



SunLine Transit Agency  
October 25, 2023  
10:45 a.m. – 11:05 a.m.

## AGENDA

### BOARD OPERATIONS COMMITTEE

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

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#### NOTICE TO THE PUBLIC

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

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

In compliance with the Americans with Disabilities Act, Government Code Section 54954.2, and the Federal Transit Administration Title VI, please contact the Clerk of the Board at (760) 343-3456 if special assistance is needed to participate in a Board meeting, including accessibility and translation services. Notification of at least 72 hours prior to the meeting time will assist staff in assuring reasonable arrangements can be made to provide assistance at the meeting.

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#### ITEM

#### RECOMMENDATION

1. CALL TO ORDER
2. FLAG SALUTE
3. ROLL CALL
4. PRESENTATIONS

<u>ITEM</u>	<u>RECOMMENDATION</u>
5. FINALIZATION OF AGENDA	
6. PUBLIC COMMENTS	RECEIVE COMMENTS
<b>NON AGENDA ITEMS</b> Members of the public may address the Committee regarding any item within the subject matter jurisdiction of the Committee; however, no action may be taken on off-agenda items unless authorized. Comments shall be limited to matters not listed on the agenda. Members of the public may comment on any matter listed on the agenda at the time that the Board considers that matter. Comments may be limited to 3 minutes in length.	
7. COMMITTEE MEMBER COMMENTS	RECEIVE COMMENTS
8. <b>SUNDIAL CANCELLATION AND NO-SHOW POLICY (B-190498) UPDATE</b> (Staff: Tiffany Moore, Customer Service Manager)	<b>APPROVE</b> (PAGE 3-10)
9. <b>APPROVAL OF BOARD MEETING DATES FOR CALENDAR YEAR 2024</b> (Staff: Edith Hernandez, Clerk of the Board)	<b>APPROVE</b> (PAGE 11-12)
10. ADJOURN	

**SunLine Transit Agency**

**DATE:** October 25, 2023 **ACTION**

**TO:** Board Operations Committee  
Board of Directors

**FROM:** Tiffany Moore, Customer Service Manager

**RE:** SunDial Cancellation and No-Show Policy (B-190498) Update

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**Recommendation**

Recommend that the Board of Directors approve SunLine Transit Agency's attached SunDial Cancellation and No-Show Policy update.

**Background**

During our Federal Transit Administration FY 2023 Triennial Review, it was recommended that our SunDial Cancellation and No-Show Policy appeals process should be the equivalent of our Americans with Disabilities Act eligibility denial appeals process.

Currently, our eligibility appeals process allows for an individual to file an appeal within 60 days of the denial of their application for paratransit service. In our current Cancellation and No-Show Policy appeals process, customers who received notice that a suspension of service, due to multiple missed scheduled trips has been imposed, may appeal the rendered decision within 30 days. Staff is recommending changing the timeline for the appeal of suspension for missed scheduled trips to align with the appeal timeline set forth in the eligibility appeal process of 60 days, as well as language providing direction on how to file an appeal

Other updates recommended include the addition of language to allow the CEO/General Manager to issue amendments that are required due to changes in Federal, State, or local laws or regulations.

**Financial Impact**

No financial impact.

Attachment:

- [Item 8a](#) – Redlined copy of the SunDial Cancellation and No-Show Policy
- [Item 8b](#) – SunDial Cancellation and No-Show Policy (Redlined Changes Accepted)

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## SUNDIAL CANCELLATION AND NO-SHOW POLICY

### DEFINITIONS

#### **No-Show**

A no-show occurs when a rider fails to appear to board a vehicle that has arrived at the scheduled pick-up location within the pickup window, after the driver has waited at least 5 minutes.

#### **Pickup Window**

The pickup window is defined as ~~30~~ 30 minutes from the beginning of the scheduled negotiated pickup time. Riders must be ready to board a vehicle that arrives within the pickup window. The driver will wait for a maximum of 5 minutes, within the pickup window, for the rider to board.

#### **Late Cancellation**

A late cancellation is defined as either: a cancellation made less than 2 hours before the scheduled pickup time, ~~or as~~ a cancellation made at the door, or a refusal to board a vehicle that has arrived within the pickup window.

#### **Excused No-Show or Late Cancellations**

SunLine Transit Agency does not count no-shows, late cancellations, or any missed trips due to agency error or late cancellation situations beyond a rider's control that reasonably prevent the rider from notifying us that the trip cannot be taken.

#### **Pattern or practice**

A pattern or practice, as used in this policy, means intentional, repeated, or regular late cancellations or no-shows, not isolated, accidental, or singular incidents.

#### **No-Shows or Late Cancellations Due to Operator Error**

- Trips placed on the schedule due to SunDial error
- Pickups scheduled at the wrong pick-up location or building entrance
- Drivers arriving and departing before the pick-up window begins
- Drivers arriving late (after the end of the pick-up window)
- Driver arriving within the pickup window, but departing without waiting the required 5 minutes

#### **No-Shows or Late Cancellations Due to Circumstances Beyond a Customer's Control**

- Medical emergency
- Family emergency
- Sudden illness or change in condition
- Appointment that runs unexpectedly late without sufficient notice

## **POLICY**

### **Timing for Notice of Cancellation**

Customers must provide notice of cancellation at least 2 hours before their scheduled pick-up time by calling SunDial operations center at 760-343-4231.

