vans on the road is by summer 2017.

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.

SunTaxi

SunLine has served as the Taxi Regulator for the entire Coachella Valley since 1990 through the SunLine Regulatory Administration (SRA). To improve efficiency, SunLine is exploring a

new concept to deploy a subsidized taxi service to serve similar trips that SunDial serves today.

The concept is for the SunTaxi program to use the existing taxi fleet, including ADA accessible vehicles, to operate under contract by one or more qualified regional taxi operators. The taxi operators would be selected in the course of an open bidding process. SunTaxi would increase the ability to provide paratransit services in a cost effective manner to qualified Coachella Valley residents.

1.8 Current Fare Structure

SunBus Fare Structure is summarized in Figure 12. SunBus passengers pay the adult fare unless eligible for discounted fares, which are available to seniors, people with disabilities, and youth. Children 4 years and under ride free with an adult fare. Fares may be paid using cash or passes.

Figure 12: SunBus Fare Structure

TYPE OF FARE	FARE CATEGORY		
FIXED ROUTE FARES	ADULT (18 YRS – 59 YRS)	YOUTH (5 YRS – 17 YRS)	SENIOR 60+/ DISABLED/MEDICAID
Cash/Base Fare	$1.00	$0.85	$0.50
Transfers	$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
Coachella Valley Employer Pass	$24.00	--	--

Figure 13. SunDial Fare Structure

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.

TYPE OF FARE (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

FIGURE 14. COMMUTER LINK FARE STRUCTURE

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

TYPE OF FARE	FARE CATEGORY	
COMMUTER ROUTE FARES	ADULT (18 YRS – 59 YRS)	SENIOR 60+/ DISABLED/MEDICAID
Commuter Express Single Ride	$6.00	$4.00
Commuter Express Day Pass	$14.00	$10.00
Commuter Express 30-Day Pass	$150.00	$100.00
Zone 1 = Riverside - Cabazon Zone 2 = Palm Desert - Thousand Palms		

PROPOSED FARE MODIFICATIONS AND PLANS FOR PROMOTING RIDERSHIP

Fares and fare collection will be reviewed in FY 2017/2018 with a goal of sustaining the future level of transit operations in the Coachella Valley while also maximizing ridership.

SunLine is exploring partnerships with local colleges throughout the Coachella Valley to provide an affordable transit pass program.

TAXI VOUCHER PROGRAM

In addition to SunDial and SunTaxi paratransit service, 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 an 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. Patrons are able to check their balance on the SunLine website any time they want, and left over 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 3 taxi franchises 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 franchises appreciate how this service keeps them competitive with other ride share services in the area. The Taxi Voucher program has been funded with Section 5310 Transportation for Elderly Persons and Persons with Disabilities funding.

Pass Outlets

SunLine currently has 17 pass outlet locations within the service area. They sell nine different types: day pass, 31-day pass, 10-ride pass, adult, senior and youth. Figure 15 lists pass outlet locations:

FIGURE 15. PASS OUTLET LOCATIONS

Pass Outlets	City	Routes Served
Canyon Food Mart	Cathedral City	30 &111
Desert Food Mart	Desert Hot Springs	14 &15
Desert Market	Desert Hot Springs	14 &15
COD Bookstore - Indio Campus	Indio	54
Indio City Hall	Indio	80
Los Primos Carniceria	Indio	90
Rancho Fresco Market	Indio	80 &81
Guerrero's Meat Market	Indio	81 &111
Jule's Market	La Quinta	70
La Quinta Wellness Center	La Quinta	70
Reyes Market	North Shore	95
Carniceria Atoyac	Palm Desert	53, 111
COD Bookstore	Palm Desert	20, 32, 53, 54 &111
Instant Cash	Palm Desert	53 &111
Mizell Senior Center	Palm Desert	14, 24 &30
Palm Springs Liquor	Palm Desert	24 &111
SunLine Transit Agency	Thousand Palms	32

1.9 REVENUE FLEET

SunLine currently has an active fleet of 76 fixed route buses. New vehicle purchases are included in the SunLine's fleet and facilities plan as seen in Figure 16.

FIGURE 16. SUNBUS FIXED ROUTE FLEET

Number of Vehicles	Manufacturer	Year	Fuel Type	Size (Fleet)
15	Orion V	2006	CNG	40
20	New Flyer A	2008	CNG	40
17	New Flyer B	2008	CNG	40
10	El Dorado	2009	CNG	32
1	FC 2/New Flyer	2010	Hydrogen	40
1	FC 3/El Dorado	2012	Hydrogen	40
3	BYD Electric	2014	Hydrogen	40
2	FC4 &5/El Dorado	2014	Hydrogen	40
1	FC6/El Dorado	2015	Hydrogen	40
6	New Flyer Excelsior	2016	CNG	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 as at least 12 years of service, or an accumulation of at least 500,000 miles.

In December 2016, SunLine received six New Flyer Excelsiors (40 foot) fixed route buses.

SunLine was awarded $9.8M grant funding through SCAG for the purchase of five hydrogen fuel cell buses from the FTA's Low or No Emission Vehicle Deployment Program (Lo-No). SunLine is currently procuring these vehicles to expand our fleet of hydrogen fuel cell buses.

SunLine was also awarded a $12.5M grant from CARB for five additional fuel cell electric vehicles and a new hydrogen fueling station.

Additionally, SunLine was awarded a $2.4M CalSTA TIRCP grant through Antelope Valley Air Quality Management District (AVAQMD) to purchase four new BYD electric buses (3 replacement and 1 expansion vehicle). SunLine is currently finalizing the funding agreement and beginning procurement. These buses will support cleaner and more frequent service on SunLine routes serving disadvantaged communities, accelerating SunLine's efforts to transition to an all zero-emission fleet. Buses will be used to serve local routes in disadvantaged communities including Lines 80, 81, 90, 91 and 95, as well as intercity routes that provide access to key employment centers and to Metrolink rail services (route 111, 220).

Paratransit

SunLine's paratransit service presently operates with an active fleet of 37 ADA vehicles. FTA guidelines establish the useful life expectancy of a paratransit vehicle as at least four years, or an accumulation of 100,000 miles as seen in Figure 17.

FIGURE 17. SUNDIAL PARATRANSIT FLEET

Number of Vehicles	Manufacturer	Year	Fuel Type	Size (Fleet)
6	FORD/Aerotech 220	2013	CNG	24
8	El Dorado E-450	2013	CNG	24
8	El Dorado E-450	2015	CNG	24
15	El Dorado E-450	2016	CNG	24

Support Vehicles

SunLine currently utilizes 45 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.

1.10 Existing Facilities

Administrative and Operating Facilities

Figure 18 presents SunLine's administrative and operations facilities. SunLine owns all facilities except for Division 3 located on 5th Street at Vine Avenue in downtown Coachella which is leased.

Figure 18. SunLine Facilities

Location Name	Address	City
SunLine Division 1 Facility	32-505 Harry Oliver Trail	Thousand Palms
SunLine Division 2 Facility	83255 Highway 111	Indio
Thousand Palms Transit Facility	72-480 Varner Road	Thousand Palms
SunLine Division 3 Transit Facility	83255 Highway 111	Coachella

Figure 19 presents SunLine's park and ride facilities. SunLine owns the Thousand Palms facility and leases the Palm Desert facility.

Figure 19. SunLine Park-and-Ride Locations

City	Location	Landmark	Parking Spaces	Commuter Route
Palm Desert	Town Center Way and Hahn (behind Mountain View Tire &Auto Service)	Westfield Palm Desert	79	220
Thousand Palms	72-480 Varner Road	SunLine Transit Facility	22	220

Stops and Facilities

SunLine's bus system has 657 stops including 357 shelters and 14 inactive shelters, that staff maintains, which are planned for relocation. There are 80 standalone benches and waste containers, and 14 major transfer locations, where riders are able to make transfers connections between routes.

FIGURE 20. WEEKDAY SERVICE: TOP 10 STOPS SERVED

Stop Name	City	Number of Riders per Day
B St/Buddy Rodgers	Cathedral City	1205
Palm Canyon/Baristo	Palm Springs	838
Hwy 111/Flower	Indio	741
Palm Canyon/Stevens	Palm Springs	585
Baristo/Farrell (north side of street)	Palm Springs	536
Baristo/Farrell (south side of street)	Palm Springs	447
West/Pierson	Desert Hot Springs	439
Ramon/San Luis Rey	Palm Springs	317
Town Center/Hahn (west side of street)	Palm Desert	431
Town Center/Hahn (east side of street)	Palm Desert	317

FIGURE 21. WEEKEND SERVICE: TOP 10 STOPS SERVED

Stop Name	City	Number of Riders per Day
B St/Buddy Rodgers	Cathedral City	1728
Palm Canyon/Baristo	Palm Springs	1100
Hwy 111/Flower	Indio	1004
Palm Canyon/Stevens	Palm Springs	969
Town Center/Hahn (east side of street)	Palm Desert	686
Baristo/Farrell (north side of street)	Palm Springs	495
West/Pierson	Desert Hot Springs	400
Baristo/Farrell (south side of street)	Palm Springs	291
Town Center/Hahn (west side of street)	Palm Desert	383
Hwy 111/Adams	La Quinta	342

1.11 PLANNED FACILITIES

SunLine contracted with HDR, Inc. 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 the drivers' lockers, 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.

Bus Shelters

Twenty-five new bus shelters will be installed in summer 2017 in the following jurisdictions:

FIGURE 22. NEW BUS SHELTERS BY JURISDICTION (2017)

Jurisdictions	Number of Shelters
Cathedral City	2
Coachella	2
Desert Hot Springs	2
Indian Wells	0
Indio	4
La Quinta	2
Palm Desert	4
Palm Springs	4
Rancho Mirage	0
Riverside County Unincorporated Areas	5

Future Transit Hubs

SunLine is working with the City of Coachella, Department of Social Services and Affordable Housing 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.

SunLine is also working with the City of Cathedral City on Urban Greening for Downtown Cathedral City including landscaping improvements at B Street and Buddy Rogers Avenue bus stop to encourage people to walk, bike and use transit.

EDUCATION AND TRAINING

SunLine is in the process of creating a first in the nation dedicated training center for commercial zero emission technology, the Center of Excellence in Zero Emission Technology. SunLine has been the recognized leader in alternative fuel technologies in the transit industry for some time.

The SunLine Center of Excellence in Zero Emission Technology (CoEZET) is a collaboration between public and private organizations, including transit agencies, colleges, private industry, and government agencies, that ensures the development of excellence in the operations of zero emissions buses. CoEZET will provide a comprehensive workforce

training program in zero emission transportation technologies that support the commercial operation of zero emission buses.

The pressure to adopt zero emission technologies to reduce greenhouse gasses continues to increase. As a result, there are now over 150 zero emission buses in the U.S., with another 200 in orders that will be delivered by 2020. SunLine currently accounts for 10 of these orders. For SunLine these pressures include the ARB Advanced Clean transit regulation, California Cap-and-Trade funding incentives and the continuation of FTA discretionary funds for zero emissions buses.

The specialized technology that zero emissions buses are created with, requires greater coordination with the current workforce of bus technicians, management, and their agencies to make sure they can excellently and effectively operate these buses.

From the 2015 APTA CEO Special Survey: General Mechanic is one of the "hardest-to-fill-positions." Nationally, 65.2% of transit agencies do not have sufficient plans for workforce enhancements, added to the fact that a high number of the workforce looks to soon retire and advanced technology training is not readily available.

The curriculum will include courses for Advanced Technician Training and Management training. Advanced Technician Training will work side-by-side with experienced SunLine technicians on zero emissions buses maintenance and the supporting infrastructure. Management training will promote an understanding of the regulatory environment, zero emission bus procurement, route planning and financial modeling.

A training facility will be built on the SunLine Thousand Palm campus that will house the first ever maintenance bay built specially for an articulated zero emission bus for a kinesthetic learning experience.

Other deliverables of the CoEZET will include:

-Development of guidelines for industry on the servicing zero emissions vehicles and fueling infrastructure

-Creation of unscheduled maintenance software for fuel cell buses, using reengineered software from NASA shuttle maintenance

-The program overall seeks to reduce transit operating costs, increase self-reliance in agencies, build knowledge across agencies and preserve institutional knowledge.

1.12 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 (CCAC), SunLine's ACCESS Advisory Committee, San Gorgonio Pass Area - Transportation Now Coalition (T-NOW), and neighboring transit operators.

SunLine remains committed to working with 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 CAC/Social Service Transportation Advisory Council, the Technical Advisory Committee, Aging & Disability Resource Connection ADRC of Riverside Long Term Services and Supports (LLTS) Coalition, Desert Valley Builders Association (DVBA), Coachella Valley Economic Partnership (CVEP) 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.

The City of Palm Springs provides a free downtown shuttle known as the Palm Springs Buzz. The shuttle operates as a loop every 15-minute frequency from 11:00 a.m. to 1:00 a.m. on Thursdays through Sundays, serving 30 stops along the route. The City of Palm Springs and SunLine have an ongoing agreement allowing the shuttle to use SunLine's bus stops along the shuttle's route.

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 currently collaborating with Palo Verde Valley Transit Agency (PVVTA) on their Rides to Wellness demonstration project known as the Blythe Wellness Express service. This service is planned to operate three days weekly beginning in July 2017 and will travel to the Coachella Valley's three hospitals (Desert Regional Medical Center, Eisenhower Medical Center and J.F.K. Hospital) and medical clinics within SunLine's service area.

Amtrak California (operated by Amtrak bus contractors) transports rail passengers traveling between rail hubs at certain Amtrak stations uses 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 has been collaborating with Imperial Valley Transporation Commisson (IVTC) in an effort to find a future connection with Imperial Valley Transit (IVT). IVCT oversees the regional transporation serves and programs provided by IVT in the southern California areas of Brawley, Calexico, Imperial, West Shores and El Centro.

Private Transportation

Taxi Administration

The SunLine Regulatory Administration (SRA), is responsible for establishing and enforcing ethical standards maintained by the Franchising Board. In addition, SRA is charged with licensing and regulating taxicab franchises and drivers in the Coachella Valley, while also ensuring residents and visitors are charged a fair and reasonable price.

Figure 23. Taxi Franchises

Franchises	Vehicles
American Cab	51
Desert City Cab	43
Yellow Cab of the Desert	56

SunLine coordinates with Greyhound to enable Greyhound bus service to provide pick up and drop off services at the SunLine Thousand Palms Transit Hub located at 72-480 Varner Road. Greyhound serves the hub with three Westbound trips and three Eastbound trips each day.

CHAPTER 2
EXISTING SERVICE AND ROUTE PERFORMANCE

INTRODUCTION

In FY 2015/2016, SunLine served almost 4.4 million fixed route passenger boardings, a decrease of 6.8% from the previous year. In the same year, it operated over 3,884,869 miles and 255,822 hours of revenue service.

SunLine's ridership decline in fixed route bus service is consistent with national trends. Drivers in the U.S. traveled a record-breaking number of miles last year, for the fifth straight year of increased driving on public roads, according to new federal data from the Federal Highway Administration. Transit ridership has decreased in almost every major city, suburb, and exurban areas.

Paratransit services "SunDial" continue to be well utilized for client's day to day activities, such as medical appointments, shopping, or work. In FY 2015/2016, SunLine served almost 153,183 trips, a 7% increase from FY 2014/2015. Overall ridership for the demand response and subscription services continues to grow.

2.1 FIXED ROUTE SERVICE – ROUTE BY ROUTE ANALYSIS

Little data exists to corroborate which global causes are impacting SunLine most significantly. There has been much speculation about the effect of low gas prices and ride-hailing services on decreasing fixed route ridership. Nationally gasoline prices are nearly 50% less than in 2014. Another factor that may be impacting SunLine ridership is California Assembly Bill 60. The new state law allows immigrants living in California to obtain a driver's license. The Department of Motor Vehicles (DMV) issued over 1 million driver's license. This increases in issuance of driver license among the immigrant population has negatively impacted transit ridership in the Coachella Valley. Services such as Uber and Lyft are also a contributing factor of ridership loss for public transportation.

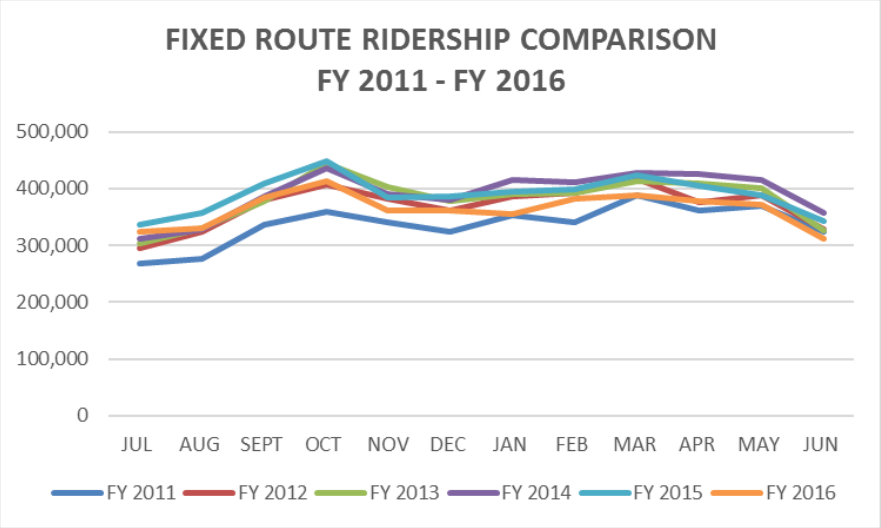
FIGURE 24. ANNUAL COMPARISON OF SUNBUS RIDERSHIP

SERVICE TYPE	FY 2014/15	FY 2015/16	PERCENT CHANGE
SunBus (Fixed Route)	4,674,654	4,358,966	-6.8%

SunLine is analyzing how the decline correlates to the type of services we operate. Is ridership declining in our most dense areas of service and demand or just in far-flung areas? Is it happening on routes that are designed for higher ridership or on those that are designed for coverage purposes. We are looking at the data route by route and stop by stop.

We are also analyzing effects attributable to the quantity and quality of transit services. Ridership may be falling 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 25. FIXED ROUTE RIDERSHIP



SERVICE EFFICIENCY AND EFFECTIVENESS

To determine the efficiency and effectiveness of all routes, staff reviewed the performance statistics for FY 2015/2016 with data from the transit monitoring software TransTrack.

Figure 26 below summarizes data by line. Data available include passenger boardings, passengers per revenue hour, cost per passenger, passenger revenue per hour, and the farebox recovery ratio.

