



SunLine Transit Agency/
 SunLine Services Group
 October 28, 2020
 12:00 p.m.

**Joint Regular Meeting of the SunLine Transit Agency &
 SunLine Services Group Board of Directors
 Regular Board of Directors Meeting**

VIA VIDEOCONFERENCE

Pursuant to California Governor Newsom’s Executive Orders N-25-20 issued on March 4, 2020 and N-29-20 issued on March 18, 2020, the Board of Directors regular meeting will be conducted remotely through Zoom. Please follow the instructions below to join the meeting remotely.

INSTRUCTIONS FOR ELECTRONIC PARTICIPATION

Join Zoom Meeting - from PC, Laptop or Phone

<https://us02web.zoom.us/j/84164075678>
 Meeting ID: 841 6407 5678

Teleconference Dial In
 888-475-4499 (Toll Free)
 Conference Number: 841 6407 5678

One tap mobile
 +16699009128,,84164075678#

Phone controls for participants:
 The following commands can be used on your phone’s dial pad while in Zoom meeting:

- *6 - Toggle mute/unmute
- *9 - Raise hand

For members of the public wishing to submit comment in connection with the Board Meeting: all public comment requests need to be submitted via email to the Clerk of the Board at clerkoftheboard@sunline.org prior to October 27, 2020 at 5:00 p.m. with your name, telephone number and subject of your public comment (agenda item or non-agenda item). Members of the public may make public comments through their telephone or Zoom connection when recognized by the Chair. If you send written comments, your comments will be made part of the official record of the proceedings and read into the record.

ITEM

RECOMMENDATION

In compliance with the Brown Act and Government Code Section 54957.5, agenda materials distributed 72 hours prior to the meeting, which are public records relating to open session agenda items, will be available for inspection by members of the public prior to the meeting at SunLine Transit Agency's Administration Building, 32505 Harry Oliver Trail, Thousand Palms, CA 92276 and on the Agency's website, www.sunline.org.

In compliance with the Americans with Disabilities Act, Government Code Section 54954.2, and the Federal Transit Administration Title VI, please contact the Clerk of the Board at (760) 343-3456 if special assistance is needed to participate in a Board meeting, including accessibility and translation services. Notification of at least 48 hours prior to the meeting time will assist staff in assuring reasonable arrangements can be made to provide assistance at the meeting.

ITEM

RECOMMENDATION

1. CALL TO ORDER

2. FLAG SALUTE

3. ROLL CALL

4. PRESENTATIONS

5. FINALIZATION OF AGENDA

**6. APPROVAL OF MINUTES –
SEPTEMBER 23, 2020 JOINT BOARD MEETING**

**APPROVE
(PAGE 5-9)**

7. PUBLIC COMMENTS

RECEIVE COMMENTS

NON AGENDA ITEMS

Members of the public may address the Board regarding any item within the subject matter jurisdiction of the Board; however, no action may be taken on off-agenda items unless authorized. Comments shall be limited to matters not listed on the agenda. Members of the public may comment on any matter listed on the agenda at the time that the Board considers that matter. Each person's presentation is limited to a maximum of three (3) minutes.

8. BOARD MEMBER COMMENTS

RECEIVE COMMENTS

9. 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.

9a) Checks \$1,000 and Over Report for August 2020

(PAGE 10-14)

9b) Credit Card Statement for August 2020

(PAGE 15-18)

9c) Monthly Budget Variance Report for August 2020

(PAGE 19-24)

ITEM

RECOMMENDATION

- | | |
|---|--|
| 9d) Contracts Signed in Excess of \$25,000 September 2020 | (PAGE 25) |
| 9e) Union & Non-Union Pension Investment Asset
Summary August 2020 | (PAGE 26-29) |
| 9f) Ridership Report for September 2020 | (PAGE 30-32) |
| 9g) SunDial Operational Notes for September 2020 | (PAGE 33-36) |
| 9h) Metrics for September 2020 | (PAGE 37-47) |
| 9i) Quarterly Capital Project Update for 3rd Quarter
of Calendar Year 2020 | (PAGE 48-50) |
| 9j) Board Member Attendance for September 2020 | (PAGE 51-52) |
| 9k) SSG/SRA Checks \$1,000 and Over Report for
August 2020 | (PAGE 53-54) |
| 9l) SSG Monthly Budget Variance Report for August 2020 | (PAGE 55-57) |
| 9m) Taxi Trip Data – September 2020 | (PAGE 58-59) |
| 9n) Metric (Taxi Revenue vs Taxi Expense) August 2020 | (PAGE 60-61) |
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 | |
| 10. REFUELED IMPLEMENTATION STATUS REPORT
(Megan Beaman Jacinto, Chair of Strategic Planning
& Operational Committee
Staff: Rohan Kuruppu, Chief Planning Consultant,
and Nicholas Robles, Marketing and Events Manager) | RECEIVE & FILE
(PAGE 62-176) |
|
 | |
| 11. REPLACEMENT OPERATIONS FACILITY LOW
VOLTAGE CONTRACT
(Lisa Middleton, Chair of Finance/Audit Committee;
Staff: Rudy Le Flore, Chief Project Consultant) | APPROVE
(PAGE 177) |
|
 | |
| 12. REPLACEMENT OPERATIONS FACILITY
FURNITURE CONTRACT
(Lisa Middleton, Chair of Finance/Audit Committee;
Staff: Rudy Le Flore, Chief Project Consultant) | APPROVE
(PAGE 178) |
|
 | |
| 13. SHOP FLOOR RESURFACING
(Lisa Middleton, Chair of Finance/Audit Committee;
Staff: Tony Cohen, Chief Maintenance Officer) | APPROVE
(PAGE 179-183) |
|
 | |
| 14. SUNRIDE MICROTRANSIT PILOT PROGRAM
(PHASE II) – TRANSPORTATION PROVIDERS
(Lisa Middleton, Chair of Finance/Audit Committee;
Staff: Michal Brock, Taxi Administrator) | APPROVE
(PAGE 184-185) |

ITEM

RECOMMENDATION

- | | |
|---|--|
| <p>15. AMENDMENT TO ANDREA CARTER AND ASSOCIATES CONTRACT
(Lisa Middleton, Chair of Finance/Audit Committee;
Staff: Brittney B. Sowell, Chief of Public Affairs/
Clerk of the Board)</p> | <p>APPROVE
(PAGE 186)</p> |
| <p>16. APPROVAL OF BOARD MEETING DATES FOR CALENDAR YEAR 2021
(Glenn Miller, Chair of Board Operations Committee;
Staff: Brittney B. Sowell, Chief of Public Affairs/
Clerk of the Board)</p> | <p>APPROVE
(PAGE 187-188)</p> |
| <p>17. RESOLUTION NO. 0783 TO AMEND SECTIONS OF THE BOARD BYLAWS
(Glenn Miller, Chair of Board Operations Committee;
Staff: Eric Vail, General Counsel and Brittney B. Sowell,
Chief of Public Affairs/Clerk of the Board)</p> | <p>APPROVE
(PAGE 189-194)</p> |
| <p>18. FIRST READING OF ORDINANCE NO. 2020-01
(Glenn Miller, Chair of Board Operations Committee;
Eric Vail, General Counsel and Brittney B. Sowell,
Chief of Public Affairs/Clerk of the Board)</p> | <p>APPROVE
(PAGE 195-197)</p> |
| <p>19. FARE POLICY NO. B-060102 REVISION APPROVAL
(Glenn Miller, Chair of Board Operations Committee;
Staff: Luis Garcia, Chief Financial Officer)</p> | <p>APPROVE
(PAGE 198-208)</p> |
| <p>20. GENERAL COUNSEL'S REPORT</p> | |
| <p>21. CEO/GENERAL MANAGER'S REPORT</p> | |
| <p>22. CLOSED SESSION</p> | |
| <p>23. NEXT MEETING DATE

December 2, 2020 at 12 p.m.</p> | |
| <p>24. ADJOURN</p> | |

MINUTES

Joint SunLine Transit Agency/SunLine Services Group Board of Directors Meeting September 23, 2020

A joint regular meeting of the SunLine Transit Agency and SunLine Services Group Board of Directors was held at 12:01 p.m. on Wednesday, September 23, 2020 via Zoom videoconference, pursuant to paragraph 3 of Executive Order N-20-29.

1. CALL TO ORDER

The meeting was called to order at 12:01 p.m. by Chairperson Robert Radi.

2. FLAG SALUTE

Vice-Chair Miller led the pledge of allegiance.

3. ROLL CALL

Members Present:

Robert Radi, Chair, SunLine Agency Board Member, City of La Quinta
Glenn Miller, Vice-Chair, SunLine Agency Board Member, City of Indio
Raymond Gregory, SunLine Agency Board Member, City of Cathedral City
Megan Beaman Jacinto, SunLine Agency Board Member, City of Coachella
Russell Betts, SunLine Agency Board Member, City of Desert Hot Springs
Ty Peabody, SunLine Agency Board Member, City of Indian Wells
Kathleen Kelly, SunLine Agency Board Member, City of Palm Desert
Lisa Middleton, SunLine Agency Board Member, City of Palm Springs
Charles Townsend, SunLine Agency Board Member, City of Rancho Mirage
Supervisor V. Manuel Perez, SunLine Agency Board Member, County of Riverside

4. PRESENTATIONS

None.

5. FINALIZATION OF AGENDA

Item 19, Resolution No. 0783 to Amend Sections of the Board Bylaws, was pulled from the agenda at the request of the Board Operations Committee.

**SUNLINE TRANSIT AGENCY/
SUNLINE SERVICES GROUP
BOARD OF DIRECTORS MEETING - MINUTES
SEPTEMBER 23, 2020**

6. APPROVAL OF MINUTES FOR JOINT STA/SSG JUNE 24, 2020 BOARD MEETING

Board Member Gregory moved to approve the minutes of the July 22, 2020 Board meeting. The motion was seconded by Board Member Middleton. The motion was approved by a unanimous vote of 10 yes; 0 no; 0 abstain

7. PUBLIC COMMENTS

None.

8. BOARD MEMBER COMMENTS

Board Member comments were made by:

Board Vice-Chair Glenn Miller, City of Indio
Board Chair Robert Radi, City of La Quinta
Board Member Lisa Middleton, City of Palm Springs
Supervisor V. Manuel Perez, County of Riverside

9. CONSENT CALENDAR

Board Member Kelly moved to approve the consent calendar. The motion was seconded by Board Member Townsend. The motion was approved by a unanimous vote of 10 yes; 0 no; 0 abstain

10. CALENDAR YEAR 2019 PENSION AUDIT REPORTS

Finance/Audit Committee Chair Middleton reported that this item was brought to the committee for discussion. SunLine Transit Agency Board Member Middleton moved to receive and file, the Calendar Year 2019 Pension Audit Reports. The motion was seconded by Board Member Beaman Jacinto. The motion was approved by a unanimous vote of 10 yes; 0 no; 0 abstain

11. RATIFICATION OF CORONAVIRUS AID, RELIEF, AND ECONOMIC SECURITY (CARES) ACT CLAIM

Finance/Audit Committee Chair Middleton reported that this item was brought to the committee and they unanimously approved the item. SunLine Transit Agency Board Member Middleton moved to approve the Ratification of Coronavirus Aid, Relief, and Economic Security (CARES) Act Claim. The motion was approved by a unanimous vote of 10 yes; 0 no; 0 abstain

**SUNLINE TRANSIT AGENCY/
SUNLINE SERVICES GROUP
BOARD OF DIRECTORS MEETING - MINUTES
SEPTEMBER 23, 2020**

12. RATIFICATION OF FINANCIAL AUDITING SERVICES AGREEMENT

Finance/Audit Committee Chair Middleton reported that this item was brought to the committee and they unanimously approved the item. SunLine Transit Agency Board Member Middleton moved to approve the Ratification of Financial Auditing Services Agreement. The motion was approved by a unanimous vote of 10 yes; 0 no; 0 abstain

13. AMENDMENT FOR CONSTRUCTION MANAGEMENT SERVICES OF THE CNG FUELING STATION PROJECT

Finance/Audit Committee Chair Middleton reported that this item was brought to the committee and they unanimously approved the item. SunLine Transit Agency Board Member Middleton moved to approve the Amendment for Construction Management Services of the CNG Fueling Station Project. The motion was approved by a unanimous vote of 10 yes; 0 no; 0 abstain

14. RESOLUTION NO. 0781 TO APPLY AND RECEIVE GRANT FUNDING FROM THE VOLKSWAGEN ENVIRONMENTAL MITIGATION TRUST FUNDS

Finance/Audit Committee Chair Middleton reported that this item was brought to the committee and they unanimously approved the item. SunLine Transit Agency Board Member Middleton moved to approve Resolution No. 0781 to Apply and Receive Grant Funding from the Volkswagen Environmental Mitigation Trust Funds. The motion was approved by a unanimous vote of 10 yes; 0 no; 0 abstain

15. DRIVING SIMULATOR

Finance/Audit Committee Chair Middleton reported that this item was brought to the committee and they unanimously approved the item. SunLine Transit Agency Board Member Middleton moved to approve the Driving Simulator. The motion was approved by a unanimous vote of 10 yes; 0 no; 0 abstain

16. REVIEW DECLARATION OF EMERGENCY BY THE BOARD OF DIRECTORS

Board Operations Committee Chair Miller reported that this item was brought to the committee and they unanimously approved the item. SunLine Transit Agency Board Vice-Chair Miller moved to approve the Review Declaration of Emergency by The Board of Directors. The motion was approved by a unanimous vote of 10 yes; 0 no; 0 abstain

**SUNLINE TRANSIT AGENCY/
SUNLINE SERVICES GROUP
BOARD OF DIRECTORS MEETING - MINUTES
SEPTEMBER 23, 2020**

17. EMERGENCY POLICY CHANGES – ACCRUAL LIMIT

Board Operations Committee Chair Miller reported that this item was brought to the committee and they unanimously approved the item. Additional information was provided by Luis Garcia, Chief Financial Officer. SunLine Transit Agency Board Vice-Chair Miller moved to approve the Emergency Policy Changes – Accrual Limit. The motion was approved by a unanimous vote of 10 yes; 0 no; 0 abstain

18. RESOLUTION NO. 0782 TO ADOPT THE CONFLICT OF INTEREST CODE

Board Operations Committee Chair Miller reported that this item was brought to the committee and they unanimously approved the item. SunLine Transit Agency Board Vice-Chair Miller moved to approve Resolution No. 0782 to Adopt the Conflict of Interest Code. The motion was approved by a unanimous vote of 10 yes; 0 no; 0 abstain

19. RESOLUTION NO. 0783 TO AMEND SECTIONS OF THE BOARD BYLAWS

Item 19 was pulled from the agenda by the Board Operations Committee and will be brought forward at October's Board meeting.

20. REVISED SUNLINE SYSTEM SAFETY PROGRAM PLAN

Board Operations Committee Chair Miller reported that this item was brought to the committee and they unanimously approved the item. Additional information was provided by Vanessa Mora, Deputy Chief Safety Officer. SunLine Transit Agency Board Vice-Chair Miller moved to approve the Revised Sunline System Safety Program Plan. The motion was approved by a unanimous vote of 10 yes; 0 no; 0 abstain

21. FOLLOW-UP INFORMATION REGARDING ATU/SUNLINE MEETING ON COVID-19 MATTERS

Todd McDaniel, Chief Transportation Officer, provided an oral report on this information item. Board Member comments were made by Board Member Middleton, Board Member Betts, Board Member Beaman Jacinto and Board Chair Radi.

22. POTENTIAL PARTNERSHIP WITH SOCALGAS ON AN ADVANCED HYDROGEN PRODUCTION TECHNOLOGY DEMONSTRATION PROJECT

CEO/General Manager, Lauren Skiver, provided an oral report on this information item. Board Member comments were made by Board Member Kelly.

**SUNLINE TRANSIT AGENCY/
SUNLINE SERVICES GROUP
BOARD OF DIRECTORS MEETING - MINUTES
SEPTEMBER 23, 2020**

23. GENERAL COUNSEL’S REPORT

General counsel had no updates to report.

24. CEO/GENERAL MANAGER’S REPORT

CEO/General Manager, Lauren Skiver, provided a brief oral report.

25. CLOSED SESSION

No closed session.

26. NEXT MEETING DATE

October 28, 2020 at 12 p.m.

27. ADJOURN

The SunLine Services Group and SunLine Transit Agency meeting concurrently adjourned at 12:37 p.m.

Respectfully Submitted,

Brittney B. Sowell
Clerk of the Board

SunLine Transit Agency**CONSENT CALENDAR**

DATE: October 28, 2020

RECEIVE & FILETO: Finance/Audit Committee
Board of Directors

RE: Checks \$1,000 and Over Report for August 2020

Summary:

The checks \$1,000 and over report lists all of the checks processed at the Agency with a value of over \$1,000 for a given month. Items identified in bold font represent "pass through" payments that were, or will be, reimbursed to SunLine under the provisions of specific grants or contracts. Items identified with underlines represent "shared" payments with SunLine and specific vendors/employees.

- The table below identifies the checks over \$50,000 in the month of August which required signature from the Chair of Vice Chair.

<i>Vendor</i>	<i>Check #</i>	<i>Amount</i>
GP STRATEGIES	683696	\$488,739.73
CANNONDESIGN BUILDERS, INC.	683753	\$327,129.42
NEL HYDROGEN INC.	683786	\$136,028.00
AVAIL TECHNOLOGIES	683568	\$134,393.00
BAE SYSTEMS CONTROLS, INC.	683569	\$91,378.10
DAHL, TAYLOR AND ASSOCIATES, INC.	683761	\$64,177.40

Recommendation:

Receive and file.

**SunLine Transit Agency
Checks \$1,000 and Over
August 2020**

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

Vendor Filed As Name	Description	Check #	Payment Date	Payment Amount
GP STRATEGIES	WIP-CNG Fueling Station	683696	08/19/2020	488,739.73
CANNONDESIGN BUILDERS, INC.	WIP- Operation Facility Design	683753	08/26/2020	327,129.42
NEL HYDROGEN INC.	WIP- Hydrogen Refueling Station	683786	08/26/2020	136,028.00
AVAIL TECHNOLOGIES	Annual Support Billing 7/1/20 - 6/30/21	683568	08/05/2020	134,393.00
<u>U.S. BANK INSTITUTIONAL TRUST-WESTERN</u>	<u>Pension Deposit</u>	<u>683822</u>	<u>08/26/2020</u>	<u>104,689.75</u>
<u>U.S. BANK INSTITUTIONAL TRUST-WESTERN</u>	<u>Pension Deposit</u>	<u>683670</u>	<u>08/12/2020</u>	<u>104,462.21</u>
BAE SYSTEMS CONTROLS, INC.	Jan-Mar 2020 BAE Service Agmt Tech Support&Parts	683569	08/05/2020	91,378.10
IMPERIAL IRRIGATION DIST	Utilities	683776	08/26/2020	79,328.46
DAHL, TAYLOR AND ASSOCIATES, INC.	WIP-Operation Facility Consulting Engineer	683761	08/26/2020	64,177.40
SO CAL GAS CO.	Utilities	683808	08/26/2020	51,023.96
<u>GUARDIAN LIFE INSURANCE COMPANY THE</u>	<u>Employee Benefits/ LTD/STD/LIFE Ins Prem Sept</u>	<u>683774</u>	<u>08/26/2020</u>	<u>35,739.28</u>
CREATIVE BUS SALES, INC,	WIP-Covid19 Capital Expenditures	683759	08/26/2020	33,611.35
ELEMENT MARKETS RENEWABLE ENERGY, LLC	Utilities	683766	08/26/2020	33,494.19
NPG, INC.	DIV 1 Admin Asphalt Slurry Seal	683715	08/19/2020	25,444.00
ERMA EMPLOYMENT RISK MANAGEMENT	Insurance Loss	683631	08/12/2020	24,868.54
IMPERIAL IRRIGATION DIST	Utilities	683699	08/19/2020	22,639.44
TK SERVICES, INC.	Inventory Repair Parts	683815	08/26/2020	20,125.76
KELLERMAYER BERGENSONS SERVICES, LLC	Janitorial Services	683586	08/05/2020	19,489.00
TRANSIT PRODUCTS & SERVICES	Inventory Repair Parts	683821	08/26/2020	16,909.00
THE LEFLORE GROUP LLC	Projects Consultant	683728	08/19/2020	16,881.70
JOHNSON EQUIPMENT COMANY	WIP-Replacement & Expansion of Support Vehicles	683582	08/05/2020	16,326.81
CITYWIDE AUTO GLASS, INC.	WIP-TIRCP (4) Electric Buses	683687	08/19/2020	14,983.45
OLD GREEN HOUSE LLC	Planning Consulting	683800	08/26/2020	14,250.00
MICHELIN NORTH AMERICA, INC.	Lease Tire Service	683642	08/12/2020	14,184.98
TEC OF CALIFORNIA, INC.	Inventory Repair Parts	683666	08/12/2020	13,614.68
OLD GREEN HOUSE LLC	Planning Consulting	683656	08/12/2020	13,500.00
ZEN AND THE ART OF CLEAN ENERGY SOLUTIONS	Consultant Services	683827	08/26/2020	12,112.50
MANTICORE ADVOCACY, LLC	Nov 2019-Aug 2020 Legislative Advocacy Services	683777	08/26/2020	11,857.50
VERIZON WIRELESS	Wireless Telephone Service	683673	08/12/2020	10,426.19
BTS USA, INC.	Rapid Learning Maintenance Supervisor Training	683684	08/19/2020	9,999.91
NFI PARTS	Inventory Repair Parts	683679	08/19/2020	9,900.92
CALLIDUS SOFTWARE, INC.	6/30/20-6/29/21 Employee Development Program	683623	08/12/2020	9,700.00
WINQUEST ENGINEERING CORPORATION	IT Security Penetration Test	683675	08/12/2020	9,500.00
4IMPRINT, INC.	Advertising	683564	08/05/2020	9,499.37
BURKE, WILLIAMS & SORENSEN, LLP	Legal Service	683750	08/26/2020	8,927.36
JACKSON LEWIS P.C.	Insurance Loss	683640	08/12/2020	8,373.50
BATTERY SYSTEMS, INC.	Inventory Repair Parts	683570	08/05/2020	8,111.51

**SunLine Transit Agency
Checks \$1,000 and Over
August 2020**

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

Vendor Filed As Name	Description	Check #	Payment Date	Payment Amount
DNSFILTER, INC.	Computer Network Software Agmt 4/9/20-4/9/21	683575	08/05/2020	8,100.00
ROBERT HALF	Temporary Help	683600	08/05/2020	7,500.00
AMERICAN SECURITY GROUP	WIP-Covid19 Capital Expenditures	683744	08/26/2020	7,421.19
BATTERY SYSTEMS, INC.	Inventory Repair Parts	683683	08/19/2020	7,384.46
NFI PARTS	Inventory Repair Parts	683740	08/26/2020	7,350.79
BATTERY SYSTEMS, INC.	Inventory Repair Parts	683748	08/26/2020	7,328.40
KELLERMAYER BERGENSONS SERVICES, LLC	Janitorial Services	683706	08/19/2020	7,240.00
AMALGAMATED TRANSIT UNION	Amalgamated Transit Union #1277	683614	08/12/2020	6,692.75
AMALGAMATED TRANSIT UNION	Amalgamated Transit Union #1277	683743	08/26/2020	6,620.87
ANDREA CARTER & ASSOCIATES	Marketing Consultant	683745	08/26/2020	6,100.00
PIEDMONT PLASTICS, INC.	Bus Stop Supplies	683651	08/12/2020	6,039.39
JOHNSON EQUIPMENT COMANY	WIP-Replacement & Expansion of Support Vehicles	683641	08/12/2020	5,953.20
ADMIRAL SECURITY SERVICES, INC.	Security Guard Services	683566	08/05/2020	5,647.07
ROBERT HALF	Temporary Help	683601	08/05/2020	5,512.00
ROBERT HALF	Temporary Help	683726	08/19/2020	5,475.00
LG-GRAPHIX	Printing Expense	683610	08/05/2020	5,276.52
JESSE FRESCAS JR.	WIP-Indio Facility Improvements	683703	08/19/2020	5,040.00
C V WATER DISTRICT	WIP-Operation Facility Bldg Sewer Developer Deposit	683689	08/19/2020	5,000.00
YELLOW CAB OF THE DESERT	Taxi Voucher Program	683611	08/05/2020	4,960.38
TECHPRISE SAFETY SOLUTIONS	WIP-Covid19 Capital Expenditures	683668	08/12/2020	4,638.85
TECHPRISE SAFETY SOLUTIONS	Emergency Preparedness Supplies	683814	08/26/2020	4,632.39
AUGER CONSULTING GROUP LLC	Consulting Services	683708	08/19/2020	4,620.00
VINCENT PRINTING COMPANY, INC.	Advertising	683608	08/05/2020	4,538.53
PRUDENTIAL OVERALL SUPPLY	Uniforms	683598	08/05/2020	4,188.18
TPX COMMUNICATIONS	Communications	683820	08/26/2020	4,106.61
ROBERT HALF	Temporary Help	683799	08/26/2020	4,000.00
OFFICETEAM	Temporary Help	683594	08/05/2020	3,912.00
CALIFORNIA DENTAL NETWORK, INC.	Dental Benefits	683751	08/26/2020	3,853.37
WALTERS WHOLESALE ELECTRIC CO.	WIP-Misc Maintenance Equipment Project	683735	08/19/2020	3,549.86
SAFETY-KLEEN CORPORATION	Contract Svc-Haz Waste Remove	683804	08/26/2020	3,530.50
ADMIRAL SECURITY SERVICES, INC.	Security Guard Services	683612	08/12/2020	3,525.44
ADMIRAL SECURITY SERVICES, INC.	Security Guard Services	683678	08/19/2020	3,443.47
CALIFORNIA STATE DISBURSEMENT UNIT	Garnishments	683622	08/12/2020	3,436.02
NAPA AUTO PARTS	Inventory Repair Parts	683710	08/19/2020	3,398.61
TIME WARNER CABLE	Utilities	683732	08/19/2020	3,231.85
CALIFORNIA STATE DISBURSEMENT UNIT	Garnishments	683752	08/26/2020	3,168.79
BAY CITY ELECTRIC WORKS	Facility Maintenance	683618	08/12/2020	2,809.39
NFI PARTS	Inventory Repair Parts	683567	08/05/2020	2,805.43
NFI PARTS	Inventory Repair Parts	683613	08/12/2020	2,771.75

**SunLine Transit Agency
Checks \$1,000 and Over
August 2020**

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

Vendor Filed As Name	Description	Check #	Payment Date	Payment Amount
CREATIVE BUS SALES, INC,	Inventory Repair Parts	683690	08/19/2020	2,751.99
PRUDENTIAL OVERALL SUPPLY	Uniforms	683723	08/19/2020	2,750.50
CARQUEST AUTO PARTS STORES	Inventory Repair Parts	683754	08/26/2020	2,685.94
HOME DEPOT CREDIT SERVICES	Facility Maintenance Supplies	683636	08/12/2020	2,499.40
THE LEARNING & PERFORMANCE IMPROVEMENT	Consulting General	683704	08/19/2020	2,441.25
CPAC INC.COM	Contracted Services	683758	08/26/2020	2,362.50
ADMIRAL SECURITY SERVICES, INC.	Security Guard Services	683739	08/26/2020	2,323.04
SC FUELS	Lubricants and Oils	683602	08/05/2020	2,286.49
OFFICETEAM	Temporary Help	683716	08/19/2020	2,244.00
OFFICETEAM	Temporary Help	683792	08/26/2020	2,244.00
CREATIVE BUS SALES, INC,	Inventory Repair Parts	683573	08/05/2020	2,212.02
PROMO	Advertising	683597	08/05/2020	2,187.31
PIEDMONT PLASTICS, INC.	Bus Stop Supplies	683720	08/19/2020	2,149.61
ROBERT HALF	Temporary Help	683727	08/19/2020	2,120.00
ROBERT HALF	Temporary Help	683798	08/26/2020	2,120.00
R.S. HUGHES COMPANY	Emergency Preparedness Supplies	683796	08/26/2020	2,091.18
SC FUELS	Lubricants and Oils	683805	08/26/2020	1,972.76
SPORTWORKS NORTHWEST, INC.	Inventory Repair Parts	683604	08/05/2020	1,803.51
STERLING HEALTH SERVICES, INC.	Benefit Management Expenses	683812	08/26/2020	1,800.00
NORTON MEDICAL INDUSTRIES	Medical Exams	683714	08/19/2020	1,739.25
ASPEN REFRIGERANTS, INC.	Freon & Coolant	683746	08/26/2020	1,735.49
DESERT URGENT CARE	Medical Exams	683639	08/12/2020	1,685.00
DESERT CITY CAB	Taxi Voucher Program	683574	08/05/2020	1,679.85
DESERT URGENT CARE	Medical Exams	683700	08/19/2020	1,665.00
DELUXE SMALL BUSINESS SALES, INC.	Advertising	683762	08/26/2020	1,615.84
THE LEARNING & PERFORMANCE IMPROVEMENT	Consulting General	683585	08/05/2020	1,590.75
SMARTDRIVE SYSTEMS, INC.	General Services	683603	08/05/2020	1,580.00
SMARTDRIVE SYSTEMS, INC.	General Services	683662	08/12/2020	1,580.00
FRANKLIN TRUCK PARTS, INC	Inventory Repair Parts	683635	08/12/2020	1,569.84
VALLEY OFFICE EQUIPMENT, INC.	Office Equipment Maintenance	683824	08/26/2020	1,527.92
DECALS BY DESIGN, INC.	Repair Claims	683625	08/12/2020	1,509.82
LA PRENSA HISPANA INC	Advertising	683783	08/26/2020	1,500.00
NORTON MEDICAL INDUSTRIES	Medical Exams	683787	08/26/2020	1,484.25
MILE3 WEB DEVELOPMENT	Website Maintenance	683784	08/26/2020	1,478.00
BURRTEC WASTE & RECYCLING SERVICES	Trash Service	683686	08/19/2020	1,458.24
NS CORPORATION	Contracted Services General	683788	08/26/2020	1,366.84
DESERT ELECTRIC SUPPLY	Bus Stop Supplies	683818	08/26/2020	1,350.66
WELTYS ENTERPRISES, INC.	Advertising	683826	08/26/2020	1,336.99
MURCHISON & CUMMING, LLP	Insurance Loss	683645	08/12/2020	1,322.97

**SunLine Transit Agency
Checks \$1,000 and Over
August 2020**

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

Vendor Filed As Name	Description	Check #	Payment Date	Payment Amount
OFFICETEAM	Temporary Help	683646	08/12/2020	1,320.80
DESERT AIR CONDITIONING, INC.	Air Conditioning Expense	683627	08/12/2020	1,285.50
BURRTEC WASTE & RECYCLING SERVICES	Trash Service	683685	08/19/2020	1,275.25
ROBERT HALF	Temporary Help	683655	08/12/2020	1,272.00
MITECH CONTROLS INC.	Repair Parts-Fixed Route	683588	08/05/2020	1,220.48
FULTON DISTRIBUTING	Emergency Preparedness Supplies	683695	08/19/2020	1,017.51
SOUTHWEST NETWORKS, INC.	IT Support Services	683810	08/26/2020	1,000.00
QUADIENT FINANCE USA, INC.	Postage	683724	08/19/2020	1,000.00
Total Checks Over \$1,000	\$2,474,397.99			
Total Checks Under \$1,000	\$38,120.16			
Total Checks	\$2,512,518.15			

SunLine Transit Agency

CONSENT CALENDAR

DATE: October 28, 2020

RECEIVE & FILE

TO: Finance/Audit Committee
Board of Directors

RE: Credit Card Statement for August 2020

Summary:

The attached report summarizes the Agency's credit card expenses for August 2020 with a statement closing date of September 3, 2020.

Recommendation:

Receive and file.

SunLine Transit Agency Visa Credit Card Statement

Closing Date: 09/03/20

Name on Card: Lauren Skiver

	Trans. Date	Post Date	Reference	Detail - Description	Credits	Charges
1	8/12/2020	8/12/2020	EZCaterLuna Grill	Luna Grill Catering Order; Executive Team Lunch Planning Session		\$169.01
2	8/20/2020	8/20/2020	Red Robin	Red Robin Catering Order; Executive Team Lunch Planning Session		\$175.51
3	8/29/2020	8/29/2020	NNA Services	National Notary Association - Notary Certification; Brittney Sowell, Chief of Public Affairs/Clerk of the Board		\$302.91
4	8/29/2020	8/29/2020	NNA Services	National Notary Association - Notary Certification; Yvonne Eckert, Project Manager Assistant		\$302.91
5	8/31/2020	8/31/2020	EEOC Training	EEOC Training Institute - EEOC Training; Tina Hamel, DBELO/EEO/Compliance/Eligibility Officer		\$295.00
6	8/31/2020	8/31/2020	SocietyforHumanResource	Society for Human Resource Management - EEOC Training; Tina Hamel, DBELO/EEO/Compliance/Eligibility Officer		\$995.00
7	9/3/2020	9/3/2020	Red Robin	Red Robin Catering Order; Executive Team Lunch Planning Session		\$160.89
Credits and Charges:					\$0.00	\$2,401.23



CONSOLIDATED BILLING CONTROL ACCOUNT STATEMENT

Prepared For	SUNLINE TRANSIT LUIS GARCIA
Account Number	[REDACTED]
Statement Closing Date	09/03/20
Days in Billing Cycle	31
Next Statement Date	10/02/20

For 24-Hour Customer Service Call:
800-231-5511

Inquiries or Questions:
Wells Fargo SBL PO Box 29482
Phoenix, AZ 85038-8650

Payments:
Elite Card Payment Center PO Box 77066
Minneapolis, MN 55480-7766

Credit Line	\$40,000
Available Credit	\$37,665

Payment Information

New Balance	\$2,334.06
Current Payment Due (Minimum Payment)	\$500.00
Current Payment Due Date	09/28/20

Thank you for using our Automatic Payment service. See the **Important Information** section below for your next scheduled payment.

If you wish to pay off your balance in full: The balance noted on your statement is not the payoff amount. Please call 800-231-5511 for payoff information.

Account Summary

Previous Balance		\$108.00
Credits	-	\$67.17
Payments	-	\$108.00
Purchases & Other Charges	+	\$2,401.23
Cash Advances	+	\$0.00
Finance Charges	+	\$0.00
New Balance	=	\$2,334.06

Wells Fargo Cash Back SM Program Summary

Previous Cash Back Balance		\$31.15
Cash Earned this Month		\$36.02
Trades From Other Company Cards		\$0.00
Bonus/Adjustments		\$0.00
Cash Back Balance	=	\$0.00
Cash Awarded this Period		\$67.17
Year to Date Cash Back Awarded		\$399.39

Cash Back Notice

Use your Business Card for all of your business expenses plus everyday purchases and get 1.5% Cash Back.

See reverse side for important information.

DETACH HERE

Detach and mail with check payable to "Wells Fargo" to arrive by Current Payment Due Date.

Make checks payable to: Wells Fargo

Account Number	[REDACTED]
New Balance	\$2,334.06
Total Amount Due (Minimum Payment)	\$500.00
Current Payment Due Date	09/28/20

[REDACTED]

Print address or phone changes: _____

Work () _____

Amount Enclosed: \$ [REDACTED]

ELITE CARD PAYMENT CENTER YTG
 PO BOX 77066 29
 MINNEAPOLIS MN 55480-7766

SUNLINE TRANSIT
 LUIS GARCIA
 32505 HARRY OLIVER TRL
 THOUSAND PALMS CA 92276-3501
 16054
 6308



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	11.240%	.03079%	\$0.00	\$0.00	\$0.00	\$0.00
CASH ADVANCES	23.990%	.06572%	\$0.00	\$0.00	\$0.00	\$0.00
TOTAL				\$0.00	\$0.00	\$0.00

Important Information

\$0 - \$2,334.06 WILL BE DEDUCTED FROM YOUR ACCOUNT AND CREDITED AS YOUR AUTOMATIC PAYMENT ON 09/28/20. THE AUTOMATIC PAYMENT AMOUNT WILL BE REDUCED BY ALL PAYMENTS POSTED ON OR BEFORE THIS DATE.

Summary of Sub Account Usage

Name	Sub Account Number Ending In	Monthly Spending Cap	Spend This Period
LAURA SKIVER	[REDACTED]	40,000	\$2,401.23

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
08/28	08/28	F326800L100CHGDDA	AUTOMATIC PAYMENT - THANK YOU	108.00	
			TOTAL [REDACTED] \$108.00-		
09/03	09/03		WELLS FARGO CASH BACK - CREDIT	67.17	

Transaction Summary For **LAURA SKIVER**
Sub Account Number Ending In [REDACTED]

08/12	08/12	2449215KHMLL8BVAA	EZCATERLUNA GRILL	8004881803 MA	169.01
08/20	08/20	2444500KT00MJ2NQ9	RED ROBIN NO 253	303-846-6111 CA	175.51
08/29	08/29	2469216L22XSRWLKG	NNA SERVICES LLC	800-876-6827 CA	302.91
08/29	08/29	2469216L22XSRWP81	NNA SERVICES LLC	800-876-6827 CA	302.91
08/31	08/31	2424098L5HEWKD2JS	EEOC TRAINING INST	202-663-4914 DC	295.00
08/31	08/31	2443654L50ADZGFS7	SOCIETYFORHUMANRESOURCE	800-2837476 VA	995.00
09/03	09/03	2444500L700MA03N7	RED ROBIN NO 253	303-846-6111 CA	160.89
			TOTAL	\$2,401.23	
			LAURA SKIVER / Sub Acct Ending In [REDACTED]		

Wells Fargo News

What can alerts do for your business?*

Receive timely updates on your business credit card account via email or text. Alerts allow you to set up and receive only the messages that are important to you. Sign up for alerts during your Wells Fargo Business Online® session by going to your Business Elite Card account screen and selecting the Manage Alerts menu option.

Not enrolled in Online banking? Enroll today at wellsfargo.com/biz/online-banking

*Availability may be affected by your mobile carrier's coverage area. Your mobile carrier's message and data rates may apply.

SunLine Transit Agency**CONSENT CALENDAR**

DATE: October 28, 2020

RECEIVE & FILETO: Finance/Audit Committee
Board of Directors

RE: Monthly Budget Variance Report for August 2020

Summary:

The budget variance report compares revenues and expenses to the respective line item budgets. The report identifies current monthly revenues and expenses as well as Fiscal Year-to-Date (FYTD) values. Most of the current monthly budget values are calculated by taking 1/12th of the annual budget. The FYTD budget values are calculated by dividing the yearly budget by the number of months progressed through the fiscal year.

- As of August 31, 2020, the Agency's revenues net of subsidies are unfavorable by \$109,544 or 18.52% under the FYTD budget. Expenditures are favorable by \$848,546 or 12.47% below the FYTD budget.

Recommendation:

Receive and file.

SunLine Transit Agency
Budget Variance Report
August 2020

Description	FY21 Total Budget	Current Month			Fiscal Year-to-Date			
		Actual	Budget	Favorable (Unfavorable)	FYTD Actual	FY21 FYTD Budget	Favorable (Unfavorable)	Percentage Remaining
Operating Revenues:								
Passenger Revenue	1,399,824	4,164	116,652	(112,488)	4,412	233,304	(228,892)	99.7%
Other Revenue	2,149,017	237,285	179,085	58,201	477,518	358,170	119,348	77.8%
Total Operating Revenue	3,548,841	241,449	295,737	(54,287)	481,929	591,474	(109,544)	86.4%
Operating Expenses:								
Operator & Mechanic Salaries & Wages	10,110,722	808,975	842,560	33,585	1,614,848	1,685,120	70,273	84.0%
Operator & Mechanic Overtime	1,237,377	33,660	103,115	69,455	97,223	206,230	109,007	92.1%
Administration Salaries & Wages	6,283,696	486,246	523,641	37,395	976,363	1,047,283	70,920	84.5%
Administration Overtime	82,132	5,364	6,844	1,480	9,286	13,689	4,402	88.7%
Fringe Benefits	9,892,136	711,442	824,345	112,903	1,604,532	1,648,689	44,157	83.8%
Communications	243,300	17,762	20,275	2,513	35,443	40,550	5,107	85.4%
Legal Services	425,000	17,252	35,417	18,165	26,147	70,833	44,686	93.8%
Computer/Network Software Agreement	627,653	41,091	52,304	11,213	93,730	104,609	10,879	85.1%
Uniforms	85,084	3,489	7,090	3,602	18,286	14,181	(4,105)	78.5%
Contracted Services	522,700	30,338	43,558	13,220	69,335	87,117	17,782	86.7%
Equipment Repairs	10,858	474	905	431	474	1,810	1,336	95.6%
Security Services	110,000	9,946	9,167	(779)	20,498	18,333	(2,165)	81.4%
Fuel - CNG	1,219,687	100,815	101,641	825	196,497	203,281	6,784	83.9%
Fuel - Hydrogen	1,033,088	62,325	86,091	23,765	137,938	172,181	34,243	86.6%
Tires	226,381	21,530	18,865	(2,665)	28,025	37,730	9,705	87.6%
Office Supplies	73,221	3,490	6,102	2,612	5,726	12,204	6,478	92.2%
Travel/Training	156,482	10,841	13,040	2,199	11,682	26,080	14,399	92.5%
Repair Parts	1,423,348	116,820	118,612	1,792	203,891	237,225	33,334	85.7%
Facility Maintenance	48,598	1,412	4,050	2,637	6,137	8,100	1,963	87.4%
Electricity - CNG & Hydrogen	921,000	71,312	76,750	5,438	155,374	153,500	(1,874)	83.1%
Natural Gas	1,095,000	83,653	91,250	7,597	168,186	182,500	14,314	84.6%
Water and Gas	7,900	782	658	(124)	1,283	1,317	33	83.8%
Insurance Losses	1,781,829	107,017	148,486	41,469	218,639	296,972	78,332	87.7%
Insurance Premium - Property	24,737	2,754	2,061	(692)	5,508	4,123	(1,385)	77.7%
Repair Claims	50,000	77	4,167	4,089	4,429	8,333	3,904	91.1%
Fuel Taxes	134,400	8,248	11,200	2,952	16,446	22,400	5,954	87.8%
Other Expenses	4,949,976	260,405	412,498	152,093	566,654	824,996	258,342	88.6%
Self Consumed Fuel	(1,936,155)	(163,140)	(161,346)	(1,794)	(334,435)	(322,693)	11,743	82.7%
Total Operating Expenses (Before Depreciation)	40,840,150	2,854,380	3,403,346	548,966	5,958,145	6,806,692	848,546	85.4%
Operating Expenses in Excess of Operating Revenue					\$ (2,612,930)		\$ (5,476,216)	
Subsidies:								
Local - Measure A, Commuter 10, Haul Pass	6,228,744	436,436	519,062	82,626	914,689	1,038,124	123,435	85.3%
State - LTF, LCTOP	11,337,000	794,362	944,750	150,388	1,664,835	1,889,500	224,665	85.3%
Federal - CMAQ,5307,5309,5310,5311,5311(f),5312	6,162,705	431,809	513,559	81,750	904,991	1,027,118	122,126	85.3%
CARES Act 5307, 5311, 5311(f)	13,562,860	950,324	1,130,238	179,915	1,991,701	2,260,477	268,775	85.3%
Total Subsidies	37,291,309	2,612,930	3,107,609	494,679	5,476,216	6,215,218	739,002	85.3%
Net Operating Gain (Loss) After Subsidies	\$ -	\$ -			\$ -			

SunLine Transit Agency
Budget Variance Report
August 2020

Description	FY21 Total Budget	Current Month			Fiscal Year-to-Date			
		Actual	Budget	Favorable (Unfavorable)	FYTD Actual	FY21 FYTD Budget	Favorable (Unfavorable)	Percentage Remaining
Operating Expenses:								
Wages & Benefits	27,606,063	2,045,687	2,300,505	254,818	4,302,252	4,601,011	298,759	84.4%
Services	3,930,788	191,792	327,566	135,773	432,694	655,131	222,437	89.0%
Fuels & Lubricants	2,458,579	174,366	204,882	30,516	352,527	409,763	57,237	85.7%
Tires	226,381	21,530	18,865	(2,665)	28,025	37,730	9,705	87.6%
Materials and Supplies	1,859,844	152,927	154,987	2,060	291,395	309,974	18,579	84.3%
Utilities	2,310,240	181,975	192,520	10,545	373,970	385,040	11,070	83.8%
Casualty & Liability	2,890,550	195,564	240,879	45,316	403,930	481,758	77,828	86.0%
Taxes and Fees	134,400	8,248	11,200	2,952	16,446	22,400	5,954	87.8%
Miscellaneous Expenses	1,359,460	45,432	113,288	67,857	91,343	226,577	135,234	93.3%
Self Consumed Fuel	(1,936,155)	(163,140)	(161,346)	(1,794)	(334,435)	(322,693)	11,743	82.7%
Total Operating Expenses (Before Depreciation)	40,840,150	2,854,380	3,403,346	548,966	5,958,145	6,806,692	848,546	85.4%
Revenues:								
Passenger Revenue	1,399,824	4,164	116,652	(112,488)	4,412	233,304	(228,892)	99.7%
Other Revenue	2,149,017	237,285	179,085	58,201	477,518	358,170	119,348	77.8%
Total Operating Revenue	3,548,841	241,449	295,737	(54,287)	481,929	591,474	(109,544)	86.4%
Net Operating Gain (Loss)		\$ (2,612,930)			\$ (5,476,216)			
Subsidies:								
Local - Measure A, Commuter 10, Haul Pass	6,228,744	436,436	519,062	82,626	914,689	1,038,124	123,435	85.3%
State - LTF, LCTOP	11,337,000	794,362	944,750	150,388	1,664,835	1,889,500	224,665	85.3%
Federal - CMAQ,5307,5309,5310,5311,5311(f),5312	6,162,705	431,809	513,559	81,750	904,991	1,027,118	122,126	85.3%
CARES Act 5307, 5311, 5311(f)	13,562,860	950,324	1,130,238	179,915	1,991,701	2,260,477	(268,775)	85.3%
Total Subsidies	37,291,309	2,612,930	3,107,609	494,679	5,476,216	6,215,218	739,002	85.3%
Net Operating Gain (Loss) After Subsidies	\$ -	\$ -			\$ -			

Budget Variance Analysis - SunLine Transit Agency

Passenger Revenue - Unfavorable

- The negative variance in passenger fares is attributed to a decrease in ridership and no fare collection as of March 17, 2020. Local fixed route and paratransit bus service will be provided free of charge until further notice. The Agency is taking precautions to provide the recommended social distancing and to help the community in these uncertain times.
- For August, ridership was at 44.10% below FY20 FYTD totals.
- Total system ridership was 274,063 trips below FY20 FYTD amounts.

