

**SUNLINE TRANSIT AGENCY
BOARD MEETING AGENDA**

Wednesday, July 27, 2016

12:00 p.m.

Board Room

32-505 Harry Oliver Trail

Thousand Palms, CA 92276

**SunLine Agency Board Member, Greg Pettis,
participating via teleconference from:
Sheraton University City
3549 Chestnut Street
Philadelphia, PA**

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**
Strategic Execution at Sunline – Cindy Henson, Henson Consulting Group
Service Warrants and Standards - TMD
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 May 2016](#)
 - b) [Credit Card Statement for May 2016](#)
 - c) [Monthly Budget Variance Report for May 2016](#)
 - d) [Contracts Signed in Excess of \\$25,000 May 2016](#)
 - e) [Ridership Report for May 2016](#)
 - f) [SunDial Operational Notes for May 2016](#)
 - g) [Metrics \(On time Performance, Early Departures, Late Departures, Late Cancellations, Fleet Availability, Driver Absence, Advertising Revenue, Fixed Route Customer Comments, Paratransit Customer Comments\)](#)
 - h) [Board Member Attendance](#)

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

9. **Approval of Minutes** **Approve**
Request to the Board to approve the Minutes of the June 22, 2016 Board of Directors meeting.
10. **Service Standards Policy #B-190613 Amendment Approval** **Approve**
(Staff: Joseph Friend)
Recommend that the Board of Directors approve the attached amended Service Standards Policy #B-190613.

- 11. [Approval of Revised Records Management/Retention Schedule Policy# B-180615](#) **Approve****
(Greg Pettis, Chair Board Operations Committee;
Staff: Diane Beebe)
Recommend that the Board of Directors approve the attached revised Records Management Policy# B-180615/Retention Schedule.
- 12. [SunLine Center of Excellence](#) **Approve****
(Robert Spiegel, Chair of Finance/Audit Committee;
Staff: Rudy LeFlore)
Recommend that the Board of Directors authorize inclusion of \$278,000 into the SunLine Transit Agency Operating Budget to Authorize expenditures for the SunLine Transit Agency Center of Excellence.
- 13. [Administration Building Phase I and II](#) **Approve****
(Robert Spiegel, Chair of Finance/Audit Committee;
Staff: Rudy LeFlore)
Recommend that the Board of Directors authorized inclusion of \$591,781 into the SunLine Transit Agency Capital Budget for the purchase of Solar Paneled Canopy's constituting Phase II of the Administration Building Project.
- 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.
- 15. [Transportation Demand Management Vanpool Contract Approval](#) **Approve****
(Robert Spiegel, Chair of Finance/Audit Committee;
Staff: Vicky Castaneda)
Recommend that the Board of Directors delegate authority to the CEO/General Manager to negotiate and execute an agreement with Parsons Brinckerhoff for Transportation Demand Management Vanpool Program for a period of three (3) years, in the amount not to exceed \$1,858,156.

16. **Contracts with PVC Consulting** **Approve**
(Robert Spiegel, Chair of Finance/Audit Committee;
Staff: Rudy LeFlore)
Recommend that the Board of Directors:
- a) Authorize the CEO/General Manager to Negotiate and Execute a Contract with PVC Consulting to support production of Hydrogen Fuel Cell Electric Vehicles in an amount not to exceed \$89,200 and;
- b) Authorize a No Cost Time Extension to PVC Consulting to continue support beyond August 31, 2016 of existing Hydrogen Fuel Cell Electric Vehicles which would extend beyond the one-year limitation of CEO/GM Authority.
17. **Purchase Replacement and Expansion** **Approve**
Fixed Route Buses
(Robert Spiegel, Chair of Finance/Audit Committee;
Staff: Tommy Edwards)
Recommend that the Board of Directors grant the CEO/General Manager authority to negotiate and execute an agreement with New Flyer Industries Inc. for the purchase of up to six, 40-foot low floor Compressed Natural Gas Vehicles at a value not to exceed \$3,843,470.
18. **Award of Contract for Uniform Purchase, Rental** **Approve**
& Cleaning Services
(Robert Spiegel, Chair of Finance/Audit Committee;
Staff: Tommy Edwards)
Recommend that the Board of Directors grant authorization to SunLine CEO/General Manager to negotiate and execute award of contract with Prudential Overall Supply not to exceed \$756,600 for uniform purchase and services, upon approval as to form and legality by legal counsel.
19. **Approval of Janitorial Services Contract** **Approve**
(Robert Spiegel, Chair of Finance/Audit Committee;
Staff: Tommy Edwards)
Recommend that the Board of Directors delegate authority to the CEO/General Manager to negotiate and execute a contract with Pristine Environments for janitorial services for two years, with three single year options, subject to approval as to form by Legal Counsel. The total cost for this contract, including option years, is not to exceed \$462,637.

20. **Approval of Lease for Postage Meter Machine** **Approve**
(Robert Spiegel, Chair of Finance/Audit Committee;
Staff: Eric Taylor)
Recommend that the Board of Directors delegate authority to the CEO/General Manager to negotiate and execute a 60-month lease with Neopost for a Postage Meter Machine in an amount not to exceed \$15,000.00.
21. **Election of Officers** – Vice Chairman **Nominations & Election**
(Chairperson Kristy Franklin)
Recommend that the Board of Directors accept nominations and elect officers for SunLine Transit Agency; Vice Chairman of the Board.
-
22. **CEO/General Manager's Report**
23. **Next Meeting Date**
September 28, 2016
12 o'clock Noon – Board Room
32-505 Harry Oliver Trail
Thousand Palms, CA 92276
24. **Adjourn**



FINANCE/AUDIT COMMITTEE AGENDA
July 27, 2016

10:30 a.m. – 11:30 a.m.
Conference Room 2
SunLine Transit Agency
Thousand Palms, CA

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 May 2016](#)
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 - h) [Board Member Attendance](#)

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

6. **SunLine Center of Excellence** **Approve**
(Robert Spiegel, Chair of Finance/Audit Committee;
Staff: Rudy LeFlore)
Recommend that the Board of Directors authorize inclusion of \$278,000 into the SunLine Transit Agency Operating Budget to Authorize expenditures for the SunLine Transit Agency Center of Excellence.

7. **Administration Building Phase I and II** **Approve**
(Robert Spiegel, Chair of Finance/Audit Committee;
Staff: Rudy LeFlore)
Recommend that the Board of Directors authorized inclusion of \$591,781 into the SunLine Transit Agency Capital Budget for the purchase of Solar Paneled Canopy's constituting Phase II of the Administration Building Project.
8. **Transportation Demand Management** **Approve**
Vanpool Contract Approval
(Robert Spiegel, Chair of Finance/Audit Committee;
Staff: Vicky Castaneda)
Recommend that the Board of Directors delegate authority to the CEO/General Manager to negotiate and execute an agreement with Parsons Brinckerhoff for Transportation Demand Management Vanpool Program for a period of three (3) years, in the amount not to exceed \$1,858,156.
9. **Contracts with PVC Consulting** **Approve**
(Robert Spiegel, Chair of Finance/Audit Committee;
Staff: Rudy LeFlore)
Recommend that the Board of Directors:
- a) Authorize the CEO/General Manager to Negotiate and Execute a Contract with PVC Consulting to support production of Hydrogen Fuel Cell Electric Vehicles in an amount not to exceed \$89,200 and;
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Fixed Route Buses
(Robert Spiegel, Chair of Finance/Audit Committee;
Staff: Tommy Edwards)
Recommend that the Board of Directors grant the CEO/General Manager authority to negotiate and execute an agreement with New Flyer Industries Inc. for the purchase of up to six, 40-foot low floor Compressed Natural Gas Vehicles at a value not to exceed \$3,843,470.
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(Robert Spiegel, Chair of Finance/Audit Committee;
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(Robert Spiegel, Chair of Finance/Audit Committee;
Staff: Tommy Edwards)
Recommend that the Board of Directors delegate authority to the CEO/General Manager to negotiate and execute a contract with Pristine Environments for janitorial services for two years, with three single year options, subject to approval as to form by Legal Counsel. The total cost for this contract, including option years, is not to exceed \$462,637.
13. [Approval of Lease for Postage Meter Machine](#) **Approve**
(Robert Spiegel, Chair of Finance/Audit Committee;
Staff: Eric Taylor)
Recommend that the Board of Directors delegate authority to the CEO/General Manager to negotiate and execute a 60-month lease with Neopost for a Postage Meter Machine in an amount not to exceed \$15,000.00.
14. [Adjourn](#)



**AGENDA
BOARD OPERATIONS COMMITTEE**

July 27, 2016

11:30 – 12:00 a.m.

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

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

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

5. **[Approval of Revised Records Management/Retention Schedule Policy# B-180615](#)** **Approve**
(Greg Pettis, Chair Board Operations Committee;
Staff: Diane Beebe)
Recommend that the Board of Directors approve the attached revised Records Management Policy# B-180615/Retention Schedule.
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.
7. **Adjourn**

SunLine Transit Agency
Checks \$1,000 and Over
For the month of May 2016

NOTE: 1). Bold check payments represent "pass through" or Bold Italicized payments that were, or will be reimbursed partially 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
CalPERS	Group Health Ins Prem	668212	5/6/2016	\$284,132.48
AVAIL TECHNOLOGIES	ITS System Maint/Support	668314	5/20/2016	\$118,210.11
PERMA - Insurance	Gen Lib/WC	668294	5/12/2016	\$113,551.61
U.S. BANK INSTITUTIONAL TRUST-	Pension Deposits	668277	5/6/2016	\$88,836.07
U.S. BANK INSTITUTIONAL TRUST-	Pension Deposits	668428	5/20/2016	\$88,626.14
SO CAL GAS CO.	Utilities	668412	5/20/2016	\$55,013.00
BURKE, WILLIAMS & SORENSEN, LLP	Legal Services	668322	5/20/2016	\$45,437.13
BP ENERGY COMPANY	CNG	668318	5/20/2016	\$43,424.13
BP ENERGY COMPANY	CNG	668317	5/20/2016	\$40,908.18
RENOVA ENERGY CORP.	Solar Panel Project	668400	5/20/2016	\$24,161.35
RELIANCE STANDARD	LTD/STD/LIFE Ins Prem	668298	5/12/2016	\$23,578.14
MICHELIN NORTH AMERICA, INC.	Tire Leasing	668376	5/20/2016	\$22,562.53
U.S. BANK INSTITUTIONAL TRUST-	Pension Deposits	668279	5/6/2016	\$20,867.76
IMPERIAL IRRIGATION DIST	Utilities	668367	5/20/2016	\$20,561.17
OSI HARDWARE	WIP-Info Technology Project	668386	5/20/2016	\$15,156.63
BYD COACH & BUS LLC	WIP-Electric Buses Lease	668327	5/20/2016	\$14,625.36
ADVANCED WEB OFFSET, INC.	Printing Rider's Guide	668203	5/6/2016	\$11,112.80
BAE SYSTEMS CONTROLS, INC.	FCB Engineer Support	668315	5/20/2016	\$9,756.64
AGREEMENT DYNAMICS, INC.	Labor Negotiating Training	668283	5/12/2016	\$8,591.36
PALMSPRINGSCLEANING-COM, LLC	Janitorial Servs	668256	5/6/2016	\$8,100.00
CALIFORNIA DENTAL NETWORK, INC.	Dental Insurance	668440	5/26/2016	\$7,944.39
IMPERIAL IRRIGATION DIST	Utilities	668246	5/6/2016	\$7,805.20
NEW FLYER	Bus Parts	668382	5/20/2016	\$7,462.15
G & K SERVICES	Uniform service	668289	5/12/2016	\$7,303.34
CUMMINS PACIFIC, LLC	Bus Repair Parts	668447	5/26/2016	\$7,218.67
RUTAN & TUCKER, LLP	Legal fees	668405	5/20/2016	\$7,168.67
ROMAINE ELECTRIC CORP.	Repair Parts	668402	5/20/2016	\$6,134.83
AMALGAMATED TRANSIT UNION	Union Dues	668205	5/6/2016	\$6,114.86
AMALGAMATED TRANSIT UNION	Union Dues	668309	5/20/2016	\$6,039.83
CUMMINS PACIFIC, LLC	Bus Repair Parts	668340	5/20/2016	\$5,863.02
CREATIVE BUS SALES, INC.	Bus Repair Parts	668339	5/20/2016	\$5,417.74
HARBOR DIESEL & EQUIPMENT INC.	Bus Repair parts	668359	5/20/2016	\$5,089.40
CALIFORNIA CONSULTING, LLC	Consulting	668210	5/6/2016	\$5,000.00
BYD COACH & BUS LLC	WIP-Electric Buses Lease	668325	5/20/2016	\$4,875.12
BYD COACH & BUS LLC	WIP-Electric Buses Lease	668326	5/20/2016	\$4,875.12
STRICKLAND KENNY INC.	Lubricants & Oils	668417	5/20/2016	\$4,745.66
PALM SPRINGS MOTORS, INC.	Non-Rev Repair Parts	668388	5/20/2016	\$4,707.81
CARQUEST OF THE DESERT	Repair Parts	668216	5/6/2016	\$4,541.57

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Vendor Name	Description	Check #	Check	Amount
AMERICAN CAB	Taxi Voucher Program	668436	5/26/2016	\$4,248.79
HOME DEPOT CRD SRVS	Facility Maintenance	668365	5/20/2016	\$4,230.15
VERIZON WIRELESS	Wireless Cell Service	668297	5/12/2016	\$4,118.31
ACCOUNTEMPS	WIP-ERP Project	668303	5/20/2016	\$3,872.95
TELEPACIFIC COMMUNICATIONS	Telephone Service	668420	5/20/2016	\$3,761.56
NEW FLYER	Bus Parts	668253	5/6/2016	\$3,732.66
CYNTHIA L. HENSON	Staff Development	668341	5/20/2016	\$3,707.50
YELLOW CAB OF THE DESERT	Taxi Voucher Program	668435	5/20/2016	\$3,691.64
<u>RELIANCE STANDARD</u>	<u>PPO DENTAL</u>	<u>668399</u>	<u>5/20/2016</u>	<u>\$3,608.23</u>
YELLOW CAB OF THE DESERT	Taxi Voucher Program	668477	5/26/2016	\$3,513.00
AMERICAN CAB	Taxi Voucher Program	668310	5/20/2016	\$3,485.47
ANDREA CARTER & ASSOCIATES	Marketing Consulting & PR	668285	5/12/2016	\$3,450.00
TEC OF CALIFORNIA, INC.	Repair Parts	668419	5/20/2016	\$3,447.95
CUMMINS PACIFIC, LLC	Bus Repair Parts	668223	5/6/2016	\$3,387.01
NEW FLYER	Bus Parts	668460	5/26/2016	\$3,332.12
TK SERVICES, INC.	Bus Repair Parts	668422	5/20/2016	\$3,082.63
<u>EYE MED</u>	<u>Employee Benefits</u>	<u>668229</u>	<u>5/6/2016</u>	<u>\$3,065.07</u>
TRANSPORTATION MANAGEMENT	Bus Route Planning	668275	5/6/2016	\$2,968.75
PATRICK M. BRASSIL	Hydrogen Maintenance	668257	5/6/2016	\$2,960.00
ALLIEDBARTON SECURITY SERVICES	Security Services	668284	5/12/2016	\$2,869.26
TEC OF CALIFORNIA, INC.	Repair Parts	668272	5/6/2016	\$2,842.29
TRANSIT PRODUCTS & SERVICES	Repair Parts	668274	5/6/2016	\$2,750.00
TRANSIT PRODUCTS & SERVICES	Repair Parts	668424	5/20/2016	\$2,750.00
MOHAWK MFG & SUPPLY CO	Bus Repair Parts	668377	5/20/2016	\$2,655.58
AVAIL TECHNOLOGIES	Bus Repair Parts	668313	5/20/2016	\$2,585.52
WESTPORT DALLAS, INC.	Repair Parts	668476	5/26/2016	\$2,583.57
HARBOR DIESEL & EQUIPMENT INC.	Bus Repair parts	668243	5/6/2016	\$2,569.88
CALIFORNIA STATE DISBURSEMENT	Employee Garnishment	668211	5/6/2016	\$2,563.91
CALIFORNIA STATE DISBURSEMENT	Employee Garnishment	668331	5/20/2016	\$2,553.81
STRICKLAND KENNY INC.	Lubricants & Oils	668469	5/26/2016	\$2,542.05
CREATIVE BUS SALES, INC.	Bus Repair Parts	668222	5/6/2016	\$2,540.10
MAGELLAN BEHAVIORAL HEALTH	Employee Assistance	668373	5/20/2016	\$2,512.29
VALLEY OFFICE EQUIPMENT, INC.	Fax/Copier Supplies	668433	5/20/2016	\$2,441.74
PVC CONSULTING, LLC	Fuel Cell Bus	668261	5/6/2016	\$2,400.00
NAPA AUTO PARTS	Vehicle Repair Parts	668292	5/12/2016	\$2,335.02
FRANKLIN TRUCK PARTS, INC	Bus Repair Parts	668235	5/6/2016	\$2,293.46
RECARO NORTH AMERICA, INC.	Bus Seats	668398	5/20/2016	\$2,250.45
GRAINGER	Facility Maintenance	668241	5/6/2016	\$2,225.27
PETERSON HYDRAULICS, INC.	Security Equipment	668465	5/26/2016	\$2,175.81
MOHAWK MFG & SUPPLY CO	Bus Repair Parts	0668458	5/26/2016	\$2,161.42

SunLine Transit Agency
Checks \$1,000 and Over
For the month of May 2016

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Vendor Name	Description	Check #	Check	Amount
FLEET-NET CORPORATION	Software & Licenses	668287	5/12/2016	\$2,130.00
ADVOCATES FOR LABOR COMPLIANCE,	Solar Panel Project	668305	5/20/2016	\$2,070.00
TOTALFUNDS BY HASLER	Postage Supplies	668423	5/20/2016	\$2,010.00
FIESTA FORD, INC.	Repair Parts/Support	668453	5/26/2016	\$1,980.38
STRICKLAND KENNY INC.	Lubricants & Oils	668269	5/6/2016	\$1,952.94
NORTON MEDICAL INDUSTRIES	Medical-Exams and Testing	668383	5/20/2016	\$1,874.30
CAPITAL ONE COMMERCIAL (COSTCO)	Boardroom Supplies	668214	5/6/2016	\$1,860.23
PAUL ASSOCIATES	Printing	668258	5/6/2016	\$1,752.96
DESERT AIR CONDITIONING, INC.	A/C REPAIR AND SALES	668449	5/26/2016	\$1,752.43
BURRTEC WASTE & RECYCLING	Facility Trash Removal	668324	5/20/2016	\$1,610.56
DESERT CITY CAB	Taxi Voucher Program	668344	5/20/2016	\$1,610.10
MICHAEL BAKER INTERNATIONAL, INC.	Solar Panel Project	668375	5/20/2016	\$1,584.79
PM10, INC.	Facility Maintenance	668394	5/20/2016	\$1,500.00
TREMBLAY IRON WORKS	Front Entrance Gate	668426	5/20/2016	\$1,500.00
ALLIEDBARTON SECURITY SERVICES	Security Services	668308	5/20/2016	\$1,434.63
BRIAN EDWARDS	Payroll Adjustment/Correction	668319	5/20/2016	\$1,383.74
UNIVISION	Advertisement Comm Link 220	668430	5/20/2016	\$1,350.00
THE HOWARD E NYHART COMPANY	Pension Consultant	668273	5/6/2016	\$1,346.00
SMARTDRIVE SYSTEMS, INC.	Security Equipment	668266	5/6/2016	\$1,330.00
BURRTEC WASTE & RECYCLING	Facility Trash Removal	668323	5/20/2016	\$1,284.63
LUMINATOR MASS TRANSIT, LLC	Signage	668371	5/20/2016	\$1,278.00
PROPER SOLUTIONS	Temp. Emp Serv	668260	5/6/2016	\$1,260.00
VINCENT PRINTING COMPANY, INC.	Marketing Supplies	668474	5/26/2016	\$1,244.98
DESERT CITY CAB	Taxi Voucher Program	668450	5/26/2016	\$1,131.14
ACCONTEMPS	Temporary Help	668202	5/6/2016	\$1,127.75
DESERT ALARM, INC.	Security Services	668343	5/20/2016	\$1,120.00
ACCONTEMPS	Temporary Help	668282	5/12/2016	\$1,088.75
MURCHISON & CUMMING, LLP	Insurance Losses	668251	5/6/2016	\$1,039.51
SAFETY-KLEEN CORPORATION	Solvent Tank Service	668468	5/26/2016	\$1,019.83

Total of Checks Over \$1,000 \$1,329,412.84

Total of Checks Under \$1,000 \$45,927.85

Total of All Checks for the Month \$1,375,340.69

Total Amount of Checks Prior Years Same Month

Wells Fargo
 SunLine Transit Agency Visa Credit Card Statement
 Closing Date: June 2, 2016

Lauren Skiver – Detail

05/03/16	Long Beach Conv	CHBC Board Meeting - Parking/L Skiver/CEO/General Manager	\$	10.00
05/05/16	American Airlines	APTA Awards/APTA Rodeo/L Skiver/CEO/General Manager	\$	807.70
05/06/16	EI Ranchito	Lunch May Board Meeting	\$	434.32
05/10/16	American Airlines	APTA Awards/APTA Rodeo- baggage/ L Skiver/CEO/General Manager	\$	25.00
05/10/16	Omni Charlotte	APTAM. Garcia/Supervisor of Transportation	\$	871.29
05/10/16	Omni Charlotte	APTAVictor A Duran/Trainer	\$	871.29
05/11/16	Orbitz	APTAVictor M Duran/Trainer	\$	480.44
05/11/16	Hilton Hotels	APTA Awards/L Skiver/CEO/General Manager	\$	268.85
05/12/16	American Airlines	APTA Awards/APTA Rodeo - baggage/L Skiver/CEO/GM	\$	25.00
05/12/16	Westin Charlotte	APTA /T Edwards/Chief Operations Officer	\$	963.48
05/12/16	Hilton Hotel	APTA Awards/L Skiver/CEO/GM	\$	105.37
05/15/16	Expedia WA	CTA /L Skiver/CEO/GM/	\$	370.33
05/18/16	American Airlines	APTA Awards/APTA Rodeo-baggage/ L Skiver/CEO/General Manager	\$	25.00
05/18/16	Palm Springs Airport	Parking APTA Awards/APTA/L Skiver/CEO/GM	\$	115.00
05/19/16	Orbitz	OSHA Training/Pete Gregor/Chief Safety Officer	\$	360.41
05/19/16	Westin Charlotte	APTA Housing/Rodeo/L Skiver/CEO/GM	\$	1204.35
05/24/16	LAX Airport Lot	CTA Legislative/L Skiver/CEO/GM	\$	51.00
05/26/16	Paypal	2016 CVAG General Assembly/L Skiver/CEO/GM A Petke/Planning Manager	\$	100.00
Total Amount			\$	\$7,088.83
Total Amount			\$	\$7,088.83
Credits:				
Total Credits				



Rate Information

Your rate may vary according to the terms of your agreement.

TYPE OF BALANCE	ANNUAL INTEREST RATE	DAILY FINANCE CHARGE RATE	AVERAGE DAILY BALANCE	PERIODIC FINANCE CHARGES	TRANSACTION FINANCE CHARGES	TOTAL FINANCE CHARGES
PURCHASES	11.490%	.03147%	\$0.00	\$0.00	\$0.00	\$0.00
CASH ADVANCES	24.240%	.06641%	\$0.00	\$0.00	\$0.00	\$0.00
TOTAL				\$0.00	\$0.00	\$0.00

Important Information

\$0 - \$7,088.83 WILL BE DEDUCTED FROM YOUR ACCOUNT AND CREDITED AS YOUR AUTOMATIC PAYMENT ON 06/27/16. THE AUTOMATIC PAYMENT AMOUNT WILL BE REDUCED BY ALL PAYMENTS POSTED ON OR BEFORE THIS DATE.

556

Summary of Sub Account Usage

Name	Sub Account Number Ending In	Monthly Spending Cap	Spend This Period
LAURA SKIVER	██████████	40,000	\$7,088.83

Transaction Details

The transactions detailed on this Consolidated Billing Control Account Statement contain transactions made directly to this Control Account plus all transactions made on Sub Accounts. If there were no transactions made by a Sub Account that Sub Account will not appear.

Trans	Post	Reference Number	Description	Credits	Charges
05/31	05/31	F326800H800CHGDDA	AUTOMATIC PAYMENT - THANK YOU	9,182.41	
			TOTAL ██████████ \$9,182.41-		

Transaction Summary For **LAURA SKIVER**
Sub Account Number Ending In **5958**

05/03	05/04	2449398GQ60LAF40H	LB CONV & ENT CTR 5624363636 CA - <i>Parking</i>		10.00 ✓
05/05	05/05	2443106GFA16SJ9TB	AMERICAN AIR0017775569599 FORT WORTH TX		807.70 ✓
		05/10/16	SKIVER/LAURA LEE		
		1 AA V	PALM SPRINGS CHICAGO		
		2 AA O	CHICAGO CHARLOTTE		
		3 AA V	CHARLOTTE PHOENIX		
		4 AA V	PHOENIX PALM SPRINGS		
		11617270	EXPEDIA INC		
05/06	05/06	2475542GG3S6JNP2Z	EL RANCHITO TACO SHOP PAL760-3209182 CA		434.32 ✓
05/10	05/10	2443106GLWESP2AG5	AMERICAN AIR0010279022904 FORT WORTH TX - <i>Boysage</i>		25.00 ✓
		05/10/16	SKIVER/LAURA LEE		
		1 AA Y	EBC FEE		
05/10	05/10	2469216GK00K89A1V	OMNI CHARLOTTE CHARLOTTE NC		671.29 ✓
05/10	05/10	2469216GK00K89A11	OMNI CHARLOTTE CHARLOTTE NC		671.29 ✓
05/11	05/11	2469216GL006Q1XLS	Orbitz*14792096191 ORBITZ.COM WA		480.44 ✓
05/11	05/11	2490604GM15E1NX6J	HILTON HOTELS OHARE CHICAGO IL		268.85 ✓
05/12	05/12	2443106GNWESNVHKT	AMERICAN AIR0010279159367 FORT WORTH TX - <i>Boysage</i>		25.00 ✓
		05/12/16	SKIVER/LAURA LEE		
		1 AA Y	EBC FEE		
05/12	05/12	2475542GN4ZJFB9TW	WESTIN CHARLOTTE CHARLOTTE NC		963.48 ✓
05/12	05/12	2475542H74D3HH49Y	HILTON HOTELS OHARE CHICAGO IL		105.37 ✓
05/15	05/15	2469216GR00BJ7AAV	EXPEDIA*1135399276017 EXPEDIA.COM WA		370.33 ✓
05/18	05/18	2443106GWWESNP1NA	AMERICAN AIR0010279705599 FORT WORTH TX - <i>Boysage</i>		25.00 ✓
		05/18/16	SKIVER/LAURA LEE		
		1 AA Y	EBC FEE		
05/18	05/18	2443106GW5SP0LDE3	PALM SPRINGS AIRPORT PALM SPRINGS CA		115.00 ✓
05/19	05/19	2469216GW00EWZ1R4	Orbitz*15094453340 ORBITZ.COM WA		360.41 ✓
05/19	05/19	2475542GW4ZL5LYKP	WESTIN CHARLOTTE CHARLOTTE NC		1,204.35 ✓
05/24	05/24	2475542H24D23JPQS	LAX AIRPORT LOT P 6 LOS ANGELES CA		51.00 ✓
05/26	05/26	2449215H3S1A04HEG	PAYPAL *COAGHELLAVA 402-935-7733 CA		100.00 ✓
			TOTAL \$7,088.83		
			LAURA SKIVER / Sub Acct Ending In ██████████		

SunLine Transit Agency
Budget Variance Report
May 2016

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	256,893	294,800	(37,907)	2,955,361	3,242,802	(287,441)
Other Revenue	1,636,829	1,200,188	136,402	1,063,785	3,367,359	1,500,427	1,866,932
Total Operating Revenue	5,174,431	1,457,081	431,203	1,025,878	6,322,720	4,743,228	1,579,491
Operating Expenses:							
Operator & Mechanic Salaries & Wages	8,170,608	656,961	680,884	23,923	7,317,612	7,489,724	172,112
Operator & Mechanic Overtime	958,000	77,313	79,833	2,521	954,996	878,167	(76,830)
Administration Salaries & Wages	4,599,232	347,497	383,269	35,773	3,825,239	4,215,963	390,724
Administration Overtime	7,200	112	600	488	7,953	6,600	(1,353)
Fringe Benefits	8,519,093	644,470	709,924	65,454	7,172,357	7,809,169	636,811
Communications	141,620	11,457	11,802	345	127,621	129,818	2,197
Legal Services - General	150,000	9,041	12,500	3,459	89,210	137,500	48,290
Computer/Network Software Agreement	315,593	25,849	26,299	451	272,863	289,294	16,430
Uniforms	85,400	7,712	7,117	(595)	89,626	78,283	(11,343)
Contracted Services	477,520	27,388	39,793	12,405	365,533	437,727	72,194
Equipment Repairs	4,000	37	333	297	3,517	3,667	149
Security Services	67,440	6,350	5,620	(730)	64,207	61,820	(2,387)
Fuel - CNG	1,373,972	103,312	114,498	11,186	1,176,427	1,259,474	83,047
Fuel - Hydrogen	180,554	11,299	15,046	3,747	187,415	165,508	(21,907)
Tires	301,501	18,042	25,125	7,083	181,788	276,376	94,588
Office Supplies	62,466	4,140	5,206	1,065	58,615	57,261	(1,354)
Travel/Training	141,140	7,354	11,762	4,408	74,348	129,378	55,030
Repair Parts	919,963	109,201	76,664	(32,537)	1,009,232	843,299	(165,932)
Facility Maintenance	33,000	3,681	2,750	(931)	35,930	30,250	(5,680)
Electricity - CNG & Hydrogen	170,030	7,774	14,169	6,395	148,212	155,861	7,648
Natural Gas	1,263,484	107,399	105,290	(2,109)	1,143,943	1,158,194	14,251
Water	6,000	463	500	37	5,139	5,500	361
Insurance Losses	1,389,250	109,976	115,771	5,795	760,018	1,273,479	513,462
Insurance Premium - Property	60,000	933	5,000	4,067	15,401	55,000	39,599
Repair Claims	50,000	0	4,167	4,167	43,796	45,833	2,037
Fuel Taxes	145,450	16,942	12,121	(4,822)	171,576	133,329	(38,247)
Other Expenses	3,538,550	169,753	294,879	125,126	2,220,159	3,243,671	1,023,512
Self Consumed Fuel	(1,508,641)	(114,644)	(125,720)	11,076	(1,327,372)	(1,382,921)	55,549
Total Operating Expenses (Before Depreciation)	31,622,425	2,369,810	2,635,202	265,392	26,195,362	28,987,223	2,791,861
Operating Expenses in Excess of Operating Revenue		\$ (912,730)			\$ (19,872,643)		
Subsidies:							
Local - Measure A, RTA Funds	6,558,720	226,344	546,560	320,216	4,928,128	6,012,160	1,084,032
State - LTF, LCTOP	15,185,740	524,065	1,265,478	741,413	11,410,347	13,920,262	2,509,915
Federal - 5307, 5311, 5316, 5317 & CMAQ	4,703,534	162,321	391,961	229,641	3,534,168	4,311,573	777,405
Total Subsidies	26,447,994	912,730	2,204,000	1,291,270	19,872,643	24,243,995	4,371,352
Net Operating Gain (Loss) After Subsidies	\$ -	\$ -			\$ -		

SunLine Transit Agency
Budget Variance Report
May 2016

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	1,726,352	1,854,511	128,159	19,278,158	20,399,622	1,121,464
Services	3,189,005	151,989	265,750	113,762	2,062,992	2,923,255	860,262
Fuels & Lubricants	1,693,861	129,841	141,155	11,314	1,505,966	1,552,706	46,740
Tires	301,501	18,042	25,125	7,083	181,788	276,376	94,588
Materials and Supplies	1,186,279	132,408	98,857	(33,551)	1,277,977	1,087,422	(190,555)
Utilities	1,712,400	128,845	142,700	13,855	1,524,986	1,569,700	44,714
Casualty & Liability	2,115,064	149,616	176,255	26,639	1,192,571	1,938,809	746,237
Taxes and Fees	145,450	16,942	12,121	(4,822)	171,576	133,329	(38,247)
Miscellaneous Expenses	533,373	30,419	44,448	14,028	326,720	488,925	162,206
Self Consumed Fuel	(1,508,641)	(114,644)	(125,720)	11,076	(1,327,372)	(1,382,921)	55,549
Total Operating Expenses (Before Depreciation)	31,622,425	2,369,810	2,635,202	265,392	26,195,362	28,987,223	2,791,861
Revenues:							
Passenger Revenue	3,537,602	256,893	294,800	(37,907)	2,955,361	3,242,802	(287,441)
Other Revenue	1,636,829	1,200,188	136,402	1,063,785	3,367,359	1,500,427	1,866,932
Total Operating Revenue	5,174,431	1,457,081	431,203	1,025,878	6,322,720	4,743,228	1,579,491
Net Operating Gain (Loss)		\$ (912,730)			\$ (19,872,643)		
Subsidies:							
Local - Measure A, RTA Funds	6,558,720	226,344	546,560	320,216	4,928,128	6,012,160	1,084,032
State - LTF, LCTOP	15,185,740	524,065	1,265,478	741,413	11,410,347	13,920,262	2,509,915
Federal - 5307, 5311, 5316, 5317 & CMAQ	4,703,534	162,321	391,961	229,641	3,534,168	4,311,573	777,405
Total Subsidies	26,447,994	912,730	2,204,000	1,291,270	19,872,643	24,243,995	4,371,352
Net Operating Gain (Loss) After Subsidies	\$ -	\$ -			\$ -		

Budget Variance Analysis - SunLine Transit

Passenger Revenue - Unfavorable

- System wide ridership is currently down 6.2% for FYTD16, with fixed route ridership down 6.5% and SunDial up 5.7%.

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 is higher than expected.
- Bus stop advertising revenue is currently above FYTD16 budgeted amount.

Operator & Mechanic Salaries & Wages - Favorable

- Operators not up to full budgeted FTEs.

Operator & Mechanic Overtime - Unfavorable

- Operators on extended leave for long term disability or workers compensation and full compliment of staff not reached.

Administration Salaries & Wages - Favorable

- Vacancies account for the majority of the favorable balance.

Administration Overtime - Unfavorable

- During April Administrative Overtime was approved to assist with Music Festival related activities.

Fringe Benefits - Favorable

- Open positions account for the favorable balance in fringe benefits.
- FY16 budget created with a projected increase in medical expenses which did not occur since the move to CalPers has saved the Agency money.

Communications - Favorable

- Expenses are within an acceptable range of the budgeted amount.

Legal Services - General - Favorable

- Legal expenses have been lower than anticipated for the fiscal year so far.

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 over budget in the operations department due to an increased number of uniform alterations.

Contracted Services - Favorable

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

Equipment Repairs - Favorable

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

Security Services - Unfavorable

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

Fuel - CNG - Favorable

- CNG usage reduced during winter months as lower temperatures cause more efficient fuel usage. Temperatures have been lower than normal.

Fuel - Hydrogen - Unfavorable

- Increased use of Hydrogen and technical difficulties with the hydrogen station in the second quarter of FY16 have caused an unfavorable variance.

Tires - Favorable

- Tire expenses lower than expected due to less wear on tires attributed to fewer miles than projected.

Office Supplies - Unfavorable

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

Travel/Training - Favorable

Budget Variance Analysis - SunLine Transit

- 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. Number of Collisions where damage is below deductible are up compared for FY15.
- Fixed Route repair parts for engine repair contributed to increased expenses in January.

Facility Maintenance - Unfavorable

- Facility maintenance expenses increased due to including Division 3 (Coachella) with Division 2 (Indio).

Electricity - CNG & Hydrogen - Favorable

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

Natural Gas - Favorable

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

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 change has resulted in lower expenses than projected.

Repair Claims - Favorable

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

Fuel Taxes - Unfavorable

- An increase in taxes per unit and 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. The budgeted impact was minimal as the brunt of the impact was made to the Agency's deductibles and not premiums.

Self Consumed Fuel - Favorable

- Self Consumed Fuel expense is within an acceptable range of the budgeted amount.

Contracts Signed in Excess of \$25,000

May 2016

Vendor	Product/Service	Need	Budgeted	Budgeted Amount	Cost	Type
Apollo Video Technology	High Performance Wireless Video Link	Wireless router for buses to allow for video retrieval and provide Wi-Fi.	SRTP FY 2014/15	\$ 135,000.00	\$ 100,708.08	Purchase Order - GSA Contract
AVAIL Technologies, Inc.	Avail ITS System Maintenance & Support	Purchase and installation of a bus AVL (Automatic Vehicle Location) system on three (3) BYD electric buses.	N/A	N/A	\$ 77,999.00	Change Order



SunLine Transit Agency Monthly Ridership Report May 2016

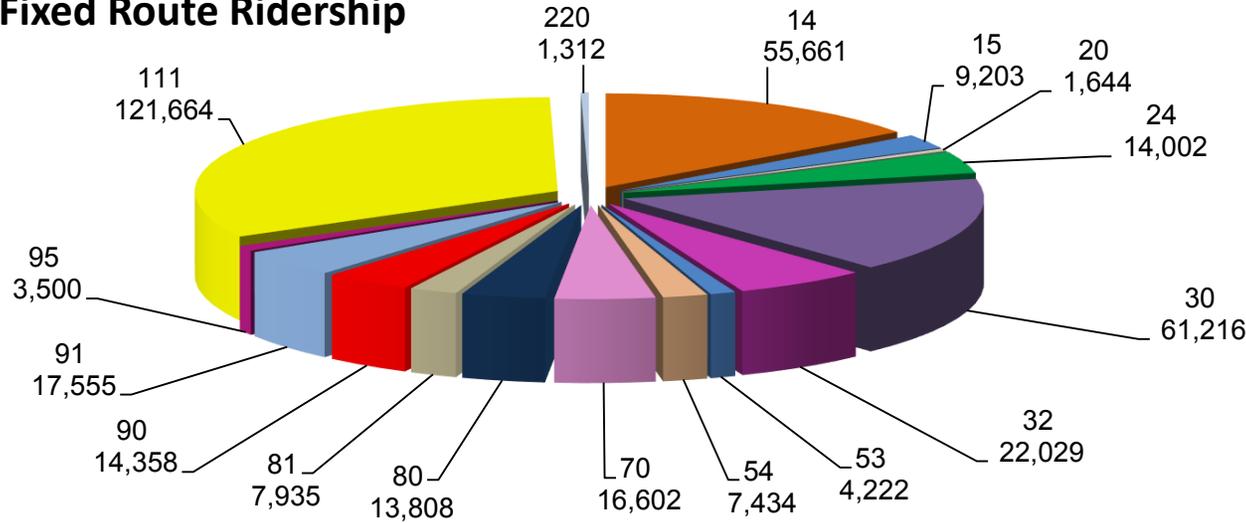
Fixed Route Line	Description	FY 2015 & 2016			Month Var.	% Var.	FY 2016 YTD	FY 2015 YTD	YTD Var.	% Var.	Bikes		Wheelchairs	
		May 2016	May 2015	Apr 2016							Monthly	YTD	Monthly	YTD
14	DHS/PS	55,661	56,764	55,008	(1,103)	-1.9%	601,284	623,780	(22,496)	-3.6%	2,100	18,995	462	4,819
15	DHS	9,203	9,489	9,617	(286)	-3.0%	97,965	107,362	(9,397)	-8.8%	264	2,983	46	459
20	DHS/PD	1,644	-	1,945	1,644	-	8,380	-	8,380	-	73	284	2	14
24	PS	14,002	14,917	14,244	(915)	-6.1%	151,777	172,645	(20,868)	-12.1%	359	3,921	152	1,867
30	CC/PS	61,216	67,289	61,989	(6,073)	-9.0%	670,615	735,638	(65,023)	-8.8%	1,859	21,379	381	4,310
32	PD/RM/TP/CC/PS	22,029	24,328	23,122	(2,299)	-9.5%	252,702	272,672	(19,970)	-7.3%	942	9,962	136	1,428
53	PD/IW	4,222	5,076	5,412	(854)	-16.8%	51,900	53,461	(1,561)	-2.9%	139	1,696	26	213
54	Indio/LQ/IW/PD	7,434	8,331	7,999	(897)	-10.8%	84,113	89,204	(5,091)	-5.7%	253	2,756	31	456
70	LQ/BD	16,602	18,638	16,009	(2,036)	-10.9%	176,294	203,143	(26,849)	-13.2%	545	4,997	71	679
80	Indio	13,808	11,711	12,694	2,097	17.9%	139,270	124,411	14,859	11.9%	280	2,441	124	903
81	Indio	7,935	7,334	6,505	601	8.2%	80,709	82,364	(1,655)	-2.0%	107	1,112	142	1,160
90	Coachella/Indio	14,358	18,968	13,975	(4,610)	-24.3%	177,955	208,715	(30,760)	-14.7%	334	4,265	132	1,226
91	I/Cch/Th/Mec/Oas	17,555	19,490	17,366	(1,935)	-9.9%	184,941	213,145	(28,204)	-13.2%	487	4,706	18	449
95	I/Cch/Th/Mec/NS	3,500	2,517	4,047	983	39.1%	34,201	29,960	4,241	14.2%	73	667	3	32
111	PS to Indio	121,664	122,015	125,778	(351)	-0.3%	1,323,381	1,402,827	(79,446)	-5.7%	4,688	47,551	991	9,614
220	PD to Riverside	1,312	1,022	1,207	290	28.4%	12,549	11,890	659	5.5%	48	302	19	114
Fixed route total		372,145	387,889	376,917	(15,744)	-4.1%	4,048,036	4,331,217	(283,181)	-6.5%	12,551	128,017	2,736	27,743
Demand Response														
SunDial		14,654	13,022	13,847	1,632	12.5%	149,603	141,561	8,042	5.7%				
System total		386,799	400,911	390,764	(14,112)	-3.5%	4,197,639	4,472,778	(275,139)	-6.2%				
		May-16	May-15	Apr-16										
	Weekdays:	* 21	* 20	21										
	Saturdays:	4	5	5										
	Sundays:	* 6	* 6	4										
	Total Days:	31	31	30										

Please note:

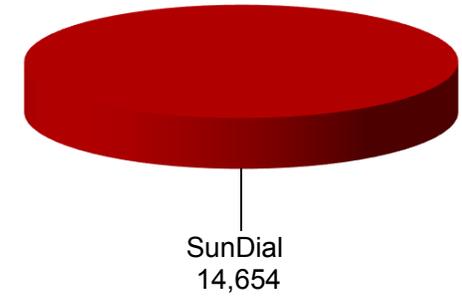
*Running the Saturday/Sunday service on May 25, 2015 and May 30, 2016, Memorial Day Holiday. Weekday and Sunday total days reflect the change.