Figure 26. Analysis of Performance Statistics, FY 2015/2016

Lines	Passenger Counts	Passengers Per Revenue Hour (PPRH)	Cost Per Passenger	Passenger Revenue Per Hour	Farebox Recovery Ratio
14	649,594	22.1	$4.57	$26.65	25.43%
15	105,161	19.2	$4.96	$24.34	23.23%
24	9,844	8.7	$5.46	$22.30	21.29%
30	163,163	17.4	$3.66	$33.33	31.81%
32	723,066	26.0	$5.98	$20.50	19.56%
53	270,723	16.1	$12.62	$9.75	9.30%
54	55,249	8.0	$7.54	$16.97	16.18%
70	89,248	13.1	$4.75	$26.16	24.99%
80	187,962	19.6	$4.14	$29.39	28.05%
81	149,255	27.4	$6.33	$19.17	18.30%
90	86,760	15.7	$5.51	$22.39	21.37%
91	189,798	16.0	$6.87	$18.13	17.30%
95	198,391	12.6	$12.45	$10.01	9.54%
111	36,295	7.0	$4.16	$29.45	28.11%
220	1,430,780	21.8	$20.00	$6.07	5.76%
SunDial	13,677	4.1	$32.16	$8.41	11.65%

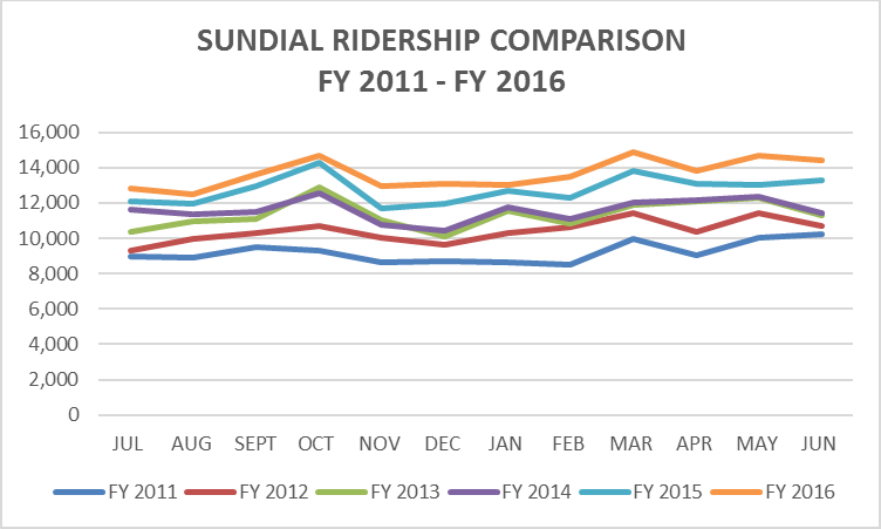
2.2 Paratransit Service – System Performance

Customer growth on SunLine's Paratransit services continues steadily. Like many transit systems across the country, SunLine faces challenges in providing cost-effective service for disabled customers who are unable to use traditional buses. In FY 2015/2016, Sunline served almost 153,183 trips, a 7% increase from FY 2014/2015. Overall ridership for the demand response and subscription services is expected to continue to grow.

Figure 27. Annual Comparison of SunDial Ridership

SERVICE TYPE	FY 2014/15	FY 2015/16	PERCENT CHANGE
SunDial	153,183	164,025	7.2%

FIGURE 28. MONTHLY COMPARISON OF SUNDIAL RIDERSHIP



2.3 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 fails to meet five of the following targets in FY 2017/2018:

- Operating Cost Per Revenue Hour
- Farebox Recovery Ratio
- Subsidy Per Passenger
- Subsidy Per Passenger Mile
- Subsidy Per Revenue Mile

2.4 PRODUCTIVITY IMPROVEMENT EFFORTS

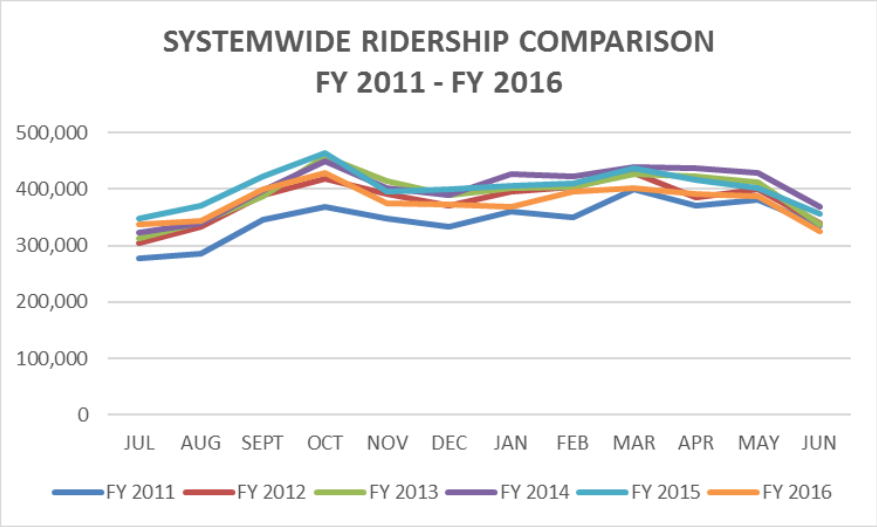
Since the 2015 Update to the Comprehensive Operational Analysis (COA), SunLine has made minor improvements to all fixed routes, including realigning existing routes and improving frequency to enhance ridership.

The following modifications were made in the past Fiscal Year to fixed route bus service:

1. Enhancements to Lines 24 and 30 in City of Palm Springs

2. Enhancements to Lines 90, 91, 95 and 111 in the Cities of Indio, Coachella and unincorporated Riverside County communities of Thermal and Mecca to improve connectivity to new shopping and grocery destinations.

FIGURE 29. MONTHLY COMPARISON OF SYSTEM RIDERSHIP



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 which are provided with more service than others. When service is proposed, the new line will be evaluated based on its proximity to other lines, 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 budget becomes available or through efficiency improvements of the existing transit lines. 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 one and two year marks, may be truncated or eliminated if line productivity does not improve.

2.5 Major Trip Generators & Projected Growth

Many transit trips within the Coachella Valley are destined for the City of Palm Desert, with 23 percent 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 Line 111. Line 14 (Desert Hot Springs – Palm Springs) and Line 30 (Cathedral City – Palm Springs) are also key SunLine transit lines.

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 special school-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 both Smart Growth and 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.

2.6 Equipment, Passenger Amenities and Facility Needs

Passenger Amenities and Bus Stop Improvement Program

As of January 2017, SunLine serves 657 bus stops, which are cleaned and maintained on a regular basis. Since completion of the 2005 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). SunLine has successfully completed five phases of the BSIP. Presently, 394 bus stops have shelters. Funding was received in FY 2015/2016 to allow 25 new shelters to be placed at active stop locations as part of Phase 6 of the BSIP. 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 bus stop improvement program in upcoming years.

Real-Time Signage Displays

SunLine introduced real-time arrival information 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 installing two real-time displays at major layovers located at Indian Canyon and Ramon in Palm Springs and Highway 111 at Flower in Indio. SunLine will also be exploring other potential locations for real-time displays.

On-Board Passenger Amenities

SunLine implemented free Wi-Fi on all fixed route buses in October 2016, a major improvement for SunLine riders. 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. Air conditioning and heating are provided on the buses for passenger comfort.

Bicycle Facilities

To provide bicyclists an alternate mode for traveling throughout the Coachella Valley, all of 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. SunLine will continue to work with the Coachella Valley Association of Governments (CVAG) with the Non-Motorized Transportation Plan update. The plan includes a proposal to install bike racks and/or bike lockers at selected bus stop locations throughout the Coachella Valley.

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. Streaming live video links were added to vehicles in use on Commuter Link 220, with additional funding anticipated to complete implementation across the rest of the fixed route bus fleet arriving in FY 2016/2017.

Intelligent Transportation System (ITS)

All buses are equipped with Automatic Passenger Counters, Automatic Voice Annunciators, Automated Vehicle Locators, and Global Positioning Systems. Staff implemented scheduling software for fixed route planning. SunLine service information has been available in Google Transit for trip planning purposes. Additionally, SunLine offers the interactive SunBus Tracker allowing passengers to receive up-to-date bus information. Wi-Fi is also available on all fixed route buses as of October 2016.

In FY 2017/2018, SunLine plans to implement a pilot program on SunDial to improve operator and passenger safety by recognizing potential roadway hazards for collision avoidance. SunLine is partnering with Mobileye, an advanced collision avoidance system that helps prevent collisions by providing drivers with a combination of visual and audible warnings.

Features to be implemented with the Mobileye pilot program include:

- Forward Collision Warning
- Headway Monitoring and Warning

- Pedestrian Detection
- Lane Departure Warning
- Speed Limit Indicator

Mobileye integrates with SmartDrive, SunLine's existing on board video monitoring system.

Bus Replacement Program

Approximately every three years, SunLine begins the replacement of ADA paratransit vans as they near 150,000 miles. In FY 2017, 13 replacement and two expansion vehicles were delivered to SunLine. The fixed route bus fleet will begin to be updated in 2017, as fifteen 2005 Orion buses become eligible for replacement under FTA guidelines (12-year lifespan or 500,000 miles). Two new Hydrogen Electric Hybrid fuel cell buses were added to the fleet in FY 2014/2015, along with an additional fuel cell bus delivered to SunLine from CT Transit in Connecticut, an additional battery dominant bus is scheduled to be received from CALSTART under the FTA's Fuel Cell Bus Program in 2017. SunLine is also partnering with the California Energy Commission and Hydrogenics, Inc. to demonstrate a new battery dominant fuel cell bus for one year. In addition, SunLine was awarded in FY 2013, by discretionary grant funding to expand the hydrogen fleet by five buses; the construction of these buses are set to commence in mid-2018. All SunLine vehicles including non-revenue service vehicles are powered with alternative fuels.

Facility Needs

Facility Master Plan Feasibility Study: This project is completed. The intent of this study is to assess the current existing and future facilities, forecasted future fleet requirements, and future operational requirements in order to guide the development of site and facility concepts.

CNG Station: On January 25, 2017 SunLine board approved additional funding needed to complete this project. Currently SunLine is procuring CNG equipment and General Construction to follow with goal to have this project breaking ground in summer 2017.

Hydrogen Station: In March 2017, SunLine received an ARB grant for this project. Currently SunLine team is finalizing contracts with partners. Once the contracts are finalized, design and engineering work for the Hydrogen infrastructure station will begin.

Thousand Palms Administration Building: SunLine will complete its Thousand Palms Administration Building facility project by adding solar panels funded with Proposition 1B PTMISEA Program. SunLine is also making facility improvements in the Thousand Palms and Indio Maintenance Lounge areas.

Coachella Transit Hub: SunLine has collaborated with the City of Coachella to transform an existing property into a multimodal transit center in central Coachella. The center enhances

local transit services and improves transit efficiency and effectiveness in the East Valley. Work toward site selection and preliminary facility studies will continue in FY 2016/2017.

CHAPTER 3
PLANNED SERVICE CHANGES AND IMPLEMENTATION

3.1 INTRODUCTION

In light of declining ridership and reduced funding, SunLine will spend the first half of FY 2017/2018 engaged in a planning study to evaluate new service models that may enable SunLine to more effectively serve the Coachella Valley. SunLine will also evaluate existing services for modifications, reductions, and/or discontinuation.

The transportation industry is undergoing massive transformation, and SunLine's planning study will also study ways to improve and change its service model in order to remain competitive and continue to provide valued service to the community. The planning study will help SunLine prepare for a range of uncertain funding scenarios and will include community and Board consultation throughout the process.

3.2 RECENT SERVICE CHANGES

To meet the changing transit demands of the of the Coachella Valley, for FY 2016/2017, SunLine was able to implement these service enhancements listed below using existing resources:

- Lines 14 – adjust schedule and terminus location at Indian Canyon and Ramon.
- Line 24 - reroute to serve Sunrise between Vista Chino and Racquet Club, discontinue service to Vista Chino/Caballeros and Racquet Club/Caballeros (linked to Line 111 change below), and provide supplemental service in these areas to accommodate school students. Extended line to Ramon/San Luis Rey retail area and removed service to Palm Springs Airport.
- Line 30 - adjust schedule and terminus location at Indian Canyon and Ramon, as well as realign to serve the Palm Springs Airport at Tahquitz Canyon and El Cielo.
- Line 53 - service was discontinued to Xavier School and Joslyn Center.
- Lines 90, 91 and 95 - Line 91 was modified to serve Van Buren in Indio and to also serve Frederick Street in Coachella where Line 95 used to run. Line 95 now terminates at 5th/Vine to connect with Line 111.
- Line 111 – adjust schedule and terminus location at Indian Canyon and Ramon, as well as, realign westbound route alignment at Hwy 111 and Flower.

3.3 Planned Service Changes and Implementation

Invest in Success

In FY2017/2018 SunLine will focus on strengthening its existing services and piloting new mobility services.

The strength of SunLine's network lies its frequent, regional trunk routes. Lines 111, 30, and 14 together account for 64% of all daily boardings. Improving these services will increase farebox revenue on the entire network.

SunLine is taking basic steps in the first half of Fiscal Year 2017/2018, including investing in the development of advanced transit scheduling expertise in house, to enhance SunLine's ability to create efficient transit schedules to better serve customers without increasing operating costs. Behind the scenes changes, including increased use of Interlining, may result in significant cost savings for SunLine.

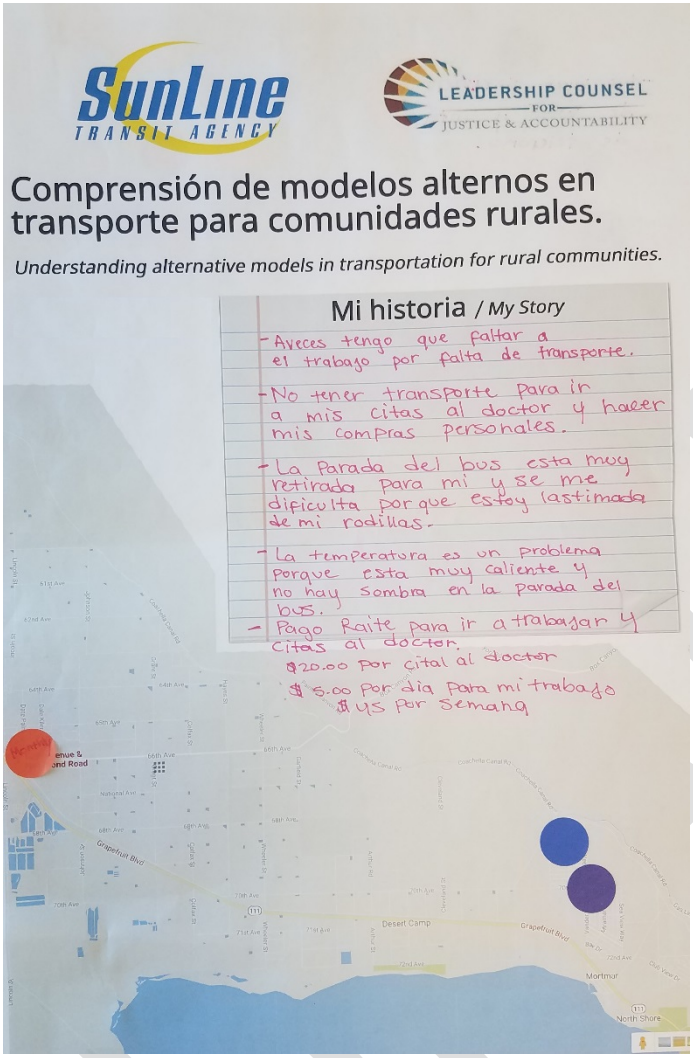
New Shared, On-Demand Mobility Pilot Programs

On-demand mobility is thriving and transforming the transportation industry as an alternative to private car ownership. Being able to handle your entire transportation experience through the comfort of your phone is not only appreciated, but is becoming expected. With rapid growth in utilization of ridesharing apps, SunLine must gain traction to keep up with the increase and start looking at ways to increase ridership and app utilization.

SunLine must also explore how new mobility services can directly benefit low income individuals, who often face longer and more costly commute times. To date, benefits from the emerging sector of shared mobility have not been equally shared. In other communities, usage of new on-demand, shared mobility services remains lower among low-income communities remains lower than usage by the general population.

Many barriers exist that inhibit low-income usage of shared mobility systems. The government and intermediaries can help overcome these barriers. SunLine is currently researching the transportation needs faced by low income communities, to inform pilot program development. The current community-supported concept envisions launching an advanced technology clean car sharing program in communities in the Eastern Coachella Valley including Mecca, North Shore, Oasis, Thermal and the City of Coachella. The program will be a station-based car share service where participants may reserve a car through a smartphone, a personal computer, or telephone. SunLine seeks to reduce greenhouse gas emissions and provide new mobility services for some of the most disadvantaged communities in SunLine's service area.

FIGURE 30. SAMPLE OF COMMUNITY INPUT – NORTH SHORE



SunLine has submitted a grant application to the California Air Resources Board to create a network of battery electric vehicles located at dispersed charge sites to serve the 34,938 residents of the communities of Coachella, Thermal, Oasis, and Mecca, including the North Shore. The program seeks to register 20% of the estimated 8,800 households as SunLine car share members, for 1,760 registered individuals. The proposed pilot is part of a suite of smart investments to expand the mobility options SunLine offers, and is in keeping with SunLine's role as an environmentally conscious mobility manager for the Coachella Valley. The pilot program will help SunLine better understand the potential of a zero emission car sharing program to serve the current rural community transportation need.

ROUTE MODIFICATION/REALIGNMENT

In September 2017, SunLine is planning to implement these minor service modifications:

- Line 95 – a route alignment is being explored to serve 69th Avenue between Costa Mesa Drive and Vander Veer Road in North Shore.

SunLine met with the North Shore community in May 2017 to better understand their transportation needs. One of the recommendations from the community was to extend service on the Line 95 to Vander Veer Road. Currently the Line 95 has excess recovery time of 24 percent, due to the allowance for deviated service. Deviated service demand has been low, and the recommended service extension would not add operating resources.

Additional Potential Modifications Under Study

In some cases where routes have considerable excess recovery time, extending a route to serve a new location is acceptable, if the added running time simple uses excess recovery. In no case should service frequency be compromised for an extension.

SunLine planning staff are evaluating additional modifications and frequency changes for FY 2018/2019, including:

- Line 15 – study potential of serving Mission Lakes Boulevard and Two Bunch Palms Trail or Little Morongo Road west of West Drive and west of Dillon Road and Long Canyon Road if it can be done without increasing operating costs.
- Line 20 – study adding more stops along the route in an effort to increase ridership.
- Line 53 - realign to remove lengthy 2.4 mile deviation from Cook to Portola
- Line 70 – extend service north of the I-10 Freeway if it can be done without increasing operating costs.
- Line 111 – launch SunExpress service during peak hours along the Highway 111 corridor. Buses would stop only at major bus stops and bring riders from Palm Springs to Indio within an hour.
- Frequency improvements for trunk routes, including Lines 14, 30 and 111.
- Pilot On-Demand Shared Mobility service using alternative fuel vehicles. In contrast to the proposed car sharing pilot, this program would operate similarly to private market services such as Lyft Line and Uber Pool, and would include a driver for each accessible vehicle.

3.4 Modifications to Paratransit Service

The provision of ADA services remains a challenge; it is costly both to SunLine and to the passengers who use it. Efforts to mitigate the increasing expenses in demand-responsive service include the forthcoming Senior/Disabled Travel Training Program, revisions to the paratransit eligibility process, and implementation of new technology to reduce no-shows and improve customer satisfaction.

The Travel Training Program is expected to launch in FY 2017/2018 and will cover all aspects of public transit from mobility training on how to ride the bus, how to use bus schedules and map, as well as help in overcoming physical and social barriers that may prevent passengers from using a fixed route bus. Participants benefit by developing a greater level of independence and increased mobility; ultimately bringing financial savings to both the customer and SunLine.

SunDial is planning to revise the paratransit eligibility process to implement in-person and telephone interviews to ensure paratransit riders are qualified for the service. Three categories of eligibility will be adopted: Unconditional, Conditional and Temporary.

SunLine also plans to implement new technology to facilitate on-line scheduling and cancelling 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 5 minutes prior to passenger pickup.