Ridership				
	FY20-August	FY21-August	Variance	%Δ
Fixed Route	309,996	164,236	(145,760)	-47.0%
Paratransit	13,035	4,896	(8,139)	-62.4%
SolVan	1,376	1,216	(160)	-11.6%
System Total	324,407	170,348	(154,059)	-47.5%

Ridership				
	FYTD-FY20	FYTD-FY21	Variance	%Δ
Fixed Route	593,007	335,485	(257,522)	-43.4%
Paratransit	25,969	9,759	(16,210)	-62.4%
SolVan	2,748	2,417	(331)	-12.0%
System Total	621,724	347,661	(274,063)	-44.1%

Other Revenue - Favorable

- The favorable variance is attributed to a large amount of advertising revenue in July & August and accrued CNG rebate revenue. CNG revenue will be weighted more in the first half of FY21.
- CNG rebate was federally approved through the end of calendar year 2020.

Operator & Mechanic Salaries & Wages - Favorable

- The favorable balance is primarily attributed to expenses that have not yet been incurred for the ReFueled initiative which will be implemented in the second half of FY21.

Operator & Mechanic Overtime - Favorable

- The favorable balance is primarily attributed to the low amount of overtime scheduled in the modified service due to COVID-19.

Administration Salaries & Wages - Favorable

- The favorable variance in administrative salaries and wages is attributed to vacant positions across the Agency (e.g. Human Resources Generalist, Field Supervisor, ZEB Administrator).

Administration Overtime - Favorable

- Administrative overtime is a variable expense dependent on the needs of the Agency and holiday work schedules.

Fringe Benefits - Favorable

- The favorable balance is primarily attributed to expenses that have not yet been incurred for the ReFueled initiative which will be implemented in the second half of FY21.

Communications - Favorable

- Communication expenditures are within an acceptable range of the budgeted amount.

Legal Services - Favorable

- Legal service fees are a variable cost that change depending on usage; expenditures vary from month-to-month.

Computer/Network Software Agreement - Favorable

- Software agreement expenditures are within an acceptable range of the budgeted amount.

Uniforms - Unfavorable

- At the beginning of the fiscal year, operators are given a \$300 credit toward uniform expenses.
- The unfavorable balance is due to a large amount of operators using their annual credit in July. The costs will vary throughout the year depending on when the operator uses his or her uniform credit.

Contracted Services - Favorable

- The favorable expenses are primarily attributed to lower use of the public relations/marketing consultant in the months of July and August. The usage is scheduled to increase as more hours are allocated to the ReFueled initiative.

Equipment Repairs - Favorable

- Equipment repair costs vary depending on the needs of the Agency (i.e., Shop Equipment, Farebox). Farebox repairs have been reduced due to the temporary free service related to COVID-19.

Security Services - Unfavorable

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

Fuel - CNG - Favorable

- Internal consumption has decreased by 38,562 GGEs compared to FY20 FYTD amounts. The lower internal consumption is primarily attributed to service redesign projects not yet initiated. The redesign will include streamlined routes and increased frequency.

Internal GGE Usage

	GGE Usage	Variance FY20 vs. FY21	Variance Previous Month	%Δ FY20 vs FY21	%Δ Previous Month
August FY20	119,909				
August FY21	100,482	(19,427)	1,941	-16.20%	1.97%
July FY21	98,541				
FYTD August FY20	237,585				
FYTD August FY21	199,023	(38,562)		-16.23%	

Fuel - Hydrogen - Favorable

- Hydrogen usage will increase with additional usage and the addition of more hydrogen vehicles.

Tires - Favorable

- The lower tire expenditures are primarily attributed to redesign route projects that have not yet commenced.

Office Supplies - Favorable

- Office supplies are a variable expense; costs change throughout the year as supplies are needed.

Travel/Training - Favorable

- Travel & training savings can be attributed to different times at which training sessions are attended. Additionally, COVID-19 restrictions will affect staff travel.

Repair Parts - Favorable

- The favorable balance is primarily attributed to savings for fixed route repairs in the month of July.

Facility Maintenance - Favorable

- The favorable balance is primarily attributed to lower repair costs in the month of August.

Electricity - CNG & Hydrogen - Unfavorable

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

Natural Gas - Favorable

- In August, there was a decrease of 4,709 GGEs used for outside fueling sales compared to the previous month.
- GGE outside usage has increased 19,684 GGEs compared to FY20 FYTD amounts.

Outside GGE Usage

	GGE Usage	Variance FY20 vs. FY21	Variance Previous Month	%Δ FY20 vs FY21	%Δ Previous Month
August FY20	12,602				
August FY21	22,185	9,583	(4,709)	76.04%	-17.51%
July FY21	26,894				
FYTD August FY20	29,395				
FYTD August FY21	49,079	19,684		66.96%	

Water and Gas - Favorable

- Water and gas expenses are within an acceptable range of the budget.

Insurance Losses - Favorable

- Insurance losses can vary widely from month to month.

Insurance Premium - Property - Unfavorable

- Expenses for property insurance premiums are within an acceptable range of the budget.

Repair Claims - Favorable

- Repair claim expenses are within an acceptable range of the budget.

Fuel Taxes - Favorable

- Outside fueling sales are currently \$16,565 above FY20 FYTD amounts.
- For August, sales have decreased by \$49,770 from the previous month.
- The favorable variance in fuel taxes is due to lower fuel sales.

Outside Fueling Revenue

	Revenue	Variance FY20 vs. FY21	Variance Previous Month	%Δ FY20 vs FY21	%Δ Previous Month
August FY20	\$ 35,095				
August FY21	\$ 22,959	\$ (12,136)	\$ (49,770)	-34.58%	-68.43%
July FY21	\$ 72,729				
FYTD August FY20	\$ 79,123				
FYTD August FY21	\$ 95,687	\$ 16,565		20.94%	

Other Expenses - Favorable

- Costs vary from month-to-month depending on the needs of the Agency or when programs are active (e.g., medical exams and testing, consulting fees, recruiting employees, printing services, temporary help services, SunRide Rideshare, Vanpool).

Self-Consumed Fuel - Favorable

- The favorable variance in self-consumed fuel is due to lower internal fuel consumption.

SunLine Transit Agency

CONSENT CALENDAR

DATE: October 28, 2020

RECEIVE & FILE

TO: Finance/Audit Committee
Board of Directors

RE: Contracts Signed Between \$25,000 and \$100,000 for September 2020

Summary:

In accordance with Chapter 2, Section 1.2 of the Procurement Policy, the attached report summarizes SunLine's contracts signed in excess of \$25,000 and less than \$100,000. This ensures the Board is aware of the obligations entered into under the CEO/General Manager's authority.

- For the month of September, no contracts were signed in this category.

Recommendation:

Receive and file.

SunLine Transit Agency
CONSENT CALENDAR

DATE: October 28, 2020 **RECEIVE & FILE**

TO: Finance/Audit Committee
Board of Directors

RE: Union & Non-Union Pension Investment Asset Summary August 2020

Summary:

The pension asset summary demonstrates the market value of all assets as well as the total asset allocation for SunLine's bargaining and non-bargaining retirement plans. The following table states the target and range values for asset allocations based on the current investment policy:

	Target	Range
Equities	60%	35 – 75%
Fixed Income	40%	25 – 64%
Cash & Equivalent	0%	0 – 10%

For the month of August, SunLine's investments fell within the approved range of investment type for the union and non-union assets.

Union

	Actual	Range
Equities	61.23%	35 – 75%
Fixed Income	38.24%	25 – 64%
Cash & Equivalent	0.53%	0 – 10%

Non-Union

	Actual	Range
Equities	61.24%	35 – 75%
Fixed Income	38.18%	25 – 64%
Cash & Equivalent	0.58%	0 – 10%

For the month of August, the market value of assets increased by \$1,163,682 and \$1,156,532 for the union and non-union plans, respectively.

Month-to-Month Asset Comparison

Month	Market Value - Union	Market Value – Non-Union
July 2020	\$32,270,585	\$32,507,313
August 2020	\$33,434,267	\$33,663,845
Increase (Decrease)	\$1,163,682	\$1,156,532

Recommendation:

Receive and file.

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20--01-B-61-248-01
100-13-03482-01



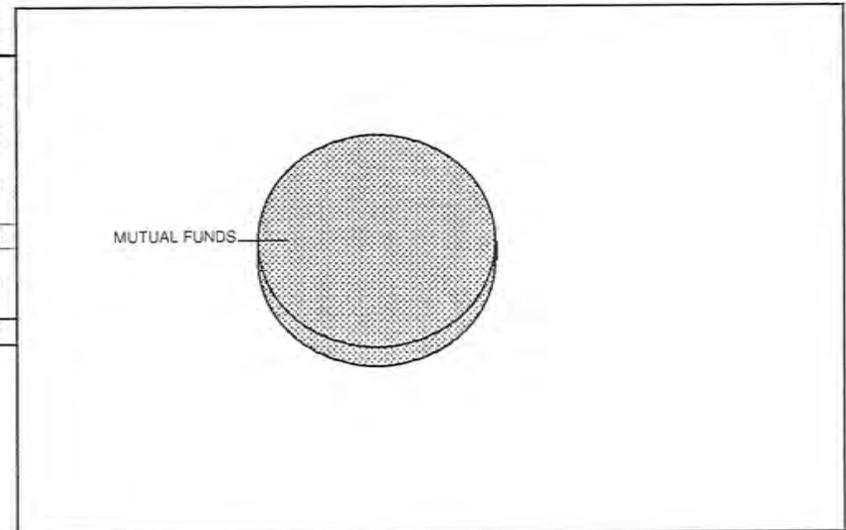
SUNLINE TRANSIT AGENCY - UNION
ACCOUNT 6746032000

Page 7 of 28
Period from August 1, 2020 to August 31, 2020

ASSET SUMMARY

ASSETS	08/31/2020 MARKET	08/31/2020 BOOK VALUE	% OF MARKET
Cash And Equivalents	178,587.21	178,587.21	0.53
Mutual Funds-Equity	20,469,292.94	16,367,034.53	61.23
Mutual Funds-Fixed Income	12,786,378.29	12,224,455.59	38.24
Total Assets	33,434,258.44	28,770,077.33	100.00
Accrued Income	8.70	8.70	0.00
Grand Total	33,434,267.14	28,770,086.03	100.00

Estimated Annual Income 727,976.37



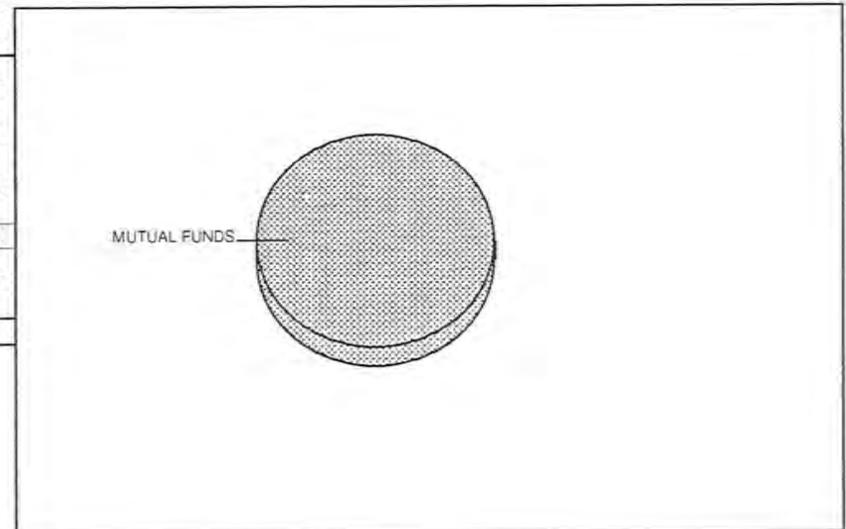
ASSET SUMMARY MESSAGES

Estimated Annual Income is an estimate provided for informational purposes only and should not be relied on for making investment, trading, or tax decisions. The estimates may not represent the actual value earned by your investments and they provide no guarantee of what your investments may earn in the future.

ASSET SUMMARY

ASSETS	08/31/2020 MARKET	08/31/2020 BOOK VALUE	% OF MARKET
Cash And Equivalents	194,268.28	194,268.28	0.58
Mutual Funds-Equity	20,617,948.44	16,490,471.15	61.24
Mutual Funds-Fixed Income	12,851,618.40	12,288,085.95	38.18
Total Assets	33,663,835.12	28,972,825.38	100.00
Accrued Income	9.43	9.43	0.00
Grand Total	33,663,844.55	28,972,834.81	100.00

Estimated Annual Income 732,393.76



ASSET SUMMARY MESSAGES

Estimated Annual Income is an estimate provided for informational purposes only and should not be relied on for making investment, trading, or tax decisions. The estimates may not represent the actual value earned by your investments and they provide no guarantee of what your investments may earn in the future.

SunLine Transit Agency
CONSENT CALENDAR

DATE: October 28, 2020

RECEIVE & FILETO: Finance/Audit Committee
Board of Directors

RE: Ridership Report for September 2020

Summary:

	Monthly Ridership		Monthly Variance	
	Sep 19	Sep 20	Net	Percent
Fixed Route	338,300	166,293	(172,007)	-50.8%
SolVan	1,304	1,307	3	0.2%
SunDial	12,873	5,491	(7,382)	-57.3%
System Total*	352,477	173,091	(179,386)	-50.9%

*The COVID-19 pandemic caused a major national and global disruption with the closures of businesses, schools, entertainment venues, and the enforcement of state and local public health policies. In September 2020, the adverse effects of COVID-19 on SunLine's system-wide ridership caused a decrease of 179,386 rides or -50.9% compared to the same month of the previous year.

Consequently, the fiscal year-to-date system ridership dropped by 453,449 rides or -46.5% compared to the previous fiscal year.

September 2020 Fiscal year-to-date Ridership	
Fiscal Year 2020	974,201
Fiscal Year 2021	520,752
Ridership decrease	(453,449)

Recommendation:

Receive and file.



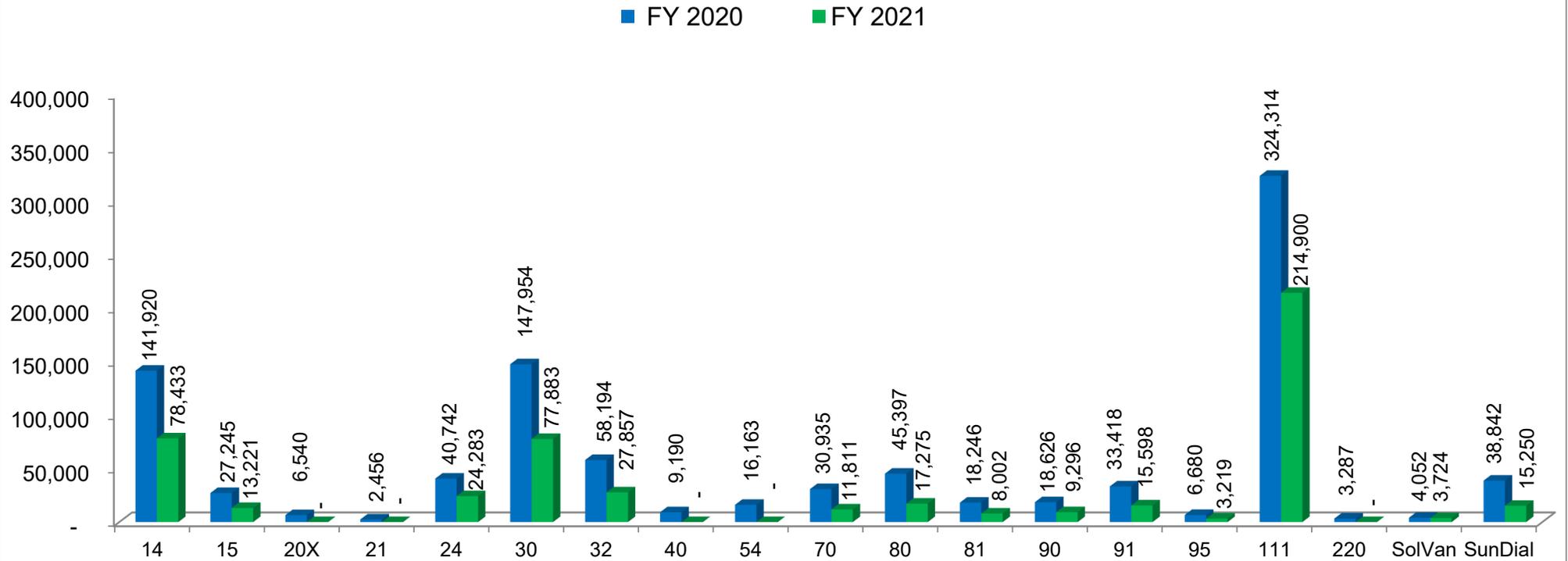
SunLine Transit Agency Monthly Ridership Report September 2020

		FY		2021 & 2020										
		Sep 2020	Sep 2019	Aug 2020	FY 2021 Month Var.	% Var.	FY 2021 YTD	FY 2020 YTD	YTD Var.	% Var.	Bikes		Wheelchairs	
Route	Fixed Route Description										Monthly	YTD	Monthly	YTD
14	DHS/PS	25,428	49,494	25,707	(24,066)	-48.6%	78,433	141,920	(63,487)	-44.7%	1,011	3,184	382	1,360
15	DHS	3,730	10,308	4,812	(6,578)	-63.8%	13,221	27,245	(14,024)	-51.5%	57	243	144	404
20X	DHS/PD	-	2,924	-	(2,924)	-100.0%	-	6,540	(6,540)	-100.0%	-	-	-	-
21	PD	-	1,141	-	(1,141)	-100.0%	-	2,456	(2,456)	-100.0%	-	-	-	-
24	PS	8,137	14,954	7,788	(6,817)	-45.6%	24,283	40,742	(16,459)	-40.4%	358	1,105	218	568
30	CC/PS	23,993	50,892	26,172	(26,899)	-52.9%	77,883	147,954	(70,071)	-47.4%	1,162	3,988	450	1,347
32	PD/RM/TP/CC/PS	10,177	20,998	8,259	(10,821)	-51.5%	27,857	58,194	(30,337)	-52.1%	544	1,547	120	370
40	PS/BUZZ	-	2,640	-	(2,640)	-100.0%	-	9,190	(9,190)	-100.0%	-	-	-	-
54	Indio/LQ/IW/PD	-	7,652	-	(7,652)	-100.0%	-	16,163	(16,163)	-100.0%	-	-	-	-
70	LQ/BD	4,277	13,178	3,954	(8,901)	-67.5%	11,811	30,935	(19,124)	-61.8%	284	1,071	57	142
80	Indio	5,525	19,082	5,913	(13,557)	-71.0%	17,275	45,397	(28,122)	-61.9%	307	752	95	220
81	Indio	2,653	8,454	2,564	(5,801)	-68.6%	8,002	18,246	(10,244)	-56.1%	111	400	21	78
90	Coachella/Indio	3,248	6,306	2,922	(3,058)	-48.5%	9,296	18,626	(9,330)	-50.1%	102	301	51	154
91	I/Cch/Th/Mec/Oas	5,381	13,560	4,939	(8,179)	-60.3%	15,598	33,418	(17,820)	-53.3%	155	557	68	151
95	I/Cch/Th/Mec/NS	1,117	2,183	1,068	(1,066)	-48.8%	3,219	6,680	(3,461)	-51.8%	37	148	11	23
111	PS to Indio	72,627	113,535	70,138	(40,908)	-36.0%	214,900	324,314	(109,414)	-33.7%	3,912	12,309	1,008	3,097
220	PD to Riverside	-	999	-	(999)	-100.0%	-	3,287	(3,287)	-100.0%	-	-	-	13
Fixed Route Total		166,293	338,300	164,236	(172,007)	-50.8%	501,778	931,307	(429,529)	-46.1%	8,040	25,605	2,625	7,927
SolVan		1,307	1,304	1,216	3	0.2%	3,724	4,052	(328)	-8.1%				
Demand Response														
SunDial		5,491	12,873	4,896	(7,382)	-57.3%	15,250	38,842	(23,592)	-60.7%				
System Total		173,091	352,477	170,348	(179,386)	-50.9%	520,752	974,201	(453,449)	-46.5%				
		Sep-20	Sep-19	Aug-20										
Weekdays:		22	20	21										
Saturdays:		4	4	5										
Sundays:		4	6	5										
Total Days:		30	30	31										

*On Wednesday, March 18th, 2020, SunLine implemented fare-free rides and rear door boardings in response to the potential spread of Coronavirus Disease (COVID-19). Due to this implementation, there is no data available for the Haul Pass Program or Mobile Ticketing for September 2020.

**SunLine Transit Agency
Fiscal Year-to-Date Ridership
September - 2020**

Fiscal Year-to-Date System Ridership



SunLine Transit Agency
CONSENT CALENDAR

DATE: October 28, 2020

RECEIVE & FILE

TO: Finance/Audit Committee
Board of Directors

RE: SunDial Operational Notes for September 2020

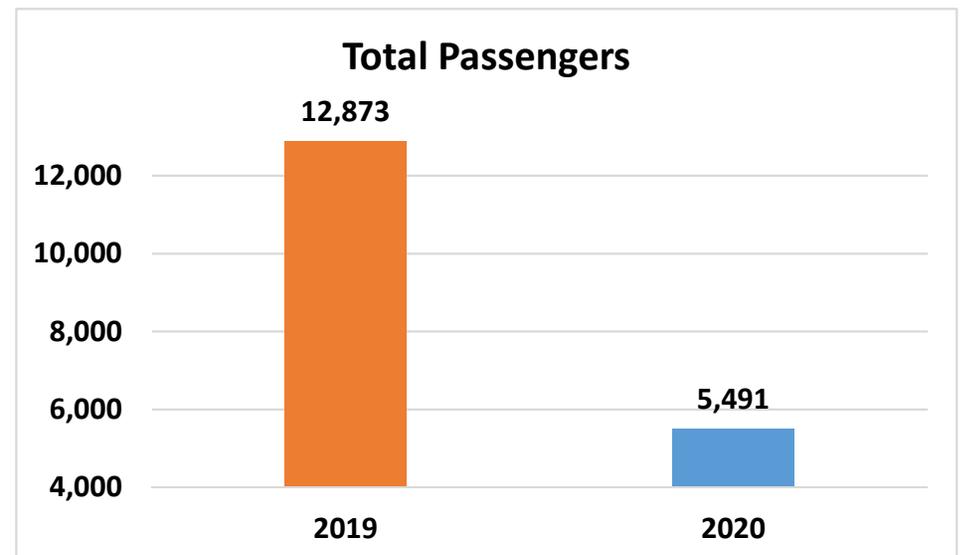
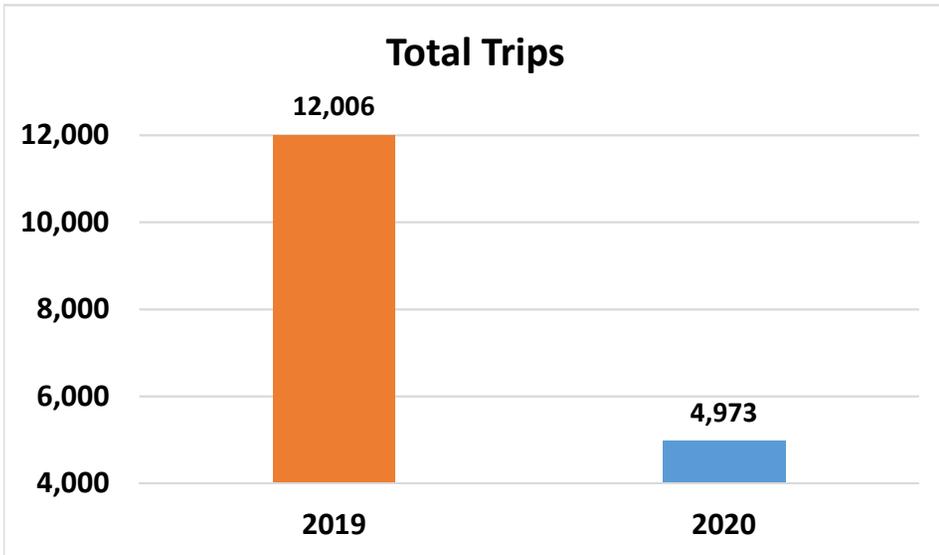
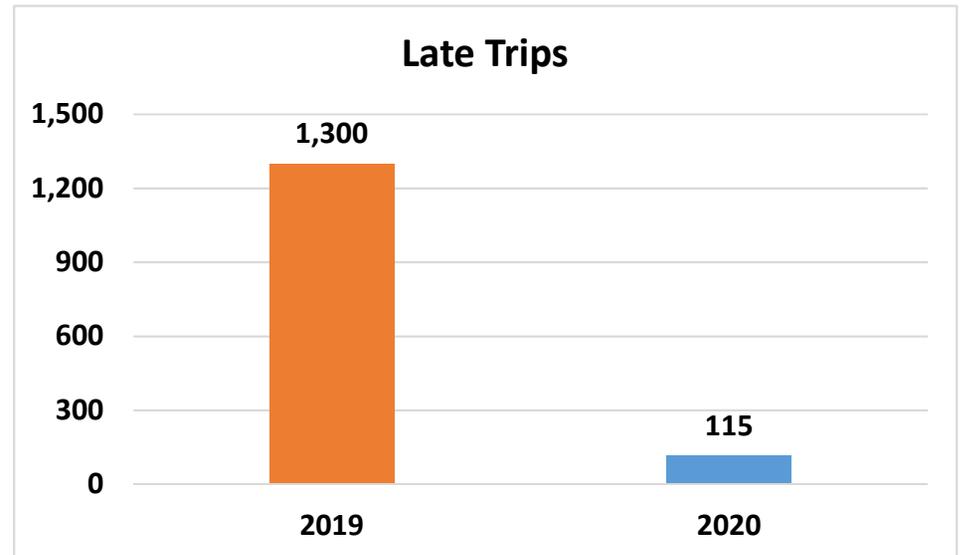
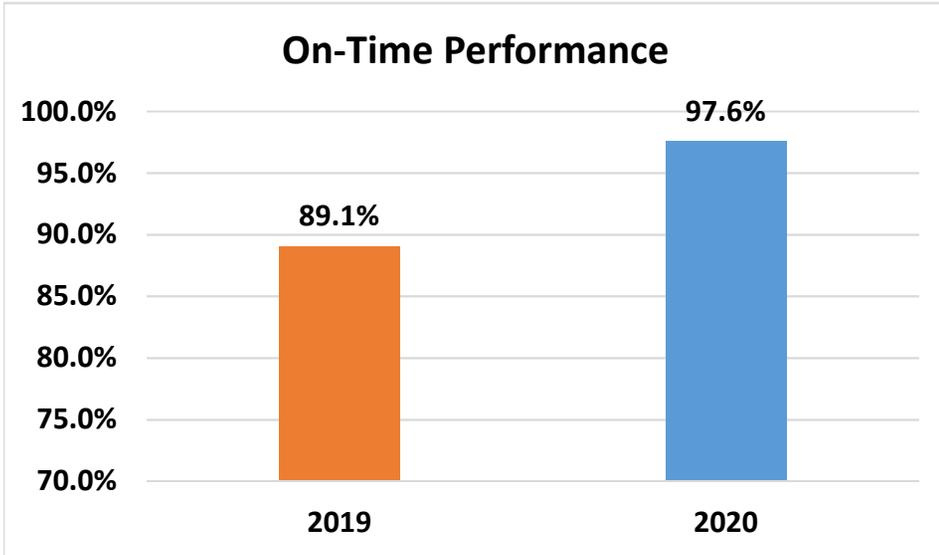
Summary:

The attached report summarizes SunDial's operation for September 2020. There was a 9.5% increase in on-time performance. There were a total of 115 late trips compared to last year which had 1,300. The total trips decreased by 58.5% from the same period last year and the total passengers decreased by 57.3%. The total miles traveled decreased by 25.9%. Field supervisors are performing onboard inspections and safety evaluations which include pre-trips and yard checks when possible, utilizing CDC guidelines for social distancing. Mobility device boardings have decreased by 60.8%.

Recommendation:

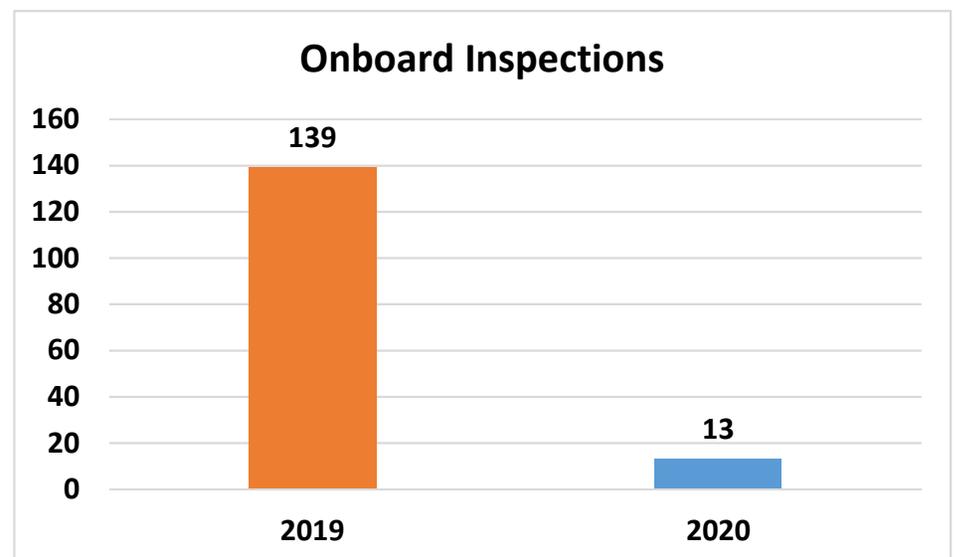
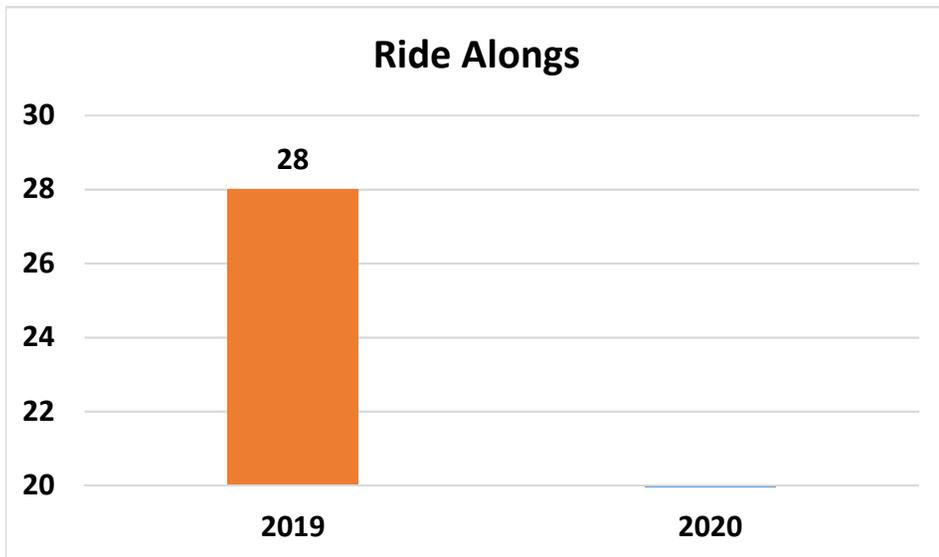
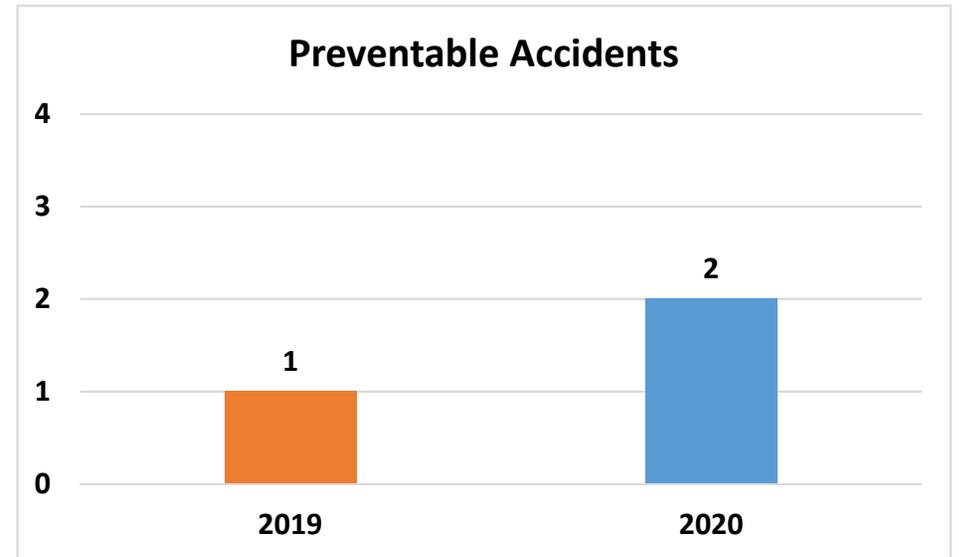
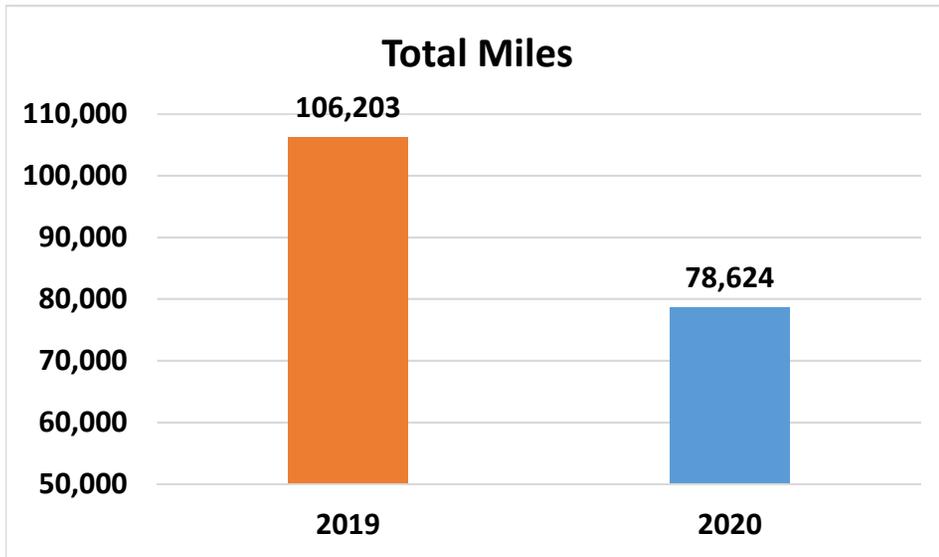
Receive and file.

SunDial Operational Notes SEPTEMBER 2019 vs. 2020

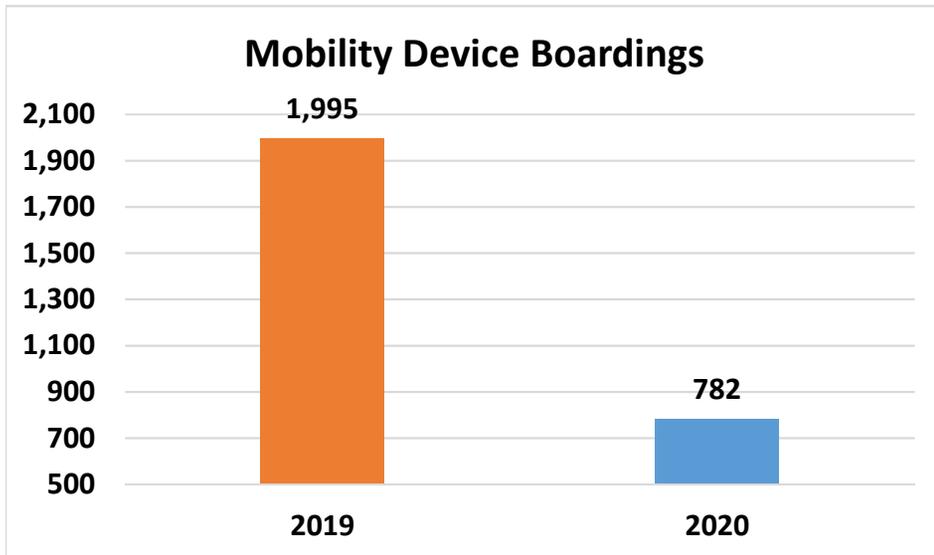
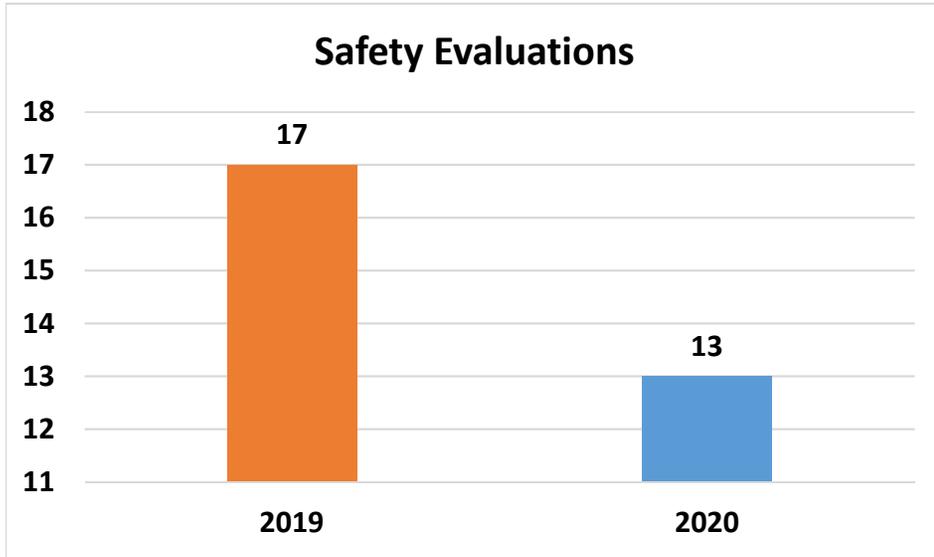


SunDial Operational Notes

SEPTEMBER 2019 vs. 2020



SunDial Operational Notes SEPTEMBER 2019 vs. 2020



SunLine Transit Agency

CONSENT CALENDAR

DATE: October 28, 2020

RECEIVE & FILE

TO: Finance/Audit Committee
Board of Directors

RE: Metrics for September 2020

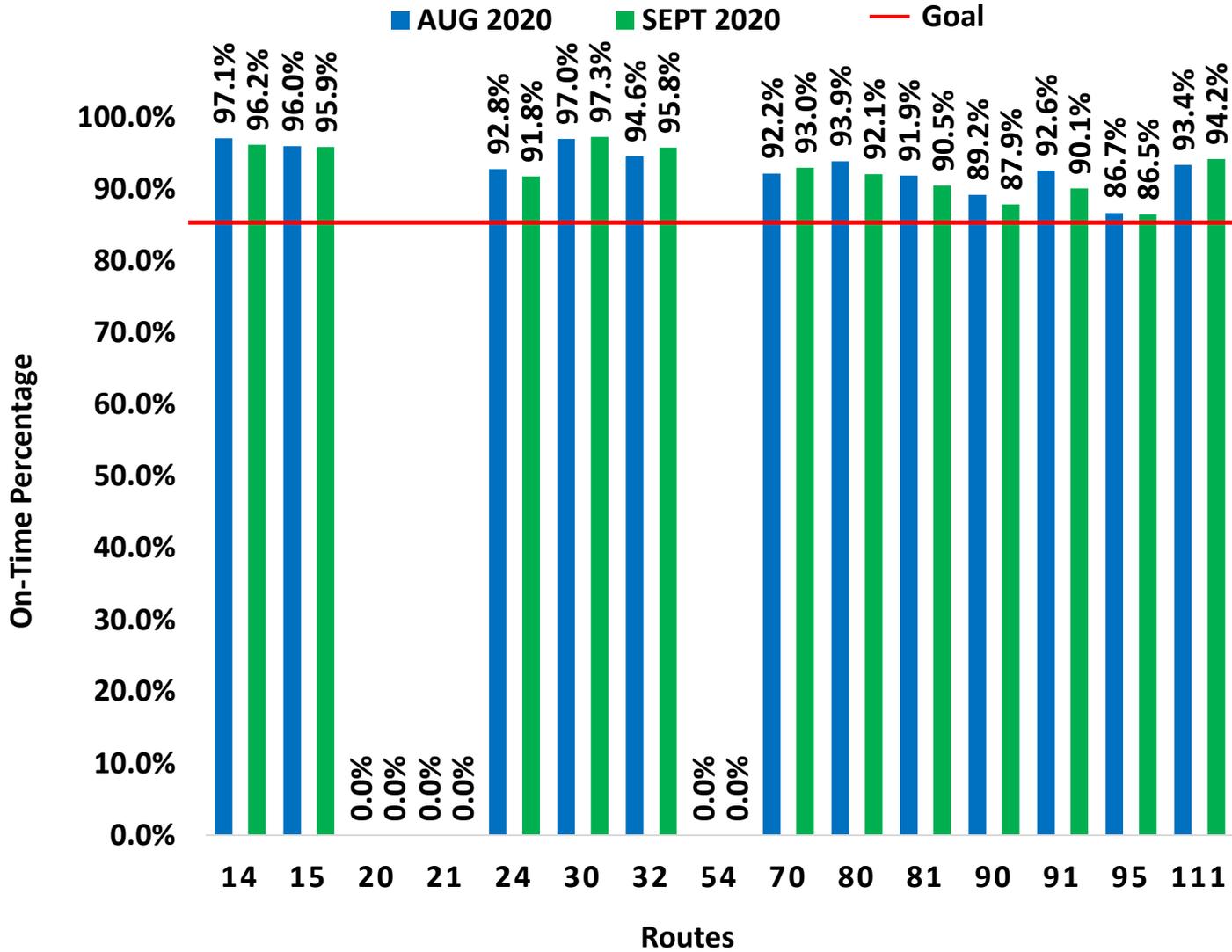
Summary:

The metrics packet includes data highlighting on-time performance, early departures, late departures, late cancellations, driver absences, advertising revenue, fixed route customer feedback, paratransit customer feedback, and system performance.

