



**Wednesday, February 24, 2016
12:00 Noon
Board Room
32-505 Harry Oliver Trail
Thousand Palms, CA 92276**

NOTE: IN COMPLIANCE WITH THE AMERICANS WITH DISABILITIES ACT, IF YOU NEED SPECIAL ASSISTANCE TO PARTICIPATE IN THIS MEETING, PLEASE CONTACT SUNLINE AT (760) 343-3456. NOTIFICATION 48 HOURS PRIOR TO THE MEETING WILL ENABLE SUNLINE TO MAKE REASONABLE ACCOMMODATION TO ENSURE ACCESSIBILITY TO THIS MEETING.

THE CHAIR REQUESTS THAT ALL CELLULAR PHONES AND PAGERS BE TURNED OFF OR SET ON SILENT MODE FOR THE DURATION OF THE BOARD MEETING.

AGENDA TOPICS

RECOMMENDATION

1. Call to Order

Chairperson Kristy Franklin

2. Flag Salute

3. Roll Call

4. Presentations

SunBus Tracker App – Joseph Friend

Leed Presentation – Rudy LeFlore & Tommy Edwards

New Service Update – Anita Petke & Diego Rojo

5. Finalization of Agenda

6. Public Comments

Receive Comments

(NOTE: Those wishing to address the Board should complete a Public Comment Card and will be called upon to speak.)

NON AGENDA ITEMS

Anyone wishing to address the Board on items not on the agenda may do so at this time. A limitation of 3 minutes may be imposed upon each person so desiring to address the Board during the first Public Comments designation on the agenda.

AGENDA ITEMS

Anyone wishing to address specific items on the agenda should notify the Clerk at this time so those comments can be made at the appropriate time. A limitation of 3 minutes may be imposed upon each person so desiring to address the Board.

7. **Board Member Comments** **Receive Comments**
Any Board Member who wishes to speak may do so at this time.

----- **RECEIVE AND FILE** -----

8. **Consent Calendar** **Receive & File**
All items on the Consent Calendar will be approved by one motion, and there will be no discussion of individual items unless a Board Member requests a specific item be pulled from the calendar for separate discussion. The public may comment on any item.
- a) [Checks over \\$1,000 report for December 2015](#) (Page 1-4)
 - b) [Credit Card Statement for December 2015](#) (Page 5-8)
 - c) [Monthly Budget Variance Report for December 2015](#) (Page 9-12)
 - d) [Ridership Report for December 2015](#) (Page 13-14)
 - e) [SunDial Operational Notes for December 2015](#) (Page 15)
 - f) [Metrics \(On time Performance, Early Departures, Late Departures, Late Cancellations, Fleet Availability, Fleet Age, Driver Absence, Advertising Revenue, Fixed Route Customer Comments, Paratransit Customer Comments\)](#) (Page 16-25)

9. **Service Standards Performance Report FY 2014/15** **Receive & File**
(Steve Hernandez, Chair Board Strategic Planning & Operations Committee; Staff: Semia Hackett)
Recommend the Board of Directors to Receive and File the fiscal year 2014/15 Service Standards Performance Report. (Page 26-38)

----- **INFORMATION** -----

10. **Bus Rider Survey Study** **Information**
At the request of Board of Directors, the Bus Rider Survey completed in February 2015 is attached for the information purposes. **(Staff: Semia Hackett)** (Page 39-51)
11. **2015 /Bus Stop Improvements – New Bus Shelters List Phase 6** **Information**
(Steve Hernandez, Chair Board Strategic Planning & Operations Committee; Staff: Semia Hackett)
Overview of 2015 Bus Stop Improvements (Page 52-53)

----- **ACTION** -----

12. **Approval of Minutes** **Approve**
Request to the Board to approve the Minutes of the January 27, 2016 Board of Directors meeting. (Page 54-61)

13. **No Show Policy #B-190498 Revision Approval** **Approve**
(Greg Pettis, Chair Board Operations Committee; Staff: Manny Garcia)
Recommend that the Board of Directors approve the attached revised Paratransit No-Show Policy #B-190498. (Page 62-65)
14. **Checks Policy #B-030403 Revision Approval** **Approve**
(Greg Pettis, Chair Board Operations Committee; Staff: Luis Garcia)
Recommend that the Board of Directors approve the attached revised Checks Policy# B-030403 (Page 66-72)
15. **Board of Directors Travel & Expense Reimbursement Policy #B-020216 Approval** **Approve**
(Greg Pettis, Chair Board Operations Committee; Staff: Luis Garcia)
Recommend that the Board of Directors approve the attached Board of Directors Travel & Expense Reimbursement Policy #B-020216 (Page 73-77)
16. **Option Year One (1) Andrea Carter and Associates** **Approve**
(Robert Spiegel, Chair of Finance/Audit Committee; Staff: Norma Stevens)
Recommend that the Board of Directors delegate authority to the CEO/General Manager to execute option year one (1) of two (2) with Andrea Carter and Associates for Marketing services performed for SunLine Transit Agency (STA). (Page 78)

17. **CEO/General Manager's Report**

18. **Closed Session**

- a) CONFERENCE WITH LEGAL COUNSEL – EXISTING LITIGATION
Pursuant to Government Code Section 54956.9(d)(1)
The People of the State of California ex.rel. Mahmoud Alzayat v. Gerald Hebb,
SunLine Transit Agency (Riverside County Superior Court Case No. INC 1204627)
- b) Negotiations

19. Next Meeting Date

March 23, 2016

12 o'clock Noon – New Board Room

32-505 Harry Oliver Trail

Thousand Palms, CA 92276

20. Adjourn



FINANCE/AUDIT COMMITTEE AGENDA

February 24, 2016

11:00 a.m. – 11:30noon

Conference Room 2
SunLine Transit Agency
Thousand Palms, CA 92276

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

----- RECEIVE AND FILE -----

5. Consent Calendar **Receive & File**
All items on the Consent Calendar will be approved by one motion, and there will be no discussion of individual items unless a Board Member requests a specific item be pulled from the calendar for separate discussion. The public may comment on any item.
 - a) [Checks over \\$1,000 report for December 2015](#)
 - b) [Credit card statement for December 2015](#)
 - c) [Monthly Budget Variance Report for December 2015](#)

----- ACTION -----

6. Option Year One (1) Andrea Carter and Associates **Approve**
(Robert Spiegel, Chair of Finance/Audit Committee; Staff: Norma Stevens)
Recommend that the Board of Directors delegate authority to the CEO/General Manager to execute option year one (1) of two (2) with Andrea Carter and Associates for Marketing services performed for SunLine Transit Agency (STA).
7. Adjourn



**AGENDA
BOARD OPERATIONS COMMITTEE**

**February 24, 2016
11:30 – 12:00 a.m.**

**Conference Room 2
SunLine Transit Agency
Thousand Palms, CA 92276**

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

----- **ACTION** -----

5. **[SunDial Cancellation and No Show Policy #B-190498 Revision Approval](#)** **Approve**
(Greg Pettis, Chair Board Operations Committee; Staff: Manny Garcia)
Recommend that the Board of Directors approve the attached revised (Pages 1-4)
6. **[Checks Policy #B-030403 Revision Approval](#)** **Approve**
(Greg Pettis, Chair Board Operations Committee; Staff: Luis Garcia)
Recommend that the Board of Directors approve the attached revised Checks Policy# B-030403 (Pages 5-11)
7. **[Board of Directors Travel & Expense Reimbursement Policy # 020216 Approval](#)** **Approve**
(Greg Pettis, Chair Board Operations Committee; Staff: Luis Garcia)
Recommend that the Board of Directors approve the attached Board of Directors Travel & Expense Reimbursement Policy #020216 (Page 12-16)
9. **Adjourn**

SunLine Transit Agency
Checks \$1,000 and Over
For the month of December 2015

NOTE: 1). Bold check payments represent "pass through" payments that were, or will be reimbursed to SunLine under the provisions of specific grants or contracts. 2). Underlined check payments represent "shared" payments with SunLine and specific vendors/employees.

| Vendor Name | Description | Check # | Check | Amount |
|---------------------------------------|--------------------------------------|----------------|-------------------|---------------------|
| HEALTH NET | Group Health Ins Prem | 666813 | 12/11/2015 | \$280,396.38 |
| AVAIL TECHNOLOGIES | WIP-Installation of Bus Equip | 666673 | 12/2/2015 | \$124,159.50 |
| PERMA - Insurance | Gen Lib/WC | 666834 | 12/11/2015 | \$113,547.73 |
| U.S. BANK INSTITUTIONAL TRUST- | Pension Deposits | 666945 | 12/18/2015 | \$81,975.45 |
| <u>U.S. BANK INSTITUTIONAL TRUST-</u> | <u>Pension Deposits</u> | <u>666761</u> | <u>12/8/2015</u> | <u>\$81,948.33</u> |
| <u>U.S. BANK INSTITUTIONAL TRUST-</u> | <u>Pension Deposits</u> | <u>667033</u> | <u>12/31/2015</u> | <u>\$81,107.01</u> |
| PCMG, INC. | Software & Licenses | 666923 | 12/18/2015 | \$53,763.32 |
| BP ENERGY COMPANY | CNG | 666871 | 12/18/2015 | \$50,024.46 |
| DECALS BY DESIGN, INC. | WIP-Bus Rehab Graphics | 666977 | 12/31/2015 | \$48,602.01 |
| GENFARE | WIP-Farebox | 666988 | 12/31/2015 | \$45,907.48 |
| CAMIRA GROUP, INC. | WIP-Bus Rehab Fabric | 666874 | 12/18/2015 | \$37,487.19 |
| SO CAL GAS CO. | Utilities | 666722 | 12/3/2015 | \$36,984.53 |
| SO CAL GAS CO. | Utilities | 666845 | 12/11/2015 | \$32,708.92 |
| TYLER TECHNOLOGIES, INC. | WIP ERF Project | 667032 | 12/31/2015 | \$26,332.86 |
| NEW FLYER | Bus Parts | 666829 | 12/11/2015 | \$25,484.17 |
| MICHELIN NORTH AMERICA, INC. | Tire Leasing | 666909 | 12/18/2015 | \$23,383.54 |
| IMPERIAL IRRIGATION DIST | Utilities | 666815 | 12/11/2015 | \$22,011.86 |
| CUMMINS PACIFIC, LLC | Bus Repair Parts | 666976 | 12/31/2015 | \$19,986.24 |
| CPAC INC.COM | WIP-Information Tech | 666879 | 12/18/2015 | \$19,270.10 |
| RUTAN & TUCKER, LLP | Legal fees | 666841 | 12/11/2015 | \$17,494.14 |
| SHI INTERNATIONAL CORP. | WIP-Information Tech | 666843 | 12/11/2015 | \$15,294.82 |
| TYLER TECHNOLOGIES, INC. | WIP ERF Project | 666727 | 12/3/2015 | \$14,822.10 |
| STRICKLAND KENNY INC. | Lubricants & Oils | 666850 | 12/11/2015 | \$14,481.24 |
| CPAC INC.COM | WIP-Information Tech | 666788 | 12/11/2015 | \$11,616.90 |
| AVAIL TECHNOLOGIES | WIP-FC6 Bus Equip | 666772 | 12/11/2015 | \$11,275.00 |
| CUMMINS PACIFIC, LLC | Bus Repair Parts | 666881 | 12/18/2015 | \$10,880.03 |
| BURKE, WILLIAMS & SORENSEN, LLP | Legal Services | 666775 | 12/11/2015 | \$10,672.92 |
| CREATIVE BUS SALES, INC. | Bus Repair Parts | 666790 | 12/11/2015 | \$10,394.52 |
| NEW FLYER | Bus Parts | 667014 | 12/31/2015 | \$10,289.05 |
| G & K SERVICES | Uniform service | 666747 | 12/8/2015 | \$9,796.37 |
| ADVANCED WEB OFFSET, INC. | Printing Rider's Guide | 666862 | 12/18/2015 | \$9,320.00 |
| G & K SERVICES | Uniform service | 666803 | 12/11/2015 | \$8,955.05 |
| PACKET FUSION, INC. | IT Supplies | 667020 | 12/31/2015 | \$8,416.52 |
| AMERICAN CAB | Taxi Voucher Program Nov | 666866 | 12/18/2015 | \$8,050.46 |
| APEX COMPUTER SYSTEMS, INC. | WIP-Information Tech | 666867 | 12/18/2015 | \$7,706.00 |
| AMERICAN CAB | Taxi Voucher Program Oct | 666677 | 12/3/2015 | \$7,688.73 |
| SUNLINE REGULATORY ADMINI | Allocation | 666724 | 12/3/2015 | \$7,672.08 |
| FIESTA FORD, INC. | Repair Parts/Support | 666984 | 12/31/2015 | \$7,604.54 |
| IMPERIAL IRRIGATION DIST | Utilities | 667001 | 12/31/2015 | \$7,564.80 |

SunLine Transit Agency
Checks \$1,000 and Over
For the month of December 2015

NOTE: 1). Bold check payments represent "pass through" payments that were, or will be reimbursed to SunLine under the provisions of specific grants or contracts. 2). Underlined check payments represent "shared" payments with SunLine and specific vendors/employees.

| Vendor Name | Description | Check # | Check | Amount |
|----------------------------------|---------------------------------|----------------|-------------------|-------------------|
| YELLOW CAB OF THE DESERT | Taxi Voucher Program Nov | 666952 | 12/18/2015 | \$6,998.20 |
| YELLOW CAB OF THE DESERT | Taxi Voucher Program Oct | 666729 | 12/3/2015 | \$6,845.00 |
| AMALGAMATED TRANSIT UNION | Union Dues | 666731 | 12/8/2015 | \$5,789.73 |
| AMALGAMATED TRANSIT UNION | Union Dues | 666865 | 12/18/2015 | \$5,764.72 |
| NATIONWIDE RETIREMENT SOLUTIONS | Deferred Compensation | 666711 | 12/3/2015 | \$5,717.71 |
| PALMSPRINGSCLEANING-COM, LLC | Janitorial Servs | 666714 | 12/3/2015 | \$5,700.00 |
| TRANSIT PRODUCTS & SERVICES | Repair Parts | 667030 | 12/31/2015 | \$5,601.52 |
| PROPER SOLUTIONS | Temp. Emp Serv | 666927 | 12/18/2015 | \$5,540.33 |
| NORTON MEDICAL INDUSTRIES | Medical-Exams and Testing | 667016 | 12/31/2015 | \$5,254.10 |
| NAPA AUTO PARTS | Vehicle Repair Parts | 666915 | 12/18/2015 | \$5,247.48 |
| HARBOR DIESEL & EQUIPMENT INC. | Bus Repair parts | 666811 | 12/11/2015 | \$5,112.38 |
| TK SERVICES, INC. | Bus Repair Parts | 666853 | 12/11/2015 | \$5,017.52 |
| CALIFORNIA CONSULTING, LLC | Consulting | 666777 | 12/11/2015 | \$5,000.00 |
| SOFTCHOICE CORP. | WIP-Information Tech | 666846 | 12/11/2015 | \$4,700.10 |
| BURKE, WILLIAMS & SORENSEN, LLP | Legal Services | 666681 | 12/3/2015 | \$4,197.41 |
| BP ENERGY COMPANY | CNG | 666679 | 12/3/2015 | \$4,146.36 |
| BP ENERGY COMPANY | CNG | 666964 | 12/31/2015 | \$4,121.68 |
| TELEPACIFIC COMMUNICATIONS | Telephone Service | 666940 | 12/18/2015 | \$4,065.97 |
| TRANSPORTATION MANAGEMENT | Bus Route Planning | 666760 | 12/8/2015 | \$4,000.00 |
| PATRICK M. BRASSIL | Hydrogen Maintenance | 666833 | 12/11/2015 | \$4,000.00 |
| STRICKLAND KENNY INC. | Lubricants & Oils | 666938 | 12/18/2015 | \$3,805.81 |
| MOHAWK MFG & SUPPLY CO | Bus Repair Parts | 667008 | 12/31/2015 | \$3,782.21 |
| ALLIEDBARTON SECURITY SERVICES | Security Services | 666676 | 12/3/2015 | \$3,727.08 |
| FRANKLIN TRUCK PARTS, INC | Bus Repair Parts | 666745 | 12/8/2015 | \$3,541.72 |
| TK SERVICES, INC. | Bus Repair Parts | 667029 | 12/31/2015 | \$3,471.22 |
| CUMMINS PACIFIC, LLC | Bus Repair Parts | 666792 | 12/11/2015 | \$3,447.98 |
| HOME DEPOT CRD SRVS | Facility Maintenance | 666999 | 12/31/2015 | \$3,415.77 |
| PRAXAIR, INC. | Hydrogen | 666925 | 12/18/2015 | \$3,380.94 |
| VERIZON WIRELESS | Wireless Cell Service | 666859 | 12/11/2015 | \$3,319.07 |
| TIME WARNER CABLE | Utilities | 666725 | 12/3/2015 | \$3,213.50 |
| HOME DEPOT CRD SRVS | Facility Maintenance | 666704 | 12/3/2015 | \$3,164.78 |
| NORTON MEDICAL INDUSTRIES | Medical-Exams and Testing | 666712 | 12/3/2015 | \$3,124.15 |
| HARBOR DIESEL & EQUIPMENT INC. | Bus Repair parts | 666993 | 12/31/2015 | \$3,122.26 |
| GAS COMPANY, THE | Indio Facility Gas | 666894 | 12/18/2015 | \$3,104.59 |
| FIESTA FORD, INC. | Repair Parts/Support | 666891 | 12/18/2015 | \$3,024.71 |
| <u>EYE MED</u> | <u>Employee Benefits</u> | <u>666799</u> | <u>12/11/2015</u> | <u>\$2,907.27</u> |
| TRANSIT RESOURCES, INC. | Bus wheel chair parts | 666856 | 12/11/2015 | \$2,818.13 |
| ANDREA CARTER & ASSOCIATES | Marketing Consulting & PR | 666732 | 12/8/2015 | \$2,800.00 |
| GRAINGER | Facility Maintenance | 666991 | 12/31/2015 | \$2,759.06 |

SunLine Transit Agency
Checks \$1,000 and Over
For the month of December 2015

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| Vendor Name | Description | Check # | Check | Amount |
|----------------------------------------|-------------------------------------|----------------|-------------------|-------------------|
| Access Security Controls International | Security Services | 666954 | 12/31/2015 | \$2,718.75 |
| OFFICE DEPOT | Office Supplies | 667018 | 12/31/2015 | \$2,681.75 |
| ELLSWORTH TRUCK & AUTO | Repair Parts | 666797 | 12/11/2015 | \$2,578.22 |
| INDEPENDENT LIVING PARTNERSHIP | Grant Pass-Through | 666749 | 12/8/2015 | \$2,509.50 |
| ALLIEDBARTON SECURITY SERVICES | Security Services | 666956 | 12/31/2015 | \$2,484.72 |
| CALIFORNIA STATE DISBURSEMENT | Employee Garnishment | 666734 | 12/8/2015 | \$2,478.93 |
| HARBOR DIESEL & EQUIPMENT INC. | Bus Repair parts | 666899 | 12/18/2015 | \$2,473.19 |
| CALIFORNIA STATE DISBURSEMENT | Employee Garnishment | 666873 | 12/18/2015 | \$2,454.77 |
| BURRTEC WASTE & RECYCLING | Facility Trash Removal | 666776 | 12/11/2015 | \$2,409.14 |
| DESERT CITY CAB | Taxi Voucher Program Oct | 666685 | 12/3/2015 | \$2,370.84 |
| DESERT CITY CAB | Taxi Voucher Program Nov | 666883 | 12/18/2015 | \$2,361.08 |
| ALLIEDBARTON SECURITY SERVICES | Security Services | 666767 | 12/11/2015 | \$2,307.24 |
| NEW FLYER | Bus Parts | 666917 | 12/18/2015 | \$2,250.32 |
| CALIFORNIA STATE DISBURSEMENT | Employee Garnishment | 666967 | 12/31/2015 | \$2,244.27 |
| PALM SPRINGS MOTORS, INC. | Non-Rev Repair Parts | 666921 | 12/18/2015 | \$2,178.92 |
| CREATIVE BUS SALES, INC. | Bus Repair Parts | 666973 | 12/31/2015 | \$2,175.68 |
| OPW FUELING COMPONENTS | CNG/Hydrogen Station Parts | 666919 | 12/18/2015 | \$2,152.31 |
| CENTURY FORMS, INC. | Printing Supplies | 666782 | 12/11/2015 | \$1,986.18 |
| VALLEY OFFICE EQUIPMENT, INC. | Fax/Copier Supplies | 666858 | 12/11/2015 | \$1,975.31 |
| FLEET-NET CORPORATION | Software & Licenses | 666691 | 12/3/2015 | \$1,860.00 |
| CAPITAL ONE COMMERCIAL (COSTCO) | Boardroom Supplies | 666780 | 12/11/2015 | \$1,797.76 |
| CLEAN ENERGY | Sun Fuel Parts | 666970 | 12/31/2015 | \$1,792.94 |
| RECARO NORTH AMERICA, INC. | Bus Seats | 666840 | 12/11/2015 | \$1,767.24 |
| CLAIREMONT EQUIPMENT | Bus Stop Improvement | 666968 | 12/31/2015 | \$1,569.02 |
| DS AIR | Agency Supplies | 666980 | 12/31/2015 | \$1,550.94 |
| ALTON HILLIS | Recruiting Employees | 666768 | 12/11/2015 | \$1,444.44 |
| APPLIED TRAINING SYSTEMS, INC. | HR Performance Software | 666733 | 12/8/2015 | \$1,363.59 |
| TK SERVICES, INC. | Bus Repair Parts | 666941 | 12/18/2015 | \$1,347.65 |
| KESQ | Advertisement | 666906 | 12/18/2015 | \$1,325.00 |
| ELLSWORTH TRUCK & AUTO | Repair Parts | 666887 | 12/18/2015 | \$1,289.11 |
| SPORTWORKS NORTHWEST, INC. | Fuel Cell Bus Parts | 666848 | 12/11/2015 | \$1,272.31 |
| PETERSON HYDRAULICS, INC. | Security Equipment | 666835 | 12/11/2015 | \$1,269.99 |
| INSPECTORATE AMERICA | Oil Sample Jars | 666903 | 12/18/2015 | \$1,253.15 |
| OFFICE DEPOT | Office Supplies | 666918 | 12/18/2015 | \$1,251.37 |
| CESAR CISNEROS | Payroll Adjustment/Correction | 666783 | 12/11/2015 | \$1,245.09 |
| ALLIEDBARTON SECURITY SERVICES | Security Services | 666730 | 12/8/2015 | \$1,242.36 |
| SMARTDRIVE SYSTEMS, INC. | Security Equipment | 666721 | 12/3/2015 | \$1,240.00 |
| 4IMPRINT, INC. | Advertisement | 666861 | 12/18/2015 | \$1,233.47 |
| MICHAEL BAKER INTERNATIONAL | Solar Panel Project Nov 2015 | 667007 | 12/31/2015 | \$1,215.56 |

SunLine Transit Agency
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| Vendor Name | Description | Check # | Check | Amount |
|------------------------------------|-------------------------------------|----------------|------------------|-------------------|
| SPORTWORKS NORTHWEST, INC. | Fuel Cell Bus Parts | 666936 | 12/18/2015 | \$1,201.42 |
| CITY OF CULVER CITY | Rodeo Expenses | 666876 | 12/18/2015 | \$1,200.00 |
| CREATIVE BUS SALES, INC. | Bus Repair Parts | 666880 | 12/18/2015 | \$1,191.61 |
| RUTAN & TUCKER, LLP | Legal fees | 666719 | 12/3/2015 | \$1,134.90 |
| GLEN ALAN COY | Printing | 666695 | 12/3/2015 | \$1,133.60 |
| DESERT ALARM, INC. | Security Services | 666794 | 12/11/2015 | \$1,120.00 |
| MICHAEL BAKER INTERNATIONAL | Solar Panel Project Oct 2015 | 666751 | 12/8/2015 | \$1,084.82 |
| CPAC INC.COM | Software | 666972 | 12/31/2015 | \$1,054.95 |
| TULSA GAS TECHNOLOGIES, INC. | CNG | 667031 | 12/31/2015 | \$1,036.23 |
| AVAIL TECHNOLOGIES | ITS Implementation | 666962 | 12/31/2015 | \$1,028.00 |
| COMPLETE COACH WORKS | Repair/Paint Buses | 666787 | 12/11/2015 | \$1,026.00 |
| PROACTIVE WELDING ZONE, INC | Welding Services | 666838 | 12/11/2015 | \$1,024.80 |
| TOTALFUNDS BY HASLER | Postage Supplies | 666942 | 12/18/2015 | \$1,000.00 |

| | |
|------------------------------------------------------|-----------------------|
| Total of Checks Over \$1,000 | \$1,667,185.25 |
| Total of Checks Under \$1,000 | \$58,000.76 |
| Total of All Checks for the Month | \$1,725,186.01 |
| Total Amount of Checks Prior Years Same Month | |



December 2015 Statement



Open Date: 11/21/2015 Closing Date: 12/21/2015

Account: [REDACTED]

Visa® Business Card
SUNLINE TRANSIT (CPN 000648533)

Cardmember Service ☎ 1-866-552-8855
BUS 90 ELN 13

| | |
|---------------------|------------|
| New Balance | \$6,198.03 |
| Minimum Payment Due | \$62.00 |
| Payment Due Date | 01/17/2016 |

Late Payment Warning: If we do not receive your minimum payment by the date listed above, you may have to pay up to a \$35.00 Late Fee and your APRs may be increased up to the Penalty APR of 28.99%.

| | | |
|------------------------|---|-------------------|
| Previous Balance | + | \$7,254.07 |
| Payments | - | \$7,254.07 CR |
| Other Credits | | \$0.00 |
| Purchases | + | \$6,198.03 |
| Balance Transfers | | \$0.00 |
| Advances | | \$0.00 |
| Other Debits | | \$0.00 |
| Fees Charged | | \$0.00 |
| Interest Charged | | \$0.00 |
| New Balance | = | \$6,198.03 |
| Past Due | | \$0.00 |
| Minimum Payment Due | | \$62.00 |
| Credit Line | | \$43,000.00 |
| Available Credit | | \$36,801.97 |
| Days in Billing Period | | 31 |

Payment Options:



Mail payment coupon with a check



Pay online at myaccountaccess.com



Pay by phone 1-866-552-8855

No payment is required.

CPN 000648533

0047985100508939200000062000006198037

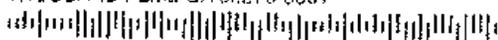


24-Hour Cardmember Service: 1-866-552-8855

- ☎ to pay by phone
- ☎ to change your address

000038514 1 AB 0.418 000538407342542 P

SUNLINE TRANSIT
CENTRAL BILL
32505 HARRY OLIVER TR.
THOUSAND PLMS CA 92276-5501



Automatic Payment

| | |
|---------------------------------------------------------------------------------------------------|---------------------|
| Account Number: | 4798 5100 5089 3920 |
| Your new full balance of \$6,198.03 will be automatically deducted from your account on 01/14/16. | |



December 2015 Statement 11/21/2015 - 12/21/2015
 SUNLINE TRANSIT (CPN 000648533)

Page 2 of 3

Cardmember Service (1-866-552-8855

Important Messages

Paying Interest: You have a 24 to 30 day interest-free period for Purchases provided you have paid your previous balance in full by the Payment Due Date shown on your monthly Account statement. In order to avoid additional INTEREST CHARGES on Purchases, you must pay your new balance in full by the Payment Due Date shown on the front of your monthly Account statement.