SunLine Transit Agency Monthly Ridership Report May - 2016

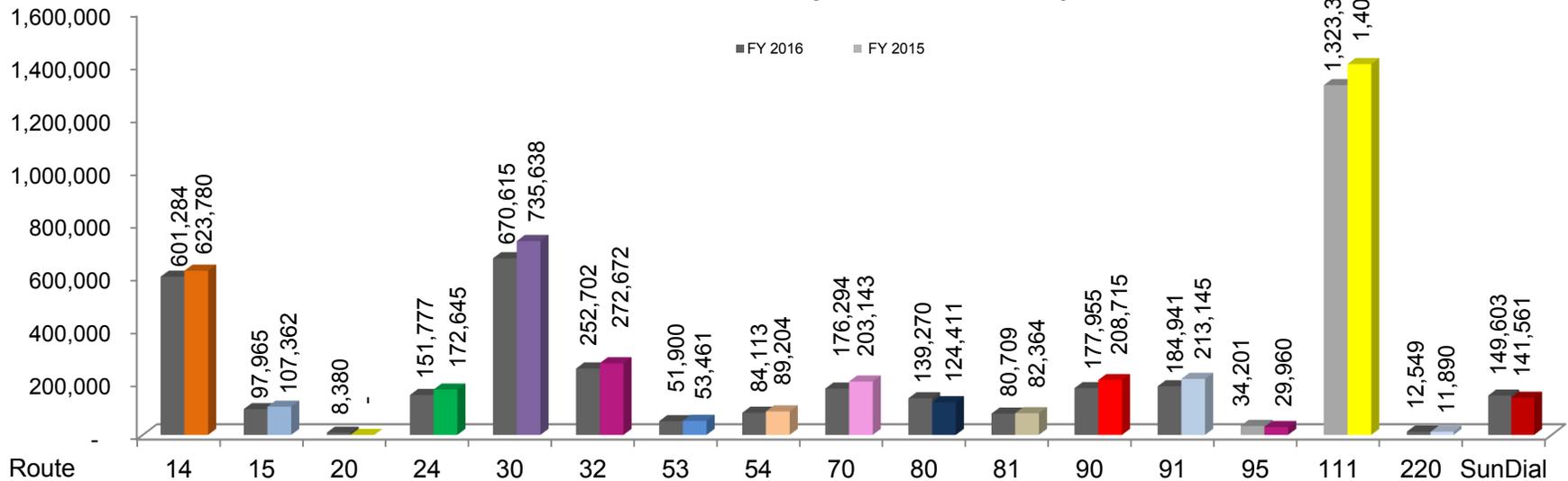
Fixed Route Ridership



Demand Response Ridership



Year-to-Date System Ridership





Complimentary Paratransit Service
Serving Persons with Disabilities Throughout the Coachella Valley

SunDial Operational Notes
May 2016

1. ON-TIME PERFORMANCE

<u>Last Year</u>	<u>This Year</u>	
92.3	88.7	Total trips carried in the on-time window
954	1,564	Total trips late during the month
11,7	13,321	Total trips

2. RIDERSHIP and MILEAGE

<u>Last Year</u>	<u>This Year</u>	
13,022	14,654	Total passengers for the month
103,346	111,441	Total miles traveled for the month

3. SAFETY

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

4. RIDE-A-LONG & ONBOARD EVALUATIONS

<u>Last Year</u>	<u>This Year</u>	
1	0	Total Ride-a-Long Evaluations
12	5	Total Onboard Inspections
10	2	Total Safety Evaluations

5. DENIALS

<u>Last Year</u>	<u>This Year</u>	
0	0	Total Denied Trips

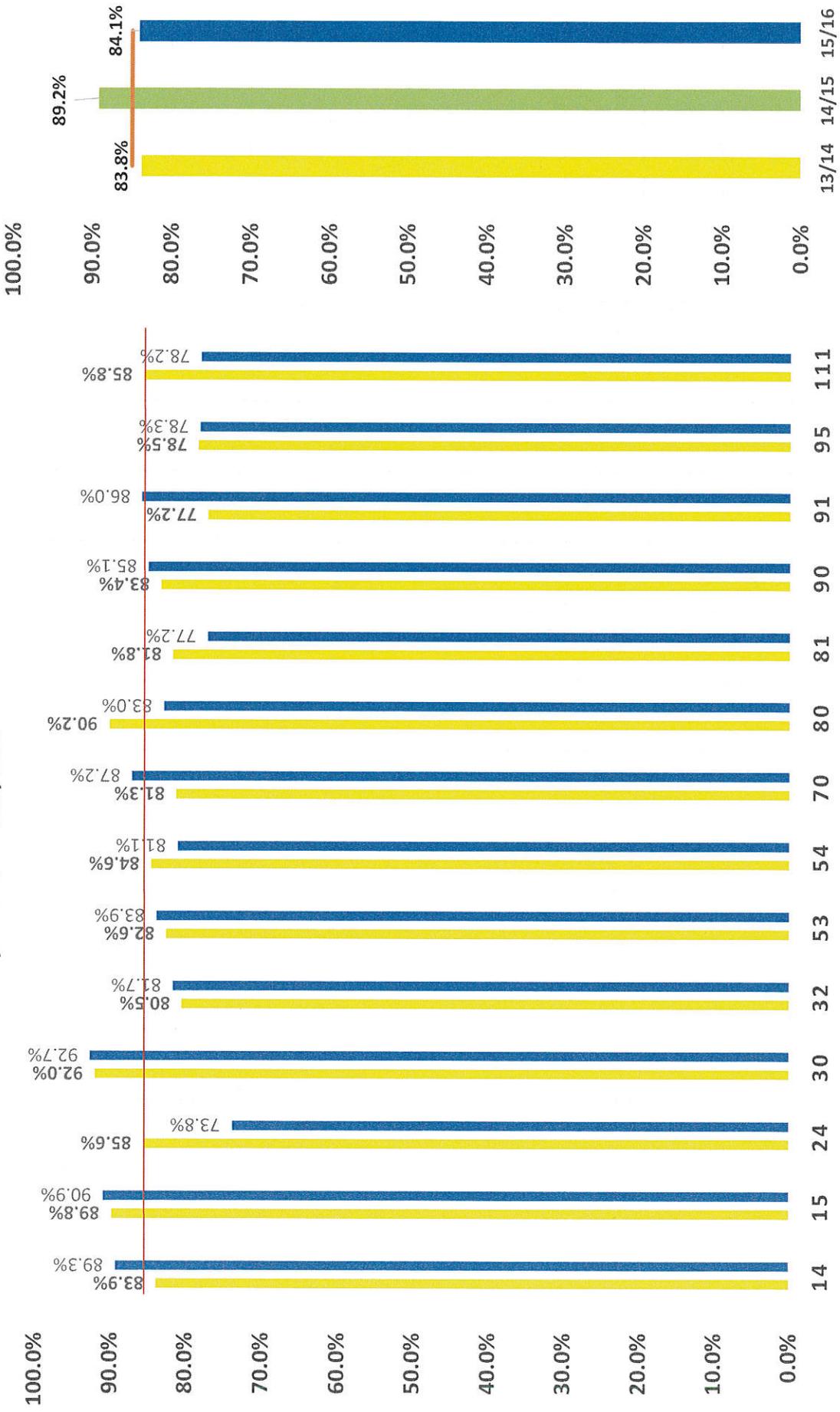
6. WHEELCHAIR BOARDINGS

<u>Last Year</u>	<u>This Year</u>	
2,105	2,207	Total Mobility Device Boarding's

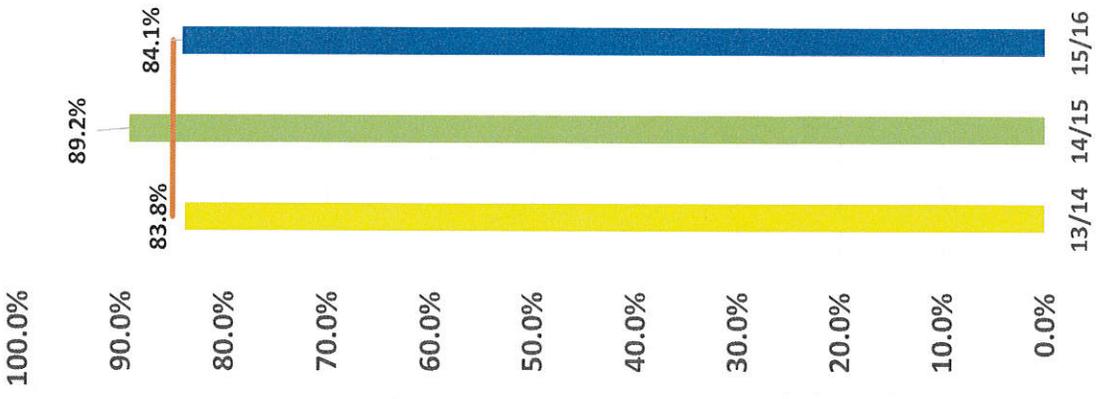
cc: Lauren Skiver, Tommy Edwards, Polo Del Toro, Diane Beebe

ON TIME PERFORMANCE % BY LINE MAY 2016

■ April 2016 ■ May 2016



On Time Performance System Wide

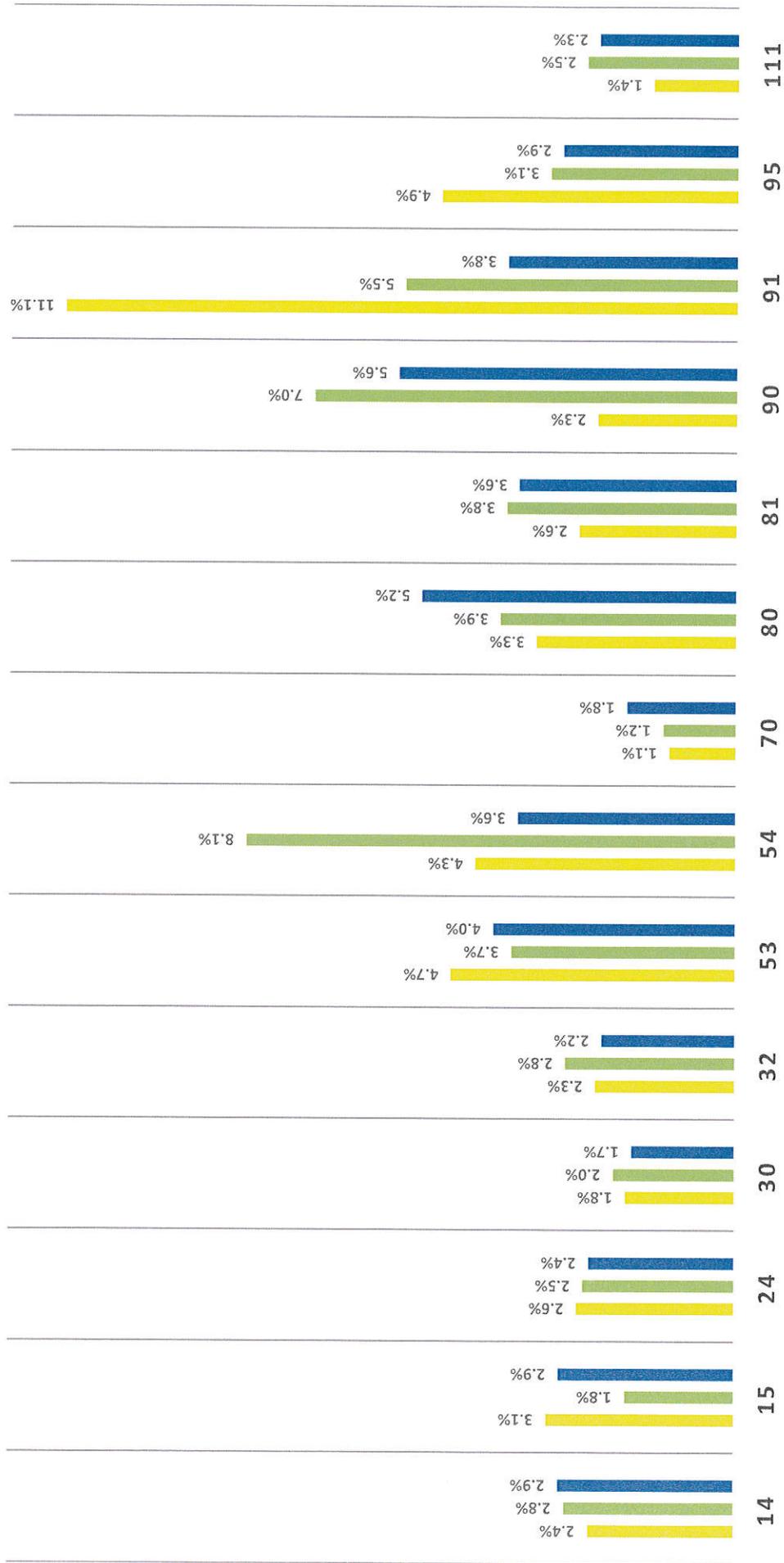


Definition: "On Time" - when a trip departs a timepoint within range of zero minutes early to five minutes late.
Goal: minimum target for On Time performance is 85%.

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

EARLY DEPARTURES BY LINE - YEAR TOTALS

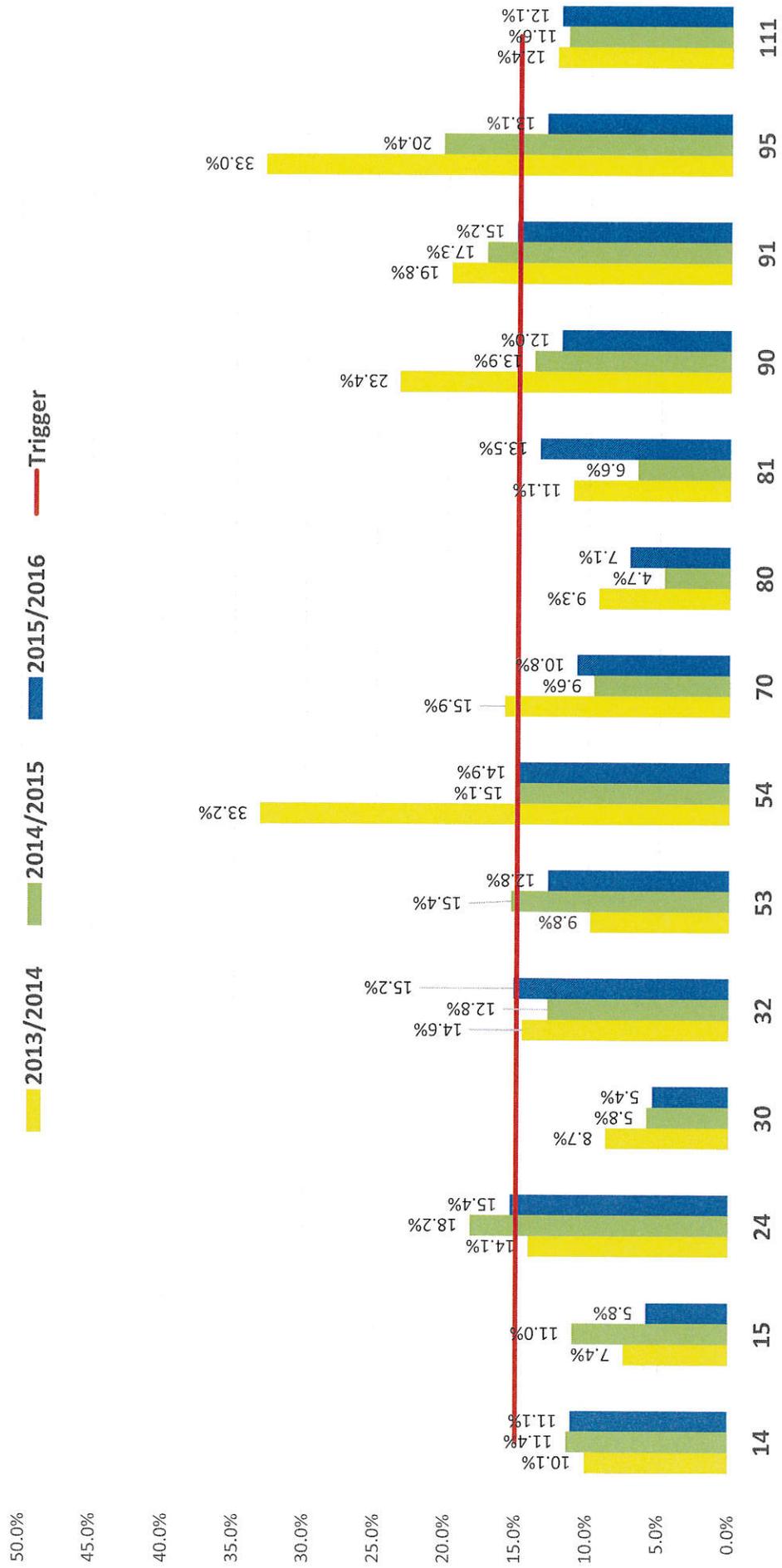
■ 2013/2014
 ■ 2014/2015
 ■ 2015/2016



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



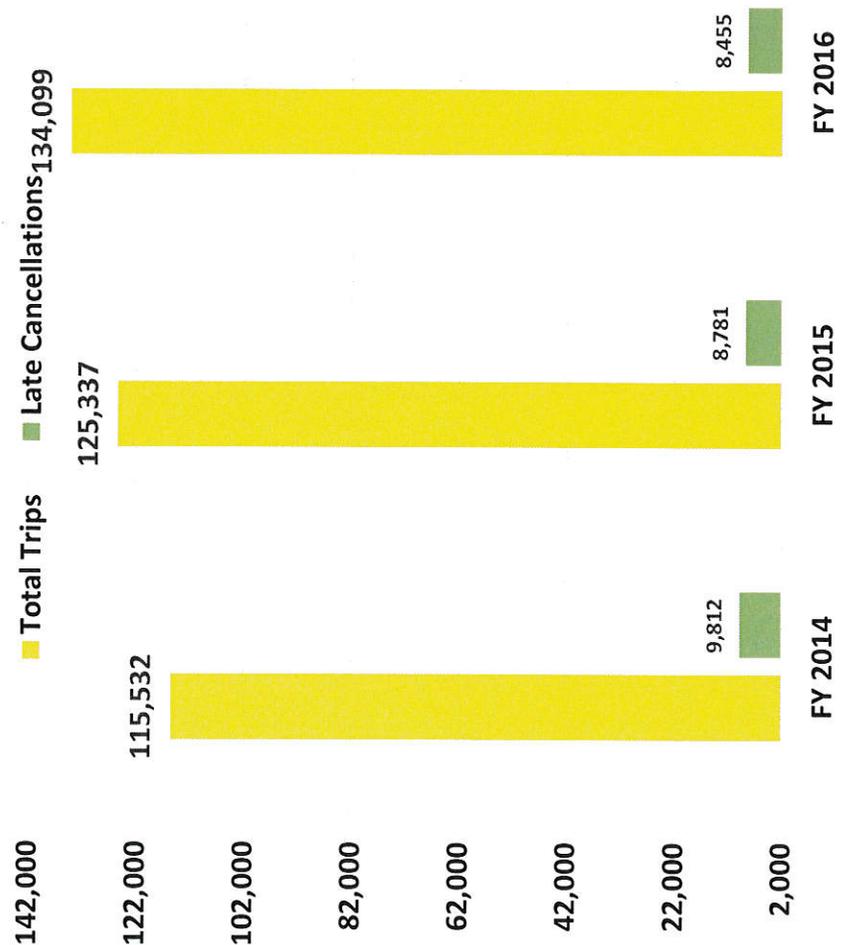
Definition: When a bus leaves a time point behind the scheduled departure time.

The line is running late with a departure greater than 5 minutes.

Goal: to reduce late departures to 15% for each line.

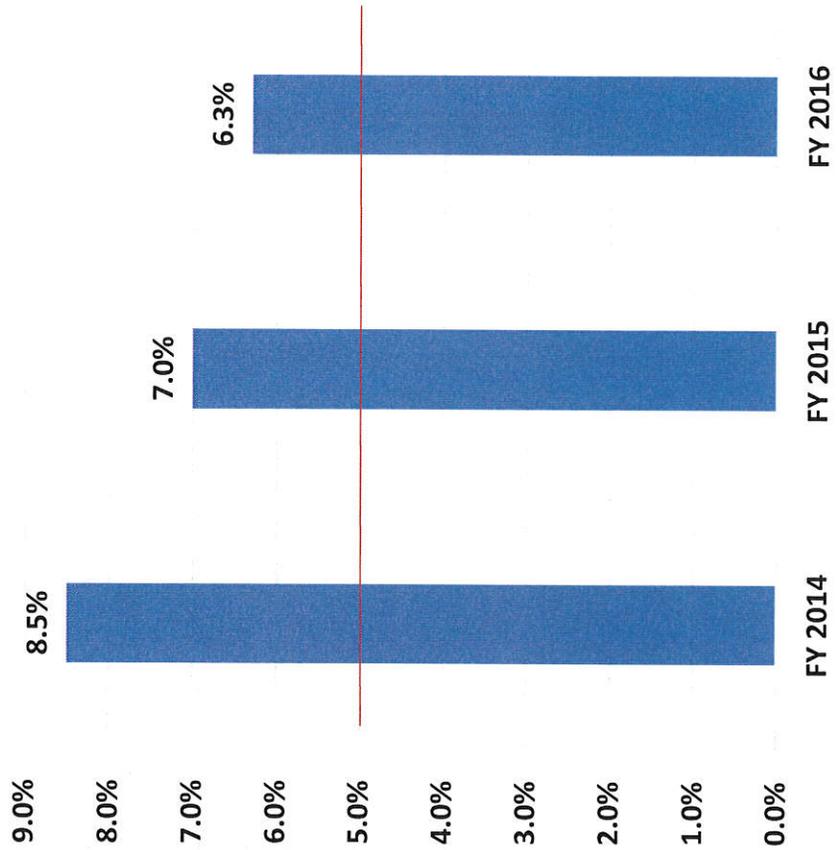
TOTAL TRIPS VS LATE CANCELLATIONS

Y.T.D.



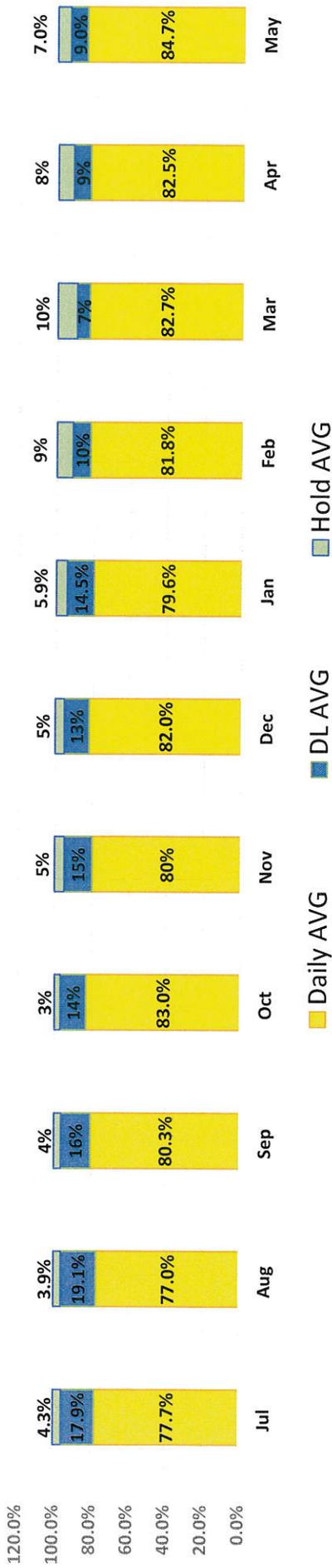
LATE CANCELLATION PERCENTAGE

Y.T.D.

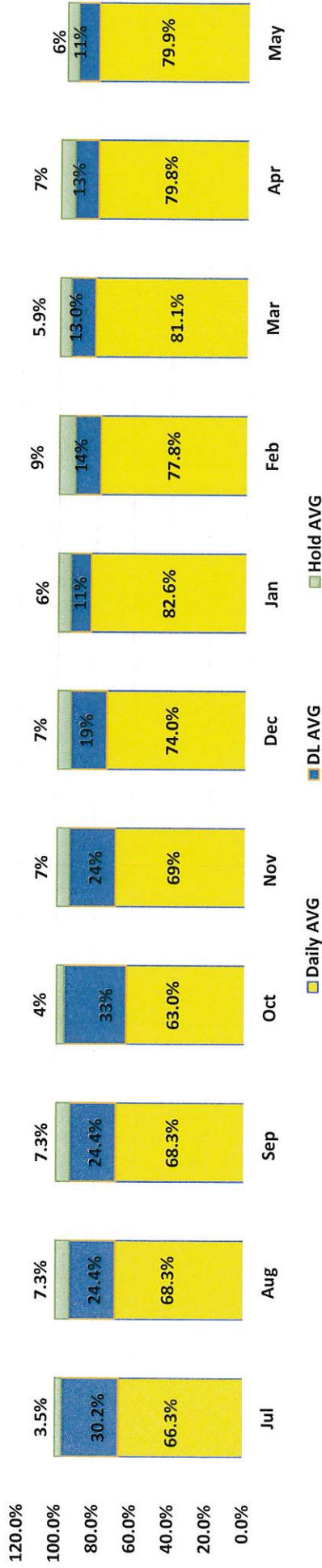


Trip: A one-way ride booked by the client. A round trip is counted as two trips.
Late cancellation: A trip for which an ADA client does not cancel within 2 hours before the scheduled pick up time.
Goal for Late Cancellations: 5% or below.

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.

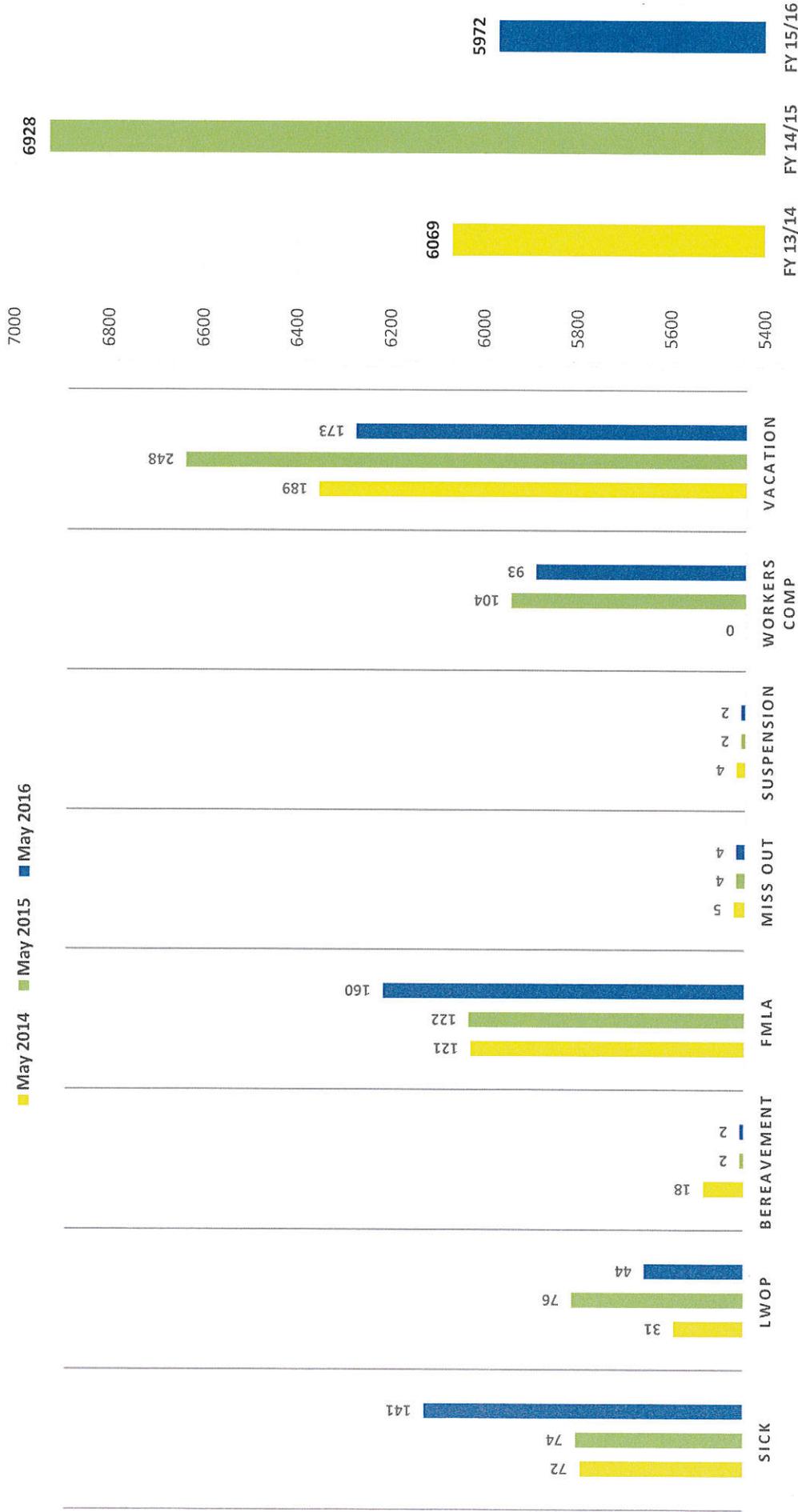
Goal: To have less than 20 percent of the fleet down for maintenance

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

DAR NOTE: Removed 9867 accident vehicle from D/L count

DRIVER ABSENCE OCCURRENCES - YTD

Occurrences - YTD

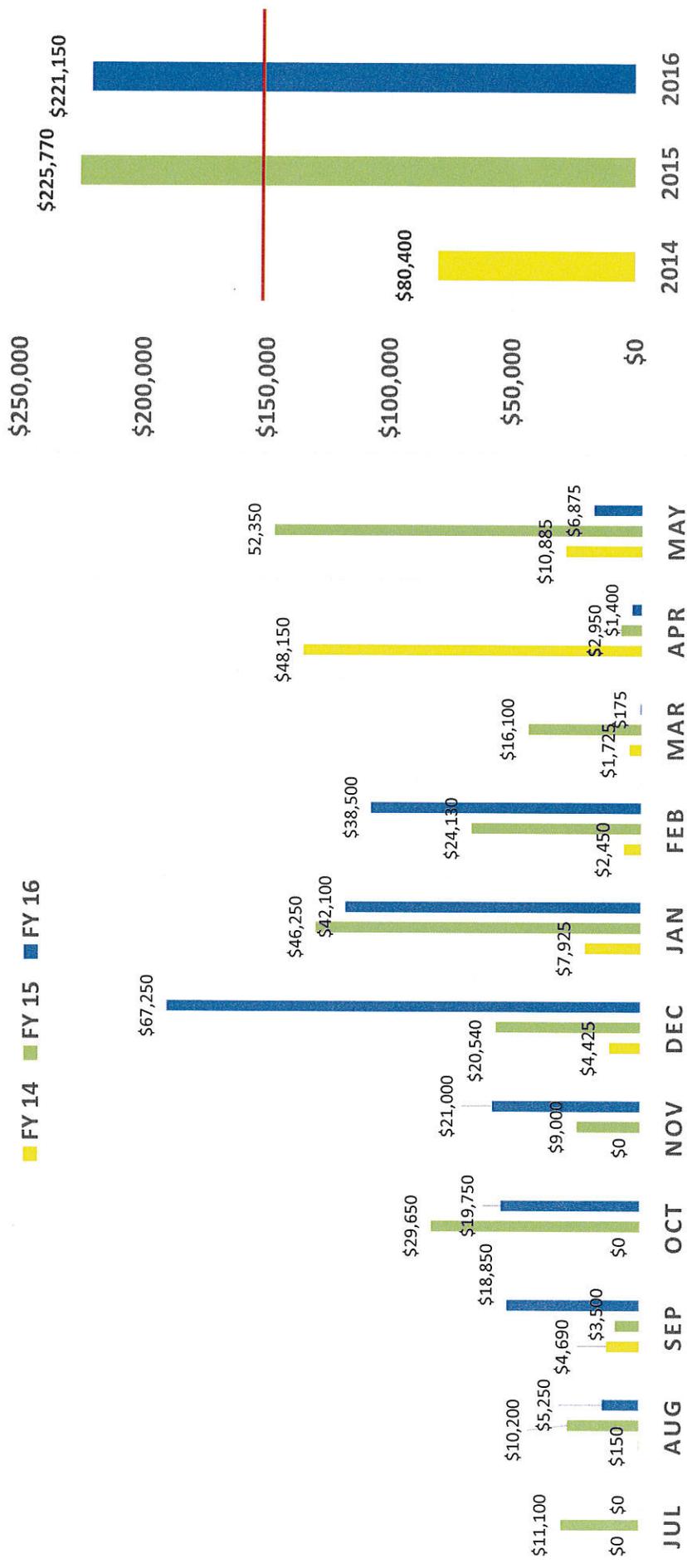


Goal: reduce by 2% - By enforcing attendance policy regularly and monitor trending -
 Absences include scheduled & unscheduled for both Paratransit and Fixed Route drivers.
 Vacation occurrences added as of September 2015 metric.

ADVERTISING REVENUE

■ FY 14 ■ FY 15 ■ FY 16

YTD TOTALS



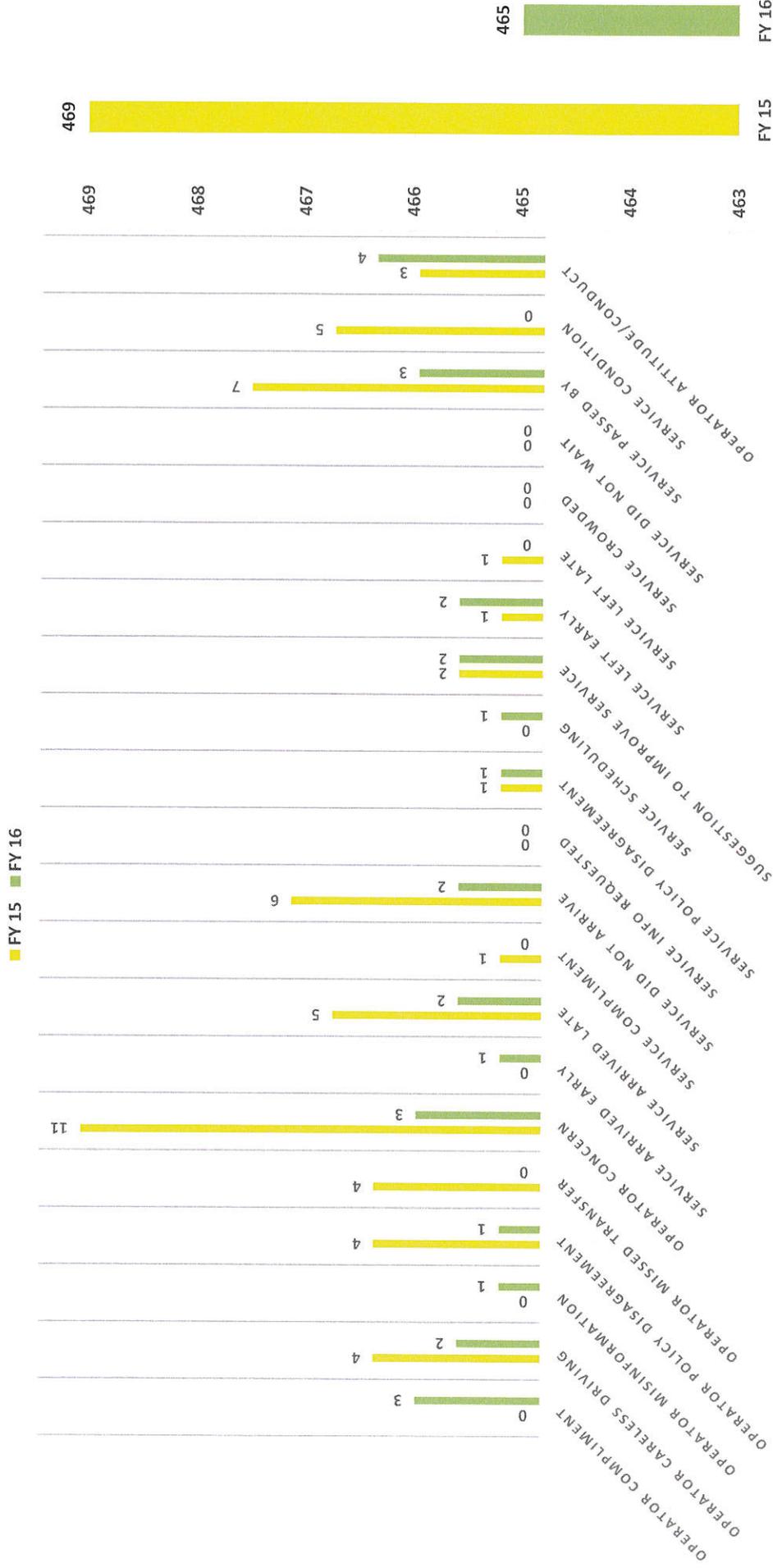
Tracks monthly advertising revenue earned (contracted) for bus shelters and exterior bus advertising. Does not include "Barter Contracts."
 SunLine Transit Agency budgeted \$150,000 in advertising revenue for FY 15/16.
The goal is \$150,000 for FY 16

FIXED ROUTE CUSTOMER COMMENTS BY TYPE

MAY 2016

YTD Totals

470

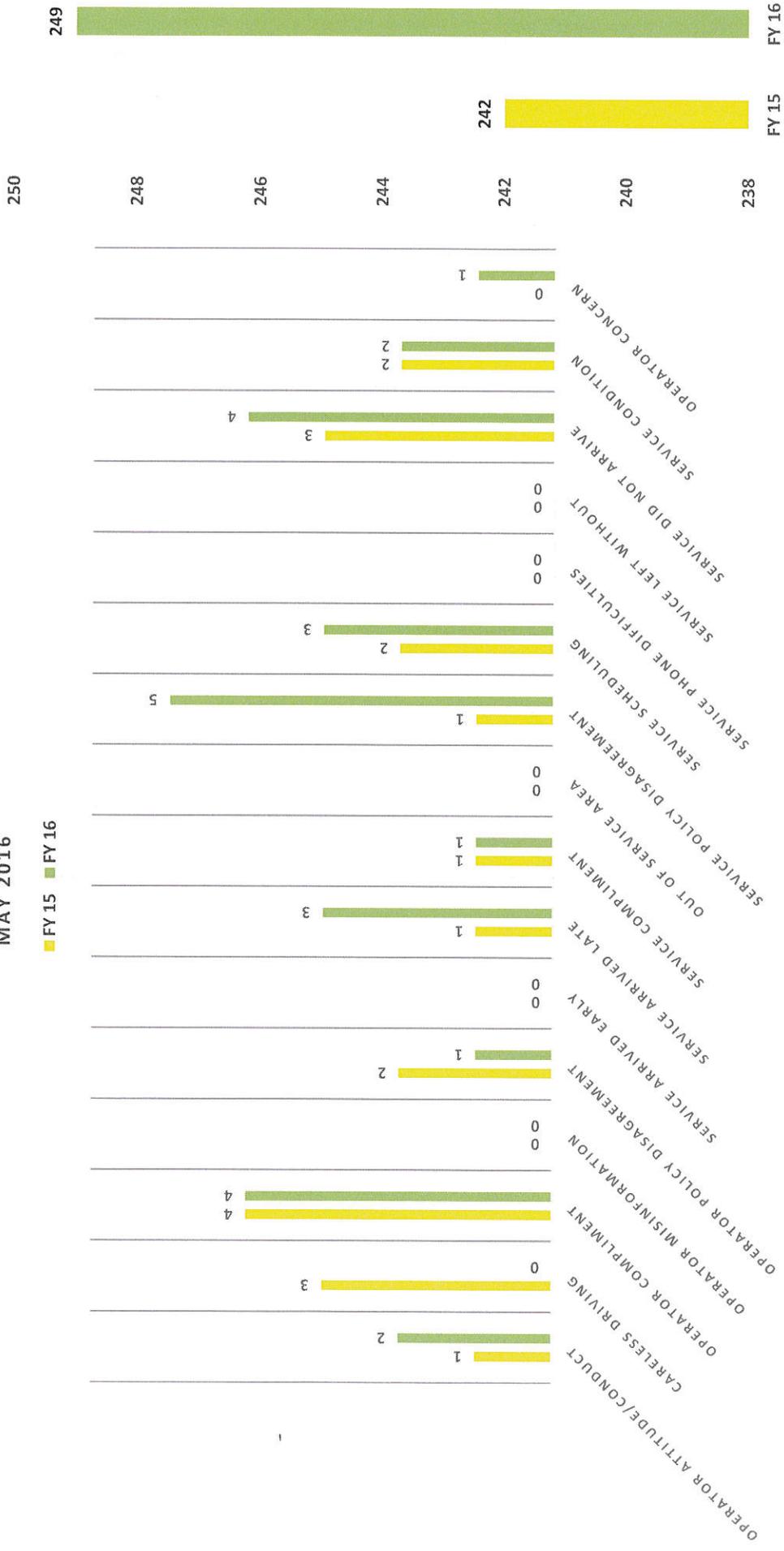


Compares monthly customer comments by type and yearly total comparison for fixed route.
 Goal is to make every attempt to resolve customer concerns during the initial telephone call to customer service staff.
 This will reduce the number of comments that need to move forward to other staff to address.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

PARATRANSIT CUSTOMER COMMENTS BY TYPE

MAY 2016

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. Increase in Service Policy Disagreements and service arrive late.