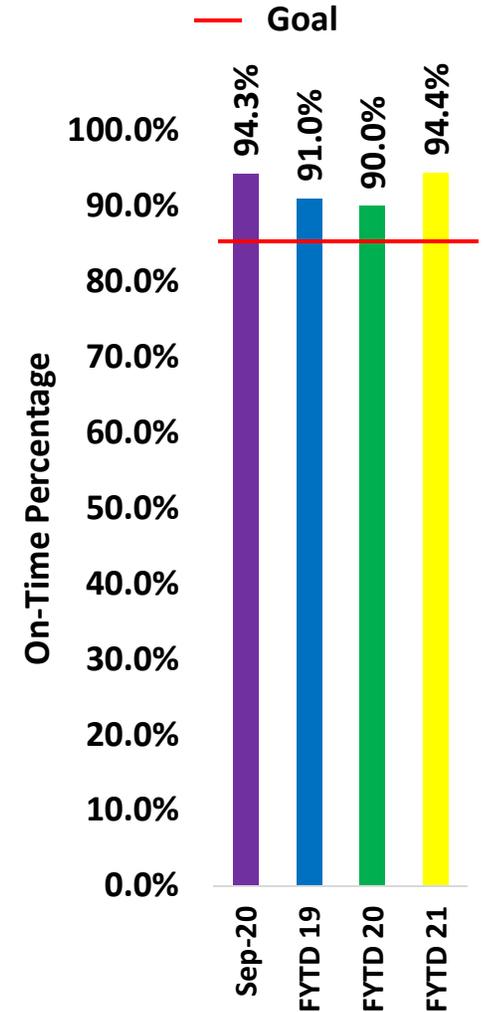
Recommendation:

Receive and file.

On-Time Performance Percent by Route



On-Time Performance System Wide

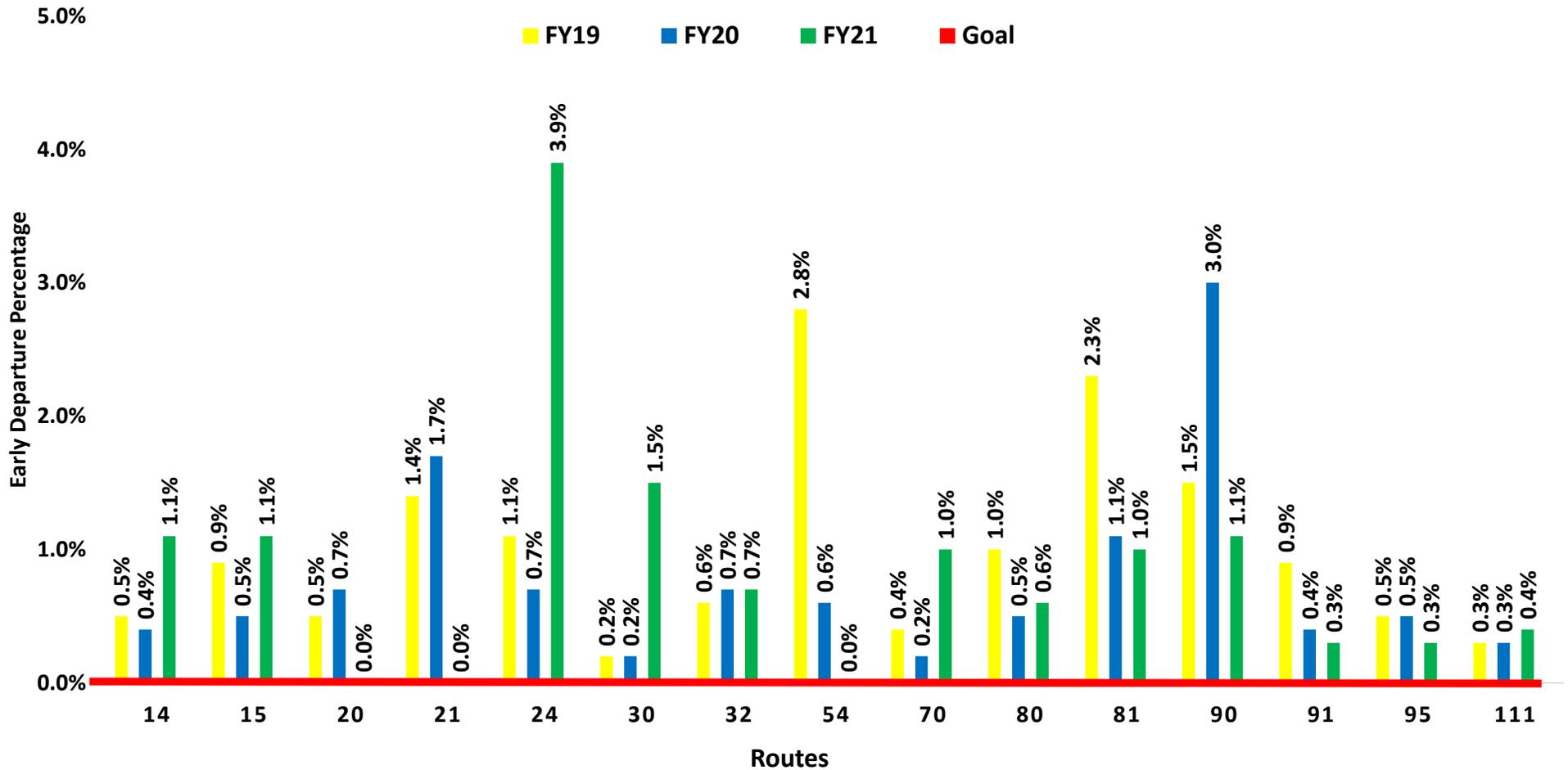


Definition: "On-Time" - When a trip departs a time point within range of zero minutes early to five (5) minutes late.

Goal: Minimum target for On-Time performance is 85%.

Exceptions: Detours, train stuck on tracks, passenger problems, Information Technology System issues.

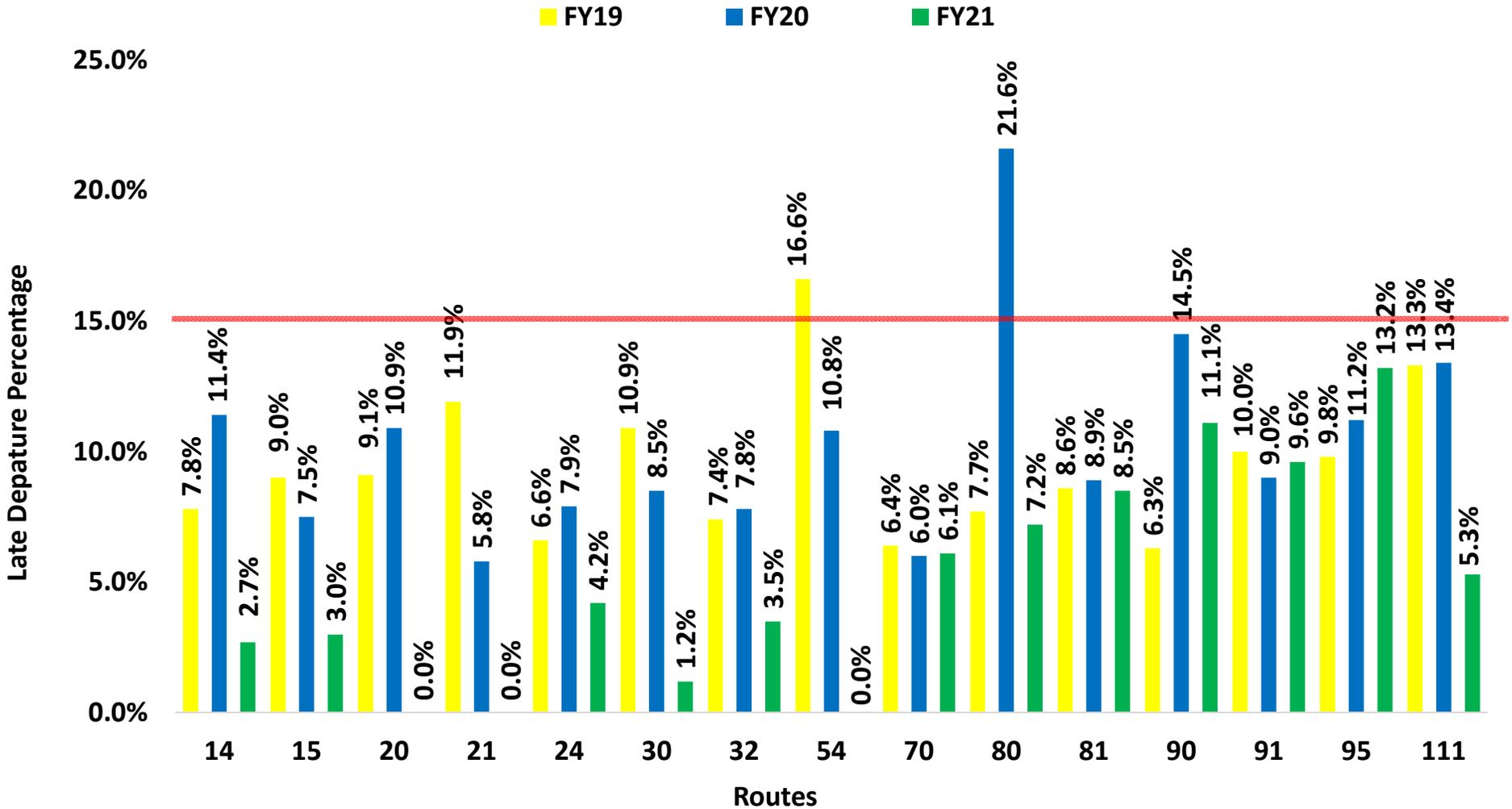
Early Departure Percent by Route September



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

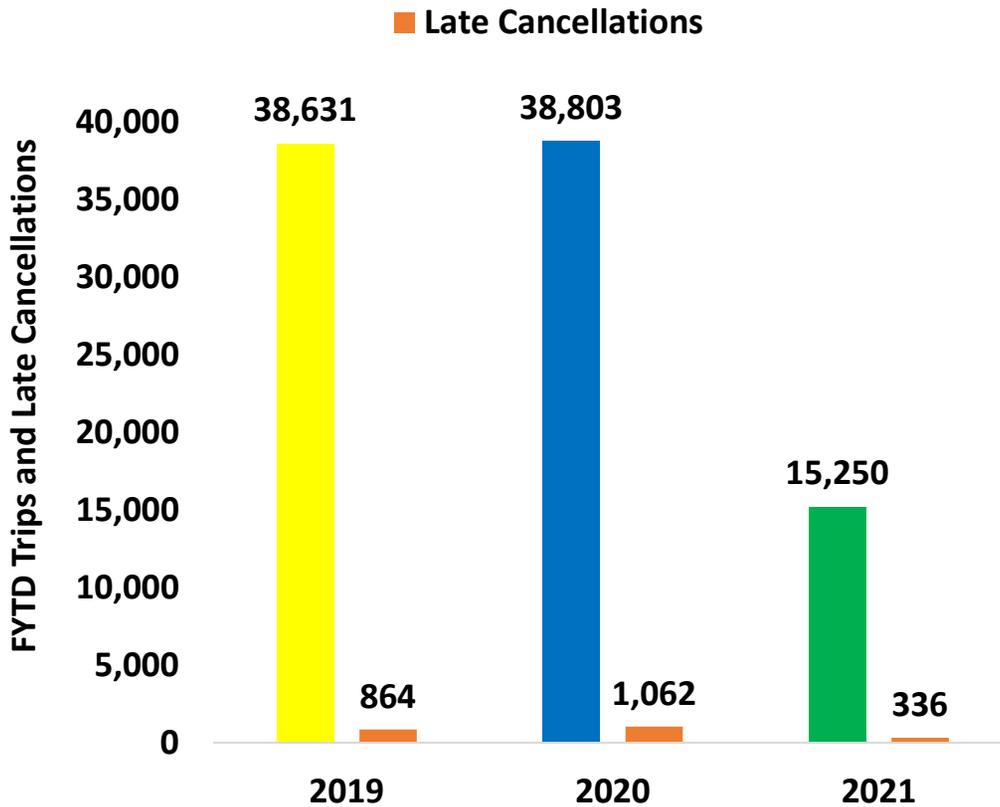
Goal: To reduce early departures to 0%.

Late Departure Percent by Route September

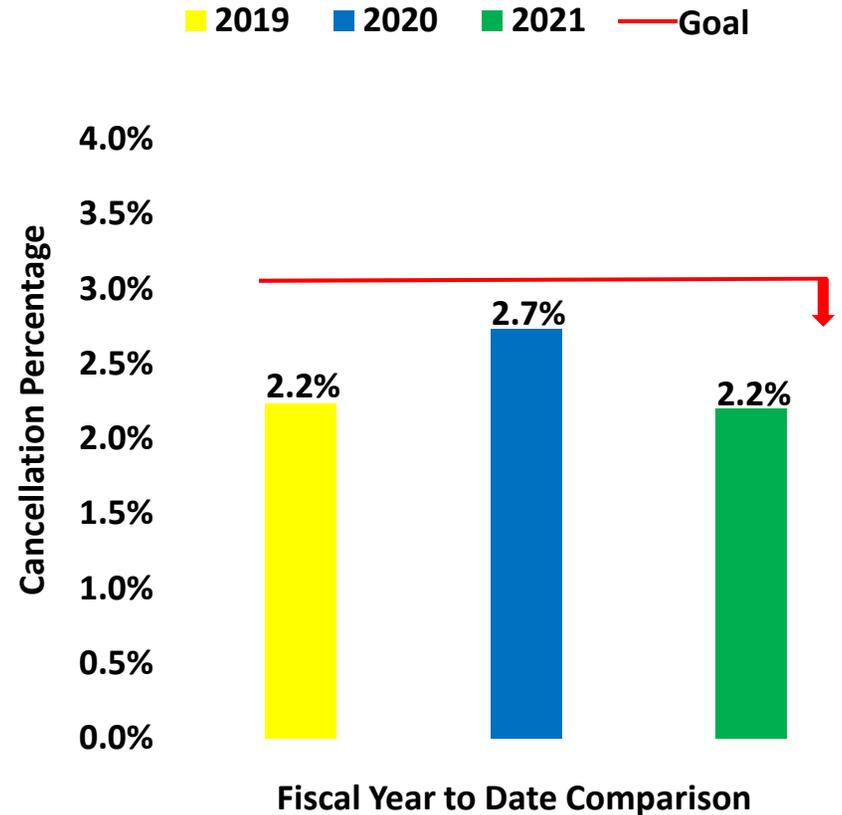


Late Definition: When a bus leaves a time point after the scheduled departure time.
 The route is running late with a departure greater than five (5) minutes.
 Goal: To reduce late departures to 15%.

Total Trips vs. Late Cancellations FYTD



Late Cancellation Percentage FYTD



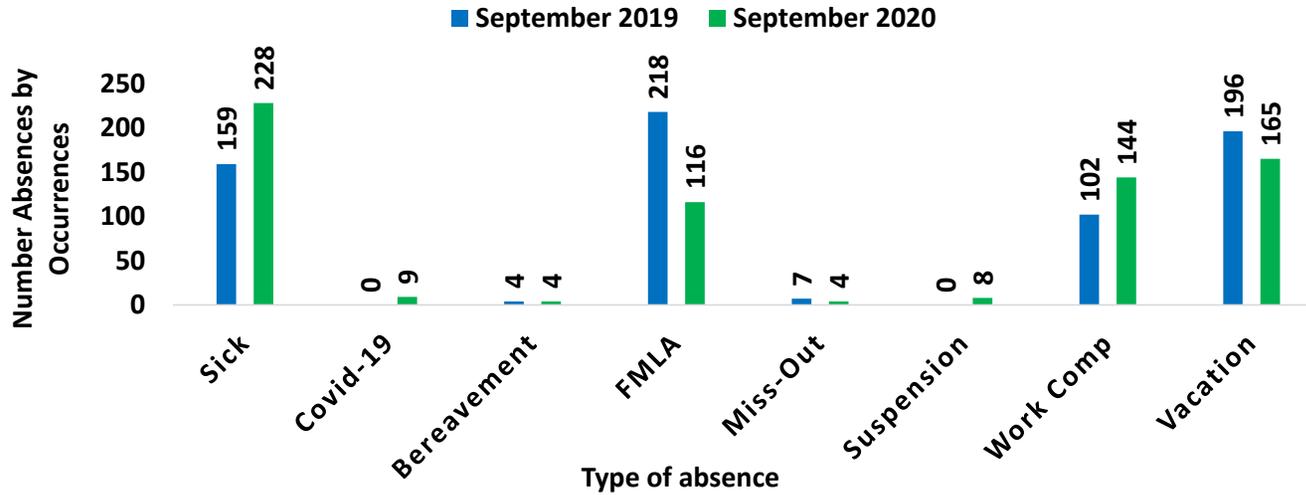
Trip: A one-way ride booked by the client. A round trip is counted as two trips.

Late cancellation: A trip for which an ADA client does not cancel within two (2) hours before the scheduled pick up time.

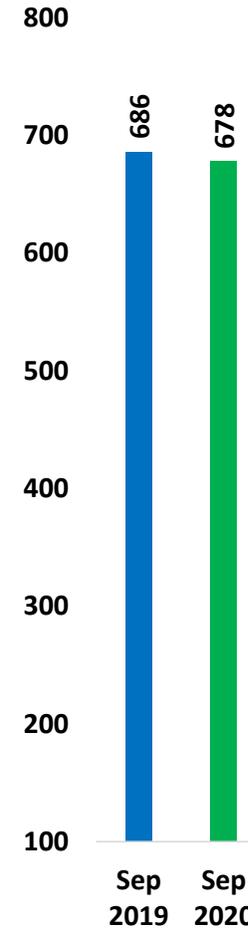
Goal for Late Cancellations: 3% or below.

Total Trips: Total one way trips completed.

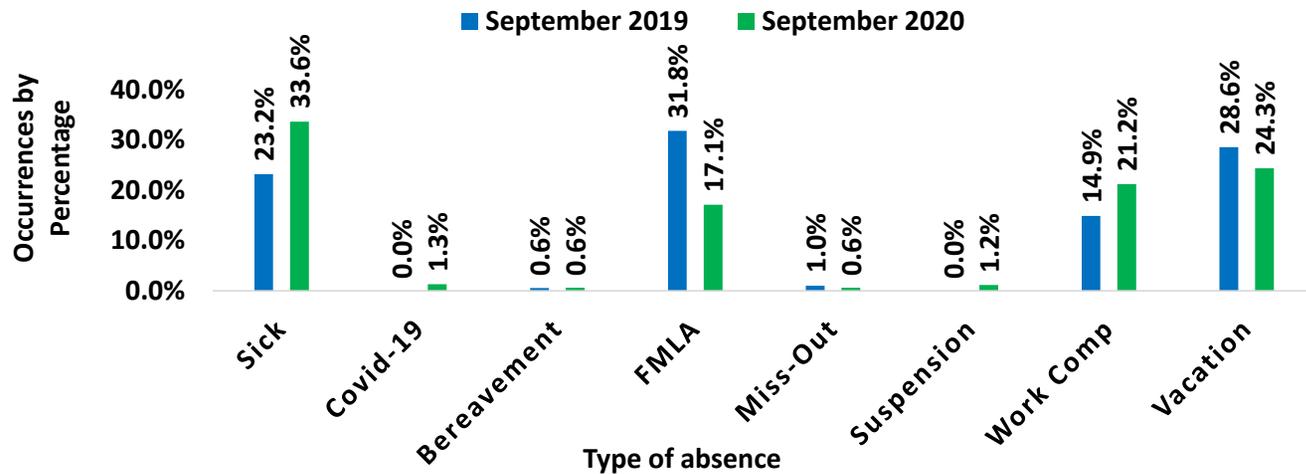
Driver Absence Occurrences



Total Absence Occurrences

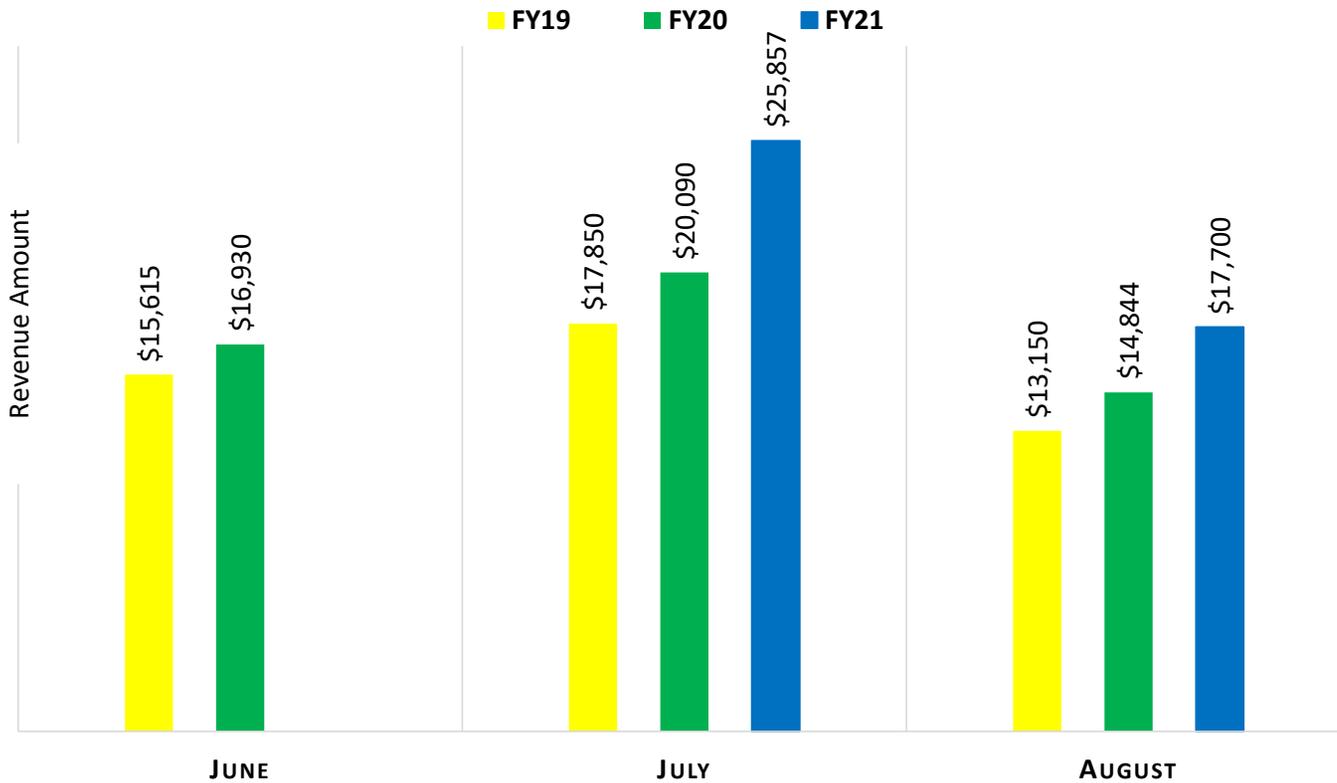


Driver Absence Occurrences by Percentage

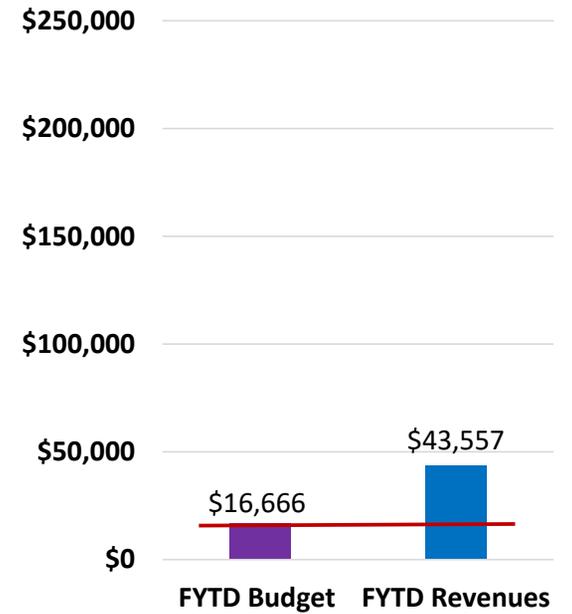


Goal: Reduce by 2% from previous year by enforcing attendance policy regularly and monitor trending.
Absences include unscheduled for Fixed Route drivers.

Advertising Revenue FYTD21

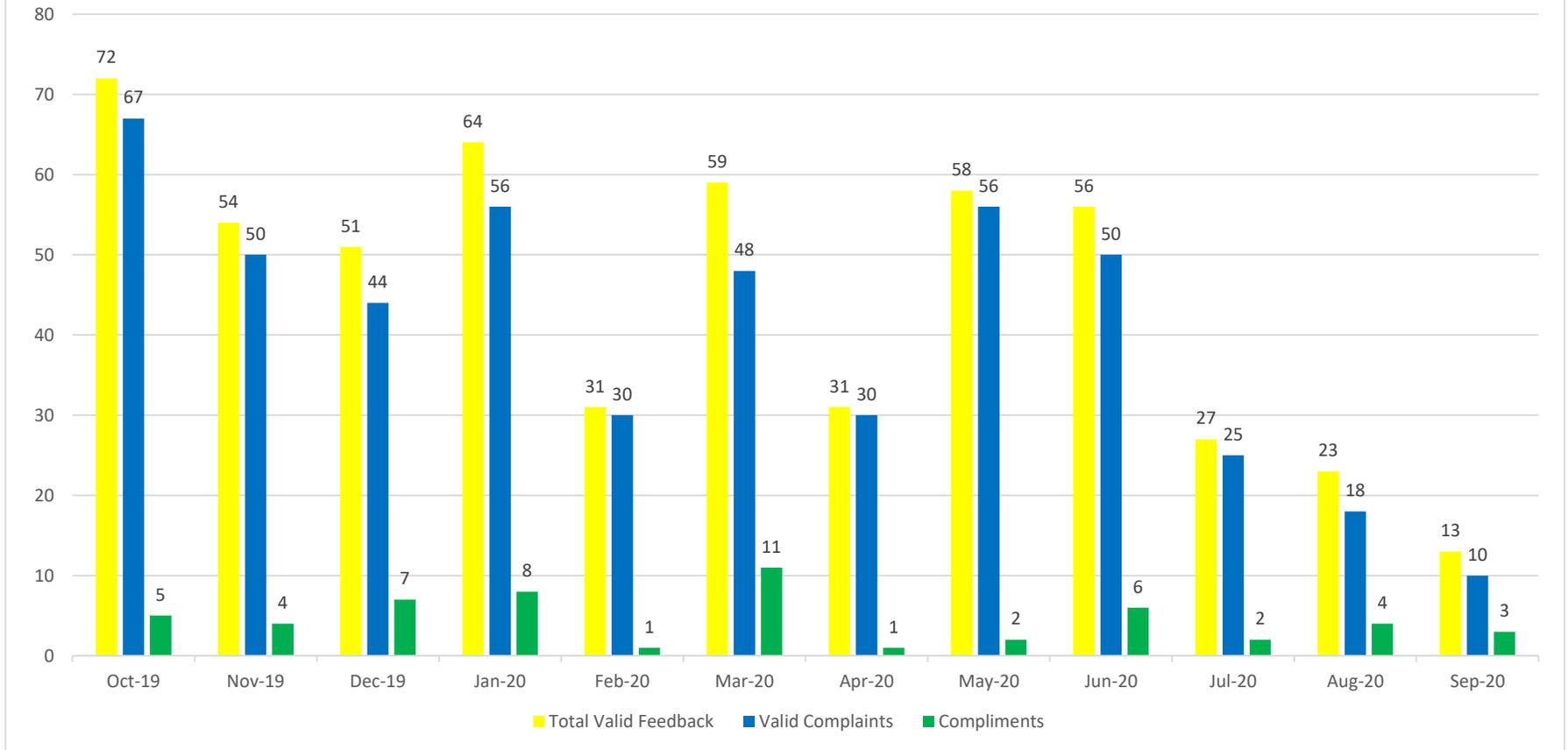


FYTD Budget vs FYTD Agency Revenues August 2020



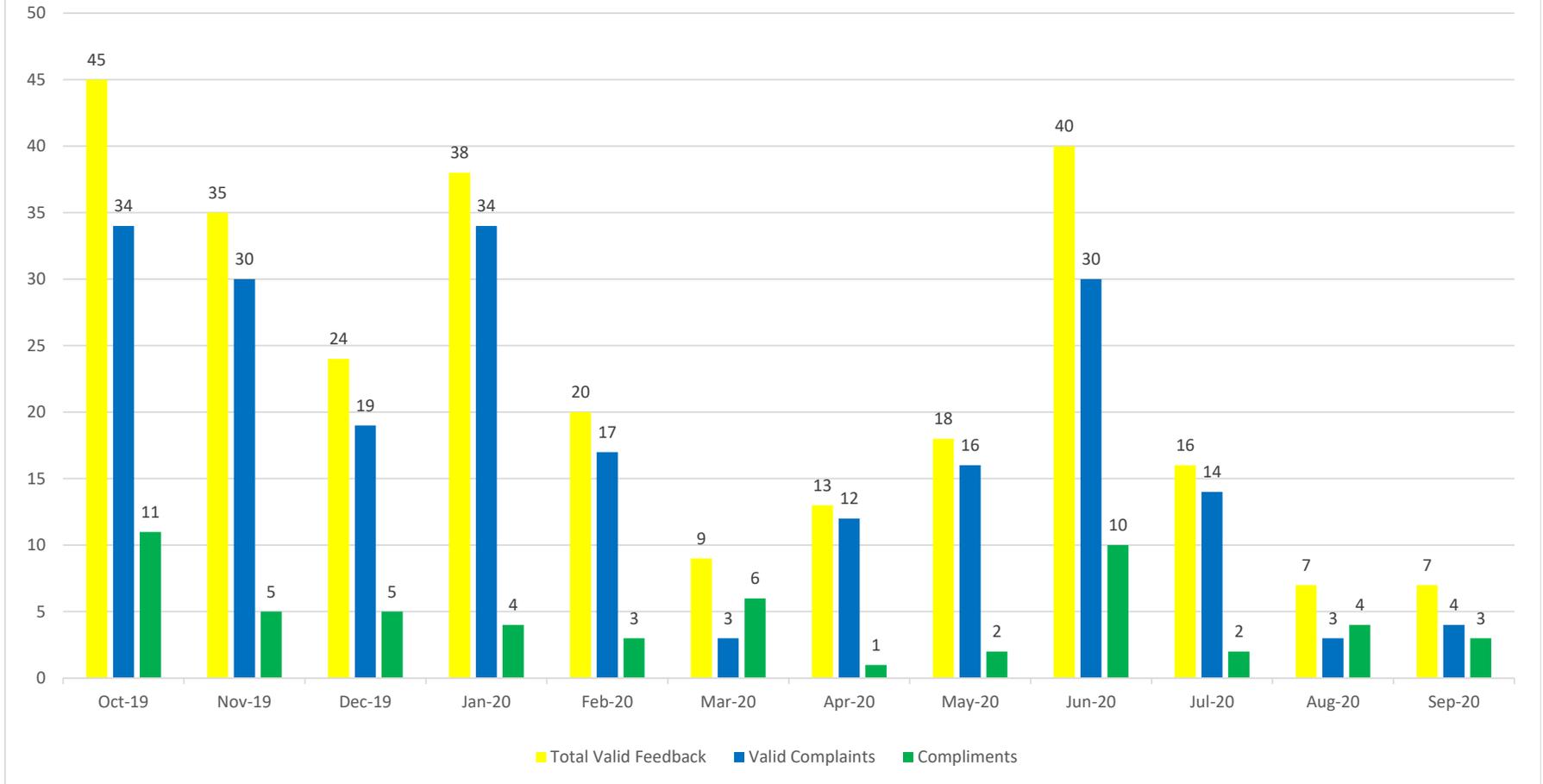
Advertising revenue tracks revenue of invoiced contracts for bus shelter and bus wrap advertising. This section of the chart compares the FYTD21 against FYTD19 and FYTD20 totals. The graph tracks FYTD revenue accrued vs the FYTD budget. The annual budget amount for FY21 is \$100,000.

Fixed Route Customer Feedback October 2019 through September 2020



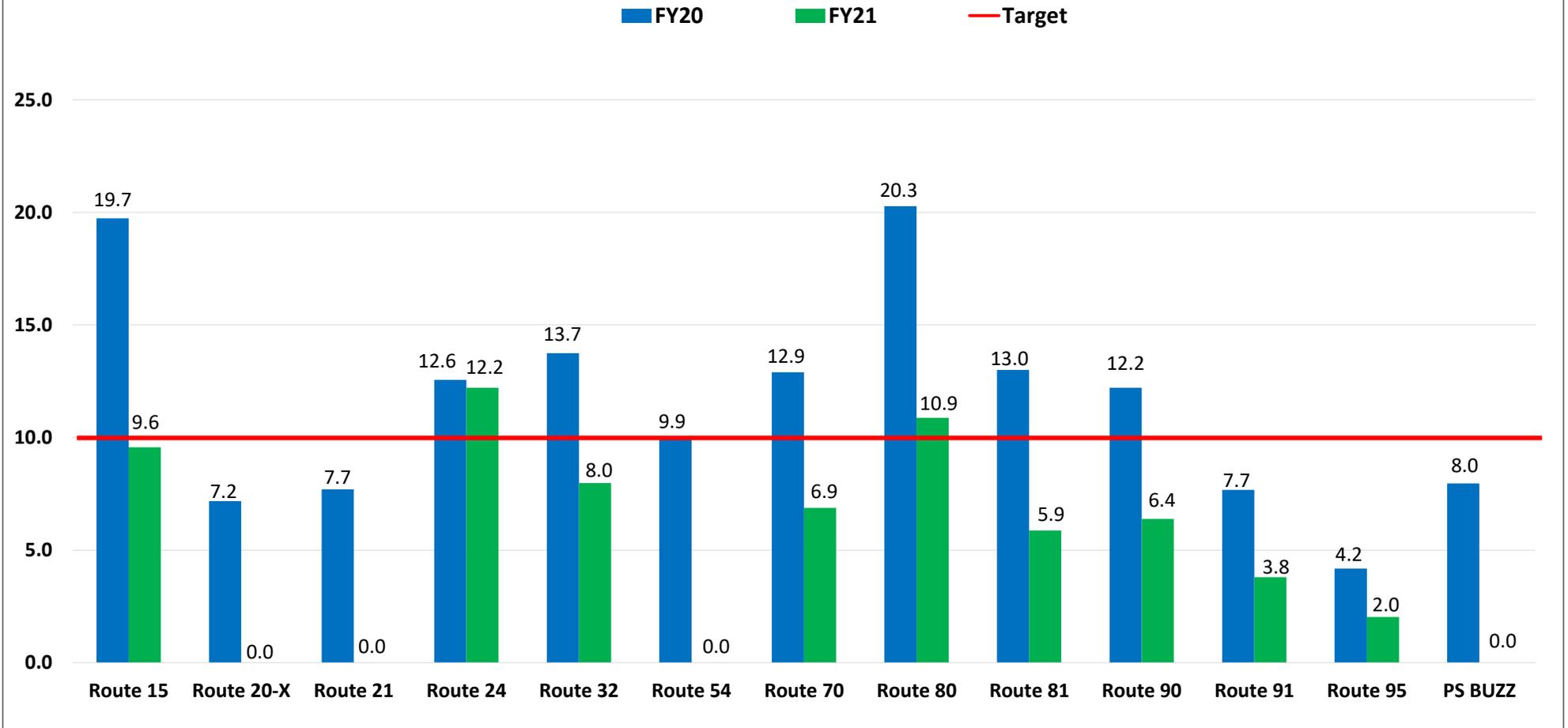
Valid fixed route feedback comprised of compliments and complaints for Oct 2019 through Sept 2020

Paratransit Customer Feedback October 2019 through September 2020



Valid paratransit feedback comprised of compliments and complaints for Oct 2019 through Sept 2020

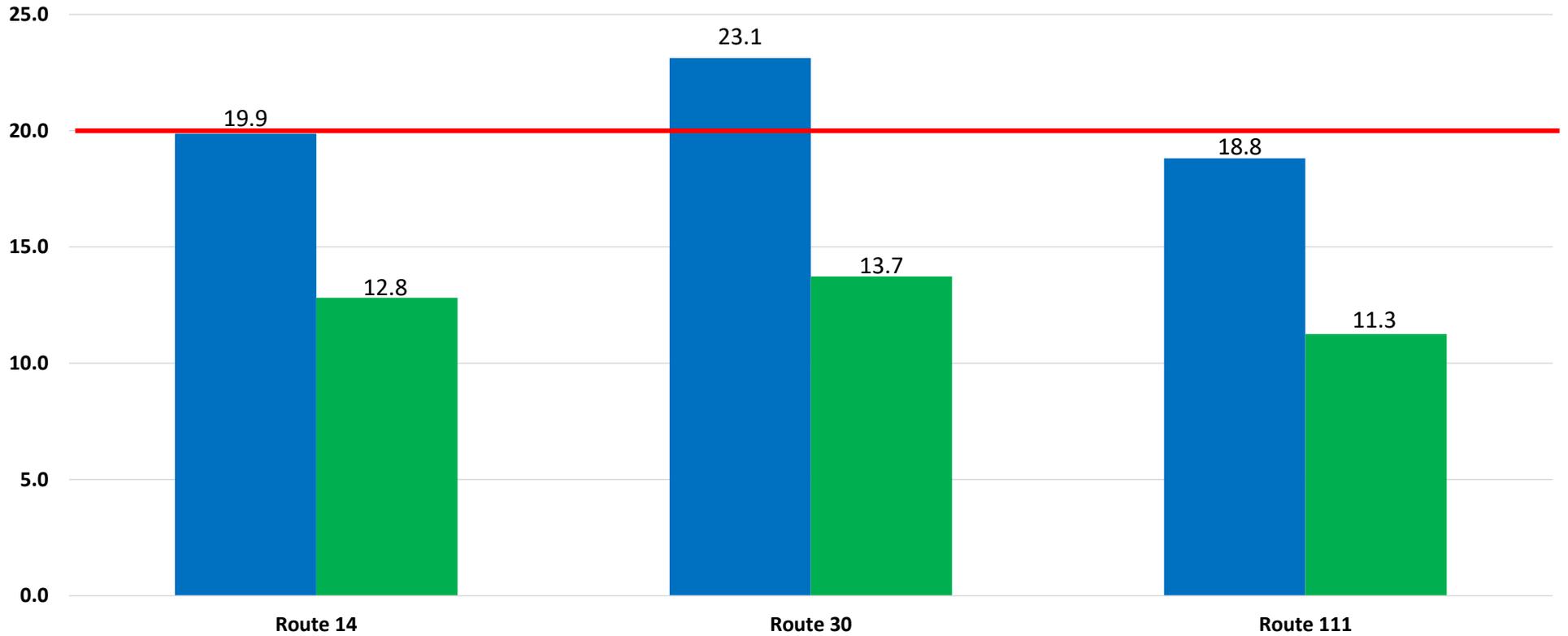
FYTD Passengers Per Revenue Hour - Local Routes Through September 2020



The chart above represents the system performance on local routes for Passengers Per Revenue Hour (PPRH). The target for local fixed routes is 10 PPRH. The FY21 goal is based on Board approved Service Standards Policy (B-190613). Local routes are secondary routes that connect to the trunk routes and supplement the SunBus network.

FYTD Passengers Per Revenue Hour - Trunk Routes Through September 2020

FY20 FY21 Target



The chart above represents the system performance on trunk routes for Passengers Per Revenue Hour (PPRH). The target for trunk fixed routes is 20 PPRH. The FY21 goal is based on Board approved Service Standards Policy (B-190613). Trunk routes are highly traveled corridors serving a variety of trip purposes and connect a variety of regional destinations.

SunLine Transit Agency

CONSENT CALENDAR

DATE: October 28, 2020

RECEIVE & FILE

TO: Finance/Audit Committee
Board of Directors

RE: Quarterly Capital Project Update for 3rd Quarter Calendar Year 2020

Summary:

The capital projects update summarizes the quarterly status of the large capital projects that are active. For the 3rd quarter of calendar year 2020, there are 11 large projects in progress.

Recommendation:

Receive and file.