3.5 Marketing Plans and Promotion

Marketing is an essential element of a cost-effective public transit service. A focused marketing effort using a modest budget is key in ensuring that the substantial public resources used by a transit service are well utilized. SunLine will increase marketing in order to expand ridership through a cost-effective strategy using local media:

- *Improve Transit Survives.* A key precept of marketing is to provide a quality "product". In the case of public transit, reputation of providing quality service both encourages increased ridership and increases public support for transit; both tax-based funding and fare increases become more acceptable when service quality is high. A key "marketing" effort, therefore, is to begin other measures discussed in this document to improve service quality, including the need for enhanced passenger amenities and replacement of aging vehicles. Subsequently changing the public perception of service quality through a marketing program- is undoubtedly the most important marketing strategy available to SunLine.

- *Targeted Marketing.* Experience in marketing for similar transit systems indicates that the most effective use of media is a moderate level of continuing advertisement exposure in local newspapers, providing information tailored for the paper's readership. Print media is a particularly important and cost-effective marketing opportunity for local transit services.

  Transit User Group Presentations. SunLine staff should continue to make personal presentations to local transit user groups, such as senior centers, disabled groups, schools, and civic groups in these areas. As part of these presentations, members of these groups should be educated with regard to how to use the service and the destinations available through the service. A slide or video presentation can be an effective part of this program. Preferably, this program would include an actual ride on the service. In addition to increase awareness of SunLine services, this marketing element can effectively reduce or eliminate residents' uncertainties regarding the use of public transit services.

- *Expanded Pass Outlets.* Monthly passes, ten-ride passes and day passes are currently available at local community markets (see Figure 15). SunLine is considering to expand the number of outlets to ease the ability of users to purchase monthly passes. At a minimum, SunLine will approach more area supermarkets and

large employers to expand the number of outlets. As the use of monthly passes speeds the boarding's process (in comparison to cash fares and the need to issue transfers), this effort could improve on-time performance of the system.

- *Implement Strategic Marketing Plan.* SunLine proposes to develop a marketing plan with long-range marketing goals and implementation strategies to assist a brand with retaining and attracting customers. The plan will enhance SunLine's image, increase and expand ridership, contain agencies positioning, goals and strategies, market opportunities, target market defined demographic and geographic groups.

The core values behind the SunLine strategic marketing plan include:

► Increase and expand ridership
► Retain existing ridership
► Generate high level of public support and awareness

SunLine will continue to provide an Internet webpage that includes rider information, links to other cities, current schedules and routes, and bus stop locations. This marketing tool is updated as changes to the system are implemented. In addition, SunLine is exploring the option of the potential of selling monthly passes over the Internet.

SunLine continues to follow its robust marketing and outreach campaign. Throughout FY 2017/2018 the Marketing and Planning teams will join community service events, seminars and conventions to spread the positive impact local transit service has in the Valley environmentally and time wise.

The Marketing efforts shall be conducted to ensure that all service area residents are aware of SunLine services. Targeted marketing efforts shall be conducted for high potential groups, including elderly, disabled, and low-income residents.

3.6 Budget Impacts on Proposed Changes

Due to funding shortfalls and current economic conditions in the state of California and at the federal level, staff is currently scoping a planning study to evaluate service efficiencies and modifications to be implemented in January 2018.

Existing funded projects are listed in Chapter 1, System Overview. Proposed service improvements without identified funding may be implemented as new funding opportunities become available.

CHAPTER 4
FINANCIAL AND CAPITAL PLANS

4.1 Operating and Capital Budget

In FY 2017/2018, SunLine plans to have an operating budget of $34,880,026 and a capital project budget of $10,406,555. 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.

4.2 Funding Plans to Support Proposed Operating and Capital Program

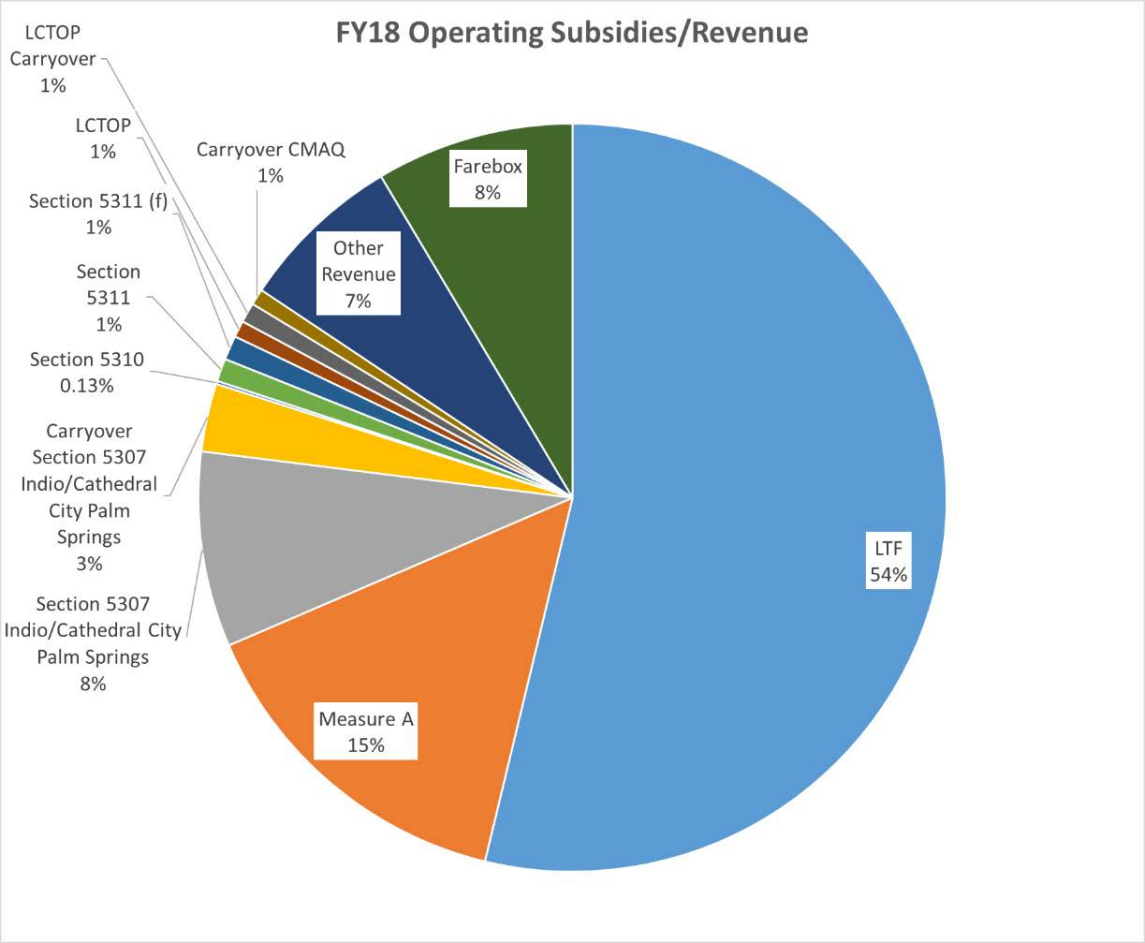
For FY 2017/2018, funding plans for the proposed operating and capital programs are as follows:

Funding sources for the proposed operating budget includes FTA Section 5307 (Urban), 5311 (Rural), 5310 (Elderly and Disabled), 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's competitive grant for Low or No Emission projects (LoNo) as well as Section 5307 and 5339. SunLine's new capital projects are also funded by the State with Proposition 1B: Transit Safety and Security and State Transit Assistance (STA).

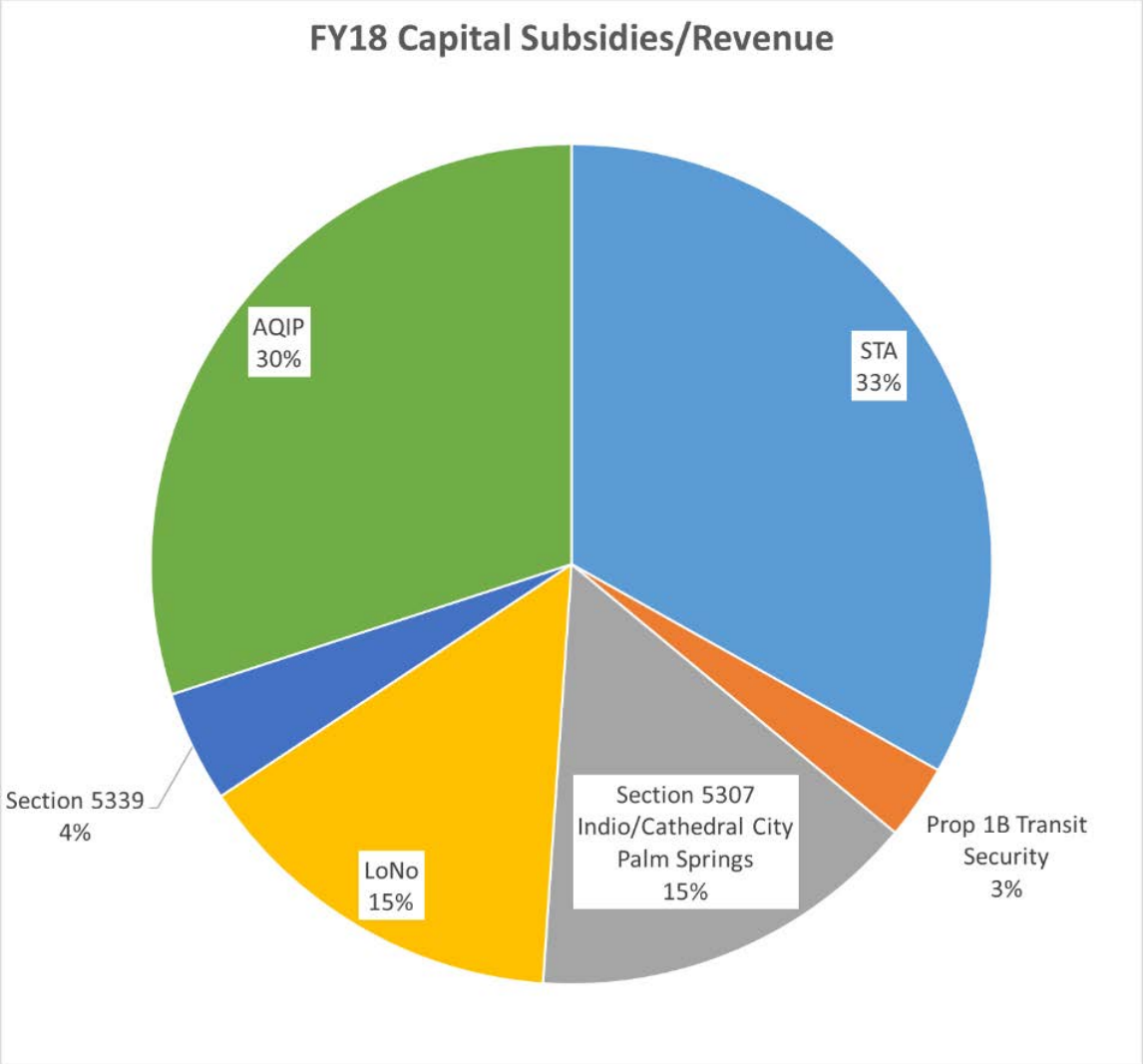
4.2 A Operating Budget

The estimated FY 2017/2018 operating budget of $34,880,026 outlined in Table 4, is funded by:



4.2 B Capital Improvement Program Budget

The estimated FY 2017/2018 capital improvement program is a budget of $10,406,555, including:



4.3 Regulatory and Compliance Requirements

Americans with Disability Act

SunLine complies with the guidelines set forth the Americans with Disability Act (ADA) by providing a 100% accessible revenue service fleet for fixed route transit services and ADA paratransit service vans. Supervisor vans are also equipped with wheelchair lifts. 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 was revised and submitted to FTA in July 2015. The DBE semiannual reports are kept current, with the most recent DBE report submitted in December 2016. The next DBE report will be submitted in June 2017.

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 every four years or as major changes occur in the workforce or employment conditions to the FTA. The most recent EEO-1 report was submitted to the EEOC and certified in September 2016. 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.

Hydrogen Fuel Station

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 in its 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

SunLine conforms to RCTC's Alternative Fuel Policy with all vehicles in the fleet using CNG, Electric or hydrogen fuel. The current active fleet consists of fifty-eight 40-foot CNG buses, five 40-foot Hydrogen Fuel Cell buses, ten 32-foot CNG buses, three 40-foot Electric buses, thirty-seven 22-foot paratransit vans, and 45 total non-revenue CNG and electric vehicles, including general support cars and trucks as well as facility-specific golf carts and forklifts.

FY 2017/2018 SRTP TABLES

Table 1 - Fleet Inventory

FY 2017/18 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 2016/17	# of Contingency Vehicles FY 2016/17	Life to Date Vehicle Miles Prior Year End FY 2015/16	Life to Date Vehicle Miles through March FY 2016/17	Average Lifetime Miles Per Active Vehicle As Of Year-To-Date (e.g., March) FY 2016/17
2014	BYD	K9	35	2	40	EB	2	0	124,614	91,928	45,964
2015	BYD	K9	35	1	40	EB	1	0	40,684	36,271	36,271
2012	EDN	AXCESS	37	1	40	OR	1	0	116,987	127,347	127,347
2014	EDN	AXCESS	37	3	40	OR	3	0	165,298	205,393	68,464
2009	EDN	EZRider32'	29	10	32	CN	10	0	2,422,480	2,688,321	268,832
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	8,464,061	9,391,018	586,938
2008	NFA	LF 40'	39	21	40	CN	21	0	8,715,007	9,694,800	461,657
2016	NFA	LF 40'	39	6	40	CN	6	0		106,731	17,788
2005	OBI	ORION V40'	44	15	40	CN	15	0	6,116,441	6,624,778	441,651
		Totals:	373	80			76	4	26,258,357	29,059,372	382,360

Table 1 - Fleet Inventory

FY 2017/18 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 2016/17	# of Contingency Vehicles FY 2016/17	Life to Date Vehicle Miles Prior Year End FY 2015/16	Life to Date Vehicle Miles through March FY 2016/17	Average Lifetime Miles Per Active Vehicle As Of Year-To-Date (e.g., March) FY 2016/17
2010	EDN	AEROTECH	12	1	22	CN	1	0	183,205	197,271	197,271
2012	EDN	AEROTECH	12	5	22	CN	3	2	2,111,417	2,499,575	833,191
2013	EDN	AEROTECH	12	14	22	CN	14	0	1,852,539	2,308,177	164,869
2015	EDN	AEROTECH	12	8	22	CN	8	0	203,658	607,995	75,999
2016	EDN	AEROTECH	12	10	22	CN	10	0	97,666	89,531	8,953
		Totals:	60	38			36	2	4,448,485	5,702,549	158,404

TABLE 2
SRTP SERVICE SUMMARY – Routes: All Routes (System Totals)

Table 2 -- SunLine Transit Agency -- SRTP Service Summary
FY 2017/18 Short Range Transit Plan
All Routes

	FY 2014/15 Audited	FY 2015/16 Audited	FY 2016/17 Plan	FY 2016/17 3rd Qtr Actual	FY 2017/18 Plan
Fleet Characteristics					
Peak-Hour Fleet			93		92
Financial Data					
Total Operating Expenses	$27,639,138	$31,617,862	$33,474,111	$24,101,550	$34,880,025
Total Passenger Fare Revenue	$6,040,405	$7,129,667	$6,101,611	$5,435,216	$6,088,898
Net Operating Expenses (Subsidies)	$21,598,733	$24,488,195	$27,372,500	$18,666,334	$28,791,127
Operating Characteristics					
Unlinked Passenger Trips	4,827,837	4,522,990	4,621,406	3,273,453	4,178,161
Passenger Miles	35,101,121	33,051,673	33,942,769	23,086,322	29,247,333
Total Actual Vehicle Revenue Hours (a)	284,957.6	295,706.0	312,089.0	229,199.5	314,272.0
Total Actual Vehicle Revenue Miles (b)	4,161,846.5	4,362,448.6	4,515,761.0	3,367,666.8	4,501,382.0
Total Actual Vehicle Miles	4,618,585.5	4,824,009.7	4,993,747.0	3,831,779.8	5,120,834.0
Performance Characteristics					
Operating Cost per Revenue Hour	$96.99	$106.92	$107.26	$105.16	$110.99
Farebox Recovery Ratio	21.85%	22.55%	18.22%	22.55%	17.45%
Subsidy per Passenger	$4.47	$5.41	$5.92	$5.70	$6.89
Subsidy per Passenger Mile	$0.62	$0.74	$0.81	$0.81	$0.98
Subsidy per Revenue Hour (a)	$75.80	$82.81	$87.71	$81.44	$91.61
Subsidy per Revenue Mile (b)	$5.19	$5.61	$6.06	$5.54	$6.40
Passenger per Revenue Hour (a)	16.9	15.3	14.8	14.3	13.3
Passenger per Revenue Mile (b)	1.16	1.04	1.02	0.97	0.93

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

TABLE 2
SRTP SERVICE SUMMARY – Routes: Non-Excluded Routes

Table 2 -- SunLine Transit Agency -- SRTP Service Summary
FY 2017/18 Short Range Transit Plan
Non-Excluded Routes

	FY 2014/15 Audited	FY 2015/16 Audited	FY 2016/17 Plan	FY 2016/17 3rd Qtr Actual	FY 2017/18 Plan
Fleet Characteristics					
Peak-Hour Fleet			84		90
Financial Data					
Total Operating Expenses	$26,265,683	$30,082,006	$29,829,987	$22,138,799	$34,230,707
Total Passenger Fare Revenue	$5,871,966	$6,927,037	$5,474,890	$5,187,336	$5,977,481
Net Operating Expenses (Subsidies)	$20,393,717	$23,154,968	$24,355,097	$16,951,462	$28,253,226
Operating Characteristics					
Unlinked Passenger Trips	4,687,079	4,387,603	4,295,548	3,101,578	4,152,461
Passenger Miles	34,138,336	32,119,783	31,596,591	21,883,645	29,072,830
Total Actual Vehicle Revenue Hours (a)	271,871.9	282,603.1	282,913.0	211,609.3	311,848.0
Total Actual Vehicle Revenue Miles (b)	3,896,959.5	4,116,326.3	4,074,271.0	3,024,339.5	4,436,305.0
Total Actual Vehicle Miles	4,331,128.3	4,557,720.5	4,493,194.0	3,456,159.2	5,033,433.0
Performance Characteristics					
Operating Cost per Revenue Hour	$96.61	$106.45	$105.44	$104.62	$109.77
Farebox Recovery Ratio	22.36%	23.03%	18.35%	23.43%	17.46%
Subsidy per Passenger	$4.35	$5.28	$5.67	$5.47	$6.80
Subsidy per Passenger Mile	$0.60	$0.72	$0.77	$0.77	$0.97
Subsidy per Revenue Hour (a)	$75.01	$81.93	$86.09	$80.11	$90.60
Subsidy per Revenue Mile (b)	$5.23	$5.63	$5.98	$5.61	$6.37
Passenger per Revenue Hour (a)	17.2	15.5	15.2	14.7	13.3
Passenger per Revenue Mile (b)	1.20	1.07	1.05	1.03	0.94

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

TABLE 2
SRTP SERVICE SUMMARY – Routes: Excluded

Table 2 -- SunLine Transit Agency -- SRTP Service Summary
FY 2017/18 Short Range Transit Plan
Excluded Routes