FY 15/16	Board Member Matrix Attendance															
----------	---------------------------------------	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun				Total Meetings	Total Attended
Russell Betts	X		X		X	EX	X	X	X	X	X	X				10	9
Bob Spiegel	X		X		X	X	X	X	X	X	X	X				10	10
Rick Hutcheson/G Foat					X	EX	X	X	EX	X	X	X				10	6
Greg Pettis	X		X		X	X	X	EX	X	X	EX	EX				10	7
Dana Hobart	X		X		X	X	EX	X	X	X	X	X				10	9
Ty Peabody	X		X		X	X	EX	X	X	X	X	X				10	9
Kristy Franklin	X		X		X	X	X	X	X	X	X	X				10	10
Troy Strange	X		X		X	X	X	X	EX	X	X	X				10	9
Steve Hernandez			X		X	X			X	X		EX				10	5
John Benoit	X		X		EX	EX	EX	EX	X	EX	EX	X				10	4

ATTENDED
EX- EXCUSED
DARK –

MINUTES
SunLine Transit Agency
Board of Directors Meeting
June 22, 2016

A regular meeting of the SunLine Transit Agency Board of Directors was held at 12:00 pm on Wednesday, June 22, 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

SunLine Agency Board Member Franklin led all in a salute to our flag.

3. Roll Call

Completed.

Members Present

Russell Betts, SunLine Agency Board Member, City of Desert Hot Springs
Kristy Franklin, Chair, SunLine Agency Board Member, City of La Quinta
Charles Townsend, SunLine Agency Board Member (alternate), City of Rancho Mirage
Doug Hanson, SunLine Agency Board Member (alternate), City of Indian Wells
Robert Spiegel SunLine Agency Board Member, City of Palm Desert
Ginny Foat SunLine Agency Board Member, City of Palm Springs
Glenn Miller, SunLine Agency Board Member (alternate), City of Indio
John J. Benoit, SunLine Agency Board Member, County of Riverside

Members Absent

Greg Pettis, SunLine Agency Board Member, City of Cathedral City Board
Steven Hernandez, Vice Chair, SunLine Agency Board Member, City of Coachella

4. Presentations

None

5. Finalization of Agenda

No changes to the agenda.

6. Public Comments

None

7. Board Member Comments

None

8. Consent Calendar

- a) Checks over \$1,000 and backup report, for, April 2016
- b) Credit card statement for April 2016
- c) Monthly Variance Report April 2016
- d) Contracts signed in excess of \$25,000 April 2016
- e) Ridership Reports for April 2016
- f) SunDial Operational Notes for April 2016
- g) Metrics
- h) Board Member Attendance
- i) Lauren Skiver, CEO/General Manager – June trip to Sacramento – CARB – \$688.00

SunLine Agency Board Member Spiegel moved to approve the consent calendar. The motion was seconded by SunLine Agency Board Member Miller. The consent calendar was approved by a vote of 7 yes; 0 no; 1 abstain

9. Approval of Minutes

SunLine Agency Board Member Betts moved to approve the minutes of the May 25, 2016 Board meeting. The motion was seconded by SunLine Agency Board Member Spiegel. The motion was approved by a vote of 5 yes; 0 no; 3 abstain

**10. Approval of New ACCESS Advisory Committee Members
(Staff: Compliance Officer, Vanessa Mora)**

Vanessa Mora, Compliance Officer addressed the board and stated that at the June 14, 2016 Access Advisory Committee meeting the current Access Committee members approved a new member as presented by the Membership Sub-Committee and the recommended member is Mr. Dennis Ujimori who is a SunDial bus rider. Mr. Ujimori will be replacing a member who resigned and will be assigned to the Appeals Sub-Committee. Ms. Mora recommends that the board of directors approve the new member.

SunLine Agency Board Member Benoit moved to approve the new Access Advisory Committee member. The motion was seconded by SunLine Agency Board Member Miller. The consent calendar was approved unanimously by a vote of 8 yes; 0 no

**11. Adoption of the Fiscal Year 2017 Operating & Capital Budget
(Robert Spiegel, Chair of Finance/Audit Committee;
Staff: Luis Garcia)**

SunLine Agency Board Member Spiegel stated that the Finance/Audit Committee reviewed this item and unanimously approved it and he moved to approve the Fiscal Year 2017 Operating & Capital Budget. The motion was seconded by SunLine Agency Board Member Betts. The Fiscal Year 2017 Operating & Capital Budget was approved unanimously by a vote of 8 yes; 0 no

12. Approval of Short Range Transit Plan (SRTP) for FY 2016/2017

**(Robert Spiegel, Chair of Finance/Audit Committee;
Staff: Anita Petke)**

SunLine Agency Board Member Spiegel stated that the Finance/Audit Committee reviewed this item and unanimously approved it and he moved to approve. The motion was seconded by SunLine Agency Board Member Townsend. The motion carried by a unanimous vote of 8 yes; 0 no

13. Resolution No. 0754 to Obtain Federal Grant Funding

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

This item was brought to the Finance/Audit Committee and the committee unanimously approved the item and SunLine Agency Board Member Spiegel moves to approve and SunLine Agency Board Member Townsend seconded. The motion carried by a unanimous vote of 8 yes; 0 no.

14. Resolutions No. 0755 & 0756 to Obtain Prop 1B Grant Funding

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

This item was brought to the Finance/Audit Committee and the committee unanimously approved the item and SunLine Agency Board Member Spiegel moves to approve and SunLine Agency Board Member Miller seconded. The motion carried by a unanimous vote of 8 yes; 0 no.

15. Ratification of Memorandum of Understanding with Amalgamated Transit Union

(Staff: Tommy Edwards, Chief Negotiator;)

Tommy Edwards, Chief Operations Officer addressed the board and stated that we are happy to bring forward that we recommend ratification of the MOU between SunLine Transit Agency and the ATU Local 1277 for a three-year contract. Mr. Edwards stated that we were able to negotiate starting in March through the end of April and we came to a resolution and ATU ratified the contract amongst their members. Mr. Edwards asked if there were any questions that weren't on the board report that they would like answered. Agency Board Member Benoit mentioned that there were some management issues and asked if they were resolved. Lauren Skiver, CEO/General Manager stated that the proposal that was brought to the board early on, after negotiations, were the ones that stood and the agreement that was voted in so there were no changes to our proposal. Ms. Skiver stated that it was a very fair agreement with financial concessions for union members with strong work role changes for the organization to better provide service for our customers. Mr. Edwards stated that it was an interest based negotiation and we got pretty much everything that we were looking for, not everything, and it will make it much easier for us to manage our work force over the next three years as we got some concessions on some very important things.

SunLine Agency Board Member Benoit stated he was pleased to hear that and moves to approve and SunLine Agency Board Member Betts seconded. The motion carried by a unanimous vote of 8 yes; 0 no.

SunLine Agency Board Member Spiegel gave congratulations and said it had never been done this quickly. Mr. Edwards stated that they had a great team and mentioned our legal counsel, Lauren Skiver, CEO/General Manager and representatives from Operations, HR and Safety. SunLine Agency Board Member Hanson asked if the union felt comfortable and if they had a fair agreement. Lauren Skiver, CEO/General Manager stated that she didn't know that the union members felt that the financial concessions were as large as they expected but they are above the national average and the average for this region. Ms. Skiver stated that it is SunLine's position that we offered a very fair deal and that the financial package was more than ample at 10% over three years in overall increases. Ms. Skiver stated that she thinks the membership was looking for more especially in the area of pension. She stated that some of the things asked for in the area of pension aren't lawful anymore with the passing of PEPRA so we do think it was an overall great deal for both sides.

**16. Equal Employment Opportunity & Affirmative Action Program
(Greg Pettis, Chair Board Operations Committee;
Staff: Vanessa Mora)**

Vanessa Mora, Compliance Officer addressed the board and stated that SunLine Transit Agency is a recipient of federal funds and to remain in compliance SunLine is required to submit an updated EEO and Affirmative Action Program to the Federal Transit Administration every three years. Ms. Mora stated that the attached document updates the current approved program to reflect any census and operating changes that have occurred during the last three years as well as providing employment data in identified areas of underutilization to establish goals to improve the recruitment of females and minorities. Ms. Mora recommends that the Board of Directors approve SunLine's updated EEO and Affirmative Action Program and authorize the General Manager and CEO to sign and amend the plan.

This item was brought to the Board Operations Committee and the committee unanimously approved the item and SunLine Agency Board Member Hanson moves to approve and SunLine Agency Board Member Townsend seconded. The motion carried by a unanimous vote of 8 yes; 0 no.

**17. Approval of Contract for Time Warner Internet/Cable Services
(Robert Spiegel, Chair of Finance/Audit Committee;
Staff: Eric Taylor)**

This item was brought to the Finance/Audit Committee and the committee unanimously approved the item and SunLine Agency Board Member Spiegel moves to approve and SunLine Agency Board Member Betts seconded. The motion carried by a unanimous vote of 8 yes; 0 no.

**18. Election of Officers
(Chairman Kristy Franklin)**

SunLine Agency Board Member Franklin stated that this was the time to accept nominations for the Chairman of the Board and Vice Chairman of the Board. SunLine Agency Board Member Franklin stated that this was a sensitive subject for her but she is going to be fair and forthright and honest and that is the Vice Chair has missed six meetings and has been very hard to contact and she thinks a portion of that is due to the fact that he was in school obtaining a master's. She stated that he has not appointed an alternate so it makes it hard for Coachella to keep up with what's going on here. She stated she was giving that information just because it's there and she thinks they need to know. She stated that in the packet the past few times there has been a list of all of the board members and the meetings they have attended and to be excused from any you just need to call and let someone know or you can have your alternate be here and it's a matter of simple courtesy. She stated with that she opened the floor for nominations.

SunLine Agency Board Member Benoit stated that he thinks it's important that Coachella be represented as it is an area that needs attention and expansion of services. He stated that he thought SunLine Agency Board Member Franklin had done an outstanding job as Chair and he offered the suggestion that we give SunLine Agency Board Member Hernandez another year to get active by continuing our current leadership he nominated SunLine Agency Board Member Franklin as Chair and SunLine Agency Board Member Hernandez as Vice Chair again and hopefully within that year he can work with the executive director and SunLine Agency Board Member Franklin to get up to speed. SunLine Agency Board Member Betts stated that he would like to put Desert Hot Springs in rotation and nominate himself as Vice Chair.

SunLine Agency Board Member Benoit nominated SunLine Agency Board Member Franklin to serve as Chair of SunLine Transit Agency for the upcoming fiscal year. SunLine Transit Agency Board Member Spiegel seconded the motion. The motion passed by a unanimous vote of 8 yes; 0 no.

SunLine Agency Board Member Franklin opened the floor for nominations for the Vice Chair. SunLine Agency Board Member Benoit referred to his first nomination of SunLine Board Member Hernandez. SunLine Agency Board Member Betts nominated himself and stated that his attendance has been perfect and he has put in the time and effort. SunLine Agency Board Member Miller stated that he was an alternate and hadn't had a chance to speak to SunLine Agency Board Member Strange about this. He stated he wasn't aware of SunLine Agency Board Member Hernandez missing all the meetings and he can see the supervisors point but also the idea that the Vice Chair needs to be up to speed on all issues should the chair not be here missing that many meetings is difficult for him. He stated that SunLine Agency Board Member Strange arranged well in advance for Mr. Miller to be at the meeting today and you have to make an effort if you want to be a part of the program to have an alternate here and if your other alternate is not able to come than you readjust to a different person that has the time. Mr. Miller stated that he was fifty-fifty but he did see SunLine Agency Board Member Benoit's point.

SunLine Agency Board Member Hanson stated he was in a similar position as Mr. Miller and he was here as an alternate and had not talked to the regular member about the issue and he wasn't aware that Mr. Hernandez had been missing so many meetings. He asked the Chair how many meetings he had missed this year. SunLine Agency Board Member Franklin stated that he had missed six out of twelve. SunLine Agency Board Member asked if that was without any explanation. SunLine Agency Board Member Franklin stated that the first five there was no explanation and she thinks he did make it known that he wouldn't be at the meeting today. SunLine Agency Board Member Hanson asked if Coachella could have provided an alternate and SunLine Agency Board Member Franklin stated he had not provided one so far and he has been asked. SunLine Agency Board Member Hanson stated to SunLine Agency Board Member Benoit that it was a difficult situation. SunLine Agency Board Member Benoit stated that he is hearing this and he tried to be respectful to his desire to serve and the cities need to be represented but based on what he is hearing I don't think there is support and he withdraws the nomination. SunLine Agency Board Member Hanson stated that he appreciated him doing that.

SunLine Agency Board Member Franklin asked if there were any other comments. SunLine Agency Board Member Benoit asked if they shouldn't consider, with all due respect to SunLine Agency Board Member Betts also, Mr. Strange has been, up until today, a pretty regular attendee and he did make the effort to have someone here. SunLine Agency Board Member Benoit suggested a need for east valley representation and he would nominate Mr. Strange for the Vice Chair position. SunLine Agency Board Member Foat stated that they were nominating two people who aren't there and asked if they knew if they wanted to serve. SunLine Agency Board Member Spiegel stated that SunLine Agency Board Member Betts was there and SunLine Agency Board Member clarified stating we first nominated someone who we don't know if they want to serve and now we have nominated SunLine Agency Board Member Strange who isn't here. SunLine Agency Board Member Foat made a suggestion as she thinks it's important and a big job for SunLine Agency Board Member Franklin and I think she needs the support. She suggested that they hold this item over until the next meeting and if our alternates are going to be at the next meeting that they get feedback from the actual board member.

SunLine Agency Board Member Hanson stated, for discussion purposes, he would totally support the suggestion and wait until SunLine Agency Board Member Strange is here. SunLine Agency Board Member Foat stated that she would like to hear why he would want it and she would also like to hear from SunLine Agency Board Member Betts. SunLine Agency Board Member Betts is good with holding off until the next meeting.

SunLine Agency Board Member Foat motioned to hold the item of Vice Chair over to the next meeting date of July 27, 2016. SunLine Agency Board Member Hanson seconded the motion. The motion passed by a unanimous vote of 8 yes; 0 no.

SunLine Agency Board Member Franklin stated that she wanted to say that she really enjoyed this year and SunLine is a part of her heart and she didn't know how to express how much she feels about it. Every time she is out on the road and I see a SunLine bus go by I think about all the effort that the staff puts forward to make that happen, to make this organization run smoothly and our board too so thank you all for what you do. It's a great service to our valley.

19. CEO/General Manager's Report

CEO/General Manager, Lauren Skiver addressed the Board and stated that she wanted to share with the board that SunLine has actively been working on three major goals for this fiscal year. The first being ridership and the changes in ridership that we have experienced and looking at all factors of ridership and how we can change focus and entice more riders to our system. The staff has done a lot of work to understand that we haven't completely saturated the market and we don't have all the customers we can have. We are actively going to be working on ridership this next year and make clear changes and improvements on customer service, on reaching our markets, and getting fannies in the seats as we call it in this business. She stated that the second goal that we have is project delivery. We have an incredible capital program in this organization, a 19-million-dollar capital program on a 33-million-dollar budget is enormous and you wouldn't find that in many transit agencies where percentage of capital budget is so high. That means that we have a lot of responsibility to project delivery. We have a very good reputation with funders on delivering projects on time, within budget and actually utilizing those services or structures in the best way possible. The second goal will feed into our third goal which is a year of learning for this organization. We are going to be actively investing in every non-bargaining and bargaining employee in learning this business. We have already started a kickoff and have created Project Action Teams to deliver these three goals and we will be giving you quarterly updates in your board packet on our progress. She stated that this is an extremely talented organization but the investment in training and opportunities to expand and stretch themselves have been limited. We are going to take that bridal off and we are going to start to invest in our employees so the very essence of this business is something that we all enjoy while building confidence and our expertise in delivering service to the public. You will be hearing more about this but we want to share it with you. This is in preparation for a visioning session with you probably in January at which time we will be much more prepared to talk with you about where you want to take this organization and what the plan is for the future for SunLine. You will hear more what we are doing in preparation for sitting down with you and really delivering and creating a plan that is meaningful to the public.

Lauren Skiver, CEO/General Manager updated the board that she will be going to Sacramento later today and will be appearing before the ARB Board as there are some issues with funding for cap and trade. We had, as you all know, a large grant of 12.5 million dollars that we were awarded and 3.5 was for the next fiscal year. That may be in somewhat of limbo and she will be appearing along with other colleagues from transit properties to testify as to why that funding needs to continue. She will bring back to this body more information about that and keep them apprised of any progress we have with insuring the cap and trade funding continues to go forward.

SunLine Agency Board Member Benoit stated that cap and trade funding has been a source of much angst in Southern California, particularly Inland Region, have been horribly disadvantaged in the way that the grants have been drafted and the requirements have basically left us out. He asked if it was the overall program that was in question and requested more detail.

Lauren Skiver, CEO/General Manager stated that we received an AQIP grant and there is some question about funding the out years. Fortunately, we got the bulk of our grant in this first year which was 9.7 million and this is going to go to upgrade our new hydrogen station. She stated that we got another approximately 3 million that is still questionable and was to be awarded the next fiscal year and that is what we are going up to implore state leadership to free up and to award. Of the awardees many were not even awarded their projects until the second year. The good news is the hydrogen station that we really need to continue our program and our fleet is a project that we will most likely deliver. It's the five buses that were the second part of that grant proposal and the second part of the award that we are going up to solicit support for funding. AC Transit will be going as well and they are another large organization that was the recipient of a grant for ten fuel cell buses. They have a lot in this in the fact that they weren't awarded the first year so they are really in limbo until we get the legislature to approve funding for the second year.

SunLine Agency Board Member Benoit asked if there had been time or any request to his office to enlist support or write letters or do we have a chance to do this? Lauren Skiver, CEO/General Manager stated that we were approached to come up and speak to the board and we got very little notice. Last Thursday or Friday we were approached and they said they really needed to hear from the recipients on the importance of receiving this money. She stated that we are happy to send out contact to your offices about who we are going to speak to and under what subject so you have the details. SunLine Agency Board Member Benoit suggested to email a draft letter of support outlining the program and forward to all of us and those who can turn it around in time in a scanned copy to Lauren Skiver, CEO/General Manager to take to the ARB and he would be happy to have his staff get one out today. SunLine Agency Board Member Miller stated a little bit had to do with the funding on the last round of cap and trade dollars and was very minimal compared to the first 500 million and he thinks it was 10 million this time. He asked if that is going to have an effect on the dollar amounts that are being issued? Lauren Skiver, CEO/General Manager stated that we are going up to represent SunLine and to discuss the fact that there was a lot of movement made in zero emission based on this funding stream and if the funding is going to become in jeopardy the continued movement towards zero emission technology will be extremely stunted by transit agencies to do so. She stated that we are very lucky here that this board made a decision twenty years ago and has supported it all through that time. Many agencies are just now embarking on this zero emission mission and to have a question of funding availability and commitments for funding will kill the program for them to continue to make these decisions and that's why we are going to be a very active participant because we do represent an agency that has successfully implemented zero emissions and we have been very encouraging to others to do so. We certainly will keep you apprised on the state level

what's going on, articles that we get that we are keeping up with and bring you back more information. She stated that she and Rudy LeFlore, Chief Performance Officer would work on a letter and get it to them today.

That concludes my report.

20. Next Regular Board Meeting Date

July 27, 2016

12:00 p.m., New Board Room

32-505 Harry Oliver Trail

Thousand Palms, CA 92276

21. Adjourn

Meeting was adjourned at 12:29 p.m.

Respectfully Submitted,

Diane Beebe
Clerk of the Board

SunLine Transit Agency

DATE: July 27, 2016 **ACTION**
TO: Board of Directors
FROM: Interim Deputy Chief Administration Officer
RE: [Service Standards Policy #B-190613 Amendment](#) Approval

Recommendation

Recommend that the Board of Directors approve the attached amended Service Standards Policy #B-190613.

Background

In 2013, the Board approved the Service Standards Policy to provide Agency staff a clear direction in the planning, operation, and management of transit service in the Coachella Valley. This amended service standards document will provide SunLine staff with a policy framework which will be used to plan new transit services, make adjustments to existing service and measure how well the transit system is progressing towards achieving its goals and objectives. It also be included with the FY 2017-2020 Title VI Triennial Plan Update Report. The Service Standards Policy covers these categories:

- Service Design
- Service Performance
- Service Quality
- Service Warrants

The above standards are outlined in detail in the attached redlined amended Service Standards Policy.

Financial Impact

The Service Standards reflect existing transit services provided by SunLine. There is no immediate fiscal impact. Any future service changes will be subject to Board approval, and each such proposal will include an estimation of fiscal impact to be considered as part of the service change recommendation(s).

Joseph Friend

SERVICE STANDARDS POLICY

I. PURPOSE

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

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II. POLICY

1. **Scope**

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

2. **Objectives**

SunLine's Service Standards Policy objectives shall be to:

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

III. PROCEDURE

1. **Background**

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

SunLine Transit Agency is a Joint Powers Authority established in 1977 to provide public transit services to nine member cities and ~~five-seven~~ Riverside County unincorporated communities. It is governed by a Board of elected officials, one from each of the nine member cities, plus the county supervisor.

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

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

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Service Area and Transit Network

The agency currently serves the nine member cities (from west to east) of Desert Hot Springs, Palm Springs, Cathedral City, Rancho Mirage, Palm Desert, Indian Wells, La Quinta, Indio, and Coachella, plus the five unincorporated communities of Thousand Palms, Bermuda Dunes, Thermal, Mecca, and Oasis.

SunLine has a 1,120 square mile service area from the Highway 111/Interstate 10 Junction in the north west to the Imperial County border in the south east, bounded by mountains to the north and south.

SunLine operates a range of services:

- SunBus provides 195 Fixed Route SunBus Services local transit lines throughout the Coachella Valley.
- SunLine Commuter Link Service provides local and regional passenger bus service between the Coachella Valley and Riverside.
- Complimentary ADA paratransit service in the Coachella Valley with 0.75 miles of the local transit network during its hours and days of operation. SunDial provides transportation service required by the Americans with Disabilities Act of 1964 (ADA)

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for individuals with disabilities who are unable to use the SunBus fixed route service system; the system must be comparable to the fixed route system.

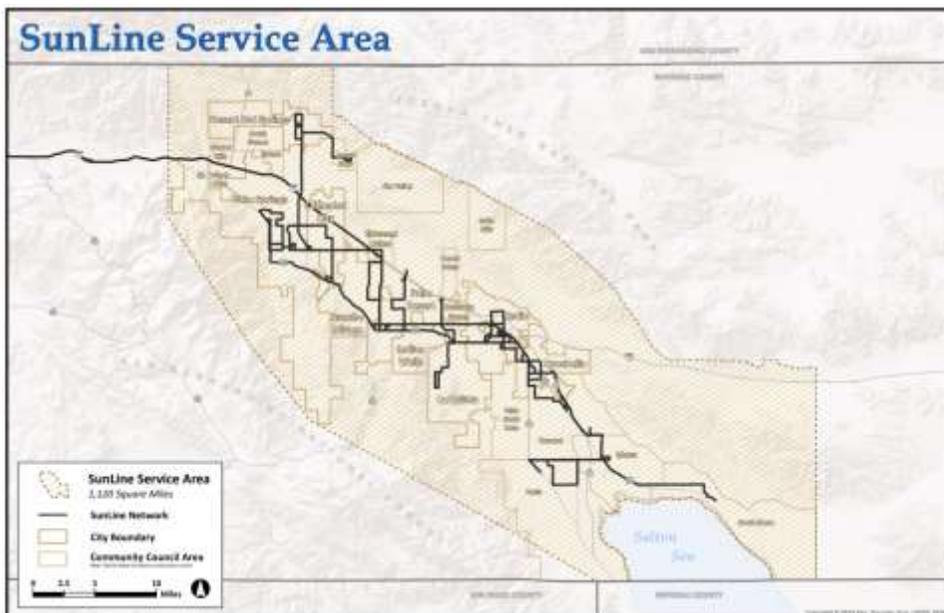
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- Half Fare Taxi Voucher Program is a curb-to-curb, premium demand response service designed to transport residents of the Coachella Valley who are 60 years of age and older. It is provided through local taxi operators and is available 24 hours a day, year round. The continuation of this program is contingent upon grant funding for ADA and senior (60+) customers (\$75 maximum discount per 30 days per person).

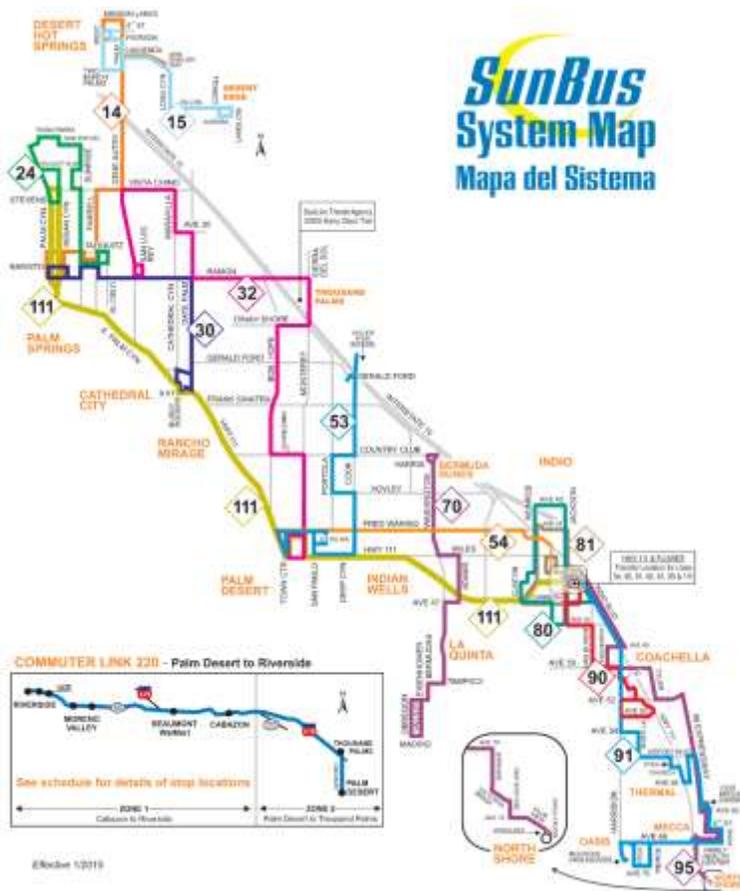
SunLine has a 1,120 square mile service area from the Highway 111/Interstate-10 Junction in the north-west to the Imperial County border in the south-east, bounded by mountains to the north and south. The agency currently serves the nine member cities (from west to east) of Desert Hot Springs, Palm Springs,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

Below, Map 1 below shows illustrates the SunLine 1,120 square mile service area; Map 2 below shows the ~~January 2016~~ ~~July 2013~~ ~~May 2015~~ fixed route transit network.

Map 1 – SunLine Service Area



Map 2 – SunLine Transit Service Network



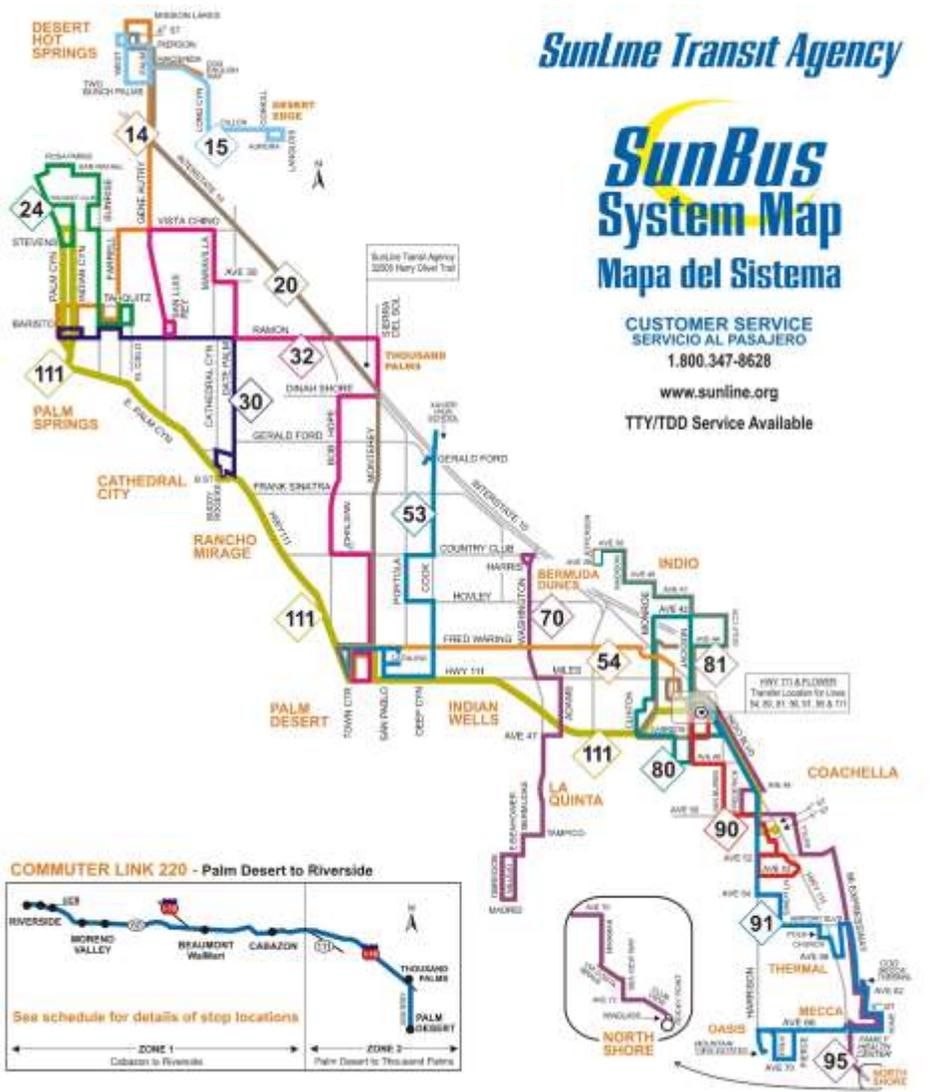
SunLine Transit Agency

SunBus System Map Mapa del Sistema

CUSTOMER SERVICE
SERVICIO AL PASAJERO
1.800.347-8628

www.sunline.org

TTY/TDD Service Available



2. Service Standards Overview

This service standards document provides SunLine Transit Agency staff with a policy framework with which to evaluate both existing and potential new services, and to develop recommendations to improve overall services in order to achieve agency goals and objectives. This document sets service standards for service design, service performance, and service quality and service warrants.

The document is split into three sections:

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- **2.1 Service Design Standards:** Design Standards refer to the design of transit services in regards to service tiers, frequency, service span, stop and route spacing, route alignment, connectivity, and stop amenities used for design of new and refinement of existing transit services.
- **2.2 Service Performance Standards:** Performance Standards are used to evaluate the used in evaluating performance of existing transit services to continuously improve their productivity (efficiency) and sustainability (effectiveness).
- **2.3 Service Quality Standards:** Quality Standards are used to maintain and improve the consistency and reliability of service delivery and the as well as the passenger experience.
- **2.4 Service Warrants Standards:** Warrants Standards provide a way to determine which areas within the large service area will have both the passenger demand and performance potential to produce cost effective fixed route transit service. are used to define which areas in the SunLine service area warrant fixed route service coverage and are particularly important when evaluating the demand for expanding the geographic coverage of transit service..

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2.1 Service Design Standards

Market Conditions/Key Generators of Ridership

A key determinate of what transit service can be sustained in each part of SunLine's service area in the Coachella Valley is the underlying market conditions.

Key market indicators dictating where a transit line is likely to be sustainable are:

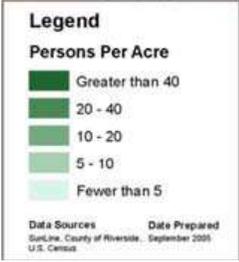
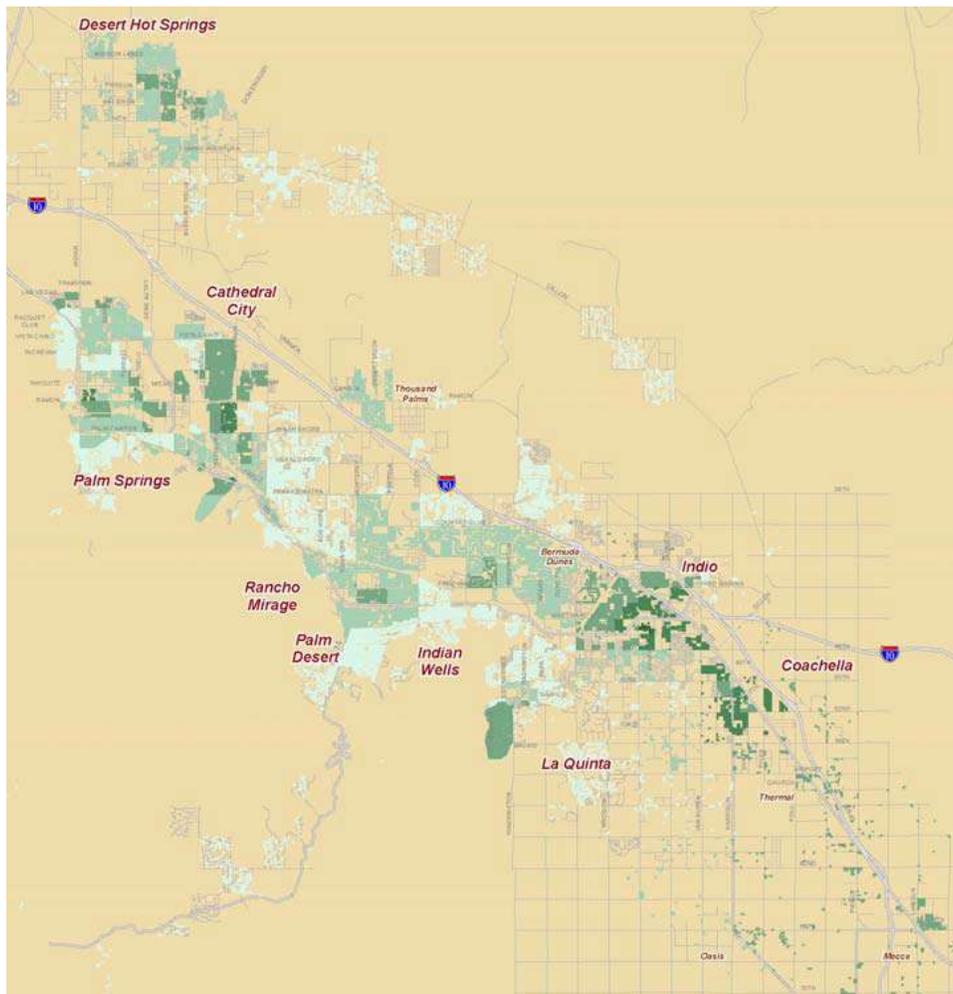
- Urban communities (Nine member cities).
- Larger unincorporated community or combination of communities, ideally contiguous to the urbanized sections of the nine member cities and/or other county unincorporated communities, ideally with 10 or more persons per residential acre (minimum 5 persons per residential acre).

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

**Revised:
Adopted: 7/31/2013**

- ~~• Small rural communities of at least 3,000 residents (subject to individual review based on proximity to urban network and level of demand and sustainability).~~
- ~~• More transit oriented open communities (not gated) of working age population, youth/students, seniors, including those with relatively lower income and vehicle ownership levels.~~
- ~~• Significant retail/commercial/entertainment centers with 8 or more jobs per commercial acre.~~
- ~~• Major area hospitals.~~
- ~~• Major schools, colleges, universities.~~

~~Service is designed as a priority to be focused on serving major arterial and more significant local roads central to communities and attractions, providing good access and efficient operation through these communities.~~



~~Access to Transit Standard~~

~~Approximately 66% of the Coachella Valley population is currently within 0.75 miles of a SunLine transit line. It is the intent of SunLine to maintain and improve upon this level as the Valley grows, subject to funding availability and how land use patterns change in the future.~~

Service Tiers

The SunLine transit network ~~canis classified~~ define its services into three tiers that define the service level and performance expectations for each service:

- ~~Key Urban Lines~~ – Lines 14, 30, and 111
- ~~Local Community Lines~~ – Lines 15, 20, 24, 32, 53, 54, 70, 80, 81, 90, 91, and 954
- ~~Commuter Link Service~~ – Linke 220 to Riverside

~~These tiers define the service level and performance expectations that each service can and should meet. Key attributes in relation to these services include:~~

- ~~Service frequencies~~
- ~~Service span of operating hours~~
- ~~Stop spacing~~
- ~~Route spacing~~
- ~~Stop amenities~~
- ~~Access to service~~
- ~~Connectivity~~

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

~~Key Urban Lines are designed to deliver have the highest service in highly populated areas with high ridership and productivity anticipated. ~~(also known as ridership per revenue service-hour).~~ Generally, to meet the demand, ~~They need~~ higher frequencies are required to accommodate this ridership ~~the demand for service.~~ Additionally, ~~They service also links together travel between multiple communities often serving and serve SunLine's the Coachella Valley's busiest corridors.~~~~

~~Local Community Lines are designed to pick up and deliver passengers to an Urban Line and therefore ~~. Generally, Local Lines necessitate warrant comparatively~~ lower levels of service due to their provision of important but more local (single community) ~~localized~~ transportation, ~~in some cases connections between rural and urban communities, and connections to the key urban lines.~~ Generally, ~~t~~These lines typically have lower overall ridership and productivity.~~

~~New Commuter Link Service is designed to provide express service to regional destinations, improving Line 220 to Riverside provides two trips weekday mornings~~

~~westbound and two trips eastbound weekday evenings. This is a special two year trial of Commuter Link service targeting access to jobs and job services across the county and beyond (via connection to the regional rail network and/or Urban Lines).~~

Key attributes in relation to these services include:

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

Service Frequency and Service Span Standards

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

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

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

Table 1- Frequency and Span by Service Type	Frequency of Service		Span of Service	
	Weekday	Weekend	Weekday	Weekend
<u>Urban Lines</u>	20 5 minutes	30 minutes	55:00 AM – 11:00 PM	55:00 AM – 11:00 PM
<u>Local Lines</u>	30/ 60 minutes	60 minutes	55:00 AM – 77:00 PM	99:00 AM – 66:00 PM
<u>Commuter Link</u>	Based on demand	Based on demand	Based on demand	Based on demand

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- ~~Key Urban Lines:~~
 - ~~Frequency of Service:~~
 - ~~20/15/30 minute weekday daytime.~~
 - ~~40/30/45 minute nights and weekends.~~
 - ~~Span of Service:~~
 - ~~5 a.m. — 110 p.m. weekdays~~
 - ~~56 a.m. — 110 p.m. weekends.~~
- ~~Local Community Lines:~~
 - ~~Frequency of Service:~~
 - ~~35/30/60 minute weekday daytime~~
 - ~~90/60 minute nights and weekends.~~
 - ~~Span of Service:~~
 - ~~56 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 established by SunLine and can be revised where sustainable (i.e., where demand warrants, performance measures can still be met, and increased funding can maintain operations~~sustain~~). Desired performance goals are outlined in Section 4.

~~New routes may also be implemented based on weekdays only service 6 a.m. — 7 p.m. with a trail two year period before a decision would be made on retention of service and addition of weekend service.~~

Stop Spacing Standard

The Stop Spacing Standard involves the distance between bus stops and where stops should be located. This involves balancing access to service while minimizing delay. Industry wisdom argues too many stops results in fewer riders because faster service operations is more important than minimizing walking distances. Adding new stops slows

down a route, making it less attractive to passengers. In some cases, a stop may need to be skipped (e.g. empty land with no development) or added (e.g. special customer access need or key destination).

As part of the Comprehensive Operational Analysis Study of 2005-2006, SunLine established a 0.5 mile target average stop spacing for all routes, with changes made over the last ~~six~~^{nine (9)} years having largely implemented this policy. Individual stops spacing can be varied based on local conditions with the average spacing target in mind.

Route Spacing Standard

Route spacing of at least one mile between parallel routes is considered essential for more sustainable service.

Every effort is also made to avoid unproductive duplication of routes, as well as to avoid unproductive areas such as vacant land, ~~and~~ gated resorts, ~~and~~ ~~or~~ residential communities.

Route Alignment Standard

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

Deviations resulting in indirect alignments which serve high volumes of passengers may occasionally be warranted. ~~In these cases, it is important to measure the benefit to new riders versus the impact to current riders.~~ The impact to riders on the bus should be no more than five minutes per boarding gained on the deviation. The formula for calculating this impact is below:

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

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

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

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

Connectivity Standard

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

SunLine will prioritize matching ~~headways (frequencies) based on clock-face frequencies of 20, 40, or 60 minute headways in the short term and 15, 30, and 60 minutes headways to facilitate connections between services as service expands in the future. Having consistent intervals between trips on all services allows SunLine to schedule reliable transfers and makes the schedules easier to remember. This will allow for consistent connection experienced to be made between services.~~

Stop Amenities Standard

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

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

New bus stops will be installed as mandated by ~~the Americans with Disabilities Act (ADA)~~ guidelines. As funding permits, the agency will upgrade existing stops to meet the standards set forth by ADA. It is the goal of the agency for all stops to be ADA accessible. Less than 50 of over 500 bus stops are yet to attain this goal, though some require considerable expenditure by SunLine and/or the relevant local jurisdiction to achieve the goal. This is an ongoing project subject to funding availability.