QUARTERLY CAPITAL PROJECT UPDATES 3RD QUARTER CALENDAR YEAR 2020

Project Title	Brief Description	Current Status	Funding
CNG Fueling Station	CNG station will be located at Division I and will replace the existing station that has exceeded its useful life.	Construction of the CNG fueling station is in final stages of substantial completion. Commissioning of the station is in progress.	\$8,000,778
Solar Carports	Project to complete solar carports at the Administrative parking lot at Division I.	The general contractor is performing work related to energizing the system in coordination with IID.	\$656,815
Replacement Operations Facility	Replacement Operations Facility will allow SunLine to complete the demolition and removal of the existing Operations buildings in Division I.	Construction of the Operations Facility is in progress. Contractor is installing decking and continuing electric and plumbing work. Steel decking for the roof has been delivered.	\$8,100,000
5 Hydrogen Buses & On-Site Hydrogen Fueling Station	This project will deploy five (5) new 40' fuel cell electric buses along with the upgrade of SunLine's existing hydrogen refueling station with a new electrolyzer.	All five (5) buses have been delivered to SunLine and are in service. Commissioning of the hydrogen station and dispensers are in progress.	\$15,571,561
Facility Improvements Division II	Project will provide much needed improvements at Division II such as: roof repair, relocating operator and dispatch area along with other improvements as needed.	The work has been completed. The project is being closed out.	\$1,000,000
Center of Excellence Facility	Project will build a facility to serve as a training facility and maintenance bay for the zero emission vehicles.	Contract for Design Firm has been executed and design work has started.	\$3,097,654
Purchase of Two (2) CNG MCI Over the Road Replacement Buses	Project to procure two (2) 55 passenger over the road MCI CNG buses.	Buses have been delivered and are being prepped with make-ready equipment.	\$1,682,612
Purchase of 15 Paratransit Vehicles	Project to procure 15 Paratransit vehicles.	Vehicles are in production and expected to be delivered in the fourth quarter of 2020.	\$2,375,076
Purchase of five (5) New Flyer Fuel Cell Buses	Project is to purchase five (5) 40 foot fuel cell fixed route buses that will replace the old CNG buses.	The purchase order has been issued and pre-production meeting with New Flyer was held in September.	\$5,995,922
Purchase of four (4) Micro Transit Vehicles	Project is to purchase four (4) Dodge Caravan ADA accessible vehicles that will be utilized in providing SunLine's micro transit services.	Project initiation checklist has been completed and the procurement process is in progress.	\$238,666

QUARTERLY CAPITAL PROJECT UPDATES 3RD QUARTER CALENDAR YEAR 2020

Purchase of Fleet Management Information System	Project to purchase new maintenance software to support the growing need of the department, to maintain documentation of fleet maintenance records and parts inventory management.	Project team has hired a consulting firm to assist the Agency with procuring best suited fleet management system that meets all minimum requirements.	\$499,487
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SunLine Transit Agency

CONSENT CALENDAR

DATE: October 28, 2020

RECEIVE & FILE

TO: Finance/Audit Committee
Board of Directors

RE: Board Member Attendance for September 2020

Summary:

The attached report summarizes the Board of Directors' attendance for Fiscal year-to-date September 2020.

Recommendation:

Receive and file.

FY 20/21	Board Member Matrix Attendance													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total Meetings	Total Attended
Desert Hot Springs	X		X										10	2
Palm Desert	X		X										10	2
Palm Springs	X		X										10	2
Cathedral City	X		X										10	2
Rancho Mirage	X		X										10	2
Indian Wells	X		X										10	2
La Quinta	X		X										10	2
Indio	X		X										10	2
Coachella	X		X										10	2
County of Riverside	X		X										10	2

X - ATTENDED (Primary/Alternate)

DARK –

SunLine Services Group
CONSENT CALENDAR

DATE: October 28, 2020

RECEIVE & FILE

TO: Taxi Committee
Board of Directors

RE: Checks \$1,000 and Over Report for August 2020

Summary:

This report lists all of the checks processed at the Agency with a value of over \$1,000 for a given month. Items identified in bold font represent "pass through" payments that were or will be reimbursed to SunLine under the provisions of specific grants or contracts. Items identified with underlines represent "shared" payments with SunLine and specific vendors/employees.

Recommendation:

Receive and file.

**SunLine Regulatory Agency
Checks \$1,000 and Over
August 2020**

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

Vendor Filed As Name	Description	Check #	Payment Date	Payment Amount
SUNLINE TRANSIT AGENCY	Payroll Liabilities 8/7/2020	90812	08/12/2020	3,606.85
SUNLINE TRANSIT AGENCY	Payroll Liabilities 08/21/2020	90819	08/26/2020	3,606.85
Total Checks Over \$1,000	\$7,213.70			
Total Checks Under \$1,000	\$2,043.67			
Total Checks	\$9,257.37			

SunLine Services Group
CONSENT CALENDAR

DATE: October 28, 2020

RECEIVE & FILE

TO: Taxi Committee
Board of Directors

RE: Monthly Budget Variance Report for August 2020

Summary:

The budget variance report compares revenues and expenses to the respective line item budgets. The report identifies current monthly revenues and expenses as well as Fiscal Year To Date (FYTD) values. Most of the current monthly budget values are calculated by taking 1/12th of the annual budget. The FYTD budget values are calculated by dividing the yearly budget by the number of months progressed through the fiscal year.

- As of August 31, 2020, the organization's revenues are unfavorable by \$11,583 or 27.3% below the FYTD budget. Expenditures are \$11,827 below budget or 27.9% below the FYTD budget.
 - The net FYTD operating gain (loss) after expenses is \$243.

Recommendation:

Receive and file.

SunLine Regulatory Administration
Budget Variance Report
August 2020

Description	FY21 Total Budget	Current Month			Year-to-Date			
		Actual	Budget	Favorable (Unfavorable)	FYTD Actual	FY21 FYTD Budget	Favorable (Unfavorable)	Percentage Remaining
Revenues:								
Revenue Fines	1,400	50	117	(67)	550	233	317	60.7%
New Driver Permit Revenue	3,600	75	300	(225)	75	600	(525)	97.9%
Taxi Business Permit	120,000	10,000	10,000	(0)	20,000	20,000	(0)	83.3%
Driver Transfer Revenue	500	25	42	(17)	25	83	(58)	95.0%
Driver Renewal Revenue	2,500	125	208	(83)	200	417	(217)	92.0%
Driver Permit Reinstatement/Replacement	50	-	4	(4)	-	8	(8)	100.0%
Vehicle Permit Revenue	124,500	5,275	10,375	(5,100)	9,992	20,750	(10,758)	92.0%
Other Revenue	500	-	42	(42)	-	83	(83)	100.0%
Operator Application Fee	1,500	-	125	(125)	-	250	(250)	100.0%
Total Revenue	254,550	15,550	21,213	(5,663)	30,842	42,425	(11,583)	87.9%
Expenses:								
Salaries and Wages	96,614	6,853	8,051	1,198	14,981	16,102	1,122	84.5%
Fringe Benefits	79,692	4,885	6,641	1,756	11,133	13,282	2,149	86.0%
Services	53,730	1,598	4,478	2,879	1,854	8,955	7,101	96.5%
Supplies and Materials	4,575	207	381	174	327	763	435	92.8%
Utilities	5,220	432	435	3	864	870	6	83.4%
Casualty and Liability	7,894	657	658	-	1,314	1,316	2	83.4%
Taxes and Fees	100	-	8	8	-	17	17	100.0%
Miscellaneous	6,725	61	560	499	125	1,121	995	98.1%
Total Expenses	254,550	14,694	21,213	6,518	30,598	42,425	11,827	88.0%
Total Operating Surplus (Deficit)	\$ -	\$ 856			\$ 243			

Budget Variance Analysis - SunLine Regulatory Administration

Revenue - Unfavorable

- The unfavorable variance in revenue is attributed to a low number of vehicle permits.
- As of FYTD FY21, there is a decrease of 9,134 taxi trips compared to FYTD FY20.

Taxi Trips

	FY20-August	FY21-August	Variance	%Δ
Trips	11,560	7,283	(4,277)	-37.0%

Taxi Trips

	FYTD-FY20	FYTD-FY21	Variance	%Δ
Trips	23,105	13,971	(9,134)	-39.5%

Salaries and Wages - Favorable

- Salary and wage expenses are within an acceptable range of the budget.

Fringe Benefits - Favorable

- Fringe benefit expenses are within an acceptable range of the budget.

Services - Favorable

- The favorable balance in services are primarily attributed to legal fees and audit expenses which have not been incurred.

Supplies and Materials - Favorable

- Material and supply expenses are within an acceptable range of the budget.

Utilities - Unfavorable

- Utility expenses are within an acceptable range of the budget.

Casualty and Liability - Favorable

- Casualty and liability expenses are within an acceptable range of the budget.

Taxes and Fees - Favorable

- Tax expenses are within an acceptable range of the budget.

Miscellaneous - Favorable

- Miscellaneous expenses are within an acceptable range of the budget.

SunLine Services Group**CONSENT CALENDAR**

DATE: October 28, 2020

RECEIVE & FILETO: Taxi Committee
Board of Directors

RE: Taxi Trip Data – September 2020

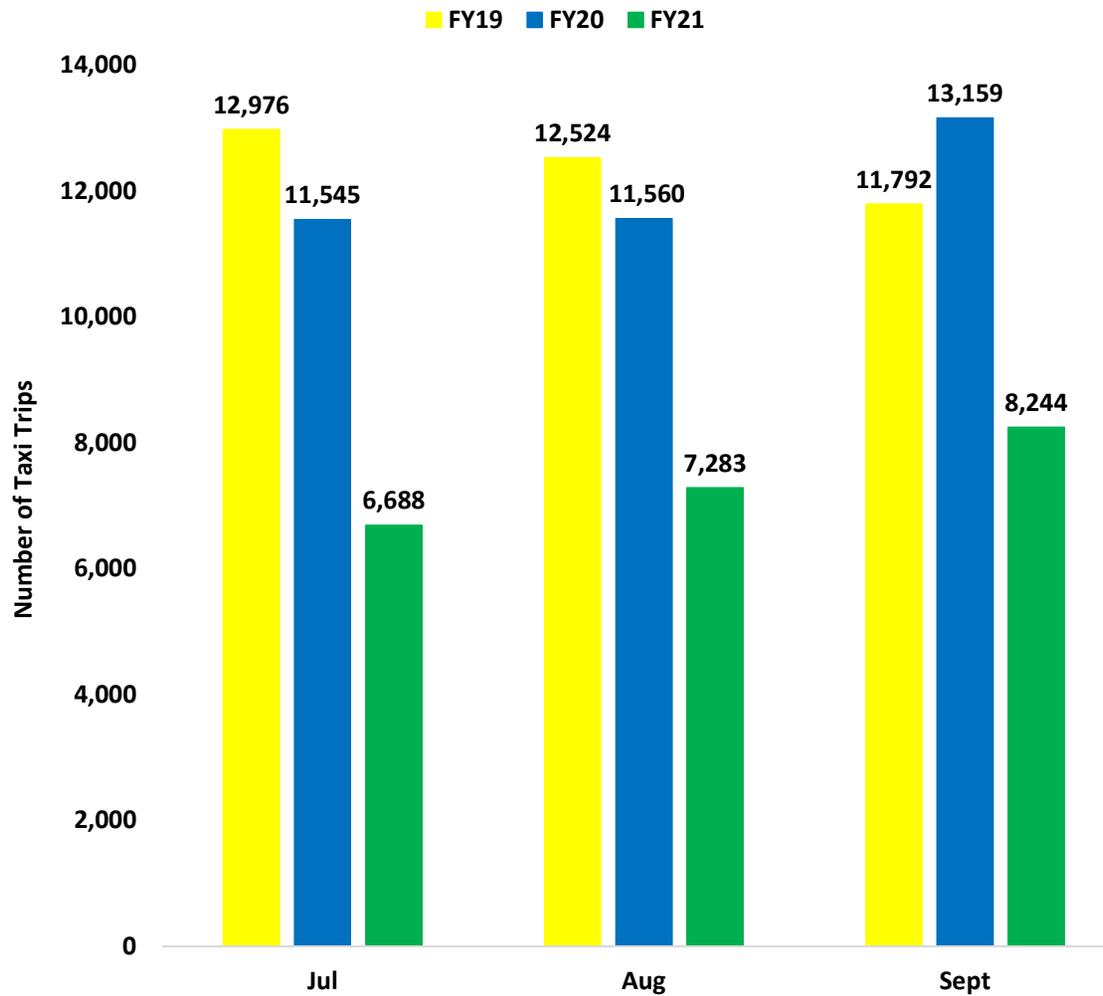
Summary:

The attached chart summarizes the total number of taxi trips generated in the Coachella Valley for the previous three (3) month period and total taxi trips for the current fiscal-year-to-date (FYTD) compared to the last two (2) fiscal years. There were 4,915 fewer taxi trips in September 2020 compared to September 2019. The decrease in trips is mainly attributed to the impact that the COVID-19 pandemic has had on the industry. There were 14,049 fewer taxi trips for FYTD21 compared to FYTD20.

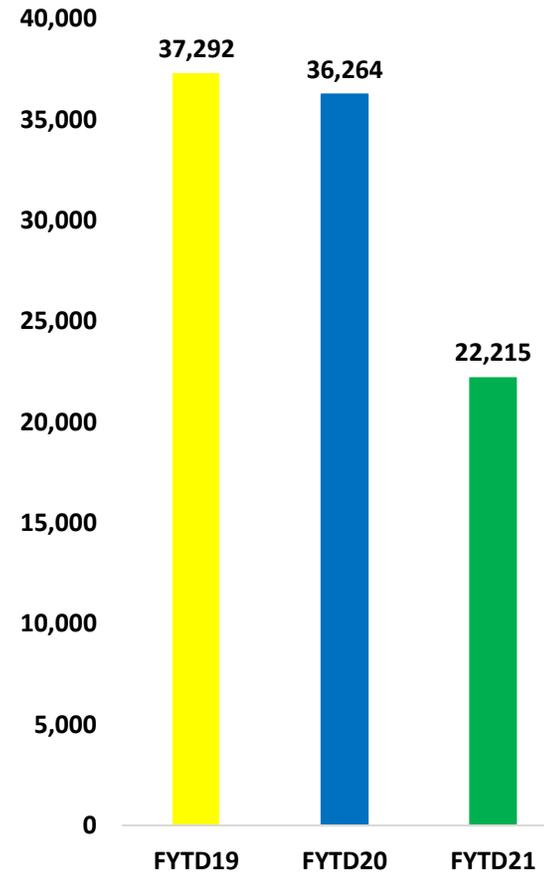
Recommendation:

Receive and file.

Taxi Trip Three (3) Month Comparison - As of Sept. 2020



FYTD No. of Taxi Trips



The chart compares the three (3) most recent months and measures the total number of taxi trips taken year-to-date for FY 2019, 2020 and 2021.

SunLine Services Group
CONSENT CALENDAR

DATE: October 28, 2020

RECEIVE & FILE

TO: Taxi Committee
Board of Directors

RE: Metric (Taxi Revenue vs Taxi Expense) August 2020

Summary:

The chart displays revenue and expenses for the current month and two (2) previous months. Revenues are generated by taxi business permit fees, vehicle permit fees and driver permit fees. Expenses display the total operational costs for SunLine Services Group.

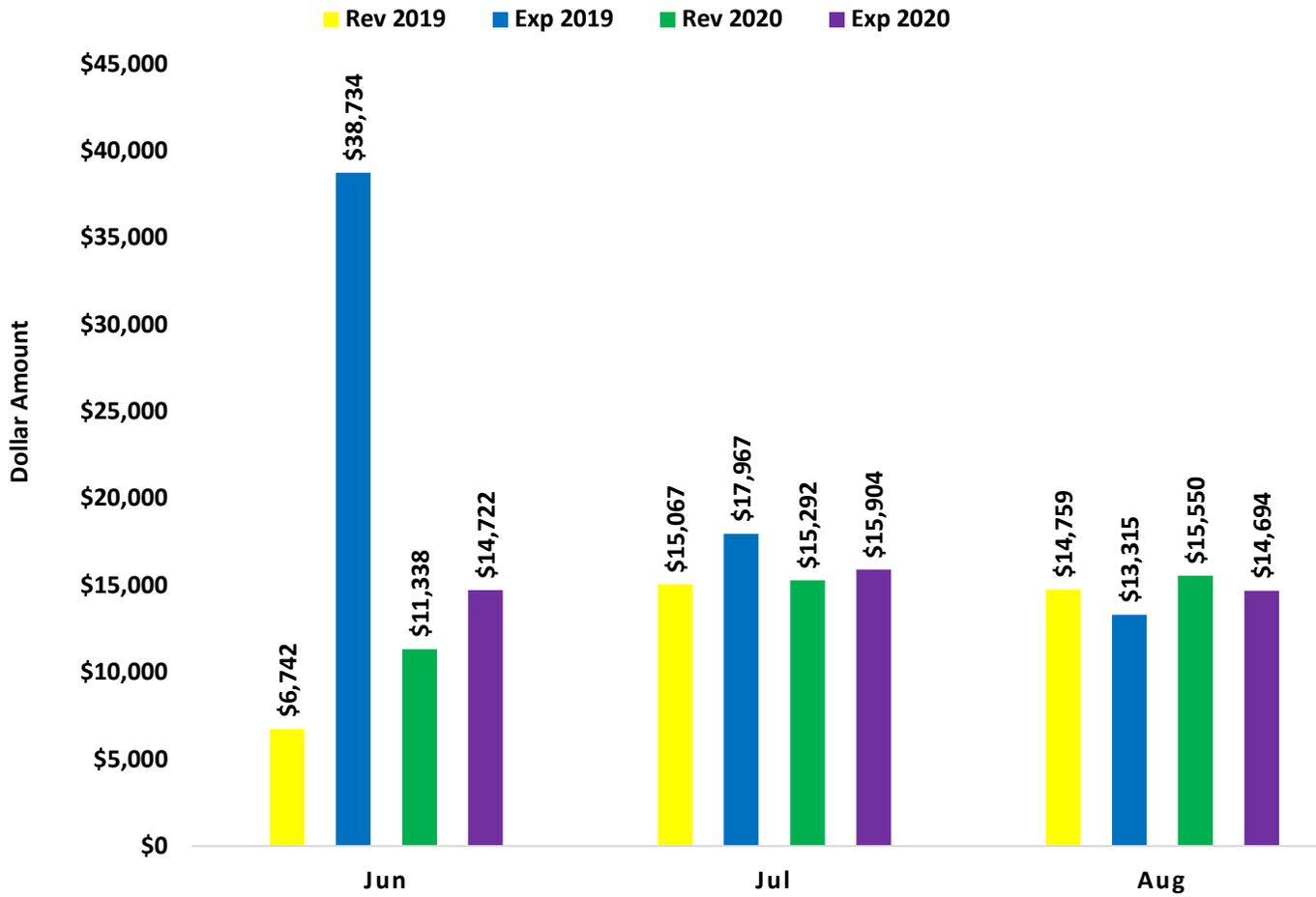
For August:

- Variance chart displays the total variance between revenue and expense occurring to date for fiscal year 2021.
- Revenues for the current fiscal year are greater than expenses by \$243.
- The favorable variance for August 2020 is within an acceptable range.

Recommendation:

Receive and file.

Revenue vs. Expense Three (3) Month Comparison As of August 2020



Variance FYTD August 2020



The left chart compares Revenues vs. Expenses for the three (3) most recent months in the calendar year. The right chart measures Revenues vs. Expenses for FY21.

SunLine Transit Agency

DATE: **October 28, 2020** **RECEIVE AND FILE**

TO: **Strategic Planning & Operational Committee**
Board of Directors

FROM: **Rohan Kuruppu, Chief Planning Consultant**
Nicholas Robles, Marketing and Events Manager

RE: **Refueled Implementation Status Report**

Recommendation

Receive and file the SunLine Refueled implementation status report.

Background

The Board of Directors approved the Refueled FY21-23 Short Range Transit Plan (SRTP) on June 24, 2020 and subsequently the SRTP was approved by the Riverside County Transportation Commission (RCTC) for funding and grant eligibility. The Refueled plan is fully funded as approved in the FY21 budget, financially sustainable, and within the financial projections for FY22 and FY23. The SRTP laid out short- and long-term initiatives for SunLine Transit Agency (SunLine) to support the local economy, meet the mobility needs of Coachella Valley, expand transit market share, gain new transit users, and recover from the impacts of the COVID-19 pandemic. To support these broader objectives and the economic recovery efforts, SunLine will be transitioning to regular weekday and weekend service, pre-COVID-19 levels of service, effective Sunday, January 3, 2021.

Key Refueled objectives are summarized as follows:

- Streamline the local transit network and routes with enhanced connections to provide faster and more convenient service for existing customers as well as attract new customers. Revenue service will resume Sunday, January 3, 2021, the first day of the spring service change. (Exhibit A. Local Routes 1 – 9)
- Implement new microtransit pilot projects at four locations to test the effectiveness of meeting the mobility needs of hard-to-serve areas of low density or unimproved infrastructure. (Exhibit B. Microtransit Zones)
- Route 10 Commuter Link service operating weekdays between Indio and San Bernardino will begin on Monday, January 4, 2021. This route, which is provided through a financial partnership with Cal State University San Bernardino (CSUSB), will connect the university's Palm Desert and San Bernardino campuses with bus stops in Beaumont and the San Bernardino Transit Center (SBTC)/Metrolink station. (Exhibit C. Commuter Link Route 10)

- Route 1X weekday pilot express service, which is funded by a Congestion Mitigation and Air Quality Improvement (CMAQ) grant, will serve Indio and Palm Springs via Hwy. 111 with bus stops in Indio, Palm Desert and Cathedral City, and is scheduled to start revenue service on Monday, May 3, 2021. (Exhibit D. Route 1X Express Service Indio – Palm Springs)
- When area K-12 schools resume traditional in-person classes, SunLine will activate school-tripper service, which are planned and budgeted.

Upon approval of the SRTP in June, staff began preparing the Refueled implementation plan, the major tasks included:

- A public information and education campaign led by the Marketing Department (Attachment: Community Engagement Report).
- Finalizing the proposed route alignments with Operations staff and safety groups to ensure the proposals were both logistically feasible and safe.
- Performing a detailed operational and fatal flaw analysis using pre-COVID-19 pandemic data. This step included validating segment-to-segment running time data by time period and season, estimating running times for new segments, analyzing on-time performance, and analyzing reliability of transfer connections.
- Discussing Refueled recommendations with each of the respective jurisdictions.
- Reviewing input received from passengers through surveys and informal conversations (Attachment: Survey Results Report).
- Conducting substantial field work to select new bus stop locations that met accessibility standards and safety reviews.
- Preparing bus stop lists for all new routes, geocoding the locations and programming the automated voice announcements.
- Preparing the Refueled Operating Plan, which included a review of labor rules to ensure compliance, assumptions, and scheduling strategies for review by Planning, Operations and Maintenance departments.
- Initiating bus stop installations and removals by SunLine's Stops and Zones crew.
- Preparing scopes of work for relocating bus shelters and contracting it out. All shelters will remain within the same jurisdiction to maintain equity.
- Preparing a fleet plan that assigned appropriate buses to certain routes and garages to maximize cost efficiency and operating effectiveness.
- Producing a video for training new coach operators on Route 10 Commuter Link service.
- Preparing content for the Rider's Guide, including maps, schedules, fare information, interagency transfer information, how to ride the bus, etc.
- Interagency coordination between Omnitrans, CSUSB, Metrolink, Riverside Transit Agency (RTA), RCTC, Beaumont Transit, Banning Transit, including formal agreements between these agencies as needed.
- Preparing coach operator training information to ensure outstanding customer service.

- Holding formal and mandatory public hearings and open house sessions in both English and Spanish. These events, all conducted by SunLine staff, were held at the following dates, times and locations:
 - Thursday, August 27, 2020, from 10 a.m. to 12 noon and 2 p.m. to 4 p.m. at Palm Springs City Hall, Palm Springs
 - Monday, August 31, 2020, from 10 a.m. to 12 noon and 2 p.m. to 4 p.m. at SunLine's Division 2, Indio
 - Online Public Hearings:
 - Tuesday, September 1, 2020, from 1 p.m. to 2 p.m., and
 - Wednesday, September 2, 2020, from 5:30 p.m. to 6:30 p.m.
 - Thursday, September 3, 2020, from 10 a.m. to 12 noon and 5:30 p.m. to 7 p.m. at SunLine's Board Room, Thousand Palms

The public was welcome to attend these events to view and discuss the proposed service changes with staff. For the in-person public hearings, SunLine staff followed social distancing guidelines to ensure safety. Comments were accepted by mail, telephone at (855) 925-2801 (project code: 9750), fax at (760) 343-0576, or email at refueled@sunline.org up to Thursday, September 3, 2020.

Based on public input and staff recommendations, the following changes (which impact less than 20 percent of the total route miles, hours or passengers) were made to the implementation plan:

- Route 4: Due to the inability to safely make a left turn from Palm Canyon Drive on to Tahquitz Canyon Way, the westbound route was aligned to operate via Palm Canyon Drive, Ramon Road and Indian Canyon Drive before connecting with Tahquitz Canyon Way.
- Route 6: The alignment in Indio was modified to operate on Monroe Street to Ave. 48. The deviation to Shadow Palm Ave., and Aladdin, Ave. 46 and Clinton streets was eliminated due the inability to regularly make a safe right turn from Monroe Street to Shadow Palm Ave. and the inability to install safe bus stops. Similarly, in the absence of a controlled intersection and high-speed traffic on Ave. 48, the left turn from Oasis to Ave. 48 was determined unsafe.
- Route 8: To support connections with Route 1 and Route 6 at the future Coachella Transit Hub on 5th Street and Harrison Street/Cesar Chavez Street, Route 8 was extended to 5th Street and Vine Avenue, at a current transfer point adjacent to the future hub. Additionally, with the introduction of the new microtransit Coachella zone, the route will continue to operate on Harrison Street/Cesar Chavez Street to Ave. 54.
- Route 1X: It was determined that since the current Route 111 will be labeled Route 1 starting January 2021, that the proposed express service should follow the same simplified numbering system for the ease of use of passengers. For this reason, the express service will be launched as Route 1X.

The Refueled recommendations have been positively received by the communities we serve. Neither the public nor staff identified a fatal flaw that required major revisions or delay the implementation of any part of the plan.

Next steps:

- Training coach operators
- Continuing the efforts of the transit ambassador program, including street team visits and mobile outreach bus interactions
- Connecting with riders and organizations to educate community members about the January service information
- Publishing the new Rider's Guide
- Monitoring the performance of the new service, beginning in January
- Continuous improvement of SunLine's services and amenities
- Conducting a comprehensive third-party review of the Refueled network and customer satisfaction survey at the nine-month mark, in October 2021

Financial Impact

The operating and capital costs have been covered in the FY21 budget and the plan is within the financial projections of FY22 and FY23.

Attachments:

- [10.1 – Refueled Status Report Presentation](#)
- [10.2 – Refueled Community Engagement Report](#)
- [10.3 – Refueled Survey Results Report](#)
- [10.4 – Exhibit A-D with Route Maps](#)

SunLine
Re *fueled*
DRIVING THE FUTURE OF TRANSIT

BOARD OF DIRECTORS MEETING
REFUELED STATUS REPORT

October 2020

AGENDA

- **Outreach Overview & Summary of Survey Results**
Nicholas Robles, Marketing & Events Manager
- **Implementation Status Report**
Rohan Kuruppu, Chief Planning Consultant

Outreach Overview

In-Person

Street Team Visits



Mobile Outreach Bus



Public Hearings
(online options as well)

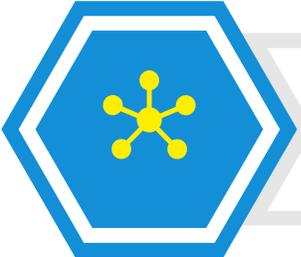


Virtual

Zoom Webinars and
Tele-Town Halls



One-on-One
Organization Meetings



Social Media Q&A and
"Live" Events



Street Team & Mobile Outreach Interactions



AUGUST



SEPTEMBER



OCTOBER



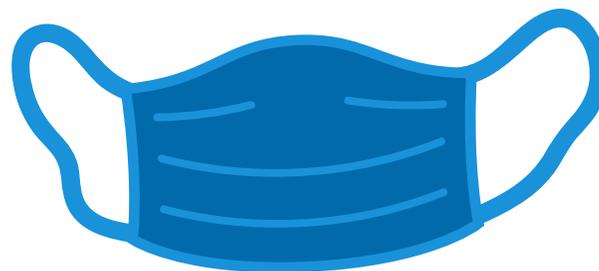
2,749
INTERACTIONS



Partnerships



flyers and survey
cards distributed
by partners

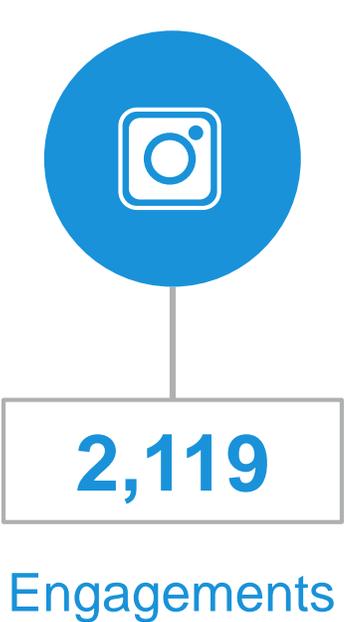


masks and PPE
distribution



social media live
events for targeted
audiences

Social Media & Website



Press & Paid Advertisements

Newspaper



382,500

impressions

Radio



4,552,400

impressions

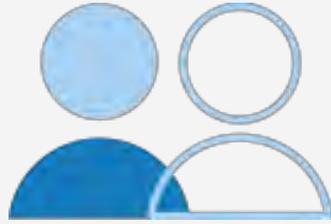
TV News Hits



\$15,416.51

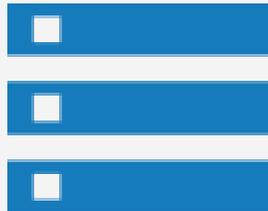
publicity value

Survey Results



530

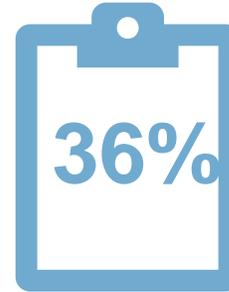
Participants



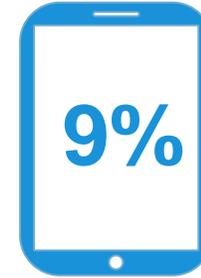
3,373

Responses

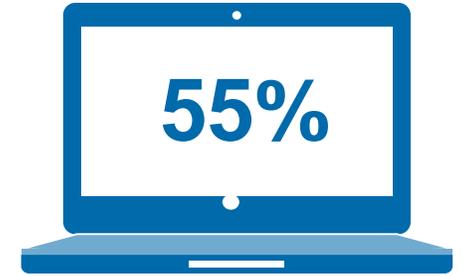
Survey Submission Method



at
**Street
Team
Visits**

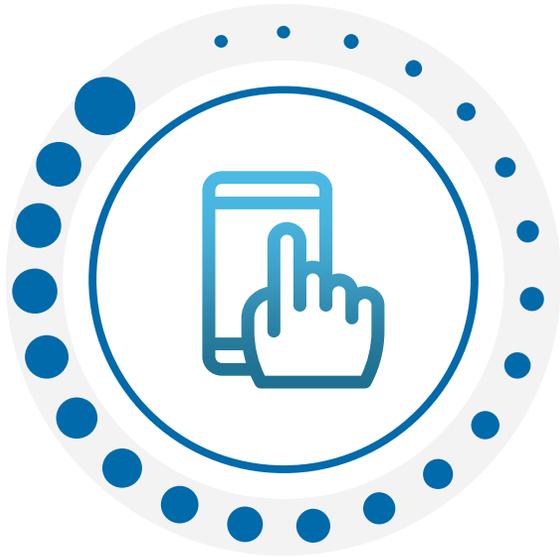


via
Text



via
web

Smartphone Access



Yes | 87.2%

Connections to Smartphone Access:

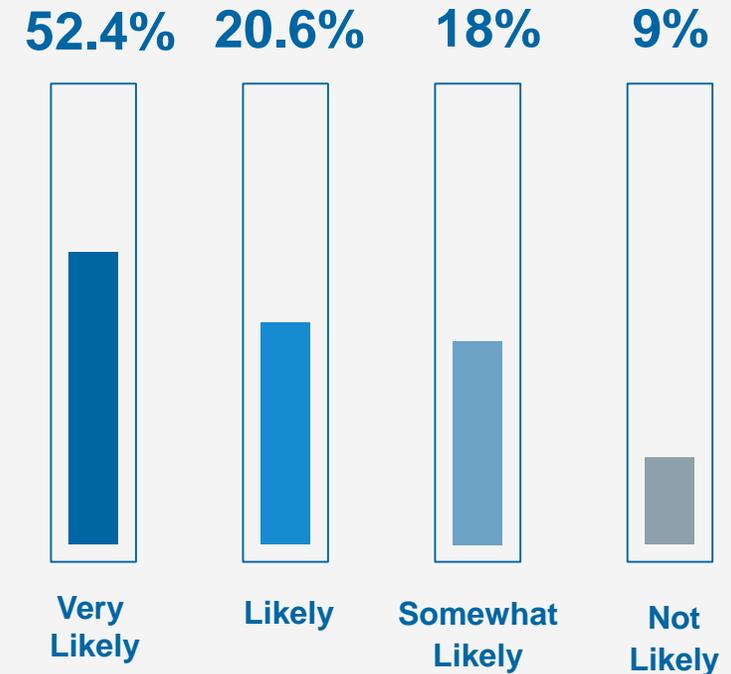
- Booking microtransit trips with SunRide
- Tracking the SunBus with myStop mobile
- Options for contactless payment with Token Transit

Ridership & Future Service Interest



84%
of survey
respondents ride the
bus **at least once**
per month

How likely would you be to
utilize the Route 1X service?



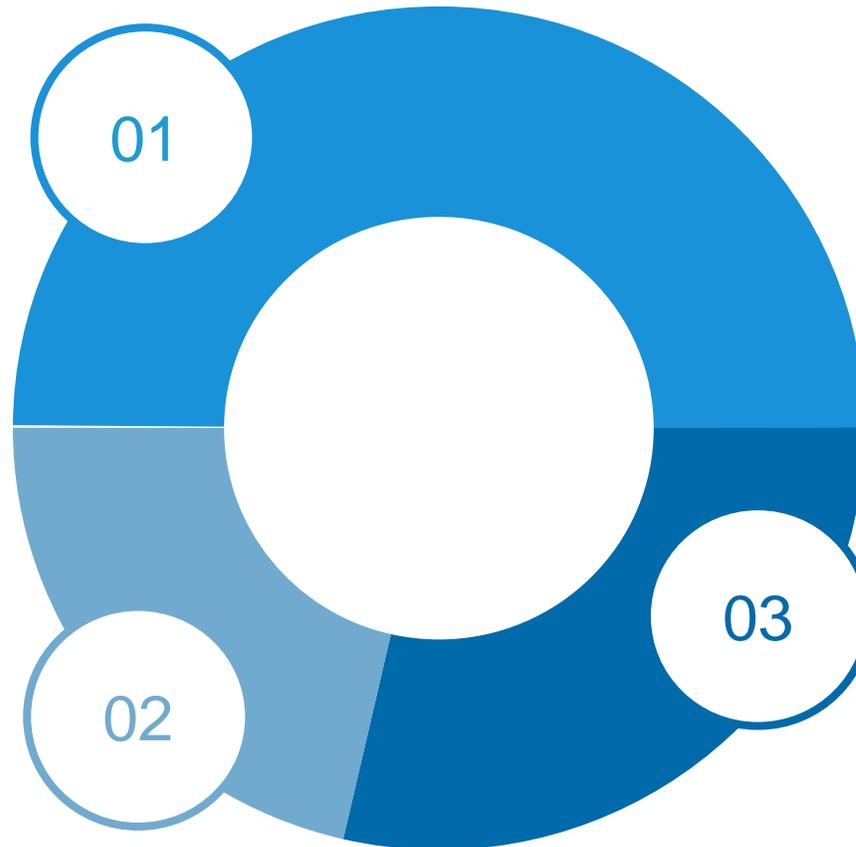
Key Themes

Enhanced Bus Stops

Broad support was expressed for enhanced bus stops

Cleanliness

Respondents commented on the importance of buses being clean in the era of COVID-19



Frequency of Service

Respondents noted that this would encourage them to use public transportation more often

Implementation Status Report

Status Report

- Board of Directors/RCTC approved – June 2020
- Met with all jurisdictions
- Refueled implementation an agency-wide effort
- Met with coach operators
- Safety review
- Open, inclusive and responsive process

Public Hearings



Conducted in-person formal public hearings and informal conversations



Conducted formal public hearings online

Field Work



Status Report

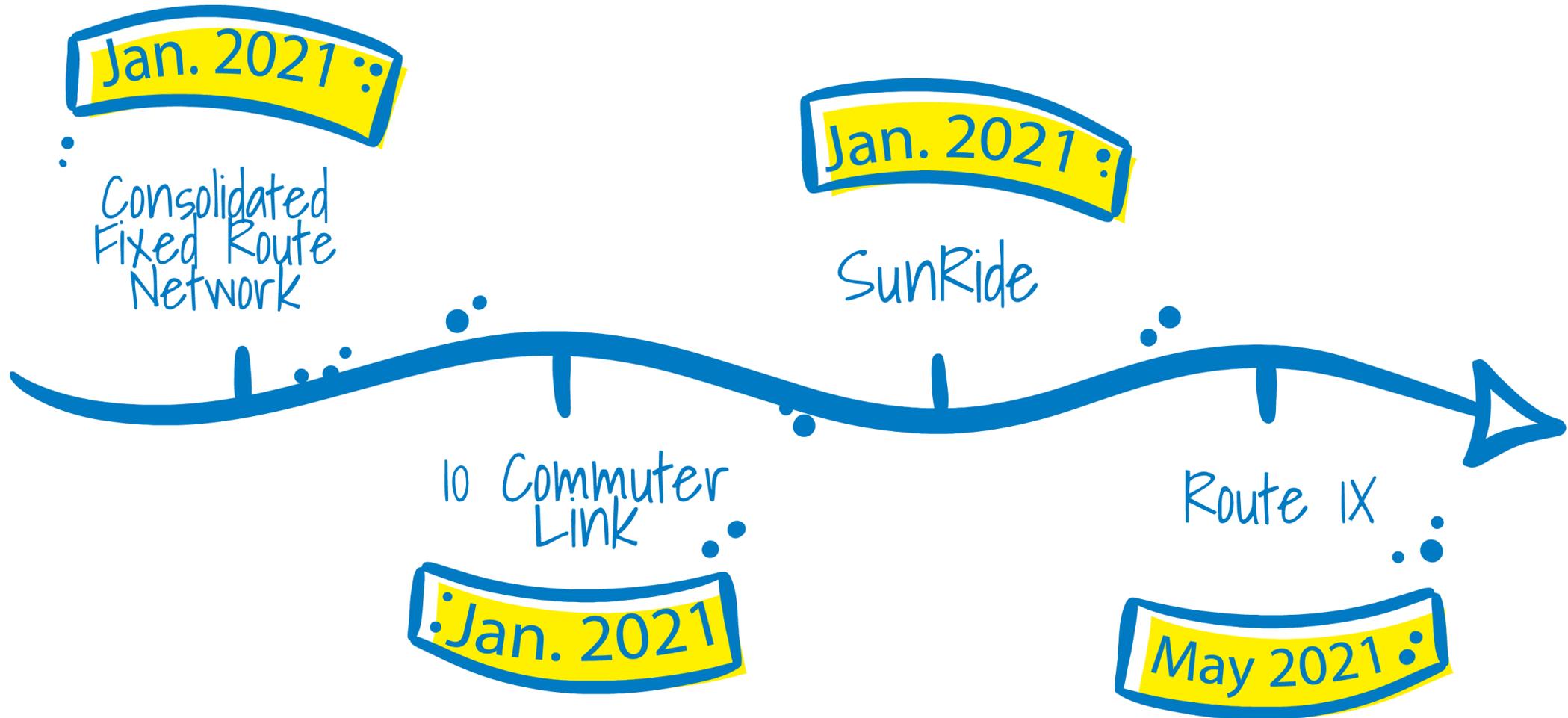
- New bus stops installation
 - In-house
 - Contracted
- Fleet plan
- Interagency coordination
- Prepared content for the Rider's Guide
 - Time Tables
 - Detailed Maps
 - Public information



Status Report

- Service change – work assignments
- Coach operator training and public information materials
- Program headsigns and automated passenger information system
- Program bus stop announcement system
- Ambassador program
- Service level – pre COVID 19 level of service (consistent with the approved budget and SRTP)

Refueled Service Effective: Sunday, January 3, 2021



Next Steps

- Training coach operators
- Continuing the efforts of the transit ambassador program
- Publishing the new Rider's Guide
- Monitoring the performance of the new service, beginning in January
- Conducting a comprehensive third-party review of the Refueled network and customer – October 2021
- Ongoing improvement of SunLine's operations and amenities



Questions?

www.SunLineRefueled.org

SunLine
Re*fueled*
DRIVING THE FUTURE OF TRANSIT

SunLine Refueled
**COMMUNITY
ENGAGEMENT
REPORT**

October 2020



INTRODUCTION

Community input and engagement is essential to creating effective and sustainable plans for the Coachella Valley Region. Outreach has been one of SunLine Transit Agency's top priorities in the development of SunLine Refueled, a plan that lays out short- and long-term initiatives that support the local economy, meet the transportation needs of Coachella Valley, and aims to aid in recovery from the impacts of the COVID-19 pandemic.



Refueled encompasses four different pillars: Consolidated Fixed Route Network, 10 Commuter Link, SunRide and Route 1X.

The Consolidated Fixed Route Network will optimize our resources, while maintaining services to low traffic areas through microtransit. This means less transfers and a more comfortable and leisurely ride for customers.



The 10 Commuter Link is aimed at improving regional service between the Coachella Valley and the Inland Empire. The 10 Commuter Link will travel to and from San Bernardino with enhanced options to connect to a number of key destinations in Southern California via transfers at a major transit hub.



To help attract new riders, we plan to utilize our most innovative new service, SunRide – a microtransit solution to supplement low-productivity corridors.

Route 1X is a weekday express service and is intended to improve productivity on SunLine's highest ridership route. Stopping at five locations in the Highway 111 corridor, Route 1X will provide an estimated 60-minute trip between Indio and Palm Springs.



In pursuing community engagement for SunLine Refueled in the era of COVID-19, the Agency created an entirely new out-of-the-box plan of tried-and-true distanced methods as well as establish new creative methods to ensure engagement across the 1,120 square mile service area.

Sincere thanks to all those who participated! This report offers a summary of what we heard, and how that input will be used in the final plan.

OUTREACH OVERVIEW

As a result of the COVID-19 global pandemic and the limitations for public gatherings, SunLine created a two-prong approach for the public outreach strategy to ensure there was diverse participation. From August through the beginning of October, the Agency hosted both in-person interactive outreach and virtual sessions. A key factor in all of our messaging has been creating all content in English and Spanish.