There is no interest-free period for transactions that post to the Account as Advances or Balance Transfers except as provided in any Offer Materials. Those transactions are subject to interest from the date they post to the Account until the date they are paid in full.

Your payment of \$6198.03 will be automatically deducted from your bank account on 01/14/2016. Please refer to your AutoPay Terms and Conditions for further information regarding this account feature.

Sign up for Emails to take full advantage of your card benefits! Visit myaccountaccess.com to enroll in Credit Card Account Access. Click "to Enroll" and enter your information. Enter your email address to receive exclusive offers that are only available online, as well as important updates on your account.

A Great way to get great offers from Visa Checkout. Each week through December 2015 Visa Checkout is offering new money-saving deals with various merchants. Watch the NFL games on FOX or learn more at visacheckout.com/gamedaydeals. Merchant offers and campaign details found at visacheckout.com/gamedaydeals. Visa is a proud sponsor of the NFL.

Transactions SKIVER, LAURA L **Credit Limit** \$40000

| Post Date | Trans Date | Ref # | Transaction Description | Amount | Notation |
|-----------------------------------|------------|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|----------|
| Purchases and Other Debits | | | | | |
| 11/23 | 11/21 | 9811 | WESTIN (WESTIN HOTELS) PASADENA CA | \$914.68 | _____ |
| 12/03 | 12/01 | 4196 | MILLENNIUM BILTMORE HO LOS ANGELES CA | \$620.52 | _____ |
| 12/03 | 12/02 | 4820 | PANERA BREAD #601771 PALM DESERT CA | \$337.37 | _____ |
| 12/07 | 12/04 | 1639 | STANFORD COURT HOTEL SAN FRANCISCO CA | \$1,158.70 | _____ |
| 12/07 | 12/04 | 1647 | STANFORD COURT HOTEL SAN FRANCISCO CA | \$1,158.70 | _____ |
| 12/07 | 12/03 | 3593 | UNITED 0167700315184 800-932-2732 TX MANRIQUEZ/DAVI 03/21/16 PALMSPRINGS TO SAN FRANCISCO SAN FRANCISCO TO SACRAMENTO SACRAMENTO TO SEATTLE TACO SEATTLE TACO TO PALMSPRINGS | \$612.20 | _____ |
| 12/07 | 12/03 | 6007 | UNITED 0167719923440 800-932-2732 TX GARCIA/MICKEL 01/03/16 PALMSPRINGS TO SAN FRANCISCO SAN FRANCISCO TO PALMSPRINGS | \$497.20 | _____ |
| 12/07 | 12/03 | 6015 | UNITED 0167719923441 800-932-2732 TX ROBIN/WILLIAM 01/03/16 PALMSPRINGS TO SAN FRANCISCO SAN FRANCISCO TO PALMSPRINGS | \$497.20 | _____ |
| 12/07 | 12/04 | 7696 | EXPEDIA*1122665422668 EXPEDIA.COM NV | \$7.00 | _____ |
| 12/10 | 12/08 | 9134 | SOUTHWES 5262164898632 800-435-9792 TX EDWARDS/TOMMY 12/16/15 ONTARIO CAL TO OAKLAND CAL OAKLAND CAL TO ONTARIO CAL | \$394.46 | _____ |
| Total for Account | | | | \$6,198.03 | |

Continued on Next Page



RECEIVED DEC 28 2015

December 2015 Statement 11/21/2015 - 12/21/2015
 SUNLINE TRANSIT (CPN 000648533)

Page 3 of 3

Cardmember Service 1-866-552-8855

Transactions SKIVER, LAURA L Credit Limit \$40000

| Post Date | Trans Date | Ref # | Transaction Description | Amount | Notation |
|---------------------------------------|------------|-------|-------------------------|--------------|----------|
| Transactions BILLING ACCOUNT ACTIVITY | | | | | |
| Payments and Other Credits | | | | | |
| 12/14 | 12/14 | | PAYMENT THANK YOU | \$7,254.07CR | |
| | | | Total for Account | \$7,254.07CR | |

| 2015 Totals Year-to-Date | |
|--------------------------------|--------|
| Total Fees Charged in 2015 | \$0.00 |
| Total Interest Charged in 2015 | \$0.00 |

Interest Charge Calculation

Your Annual Percentage Rate (APR) is the annual interest rate on your account.
 **APR for current and future transactions.

| Balance Type | Balance By Type | Balance Subject to Interest Rate | Variable | Interest Charge | Annual Percentage Rate | Expires with Statement |
|--------------------|-----------------|----------------------------------|----------|-----------------|------------------------|------------------------|
| **BALANCE TRANSFER | \$0.00 | \$0.00 | YES | \$0.00 | 13.99% | |
| **PURCHASES | \$6,198.03 | \$0.00 | YES | \$0.00 | 13.99% | |
| **ADVANCES | \$0.00 | \$0.00 | YES | \$0.00 | 20.99% | |

Contact Us

| | | | |
|--------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------|
| <p>Phone</p> <p>Voice: 1-866-552-8855 TDD: 1-888-352-6455 Fax: 1-866-007-9053</p> | <p>Questions</p> <p>Cardmember Service P.O. Box 6353 Fargo, ND 58125-6353</p> | <p> Mail payment coupon with a check</p> <p>Cardmember Service P.O. Box 790408 St. Louis, MO 63179-0408</p> | <p> Online</p> <p>myaccountaccess.com</p> |
|--------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------|

Pacific Western Bank
 SunLine Transit Agency Visa Credit Card Statement
 Closing Date: December 21, 2015

Lauren Skiver – Detail

| | | | |
|----------|----------------------|---------------------------------------------------------------------------------------------------------------|------------|
| 11/21/15 | Calif Transit Assoc | CTA - Hotel L Skiver – CEO/GM | \$ 914.68 |
| 12/01/15 | Millennium Biltmore | Planning Conference Los Angeles 12/1/15 – 12/3/15– A Petke – Planning Manager | \$ 620.52 |
| 12/02/15 | Panera Bread | Board Meeting December 2, 2015 | \$ 337.37 |
| 12/04/15 | Stanford Court Hotel | TSI Train the Trainer 1/3/16 – 1/7/16 – W Robin – Deputy Chief Safety Officer | \$ 1158.70 |
| 12/04/15 | Stanford Court Hotel | TSI Train the Trainer 1/3/16 – 1/7/16 – M Garcia – Safety Officer | \$ 1158.70 |
| 03/21/16 | Expedia | Drug & Alcohol Program 3/21/16 – 3/24/16 – D Manriquez - Drug And Alcohol Compliance Officer | \$ 612.20 |
| 01/03/16 | Expedia | TSI Train the Trainer 1/3/16 – 1/7/16 – W Robin – Deputy Chief Safety Officer | \$ 497.20 |
| 01/03/16 | Expedia | TSI Train the Trainer 1/3/16 – 1/7/16 – M Garcia – Safety Officer | \$ 497.20 |
| 03/21/16 | Expedia | Booking Fee - Drug & Alcohol Program 3/21/16 – 3/24/16 – D Manriquez - Drug and Alcohol Compliance Officer | \$ 7.00 |
| 12/16/15 | Southwest | California Fuel Cell Partnership Bus Team – A.C. Transit T Edwards – Chief Operations Officer | \$ 394.46 |

Total Amount

\$ 6198.03

Credits:

November payment

\$ 7254.07

SunLine Transit Agency
Budget Variance Report
December 2015

| Description | FY 16 Total Budget | Current Month | | | Year to Date | | |
|----------------------------------------------------------|-----------------------|-----------------------|------------------|----------------------------|------------------------|---------------------|----------------------------|
| | | Actual | Budget | Favorable (Unfavorable) | YTD Actual | FY 16 YTD Budget | Favorable (Unfavorable) |
| Operating Revenues: | | | | | | | |
| Passenger Revenue | 3,537,602 | 259,600 | 294,800 | (35,200) | 1,580,075 | 1,768,801 | (188,726) |
| Other Revenue | 1,636,829 | 284,349 | 136,402 | 147,946 | 1,107,892 | 818,415 | 289,478 |
| Total Operating Revenue | 5,174,431 | 543,949 | 431,203 | 112,746 | 2,687,968 | 2,587,216 | 100,752 |
| Operating Expenses: | | | | | | | |
| Operator & Mechanic Salaries & Wages | 8,170,608 | 642,106 | 680,884 | 38,778 | 3,835,555 | 4,085,304 | 249,749 |
| Operator & Mechanic Overtime | 958,000 | 59,038 | 79,833 | 20,795 | 485,365 | 479,000 | (6,365) |
| Administration Salaries & Wages | 4,599,232 | 386,131 | 383,269 | (2,861) | 2,056,348 | 2,299,616 | 243,268 |
| Administration Overtime | 7,200 | 94 | 600 | 506 | 3,949 | 3,600 | (349) |
| Fringe Benefits | 8,519,093 | 695,944 | 709,924 | 13,980 | 3,875,470 | 4,259,547 | 384,076 |
| Communications | 141,620 | 11,418 | 11,802 | 383 | 66,939 | 70,810 | 3,871 |
| Legal Services - General | 150,000 | 6,903 | 12,500 | 5,597 | 49,777 | 75,000 | 25,223 |
| Computer/Network Software Agreement | 315,593 | 26,181 | 26,299 | 118 | 143,264 | 157,797 | 14,532 |
| Uniforms | 85,400 | 11,456 | 7,117 | (4,339) | 52,348 | 42,700 | (9,648) |
| Contracted Services | 477,520 | 29,660 | 39,793 | 10,133 | 188,225 | 238,760 | 50,535 |
| Equipment Repairs | 4,000 | 1,793 | 333 | (1,460) | 2,324 | 2,000 | (324) |
| Security Services | 67,440 | 5,286 | 5,620 | 334 | 32,764 | 33,720 | 956 |
| Fuel - CNG | 1,373,972 | 93,731 | 114,498 | 20,767 | 632,085 | 686,986 | 54,901 |
| Fuel - Hydrogen | 180,554 | 13,491 | 15,046 | 1,555 | 128,461 | 90,277 | (38,184) |
| Tires | 301,501 | 16,118 | 25,125 | 9,007 | 98,570 | 150,751 | 52,181 |
| Office Supplies | 62,466 | 6,847 | 5,206 | (1,642) | 33,219 | 31,233 | (1,986) |
| Travel/Training | 141,140 | 6,943 | 11,762 | 4,818 | 41,511 | 70,570 | 29,059 |
| Repair Parts | 919,963 | 28,170 | 76,664 | 48,494 | 549,081 | 459,982 | (89,100) |
| Facility Maintenance | 33,000 | 1,813 | 2,750 | 937 | 22,309 | 16,500 | (5,809) |
| Electricity - CNG & Hydrogen | 170,030 | 13,671 | 14,169 | 499 | 85,204 | 85,015 | (189) |
| Natural Gas | 1,263,484 | 86,730 | 105,290 | 18,560 | 611,651 | 631,742 | 20,091 |
| Water | 6,000 | 701 | 500 | (201) | 2,159 | 3,000 | 841 |
| Insurance Losses | 1,389,250 | 87,240 | 115,771 | 28,531 | 364,832 | 694,625 | 329,793 |
| Insurance Premium - Property | 60,000 | 1,195 | 5,000 | 3,805 | 7,168 | 30,000 | 22,832 |
| Repair Claims | 50,000 | 982 | 4,167 | 3,185 | 25,950 | 25,000 | (950) |
| Fuel Taxes | 145,450 | 14,162 | 12,121 | (2,042) | 81,012 | 72,725 | (8,287) |
| Other Expenses | 3,538,550 | 105,805 | 294,879 | 189,074 | 1,094,952 | 1,769,275 | 674,323 |
| Self Consumed Fuel | (1,508,641) | (105,587) | (125,720) | 20,133 | (717,425) | (754,321) | 36,896 |
| Total Operating Expenses (Before Depreciation) | 31,622,425 | 2,248,023 | 2,635,202 | 387,180 | 13,853,066 | 15,811,213 | 1,958,146 |
| Operating Expenses in Excess of Operating Revenue | | \$ (1,704,074) | | | \$ (11,165,098) | | |
| Subsidies: | | | | | | | |
| Local - Measure A, RTA Funds | 6,558,720 | 422,586 | 546,560 | 123,974 | 2,768,783 | 3,279,360 | 510,577 |
| State - LTF, LCTOP | 15,185,740 | 978,434 | 1,265,478 | 287,044 | 6,410,705 | 7,592,870 | 1,182,165 |
| Federal - 5307, 5311, 5316, 5317 & CMAQ | 4,703,534 | 303,054 | 391,961 | 88,907 | 1,985,611 | 2,351,767 | 366,156 |
| Total Subsidies | 26,447,994 | 1,704,074 | 2,204,000 | 499,926 | 11,165,098 | 13,223,997 | 2,058,899 |
| Net Operating Gain (Loss) After Subsidies | \$ - | \$ - | | | \$ - | | |

SunLine Transit Agency
Budget Variance Report
December 2015

| Description | FY 16 Total Budget | Current Month | | | Year to Date | | |
|-------------------------------------------------------|-----------------------|-----------------------|------------------|----------------------------|------------------------|---------------------|----------------------------|
| | | Actual | Budget | Favorable (Unfavorable) | YTD Actual | FY 16 YTD Budget | Favorable (Unfavorable) |
| Operating Expenses: | | | | | | | |
| Wages & Benefits | 22,254,133 | 1,783,313 | 1,854,511 | 71,198 | 10,256,687 | 11,127,067 | 870,379 |
| Services | 3,189,005 | 180,976 | 265,750 | 84,775 | 1,056,980 | 1,594,503 | 537,523 |
| Fuels & Lubricants | 1,693,861 | 116,375 | 141,155 | 24,780 | 838,183 | 846,931 | 8,748 |
| Tires | 301,501 | 16,118 | 25,125 | 9,007 | 98,570 | 150,751 | 52,181 |
| Materials and Supplies | 1,186,279 | 49,581 | 98,857 | 49,276 | 710,728 | 593,140 | (117,589) |
| Utilities | 1,712,400 | 120,919 | 142,700 | 21,781 | 828,958 | 856,200 | 27,242 |
| Casualty & Liability | 2,115,064 | 51,798 | 176,255 | 124,457 | 558,363 | 1,057,532 | 499,169 |
| Taxes and Fees | 145,450 | 14,162 | 12,121 | (2,042) | 81,012 | 72,725 | (8,287) |
| Miscellaneous Expenses | 533,373 | 20,367 | 44,448 | 24,081 | 141,011 | 266,687 | 125,676 |
| Self Consumed Fuel | (1,508,641) | (105,587) | (125,720) | 20,133 | (717,425) | (754,321) | 36,896 |
| Total Operating Expenses (Before Depreciation) | 31,622,425 | 2,248,023 | 2,635,202 | 387,180 | 13,853,066 | 15,811,213 | 1,958,146 |
| Revenues: | | | | | | | |
| Passenger Revenue | 3,537,602 | 259,600 | 294,800 | (35,200) | 1,580,075 | 1,768,801 | (188,726) |
| Other Revenue | 1,636,829 | 284,349 | 136,402 | 147,946 | 1,107,892 | 818,415 | 289,478 |
| Total Operating Revenue | 5,174,431 | 543,949 | 431,203 | 112,746 | 2,687,968 | 2,587,216 | 100,752 |
| Net Operating Gain (Loss) | | \$ (1,704,074) | | | \$ (11,165,099) | | |
| Subsidies: | | | | | | | |
| Local - Measure A, RTA Funds | 6,558,720 | 422,586 | 546,560 | 123,974 | 2,768,783 | 3,279,360 | 510,577 |
| State - LTF, LCTOP | 15,185,740 | 978,434 | 1,265,478 | 287,044 | 6,410,705 | 7,592,870 | 1,182,165 |
| Federal - 5307, 5311, 5316, 5317 & CMAQ | 4,703,534 | 303,054 | 391,961 | 88,907 | 1,985,611 | 2,351,767 | 366,156 |
| Total Subsidies | 26,447,994 | 1,704,074 | 2,204,000 | 499,926 | 11,165,099 | 13,223,997 | 2,058,898 |
| Net Operating Gain (Loss) After Subsidies | \$ - | \$ - | | | \$ - | | |

Budget Variance Analysis - SunLine Transit

Passenger Revenue - Unfavorable

- System wide ridership is currently down 5.7% for FY16, with fixed route ridership down 6.4% and SunDial up 14.2%

Other Revenue - Favorable

- Outside fuel sales above the budgeted amount due to an increase in the quantity of publicly consumed CNG.
- Emissions credit's selling price increased over 32% for first quarter of FY16.
- Bus stop advertising revenue has already exceeded FY16 budget.

Operator & Mechanic Salaries & Wages - Favorable

- Operators on extended leave for long term disability or workers compensation.
- The majority of the new service improvements will begin in January. A majority of the expenses associated with the service improvements would be coming from wages. Accordingly, there will be some wage savings in operations until the new services are implemented.

Operator & Mechanic Overtime - Unfavorable

- While Fixed Route and Mechanic's overtime is performing under budget, Paratransit operator's overtime is over budget due to increased ridership and quantity of scheduled hours for part-time operators.

Administration Salaries & Wages - Favorable

- Multiple positions were posted after the budget was approved by the Board of Directors in June, but were not filled as of December.

Administration Overtime - Unfavorable

- Administration overtime expenses are within an acceptable range of the budgeted amount.

Fringe Benefits - Favorable

- Open positions help contribute to the favorable balance for fringe benefits.
- The vast majority of unemployment taxes are paid in the first quarter of the calendar year. Accordingly, January & February will reduce the favorable YTD balance within better range of budget.

Communications - Favorable

- Increases in communication expenses are planned throughout the rest of the fiscal year.

Legal Services - General - Favorable

- Savings due to a decreased use in legal consulting during the change in legal firms and overall lower monthly expenses YTD.

Computer/Network Software Agreement - Favorable

- Software agreements are re-newed at different points throughout the year and the account will experience highs and lows accordingly.

Uniforms - Unfavorable

- Uniform expenditures are slightly over budget in the operations department due to the new classes of operators.

Contracted Services - Favorable

- Savings primarily attributed to not implementing the website hosting improvements or publishing the annual report to date.

Equipment Repairs - Unfavorable

- Equipment repair expenses are within an acceptable range of the budgeted amount.

Security Services - Favorable

- Security service expenses are within an acceptable range of the budgeted amount.

Fuel - CNG - Favorable

- The budget accounts for an increase in expenses for fuel due to new service improvements. The new service improvements were implemented in January 2016 and should reduce the favorable balance.
- CNG usage reduced during winter months as lower temperatures cause more efficient fuel usage.

Fuel - Hydrogen - Unfavorable

- A favorable Hydrogen fuel cost in December has helped reduce the unfavorable balance due to previous technical difficulties with the hydrogen station.

Tires - Favorable

- Tire expenses budgeted in accordance with the service improvements planned for January 2016 & should carry a favorable balance until the services are implemented.

Office Supplies - Unfavorable

- Office supply expenses are currently exceeding budget. One reason is due to new supplies, such as check stock, ordered for the change of banks.

Travel/Training - Favorable

- Travel & training savings can be attributed to varying times at which training sessions are attended.

Repair Parts -Unfavorable

- CNG Repair Parts for Thousand Palms increased due to an issue with one of the compressors. Increase in repair parts for Indio was related to the replacement of a fueling valve.
- Engine rebuilds contributed to the unfavorable balance in Paratransit.
- Fixed Route repair parts unfavorable balance reduced during cooler weather.

Facility Maintenance - Unfavorable

- Facility maintenance expenses over budget due to unexpected repair costs for a hydraulic lift in the shops at Indio and Thousand Palms.

Electricity - CNG & Hydrogen - Unfavorable

- Electricity expenses are within an acceptable range of the budgeted amount.

Natural Gas - Favorable

- The natural gas prices have fallen more in line with initial projections and has reduced the previous unfavorable balance. The current favorable balance should start to decrease when the new services are implemented in the second half of the FY.

Water - Favorable

- Water expenses are within an acceptable range of the budgeted amount.

Insurance Losses - Favorable

- Insurance losses can vary greatly from month to month and there was not been much activity year to date.

Insurance Premium - Property - Favorable

- Insurance coverage is changing as of January 1st to include Auto Physical Damage, which will increase premiums. Additional insurance quotes are also being obtained for more comprehensive coverage and should decrease favorable balance.

Repair Claims - Unfavorable

- Repair claims are within an acceptable range of the budgeted amount.

Fuel Taxes - Unfavorable

- An increase in outside fuel sales over the budgeted amount has lead to an unfavorable variance in fuel taxes. The increase in expenses are outweighed by the generated revenue.

Other Expenses - Favorable

- Insurance coverage is currently being re-evaluated and was therefore budgeted with a possible increase in expenses after expanding coverage. A change for Auto Physical Damage was brought before the board in December and will go into effect in January 2016.

Self Consumed Fuel - Favorable

- The natural gas prices have fallen more in line with initial projections and has reduced the previous unfavorable balance. The current favorable balance should start to decrease when the new services are implemented in the second half of the FY.
- CNG usage reduced during winter months as lower temperatures cause more efficient fuel usage.



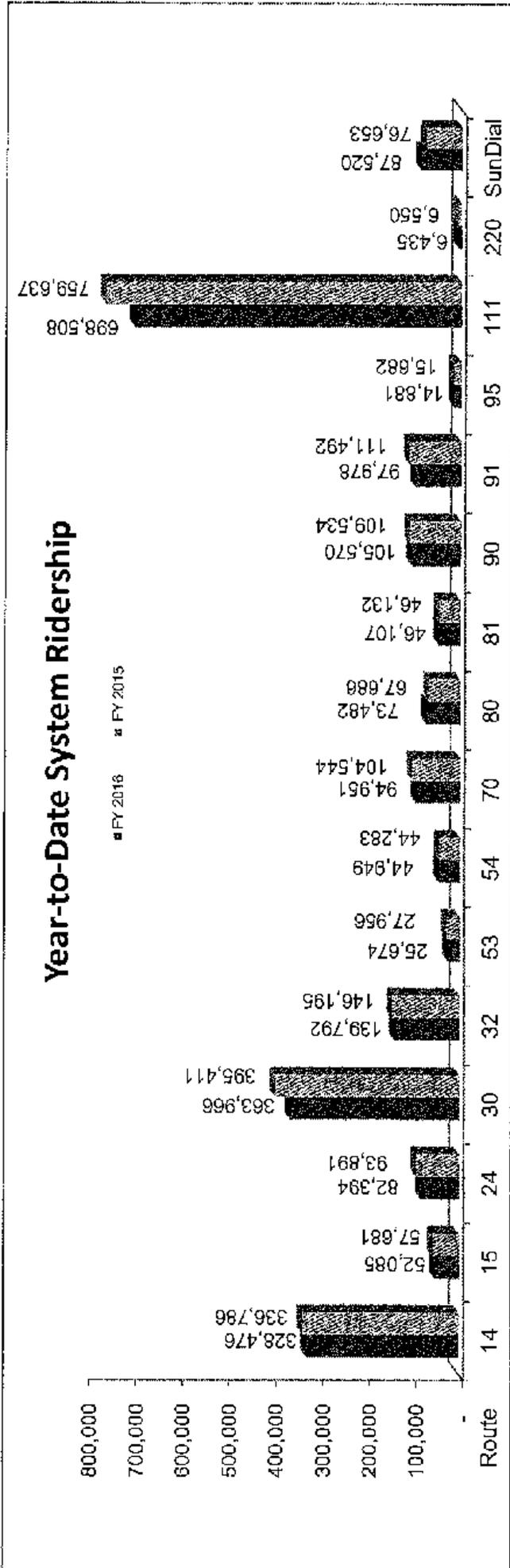
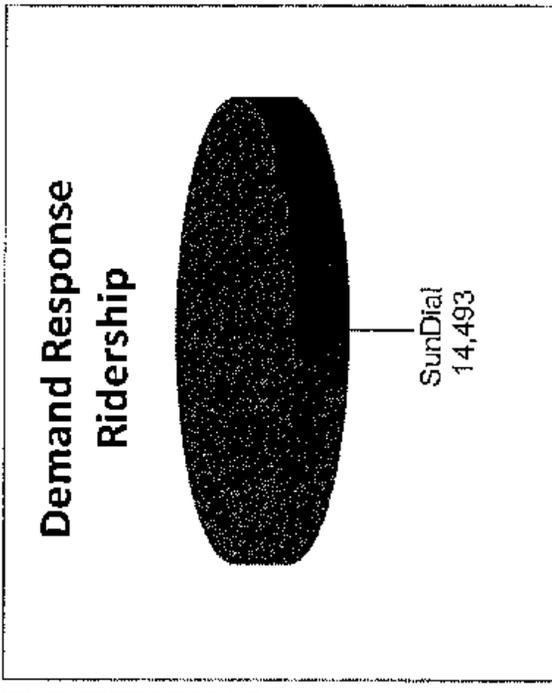
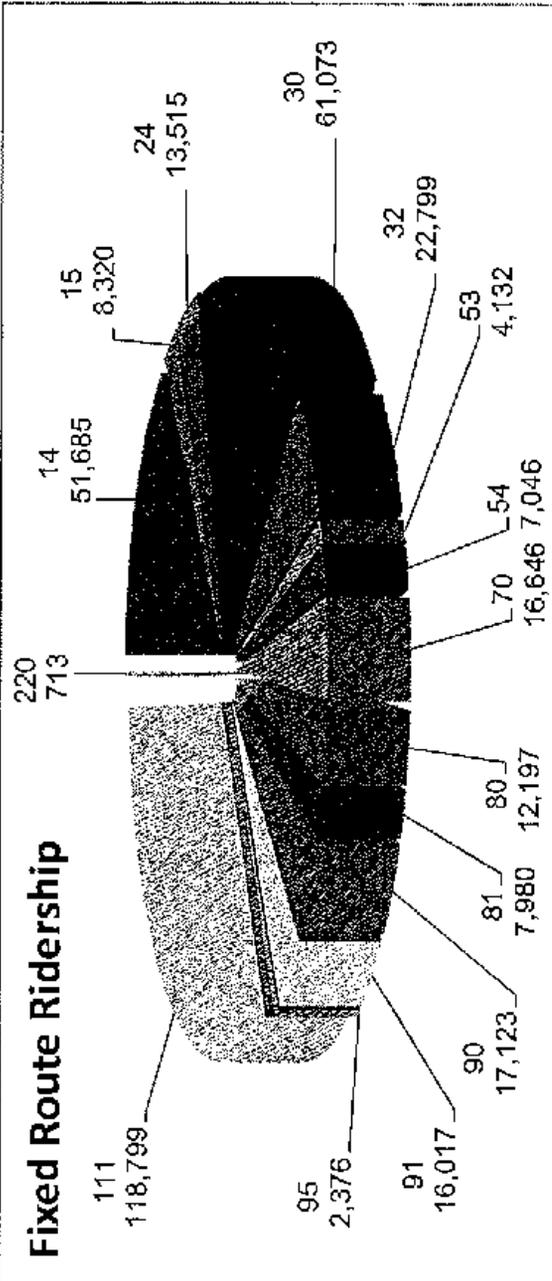
SunLine Transit Agency Monthly Ridership Report December 2015