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2.2 Service Performance Standards

Key Performance Indicators (KPI) are used across the industry to measure, evaluate, and compare transit service performance. The following KPIs are recommended for measuring the performance of SunLine's service: Service performance may be measured using a number of industry best practice Key Performance Indicators (KPI). The following are recommended:

- Passengers per Revenue Hour
- ~~Passengers per Trip~~
- Subsidy per Passenger Boarding
- Cost Recovery

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

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

*Passenger Boardings
 Revenue Hours*

~~There are different~~The minimum performance expectations for ~~this metric for each service tier is,~~ as shown in Table 4 below. ~~These KPIs are based on past performance of these lines and minimum standards set by many peer agencies.~~ SunLine's service area reflects both urban and rural characteristics. Rural population density is associated with lower ridership. Customer surveys reveal that 83% of SunLine's riders are transit dependent. Accordingly, some transit lines experience low performance, but are continued to support mobility in the Coachella Valley.

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

<u>Table 2 – Service Performance Expectations by Service Type</u>	<u>PPRH Standard</u>
<u>Urban Lines – Lines 14, 30, and 111</u>	<u>25 passengers per hour</u> 20
<u>Local Lines – 15, 20, 24, 53, 54, 70, 80, 81, 90, 91 and 95</u>	<u>15 passengers per hour</u> 40
<u>Commuter Link Service – 220</u>	<u>15 passengers per trip</u> 5

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~~Line 95 North Shore rural service is planned and would be treated as the same as Local Community Lines for this measure.~~

Passengers Per Trip As an additional measured linked to PPRH, it is also recommended that a trip on any line must average over 5 boardings per trip over the sample period (three periods per year) in order to be retained.

~~There are usually a very small number of trips throughout the network that do not meet this measure and these trips may be subject to cancellation.~~

<u>Table 5— Minimum Passengers per Trip</u>	<u>Minimum Passengers per Trip</u>
<u>All Service Types</u>	<u>6</u>

Cost Recovery and Subsidy per Passenger Boarding: These KPIs measure 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).

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Targets for all SunLine services are 20 percent farebox recovery and a maximum (\$5.00) subsidy per passenger boarding. Rather than setting different standards by type of service, a system-wide standard is established based on a reasonable cost of providing service. Lines that do not meet these minimum standards are not cost-effective for SunLine to operate. -Prior to eliminating service, SunLine should attempt to identify partners to provide funding subsidies to maintain low-performing services. The formulas for calculating farebox recovery and subsidy per passenger are below:

$$\frac{\text{Passenger fare revenue}}{\text{Operating cost}} = \text{Farebox recovery}$$
$$\left(\frac{\text{Passenger fare revenue} - \text{operating cost}}{\text{Passenger boardings}} \right) = \text{Subsidy per passenger boarding}$$

Table 36 below sets out targets for cost recovery and subsidy per ride at the overall transit line level. These measures should be reported-reviewed on annually/quarterly.

<u>Service Type</u>	<u>Minimum Cost Recovery/ Maximum Subsidy per Boarding</u>
<u>Urban Lines 14, 30, and 111</u>	<u>>=>16%15%</u> <u><=<=\$5.00\$4.00</u>
<u>Local Lines 15, 20, 24, 32, 53, 54, 70, 80, 81, 90, 91, and 95</u>	<u>>=>12%10%</u> <u><=<=\$5.00\$6.00</u>
<u>Commuter Link Service – 220</u>	<u>>=>20%10%</u> <u><=<=\$5.00\$25.79</u>

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Line 95 North Shore rural service is planned and would be treated as the same as Local Community Lines for this measure.

2.3 Service Quality Standards

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

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

Each suggested metric is discussed in more detail below.

Service Scheduled Speed: M~~This KPI measures a routes scheduled service speed as scheduled.~~ The measure is calculated by dividing scheduled revenue in service hours by revenue miles for each route. This KPI measure is important to be monitored as services needed 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 longer term works disruptions.~~

Table 47 below shows target performance for SunLine's transit system. SunLine's schedule average service speed standard is 12.5 miles per hour (MPH). The system is actually currently operating at above 13 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 4 – Service Scheduled Speed	Service Speed - Weekdays	Service Speed - Weekends
Service Mode		
Fixed-Route Bus	12.5 MPH	12.5 MPH

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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 on-time performance target is 85% for all services.

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

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~~It may be necessary to adopt a different measure for the Commuter Link 220 given its long length and more congested operation in Riverside area.~~

Table 5 – On-Time Performance	On-Time Performance Standard
Service Mode	
Fixed Route Bus	85% (excepting major detours)

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

~~measuring completed trips. In order to meet the service delivery target, which is measured as trips completed, there are a number of key components:~~

- 100 percent daily availability of both operators and fleet ~~to meet service demands~~
- ~~High fleet reliability~~ Miles between ~~s~~Service ~~i~~nterruptions
- Timely response to service interruptions ~~(less than half an hour)~~

~~SunLine has the opportunity to maintain a good adherence to all of these factors and consistently meets target.~~ The target is consistent with that adopted by peer systems.

Service Mode	Service Completed Minimum Standard
Fixed Route Bus	99%

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Miles Between Service Interruptions: This KPI measures service reliability as defined by revenue miles between service interruptions, regardless of cause. ~~SunLine's standard is 10,000 miles. This measurement also includes bus exchanges where buses are swapped out in service though service is often not interrupted.~~ To meet this ~~target standard~~, both avoidance of service interruptions through early identification (e.g., planning for detours, proper fleet maintenance, etc.) and timely ~~as well as~~ proactive response to service interruptions ~~that do occur with trips filled promptly are necessary.~~

~~At this time, the measurement is proposed to utilize the miles between road calls measure with a minimum 5,000 miles between roadcalls target (consistently met and consistent with peer system targets). It is also proposed to include the number of bus exchanges, where buses are swapped in service, as part of this measure, though service is often not interrupted for these exchanges.~~

Service Mode	Target Minimum Miles Between Service Interruptions (Road Calls)
Fixed Route Bus	105,000

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

~~There are a very limited number of trips in the SunLine network that exceed this target from time to time and these are usually the result of high numbers of school students being transported.~~ The target is consistent with peer systems.

Table 8 – Load Standards	
Service Period	Maximum Consistent Load Factor
Peak	Average over 133% of seated load = 50 passengers
Off Peak	Average 100% of seated load = 38 passengers

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Any vehicle operating at high speeds on highways (e.g., Routes 20, 91, 95, and 220) requires all passengers to be seated, reducing the maximum load on these services to 100 percent of seated capacity. SunLine Commuter Link 220 to Riverside at this time does not experience any problems meeting this KPI. Rural routes such as the planned North Shore Line 95 as well as Line 91 would be also be subject to no standing passengers where operating on Highway 86.

Average Fleet Age: The age of the vehicle fleet affects performance and reliability of transit services and attraction of customers as well as system attractiveness to customers. SunLine's standard for average fleet age is no greater than 10 years. Adhering to the average fleet age requirement standard will help 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 9 - Vehicle Average Age	Average Fleet Age
Standard Transit Bus	No greater than 10 years

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Bus Deployment Policy

Bus deployment specifies the type of vehicle that should be used to operate individual routes. The type of vehicle deployed on a route depends primarily on ridership demand and trip loads. Using incorrectly sized vehicles on routes can unnecessarily add operating cost to a route or result in overcrowding issues. Line 220 Commuter Link services shall utilize the four dedicated Commuter Link New Flyer buses (575-578). Two of these are deployed each day.

Key Urban Lines 14, 30, and 111 (21 peak buses deployed each day) should all utilize the New Flyer fleet (579-594, 601-621) 40-foot buses due to their high passenger volumes/turnover, frequent stops, and route gradients (Line 14) in order to maintain reliable and on-time service.

Local Lines should use either 40-foot or 32-foot buses based on ridership demand. Routes with lower demand for should use 32-foot buses because they are best suited for routes to meet the demands of with lower ridership and having fewer seats will not result in load or overcrowding issues. Local community line bus assignments and any school tripper

assignments shall rotate the remaining New Flyers (8 daily based on 20% unavailable) and the older high floor Orion fleet (15 out of 69 buses = 21.7% of fleet, or 10 bus assignments each day).

Table 10 – Bus Deployment	Vehicle Type
Urban Lines	40' buses
Local Lines	32' or 40' buses depending on ridership demand
Commuter Link	40' buses

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Buses on Line 32 and planned Line 95 from the ten (10) El Dorado midi buses are used on these selected assignments based on serving trips with low load factors suitable to be served by their smaller passenger seating capacity without breaching the load factor KPI above.

SunLine will review the Bus Deployment Policy every two years beginning in 2016 and make necessary adjustments as the fleet is updated and to ensure compliance with **Title VI Title VI** requirements.

Paratransit Service Standards (SunDial)

The federal government through the Federal Transit Administration provides guidelines that help agencies maintain a high standard of service for the 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.
 - No limit to number of trips a person can make but two round trips only per reservation call. 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 of exclusion from SunDial service for a period in extreme cases.

- ~~Access: The agency must serve any origin and destination pair (curb to curb) 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.~~
- ~~Travel Time: Trip pick up time must be scheduled within + one hour of the requested departure time. Trip length should be not more than twice the time it would take to make the same trip by fixed route (maximum 120 min.).~~
- ~~On time performance: Trip pick up should consistently occur within a + 20 minute window around the schedule pick up time. Target minimum on-time performance of 90% (agency).~~
- ~~Capacity: No more than 50% of number of trips can be subscription, if going above this level causes a problem for non-subscription riders. Passengers with~~
- ~~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.~~

5. ~~Service Warrants Standards~~

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

Network Role

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

Market Opportunities

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

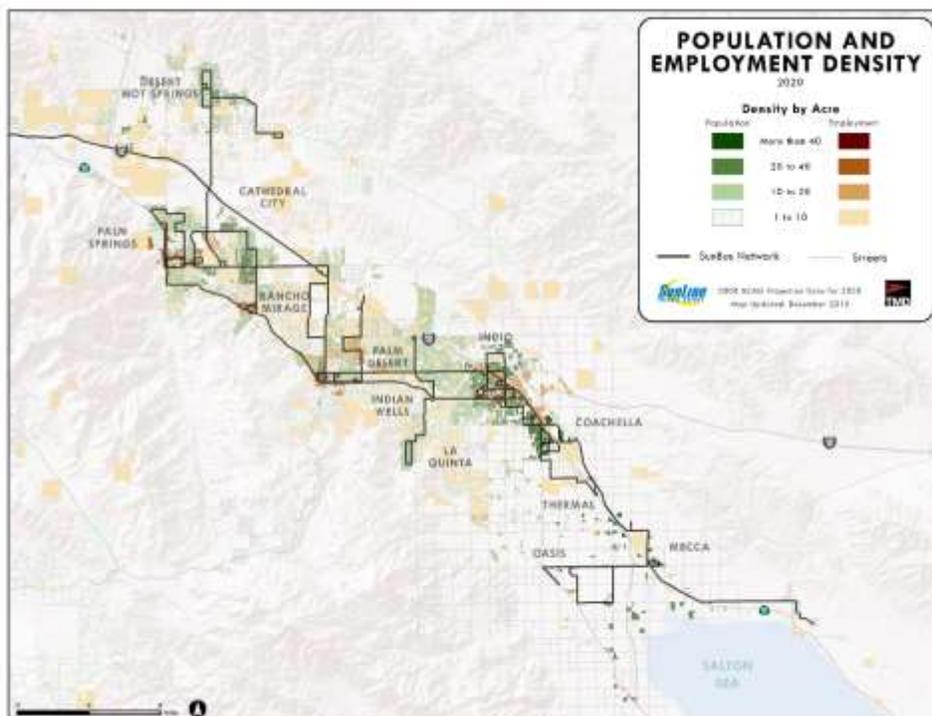
~~The minimum population and employment density for the introduction of new all-day fixed - route transit service is an average of 10 people/jobs per acre within a half mile of the proposed route.~~

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

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

Unmet Mobility Needs

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



Key Destinations

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

Evaluating New Services

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

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

3. Definition: SignificantMajor Service Change

According to the provisions of the Title VI ~~of the Civil Rights Act of 1964~~, (FTA C4702.1B), no person in the United States shall, on the grounds of race, color, or national origin, be excluded from, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.

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

A mandated ~~sService cChange (ATU, Local1277, CBA March 31, 2016)~~ occurs no more than three times a year, unless necessitated by service adjustments and/or other operational requirements. -A major service change is defined by SunLine as any permanent service change (6 months or longer duration) of 25% or more in revenue hours and/or revenue miles, span of service, or alignment miles for a given route or the network overall for any day type (weekday, Saturday, Sunday, and Holiday). Such changes require a public hearing and SunLine Board approval before implementation.

unLine as:

Individual route revenue hour or mile changes of 25% or greater within a 12 month period

Establishment of a new transit service; or,

Abolishment of an existing service.

Associated with the service standards is a requirement to have a definition (Board approved) for a significant service change. This is recommended to be as follows:

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A major service change is defined as when revenue service miles and/or hours change for a given route by 25% or more.

~~This definition determines when a public hearing must be held for a service change prior to its approval by the Board.~~

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

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

4. Reporting and Management of Service Standards

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

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

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

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

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

The primary form of investment is in service frequency. Increasing frequency will prevent overcrowding on popular routes and make the service more attractive to a wider pool of potential customers. It will make the service more convenient for both current and future riders. Another investment is providing enhanced high-quality features along the route. Bus

bulbs, bus-only lanes, and transit signal priority are all methods for decreasing delay and travel time along a route and improving the customer experience. Upgrading amenities at bus stops also makes services more attractive to riders and enhances the branding of SunLine services. All of these investments make buses more competitive with automobile travel.

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

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

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

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

Corrective Action Plan

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

- Segment-Level Analysis: A segment-level analysis may highlight a specific portion of the line that limits overall performance, causing it to perform below the standard for its tier. If a low-performing segment is identified, it can be modified in an attempt to raise the productivity of the route as a whole.
- Operational Analysis: Realigning service to cover only critical segments or eliminating unnecessary delay (e.g. deviations) are ways to reduce travel time and save resources, thereby raising performance levels while retaining ridership.
- Change in Service Levels: Adjusting the service levels of a low-performing route (e.g. ~~—~~by any combination of frequency, span, or day of week changes)~~—~~ may help tailor the transit product to its market, and subsequently increase productivity.
- Cost-Sharing: Exploring cost-sharing or public-private partnerships can reduce the amount of subsidy required to operate low-performing services. This is applicable for services that do not meet minimum performance standards yet serve a need~~ed~~ identified by businesses, schools, attractions, or other organizations that may be willing to assist with funding operations in order to continue service.

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- Targeted Marketing: Marketing tactics can help raise the public awareness of a service in need of improvement. Poor ridership may be a result of a lack of public knowledge of a route, and investing in marketing can help reverse this trend. This is especially the case for targeted market groups like employment centers, shopping districts, schools, hospital, agencies, and other major destinations.
- Rider Outreach: Onboard surveys and rider interviews are methods for gaining valuable information on how a route can be improved. These methods can reveal information about popular destinations that a route may bypass, or other aspects of a service that may be holding back ridership growth.

Consequences/Outcomes

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

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

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

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It is proposed that service standards be reported on once per year to the Board (in December), reporting for the previous fiscal year. Data would also be reviewed quarterly or monthly by staff (depending on the indicator and its data requirements).

Service design standards should be met by all the services operated by SunLine Transit Agency. If not, the following processes are utilized:

- Failure of a route, trip, or the system as a whole to reach a service performance or service quality metric in one reporting period would place it under review to identify cause and possible corrective actions.
- Four successive periods of failure for a route, trip, or the system overall to achieve a metric would lead to corrective actions being recommended to the Board such as:
 - Additional marketing efforts for a route.
 - Discontinuation, modification, or supplementation of trip or route.
 - Revision of route schedule.
 - Maintenance or operational procedure changes.

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

**Revised:
Adopted: 7/31/2013**

A timeline would then be set for a given service metric being achieved again.

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Approved:

Lauren SkiverRoger Snoble
CEO/Interim General Manager

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SunLine Transit Agency

DATE: July 27, 2016 **ACTION**

TO: Board Operations Committee
Board of Directors

FROM: Clerk of the Board

RE: Approval of [Revised Records Management/Retention Schedule Policy# B-180615](#)

Recommended Action

Recommend that the Board of Directors approve the attached revised Records Management Policy# B-180615/Retention Schedule.

Background

At the June 24, 2015 the Bylaws, Policy & Procedures Committee approved a Records Management Policy/Retention Schedule. In reviewing this policy, it was determined that it would be more useful to expand and separate the procedure for responding to public records requests from the Records Management Policy/Retention Schedule.

Under the California Public Records Act (CPRA), SunLine Transit Agency (STA) is required to make its public records available for public disclosure unless there is a valid reason to withhold. The reason for withholding disclosure of a record is set forth in the exemptions contained in the CPRA. SunLine is authorized to develop reasonable procedures to be followed when responding to a public records request.

Financial Impact

No fiscal impact.

Diane Beebe

Records Management Policy/Retention Schedule

1.0 POLICY STATEMENT

Under the California Public Records Act (CPRA), Sunline Transit Agency (STA) is required to make its public records available for public disclosure unless there is a valid reason to withhold. The reason for withholding disclosure of a record is set forth in the exemptions contained in the CPRA. STA is authorized to develop reasonable procedures to be followed when responding to a public records request. STA is authorized to make reasonable determinations as to when STA records are no longer of importance or significance to the Agency. However, such determination may not be made in conjunction with a bona fide request for such records or to otherwise defeat a legitimate request. It is the policy of the Agency to dispose of old records in accordance with the Records Retention Schedule when not in conflict with this Policy Statement.

2.0 PURPOSE

STA has developed the Records Management Policy/Retention Schedule to ensure that necessary records and documents are adequately protected and maintained and to ensure that records that are no longer needed by the Agency, or are of no value, are discarded at the proper time.

Reference to retention periods listed on the Retention Schedule, unless otherwise indicated, refers to the current year, plus the years shown. For example, 'current year+ 2 years' requires a document to be retained for the current calendar year, plus two years. If a document is created in March of 2012 and has a 'current year + 2 year' retention period, it should be kept for the remainder of the 2012, plus two years- 2013 and 2014; documents should be destroyed on January 1, 2015.

If there are questions regarding a record not covered in the Agency Records Retention Schedule, refer to the Local Government Records Management Guidelines as set forth by the State of California. The Local Government Records Management Guidelines can be found at <http://www.sos.ca.gov/archives/local-gov-program/> .

3.0 APPLICABILITY

Unless otherwise noted in specific provisions, this Policy Statement applies to all employees (including contract employees) without exception, as well as all vendors, agents, affiliates, and any other entities directly engaged in STA business that are responsible for creation, management, and storage of STA records.

4.0 PROCEDURE FOR PUBLIC RECORDS REQUESTS

~~Requestor to complete a Public Records Request Form to ensure that the most accurate records available are obtained. STA will comply with request protocols identified in the Public Records Act whenever a conflict exists between the Act and STA policy.~~

~~The Request Form can be submitted in person, by e-mail, FAX, or mail to the following location:~~

~~Sunline Transit Agency
32-505 Harry Oliver Trail
Thousand Palms, CA 92240
Phone: (760) 343-3456
FAX: (760) 343-7302
E-mail: crude@sunline.org~~

~~Depending on the size of the request, the type of records requested, and staff availability, staff will make the record(s) available as soon as feasible within the ten-day legal requirement or staff will notify the requestor that additional time will be necessary.~~

~~The price schedule for recovering the cost of duplicating documents is eleven cents (\$0.11) for each page copied.~~

~~STA employees are subject to using a Public Records Request Form in the event that there is a need for an employee to request records. Public records are not to be used for private use; STA employees are required to follow this policy.~~

5.0 ATTACHMENTS

1. Retention Schedule
2. ~~Public Records Request Form~~

RETENTION SCHEDULE

1. ADA COMPLIANCE

Description of Records	Retention	Descriptor
FORMS, STA ADA PARATRANSIT CONTACT INFORMATION	Current Year+ 5 years	Completed as part of the application process/access to ADA Paratransit.
FORMS, STA ADA PARATRANSIT PROFESSIONAL VERIFICATION	Current Year+ 5 years	Completed by applicants CA licensed health care professional/application process.
ADA PARATRANSIT ELIGIBILITY DETERMINATION LETTER	Current Year+ 5 years	Determination of eligibility for access to STA Paratransit Service
ADA PARATRANSIT ELIGIBILITY APPEALS PROCESS	Superseded + 5 years	Appeals Process for ADA Paratransit eligibility determination.
REQUEST FOR APPEAL OF ADA PARATRANSIT ELIGIBILITY DETERMINATION	Current Year+ 5 years	Submitted by applicant who was found to be ineligible for ADA Paratransit service.
ADA PARATRANSIT ELIGIBILITY APPEAL DETERMINATION LETTER	Current Year+ 5 years	Letter to appellant providing notification of the determination of their appeal following a formal hearing by the Access Committee
ADA PARATRANSIT SERVICE STATISTICS	Current Year+ 5 years	Paratransit service statistics to include: on time performance, trip denials, subscription trip %, average travel times, late arrivals & missed trips.
ADA SERVICE COMPLAINTS	Current Year+ 5 years	Complaints received alleging STA violated the ADA Service criteria as defined in DOT 49 CFR Parts 37 & 38
ADA SERVICE COMPLAINT INVESTIGATIVE MATERIALS	Current Year+ 5 years	Information obtained in the course of an investigation into an ADA Service Complaint, including documents, videos, and photoaraphs
ADA SERVICE COMPLAINT LETTER OF FINDING	Current Year+ 5 years	Letter from STA responding to the ADA Service Complaints
ADA FACILITIES/BUS STOP COMPLAINTS	Current Year+ 5 years	Complaints received alleging that a facility or bus stop owned and/or maintained by STA is not compliant with the ADA.
ADA FACILITIES/BUS STOP COMPLAINT LETTER OF FINDING	Current Year+ 5 years	Letter from STA responding to the ADA Facilities/Bus Stop Complaints

2. ADMINISTRATION

RETENTION SCHEDULE

Description of Records	Retention	Descriptor
CLERK:		
AUDIT, TDA TRIENNIAL	Permanent	
CLAIMS, STATE CONTROLLER'S OFFICE	Current year+ 4 years	Brown Act Reimbursement
DEEDS	Permanent	
EXEMPTIONS & AUTHORIZATIONS, FEDERAL/STATE	Permanent	Federal or State exemptions or special authorizations to regulations, laws or policies
FAIR POLITICAL PRACTICES: Form 700 (SEI) - Elected	Termination+ 7 years	
LITIGATION	Permanent	Litigation initiated by STA or other entities. May be kept with special project file while active.
POLICY MANUAL	Permanent	Compilation of all current Board approved Policies
PUBLIC RECORDS REQUEST	Closed/Completed + 2 years	Request and response letters, receipt confirmation
RECORDS MANAGEMENT, INDEX	Superseded	Index of current and inactive records and location. Tapes may be recycled.
RECORDS MANAGEMENT, RETENTION SCHEDULE	Superseded + 4 years	Policy attached to Schedule, but official filed in Legal/Legislative/Policies
REFERENCE	Superseded	Information reference guides such as Brown Act, Robert's Rules, IRS guidelines, Dept. of Commerce, etc.
RESOURCE GUIDES, BOARD AND STA	Superseded	Compilation of pertinent resource documents, updated as necessary
GENERAL SUBJECT:		
AGENDA, EXTERNAL AGENCIES	Permanent	External agency agendas if deemed pertinent for reference, retained while needed.
ARTICLES OF INTEREST	Permanent	Keep until outdated or no longer needed.

RETENTION SCHEDULE

AWARDS, CERTIFICATES AND PLAQUES	Permanent	Historic value.
CORRESPONDENCE, JURISDICTIONS, OUTSIDE AGENCY, LEGISLATORS, ETC.	Current year + 4 years	If not attached to agreement, project file or Agenda File by agency or city name.
FORMS, DEPARTMENTAL	Superseded	Administrative Forms, Departmental
MEMBERSHIPS (APTA, CTA, etc.)	Superseded	Membership benefit info
MEMOS, BULLETIN BOARD, GM UPDATE	Current Year+ 4 years	Includes GM updates, Bulletin Board Memos
MISCELLANEOUS	Current Year+ 4 years	Temporary holding for files without designation, or not typically retained by STA.
NEWSPAPER CLIPPINGS	Current year + 2	Historical Value
POLICIES AND PROCEDURES, DEPARTMENTAL	Permanent	Retain as written
PROGRAMS & PLANS	Current year+ 4 years	Includes Strategic Plan, Legislative Program, Action Plan, +AMG +RP, AMBAG GWP
REPORTS, CUSTOMER SERVICE	Current year+ 2 years	Refer to Retention Schedule
SURVEYS AND STUDIES	Permanent	See Analysis, Customer Surveys, etc.
GRANTS:		
CERTIFICATION AND ASSURANCES	Closed, completed+ 4 years	Federal and State C & A documents
FEDERAL, CAPITAL	Grant closed, completed+ 4 years.	Capital purchases. Must retain 3 years after receiving title (Useful Life = 12years)
FEDERAL, OPERATING ASSISTANCE	Closed, completed-4 years	Operating assistance. Retain 3 years after close of contract
FINANCIAL RECORDS	Closed, completed+ 10 years	Refer to grant close-out procedure.
OTHER	Closed, completed + 4 years	Grants administered by local agencies, or foundations
STATE, CAPITAL	Life of grant + 4 years	Equipment purchases.

RETENTION SCHEDULE

STATE, CalEMA	Current year + 15 years	Capital and Operating grants
STATE OPERATING ASSISTANCE	Closed, completed+ 4 years	Operating assistance. 3 years after close of contract.
GRANTS, UNSUCCESSFUL	Closed, completed + 4 years	Unfunded applications
LEGAL/LEGISLATIVE:		
AGENDA, ELECTRONIC TRANSMITTAL	Permanent	
AGENDA PACKETS, BOARD & COMMITTEES	Permanent	Complete agenda packets by month
APPLICATIONS, COMMITTEES (NOT SELECTED)	Closed, completed+ 2 years	Applicants not selected, all STA Committees (ACCESS Committee)
APPLICATIONS, COMMITTEES (SELECTED)	Termination + 4 years	Applicants selected, all STA Committees (ACCESS Committee)
AUDIO, RECORDINGS	Closed, completed+ 2 months	When used for minutes preparation
BYLAWS	Permanent	Drafts kept only until final version approved by Board.
CORRESPONDENCE, BOARD	Current year + 4 years	Correspondence from or to Board, not included in Board packet
HEARING, ADMINISTRATIVE	Closed, completed+ 4 years	Rulings or documentation
LEGAL ADVERTISING	Current year + 4 years	Proof of Publication for Public Hearings, Display Ads, etc.
MINUTES, BOARD, COMMITTEE (if Applicable), PUBLIC OR ADMINISTRATIVE HEARINGS	Permanent	Official minutes and hearing proceedings of Board, Committees, or Public Hearings
OPINIONS, LEGAL	10 years	Confidential or Public
ORDINANCES	Permanent	Board approved
PETITIONS	Current year + 1 year	Submitted to Board
POLICIES, BOARD APPROVED	Permanent	All agency policies

RETENTION SCHEDULE

PROCLAMATIONS	Permanent	Policies, directives rendered by Board not assigned a resolution or ordinance number.
REGULATIONS	Superseded + 2 years	Regulations adopted for STA
REPORTS, LOBBYIST	Current Year+ 4 years	Documentation received, created, and/or submitted to Board
RESOLUTIONS	Permanent	Board actions
TRIP REPORTS	Current year+ 4 years	Trip Reports submitted to Board
MARKETING:		
ANNUAL REPORT	Permanent	Brochure publicity piece, historical value
BROCHURES	Superseded + 2 years	Miscellaneous publications
PRESS RELEASES	Current year + 2 years	Created by STA
RIDER'S GUIDES	Superseded + 2 years	Historical Value
SIGNAGE	Superseded + 2 years	Historical Value
PLANNING & SCHEDULING		
CORRESPONDENCE, COMMENT LETTERS	Permanent	STA initiated EIR/Development response letters
DRIVER SCHEDULE BIDS	Current year + 4 years	Driver scheduled BIDS-finals only

3. FINANCE

Description of Records	Retention	Descriptor
ACCOUNTING:		
ACCOUNTS PAYABLE	Audit+ 4 years	Invoices, check copies, supporting documents

RETENTION SCHEDULE

ACCOUNTS RECEIVABLE	Audit + 4 years	
BANK RECONCILIATION	Audit+ 5 years	Statements, summaries for receipts, disbursements & reconciliation
BUDGET	Permanent	Adopted by Board
FEDERAL & STATE TAX	Audit + 4 years	Forms 1096, 1099, W-9's and W-2's
JOURNALS	Current + 2 years	All monthly activity
LEDGER, GENERAL	Permanent	
STATE CONTROLLER	Permanent	State Controller may destroy after 5 years
WARRANT REGISTER	Audit+ 4 years	
AUDIT:		
AUDIT, CAFR	Permanent	Independent auditor analysis
AUDIT, FTA TRIENNIAL	Permanent	
AUDIT, PTMISEA	Permanent	CA Bond Audit
AUDIT, SINGLE	Permanent	Federal Grant Programs
AUDIT, TDA TRIENNIAL	Permanent	
REVIEWS, INTERNAL/EXTERNAL PERIODIC	Audit+ 4	Daily, weekly, monthly, quarterly, or other summary, review, evaluation, etc. except a report
FIXED ASSETS:		
INVENTORY	Active + 4 years	Reflects purchase date, cost, account number
Surplus Property, Disposal	Audit+ 4 years	Sales of obsolete equipment

RETENTION SCHEDULE

VEHICLE REGISTRATION & TITLE	Permanent	Original maintained offsite
PAYROLL:		
DEFERRED COMPENSATION	Audit+ 6 years	Records of employee contributions and agency payments
EMPLOYEE TIME SHEETS	Audit+ 6 years	Signed by employee for audit & FEMA reports
EMPLOYEE TRANSACTION DETAIL	Permanent	
PERS EMPLOYEE DEDUCTION REPORTS	Termination+ 6 years	
PURCHASING:		
BIDS, RFQ's, RFP's	Audit+ 4 years	Requests for qualifications
BIDS, RFQ's, RFP's- SUCCESSFUL	Audit+ 5 years	Requests for proposals regarding goods and services
BIDS, RFQ's, RFP's- UNSUCCESSFUL	Closed - completion + 4 years	
CONTRACTS, EQUIPMENT	10 years	Keep for life of equipment plus 4 years
CONTRACTS, SERVICE/SUPPLIES	Termination+ 4 years	Keep for 4 years beyond termination of contract
INTER-GOVERNMENTAL AGENCY AGREEMENTS	Permanent	JPA Agreements, MOU, other agreements between MST and Jurisdictions, Agencies, etc.
LEGAL ADVERTISING	Current + 4 years	Proof of Publication for RFQ, RFP, Ads, etc.
REQUISITIONS, PURCHASE ORDERS	Audit+ 4 years	Original Documents
VEHICLE REGISTRATION & TITLE	Life of the Vehicle	Registration and title kept until sold or donated
TREASURY:		
ACCOUNT STATEMENTS	Closed -Completion + 10 yrs	Monthly statement of transactions

RETENTION SCHEDULE

BANK STATEMENTS	Audit+ 2 years	Financing Authority
BONDS & COUPONS	Closed -Completed + 10 years	Supporting Documents Paid/Canceled
INVESTMENT TRANSACTIONS	Permanent	Summary of transaction, inventory & earnings report

4. HUMAN RESOURCES

Description of Records	Retention	Descriptor
BENEFIT PLAN ENROLLMENT- DENIED	Closed – completed + 4 years	
CORRESPONDENCE- MISCELLANEOUS	Current year + 2 years	If not attached to agreement, project file or Agenda
EMPLOYEE HANDBOOK	Superseded + 2 years	
EMPLOYEE RIGHTS	Termination+ 6 years	Arbitration, grievances, union requests, sexual harassment and Civil Rights, complaints, disciplinary actions
MEDICAL RECORDS	Termination+ 6 years	Enrollment Forms, Employee Benefit Forms
MEDICAL LEAVE	Termination+ 30 years	May include Family leave, certification; tests
NEGOTIATIONS	Termination+ 4 years	Notes, notebooks, correspondence, contracts, and Memorandum of Agreements
PERSONNEL RECORDS	Termination+ 3 years	Attendance, evaluations, drafts, worksheets, postings
DRUG & ALCOHOL TESTING	5 years	Results of drug and alcohol testing
RECRUITMENT	Closed – completion+ 3 years	Applications, resumes, alt. lists/logs, ethnicity disclosures, exam materials; job bulletins; eligibility; electronic database
SALARY RECORDS	Termination+ 3 years	Deduction authorization, beneficiary designations, unemployment claims
SURVEYS AND STUDIES	Termination+ 2 years	Includes classifications, wage rates

RETENTION SCHEDULE

TRAINING RECORDS	Termination+ 7 years	Employee applications, volunteer program training, class training materials, internships
WORKERS COMPENSATION	Permanent	Claim files, reports, video, incidents (working files) originals filed with Administrator
RISK MANAGEMENT:		
CLAIMS, REJECTION	Closed-completion + 5 years	
CLAIMS, REPORTS	Closed-completion + 7 years	
INSURANCE, CERTIFICATES	Permanent	Insurance certificates filed separately from contracts, includes insurance files by licensees
INSURANCE, LIABILITY/PROPERTY	Permanent	May include liability, property, Certificates of Participation, deferred, used of facilities
INSURANCE, WORKERS COMPENSATION	Permanent	Indemnity; PERS-working files-originals with Administrator
REPORTS, ACCIDENT – AGENCY ASSETS	Closed -Completion + 7 years	Reports and related records
REPORTS, INCIDENT	Closed -Completion + 7 years	External comments/claims from public
REPORTS, RISK MANAGEMENT	Closed-completion+ 5 years	Federal OSHA Forms Loss Analysis Report; Safety Reports; Actuarial Studies
VIDEO, AUDIO, PHOTOS – ADA RELATED	Current Year+ 5 years	Any video or audio used for ADA purposes, complaints, or actions
VIDEO, AUDIO, PHOTOS – DISCIPLINARY ACTION	Closed, Completed+ 2 years	Close of file = post disciplinary action if not transferred to another case or action
VIDEO, AUDIO, PHOTOS-GENERAL SURVEILLANCE	Variable	Routine daily video and audio. If not pulled for other action or case, retention is governed by system overwrite protocol. Based on space availability
VIDEO, AUDIO, PHOTOS – LAW ENFORCEMENT	No Retention	Requests for video or audio not maintained by STA once turned over to law enforcement.
VIDEO, AUDIO, PHOTOS-OTHER	Current year + 2 years	Includes video requested by Customer Service Complaint that is not attached to a file or used in active action or case
VIDEO, AUDIO, PHOTOS - LIABILITY CASES	Closed – completed+ 2 years	Close of file – disposition of case

RETENTION SCHEDULE

SAFETY & TRAINING:		
DMV RECORDS	Termination+ 6 years	Employee
TRAINING RECORDS	Termination+ 6 years	Sign In Sheets
TRAINING MATERIALS	Superseded	
INFORMATION TECHNOLOGY:		
INTERNET, WORLD WIDE WEB	Superseded + 2 years	Management/Policies and supporting documentation
INVENTORY, INFORMATION SYSTEMS	Superseded + 2 years	Hardware/Software Inventory logs; system manuals
NETWORK INFORMATION SYSTEMS (LAN/WAN)	Current year+ 4 years	Configuration maps and plans
PROGRAM FILES AND DIRECTORIES-ANNUAL BACKUP	Current year + 2 years	
PROGRAM FILES AND DIRECTORIES – DAILY BACKUP	Current year + 2 years	
PROGRAM FILES AND DIRECTORIES-DAILY BACKUP	Current year+ 2 months	
PROGRAM FILES AND DIRECTORIES-MONTHLY BACKUP	Current year + 1 year	
PROGRAM FILES AND DIRECTORIES-MONTHLY BACKUP	Current year + 1 year	
PROGRAM FILES AND DIRECTORIES-WEEKLY BACKUP	Current year+ .5 years	
TAPES, INFORMATION SYSTEM	Current year+ 2 years	

5. OPERATIONS

Description of Records	Retention	Descriptor
FACILITIES:		

RETENTION SCHEDULE

APPLICATIONS, PROJECT	Life of project + 3 years	Life= life of project, shelter, building
BLUEPRINTS, SPECIFICATIONS	Permanent	Life= life of project, shelter, building
DRAWINGS, PROJECT PLANS	Permanent	Includes traffic control or other plans. Life = life of project, shelter, building
INSPECTIONS, VARIOUS ANNUAL COMPLIANCE INSPECTIONS/RECORDS AND PERMITS/ENVIRONMENTAL	Current year + 4 years	Documentation for managing hazardous materials and waste. Certified Unified Program Agencies (CUPAs); tire storage; above ground storage and below ground storage; storm water reports
MAINTENANCE, EQUIPMENT & BUILDING PMs	Current year + 4 years	STA and vendor performed
PERMITS, ENCROACHMENT	Permanent	Required for work completed in a public right of way; example: bus stops and construction projects
PERMITS: COMPLIANCE/ENVIRONMENTAL	Permanent	Includes but is not limited to operating permits, storage, testing results, annual renewable permits
PLANS, CAPITAL IMPROVEMENT PROJECTS	Permanent	All documents and materials related to funding design, permits, construction and as built drawings
RECORDS, DISPOSAL MANIFEST/HAZ-MAT	Current Year+ 9 years	Haz-Mat manifest (Evergreen, Safety Kleen, other haz-mat disposal)
RECORD, DISPOSAL, ENVIRONMENTAL/HAZ-MAT MAJOR INCIDENTS	Current Year+ 9 years	Major Environment/Haz-Mat spills (entering storm drains, waterways, creeks, etc.) including multiple agency responders
RECORD, DISPOSAL, ENVIRONMENTAL/HAZ-MAT MINOR INCIDENTS	Current Year+ 5 years	Minor Environmental/Haz-Mat spills
INSPECTIONS, ANNUAL BUS OR OTHER SPECIAL	Permanent	Annual CHP inspections or other inspections
MAINTENANCE RECORDS, REVENUE AND NON-REVENUE VEHICLES	Life of vehicle+ 3 years	Electronic or paper records that track the maintenance activities (preventative & repairs and modifications)
MAINTENANCE RECORDS, FORK LIFT, TUG, SWEEPER AND OTHER EQUIPMENT/VEHICLES	Life of vehicle + 3 years	Electronic or paper records that track the maintenance activities (preventative repairs and modifications)
PERMITS, COMPLIANCE/ENVIRONMENTAL	Permanent	Includes but is not limited to operating permits, storage, testing results, annual renewable permits, construction projects

RETENTION SCHEDULE

VEHICLE, ASSIGNMENT REPORTS:		
REPORTS, CARB ANNUAL	Current year + 9 year	Annual bus fleet emissions report
REPORTS, MONTHLY DEPARTMENT	Current year+ 4 years	Board report documents from department
TIRE MANIFEST	Life of tires + 1 year	Life of Contract + 1
WARRANTY, BUS WARRANTY FILES/RECORDS	Life of vehicle + 3 years	Records of warranty work
WORK ORDERS, BUS & DEFECT CARDS: REVENUE VEHICLES (INCLUDES OIL ANALYSIS)	Life of vehicle + 3 years	All documents and files, including but not limited to bus preventative maintenance, repairs and modifications
TAXI:		
TAXI VOUCHER RECEIPTS/REDEMPTION	6 years	Verifies receipt of taxi voucher for sales to the public
TRANSPORTATION:		
COURTESY CARDS	Current year + 2 years	Form completed by passengers or witnesses to an event typically occurring on board the coach
FORMS, DISPATCH SHEETS, UTW'S	Current year+ 7 years	Payroll document
FORMS, VOLUNTEER	Current year + 2 years	Completed by Operator to volunteer for overtime assignment
LOGS, US-DOT DRIVER'S DAILY	Current Year+ 7 years	Federal Department of Transportation Requirements
MANUALS, COACH OPERATORS	Active + 3 years	Operator SOPS(s) – periodically re-printed
MEMOS, SERVICE ALERT	Current year + 2 years	Service Alert Memos- providing direction to Operators on routing detours, etc.
POLICIES AND PROCEDURES, STANDARD OPERATING	Active + 3 years	Transportation Department Standard Operating Procedures
REPORTS, AFTER ACTION – MAJOR INCIDENT	Current year + 9 years	Staff report and follow up response to any major incident (Haz-Mat, disaster response)

RETENTION SCHEDULE

REPORTS, OCCURRENCE	Current year + 4 years	Completed by the Operator to report unusual occurrence or incident. Courtesy cards attached to report.
REPORTS, PRE-TRIP INSPECTION	Current year+ 3 years	DOT Requirement
REPORTS, SUPERVISOR DAILY ACTIVITY	Current year+ 1 year	
REPORTS, TRANSIT MASTER INSPECTION	Current year + 1 year	ACS Defect Card
REPORTS, VEHICLE INSPECTION	Life of vehicle	Operator generated Maintenance Defect Cards



Request for Public Records

Format:

Paper

Electronic

FOR OFFICE USE ONLY

Date Received:

Due Date:

Deposit Amount:

Name:

Company

Address:

City, State, Zip:

Phone:

Fax:
E-Mail:

Description of Record

Date/Range

Description of Record	Date/Range

PROCEDURE FOR RESPONDING TO PUBLIC RECORDS REQUESTS

PURPOSE AND SCOPE

To establish a policy for responding to requests from the public to inspect or obtain copies of Agency records in accordance with the Public Records Act (Cal. Gov. Code § 6250 et seq.) and the California Constitution (Art. I, § 3(b)). Nothing herein is intended to provide the public with a broader right of access to records or waive any exemptions for particular records as set forth in the Public Records Act or other law.