	FY 2014/15 Audited	FY 2015/16 Audited	FY 2016/17 Plan	FY 2016/17 3rd Qtr Actual	FY 2017/18 Plan
Fleet Characteristics					
Peak-Hour Fleet			9		2
Financial Data					
Total Operating Expenses	$1,373,455	$1,535,856	$3,644,124	$1,962,751	$649,318
Total Passenger Fare Revenue	$168,438	$202,630	$626,720	$247,879	$111,417
Net Operating Expenses (Subsidies)	$1,205,016	$1,333,227	$3,017,404	$1,714,872	$537,901
Operating Characteristics					
Unlinked Passenger Trips	140,758	135,387	325,858	171,875	25,700
Passenger Miles	962,785	931,890	2,346,178	1,202,677	174,503
Total Actual Vehicle Revenue Hours (a)	13,085.7	13,102.9	29,176.0	17,590.2	2,424.0
Total Actual Vehicle Revenue Miles (b)	264,887.0	246,122.3	441,490.0	343,327.3	65,077.0
Total Actual Vehicle Miles	287,457.2	266,289.2	500,553.0	375,620.6	87,401.0
Performance Characteristics					
Operating Cost per Revenue Hour	$104.96	$117.22	$124.90	$111.58	$267.87
Farebox Recovery Ratio	12.26%	13.19%	17.19%	12.63%	17.15%
Subsidy per Passenger	$8.56	$9.85	$9.26	$9.98	$20.93
Subsidy per Passenger Mile	$1.25	$1.43	$1.29	$1.43	$3.08
Subsidy per Revenue Hour (a)	$92.09	$101.75	$103.42	$97.49	$221.91
Subsidy per Revenue Mile (b)	$4.55	$5.42	$6.83	$4.99	$8.27
Passenger per Revenue Hour (a)	10.8	10.3	11.2	9.8	10.6
Passenger per Revenue Mile (b)	0.53	0.55	0.74	0.50	0.39

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

TABLE 2
SRTP SERVICE SUMMARY– Routes: All Fixed Route Bus

Table 2 -- SunLine-BUS -- SRTP Service Summary
FY 2017/18 Short Range Transit Plan
All Routes

	FY 2014/15 Audited	FY 2015/16 Audited	FY 2016/17 Plan	FY 2016/17 3rd Qtr Actual	FY 2017/18 Plan
Fleet Characteristics					
Peak-Hour Fleet			62		61
Financial Data					
Total Operating Expenses	$22,712,173	$26,054,758	$27,700,756	$19,865,658	$28,856,538
Total Passenger Fare Revenue	$5,466,541	$6,424,017	$5,113,092	$4,882,187	$5,057,552
Net Operating Expenses (Subsidies)	$17,245,632	$19,630,741	$22,587,664	$14,983,471	$23,798,986
Operating Characteristics					
Unlinked Passenger Trips	4,674,654	4,358,966	4,458,322	3,149,756	4,003,336
Passenger Miles	33,371,743	31,092,789	32,099,919	21,628,460	27,182,650
Total Actual Vehicle Revenue Hours (a)	216,740.2	226,019.3	243,105.0	177,548.0	245,403.0
Total Actual Vehicle Revenue Miles (b)	3,084,149.9	3,274,829.6	3,417,756.0	2,587,934.4	3,451,011.0
Total Actual Vehicle Miles	3,446,488.1	3,644,249.7	3,804,946.0	2,912,352.6	3,884,203.0
Performance Characteristics					
Operating Cost per Revenue Hour	$104.79	$115.28	$113.95	$111.89	$117.59
Farebox Recovery Ratio	24.07%	24.66%	18.45%	24.58%	17.52%
Subsidy per Passenger	$3.69	$4.50	$5.07	$4.76	$5.94
Subsidy per Passenger Mile	$0.52	$0.63	$0.70	$0.69	$0.88
Subsidy per Revenue Hour (a)	$79.57	$86.85	$92.91	$84.39	$96.98
Subsidy per Revenue Mile (b)	$5.59	$5.99	$6.61	$5.79	$6.90
Passenger per Revenue Hour (a)	21.6	19.3	18.3	17.7	16.3
Passenger per Revenue Mile (b)	1.52	1.33	1.30	1.22	1.16

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

TABLE 2
SRTP SERVICE SUMMARY– Paratransit: DAR- Demand Response

Table 2 -- SunLine-DAR -- SRTP Service Summary
FY 2017/18 Short Range Transit Plan
All Routes

	FY 2014/15 Audited	FY 2015/16 Audited	FY 2016/17 Plan	FY 2016/17 3rd Qtr Actual	FY 2017/18 Plan
Fleet Characteristics					
Peak-Hour Fleet			31		31
Financial Data					
Total Operating Expenses	$4,926,965	$5,563,104	$5,773,355	$4,235,892	$6,023,487
Total Passenger Fare Revenue	$573,864	$705,650	$988,518	$553,028	$1,031,346
Net Operating Expenses (Subsidies)	$4,353,101	$4,857,454	$4,784,837	$3,682,864	$4,992,141
Operating Characteristics					
Unlinked Passenger Trips	153,183	164,024	163,084	123,697	174,825
Passenger Miles	1,729,378	1,958,885	1,842,850	1,457,862	2,064,683
Total Actual Vehicle Revenue Hours (a)	68,217.4	69,686.7	68,984.0	51,651.5	68,869.0
Total Actual Vehicle Revenue Miles (b)	1,077,696.6	1,087,619.0	1,098,005.0	779,732.4	1,050,371.0
Total Actual Vehicle Miles	1,172,097.4	1,179,760.0	1,188,801.0	919,427.2	1,236,631.0
Performance Characteristics					
Operating Cost per Revenue Hour	$72.22	$79.83	$83.69	$82.01	$87.46
Farebox Recovery Ratio	11.65%	12.68%	17.12%	13.06%	17.12%
Subsidy per Passenger	$28.42	$29.61	$29.34	$29.77	$28.56
Subsidy per Passenger Mile	$2.52	$2.48	$2.60	$2.53	$2.42
Subsidy per Revenue Hour (a)	$63.81	$69.70	$69.36	$71.30	$72.49
Subsidy per Revenue Mile (b)	$4.04	$4.47	$4.36	$4.72	$4.75
Passenger per Revenue Hour (a)	2.2	2.4	2.4	2.4	2.5
Passenger per Revenue Mile (b)	0.14	0.15	0.15	0.16	0.17

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

TABLE 2A
SRTP SUMMARY OF ROUTES TO BE EXCLUDED IN FY 17/18

Route	Mode	Service Type	Route Description	Date of Implementation	Route Exemption End Date
Line 20	Fixed Route	Directly Operated	Desert Hot Springs – Palm Desert	January 2016	June 2018

TABLE 3
SRTP ROUTE STATISTICS – ALL ROUTES

Table 3 - SRTP Route Statistics

SunLine Transit Agency -- 8

FY 2017/18

All Routes

Route #	Day Type	Peak Vehicles	Data Elements							Operating Cost	Passenger Revenue	Net Subsidy
			Passengers	Passenger Miles	Revenue Hours	Total Hours	Revenue Miles	Total Miles				
SUN-111	All Days	12	1,341,309	9,107,488	71,046.0	76,274.0	1,016,442.0	1,163,155.0		$8,641,322	$1,705,163	$6,936,159
SUN-14	All Days	7	602,738	4,092,591	29,393.0	31,288.0	439,304.0	503,217.0		$3,738,500	$592,305	$3,146,195
SUN-15	All Days	1	99,428	675,116	5,454.0	5,780.0	87,901.0	97,838.0		$726,857	$116,060	$610,797
SUN-20	All Days	2	25,700	174,503	2,424.0	3,210.0	65,077.0	87,401.0		$649,318	$111,417	$537,901
SUN-220	All Days	2	12,572	85,364	4,048.0	4,599.0	115,639.0	127,436.0		$946,751	$152,833	$793,918
SUN-24	All Days	4	155,908	1,058,615	10,022.0	11,686.0	133,891.0	168,833.0		$1,254,296	$250,859	$1,003,437
SUN-30	All Days	9	664,336	4,510,841	28,031.0	30,019.0	258,474.0	302,023.0		$2,243,794	$448,759	$1,795,035
SUN-32	All Days	3	238,555	1,619,788	16,827.0	17,995.0	279,385.0	305,274.0		$2,267,941	$318,162	$1,949,779
SUN-53	All Days	2	47,491	322,464	6,939.0	7,402.0	84,056.0	94,788.0		$704,199	$140,452	$563,747
SUN-54	All Days	2	74,382	505,054	6,772.0	6,823.0	114,115.0	114,544.0		$850,869	$169,131	$681,838
SUN-70	All Days	3	173,057	1,175,057	9,884.0	10,465.0	131,051.0	146,404.0		$1,087,662	$217,366	$870,296
SUN-80	All Days	4	144,908	983,925	8,327.0	8,643.0	63,030.0	69,047.0		$512,967	$102,593	$410,374
SUN-81	All Days	4	88,336	599,801	5,892.0	6,145.0	53,101.0	60,435.0		$448,982	$89,796	$359,186
SUN-90	All Days	2	139,400	946,526	17,752.0	18,069.0	149,191.0	155,678.0		$1,156,562	$210,046	$946,516
SUN-91	All Days	3	166,997	1,133,910	16,419.0	17,161.0	339,962.0	364,270.0		$2,706,237	$326,849	$2,379,388
SUN-95	All Days	1	28,219	191,607	6,173.0	6,289.0	120,392.0	123,860.0		$920,101	$105,761	$814,420
SUN-DAR	All Days	31	174,825	2,064,683	68,869.0	78,849.0	1,050,371.0	1,236,631.0		$6,023,487	$1,031,346	$4,992,141
Service Provider Totals		92	4,178,161	29,247,333	314,272.0	340,697.0	4,501,382.0	5,120,834.0		$34,880,025	$6,088,898	$28,791,127

TABLE 3
SRTP ROUTE STATISTICS – ALL ROUTES

Table 3 - SRTP Route Statistics

SunLine Transit Agency -- 8

FY 2017/18

All Routes

		Performance Indicators									
Route #	Day Type	Operating Cost Per Revenue Hour	Operating Cost Per Revenue Mile	Cost Per Passenger	Farebox Recovery Ratio	Subsidy Per Passenger	Subsidy Per Passenger Mile	Subsidy Per Revenue Hour	Subsidy Per Revenue Mile	Passengers Per Hour	Passengers Per Mile
SUN-111	All Days	$121.63	$8.50	$6.44	19.73%	$5.17	$0.76	$97.63	$6.82	18.9	1.32
SUN-14	All Days	$127.19	$8.51	$6.20	15.84%	$5.22	$0.77	$107.04	$7.16	20.5	1.37
SUN-15	All Days	$133.27	$8.27	$7.31	15.96%	$6.14	$0.90	$111.99	$6.95	18.2	1.13
SUN-20	All Days	$267.87	$9.98	$25.27	17.15%	$20.93	$3.08	$221.91	$8.27	10.6	0.39
SUN-220	All Days	$233.88	$8.19	$75.31	16.14%	$63.15	$9.30	$196.13	$6.87	3.1	0.11
SUN-24	All Days	$125.15	$9.37	$8.05	19.99%	$6.44	$0.95	$100.12	$7.49	15.6	1.16
SUN-30	All Days	$80.05	$8.68	$3.38	20.00%	$2.70	$0.40	$64.04	$6.94	23.7	2.57
SUN-32	All Days	$134.78	$8.12	$9.51	14.02%	$8.17	$1.20	$115.87	$6.98	14.2	0.85
SUN-53	All Days	$101.48	$8.38	$14.83	19.94%	$11.87	$1.75	$81.24	$6.71	6.8	0.56
SUN-54	All Days	$125.66	$7.46	$11.44	19.87%	$9.17	$1.35	$100.68	$5.98	11.0	0.65
SUN-70	All Days	$110.04	$8.30	$6.28	19.98%	$5.03	$0.74	$88.05	$6.64	17.5	1.32
SUN-80	All Days	$61.60	$8.14	$3.54	19.99%	$2.83	$0.42	$49.28	$6.51	17.4	2.30
SUN-81	All Days	$76.20	$8.46	$5.08	19.99%	$4.07	$0.60	$60.96	$6.76	15.0	1.66
SUN-90	All Days	$65.15	$7.75	$8.30	18.16%	$6.79	$1.00	$53.32	$6.34	7.9	0.93
SUN-91	All Days	$164.82	$7.96	$16.21	12.07%	$14.25	$2.10	$144.92	$7.00	10.2	0.49
SUN-95	All Days	$149.07	$7.64	$32.61	11.49%	$28.86	$4.25	$131.93	$6.76	4.6	0.23
SUN-DAR	All Days	$87.46	$5.73	$34.45	17.12%	$28.56	$2.42	$72.49	$4.75	2.5	0.17
Service Provider Totals		$110.99	$7.75	$8.35	17.45%	$6.89	$0.98	$91.61	$6.40	13.3	0.93

TABLE 3A
INDIVIDUAL ROUTE DESCRIPTIONS

Route	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, 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	Local	Shopping, Senior Center, Library, Community Center, Schools	Desert Hot Springs, Rancho Mirage, Palm Desert	14, 15, 32, 53, 54, 111, Link 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	20, 24, 30, 53, 54, 111, Link 220 &Amtrak
53	Local	Shopping, Library, College, School, Community Center, Theater, Senior Center and University	Palm Desert	20, 32, 54, 111, Link 220 &Amtrak
54	Local	Shopping, School, Tennis Gardens, Work Force Development, and College	Palm Desert, Indian Wells, La Quinta, Indio, Bermuda Dunes	20, 32, 53, 111, Link 220 &Amtrak
70	Local	Shopping, Schools, Theaters and Medical	La Quinta, Palm Desert, Indian Wells, Bermuda Dunes	111 &Amtrak
80	Local	Shopping, School, Workforce Development, Social Services, Senior Center, DMV, Hospital	Indio	54, 81, 90, 91 &111
81	Local	Shopping, Schools, Medical, Community Center, College, DMV, Hospital, Work Force Development, Social Services and Employment Center	Indio	54, 80, 90, 91, 111 & Greyhound
90	Local	Shopping , Library, City Hall, Senior Center, Community Center, Social Services and Medical	Indio and Coachella	54, 80, 81, 91 &111
91	Local	Shopping, College, Schools, Community Center, and Medical	Indio, Coachella, Thermal, Mecca, Oasis	54, 80, 81, 90 &111
95	Local	Shopping, College, Community Center, Medical and Schools	Coachella, Mecca and North Shore	90, 91 &111
111	Trunk	Hospital, Medical, Shopping, College, Mall and Schools	Palm Springs, Cathedral City, Rancho Mirage, Palm Desert, Indian Wells, La Quinta, Indio	14, 24, 20, 30, 32, 53, 54, 70, 80, 81, 90 & 91, 111, Amtrak & MBTA
220	Market-Based	Mall, College, Shopping and University	Palm Desert, Rancho Mirage, Cabazon Casino, Beaumont, Moreno Valley, Riverside	20, 32, 53, 54, 111, Metrolink, Pass Transit, RTA & Greyhound

TABLE 4
SUMMARY OF FUNDS FOR FY 2017/2018

TABLE 4

SunLine Transit Agency
FY 2017/18
Summary of Funds
Requested
Short Range Transit Plan

Table 4 - Summary of Funding Request for FY 2017/18

16-May-17

Project Description		Total Amount of Funds	Total Carryover Amount	LTF	STA	Prop 1B Transit Security	Measure A	Section 5307 Indio/Cathedral City Palm Springs	Carryover Section 5307 Indio/Cathedral City Palm Springs	Section 5310	Section 5311	Section 5311 (f)	LoNo	Section 5339	LCTOP	LCTOP Carryover	AQIP	Carryover CMAQ	Other Revenue	Farebox
OPERATING																				
Operating Assistance		$33,237,664	$1,025,530	$18,363,491			$5,153,400	$2,943,412	$1,025,530		$344,995								$2,422,464	$2,984,372
Line 80, 81		$549,672	$300,000	$0											$249,672	$300,000				
Taxi Voucher Program		$201,467	$0	$108,133						$46,667									$46,667	
Vanpool Program		$132,796	$13,280	$119,516														$13,280		
Line 20		$258,427	$230,000	$28,427														$230,000		
Commuter Link 220		$500,000	$0	$134,233								$365,767								
Sub-total Operating		$34,880,026	$1,568,810	$18,753,800	$0	$0	$5,153,400	$2,943,412	$1,025,530	$46,667	$344,995	$365,767	$0	$0	$249,672	$300,000	$0	$243,280	$2,469,131	$2,984,372

CAPITAL																				
	Capital Project Number	Total Amount of Funds With Carryover	Total Carryover Amount	LTF	STA	Prop 1B Transit Security	Measure A	Section 5307 Indio/Cathedral City Palm Springs	Carryover Section 5307 Indio/Cathedral City Palm Springs	Section 5310	Section 5311	Section 5311 (f)	LoNo	Section 5339	LCTOP	LCTOP Carryover	AQIP	CMAQ Carryover	Other Revenue	Farebox
Operations Facility Replacement Phase 2	SL-18-01	$2,116,000	$0		$2,116,000															
Replacement Fixed Route Buses (3)	SL-18-02	$2,040,000	$0		$858,518			$734,588						$446,894						
Transit Enhancement	SL-18-03	$298,909	$0			$298,909														
Information Technology (IT) Projects	SL-18-04	$450,000	$0		$90,000			$360,000												
Fixed Route Bus Rehabilitation	SL-18-05	$250,000	$0		$50,000			$200,000												
Facility Improvements	SL-18-06	$100,000	$0		$20,000			$80,000												
Replacement Non-Revenue Support Vehicles (2 Supervisor, 2 Safety)	SL-18-07	$240,000	$0		$48,000			$192,000												
Maintenance Facility for Zero Emission Vehicles (ZEV)	SL-18-08	$1,688,055	$0		$168,200								$1,519,855							
Capital Bus Lease	SL-18-09	$100,000	$0		$100,000															
Hydrogen Electric Hybrid FCB & Hydrogen Station	SL-18-10	$3,123,591	$0														$3,123,591			
Sub-total Capital		$10,406,555	$0	$0	$3,450,718	$298,909	$0	$1,566,588	$0	$0	$0	$0	$1,519,855	$446,894	$0	$0	$3,123,591	$0	$0	$0
Total Operating & Capital		$45,286,581	$1,568,810	$18,753,800	$3,450,718	$298,909	$5,153,400	$4,510,000	$1,025,530	$46,667	$344,995	$365,767	$1,519,855	$446,894	$249,672	$300,000	$3,123,591	$243,280	$2,469,131	$2,984,372