Our in-person interactions were all created with the current conditions and social distancing in mind.:

- **Five** Public Hearings - Scheduled as a longer amount of time to accommodate smaller groups to listen to a presentation and conduct a gallery walk with the maps. There were virtual hearings hosted as well.
- **97** Street Team Visits - 1-3 transit ambassadors were stationed at bus stops throughout the service network Monday-Saturday, where riders could ask questions and take the survey via iPad. Street team members are SunLine employees who have gone through our Transit Ambassador Program which trains them on the various parts of our service and helps give them the resources they need to address customer or potential concerns/questions.
- Mobile Outreach Bus – An entirely retrofitted retired paratransit bus housed mobile information including maps, videos, iPads and much more to educate and inform the most vulnerable populations who relied on public libraries and other public spaces to access digital information. One to two people at a time boarded our interactive mobile outreach bus to provide feedback and learn how SunLine Refueled would benefit them.

A plethora of virtual activities included Zoom webinars, social media events, meetings with local community organizations, and tele-town hall events.



*Map from 2014 Palm Springs Life Vision

SURVEY

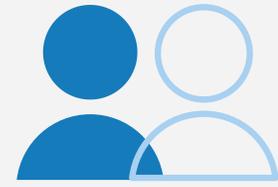
As part of the outreach process, SunLine developed a 12-question survey to gain feedback on the different aspects of Refueled. These comments have been used to help determine the implementation plans for consideration. SunLine used PublicInput as the platform to run the survey project. This allows for a texting component and segmenting out geographic regions to help with data analysis.

The survey was accessible on every page of the new Refueled website. Survey cards were also distributed to members of the community at all in-person interactions each containing a QR code on one side for the English survey and, on the reverse side, the Spanish survey.

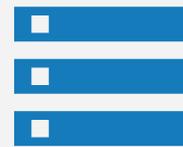
By participating in our survey, the community has helped us reinvent, reimagine and refuel public transportation in Coachella Valley.



Full survey results shown in separate report



530
Participants



3,373
Responses



52
Participated Via Text



193
Completed During
Street Team

KEY THEMES

ENHANCED BUS STOPS

Open ended responses indicated broad support for enhanced bus stops, with a range of suggestions including additional infrastructure and amenities.

CLEANLINESS

The importance of buses being clean, in the era of COVID-19, was a comment made by a majority of respondents.

FREQUENCY OF SERVICE

Support was expressed for an increased frequency in service with some respondents noting that this would encourage them to use public transportation more often.

SMARTPHONE ACCESS

The vast majority of respondents (87%) have access to a smartphone or tablet. This figure shows a 5 point increase from the last survey conducted in 2019.

ACTIVE RIDERSHIP

Of those who responded to the survey, 84% ride the SunLine transit system at least once per month.

EXPRESS SERVICE

90% of survey respondents indicated that they are likely to utilize the Route 1X when implemented in May 2021.



WHAT WE HEARD

Not surprisingly, the survey responses reflected a wide diversity of opinions and perspectives on the future of public transportation in the Coachella Valley.

"More micro-transit options with mobile app features to track arrival time and weekend late service to downtown."

"Bus stops more accessible. Less transfers from one bus to another. My community is rural and I would like to see more bus stops in areas where people live near Mobile Home Parks. These bus stops will allow our families to access healthcare, groceries, and other crucial services."

"I love that idea of getting picked up from your home and getting dropped off at a bus stop. That would help seniors who are using public transportation, I think seniors should pay 1.25. Everybody else should pay 4.50. I went with 4.50 because you're paying for Luxury and convenience, and also even numbers help buyers to get the service or buy the product because of the number."

"Equip more buses with usb power stations to charge phones on the go!"



STREET TEAMS

Street teams were designed in an effort to put information about Refueled where people already are. From August to October, our street teams could be found throughout the Coachella Valley at major time points and transfer locations from Monday to Saturday. Each street team was equipped with an iPad so they could show riders how to access the new website and walk them through the survey.

959 AUGUST TOTAL INTERACTIONS

Week of 8/3	120 interactions
Week of 8/10	206 interactions
Week of 8/17	273 interactions
Week of 8/24	360 interactions

1,573 SEPTEMBER TOTAL INTERACTIONS

Week of 9/1	139 interactions
Week of 9/7	224 interactions
Week of 9/14	237 interactions
Week of 9/21	729 interactions
Week of 9/28	244 interactions

1,176 OCTOBER TOTAL INTERACTIONS

Week of 10/1	874 interactions
Week of 10/12	302 interactions

2,749 TOTAL INTERACTIONS



MOBILE OUTREACH BUS

To ensure that current and future riders are familiar with SunLine's new transportation offerings, we mobilized the Mobile Outreach Bus. What was a retired paratransit vehicle was revamped to be used as an outreach vehicle dedicated to the Refueled initiative. The vehicle completed its makeover and was deployed on September 9, 2020. Mobile outreach occurred Monday through Saturday near pharmacies, grocery stores, food distribution sites, etc. to engage with community members. This was in addition to engagement at bus stops.

The vehicle was used as a tool, in addition to Zoom meetings, to also engage both our bargaining and non-bargaining employees in the Refueled process.



DESTINATIONS

- UnitedLift Rental Assistance Pop-Up Events
- Mecca Drive-Thru Flu Clinic
- Census Pop-Up Events
- Weekly Food Distribution Sites
- Pharmacies
- Grocery Stores
- Meat Markets
- Laundromats

PARTNERSHIPS

In order to broaden and enhance outreach, SunLine partnered with local community-based organizations. These groups donated needed supplies, distributed information through their websites, in-person and social media channels.

County of Riverside

As part of the County of Riverside's Masks are Medicine Campaign, SunLine received 20,000 masks, which we were able to bundle into individual packages along with a pledge card and a Refueled information. The bags were distributed by our street team members to riders throughout the service network. In addition, Supervisor Perez's office helped distribute 1,000 flyers to communities and churches in the Eastern Coachella Valley.

FIND Food Bank

SunLine Transit Agency continues to volunteer on a weekly basis with FIND Food Bank in their warehouse helping put together 12 lb. bags of dry goods for families. The Agency has so far printed 5,000 flyers that have been included in bags that are taken to distribution sites throughout the Coachella Valley.

State Council on Developmental Disabilities

1,500 flyers were provided to the State Council on Developmental Disabilities to be included in their PPE distribution to local families.

Lift To Rise

Lift To Rise partnered with SunLine at four different outreaches. Their goal supporting the community's most vulnerable members, goes hand-in-hand with our goal of keeping Coachella Valley moving forward.



United Way of the Desert

PARTNERSHIPS



Cathedral City



Cities

A cross pollination of information has been shared with member agency city communication staff, who many have included it on their website, e-newsletters, digital billboards, events calendar, and social media.

Higher Education

Social media events have been held to help SunLine connect with students at local higher education facilities.

Coachella Valley Housing Coalition

Coachella Valley Housing Coalition distributed 1,000 Refueled flyers. This is an especially good partnership to have because their clients are also those we seek to serve through public transportation.

1-on-1 Meetings

Outreach is an active project with many meetings scheduled to occur with our community organizations with opportunities to continue spreading the word. 17 different agencies will soon assist SunLine during the education phase of Refueled.

INFORMATION DASHBOARD

SOCIAL MEDIA & VIRTUAL EVENTS

Social Media

Engagement: 2,119
Impressions: 37,277

Instagram Live: 362 views
Facebook Live: 407 engagements

Website (www.SunLineRefueled.org)

3,025 unique visitors

Social media live events have been especially useful in maintaining transparency and engagement with the public. Live events on Facebook and Instagram allow virtual audiences to engage in real time. Live events are also given priority in these platforms' algorithms, which means they are seen by more people than regular prerecorded videos or photos. This has been especially useful during the COVID-19 pandemic.

SunLine launched the first ever e-newsletter. The newsletter allows for more transparency and additional ways for disbursing information about Refueled. It also promotes us as a lifestyle service. The newsletter was sent to 128 inboxes (and growing), with a 36 percent open rate.

Zoom webinars were hosted and recorded versions are available on the website for community members to watch at a time that works for their schedule.

PRESS & PAID ADVERTISEMENTS

Newspaper

Quarter page ads ran for 5 weeks

- EL Informador de Valle - 130,000 impressions
- La Prensa – 232,500 impressions

Article from Virtual Media Roundtable

- Desert Sun – 20,000 impressions

Radio

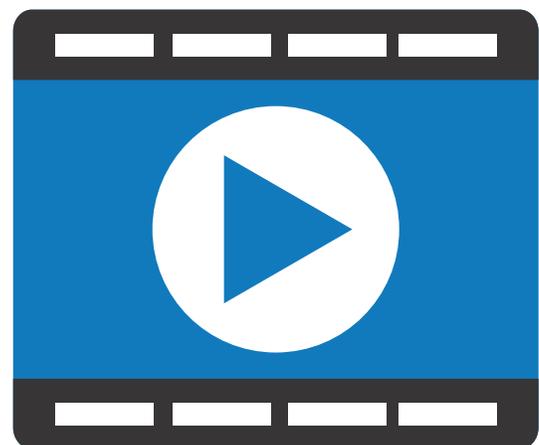
3,245 radio spots featured with over 4,552,400 impressions

- KCLB 1,120,00 impressions
- KDGL 720,000 impressions
- KPSI 1,120,000 impressions
- KKUU 1,520,000 impressions
- KUNA 72,400 impressions

TV News Hits

33 story hits from Virtual Media Roundtable

- Publicity value \$15,416.51
- Total viewers 94,904



TIMELINE

- A website dedicated to the Refueled initiative launched in August, available in both English and Spanish. The website is focused on the four pillars of Refueled and allows community members to explore and provide feedback.

- A-frame signs, bus shelter ads, on-board signs, flyers and survey cards were all designed and began posting/distribution in August.

- SunLine has been actively promoting Refueled on all three of our most used social media profiles: Facebook, Instagram and Twitter.

- During the month of September, targeted ads in local Spanish print publications, airing 30 second radio spots on English and Spanish stations, and convening a virtual media roundtable.

- Moving forward into the Education phase will begin in November and continue well into 2021.

- o Look forward to new TV commercials
- o Additional Radio Spots
- o Geofence digital ads
- o New bus shelter ads
- o New onboard signs
- o Door hangers





COMMUNITY ENGAGEMENT REPORT

October 2020



32505 Harry Oliver Trail
Thousand Palms, CA 92276

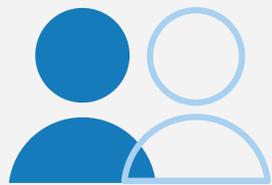
OCTOBER
2020



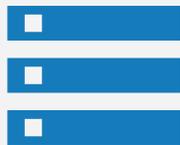
SUNLINE TRANSIT AGENCY

REFUELED

**SURVEY
RESULTS
REPORT**



530
Participants



3,373
Responses



1,345
Views

REFUELED SURVEY RESULTS

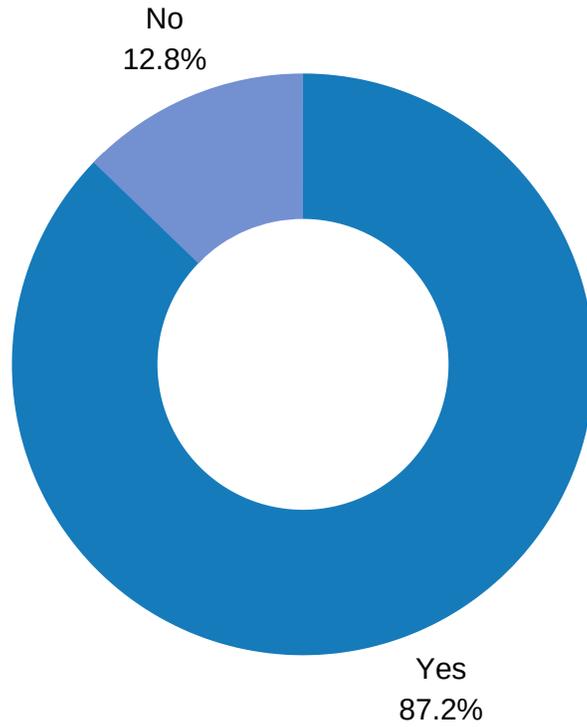
Input and engagement from the public has been an essential part of the development of the SunLine Refueled plan. Beginning in August 2020, SunLine began a robust outreach campaign taking into consideration the challenges of the COVID-19 pandemic.

SunLine used an online platform, PublicInput, to host a survey to solicit input from Coachella Valley residents about the future of public transportation in the region. The survey included both multiple choice and open ended questions. The online survey was available in both English and Spanish and was made available for community members at every street team and mobile outreach visit. In total, over 530 residents responded. This report includes the full results of that survey, with the exception of respondent contact information. Many thanks to all who responded to the survey. This feedback has given us important direction as we work to implement our plans.

Question

1

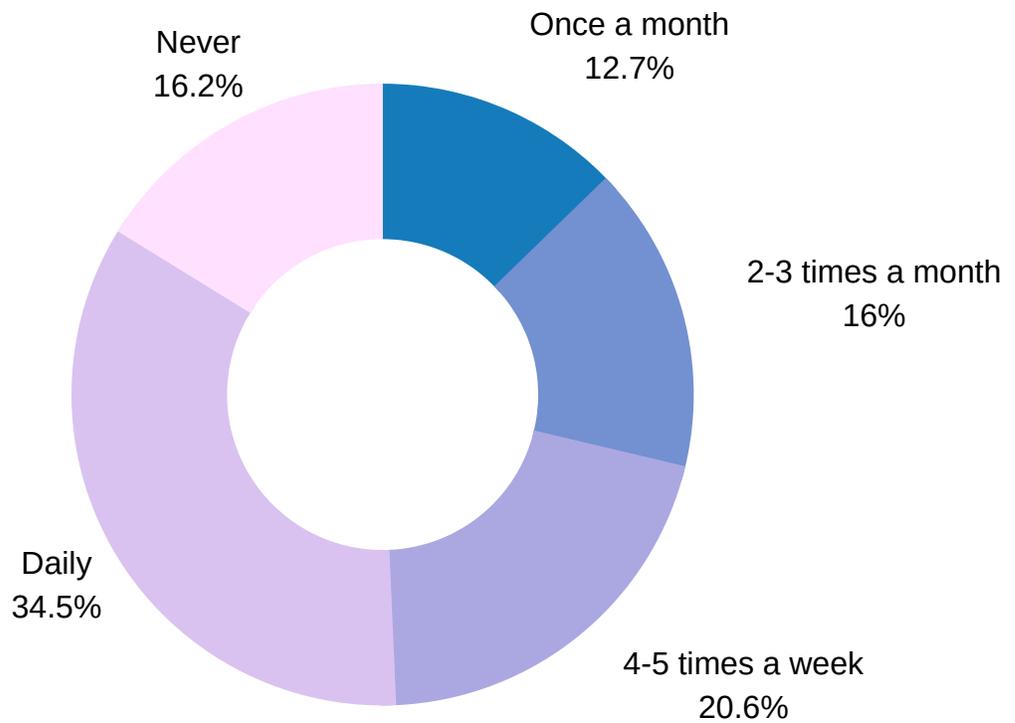
Do you have a smartphone that you can use to access the internet?



Question

2

How often do you ride SunLine buses?



Question

2

How often do you ride SunLine buses?

If not, why:

I have a car

Currently not an effective way to get to SunLine for work

Have a car

I have a car

I have my car

Bus stop is far from my destination

I do not reside in the Coachella Valley

I live in North Shore, and work in Coachella. The hours of operations and non-frequency does not make it possible for me to use it for work, or to go shopping for groceries.

Not convenient

Por que no lo eh necesitado

I have a car.

I live far away

Commute in personal vehicle. Few routes are accessible to where I go in the Valley.

No bus stops near my home.

Personal car

I own a car

My anxiety

Not enough service

I have a car

Have a car & there is no service where we live

Sunline does not pick me up at Murray Canyon Dr.

heat wait times lack of routes to goveherevi needk of

I have my own car

I have transportation

New to the area

I have a car

I have a vehicle and when previously used the routes and different buses to get to one place were confusing

I own a car and imagine taking the bus to the airport would be a hassle.

Use auto.

I live in Portland Oregon just visiting

I have a car

Just haven't needed to use it

I have a car

I have a car and don't need it currently

Hadn't found the need to

Not needed

I have reliable transportation. If I didn't I would use the service

I have a car

I have only ridden 2 times

I have my own car

once in a while

no need

If not, why:

I don't go out often because of COVID-19 so it is not needed.

Unconvenient for my area. Not enough transfer points.

Inconvenient due to lack of connecting routes and not enough stops.

Nearest bus stop is approximately 2 miles away from my home.

Handicapped and haven't gotten a chance to find out how it works and the cost.

We have vehicles of our own

Tengo carro

No e tenido la suerte pero si me gustaria

I dont know how

This is my first semester at CSUSB, so I have not had access to this until now!

No need for it right now in quarantine.

I have a personal vehical.

Drive car

I have car

I have a car

not convenient

Porque tengo vehiculo

Retired and drive EV

I have a car

I have a car

I drive a car

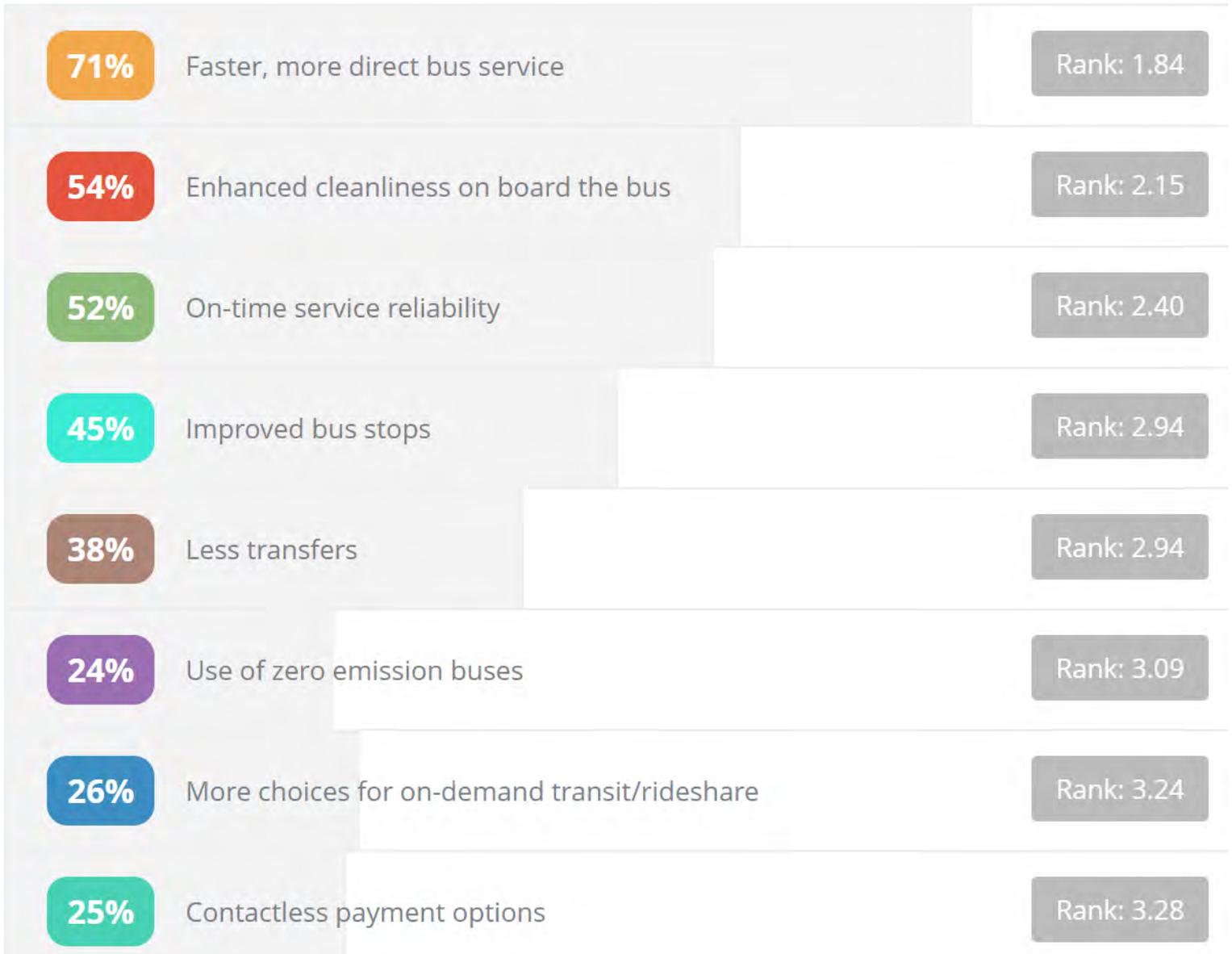
I did used the Sunnis years ago...but if I need it one day I will use it

I have to transfer.

Wasn't aware of them

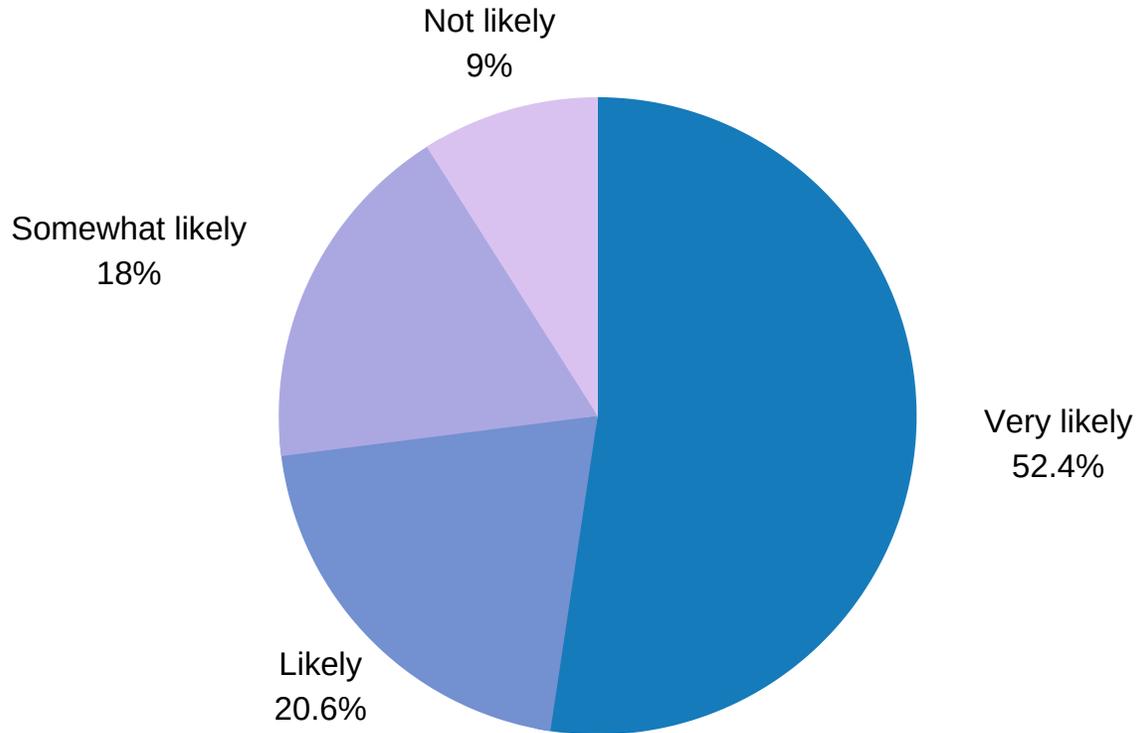
Question
3

Rank your top priorities for SunLine with 1 being the highest and 5 being the lowest:



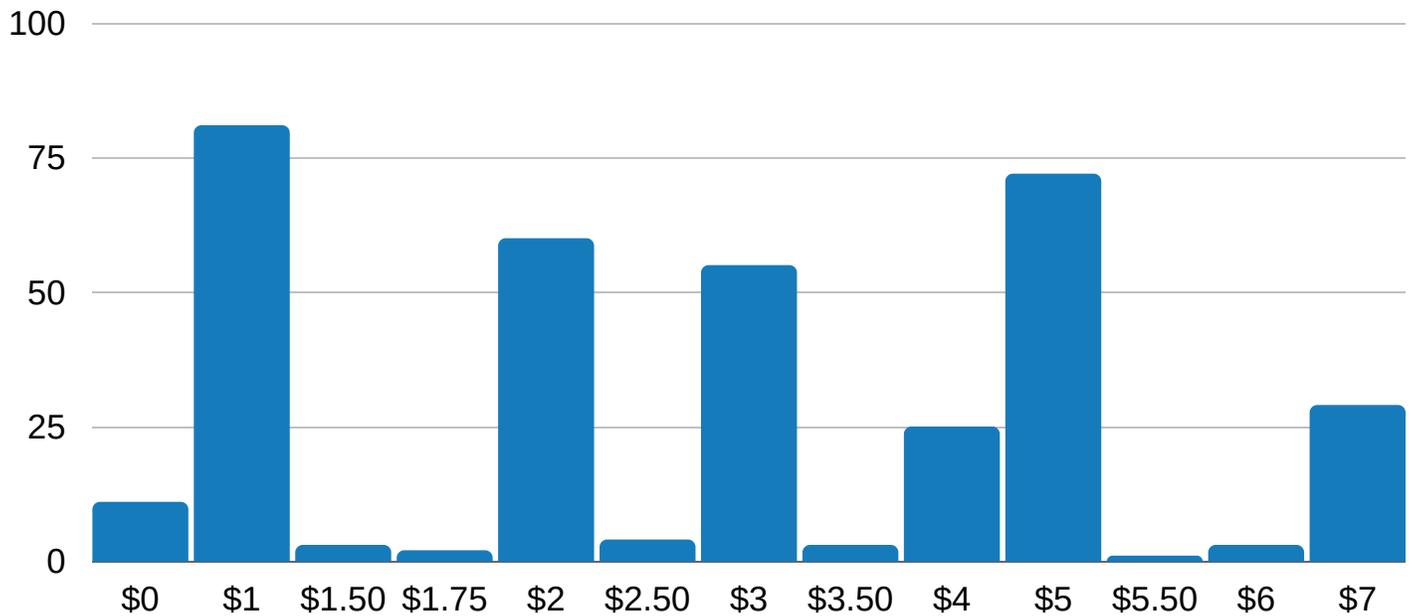
Question
4

Route 111X will offer more rapid service with limited stops along the existing Route 111. When SunLine introduces the 111X, how likely will you be to utilize the service to access work, school or leisure activities?



Question
5

How much would you consider spending on a microtransit service like SunRide where you will be picked up at your home and dropped off at a bus stop (and vice versa)? Please indicate a value between \$1 and \$7.



Comments:

I love that idea of getting picked up from your home and getting dropped off at a bus stop. That would help seniors who are using public transportation, I think seniors should pay 1.25. Everybody else should pay 4.50. I went with 4.50 because you're paying for Luxury and convenience, and also even numbers help buyers to get the service or buy the product because of the number.

I honestly find that very useful since ubers can get very expensive I feel like \$5 would top all of that.

i say about 2.50 to 4 dollars if it's clean and on time.

Not sure I would use it but I can only pay \$1.00

Well where I live there's a stop right there so I wouldn't need this service but it's a good idea

No need for that personally

\$5 seems about right.

I would mostly like that service for my elderly mother

its ok for me as is

5.00 Fortunately I live by four bus tabs within a block my house

Based on the distance from the riders home to nearest bus stop..Each rider should pay differently.. depending on the overall mileage..

Between \$3-\$5 would be considered a fair rate.

\$5 depending on where your going

Depending in how near the stop is. \$2 average.

How much I consider spending on a microtransit service like sunride is \$2.

\$3.50 depending on distance

It depends on where I should go. If the location is 5-10 miles, I am wiling to pay between \$2 to \$4.

If the microtransit could take me to my exact destination and not just the bus stop I would pay \$7

\$7 is reasonable

Not likely iam young and fuelled with energy to reach the sunstop

Depends on how much gas I'm going to use

Not needed

I'm close to a bus stop. \$1.00.

Question 5

How much would you consider spending on a microtransit service like SunRide where you will be picked up at your home and dropped off at a bus stop (and vice versa)? Please indicate a value between \$1 and \$7.

Comments:

7 dollars is cheaper than Uber

How about a set monthly fee??

\$2 each way or \$3 round trip

Creo que la rita 111x seria halgo muy adecuado para nuestra comunidad

Really consider

depends on whether it will take me to a route I need

In my situation not necessary

Pues,no puedes hacer mucho con 8 dolares

SunRide should pick me up at home and drop me off at home.

Its a good idea for the elderly and handycap

\$1. I have a car so this needs to be low enough that I use that instead of my car, and cheaper than Lyft and uber.

Don't know

No se

I don't have that service

\$0.00 - this would be an overreach into established Taxi Service.

\$3 under a mile with .50 incremental rates per mile

Absolutely. I have always wished this service was available.

I'm very close to bus stops

Flying vehicles motor scooters

I would be comfortable with \$2.00 for the ride.

4 dolares en tansfer de todo el dia

No pago, soy estudiante

I think it should be the same price as riding the bus.

Never used it before so i couldnt give a valid answer

Any price

\$5 if we're taking the less fortunate into consideration. It falls between the middle and the elderly/disabled cant always walk that far or fast enough to a nearby bus stop.

No thanks - just a variation on a theme and it costs far, far too much.

U need to compare it to minimum wage in CA. 2.50 is a great start

\$7 sounds great. And half of that for people with monthly passes

This would be so beneficial especially due to limited options and financial hardships...opening back routes such as Fred Waring and Cook St. I would gladly pay more per trip!:-)

minute/short notice

I'll say \$5 for the price

Depends on distance.

Don't have money

Will not use

Question 6

What does the future of public transportation in your community look like?
(examples: more service, enhanced bus stops)

Comments:

Enhanced bus stops

No metal at bus stops

Drinks/snacks at bus stops

Vending machines

Wanting more shade at bus stop

Tv on bus for the kids

More schedule information at stops

More service options

More security on the buses

I'm very happy with the service.

Enhanced bus stops

Enhanced bus stops

más limpo el autobus

Mass service

Improvement, more user friendly

Enhanced cleanliness

more bus stops with shade & better lighting & mists for the summer months. no loiters who take up bus seats and seats at the stop but never get on the bus. enhance mask wearing. better and faster wifi.

Better bus stops

Mas rapido, salidas mas seguidas.

Cleaner buses

More service

Enhanced bus stops

Sin autobuses que expulsan emisiones de carbono al planeta, cambiándolos posiblemente a eléctricos

Más servicio

More service routes, express buses to and from La and San Diego possibly. Better customer service than you currently have. And that bus drivers care about the safety of their passengers. Less attitude when we call customer service with a complaint.

Cleaner and better bus stops

Better stops

Later bus service on the weekends. More bus service in east valley

Better stops

Nicer bus drivers

Less transfers

Buses need to stop at all stops and not just drive by.

Improve transfers. For example arriving at a stop, walking over to other bus and the bus leaves before being able to get on.

More service

Streamlined service

Faster transit service.

ride share

Better operator attitudes

Question 6

What does the future of public transportation in your community look like?
(examples: more service, enhanced bus stops)

Comments:

Be more service or enhanced bus stops on depending situation

need to work with police to reduce the risk -- currently some routes have higher crime (person ID'd on the bus and others waiting at stops)

Get rid of homeless at stops and on the bus.

more service

I am grateful for this service and all of you still as stated above bringing back some of the main routes would be a Godsend

More easily linked to regional transit.

Bus stop at Mountain View and hacienda in desert hot springs

Bus stop at hacienda and Mountain View in DHS for route 15

Si

With my contribution extensive and expensive and will also fund itself among other things once fully completed. I can transform our entire valley, you just have to trust me. My name is Alejandro C. Hernandez and i would like that to be my entry into the "Dubai Expo Masterplan 2020 " you can find it on youtube.

Enhanced bus stops, more routes in the Valley

Better bus stops

Better bus stops more shade

111 should run later until 2am

Operators that will not allow the bus to move while passenger that board sits down communication with local authorities so that passagers who charge their device as they wait to bord the bus they choose.

Well shaded not shadows but tree shade so those bus stop can be a comfort from having to wait in 119 degrees because the sun bus had to many patrons and no six feet to social distancing.. yet the wait will not be stone hearted as the person that is inchage of saying what and how many buses get sent out on the 111 route at the hottest part the day.

No communication between drivers of each not giving attention to the other so that two passages watch both buses go bye and not be picked up or two buses are delighted to one route and the mostly empty goes on and the one with no six feet social distancing. Drivers careless for the wellness of boarding passangers more that their breaks.

More trees for shade.

Every bus has radio communication with each other.

More radio cummuni caution to notify fellow operators of need to take a certain stop

I have repeatedly told you and I keep getting asked the question I have answered

Enhanced bus stops, shelters that provide better shade. Cards that you can add money to, that don't rely on phones

Más líneas que cubran el valle

More service, better bus stops (all need water fountains)

More service

More service and better bus stops

Enhanced bus stops

Charger accommodations and updated seating.

to make the bus stop better in Desert hot springs ca

Very good

More service

more buses that go where I want to go without zig zaging all over and taking too long to get there.

Looks good to me

It had better be more service - this 40 minute cycle sucks royally.

More service

Comments:

Integrated into the virtual reality dynamic for innovation and a more sustainable future. With a healthier play into the use of the drivers in terms of health a more active work integrated and mandatory approach to a fit life style by having a running track at my yet to be taken into consideration, wind energy and emissions research facility and College of the desert culinary culture campus. Drivers will be required to stay under a certain weight towards living a healthgier life and have access to more healthier keals and refreshmebts during their brakes.

Enhanced services like microtransit

Good plenty of bus on weekdays

Wider service area

More service

More shade

Larger bus stops for people who have been walking all day, we all want to sit down and rest. Sometimes it's not big enough for all of us. Also, I'm loving this \$0 emission ride, Im a single mom who works and a dollar a day is \$30 a month, every penny counts in my situation. Also, I'm ALL for the minimization of stops, my bus ride is 2 hours and if I want to be early to work, the fact that I have to wake up at the butt crack of dawn is not ideal.

Enhanced bus stop

Better bus stops with more shade

I would like to see more geographical coverage because I believe there are some corridors (as an example I am referring to a large corridor around Country Club in Rancho Mirage that is not served at all) and in some cases corridors that have service but the frequency of the bus running is so low that movement is burdensome.

More service

Better bus stops. Shaded.

All is good more service with later hours

More services

Better stops - misters and more shade

Better stops more shade

Nicer drivers

More service

more service, frequent

More service to residential area

Enhanced Bus Stops

More efficient service, currently I see buses going in pairs. A dedicated bus lane on 111 and other wide roads to improve speed (maybe underground?), have service to Imperial valley, that would reduce illegal transportation, provide service to Oasis on Pierce and 76th, improve taxi voucher program to include all low income persons in areas underserved by bus, all bus stops to have shelter,

More routes

More services

Bus stop at desert arc.

Increased.frequency of bus at stop, i.e. every half hour as opposed to every hour

More microtransit, more green and sustainable.

Hopefully more safer less drugs on the bus and bus drivers stop those people and kids

Hopefully cleaner easier faster rides

None

intercity metro i.e electric train.

Stop outside new county building in DHS

More bus stops

I would like to see more routes

Question 6

What does the future of public transportation in your community look like?
(examples: more service, enhanced bus stops)

Comments:

more service

Exelente

comprar los pases en tiendas autorizada que duren mas tiempo y solo poner a las personas que necesiten transporte gratis

Perfect

Enhanced bus stops

I would like to see more routes along homes, more service.

Ok with how it is

No problems

Growing big part of the future underground rails

More public transportation

Good

N/a

More service

Buses running every 20 mins, Bus shelters, and enhanced platforms for disabled people

Enhanced bus stops, faster traveling

Benches with back support that have flat benches, without the dividers aimed at preventing people from laying on them across the valley, not just in affluent communities. There needs to be shade at bus stops, especially at remote locations where there may not be shade around for miles.

With an increase in student ridership, bus stops equipped wifi along routes allowing students to maximize time between transfers.

Bus stops with water misters for hot days or shaded areas. Buses with more bike storage capacity. Frequent service in dedicated bus lanes on busy routes. The ability to get to a frequent bus or train option to Riverside and LA

Enhanced bus stops SHADE

Transfers that meet on time for riders to transfer

bike rental

Less cars on the road

Looks good just have cleaner bus stops

I like it.

More service from Mecca to Indio

More routes within the community

More service. For example, I now have to walk 30 minutes to reach a bus stop. That's crazy. There needs to be a bus line on Portola Avenue, which is a major thoroughfare, and more cross-connections. It seems as though the people who plan these routes don't actually use public transit.

On demand availability

Compete with Amtrak bus service to train station

more service, enhanced bus stops, stopping assumptions that everyone has a "smart" phone and/or internet.

I would be very useful if there were more bus stop locations around the more rural areas of the coachella valley since most people there need to use the bus more.

They need be on time and more stop bus

More service.

Nicer drivers.

Looks like it will be highly accomplished

Service until 11pm

Adecuado

Question

6

What does the future of public transportation in your community look like?
(examples: more service, enhanced bus stops)

Comments:

I want safe bus stops that have more heat cooling infrastructure like water misters or more shading so I can leave my car at home more and take transit. I also need frequent service.

More service. Direct service down all the major streets in PS

More enhance and improve

More stops

Que preda pasar el bus mas seguido y que puedan poner mas los bus stop I like the fact that u guys put restrooms because when I used to ride the bus my kids would have to go.

Pues muy bien

Favorable para el bien estar de la comunidad

More micro-transit options with mobile app features to track arrival time and weekend late service to downtown

Go back to charging fares because the clientele has degenerated

hay demasiadotiempoque esperar para hacer transbordo cuando tomo linea 14 y quiero hacer transfer con linea. 30 justo llega y se cruza con este y llego tarde al trabajo ...baristo y Farrel

Good in order

Increase cleanliness of buses

More Service... Right now the bus services are good

A domicilio o personal

More frequency along routes in north shore

More frequency in service

More service

More accessible

More bus service for people that don't drive

More transit service

Faster service in Indio

Bright

Enhanced bus stops

More service with the sunride

More frequent departure times and better stops along with cleaner buses.

Yo me imagino en el futuro del transporte se va ser más mejorado.

Mas mejorado

I dont know.

Más servicio y más paradas de autobuses

Very good

More service

More service. More bus stops in my community.

enhanced bus stops

Bring back the original Buzz (Thursday-Sunday; 11am-1am)

Faster, more reliable service, longer working hours so that people who work late or early hours can still ride the bus (for example people working retail often work until 10 or 11 pm), better access to more places to avoid 20 to 30 minute walks to and from bus stop to work or doctor's offices in 100 plus degree heat.

I rely on Public transportation on a Daily basis

More service

Muchas más paradas Y Puntual

Question 6

What does the future of public transportation in your community look like?
(examples: more service, enhanced bus stops)

Comments:

Pues,tal cual como hoy los transportes resonsables no digo que hoy no lo sean,que yegen temprano

More service When is Sublime resuming weekday schedules?

I heard our budget is getting cut :(

A bus stop from where I live is a mile away.

Enhanced bus stops

More services

its okay

Better bus stops

Cleaner bus areas

Routes were stopped

Rapido y confiable.

More bus stops

More service

More service with late hours

More Direct service to things like new shopping areas, dining, entertainment. Longer hours in the evening. Improved bus shelters with covers against the elements.

Me imagino un servicio de primera clase

A mess the first bus stop on 80 and it stinks

More service

cleaner bus stops

We need more service

More Services for Sun Dial Riders

More service

Cleanliness of bus and during Covid 19 social distancing. Drivers and employees regulating rules on bus and enforcement of them.

Bus stops more accessible. Less transfers from one bus to another. My community is rural and I would like to see more bus stops in areas where people live near Mobile Home Parks. These bus stops will allow our families to access healthcare, groceries, and other crucial services.

More stops. More access. More awareness around how easy it is to ride

more service, easier bus stop places, cleaner

None what so ever

Smaller, more efficient, and more frequent bus service. I rarely see many people on a Sunline bus. Is there anything that could be done to reduce the overall operational costs of bus service? I understand only 15% of bus service is paid for by riders. Is there a way(s) to reduce operational costs?

More bus stops.Within reasonable walking distances.

Hopefully Ending the fossil fuel uses

Con más paradas en mi comunidad de North Shore

Bien

Good now.

Move service

The future transportation community look like a more awareness to the sublime transportation. This will help improve and be more aware about the benefits of the sunline bus.

More versatility - getting to the destination after getting off the bus is usually the problem.

More bus stops

No comment

Question 6

What does the future of public transportation in your community look like?
(examples: more service, enhanced bus stops)

Comments:

Con mas opciones para los que trabajamos y los que estudian

More service

More service

Faster service, safe & efficient. Over cleanliness.

Routes to CSUSB and maybe UCR

Later bus times

More stops to get off of

Happy with the services.

The service is good now

Busy

Better services.

More service

More routes better equiped sunbuses

Mas limpio

Faster more direct service

More service

Enhanced bus stops

clean transport with professionalism

Enhanced Service. Possibility of Large Bus hub in the east valley to service large cities in southern California.

Enhanced bus stops

Enchanted Bus Stops, Buses that don't harm the environment!

More services

Mas limpio

More stops and access to buses

What the future of public transportation in my community look like would be more helpful service/s

Set up information booths at all transfer depots..Folks sometimes don't understand the transfer system found in the bus schedule booklet..

Restrooms available near bus stop or water fountains

Stops with restrooms and water fountains

Maybe there could be an app that helps people who don't fully understand the routes and stuff to help them pick their route the need to go on depending on their destination, and arrival time

I am hoping for added stops along Route 54. Also, a change in route to access Route 111 from Jefferson in Indio.

Misters at bus stops

More service

Offer broader routes/options and faster service.

Enhanced bus stops..Such as Digital Time Tables at more locations.. one preferred location could be at the Buddy Rodgers, transfer bus stop in Cathedral City..The city is building a Casino across the street from this bus stop..

enhanced bus stops with less transfers

More service and more stops

Enhanced bus stops

By paying only cash you, they should pay with debit card

Better lite stops

Enhanced bus

Question 6

What does the future of public transportation in your community look like?
(examples: more service, enhanced bus stops)

Comments:

Maybe how the seats can be spaced in the bus for the safety of people who may carry diseases/ sickness. And more shade when others are waiting for the bus.

More bus routes

More service enhanced bus stops for bad weather

Enhanced bus stops because in some areas the bus stops does not have a shed so we have to wait in the scorching heat.

More bus stop around the area

Magnifico

More bus stop

More service in Coachella

More bus stops and more access times to public schools

I currently live in Anza CA, so public transportation is essentially void here. However, when I am able to attend the campus in person I look forward to use it.

Enhanced bus stops

I'll definitely say enhanced bus stops, and better health safety.

More service. Longer hours. More bus stops. Reduction in time it would take to get from Palm Springs to Palm Desert/Indio.

More riders leading to more buses to ensure distancing onboard

Buses arriving faster, able to transfer easier

Parades mas mejoradas

Better service.

Mas probable.

Mad servicing

More bus stops.

Paradas de autobus mejorada en indio

More bus stops and more service for sure.