This Policy covers all Agency records that relate to the conduct of the public's business and are prepared, owned, used, or retained by the Agency in the ordinary course of business. "Records" generally include writings whether handwritten, typed, printed, emailed, faxed, or stored in any electronic or other medium, as well as pictures, videos and sound recordings. For a full definition, see Government Code section 6252(g). A request may be made by any member of the public, whether or not a resident of the Agency, or by any business or organization.

RESPONSIBILITY

1. The Policy for Responding to Public Records Act Requests shall be administered by the Clerk of the Board.
2. When applicable, each Department Director or his or her designee shall work with the Clerk of the Board to locate and compile documents in response to requests.
3. The appropriate Department Director or his or her designee and the Clerk of the Board shall review all requested records to determine whether they are potentially exempt from disclosure under the Public Records Act. In the event that it appears the records may be exempt from disclosure, the General Counsel will review the request and the records to determine whether the records are exempt from disclosure.

PUBLIC RECORDS ACT RESPONSE PROCEDURE

1. Receipt of a Public Records Act Request

A Public Records Act Request ("Records Request") does not have to be in writing, and may be made verbally, by email, fax, or phone. The employee taking the request should ask the requester to fill out a Records Request Form ("Request Form"), which can be obtained from the Clerk of the Board. However, the Agency cannot insist that the requester complete the Request Form. In the event the requester does not want to complete the Request Form or it would be impracticable to have the requester complete the Request Form, the employee taking the request should complete the Request Form on the requester's behalf. The employee taking the request should ensure the following information is included: a) the requester's contact information if and only if the requester wishes to provide it; b) the documents requested; and c) whether the requester wants

copies of the documents or to inspect the documents at the Agency. The Agency is responsible for assisting the requester to make a focused and effective request.

Whenever a Records Request is received for records that clearly and unambiguously not exempt from disclosure and are readily accessible, the employee taking the request may release the record to the requester immediately. In such a situation, the employee taking the request need not require the requester to fill out a Request Form. For example, a person requesting a copy of an application form or to view a copy of an Agency ordinance or Board agenda packet need not fill out a Request Form.

A copy of the Request Form shall be forwarded to the Clerk of the Board's office promptly, and on the same day in which the Records Request was made.

2. Processing the Records Request

When a Records Request is received by the Clerk of the Board's office, either from a requester or from another Agency department, the Records Request must immediately be date stamped and entered into the Public Records Act Log. If it appears that the Records Request may involve records that are confidential or exempt from disclosure under the Public Records Act, or if it appears to be related to a complaint or anticipated litigation, the Clerk of the Board should immediately contact the General Counsel to review the request.

The Clerk of the Board's office shall maintain a log of public records requests. Each log should summarize the following information, if available: name of requester, summary of information requested, whether the public records were provided at the department level or by the Clerk of the Board, whether the response was within 10 days or whether additional time was needed, whether and what type of information was redacted, whether any privileges were asserted, and amount of fees collected.

The Clerk of the Board will evaluate the Records Request and distribute it to employees that may possibly have records related to the request. When sending request out by email, the Clerk of the Board shall replace the subject line of the email with: PRA Request and the requester's name (e.g. PRA Request – Smith). The Clerk of the Board should request that the employees respond within three (3) business days with the following information: a) whether there are any records responsive to the Records Request; b) how much time will be required to provide the records to the Clerk of the Board's office for review; and c) advise if more than ten (10) calendar days will be needed to locate all records responsive to the Records Request. The Clerk of the Board should check in with the relevant departments periodically to ensure the Records Request is processed in a timely manner.

3. Time to Respond to Records Request

The Agency has a maximum of ten (10) days from receipt of the Records Request to notify the requester of whether there are public records in response to the request and if any of the records are exempt from disclosure. If the 10th day falls on a Saturday, Sunday or holiday, the response must be sent by the next business day. The Agency is not required to actually produce the records within this 10 day time frame.

In "unusual circumstances," the Clerk of the Board can, by written notice to the requester, extend the Agency's time to respond to the request for up to fourteen (14) additional days. The following are the only "unusual circumstances" recognized by the Public Records Act:

a) The need to search for and collect the requested records from field facilities or other establishments that are separate from the office processing the Records Request.

b) The need to search for, collect, and appropriately examine a voluminous amount of separate and distinct records demanded in a single Records Request.

c) The need for consultation, which shall be conducted with all practicable speed, with another agency having substantial interest in the determination of the Records Request or among two or more components of the Agency having substantial subject matter interest therein.

d) The need to compile data, write programming language or a computer program, or construct a computer report to extract data.

If the Agency needs additional time beyond the 10 days to respond to a Records Request but "unusual circumstances" do not exist, the Clerk of the Board may ask the requester for an extension of time. Any request for an extension must be in writing and if the requester refuses to agree to an extension of time the Agency must provide its response within the 10 day period.

4. Responding to Records Request

The Clerk of the Board shall notify the requester: a) whether the Agency has records responsive to the Records Request; b) whether the responsive records are disclosable or exempt from disclosure under the Public Records Act; and c) if there are responsive records that are not exempt from disclosure, how the requester may access the records. Any denial of a request for public records, in whole or in part, shall be made by the Clerk of the Board in writing following consultation with the General Counsel and shall contain the explicit reasons for denial of access to the subject records, as well as the names and titles or positions of each person responsible for the denial.

5. Providing the Records

The Public Records Act does not prescribe timelines for the production of the records; rather, it says that non-exempt records must be provided "promptly." The Clerk of the Board should notify the requester of the availability of the records as soon as reasonably possible depending on the particulars of each request. In many cases, the records can be made available when the Clerk of the Board notifies the requester that there are records responsive to the request. However, when the Records Request involves a significant volume of documents, or in the other unusual circumstances set forth above, the Agency may take longer.

On-Site Inspection of Records

Where only inspection is requested, the records will ordinarily be made available for inspection during all normal Agency business hours. If the request seeks review of voluminous records, a mutually agreeable time will be scheduled for the inspection. The operational functions of the Agency will not be suspended to permit inspection of records during periods in which such records are reasonably required by Agency personnel in the

performance of their duties. Agency personnel must be present during the inspection of records in order to protect the integrity of the records. Persons inspecting records shall not destroy, mutilate, deface, alter, or remove public records from the inspection location.

Providing Hard Copies of Records

If hard copies are requested, the Clerk of the Board will charge a per page fee for each copy as set forth by Council resolution. If the request involves a substantial amount of copying, the Clerk of the Board should obtain payment before providing the copies. Hard copies must be picked up at Agency Hall during regular business hours and payment must be received before the hard copies will be provided to the requester.

Providing Electronic Copies of Records

If the requester has asked for copies of the records to be provided in an electronic format, the Clerk of the Board will charge for any actual expenses incurred in providing those electronic copies, including the cost of a compact disc or other medium. The Agency is not required to provide copies of records electronically if the Agency does not hold those records in an electronic format. In the Clerk of the Board's discretion, if the Records Request does not involve a significant volume of documents or if scanning the records would be a more efficient use of staff time, the Clerk of the Board may scan the records and send them to the requester electronically. Any records provided electronically should be in a non-editable format to preserve the integrity of the record.



Request for Public Records

Format:

Paper

Electronic

Inspect Records

FOR OFFICE USE ONLY

Date Received:

Due Date:

Deposit Amount:

Name:

Company

Address:

City, State, Zip:

Phone:

Fax:
E-Mail:

Description of Record

Date/Range

Description of Record	Date/Range

SunLine Transit Agency

DATE: July 27, 2016 **ACTION**

TO: Finance Committee
Board of Directors

FROM: Chief Performance Consultant

RE: SunLine Center of Excellence

Recommendation

Recommend that the Board of Directors authorize inclusion of \$278,000 into the SunLine Transit Agency Operating Budget to Authorize expenditures for the SunLine Transit Agency Center of Excellence.

Background

SunLine has been a recognized leader in alternative fuel technologies in the transit industry for some time. This has not gone unrecognized by SunLine's funding partners and advocacy groups. SunLine has received \$8,000 from the California Fuel Cell Partnership and \$270,000 from the Center for Transportation and the Environment.

These funds will be utilized for workforce investments, outreach, knowledge capture, workshops, and staffing support for these efforts. The goal of these efforts are the commercialization of zero emissions technologies as well as exploring economic investments in the Coachella Valley and its workforce.

SunLine's CEO/General Manager's vision for a Center of Excellence in Zero Emissions technology is receiving support from many sectors of the industry. SunLine was recently asked by the California Air Resources Board to apply for a small grant to develop curricula and tools to increase the commercialization of Zero Emissions Technology under its Center of Excellence.

Staff will keep the Board apprised as these opportunities develop.

Financial Impact

The amount of \$278,000 will be added to the FY 17 SunLine Transit Agency Operating Budget for the purposes stated above. The addition of these subsidies will cover expenses for the Center of Excellence and will not have a net effect on the budget.

Rudy Le Flore

SunLine Transit Agency

DATE: July 27, 2016 **ACTION**

TO: Finance Committee
Board of Directors

FROM: Chief Performance Consultant

RE: Administration Building Phase I and II

Recommendation

Recommend that the Board of Directors authorize allocation of \$591,781 in the SunLine Transit Agency Capital Budget for the purchase of Solar Paneled Canopies constituting Phase II of the Administration Building Project.

Background

The SunLine Board of Directors authorized a budget of \$16,160,563 for the Administration Building and Transit Hub Project.

Staff has effectively managed the scope and funding of this project and delivered this project under the budgeted amount. There are no more outstanding financial obligations on this project. Staff is considering the baseline project as Phase I and considers the Canopy purchase as Phase II to allow the agency to fund additional modifications to the overall facility with existing resources.

This project is the first to utilized SunLine's new Capital Project tracking process to validate the rigorous close-out steps on a large agency project. SunLine has \$591,781 remaining from that budgeted amount.

Staff is in the position to take the residual funding on this project and secure additional canopies for its parking area east of the administration building.

Financial Impact

The amount of \$591,781 in remaining Prop 1B subsidies will be allocated for the purposes stated above. This project will produce approximately 185 kWAC energy used by the agency's offices and facilities in Thousand Palms.

Rudy Le Flore

SunLine Transit Agency

DATE: July 27, 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

The Check Policy was originally adopted in October 2006 and most recently revised in February 2016. This proposed revision updates the list of positions designated as having check signing responsibilities. The staff's recommendation is to include the Chief Safety Officer as additional signer. The need for wet signatures requires the presence and coordination of certain employees to ensure payroll and vendor checks are processed in a timely fashion. The addition of another employee would alleviate some of the scheduling restrictions.

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, 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, Chief Safety 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, Chief Safety 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
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

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

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, Chief Safety 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.

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: July 27, 2016 **ACTION**

TO: Finance Committee
Board of Directors

FROM: Project Manager

RE: Transportation Demand Management Vanpool Contract Approval

Recommendation

Recommend that the Board of Directors delegate authority to the CEO/General Manager to negotiate and execute an agreement with Parsons Brinckerhoff for Transportation Demand Management Vanpool Program for a period of three (3) years, in the amount not to exceed \$1,858,156.

Background

SunLine competed for and won a competitive grant from the Coachella Valley Association of Governments (CVAG). The grant supported the new SunLine Line 20 and a Transportation Demand Management program which features a Vanpool Pilot Program. The funding for this program was delayed because of the reprogramming of Federal Highway Funds to Federal Transit Administration Funds and the Public Employees' Pension Reform Act (PEPRA). Transportation Demand Management programs assist riders in identifying the correct mode of transportation given their particular transportation needs. This project will help reduce single occupant vehicle trips within Coachella Valley and to surrounding areas which will help improve air quality and ease congestion.

This project will include CMAQ operating assistance for the Vanpool Pilot program. This project was approved in the 2015 Federal Transportation Improvement Plan.

Reason for Selection of Procurement Process

The Request for Proposal solicitation was selected as the procurement method in order to award the contract based on established criteria: experience of firm, experience of personnel, detailed work plan, and cost.

Reason for Selection of Contract Type

A Firm Fixed Price contract was selected because it places upon the Contractor maximum risk and full responsibility for all costs and resulting profit or loss. It provides maximum incentive for the Contractor to control costs and perform effectively and imposes a minimum administrative burden upon SunLine Transit Agency.

Reason for Selection of the Contractor

On February 20, 2016 three (3) potential companies ([BIDDERS LIST](#)) were solicited to provide Transportation Demand Management services. Moreover, the solicitation was advertised on SunLine's website and through the local newspaper, the Desert Sun. On March 18, 2016 three (3) individual proposals were received from Parsons Brinckerhoff, Steer Davies Gleave, and vRide.

How Price was Determined Fair and Reasonable

Parsons Brinckerhoff's price was determined to be fair and reasonable based on a [price analysis and adequate price competition](#). Therefore, Parsons Brinckerhoff is considered most advantageous to SunLine Transit Agency.

Financial Impact

The amount of \$1,761,747 has been received from CMAQ with a local match of \$228,253 for a total project budget of \$1,990,000. First year funding for this program is included in the FY17 SunLine Transit Agency Operating Budget.

Vicky Castañeda

Bidders List

Inland Transportation Services (ITS)
7355 Magnolia Ave.
Riverside, CA. 92504
William C. McCaughey
bmccaughey@its-consulting.net
(951) 352-8229

WSP | Parsons Brinkerhoff
451 E. Vanderbilt Way, Suite 200
San Bernardino, CA. 92408
Amy Cook
Cooka1@pbworld.com
(909) 888-1106
(909)386-2845

The Rideshare Company
1404 Blue Hills Ave.
P.O. Box 7237
Bloomfield, CT. 06002-7237
Nancy Fitzgerald
nfitzgerald@rideshare.com
(800) 842-2150 ext. 102

Steer Davies Gleave
601 S. Figueroa St., Suite 4050
Los Angeles, CA 90017
Lisa Buchanan
usainfo@sdgworld.net
(213) 337-6790



	Parsons Brinkerhoff	Steer Davies Gleave
Year 1	\$ 662,648.00	\$ 659,956.25
Year 2	\$ 643,200.00	\$ 729,310.25
Year 3	\$ 552,308.00	\$ 773,943.25
Total	\$ 1,858,156.00	\$ 2,163,209.75

Difference Total	\$ (305,053.75)
Delta	14.10%

There was adequate price competition since at least (2) proposers independently contended for the contract that is to be awarded and both were responsive to the requirements of the solicitation.

Based on the details in Steer Davies Gleave's proposal, they elaborated that they would charge provide a \$400 a month subsidy for 35 vans in Year 1, and 70 vans in Years 2 and 3, which was not reflected in their submitted price proposal. Therefore, this value was added to their price proposal.

Based on the findings, the prices submitted by the lowest responsive and responsible proposer, Parsons Brinkerhoff, is overall 14.10% lower than the second proposer, Steer Davies Gleave.

Based on the results, it is reasonable to assume that Parsons Brinkerhoff understood the Scope of Work and/ or the level of effort to complete the required services. Therefore, it is determined that the prices submitted by Parsons Brinkerhoff are considered fair and reasonable.

Prepared by:


Jennifer Tran, Contracts Administration

SunLine Transit Agency

DATE: July 27, 2016 **ACTION**

TO: Finance Committee
Board of Directors

FROM: Chief Performance Consultant

RE: Contracts with PVC Consulting

Recommendation

Recommend that the Board of Directors:

- a) Authorize the CEO/General Manager to Negotiate and Execute a Contract with PVC Consulting to support production of Hydrogen Fuel Cell Electric Vehicles in an amount not to exceed \$89,200 and;
- b) Authorize a No Cost Time Extension to PVC Consulting to continue support beyond August 31, 2016 of existing Hydrogen Fuel Cell Electric Vehicles which would extend beyond the one-year limitation of CEO/GM Authority

Background

SunLine policies require the Board of Directors to approve contracts in excess of one-year duration. SunLine's policies also require Board of Director's approval for contracts that are not itemized in a board approved plan or budget in excess of \$25,000.

SunLine has utilized project funds on its hydrogen fuel cell electric bus programs to obtain technical support from PVC Consulting. PVC Consulting is managed by a former BAE Project Manager supporting the original development of SunLine's American Fuel Cell Bus. BAE was the integrator of the American Fuel Cell Bus project. These very unique skills and qualifications have assisted SunLine in the maintenance and production of vehicles in its Hydrogen Fuel Cell Bus Program.

This decision allows SunLine to take advantage of PVC's technical knowledge of Hydrogen Fuel Cell Electric Vehicles and reduce travel costs as PVC is located on the East Coast where the majority of the vehicle integration takes place.

Reason for Selection of Procurement Process

This procurement transaction was solicited from a Single Source. The Hydrogen Fuel Cell Vehicles represent a significant investment for SunLine and the funders. It is imperative that the project have adequate technical oversight of the development and production of the vehicles. PVC was solicited because they have unique skills and abilities owing to the fact that they worked on SunLine's original platform for the American Fuel Cell Bus.

Reason for Selection of Contract Type

A Labor Hour contract was selected as PVC Consulting will be reimbursed for actual hours expended on the project. PVC exceeds the Not to Exceed hours at their own risk and expense.

Reason for Selection of the Contractor

PVC is uniquely qualified for this support effort because they are located on the East Coast where the majority of the development of the vehicles occur. PVC worked for the current integrator as a member of the project management team. SunLine is very fortunate that have a resource that is both technically qualified and geographically situated to oversee the development of its Hydrogen Electric Fuel Cell Vehicles.

How Price was Determined Fair and Reasonable

The rates being charged by PVC were determined fair and reasonable by conducting a price analysis which compares their rates to commercial rates of contractors providing similar services.

Financial Impact

The amount of \$89,200 will be expensed from Capital Budget Funds previously approved by the Board allocated to the Hydrogen Fuel Cell Bus Program in the Board approved Capital Project Budgets.

Rudy LeFlore

SunLine Transit Agency

DATE: July 27, 2016 **ACTION**

TO: Finance Committee
Board of Directors

FROM: Chief Operations Officer

RE: Purchase Replacement and Expansion Fixed Route Buses

Recommended Action

Recommend that the Board of Directors grant the CEO/General Manager authority to negotiate and execute an agreement with New Flyer Industries Inc. for the purchase of six, 40-foot low floor Compressed Natural Gas Vehicles at a value not to exceed \$3,843,470.

Background

SunLine operates 66 CNG buses that will begin meeting their useful life at the end of 2016. As part of the Fleet Replacement Plan and Capital Funding plan, new Fixed Route Buses will be replaced over a multi-year period.

SunLine has entered into a cooperative purchasing arrangement with OmniTrans based in San Bernardino as the lead Agency, along with Culver City, Elk Grove, Montebello, Torrance, Stanislaus, and UC Davis. A competitive contract was awarded for 15 firm quantities and 202 buses as an option. SunLine was awarded up to 24 of these bus options over the five-year contract. The contract was awarded to New Flyer Industries Inc. for heavy-duty 40 foot Xcelsior®, compressed natural gas (CNG) transit buses.

Prices for new buses will be determined by the existing contracts adjusted for inflation plus or minus any authorized specification changes. New 40 ft. buses are estimated to cost approximately \$640,578 including tax and delivery per unit.

Financial Impact

SunLine's estimated expense of \$3,843,470 for this procurement will be funded by both State and Federal capital subsidies allocated for the purpose of purchasing Fixed Route Buses.

Tommy Edwards

SunLine Transit Agency

DATE: July 27, 2016 **ACTION**

TO: Finance Committee
Board of Directors

FROM: Chief Operations Officer

RE: Award of Contract for Uniform Purchase, Rental & Cleaning Services

Recommended Action

Recommend that the Board of Directors grant authorization to SunLine CEO/General Manager to negotiate and execute award of contract with Prudential Overall Supply not to exceed \$756,600 for uniform purchase and services, upon approval as to form and legality by legal counsel.

Background

SunLine Transit Agency contracts with an outside provider for its uniform rental and cleaning services and will purchase new uniforms for Operators as negotiated in the new bargaining unit contract of 2016.

The current agreement with G&K Corp. expires on September 30, 2016. The new contract will consist of both rentals for the maintenance department and a purchasing mechanism for the operators negotiated in the bargaining unit contract of 2016.

Reason for Selection of Procurement Process

The Request for Proposal solicitation was selected as the procurement method in order to award the contract based on established criteria: experience of Contractor, experience of personnel, detailed work plan, and cost. This provided competition on quality and cost.

Reason for Selection of Contract Type

A Firm Fixed Price type contract was selected because it places upon the Contractor maximum risk and full responsibility for all costs and resulting profit or loss. It provides maximum incentive for the Contractor to control costs and perform effectively and imposes a minimum administrative burden upon SunLine Transit Agency.

Reason for Selection of Contractor

On May 24, 2016, eight (8) uniform companies ([BIDDERS LIST](#)) were solicited to provide uniform purchase, rentals and cleaning services. The solicitation was advertised in the local newspaper and on SunLine's website. On June 27, 2016, one (1) proposal was received from Prudential Overall Supply.

A committee comprised of SunLine's Chief Operations Officer, Deputy Chief Operations Officer and Superintendent of Transportation evaluated the proposal based on the established criteria found in the RFP. According to the evaluations, Prudential Overall Supply was able to meet the requirements of the RFP. Therefore, SunLine has elected to make an award to Prudential Overall Supply as the contractor representing the best value to SunLine.

How Price was Determined Fair and Reasonable

Prudential Overall Supply's prices were determined to be fair and reasonable based on a [price analysis](#).

Financial Impact

The estimated contract cost over five years is \$756,600. These expenditures are currently budgeted and will be included in future operating budgets.

Tommy Edwards

Bidders List

AmeriPride

(800) 750-4628

Mike.mellick@ameripride.com

Aramark Uniform Services

1135 Hall Ave.

Riverside, CA 92509

(714)315-4824

Fairfield-tim@aramark.com

Cintas

(844) 390-4436

garciame@cintas.com

G&K Services

5995 Opus Parkway

Minnetonka, MN 55343

(800) 452-2737

agraczyk@gksservices.com

Mission Linen Supply

(760) 778-5288

jrodriguez@missionlinen.com

Prudential Overall Supply

81780 Trader Place

Indio, CA 92201

(760)342-0645

NickM@pos-clean.com

UniFirst

(800) 455-7654

Henry_quarneros@unifirst.com

Pedro_fernandez-salvador@unifirst.com

Uniform Rental

7351 Wiles Road #205

Coral Springs, FL 33067

(866) 962-6212

info@linenfinder.com



Rental Cost

	G&K Services	Prudential Overall Supply
Shirts	\$ 0.17	\$ 0.13
Reflective	\$ 0.33	\$ 0.18
Pants	\$ 0.15	\$ 0.13
Shorts	\$ 0.15	\$ 0.13
Coveralls	\$ 0.35	\$ 0.38
Jacket	\$ 0.35	\$ 0.60
Average Cost of Rental	\$ 0.25	\$ 0.26

Replacement Cost

	G&K Services	Prudential Overall Supply
Shirts	\$ 15.00	\$ 15.25
Reflective	\$ 28.00	\$ 21.50
Pants	\$ 18.00	\$ 12.75
Shorts	\$ 18.00	\$ 12.75
Coveralls	\$ 28.00	\$ 28.05
Jacket	\$ 28.00	\$ 20.80
Average Cost of Replacement	\$ 22.50	\$ 18.52

Rental Cost

Difference between Prudential and G&K	\$ 0.01
Delta	3.23%

Replacement Cost

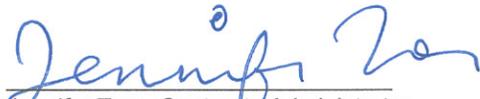
Difference between Prudential and G&K	\$ (3.98)
Delta	17.70%

A solicitation for Uniform Purchase, Rental and Cleaning Services was sent to eight (8) potential proposers. Prudential Overall Supply was the only one to submit a proposal. Therefore, Prudential Overall Supply's prices were compared to prices from SunLine's current contract with G&K Services.

Based on the findings, Prudential Overall Supply's Rental Cost was only on average about 3.23% higher than G&K Services, but Prudential Overall Supply's Replacement Cost was on average about 17.70% lower than G&K Services.

Based on the results, it is reasonable to assume that Prudential Overall Supply understood the Scope of Work and/or the level of effort to complete the required services. Therefore, it is determined that the prices submitted by Prudential Overall Supply are considered fair and reasonable.

Prepared by:


 Jennifer Tran, Contracts Administrator

SunLine Transit Agency

DATE: July 27, 2016 **ACTION**

TO: Finance Committee
Board of Directors

FROM: Chief Operations Officer

RE: Approval of Janitorial Services Contract

Recommendation

Recommend that the Board of Directors delegate authority to the CEO/General Manager to negotiate and execute a contract with Pristine Environments for janitorial services for two years, with three single year options, subject to approval as to form by Legal Counsel. The total cost for this contract, including option years, is not to exceed \$462,637.

Background

The contract with the current Janitorial Services Contractor, Palm Springs Cleaning-Com, LLC, expired July 7, 2016. SunLine has contracted for a temporary cleaning service through August 31, 2016. Furthermore, the scope of work changed with the addition of the Coachella Hub building and additional frequency to all the buildings.

Reason for Selection of Procurement Process

The Request for Proposal solicitation was selected as the procurement method in order to award the contract based on established criteria: experience of Contractor, experience of personnel, detailed work plan, and cost. This provided competition on quality and cost.

Reason for Selection of Contract Type

A Firm Fixed Price type contract was selected because it places upon the Contractor maximum risk and full responsibility for all costs and resulting profit or loss. It provides maximum incentive for the Contractor to control costs and perform effectively and imposes a minimum administrative burden upon SunLine.

Reason for Selection of the Contractor

On June 3, 2016, thirty-nine (39) cleaning companies ([BIDDERS LIST](#)) were solicited to provide Janitorial Services. Moreover, the solicitation was advertised in the local newspaper and on SunLine's website. On July 5, 2016, three (3) separate and individual proposals were received from CCA Service Cleaner, Inc., Palm Springs Cleaning- Com, LLC., and Pristine Environments.

A committee comprised of SunLine's Chief Operations Officer, Deputy Chief Operations Officer, Project Manager evaluated all proposals based on established criteria found in the RFP. According to the evaluations, Pristine Environments was determined to be the contractor representing the best value to SunLine.

How Price was Determined Fair and Reasonable

Pristine Environments' price was determined to be fair and reasonable based on a [price analysis and adequate price competition](#).

Financial Impact

Year 1 expenditures have been budgeted in the FY17 operating budget and future years will continue funding in subsequent budget years.

Year 1 = \$83,109
Year 2 = \$86,893
Year 3 = \$91,658
Year 4 = \$97,545
Year 5 = \$103,432

Total contract cost, including option years, is \$462,637.

Tommy Edwards

Bidders List**CCA Service Cleaner Inc.**

30380 Sierra del Sol
Thousand Palms, CA 92276
(760) 534-5053
ccaservicecleaner@gmail.com

Coachella Valley Cleaning

73733 Fred Waring Dr #203
Palm Desert, CA
(760) 486-2532
coachellavalleycleaning@gmail.com

Coachella Valley Janitorial, Inc.

74905 Highway 111, Ste 9-317
La Quinta, CA 92253
(877) 616-5524
info@coachellavalleyjanitorial.com

Commercial Cleaning Specialist

4195 Boardwalk
Palm Desert, CA 92211
(760) 341-2335
ccsinc@dc.rr.com

Commercial Cleaning Systems

Lorena Rios
(714) 620-4341
lrios@commercialcleaningsystems.com

Custom Service Systems

PO Box 5596
Riverside, CA 92517
(951) 781-9345
Jayme@cssclean.com

Eddy's Maintenance & Janitorial Services

82880 Davis Dr.
Indio, CA 92201
(760)641-9203
Eddysjanitorialsvcs@verizon.net

KBM Facility Solutions

7976 Engineer Rd., #200
San Diego, CA. 92111-1904
(858) 467-0202
emiller@pristine-environments.com

Maid to Perfection – Palm Springs

1260 East Vista Chino Rd.,
Palm Springs, 92262
(760) 205-1566
Mtp408@dc.rr.com

Moore Maintenance & Janitorial

69730 CA-111
Rancho Mirage, CA
(760) 321-55555
blezak@kbfms.com

PalmSpringsCleaning.com

77564 Country Club Dr. #132
Palm Desert, CA
(760) 200-3555
info@palmsspringscleaning.com

Perfect Images Janitorial

79220 Corporate Center Dr #105
La Quinta, CA
(760) 564-8999
Perfectimagesjan@aol.com

Pro Cleaning Services

71861 Eleanora Lane
Rancho Mirage, CA 92270
Justin Delgado
(760) 851-9583
Procleaningservices760@yahoo.com

Richerson's Janitorial

73070 Catalina Way
Palm Desert, CA 92260
(760)835-3319
Mad4tazzy@dc.rr.com

Rogan Building Service, Inc.

1521 7th St
Riverside, CA 92507
(951) 248-1261
ceciliaswiney@rogan4.com

White Glove Janitorial Services

Indio, CA
(760) 238-0160
mramirez@dc.rr.com

Vanguard

rob.dusthimer@vanguardsocal.com

DBE**Baldwin Hills Maid Service**

3717 S. La Brea Avenue #326
Los Angeles, CA 90016

kimbrickcollier@yahoo.com

Briteworks, Inc.

620 N. Commercial Avenue
Covina, CA 91723

(626) 337-0099

services@briteworks.com

Century Clean, Inc.

8939 S. Sepulveda Blvd., Ste. 528
Los Angeles, CA 90045

(310) 216-0999

doncci@aol.com

Corporate Image Maintenance

2116 S. Wright Street
Santa Ana, CA 92705

(714) 966-5329

gil@corp-image-maint.com

DNS Solutions, Inc.

22003 Independencia St.
Woodland Hills, CA 91364

(818) 292-2460

Lena2312@aol.com

Dedicated Building Services LLC

11338 Moorpark Street
Studio City, CA 91602

(818) 732-4162

dsmith@dedicatedservicesusa.com

El Prado Cleaning Service, Inc.

24707 Abita Avenue
Lomita, CA 90717

(310) 326-9505

lpauneto@sbcglobal.net

Espinoza's Clean Sweep

40575 Cal Oaks D-2 #287

Murrieta, CA 92562

(951) 691-6967

espinozacleansweep@yahoo.com

Ittoukoku International

1018 S. Montebello Blvd. Apt #B
Montebello, CA 90640

(323) 376-0853

Startnew35@gmail.com

Jabez Building Services

2094 Orange Ave.

Costa Mesa, CA 92627

(714)981-3612

drubio@jabezbs.com

Macadi Cleaning Corporation

26010 Acero St., Suite 150

Mission Viejo, CA 92691

(213) 595-0707

macadicleaning@aol.com

Maid Fast

440 Chambers St. #104

El Cajon, CA 92020

(619) 749-6116

scottmarrone@maid-fast.com

Master Janitorial Maintenance

PO Box 2032

Gardena, CA 90247

(800) 952-1117

kimbo@sbcglobal.net

NMS Management Inc.

155 W. 35th Street, Suite A

National City, CA 91950

(619) 425-0440

nmsmanagement@msn.com

Science of Cleaning, Inc.

6547 Moon River Way

Elk Grove, CA 95624

(916) 383-8961

scienceofcleaning@yahoo.com

TSCM Corporation

17791 Jamestown Lane
Huntington Beach, CA 92647

(714) 841-1988

Margaret.pappano@gmail.com

T&T Janitorial, Inc.

2959 Frankel Way
San Diego, CA 92196

(858) 336-8837

tandt_janitorial@yahoo.com

The Mop Crew, Inc.

11277 Sardis Ave.
Los Angeles, CA 90064

(310) 500-1409

Juan.marquez@skanska.com

Trans-Global Services, Inc.

709 N. Hildalgo Avenue
Alhambra, CA 91801

(626) 423-4871

transglobalusa@aol.com

Ver-O- Roses Maintenance Inc

2429 Agostino Drive
Rowland Heights, CA 91748

(626) 839-6717

service@avorinc.com

VIP Cleaning Services

1310 Santa Rita St. 193
Chula Vista, CA 91915

(619) 796-0776

Ana.vipcleaning@gmail.com

Will & Connie's Cleaning Service

4604 Cherryrock Ave.
Bakersfield, CA 93313

Harriswill1100@gmail.com

(661) 835-7690



	Palm Springs Cleaning		Pristine Environments	
	Per Month	Yearly	Per Month	Yearly
Year 1	\$ 8,900.00	\$ 106,800.00	\$ 6,925.74	\$ 83,108.88
Year 2	\$ 9,522.00	\$ 114,264.00	\$ 7,241.11	\$ 86,893.32
Option 1	\$ 10,190.00	\$ 122,280.00	\$ 7,638.12	\$ 91,657.44
Option 2	\$ 10,858.00	\$ 130,296.00	\$ 8,128.73	\$ 97,544.76
Option 3	\$ 11,618.00	\$ 139,416.00	\$ 8,619.35	\$ 103,432.20
Total	\$	613,056.00	\$	462,636.60

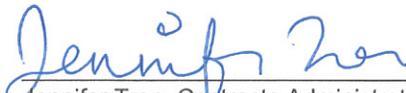
Difference between Pristine Environments and Palm Springs Cleaning	\$ (150,419.40)
Delta	24.54%

There was adequate price competition since 2 proposers independently contended for the contract that is to be awarded and were both responsive to the requirements of the solicitation.

Based on the findings, the prices submitted by the lowest responsive and responsible proposer, Pristine Environments, is 24.54% lower than the second proposer, Palm Springs Cleaning.

Based on the results, it is reasonable to assume that Pristine Environments understood the Scope of Work and/ or the level of effort to complete the required services. Therefore, it is determined that the prices submitted by Pristine Environments are considered fair and reasonable.

Prepared by:


Jennifer Tran, Contracts Administrator

SunLine Transit Agency

DATE: July 27, 2016 **ACTION**

TO: Finance/Audit Committee
Board of Directors

FROM: Procurement Manager

RE: Approval of Lease for Postage Meter Machine

Recommendation

Recommend that the Board of Directors delegate authority to the CEO/General Manager to negotiate and execute a 60-month lease with Neopost for a Postage Meter Machine in an amount not to exceed \$15,000.00.

Background

In reviewing contracts with existing vendors SunLine staff discovered that the current lease agreement for its Postage Meter Machine is set to expire at the end of July. SunLine utilizes a leased postage machine to allow postage to be purchased onsite and expedite bulk mailings. The postage machine is located in the customer service area and managed by the Administration Office.

Reason for Selection of the Procurement Process

A Request for Quotations was chosen to allow vendors to submit an informal quote for the services requested.

Reason for Selection of the Contract Type

The lease agreement provided by the vendor was chosen to allow SunLine to lease updated equipment that will reduce its postage expenses.

Reason for Selection of Contractor

Neopost was the only vendor to submit a quotation for services ([SOLICITATION LIST](#)).

How Price was Determined Fair and Reasonable

SunLine's procurement staff conducted a [price analysis](#) of the cost of the current lease; based on the receipt of new equipment and a reduced lease cost, the price was determined to be fair and reasonable.

Financial Impact

The lease expense is budgeted in operating funds and will result in a savings of approximately \$400 over the duration of the lease.

Eric Taylor



	Neopost 2011	Neopost 2016
Monthly Payment (Without Taxes)	\$ 238.16	\$ 230.36
Total for 60 months (Without Taxes)	\$ 14,289.60	\$ 13,821.60

Difference between Neopost 2011 and Neopost 2016 Monthly Payment	\$ 7.80
Delta	3.28%

Difference between Neopost 2011 and Neopost 2016 Total	\$ 468.00
Delta	3.28%

A solicitation for Postage Meter Lease was sent to four potential bidders. Neopost was the only bidder to submit a quotation. Therefore, Neopost's quote was compared to the price from SunLine's current contract with Neopost, which SunLine has had since 2011.

Based on the findings, the quote submitted by Neopost for Postage Meter Lease is 3.28% lower than what we are paying for our current postage meter lease with Neopost.

Based on the results, it is reasonable to assume that Neopost understood the Scope of Work and/or the level of effort to complete the required services. Therefore, it is determined that the prices submitted by Neopost are considered fair and reasonable.

Prepared by:


Jennifer Tran, Contracts Administrator

Bidders List

Cell Business Equipment

bsieck@kopers.com

(949) 830-1400

Neopost

m.wong@neopost.com

(909) 466-1655

Pitney Bowes

Ariel.garcia@pb.com

(844) 256-6444

Whitakerbrothers

gsa@whitakerbrothers.com

SunLine Transit Agency

DATE: July 27, 2016 **ACTION**

TO: Board of Directors

FROM: Kristy Franklin, Chairperson of the Board

RE: Election of Officers – Vice Chairman

Recommendation

Recommend that the Board of Directors accept nominations for SunLine Transit Agency; Vice Chairman of the Board.

Background

At the June 22, 2016 Board Meeting, board members voted to delay the election of SunLine's Vice Chairman of the Board until the July 27, 2016 meeting to provide opportunity for absent board members to participate in the election process.

In accordance with the Joint Powers Agreement, the Board shall elect, from among its members, a Chairman and Vice Chairman to serve for one year terms, said terms expiring at the end of each fiscal year. The Board shall meet at its first regularly scheduled meeting in June and choose one of its members as Chairman and one as Vice Chairman. Each selection shall be by a majority vote of the quorum in attendance, and a failure to achieve such total of affirmative votes, shall be deemed a selection of the incumbent(s) to remain in office. Each person so selected shall serve until a successor is chosen (at any time) by affirmative votes, provided that at the first regular meeting in July of each year, the office of Chairman and Vice Chairman shall automatically be reconsidered by the Board.

Attachment: [History of SunLine Transit Agency Officers](#)

SunLine Transit Agency

History of Board Officers

YEAR	CHAIR	VICE-CHAIR
1977-1978	A. A. McCandless (Riverside Cty)	James McPherson (Palm Desert)
1978-1979	A. A. McCandless (Riverside Cty)	James McPherson (Palm Desert)
1979-1980	A. A. McCandless (Riverside Cty)	Cole Eyraud (Desert Hot Springs)
1980-1981	A. A. McCandless (Riverside Cty)	Robert Hubbard (Rancho Mirage)
		Michael Wolfson (Rancho Mirage)
1981-1982	A. A. McCandless (Riverside Cty)	Michael Wolfson (Rancho Mirage)
1982-1983	Julius Corsini (Desert Hot Springs)	Roger Harlow (Indio)
	Roger Harlow (Indio)	vacant 11/82 thru 6/83
1983-1984	Roger Harlow (Indio)	Richard Kelly (Palm Desert)
1984-1985	Patricia Larson (Riverside Cty)	Manuel Rios (Coachella)
1985-1986	Patricia Larson (Riverside Cty)	Manuel Rios (Coachella)
1986-1987	Richard Kelly (Palm Desert)	Yolanda Coba (Coachella)
1987-1988	Richard Kelly (Palm Desert)	Cole Eyraud (Desert Hot Springs)
1988-1989	Richard Kelly (Palm Desert)	Rena Murphy (Cathedral City)
1989-1990	Rena Murphy (Cathedral City)	Yolanda Coba (Coachella)
		John Pena (La Quinta)
1990-1991	Jeffrey Bleaman (Rancho Mirage)	Darwin Oakley (Indio)
1991-1992	John Pena (La Quinta)	Darwin Oakley (Indio)
1992-1993	Patricia Larson (Riverside Cty)	Richard Kelly (Palm Desert)
1993-1994	Richard Kelly (Palm Desert)	Phil Bostley (Indian Wells)
1994-1995	Phil Bostley (Indian Wells)	Sarah Di Grandi (Cathedral City)
1995-1996	Phil Bostley (Indian Wells)	Sarah Di Grandi (Cathedral City)
1996-1997	Phil Bostley (Indian Wells)	Sarah Di Grandi (Cathedral City)
	Sarah Di Grandi (Cathedral City)	Will Kleindienst (Palm Springs)
1997-1998	Sarah Di Grandi (Cathedral City)	Roy Wilson (Riverside Cty)
1998-1999	Roy Wilson (Riverside Cty)	Percy Byrd (Indian Wells)
1999-2000	Percy Byrd (Indian Wells)	Will Kleindienst (Palm Springs)
2000-2001	Percy Byrd (Indian Wells)	Will Kleindienst (Palm Springs)
2001-2002	Will Kleindienst (Palm Springs)	Percy Byrd (Indian Wells)
2002-2003	Matt Weyuker (Desert Hot Springs)	John Pena (La Quinta) (thru 11/02)
		Richard Kelly (Palm Desert) (elected 1/03)
2003-2004	Richard Kelly (Palm Desert)	Don Adolph (La Quinta)
2004-2005	Richard Kelly (Palm Desert)	Don Adolph (La Quinta)
2005-2006	Richard Kelly (Palm Desert) (thru 3/06)	Don Adolph (La Quinta)
	Don Adolph (La Quinta) (4/06 - 6/06)	
2006-2007	Mike Wilson (Indio)	Don Adolph (La Quinta)
2007-2008	Mike Wilson (Indio) (thru 12/08)	Bud England (Cathedral City) (thru 12/08)
2007-2008	Bud England (Cathedral City) (1/09-6/09)	Steve Pougnet (Palm Springs) (1/09-6/09)
2009-2010	Bud England (Cathedral City)	Steve Pougnet (Palm Springs)
2010-2011	Steve Pougnet (Palm Springs)	Eduardo Garcia (Coachella)
2011-2012	Eduardo Garcia (Coachella)	Robert Spiegel (Palm Desert)
2012-2013	Robert Spiegel (Palm Desert)	Yvonne Parks (Desert Hot Springs)
2013-2014	Glenn Miller (Indio)	Greg Pettis (Cathedral City)
2014-2015	Greg Pettis (Cathedral City)	Douglas Hanson (Indian Wells) (vacated 10/14)
		John J. Benoit (Riverside County)
2015-2016	Kristy Franklin (La Quinta)	Steven Hernandez (Coachella)

SUNLINE SERVICES GROUP BOARD MEETING AGENDA

Wednesday, July 27, 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.