FY
2015 & 2016

| Line | Fixed Route Description | Dec 2015 | Dec 2014 | Nov 2015 | Month | % | FY 2016 | FY 2015 | YTD | YTD | % | Bikes | | Wheelchairs | |
|--------------------------|-------------------------|----------------|----------------|----------------|-----------------|--------------|------------------|------------------|------------------|---------------|--------------|---------------|--------------|---------------|---------|
| | | Var. | Var. | Var. | Var. | Var. | YTD | YTD | Var. | YTD | YTD | Var. | Monthly | Monthly | Monthly |
| 14 | DHS/PS | 51,685 | 54,810 | 51,695 | (3,125) | -5.7% | 328,476 | 336,786 | (8,310) | 10,423 | -2.5% | 1,458 | 423 | 2,824 | |
| 15 | DHS | 8,320 | 10,230 | 8,465 | (1,910) | -18.7% | 52,085 | 57,681 | (5,596) | 1,777 | -9.7% | 240 | 62 | 244 | |
| 24 | PS | 13,515 | 15,427 | 13,735 | (1,912) | -12.4% | 82,394 | 93,891 | (11,497) | 2,017 | -12.2% | 347 | 195 | 1,110 | |
| 30 | CC/PS | 61,073 | 65,656 | 58,716 | (4,583) | -7.0% | 363,966 | 395,411 | (31,445) | 12,031 | -8.0% | 1,910 | 331 | 2,542 | |
| 32 | PD/IRM/TP/CC/PS | 22,799 | 23,673 | 24,112 | (874) | -3.7% | 139,792 | 146,195 | (6,403) | 5,868 | -4.4% | 956 | 165 | 920 | |
| 53 | PD/IW | 4,132 | 4,675 | 4,427 | (543) | -11.6% | 25,674 | 27,956 | (2,282) | 1,025 | -8.2% | 145 | 19 | 108 | |
| 54 | Indio/LQ/IW/IPD | 7,046 | 7,660 | 8,199 | (614) | -8.0% | 44,949 | 44,283 | 666 | 1,480 | 1.5% | 182 | 34 | 306 | |
| 70 | LQ/BD | 16,646 | 18,500 | 16,857 | (1,854) | -10.0% | 94,951 | 104,544 | (9,593) | 2,891 | -9.2% | 439 | 76 | 339 | |
| 80 | Indio | 12,197 | 10,731 | 12,228 | 1,466 | 13.7% | 73,482 | 67,686 | 5,796 | 1,521 | 8.6% | 213 | 80 | 460 | |
| 81 | Indio | 7,980 | 6,865 | 8,145 | 1,115 | 16.2% | 46,107 | 46,132 | (25) | 607 | -0.1% | 73 | 101 | 511 | |
| 90 | Coachella/Indio | 17,123 | 18,868 | 17,805 | (1,745) | -9.2% | 105,570 | 109,534 | (3,964) | 2,711 | -3.6% | 413 | 102 | 561 | |
| 91 | I/Cch/Th/Mec/Oas | 16,017 | 18,196 | 16,675 | (2,179) | -12.0% | 97,978 | 111,492 | (13,514) | 2,906 | -12.1% | 341 | 37 | 285 | |
| 95 | I/Cch/Th/Mec/NS | 2,376 | 2,661 | 2,363 | (285) | -10.7% | 14,881 | 15,682 | (801) | 432 | -5.1% | 72 | - | 10 | |
| 111 | PS to Indio | 118,799 | 127,788 | 116,371 | (8,989) | -7.0% | 698,508 | 759,637 | (61,129) | 25,373 | -8.0% | 3,812 | 819 | 5,097 | |
| 220 | PD to Riverside | 713 | 1,017 | 1,113 | (304) | -29.9% | 6,435 | 6,550 | (115) | 132 | -1.8% | 8 | 3 | 35 | |
| Fixed route total | | 360,421 | 386,757 | 360,896 | (26,336) | -6.8% | 2,175,248 | 2,323,450 | (148,212) | 70,994 | -6.4% | 10,609 | 2,447 | 15,352 | |
| Demand Response | | | | | | | | | | | | | | | |
| SunDial | | 14,493 | 13,625 | 12,965 | 868 | 6.4% | 87,520 | 76,653 | 10,867 | 14.2% | | | | | |
| System total | | 374,914 | 400,382 | 373,861 | (25,468) | -6.4% | 2,262,768 | 2,400,113 | (137,345) | -5.7% | | | | | |
| Weekdays: | | * 22 | * 22 | ** 21 | | | | | | | | | | | |
| Saturdays: | | 4 | 4 | 4 | | | | | | | | | | | |
| Sundays: | | 4 | 4 | 5 | | | | | | | | | | | |
| Total Days: | | 30 | 30 | 30 | | | | | | | | | | | |

Please note: *No transit service on Friday, December 25, 2015 and Thursday, December 25, 2014 due to Christmas Day Holiday.
 **No transit service on Thursday, November 26, 2015.

SunLine Transit Agency
 Monthly Ridership Report
 December - 2015





Complimentary Paratransit Service
Serving Persons with Disabilities Throughout the Coachella Valley

SunDial Operational Notes
December 2015

1. ON-TIME PERFORMANCE

| <u>Last Year</u> | <u>This Year</u> | |
|------------------|------------------|-------------------------------------------|
| 91.29% | 89.7% | Total trips carried in the on-time window |
| 1,018 | 1,312 | Total trips late during the month |
| 11,685 | 11,562 | Total trips |

2. RIDERSHIP and MILEAGE

| <u>Last Year</u> | <u>This Year</u> | |
|------------------|------------------|------------------------------------|
| 11,958 | 13,070 | Total passengers for the month |
| 100,913 | 100,066 | Total miles traveled for the month |

3. SAFETY

| <u>Last Year</u> | <u>This Year</u> | |
|------------------|------------------|-----------------------------|
| 0 | 1 | Total preventable accidents |

4. RIDE-A-LONG & ONBOARD EVALUATIONS

| <u>Last Year</u> | <u>This Year</u> | |
|------------------|------------------|-------------------------------|
| 0 | 0 | Total ride-a-long evaluations |
| 5 | 2 | Total onboard inspections |
| 1 | 0 | Total safety evaluations |

5. DENIALS

| <u>Last Year</u> | <u>This Year</u> | |
|------------------|------------------|--------------------|
| 0 | 0 | Total denied trips |

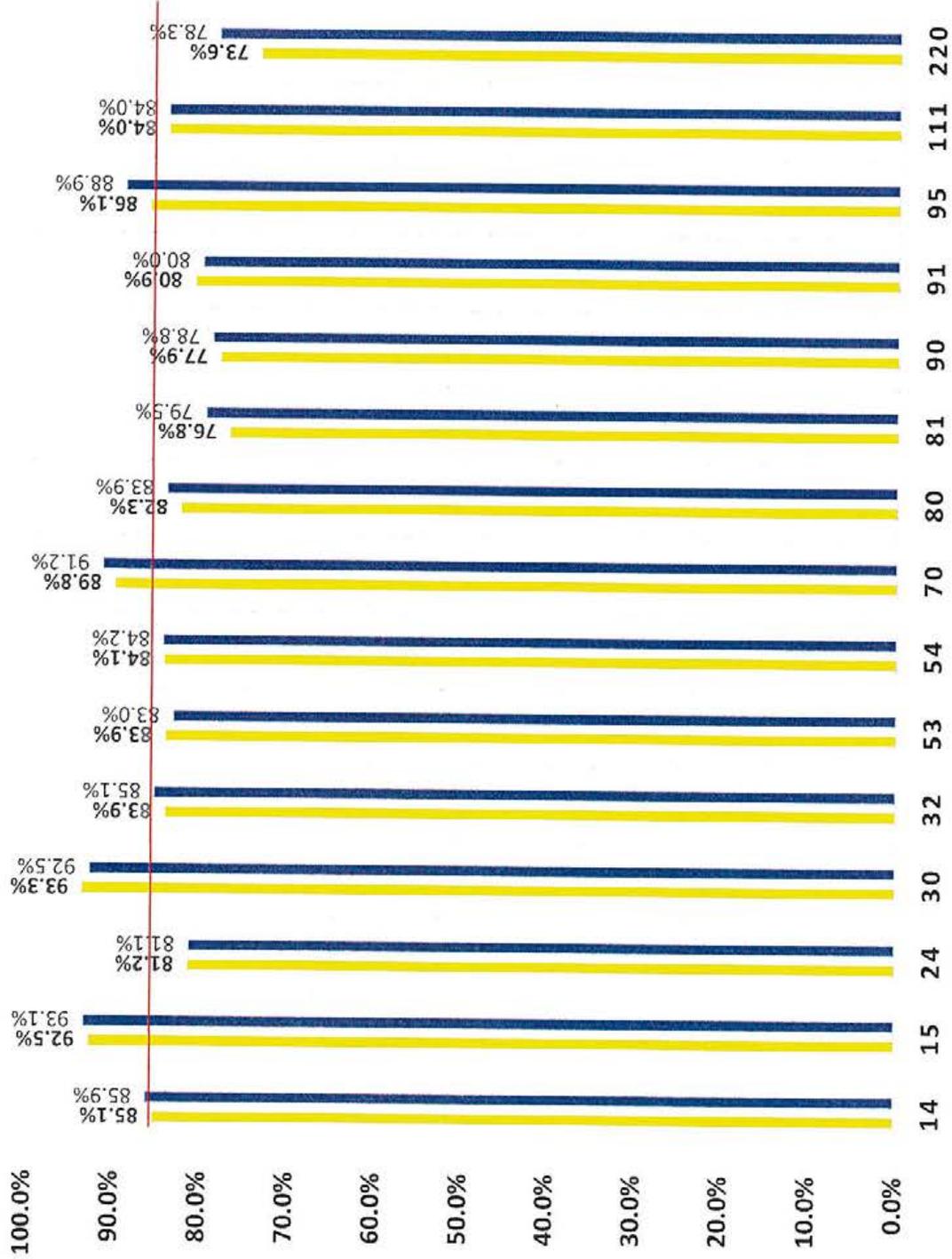
6. WHEELCHAIR BOARDINGS

| <u>Last Year</u> | <u>This Year</u> | |
|------------------|------------------|----------------------------------|
| 1,878 | 1,893 | Total mobility device boarding's |

cc: Lauren Skiver, Carolyn Rude, Polo Oel Toro, Mannie Thomas, Diane Beebe

ON TIME PERFORMANCE % BY LINE DECEMBER 2015

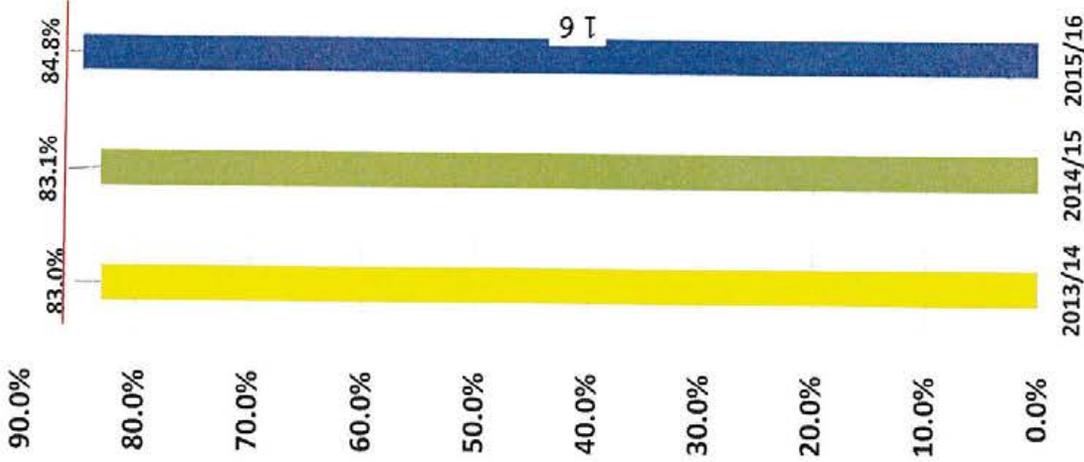
■ November 2015 ■ December 2015



Definition: "On Time" - when a trip departs a timepoint within range of zero minutes early to five minutes late.
 Goal: minimum target for On Time performance is 85%.

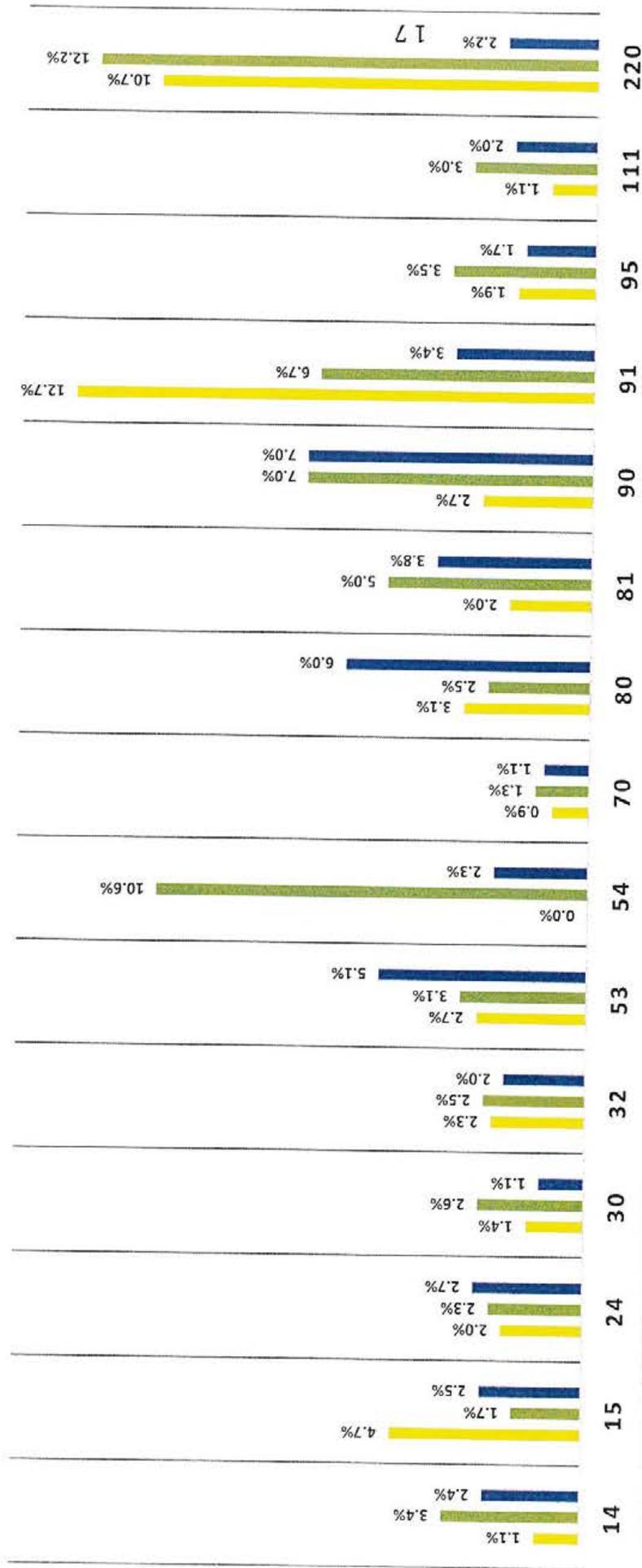
Exceptions: Detours, train stuck on tracks, passenger problems, Avail System Issues

On Time Performance System Wide



EARLY DEPARTURES BY LINE - YEAR TOTALS

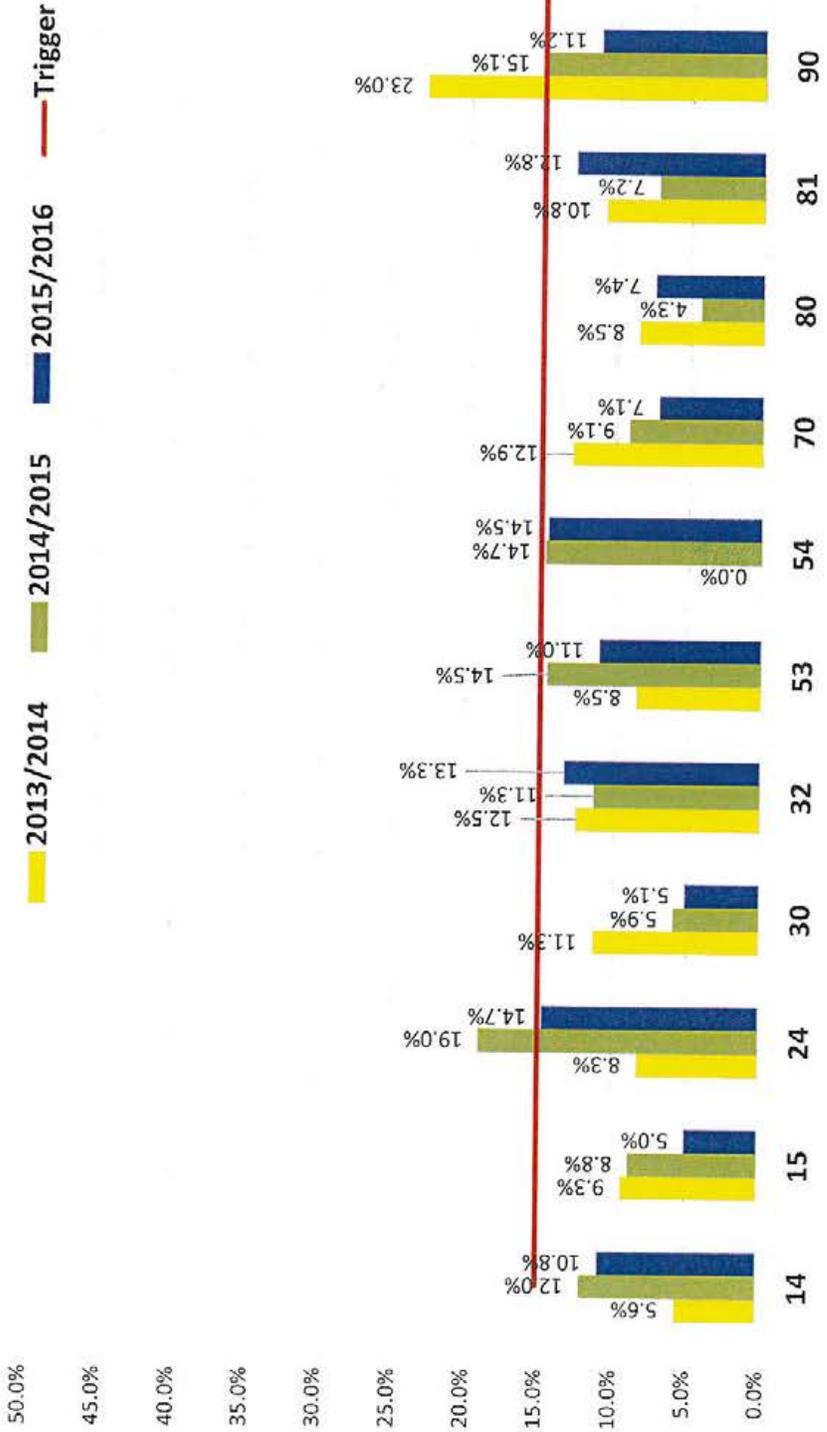
■ 2013/2014
 ■ 2014/2015
 ■ 2015/2016



Definition: When a bus leaves a time point, ahead of the scheduled departure time.

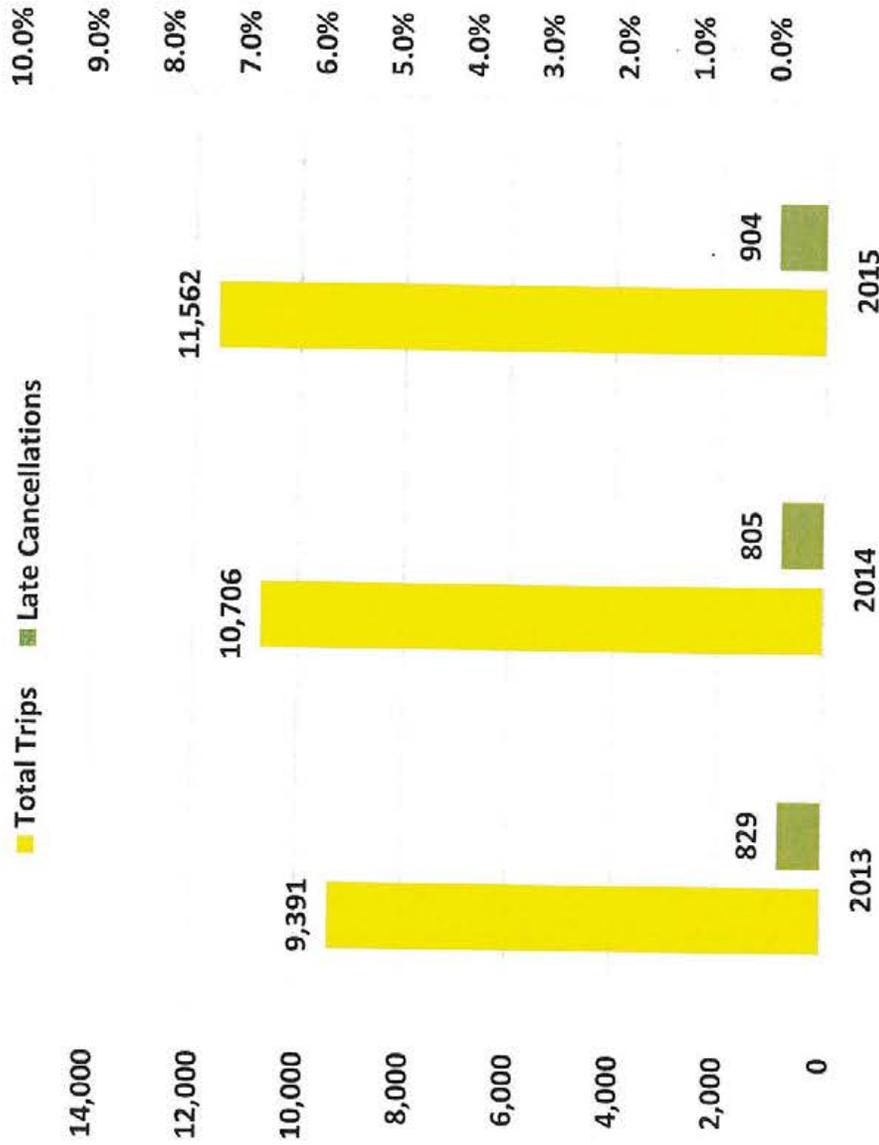
Goal: to reduce early departures to 0% for each line.

Late Departures By Line- Year Totals

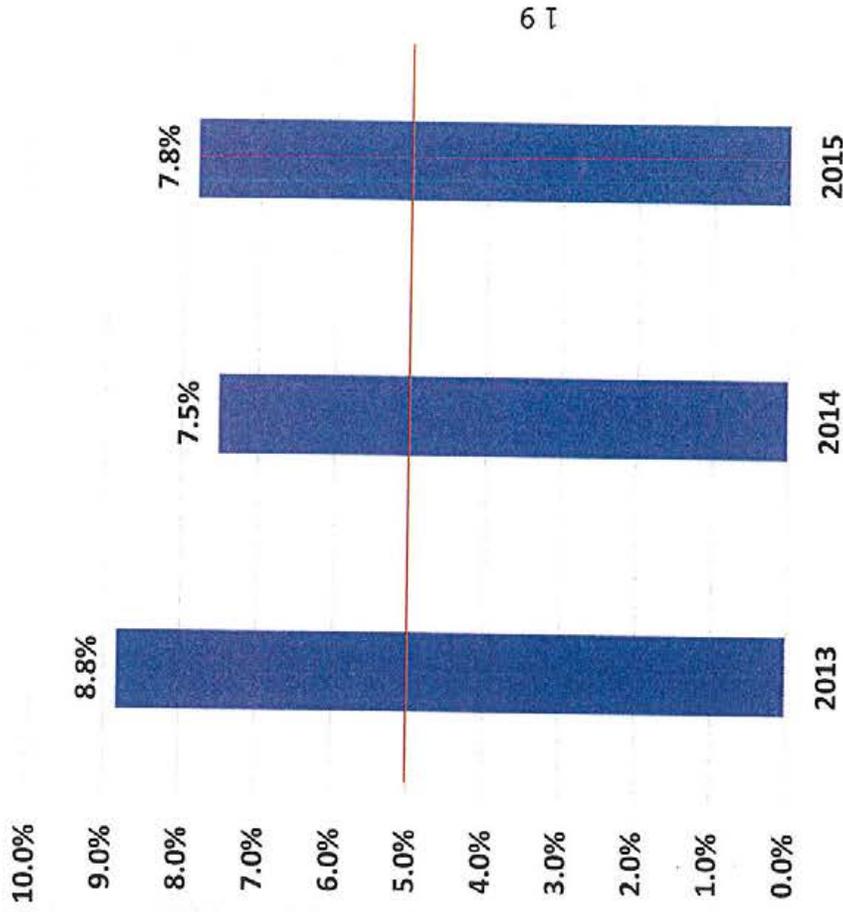


Definition: When a bus leaves a time point behind the scheduled departure time.
The line is running late with a departure greater than 5 minutes.
Goal: to reduce late departures to 15% for each line.

TOTAL TRIPS VS LATE CANCELLATIONS DECEMBER

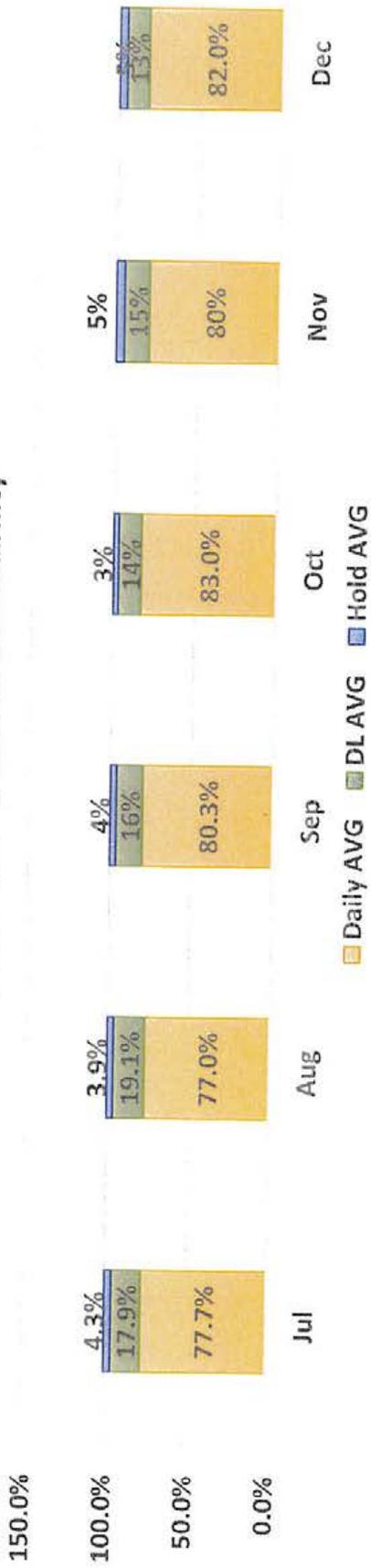


LATE CANCELLATION PERCENTAGE DECEMBER

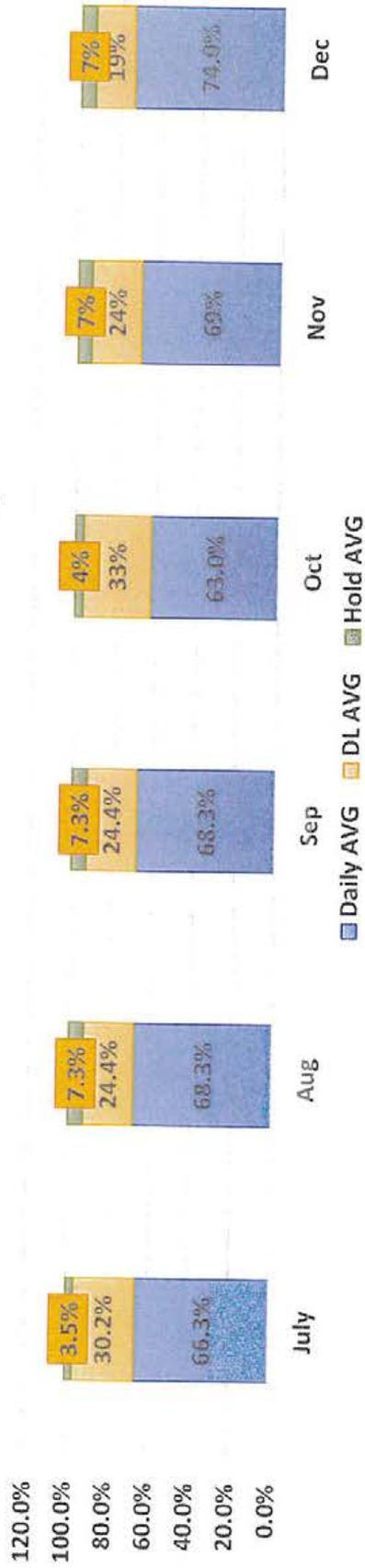


Trip: A one-way ride booked by the client. A round trip is counted as two trips.
Late cancellation: A trip for which an ADA client does not cancel within 2 hours before the scheduled pick up time.
Goal for Late Cancellations: 5% or below.