I'd say it would look like buses using clean energy

Better lighting at stops

No transfers

App where it knows your current location and you input your destination then it prompts you what to do

Later bus stops. Ex. For there to be later bus times for route 24. Stops that go to at least 10pm instead of 7pm.

More chargers on the bus because sometimes when I go home it's really dark outside and my phone dies on the bus especially for kids some of us would feel unsafe walking home

i hope it's more cleans and smooth also contactless payment

Clean and safe

More service and frequency

More service in ecv

More service to avoid traffic

Safety

Honestly I feel like more buss stops in open views because most buss stops are very hidden

Metropolitano

more service enhanced bus stops

I would hope for there to be a way to press a button and tell the bus im just down the street to catch it, I've missed the bus several times due to it being early at one stop so I have to run to the next, so if there was a way to tell the bus I would be there within minutes I'd appreciate it.

Buen futuro en transporte publico.

Service

Question 6

What does the future of public transportation in your community look like?
(examples: more service, enhanced bus stops)

Comments:

more service routes, less transfers

Electric golfcarts Free everywhere

Muy bien.

More service

Mas servicio

Más frecuente

Todo bien

More services and more locations

Menos paradas. Mas rapido.

Enhanced stops

more direct or express routes

Enhanced bus stops

N/A No usa servicio

Mas servicio nuevo

More bus stops, more coverage

Bueno

Bus stops close by to other locations and homes

En un futuro yo pienso q es una magnifica forma para ayudar en el medio ambiente y para reducir el calentamiento global meno vehiculos funcionando mas gente usando el transporte publico menos calor

More service

More service

More faster

Bus stop needs to be kept clean of trash

More service

More service more times like run 24 hours

be on time

More transportation

Con más paradas en lugares necesarios cómo tiendas farmacias clinicas

Less wait time at each bus stop

Poor

Muy bueno porqué es muy importante para las personas que no contamos con transporte y esto es muy bueno para nuestra comunidad

More services, faster and direct bus service

The future of public transportation looks like to me, where people can use there phones to pay without using cash, adding a timer when the next bus will come in all bus stops because that will help new riders.

WiFi service more bus stops

Major y agregar mas linear y mas horarios

More bus stops with shade and benches, faster service, on demand rideshare.

En chance bus stops

Mejorando el aire y menos tráfico y usando mejor el transporte público

More services

Yes, looks good

Question
6

What does the future of public transportation in your community look like?
(examples: more service, enhanced bus stops)

Comments:

In the community of North Shore, there is a need for fast, efficient, and frequent public transit to connect the East with the West Coachella Valley. As we think of the 111RouteX- how can we include one stop in North Shore, one in Mecca, and continue the route? Currently, residents in North Shore and Mecca go towards Coachella, Indio, La Quinta / West for groceries, shopping, health services etc. As we think of the future, explore the possibility of creating a public transit hub/center in the Mecca area that connects our region.

Igual

Getting from Palm Springs to Morongo Casino

A grand future, prosperous

Would like more service, not to wait so long between buses, better bus stops.

Enhanced bus stops

More Stops

More stops

Fare free service

Mas servicio

More services/stops, comfortable seats.

Mucho mejor, no habia servicio antes.

Enhanced bus stops, more service, less transfers

Question
7

What would encourage you to use public transportation more often?

Comments:

Free fares

Free fares

More respectful passengers

Free fare

More direct routes

More security

Customers are rude to driver.

More accommodations

Faster service

Más servicio

More consistent experience

More buses

Faster service

more stops easier to get around. have more bus drivers drop of people at certain places when it's night time to avoid potential danger

Que no tardara mucho

Free fare

Don't have a car

Question 7

What would encourage you to use public transportation more often?

Comments:

NA

Ya lo uso con frecuencia, pero diría qué tal vez qué hubiera algunas rutas express

Si

Just as I stated as my answer for the previous question.

Free fare

Free bus fare

Weekend late night service

Less transfers

Bus drivers who are more friendly

More service

If it was efficient way to commute to work

One additional nighttime bus.

Deviations from routes a few times per day

Drivers with better customer service, careful with braking

I use it everyday anyways

Nothing

see above

If the service ran 24 hours per day.

yes

Bring back Fred Waring and Cook routes please

Closer bus stop to home.

Lower fares

More busses more often

Si

My construction projects being accepted, and it will bring the value of our area far greater than the vision any other planning Commission has to contribute. I speak in terms of putting us at level to compete in world leadership perhaps in places to visit for its extensive change all around.

More routes around the Valley

Free fare

More frequent bus service

Nothing

if it's more convenience than driving somehow

Reliable schedule and easier payment option. Current mobile ticket doesn't work very well. Maybe have ticketing machines at stations

Conocer el valle, yo no tengo carro y me es más difícil saber que atracciones existen

A monthly ride membership.

Not sure just yet at the moment

School back in session

More service and free fares

More media advertisement.

for bus company to see other companies so the employees can learn about the bus service and to have a game so they can win free bus ride

More stops. Also try adding a bus only lane and adding more routes to Cabazon

Question 7

What would encourage you to use public transportation more often?

Comments:

Faster travel time

faster

If it was more cleaned

If you address the problems associated with what's needed when travelling. How to take the laundry along to do, how to do a week's or more shopping and try to take the bus to and from the supermarket. How to stop these long pauses (20 minutes even) during a single transit.

Faster service and more pay options. Sometimes I need to use the bus as a last minute resource, and I may not have the exact change available, but I do have my Apple pay.

My projects being accepted and actually im a little tired... And its getting more and more dangerous to travel on foot. Im really trying to get a vehicle so i can get more access to work as what im working towards does not exist yet.

Emphasize the green contribution of riding a bus. For every mile ridden, a pound of carbon is not emitted into the atmosphere. And right now, riding is free.

Very reliable as you are

Clean vehicles and quicker transit time.

More frequent buses

I can't drive as much.

Clean

To know that you guys care. I'm so sick of dealing with crappy bus drivers who treat us like we're less than them. They ignore us and have terrible attitudes. (SOME)

Free fares

Not having the burden of getting to the transportation. Most of the valley is what you would call a bedroom community and for many the puzzle is how do I get from my house to public transportation? For many this problem can make it prohibitive to consider public transportation. If I have the opportunity later I will present to you my experience.

More direct routes

Better Sunday service

More street teams and better one on one engagement

Convenience

Nicer greetings from drivers

Free fares

Free fares and usb charging ports

More buses

faster service

Transportation police

Zero Emissions

Well late alot..

yes

Closeness of bus stop, nearest one is a mile away from home.

On demand service

Cleaner busses respectful driver's

Cooling system or shade structures at bus stops.

Question 7

What would encourage you to use public transportation more often?

Comments:

Need

Convenience

Knowing its safe

Cleaner and less drug addicts on the bus

All buses having Wi-Fi. Even the ones with charging plugg ins

Better relations with actual riders and better issue mediation for on-route drivers

Stop in front of more county buildings

More jobs

Earlier start times.

Stops/routes that are closer to where I live and work. Had routes but they don't run that late for the ride home.

fast, on-time service. Routes close to my residence

mas limpieza para darle seguridad a la gente antes de subir

Beautiful drivers and passengers (customer service)

Nothing uses daily

I would use it if we had an express line from Monterey to Thousand Palms

10 commuter link more hours

Less expenses

I'm ok right now

Cleaner bus stops well lit and safe bus stops

More rails

I'm set right now

People are nicer the riders

No problems

No problem

Less wait time

Newer buses. I feel like you can go anywhere on a bus. Simply riding the bus.

Less traffic and less contamination

Having stops closer together. Between extreme weather and chronic pain, I do not find it convenient at this time.

More reliable and frequent service

CHARGE RIDERS FARE

FINES FOR NO MASKS BOTH DRIVER AND RIDERS

111X should stop at the Courts in Indio. Route 70/7 should continue north to Sun City or offer microtransit option.

frequency of schedule

More chargers on the bus

Free fare

Have transportation by work areas

Nicer bus drivers.

Route to go shopping

Question 7

What would encourage you to use public transportation more often?

Comments:

Closer bus stops, more connections. It should be like a real city public transit line, whereas we seem to be a suburban line that specializes in tourists and the homeless. If you make it for everyone, we'll use it more. Remember, the older generations, who use cars and golf carts, are going away and the newer generations don't always drive and don't want to always use crappy Uber.

Somewhere fun to go

For my bus line the 95 I would prefer for there to be more buses available every hour instead of every 3 hours.

Nicer considerate drivers.

Frequent bus arrival.

More stops along route 24

Lo caro de la gasolina

Frequent service and stops that make waiting easier.

Cleaner, faster buses

Yes

Not having any troublemakers bugging me or anything else

Not having transportation

Tener más salidas

Por que es seguro y confiable

If we had an uber-like service

I use it enough now but the free fare attracts a different element.

More space less people on the bus at a time not so many stops

Nothing really but it does help me get to work on time and other locations as well 😊👍

Relajarse y motivación

More service

Reach your destination quicker

Advertisement in the Eastern Coachella Valley

No more COVID since I can't go anywhere

More options to travel within Indio

Nothing

Long time rider. More shaded bus stops

7 day a week 111x offerings

It is already my primary choice for transportation

Lo que me alentaría a usar el transporte público con mas frecuencia sería que hubiera mas estaciones en la área en donde vivo.

Tener más paradas cercas

Conveinence

Que finalidad del servicio

The suggestion I'm being picked up from home and drop off at a bus stop

Yes

I would use public transformation if they picked me up in my community and drop me off in my community.

Affordable and reliable

Question 7

What would encourage you to use public transportation more often?

Comments:

More reliable service, better routes, more buses on routes to reduce wait times (no one wants to leave 2 to 3 hours early to be somewhere on time because the next bus would get there too late)

If Some of Your bus driver's were nice and Friendly

More buses

More service

Que el transporte sea más rápido

No,poder manejar

Later route times on Saturday and Sunday.

Faster service, more frequent buses

Bus stops near my home, carry larger items on the bus

Fellow riders who wear mask and social distance.

Shuttle services to Desert Regional Medical Ctr, recognition that ventilation on buses poses a health risk due to aerosol transmission of virus

Less homeless riding the Sunline for free!

yes!!!

In person school

Nothing

Que sea rapido

What would encourage me to use public transportation is being respectful :)

Make schedules later for since bus hours are limited

No more COVID

More service

Load and unliadckages for disabled persons

More service

Routes that come closer to my home and go more directly to shopping. I'd like to be able to go to Vista Chino and Sunrise, or Sunrise and East Palm Canyon from Sunny Dunes without having to transfer downtown, out of my way.

El ahorro en combustible y la comodidad

Gas prices

Less homeless. Just start with charging fares again because this was not a problem when I paid.

If I could get places faster

later times on night time 111

Si ponen mas horarios para thousand palms ca

More routes

Better communication between drivers and riders

What will happen more often, it is a long time to wait

Reliability. And not having to know what different buses i need to use. I would like to be able to access that information quickly and be able to use it. Also, a way to ensure that a bus stop is nearby when i need it. I am unsure if it is already in place, but having a monthly cost that we can pay to use the bus whenever. Not having to worry about having money on hand is important.

More stops

Question 7

What would encourage you to use public transportation more often?

Comments:

Above reasons...cleaner, watching CDC guidelines, no contact pay, more convenient bus stops.

Water dispenser maybe bathrooms like greyhound

More frequent service. Clean facilities. Bathrooms at the bus stops,

Closer bus stops.

More ways to get around, and faster!

Con mas paradas y mas autobuses

Sy lo uso cuando no tengo disponibilidad de mi carro

Same

More service

What would encourage me to use the public transportation send emails or calls talking about all the benefits that sunline bus.

A failure to have an alternate method of transport.

closer to home

Reliable service with accurate times available on an app - this is presently available and invaluable to me. The consolidation of the routes and the addition of 111X.

El ahorro

Work shopping

Shopping

It being more safe.

Ease of use

Buses that run from Desert Hot Springs to Palm Springs and back until at least 11 pm

It can help me commute to school at a low price for me to continue my education z

I use it all the time.

Cleaner bus.

Dr appts efficiency

The economy.

No

Comfterable seats

Better seats

Gas allowance

If it was like uber or Lyft

Mas frecuencias

If it was faster or had more rounds

Charging ports

I like the service already provided

benefits for younger population.

For the experience to be more private and personal. Large busses are not needed in this area. Public transportations deterrent is having to be so close in contact with complete strangers. It shouldn't be about how many people you can cram onto a bus.

It's as safe and not confusing as it can be

Question 7

What would encourage you to use public transportation more often?

Comments:

If it wasn't so awkward during the bus ride! Music should be playing

Work, Grocery Run, Aarons

No tengo carro

Seating amount, cleanliness, time of transportation

What would encourage me to use public transportation more often is if it was punctual meaning on time

A safe and clean environment.

I appreciate the Sunline Transit..This is the main reason I moved here in the Coachella Valley...I love the ease of getting around town on the bus...I can enjoy the beautiful scenery while riding on your comfortable bus..I also brag about the Sunline Transit system...A friend of mine sold their car and is currently riding the bus and loving it...

More options of routes near me

More comprehensive routes so you don't have to add an hour to your trip due to lack of connecting points.

Shade at each bus stop

Yes

By offering broader routes/options and faster service I would highly consider using the services.

Could the Sunline Bus Schedule be posted and printed in LARGE BOLD PRINT...and put inside a separate lighted stand....at all bus stops.. Some folks really can't read the tiny print..especially in the evening...

The ability to get to a bus stop easier.

More air conditioning on the bus

Faster service

Cleanliness of bus and bus stops

It's way easier and reliable

If hours were longer and end by say mid night

Cleanliness, contactless payment

Better service of bus(air conditioning, spacing of seats.

Frequent service

Better Bus stops with more lighting and protection from weather conditions

Yes , I would it is better than cars.

The one close to me

Disfrutar el viaje

More cleaning

Better the frequency in service and lower fares

Because of covid-19, I haven't use the bus since the beginning of the pandemic. But when I used it, I would use everyday to give to CSUSB PDC and back home. I know some of the classes end at 10 pm and it would help a lot if maybe spreading out some of the existing times from 4-7 (4 rides total) from 4-10 (4 rides total).

Internet access!

More bus stop times

Definitely giving me the opportunity to ride and be able to study or do homework. Also I feel safe in the road so that encourages me to that the sunbus.

Question 7

What would encourage you to use public transportation more often?

Comments:

Clean energy busses with bus pass. More destinations within the valley. More bus stops. I would also like to see more stops in the west valley for the commuter bus to riverside.

Public awareness for the safety onboard to include ample social distancing

If there were more bus stops and faster buses.

If I don't have access to a vehicle.

Trabajo mas

Mad trabajo

Cleaner buses more stops.

Servicio mas tarde y servicio sunrise

I would feel more encourage to use public transportation if there were more bus stops around Palm Springs and more enhanced cleaning especially during this time.

I'd always use public transportation to get to school almost everyday and I wouldn't mind using it again

Better stops

Better working Wi-Fi

If there were more bus stops throughout big neighborhoods.

Those fluffy seats are really comfortable

i'm really big on cleanness only reason why i don't go often is because of that reason. or because of the time it takes.

Saving energy

No fares

More frequency

Easier routes

Well since I don't have a car public transportation has always been the way to go especially for school

Más horarios

Bus activity in North Indio Golf Center and Ave 44

Having mist at every bus stop because, the desert tends to get super hot and alot of the time I don't want to take the bus when it's so hot to wait outside

Necesidad

Bus make transfers safe

Cleanliness. I haven't riden the bus since March (Covid) so it's imperative the all transit services be clean as well as safe at the bus stops. Some stops near downtown Palm Springs do not seem safe.

Safety with other riders

Individual vehicles (no personal interactions with drivers or passengers. The ability to go exactly the route you want exactly hen you want. Maybe driverless taxi?

More convenient

Más horarios

more locations to hit. I'd like to travel to more areas

Economia

Seguridad en el autobus y servicio mas rapido

Fred warning and deep canyon area needs more service

Question 7

What would encourage you to use public transportation more often?

Comments:

faster more direct routes

Later service hours

Si no tubiera carro. Necesidad

Keep social distancing.

Si emergencias ocurren

If I didn't have to walk half an hour to one hour to walk to the nearest bus stop. I still use it when needed nevertheless.

Menos trafico

More service

Cleanliness enhancement

Higher gas prices

Cheap and reliable.

Para que mis hijos y sus hijos de mis hijo no tengan un medio ambiente mas limpio ms saludable esperemos que eso que ustedes piensan implementar sea un granito de arena que apartemos todos en conjunto

Closer stops near my house

Friendly service

To be with out a car

Drink services

better schedule

I don't have a car

ease in getting from point A to point B without more than one transfer.

I use it all the time already.

Un poco más de higiene

Something that would encourage me to use public Tran more often is faster bus services.

What would help a lot would be how you guys maintain the cleanliness overall inside the bus and at the bus stop. The most frequently use bus routes are the one that smell like pee and weed. The buss sets are stained and that makes me not want to set on them or ride the buss because of the odor. The Flors are sticky and dirty, I think there should be a policy who can ride the bus because a ton of people are afraid to speak up. For a example not let people who are high or have consumed drugs because we don't know what they consumed and how that are going to react, that puts everyone who is in the bus at risk and that's a huge liability for you guys, someone can sue you. But also no one wants to put up with that. Next, put Something for the bus to smell good because a ton of homeless people ride the bus and bing in there belongings and they smell disgusting. The odors are so strong too. You want to the people to fell safe at night so increase lighting in all the buss stops because I am a college student and when I would go home late I wold always fear something bad will happen at the bus stop at night.

Trabajo

Less waitthing time on weekends

Botellas de agua regaladas o vendidas en transporte público

More bus stops

More steps towards newer development in North Palm Springs, near I-10

Esta buen

Faster service

Friendly driver greeting

Question 7

What would encourage you to use public transportation more often?

Comments:

Not waiting so long for buses, people not sleeping at bus stops. Bus stops providing shade.

Clean interior

Closer Stops

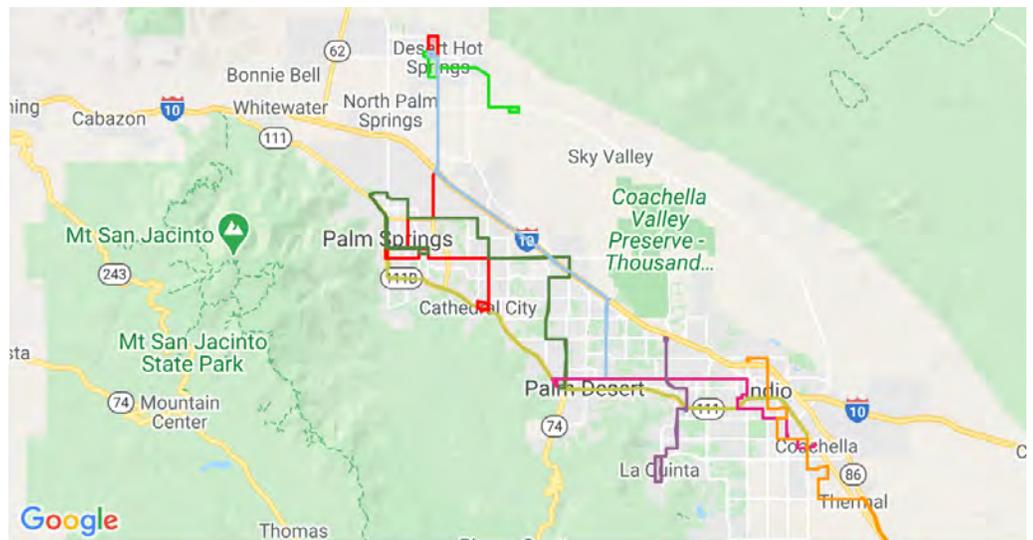
Easy to use

Better quality rides

Question 8

For routes that you ride, please click on the designated color to provide feedback.

-  Route 1
-  Route 2
-  Route 3
-  Route 4
-  Route 5
-  Route 6
-  Route 7
-  Route 8
-  Route 9



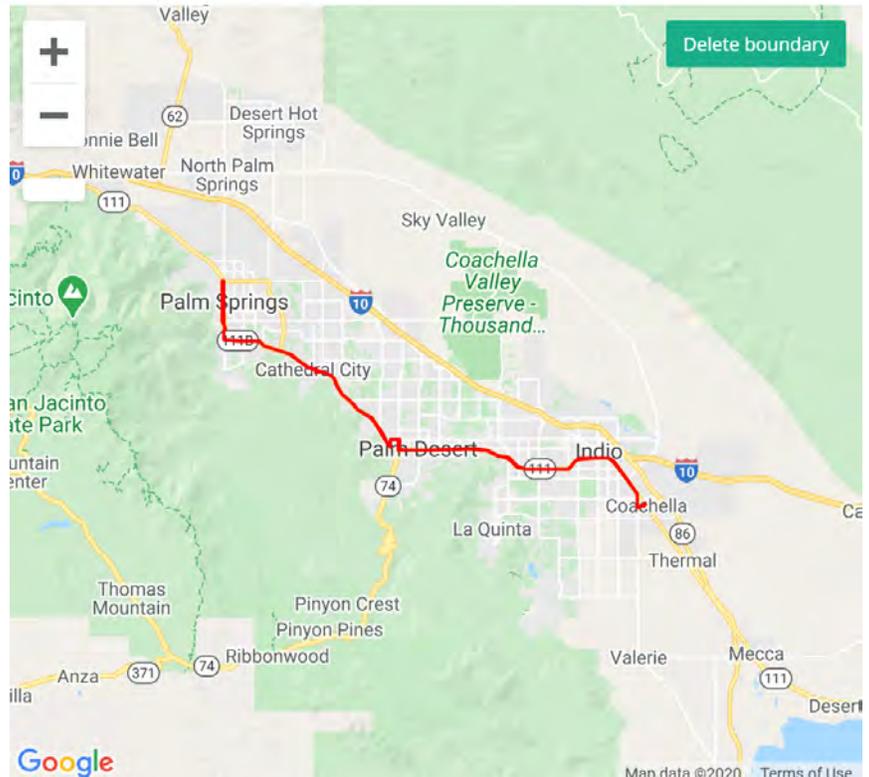
Question 8

For routes that you ride, please click on the designated color to provide feedback.



Route 1

Please provide feedback on proposed Route 1, current Route 111, by sharing your thoughts in the comment box below the map.



Comments:

Que sea con menos paradas

My friends and I go to Palm Springs

One last bus for 11:20 approx. For late nighters who finish work around this time. (Personal preference. Do what you will with this suggestion)

Love this access!

For such a frequently used route, the wait times are still long, late, and usually overcrowded

Me gusta porque abarca muchos lugares y el tiempo de espera es corto

It is always late

It would be nice if the bus stops were all sheltered and larger, and clean like they are consistently in certain areas.

Extend to windy point

Great route. Good service and timing.

Think its fine as is tbh

Would like to see a route on Cook St again.

Looks good

I believe the 111 should be a true BRT. The 111 is the most frequented route in the system and should allow riders to go from Downtown Palm Springs to El Paseo in 30 minutes or less. The bus stops should be more like transit stations with indoor air conditioned waiting boxes or at least misters outside. Most importantly, the line should terminate at or near the site of Coachella as the dedicated bus lanes could be used to allow coaches during festival season to reduce congestion. I think this would build support for a dedicated lane.

This is the number one route in the valley and needs enhanced bus stops to reflect that! Also, I love the closing of traffic on Palm Canyon and think the bus line should be moved to Indian Canyon permanently if the city decides to keep the closed streets

no suggestions at the moment

Norte de Palm Spring

Question 8

For routes that you ride, please click on the designated color to provide feedback.



Route 1

Comments:

My community on Murray Canyon Road is not on this map.

I use sun dial and is a wonderful service when you are disabled I hope that you continue years to come thank you for having the service

This route is not important to me.

i would most likley gi ti palm desert

This feature isn't working. It's not showing the different routes.

Creo es una de las rutas mas utilizadas

I use the 80

Less stops would be great

add a cross walk light at

111 and golf club drive or a side walk where the field is. This is currently very dangerous when using the eastbound 111 bus.

Muy buena ruta

Didn't know that this was a route.

Your map is confusing. Is this the former 14 route?

None

Need a route from Mecca to get to the other cities

Could extra and different stops

la quinta would be useful

In favor of

It looks like an efficient route for people traveling to any part of the valley. It is understandable that the bus will go through the outskirts of the valley to prevent from traffic slowing down on-time bus rides.

This route is one of the best on the road today..

Display an Giant Oversized Poster Map displaying the route of the bus as it is shown in the Sunline Bus Schedule Booklet...at each bus stop..no exceptions.. Smile

Great buss route !!!

It gets me to my favorite places

Son muy indispensables los autobuses porque hay mucha Gente que no tiene carro para ir a sus trabajos y necesidades

I don't really use this route.

Would like to see an express bus that goes down this route.

I love how frequently they come

Maybe adding a few more arrival times

I like how the bus comes every 20 minutes so I dont have to worry too much if I miss one.

i would say it's bad on cleanness but usually it's on time sometimes more than others but sometimes it's clean depends on the day.

It's awesome,

111 route is so easily and accessible although it takes time it still gets me to my designation

A button to stop the bus when im only minutes away.

you should provide more options for patients who need to get to appointments.

I think it's great!

Looks good

Question 8

For routes that you ride, please click on the designated color to provide feedback.



Route 1

Comments:

I think that the proposed of route 1 is a great idea and would improve the bus service and become more Convenient for the public.

I use this route a lot. There is a lot of root traffic, with that comes a lot of problems. One is the odor, homeless people use it and bring a strong odor. People who smoke weed too. I am always afraid when people who are on drugs to board the bus because I don't know how they're going to react to the drive and how they're going to behave around other people be acting crazy. The bus is always dirty and most all sets are stained I have to put a peas of paper to sit.

Esta today's bien las rutas

Overall, more efficient transit options connecting the Mecca and North Shore to shopping centers in Coachella, Indio, and Palm Springs.

Recommend thinking of a transit hub closer to the ECV.

Why is this route important to you?

Tell us about your interests by marking all that apply.

I live near this route	61%
I work near this route	20%
I use this route to commute to work and/or school	33%
I use this route to access services such as healthcare	19%
I use this route for shopping, dining or entertainment	38%
I own a business along this route	2%
I'm interested in transit development	21%

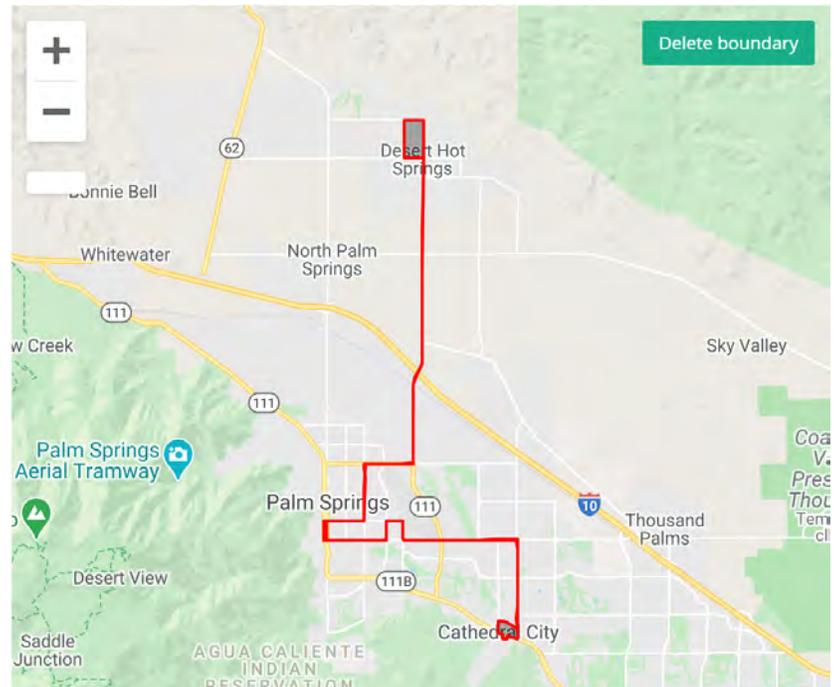
Question 8

For routes that you ride, please click on the designated color to provide feedback.



Route 2

Please provide feedback on proposed Route 2, combining current Routes 14 and 30, by sharing your thoughts in the comment box below the map.



Comments:

What are you trying to propose here? Your map is indecipherable.

Good idea simpler than two routes that alternate

I am for it.

Northbound route should make a right on 20th Ave, go up on bubbling Wells, left on Dillon and right onto Palm, southbound same as I described, between dillon and the freeway there is no population. This way more people could be served.

Will be nice to have a route traveling from vista chino to Ramon on caballeros

Better transfers, busses that wait for transfers, more ghost busses, do not combine 14 & 30

Good idea simpler than two routes that alternate

I have extensive and expensive projects for these areas completely. Dubai expo is all about Opportunity Mobility and Sustainability

Question
8

For routes that you ride, please click on the designated color to provide feedback.



Route 2

Why is this route important to you?

Tell us about your interests by marking all that apply.

I live near this route	56%
I work near this route	26%
I use this route to commute to work and/or school	41%
I use this route to access services such as healthcare	22%
I use this route for shopping, dining or entertainment	48%
I own a business along this route	0%
I'm interested in transit development	11%

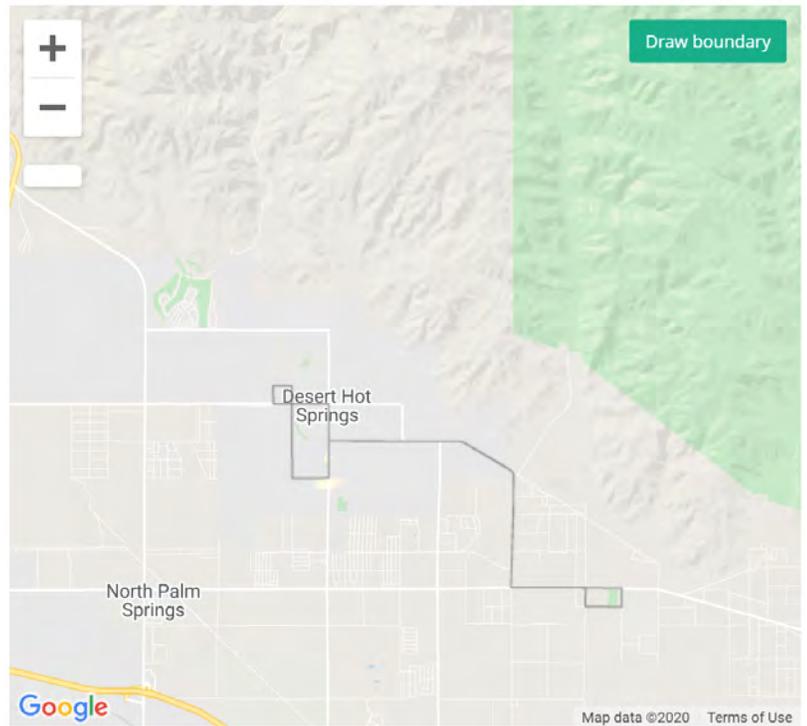
Question
8

For routes that you ride, please click on the designated color to provide feedback.



Route 3

Please provide feedback on proposed Route 3, current Route 15, by sharing your thoughts in the comment box below the map.



Comments:

The female driver is Hispanic and has red hair she always spraying air freshener after a person who has poverty issues also she drive the route 30 and not allow me to stay on the bus because she said someone in the back was smoking and that the bus could only have her I was kicked off the bus and had nothing to do with the passangers she said was smoking.. it was 115 degrees then I am 54 with a hernia and I don't have any help the bus being lowered to aid me

More bus stops near the super foods in DHS

I would love to see your best operators to retrain all others look I know the challenge we face and I will be in your corner 😊

Controvertial, i dont want to be killed. But yes id like to work in area as well

Great

Nice

Question 8

For routes that you ride, please click on the designated color to provide feedback.



Route 3

Why is this route important to you?

Tell us about your interests by marking all that apply.

I live near this route	20%
I work near this route	80%
I use this route to commute to work and/or school	20%
I use this route to access services such as healthcare	20%
I use this route for shopping, dining or entertainment	40%
I own a business along this route	0%
I'm interested in transit development	20%
I live near this route	40%

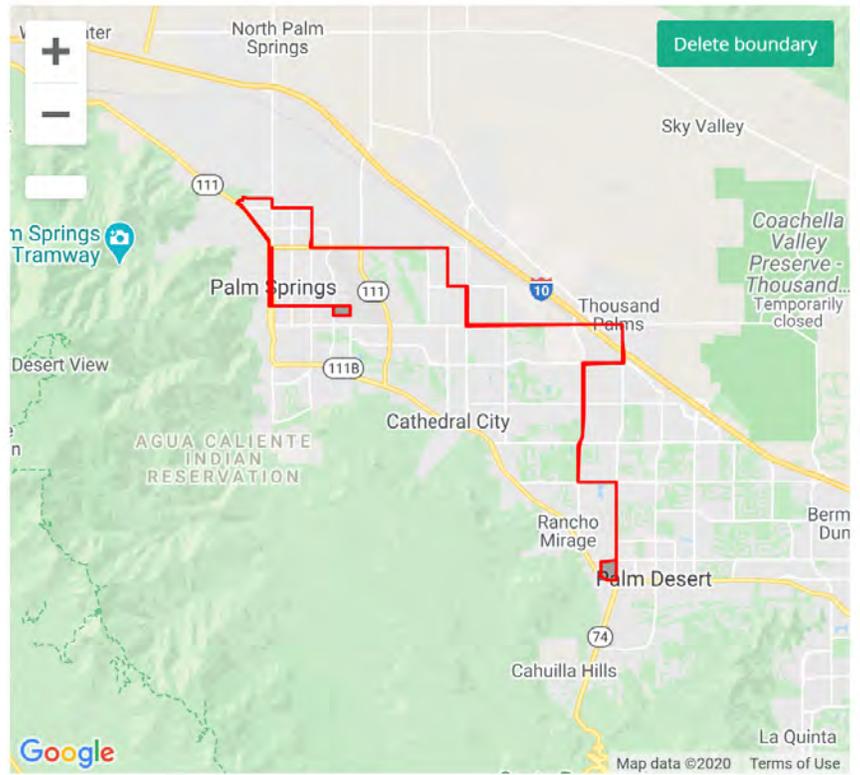
Question 8

For routes that you ride, please click on the designated color to provide feedback.



Route 4

Please provide feedback on proposed Route 4, combining current Routes 24 and 32, by sharing your thoughts in the comment box below the map.



Comments:

Cathedral City is very laid out and takes a long time. Think buses should be on rails.

Very large access to many places I couldn't afford to go to otherwise

No me gusta el tiempo tan largo de la ruta 32, en ocasiones e tenido que ir a la escuela de mi hijo y tardo mucho en esperarlo

I believe that the route will provide a more easier way for residents from Cathedral City and Rancho Mirage to now get a direct route into Downtown Palm Springs Instead of transferring onto another line.

Better transfer points busses that wait for transfers

Question 8

For routes that you ride, please click on the designated color to provide feedback.



Route 4

Why is this route important to you?

Tell us about your interests by marking all that apply.

I live near this route	60%
I work near this route	20%
I use this route to commute to work and/or school	56%
I use this route to access services such as healthcare	16%
I use this route for shopping, dining or entertainment	40%
I own a business along this route	0%
I'm interested in transit development	12%

Comments:

having an express line 4 would benefit people who go to COD and those who work in the surrounding areas.

I fully support expanded service.

I would love to see my favorite line to get an revamp!

I ride the 14 in dhs and go to pLm springs

Yes

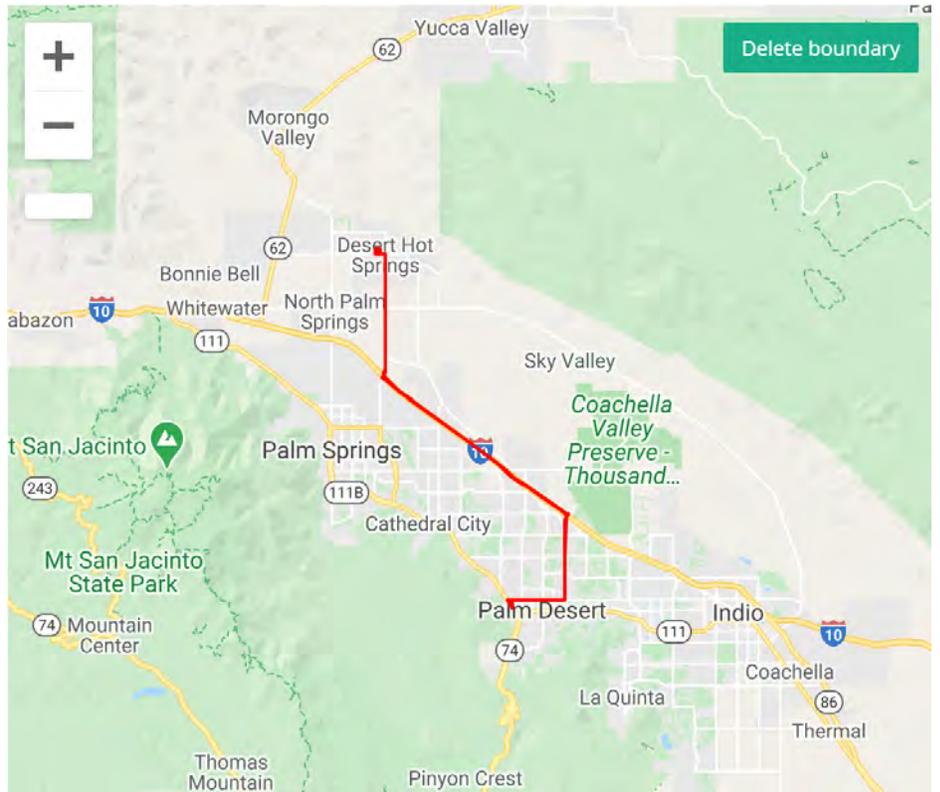
Question 8

For routes that you ride, please click on the designated color to provide feedback.



Route 5

Please provide feedback on proposed Route 5, combining current Routes 20 and 21, by sharing your thoughts in the comment box below the map.



Comments:

nice

Would like to know more about Route 5; was using 20 express to and from work -- when it was running; hope it will return

This route sits in the path of my projects that i wish to contribute. In hopes to being able to attend the Dubai Expo Masterplan 2020. Its key is Opportunity sustainability and mobility. I believe i can boost the value of our area and change into a more new world view to our evolution overall. It is really a good idea to use the sunline bus because it's a wonderful idea and amazing

Question 8

For routes that you ride, please click on the designated color to provide feedback.



Route 5

Why is this route important to you?

Tell us about your interests by marking all that apply.

I live near this route	50%
I work near this route	50%
I use this route to commute to work and/or school	38%
I use this route to access services such as healthcare	13%
I use this route for shopping, dining or entertainment	13%
I own a business along this route	0%
I'm interested in transit development	13%

Comments:

It's really wonderful ideas of the sun line a lot and it's amazing

If I could ride from the Washington/Harris Ave stop in PD to SunLine's Thousand Palms location, I would utilize public transit on most days.

Would like to know more about Route 5; was using 20 express to and from work -- when it was running; hope it will return

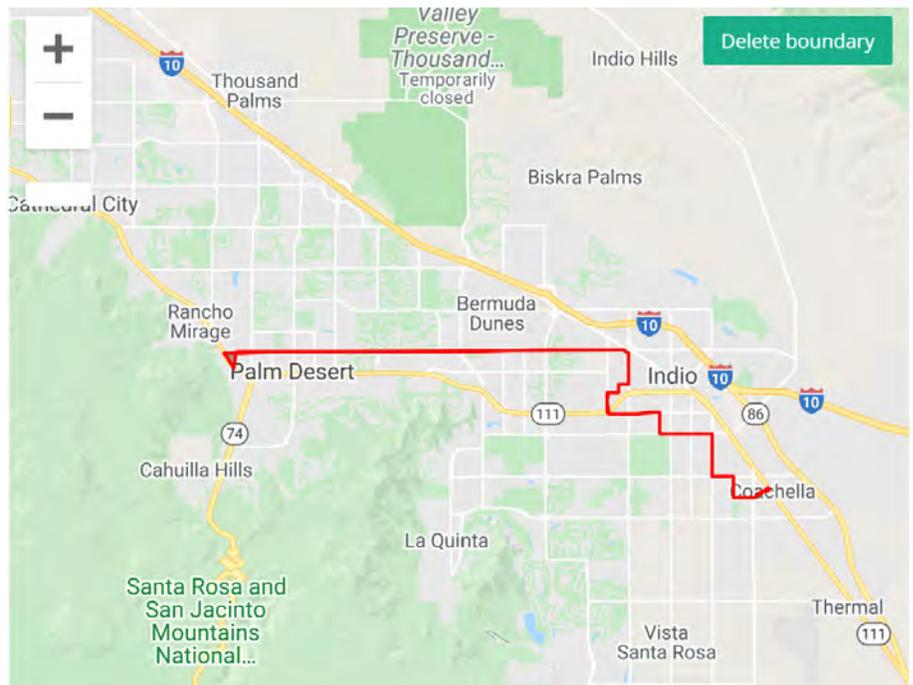
Question 8

For routes that you ride, please click on the designated color to provide feedback.



Route 6

Please provide feedback on proposed Route 6, combining current Routes 80, 81, 90 and 91, by sharing your thoughts in the comment box below the map.



Comments:

No tengo comentarios

This would require me to take 2 busses instead of one to get to work. I would not eliminate the 80 loop

Question 8

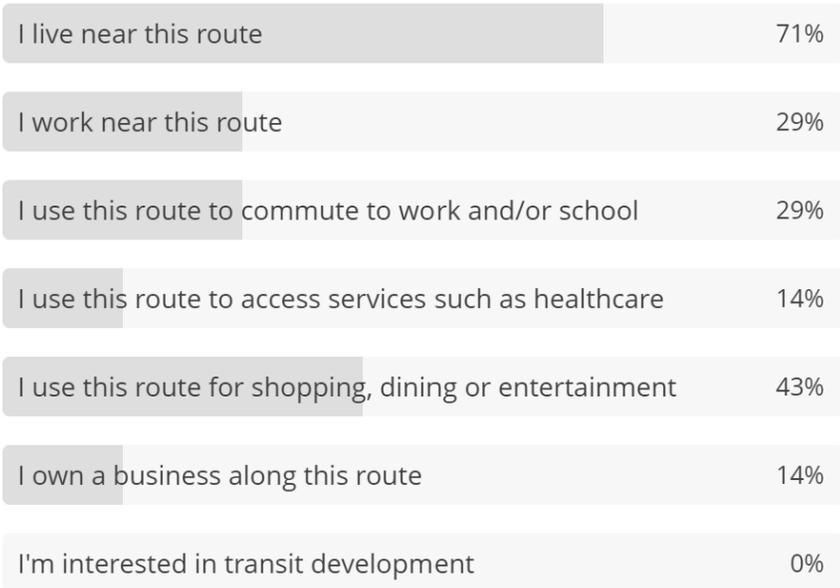
For routes that you ride, please click on the designated color to provide feedback.



Route 6

Why is this route important to you?

Tell us about your interests by marking all that apply.