Project Funding Details

Target Budget	$34,880,026	Based on estimated FY18 budget
Projected FY17/18 LTF	$18,753,800	Based on FY18+unallocated carryover funds
Projected FY17/18 Measure A	$5,153,400	Based on revised RCTC Revenue Est. dated 4-14-17
Projected FY17/18 Section 5307 Operating Funds	$2,943,412	FY18 based on unknown status of future Federal funding
Projected FY17/18 Carryover Section 5307 Operating Funds	$1,025,530	Based on carryover from FY16 operating apportionment
Projected FY17/18 Section 5310 Operating Funds	$46,667	Based on FY18 application to CalTrans. Estimated $140,000 3 year project with toll credit match
Projected FY17/18 Section 5311 Operating Funds	$710,762	Based on 5311 applications for regional and intercity apportionments per Ogbonna 4/12/17
Projected FY17/18 LCTOP Funds	$549,672	Based on new appropriation estimates from RCTC Revenue Est. Dated 2-21-17 & FY17 est. carryover
Projected FY17/18 CMAQ Carryover	$243,280	Based on estimated expenses for Line 20 & Van Pool contract utilizing grant # CA-95-X327.
Projected FY17/18 Other Revenues	$2,469,131	Advertising revenue ($220K), shelter maintenance revenue ($112K), SRA overhead fee ($29K), fueling revenue ($1.2M), emission credits ($750K), insurance recoveries ($80K) & interest and other revenue ($31.5K)
Projected FY17/18 Farebox Revenue	$2,984,372	Based on continued decrease of 5% ridership for Fixed Route and 5% increase in Paratransit
Total Estimated Operating Funding Request	$34,880,026	
Projected FY17/18 STA Capital	$3,450,718	FY17/18 plus unallocated carryover
Projected FY17/18 Prop 1B Safety and Security	$298,909	Based on CalOES appropriations
Projected FY17/18 5307 Capital	$1,566,588	Based on estimated FY 17
LoNo	$1,519,855	Award for SunLine's Center of Excellence from FTA's competitive LoNo program
Section 5339	$446,894	Based on RCTC Revenue Est. dated 2-21-17
AQIP	$3,123,591	Competitive award for SunLine's Hydrogen Bus and Hydrogen Station project. Remaining $3.1M for SL-18-11 reflects remaining grant funding awarded in FY17. Total AQIP project award = $12M.
Total Estimated Capital Funding Request	$10,406,555	
Total Funding Request	**$45,286,581**	

TABLE 4A
CAPITAL PROJECT JUSTIFICATION FOR FY 2017/2018

TABLE 4A – CAPITAL PROJECT JUSTIFICATION [SL-18-01]

PROJECT NUMBER	**SRTP Project No:**	SL-18-01	
	FTIP No:		
PROJECT NAME	Operations Facility Replacement, Phase 2		
PROJECT DESCRIPTION	The operations facility replacement project will allow SunLine to complete demolition, removal, and rebuild a functional operations building at the Thousand Palms site.		
PROJECT JUSTIFICATION	The project will improve employee safety and energy efficiency.		
PROJECT SCHEDULE	**Start Date**	**Completion Date**	
	July 2017	June 2020	
PROJECT FUNDING SOURCES	**Fund Type**	**Fiscal Year**	**Amount**
	STA	2018	$2,116,000
Total			$2,116,000

FTA Grant #	*RCTC Grant #*	*Description*	*Unexpended balance*
	SL-17-04	Operations Facility Replacement Phase 1	2,700,000 (STA + 5339)

TABLE 4A – CAPITAL PROJECT JUSTIFICATION [SL-18-02]

PROJECT NUMBER	**SRTP Project No:**	SL-18-02	
	FTIP No:		
PROJECT NAME	Replacement of Fixed Route Buses (3)		
PROJECT DESCRIPTION	Purchase of three (3) fixed route buses to replace existing CNG bus fleets that will have their useful life as outlined by FTA guidelines.		
PROJECT JUSTIFICATION	The purchase of three (3) 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 2017	June 2020	
PROJECT FUNDING SOURCES	**Fund Type**	**Fiscal Year**	**Amount**
	STA	2018	$858,518
	Section 5307	2018	$734,588
	Section 5339	2018	$446,894
			$2,040,000

FTA Grant #	*RCTC Grant #*	*Description*	*Unexpended balance*

TABLE 4A – CAPITAL PROJECT JUSTIFICATION [SL-18-03]

PROJECT NUMBER	**SRTP Project No:**	SL-18-03	
	FTIP No:		
PROJECT NAME	Transit Enhancements		
PROJECT DESCRIPTION	The enhancement of the bus stop system to improve access for persons with disabilities and the general public through modernization of bus shelters, benches, kiosks, signage and lighting to enhance security and safety of all SunLine customers.		
PROJECT JUSTIFICATION	The enhancement of transit facilities promotes safety and security among people throughout the Coachella Valley.		
PROJECT SCHEDULE	**Start Date**	**Completion Date**	
	July 2017	June 2020	
PROJECT FUNDING SOURCES	**Fund Type**	**Fiscal Year**	**Amount**
	Prop 1B	2018	$298,909
		Total	$298,909

FTA Grant #	*RCTC Grant #*	*Description*	*Unexpended balance*

TABLE 4A – CAPITAL PROJECT JUSTIFICATION [SL-18-04]

PROJECT NUMBER	**SRTP Project No:**	SL-18-04	
	FTIP No:		
PROJECT NAME	Information Technology (IT) Projects		
PROJECT DESCRIPTION	The projects supports the purchase of a variety of IT equipment, software, and hardware.		
PROJECT JUSTIFICATION	The use of IT equipment is critical to the daily function and efficiency in providing safe, reliable and efficient transit services.		
PROJECT SCHEDULE	**Start Date**	**Completion Date**	
	July 2017	June 2020	
PROJECT FUNDING SOURCES	**Fund Type**	**Fiscal Year**	**Amount**
	STA	2018	$90,000
	Section 5307	2018	$360,000
		Total	$450,000

FTA Grant #	*RCTC Grant #*	*Description*	*Unexpended balance*
		SL-17-03 IT Projects	$62,400

TABLE 4A – CAPITAL PROJECT JUSTIFICATION [SL-18-05]

PROJECT NUMBER	**SRTP Project No:**	SL-18-05	
	FTIP No:		
PROJECT NAME	Fixed Route Bus Rehabilitation		
PROJECT DESCRIPTION	Funding would enable SunLine to rehabilitate old buses in its fleet.		
PROJECT JUSTIFICATION	Funding request will enable SunLine to rehabilitate fixed route buses. These buses are due for an overhaul to ensure they operate reliably to their minimum 12-year or 500,000-mile life.		
PROJECT SCHEDULE	**Start Date**	**Completion Date**	
	July 2017	June 2020	
PROJECT FUNDING SOURCES	**Fund Type**	**Fiscal Year**	**Amount**
	STA	2018	$50,000
	Section 5307	2018	200,000
		Total	$250,000

FTA Grant #	*RCTC Grant #*	*Description*	*Unexpended balance*

TABLE 4A – CAPITAL PROJECT JUSTIFICATION [SL-18-06]

PROJECT NUMBER	**SRTP Project No:**	SL-18-06	
	FTIP No:		
PROJECT NAME	Facility Improvements		
PROJECT DESCRIPTION	Funds requested in this fiscal year will enable SunLine to improve existing facilities in Thousand Palms and Indio.		
PROJECT JUSTIFICATION	Project is necessary for facility and ground improvements in Thousand Palms and Indio.		
PROJECT SCHEDULE	**Start Date**	**Completion Date**	
	July 2017	June 2020	
PROJECT FUNDING SOURCES	**Fund Type**	**Fiscal Year**	**Amount**
	STA	2018	$20,000
	Section 5307	2018	$80,000
		Total	$100,000

FTA Grant #	***RCTC Grant #***	***Description***	***Unexpended balance***

TABLE 4A – CAPITAL PROJECT JUSTIFICATION [SL-18-07]

PROJECT NUMBER	**SRTP Project No:**	SL-18-07	
	FTIP No:		
PROJECT NAME	Replacement Non-Revenue Support Vehicles (4)		
PROJECT DESCRIPTION	Support vehicles are used primarily as relief vehicles for drivers beginning or ending their shifts in mid-route. SunLine's support vehicles comply with FTA regulations and uses alternative fueled vehicles (CNG). SunLine plans to purchase regular cars and/or pick-ups manufactured by either the Ford Motor. Honda or Toyota Companies based on the scope of services developed to acquire the vehicles.		
PROJECT JUSTIFICATION	The expansion support vehicles are needed for use by Operation Supervisors for road supervision, as well as for use by Administration staff.		
PROJECT SCHEDULE	**Start Date**	**Completion Date**	
	July 2017	June 2020	
PROJECT FUNDING SOURCES	**Fund Type**	**Fiscal Year**	**Amount**
	STA	2018	$48,000
	Section 5307	2018	$192,000
		Total	$240,000

FTA Grant #	*RCTC Grant #*	*Description*	*Unexpended balance*

TABLE 4A – CAPITAL PROJECT JUSTIFICATION [SL-18-08]

PROJECT NUMBER	**SRTP Project No:**	SL-18-08	
	FTIP No:		
PROJECT NAME	Maintenance Facility for Zero Emission Vehicles (ZEV)		
PROJECT DESCRIPTION	The maintenance bay training facility will provide a comprehensive workforce training programs in Zero emissions transportation technologies that support commercial operation of zero emission buses. The facility will serve two purposes: (1) Maintain SunLine's zero emission buses, (2) provide interactive learning center for Zero Emission Buses (ZEB) maintenance.		
PROJECT JUSTIFICATION	Funding requested will enable SunLine to implement a zero emissions transportation technologies training facility to support commercial operation of zero emission buses.		
PROJECT SCHEDULE	**Start Date**	**Completion Date**	
	July 2017	June 2020	
PROJECT FUNDING SOURCES	**Fund Type**	**Fiscal Year**	**Amount**
	STA	2018	$168,200
	LoNo	2018	$1,519,855
		Total	$1,688,055

FTA Grant #	*RCTC Grant #*	*Description*	*Unexpended balance*

TABLE 4A – CAPITAL PROJECT JUSTIFICATION [SL-18-09]

PROJECT NUMBER	**SRTP Project No:**	SL-18-09	
	FTIP No:		
PROJECT NAME	Capital Bus Lease (3 BYD Electric Buses)		
PROJECT DESCRIPTION	These funds will allow SunLine to continue to operate express service using electric buses.		
PROJECT JUSTIFICATION	Funds requested to lease three (3) leased buses will be used on Line 20 that provide enhanced connections and express service between the City of Desert Hot Springs and the City of Palm Desert and the surrounding communities.		
PROJECT SCHEDULE	**Start Date**	**Completion Date**	
	July 2017	June 2018	
PROJECT FUNDING SOURCES	**Fund Type**	**Fiscal Year**	**Amount**
	STA	2018	$100,000
		Total	$100,000

FTA Grant #	*RCTC Grant #*	*Description*	*Unexpended balance*

TABLE 4A – CAPITAL PROJECT JUSTIFICATION [SL-18-10]

PROJECT NUMBER	**SRTP Project No:**	SL-18-10	
	FTIP No:		
PROJECT NAME	Hydrogen Electric Hybrid FCB and Hydrogen Station		
PROJECT DESCRIPTION	The AQIP Zero-Emission Truck and bus Pilot Commercial Deployment Projects funding solicitation to deploy 5 unites of fuel cell electric buses and a electrolysis-based hydrogen onsite generation refueling station. The proposed water electrolyzer is capable of producing 300 kilograms per day of hydrogen, which is efficient to fuel the 5 hydrogen fuel cell buses, public use and to accommodate future fuel cell fleet expansion.		
PROJECT JUSTIFICATION	Funding requested will enable SunLine to purchase 5 fuel cell electric buses and also an electrolysis-based hydrogen onsite generation refueling station.		
PROJECT SCHEDULE	**Start Date**	**Completion Date**	
	July 2017	June 2020	
PROJECT FUNDING SOURCES	**Fund Type**	**Fiscal Year**	**Amount**
	AQIP	2018	$3,123,591
		Total	$3,123,591

FTA Grant #	*RCTC Grant #*	*Description*	*Unexpended balance*

TABLE 5.1
SUMMARY OF FUNDS REQUESTED FOR FY 2018/2019

TABLE 5.1

FY 2018/19
Summary of Fund Requested
Short Range Transit Plan

10-May-17

Table 5.1 - Summary of Funding Request for FY 2018/19

Project Description	Capital Project Number	Total Amount of Funds	Total Amount of Funds With Carryover	Total Carryover Amount	LTF	Carryover LTF	STA	Carryover STA	Measure A	Section 5307 Indio/Cathedral City Palm Springs	Section 5310	Section 5311	Section 5311 (f)	Section 5339	LCTOP	CMAQ Carryover	Other Revenue	Farebox
OPERATING																		
Operating Assistance		$34,599,771	$4,283,248	$16,520,028	$4,283,248			$5,308,002	$3,000,000		$341,572			$249,672		$1,951,370	$2,945,879	
Vanpool Program		$571,396		$23,334						$23,334					$478,062	$46,667		
Commuter Link 220		$138,325		$27,665								$110,660						
Sub-total Operating		$35,309,492	$4,283,248	$16,571,027	$4,283,248	$0	$0	$5,308,002	$3,000,000	$23,334	$341,572	$110,660	$0	$249,672	$478,062	$1,998,037	$2,945,879	
CAPITAL																		
Operations Facility Replacement Phase 3	SL-19-01	$2,116,000	$0			$1,030,588			$1,085,412									
Replacement Fixed Route Buses (3)	SL-19-02	$2,070,894	$0			$769,412			$854,588					$446,894				
Sub-total Capital		$4,186,894	$0	$0	$0	$1,800,000	$0	$0	$1,940,000	$0	$0	$0	$0	$446,894	$0	$0	$0	$0
Total Operating & Capital		$39,496,386	$4,283,248	$16,571,027	$4,283,248	$1,800,000	$0	$5,308,002	$4,940,000	$23,334	$341,572	$110,660	$0	$446,894	$249,672	$478,062	$1,998,037	$2,945,879

TABLE 5.1A
CAPITAL PROJECT JUSTIFICATION FOR FY 2018/2019

TABLE 5.1A – CAPITAL PROJECT JUSTIFICATION [SL-19-01]

PROJECT NUMBER	**SRTP Project No:**	SL-19-01	
	FTIP No:		
PROJECT NAME	Operations Facility Replacement, Phase 3		
PROJECT DESCRIPTION	The operations facility replacement project will allow SunLine to complete demolition, removal, and rebuild a functional operations building at the Thousand Palms site.		
PROJECT JUSTIFICATION	The project will improve employee safety and energy efficiency.		
PROJECT SCHEDULE	**Start Date**	**Completion Date**	
	July 2018	June 2021	
PROJECT FUNDING SOURCES	**Fund Type**	**Fiscal Year**	**Amount**
	STA	2019	$1,030,588
	Section 5307	2019	$1,085,412
		Total	$2,116,000

FTA Grant #	*RCTC Grant #*	*Description*	*Unexpended balance*

TABLE 5.1A – CAPITAL PROJECT JUSTIFICATION [SL-19-02]

PROJECT NUMBER	**SRTP Project No:**	SL-19-02	
	FTIP No:		
PROJECT NAME	Replacement of Fixed Route Buses (3)		
PROJECT DESCRIPTION	Purchase of three fixed route buses to replace existing CNG bus fleets that will have their useful life as outlined by FTA guidelines.		
PROJECT JUSTIFICATION	The purchase of three (3) 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 2018	June 2021	
PROJECT FUNDING SOURCES	**Fund Type**	**Fiscal Year**	**Amount**
	STA	2019	$769,412
	Section 5307	2019	$854,588
	Section 5339	2019	$446,894
		Total	$2,070,894

FTA Grant #	*RCTC Grant #*	*Description*	*Unexpended balance*

TABLE 5.2
SUMMARY OF FUNDS REQUESTED FOR FY 2019/2020

TABLE 5.2

SunLine Transit Agency
FY 2019/20
Summary of Fund Requested
Short Range Transit Plan

10-May-17

Table 5.2 - Summary of Funding Request for FY 2019/20

Project Description		Total Amount of Funds	LTF	STA	Measure A	Section 5307 Indio/Cathedral City Palm Springs	Section 5310	Section 5311	Section 5311 (f)	Section 5339	LCTOP	CMAQ Carryover	Other Revenue	Farebox
OPERATING														
Operating Assistance		$35,587,031	$18,994,089		$5,600,000	$3,000,000		$341,572			$500,000		$3,951,370	$3,200,000
Vanpool Program		$571,396	$23,334				$23,334					$478,062	$46,667	
Line 20		$190,508										$190,508		
Commuter Link 220		$138,325	$27,665						$110,660					
Sub-total Operating		$36,487,260	$19,045,088	$0	$5,600,000	$3,000,000	$23,334	$341,572	$110,660	$0	$500,000	$668,570	$3,998,037	$3,200,000
CAPITAL														
	Capital Project Number	Total Amount of Funds With Carryover	LTF	STA	Measure A	Section 5307 Indio/Cathedral City Palm Springs	Section 5310	Section 5311	Section 5311 (f)	Section 5339	LCTOP	CMAQ Carryover	Other Revenue	Farebox
Replacement Fixed Route Buses (6)	SL-20-01	$4,200,000		$1,900,000		$1,800,000				$500,000				
Information Technology (IT) Projects	SL-20-02	$350,000		$70,000		$280,000								
Replacement Paratransit Buses (4)	SL-20-03	$540,000		$108,000		$432,000								
Sub-total Capital		$5,090,000	$0	$2,078,000	$0	$2,512,000	$0	$0	$0	$500,000	$0	$0	$0	$0
Total Operating & Capital		$41,577,260	$19,045,088	$2,078,000	$5,600,000	$5,512,000	$23,334	$341,572	$110,660	$500,000	$500,000	$668,570	$3,998,037	$3,200,000

TABLE 5.2A
CAPITAL PROJECT JUSTIFICATION FOR FY 2019/20

TABLE 5.2A – CAPITAL PROJECT JUSTIFICATION [SL-20-01]

PROJECT NUMBER	**SRTP Project No:**	SL-20-01	
	FTIP No:		
PROJECT NAME	Replacement of Fixed Route Buses (6)		
PROJECT DESCRIPTION	Purchase of six fixed route buses to replace existing CNG bus fleets that will have their 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	$1,900,000
	Section 5307	2020	$1,800,000
	Section 5339	2020	500,000
		Total	$4,200,000

FTA Grant #	***RCTC Grant #***	***Description***	***Unexpended balance***

TABLE 5.2A – CAPITAL PROJECT JUSTIFICATION [SL-20-02]

PROJECT NUMBER	**SRTP Project No:**	SL-20-02	
	FTIP No:		
PROJECT NAME	Information Technology (IT) Projects		
PROJECT DESCRIPTION	The projects supports the purchase of a variety of IT equipment, software, and hardware.		
PROJECT JUSTIFICATION	The use of IT equipment is critical to the daily function and efficiency in providing safe, 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	$70,000
	Section 5307	2020	$280,000
		Total	$350,000

FTA Grant #	*RCTC Grant #*	*Description*	*Unexpended balance*

TABLE 5.2A – CAPITAL PROJECT JUSTIFICATION [SL-20-03]

PROJECT NUMBER	**SRTP Project No:**	SL-20-03	
	FTIP No:		
PROJECT NAME	Replacement of Paratransit Vans (4)		
PROJECT DESCRIPTION	Purchase four (4) replacement compressed nature gas (CNG) vans to replace existing SunDial paratransit vans that were delivered in 2013 and will have met their useful life of 150,000 miles or five (5) years in 2019.		
PROJECT JUSTIFICATION	This continues SunLine's goal of replacing SunDial paratransit fleet as they reach their 150,000 miles of operation or five (5) years of service. After reaching this milestone, vehicles tend to be less reliable and have significantly higher maintenance costs.		
PROJECT SCHEDULE	**Start Date**	**Completion Date**	
	July 2019	June 2022	
PROJECT FUNDING SOURCES	**Fund Type**	**Fiscal Year**	**Amount**
	STA	2020	$108,000
	Section 5307	2020	$432,000
		Total	$540,000

FTA Grant #	*RCTC Grant #*	*Description*	*Unexpended balance*

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 Transactions Report for general public transit and 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 future 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 Report