FY 16 Fixed Route Fleet Availability



FY 16 Paratransit Fleet Availability



Fleet Availability: Total average percentage of the Fleet available to Operations

Hard Down = When a vehicle absolutely cannot go out on the road for the day. This is noted as DL.

Hold = Maintenance has held the vehicle for scheduled repairs, events, training, etc. If absolutely needed to make line, many times these vehicles can be used.

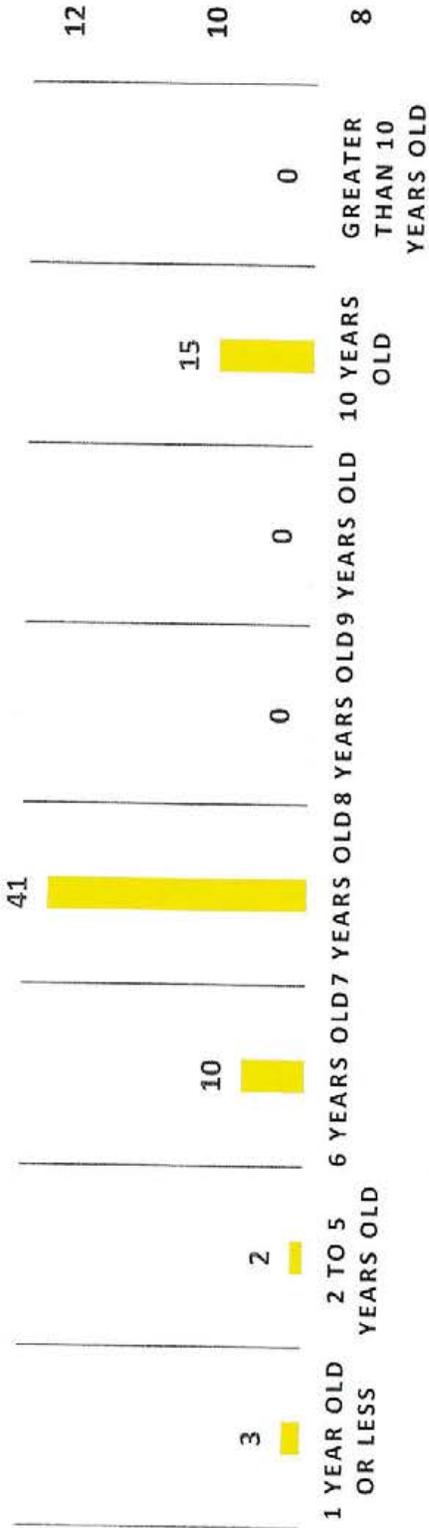
Goal: To have less than 20 percent of the fleet down for maintenance

There has been a focus on improving the Dial a Ride fleet by addressing the long term dead line vehicles

FIXED ROUTE FLEET AGE - DEC 2015

Average Age of Vehicles

■ Number of Fixed Route Buses



PARATRANSIT FLEET AGE - DEC 2015

■ Number of Paratransit Vehicles



FIXED ROUTE FLEET AGE: The average fleet age should be no greater than 10 years old according to the Service Standards Policy. The Fixed Route average fleet age currently stands at 7.2 years old.

Goal: to reduce the current 10 year standard average to a 6 year average. According to the Service Standards Policy, 1/12th of the fleet should be replaced each year; this is equal to 8.3% of the fleet for approximately 6 buses per year.

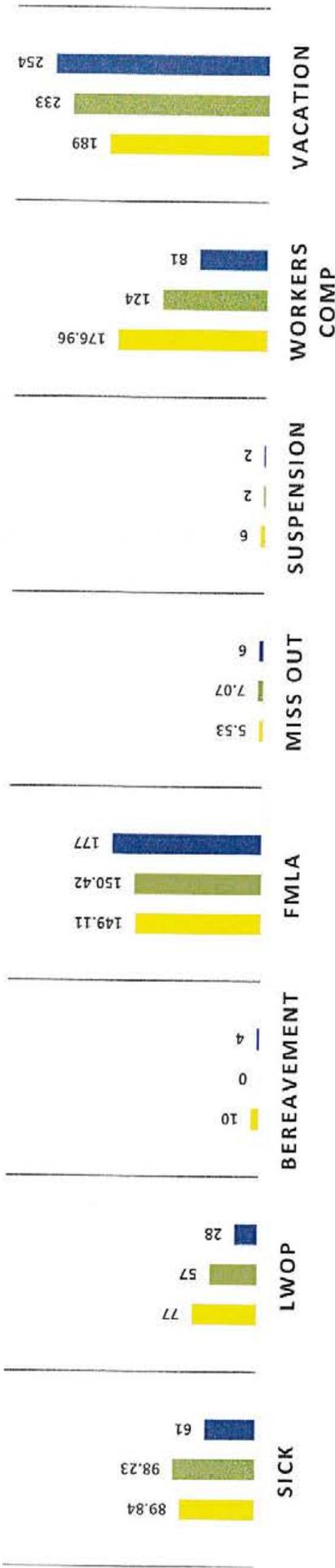
PARATRANSIT

Paratransit vans have a 3 year, 150,000 mile life. Currently, the paratransit fleet average age is 2.8 years old.

Goal: According to the Fleet Plan, the existing paratransit vehicle fleet requires 10 to 12 vehicles to be purchased annually for replacement.

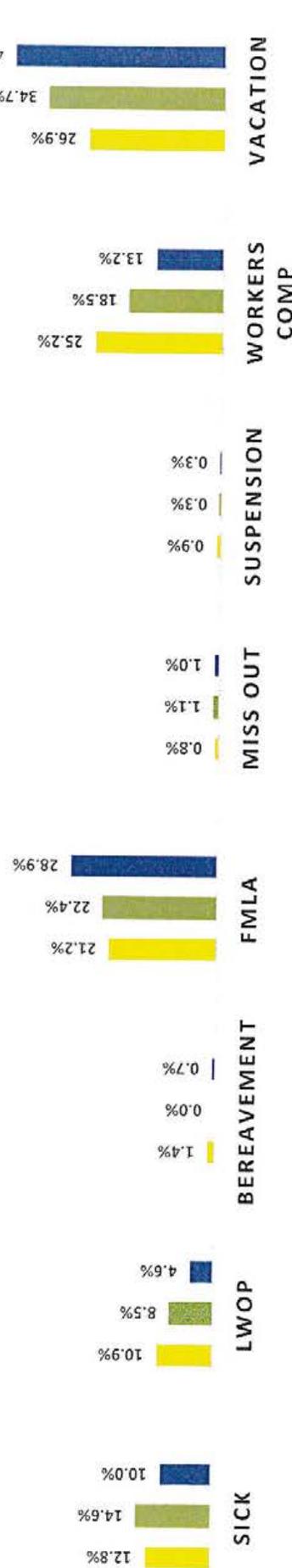
DRIVER ABSENCE OCCURRENCES - DECEMBER 2015

■ Dec 2013 ■ Dec 2014 ■ Dec 2015



DRIVER ABSENCE OCCURRENCES BY PERCENTAGES - DECEMBER 2015

■ Dec 2013 ■ Dec 2014 ■ Dec 2015

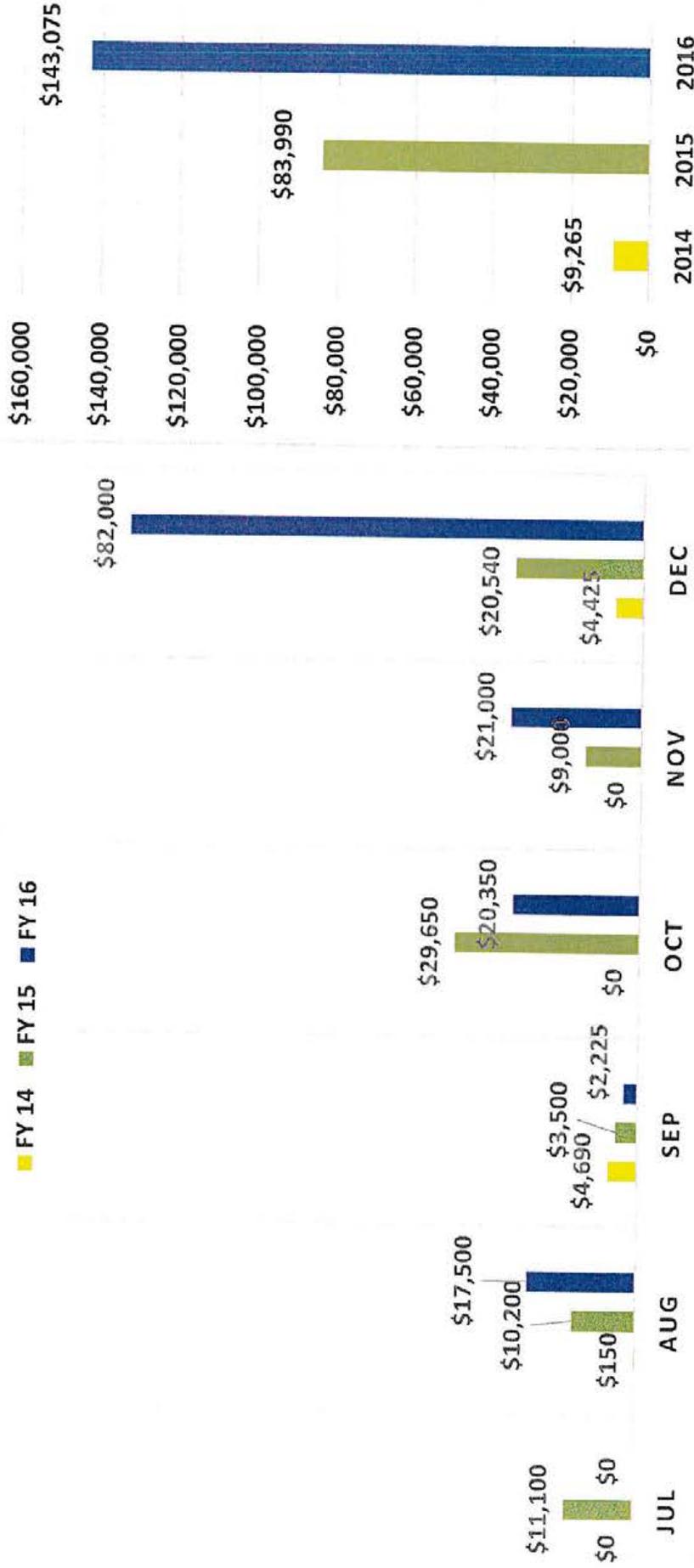


Goal: reduce by 2% - By enforcing attendance policy regularly and monitor trending - Absences include unscheduled for both Paratransit and Fixed Route drivers.

ADVERTISING REVENUE

■ FY 14 ■ FY 15 ■ FY 16

YTD TOTALS



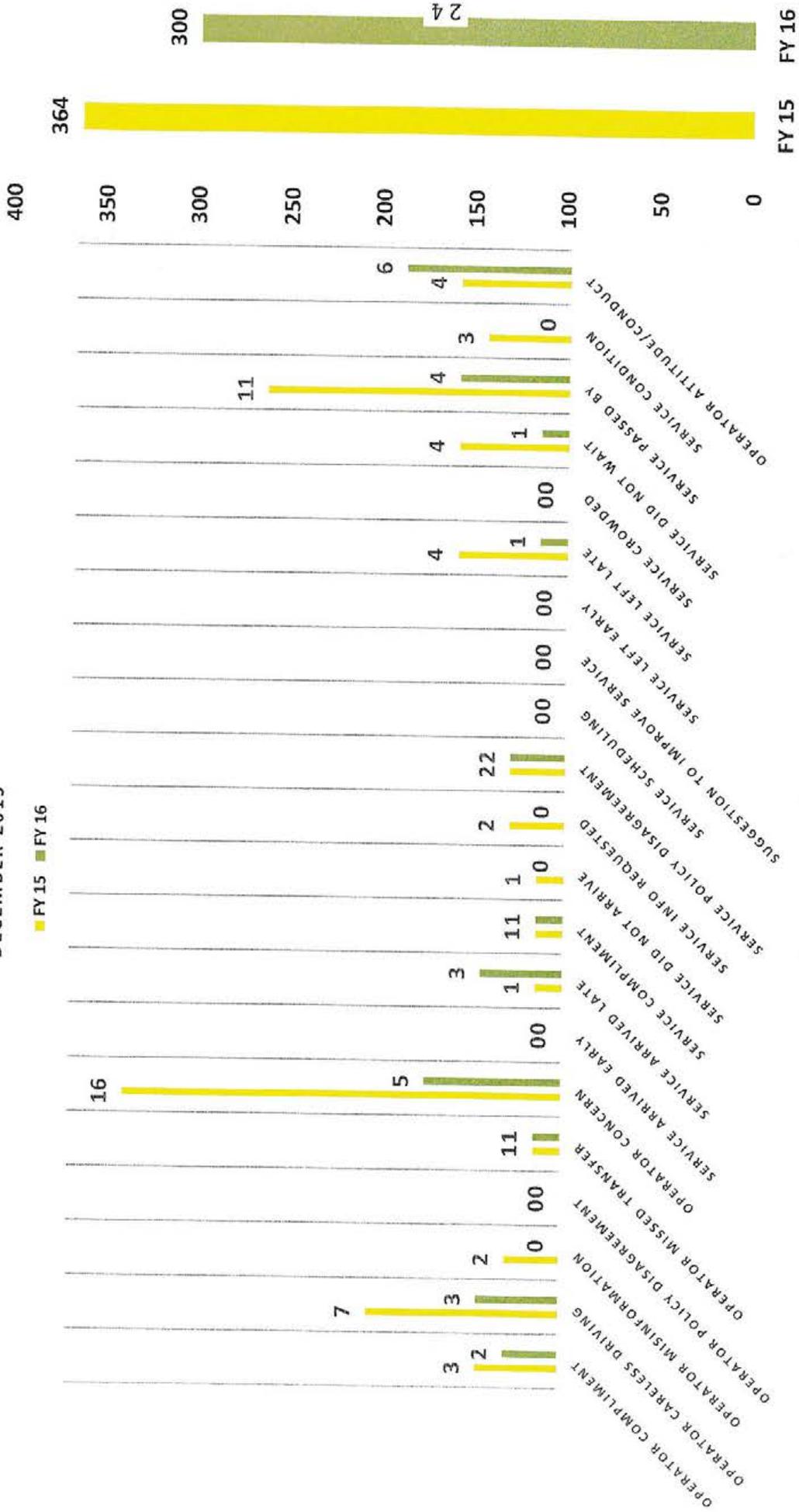
Tracks monthly advertising revenue earned (contracted) for bus shelters and exterior bus advertising. Does not include "Barter Contracts."
 SunLine Transit Agency budgeted \$150,000 in advertising revenue for FY 15/16.

The goal is \$150,000 for FY 16

FIXED ROUTE CUSTOMER COMMENTS BY TYPE

DECEMBER 2015

YTD Totals

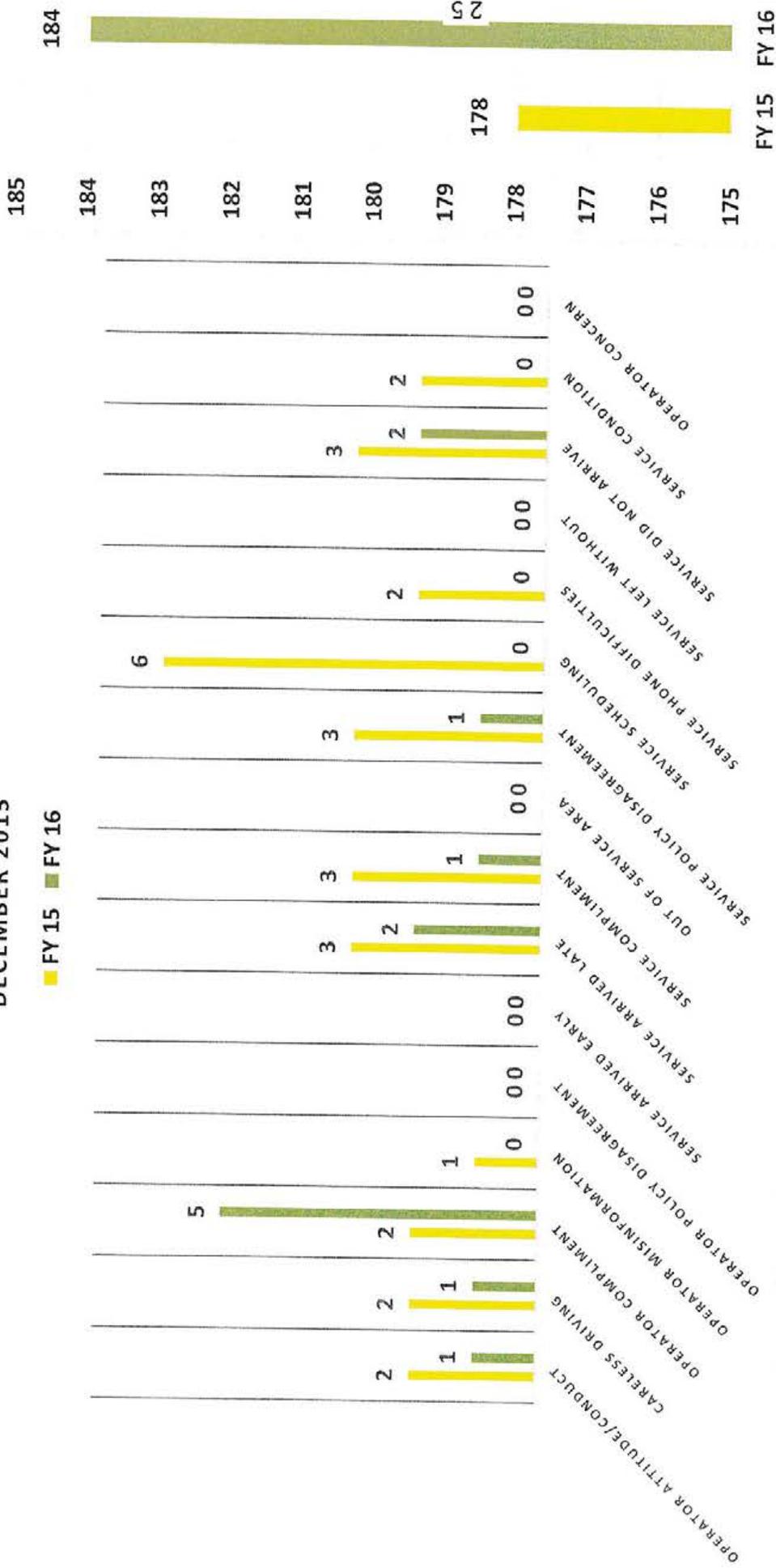


Compares monthly customer comments by type and yearly total comparison for fixed route. Goal is to make every attempt to resolve customer concerns during the initial telephone call to customer service staff. This will reduce the number of comments that need to move forward to other staff to address.

PARATRANSIT CUSTOMER COMMENTS BY TYPE

DECEMBER 2015

YTD Totals



Compares monthly customer comments by type and yearly total comparison for paratransit. Goal is to make every attempt to resolve customer concerns during the initial telephone call to customer service staff. This will reduce the number of comments that need to move forward to other staff to address.

SunLine Transit Agency

DATE: February 24, 2016

RECEIVE & FILE

TO: Strategic Planning & Operational Committee
Board of Directors

FROM: Chief Administration Officer

RE: [Service Standards Performance Report FY 2014/15](#)

Recommendation

Recommend the Board of Directors to Receive and File the fiscal year 2014/15 Service Standards Performance Report. The attached report will capture the following standards:

- Service Frequency and Service Span
- Service Performance
- Service Quality

Background

In July 2013, the Board of Directors approved the SunLine Transit Agency Service Standards Policy to be used in formalizing the planning, operation, management and development of major route and service changes in the Coachella Valley.

Attached is the summary of results for service standards design, performance, and quality metrics for services provided in FY14/15. The metric results of the Key Performance Indicators (KPI) are outlined in this report.

Financial Impact

The Service Standards Performance Report reflects existing transit services provided by SunLine; there are no financial impacts.

Semia Hackett



SunLine Service Standard Performance Report Fiscal Year 2014/15

In July 2013, the Board of Directors approved the SunLine Transit Agency Service Standards Policy to provide the agency staff direction in the planning, operation, and management of transit service in the Coachella Valley.

This report is the annual summary of results for service standards design, performance, and quality metrics for service fiscal year 2014. The service standards policy and metrics are intended to:

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

Overall the metric results are good. Some areas for improvement are targeted for changes for fiscal year 2016 and will also be considered in developing the budget and Short Range Transit Plan for fiscal year 2017.

Service Design

SunLine operated 14 fixed route transit lines in the Coachella Valley during fiscal year 2014/15, as well as one Commuter Link 220 route operating between Palm Desert and Riverside.

The transit lines and the cities or communities they serve are listed in Table 1 below, with Tables 2 and 3 showing service frequencies and spans for each line:

Table 1: Summary of SunLine Fixed Route Transit Services as at July 2015

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

Service Frequency and Service Span Standards

Below are listed the minimum service frequencies and spans considered sustainable with funding level increases expected for SunLine in the next two to five years:

- Key Urban Lines:
 - Frequency of Service:
 - 20-minute weekday daytime
 - 40 minute nights and weekends
 - Span of Service:
 - 5 a.m. – 11 p.m. weekdays
 - 5 a.m. – 11 p.m. weekends
- Local Community Lines:
 - Frequency of Service:
 - 35-minute weekday daytime
 - 90 minute nights and weekends
 - Span of Service:
 - 5 a.m. – 7 p.m. weekdays
 - 9 a.m. - 6 p.m. weekends
- Commuter Link Service:
 - Frequency of Service:
 - 120-minute weekday daytime
 - Span of Service:
 - 4 a.m. – 10 p.m. weekdays

These are minimum standards and can be revised where sustainable (i.e. where demand warrants, performance measures can still be met, and increased funding can sustain). With Line 20 being added, this route will be placed under the Local Community Line category.

New routes may also be implemented based on a weekdays only service typically between the hours of 6 a.m. – 7 p.m. A 12 to 18-month trial period is allocated to provide opportunity for service adjustments prior to making a decision to either retain, expand or eliminate service.

Table 2 – SunLine Service Frequencies as of July 2015

| Line Number | Weekday Frequency | | | Weekend Frequency | |
|-------------|-------------------|--------|---------|-------------------|---------|
| | Peak | Midday | Evening | Day | Evening |
| 14 | 20 | 20 | 30 | 40 | 40 |
| 15 | 60 | 60 | 60 | 60 | 60 |
| 24 | 40 | 40 | 40 | 60 | 60 |
| 30 | 20 | 20 | 30 | 40 | 40 |
| 32 | 50 | 50 | 50 | 60 | 60 |
| 53 | 60 | 60 | 60 | 80 | 80 |
| 54 | 45 | 45 | 45 | - | - |
| 70 | 45 | 45 | 45 | 90 | 90 |
| 80 | 60 | 60 | 60 | 60 | 60 |
| 81 | 60 | 60 | 60 | 60 | 60 |
| 90 | 35 | 35 | 35 | 35 | 35 |
| 91 | 60 | 60 | 60 | 80 | 80 |
| 95 | 180 | 180 | 180 | - | - |
| 111 | 20 | 20 | 30 | 40 | 40 |

Table 3 - SunLine Service Spans as of July 2015

| Line Number | Weekday Span | | Weekend Span | |
|-------------|--------------|------------|--------------|------------|
| | Start | Finish | Start | Finish |
| 14 | 4.52 a.m. | 11.23 p.m. | 4.52 a.m. | 11.23 p.m. |
| 15 | 4.54 a.m. | 8.49 p.m. | 6.49 a.m. | 7.44 p.m. |
| 24 | 6.20 a.m. | 8.25 p.m. | 6.23 a.m. | 7.44 p.m. |
| 30 | 5.19 a.m. | 10.44 p.m. | 6.12 a.m. | 9.40 p.m. |
| 32 | 5.07 a.m. | 10.41 p.m. | 6.54 a.m. | 10.48 p.m. |
| 53 | 6.18 a.m. | 6.46 p.m. | 9.05 a.m. | 6.22 p.m. |
| 54 | 6:00 a.m. | 7:57 p.m. | - | - |
| 70 | 5.15 a.m. | 8.43 p.m. | 5.15 a.m. | 9.28 p.m. |
| 80 | 6.00 a.m. | 8.44 p.m. | 6.00 a.m. | 8.44 p.m. |
| 81 | 5.35 a.m. | 8.23 p.m. | 5.35 a.m. | 8.23 p.m. |
| 90 | 4.55 a.m. | 10.11 p.m. | 4.55 a.m. | 9.01 p.m. |
| 91 | 4.47 a.m. | 10.17 p.m. | 5.38 a.m. | 9.34 p.m. |
| 95 | 5:35 a.m. | 8:50 p.m. | - | - |
| 111 | 4.51 a.m. | 10.54 p.m. | 5.42 a.m. | 10.30 p.m. |

All of the above services were provided in line with the service standards policy. The Lines 14, 15, 90, 91 and 111 weekdays operated below minimum service frequency established. Corrective action was taken in the January 2014 service change to address the service frequencies on Lines 14 and 53 weekdays.

System Ridership

Ridership system wide (SunBus and SunDial) reached 4,829,508, an increase of 0.1%:

- SunBus ridership totaled 4,674,654, a decrease of -9,624 rides (-0.2%) (by comparison, 2013-14)
- SunDial ridership totaled 154,854, an increase of 15,812 rides (+11.4%) (by

comparison, 2013-14)

Average Weekday, Saturday and Sunday ridership by month for fixed route services in fiscal year 2013/14 and fiscal 2014/15 are shown in Charts 1, 2 and 3 below.

The charts also show the seasonal variations by month:

- Average weekday ridership can be as high as 16,000 in season while as low as 11,000 in July.
- Average Saturday ridership seasonally varies from 7,000 to 10,000.
- Average Sunday ridership seasonally varies from 6,000 to 8,000.

This fluctuation is primarily due to the absence of operation of supplementary service levels ("tripper buses") when schools are out of session.