Comments:

A bit faster route time

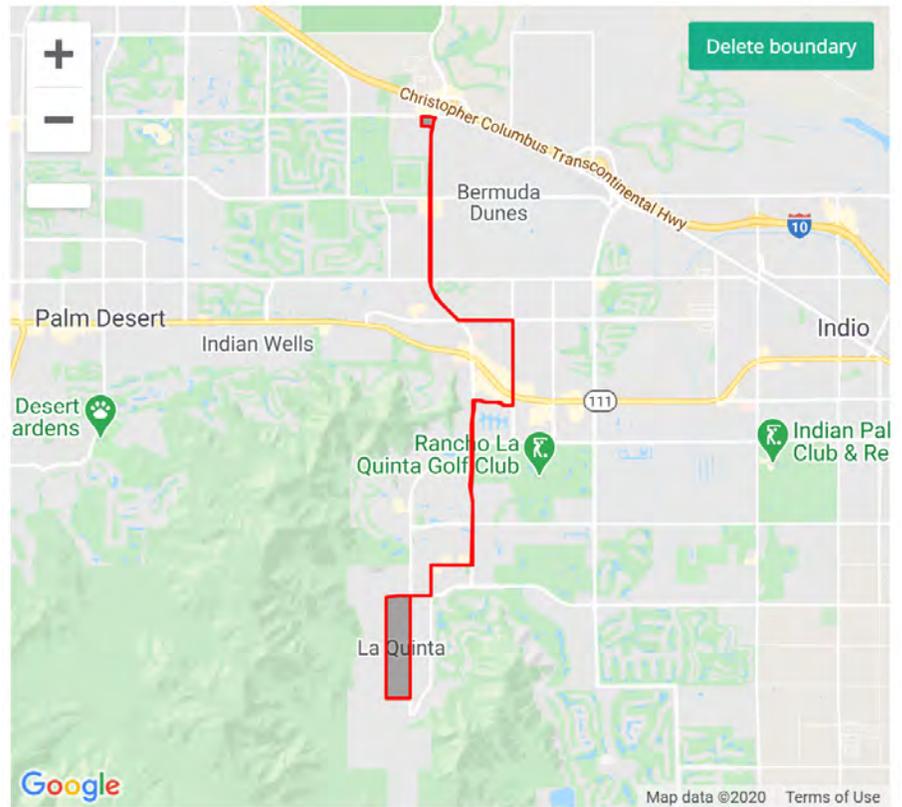
Question
8

For routes that you ride, please click on the designated color to provide feedback.



Route 7

Please provide feedback on proposed Route 7, current Route 70, by sharing your thoughts in the comment box below the map.



Comments:

- Have more buses on during the week and weekends
- Salidas continuas duro dos horas y media en llegar a mi destino.
- Too far

Question
8

For routes that you ride, please click on the designated color to provide feedback.



Route 7

Why is this route important to you?

Tell us about your interests by marking all that apply.

I live near this route	67%
I work near this route	33%
I use this route to commute to work and/or school	17%
I use this route to access services such as healthcare	17%
I use this route for shopping, dining or entertainment	33%
I own a business along this route	0%
I'm interested in transit development	0%

Comments:

I live closest to this route, but not close enough to walk to the stop. I am near Sun City Palm Desert and bus stop is located south of the freeway. Too far to walk.

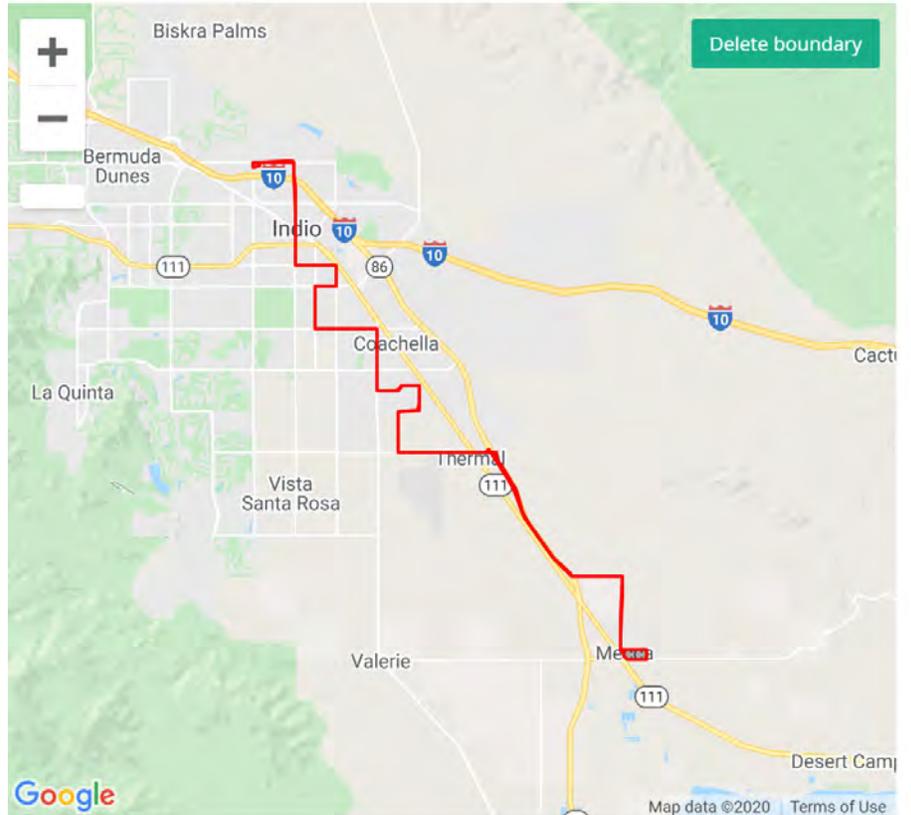
Question 8

For routes that you ride, please click on the designated color to provide feedback.



Route 8

Please provide feedback on proposed Route 8, combining current Routes 80, 81, 90 and 91, by sharing your thoughts in the comment box below the map.



Comments:

well I wish it can take more easier short cuts
Que dure en pasar con menor tiempo

Question 8

For routes that you ride, please click on the designated color to provide feedback.



Route 8

Why is this route important to you?

Tell us about your interests by marking all that apply.

I live near this route	55%
I work near this route	20%
I use this route to commute to work and/or school	30%
I use this route to access services such as healthcare	25%
I use this route for shopping, dining or entertainment	45%
I own a business along this route	0%
I'm interested in transit development	5%

Comments:

I like seeing how transit develops.

My friends and bars

well I wish that's things go easier one day

More services to this area

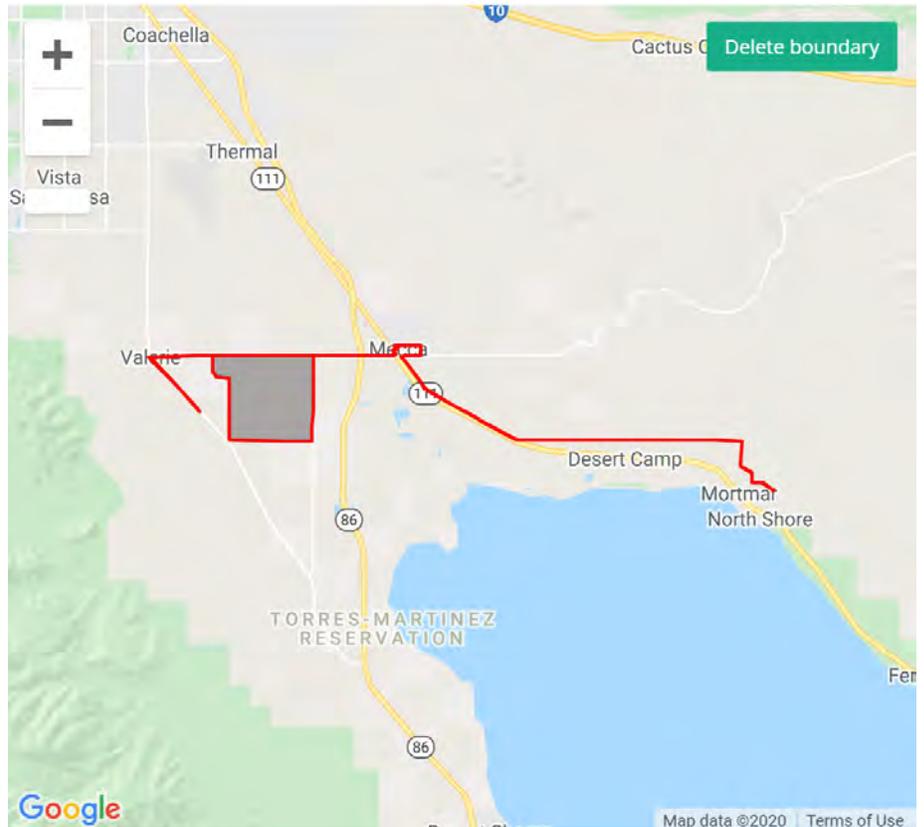
Question
8

For routes that you ride, please click on the designated color to provide feedback.



Route 9

Please provide feedback on proposed Route 9, combining current Routes 91 and 95, by sharing your thoughts in the comment box below the map.



Comments:

Bus stops with shade should be added to some of these locations.

Sure

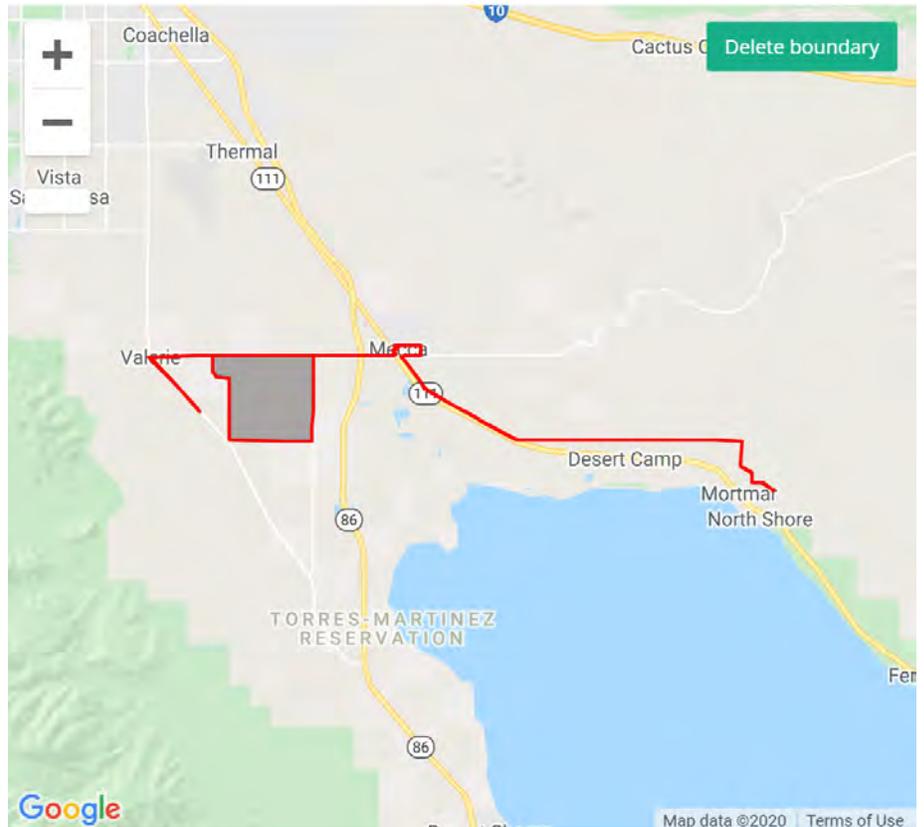
Question 9

For routes that you ride, please click on the designated color to provide feedback.



Route 9

Please provide feedback on proposed Route 9, combining current Routes 91 and 95, by sharing your thoughts in the comment box below the map.



Comments:

Bus stops with shade should be added to some of these locations.

Sure

Question
8

For routes that you ride, please click on the designated color to provide feedback.



Route 9

Why is this route important to you?

Tell us about your interests by marking all that apply.

I live near this route 69%

I work near this route 38%

I use this route to commute to work and/or school 8%

I use this route to access services such as healthcare 8%

I use this route for shopping, dining or entertainment 15%

I own a business along this route 0%

I'm interested in transit development 0%

Comments:

Need buses to go to work

Like it

Question 9

Please provide any additional comments or suggestions related to SunLine's proposed services.

Comments:

nice

You guys are doing great

Better security

Install cell phone charging ports on bus.

Nada más

None, thanks!

have a vending machine near the stop with water and less loiters

I appreciate the rides

No

Good job

Limpio, a tiempo, confiable, uso el autobús a diario así que buen trabajo

Muy bien

Better customer service and customer awareness. Passengers get on the bus without a mask, the bus driver tells them to put in their mask after they came on the bus without one potentially already infecting us on the bus. Passengers should not be allowed to even come on the bus without having a mask on.

Keep free fares

Better bus stops with more shade

Less transfers

Keep the buses cool

Overall just the drivers braking

111 be on time, courteous operators

View messages I sent thru facebook. <https://www.facebook.com/habacus.awholenewworld>

Equip more buses with usb power stations to charge phones on the go!

I love being able to have a positive experience with all on the bus..

Have buses that have charge outlet for devices.

Do a monthly membership

Always reliable.

I think its doing great so far.

You need to explain what it is that you propose. Your map is indecipherable. Are you changing something, planning to change something? How about a list to tell us where you propose routes to go.

Let the Jehovah's witness play a bigger role in evolving our valley into a valuable asset to the world.

Good changes...onward and upward

Don't get rid of the bike rack on the bus I use it every day

Lake Arrowhead has the MARTA service that provides rides for those not living close to a fixed route. Similar to Sun Dial but available to all with advanced reservations and it cost about \$7-8 to go one way within a zone. Very helpful!

Should have a later bus ride to riverside

Drivers need to provide better service.

Drivers with common courtesy. Faster commute.

Question 9

Please provide any additional comments or suggestions related to SunLine's proposed services.

Comments:

I could offer you numerous suggestions and comments but for now, here, I will mention just one comment.

Some drivers when arriving earlier than scheduled at a "timed stop" would not have the courtesy of turning around (our using the PA system) to notify their passengers what is going on about the approximate wait they should expect. By not extending those types of courtesies it is clearly sending a message that they do not matter.

Note:

I don't believe that I would have enough space here to give you my experiences and difficulties of getting from point A to point B on various bus trips I have taken using SunLine).

SunLine should offer service to San Diego and Los Angeles and the Palm Springs Airport

I think you are doing an excellent job. Keep up the great work! :)

So better service in dhs

Driver's should be More observant when approaching a stop and stopping at the stop.

None I can think of

Route 14 wait time has increased

Estan muy bien los servicios propuestos

Going to DHS could use improvements

Link 10 better than the riverside trip

No you're doing. Good job

I hope moving forward we can provide service that is courteous to customers and is well needed

Great job best drivers

On bus security needed.

I'm glad you're doing this

Great job

Easier online trip planning

My second job is on 111 and gene autry, it usually take me a while to get, need a faster route

The system needs more frequency to be effective.

I like microtransit options, I use Lyft when I miss a bus or need a ride. Also More GHOST BUSES, some busses are PACKED FULL. Transfers that transfer, drivers that WAIT FOR THE TRANSFERRING RIDERS! I literally ride SunLine 7 days a week for work and errands.

The 111X is a good idea, but should stop at the Indio Court to encourage juror ridership.

More routes

The Commuter Express service into Riverside Metro is okay. I can't use it during the summer, because it's too far to walk to, and it's ridiculous to have to drive somewhere and park in the hot sun for a day, just to catch a bus. Again, please think about ALL the areas we live in here in the desert. And if you want us to drive to catch a bus, then create parking spaces under solar-carports, so the cars are shaded. It's the desert, not the coast.

Keep up the good work!

More training for drivers to accommodate the needy.

Question 9

Please provide any additional comments or suggestions related to SunLine's proposed services.

Comments:

I really don't understand how, as someone who wants to use my car less, I am supposed to get to the Commuter 10 route. The stops are too far from downtown Palm Springs and Palm Desert. Has anyone considered merging the service with the 111x? Obviously every 111x shouldn't be running to San Bernardino, but if one every few hours continues on to Metrolink that would make our connections so much more useful and could really get me out of my car.

Have more reliable services on route 70

Don't let trouble makers on the bus

The drivers are a little rude sometimes

Es ta muy bien el transporte seguro para biajar

Just some passengers do get on the bus without wearing the masks and make scenes when the Driver tells to put it on that's the only thing so far that could be better

Volantines y para muchas personas que no tienen información sobre el medio de transporte.

Que son un equipo y son también muy responsables de su labor asta los días mas difíciles apoyando al Peatón Gracias .

Un poco más de publicidad para las personas que no tienen información sobre su servicios . Ya que son un equipó de de apoyo para la comunidad y responsables de su labor gracias a qui una servidora

Answered with the posters. Good to know

First time seeing people physically talking about our services. Like the simplified route numbering system.

Se me hace un buen servicio.

No tengo nada que comentar

Main route

More USB ports to charge portable devices.

It's already a great names for transportation this just makes it even more convenient

Well my comment will be the sun line service was really great and really amazing a lot

Please provide Sunline proposed service for Murray Canyon Dr.

Keep up the Good work. Have the buses run every 15 to 20 minutes

...

Many of the buses are very dirty and many of the homeless use the bus and their appearance is somewhat disturbing.

Looking forward to the new services on highway 111.

honestly for a rude i think it has low prices and helps get a ride

Gracias

I couldn't get the routes to display, so I can't comment.

I would like to see a route in Palm Springs that goes up and down Sunrise from north of Vista Chino to Smoketree shopping area, direct. There's going to be a new post office and medical center on Sunrise, so that would increase the convenience.

I live by the 80 but the fist stop of the 80 it stinks bad

Thank you for all you do

drivers are very nice especially considering these pandemic times.

No thanks

Also routes from Palm Desert at 111 to Country Club . So many places on CClub that we can't access currently

SunLine does an incredible job with their services, forward thinking, and overall leadership. Truly an impressive organization.

Thousand Palms needs more improved bus stops within reasonable walking distance.Needs more direct routes.Improved schedules.

The barcode scanner just brought me to this annoying home page when all I wanted was the real time bud schedule.....ugh!

Question 9

Please provide any additional comments or suggestions related to SunLine's proposed services.

Comments:

muy bien

On time

More bus stop locations

Very interesting didn't know about all this

Your pages have not told me what your proposals are. Merely listing a route is insufficient.

More buses near more houses.

None

No comments

ID membership card with codes.

Later buse routes please!

I like the services the way they are now.

Spree out the busses.

We have good service.

Personal descresion

None

Thanks

SunLine's New 'Refueled' Plan will be successful! I used to hate riding the bus because of all the different stop names! They would really confuse me, but now with the Route renaming it will gain more attraction

Más limpieza

N/a

I have no comments at the moment thank you.

This project is innovative.

It would be helpful for the P A System on board the buses to announce the upcoming route stops on a more consistent basis...I would suggest everyday on all of the Coachella Valley Bus Transit Routes.to have a working P A System....This would be a great help for all of the riders..

Buses connecting to other buses easier

More stops

I like the MyStop app which helps me know what times the bus will be passing

To more clean

Somewhat clean

I'm excited when we have in person classes to be able to use the line going from CSUSB Palm desert to CSUSB San Bernardino.

I'm attending CSUSB at pdc, awesome service you guys have.

I would like to have route 20 to have an afternoon schedule as I have to wait 6 hours in school for 4:20 pm or take 3 hours transferring from routes 21, 111, and 14 to arrive back home. Also I would appreciate if route 20 had later hours as it would facilitate whenever I have to stay in school at night.

Safer and faster service.

Service hours lasting a little bit longer and working with your drivers just make them seem more pleasant because at times some are not friendly

Why is the last stop for Route 24 at 7pm?

i think there should be free wifi on all of the buses incase people are running late or don't have service because there were times when i was in school when i was running late and clean air conditioning as well

Question 9

Please provide any additional comments or suggestions related to SunLine's proposed services.

Comments:

Frequently cleaned bus stops

I feel like SunLines services needs to get better at there security and boarders safety cause there is always something happening on the bus

Bien, she necesita.

I believe safety and cleanliness are most important. Often times, there are certain customers that should not be allowed onto the bus for other passengers safety.

You guys are doing a great job.

Todo bien

I am not familiar with Sunline's proposed services. But I have a positive impression of the Sunline

Todo bien.

15 minutes service

I think it's awesome

Muy buenos

They should refuse service to disorderly people

Branch out to the houses surrounding the route

I think the new buses look fantastic.

Great!

Yo pienso que sun line ya no esta ayudando demasiado no cobrando por el uso por lo del covi 19 ya que el trabajo esta escaso y nesitamos transporte para acudir al medico y para comprar comida de ntemano de mi parte muchas gracias sun line

Shorter wait period for the next bus

Really love the friendly bus drivers

I love to use the bus my kids and I

The propositions sound fantastic.

En general todo está bien y gracias por siempre servir ala comunidad

At the moment I don't have idea

Cleaner buses, more stops

Mas horarios

There should be more zones for the sunrise program for oasis and thermal and Mecca.

Everthing is a good service riding it

Making 111 faster

Stop near North Palm Springs

Todo bien

Want more service to Morongo Casino

live lite

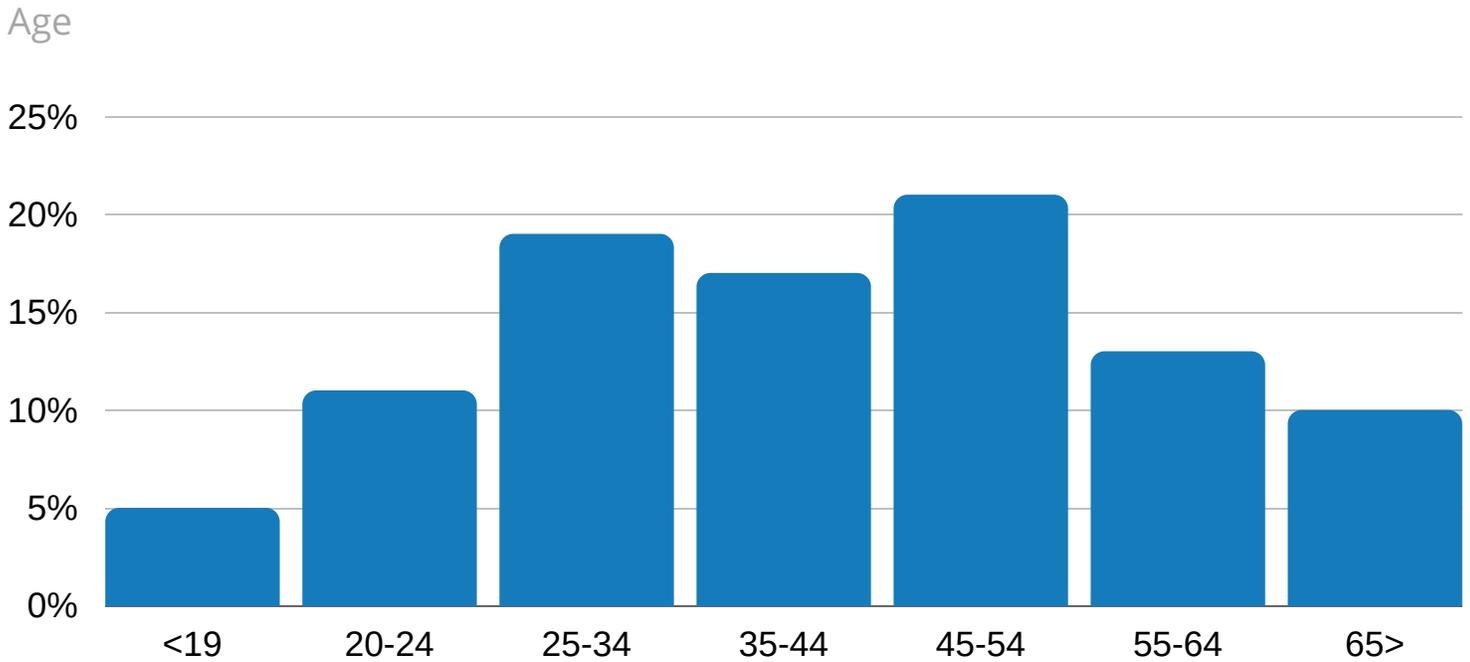
Having a 14A and 14B one that goes to P.S. the other to Cat City.

You all are very nice

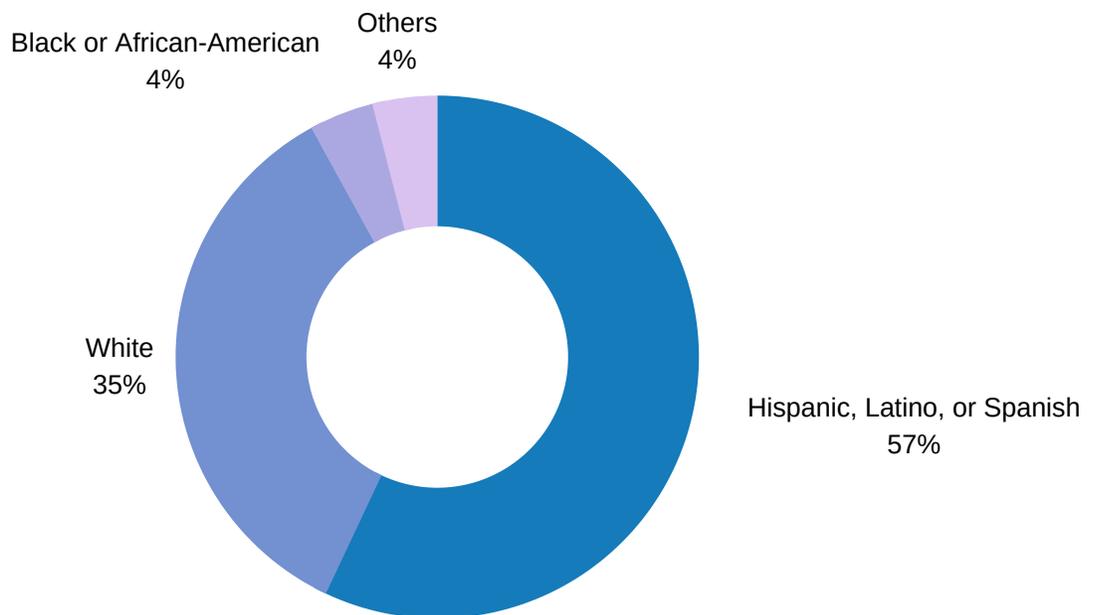
Question
10

Would you be willing to share some information about yourself so we can ensure we're hearing from a broad set of voices?

Demographics Data:

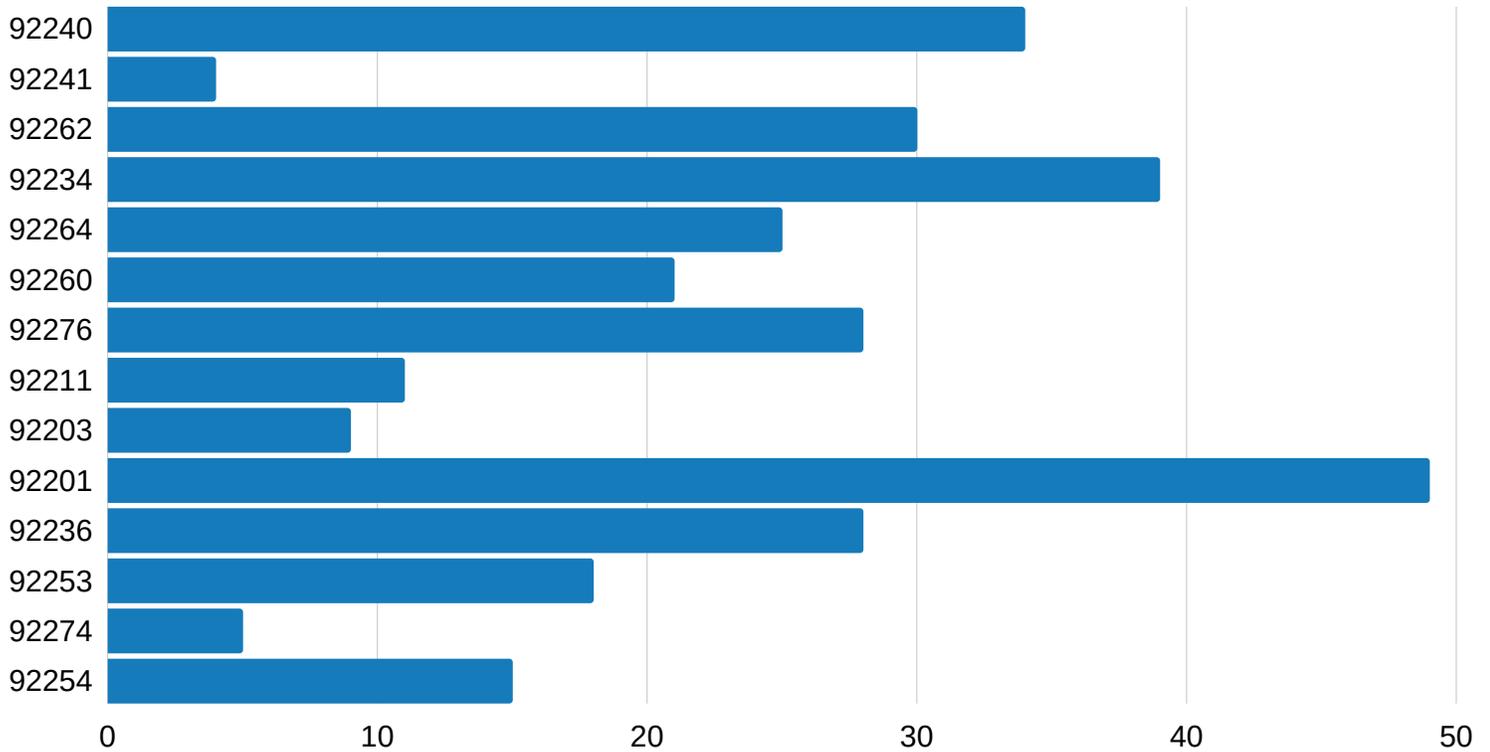
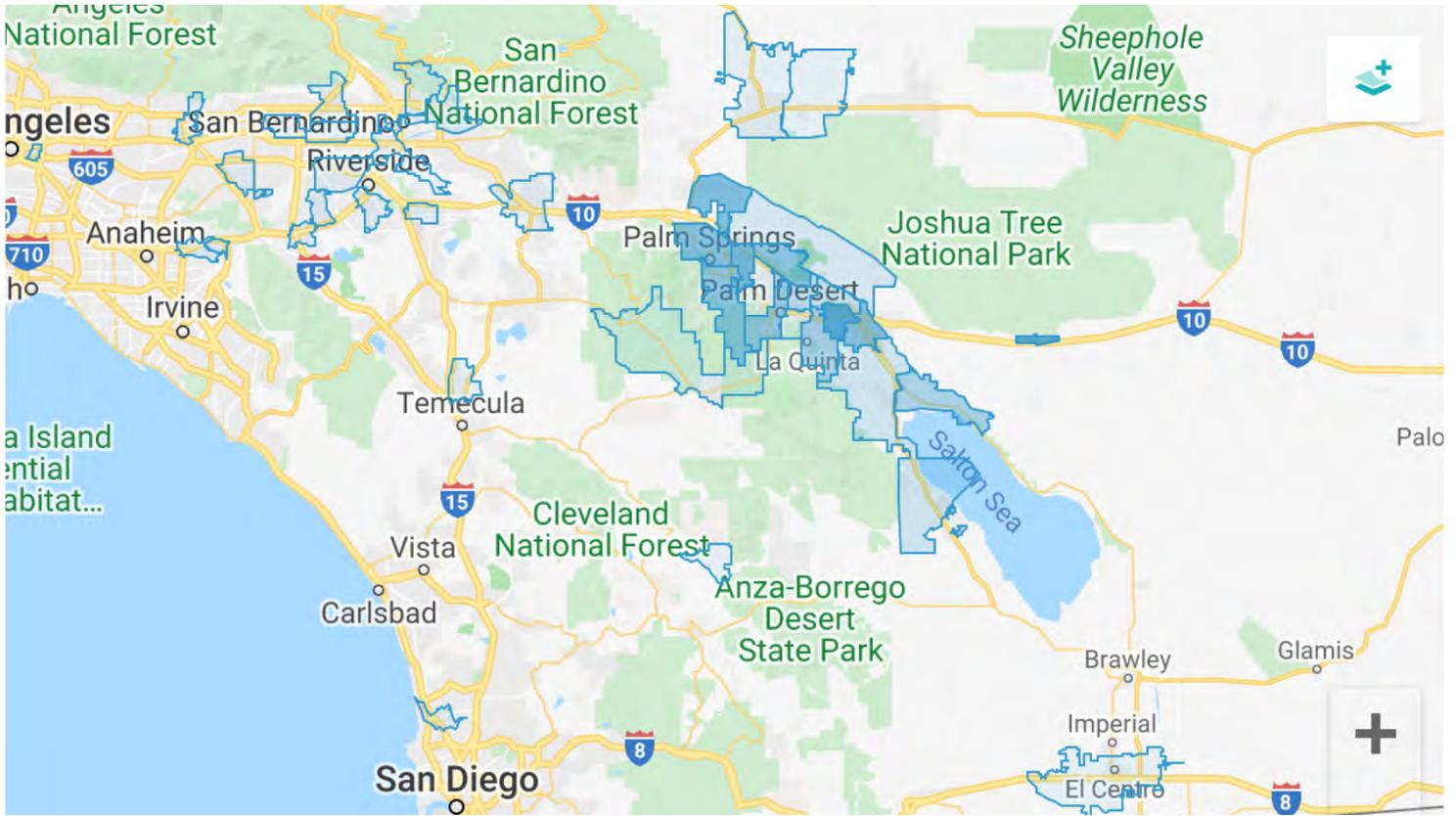


What is your race/ethnicity?



Demographics Data:

Home Zip Code



*Not all respondents provided demographics data.