AGENDA TOPICS

RECOMMENDATION

1. **Call to Order**
Chairperson Kristy Franklin

2. **Roll Call**

3. **Finalization of Agenda**

4. **Presentations**
None

5. **Public Comments**
(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 May 2016](#)
- b) [SSG/SRA Monthly Budget Reports May 2016](#)
- c) [Taxi Vehicle/Rides Analysis](#)
- d) [California Retail Gasoline Price Report](#)
- e) [Metric \(Taxi Expense vs Taxi Revenue\)](#)

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

8. Approval of Minutes**Approve**

Request to the Board to approve the Minutes of the June 22, 2016 Board of Directors meeting.

9. Second Reading of SSG Ordinance 2016-01**Approve**

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

Recommend that the Board of Directors conduct the second reading of Ordinance No. 2016-01, amending and superseding the existing Ordinance No. 2015-01 regulating taxis in the Coachella Valley.

10. Next Meeting Date

September 28, 2016
12 o'clock Noon – Board Room
32-505 Harry Oliver Trail
Thousand Palms, CA 92276

11. Adjourn



AGENDA
TAXI COMMITTEE MEETING
July 27, 2016
10:00 a.m. – 10:30 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 May 2016](#)
- b) [SSG/SRA Monthly Budget Reports May 2016](#)
- c) [Taxi Vehicle/Rides Analysis](#)
- d) [California Retail Gasoline Price Report](#)
- e) [Metric \(Taxi Expense vs Taxi Revenue\)](#)

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

7. [Second Reading of SSG Ordinance 2016-01](#) **Approve**
(Robert Spiegel, Chair of the Taxi Committee;
Staff: Stephanie Buriel)
Recommend that the Board of Directors conduct the second reading of Ordinance No. 2016-01, amending and superseding the existing Ordinance No. 2015-01 regulating taxis in the Coachella Valley.
13. **Adjourn**

SunLine Regulatory Administration

Checks \$1,000 and Over

For the month of May 2016

NOTE: 1). Bold check payments represent "pass through" or Bold Italicized payments that were, or will be reimbursed partially 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	Operating Expense Allocation	090223	5/20/2016	\$5,060.75
SUNLINE TRANSIT AGENCY	Payroll Liabilities Exp 5/6/16	090213	5/6/2016	\$4,918.75
SUNLINE TRANSIT AGENCY	Payroll Liabilities Exp 5/20/16	090220	5/20/2016	\$4,432.77
BURKE, WILLIAMS & SORENSEN, LLP	Legal Services April 2016	090216	5/20/2016	\$1,151.50

Total of Checks Over \$1,000	\$15,563.77
Total of Checks Under \$1,000	\$1,526.46
Total of All Checks for the Month	\$17,090.23
Total Amount of Checks Prior Years Same Month	

SunLine Regulatory Agency
Budget Variance Report
May 2016

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	18,504	24,441	(5,937)	210,988	268,846	(57,858)
Revenue Fines	5,000	500	417	83	2,000	4,583	(2,583)
Vehicle Inspection Revenue	15,100	3,050	1,258	1,792	15,650	13,842	1,808
Vehicle Re-inspection Revenue	2,000	100	167	(67)	6,500	1,833	4,667
New Driver Permit Revenue	5,500	270	458	(188)	4,890	5,042	(152)
Driver Transfer Revenue	1,980	100	165	(65)	800	1,815	(1,015)
Driver Renewal Revenue	9,200	340	767	(427)	8,230	8,433	(203)
Driver Permit Reinstatement/Replacement	165	30	14	16	205	151	54
Vehicle Permit Revenue	91,400	500	7,617	(7,117)	89,691	83,783	5,907
Interest Revenue	39	0	3	(3)	21	36	(15)
Other Revenue	0	0	0	0	540	0	540
Total Revenue	423,670	23,394	35,306	(11,912)	339,514	388,364	(48,850)
Expenses:							
Salaries and Wages	167,564	5,539	13,964	8,425	104,486	153,600	49,115
Fringe Benefits	103,827	4,367	8,652	4,285	70,043	95,175	25,132
Services	78,500	2,189	6,542	4,353	26,239	71,958	45,720
Supplies and Materials	69,430	1,163	5,786	4,623	53,755	63,644	9,889
Miscellaneous	4,349	66	362	297	4,493	3,987	(506)
Total Expenses	423,670	13,323	35,306	21,983	259,015	35,306	(223,709)
Total Operating Surplus (Deficit)	\$ -	\$ 10,070			\$ 80,499		

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

- Position has not been filled as May 2016.

Fringe Benefits - Favorable

- Position has not been filled as May 2016.

Services - Favorable

- Legal services expenses have been below expectations for FY16.

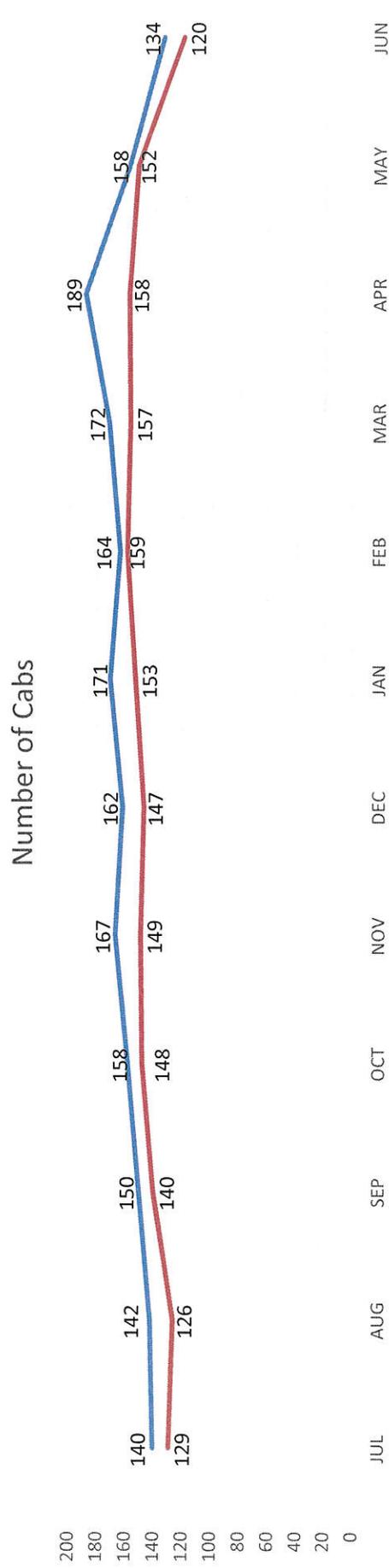
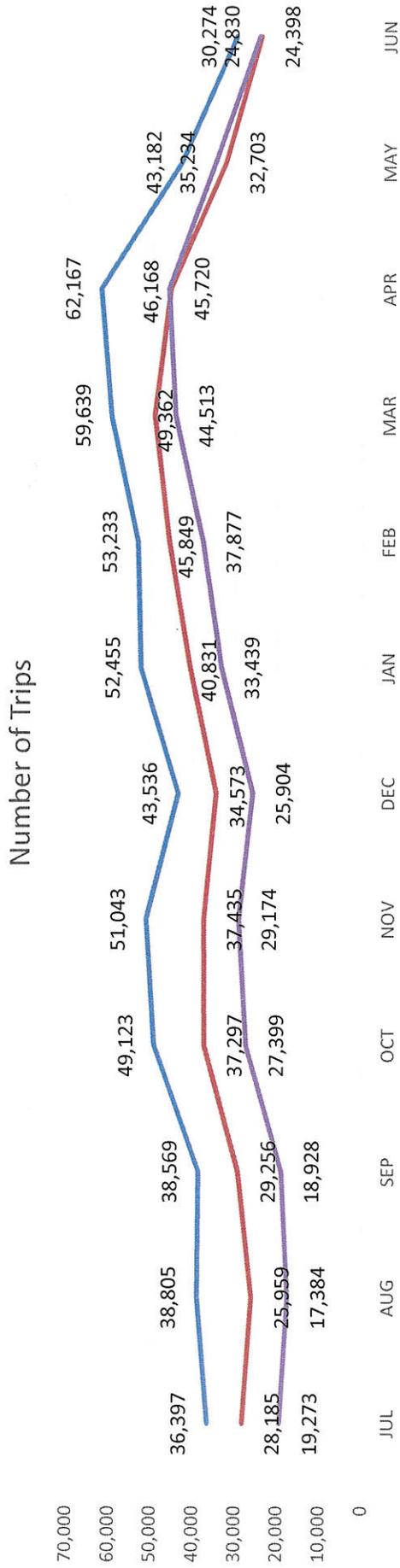
Supplies and Materials -Favorable

- Repair parts for taxi has been minimal.

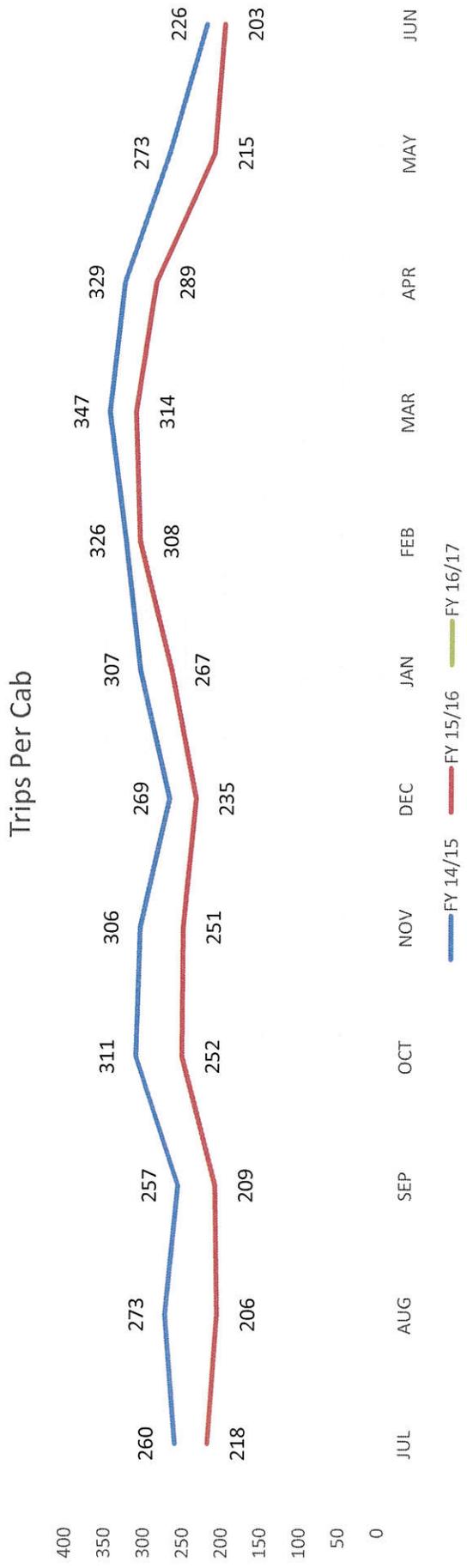
Miscellaneous - Unfavorable

- Miscellaneous Fees has increased due to Merchant Fees.

Taxi Vehicle Rides Analysis



Taxi Vehicle Rides Analysis (continued)



U.S. Energy	
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	\$2.46
Apr 01, 2016	\$2.83
May 01, 2016	\$2.86
Jun 01, 2016	\$2.89
Average	\$3.03

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

Meter calculation is 1/8 mile increments @ \$0.39 per 1/8 mile = \$3.12 per mile

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
2012	\$3.49	
2013	\$4.05	
Difference	-\$3.49	Rate Increase
		0.08
New Rate	2013/14	\$3.12

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

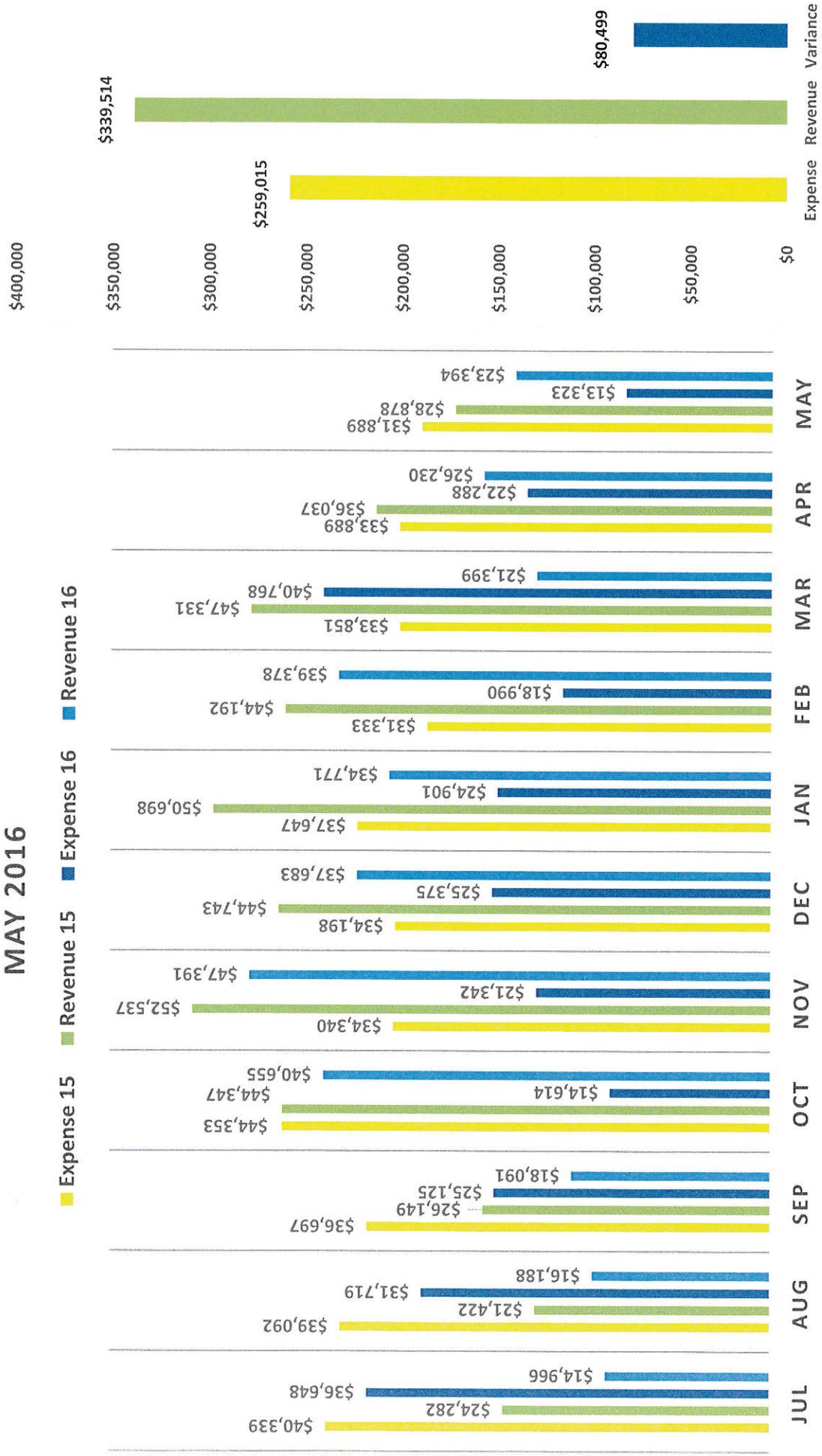
Fuel Per Gallon	Average	Regular Grade
2014	\$3.84	
2015	\$3.48	
Difference	-\$0.36	Rate Decrease
		0
New Rate	2015/16	\$3.12
2015	\$3.51	
2016	\$3.03	
Difference	-\$0.48	Rate Decrease

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	0.00	\$ 3.12
2015	\$3.54	0.00	\$ 3.12
2016	\$3.03	0.00	\$ 3.12
Difference	\$3.59		

TAXI EXPENSE VS. REVENUE AND VARIANCE

MAY 2016

FY 16 YTD



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
June 22, 2016

A regular meeting of the SunLine Services Group Board of Directors was held on Wednesday, June 22, 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 12:29 p.m. by Chairperson Kristy Franklin.

2. Roll Call

Completed.

Members Present

Russell Betts, SunLine Agency Board Member, City of Desert Hot Springs
Kristy Franklin, Chair, SunLine Agency Board Member, City of La Quinta
Charles Townsend, SunLine Agency Board Member (alternate), City of Rancho Mirage
Doug Hanson, SunLine Agency Board Member (alternate), City of Indian Wells
Robert Spiegel, SunLine Agency Board Member, City of Palm Desert
Ginny Foat, SunLine Agency Board Member, City of Palm Springs
Glenn Miller, SunLine Agency Board Member (alternate), City of Indio
John J. Benoit, SunLine Agency Board Member, County of Riverside

Members Absent

Greg Pettis, SunLine Agency Board Member, City of Cathedral City Board
Steven Hernandez, Vice Chair, SunLine Agency Board Member, City of Coachella

3. Finalization of Agenda

No changes

4. Presentations

None

5. Public Comments

Duncan MacLeod addressed the board and stated that he represents City Cab. He stated that he heard in assembly that they are trying to push through a regulation where there will be no regulations on taxis at all which would be a complete disaster for this valley. He thinks we should start fighting back or there will be no regulation on anything. He stated that they are all in commercial business and they all should have commercial licenses. Mr. MacLeod stated that each city can access the license fee. He stated that each city could charge a \$100 license fee totaling \$900 and this is fair. Taxi drivers have to invest money each time they go to work too and we are paying money so they should pay money. He gave an example of getting 3000 cars in for Coachella Fest and those drivers had to invest \$900 to get here and have a commercial license where they have to get regular insurance there would be less drivers here to regulate. If they get no regulation on anything you will be sitting here and you won't be able to do anything and it will be a free for all here in the valley. He thanked the board for their time. Dale Hyde addressed the board and stated that he wanted to speak on transportation here in

the valley. He stated that he does have a proposal that would improve transportation in the valley. He stated that he has been inside with Uber for the last four and a half years and he understands them very well and he knows how to compete with them. Mr. Hyde stated that he didn't know if the board was aware of the major problems that are going on with Uber. The problem is that they are alienating the drivers and the drivers aren't making any money and it's causing a lot of riff on the inside. The good drivers are being pushed out and drivers that can't find their way around people are sitting there waiting to be picked up. He stated that right now they don't have anything in place that's going to be able to compete with Uber and his proposal, that he has been working on for over two years, and he thinks it will compete with Uber and it will improve things. He proposed to come in with brand new vehicles with a dual dispatch system that's very streamlined. Dispatch would dispatch a call within one to two minutes. The passengers will have a live phone number they can call. He stated for people that aren't tech savvy to use the phones they can have the same convenience and call this number once they have been put in the system one time and it automatically populates it. SunLine Agency Board Member Franklin asked if the app was not in place yet. Mr. Hyde stated that it wasn't and he has to find a way to get approval from SunLine. He stated that the fact they would be coming in with new vehicles was the only thing that could compete with Uber because Uber is coming in with new vehicles they just don't have the right kind of drivers.

Bill Meyers addressed the board and stated that they really appreciate the support that SunLine has shown them in trying to do something about Uber and Uber X in the valley. He stated that the drivers need to be regulated and back ground checked and random drug tested. The safety of the consumer is important and he stated that, like in Austin, Texas, when we step up and say that you have to come in and pay the price like everybody else that wants to work out on the streets. He stated he thinks we are taking some serious strong steps forward and they really appreciate the support. Mr. Meyers stated that when we figure out what is going on at the airport and convince their cities to support us.

Mr. MacLeod spoke again at the end of the meeting referring to the conversation about the \$31 and the \$70 dollar rates between Uber and taxi. He stated there is a big difference between Uber and the taxicabs. Taxicab companies have to maintain the cabs and have to buy cabs and Uber has zero expense and they slide it down on the driver's responsibility. The PUC lets Uber hire as many drivers as they want. There is constant turnover in the Uber business because the drivers realize they can't make any money. The cost is heaven for the consumer and the younger people love it. The older customers realize they have more at stake. We can't compete with them so we need your help to put some regulations or something on them so they can compete.

6. Board Member Comments

SunLine Agency Board Member Betts asked if they could have the Austin Texas Uber Experience conversation later and SunLine Agency Board Member Franklin stated yes.

7. Consent Calendar

- a) SSG/SRA checks over \$1000 issued April 2016.
- b) SSG/SRA Monthly Budget Reports April 2016.
- c) Taxi Vehicle/Rides Analysis.
- d) California Retail Gasoline Price Report
- e) Metric (Taxi Expense vs Taxi Revenue)

SunLine Agency Board Member Spiegel moved to approve the Consent Calendar. SunLine Agency Board Member Betts seconded the motion. The motion was approved by a unanimous vote of 8 yes; 0 no;

8. Approval of Minutes

SunLine Agency Board Member Spiegel moved to approve the minutes of May 25, 2016 Board Meeting. The motion was seconded by SunLine Agency Board Member Benoit. The motion carried by a vote of 5 yes; 0 no; 3 abstain.

9. Austin Texas Uber Experience

**(Robert Spiegel, Chair of the Taxi Committee; Staff:
Rudy LeFlore**

Rudy LeFlore, Chief Performance Officer addressed the board and stated that what they have before them is research that was done having to do with the city of Austin asking for additional background checks be done of Uber drivers and this was being negotiated with Uber. Uber took it to the ballot and put forth an initiative that was characterized as self-regulating and subsequent to that being voted down they decided to leave the city. Mr. LeFlore stated that there have been similar efforts of regulation from the city of Los Angeles, San Francisco and other areas where people have tried to enforce what they perceive as a lack of enforcement from the Public Utilities Commission. He stated that this body has decided to weigh in on that and there is a letter attached that suggests that we might be better off helping to regulate some of these areas to assist the Public Utilities Commission who has limited investigators in the field. He stated that there is a perception that there is an unfair advantage that's being provided to the Uber drivers. He stated that of significance is the fact that the City of Los Angeles submitted the request and the Public Utilities Commission came back and said that they are looking into it but they didn't absolutely say no. He stated that there have been several multimillion dollar law suits settlements with Uber because drivers are complaining about the working conditions and Uber doesn't allow for a person to give a tip and that these people believe that they are, in fact, employees because of the level of control that Uber has over their profit making. They have filed several complaints about being employees opposed to independent contractors. The weight of those issues coming on Uber or the concern by local regulators as is this body without the depreciation and regulation from Taxi and Uber. Mr. LeFlore stated there was a letter attached for their consideration to send to the Public Utilities Commission for communicating the desire of this body to assist them in regulating part of the responsibilities that have been invoked on them from the Public Utilities Commission.

SunLine Agency Board Member Betts stated that the competition from Uber caused taxi to step up their game and you can see that in the ads and the apps

and the improvements. He stated that his general feeling is that Uber cars are nice new personal clean vehicle and there is a situation where there has to be a level playing field. He stated if you get behind an eighteen wheeler you need a commercial driver's license, if you drive a bus you need a commercial driver's license and Uber is driving the public with a regular driver's license. SunLine Agency Board Member Betts stated that it's not fair and something has to happen. He stated that we have to relax the standards for the taxi drivers and they can't be out there with an uneven playing field. This has been going on and there are some genuine concerns for the public with people who are not trained. He stated he has a question on the line up at the airport and SunLine Agency Board Member Franklin stated that was another agenda item. SunLine Agency Board Member Betts stated that we look at what we are doing here imposing things on the taxi drivers that we don't need to and help them be more competitive and we certainly have to make the case that somebody's got to level this playing field.

SunLine Agency Board Member Miller stated that when he was on the board Uber was just coming in he discussed this many times and he thinks it's very difficult if we don't regulate them somehow similar to Airbnb and short term rentals. He stated that he sees being able to regulate but is not sure about deregulating taxi as he remembers years ago when it was the wild west and we have come a long way in making sure that we worked with them to bring down regulations and make it easier for them to make a profit. He stated that it is going to be difficult to regulate Uber unless it's done with the SunLine board. We can't do it city by city it is too cumbersome. He stated that we do need to look at how we make sure that they are following the same exact rules or whatever we can get out of them to make sure they are compliant as to what we feel is safe for our community without pushing them out of the market because that will start a multimillion dollar court case between us and them. He stated that they do have an advantage and disadvantage to the taxi cabs when he traveled last the taxi was \$70 in Sacramento and Uber was \$31. That's very difficult to fight when you are talking a \$39 difference in price. He thinks there are pros and cons but there should be something where they are put into our system and we have an oversight.

SunLine Agency Board Member Betts stated the question on that one is how much of that difference in the rate is some fee that's being collected by a licensing fee or franchise fee the public agency that's creating that problem. SunLine Agency Board Member Miller stated it's the public agency and also taxes on top of that and he didn't know if Uber pays all the same fees. Each city and community is different and it's cumbersome and he thought it was \$400 here. Lauren Skiver, CEO/General Manager stated that it wasn't necessarily the public agency it's the state law requirements of safety that impose a difference in cost between Uber and taxis. She stated that the platform of fees when comparing Uber to a taxi franchise or operator is the level of regular requirements that taxis must operate under versus Uber. Uber might have an initial background check and an initial pre-employment drug test and there aren't any other drug tests after that. Taxi franchises have to have a program like SunLine does random testing and testing for certain accidents and that is not a requirement under Uber's current regulations. She stated that she wanted to clarify that the platform of fees is not

just because a public agency wants to levy fees against a taxi franchise or operator there are very specific requirements under the law that require us to regulate attributes of taxi operation and therefore there are costs for SRA to exist. Erica Vega, Legal Counsel stated that SRA is a Joint Powers Agency and is subject to the same restrictions as all of your agencies are and your fees have to reflect your reasonable costs.

SunLine Agency Board Member Benoit stated that this is obviously an area that legislature is way behind and the state laws are way behind. He stated that Uber started in 2009 and became popular in 2010/2011 and we are five/six years down the path and we still haven't seen that. He stated that, as an agency with responsibilities for taxi, you are in a unique position. He asked if we had a policy statement on what we think the state should be doing with regard to regulating Uber and, if not, shouldn't we be developing that and forward it to the state? This could be done through our elective representatives stating what our experience is and the huge disparity and we need action in these areas to somewhat level the playing field and assure the safety of citizens using these other new services.

SunLine Agency Board Member Franklin stated that we have corresponded with the PUC to no avail. SunLine Agency Board Member Benoit stated that we can keep that up. SunLine Agency Board Member Franklin asked if that is the agency we would send correspondence to. SunLine Agency Board Member Benoit stated yes and primarily through legislature. He stated that the PUC is going to need legislature to act. He stated he didn't know how much they could do unilaterally he thinks they would need legislation and authority. He stated that we have the authority as cities and the county to become a JPA because we are given the authority by state law to regulate taxis and he didn't know if we could do the same thing with Uber because we aren't delegated that authority.

Lauren Skiver, CEO/General Manager had a suggestion that we could look at the Austin example on how local law effected operation of Uber so we can bring back to this body what options are out there based on California vs Texas. If there are any you would have the opportunity to see what is available to be done if we were to look to do something either as a localized JPA or the cities combined through SunLine to create some kind of ordinance. She stated that it may not be possible but she thinks with the work they have been doing on the current ordinance we could add that task that we complete for you along with sending this letter to the PUC that's in your packet.

SunLine Agency Board Member Benoit stated that he wanted to be clear he is not in the business of trying to regulate Uber out of existence as it looks like they did in Austin but to do it well it needs to be done at a state level and that's where we can continue to apply pressure. SunLine Agency Board Member Spiegel stated that he thinks to the best of our ability we need to protect the taxi industry in this valley and if we don't it's going to be chaos. SunLine Agency Board Member Betts stated that the focus needs to be the spirit and intent of the law is not just to regulate taxis it was public safety. He stated the focus of any communication needs to be that we want you to apply the same spirit and intent of the law that put in these regulations to taxis that every other form of transportation is similar to them. SunLine Agency

Board Member stated that he agrees with Supervisor Benoit on not wanting to regulate but it has to be a group effort we can't have Palm Springs wanting to do it where Indio has different concerns it would be too hard to regulate so it's going to have to be all of us agreeing either we go forward with it or not go forward with it. SunLine Agency Board Member Franklin stated that SunLine Agency Board Member Spiegel suggested that the letter have the signatures of the Taxi Committee.

SunLine Agency Board Member Spiegel moved to approve the letter to the Public Utilities Commission and the motion was seconded by SunLine Agency Board Member Miller. The motion carried by a unanimous vote of 7 yes; 0 no; 1 abstain

**10. Letter Regarding Transportation Network Companies (TNC's) Pick-ups at Palm Springs Airport
(Robert Spiegel, Chair of the Taxi Committee; Staff: Lauren Skiver)**

SunLine Agency Board Member Spiegel stated that the Taxi Committee feels very strongly that Uber can come into the que where taxis line up at the airport and pick up people. He stated that they are not regulated and there is no control. They strongly believe that it's wrong to let Uber come into the airport. He stated if they want to stay outside the airport that's fine. He stated that they will be voting on this at the Airport Commission coming up in the next couple of weeks and he believes Palm Springs will be voting on it in the next couple of weeks. SunLine Agency Board Member Foat stated that it had already gone to the Airport Commission. She stated that the Airport Commission voted in favor and sent it on to Palm Springs to ratify. Lauren Skiver, CEO/General Manager stated that the purpose of the letter was that she appeared at the Airport Commission Meeting and represented opinion based on this bodies previous conversations about Uber operation and our taxi cab industry's dedication to the valley. There was question about it being SunLine Board's opinion so sending this letter to the commission confirms that. She stated there is opposition in allowing Uber to stage at the airport. She stated that she didn't speak specifically to the Uber operators serving the airport and she doesn't believe there is a need for them to pick up there just like in other cities where they don't. She urges this body to consider supporting this letter allowing the Uber Operators to in any way stage on the property. She stated that the advantage they have through the technology is already there and there is no reason for them to have to be on the property to operate. By adding them onto the property where Taxis are already staging and where they have for a long time and they have served the community seems overly advantageous to an Uber Operator. She stated that this letter does not have as much information about urging council not to even allow them to pick up and we are happy to add that to this letter should it be the pleasure of this group.

SunLine Agency Board Member Betts asked if they were actually pulling into the same que as the taxis? Lauren Skiver, CEO/General Manager stated that they would be staging, I have been told that there are considerations for them to stage at the platform where taxis are and that would be decided by committee at the Airport Commission. SunLine Agency Board Member Betts sees that there would

be a lot of problems with this one. He stated he can't imagine private passenger vehicles get some sort of special access to an airport especially when you don't have background checks in this day and age with the threats that are out there. SunLine Agency Board Member Benoit stated there was another side to that argument that was about free trade and consumer choice and the taxis are in an area where we have designated taxis to wait and Uber should not be there. On the other hand, if I were a citizen flying into Palm Springs and I've used Uber around the world I don't think I should be barred from using Uber there if they pull up to the curb that is there for pick-ups. SunLine Agency Board Member Betts stated that he didn't think they were barred from picking up just barred from the staging area. Lauren Skiver, CEO/General Manager stated that actually they are barred from picking up currently. You have to leave the airport property to connect with Uber. SunLine Agency Board Member Benoit clarified that our letter doesn't go that far. Lauren Skiver, CEO/General Manager stated that our letter doesn't address the pick-up of passengers at the airport our letter addresses exactly as SunLine Agency Board Member Betts says, allowing any kind of staging on vehicles that are not vetted, like taxis are, we believe is a threat to safety and security and could cause a volatile reaction between different service providers that are operating all in the same area. We also pointed to the fact that the Airport Commission that we don't find an airport that we can find where they allow any kind of close proximity and with the size of the Palm Springs Airport it's not such a big curbing area that you're not going to have close proximity for those two different operators. The letter doesn't address anything about pick-ups in general at the airport but it does address any kind of staging on the property which, as I said, Uber already has a way to connect with passengers electronically so they aren't a hailing type of business where they need to be on property in order to accept a ride or provide a ride to the customer. That is the point we made in both comments and attempted to in this letter.

SunLine Agency Board Member Franklin stated that she was in San Jose not too long ago and they don't allow any pick up at the airport. You can use Uber you just walk a little way down and they will see you. She stated that she doesn't believe O'Hare allows it either. Lauren Skiver, CEO/General Manager stated that they allow pick-ups but in a very small area up in departures. The taxi operation is in the more advantaged area of the arrivals and baggage. She stated that when you look at the distance in an airport that big they are miles away from each other. SunLine Agency Board Member Miller asked what the Airport Commission recommended and if it was for them to have a staging area or was it just to allow them to pick up at the airport? SunLine Agency Board Member Foat stated that she didn't know what the recommendation was as it hadn't come to her city yet and she had been out on medical. She stated that what she did know is that the staging area is nowhere near the taxi area. Taxis are right outside the baggage claim area and the area that was being suggested as the staging area was all the way at the other end of the terminal in an area that is in the second lane. SunLine Agency Board Member Miller asked if they would pay a fee like the other people do? SunLine Agency Board Member Foat stated that they would be paying a fee. SunLine Agency Board Member Miller stated that he wouldn't want somebody to have to roll their bags outside the airport to pick something up so he understands that part. If

they are going to pay a fee, then it really benefits the airport and the consumer but it doesn't benefit the taxis.

SunLine Agency Board Member Spiegel moved to approve the Letter Regarding Transportation Network Companies(TNC's) Pick-ups at Palm Springs Airport and the motion was seconded by SunLine Agency Board Member Betts. The motion carried by a unanimous vote of 7 yes; 0 no; 1 abstain

11. First Reading of the Ordinance No. 2016-01

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

SunLine Agency Board Member Spiegel moved to approve the First Reading of the Ordinance No. 2016-01 the motion was seconded by SunLine Agency Board Member Townsend. The motion carried by a unanimous vote of 8 yes; 0 no

12. Resolution No. 078 Setting Fee Schedule

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

SunLine Agency Board Member Benoit asked for more detail on what the negotiations were as he thinks we actually reduced the fees. He asked if they could explain further how that went and why as he thought it was worth sharing publicly. SunLine Agency Board Member Spiegel stated that all three companies were there and he asked them if they felt it was fair and they all said they were fine so we approved them. SunLine Agency Board Member Benoit stated it was very reasonable and wanted to make sure they are aired publicly because they are steps we are trying to make to be fair and reasonable in a very difficult environment. Lauren Skiver, CEO/General Manager stated that she wanted to point out in their staff item if they wanted to see a synopsis of some of the things that were changed to approve the relationship and the ability for our taxi franchises to operate they are in the front of the item.

SunLine Agency Board Member Spiegel moved to approve the Resolution No. 078 Setting Fee Schedule and the motion was seconded by SunLine Agency Board Member Townsend. The motion carried by a unanimous vote of 8 yes; 0 no;

13. Taxicab Budget FY 2017

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

SunLine Agency Board Member Spiegel moved to approve the Taxicab Budget FY 2017 and the motion was seconded by SunLine Agency Board Member Benoit. The motion carried by a unanimous vote of 8 yes; 0 no;

**14. Resolution No. 077 Setting Taxicab Rates for Fiscal Year 2017
(Robert Spiegel, Chair of the Taxi Committee;
Staff: Stephanie Buriel)**

Lauren Skiver, CEO/General Manager stated that we are learning to celebrate more here at SunLine and she wanted to say that this is another good example of working with the franchises. The franchises have put in a lot of work along with SunLine on SRA staff and on coming up with this package for you. This has been a really collaborative effort and she thinks the taxicab industry in the Coachella Valley has taken a hard look at their service and how they can improve it and they are doing that every day. She wanted to take a minute to thank them for working so hard on this package in front of you. This was truly a collaboration. She also thanked Erica Vega, Legal Counsel who has put a lot of time into it to ensure that we follow state law.

SunLine Agency Board Member Franklin added that part of this was that we added an airport late pick up fee that taxicab drivers may collect of \$5 which sets an incentive for those drivers working. SunLine Agency Board Member Spiegel stated that was for pick-ups after midnight. SunLine Agency Board Member Franklin stated that she thought the \$5 was way too low but taxicab franchises are happy with it. Lauren Skiver, CEO/General Manager stated that we met with the airport to ensure, even though they don't regulate us setting fees, as a courtesy and in the spirit of collaboration we did speak with the airport authority about this fee and made sure they were in agreement before we brought it before this body.

SunLine Agency Board Member Spiegel moved to approve the Resolution No. 077 Setting Taxicab Rates for Fiscal Year 2017 and the motion was seconded by SunLine Agency Board Member Benoit. The motion carried by a unanimous vote of 8 yes; 0 no;

**15. Election of Officers
(Chairman Kristy Franklin)**

SunLine Agency Board Member Spiegel stated this was already done in the SunLine Transit Agency Board Meeting. SunLine Agency Board Member Franklin stated that she was voted Chair for the next year and there was a motion made that we continue the Vice Chair selection until the following meeting.

16. Next Meeting Date

July 27, 2016 12:00 p.m., Board Room
32-505 Harry Oliver Trail
Thousand Palms, CA 92276

17. Adjourn

Chairperson Franklin adjourned the meeting at 1:14 p.m.

Respectfully Submitted,

Diane Beebe
Clerk of the Board

SunLine Services Group

DATE: July 27, 2016 **ACTION**
TO: Taxi Committee
Board of Directors
FROM: Acting Taxi Administrator
RE: Second Reading of [SSG Ordinance 2016-01](#)

Recommendation

Recommend that the Board of Directors conduct the second reading of Ordinance No. 2016-01, amending and superseding the existing Ordinance No. 2015-01 regulating taxis in the Coachella Valley.

Background

At its June 22, 2016 meeting, the SunLine Services Group Board of Directors introduced (first reading) Ordinance 2016-01.

Pursuant to Government Code section 36934, an ordinance may not be passed within five days of its introduction, except in certain circumstances which are not present here.

Upon Board approval at this meeting, Ordinance 2016-01 shall take effect in thirty (30) days pursuant to Government Code section 36937.

Financial Impact

None.

Stephanie Buriel

ORDINANCE NO. 2016-01
AN ORDINANCE OF SUNLINE SERVICES GROUP
SUPERSEDING ORDINANCE 2015-01

WHEREAS, Government Code section 53075.5 requires every city and county to protect the public health, safety and welfare by adopting an ordinance concerning the provision of taxicab services, to provide a policy for entry into the business of providing taxicab services, to establish or require registration of rates for the provision of such services and for such other matters as determined by the legislative body; and,

WHEREAS, the County of Riverside and the Coachella Valley cities comprising the joint powers agency known as SunLine Service Group ("SSG") desire to provide for the orderly, efficient, and safe operation of taxicab services within the Coachella Valley; and,

WHEREAS, an implementation agreement has been entered into by the County of Riverside and those Coachella Valley cities whose signatures appear on that agreement, authorizing SSG to regulate taxicab transportation services within the jurisdictional boundaries of SSG; and,

WHEREAS, Government Code section 53069.4(a)(l) permits the legislative body of a local agency to make any violation of any ordinance enacted by the local agency subject to administrative fine or penalty; and,

WHEREAS, the powers provided under Government Code section 36091 which permit a city legislative body to impose fines, penalties and forfeitures for violations of its ordinances have, by joint powers agreement, been assigned to SSG as provided under Government Code section 6500, et seq.

NOW, THEREFORE, the Board of Directors of SSG DOES ORDAIN AS FOLLOWS:

PART 1: That SSG hereby adopts this Ordinance regulating taxicabs within the jurisdiction of SSG, superseding and replacing Ordinance 2015-01 ~~Ordinance 13-02, 2012-01~~.

This Ordinance shall include the following sections:

- 1.010 Definitions
- 1.015 Delivery of Notices or Requests
- 1.020 Hotel Limousine – Exemption
- 1.030 Franchise Agreement – Required
- 1.040 Franchise Agreement – Term, Extension
- 1.050 Franchise – Insurance Required
- 1.060 Franchise – Color Scheme

1.065	Advertisements
1.070	Vehicle Inspection
1.080	Franchise – Minimum Requirements
1.090	Franchise Fee
1.090.5	Sale or Transfer of Assets, Interest or Membership in Franchisee or Transfer of Control of Franchisee
1.091	Taxicab Vehicle Permits
1.092	Transfer and Surrender of Vehicle Permits
1.095	Driver Permit – Required
1.100	Permits – Authority
1.110	Permits and Franchises – Denial, Revocation, Suspension or Termination
1.120	Appeal from License Denial Due to Criminal Conviction
1.125	Unauthorized Taxicab Services Prohibited
1.130	Rules, Regulations and Fees
1.150	Information Display
1.160	Identification Display
1.170	Route – Number of Passengers
1.180	Taximeter – Accuracy
1.190	Taximeter – Use
1.200	Taximeter – Misuse
1.210	Receipt for Fare
1.220	Street Stands
1.225	Exclusive Arrangements Between Franchises and Venues Concerning Taxicab Trips Prohibited
1.230	Operation by Other Than Franchisee
1.240	Rates
1.245	Surcharges
1.249	Provision of DMV Pull-Notice
1.250	Enforcement
1.255	Penalties
1.256	Administrative Appeal Hearings – In General
1.259	Criminal Enforcement and Penalties
1.260	Airports
1.270	Severability
2.010	Scope
2.020	Definitions
2.030	Rules, Regulations and Fees
2.035	Mandatory Controlled Substance and Alcohol Testing Program
2.040	Tests Required
2.050	When Testing Required
2.060	Prohibited Conduct
2.070	Testing Procedures
2.080	Penalties
2.090	Rights of Appeal
2.100	Severability

3.010	Applicability
3.020	Enforcement Officer – Defined
3.030	Regulation – Defined
3.040	Administrative Citation
3.050	Amount of Fines
3.060	Payment of Fine
3.070	Hearing Request
3.080	Advance Deposit Hardship Waiver
3.120	Late Payment Charges
3.130	Recovery of Administrative Citation Fines and Costs
3.140	Administrative Regulations

SECTION ONE

TAXI FRANCHISE ORDINANCE

Section 1.010 Definitions

As used in this Section:

- A. “Base Rate” means the minimum charge to a customer regardless of time or mileage being that rate which is programmed to show in the Taximeter when first activated.
- B. “Board” or “Board of Directors” means the Board of Directors of SunLine Services

Group.