Chart 1 – Average Weekday Ridership by Month

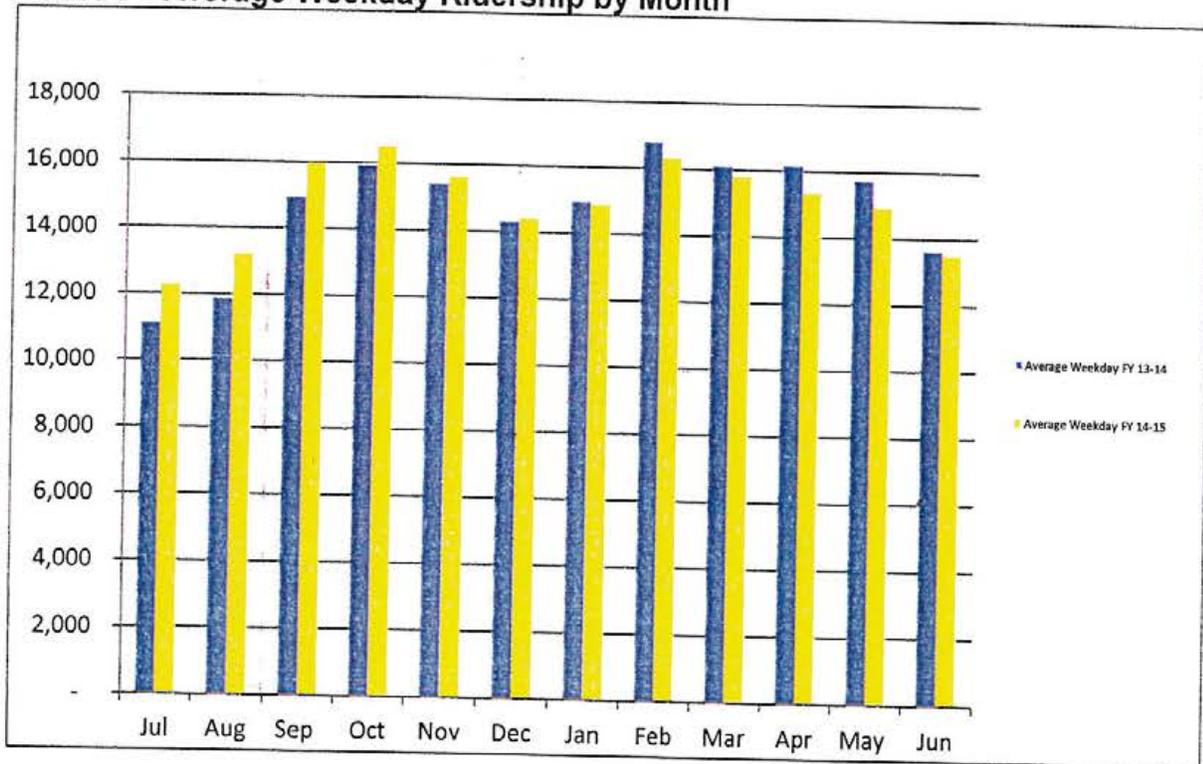


Chart 2 – Average Saturday Ridership by Month

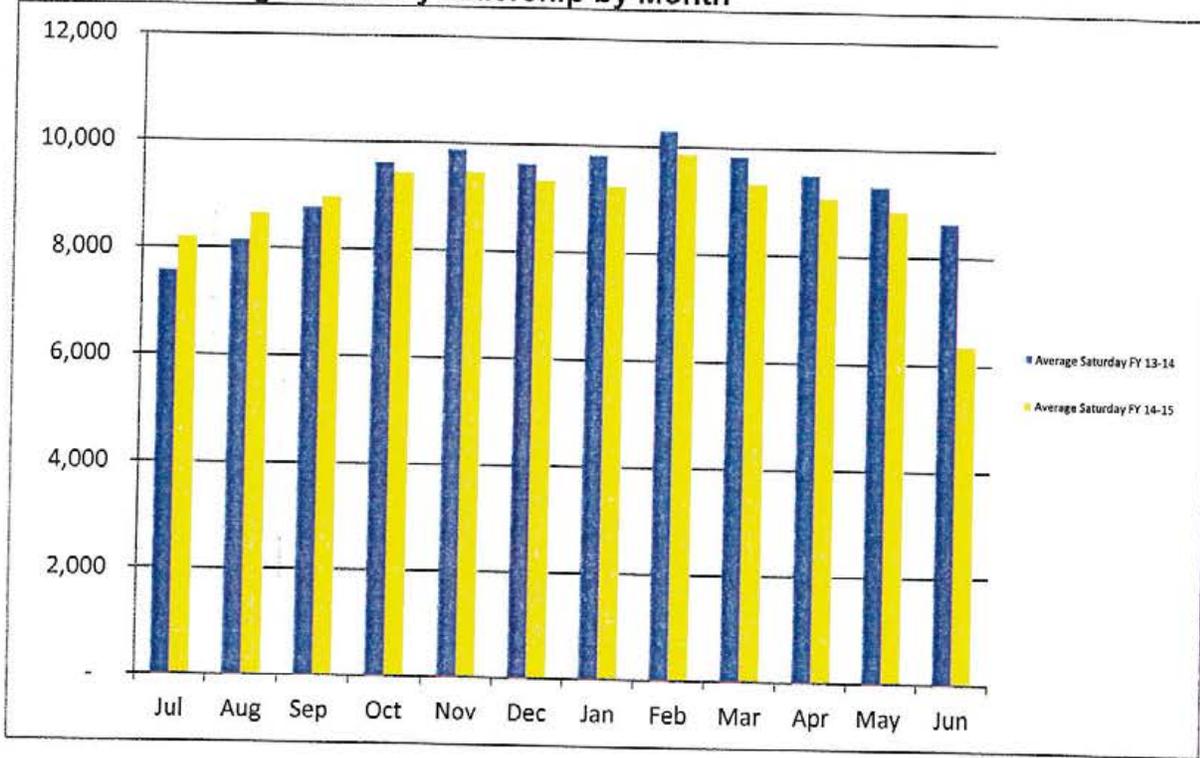
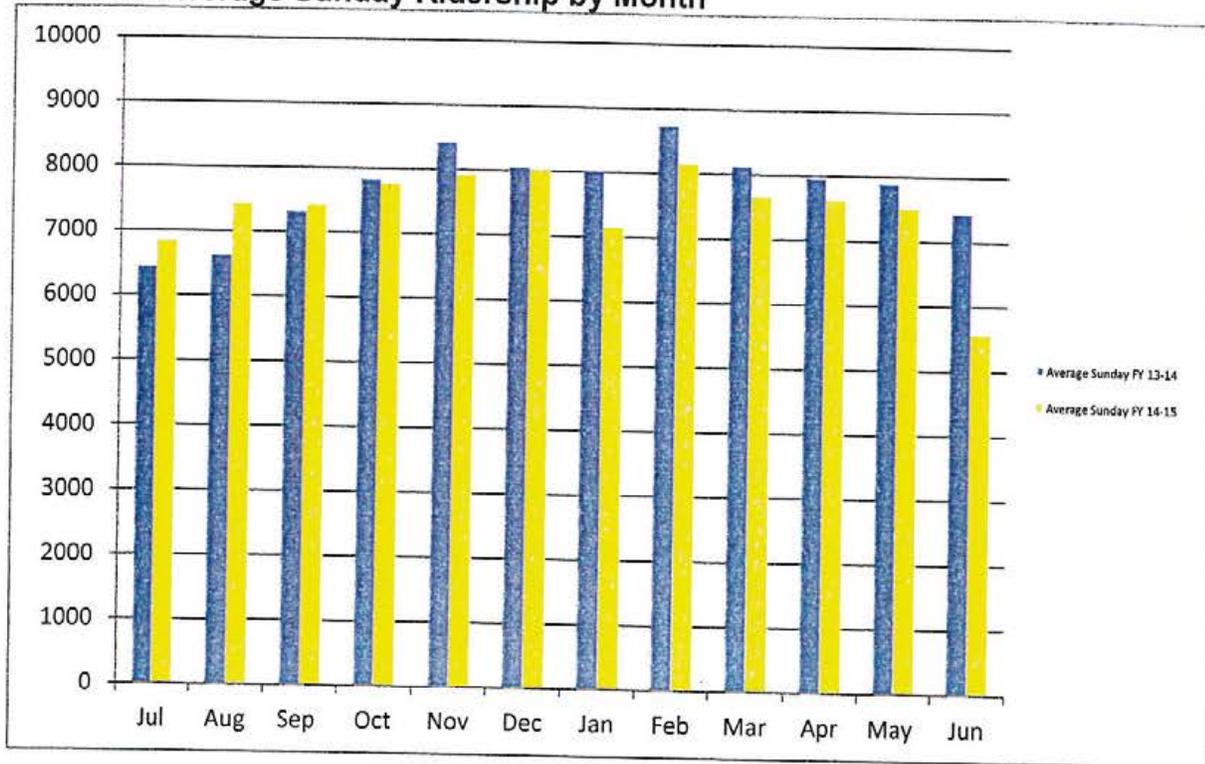


Chart 3 – Average Sunday Ridership by Month



Service Productivity and Effectiveness:

This section reviews service productivity and effectiveness through three measures:

- Ridership per hour of service (productivity)
- Farebox cost recovery (financial effectiveness)
- Subsidy per passenger boarding (financial effectiveness)

Passengers per Revenue Hour (PPRH) This KPI measures service effectiveness or productivity based on ridership (passenger boardings) generated for each hour of revenue service operated (PPRH). There are different minimum performance expectations for this metric for each service tier, as shown in Table 4 below, based on past performance of these lines and minimum standards set by many peer agencies.

| Table 4 – Service Performance Expectations by Service Type | PPRH Standard |
|-------------------------------------------------------------------|---------------|
| Key Urban Lines – Lines 14, 30, and 111 | 20 |
| Local Community Lines – 15, 24, 53, 54, 70, 80, 81, 90, 91 and 95 | 10 |
| Commuter Link Service – 220 | 5 |

Line 20 from Desert Hot Springs to Palm Desert is planned and would be treated the same as a Local Community Line for this measure.

As shown in Table 5, Lines 53 and 95 fail to reach the set minimum of 10 passengers per revenue hour and is only slightly above the metric for weekdays/ weekends for Line 53. Corrective action will be taken in September 2016 to reduce the span of service for these lines both weekdays and weekends, realigning service, as well as improve the service frequency.

Table 5 – Service Ridership and Productivity FY2014-15

| Route | Average Weekday Ridership | Weekday Productivity | Saturday Ridership | Average Saturday Productivity | Average Sunday Ridership | Sunday Productivity |
|-------|---------------------------|----------------------|--------------------|-------------------------------|--------------------------|---------------------|
| 14 | 2161 | 22.5 | 1259 | 26.7 | 1032 | 22.6 |
| 15 | 374 | 23.5 | 202 | 15.8 | 166 | 13.0 |
| 24 | 629 | 20.1 | 252 | 14.8 | 210 | 12.3 |
| 30 | 2549 | 27.9 | 1467 | 33.7 | 1234 | 28.3 |
| 32 | 938 | 18.3 | 559 | 16.1 | 464 | 13.3 |
| 53 | 199 | 8.5 | 69 | 7.6 | 51 | 5.6 |

| | | | | | | |
|-----|------|------|------|------|------|------|
| 54 | 375 | 14.1 | - | - | - | - |
| 70 | 732 | 22.4 | 314 | 19.7 | 250 | 15.8 |
| 80 | 426 | 28.8 | 268 | 18.6 | 228 | 15.8 |
| 81 | 279 | 18.8 | 179 | 12.3 | 146 | 10.1 |
| 90 | 685 | 20.4 | 502 | 16.5 | 436 | 14.3 |
| 91 | 726 | 15.5 | 419 | 14.6 | 397 | 13.8 |
| 95 | 127 | 8.4 | - | - | - | - |
| 111 | 4637 | 26 | 3378 | 24.7 | 2766 | 20.2 |
| 220 | 50 | 5.3 | - | - | - | - |

Cost Recovery and Subsidy per Passenger Boarding This KPI measures the service cost effectiveness as defined by the proportion of cost covered by fares from passengers (cost recovery) and the net additional operating cost per passenger beyond the average passenger fare (subsidy per passenger boarding).

Table 6 below sets out targets for cost recovery and subsidy per ride at the overall transit line level. These measures are reported on annually.

| Service Type | Minimum Cost Recovery/ Maximum Subsidy per Boarding |
|---------------------------------------------------------------------|--------------------------------------------------------|
| Key Urban Lines 14, 30, and 111 | ≥15% ≤\$4.00 |
| Local Community Lines 15, 24, 32, 53, 54, 70, 80, 81, 90, 91 and 95 | ≥10% ≤\$6.00 |
| Commuter Link Service – 20 | ≥10% ≤\$25.79 |

Line 20 Desert Hot Springs to Palm Desert would be treated the same as Local Community Lines for this measure.

Table 7 below shows fiscal year 2014/15 operating costs, fare revenue, cost recovery, and subsidy per passenger for each fixed route transit line and the overall system.

Table 7 – Costs, Revenue, Recovery, Subsidy per Ride. fiscal year 2014-15

| Route | Operating Cost | Fare Revenue | Cost Recovery |
|--------------|------------------|-----------------|---------------|
| 14 | \$ 3,180,517.67 | \$ 432,389.68 | 13.59% |
| 15 | \$ 585,265.49 | \$ 82,816.17 | 14.15% |
| 24 | \$ 1,086,988.41 | \$ 115,283.49 | 10.61% |
| 30 | \$ 2,438,534.18 | \$ 488,515.02 | 20.03% |
| 32 | \$ 1,875,983.19 | \$ 194,948.40 | 10.39% |
| 53 | \$ 683,317.76 | \$ 39,742.39 | 5.82% |
| 54 | \$ 713,872.44 | \$ 54,290.65 | 7.61% |
| 70 | \$ 995,140.19 | \$ 165,340.04 | 16.61% |
| 80 | \$ 476,571.64 | \$ 77,694.26 | 16.30% |
| 81 | \$ 443,930.56 | \$ 61,391.70 | 13.83% |
| 90 | \$ 1,125,642.70 | \$ 141,745.93 | 12.59% |
| 91 | \$ 1,903,167.43 | \$ 208,951.47 | 10.98% |
| 95 | \$ 494,130.57 | \$ 31,077.94 | 6.29% |
| 111 | \$ 6,277,312.62 | \$ 884,017.12 | 14.08% |
| Local System | \$ 22,280,374.84 | \$ 2,978,204.25 | 13.37% |
| 220 | \$ 431,797.85 | \$ 39,919.49 | 9.24% |
| SunDial | \$ 4,927,911.54 | \$ 297,227.65 | 6.03% |

Of note is Lines 53, 54 and 95, which are well below 10% cost recovery, corrective actions will be taking place in September 2016 to improve ridership and reduce costs for this service in order to address its performance. Other lines meet or are very close to meeting these standards of effectiveness.

Service Quality Standards

Service quality standards are proposed to be measured using the following operational and passenger experience metrics:

- o Service Scheduled Speed (service quality)
- o On-Time Performance (service reliability)
- o Miles between Service Interruption (service reliability)
- o Average Fleet Age (service comfort)

Each suggested metric is discussed in more detail below.

Service Scheduled Speed This KPI measures service speed as scheduled. The measure is calculated by dividing scheduled in service hours by revenue miles for each route. This measure is important to be monitored as services need to maintain reasonable speed to retain and grow ridership. Transit systems typically struggle with this as it requires efforts in areas including stop spacing, management of intersection congestion, street supervision and operator training, as well as working with other city departments to manage long term service disruptions.

Table 8 below shows target performance for SunLine's transit system. The system is currently operating at or above 12.5 MPH in scheduled speed. It operates in a relatively uncongested environment and this speed is expected to be maintained.

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

| Table 8 – Service Scheduled Speed | | Service Speed - Weekdays | Service Speed - Weekends |
|-----------------------------------|--|--------------------------|--------------------------|
| Service Mode | | | |
| Bus | | 12.5 MPH | 12.5 MPH |

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

The biggest impact for on-time performance is route detours. All local routes meet this measure now excepting periods of detours, and the target of 85% is consistent with those adopted by peer systems with automated measuring tools (automatic vehicle location of AVL equipment). Table 9 below lists on-time performance standards for fixed routes.

| Table 9 – On-Time Performance | | On-Time Performance Standard |
|-------------------------------|--|-------------------------------|
| Service Mode | | |
| Bus | | 85% (excepting major detours) |

SunLine has a relatively uncongested operating environment, which helps support a high 86.1% on-time performance system wide for fiscal year 2014-15. The biggest impact for on-time performance in our operating area is route detours relating to road construction and/or repair projects.

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

The miles between road calls metric target is shown below in Table 10.

| Table 10 – Miles Between Service Interruptions | | Target Minimum Miles Between Service Interruptions (Road Calls) |
|------------------------------------------------|--|-----------------------------------------------------------------|
| Service Mode | | |
| Bus | | 5,000 |

The standard of 5,000 miles was exceeded throughout the review period. Miles between Service Interruptions for Fy14/15 are noted in the table below.

| FY14/15 | F/R |
|-----------|--------|
| July | 24,413 |
| August | 18,246 |
| September | 32,465 |
| October | 20,678 |
| November | 55,380 |
| December | 73,335 |
| January | 37,529 |
| February | 25,090 |
| March | 20,215 |
| April | 18,597 |
| May | 14,926 |
| June | 19,628 |

Average Fleet Age The age of the vehicle fleet affects performance and reliability of transit services and attraction of customers. Adhering to the average fleet age requirement will ensure a consistent safe, reliable, and comfortable passenger experience. This measure should be reduced from the current ten-year standard to six years average as the purchase of new vehicles evened out (one twelfth of the fleet replaced each year) in the future when the existing fleet is replaced.

| Table 11 - Vehicle Average | Average Fleet Age |
|----------------------------|--------------------------|
| Standard Transit Bus | No greater than 10 years |

In fiscal year 2014/15, all fixed route buses were below 10 years of age as described below:

- 15 Orion High Floor 40 ft. buses (delivered 2005-2006)
- 41 New Flyer Low Floor 40 ft. buses (delivered 2008-2009)
- 10 El Dorado Low Floor 32 ft. buses (delivered 2010)
- 5 Hydrogen fuel cell demonstrator buses (delivered 2006, 2011, 2014, and 2015)

Paratransit Service Standards (SunDial)

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

- Eligibility:
 - Any person with a disability who is unable to board, ride, or disembark from an accessible vehicle without the assistance of another person.
 - Any person with a disability who has a specific impairment related condition that prevents the person from travelling to or from a boarding/disembarking location.
 - Certification required by a doctor.
 - Visitors qualified elsewhere in USA may use SunDial ADA for up to 21 days per year and must then qualify locally.
 - Maximum 21-day response to application and an appeals process exists.
 - There is no limit to number of trips a person can make Reservations can be made up to 14 days in advance.
 - A no show policy exists for passengers who do not appear for their rides, with possible exclusion from SunDial service for a period of time in extreme cases.
 - Persons who need a wheelchair lift or ramp and a wheelchair lift-equipped vehicle/bus is unable to deploy its lift/ramp in a particular location due to physical constraints of that particular bus stop.

SunLine's Customer Service Department processed 100% of the completed applications within the 21-day target.

- Access: The agency must serve any origin and destination request that are both within 0.75 miles of a fixed route corridor (excluding Commuter bus service), at the times and days of service when fixed route is operating. Next day service via reservation during normal business hours must be provided.

SunBus complimentary paratransit services are available at the same times as fixed route services. Additionally, the Reservation call center accepts client reservations seven days per week between 8:00 a.m. and 5:00 p.m. for next day services.

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

- On-time performance: Trip pick up should consistently occur within a ± 20 -minute window around the schedule pick up time. Target minimum on-time performance of 90% (agency).

During FY15, SunDial on-time performance was 91.2%.

- Capacity: No more than 50% of number of trips can be subscription, if going above this level causes a problem for non-subscription riders.

Staff ensures subscription trips are balanced with non-subscription trips to make sure adequate levels of service are provided on a daily basis.

- Fares charged may not exceed twice the non-discounted fare for the fixed-route network at the time of the trip. No fare is to be charged to personal care attendants where they are required. Companions pay the same ADA fare.

SunDial fares are based on the distance the individual travels. Travel within one city is \$1.50/trip; travel within multiple cities is \$2.00/trip.

SunLine Transit Agency

DATE: February 24, 2016

INFORMATION

TO: Board of Directors

FROM: Chief Administration Officer

RE: [Bus Rider Survey Study](#)

Information

At the request of Board of Directors, the Bus Rider Survey completed in February 2015 is attached for the information purposes.

Financial Impact

The Bus Rider Survey is a completed project by SunLine; therefore, there are no financial impacts.

Semia Hackett



SunLine Transit Agency

Bus Rider Survey Study

March 2015





Project Overview

- To assist SunLine Transit Agency in matching its service and communications to the needs of the community, SunLine wants to understand its bus riders:
 - Travel patterns
 - Service needs
 - Satisfaction
 - Technology connectivity





Methodology

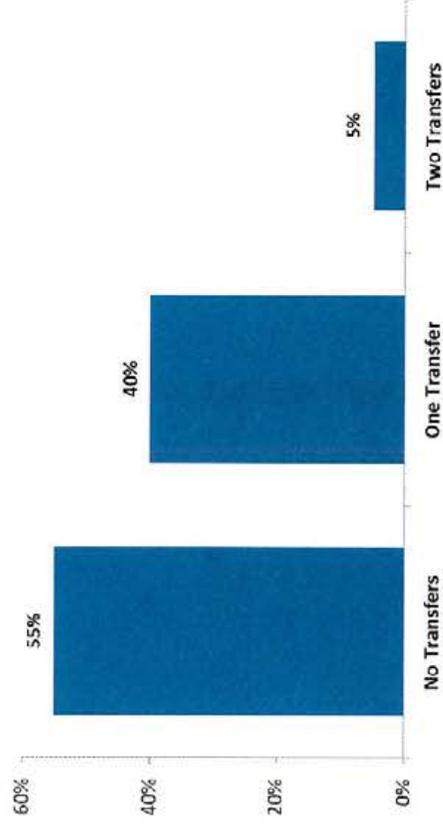
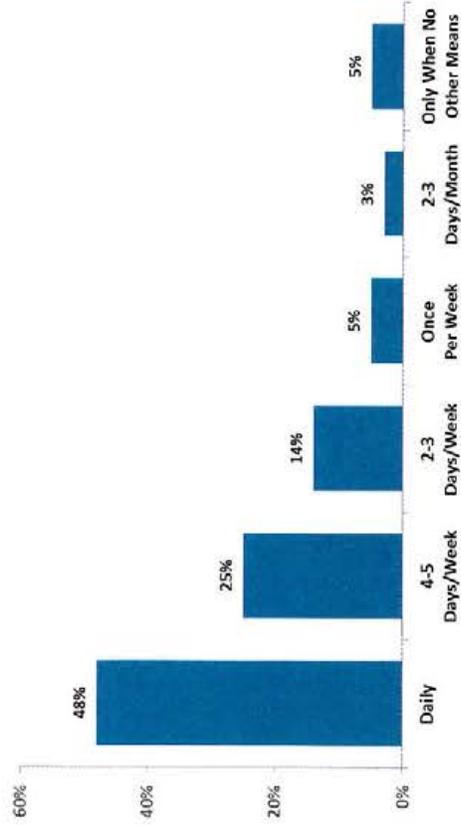
- Self-administered survey in English and Spanish
- A sample of weekday and weekend riders to achieve a statistically valid representation of riders' opinions and travel patterns
- Results weighted by boarding for peak and off-peak periods, and weekday and weekend service





Key Findings

- SunLine Transit Agency riders are transit dependent, live below the poverty level and use the bus often
- Just over half of riders complete their trip with no transfers

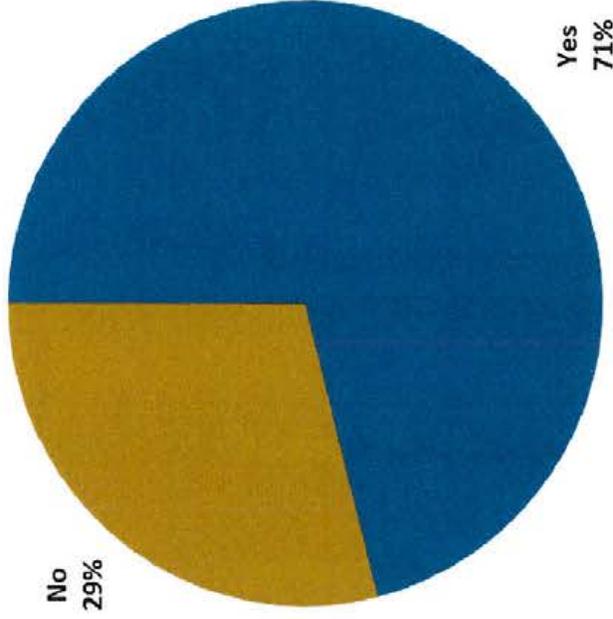




Key Findings

- Almost three-quarters of riders can connect to the Internet using a smartphone or tablet which provides an opportunity for technology applications such as next bus arrival and other apps that allow riders to find information on the go

Internet Connectivity of Riders





Key Findings

- 94% of riders say that their overall satisfaction with bus service either exceeds (44%) or meets their expectations (50%)
- Riders have a high level of satisfaction with the cost of a fare to travel on SunLine Transit
- Riders generally do not favor a fare increase to enable service improvements. One-third say they are willing to pay a higher fare for improved services

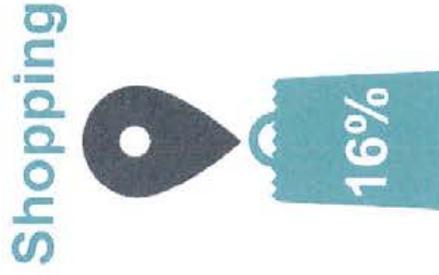
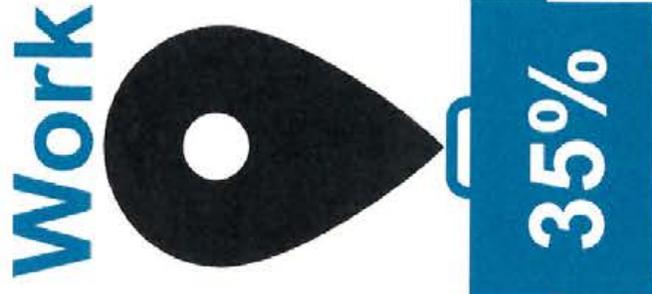




Top Trip Generators

Home-Based Trip Purpose

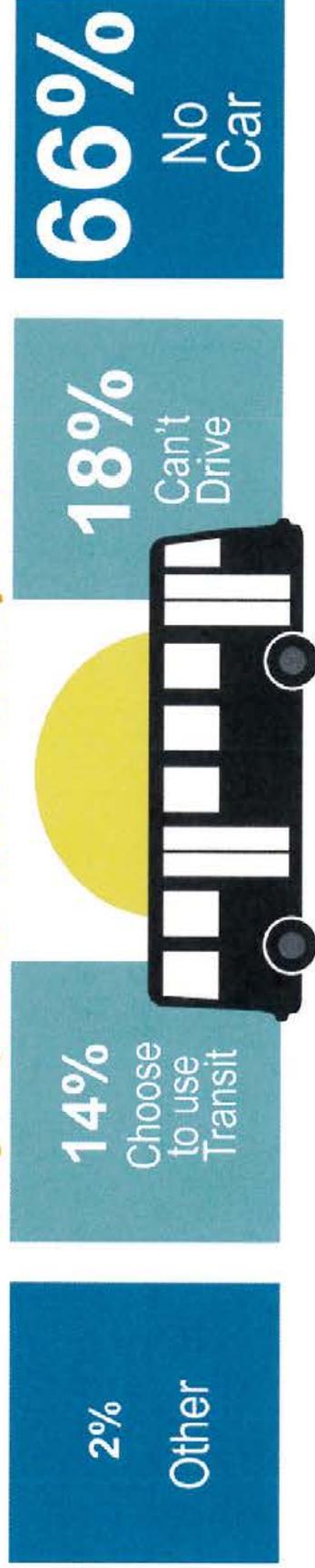
“Where are you
Going To now?”