FY 2016/17 Short Range Transit Plan Review
SunLine Transit Agency

Data Elements	FY 2016/17 Plan	FY 2016/17 Target	FY 2016/17 Year to Date Through 3rd Quarter	Year to Date Performance Scorecard
Unlinked Passenger Trips	4,621,406			
Passenger Miles	33,942,769			
Total Actual Vehicle Revenue Hours	312,089.0			
Total Actual Vehicle Revenue Miles	4,515,761.0			
Total Actual Vehicle Miles	4,993,747.0			
Total Operating Expenses	$33,474,111			
Total Passenger Fare Revenue	$6,101,611			
Net Operating Expenses	$27,372,500			
Performance Indicators				
Mandatory:				
1. Farebox Recovery Ratio	18.22%	>= 18.24%	22.55%	Meets Target
Discretionary:				
1. Operating Cost Per Revenue Hour	$107.26	<= $96.05	$105.16	Fails to Meet Target
2. Subsidy Per Passenger	$5.92	>= $4.30 and <= $5.82	$5.70	Meets Target
3. Subsidy Per Passenger Mile	$0.81	>= $0.63 and <= $0.85	$0.81	Meets Target
4. Subsidy Per Hour	$87.71	>= $65.35 and <= $88.41	$81.44	Meets Target
5. Subsidy Per Mile	$6.06	>= $4.50 and <= $6.08	$5.54	Meets Target
6. Passengers Per Revenue Hour	14.80	>= 12.92 and <= 17.48	14.30	Meets Target
7. Passengers Per Revenue Mile	1.02	>= 0.89 and <= 1.21	0.97	Meets Target

Note: Must meet at least 4 out of 7 Discretionary Performance Indicators

Productivity Performance Summary:

Service Provider Comments:

FY 2017/18 - Table 8 -- SRTP Performance Report

Service Provider: SunLine Transit Agency

All Routes

Performance Indicators	FY 2015/16 End of Year Actual	FY 2016/17 3rd Quarter Year-to-Date	FY 2017/18 Plan	FY 2017/18 Target	Plan Performance Scorecard (a)
Passengers	4,522,990	3,273,453	4,178,161	None	
Passenger Miles	33,051,673	23,086,322	29,247,333	None	
Revenue Hours	295,706.0	229,199.5	314,272.0	None	
Total Hours	313,864.3	248,831.5	340,697.0	None	
Revenue Miles	4,362,448.6	3,367,666.8	4,501,382.0	None	
Total Miles	4,824,009.7	3,831,779.8	5,120,834.0	None	
Operating Costs	$31,617,862	$24,101,550	$34,880,025	None	
Passenger Revenue	$7,129,667	$5,435,216	$6,088,898	None	
Operating Subsidy	$24,488,195	$18,666,334	$28,791,127	None	
Operating Costs Per Revenue Hour	$106.92	$105.16	$110.99	<= $106.94	Fails to Meet Target
Operating Cost Per Revenue Mile	$7.25	$7.16	$7.75	None	
Operating Costs Per Passenger	$6.99	$7.36	$8.35	None	
Farebox Recovery Ratio	22.55%	22.55%	17.45%	>= 17.5%	Fails to Meet Target
Subsidy Per Passenger	$5.41	$5.70	$6.89	>= $4.78 and <= $6.46	Fails to Meet Target
Subsidy Per Passenger Mile	$0.74	$0.81	$0.98	>= $0.68 and <= $0.92	Fails to Meet Target
Subsidy Per Revenue Hour	$82.81	$81.44	$91.61	>= $68.21 and <= $92.29	Meets Target
Subsidy Per Revenue Mile	$5.61	$5.54	$6.40	>= $4.64 and <= $6.28	Fails to Meet Target
Passengers Per Revenue Hour	15.30	14.30	13.30	>= 12.16 and <= 16.45	Meets Target
Passengers Per Revenue Mile	1.04	0.97	0.93	>= 0.82 and <= 1.12	Meets Target

a) The Plan Performance Scorecard column is the result of comparing the FY 2017/18 Plan to the FY 2017/18 Primary Target.

TABLE 9
HIGHLIGHTS OF FY 2017/2018 SHORT RANGE TRANSIT PLAN

TABLE 9 – HIGHLIGHTS OF FY 2017/2018 SRTP

- SunLine continues planned improvements to its operations facility which is under going replacement.
- Purchase three (3) replacement CNG fixed route buses and replacement non-revenue support vehicles (2 supervisor and 2 safety).
- Continue to work with the jurisdictions to improve bus stops with in the service area using Prop 1B Safety and Security funds.
- Purchase and implement use of software system network infrastructure upgrade, enterprise software implementation to improve efficiency of agency operations.
- Increase revenue through the advertising program.
- Conduct a planning study to determine the transit needs of the Coachella Valley.

TABLE 9A. OPERATING AND FINANCIAL DATA

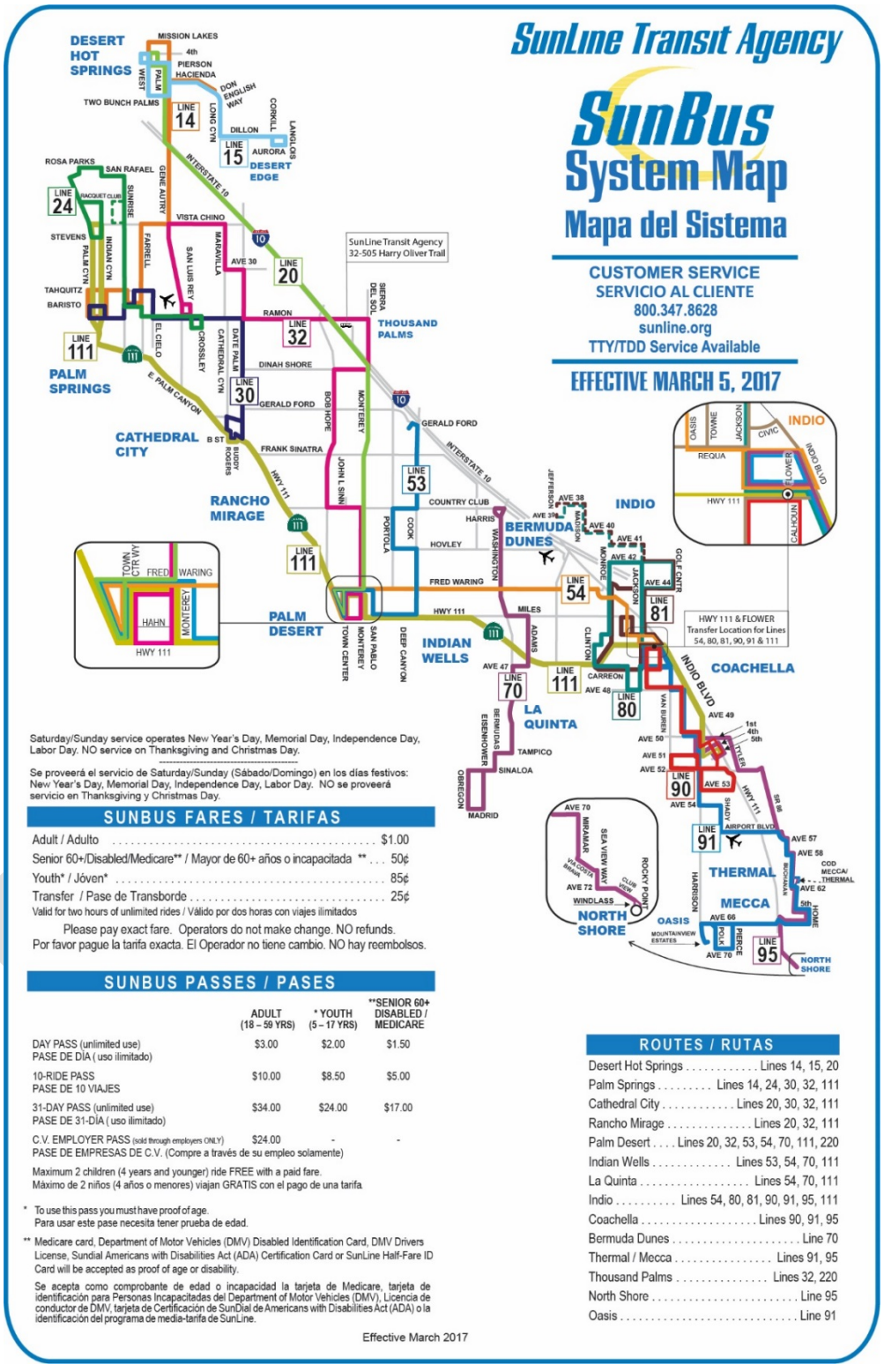
Operating & Financial Data	FY 2013/14 Audited	FY 2014/15 Audited	FY 2015/16 Audited	FY 2016/17 Estimated	FY 2017/18 Planned
Fixed Route Ridership	4,684,278	4,674,654	4,358,966	4,203,003	4,003,336
SunDial Ridership	139,042	153,183	164,025	164,929	174,825
System-wide Ridership	4,823,320	4,827,837	4,827,627	4,190,436	4,178,161
Operating Cost Per Revenue Hour	$94.41	$96.99	$106.92	$107.26	$110.99

TABLE 9B
FAREBOX CALCULATION

TABLE 9B. FAREBOX CALCULATION

Table 9B - Farebox Calculation (consistent with Commission Farebox Recovery Policy)				
	Revenue Sources included in Farebox Calculation	**Actual Amount from FY 2015/16 Audit**	**FY 16/17 (Estimate)**	**FY 17/18 (Plan)**
1	Passenger Fares	$3,200,301.00	$3,333,722.91	$2,984,372.00
2	Interest	$2,477.49	$1,900.00	$1,900.00
3	General Fund Supplement	-	-	-
4	Measure A	-	-	-
5	Advertising Revenue	$156,565.00	$127,364.00	$220,000.00
6	Gain on Sale of Fixed Assets	-	-	-
7	CNG Revenue/Emission Credit	$1,334,622.64	$660,550.00	$750,000.00
8	Lease/Other Revenue	-	-	
9	Federal Excise Tax Refund	-	-	
10	Investment Income	-	-	-
11	CalPers CERBT	-	-	-
12	Fare Revenues from Exempt Routes	-	-	-
13	Other Revenues	$3,438,182.06	$2,092,285.64	2,132,626.00
	Total Revenue for Farebox Calculation (1-13)	$8,132,148.19	$6,215,822.55	$6,088,898.00
	Total Operating Expenses			
	for Farebox Calculation	$31,617,862.00	$33,474,111.00	$34,880,025.00
	Farebox Recovery Ratio	29.70%	18.57%	17.46%

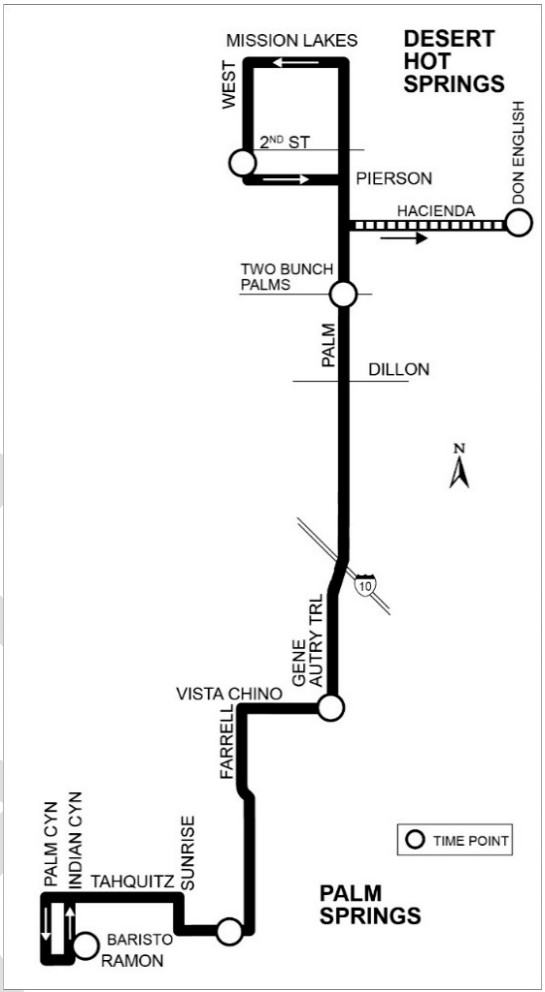
FIGURE 30. SUNBUS SYSTEM MAP, 2017



LINE 14—DESERT HOT SPRINGS – PALM SPRINGS

Line 14 is one of SunLine's most successful routes. This trunk route links the cities of Desert Hot Springs and Palm Springs, connecting to Lines 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 Line 14 operates with 20-minute frequency during weekday peak periods and 30-minute frequency during weekday evenings. The last Line 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.



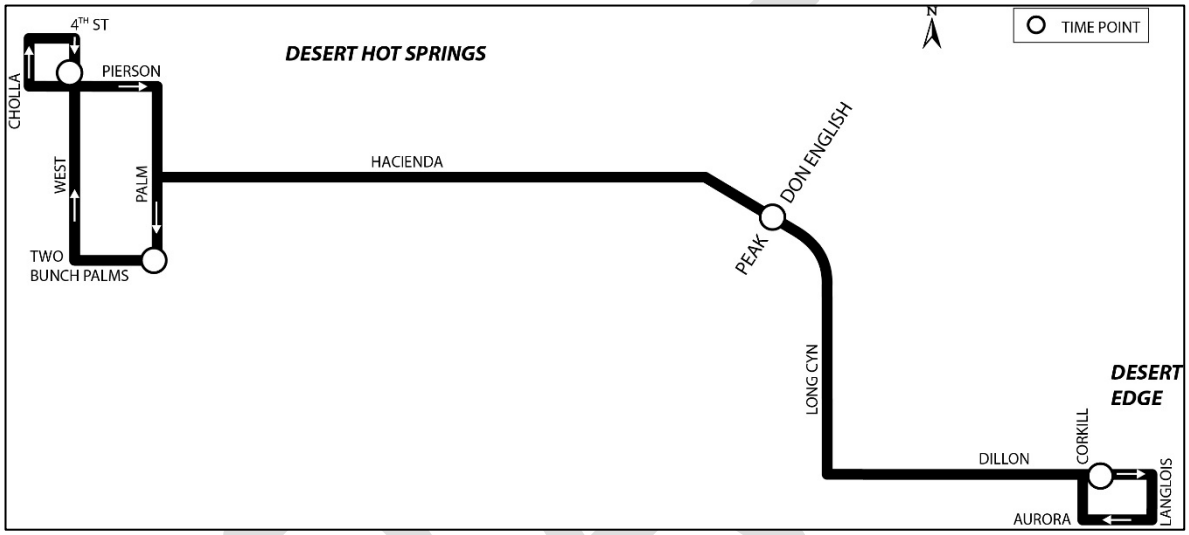
Hours of Operation:		Service Span
5:00 AM	11:30 PM	Weekdays
6:00 AM	11:00 PM	Weekends
Frequency:		
20/30 MIN		Weekdays (Peak/Off-Peak)
40 MIN		Weekends
Average Speed:		**Peak Vehicles**
14.7 mph		7
On Time Performance:		
86.4%		
Route Total Bidirectional Length (Miles):		
35.2		
Annual Revenue Miles:		
433,723		
Annual Revenue Hours:		
29,406		

Financial	
Annual Route Cost	$3,738,500
Annual Farebox Route Revenue	$592,305
Cost per Rider	$6.20
Subsidy per Rider	$5.22
Ridership	
Average Daily Passengers Weekday	2,075
Average Daily Passengers Weekends	1,078
Annual Passengers	649,594
Passengers per Hour	22.1
Passengers per Mile	1.5
Annual Wheelchair Boardings	5,316
Annual Bicycle Boardings	20,901
Population within .5 mi of stop	31,971
Jobs within .5 mi of stop	14,162

LINE 15—DESERT HOT SPRINGS – DESERT EDGE

Line 15 serves the community of Desert Hot Springs and Desert Edge, a Riverside County unincorporated community located southeast of Desert Hot Springs. Line 15 connects to Lines 14 and 20, and links riders with local shopping centers, a neighborhood community center, boys and girls club, 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 and Long Canyon Road.



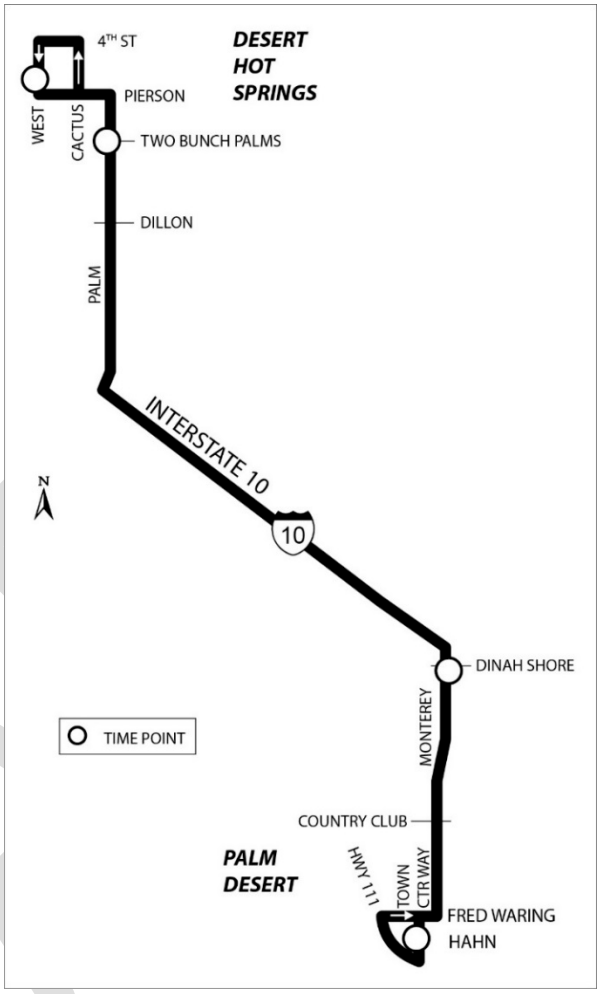
Hours of Operation:			Service Span
5:00	AM	9:00 PM	Weekdays
7:00	AM	8:00 PM	Weekends
Frequency:			
60	MIN		Weekdays
60	MIN		Weekends
Average Speed:			**Peak Vehicles**
16 mph			1
On Time Performance:			
91.6%			
Route Total Bidirectional Length (Miles):			
16.0			
Annual Revenue Miles:			
87,389			
Annual Revenue Hours:			
5,474			

Financial	
Annual Route Cost	$726,857
Annual Farebox Route Revenue	$116,060
Cost per Rider	$7.31
Subsidy per Rider	$6.14
Ridership	
Average Daily Passengers Weekday	340
Average Daily Passengers Weekends	164
Annual Passengers	105,161
Passengers per Hour	19.2
Passengers per Mile	1.2
Annual Wheelchair Boardings	511
Annual Bicycle Boardings	3,173
Population within .5 mi of stop	17,194
Jobs within .5 mi of stop	2,116

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

Launched in January 2016, Line 20 is SunLine's newest service, providing limited stop service between the City of Desert Hot Springs and the City of Palm Desert. The Line 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. Line 20 connects with Lines 14, 15, 32, 53, 54, 111 and Commuter Link 220 at Westfield Palm Desert Mall.

Currently, Line 20 serves limited stops along the route. Planning is exploring adding more stops along the route in an effort to increase ridership.