- C. "Chauffered Limousine" means a motor vehicle used for the transportation of passengers for hire along public streets, not over a defined route, but a route under the control of the person hiring such a vehicle. A Chauffeured Limousine shall not bear any distinguishing insignia or monogram or toplights and shall operate and be dispatched from a fixed location, and shall be hired by contract on a minimum hourly basis, or a fixed point to point basis only.
- D. "Control Person" means any natural person, corporation, partnership, limited liability company, joint venture association, trust or other organization, whether or not a legal entity, holding a controlling interest in a Franchises to provide Taxicab services and the lawful successors, transferees, or assignees of any such natural person, corporation, partnership, limited liability company, joint venture, association, trust or other organization.
- E. "Control" or "controlling interest" means control in whatever manner exercised, including, without limitation, control through ownership, management, debt instruments, or negative control, as the case may be, of the Franchisee or related taxicab service or company. A rebuttable presumption of the existence of control or a controlling interest shall arise from the beneficial ownership, directly or indirectly, by any natural person, corporation, partnership, limited liability company, joint venture, association, trust or other organization, whether or not a legal entity, or any group of such persons or entities acting in concert, of 25 percent or more of any class or series of equity securities, whether or not voting, of any natural person, corporation, partnership, limited liability company, joint venture, association, trust or other organization, whether or not a legal entity, or being a party to a management contract or similar agreement to manage the Franchisee or related taxicab service or company, or any material portion thereof.
- F. "Days" means calendar days, except where otherwise referred to in this Ordinance. "Business days" means any days that the administrative offices of SSG are open for business. Any act required by the Ordinance of SSG which is due on a day which is not a business day shall be due on the next business day.
- G. "Driver" means an individual natural person who drives or is allowed to drive a Taxicab under the name of a Franchisee. This includes, but is not limited to: full time, regularly employed Drivers; casual, intermittent or occasional Drivers; leased Drivers and independent, Owner-operator contractors who are either directly employed by or under lease to a Franchisee or who operate a Taxicab at the direction of or with the consent of a Franchisee.
- H. "Driver Permit" means a permit issued by SSG authorizing a Driver to drive a Taxicab within the jurisdiction of SSG.

- I. "Employment" includes self-employment as an independent Driver within the meaning of Government Code Section 53075.5.
- J. "Franchisee" means any person, firm, association, corporation, partnership or other entity that is granted a Franchise by the Board pursuant to the Ordinance of SSG and has entered into a duly executed Franchise Agreement with SSG.
- K. "Hourly Rate" means the charge made to a Taxicab passenger based on Taximeter calibration in instances in which the speed of the vehicle causes the Taximeter to switch from a Rate per Mile charge to a rate based on passenger time use of the vehicle.
- L. "Jurisdiction of SSG" means the area within the jurisdictional boundaries of the cities of Desert Hot Springs, Palm Springs, Cathedral City, Rancho Mirage, Palm Desert, Indian Wells, La Quinta, Indio, Coachella and the unincorporated area of Riverside County that is within the territorial boundaries of the Palm Springs and Desert Sands Unified School Districts and that portion of the Coachella Valley Unified School District located within Riverside County.
- M. "Owner" means the person or entity identified as the Owner of a Taxicab on the Certificate of Title issued by the California Department of Motor Vehicles (DMV).
- N. "Person" means natural persons, corporations, partnerships, limited liability companies, joint ventures, associations, trusts or other organizations, whether or not legal entities.
- O. "Rate per Mile" or "Mileage Rate" means the charge made to a Taxicab passenger calculated and based on distance traveled by the Taxicab vehicle.
- P. "Street" means any place commonly used for the purpose of public travel.
- Q. "Street Stand" means a portion of a street designated by a member city or the county within which the stand is located for the use, while awaiting employment, of any Taxicab, except for locations at which a stand is located within the boundaries of any airport.
- R. "SunLine Regulatory Administration" or "SRA" means the division of SunLine Services Group charged with the duties, obligations and responsibilities of SunLine Services Group to implement and enforce the Ordinance of SSG, any related ordinance and any regulations promulgated pursuant thereto as directed by the board of SSG and the Taxicab Administrator. Unless otherwise specifically specified herein, references to "SSG" refer to and include SRA.

- S. "Surcharge" means the Fee imposed by SSG to recover the costs of regulating Taxicabs and which is charged each time that a Taxicab is initially engaged for hire by a passenger.
- T. "Taxicab" means every automobile or motor-propelled vehicle, designed for carrying not more than eight persons, excluding the Driver, where the driver's seat may be separated from the passenger's compartment by a glass or other partition, used for the transportation of passengers for hire over the public streets in the jurisdiction of SSG, and not over a defined route, irrespective of whether the operations extend beyond the boundary limits of the member entities of SunLine, in circumstances where the vehicle is routed under the direction of the passenger or of the person hiring same.
- U. "Taxicab Administrator" means the General Manager of SSG or his/her designee. "Assistant Taxicab Administrator(s)" shall be those persons authorized by the Taxicab Administrator to perform or assist in the performance of the functions and powers of the Taxicab Administrator under the provisions of the Ordinance of SSG.
- V. "Taximeter" means a device or technology, including but not limited to a Global Positioning System (GPS) based smartphone application, that automatically calculates, at a predetermined rate or rates, and indicates the charge for hire of a vehicle, for distance traveled and waiting time.
- W. "Toplight" means an illuminated sign, permanently affixed to the top of a Taxicab, which, bears the name of the Franchise on both the front and back.
- X. "Vehicle Inspection Sticker" means the numbered sticker affixed to the lower left rear of the windshield of each Taxicab vehicle authorized to operate in the jurisdiction of SSG.
- Y. "Vehicle Permit" means both the vehicle inspection sticker and the authority from SSG for a Taxicab vehicle to operate in the jurisdiction of SSG.

Section 1.015 Delivery of Notices or Requests

- A. All notices or requests referred to in the Ordinance of SSG which are due to SRA shall be delivered to the Administrative Office of SunLine Regulatory Administration. All notices or requests referred to in the Ordinance of SSG to any individual or Franchisee shall be delivered to the address of record for the individual or Franchisee.
- B. The address of record for a Franchisee shall be the address listed on the Franchise Agreement. Franchisees shall give notice in writing to SRA of any change in their business address, and delivery of notices or requests to the address provided by the Franchisee shall be presumed received by the Franchisee.

C. Delivery of any notice or request under the Ordinance of SSG shall be effective as follows:

1. Immediately if given by personal delivery;
2. One day after delivery if delivered by an overnight delivery service; and,
3. Three days after delivery if delivered by U.S. Mail.

Section 1.020 Hotel Limousine - Exemption

"Hotel Limousine" means a motor vehicle owned and operated exclusively by hotel. A "Hotel" is defined as any building or group of buildings or a portion thereof containing five (5) or more guest rooms used by five (5) or more guests for compensation. A Hotel Limousine is used for the sole purpose of providing transportation for hotel guests. Hotel Limousines are exempt from the regulation of the Ordinance of SSG when operated in accordance with this section.

Section 1.030 Franchise Agreement - Required

- A. It is unlawful for any Person to operate, cause to be operated, to advertise or otherwise hold themselves out to the public in any fashion as a Franchisee without having first entered into a Franchise Agreement with SSG. Subject to the limitations of the Ordinance of SSG, the Board may, and is empowered to, grant to any qualified Person a nonexclusive Franchise to operate Taxicabs within the Jurisdiction of SSG. Such Franchise shall be evidenced by a duly executed Franchise Agreement between the Franchisee and SSG. These Franchise Agreements may contain contractual provisions that are supplementary to and/or more restrictive than the provisions contained in the Ordinance of SSG. It is a violation of this Ordinance to operate a Franchise which is not in compliance with the terms and conditions of the Franchise Agreement. Franchisees will be required to provide a list of the Vehicle Identification Numbers ("VIN") of the Taxicabs ("vehicle identification list") which have passed the vehicle safety inspection required by the Ordinance of SSG and amendments thereto.
- B. The Franchisee shall maintain with SSG a current list of all Drivers authorized to operate any vehicle on the required vehicle identification list. The Franchisee shall verbally report any additions or deletions to its list of Drivers to SSG by the next business day of such addition or deletion.
- C. Franchisees are required to ensure that all Drivers operating a Taxicab listed on the required vehicle identification list are familiar with the provisions of the Ordinance of SSG as amended from time to time, with the Franchise Agreement as amended from time to time, and with all regulations adopted by SSG from time to time. Franchisees shall promptly notify their Drivers of any changes in the

provisions of the above documents and direct their drivers to implement the same.

- D. Regardless of whether there is an employment or other direct relationship between the Franchisee and the Driver, Franchisees shall ensure that all Drivers authorized to operate a Taxicab vehicle listed on the vehicle identification list comply with the provisions of the Ordinance of SSG as amended from time to time, the Franchise Agreement as amended from time to time, all requirements of state law, and with all regulations adopted to implement the Ordinance of SSG. The Franchisee shall not knowingly (or with reason to know) permit any Driver who is not in compliance with the provisions of the Ordinance of SSG as amended from time to time, the Franchise Agreement as amended from time to time, and all requirements of state law to operate any Taxicab listed on the vehicle identification list. This includes without limitation, the Driver operating hours requirements of Section 6.11 of the SunLine Services Group's Taxicab Regulations.
- E. In the event that any Driver listed on the authorized driver list on file with SSG has violated any provision of Section 1.110, the Franchisee shall revoke all authority for the Driver to operate any vehicle on the vehicle identification list immediately upon written notification by the Taxicab Administrator of the suspension or revocation of the Driver's Driver Permit. The Franchisee may be temporarily suspended by the Taxicab Administrator in the event that a Franchisee fails to comply with this section and administrative penalties may be imposed in accordance with Section 1.255.
- F. The Franchisee shall comply with all requirements concerning the mandatory controlled substances and alcohol testing program as set forth in the Ordinance of SSG.
- G. No Franchisee shall allow a person to drive a Taxicab using the Franchise's name unless that person has a valid Driver Permit issued by SSG which states that the Driver is affiliated with the Franchise.
- H. All Franchises granted pursuant to the Ordinance of SSG shall be nonexclusive and shall be subject to the terms and conditions specified in the Ordinance of SSG and any additional terms contained in a Franchise Agreement between the Franchisee and SSG. Such nonexclusive Franchises shall not be sold, leased, transferred, assigned or otherwise disposed of, either in whole or in part, whether by forced sale, merger, consolidation, bankruptcy, reorganization under bankruptcy laws or otherwise, without the prior written consent of SSG. The consent of SSG shall be subject to such terms and conditions as may prescribe, and may be denied in SSG's sole and absolute discretion. Any attempted sale, lease, transfer, assignment or other attempted disposition of a Franchise without the prior written consent of SSG shall render said Franchise null and void and shall result in immediate termination

of the Franchise Agreement.

- I. The SRA reserves the right to issue additional Franchises. The Board awards Franchises after a public hearing.

Section 1.040 Franchise Agreement-Term, Extension

- A. The initial term of the franchise shall be five (5) years ("the initial term"). The term of the franchise may be extended by SSG board for one additional five-year term (the "Extended Term") at the sole discretion of the SSG Board, subject to the provisions below. All franchises terminate at the end of the Extended Term.
- B. The process for approving an Extended Term shall be as follows:
 1. A franchise may file an application for an Extended Term no sooner than 18 months from the expiration of the initial Term, unless extended, in which case such franchises terminate at the end of the Extended Term.
 2. The determination to grant the Extended Term shall rest exclusively in the sound discretion of the Board. In making such determination, the Board shall consider: the franchise's history of operations; the franchise's history of complaints, citations, suspensions and warnings; whether and to what extent the franchise has met the average minimum rides per vehicle per day requirement; and whether granting the Extended Term serves the health, safety and welfare of the Coachella Valley. The Board shall make a determination on the application no later than one (1) year prior to the expiration of the initial Term or the second regular Board meeting after SunLine receives a completed application for an Extended Term.

Section 1.060 Franchise-Insurance Required

- A. Before any Franchise Agreement is entered into between a Franchisee and SSG, the Franchisee shall procure and maintain, at its cost, comprehensive general liability and property damage insurance, against all claims for injuries against persons or damages to property which may arise from or in connection with the operation of Taxicabs by the Franchisee, its agents, representatives, employees, Franchisees, or subcontractors and the Owner of the vehicle. The Franchisee shall also carry Workers' Compensation Insurance in accordance with California Labor Code Section 3700 or any other provision of the State of California Workers' Compensation laws.
- B. The policies shall contain or be endorsed to contain the following provisions:
 1. General Liability and Automotive Liability Coverage

- a. SSG, its member entities, their officers, officials, employees, and volunteers are to be covered as insured's for liability related to:
 - (i) Activities performed by or on behalf of the Franchisee;
 - (ii) Premises owned, occupied, or used by the Franchisee, and;
 - (iii)Automobiles owned or leased by the Franchisee.
- b. The coverage shall contain no special limitations on the scope of protection afforded to SSG, its member entities, their officers, officials, employees, agents, representatives, or volunteers.
- c. The Franchisee's insurance coverage shall be primary insurance as respects SSG, its member entities, their officers, officials, employees, agents, representatives, and volunteers. Any insurance or self-insurance maintained by SSG, its member entities, their officers, officials, employees, agents, representatives, or volunteers shall be in excess of the Franchisee's insurance and shall not contribute with it.
- d. Any failure to comply with reporting provisions of the policy shall not affect coverage provided to SSG, its member entities, their officers, officials, employees, and agents.
- e. Franchisee's insurance shall apply separately to each insured against whom a claim is made or a suit is brought, except with respect to the limits of the insurer's liability.

2. All Coverage:

- a. Each insurance policy required by this section shall be endorsed to state that coverage shall not be suspended, voided, canceled by either party, reduced in coverage or in limits except after thirty (30) days' prior written notice by certified mail, return receipt requested, has been given to SSG.
- b. Franchisee shall furnish SSG with a certificate of insurance and any applicable endorsements affecting the coverage required hereunder. The policies and endorsements are to be signed by a person authorized by that insurer to bind coverage on its behalf. At SSG's option endorsements and any certificates of insurance required by SSG shall be on forms provided or approved by SSG. All endorsements and certificates are to be received and approved by SSG prior to the operation of any Taxicab by the Franchisee in the jurisdiction of SSG. SSG reserves the right to require complete, certified copies of all insurance policies including endorsements affecting the coverage required by the Ordinance of SSG at

any time and shall include, but not be limited to, the obligation to indemnify, hold harmless, release and defend SSG.

- c. Franchisee shall include all individual Drivers employed retained by or subcontracted by Franchisee, agents, contractors, other sub operators ("sub-operators") as may be permitted by SSG, as insured's under its policies or shall furnish separate certificates and endorsements for each sub-operator. All coverage for such sub- operators shall be subject to all of the requirements stated herein.
- d. The procuring of such insurance or the delivery of endorsements and certificates evidencing the same shall not be construed as a limitation of the Franchisee's obligation to indemnify, hold harmless, release and defend SSG, its member entities, their officers, officials, employees, agents, representatives, and volunteers from and against any and all liability, claims, suits, costs, expenses, fines, judgments, settlements, charges or penalties whatever, including reasonable attorney's fees, regardless of the merit or outcome of the same arising out of, or in any manner connected with, any or all of the operations or services authorized, conducted or permitted under a nonexclusive Franchise Agreement.
- e. The amount of insurance required hereunder shall be as follows:
 - (i) For injury or death in any one accident or occurrence, —One million dollars (\$1,000,000);
 - (ii) For the injury or destruction of property in any one accident or occurrence, One million dollars (\$1,000,000);
 - (iii) For combined single limits of liability for primary bodily injury and primary property damage, One million dollars (\$1,000,000);
 - (iv) For Workers' Compensation Insurance, with the limits established and required by the State of California;
 - (v) For employer's liability, with limits of One million dollars (\$1,000,000).
- f. It shall be the responsibility of all Franchisees to provide and maintain insurance coverage in compliance with the provisions of the Ordinance of SSG to cover each and every Driver that operates a vehicle as a Taxicab. The Franchisee shall further ensure that appropriate certificates of insurance reflecting coverage are on file with SRA at all times.

3. Sufficiency of Insurer:

Insurance required by this Section shall be satisfactory only if issued by companies having at least a A- Best Insurance Rating or equivalent and are admitted to do business in California. All applicants for the licensing of any Taxicab vehicle or for a Franchise are required to comply with this section prior to the issuance of any license or Franchise.

4. Penalties:

Franchisees are responsible to ensure compliance with all of the foregoing insurance requirements and regulatory provisions related to such requirements. Responsibility on the part of the Franchisee includes ensuring that any vehicle Owner whose vehicle is operated under the Franchisee's name maintains insurance and provides SRA with proof of same at all times that each vehicle is operated. Failure to comply with the foregoing insurance requirements and/or regulations shall result in a summary suspension of the Vehicle Permit for any affected vehicle which will be presumed unfit and read as out of service. Failures to comply with the foregoing insurance requirements which affect the Franchise as a whole shall result in immediate summary suspension of the Franchise. Failure to comply with the foregoing insurance requirements three times within a calendar year constitutes grounds for termination of the Franchise.

Section 1.060 Franchise – Color Scheme

- A. All Taxicabs operating under a Franchise shall be of distinctive appearance such as is in common usage in this country for Taxicabs and shall have a standard monogram, insignia, or logo which is permanently affixed to each vehicle and clearly indicates that the vehicle is offered for the use of transportation of passengers for hire.
- B. No Franchise shall be granted to any Person whose name, monogram, logo or insignia to be used on its Taxicabs is in conflict with, or imitates, any monogram, name, logo or insignia used by another Franchise within the jurisdiction of SSG in such a manner as to be misleading to, or which would tend to deceive or defraud the public.
- C. No Franchise shall be entitled to utilize the name or telephone number of any previously operating Franchise unless the assuming Franchisee has paid all fines, permit and Franchise Fees, surcharges, administrative penalties due to SSG from the previous Franchisee and otherwise complied with the requirements for issuance of a Franchise under the Ordinance of SSG. In any case where an administrative or other form of proceeding is pending against the previous Franchisee, no transfer of the name shall occur unless and until SRA is provided

with adequate monetary assurance of payment of any anticipated monetary penalty. Assurance may be in the form of a bond or undertaking.

Section 1.065 Advertisements

- A. Definition. For purposes of this Ordinance, "advertisement" means the dissemination in any newspaper, circular, form letter, brochure, business card, telephone directory (including the yellow and/or white pages) or similar publication, display, sign, radio broadcast, telecast or by other electronic means, information designed to promote the use of a Franchisee's services.
- B. No Franchisee, Driver or any other Person shall place or cause to be placed any advertisement which:
1. is misleading to, or would tend to deceive or defraud the public;
 2. uses a name(s) other than the name(s) registered with SSG for which a valid Franchise has been issued without first obtaining written consent of SSG; or
 3. uses a name, monogram, logo or insignia which is in conflict with or imitates any monogram, logo or insignia used by any other Person operating in the jurisdiction of SSG.
- C. All advertising placed or caused to be placed by a Franchisee or Driver, including all business cards, shall display the Franchisee's predominant business telephone number.
- D. Due to the nature, frequency and duration of violations that may occur under this section, the Board of SSG hereby provides for imposition of specific penalties for violations of this section or of any regulation adopted to implement it. The penalties to be imposed as provided hereunder are in addition to any other remedy available to SSG under Sections 1.110, 1.250, 1.255, 1.256, 1.257 or 1.259 of the Ordinance of SSG and are as follows:
1. A penalty in the amount of \$1,000 is hereby imposed for the first violation of this section.
 2. A penalty in the amount of \$1,000 is hereby imposed and the Franchise may be suspended for a period of up to 30 days for a second violation of this section.
 3. A penalty in the amount of \$1,000 is hereby imposed and the Franchise may be terminated for a third violation of this section.

4. The Taxicab Administrator, in his or her discretion, may reduce any penalty imposed by this section for a violation of this section.
- E. No Franchise shall be entitled to utilize the name or telephone number of any unlicensed entity, whether listed in the white pages or advertised in the Yellow pages of the telephone directory.

Section 1.070 Vehicle Inspection

- A. Prior to obtaining a Franchise, an applicant for a Franchise shall first present each vehicle to be used as a Taxicab to SSG, or to a mechanic approved by SSG, for a vehicle safety and cosmetic inspection. SSG shall establish and publish vehicle safety inspection and cosmetic standards and procedures as a part of the regulations adopted in order to implement this Ordinance. Any vehicle(s) that a Franchisee proposes to add to its Franchise shall also be presented to SSG, or to a mechanic approved by SSG, for successful completion of a vehicle safety and cosmetic inspection prior to operation as a Taxicab. The Taxicab Administrator shall maintain a list which reflects the VIN of each vehicle that successfully completes the vehicle safety inspection. A record of the VIN of each vehicle that fails the vehicle safety inspection shall be also be maintained by SSG.
- B. Prior to the commencement of any vehicle safety and cosmetic inspection by SSG, the Franchisee shall pay a vehicle safety Inspection Fee in an amount to be determined by resolution of the Board of Directors. In the event an SSG-approved mechanic performs the inspection, the Franchisee shall pay any charges imposed by the mechanic for the inspection.
- C. Time for Vehicle Inspections: In addition to the initial vehicle safety and cosmetic inspection, each vehicle shall be required to pass additional inspections at the following times:
 1. Every twelve (12) months from the date the vehicle is first licensed as a Taxicab;
 2. After every incident resulting in cosmetic or greater damages as referred to in Section G of this Ordinance; and,
 3. At any time upon written request by the Taxi Administrator.
- D. Failure to present a vehicle for inspection under this Ordinance within three (3) days of the date upon which a written request under Section 1.070 C(3) is delivered or within three days after inspection is due under Section 1.070 C(1) or C(2) shall result in issuance of a penalty in accordance with Section 1.255. Further failure to present a vehicle for inspection under this Ordinance within ten

(10) days of the date upon which a written request is delivered or inspection is due shall result in the vehicle being declared presumed unfit to operate as a Taxicab, an administrative citation shall be issued to that effect, and the vehicle shall be read out of service.

- E. Vehicles shall be permitted one (1) re-inspection upon the failure of any inspection. Any vehicle that fails a re-inspection shall be presumed to be unfit to operate as a Taxicab, shall be issued an administrative citation to that effect and shall be read out of service.
- F. The Franchisee may appeal the presumption of unfitness by written request for an informal review by the Taxicab Administrator. The decision of the Taxicab Administrator shall be final. Any person aggrieved by the Taxicab Administrator's decision under this section may obtain review of the administrative decision in accordance with the timelines and provisions of Government Code Section 53069.4 and/or Code of Civil Procedure Section 1094.5, et seq.
- G. It is unlawful to operate a Taxicab vehicle in an unsafe operating condition, including but not limited to a condition that violates the vehicle safety inspection standards of SSG. All Franchisees are responsible to ensure that their vehicles are maintained in a safe operating condition at all times that they are in service. An incident that results in any cosmetic or greater damage shall be reported to SRA no later than the business day following the date of the damage for SRA's inspection of the vehicle. For purposes of this section "cosmetic damage" means damage to the interior or exterior of the vehicle that does not necessarily affect the safe operation of the vehicle. "Greater damage" means all mechanical damage as well as all damage that may affect the safe or reliable operation of the vehicle. SRA shall inspect the vehicle to determine if the vehicle's may be operated pending repair of the damage.

Section 1.080 Franchise- Minimum Requirements

- A. Any Person wishing to apply for the issuance of a Franchise shall truthfully and fully complete a Proposal for Providing Franchise Taxicab Services in the form prescribed by SunLine and provide all supporting documentation for evaluation by SRA.
- B. The following minimum requirements apply to the issuance and maintenance of a Franchise. The Taxicab Administrator is authorized to adopt rules and regulations to implement the requirements which shall become effective upon review and approval by the Board of SSG:
 - 1. Each Franchisee shall maintain and provide a year-round computerized dispatch system capable of providing performance reports as required by SRA;

2. Each applicant for a Franchise shall maintain in service a number of vehicles no less than 75% nor more than 125% of the allocation of non-temporary taxicab permits under its Franchise Agreement. The Franchisee shall continue to maintain ownership of the minimum number of vehicles as a condition to the continued validity of any Franchise. The minimum number of vehicles established by this section may be revised by SRA without amendment to this Ordinance;
3. Each Franchisee shall have a principal place of business from which it conducts its activities as a Franchisee, including the dispatch of Taxicabs required under section 1) above, and related activities. This requirement shall not be interpreted to require that all activities of a Franchisee be conducted from a single location, A Franchisee may have other locations, in addition to its principal place of business, where it conducts repair and maintenance, storage of vehicles or similar activities, so long as each activity conducted by the Franchisee, is conducted from a location properly zoned for that activity by the local jurisdiction;
4. The principal place of business and each other location from which a Franchisee conducts Taxicab activities, shall be located within the jurisdiction of SSG;
5. Each individual or entity holding any interest in the use of the Franchise name or otherwise participating in the Franchise system is required to truthfully complete a Proposal for Providing Franchise Taxicab Services, successfully complete a local and Department of Justice criminal background check and provide such information as is required to evaluate the legitimacy of the Franchisee's business structure, qualifications, corporate stability, financial stability and capability, and;
6. Each applicant for a Franchise shall have a registered fictitious business name with the County of Riverside to do business under the name stated in the application proposal
7. Each applicant for a Franchise shall provide SRA with a business plan and implementation scheduled for acquisition of newer Taxicab vehicles, newer Taxicab technologies including, but not limited to computerized dispatch and GPS tracking of Taxicab vehicles, for electronic processing of credit cards, and for the acquisition of at least two (2) wheelchair-accessible vehicles that meet federal standards.
8. Each applicant for a Franchise shall truthfully supply information requested by SRA as to the Franchisee's experience in the Taxicab business, financial stability, quality of service, past number of trips per vehicle, and the anticipated ability to meet and maintain performance standards. SRA shall consider and

evaluate such criteria in determining whether a Franchise should be issued, whether conditions should be imposed upon the Franchise and to determine the identity and number of vehicles to be initially operated under the Franchise, among others. A Franchise may be terminated or suspended by SRA if the Franchisee fails to meet and maintain any conditions imposed by SRA. Each applicant must also furnish all information required of an applicant by the most current RFP prepared by SRA.

9. A Franchise applicant may appeal the imposition of any conditions imposed by the Taxicab Administrator to the Appeal Committee as provided under section 1.258 G. and H.

10. Additional requirements may be imposed pursuant to the Franchise Agreement.

C. All Franchisees shall be required to certify to SRA's satisfaction at least every year that no less than an average of eight (8) dispatched and non-dispatched trips per day per each non-temporary taxicab permitted vehicle per year are generated as provided for in the Franchise Agreement. Franchisees shall be responsible to maintain sufficient records to accurately verify the number of trips per vehicle at the request of SRA. SRA shall reduce the number of Vehicle Permits licensed to the Franchisee if the eight (8) trip minimum is not maintained. If a Franchisee is required to reduce the number of permitted vehicles, it shall be required to remove vehicles over six (6) model years plus six months (6 months) of age first in the case of standard vehicles and over eight (8) model years plus six months (6 months) of age in the case of alternative fueled vehicles (electric vehicles and vehicles that accept non-petroleum fuels). SRA may terminate the Franchise Agreement if the number of licensed vehicles is reduced below the minimum number required by Section 1.080 B. 2.

D. Franchisees shall at all times maintain accurate and complete accounts of all revenues and income arising out of its Taxicab operations, a list of vehicles in use, a list of all Drivers of the Franchise, any complaints by patrons and any other information SRA may require to verify compliance with the Franchise Agreement and the Ordinance of SSG. The Franchisee's books, accounts and records pertaining to compliance with the Ordinance of SSG and the conditions of the Franchise Agreement shall at all reasonable times be open to inspection, examination and audit by the authorized officers, employees and agents of SSG. The refusal of a Franchisee to provide the required records for inspection shall be deemed a violation of the Ordinance of SSG and cause for termination of the Franchise Agreement. Any proprietary data provided to SSG shall be maintained confidential to the extent permitted by law.

Section 1.090 Franchise Fee

At the time a Franchise proposal is received, the proposer shall pay the Franchise

Fee as established by resolution of the Board of Directors. Franchise Fees shall be due and payable in a manner and at a time established by the Board. The Board may establish a procedure for payment of the Franchise Fee in installments.

Section 1.090.5 Sale or Transfer of Assets, Interest or Membership in Franchisee or Transfer of Control of Franchisee

Unless prohibited by law, neither the franchise nor any rights or obligations of the Franchisee or any Control Person in or pursuant to the franchise, shall be transferred in part or as a whole, by assignment, trust, mortgage, lease, sublease, pledge or other hypothecation, and shall not be sold, transferred, leased, assigned, or disposed of in part or as a whole, either by forced sale, stock sale, asset sale, merger, consolidation, reorganization or otherwise, nor shall title thereto, either legal or equitable, or any right or interest therein, pass to or vest in any natural person, corporation, partnership, limited liability company, joint venture, association, trust or other organization, whether or not a legal entity, nor shall a transfer of control of or a "Controlling Interest" (as defined in Section 1.010) in the Franchisee or any "Control Person" (also as defined in Section 1.010) or the taxicab services occur, either by act of the Company, any Control Person, by operation of law or otherwise, in each case without the prior written consent of the Board, which consent shall be expressed by resolution and then only under conditions as may be therein prescribed. No Franchisee or Control Person shall enter into any management contract or other arrangement for the management of the Franchisee or Control Person, or sell or otherwise transfer any Controlling Interest in a Franchisee or any Control Person, or any material portion thereof, with or without the franchise, without the prior written consent of the Board. Any natural person, corporation, partnership, limited liability company, joint venture, association, trust or other organization, whether or not a legal entity proposing any of the above acts shall theretofore submit an application to SRA containing all information required of an applicant seeking the initial award of a franchise. SRA shall review the application under the same procedures used for initial issuance of a Franchise.

Section 1.091 Taxicab Vehicle Permits

- A. It is unlawful for any Taxicab vehicle to operate in the jurisdiction of SSG without a properly issued SSG Vehicle Inspection Sticker affixed to the vehicle. Vehicle Inspection Stickers may be issued only to vehicles operating under a duly executed Franchise Agreement between the Franchisee and SSG. It is also unlawful to operate more vehicles than the total number of non-temporary taxicab permits and then valid temporary taxicab permits issued to the Franchisee. In the event that an alternative fuel/hybrid vehicle is replaced with a non-alternative/hybrid vehicle, the difference in vehicle permit fees must be paid.

Section 1.092 Transfer and Surrender of Vehicle Permits

- A. Vehicle Permits may be transferred between Franchisees by the Owner listed as the registered Owner of the vehicle on file with SSG provided that the following conditions are satisfied:
1. The Franchisee to which the vehicle is to be transferred and the Owner of the vehicle request its transfer of SSG;
 2. The vehicle is presented to SSG for a Taximeter reading to distinguish its operations under the former Franchise from those under the Franchise to which the vehicle will be transferred;
 3. The vehicle meets all standards and qualifications of SSG for operation as a Taxicab vehicle in the jurisdiction of SSG;
 4. Transfer of the vehicle will not cause the Franchisee to exceed the maximum number of vehicles authorized by SSG, and;
 5. Payment is made to SSG of a Vehicle Permit Transfer Fee to cover the administrative costs of such transfer, The Board of Directors may establish by resolution the amount of any Vehicle Permit Transfer Fee.
- B. Any vehicle that has been taken out of service and which continues to bear a top light or the Taxicab signage required by Section 1.160 of the Ordinance of SSG shall display SRA issued "Out of Service" signs as provided by regulation. The Taxicab signage required by Section 1.160 of the Ordinance of SSG shall be removed from the exterior of any vehicle that has been permanently taken out of service within 15 days of the date the vehicle was taken out of service.
- C. If a vehicle is permanently taken out of service with a balance due to SSG of the Vehicle Permit Fee for the year (July 1 to June 30), such Fee shall become immediately due and payable except in cases in which the vehicle is taken out of service due to damage or mechanical failure and is replaced by another vehicle within 30 days. SSG shall pursue collection of the Vehicle Permit Fee from either the Franchisee and/or the Owner of the vehicle.
- D. If a Franchise is suspended or terminated, Vehicle Permits listed under the Franchise shall be suspended until the vehicle(s) are transferred to another existing Franchise. Owners of all vehicles with a suspended Vehicle Permit shall present vehicles to SSG for out of service Taximeter readings immediately upon suspension or termination of a Franchise or expiration, suspension or termination of the Vehicle Inspection Sticker. The Owner of the vehicle shall have 30 days to register the vehicle with an existing Franchise. If the Owner fails to register the vehicle within such 30 day period, the vehicle shall be presented to SSG for removal of the Vehicle

Inspection Sticker (if such sticker has not already been surrendered) and the balance of the Vehicle Permit Fee owing to SSG for the vehicle shall be immediately due and payable. SSG shall pursue collection of the Vehicle Permit Fee from either the Franchisee or the Owner of the vehicle and no Vehicle Inspection Sticker shall be issued to the vehicle regardless of its ownership until the Vehicle Permit Fee owing to SSG shall have been paid.

Section 1.095 Driver Permit - Required

- A. It is unlawful for any person to drive a Taxicab without having first obtained a Driver Permit. A Driver Permit may be obtained from SSG as provided below. The Driver Permit shall state the Driver's name, California Driver's License number, date of issuance and the name of the Franchisee with whom the Driver is employed within the meaning of Government Code Section 53075.5. If the Franchisee and the Driver are the same person, he or she shall apply for and obtain from SSG both a Driver Permit and enter into a valid Franchise Agreement with SSG.
- B. An applicant for a Driver Permit shall complete an application form which shall contain the following information:
1. Applicant's full name, residence address, and age;
 2. Applicant's last two previous residence addresses;
 3. A listing of all equivalent permits which have been issued to the applicant by any governmental agency;
 4. Applicant's height, weight, gender, and color of eyes and hair;
 5. The number and expiration date of the applicant's California Driver's License;
 6. All moving violations within the last 3 years, including dates of violations and the jurisdiction where each violation occurred;
 7. All criminal convictions, including dates of conviction and the court where the conviction was rendered;
 8. Authorization for SSG, or its agents or employees to seek information and conduct an investigation into the truth of the statements set forth in the application and the qualifications of the applicant.
 9. The name of the Franchisee with whom the applicant is employed or who has given the applicant an offer of employment within the meaning of Government Code Section 53075.5.
 10. Any other information that SSG deems necessary.

- C. At the time the applicant submits an application for a Driver Permit, the applicant shall do all of the following:
1. Provide SSG with an original current Department of Motor Vehicles ("DMV") print-out ("H-6") reflecting the past 10 year driving record of the applicant if applicable. If the applicant has been licensed as a Driver in the State of California for less than 10 years, he or she shall provide original verified driving records from other jurisdiction(s) sufficient to reflect any convictions listed under section 1.110 hereof for the 10 year period prior to filing the application.
 2. Be fingerprinted by SSG or an SSG-approved fingerprinting service;
 3. Submit to pre-permit/employment controlled substances and alcohol testing as set forth in the Ordinance of SSG at a collection site certified to perform controlled substance testing pursuant to Part 40 (commencing with Section 40.1) of Title 49 of the Code of Federal Regulations in or near the jurisdiction of SSG.
 4. Pay the Driver Permit Fee as established by resolution of the Board of Directors to cover the administrative costs incurred by SSG in processing the application as required by this section. No Driver Permit application shall be processed without the payment of such Fee, and;
 5. Submit the Intent to Hire form which states the name of the Franchise with whom the applicant is employed or who has given the applicant an offer of employment within the meaning of Government Code Section 53075.5. The Intent to Hire form will be supplied to the Franchisee by SSG.
6. Demonstrate proficiency in the English language.
- D. An SRA approved county/local check shall be used to conduct a local criminal background check in the event a Department of Justice background check is not received within 7 working days. The applicant's application shall be denied in the event that the check discloses conviction of an offense enumerated in Section 1.110. In the event a county/local background check is conducted pending the Department of Justice report, a temporary permit will be issued if the local check of the Applicant fails to disclose a conviction enumerated in Section 1.110.
- E. In the event of denial of a Driver Permit, the applicant may, within 10 days of notification of denial, apply to the SSG for a hearing on the denial in accordance with the procedures set forth in Section 1.256.
- F. The applicant's fingerprints shall also be referred to the California Department of Justice electronically for a state and federal criminal background check. If the results of a general criminal background check indicate that the applicant has been convicted of any criminal charge enumerated in Section 1.110, the Taxicab

Administrator shall immediately revoke any Driver Permit previously issued to the applicant.

- G. In the event that drug testing of the applicant indicates the applicant's use of a controlled substance as defined by the Ordinance of SSG, the application shall be denied. The applicant may, within 10 days of notification of denial based on controlled substances testing results, apply to the Taxicab Administrator for a hearing and reconsideration of the application in accordance with the procedures set forth in the Ordinance of SSG and SSG rules and regulations concerning controlled substances and alcohol testing.
- H. An applicant over the age of eighteen years holding a valid California Driver's License is entitled to a Driver Permit provided that the following conditions are satisfied:
1. The Department of Justice background check of the applicant fails to disclose a state or federal conviction enumerated in section 1.110;
 2. The applicant tests negative for controlled substances and alcohol as provided in the Ordinance of SSG;
 3. The applicant is either employed by a Franchise or has been given an offer of employment from a Franchise within the meaning of Government Code Section 53075.5.
 4. The Franchisee provides sufficient proof that the Driver is and will continue to be covered for all Taxicab operations by the insurance required under Section 1.050 of the Ordinance of SSG.
 5. The Driver provides a copy of a valid California Driver's License. Drivers shall provide SSG with a copy of any replacement California Driver's License immediately upon its issuance. Drivers shall provide SSG with a copy of any renewal of their California Driver's License prior to expiration of the old license.
- I. The Driver Permit shall be valid for a period of one (1) year or until suspended, revoked or surrendered. Termination of the Driver's California Driver's License shall constitute grounds for revocation of the Driver Permit authorized hereunder.
- J. Termination of Employment. Upon termination of employment within the meaning of Government Code Section 53075.5 or upon termination of permission by the Franchisee to drive a Taxicab using the Franchisee's name, the Driver Permit shall become void. In such case, the Driver shall immediately return the Driver Permit to SSG. Upon return of the Driver Permit, the Driver may re-apply for a Driver Permit, provided that the Driver complies with the requirements for issuance of a Driver Permit under this Section 1.095.

K. Permit Renewal. Prior to the expiration of a Driver Permit, the Driver may apply to SSG for a renewal thereof for an additional year. A Driver shall be entitled to a one (1) year renewal of the Driver Permit provided that:

1. The Driver pays the Permit Renewal Fee;
2. The Driver submits to permit-renewal controlled substances and alcohol testing as set forth in the Ordinance of SSG;
3. The results of such testing indicate that the Driver has not been using a controlled substance as defined by the Ordinance of SSG;
4. The results of such testing indicate that the Driver has a breath concentration of less than 0.02 percent on an alcohol screening test, and;
5. The Driver has not been convicted of any of the crimes, including but not limited to, those crimes enumerated in Section 1.110 during the preceding year.

The rights of appeal provided for by Section 1.120 are available to a Driver in the event that renewal of his or her Driver Permit is denied based on the provisions of this section. However, where the renewal of the Driver Permit is denied based on a controlled substances and/or alcohol test result, the rights of appeal provided for by the Ordinance of SSG shall be applicable.

Section 1.100 Permits- Authority

1. Board Authority:
 - a. The exclusive authority to determine the number of allocable non-temporary taxicab permits.
 - b. The exclusive authority to allocate non-temporary taxicab permits
 - c. The exclusive authority to grant or deny any application or request for additional non-temporary taxicab permits.
2. Taxicab Administrator or designee.
 - a. The power to grant, or deny any application or request for a temporary taxicab permit.
 - b. Subject to the appeal rights contained in this Ordinance, the power to suspend or revoke any or all of the permits and/or approvals required by or authorized by the Ordinance of SSG when, in the exercise of reasonable discretion, he or she has determined that the applicant has or has not complied with all the provisions of the Ordinance of SSG relating to the

granting of permits.

- c. To issue any warning letter provided for in this Ordinance unless this Ordinance otherwise provides.

Section 1.110 Permits and Franchises – Denial, Revocation, Suspension or Termination

A. In addition to any other reason provided for in this Ordinance, a Permit or Franchise may be, denied, suspended or revoked when it has been determined that the Applicant, Permittee or Franchisee:

- (i) Has not complied with the applicable provisions of this Ordinance; or
- (ii) Has failed to cure any item listed in a sixty-day warning for failure to comply with any requirements of the Franchise Agreement issued by the Taxicab Administrator or designee; or
- (iii) Has been issued three (3) sixty day warnings of failure to comply with any requirements of the Franchise Agreement within a period of twelve months; or,
- (iv) Has knowingly made a false statement of fact in an application for such permit or in a Proposal for Providing Franchise Taxicab Services, or;
- (v) Has charged rates other than those which the Permittee and/or Franchisee has on file with SSG, or;
- (vi) Has violated any of the rules and regulations of the Board of Directors or the Taxicab Administrator pertaining to the operation of Taxicabs; or
- (vii) Has engaged in conduct or verbally threatens to engage in conduct which is dangerous or violent such that the safety of the traveling public, SSG employees or agents, Taxicab Drivers or Franchisees, or other persons, is implicated; or
- (viii) Has engaged in argumentative or discourteous conduct toward the public, a passenger, other Taxicab Drivers or Franchisees or other persons while on call to provide Taxicab service or in the course of providing such service; or
- (ix) Has engaged in conduct under any circumstances which, in the Taxicab Administrator's judgment, raises substantial justification

to call for a hearing; or

(x) Has been convicted of any of the following crimes within the timeframes set forth below, whether committed in the State of California or elsewhere. A conviction within the meaning of this section means a plea or verdict of guilty or a conviction following a plea of nolo contendere.

a. Any conviction regardless of the time elapsed, in any state, of any of the following or their equivalent:

(1) Any crime which requires the applicant to register as a sex offender under California Penal Code §290, or any felony involving actual or threatened violence against persons, including, but not limited to, assault, battery, robbery or the use of a firearm or other weapon against a person.

b. Any conviction (felony or misdemeanor) within the past 7 years of any crime involving theft or dishonesty, including, but not limited to, burglary, theft, shoplifting or other crime related to fraud or intentional dishonesty.

c. Any conviction (felony or misdemeanor) within the past 7 years of any crime involving the sale, possession or transportation of narcotics or other controlled substances.

d. Any conviction (misdemeanor or felony) within the past 3 years of any crime involving pandering or prostitution.