Transit Dependency

“Why do you use **Public Transportation?**”

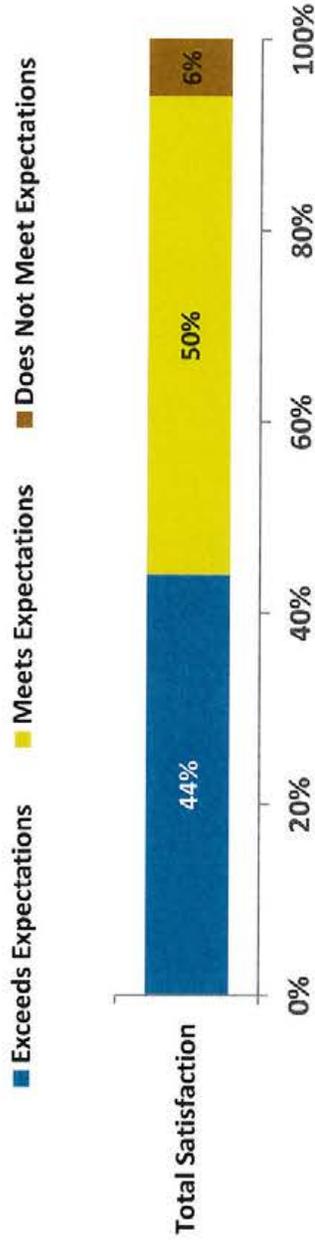


- Most riders use the bus because they either do not have a car or cannot drive
- 14% are choice riders





Overall Satisfaction



SunLine riders have a high overall level of satisfaction with SunBus services





Service Satisfaction

- Rider satisfaction with individual service attributes is slightly lower than their overall satisfaction with the system
- Weekday: ratings 84% or higher
 - Hours the bus runs on weekdays
 - Convenience of routes and schedules
 - Frequency of service
 - Amount of time to travel

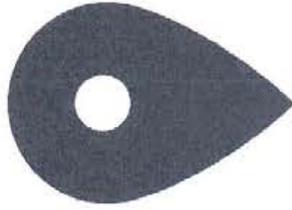




Service Satisfaction

- Of all factors measured riders are least satisfied with:
 - Hours the bus runs on weekends
 - 23% exceeds expectations
 - 41% meets expectations
 - 36% does not meet expectations





Thank You
Questions?



SunLine Transit Agency

DATE: February 24, 2016 **INFORMATION**

TO: Strategic Planning & Operations Committee
Board of Directors

FROM: Chief Administration Officer

RE: [Bus Stop Improvement Project, Phase 6 \(By Jurisdiction\)](#)
[Bus Stop Improvement Project, Phase 6 \(By Phases\)](#)

Background

During FY14/15, SunLine installed 35 new bus shelters and relocated four existing shelters throughout the Coachella Valley service area.

A list of 25 proposed sites to receive new shelters in 2016 is provided for Board information. The selection of the sites was based on the average daily ridership and physical suitability; most of the sites will require upgrades to ensure ADA accessibility. The SunLine staff has contacted the Cities by letter to inform each of the proposed site upgrades.

The contracts for engineering services, shelters and concrete pads will be brought to the Board for approval later in 2016.

Financial Impact

This work will be funded by FTA Section 5307 in the amount of \$100,000.00 and Prop 1B Safety and Security in the amount of \$261,804.50. The project budget and contract for new shelters, construction and installation will be brought before the Board for approval later in 2016.

Recommendation

This item is for information only.

Semia Hackett



SUNLINE BUS STOP IMPROVEMENT PROGRAM - PHASE 6

Update: 10/13/15

| <u>Bus Stop #</u> | <u>On Street</u> | <u>Cross Street</u> | <u>Position</u> | <u>Location</u> | <u>Direction</u> | <u>Line(s) Served by</u> | <u>Existing Amenities</u> | <u>Shelter Color</u> | <u>Per Day Average Boardings</u> |
|----------------------------------------------------------------------|---------------------|------------------------------|-----------------|-----------------|------------------|--------------------------|---------------------------|----------------------|----------------------------------|
| Cathedral City | | | | | | | | | |
| 32 | Ramon Rd. | Landau Blvd. | Nearside | Northeast | Westbound | 30 | Old SunLine Shelter | Blue | 84.24 |
| 37 | Ramon Rd. | Landau Blvd. | Farside | Southeast | Eastbound | 30 | Old SunLine Shelter | Blue | 71.18 |
| Total Number of Bus Stop Improvements = | | | | | 2 | | | | |
| Coachella | | | | | | | | | |
| 464 | Jackson St. | Ave. 48 | Mid-Block | Southeast | Eastbound | 90 | Signage/Pole | Blue | 1.02 |
| 352 | Shady Ln. | Orchard Ave. | Farside | Southwest | Southbound | 90 | Signage/Pole | Blue | 9.25 |
| Total Number of Bus Stop Improvements = | | | | | 2 | | | | |
| Desert Hot Springs | | | | | | | | | |
| 135 | Two Bunch Palms Tr. | West Dr. | Nearside | Northeast | Westbound | 15 | Bench & Waste Cont. | Brown | 6.27 |
| 826 | Mission Lakes Blvd. | El Mirador Blvd. | Farside | Northwest | Westbound | 14 | Bench & Waste Cont. | Brown | 41.48 |
| Total Number of Bus Stop Improvements = | | | | | 2 | | | | |
| INDIO | | | | | | | | | |
| 107 | Monroe St. | Hoover St. | Farside | Northeast | Northbound | 80 | Bench & Waste Cont. | Brown | 40.77 |
| 251 | Requa Ave. | Towne St. | Nearside | Southwest | Eastbound | 54 | Bench & Waste Cont. | Brown | 11.36 |
| 252 | Requa Ave. | Towne St. | Farside | Northwest | Westbound | 81 | Bench & Waste Cont. | Brown | 10.02 |
| 739 | Oasis St. | Don F. Kenny Ed. Serv Center | Mid-Block | Nearside | Northbound | 80 | Bench & Waste Cont. | Brown | 1.13 |
| Total Number of Bus Stop Improvements = | | | | | 4 | | | | |
| LA QUINTA | | | | | | | | | |
| 279 | Washington St. | Eisenhower Dr. | Nearside | Southwest | Southbound | 70 | Bench & Waste Container | Brown | 1.28 |
| 998 | Washington St. | Ave. 48 | Nearside | Southwest | Southbound | 70 | Bench & Waste Container | Brown | 1.28 |
| Total Number of Bus Stop Improvements = | | | | | 2 | | | | |
| PALM DESERT | | | | | | | | | |
| 77 | Monterey Ave. | Fred Waring Dr. | Farside | Northeast | Northbound | 32 | Bench & Waste Container | Brown | 19.83 |
| 223 | Fred Waring Dr. | Washington St. | Farside | Northwest | Westbound | 54 | Bench & Waste Container | Brown | 9.73 |
| 272 | Fred Waring Dr. | Town Center Wy. | Farside | Southeast | Eastbound | 32, 53 & 111 | Bench & Waste Container | Brown | 299.51 |
| 715 | Washington St. | Hovley Ln. | Farside | Southwest | Southbound | 70 | Bench & Waste Container | Brown | 29.44 |
| Total Number of Bus Stop Improvements = | | | | | 4 | | | | |
| PALM SPRINGS | | | | | | | | | |
| 124 | Palm Cyn. Dr. | Chino Dr. | Nearside | Northwest | Southbound | 111 | Bench & Waste Cont. | Brown | 17.41 |
| 131 | Ramon Rd. | Camino Real | Farside | Southeast | Eastbound | 30 | Bench & Waste Cont. | Brown | 7.34 |
| 670 | E. Palm Canyon Dr. | Sagebrush Rd. | Farside | Northwest | Westbound | 111 | Bench & Waste Cont. | Brown | 49.57 |
| 725 | San Rafael Dr. | Sunrise Wy. | Farside | Northwest | Westbound | 24 | Bench & Waste Cont. | Brown | 25.43 |
| Total Number of Bus Stop Improvements = | | | | | 4 | | | | |
| RIVERSIDE COUNTY UNINCORPORATED AREAS NORTH SHORE & MECCA | | | | | | | | | |
| 241 | Monterey Ave. | Broadmoor Dr. | Nearside | Northwest | Southbound | 32 | Bench & Waste Cont. | Blue | 6.06 |
| 242 | Monterey Ave. | Broadmoor Dr. | Farside | Northeast | Northbound | 32 | Bench & Waste Cont. | Blue | 6.68 |
| 366 | 5th St. | Dale Kiler Rd. | Farside | Northwest | Westbound | 91 & 95 | Bench & Waste Cont. | Blue | 19.89 |
| 367 | 5th St. | Dale Kiler Rd. | Nearside | Southwest | Eastbound | 91 & 95 | Bench & Waste Cont. | Blue | 12.25 |
| 399 | 70th Ave. | Vander Veer Rd. | Farside | Northwest | Westbound | 95 | Bench & Waste Cont. | Blue | 6.18 |
| Total Number of Bus Stop Improvements = | | | | | 5 | | | | |
| TOTAL NUMBER OF STOP IMPROVEMENTS: | | | | | 25 | | | | |



BUS STOP IMPROVEMENT PROGRAM SUMMARY OF BUS STOP AMENITIES

| JURISDICTION | TOTAL NUMBER OF EXISTING BUS STOPS | STOPS WITH BUS SHELTERS | PERCENTAGE OF STOPS W/SHELTERS | STOPS WITH BENCH & WASTE CONTAINER | SIMME SEAT | STOPS WITH STAND ALONE SOLAR LIGHTS | STOPS WITH OUT AMENITIES |
|--------------------------|------------------------------------|-------------------------|--------------------------------|------------------------------------|------------|-------------------------------------|--------------------------|
| Cathedral City | 65 | 55 | 84.6% | 6 | 2 | 5 | 5 |
| Coachella | 46 | 31 | 67.4% | 1 | 0 | 1 | 14 |
| Desert Hot Springs | 43 | 30 | 69.8% | 3 | 7 | 7 | 6 |
| Indian Wells | 15 | 13 | 86.7% | 2 | 0 | 0 | 0 |
| Indio | 95 | 59 | 62.1% | 7 | 5 | 8 | 26 |
| La Quinta | 54 | 32 | 59.3% | 11 | 0 | 9 | 9 |
| Palm Desert | 66 | 38 | 57.6% | 12 | 1 | 7 | 19 |
| Palm Springs | 131 | 91 | 69.5% | 22 | 0 | 14 | 11 |
| Rancho Mirage | 34 | 23 | 67.6% | 8 | 3 | 11 | 0 |
| County Unincorporated | 81 | 22 | 27.2% | 8 | 0 | 13 | 48 |
| Outside the Service Area | 10 | N/A | N/A | N/A | N/A | N/A | 10 |
| Total: | 640 | 394 | 61.6% | 80 | 18 | 75 | 148 |



BUS STOP IMPROVEMENT PROGRAM SUMMARY OF BUS SHELTERS BY PHASES OF IMPROVEMENTS

| JURISDICTION | TOTAL NUMBER OF EXISTING BUS STOPS | PHASE 1 | PHASE 2 | PHASE 3 | PHASE 4 | PHASE 5 | TOTAL NUMBER OF SHELTERS | PERCENTAGE OF STOPS W/SHELTERS |
|--------------------------|---------------------------------------------------|-----------|-----------|-----------|-----------|-----------|-----------------------------------|--------------------------------------|
| Cathedral City | 65 | 0 | 20 | 1 | 7 | 7 | 35 | 53.8% |
| Coachella | 46 | 6 | 5 | 3 | 4 | 1 | 19 | 41.3% |
| Desert Hot Springs | 43 | 4 | 7 | 7 | 5 | 4 | 27 | 62.8% |
| Indian Wells | 15 | 0 | 0 | 0 | 0 | 0 | 0 | 0.0% |
| Indio | 95 | 0 | 4 | 22 | 11 | 7 | 44 | 46.3% |
| La Quinta | 54 | 3 | 3 | 6 | 4 | 2 | 18 | 33.3% |
| Palm Desert | 66 | 0 | 0 | 0 | 6 | 0 | 6 | 9.1% |
| Palm Springs | 131 | 11 | 13 | 8 | 13 | 12 | 57 | 43.5% |
| Rancho Mirage | 34 | 1 | 2 | 0 | 5 | 1 | 9 | 26.5% |
| County Unincorporated | 81 | 2 | 10 | 0 | 8 | 0 | 20 | 24.7% |
| Outside the Service Area | 10 | 0 | 0 | 0 | 0 | 0 | 0 | 0.0% |
| Total: | 640 | 27 | 64 | 47 | 63 | 34 | 235 | 36.7% |

MINUTES

SunLine Transit Agency Board of Directors Meeting January 27, 2016

A regular meeting of the SunLine Transit Agency Board of Directors was held at 12:00 pm on Wednesday, January 27, 2016 in the Board Room at SunLine Transit Agency, 32-505 Harry Oliver Trail, Thousand Palms, CA 92276.

1. **Call to Order**

The meeting was called to order at 12:00 p.m. by Chairperson Kristy Franklin.

2. **Flag Salute**

Councilmember Russell Betts led all in a salute to our flag.

3. **Roll Call**

Completed.

Members Present

Kristy Franklin, Chair, Mayor Pro Tem, City of La Quinta
Greg Pettis, Mayor Pro Tem, City of Cathedral City Board
Robert Spiegel, Mayor Pro Tem, City of Palm Desert
Troy Strange, Councilmember, City of Indio
Ginny Foat, Councilmember, City of Palm Springs
Russell Betts, Mayor Pro Tem, City of Desert Hot Springs

Members Absent

John J. Benoit, Supervisor, County of Riverside
Steven Hernandez, Vice Chair, Mayor, City of Coachella
Dana Hobart, Mayor, City of Rancho Mirage
Ty Peabody, Mayor, City of Indian Wells

4. **Presentations**

5. **Finalization of Agenda**

Lauren Skiver, CEO/General Manager, addressed the Board. She stated there was an addition of an urgency item which pertains to the two letters in front of the Board Members at the dais for their review. She informed the Board that we are seeking approval for the Chair to be able to sign these letters as support of two projects we are putting in for AQUIP funding the Air Quality Management funding through the Air Resource Board. We are submitting a project for five hydrogen buses through our current configuration Eldorado, Ballard and BAE and we are also putting in a project for a bus configuration of five buses as well of New Flyer, Hydrogenics and Siemens as the integrator. She informed the Board that we don't expect that both projects will get funded but we want to be very competitive with this funding that is being released by the state and we are putting together two very competitive projects. The projects

require a letter from this body supporting us submitting the proposal and that is what we seek approval of.

Councilmember Betts stated that we need an Urgency Action Item to add to the agenda and moves to do this as it is urgent and if we don't do it now it can't be done at the next meeting. Mayor Pro Tem Kristy Franklin stated they were making a Consent Calendar item. Eric Vail, General Counsel stated it would be added to agenda as 8. h). Councilmember Betts stated adding as 8. h) would be his motion.

A manual vote was taken Mayor Pro Tem Spiegel moved to approve the added agenda item. The motion was seconded by Councilmember Troy Strange. The addition to the consent calendar was approved by a unanimous vote of 6 yes, 0 no.

6. Public Comments

Dennis Ujimori shared how his life had changed in 2014 by a medical situation and an operation in November. Due to the surgery he developed a condition that rendered him unable to drive. Dennis stated that SunDial has saved him from being a recluse and without it he couldn't get anywhere in the valley. Dennis wanted to recognize SunDial drivers Mirko, Susie, Kelly and AJ. He stated they have kept him informed as to the progress through the stops so he didn't have to guess how long it would take to get to his next destination. He also stated that Tommy Edwards, Chief Operating Officer has been very supportive. Dennis thanked the Board and Mayor Pro Tem Kristy Franklin thanked Dennis and said we love good news.

Mayor Pro Tem Kristy Franklin introduced the next speaker Marcia Rose. Marcia thanked the board for the SunDial service and as the previous speaker stated it saves your life. She is very grateful and loves her drivers. The second thing and something that is very important to her is she would like to be driven to Augustine Casino. She lives in Palm Springs and in order to go to the casino she goes to Del Taco on Harrison and 52nd Street and then gets a taxi to take her and her friends to the casino which is just under ten dollars each way. This is the closest location where they are safe. She stated that the taxis don't want to go there. She said three times the taxis wouldn't come and get her friends and they sat for three hours in the summer on a curb. She enjoys going and has been going for years when she used to drive. She said she had made friends with one of the dispatcher at a taxi company who tries to guarantee her ride but it isn't always reliable. She is asking SunDial to go to Augustine and she knows we went there before and we go right by there when we take someone home from Desert Arc and the nearest bus to that casino stops almost at the corner of 54 and Harrison. She stated that we go to Fantasy and Spotlight as a courtesy she was told and why can't there be a courtesy to Augustine. She stated it has been a scary situation but it is part of what she enjoys as this casino has things they don't have anywhere else. She would love to have an answer why she can't go or to have them take her as one time the bus was so late she missed her taxi and the bus took her as far as he could and then she had to walk. Mayor Pro Tem Kristy Franklin thanked her and stated that her information would be taken under consideration. Mayor Pro Tem Kristy Franklin asked the Clerk of the Board Diane Beebe to get an email address and phone number for Marcia to contact her in the future. Lauren Skiver, CEO/General Manager, stated that some of the taxi franchises were in

attendance at the meeting today and suggested if she were able to stay after the meeting that she could talk to them and if not we will contact her. She also stated that the leadership of taxi was also in attendance at the meeting today and it's something we can work on and planning services and what the future hold. Marcia Rose reiterated that the taxi drivers do not want to go out to Coachella. Lauren stated that we can work on this and will be in touch with her to talk more about SunLine services.

7. **Board Member Comments**

Mayor Pro Tem Kristy Franklin introduced new Board Member Ginny Foat, Councilmember from Palm Springs.

8. **Consent Calendar**

- a) Checks over \$1,000 and backup report, for, November 2015
- b) Credit card statement for November, 2015
- c) Monthly Variance Report November, 2015
- d) Contracts Signed in Excess of \$25,000 November, 2015
- e) Ridership Reports for November, 2015
- f) SunDial Operational Notes for November, 2015
- g) Metrics

Mayor Pro Tem Spiegel moved to approve the consent calendar. The motion was seconded by Councilmember Strange. The consent calendar was approved by a unanimous vote of 6 yes; 0 no.

9. **2015 Summary of Events**

Semia Hackett, Chief Administration Officer, as requested by the board, presented the 2015 Summary of Events for SunLine Transit Agency. In 2015 we were able to host thirty-one engaging and collaborative community outreach events. Each event supported SunLine's ongoing endeavors to raise public awareness and positive opinions while revealing the benefits of public transit in Coachella Valley. She highlighted a few of the larger events that we had:

- **We Love Our Customers** – distributed 800 bottled water & candy to customers
- **Earth Day** – Took bus to two elementary schools with interactive learning experiences with the students
- **Back to School Outreach** – Marketing team attended five area open houses for middle schools and high schools
- **Zombie Bus** – Coach bus transformed into a dwelling for zombie staff during the Zombie Walk in Palm Springs with more than 500 community members daring to board the bus
- **111 Music Festival** – With financial support from Cathedral City SunLine showcased 28 local music artists and bands during the second annual 111 Music Festival
- **Ninth Annual Fill-the-Bus** – In partnership with KESQ and Alpha Media SunLine was able to collect 16.5 tons of food to offset hunger throughout the Coachella Valley and donated to Martha's Village and Kitchen and Well of the Desert

Councilmember Strange had a comment to staff and Lauren Skiver, CEO/General Manager, and her direction over the past year. He stated that anytime he asks her to look into something or has an idea she's always been receptive and responsive and quick turnaround in terms of her response in answering those questions. He mentioned one of the things he was thinking of was the bike giveaway at the Boys and Girls Club and Mecca. He wanted to say thanks and great job.

Mayor Pro Tem Spiegel commented that SunLine does a terrific job and he doesn't think there is any bus company in the world that puts on the kind of events that you have brought including the Palm Desert Golf Cart Parade. He said he congratulates SunLine and moves to receive and file with second by Councilmember Strange. Mayor Pro Tem stated the item was informational and did not need a motion.

10. Public Feedback – Comments & Feedback from Public

Semia Hackett, Chief Administration Officer, at the request of the board, she is sharing various methods used by SunLine Transit staff to receive comments and feedback from the public. Customer calls are received on a daily basis regarding concerns, compliments and suggestions and are received in person, electronically and on social media. On average there are 165 phone calls daily handled by the customer service agents. She stated we also use social media as a tool and the marketing team manages Facebook, twitter and Instagram accounts. Comments are received with the Outreach Specialist and she responds directly that we have received their message. and turns the comments over to the Customer Service Department to ensure that they are responded to in a timely manner. She stated we also have outreach events to increase convenience for customers. Concerns and comments are documented at these events and are brought back for Customer Service to record and respond to. She stated that we have also had customer satisfaction surveys where SunLine monitors customer satisfaction by performing third party passenger surveys. She stated that we have collaborative efforts with local community leaders such as RCTC and CVAG and various chambers of commerce and schools.

Mayor Pro Tem Spiegel asked if there was feedback to the board and Semia Hackett, Chief Administration Officer, stated that monthly metrics were completed by Customer Service and the calls they are receiving. Lauren Skiver, CEO/General Manager, stated what we can do is we try to rotate the data that is going in the board package. We will ensure that we are putting the customer service feedback data in the package so you can see what customers are asking for and how we are responding back.

Mayor Pro Tem Kristy Franklin asked Lauren Skiver, CEO/General Manager, if she could speak briefly on the survey and great results that we had. Lauren referred to the on board survey that we had for our passengers and stated that we could include in their packets because it has been a while since we talked about it. She stated that we had an on board survey that the third party Red Hill Group did for us and we got very good marks on the service provided. What we hear from our customers is that they need more service as we heard today from one of our SunDial passengers. Part of the new service change and implementing some of those services was based on what we heard from our customers. The Line 20 from Desert Hot Springs which was started

before the survey but was also echoed throughout that survey as needing more service. She stated the surveys do translate into change for the agency. The service that did the survey don't usually see transit agencies get such high marks.

11. Modification of Pension Investment Manager

Luis Garcia, Deputy Chief Financial Officer, stated that he brought this item forward in today's Finance Committee meeting and bring this forward to inform the board that the finance team was able to preemptively look at areas for improvement and believe we can seek better returns on our plans for our pensions and save the agency and the employees some money. He stated that we have had the same investment managers since 2009. He stated he will be bringing back the results and the methodology for choosing the new pension manager when it is completed.

12. Approval of Minutes

Mayor Pro Tem Spiegel moved to approve the minutes of the December 2, 2015 Board meeting. The motion was seconded by Councilmember Strange. The motion was approved by a vote of 5 yes; 0 no; 1 abstention.

13. Revised Policy for Travel and Expense Reimbursement #B-200197

(Greg Pettis, Chair Board Operations Committee; Staff: Luis Garcia)

Councilmember Pettis stated that the Board Operations Committee did not have a quorum today so we are bringing this item to the full board without a committee recommendation. He stated Luis Garcia would give the staff report.

Luis Garcia, Deputy Chief Financial Officer, recommended that the Board of Directors approve the attached revised Travel and Expense Reimbursement Policy. He stated that the previous policy was a little vague and left too much room for interpretation and was in need of updating. This policy sets clear direction while not being too restrictive and will streamline the reimbursement process.

Lauren Skiver, CEO/General Manager stated that she thought there was an amendment and deferred to Eric Vail, Attorney.

Eric Vail, Attorney, reviewed the policy and how it affects the Board Members themselves and after the passage of AB1234 from years ago you have to have a special policy for reimbursement of legislative members of the board. He stated he thinks we can adopt this policy today by just striking out under "scope" Members of the Board of Directors and it applies to all of the employees and can bring back to the board at a subsequent meeting an AB1234 compliant reimbursement policy for the Board Members.

Councilmember Pettis motioned to approve with the amendment and the motion was seconded by Mayor Pro Tem Spiegel The motion carried by a unanimous vote of 6 – yes; 0 – no.

14. Approve a resolution for LCTOP funding & Resolution for Certifications and Assurances

(Robert Spiegel, Chair of Finance/Audit Committee; Staff: Luis Garcia)

This item was brought to the Finance Committee and the committee unanimously approved the item and Mayor Pro Tem Spiegel moves to approve and Councilmember Pettis seconded. The motion carried by a unanimous vote of 6 – yes; 0 – no.

15. Resolutions Authorizing Opening of Account

(Robert Spiegel, Chair of Finance/Audit Committee; Staff: Luis Garcia)

Chair of the Finance/Audit Committee, Robert Spiegel, addressed the Board. He stated that the Finance Committee discussed and unanimously approved and he makes a motion to approve this item. Mayor Pro Tem Pettis moved to approve Staff recommendation. Motion was seconded by Councilmember Strange. The motion carried by a unanimous vote of 6 – yes; 0 – no.

16. CEO/General Manager's Report

CEO/General Manager Lauren Skiver, addressed the Board:

- We will be visited by ARB Board Member Reardon and Richard Corey tomorrow. She stated that we are very excited that both staff and board members are coming to our facility to take a tour of SunLine and understand how we champion our hydrogen program and the other zero emission bus work that we are doing. Staff has prepared a presentation and several people will get the presentation and a tour of the facility.
- We have also been asked to participate in an ARB symposium on February 8, 2016 in which zero emission and infrastructure success stories and opportunities will be discussed in Sacramento. We continue to be sought after as a leader in zero emission and successful champion for project delivery. This will be part of our message with ARB as we are putting in projects and we see the fact that they are visiting us as a real opportunity for them to understand how this agency not only gets grant awards but actually delivers projects on the road. She stated that we have buses on the road today that are part of those types of projects.
- Update on new service – she stated that we are tracking the new service very closely to see that the Line 20 is performing well for a brand new line. We are anticipating when the new spring session at C.O.D. starts that will see greater ridership on that line. Updates will be brought to the board regularly at each board meeting so the board can see how service is building. We anticipate the Line 111 to also be a ridership driver as we are continuing on into Coachella. She stated that we worked with the city on the site there and it's a great place for the operators for their recovery times with a restroom and microwave. She stated we are very thankful to the city for helping us find an area where we can operate in. The 95 is the service in the east valley and some of those services are not our best performers and we are looking at ways to get people to use them and we are asking the community for input on how we can improve those services in a way where they are more useable by the residents.

We are watching that ridership very closely. She stated that we have talked a lot about our resources about making sure our services are productive and by measuring them by more than just fannies in seats. Sometimes it is about the location that they are serving or the population they are serving or other transportation options in that region that we need to be aware of before we make large scale decisions about change. We do hope to engage the board and the Strategic Planning Committee on some plans and we do plan to have a visioning session a little later in the year when we get more concrete plans. We do need to look at some of our lines and where the resources belong and how do we create usable service for those who have limited resources and limited transportation options.