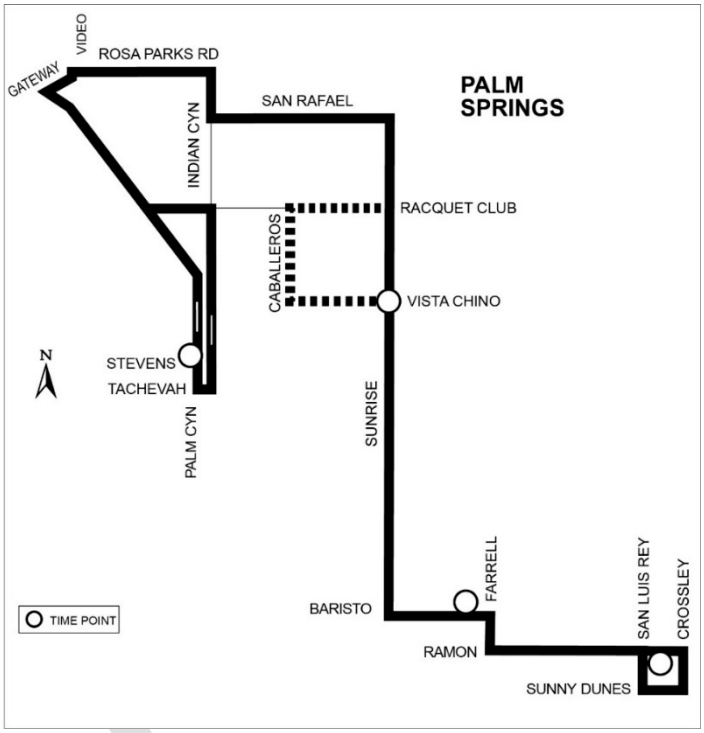


Hours of Operation:	Service Span
7:00 AM 7:00 PM	Weekdays
	No Weekend Service
Frequency:	
45 MIN	Weekdays
	No Weekend Service
Average Speed:	**Peak Vehicles**
28.8 mph	2
On Time Performance:	
81.6%	
Route Total Bidirectional Length (Miles):	
42.4	
Annual Revenue Miles:	
32,554	
Annual Revenue Hours:	
1135	

Financial	
Annual Route Cost	$649,318
Annual Farebox Route Revenue	$111,417
Cost per Rider	$25.27
Subsidy per Rider	$20.93
Ridership	
Average Daily Passengers Weekday	38.0
Average Daily Passengers Weekends	N/A
Annual Passengers	9,844
Passengers per Hour	8.67
Passengers per Mile	0.30
Annual Wheelchair Boardings	16
Annual Bicycle Boardings	346
Population within .5 mi of stop	11,229
Jobs within .5 mi of stop	8,180

LINE 24—PALM SPRINGS

In March 2017, Line 24 service was expanded to service Ramon/San Luis Rey retail area. Line 24 offers service in Palm Springs with connections to Lines 14, 30, 32, and 111. The Line 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.



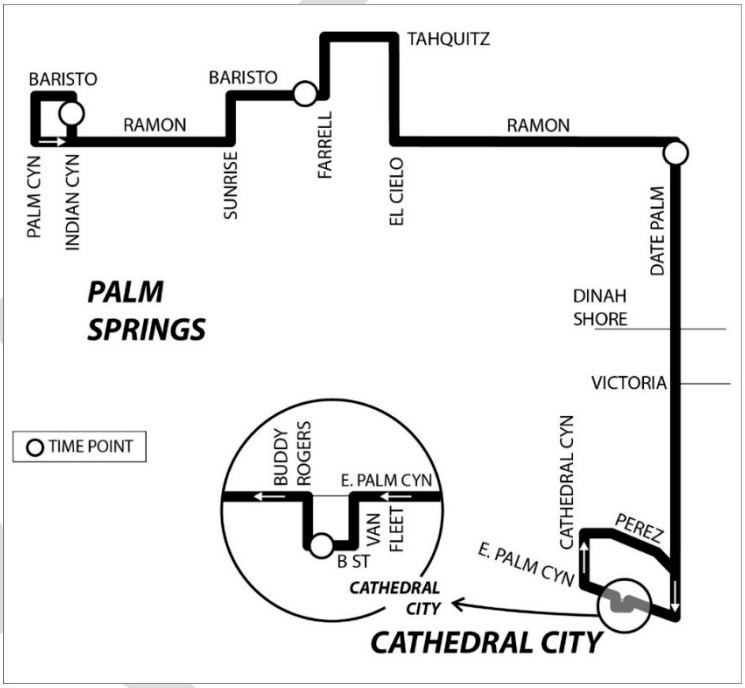
Hours of Operation:			Service Span
6:30	AM	8:30 PM	Weekdays
6:30	AM	8:00 PM	Weekends
Frequency:			
40	MIN		Weekdays
60	MIN		Weekends
Average Speed:			**Peak Vehicles**
13.9 mph			4
On Time Performance:			
			81.9%
Route Total Bidirectional Length (Miles):			
			24.3
Annual Revenue Miles:			
			130,663
Annual Revenue Hours:			
			9,374

Financial	
Annual Route Cost	$1,254,296
Annual Farebox Route Revenue	$250,859
Cost per Rider	$8.05
Subsidy per Rider	$6.44
Ridership	
Average Daily Passengers Weekday	546
Average Daily Passengers Weekends	212
Annual Passengers	163,163
Passengers per Hour	17.4
Passengers per Mile	1.25
Annual Wheelchair Boardings	2,026
Annual Bicycle Boardings	4,288
Population within .5 mi of stop	22,374
Jobs within .5 mi of stop	10,955

LINE 30—CATHEDRAL CITY – PALM SPRINGS

Line 30 is one of SunLine's most successful routes. In March 2017, Line 30 was realigned to serve Tahquitz Canyon Drive at El Cielo to provide riders with more frequency in this area. Line 30 is a Trunk line providing service between the cities of Cathedral City and Palm Springs. Riding the Line 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 Lines 14, 24, 32, and 111 The Line 30 also offers three afternoon supplementary trips to accommodate the high volume of student ridership.

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

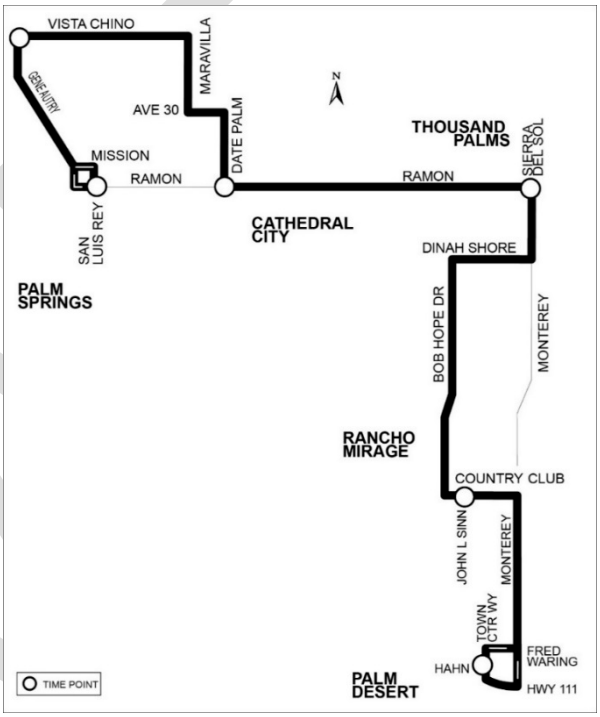


Hours of Operation:			Service Span
5:30	AM	11:00 PM	Weekdays
6:30	AM	10:00 PM	Weekends
Frequency:			
20	MIN		Weekdays
40	MIN		Weekends
Average Speed:			**Peak Vehicles**
9.2 mph			9
On Time Performance:			
93.0%			
Route Total Bidirectional Length (Miles):			
23.1			
Annual Revenue Miles:			
257,002			
Annual Revenue Hours:			
27,800			

Financial	
Annual Route Cost	$2,243,794
Annual Farebox Route Revenue	$448,759
Cost per Rider	$3.38
Subsidy per Rider	$2.70
Ridership	
Average Daily Passengers Weekday	2,294
Average Daily Passengers Weekends	1,236
Annual Passengers	723,066
Passengers per Hour	26.0
Passengers per Mile	2.81
Annual Wheelchair Boardings	4,758
Annual Bicycle Boardings	23,054
Population within .5 mi of stop	34,329
Jobs within .5 mi of stop	16,652

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

Line 32 links the cities of Palm Springs, Cathedral City, and the unincorporated community Thousand Palms, Rancho Mirage and Palm Desert. The route connects with Lines 14, 20, 24, 30, 53, 54, 111, and Commuter Link 220. Riders can effortlessly 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 the Eisenhower Medical Center, College of the Desert, and Westfield Palm Desert Mall.



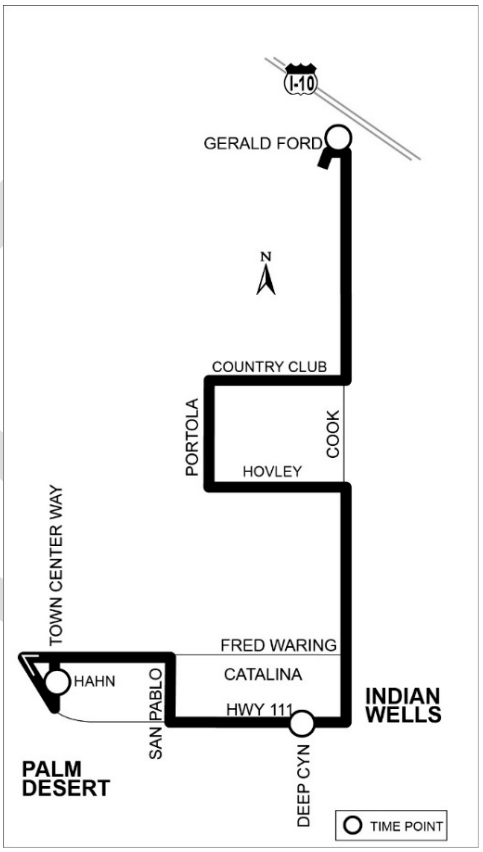
Hours of Operation:			Service Span
5:00	AM	11:00 PM	Weekdays
7:00	AM	11:00 PM	Weekends
Frequency:			
50	MIN		Weekdays
60	MIN		Weekends
Average Speed:			**Peak Vehicles**
16.6 mph			3
On Time Performance:			
82.8%			
Route Total Bidirectional Length (Miles):			
40.4			
Annual Revenue Miles:			
281,223			
Annual Revenue Hours:			
16,833			

Financial	
Annual Route Cost	$2,267,941
Annual Farebox Route Revenue	$318,162
Cost per Rider	$9.51
Subsidy per Rider	$8.17
Ridership	
Average Daily Passengers Weekday	861
Average Daily Passengers Weekends	458
Annual Passengers	270,723
Passengers per Hour	16.1
Passengers per Mile	1.0
Annual Wheelchair Boardings	1,519
Annual Bicycle Boardings	10,720
Population within .5 mi of stop	37,261
Jobs within .5 mi of stop	21,864

LINE 53—PALM DESERT

Line 53 provides service within 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 San Bernardino, the University of California Riverside, Palm Desert High School, Palm Desert Library, and major shopping centers. Line 53 connects with Lines 20, 32, 54, 111 and Commuter Link 220 at Westfield Palm Desert Mall.

A route realignment is under study to continue direct service on Cook to eliminate out-of-direction travel on the Portola deviation. The implementation of proposed changes are subject to available funding and Board approval.

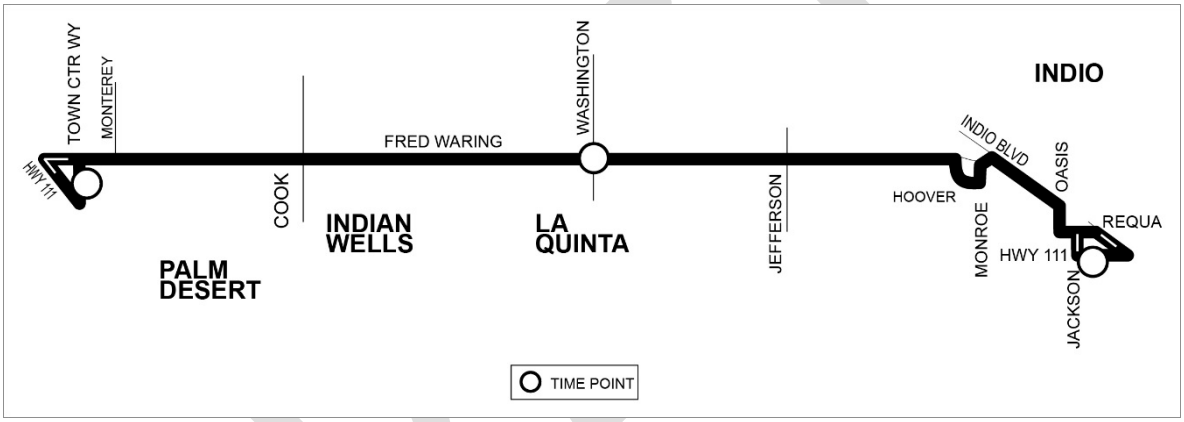


Hours of Operation:			Service Span
6:00	AM	7:00 PM	Weekdays
9:00	AM	6:30 PM	Weekends
Frequency:			
60	MIN		Weekdays
80	MIN		Weekends
Average Speed:			**Peak Vehicles**
12.3 mph			2
On Time Performance:			
83.5%			
Route Total Bidirectional Length (Miles):			
20.0			
Annual Revenue Miles:			
89,248			
Annual Revenue Hours:			
6,930			

Financial	
Annual Route Cost	$704,199
Annual Farebox Route Revenue	$140,452
Cost per Rider	$14.83
Subsidy per Rider	$11.87
Ridership	
Average Daily Passengers Weekday	193
Average Daily Passengers Weekends	53
Annual Passengers	55,249
Passengers per Hour	8
Passengers per Mile	0.6
Annual Wheelchair Boardings	231
Annual Bicycle Boardings	1,796
Population within .5 mi of stop	20,157
Jobs within .5 mi of stop	18,379

LINE 54— PALM DESERT – INDIAN WELLS – LA QUINTA – BERMUDA DUNES – INDIO

Line 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), McCullum Theater, Civic Center, along with close proximity to Indian Wells Tennis Gardens. Line 54 connects with Lines 20, 32, 53, 70, 80, 81, 90, 91, 95, 111, and Commuter Link 220 at Westfield Palm Desert Mall and Hwy 111 at Flower.



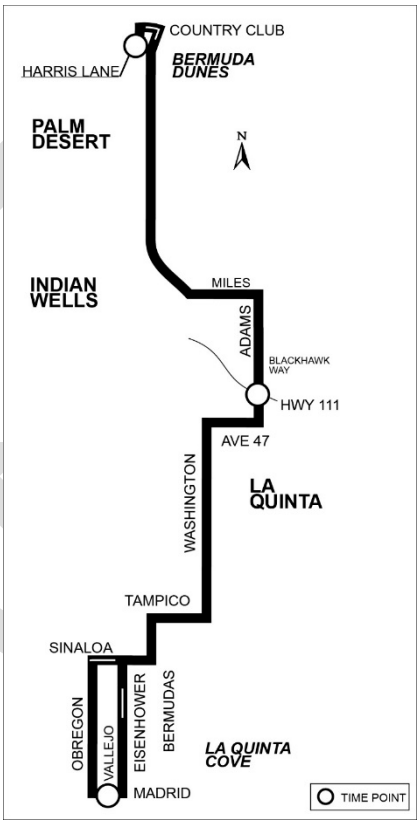
Hours of Operation:		Service Span
5:30 AM	8:00 PM	Weekdays
N/A		Weekends
Frequency:		
54 MIN		Weekdays
N/A		Weekends
Average Speed:		**Peak Vehicles**
16.9 mph		2
On Time Performance:		
81.4%		
Route Total Bidirectional Length (Miles):		
24.8		
Annual Revenue Miles:		
114,985		
Annual Revenue Hours:		
6,803		

Financial	
Annual Route Cost	$850,969
Annual Farebox Route Revenue	$169,131
Cost per Rider	$11.44
Subsidy per Rider	$9.17
Ridership	
Average Daily Passengers Weekday	347
Average Daily Passengers Weekends	N/A
Annual Passengers	89,248
Passengers per Hour	13.1
Passengers per Mile	0.8
Annual Wheelchair Boardings	470
Annual Bicycle Boardings	2,965
Population within .5 mi of stop	37,729
Jobs within .5 mi of stop	13,900

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

Line 70 offers bus service to the City of La Quinta and the edge of the Cities of Palm Desert, 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 La Quinta senior center, schools, and various shopping centers along Adams Street, Avenue 47, and Washington Street. Transfers from the Line 70 to the Line 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.



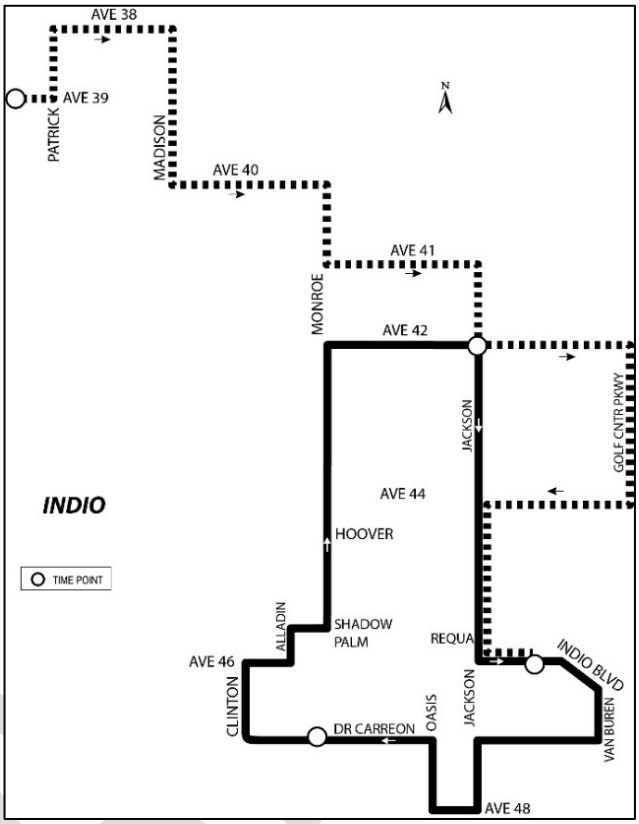
Hours of Operation:			Service Span
5:30	AM	9:30 PM	Weekdays
5:30	AM	9:30 PM	Weekends
Frequency:			
45	MIN		Weekdays
90	MIN		Weekends
Average Speed:			**Peak Vehicles**
13.3 mph			4
On Time Performance:			
87.4%			
Route Total Bidirectional Length (Miles):			
19.6			
Annual Revenue Miles:			
127,577			
Annual Revenue Hours:			
9,587			

Financial	
Annual Route Cost	$1,087,662
Annual Farebox Route Revenue	$217,366
Cost per Rider	$6.28
Subsidy per Rider	$5.03
Ridership	
Average Daily Passengers Weekday	631
Average Daily Passengers Weekends	239
Annual Passengers	187,962
Passengers per Hour	19.6
Passengers per Mile	1.5
Annual Wheelchair Boardings	745
Annual Bicycle Boardings	5,442
Population within .5 mi of stop	27,982
Jobs within .5 mi of stop	9,943

LINE 80 — INDIO

Line 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.