A separate, timely, notice of cancellation must be provided for each outgoing and return trip. Cancellation of an outgoing trip will NOT automatically cancel a scheduled return trip.

Customers who are unable to provide timely notice of cancellation due to circumstances beyond their control must contact the SunDial operations center at 760-343-~~4231~~3456 as soon as practicable under the circumstances to have the cancellation or no-show designated as excused, and to avoid a late cancellation or no-show designation.

### **Late Cancellations and No-Shows**

In an effort to improve the availability of appointment time slots and make SunDial service more efficient for customers, SunLine Transit Agency reserves the right to suspend a customer's access to SunDial service due to excessive, as provided in the below paragraph, late cancellations or no-shows.

SunDial staff will periodically measure the system-wide average for no-shows and late cancellations, identifying customers who exceed twice the system-wide average no-shows and late cancellation~~time~~. ~~To~~ determine whether a particular customer has excessive late cancellations or no-shows, SunLine Transit Agency then considers that customer's overall frequency of use, and evaluates whether there is "a -pattern of practice of abuse" as defined above, relative to how often that customer travels with SunDial.

## **PROCEDURE**

### **Warning and Suspension Procedures**

Customers who have a late cancellation and/or a no-show~~are in violation of the policy~~ will receive a warning phone call and a letter on the first violation. Excessive non-compliance could result in the suspension of services. Customers may be subject to progressively longer suspensions, if warranted, to correct continued violations.

A written notification of intent to suspend availability of SunDial services for a specified duration will be provided to the customer 30 days prior ~~to supervision~~ to suspension. The notice will be sent via United States Postal Service to the customer's known mailing address on file. The notice will contain the dates, times, locations of pick-ups, and destinations that resulted in a late cancellation or no-show designation and also include information regarding the appeal process.

Customers wishing to dispute specific no-shows or late cancellations must do so within 5 business days of receiving the written notice of intent to suspend by contacting the SunDial

operations center at 760-343-3456 Monday through Friday from 8:00 a.m. to 5:00 p.m. to explain the circumstance, and request the removal of the no-show or late cancellation.

Customers may also request that SunDial staff consider such factors as a customer's need for life-sustaining services that require transportation, such as dialysis treatments or chemotherapy appointments, in determining whether to impose, reduce, or withdraw the intended suspension.

### **Right to Appeal**

Customers who receive notice that a suspension has been imposed will have the right to appeal. To file an appeal, a customer must send a written explanation of why the suspension should be reversed along with any supporting documents, facts, and statements. The appeal must be received within ~~30~~60 days of receipt of notification that suspension has been imposed. Appeals should be sent to:

SunLine Transit Agency  
32-505 Harry Oliver Trail  
Thousand Palms CA 92276  
Attention: Access Advisory Appeals Hearing Committee.

Within twenty (20) working days from the filing of the Notice of Appeal, SunLine's Compliance Officer shall schedule an Appeals Hearing at which time the appellant shall be entitled to be heard in person or through a representative and shall be given a full and fair opportunity to present any fact showing the reason(s) why the imposed suspension should be reversed. In accordance with the ADA, a decision will be issued within thirty (30) days of the completion of the appeals hearing.

~~The appeals process should take no longer than 30 days. If there are no delays, the applicant shall receive a written determination of the appeal within 30 days from the date SunLine receives the appeal.~~

Customers will be permitted to continue to receive SunDial services during the appeal process, including, where necessary, to attend the hearing before the Access Advisory Committee. Rulings shall be deemed final.

### **Policy Amendments**

Amendments that represent major management policy change will be approved by the SunLine Board of Directors. The CEO/General Manager may issue amendments, which are required because of changes in Federal, ~~or State,~~ or local laws or regulations. All amendments require the review of SunLine Counsel for legal sufficiency.

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**SunLine Transit Agency**

**DATE:** October 25, 2023 **ACTION**

**TO:** Board Operations Committee  
Board of Directors

**FROM:** Edith Hernandez, Clerk of the Board

**RE:** Approval of Board Meeting Dates for Calendar Year 2024

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**Recommendation**

Recommend that the Board of Directors approve the Board meeting dates for 2024 as listed on the attached schedule.

**Background**

All SunLine Transit Agency Board of Directors meetings will continue to be held every fourth Wednesday of the month with a few exceptions:

- The Board will “go dark” in August 2024 and November 2024. Items will be presented on during the following Board meeting.
- The December Board meeting will be held on the first week of the month to accommodate for the busy holiday season.

Staff has reviewed the calendar for possible conflicts, including the California League of Cities conferences, and concludes that there are no known conflicts with this schedule. This determination is made on what is currently available online for planned events but could change during the year.

**Financial Impact**

There is no financial impact.

Attachment:

- [Item 9a](#) – Board Meeting Schedule for 2024



## **SunLine Transit Agency/SunLine Services Group**

# **Board Meeting Schedule for 2024**

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**January 24**

**February 28**

**March 27**

**April 24**

**May 22**

**June 26**

**July 24**

**September 25**

**October 23**

**December 4**

NOTE: The majority of all Board meetings are held at noon on the 4<sup>th</sup> Wednesday of the month with a few exceptions. The Board of Directors go dark in August and November. Special Board meetings may be called by the Chairman if needed. All Regular meetings are held in the Board Room at the SunLine Transit Agency Thousand Palms headquarters.