- She spoke about the Center of Excellence – the team has done a lot of work and it is very needed for zero emissions. Rudy LeFlore, Chief Performance Officer, and Tommy Edwards, Chief Operations Officer, have made big strides on the Center of Excellence and we have received \$8,000 in funding from the California Fuel Cell Partnership. We have OEM's like BYD, Ballard and others that we get buses and parts from that are looking to give us contributions towards the Center of Excellence. We are signing an agreement with Rio Hondo College to develop curriculum and NREL, DOE and CARB are all very interested along with the Federal Transit Administration on seeing this project take shape. This is about creating a training site for zero emission technology so that as we move forward with zero emission there is a workforce trained. We see the desert as being a place that could be the center where people come from all over the country to receive this type of training. Rudy LeFlore has been working on this project deeply and has really connected into this industry driven regional collaborative. There is money in this project and workforce development money in this project and we will be coming to the board with some real plans to develop this Center of Excellence. We are also working with the local colleges here so they have an opportunity to be a part of this.
- She spoke on culture change here and that the team has done an amazing job of transforming this agency into one of the best that she has ever worked with. We are working now to get some outside help with some culture change and we are going to be engaging in getting a person who can help us go to the next level of creating empowerment, accountability and satisfaction in working here. We will talk to you more about what we are planning on doing but we have decided to start thinking about how do we get every member of this team a voice. We have to have that in order for our customers to have a voice and we are clearly going to be working on this as an initiative in 2016.

Councilmember Betts responded to the part about this agency serving those who don't have other means of transportation. He stated that he had the good fortune of riding the Line 20 from Desert Hot Springs to Palm Desert and even if you had a car there is no better way to get to Palm Desert. It showed him that this agency can serve the transportation goals that we are all working towards where you can leave your car at home. He stated that he lived in China for seven years and had a car but it was much easier to take the transportation to get where I was going. Line 20 opens up the

possibility that SunLine can become that for this valley. He thanked the board for their commitment to the community. He said great work to everyone that put the Line 20 together and to the General Manager.

Councilmember Strange asked if there was a timeline on the Center of Excellence. Lauren Skiver, CEO/General Manager, stated that we don't have a timeline for a brick and mortar solution but we are starting to put together a timeline for the curriculum development and the needs we would have in different types of diagnostic equipment and we have the space already. Part of the plan is to create classroom experiences in our garage area before we have any kind of classroom that has been built. One of the things we want to demonstrate to the funders is that if you fund us we can deliver and we don't want to go in with a big ask for a big facility until we start to get this off the ground. The team has already put work into this Tommy Edwards, Chief Operations Officer, is working with industry leaders on specification for buying fuel cell and other zero emission buses. So, we are doing all this work and what we are trying to do with the board is make sure we are communicating with you our progress. We brought it to your attention today as we started to see big movement in the funding of this project. We have been talking about it for about a year and a half and now we are seeing checks come in.

Mayor Pro Tem Franklin asked if it would be on this campus and Lauren Skiver, CEO/General Manager, stated it could get bigger than this campus. She stated that we know there is a gap for transit and you never know where it may go with other partners in the valley.

That concludes my report.

17. **Next Regular Board Meeting Date**
February 24, 2016 12 o'clock Noon, Board Room
32-505 Harry Oliver Trail
Thousand Palms, CA 92276
18. **Adjourn**
Meeting was adjourned at 12:45 p.m.

Respectfully Submitted,

Diane Beebe
Clerk of the Board

SunLine Transit Agency

DATE: February 24, 2016 **ACTION**

TO: Board Operations Committee
Board of Directors

FROM: Compliance Officer

RE: [No Show Policy #B-190498](#)

Recommendation

Recommend that the Board of Directors approve the attached revised Paratransit No-Show Policy #B-190498.

Background

On December 2, 2015, the Board of Directors approved the suspension of the Paratransit No-Show Policy. This Policy was dated 1998 and has not been updated since.

49 CFR 37.125(h) permits transit agencies to suspend riders who “establish a pattern or practice of missing scheduled trips” after providing a rider due process. A “pattern of practice” involves “intentional, repeated or regular actions, not isolated, accidental, or singular incidents.” The purpose of this process would be to deter or deal with chronic “no-shows”.

The attached Paratransit No-Show Policy has been revised and updated to include all requirements of the American of Disabilities Act (ADA) to curb the misuse of Paratransit services.

Fiscal Impact

None.

Vanessa Mora

SunDial Cancellation and No Show Policy

~~This Policy replaces Policy #B-190393, which is hereby rescinded. Upon recommendation of the ACCESS Advisory Committee, the Board of Directors adopts the following policies:~~

- ~~1. Failure to cancel a reserved SunDial trip three or more hours in advance of the pick-up time is considered a "no-show".~~
- ~~2. For each no-show a \$3.00 fee will be imposed and must be paid before the person can reserve any additional trips. After five no-shows in a 60 day period, the passenger must appear before the Appeals Committee of the ACCESS Advisory Committee and justify why service should be continued. The Appeals Committee will recommend to staff a plan of action for each individual.~~
- ~~3. After five cancellations if a reserved SunDial trip in a 60-day period, the passenger must appear before the Appeals Committee and explain the excessive cancellations. The Appeals Committee will recommend to staff a plan of action for each individual.~~

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 has a limit to the percentage of late cancellations and no-shows. SunLine Transit Agency considers a customer's overall frequency of use, and establishes "a pattern of practice of abuse" that is relative to how often a person travels. The overall no-show rate for all customers is considered so that customers with *average* no-show records are not penalized. Any SunDial customer who cancels their ride less than two hours before their scheduled pickup time will be marked a late cancellation. Any SunDial customer who is not at their scheduled pick-up location during their pick-up window when the vehicle arrives and waits the prescribed five-minute period and the passenger is not present to board the vehicle, will be marked as a no-show. Customers in violation of the policy may have their service temporarily suspended. Please note that in the event of a no-show, the return trip will NOT be automatically cancelled and it is the customer's responsibility to cancel the scheduled trip.

SunDial staff will measure the system-wide average for no-shows and identify customers who significantly exceed the average. A detailed review of customers'

trip history and no show frequency will be performed before a suspension of services is considered.

At the end of each month, customer late cancellation and no show rates will be reviewed and compared to the system-wide average. Those customers found to exceed twice the system-wide rate may be subject to suspension of services. Only those cancellations within the customer's control will be considered.

Customers in violation of the policy will receive a warning phone call and a letter on the first offense: subsequent non-compliance could result in suspension of services.

A 30-day notification will be provided to the customer prior to suspension, and includes an appeals process that allows the customer to dispute a finding of non-compliance. The 30-day period also allows staff to consider such factors as life-sustaining services that require transportation such as dialysis treatments or chemotherapy appointments etc...

Disputing Specific No-Shows or Late Cancellations

Riders wishing to dispute specific no-shows or late cancellations must do so within 5 business days of receiving suspension letters. Riders should contact the SunDial operations center at 760-343-3456 Ext. 1404 or Ext. 1407, 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.

Right to Appeal

Persons receiving suspensions will have the right to appeal. To file an appeal, a customer or his/her representative must send a written explanation of why the customer should not be suspended along with any supporting facts and statements. The appeal must be received within 30 days of notification of suspension. Appeals should be sent to SunLine Transit Agency: 32-505 Harry Oliver Trail, Thousand Palms CA 92276. Attention: Access Advisory Committee.

Individuals will be permitted to ride the bus during the appeal process. Rulings shall be deemed final.

Definitions

No-show

A no-show occurs when a rider fails to appear to board the vehicle for a scheduled trip. This presumes the vehicle arrives at the scheduled pickup location within the pickup window and the driver waits at least 5 minutes.

Pickup Window

The pickup window is defined as, from 20 minutes before the scheduled pickup time to 20 minutes after the scheduled 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 appear.

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.

No-Shows Due to Operator Error or to Circumstances Beyond a Rider's Control

SunLine Transit Agency does not count no-shows, late cancellations or any missed trips due to agency error, such as:

- Trips placed on the schedule in error
- Pickups scheduled at the wrong pickup location
- Drivers arriving and departing before the pickup window begins
- Drivers arriving late (after the end of the pickup window)
- Drivers arriving within the pickup window, but departing without waiting the required 5 minutes

SunLine Transit Agency does not count no-shows or late cancellation situations beyond a rider's control that prevent the rider from notifying us that the trip cannot be taken, such as:

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

Riders should contact the SunDial operations center when experiencing no-shows or late cancellations due to circumstances beyond their control.

SunLine Transit Agency

DATE: February 24, 2016 **ACTION**

TO: Board Operations Committee
Board of Directors

FROM: Deputy Chief Financial Officer

RE: [Checks Policy #B-030403 Revision Approval](#)

Recommended Action

Recommend that the Board of Directors approve the attached revised Checks Policy# B-030403.

Background

Beginning in January 2016, SunLine Transit Agency employees began to receive medical benefits under CalPers. Prior to CalPers, SunLine's health care provider, Health Net, was included in the approved list of reoccurring vendors that do not require the Chair or Vice Chairperson's signature. The proposed revision updates the list to update our health care provider. The approved list of vendors enables staff to pay invoices by the 30-day deadline. The proposed revision also adds an additional employee with safe combination access to streamline everyday processes.

Financial Impact

No financial impact.

Luis Garcia

CHECKS POLICY

I. PURPOSE

The purpose of this document is to outline the policy and procedures on checks for SunLine Transit Agency (hereafter referred to as "SunLine").

II. POLICY

It is the policy of SunLine to use checks as its principal means of disbursement. Checks minimize the amount of cash on hand; require expenditure preauthorization and justification; and are easier to record than credit transactions. Weak or nonexistent internal controls, however, could result in check fraud losses for SunLine since the Uniform Commercial Code has shifted a greater proportion of such losses to the check issuer.

1. **Scope**

The provisions of this policy shall apply to all checks that SunLine originates or receives.

2. **Objectives**

SunLine's objectives shall be to minimize the risk of:

- a. Theft by third parties after checks have been ordered or mailed in payment of bills.
- b. Forgery of check signatures by public officials or employees, or by third parties who have intercepted checks in the mail.
- c. Embezzlement by public officials or employees through the improper use of checks.
- d. Fraud by public officials or employees through the misrepresentation or omission of a material fact concerning checks.

III. PROCEDURE

1. **Segregation of Duties**

The duties of public officials and employees with respect to check custody, preparation, and execution shall be segregated so that embezzlement will not be facilitated by a concentration of responsibilities in one person (e.g., cash handling and financial statement preparation). Individuals, independent of one another, shall therefore discharge the following duties:

- a. **Check Stock Custody.** The Chief Financial Officer, Deputy Chief Financial Officer, Accounting Manager, ~~or~~ Senior Accountant and Administrative/Accounting Assistant shall have exclusive custody to the safe combination. The key to the locked unit in which the check stock is kept should be held in the safe. Only the Accounting Technician, Accounts Payable, and the Payroll Accountant shall be allowed to use the key.
- b. **Check Preparation.** The Accounting Technician, Accounts Payable, and the Payroll Accountant shall have exclusive responsibility for preparing all checks.
- c. **Check Signing.** The Chairperson, Vice-Chairperson, CEO/General Manager, Chief Financial Officer, Chief Operations Officer, Chief Performance Officer and Deputy Chief Financial Officer shall have exclusive responsibility for signing all checks.
- d. **Batches Reviewed and Posted.** Either the Chief Financial Officer, Deputy Chief Financial Officer, Accounting Manager or Senior Accountant shall review and post all accounting batches.
- e. **Bank Statement Reconciliation.** The Senior Accountant or Accounting Technician, Fixed Assets, shall have exclusive responsibility for reconciling SunLine's bank statements to its general ledger on a monthly basis.
- f. **Mail.** The Receptionist shall have exclusive responsibility for receiving, opening, and reviewing all incoming checks and for distributing receipts for checks.
- g. **Stop Payments.** The Accounting Manager or Senior Accountant shall have exclusive responsibility for placing stop payments on outstanding checks.
- h. **Vendor Verification.** No check will be issued to any vendor until their Federal ID# and mailing address have been verified.

If any of the above-referenced Finance Department employees are unavailable, then the CEO/General Manager may assign those responsibilities to other Finance Department employees.

2. Control Reports

A criminal typically attempts to conceal embezzlement by increasing or decreasing reported monthly expenditures, or by doing both. SunLine shall address this risk by requiring that the Chief Financial Officer, Deputy Chief Financial Officer, Accounting Manager or Senior Accountant prepare and review SunLine's monthly statements of financial position; statements of revenues and expenditures; check registers; and bank reconciliations. The Finance/Audit Committee shall receive a copy of the Checks Over \$1,000 report and each statement of revenues and expenditures on a monthly basis.

3. Procurement

SunLine's check stock shall be pre-numbered and shall have the following security features:

- a. Artificial watermarks on both sides of the check that cannot be scanned or photocopied.
- b. The word "VOID" will appear on the check if it is scanned or photocopied.
- c. Chemical-reactive paper that voids the check if an ink eradicator is applied.
- d. Microprinting that prevents details from being matched if the check is scanned or photocopied.
- e. Warning banners that advise tellers to inspect a check before accepting it, and that may deter criminal experimenting.

The Chief Financial Officer, Deputy Chief Financial Officer, Accounting Manager or Senior Accountant shall be responsible, upon receipt of new check stock, for its immediate review in order to verify consecutive check numbering, and the accuracy of account information. If either individual is unavailable, then the Chief Operations Officer shall perform these duties.

4. Custody

The Chief Financial Officer shall designate a locked unit for the storage of all check stock. The Chief Financial Officer, Deputy Chief Financial Officer, Accounting Manager and Senior Accountant shall have exclusive custody of the safe combination in which the key to that unit is held. The Chief Financial Officer, Deputy Chief Financial Officer, Accounting Manager or Senior Accountant shall release it only to the Accounting Technician, Accounts Payable, and Payroll Accountant.

The Accounting Technician, Accounts Payable, and the Payroll Accountant who prepare the checks shall maintain a log that lists the checks that have been issued. The Accounting Manager or Senior Accountant shall review the log on a quarterly basis in order to verify that all checks have been properly accounted for.

5. Request for Payment

The Accounting Technician, Accounts Payable, shall prepare and submit to the Chief Financial Officer, Deputy Chief Financial Officer, Accounting Manager or Senior Accountant, a transaction report that lists all check payees, prior to requesting the key to the locked unit in which the check stock is kept. The transaction report shall also itemize, describe, and justify all proposed expenditures by check.

All check payments shall be supported by purchase orders; sales receipts; time cards; personal action forms; and any other necessary supporting documentation. Only original invoices (no photocopies unless unable to receive original) totaling the amount of the disbursement shall be attached to the request for payment prior to execution.

All requests for payment, and all attached invoices shall be stamped "PAID" in order to avoid duplicate payments.

6. Signature Authority

Only the Chairperson, Vice-Chairperson, CEO/General Manager, Chief Financial Officer, Chief Operations Officer, Chief Performance Officer and Deputy Chief Financial Officer shall have check-signing authority on SunLine's behalf. A dual-signature requirement shall be in effect at all times. Blank checks are never to be signed.

Checks between \$25,000 and \$50,000 must be signed by the CEO/General Manager and the Chief Financial Officer or Deputy Chief Financial Officer. Along with another authorized signatory, the Chairperson or Vice Chairperson must sign all checks over \$50,000 with an original signature with the exception of the following list of reoccurring weekly, bi-weekly, monthly or quarterly vendors, which are reviewed by the Finance Committee:

U.S. Bank – Pension fund payments

~~Health Net~~CalPers – Health Care Vendor

Southern California Gas – Natural Gas

PERMA – Insurance Vendor

Imperial Irrigation - Electricity

BP Energy Company – Natural Gas

MetLife SBC--- Supplemental (LTD/STD), Group Life and Dental Insurance

Michelin North America---Tire Leasing

*BAE – Pass-through account with CalStart

All checks shall require two original signatures. Payroll checks may be signed as follows: original of Chairperson, Vice-Chairperson, CEO/General Manager, Chief Financial Officer, Chief Operations Officer, Chief Performance Officer or Deputy Chief Financial Officer. All other Board Members and employees are prohibited from having check-signing authority. Exceptions can be approved by the CEO/General Manager.

7. Mailing

Checks should always be mailed directly to the vendor or payee by the Receptionist. They shall not be returned to the requesting department, division, or individual, in order to minimize the likelihood that such checks will be altered or given by someone other than the intended payee.

8. Manually-Issued Checks

SunLine may issue manual checks that are subsequently entered into SunLine's computerized accounting system. In order to minimize the potential for forgery, all manual checks shall be approved by the Chief Financial Officer or Deputy Chief Financial Officer.

9. Cancelled Checks

SunLine shall request that its commercial bank return all of SunLine's cancelled checks, or a disk with a copy of each check on both sides, on a monthly basis, by mail, so that SunLine will possess the requisite financial records for its annual financial audit.

10. Reconciled Bank Accounts

The Senior Accountant or Accounting Technician, Fixed Assets, shall promptly reconcile all bank statements within 30 days of statement mailing. The Senior Accountant or Accounting Technician, Fixed Assets, shall immediately report any discrepancy to the Chief Financial Officer, Deputy Chief Financial Officer or Accounting Manager, and shall provide a supporting reconciliation report. The Chief Financial Officer, Deputy Chief Financial Officer or Accounting Manager shall perform a final review of the bank reconciliation, and shall approve the bank reconciliation by initialing it.

* Pass through accounts will be identified for Board approval to be included in the list of exclusions from the dollar amount limitations.

11. Voided Checks

All checks that are spoiled or mutilated or that have been defectively prepared shall be voided by:

- a. Stamping or by writing, in ink, the word "VOID" in the check amount field, and in the vendor name/address field; and
- b. Removing the signature blocks from the check.

The check shall also be voided on SunLine's computerized accounting system.

12. Stop Payments

When one of SunLine's checks is lost in the mail or otherwise cannot be accounted for, the Senior Accountant shall immediately contact the bank upon which the check is drawn, and place a stop payment on the check. The check shall also be voided on SunLine's computerized accounting system.

13. Destruction of Obsolete Check Stock

Upon notification of obsolete check stock by the Chief Financial Officer, Deputy Chief Financial Officer, Accounting Manager or Senior Accountant, checks shall be destroyed within 48 hours and never discarded intact. Check stock shall be deemed to be obsolete when an address change occurs or a bank account is closed. The Accounting Manager or Senior Accountant, with the approval of the Chief Financial Officer or Deputy Chief Financial Officer, shall shred all obsolete check stock and personally attest in writing to the check destruction. Alternatively, the Chief Financial Officer, Deputy Chief Financial Officer, Accounting Manager or Senior Accountant may retain a commercial shred company with bonded employees for that purpose.

14. Disciplinary Action

SunLine employees who violate the provisions of this policy shall be subject to disciplinary action, up to and including termination of employment.

SunLine Transit Agency

DATE: February 24, 2016 **ACTION**

TO: Board Operations Committee
Board of Directors

FROM: Deputy Chief Financial Officer

RE: [Board of Directors Travel & Expense Reimbursement Policy #B-020216 Approval](#)

Recommended Action

Recommend that the Board of Directors approve the attached Board of Directors Travel & Expense Reimbursement Policy #B-B020216 need to assign

Background

On January 27, 2016, staff brought forward a revision to the Travel and Expense Reimbursement Policy. Legal counsel made the recommendation that the policy be amended by limiting the scope to exclude the Board of Directors and creating an AB1234 compliant policy for members of the Board of Directors. This proposed policy has been reviewed and approved by legal counsel to be AB1234 compliant.

Financial Impact

Any financial impacts are projected to be minimal and will not cause a budgetary issue.

Luis Garcia

BOARD MEMBER TRAVEL & EXPENSE REIMBURSEMENT POLICY

PURPOSE

SunLine Transit Agency (SunLine) recognizes the constructive value of professional conferences, seminars, meetings, and trainings. This Policy establishes guidelines for reimbursement to Board Members in the performance of SunLine business.

SCOPE

This policy applies to members of the Board of Directors. This Policy, and any amendments, will be formally adopted by the Board of Directors.

POLICY

It is the policy of SunLine to reimburse actual and necessary expenses incurred by officials in the performance of Agency business.

A. Activities Eligible for Expense Reimbursement

1. Attendance and participation at meetings of the official's legislative body or at meetings of an advisory body of the legislative body.
2. Attendance and participation at meetings of any body or organization at which the official serves as a designated representative of the Agency.
3. Attending community events as a representative of the Agency.
4. Communicating with representatives of local, regional, state and national government on Agency matters, policy positions, or legislation that may affect the Agency.
5. Participating in local, regional, state and national organizations and entities whose activities affect the Agency's interests.
6. Attending seminars designed to improve officials' skill and information levels.

B. Expenses Authorized for Reimbursement

1. Transportation. Transportation expenses incurred in connection with activities authorized under Section A of this Policy are subject to the following requirements:

- a. Airlines and Other Commercial Carriers: When air travel is appropriate, travel is generally limited to the most economical and reasonable coach class fare.
 - b. Automobile (Personal Vehicle): A personal vehicle will be used when appropriate. Travel using personal vehicles will be reimbursed at the IRS established mileage rate in effect at the time.
 - c. Automobile (Agency Vehicle): An Agency vehicle will be used when appropriate. There will be no allowance or reimbursement for transportation when an Agency-owned vehicle is used. However, any out-of-pocket expenses, including gas or maintenance costs incurred in operating the vehicle will be reimbursed upon presentation of receipts.
 - d. Car Rental: Rental vehicles may be used if more economical and reasonable than other forms of transportation. Rental is generally limited to the most economical and reasonable mid-sized vehicle.
 - e. Taxis/Shuttles: Taxi or shuttle fares, when reasonable and necessary, will be reimbursed, including a 15% gratuity per fare.
2. Lodging. Lodging expenses incurred in connection with activities authorized under Section A of this Policy when travel requires an overnight stay are subject to the following requirements:
- a. Lodging rates should be the most economical and reasonable available.
 - b. Lodging expenses will be reimbursed at the single occupancy rate.
 - c. If lodging is in connection with a conference, lodging expenses must not exceed the group rate if such rates are available at the time of booking.
 - d. Officials must consider government rates for lodging.
3. Meals. Meal expenses incurred in connection with activities authorized under Section A of this Policy are subject to the following requirements:
- a. Meal expenses will be reimbursed at the applicable individual or cumulative U.S. General Services Administration (GSA) meal rates in effect at the time.

- b. In accordance with 85 Op.Cal.Atty.Gen. 210 (2002), meal expenses for third parties such as constituents, legislators and private business owners will not be reimbursed.
4. Miscellaneous. Miscellaneous business expenses, as defined by the IRS, that are actual and necessary in connection with activities authorized under Section A of this Policy, may be reimbursed.

C. Procedure

1. Prior Authorization.
 - a. Any single activity eligible for reimbursement under Section A of this Policy, equal to or exceeding \$250 must be submitted on a SunLine travel authorization form and be pre-approved by the General Manager. Prior authorization is not required for a single activity that is eligible for reimbursement under Section A that is less than \$250.
 - b. Any expense that is not eligible for reimbursement under this policy may be reimbursed if the Board approves the expense at a public meeting prior to the expense being incurred.
2. Within 30 business days of completion of the activity, a reconciled expense reimbursement form with all receipts and documentation must be submitted to the Finance Department. The travel authorization form must accompany the expense reimbursement form if required as directed in this policy.
3. Failure to comply with the procedural requirements set forth in Section C of this Policy may cause the official to be ineligible for reimbursement.

D. Reporting and Public Records

1. Reports to Legislative Body. At the next regular Board meeting, each official must briefly report on meetings attended at the expense of the Agency. If multiple members attended the same event, a joint report may be made.

2. Public Records. All expense reports of officials and Agency reimbursement expenditures are public records subject to disclosure under the Public Records Act and other applicable laws. The Agency will retain such records in accordance with the Agency's applicable records retention policies.

E. Penalties

Under state law, use of public resources or falsifying expense reports in violation of this Policy may result in any or all of the following:

1. Loss of reimbursement privileges;
2. A demand for restitution to the Agency;
3. Civil penalties of up to \$1,000 per day plus three times the value of the resources used; and
4. Prosecution for misuse of public resources

SunLine Transit Agency

DATE: February 24, 2016 **ACTION**

TO: Finance/Audit Committee
Board of Directors

FROM: Public Outreach Specialist

RE: Option Year One (1) Andrea Carter and Associates

Recommendation

Recommend that the Board of Directors delegate authority to the CEO/General Manager to execute option year one (1) of two (2) with Andrea Carter and Associates for Marketing services performed for SunLine Transit Agency (STA).

Background

Sunline Transit Agency entered into a contract with Andrea Carter and Associates in February of 2015 for Marketing Services to the Agency.

Throughout this past year, Andrea Carter and Associates has made many contributions to the marketing efforts and has been instrumental in enhancing the SunLine Transit Agency brand. In addition, Andrea Carter and Associates has aided in developing Marketing Strategies and Public Relations tactics.

Marketing staff recommends that Andrea Carter and Associates be offered the option to continue providing marketing services to SunLine Transit Agency for an additional year.

Financial Impact

The option years were outlined in the awarded proposal with the following costs:

Option year one (1) - \$61,200

Option year two (2) - \$61,200

This item is included in the budget for FY 15/16.

Norma Stevens

**SUNLINE SERVICES GROUP
BOARD MEETING AGENDA**

**Wednesday, February 24, 2016
12:00 pm
Board Room
32-505 Harry Oliver Trail
Thousand Palms, CA 92276**

NOTE: IN COMPLIANCE WITH THE AMERICANS WITH DISABILITIES ACT, IF YOU NEED SPECIAL ASSISTANCE TO PARTICIPATE IN THIS MEETING, PLEASE CONTACT SUNLINE AT (760) 343-3456. NOTIFICATION 48 HOURS PRIOR TO THE MEETING WILL ENABLE SUNLINE TO MAKE REASONABLE ACCOMMODATION TO ENSURE ACCESSIBILITY TO THIS MEETING.

The Chair requests that all cellular phones be either turned off or set on silent mode for the duration of the Board Meeting.

| <u>AGENDA TOPICS</u> | <u>RECOMMENDATION</u> |
|--------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|
| 1. <u>Call to Order</u> Chairperson Kristy Franklin | |
| 2. <u>Roll Call</u> | |
| 3. <u>Finalization of Agenda</u> | |
| 4. <u>Presentations</u> | |
| 5. <u>Public Comments</u> (NOTE: Those wishing to address the Board should complete a Public Comment Card and will be called upon to speak.) | Receive Comments |

NON AGENDA ITEMS

Anyone wishing to address the Board on items not on the agenda may do so at this time. A limitation of 3 minutes may be imposed upon each person so desiring to address the Board during the first Public Comments designation on the agenda.

AGENDA ITEMS

Anyone wishing to address specific items on the agenda should notify the Clerk at this time so those comments can be made at the appropriate time. A limitation of 3 minutes may be imposed upon each person so desiring to address the Board.

6. Board Member Comments**Receive Comments**

Any Board Member who wishes to speak may do so at this time.

----- **RECEIVE AND FILE** -----

7. Consent Calendar**Receive & File**

All items on the Consent Calendar will be approved by one motion, and there will be no discussion of individual items unless a Board member requests a specific item be pulled from the calendar for separate discussion. The public may comment on any item.