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

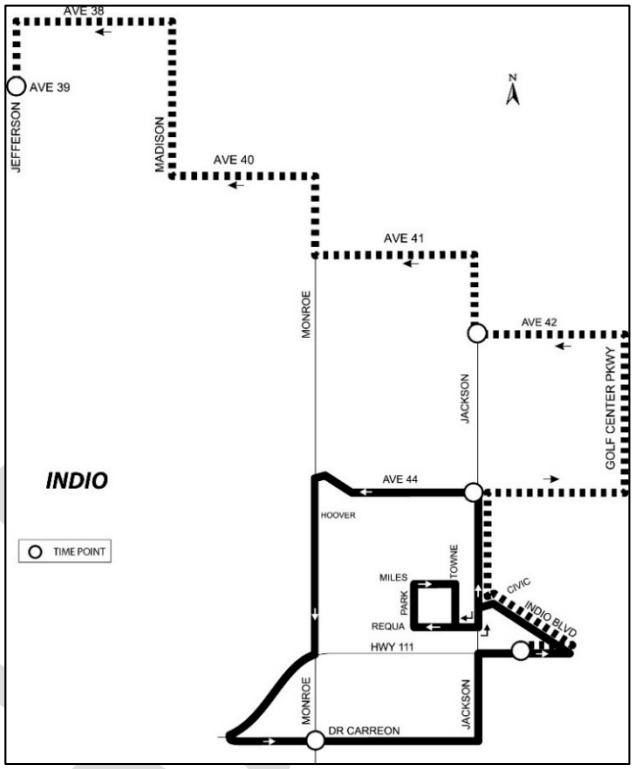


Hours of Operation:			Service Span
6:00	AM	9:00 PM	Weekdays
6:00	AM	9:00 PM	Weekends
Frequency:			
60	MIN		Weekdays
60	MIN		Weekends
Average Speed:			**Peak Vehicles**
11.2 mph			3
On Time Performance:			
87.3%			
Route Total Bidirectional Length (Miles):			
19.29			
Annual Revenue Miles:			
60,771			
Annual Revenue Hours:			
5,449			

Financial	
Annual Route Cost	$512,967
Annual Farebox Route Revenue	$102,593
Cost per Rider	$3.54
Subsidy per Rider	$2.83
Ridership	
Average Daily Passengers Weekday	479.0
Average Daily Passengers Weekends	242.0
Annual Passengers	149,255
Passengers per Hour	27.4
Passengers per Mile	2.5
Annual Wheelchair Boardings	982
Annual Bicycle Boardings	2,679
Population within .5 mi of stop	39,132
Jobs within .5 mi of stop	7,554

LINE 81—INDIO

Line 81 is a loop route that operates in a 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.



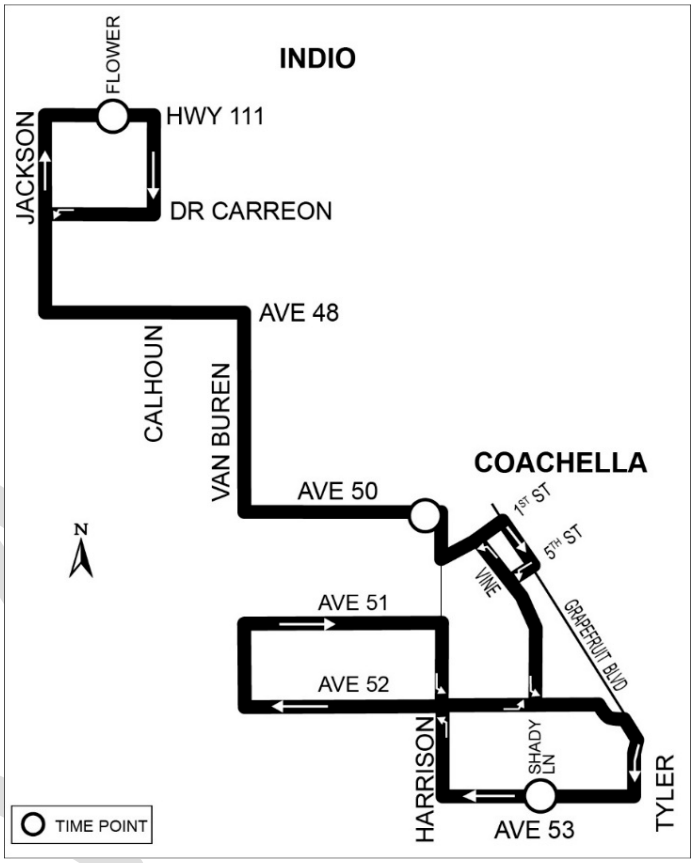
Line 81 connects to Lines 54, 80, 90, 91 and 111 at the transfer location on Highway 111 at Flower Street.

Hours of Operation:		Service Span
5:30 AM	8:30 PM	Weekdays
5:30 AM	8:30 PM	Weekends
Frequency:		
60 MIN		Weekdays
60 MIN		Weekends
Average Speed:		**Peak Vehicles**
9.1 mph		3
On Time Performance:		
82.5%		
Route Total Bidirectional Length (Miles):		
17.19		
Annual Revenue Miles:		
49,706		
Annual Revenue Hours:		
5,509		

Financial	
Annual Route Cost	$448,982
Annual Farebox Route Revenue	$89,796
Cost per Rider	$5.08
Subsidy per Rider	$4.07
Ridership	
Average Daily Passengers Weekday	276.0
Average Daily Passengers Weekends	146.0
Annual Passengers	86,760
Passengers per Hour	15.7
Passengers per Mile	1.7
Annual Wheelchair Boardings	1,294
Annual Bicycle Boardings	1,220
Population within .5 mi of stop	32,477
Jobs within .5 mi of stop	7,631

LINE 90—INDIO – COACHELLA

Line 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 Lines 54, 80, 81, 91, 95 and 111 occur at the transfer location on Highway 111 at Flower Street in the City of Indio.

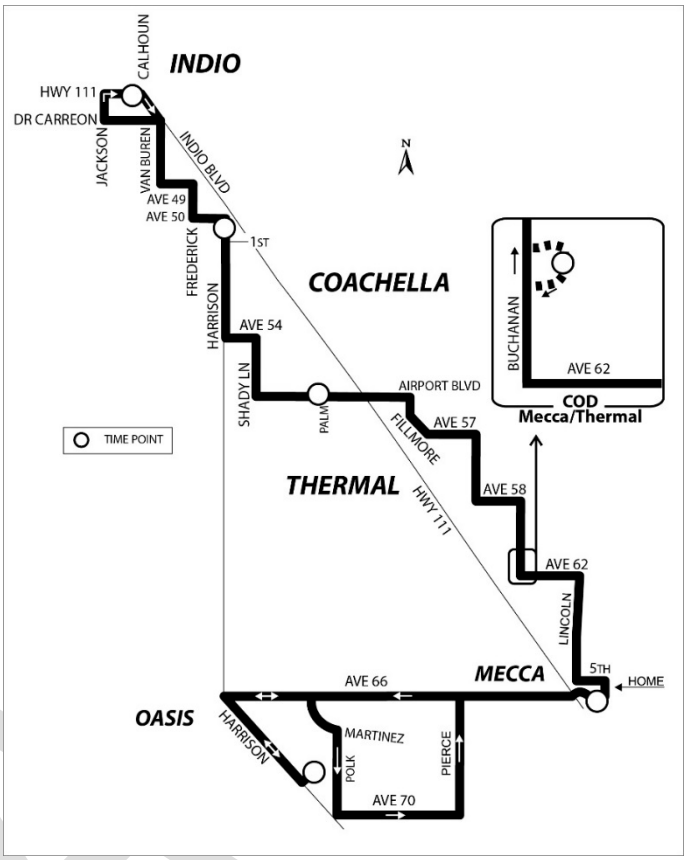


Hours of Operation:			Service Span
5:00	AM	9:00 PM	Weekdays
5:00	AM	9:00 PM	Weekends
Frequency:			
40	MIN		Weekdays
40	MIN		Weekends
Average Speed:			**Peak Vehicles**
12.9 mph			2
On Time Performance:			
82.7%			
Route Total Bidirectional Length (Miles):			
18.11			
Annual Revenue Miles:			
153,294			
Annual Revenue Hours:			
11,895			

Financial	
Annual Route Cost	$1,156,562
Annual Farebox Route Revenue	$210,046
Cost per Rider	$8.30
Subsidy per Rider	$6.79
Ridership	
Average Daily Passengers Weekday	577.0
Average Daily Passengers Weekends	384.0
Annual Passengers	189,798
Passengers per Hour	16.0
Passengers per Mile	1.2
Annual Wheelchair Boardings	1,389
Annual Bicycle Boardings	4,555
Population within .5 mi of stop	44,655
Jobs within .5 mi of stop	7,051

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

Line 91 links the Cities of Indio and Coachella with the unincorporated communities of Thermal, Mecca, and Oasis. Riders on Line 91 are able to connect to Lines 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. Line 91 also provides direct service to the East Valley Campus of the College of the Desert in Mecca.

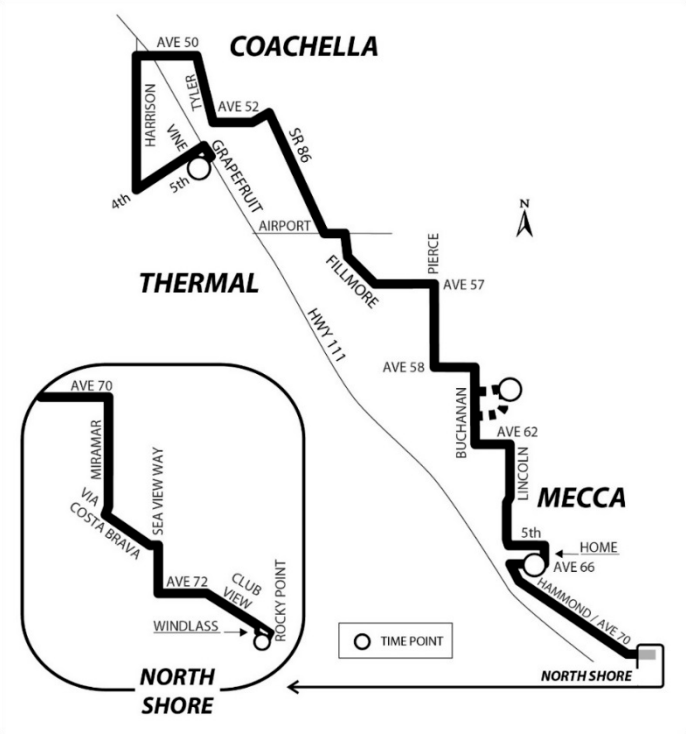


Hours of Operation:	Service Span
5:00 AM 10:00 PM	Weekdays
5:30 AM 10:00 PM	Weekends
Frequency:	
60 MIN	Weekdays
60 MIN	Weekends
Average Speed:	**Peak Vehicles**
21.6 mph	3
On Time Performance:	
81.3%	
Route Total Bidirectional Length (Miles):	
61.6	
Annual Revenue Miles:	
344,341	
Annual Revenue Hours:	
15,779	

Financial	
Annual Route Cost	$2,706,237
Annual Farebox Route Revenue	$326,849
Cost per Rider	$16.21
Subsidy per Rider	$14.25
Ridership	
Average Daily Passengers Weekday	618.0
Average Daily Passengers Weekends	367.0
Annual Passengers	198,391
Passengers per Hour	12.60
Passengers per Mile	0.6
Annual Wheelchair Boardings	492
Annual Bicycle Boardings	5,030
Population within .5 mi of stop	41,181
Jobs within .5 mi of stop	8,996

LINE 95— COACHELLA – MECCA – NORTH SHORE

Line 95 serves the Cities of Coachella and the unincorporated communities of Mecca and North Shore. The Line 95 serves the East Valley College of the Desert Campus in Thermal/Mecca. Passengers on Line 95 connect to Lines 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.



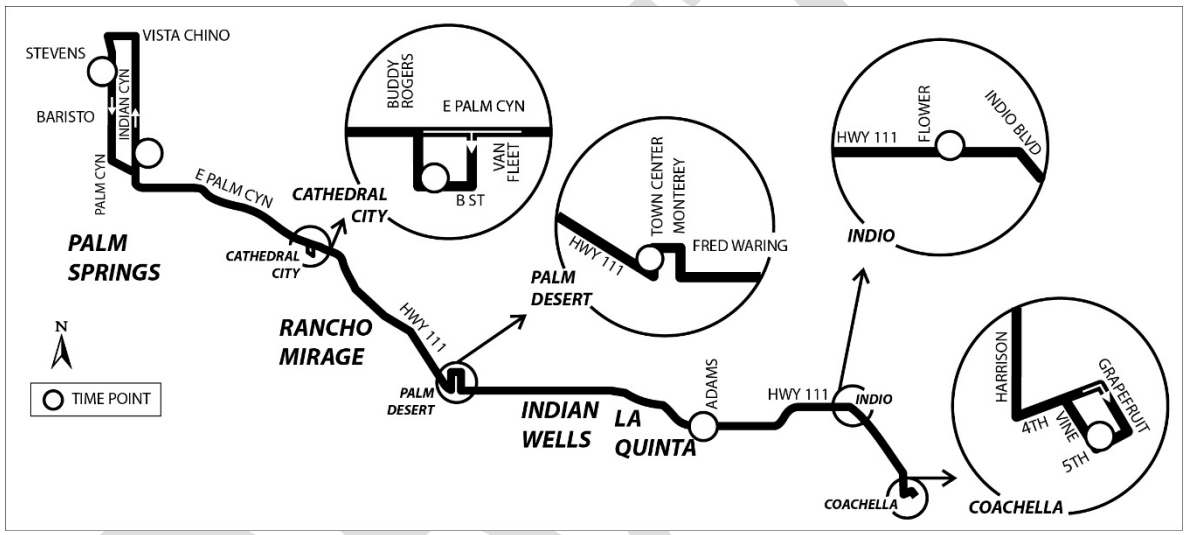
Hours of Operation:	Service Span
4:00 AM 10:00 PM	Weekdays
4:00 AM 10:00 PM	Weekends
Frequency:	
180 MIN	Weekdays
180 MIN	Weekends
Average Speed:	**Peak Vehicles**
19.1 mph	1
On Time Performance:	
83.6%	
Route Total Bidirectional Length (Miles):	
53.03	
Annual Revenue Miles:	
98,583	
Annual Revenue Hours:	
5,165	

Financial	
Annual Route Cost	$920,181
Annual Farebox Route Revenue	$105,761
Cost per Rider	$32.61
Subsidy per Rider	$28.86
Ridership	
Average Daily Passengers Weekday	127
Average Daily Passengers Weekends	35
Annual Passengers	36,295
Passengers per Hour	7.0
Passengers per Mile	0.4
Annual Wheelchair Boardings	5,316
Annual Bicycle Boardings	20,901
Population within .5 mi of stop	19,050
Jobs within .5 mi of stop	6,710

Line 111 — Palm Springs – Cathedral City – Rancho Mirage – Palm Desert – Indian Wells – La Quinta - Indio

Line 111 is SunLine's highest ridership regional trunk route. Line 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. Line 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 Lines 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.

15-minute frequency was recommended for Line 111 in the recent Operational Analysis. Changes will be evaluated in summer/fall 2017, subject to available funding and approval.

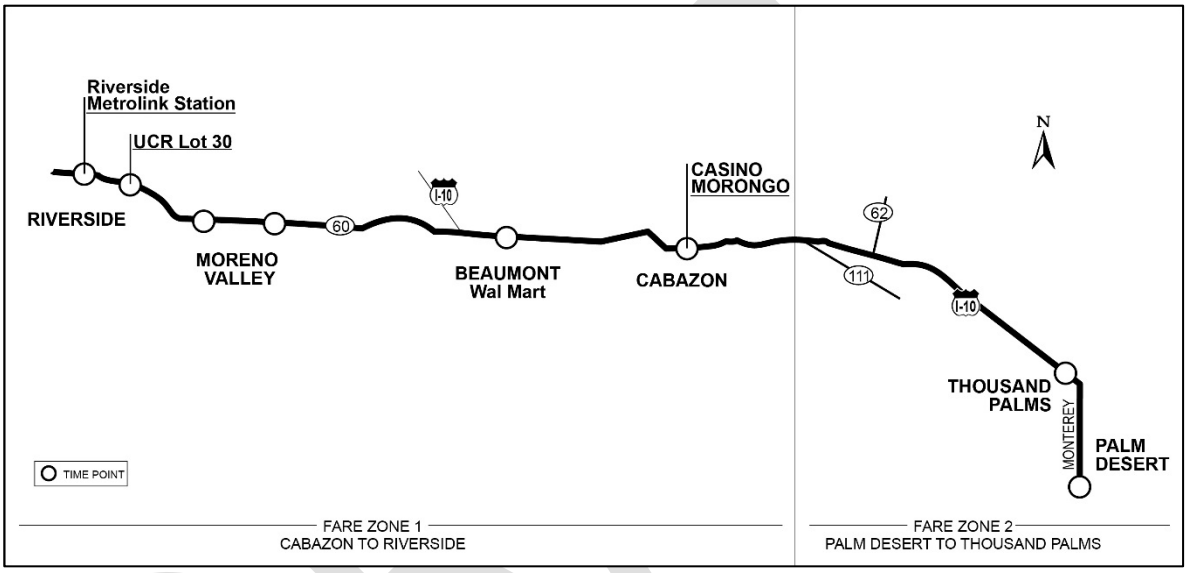


Hours of Operation:			Service Span
4:30	AM	11:00 PM	Weekdays
5:30	AM	11:00 PM	Weekends
Frequency:			
20	MIN		Weekdays (Peak/Off-Peak)
20	MIN		Weekends
Average Speed:			**Peak Vehicles**
		14.1 mph	13
On Time Performance:			
		85.0%	
Route Total Bidirectional Length (Miles):			
			63.3
Annual Revenue Miles:			
			916,752
Annual Revenue Hours:			
			65,555

Financial	
Annual Route Cost	$8,641,322
Annual Farebox Route Revenue	$1,705,163
Cost per Rider	$6.44
Subsidy per Rider	$5.17
Ridership	
Average Daily Passengers Weekday	4,340
Average Daily Passengers Weekends	2,920
Annual Passengers	1,430,780
Passengers per Hour	21.8
Passengers per Mile	1.6
Annual Wheelchair Boardings	10,557
Annual Bicycle Boardings	52,028
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 in Thousand Palms. 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. Line 220 connects to SunLine's Lines 20, 32, 53, 54, and 111, Pass Transit in Beaumont and Banning, Metrolink, RTA, and Omnitrans services in Riverside.



Hours of Operation:	Service Span
4:30 AM 10:00 PM	Weekdays
N/A	Weekends
Frequency:	
4 TRIPS	Weekdays
N/A	Weekends
Average Speed:	**Peak Vehicles**
29.3 mph	2
On Time Performance:	
66.0%	
Route Total Bidirectional Length (Miles):	
148.79	
Annual Revenue Miles:	
97,019.37	
Annual Revenue Hours:	
3,325	

Financial	
Annual Route Cost	$946,751
Annual Farebox Route Revenue	$152,833
Cost per Rider	$75.31
Subsidy per Rider	$63.15
Ridership	
Average Daily Passengers Weekday	53.0
Average Daily Passengers Weekends	N/A
Annual Passengers	13,677
Passengers per Hour	4.1
Passengers per Mile	0.1
Annual Wheelchair Boardings	127
Annual Bicycle Boardings	330
Population within .5 mi of stop	19,890
Jobs within .5 mi of stop	38,841