B. In addition to the crimes listed above, no Driver Permit shall be granted to an applicant who has been convicted of three (3) or more moving violations within three years previous to submission of the application. Any permit previously granted shall be revoked for any Permittee who has been convicted of three (3) or more moving violations within three years. In the case of a conviction or plea of nolo contendere as to a violation related to driving under the influence of alcohol or drugs, an applicant shall not be disqualified if the conviction or plea is ten (10) years or more in age and no similar violation appears on the applicant's driving record for the intervening ten (10) year period.

C. In addition to the foregoing, a Driver Permit may be suspended, revoked or denied in the event that:

(i) A Driver is involved in an accident due to a medical condition that prevents the Driver from safely operating a vehicle, or;

- (ii) A medical condition that prevents a Driver from safely operating a vehicle otherwise comes to SSG's attention. Any Driver whose permit has been suspended, revoked or denied due to a prohibitive medical condition as described above, shall be entitled to a license upon certification by a medical doctor that the condition is correctable, has been corrected and will continue to be corrected.
 - (iii) In addition to the above, any Driver Permit may be suspended or revoked for any crime which is substantially related to the qualifications, functions, or duties of a Driver which includes, but are not limited to, the following: reckless driving; wet reckless driving; murder; rape; vehicular manslaughter; a violation of California Vehicle Code Sections 20001, 20002, or 20003 or any corresponding substitute sections; robbery; a violation of California Penal Code Section 314 or any corresponding substitute section; pandering; crimes related to the use, sale, possession, or transportation of narcotics or intoxicating liquors; assault; battery; or indecent exposure.
 - (iv) In addition to the above, any Driver Permit may also be suspended for and during the period that the payment of any citation remains outstanding after all appeal periods have been exhausted.
- E. From the time of the revocation or suspension of a Driver Permit granted under the provisions of the Ordinance of SSG, it is unlawful for any person whose Driver's Permit has been suspended or revoked to operate or drive a Taxicab within the jurisdiction of SSG until a new permit has been procured or the period of suspension has expired. It is also unlawful for any person to drive or operate within the jurisdiction of SSG any taxicab included [in](#) a Franchisee's vehicle identification list during the period of time that a Franchise has been revoked, terminated or suspended.
- F. In the event the Franchisee or Permittee appeals any denial, suspension, revocation or termination of a Franchise or Permit issued under this Ordinance, the appeal procedures of Section 1.256 shall apply. The Taxicab Administrator is authorized to adopt regulations establishing hearing procedures to implement these provisions, which shall become effective upon review and approval by the Board of SSG.

Section 1.120 Appeal from License Denial Due to Criminal Conviction

- A. With the exception of the conviction of a crime which requires registration as a sex offender under California Penal Code Section 290, in any case where a Driver Permit is denied due to a criminal conviction under Section 1.110 of the Ordinance of SSG, the applicant shall be entitled to apply the Driver Permit application fee

towards the appeal fee from such denial under Section 1.256. In the event that a Driver Permit is granted on such appeal, the applicant shall pay the Driver Permit fee in full prior to issuance of a license.

- B. In conducting an appeal to consider the issuance of a license denied due to a previous criminal conviction, the hearing officer shall consider the following criteria to determine if the applicant has demonstrated sufficient evidence of rehabilitation such that a permit should be issued:
- (i) The nature and severity of the offense(s).
 - (ii) The total criminal record of the applicant.
 - (iii) The extent of time that has elapsed since commission of the offense(s).
 - (iv) Whether the applicant has complied with any or all terms of parole, probation, restitution or any other sanctions imposed against the applicant in connection with the offense.
 - (v) Evidence of rehabilitation provided by the applicant.
 - (vi) Evidence of expungement proceedings pursuant to Penal Code 1203.4.
- C. The hearing officer may impose conditions or restrictions upon the issuance of a license under these provisions, as determined within the discretion of the hearing officer, to ensure the safety of the traveling public.
- D. Nothing contained in this section should be construed to limit the admission and consideration of prior criminal history information in the event of a subsequent violation of the Ordinance of SSG by a Driver who is issued a license following a hearing as provided in this section.
- E. With respect to the conviction of a crime that requires the applicant to register as a sex offender under California Penal Code 290, the Board of Directors finds that the California Legislature has determined that registration is required due to the repeated nature of commission of such crimes by those who have been convicted in the past (*People v. Castellanos* (1999) 21 Cal. 4th 785) and that the rehabilitation criteria set forth in sections A. (i) through A. (vi) above do not apply to such convictions. The Board further finds that crimes which trigger registration under Penal Code 290 are particularly related to the disqualification of an individual to qualify for a Taxicab Driver's Permit under the Ordinance of SSG and that no permit should be issued to such individuals.

Section 1.125 Unauthorized Taxicab Services Prohibited

- A. No person shall knowingly dispatch a vehicle or respond to a request for a a taxicab for pick-up within the jurisdiction of SunLine Services Group unless the responding vehicle has a valid Taxicab Vehicle Permit, the Driver of such vehicle has a valid Taxicab Driver Permit, and the Taxicab is operated pursuant to a Franchise awarded by SunLine Services Group.
- B. No vehicle shall be designated as a taxicab in any sign or advertising matter within the jurisdiction of SunLine Services Group unless the vehicle has a valid Taxicab Vehicle Permit, the Driver of such vehicle has a valid Taxicab Driver Permit, and the Taxicab is operated pursuant to a franchise awarded by SunLine Services Group.
- C. No person who drives or operates a Taxicab within the jurisdiction of SunLine Services Group shall publish, advertise or broadcast in any manner, written or oral, a telephone number either by itself or connected to a rotary or call forwarding system for Taxicab service, which is the same telephone number as that for other Taxicabs or vehicles for hire.
- D. No person who drives or operates a Taxicab within the jurisdiction of SunLine Services Group shall use a name that imitates a name used by another person or Franchise who drives or operates a Taxicab in such a manner as to be misleading or tend to confuse or defraud the public.
- E. The Taxicab Administrator or his/her designee, following a hearing, or if the use of the taxicab by Franchisee constitutes an immediate threat to the health and safety of the public prior to a hearing provided a post impoundment hearing is held soon thereafter, is authorized to impound and retain possession of any vehicle used in violation of the Ordinance of SSG until such time as the provisions of Government Code Section 53075.9, as it may be amended from time to time, are satisfied.
- F. Any person operating or dispatching a vehicle in violation of this section is subject to citation.
- G. In addition to any other penalties provided by the Ordinance of SSG, following a hearing pursuant to Section 1.256, if a violation of this Ordinance of SSG is found, fines may be imposed as follows:
 - 1. \$1,000.00 for each violation; and,
 - 2. An amount sufficient to cover the reasonable expense of investigation incurred by SSG.

Section 1.130 Rules, Regulations and Fees

- A. The Taxicab Administrator shall promulgate regulations to implement the Ordinance of SSG, which shall become effective upon review and approval by the Board of SSG.
- B. The Board of Directors shall have the authority to adopt a schedule of fees to be charged to any applicant, permittee or prospective permittee in connection with activities of SSG under the Ordinance of SSG.

Section 1.150 Information Display

- A. Every Taxicab shall display an information card in full view of the passenger compartment. The information card, which shall be approved by the Taxicab Administrator, shall bear the Owner's name or the corporate or fictitious name under which the Owner operates, the business address and telephone number of the Owner, the Franchisee's name or the fictitious name under which the Franchisee operates, the business address and telephone number of the Franchisee, and the rates, including any surcharges, to be charged for the vehicle.
- B. In addition to the information card, every Taxicab shall display a rate card in full view of all passengers. The rate card shall state all of the following:
 - a) the maximum hourly, base, per mile or other rate set by SSG; and,
 - b) the hourly rate, the rate per mile and the Base Rate or other rate charged by the Franchisee.
- C. The information contained in both the information and rate cards shall be printed in type not smaller than twelve (12) point.

Section 1.160 Identification Display

In addition to the posted rate, every Taxicab shall have conspicuously displayed, on both sides of the vehicle, the name of the Franchisee, or the Corporate or fictitious name under which the Franchisee operates, the Franchisee's (or company's) telephone number, and the cab or vehicle number.

Section 1.170 Route-Number of Passengers

- A. Every Driver who is engaged to carry passengers shall take the most direct route possible that will carry the passengers safely and expeditiously to their destinations, unless otherwise directed by a passenger. A Driver shall not refuse a dispatch call or other request for Taxicab service unless the Driver has a legitimate fear for his or her safety or is otherwise engaged by a passenger.

- B. When a Taxicab is engaged, the person engaging the Taxicab shall have the exclusive right to the full and complete use of the passenger compartment, and it shall be unlawful for the Driver to solicit or carry additional passengers unless authorized by the person engaging the Taxicab.
- C. The Driver of a Taxicab may transport two or more passengers who voluntarily agree to share the vehicle from the same pickup point to one discharge point. A passenger who first engages a Taxicab has the exclusive right to conveyance therein to his/her desired destination and the Driver may not solicit additional passengers without the express permission of the first passenger.
- D. For the purposes of this subsection, the term "adult passengers" is defined as a person age thirteen (13) or older. The number of adult passengers which may be carried in a Taxicab shall be limited to the seating capacity of the vehicle as specified by the manufacturer. The number of passengers consisting of adults plus children (age twelve years or less) which may be carried in a Taxicab shall be limited to adult seating capacity of the vehicle as specified by the manufacturer plus one. No person shall be carried in a Taxicab who is required to share in any way the seating space occupied by another, nor shall any person be carried who is required to occupy a space in or on the Taxicab which is not a seat.
- E. The Franchisee and the Driver shall comply with Vehicle Code Sections 27315 and 27360 and any subsequently enacted state law concerning the use of seat belts and child passenger restraint systems.

Section 1.180 Taximeter-Accuracy

- A. It shall be the duty of every Franchisee to at all times keep the Taximeter registered with SSG for use in each vehicle accurate. Only one Taximeter shall be used in each vehicle and it shall be permanently affixed and calibrated solely to the rate registered with SSG. It shall be certified as to its accuracy for operation in the vehicle in which it is registered by the County of Riverside in accordance with County requirements and a certificate to that effect shall be kept available for inspection in the Taxicab. The Taximeter shall be subject to inspection from time to time, by SRA, by any peace officer or any employee of the Riverside County Department of Weights and Measures. SRA is authorized, in its discretion, or upon information received from any peace officer, or upon the complaint of any person, to investigate the Taximeter and to remove or cause to be removed from the streets of the jurisdiction of SSG, any Taxicab upon discovery of a faulty or inaccurate Taximeter, until the Taximeter has been correctly adjusted and evidence of its accuracy has been presented to the Taxicab Administrator.
- B. It is unlawful to install a Taximeter into a vehicle other than the vehicle to which it is

registered with SSG without complying with the following:

1. Presentation of the Taximeter for a final out of service reading concurrent with its removal from the previous vehicle;
2. Calibration and certification of the Taximeter for use in the vehicle to which it is to be transferred;
3. Registration with SSG of the Taximeter with the corresponding vehicle to which it is to be transferred;
4. Presentation of the vehicle and Taximeter for an initial Taximeter reading prior to operation of the vehicle to which the Taximeter has been transferred.

Section 1.190 Taximeter-Use

All Taxicabs must base their charges on Taximeters. All Taximeters shall be placed so that the reading dial showing the amount to be charged is well lighted and readily discernable by the passenger(s) riding in the Taxicab. Nothing contained in this section shall be construed to prohibit a Taxicab from charging a discounted rate from that appearing on the Taximeter; however, the Taximeter must have been engaged during the entire trip up to the time of its conclusion.

Section 1.200 Taximeter- Misuse

- A. It is unlawful for any Driver, while carrying one or more passengers:
1. to fail to activate the Taximeter as if the Taxicab is not employed; or,
 2. to fail to deactivate the Taximeter at the termination of each and every service; or,
 3. to activate the Taximeter when the Taxicab is not either actually carrying one or more passengers, except that, the Driver may activate the Taximeter in the event that he or she has been engaged to carry baggage or run an errand.
- B. It is unlawful for any Driver, upon initial engagement of a Taxicab for service by a passenger(s), to fail to activate the trip counter of the Taximeter so as to cause the Taximeter to register a Surcharge.

Section 1.210 Receipt for Fare

It is unlawful for the Driver, upon receiving full payment of a fare, to refuse to give a receipt upon the request of any passenger making the payment.

Section 1.220 Street Stands

- A. Each of the member cities and the county shall have the power of decision as to whether Street Stands may be located within its boundaries and if so, their location or locations. The following provisions shall apply to any Street Stand.
- B. Taxicabs may stand while awaiting employment at any properly approved Street Stand in accordance with the requirements of this Ordinance and such regulations as may be adopted by SSG. No more than three Taxicabs may be engaged in standing at a Street Stand at any one time. While at a Street Stand, a Taxicab shall not ordinarily have its engine running unless necessary to control the interior temperature of the Taxicab, and then only to the extent necessary.

Section 1.225 Exclusive Arrangements Between Franchises and Venues Concerning Taxicab Trips Prohibited

No Franchisee nor representative of a Franchisee, including any Driver or agent acting on behalf of a Franchisee, shall make arrangements in exchange for compensation for exclusive or preferential service rights with any venue, business establishment or public transportation facility within the jurisdiction of SSG which generates Taxicab transportation service trips

Section 1.230 Operation by Other Than Franchisee

No Taxicab operated under a Franchise shall be operated by anyone but an employee or independent contractor of a Franchisee duly licensed and permitted to drive a Taxicab.

Section 1.240 Rates

- A. The Board of Directors, by resolution, shall establish, and thereafter may modify, increase, or decrease, the maximum rates to be charged for the transportation of Taxicab passengers.
- B. No Taxicab operating in the jurisdiction of SSG may charge a rate in excess of any maximum rate established by SSG. Maximum rates may be adjusted annually by resolution of the Board of Directors.
- C. Franchisee may charge a rate that is less than the maximum rate set by SSG. Only one base, hourly, mileage or other rate may be charged by a Franchisee and, such rates shall be uniform for all vehicles operated under a Franchise regardless of the location of the trip origination or destination within the jurisdiction of SSG.

Section 1.245 Surcharges

- A. "Surcharge" is hereby imposed by SSG to recover the costs of administration and

enforcement of the Ordinance of SSG.

- B. When a Taxicab is initially engaged for service by a passenger or passengers a Surcharge shall be and hereby is imposed as a part of the fare of the vehicle in accordance with the regulations adopted pursuant to this Ordinance.
- C. No Taxicab shall be operated within the jurisdiction of SSG unless it is equipped with a Taximeter with a properly functioning trip counter that registers the total number of times that the Taxicab is initially engaged for hire. SSG shall provide a seal for each Taximeter to ensure against tampering with the trip counter. A report shall be submitted each month on the first of the month, unless the first of the month is on a weekend, in which case the report is due the next business day, for the purpose of determining the number of times that the Taxicab has been engaged for hire and the amount of Surcharge associated therewith. Surcharges shall be billed to the Franchisee.
- D. The Board of Directors, by resolution, shall establish, and thereafter may modify, increase, or decrease, the Surcharge to be charged for the transportation of Taxicab passengers as needed to recover the costs of administration and enforcement of this Ordinance.
- E. At least annually, the Board of Directors shall review the amount of Surcharge to be charged for the transportation of Taxicab passengers for the purpose of modifying, increasing or decreasing the Surcharge needed to recover the costs of administration and enforcement of this Ordinance.
- F. In the event that a Franchisee fails to produce meter reading reports by the first day of every month or the next business day should the first day of the month fall on a weekend, to SSG, the Franchise shall be suspended and a penalty of \$50.00 per day per vehicle operated under the Franchise is hereby imposed. The Taxicab Administrator may, in his or her discretion, reduce the amount of any penalties imposed under this Section.
- G. In the event that Franchisee fails to pay all Surcharges within thirty (30) days of the date of the invoice, the Franchise shall be suspended and a penalty of \$50.00 per day per vehicle operated under the Franchise is hereby imposed. Payments sent via the mail are late if the payment is not postmarked within the thirty (30) day timeframe. The Taxicab Administrator may, in his or her discretion, reduce the amount of any penalty imposed under this Section.

Section 1.249 Provision of DMV Pull-Notice

All franchises shall comply with their obligation to participate in the Pull Notice system pursuant to Vehicle Code Section 1808.1. Franchises shall submit a copy of the Pull Notice to the Taxi Administrator within 10 business days of receiving a copy

of the DMV PULL NOTICES for each of their drivers.

Section 1.250 Enforcement

- A. Any violation of one or more of the provisions of the Ordinance of SSG shall constitute a public nuisance that may be remedied by injunction.
- B. SSG shall be entitled to recover all attorney' fees and costs incurred in the filing or prosecution of any action brought to enforce the provisions of the Ordinance of SSG or the regulations promulgated pursuant thereto.

Section 1.255 Penalties

- A. Except as otherwise specifically provided in the Ordinance of SSG, a civil penalty of \$100.00 is hereby imposed for each separate violation of the Ordinance of SSG or of any regulation adopted to implement it on a per vehicle per day basis. If the violation is continuing in nature, the civil penalty shall be \$100.00 per vehicle per day for each day during which the violation continues.
- B. A civil penalty of \$1,000.00 is hereby imposed for the following:
 - 1. Failure to present any vehicle for the vehicle safety inspections required under Section 1.070 on or before the date upon which the inspection is due.
 - 2. Tampering with any Riverside County Weights & Measures or SSG applied Taximeter seal;
 - 3. Failing to present a vehicle to SSG for inspection of the Taximeter trip counter prior to taking the vehicle out of service in accordance with the regulations adopted pursuant to the Ordinance of SSG;
 - 4. Returning a vehicle to service without first presenting the vehicle to SSG for inspection of the Taximeter trip counter in accordance with the regulations adopted pursuant to the Ordinance of SSG.
 - 5. Any failure to comply with the provisions of Section 1.180 B. related to the transfer of Taximeters from one vehicle to another.
- C. The civil penalties provided for herein may be recovered in any action brought to enforce the Ordinance of SSG and the regulations adopted to implement it.
- D. The penalties provided under Section A. shall be increased to \$200.00 for a second violation of the Ordinance of SSG within a year and shall be increased to \$500.00 for a third violation of the Ordinance of SSG within a year. A violation of any provision of the Ordinance of SSG which provides for a \$1,000.00 penalty shall be counted

as a violation to determine if any subsequent violation within a year is a second or third violation as provided under this subsection.

Section 1.256 Administrative Appeal Hearings – In General

Any person aggrieved by any determination under Section 1.110, Section 3.070, or any other provision of the Ordinance of SSG shall be entitled to appeal that decision as provided for herein.

- A. A request for hearing must be made within ten (10) days following delivery of notice of the decision which is challenged by delivering the request for hearing at the administrative offices of SSG together with:
 - (i) An advance deposit of any fine or a notice of request for an Advance Hardship Waiver pursuant to Section 3.080; and,
 - (ii) Payment of an Appeal Fee as established by resolution of the Board of Directors.
- B. Upon satisfaction of the foregoing, SRA shall set a hearing within thirty (30) days of delivery of the request for hearing, or as soon thereafter as reasonably practical. The General Manager of SunLine shall appoint a hearing officer.
 - (i) If the appeal is of: (1) a decision to deny, suspend, revoke or terminate a permit or franchise; or (2) a(n) administrative fine or penalty imposed pursuant to an administrative citation in excess of \$2000, the General manager shall refer the matter to the administrative hearing officer under contract with SunLine, or a retired judge or and administrative law judge with the California State Office of Administrative law judges.
 - (ii) If the appeal is of a decision to impose a(n) administrative fine(s) or penalty(ies) pursuant to an administrative citation whose total is less than \$2000, the General Manager of SunLine shall refer the matter to an Agency employee who shall serve as the hearing officer. The Employee shall not have any communication with the Taxi Administrator regarding the Case unless the defendant is present. Nor shall the employee/hearing officer have had any input into the decision being appealed.
- C. SSG shall notify the appealing party of the time and date for the hearing, which notice shall be delivered at least fifteen (15) days prior to the hearing.
- D. The hearing officer shall conduct an administrative hearing which allows SRA and the appealing party to be represented by an attorney, to present evidence related to the alleged violations, to cross examine witnesses who have testified,

and to argue their positions. The administrative hearing shall be informal and technical rules of evidence, including but not limited to the hearsay rule, shall not apply. Oral testimony received at the hearing shall be taken only on oath, affirmation, or penalty of perjury. The right to cross-examine witnesses shall not preclude the introduction and consideration of written statements whether made under oath or not. The proceedings shall be recorded or otherwise preserved. It is the intent of SunLine Services Group that hearing officers allow wide latitude in introduction of evidence and the holdings and discussions concerning informality of hearings and relaxed rules of evidence set forth in *Mohilef v. Janovici* (1986) 56 Cal, App. 4th 310 apply to the fullest extent to all hearings conducted under this and any other Ordinance of SSG.

- E. If the appealing party fails to appear, the hearing officer may conduct the hearing in the party's absence and/or may render a decision to dismiss the matter.
- F. After consideration of the evidence presented by all parties, the hearing officer shall render a written decision which sets forth a statement of the case, any relevant findings of fact to support the decision and administrative enforcement order. If the hearing officer finds one or more of the alleged violations has been committed, he or she may suspend, revoke, or terminate any permit or franchise and/or impose administrative monetary penalties in accordance with the limits set forth in the Ordinance of SSG. In determining whether to suspend or revoke any permit or franchise or to impose administrative monetary penalties, the hearing officer shall take into consideration the gravity of the violation, the entire record of the party requesting the hearing, and the harm threatened to the public by the violation.
- G. The decision of the hearing officer shall be final and the party requesting the hearing, shall be notified in writing of the decision of the hearing officer. Such decision shall be delivered within fifteen (15) days from the date the hearing is concluded.
- H. Any review of a decision by the hearing officer brought pursuant to an administrative citation shall be governed by the provisions of Government Code Section 53069.4. Review of any other final decision under this Ordinance shall be governed by Code of Civil Procedure Section 1094.5, et seq.

Section 1.259 Criminal Enforcement and Penalties

- A. As an alternative to the provisions of the Ordinance of SSG authorizing enforcement and imposition of monetary penalties through civil actions or administrative proceedings, criminal enforcement may be pursued by SSG, at the discretion of the Taxicab Administrator.

B. Violations of the Ordinance of SSG shall constitute a misdemeanor.

C. RESERVED

D. Every misdemeanor violation shall be punishable by a fine not exceeding one thousand dollars (\$1,000.00) or imprisonment not exceeding six months.

E. Prosecution of a violation under this section shall not prevent SSG from pursuit of other appropriate civil or administrative remedies.

Section 1.260 Airports

A. Nothing in this Ordinance shall prevent Palm Springs Regional Airport or any other publicly owned airport from regulation of Taxicab access or from charging access/permit fees,

Section 1.270 Severability

If any section, subsection, sentence, clause or phrase of the Ordinance of SSG is for any reason held to be invalid or unconstitutional by the decision of a court of competent jurisdiction, such decision shall not affect the validity of the remaining portions of the Ordinance of SSG. The Board of Directors of SSG hereby declares that it would have passed this Ordinance, and each section, subsection, clause, sentence or phrase thereof, irrespective of the fact that any one or more other sections, subsections clauses, sentences or phrases may be declared invalid or unconstitutional.

SECTION TWO

DRUG AND ALCOHOL TESTING

Section 2.010 Scope

All applicants for a Driver Permit and all licensed Drivers shall submit to and comply with the Ordinance of SSG concerning controlled substances and alcohol testing. Franchisees are responsible for the compliance both of themselves and of their Drivers, officers, employees, and agents, consortia and/or contractors with the requirements of this program.

Section 2.020 Definitions

The definitions set forth in Section 1.010, as may be amended from time to time, are hereby incorporated by reference into this Ordinance. In addition, as used in this Section:

A. "Alcohol" shall mean the intoxicating agent in beverage alcohol, ethyl alcohol or

other low molecular weight alcohols including methyl or isopropyl alcohol.

- B. "Controlled substances" shall mean cocaine, opiates, amphetamines and phencyclidine and any and all other substances listed in Part 21 (commencing with Section 1308.11) of Title 49 of the Code of Federal Regulations, as now enacted or as may be subsequently amended.
- C. "Refuse to Submit" (to a test authorized by the Ordinance of SSG) includes that the Driver (a) fails to keep an appointment to submit to controlled substances and/or alcohol testing as required by the Ordinance of SSG without a valid explanation; (b) fails to provide adequate breath for alcohol testing without a valid medical explanation after he or she has received notice of the requirement for breath testing in accordance with the provisions of the Ordinance of SSG; (c) fails to provide adequate urine for controlled substances testing without a valid medical explanation after he or she has received notice of the requirement for urine testing in accordance with the provisions of the Ordinance of SSG; or (d) engages in conduct that clearly obstructs the testing process.
- D. "SunLine Supervisor" shall mean an SSG operations supervisor trained to detect whether or not reasonable suspicion exists to require a Driver to submit to controlled substances and/or alcohol testing as provided in the Ordinance of SSG.

Section 2.030 Rules, Regulations and Fees

- A. The Taxicab Administrator shall promulgate regulations to implement the Ordinance of SSG, which shall become effective upon review and approval by the Board of SSG.
- B. The Board of Directors shall have the authority to adopt a schedule of fees to be charged to any applicant, permittee or prospective permittee in connection with the activities of SSG under this Ordinance.

Section 2.035 Mandatory Controlled Substance and Alcohol Testing Program

Each Franchisee shall maintain a mandatory controlled substance and alcohol testing certification program conforming to Part 40 of Title 49 of the Code of Federal Regulations and the California Government Code Section 53075.5. Each Franchisee shall maintain a written drug and alcohol policy meeting SSG requirements and proof that the Franchisee has implemented a drug and alcohol certification program covering all of its Drivers which meets all of the following requirements:

- A. A contract with a program administrator and authorized lab certified by the U.S. Department of Transportation;
- B. Procedures and components conforming to Part 40 of Title 49 of the Code of

Federal Regulations for issuance of permits and permit renewal;

- C. Procedures and components conforming to Part 40 of Title 49 of the Code of Federal Regulations for rehabilitation, return-to-duty and follow up testing;
- D. Procedures and components for random testing following the U.S. Department of Transportation guidelines, and additional tests as required following accidents, rehabilitation, return-to-service, and other circumstances providing reasonable suspicion to test;
- E. Monthly reports of the random testing component shall be filed with SSG by the program administrator no later than the 20th day following the end of the previous monthly reporting period; and,
- F. The Franchisee's and the program administrator's records shall be made available to Taxicab Administrator upon request.

Section 2.040 Tests Required

All Drivers and all Driver applicants shall be required to submit to the following tests:

- A. Pre-Permit/Employment Testing. As a condition to the issuance of a Driver Permit, the Driver shall undergo testing for controlled substances and alcohol. A Driver Permit will not be issued to an applicant unless the applicant tests negative for controlled substances. This section shall apply in those cases where a Driver re-applies for a new Driver Permit pursuant to Section 1.095 J. of the Ordinance of SSG, except, the Driver shall also undergo testing for alcohol as provided in subdivision B. below.
- B. Permit Renewal Testing. As a condition to renewal of a Driver Permit, the Driver shall undergo testing for controlled substances and alcohol. A Driver Permit will not be renewed unless the Driver tests negative for controlled substances and alcohol. A negative test for alcohol means an alcohol screening test showing a breath alcohol concentration of less than 0.02 percent. No Franchisee shall allow a Driver to operate a Taxicab unless the Driver has received a controlled substances and alcohol test result indicating a verified negative result. A certified test in another jurisdiction submitted in support of an application to renew a permit by SSG shall be accepted as meeting the requirements of SSG if the Driver has not tested positive subsequent to a negative result.
- C. Random Testing. All Drivers shall be subject to random controlled substances and/or alcohol testing in accordance with SSG rules and regulations concerning random testing and Part 21 (commencing with section 40.1) of the Code of Federal Regulations, as now enacted or as may be subsequently amended. Random test shall mean a controlled substances and/or alcohol test performed on not more than 48 hours notice based upon the random selection of a Driver from among the

pool of then currently licensed Drivers.

- D. Reasonable Suspicion Testing. Reasonable suspicion testing means a controlled substances and/or alcohol test performed when there is a good faith belief based on specific, contemporaneous, articulable observations concerning the appearance, behavior, speech or body odors of the Driver that indicate that the Driver is under the influence of controlled substances and/or alcohol or has violated one or more of the prohibitions contained in Section 2.060 of the Ordinance of SSG. For purposes of this section, reasonable suspicion shall exist only after a SunLine Supervisor or Franchisee has considered the facts and/or evidence in the particular case and agrees that they constitute a finding of reasonable suspicion. After it has been confirmed in writing by the SunLine Supervisor or Franchisee, the facts and/or evidence upon which the reasonable suspicion is based shall be documented in writing. A copy of this shall be given to the Driver. In the event that reasonable suspicion testing is performed, the Driver Permit for the Driver so suspected shall be immediately suspended until the results are received and accepted by SSG.

Section 2.050 When Testing Required

In addition to requirements for controlled substances and/or alcohol testing as a condition for issuance and renewal of a Driver Permit under Section 1.095 and this Ordinance, all Drivers are subject to the following controlled substances and/or alcohol tests upon occurrence of the following events:

- A. Random Testing. All Drivers shall submit to a random controlled substances and/or alcohol test upon not more than 48 hours notice as provided by SunLine rules and regulations.
- B. Reasonable Suspicion Testing. Drivers shall immediately be subject to controlled substances and/or alcohol testing when there is a reasonable suspicion that the Driver is under the influence of controlled substances and/or alcohol or has violated one or more of the prohibitions contained in Section 2.060 of the Ordinance of SSG.

Section 2.060 Prohibited Conduct

- A. No Driver shall operate a Taxicab while having an alcohol concentration of 0.02 percent or greater. No Franchisee having actual knowledge that a Driver has an alcohol concentration of 0.02 percent or greater shall permit the Driver to operate or continue to operate a Taxicab.
- B. No Driver shall operate a Taxicab while the Driver shall have in his or her possession on his or her person, any bottle, can, or other receptacle, containing any alcoholic beverage which has been opened, or a seal broken, or the contents of which have been partially removed. No Franchisee having actual knowledge that a Driver possesses an open container of alcohol on his or her person may permit the Driver

to operate or continue to operate a Taxicab.

- C. No Driver shall consume alcohol while operating a Taxicab. No Franchisee having actual knowledge that a Driver is consuming alcohol while operating a Taxicab shall permit the Driver to operate or continue to operate a Taxicab.
- D. No Driver shall operate a Taxicab within four hours after using alcohol. No Franchisee having actual knowledge that a Driver has used alcohol within four hours shall permit a Driver to operate or continue to operate a Taxicab.
- E. No Driver shall refuse to submit to a controlled substances test and/or alcohol test authorized by the Ordinance of SSG. No Franchisee shall permit a Driver who refuses to submit to such tests to operate or continue to operate a Taxicab.
- F. No Driver shall operate a Taxicab when the Driver uses any controlled substances, except when the use is pursuant to the instructions of a physician who has advised the Driver in writing that the substances do not adversely affect the Driver's ability to safely operate a Taxicab. No Franchisee having actual knowledge that a Driver has used any controlled substances shall permit the Driver to operate or continue to operate a Taxicab, A Franchisee may require the Driver to notify the Franchisee of any therapeutic use.
- G. No Driver shall operate a Taxicab if the Driver tests positive for controlled substances after submitting to one of the test authorized by the Ordinance of SSG. No Franchisee having actual knowledge that a Driver has tested positive for controlled substances shall permit the Driver to operate or continue to operate a Taxicab.
- H. Any Franchisee having actual knowledge that a Driver has violated one or more of the above prohibitions shall immediately notify SSG of the violation.

Section 2.070 Testing Procedures

- A. Notice. Franchisee or its program administrator shall provide notice to all Drivers of the requirement that a Driver submit to a controlled substances and/or alcohol test as provided by this Ordinance in accordance with SSG rules and regulations concerning controlled substances and alcohol testing.
- B. Procedures. The Driver shall show a valid California driver's license at the time and place of testing. Procedures for the tests authorized by the Ordinance of SSG are set forth in SSG rules and regulations concerning controlled substances and alcohol testing and shall be conducted in accordance with the standards and procedures set forth in Part 40 (commencing with section 40.1) of Title 49 of the Code of Federal Regulations, as now enacted or subsequently amended.
- C. A Driver shall only be tested for alcohol pursuant to the Ordinance of SSG at such

times as the Driver is driving a Taxicab, just before a Driver is scheduled to drive a Taxicab, or just after the Driver has ceased driving a Taxicab.

- D. Reporting of Test Results. In the case of self-employed independent driver within the meaning of Government Code Section 53075.5, the test results shall be reported directly to SSG, who shall notify the Franchisee. In all other cases, the test results shall be reported to the Franchisee who has employed or made an offer of employment to the Driver within the meaning of Government Code Section 53075.5. The Franchisee shall immediately notify SSG of the results. Failure of a Franchisee to notify SSG of the results of a positive controlled substances and/or alcohol test shall result in the imposition of a monetary penalty in the amount of \$1,000.00 and suspension of the Franchise for a period of 30 days. The Taxicab Administrator may, in his/her discretion, reduce the amount of any penalty imposed under this section.
- E. Confidentiality of Test Results. Results of all tests provided for in this Ordinance are confidential and shall not be released without the written consent of the Driver, except as provided in this Ordinance or as otherwise provided by law.

Section 2.080 Penalties

- A. Drivers. Any applicant for a Driver Permit who tests positive for controlled substances shall be denied a Driver Permit. The Driver Permit of any licensed Driver who tests positive for controlled substances and/or alcohol on any permit renewal, random or reasonable suspicion test shall be revoked. Except as provided above, a Driver shall be subject to the same enforcement procedures and penalties set forth in Sections 1.250 through 1.259 as may be amended from time to time, for any violation of the Ordinance of SSG.
- B. Franchisees. In addition to the specific provisions of this Ordinance, any Franchisee who violates the Ordinance of SSG shall be subject to the same enforcement procedures and penalties set forth in Section 1.250 through 1.259 as may be amended from time to time.

Section 2.090 Rights of Appeal

- A. Where an applicant has been denied a Driver Permit on the basis of a positive test result for controlled substances and/or alcohol, the applicant may request a hearing and reconsideration of the denial in accordance with Section 1.256 of the Ordinance of SSG and the SSG rules and regulations, as they may be amended from time to time.
- B. Where a Driver's Driver Permit has been revoked on the basis of a positive test result for controlled substances and/or alcohol, the Driver may request a hearing and reconsideration of the denial in accordance with Section 1.256 of the Ordinance

of SSG and the SSG rules and regulations, as they may be amended from time to time.

Section 2.100 Severability

If any section, subsection, sentence, clause or phrase of this Ordinance is for any reason held to be invalid or unconstitutional by the decision of a court of competent jurisdiction, such decision shall not affect the validity of the remaining portions of this Ordinance. The Board of Directors of SSG hereby declares that it would have passed this Ordinance, and each section, subsection, clause, sentence or phrase thereof, irrespective of the fact that any one or more other sections, subsections, clauses, sentences or phrases may be declared invalid or unconstitutional.

SECTION THREE

ADMINISTRATIVE CITATIONS

Section 3.010 Applicability

- A. This Section provides for administrative citations which are in addition to all other legal remedies, criminal or civil, which may be pursued by the SSG to address any violation of the Ordinance adopted by SSG for the purpose of regulating Taxicabs and regulations adopted to implement them.
- B. Use of this Section shall be at the sole discretion of the Taxicab Administrator of SSG or his/her designee.

Section 3.020 Enforcement Officer – Defined

For purposes of the Section, "enforcement officer" shall mean the Taxicab Administrator, any Assistant Taxicab Administrator, SSG employee or agent of SSG designated by the Taxicab Administrator with the authority to enforce any provision of the Ordinance of SSG and regulations pertaining to the regulation of Taxicabs in the jurisdiction of SSG.

Section 3.030 Regulation – Defined

For purposes of this section, "Regulation" shall mean and include the Ordinance of SSG as presently adopted or amended and any regulation adopted by or on behalf of SSG that pertains to such Ordinance or otherwise applies to the regulation of Taxicab transportation services by SSG within the jurisdiction of SSG.

Section 3.040 Administrative Citation

- A. Whenever an enforcement officer charged with the enforcement of any regulation determines that a violation has occurred, the enforcement officer shall have the authority to issue an administrative citation to any person responsible for the

violation. In instances in which a Driver is cited for a violation, the Franchisee may also be cited pursuant to Section 1.030 D.

B. Each administrative citation shall contain the following information:

1. The date of the violation;
2. The address or a definite description of the location where the violation occurred;
3. The section of the regulation violated and a description of the violation;
4. The amount of the fine for the violation;
5. A description of the fine payment process, including a description of the time within which and the place to which the fine shall be paid;
6. An order prohibiting the continuation or repeated occurrence of the violation described in the administrative citation;
7. A description of the administrative citation review process, including the time within which the administrative citation may be contested and the place from which a request for hearing form to contest the administrative citation may be obtained; and
8. The name and signature of the citing enforcement officer.

Section 3.050 Amount of Fines

- A. The amount of the fines for code violations imposed pursuant to the Ordinance of SSG shall be set forth in the schedule of fines established by resolution of SSG.
- B. The schedule of fines shall specify any increased fines for repeat violations of the same code provision by the same person within twelve months from the date of an administrative citation,
- C. The schedule of fines shall specify the amount of any late payment charges imposed for the payment of a fine after its due date.

Section 3.060 Payment of the Fine

- A. The fine shall be paid to SSG within thirty (30) days from the date of the administrative citation.
- B. If the fine is challenged by an administrative hearing as set forth in Section 1.256 and the hearing officer determines that the administrative citation shall be upheld, then the fine amount on deposit with SSG shall be retained by SSG.

- C. If after a hearing under Section 1.256 the hearing officer determines that the administrative citation should be upheld and the fine has not been deposited pursuant to an Advance Deposit Hardship Waiver, the fine shall be due within thirty (30) days of the date of the decision of the hearing officer is deposited in the mail. Failure to pay the fine within such period shall result in the suspension of the Driver Permit of the Driver until such time as payment is made.
- D. If after a hearing under Section 1.256 the hearing officer determines that the administrative citation should be canceled and the fine was deposited with SSG, then SSG shall promptly refund the amount of the deposited fine, together with interest at the rate of five percent (5%) per annum for the period of time that the fine amount was held by SSG.
- E. Payment of a fine under the Ordinance of SSG shall not excuse or discharge any continuation or repeated occurrence of the regulatory violation that is the subject of the administrative citation.

Section 3.070 Hearing Request

- A. Any recipient of an administrative citation may contest that there was a regulatory violation or that he or she is the responsible party in accordance with the procedures set forth in Section 1.256.

Section 3.080 Advance Deposit Hardship Waiver

- A. Any person or Franchise who intends to request a hearing to contest that there was a regulatory violation or that he or she is the responsible party and who is financially unable to make the advance deposit of the fine as required in Section 3.070 A. may file a request for an Advance Deposit Hardship Waiver.
- B. The request shall be filed with the SunLine Regulatory Administration on an Advance Deposit Hardship Waiver application form, available from the SunLine Regulatory Administration, within ten (10) days of the date of the administrative citation.
- C. The requirement of depositing the full amount of the fine as described in Section 3.060 A. shall be stayed unless or until the Taxicab Administrator or Assistant Taxicab Administrator makes a determination not to issue the Advance Deposit Hardship Waiver.
- D. The Taxicab Administrator or Assistant Taxicab Administrator may waive the requirement of an advance deposit set forth in Section 3.060 A. and issue the Advance Deposit Hardship Waiver only if the cited party submits a sworn affidavit, together with any supporting documents or materials demonstrating to the satisfaction of the Taxicab Administrator or Assistant Taxicab Administrator the person's actual financial inability to deposit with SSG the full amount of the fine in

advance of the hearing.

Section 3.120 Late Payment Charges

Any person who fails to pay to SSG any fine imposed pursuant to the provisions of the Ordinance of SSG on or before the date that fine is due also shall be liable for the payment of any applicable late payment charges set forth in the schedule of fines. In addition, the permit of the Driver involved may be suspended pending payment.

Section 3.130 Recovery of Administrative Citation Costs

SSG may collect any past due administrative citation fine or late payment charge by use of all available legal means. SSG also may recover its collection costs, including any attorneys' fees.

Section 3.140 Administrative Regulations

The Taxicab Administrator shall promulgate regulations to implement the Ordinance of SSG, which shall become effective upon review and approval by the Board of SSG.

PART 2: This Ordinance shall take effect 30 days from the date of its adoption.

PART 3: SunLine Services Group shall certify the passage and adoption of this Ordinance 2016-01 and shall cause the same to be posted and published in the manner required by law.

PASSED, APPROVED AND ADOPTED by the Board of Directors of SunLine Services Group at a regular meeting held on ____ day of _____, 2016.

Date: _____

Kristy Franklin
Chairperson of the Board

Date: _____

Lauren Skiver
CEO/General Manager of SSG

Date: _____

Diane Beebe
Clerk of the Board of SSG

DRAFT