- a) [SSG/SRA checks over \\$1000 issued December 2015](#). (Page 1)
- b) [SSG/SRA Monthly Budget Reports December 2015](#). (Page 2-3)
- c) [Taxi Vehicle/Rides Analysis](#) (Page 4-6)
- d) [California Retail Gasoline Price Report](#) (Page 7)
- e) [Metric \(Taxi Expense vs Taxi Revenue\)](#) (Page 8)

----- **ACTION** -----

8. Approval of Minutes**Approve**

Request to the Board to approve the [Minutes of the January 27, 2016 Board of Directors meeting](#). (Page 9-11)

9. Second Reading Amendments to SSG**Approve**

Ordinance (Robert Spiegel, Chair of the Taxi Committee; Staff: Stephanie Buriel)

Recommend that the Board of Directors suspend the second reading of the [proposed amendments to SSG ordinance #2015-01](#). (Page 12)

10. Next Meeting Date

March 23, 2016
12 o'clock Noon – Board Room
32-505 Harry Oliver Trail
Thousand Palms, CA 92276

11. Adjourn



**AGENDA
TAXI COMMITTEE MEETING**

**February 24, 2016
10:30 a.m. - 11:00 a.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. **Confirmation of Agenda**

4. **Presentations**

5. **Public Comments**

Receive Comments

Anyone wishing to address the Taxi Committee on items not on the Agenda should do so at this time. Each presentation is limited to three minutes.

-----**RECEIVE & FILE**-----

6. **Consent Calendar**

Receive & File

All items on the Consent Calendar will be approved by one motion, and there will be no discussion of individual items unless a Board member requests a specific item be pulled from the calendar for separate discussion. The public may comment on any item.

- a) [SSG/SRA checks over \\$1000 issued December 2015](#). (Page 1)
- b) [SSG/SRA Monthly Budget Reports December 2015](#). (Page 2-3)
- c) [Taxi Vehicle/Rides Analysis](#) (Page 4-6)
- d) [California Retail Gasoline Price Report](#) (Page 7)
- e) [Metric \(Taxi Expense vs Taxi Revenue\)](#) (Page 8)

----- ACTION -----

7. [Second Reading Amendments to SSG Ordinance](#) **Approve**
(Robert Spiegel, Chair of the Taxi Committee; Staff: Stephanie Buriel)
Recommend that the Board of Directors suspend the second reading of the proposed amendments to SSG ordinance #2015-01. (Page 9)

9. **Adjourn**

SunLine Regulatory Administration
Checks \$1,000 and Over
For the month of December 2015

NOTE: 1). Bold check payments represent "pass through" payments that were, or will be reimbursed to SunLine under the provisions of specific grants or contracts. 2). Underlined check payments represent "shared" payments with SunLine and specific vendors/employees.

| Vendor Name | Description | Check # | Check | Amount |
|------------------------|----------------------------------|----------------|--------------|---------------|
| SUNLINE TRANSIT AGENCY | Payroll Liabilities Exp 12/4/15 | 090155 | 12/11/2015 | \$7,641.18 |
| SUNLINE TRANSIT AGENCY | Payroll Liabilities Exp 12/18/15 | 090159 | 12/18/2015 | \$7,555.00 |
| SUNLINE TRANSIT AGENCY | Payroll Liabilities Exp 12/31/15 | 090161 | 12/31/2015 | \$6,715.76 |
| SUNLINE TRANSIT AGENCY | Operating Expense Allocation | 090160 | 12/18/2015 | \$5,060.75 |
| SUNLINE TRANSIT AGENCY | Special PR Liabilities 12/4/15 | 090156 | 12/11/2015 | \$2,615.16 |
| SUNLINE TRANSIT AGENCY | Special PR Liabilities 12/11/15 | 090157 | 12/11/2015 | \$1,402.05 |

| | |
|------------------------------------------------------|--------------------|
| Total of Checks Over \$1,000 | \$30,989.90 |
| Total of Checks Under \$1,000 | \$1,169.37 |
| Total of All Checks for the Month | \$32,159.27 |
| Total Amount of Checks Prior Years Same Month | |

SunLine Regulatory Agency
Budget Variance Report
December 2015

| Description | FY 16 Total Budget | Current Month | | | Year to Date | | |
|------------------------------------------|-----------------------|------------------|---------------|----------------------------|------------------|---------------------|----------------------------|
| | | Actual | Budget | Favorable (Unfavorable) | YTD Actual | FY 16 YTD Budget | Favorable (Unfavorable) |
| Revenues: | | | | | | | |
| Meter Readings | 293,286 | 17,287 | 24,441 | (7,154) | 102,520 | 146,643 | (44,123) |
| Revenue Fines | 5,000 | 100 | 417 | (317) | 1,000 | 2,500 | (1,500) |
| Vehicle Inspection Revenue | 15,100 | 1,300 | 1,258 | 42 | 8,100 | 7,550 | 550 |
| Vehicle Re-inspection Revenue | 2,000 | 900 | 167 | 733 | 5,400 | 1,000 | 4,400 |
| New Driver Permit Revenue | 5,500 | 360 | 458 | (98) | 1,830 | 2,750 | (920) |
| Driver Transfer Revenue | 1,980 | 50 | 165 | (115) | 500 | 990 | (490) |
| Driver Renewal Revenue | 9,200 | 850 | 767 | 83 | 4,390 | 4,600 | (210) |
| Driver Permit Reinstatement/Replacement | 165 | 0 | 14 | (14) | 75 | 83 | (8) |
| Vehicle Permit Revenue | 91,400 | 16,833 | 7,617 | 9,217 | 50,600 | 45,700 | 4,900 |
| Interest Revenue | 39 | 3 | 3 | (1) | 18 | 20 | (1) |
| Other Revenue | 0 | 0 | 0 | 0 | 540 | 0 | 540 |
| Total Revenue | 423,670 | 37,683 | 35,306 | 2,377 | 174,973 | 211,835 | (36,862) |
| Expenses: | | | | | | | |
| Salaries and Wages | 167,564 | 11,663 | 13,964 | 2,301 | 72,085 | 83,782 | 11,697 |
| Fringe Benefits | 103,827 | 7,657 | 8,652 | 995 | 38,158 | 51,914 | 13,755 |
| Services | 78,500 | 1,457 | 6,542 | 5,085 | 17,220 | 39,250 | 22,030 |
| Supplies and Materials | 69,430 | 5,119 | 5,786 | 667 | 28,114 | 34,715 | 6,601 |
| Miscellaneous | 4,349 | (520) | 362 | 883 | 2,497 | 2,175 | (322) |
| Total Expenses | 423,670 | 25,375 | 35,306 | 9,931 | 158,073 | 211,835 | 53,762 |
| Total Operating Surplus (Deficit) | \$ - | \$ 12,308 | | | \$ 16,900 | | |

Budget Variance Analysis - SunLine Regulatory

Revenue - Unfavorable

- TNCs continue to negatively impact taxi ridership.
- Vehicle permit revenue is up, but is caused by the allowance of full year's vehicle permits to be paid during peak months of October through April.
- Vehicle re-inspection revenue is up. Aging vehicle fleet has increased the quantity of re-inspections performed.

Salaries and Wages - Favorable

- One employee has been temporarily re-assigned to assist SunLine Transit Agency (STA). The labor will be charged to STA's accounts and will represent a savings for SunLine Regulatory Agency.

Fringe Benefits - Favorable

- One employee has been temporarily re-assigned to assist SunLine Transit Agency (STA). The fringe will be charged to STA's accounts and will represent a savings for SunLine Regulatory Agency.

Services - Favorable

- Legal services expenses have been below expectations for the first half of FY16.
- Currently, there are no audit expenses charged under services. When resolved, the expenses will increase YTD expenses more in line with the budget.

Supplies and Materials - Favorable

- Allocated overhead paid to SunLine is lower than expected due to SRA needing to conduct taxi inspections with a third party for a short period instead of the inspections being conducted by SunLine mechanics.

Miscellaneous - Unfavorable

- Planned training expenses were paid in full for the Transit-Paratransit Membership program in July 2015.
- Miscellaneous expense reduced due to cancellation of membership fee and reversal of payment.

TRIP vs. VEHICLE ANALYSIS

TRIP vs. VEHICLE ANALYSIS

| | FY 04/05 | | | FY 05/06 | | | FY 06/07 | | | FY 07/08 | | | FY 08/09 | | |
|---------------|-------------|----------------|------------|-------------|----------------|------------|-------------|----------------|------------|-------------|----------------|------------|-------------|----------------|------------|
| | CABS | TRIPS | TRIP/VEH |
| JUL | 193 | 32,877 | 170 | 205 | 33,123 | 161 | 240 | 28,204 | 117 | 269 | 25,661 | 95 | 184 | 27,321 | 148 |
| AUG | 185 | 25,911 | 140 | 209 | 24,445 | 117 | 240 | 24,010 | 100 | 269 | 28,635 | 106 | 184 | 28,450 | 154 |
| SEP | 195 | 29,145 | 149 | 215 | 35,072 | 163 | 240 | 35,278 | 147 | 269 | 28,182 | 105 | 184 | 28,206 | 153 |
| OCT | 196 | 44,593 | 227 | 221 | 32,817 | 148 | 240 | 38,459 | 160 | 205 | 33,063 | 161 | 184 | 37,131 | 202 |
| NOV | 197 | 36,344 | 184 | 227 | 40,343 | 178 | 240 | 41,751 | 174 | 203 | 41,851 | 206 | 184 | 33,450 | 182 |
| DEC | 187 | 38,687 | 207 | 232 | 34,534 | 149 | 243 | 46,866 | 193 | 204 | 36,141 | 177 | 184 | 26,942 | 146 |
| JAN | 191 | 40,638 | 212 | 240 | 42,539 | 177 | 245 | 27,290 | 114 | 204 | 30,363 | 149 | 183 | 39,745 | 217 |
| FEB | 196 | 43,880 | 224 | 241 | 41,587 | 173 | 246 | 41,520 | 169 | 206 | 50,594 | 246 | 185 | 38,116 | 206 |
| MAR | 204 | 42,973 | 210 | 241 | 51,373 | 213 | 255 | 54,598 | 214 | 205 | 41,492 | 202 | 186 | 42,705 | 230 |
| APR | 206 | 53,980 | 262 | 241 | 50,791 | 211 | 269 | 46,823 | 174 | 205 | 44,697 | 218 | 186 | 59,997 | 323 |
| MAY | 204 | 38,698 | 190 | 240 | 42,916 | 179 | 271 | 43,593 | 161 | 205 | 49,071 | 239 | 186 | 41,175 | 221 |
| JUN | 203 | 33,348 | 164 | 240 | 34,427 | 143 | 271 | 35,711 | 132 | 183 | 26,819 | 147 | 186 | 38,696 | 208 |
| TOTALS | 2357 | 461,074 | 196 | 2752 | 463,967 | 169 | 3000 | 464,103 | 155 | 2627 | 436,589 | 166 | 2216 | 441,934 | 199 |

| | FY 09/10 | | | FY 10/11 | | | FY 11/12 | | | FY 12/13 | | | FY 13/14 | | |
|---------------|-------------|----------------|------------|-------------|----------------|------------|-------------|----------------|------------|-------------|----------------|------------|-------------|----------------|------------|
| | CABS | TRIPS | TRIP/VEH |
| JUL | 170 | 26,487 | 156 | 151 | 31,211 | 207 | 125 | 30,391 | 243 | 132 | 33,019 | 250 | 154 | 36,388 | 236 |
| AUG | 155 | 23,671 | 153 | 148 | 29,238 | 198 | 123 | 29,459 | 240 | 133 | 35,031 | 263 | 153 | 38,550 | 252 |
| SEP | 158 | 29,239 | 185 | 150 | 31,807 | 212 | 131 | 34,446 | 263 | 131 | 38,754 | 296 | 155 | 39,874 | 257 |
| OCT | 153 | 37,468 | 245 | 117 | 40,222 | 344 | 139 | 43,009 | 309 | 149 | 45,301 | 304 | 172 | 49,781 | 289 |
| NOV | 153 | 40,466 | 264 | 126 | 40,494 | 321 | 144 | 44,173 | 307 | 165 | 48,495 | 294 | 177 | 54,456 | 308 |
| DEC | 160 | 32,084 | 201 | 128 | 36,226 | 283 | 143 | 39,180 | 274 | 168 | 46,431 | 276 | 174 | 48,480 | 279 |
| JAN | 155 | 38,276 | 247 | 133 | 45,232 | 340 | 152 | 45,048 | 296 | 164 | 49,720 | 303 | 176 | 55,791 | 317 |
| FEB | 157 | 36,557 | 233 | 132 | 42,331 | 321 | 156 | 53,840 | 345 | 174 | 55,559 | 319 | 179 | 60,465 | 338 |
| MAR | 159 | 44,219 | 278 | 138 | 48,942 | 355 | 158 | 62,962 | 398 | 174 | 71,774 | 412 | 187 | 71,008 | 380 |
| APR | 167 | 57,645 | 345 | 141 | 60,821 | 431 | 170 | 71,576 | 421 | 184 | 77,798 | 423 | 200 | 85,522 | 428 |
| MAY | 157 | 42,074 | 268 | 142 | 43,910 | 309 | 156 | 49,091 | 315 | 179 | 56,251 | 314 | 168 | 57,726 | 344 |
| JUN | 156 | 29,940 | 192 | 120 | 31,088 | 259 | 140 | 39,190 | 280 | 166 | 42,216 | 254 | 157 | 39,715 | 253 |
| TOTALS | 1900 | 438,126 | 231 | 1626 | 481,522 | 296 | 1737 | 542,365 | 312 | 1919 | 600,349 | 313 | 2052 | 637,756 | 311 |

| | | FY 14/15 | FY 15/16 | | | | | | | |
|-----------------|--|------------|------------|--|--|--|--|--|--|--|
| HIGHEST TRIPS | | APR 62,167 | JAN 40,831 | | | | | | | |
| LOWEST TRIPS | | JUN 30,274 | AUG 25,959 | | | | | | | |
| MOST VEHICLES | | APR 189 | JAN 153 | | | | | | | |
| LEAST VEHICLES | | JUN 134 | AUG 126 | | | | | | | |
| MOST TRIPS/VEH | | Mar 347 | JAN 267 | | | | | | | |
| LEAST TRIPS/VEH | | JUN 226 | AUG 206 | | | | | | | |

| U.S. Energy | |
|--------------|--------|
| Apr 01, 2014 | \$4.16 |
| May 01, 2014 | \$4.17 |
| Jun 01, 2014 | \$4.11 |
| Jul 01, 2014 | \$4.06 |
| Aug 01, 2014 | \$3.91 |
| Sep 01, 2014 | \$3.69 |
| Oct 01, 2014 | \$3.54 |
| Nov 01, 2014 | \$3.18 |
| Dec 01, 2014 | \$2.87 |
| Jan 01, 2015 | \$2.54 |
| Feb 01, 2015 | \$2.71 |
| Mar 01, 2015 | \$3.21 |
| Average | \$3.51 |

http://www.eia.gov/dnav/pet/pet_pri_gnd_dcus_sca_w.htm

| U.S. Energy | |
|--------------|--------|
| Apr 01, 2015 | \$3.21 |
| May 01, 2015 | \$3.75 |
| Jun 01, 2015 | \$3.54 |
| Jul 01, 2015 | \$3.76 |
| Aug 01, 2015 | \$3.56 |
| Sep 01, 2015 | \$3.12 |
| Oct 01, 2015 | \$2.89 |
| Nov 01, 2015 | \$2.69 |
| Dec 01, 2015 | \$2.72 |
| Jan 01, 2016 | \$2.78 |
| Feb 01, 2016 | \$2.53 |
| Mar 01, 2016 | |
| Average | \$3.14 |

Meter calculation is 1/8 mile increments @ \$0.00 per 1/8 mile = \$0.00 per mile

| Fuel Per Gallon | Average | Regular Grade |
|-----------------|---------|---------------|
| 2012 | \$3.49 | |
| 2013 | \$4.05 | |
| Difference | \$0.56 | Rate Increase |
| | | 0.08 |
| New Rate | 2013/14 | \$3.12 |

| Fuel Cost Increases (Decreases) | |
|-------------------------------------|--|
| Per Mile Rate Increases (Decreases) | |
| \$0.000 to \$0.255 per gallon | |
| \$0.00 | |
| \$0.256 to \$0.755 per gallon | |
| \$0.10 | |
| \$0.756 to \$1.255 per gallon | |
| \$0.20 | |
| \$1.256 to \$1.755 per gallon | |
| \$0.30 | |
| \$1.756 to \$2.255 per gallon | |
| \$0.40 | |

| Fuel Per Gallon | Average | Regular Grade |
|-----------------|---------|---------------|
| 2013 | \$4.05 | |
| 2014 | \$3.84 | |
| Difference | -\$0.21 | Rate Increase |
| | | 0 |
| New Rate | 2014/15 | \$3.12 |

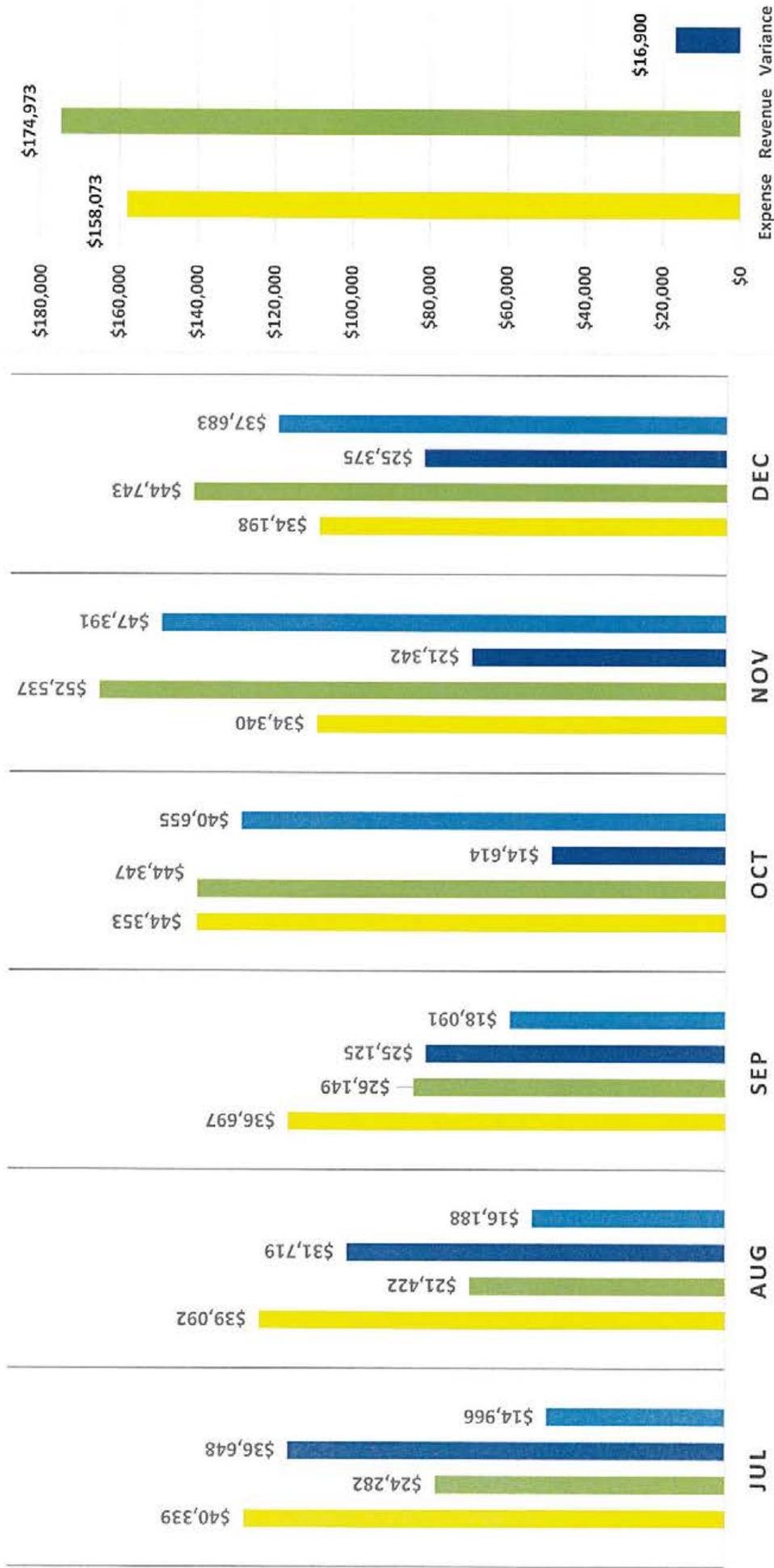
| Fuel Per Gallon | Average | Per Mile Increase | RPM |
|-----------------|---------|-------------------|---------|
| 2012 | \$3.49 | 0.08 | \$ 3.04 |
| 2013 | \$4.05 | 0.08 | \$ 3.12 |
| 2014 | \$3.84 | 0 | \$ 3.12 |
| 2015 | \$3.54 | 0 | \$ 3.12 |
| 2016 | \$3.14 | | |
| Difference | \$3.61 | | |

| Fuel Per Gallon | Average | Regular Grade |
|-----------------|---------|---------------|
| 2014 | \$3.84 | |
| 2015 | \$3.48 | |
| Difference | -\$0.36 | Rate Decrease |
| | | 0 |
| New Rate | 2015/16 | \$3.12 |
| 2015 | \$3.51 | |
| 2016 | \$3.14 | |
| Difference | -\$0.37 | Rate Decrease |
| | | |
| | | |

TAXI EXPENSE VS. REVENUE AND VARIANCE DECEMBER

FY 16 YTD

■ Expense 15 ■ Revenue 15 ■ Expense 16 ■ Revenue 16 ■ Variance



Measuring the health of the FY16 SRA budget by monitoring expenses and revenues.
Goal: Reduce operating expenses by 5% to offset the continued decrease in taxicab ridership.

MINUTES
SunLine Services Group
Board of Directors Meeting
January 27, 2016

A regular meeting of the SunLine Services Group Board of Directors was held on Wednesday, January 27, 2016 at 12:00 p.m. in the Board Room at SunLine Transit Agency, 32-505 Harry Oliver Trail, Thousand Palms, CA 92276.

1. Call to Order

The meeting was called to order at 12:45 p.m. by Chairperson Kristy Franklin.

2. Roll Call

Completed.

Members Present

Kristy Franklin, Chair, Mayor Pro Tem, City of La Quinta
Russell Betts, Mayor Pro Tem, City of Desert Hot Springs
Greg Pettis, Mayor Pro Tem, City of Cathedral City Board
Robert Spiegel, Mayor Pro Tem, City of Palm Desert
Troy Strange, Councilmember, City of Indio
Ginny Foat, Councilmember, City of Palm Springs

Members Absent

John J. Benoit, Supervisor, County of Riverside
Steven Hernandez, Vice Chair, Mayor, City of Coachella
Dana Hobart, Mayor, City of Rancho Mirage
Ty Peabody, Mayor, City of Indian Wells

3. Finalization of Agenda

No changes

4. Presentations

None

5. Public Comments

NON - AGENDA ITEMS:

None.

AGENDA ITEMS:

None.

6. Board Member Comments

None.

7. Consent Calendar

- a) SSG/SRA checks over \$1000 issued November, 2015.
- b) SSG/SRA Monthly Budget Reports November, 2015.
- c) Taxi Vehicle/Rides Analysis.
- d) California Retail Gasoline Price Report

Mayor Pro Tem Spiegel moved to approve the Consent Calendar. Councilmember Foat seconded the motion. The motion was approved by a unanimous vote of 6 yes; 0 no.

8. Approval of Minutes

Mayor Pro Tem Spiegel moved to approve the minutes of December 2, 2016 Board Meeting. The motion was seconded by Councilmember Strange. The motion was approved by a unanimous vote of 5 yes; 0 no; 1 abstention

9. Request Amendments to SSG Ordinance

Mayor Pro Tem Spiegel stated this item was presented at the Taxi Committee and they overwhelmingly liked the idea.

Michael Jones, Taxi Administrator, addressed the board and stated that the amendment adds the ability for the taxi cab franchises to use GPS technology. It is similar to that of transportation network companies such as Uber and Side Car. The basis around this is to allow our franchises to be a little more competitive in this marketplace that has been very unbalanced.

Lauren Skiver, CEO/General Manager, added that it is also important to know that this is based on a collaborative effort between the cab franchise owners and SunLine SSG. They have been engaging on their own to do a lot of work in getting the ordinance to a place where it is still the regulatory arm that is required by the state but also allows for them to have some relief to operate. She said many of them are here today and she wants to thank them because they have spent a lot of time on this ordinance and there is a lot more work to do. She stated that we will be coming before the board with more items for consideration.

Mayor Pro Tem Spiegel stated that the Taxi Committee unanimously approved this item and he moved to approve. Councilmember Foat asked how we would get the word out on this and how does it change the top light. Michael Jones, Taxi Administrator, stated that the franchises will have the ability to be marketing this if the board approves not only the first reading but the second. He stated that one of the restrictions that we are currently having to face is the apps that the franchises are using are not universal to the level that Side Car and Uber are. They have the ability to work through this but right now it is more limited to local but will be looking at opportunities to grow that. A company called Fly Wheel is starting to be taxi driven similar to what Uber is but for the taxi and we are starting to see that more in different cities. Lauren Skiver, CEO/General Manager, stated the question was about the top light and Michael Jones, Taxi Administrator, stated the ordinance with the top light remains the same. In order to be compliant with our current ordinance when the taxi is engaged the light goes off when there is not a passenger in it the top light comes on.

Mayor Pro Tem Franklin asked, in terms of marketing, how do the customers even know that there is an app. They have advertising on the inside and outside of the cab and she also suggested that when they pick up fares they should talk about the fact that there is an app and the customer can pay with cash, credit card or they put their credit card in and pay for the ride through the app.

Councilmember Betts made reference to the SunLine website and the bus routes and Lauren Skiver, CEO/General Manager, stated that was Real Bus Tracker. Councilmember Betts stated that when you go to check the routes it comes up with the different bus routes but it also comes up with Uber route but it didn't show anything for taxi. Lauren Skiver, CEO/General Manager, stated she had never seen Uber on our app. After further discussion it was determined that Councilmember Betts was looking at Google Transit. There is a link on the website to Google Transit and that has every mode of transportation. Councilmember Betts suggested taxi put their apps in there too. Lauren Skiver, CEO/General Manager, stated that we would look into it. Mayor Pro Tem Spiegel asked if information could be brought back at the next meeting. Lauren Skiver, CEO/General Manager, stated that Michael can do a staff item on how we can make some calls and find out how to get the taxi service on there.

Tommy Edwards, Chief Operations Officer, suggested to go through a short process of showing how to use our app. Mayor Pro Tem Franklin stated that was a great idea.

There was a second to the motion on the floor by Councilmember Strange and motion passes unanimously. Vote 6 of yes; 0 No

10. Next Meeting Date

Chairperson Franklin announced that the next regular meeting of the Board of Directors, if needed, will be held February 24, 2016 12 noon – Board Room, 32-505 Harry Oliver Trail, Thousand Palms, CA 92276, if needed.

11. Adjourn

Chairperson Franklin adjourned the meeting at 1:05 p.m.

Respectfully Submitted,

Diane Beebe
Clerk of the Board

SunLine Services Group

DATE: February 24, 2016 **ACTION**
TO: Taxi Committee
Board of Directors
FROM: Acting Taxi Administrator
RE: Amendments to SSG Ordinance

Recommended Action

Recommend that the Board of Directors suspend the second reading of the proposed amendments to SSG ordinance #2015-01.

Background

At this time SRA is working on a collaborative effort with taxicab franchises to change both the ordinance and regulations to be presented all at once to the committee.

Financial Impact

None.

Stephanie Buriel