SURVEY RESULTS REPORT

October 2020



32505 Harry Oliver Trail
Thousand Palms, CA 92276



Exhibit A

Local Routes 1-9

Route 1

COACHELLA - VIA HWY 111 - PALM SPRINGS

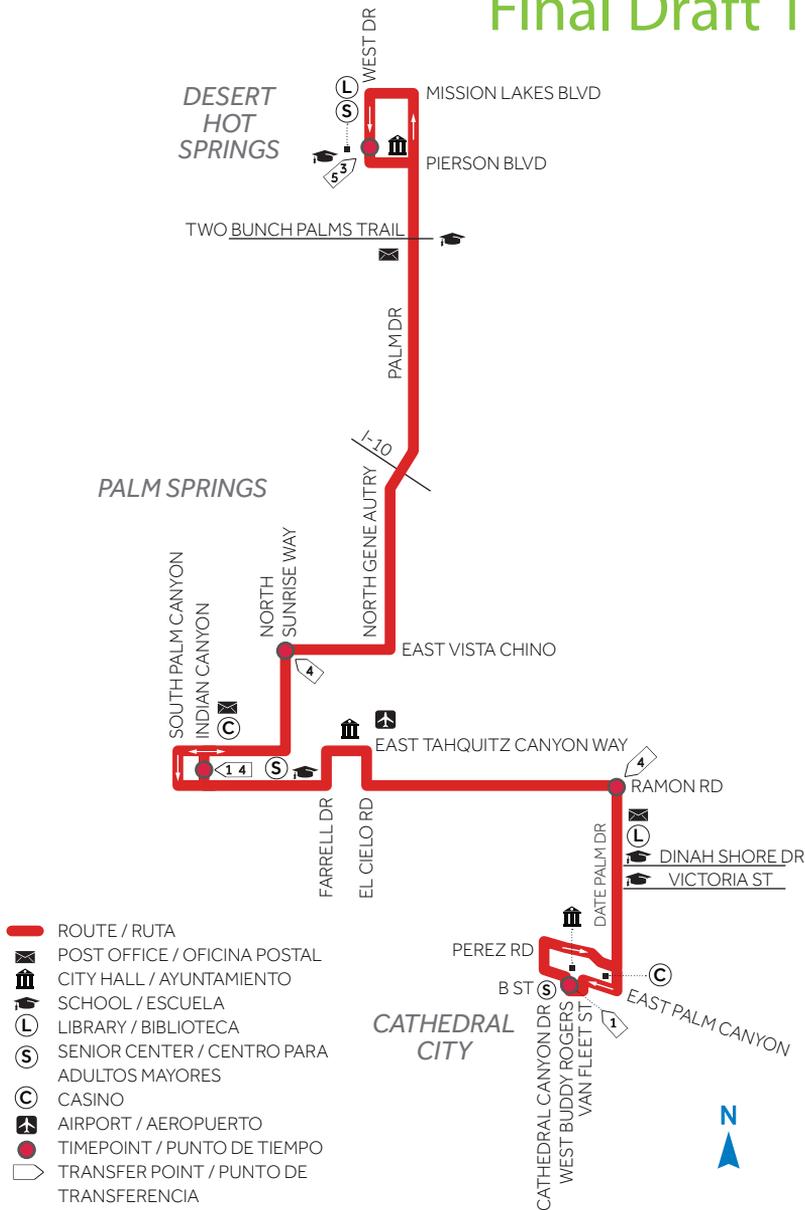
Final Draft 10/20/20



Route 2

DESERT HOT SPRINGS - PALM SPRINGS - CATHEDRAL CITY

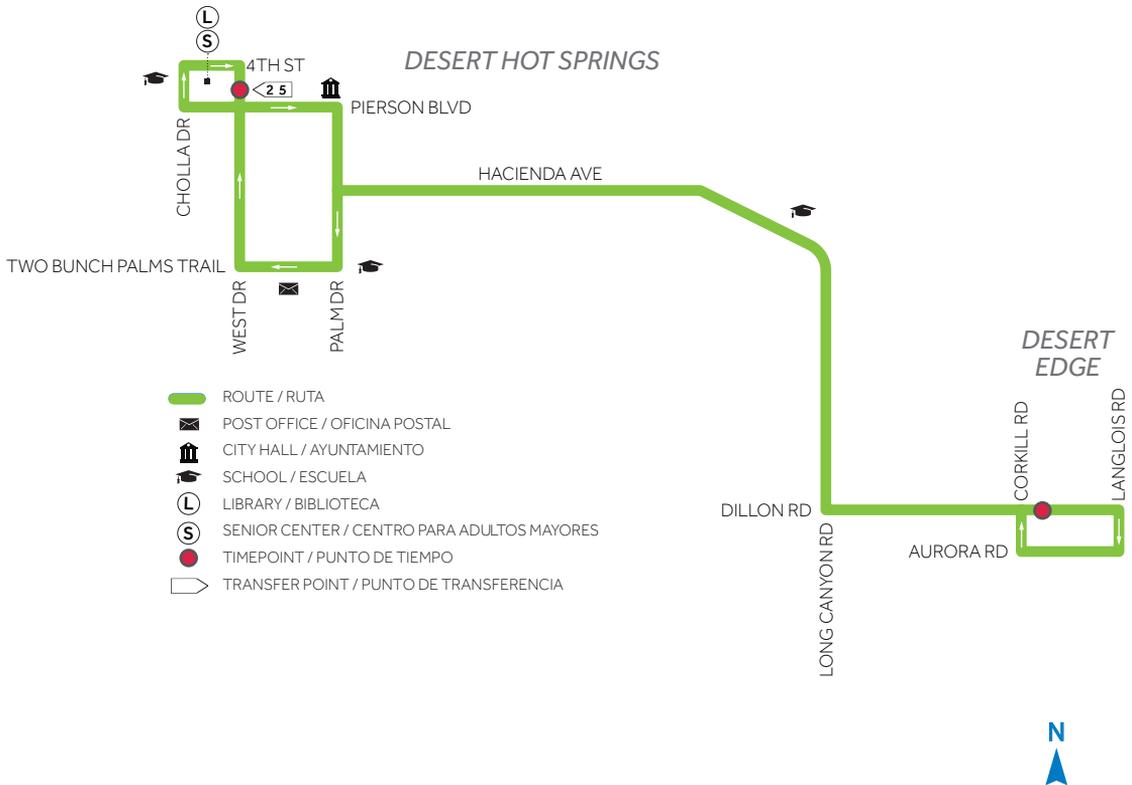
Final Draft 10/20/20



Route 3

DESERT EDGE - DESERT HOT SPRINGS

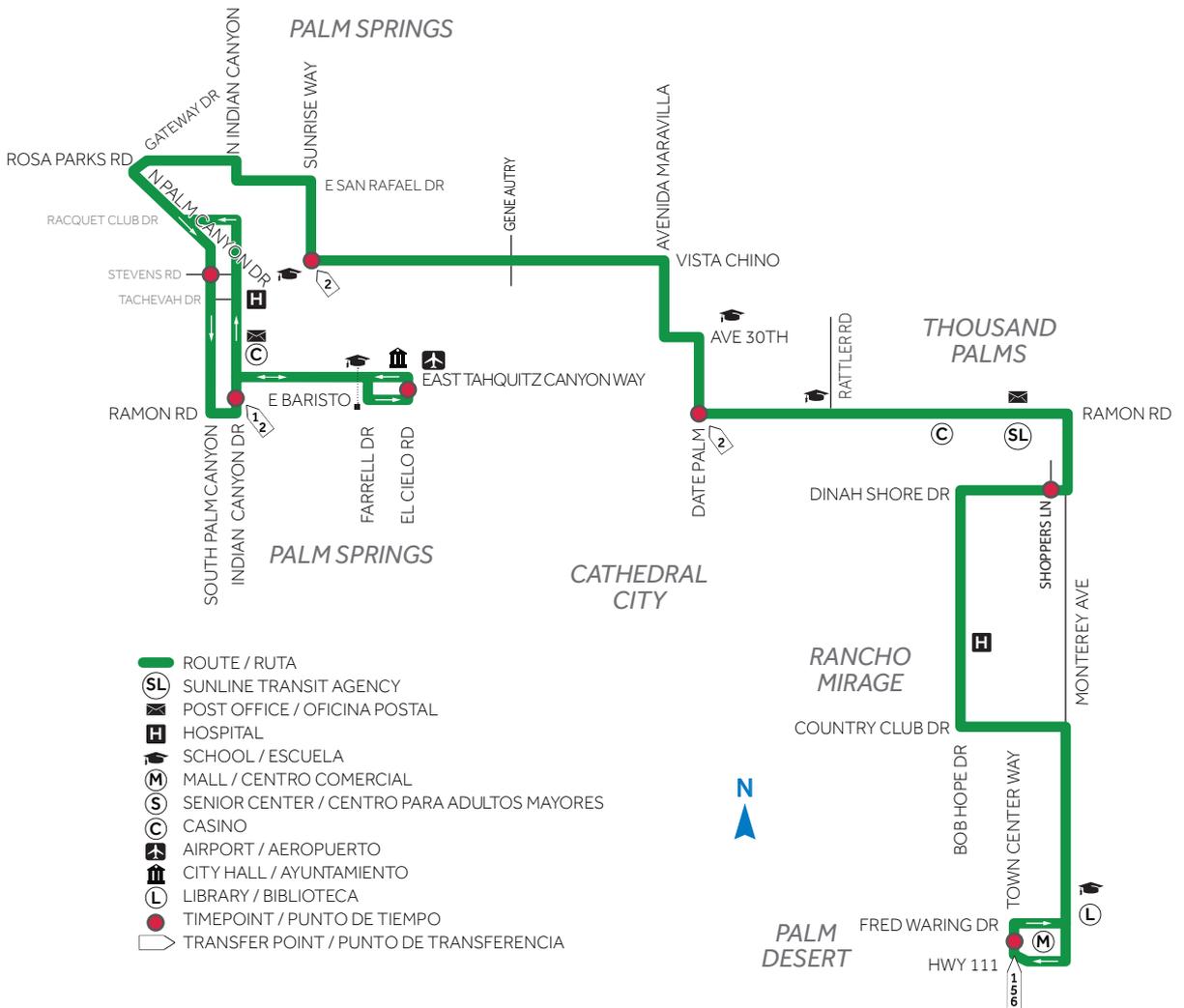
Final Draft 10/20/20



Route 4

WESTFIELD PALM DESERT - PALM SPRINGS

Final Draft 10/20/20



Route 5

DESERT HOT SPRINGS - CSUSB PALM DESERT -
WESTFIELD PALM DESERT

Final Draft 10/20/20



Route 6

COACHELLA - VIA FRED WARING - WESTFIELD PALM DESERT

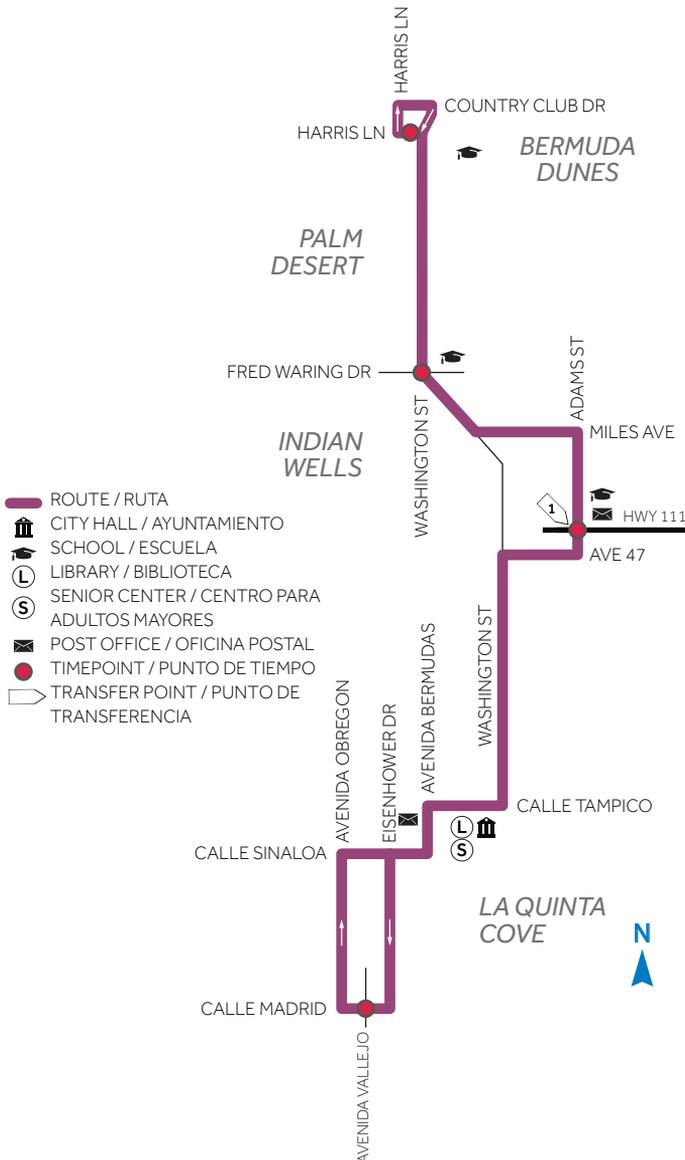
Final Draft 10/20/20



Route 7

BERMUDA DUNES - INDIAN WELLS - LA QUINTA

Final Draft 10/20/20



Route 8

NORTH INDIO - COACHELLA - THERMAL/MECCA Final Draft 10/20/20



Route 9

NORTH SHORE - MECCA - OASIS
Final Draft 10/7/20





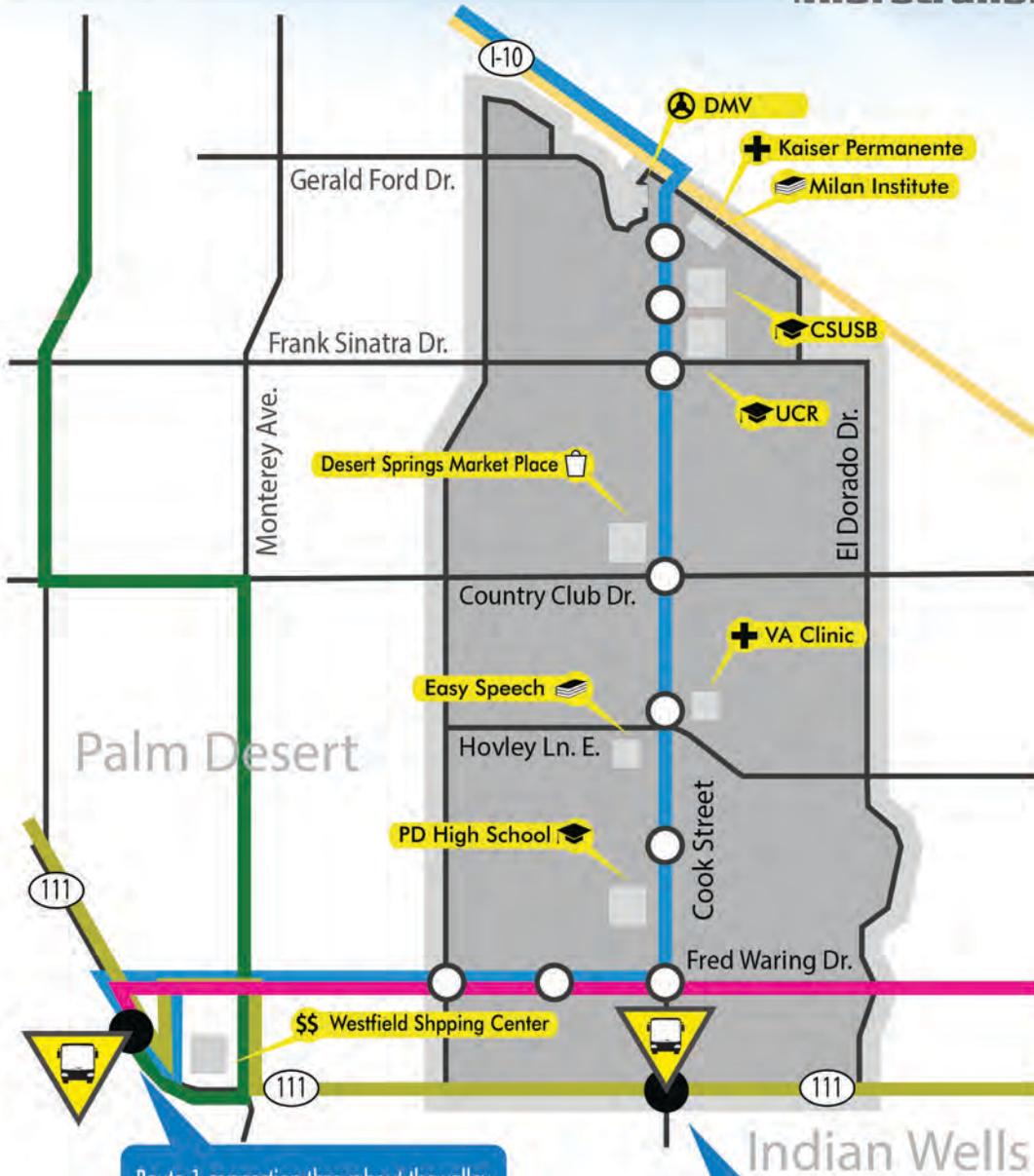
Exhibit B

Microtransit Zones



Cook St. Corridor

Microtransit Map



Route 1 connection throughout the valley
Route 4 connection to Palm Springs
Route 5 connection to Desert Hot Springs
Route 6 connection to Coachella

Route 1 east connection

	Route 1
	Route 4
	Route 5
	Route 6
	Transfer Connection
	Servicing Bus Stops



www.SunLineRefueled.org



Coachella

Microtransit Map



- Route 1
- Route 6
- Route 8
- Transfer Connection
- Servicing Bus Stops
- Authorized SunRide Stop



Mecca/North Shore

Microtransit Map



- Route 8
- Route 9
- Transfer Connection
- Servicing Bus Stops

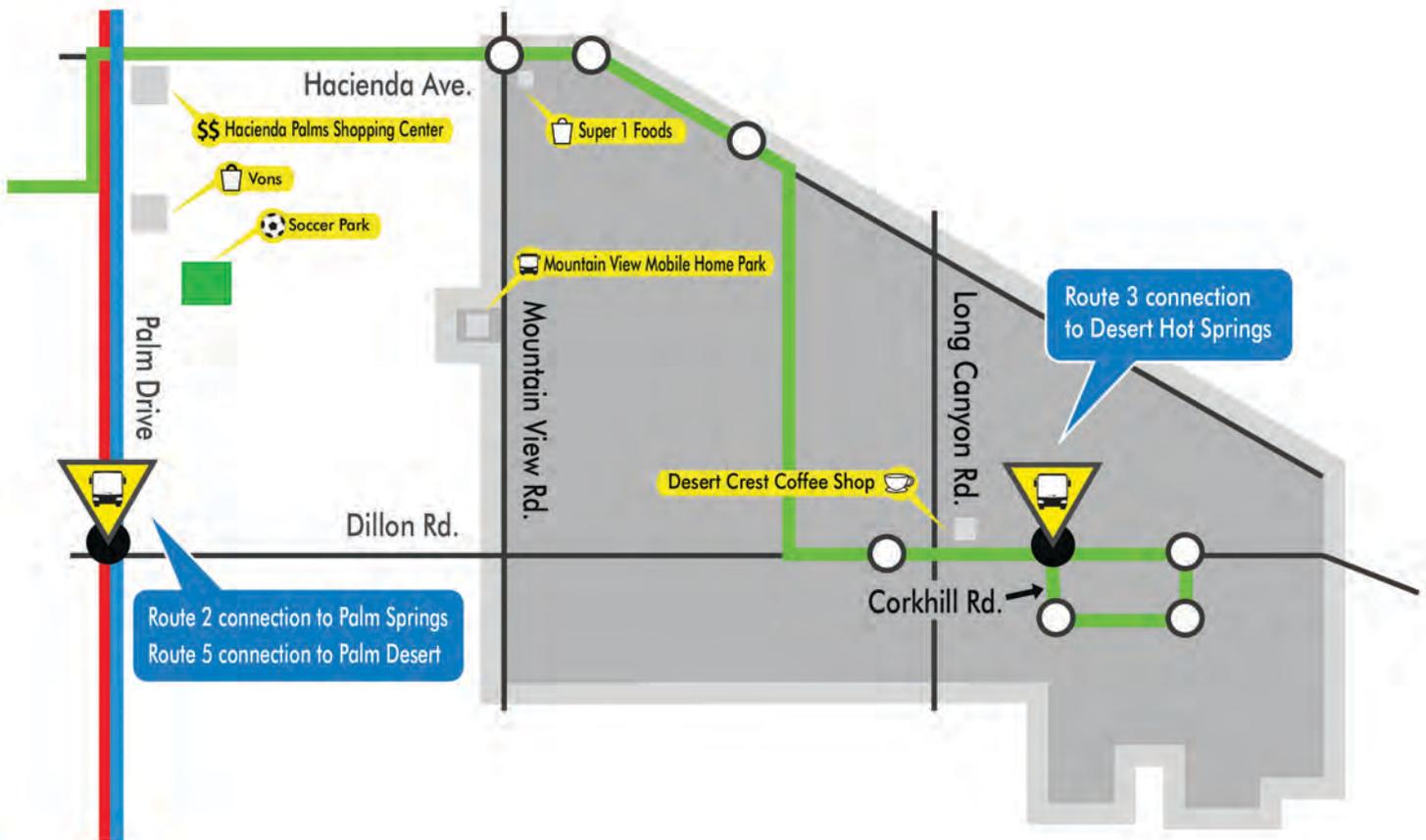
SunLine
Re fueled
DRIVING THE FUTURE OF TRANSIT

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Desert Edge

Microtransit Map



	Route 2
	Route 3
	Route 5
	Transfer Connection
	Servicing Bus Stops



www.SunLineRefueled.org



Exhibit C

Route 10 Commuter Link

Route 10

INDIO - CSUSB - SAN BERNARDINO - METROLINK

Final Draft 10/7/20

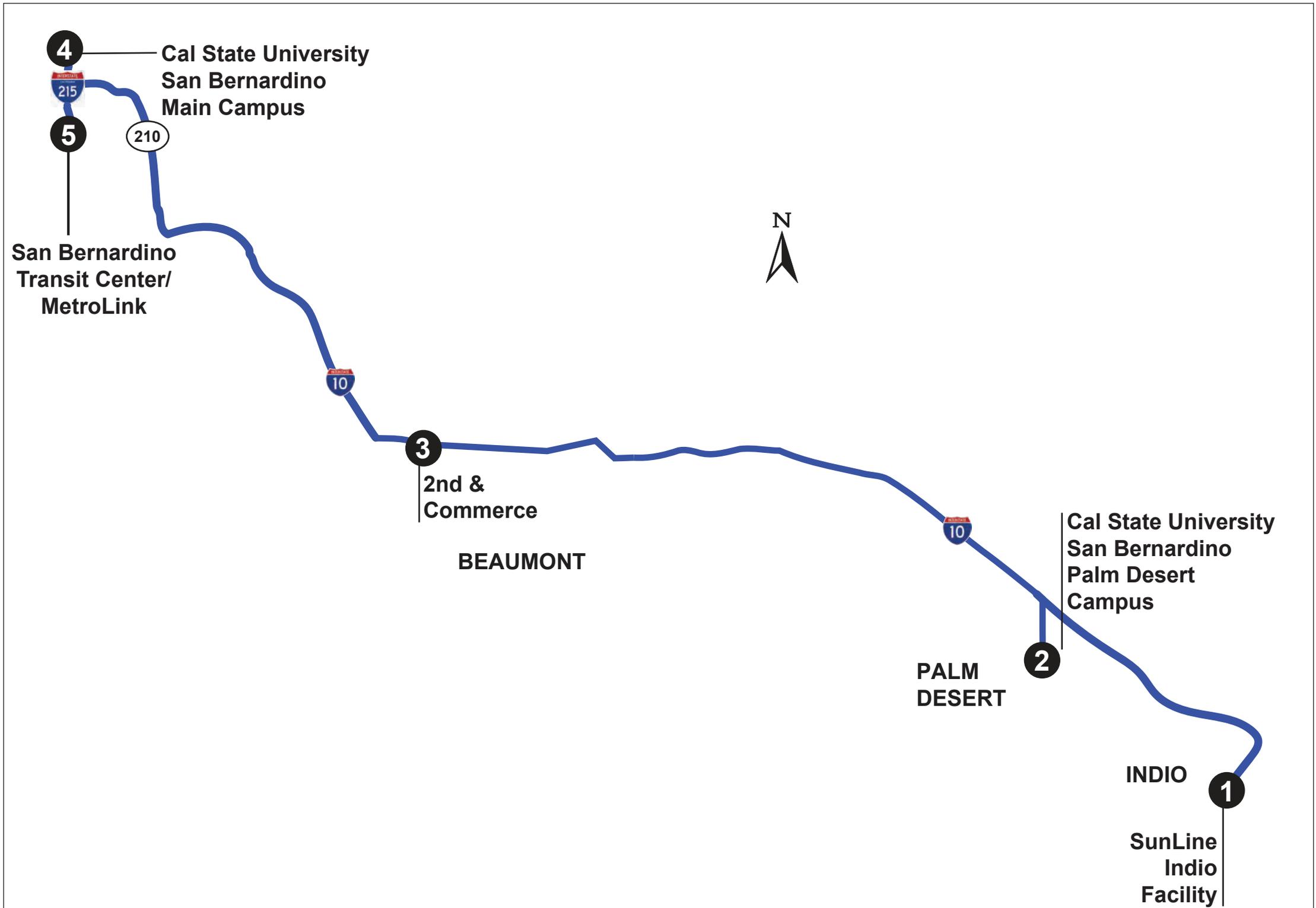




Exhibit D

Route 1X

Express to Indio-
Express to Palm Springs

Route 1X

EXPRESS TO INDIO - EXPRESS TO PALM SPRINGS

PROPOSED START DATE
5/3/2021



SunLine Transit Agency

DATE: October 28, 2020 **ACTION**

TO: Finance/Audit Committee
Board of Directors

FROM: Rudy Le Flore, Chief Project Consultant

RE: Replacement Operations Facility Low Voltage Contract

Recommendation

Recommend that the Board of Directors authorize the CEO/General Manager to negotiate and execute a contract with American Security Group for an amount not to exceed \$280,000 for Information Technology (IT) infrastructure, security and related services for the replacement Operations Facility subject to review and approval by SunLine's General Counsel.

Background

The replacement Operations Facility is under construction and requires the services of a contractor to install equipment for the IT requirements, access controls and security cameras. For compatibility purposes, SunLine is utilizing the same contractor that previously installed these systems. American Security Group has installed and provided security cameras, access control, and IT infrastructure at SunLine's Division I, and Division II. Additional work in this contract consists of low voltage cabling, fiber optics and equipment.

The costs of this effort will be subject to a cost analysis and the proposed prices will be determined to be fair and reasonable.

Financial Impact

The financial impact of \$280,000 will utilize Board approved capital funds from the FY21 SRTP associated with IT projects.

SunLine Transit Agency

DATE: October 28, 2020 **ACTION**

TO: Finance/Audit Committee
Board of Directors

FROM: Rudy Le Flore, Chief Project Consultant

RE: Replacement Operations Facility Furniture Contract

Recommendation

Recommend that the Board of Directors authorize the CEO/General Manager to negotiate and execute a contract with North America Knoll Inc. for an amount not to exceed \$220,000 to purchase furniture for the replacement Operations Facility subject to review and approval by SunLine's General Counsel.

Background

In coordination with SunLine's staff, the furniture plans for the replacement Operations Facility was developed by Stantec Inc. and confirmed by CannonDesign Builders who is the architect of record on the project.

SunLine utilized the California State Department of General Services (DGS) Contracts, which provides the best pricing available for SunLine and alleviates the time constraints of a formal solicitation. SunLine is allowed to use the state contracts without further competition as provided for in state law. On October 13, 2020, SunLine's Executive Team met with North America Knoll Inc., reviewed their proposed furniture offering and confirmed that the proposed furniture met SunLine's requirements for aesthetics, quality and cost.

Financial Impact

The financial impact of \$220,000 will utilize approved capital project funds.

SunLine Transit Agency

DATE:	October 28, 2020	ACTION
TO:	Finance/Audit Committee Board of Directors	
FROM:	Tony Cohen, Chief Maintenance Officer	
RE:	Shop Floor Resurfacing	

Recommendation

Recommend that the Board of Directors delegate authority to the CEO/General Manager to negotiate and execute a contract with Specialty Flooring, Inc. DBA ACI Builders of Riverside, CA to resurface the maintenance shop floors with an anti-slip urethane floor system for a total cost not to exceed \$120,000 upon approval as to form by SunLine's General Counsel.

Background

Due to normal wear and tear, the shop floor condition is depreciated and requires resurfacing. Further, over the years, new in ground hoists were installed and sections of walls removed resulting in patches of flooring that are bare concrete. The resurfacing project will provide a safe anti-slip urethane finish throughout the entire 14,700 square foot area, which will include repainting of 700 linear feet of safety striping in accordance with Cal OSHA best practices and regulations.

On July 30, 2020, staff issued Invitation for Bid (IFB) No. 20-052. The IFB was publicly advertised in a newspaper of general circulation and a notice was posted on the Agency's website along with a copy of the IFB documents. The bid submitted by Specialty Flooring, Inc. DBA ACI Builders for \$120,000 was deemed to be the lowest responsive and responsible bid.

Financial Impact

The financial impact of \$120,000 will be funded by a combination of Section 5307, State Transit Assistance, and Local Transportation Funds budgeted in facility improvement projects for SL-12-05 and SL-19-12.

PRICE ANALYSIS

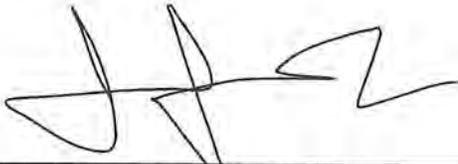
	Specialty Flooring, Inc.	Pacific Coast Contracting Services, Inc.	Independent Cost Estimate
Price Per Square Foot	\$ 8.10	\$ 12.15	\$ 7.74
Lump Sum Total	\$ 120,000.00	\$ 175,067.00	\$ 111,479.54

	Difference	Delta
Difference between Specialty Flooring, Inc. and Pacific Coast Contracting Services, Inc. Lump Sum Total	\$ (55,067.00)	31.45%
Difference between Specialty Flooring, Inc. and Independent Cost Estimate	\$ 8,520.46	7.64%

There was adequate price competition since two (2) bidders independently contended for the contract that is to be awarded. Award is based on the Lump Sum Total.

Based on the findings, the prices submitted by the lowest responsive and responsible bidder, Specialty Flooring, Inc., is 31.45% lower than the second bidder Pacific Coast Contracting Services, Inc., and 7.64% higher than the Independent Cost Estimate.

Based on the results, it is determined that the price submitted by Specialty Flooring, Inc. is considered fair and reasonable.



Jennifer Tran, Contracts Administrator

Floor Resurfacing

Solicitation List**The Works Floor & Wall**

979 S Gene Autry Trl,
Palm Springs, CA 92264
760-770-5778
info@twfaw.com
mike@twfaw.com
jerry@twfaw.com
gthomas@twfaw.com

Premier Flooring Solutions

760-776-4300
sacha@pfsolutions.us

Del's Flooring Contractors

760-568-0060
info@delsflooring.com
jay@delsflooring.com

Affinity Flooring

760-369-3081
affinityflooring@yahoo.com

Cathedral Canyon Flooring

760-770-2020
ccfloor@yahoo.com

G&S Carpet Mills, Inc.

3205 Pomona Blvd.
Pomona, CA 91768
909-468-5600
480-247-5492
909-997-2535
agorginfar@gscarpet.com

Commtrac Floors, Inc.

12381 Doherty Street
Riverside, CA 92503
commtracfloors@hotmail.com

Miller & Sons Floor Covering, Inc.

231 N. State St, Suite E
Hemet, CA 92543
mscarpetone@aol.com

Specialty Flooring Inc

3517 Campbell St.
Riverside, CA 92509

estimating@specialtyflooringinc.com

Statewide Services, Inc.

73-700 Dinah Shore Dr., Suite 405
Palm Desert, CA 92211
maria@statewideinc.net

Brilliant Garage and House Epoxy Floors

77899 Wolf Road
Palm Desert, CA 92210
760-275-1686
brilliantcu@yahoo.com

Epoxy It Socal

760-391-3113
epoxyitcoatings@gmail.com

One Floors

info@onefloors.com

AJ Fistes Corporation

2214 Atlantic Avenue
Long Beach, CA 90806
562-988-8669
ajfistes@yahoo.com

Everlast Builder's Inc.

16654 Soledad Canyon Rd. #302
Canyon Country, CA 91387
310-889-6438
vas@everlastbuildersinc.com

Magnesite Specialities

8686 Production Ave., Suite A
San Diego, CA 92121
858-578-4186
korina@magnesitespecialties.com

Sunbelt Flooring

14251 Fern Ave.
Chino, CA 91710
909-270-8080
chris@sunbeltflooring.com
dee@sunbeltflooring.com

TrueLine Surfacing

1651 Market St., Suite B
Corona, CA 92880
951-817-0777
Trueline40@aol.com

Extreme Pressure Systems

818-402-5224

tommy@epsprep.com

Pacific Coast Contracting Services

714-719-9244

cdec01@pacificcoastcontracting.com

Sunshine Supply

714-292-3444

brycer@sunshinesupply.com

BidAmerica Eng. Est.

Eng-est@bidamerica.com

SunLine Transit Agency

DATE:	October 28, 2020	ACTION
TO:	Finance/Audit Committee Board of Directors	
FROM:	Michal Brock, Taxi Administrator	
RE:	SunRide Microtransit Pilot Program (Phase II) – Transportation Providers	

Recommendation

Recommend that the Board of Directors authorize the CEO/General Manager to negotiate and execute contracts with Coachella Valley Taxi and Yellow Cab of the Desert for a combined amount not to exceed \$235,000 to provide transportation services for Phase II of SunLine's SunRide Microtransit Pilot Program, subject to review and approval by SunLine's General Counsel.

Background

SunLine received a Congestion Mitigation and Air Quality (CMAQ) grant to operate a three (3) year microtransit ridesharing pilot program in the Coachella Valley. The first phase of this pilot program launched in January 2020. Through a partnership with College of the Desert (COD), a select group of students were invited to test this new form of on-demand transportation service. Students received free rides to and from campus, and between the Palm Desert and Indio campuses. Staff was in the process of expanding the program to more students when the service was abruptly terminated after just seven (7) weeks, as COD closed campus in response to the COVID-19 pandemic.

Phase II of this pilot program will introduce and test the microtransit concept in a public setting with goals of attracting new ridership through the convenience of app-based technology and increasing ridership to the fixed route bus network by bridging the gap between first mile/last mile challenges. Additionally, contracting this service out allows SunLine to test the viability and sustainability of public/private partnerships while maintaining the high-quality safety standards valued by this Agency.

The Agency received proposals from two out of the three local taxi businesses to perform the transportation services for this phase of the pilot program. Further discussions and clarifications will be held to resolve the final pricing and the distribution of service between the two providers. Further assistance and guidance will be given to the providers on the technical specifications required by the Agency. A minimum of one (1) driver/vehicle dedicated to each of the four (4) geo-fence zones during the program operation hours will

be required. The driver(s) will be required to arrive at the requested pickup location in each respective zone within an average of 10 minutes, and a maximum of no later than 15 minutes, from the time service is requested.

Financial Impact

The financial impact of \$235,000 will utilize approved operational project funds assigned to this project from the CMAQ grant in FY21.

SunLine Transit Agency

DATE: October 28, 2020 **ACTION**

TO: Finance/Audit Committee
Board of Directors

FROM: Brittney B. Sowell, Chief of Public Affairs/Clerk of the Board

RE: Amendment to Andrea Carter and Associates Contract

Recommendation

Recommend that the Board of Directors delegate authority to the CEO/General Manager to execute an amendment to the Andrea Carter and Associates contract in the amount of \$10,000. The proposed amendment will ensure that the contract provides support through the rest of the Refueled initiative's marketing development, outreach and launch.

Background

SunLine has been actively working on a robust marketing and outreach campaign as part of the Refueled initiative. The contract with Andrea Carter and Associates provides the Agency with additional resources including help with graphic design and written copy.

Andrea Carter and Associates' contract is currently under its second option year and additional contract authority will be utilized to create education materials and ad campaigns for the January 2021 launch of the Refueled services.

Financial Impact

The total financial impact of this item will be \$10,000 and will be covered by operating funds in the fiscal year 2021 budget.

SunLine Transit Agency

DATE: **October 28, 2020** **ACTION**

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

FROM: **Brittney B. Sowell, Chief of Public Affairs/Clerk of the Board**

RE: **Approval of Board Meeting Dates for Calendar Year 2021**

Recommendation

Recommend that the Board of Directors approve the Board meeting dates for 2021 as listed on the attached schedule.

Background

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

- Chairman Radi has requested that the April 2021 Board meeting be held on Earth Day set for April 22, 2021. Staff is working on proposed activities that can take place in connection with the regularly scheduled Board meeting on this day.
- The Board will “go dark” in August 2021 and November 2021. Items will be presented on during the following Board meeting.
- The December Board meeting will be held on the first week of the month to accommodate for the busy holiday season.

Staff has reviewed the calendar for possible conflicts, including the California League of Cities conferences, and concludes that there are no known conflicts with this schedule.

Financial Impact

There is no financial impact.



SunLine Transit Agency/SunLine Services Group

Board Meeting Schedule for 2021

January 27

February 24

March 24

April 22

May 26

June 23

July 28

September 22

October 27

December 1

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

Board members in their representative capacity such that if the Board member no longer serves as the representative from his or her jurisdiction, his or her successor on the Board will succeed to the Committee membership.

From among themselves, the Committee members shall elect a Chair and Vice Chair at their first regular meeting. A majority vote is required for election of Chair and Vice Chair.

Minutes of the established Committee meetings need not be taken on a regular basis, but shall be taken if any Committee member so requests at least one business day prior to the meeting.

The established Committees shall have the authority to make recommendations to the Board on matters within their established scopes of responsibility. Each Committee may select such methods for study of the matters under its jurisdiction as it deems appropriate. Notwithstanding any policy to the contrary, the established Committees shall not have final approval authority over any matter of SunLine business, with the exception of the election of the Committee's officers.

Section 8.1– Proposed Text

The Board shall establish Committees to study and make recommendations to the Board as a whole. Each Committee may select such methods for study of the matters under its jurisdiction as it determines appropriate.

The Chairperson of the Board shall provisionally appoint the members of each Committee, and each Committee's Chairperson and Vice Chairperson. All provisionally appointed members of each Committee, and each Committee's provisionally appointed Chairperson and Vice Chairperson, shall be considered for ratification by the Board at the next regular meeting of the Board. The Chairperson of the Board shall also provisionally fill vacancies on Committees as they may arise during the year. Vacancy appointments shall also be considered for ratification by the Board at the next regular meeting of the Board.

Minutes of the established Committee meetings need not be taken on a regular basis, but shall be taken if any Committee member so requests at least one business day prior to the meeting.

The established Committees shall have the authority to make recommendations to the Board on matters within their established scopes of responsibility. Each Committee may select such methods for study of the matters under its jurisdiction as it deems appropriate. Notwithstanding any policy to the contrary, the established Committees shall not have final approval authority over any matter of SunLine business.

Addition of Ex Officio Member to Strategic Planning & Operational Committee

SunLine Transit Agency's CEO/General Manager, Lauren Skiver, currently serves as an ex-officio member (non-voting) on the Transportation Committee for the Coachella Valley Association of Governments ("CVAG"). To create a parallel structure, CVAG's Executive Committee approved a motion requesting that CVAG's Executive Director be added to SunLine's Strategic Planning & Operational Committee as an ex-officio member (non-voting). The proposed language below would be added to Section 8.2 of the Bylaws:

Section 8.2 Non-Voting Member of Strategic Planning & Operational Committee

The Executive Director of the Coachella Valley Association of Governments shall sit on the Strategic Planning & Operational Committee as an ex officio non-voting advisory member.

Amendment to Section 1.6 of Bylaws to Authorize Teleconferencing.

In addition, Section 1.6 Teleconferencing was revised to include language that incorporates the future use of videoconferencing post the Board's emergency declaration:

Section 1. 6 Teleconferencing – Current Text

The Board may use teleconferencing in connection with any meeting or proceeding authorized by law. The teleconferenced meeting or proceeding shall comply with all provisions of the Brown Act, including but not limited to Government Code Section 54953.

Section 1.6 Teleconferencing – Proposed Text

The Board may use teleconferencing and/or videoconferencing in connection with any meeting or proceeding authorized by law. The Board's use of teleconferencing and/or videoconferencing for a meeting or proceeding shall comply with all provisions of the Brown Act, including but not limited to Government Code Section 54953, and all other applicable laws.

Financial Impact

No financial impact.

SUNLINE TRANSIT AGENCY

RESOLUTION NO. 0783

A JOINT RESOLUTION OF THE BOARD OF DIRECTORS OF THE SUNLINE TRANSIT AGENCY AND SUNLINE SERVICES GROUP AMENDING SECTION 8.1 AND 1.6 OF THE RULES OF PROCEDURE ADOPTED BY RESOLUTION 0747 FOR SELECTION OF CHAIR AND VICE-CHAIR OF THE BOARD COMMITTEES

WHEREAS, on July 29, 2015, the Board of SunLine Transit Agency and SunLine Service Group unanimously approved Resolution 0747 "A Joint Resolution Amending and Adopting Rules for Board Meetings and Related Functions and Activities, and Adopting Bylaws for all Board Committees";

WHEREAS, Section 8.1 of the Bylaws states that the selection of a the members of each Committee and each Committee's Chairperson shall be appointed by the Board of Directors; and

WHEREAS, the Board of Directors of the SunLine Transit Agency and SunLine Services Group desire to amend Section 8.1 of the Bylaws through the adoption of this resolution to provide authorization for the Chairperson of the Board to provisionally appoint the members of each Committee, and each Committee's Chairperson and Vice Chairperson, subject to ratification by the Board; and

WHEREAS, the Board of Directors of the SunLine Transit Agency wish to add the Executive Director of the Coachella Valley Association of Governments to the Strategic Planning and Operations Committee as an ex officio non-voting advisory member; and

WHEREAS, the Board of Directors of the SunLine Transit Agency and SunLine Services Group also desire to amend Section 1.6 of the Bylaws to provide for the use of videoconferencing in accordance with the Brown Act.

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of SunLine Transit Agency:

SECTION 1. Section 8.1 of the Bylaws entitled Board Committee Bylaws, shall be amended to read, in its entirety, as follows:

"The Board shall establish Committees to study and make recommendations to the Board as a whole. Each Committee may select such methods for study of the matters under its jurisdiction as it determines appropriate.

The Chairperson of the Board shall provisionally appoint the members of each Committee, and each Committee's Chairperson and Vice Chairperson. All

provisionally appointed members of each Committee, and each Committee's provisionally appointed Chairperson and Vice Chairperson, shall be considered for ratification by the Board at the next regular meeting of the Board. The Chairperson of the Board shall also provisionally fill vacancies on Committees as they may arise during the year. Vacancy appointments shall also be considered for ratification by the Board at the next regular meeting of the Board.

Minutes of the established Committee meetings need not be taken on a regular basis, but shall be taken if any Committee member so requests at least one business day prior to the meeting.

The established Committees shall have the authority to make recommendations to the Board on matters within their established scopes of responsibility. Each Committee may select such methods for study of the matters under its jurisdiction as it deems appropriate. Notwithstanding any policy to the contrary, the established Committees shall not have final approval authority over any matter of SunLine business."

SECTION 2. Section 8.2 shall be added to the Bylaws as follows:

"Section 8.2 Non-Voting Member of Strategic Planning & Operational Committee

The Executive Director of the Coachella Valley Association of Governments shall sit on the Strategic Planning & Operational Committee as an ex officio non-voting advisory member."

SECTION 3. Section 1.6 of the Bylaws entitled Board Committee Bylaws, shall be amended to read as follows:

"The Board may use teleconferencing and/or videoconferencing in connection with any meeting or proceeding authorized by law. The Board's use of teleconferencing and/or videoconferencing for a meeting or proceeding shall comply with all provisions of the Brown Act, including but not limited to Government Code Section 54953, and all other applicable laws."

SECTION 4. This Resolution shall take effect when adopted by the required vote of the Board at a regular Board meeting.

PASSED, APPROVED AND ADOPTED by the Board of Directors of SunLine Transit Agency and SunLine Services Group on this 28th day of October, 2020, by the following vote:

AYES:

NOES:

ABSENT:

ABSTAIN:

Brittney Sowell,
Clerk of the Board
SunLine Transit Agency

Robert Radi,
Chairperson of the Board
SunLine Transit Agency and
SunLine Services Group

APPROVED AS TO FORM

Eric Vail,
General Counsel
SunLine Transit Agency

SunLine Transit Agency

DATE: **October 28, 2020** **ACTION**

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

FROM: **Eric Vail, General Counsel**
Brittney B. Sowell, Chief of Public Affairs/Clerk of the Board

RE: **First Reading of Ordinance No. 2020-01**

Recommendation

Recommend that the Board of Directors approve the first reading of Ordinance No. 2020-01 which will repeal Ordinance No. 2018-01 regarding the SunLine Transit Agency Conflict of Interest Code.

Background

Under the Political Reform Act, local public agencies are required to review their Conflict of Interest Codes biennially including the listings of designated positions for employees who must disclose along with the types of disclosures required. Upon review by the SunLine Board of Directors, the amended copy is sent to the County of Riverside Board of Supervisors who serves as the local code reviewing body.

Because the review is conducted biennially, it was the recommendation of the local code reviewing body to approve the Conflict of Interest Code by resolution. As such, staff is requesting for the Board of Directors to approve the first reading of Ordinance No. 2020-01 to repeal Ordinance No. 2018-01 and bring forth any future changes to the code by resolution.

The Board of Directors adopted Resolution No. 0782 on September 23, 2020, establishing SunLine's Conflict of Interest Code which had been updated to included titles that have been revised due to position reclassifications.

Financial Impact

No financial impact.

ORDINANCE NO. 2020-01

**AN ORDINANCE OF THE SUNLINE TRANSIT AGENCY
REPEALING ORDINANCE NO. 2018-01 REGARDING THE
SUNLINE TRANSIT AGENCY CONFLICT OF INTEREST
CODE**

WHEREAS, the County of Riverside and the Coachella Valley cities comprising the joint powers agency known as SunLine Transit Agency (“SunLine”) is a local government agency required by Government Code section 87300 to promulgate a Conflict of Interest Code; and

WHEREAS, the SunLine Board of Directors adopted the provisions of Title 2, section 18730 of the California Code of Regulations as SunLine’s Conflict of Interest Code through the adoption of Ordinance 2018-01; and

WHEREAS, the SunLine Board of Directors desires and deems it to be in the public’s best interest to repeal Ordinance 2018-02 in its entirety and adopt SunLine’s Conflict of Interest Code through resolution; and

WHEREAS, the Board of Directors has adopted Resolution No. 0782 on September 23, 2020, establishing SunLine’s Conflict of Interest Code which had been updated to included titles that have been revised due to position reclassifications.

NOW, THEREFORE, THE BOARD OF DIRECTORS OF SUNLINE TRANSIT AGENCY ORDAINS AS FOLLOWS:

SECTION 1. REPEAL OF SUNLINE TRANSIT AGENCY ORDINANCE NO. 2018-01

Ordinance No. 2018-01 of the SunLine Transit Agency is hereby repealed in its entirety.

SECTION 4. EFFECTIVE DATE

This Ordinance shall become effective 30 days from and after its final passage.

SECTION 5. PUBLICATION

The Clerk of the Board is authorized and directed to cause this Ordinance to be published within fifteen (15) days after its passage in a newspaper of general circulation and circulated within the jurisdictional boundaries of SunLine in accordance with Government Code section 36933(a) or, to cause this Ordinance to be published in the manner required by law using the alternative summary and posting procedure authorized under Government Code section 36933(c).

SECTION 6. CERTIFICATION

SunLine shall certify to the passage and adoption of this ordinance and shall cause

the same to be posted and published in the manner required by law.

INTRODUCED at the regular meeting of SunLine Transit Agency Board of Directors on the 28th day of October, 2020.

Robert Radi, Chairperson of the Board of
Directors

ATTEST:

Brittney Sowell, Clerk of the Board

APPROVED AS TO FORM:

Eric S. Vail, General Counsel

SunLine Transit Agency

DATE: October 28, 2020 **ACTION**

TO: Board Operations Committee
Board of Directors

FROM: Luis Garcia, Chief Financial Officer

RE: Fare Policy No. B-060102 Revision Approval

Recommendation

Staff recommends that the Board of Directors approve the attached revised Fare Policy No. B-060102.

Background

The Fare Policy was originally adopted in January 2002 and most recently revised in January 2018. This proposed revision includes the addition of SunLine's microtransit pilot program fares and changes to the commuter service. The changes to the policy align with the Agency's Refueled initiative. The Agency has held multiple public outreach initiatives to allow numerous opportunities for public input on the proposed service changes which include the microtransit pilot and corresponding fares. The public input process has included in person outreach in the form of street team visits, use of the Agency's mobile outreach bus and public hearings. Some of the virtual meetings include Zoom webinars and tele-town halls, one-on-one organization meetings and social media Q&As and "live" events.

One of the ways the Agency was able to gather information was via a survey. The survey included various questions related to the service in order to provide the Agency with an overall picture of rider behaviors. The survey also included a question on fares related to microtransit. Approximately 300 people responded to the question regarding the microtransit fares. Utilizing the results of the survey, the Agency was able to determine that the average fare our customers are willing to pay for the microtransit service is \$3.20.

Financial Impact

The revision of this policy has no immediate financial impact, but the fares associated with the new microtransit service will increase revenues for the Agency.

FARE POLICY

PURPOSE

The purpose of this Fare Policy is to establish guidelines for setting public transit fares for SunLine Transit Agency (SunLine). This Policy will be used to provide direction in making decisions about changes to the fare structure and to monitor fare collection. This Fare Policy supports SunLine's goal of providing high quality transportation services in the Coachella Valley that are safe, efficient and effective, and applies to both fixed route and paratransit services.

SCOPE

This Fare Policy identifies different fare media and fare prices for the services provided by SunLine Transit Agency. The fare policy also identifies the public input process required for changes in fare prices.

POLICY

Policy Objectives:

1. To promote ridership by making the fare structure attractive to users
2. To promote the equity of fare payment among transit patrons
3. To improve the efficiency of fare collection
4. To improve the farebox recovery ratio

Method of Payments:

- i. Fixed Route Service

The following fare payment options are permitted for use on the fixed route system.

1. Magnetic strip cards offering multi-ride options are made available for purchase at SunLine or pass outlets. This includes Day, 10-Ride, Coachella Valley Employer and 31-Day passes, as well as the GO-pass. Day passes

and Transfers will also be issued from the fareboxes on the bus.

2. Cash fare payment will be accepted on fixed route buses.
3. Digital fares will be permitted on fixed route buses. Digital fares are purchased via electronic payment and verified electronically when boarding the bus.
4. Miscellaneous passes may also be introduced periodically as part of a special promotion or service. These will be specially printed fare passes associated with specific events and will only be accepted during a limited time span.

ii. Paratransit Service

1. Fare payment for SunDial customers are classified as fares paid for trips within each city or trips for travel from one city to another city the Coachella Valley. Both passes are punched by the operator depending on the trip.
2. Digital fares will be permitted on paratransit vehicles. Digital fares are purchased via electronic payment and verified electronically when boarding the vehicle.
3. Currently, diamond fareboxes are installed in the paratransit buses.

iii. Microtransit Service

1. Digital fares will be permitted on microtransit vehicles. Digital fares are purchased via electronic payment and verified electronically when boarding the vehicle.

Fare Levels:

For purposes of this Fare Policy, there are four distinct fare levels, which are defined below.

1. Adult: Adults are considered general passengers from ages 18 to 59 years.
2. Senior/Disabled/Medicare: Seniors are considered 60 years and over. Disabled passengers are those who meet disability requirements. Both groups qualify to pay half the fare of an adult passenger as well as those who hold Medicare Cards.
3. Youth: Youth are classified as passengers between ages 5 and 17.

College/University Students: The youth category, effective 1 November 2013, includes approved Coachella Valley colleges and universities for bulk

purchase of 31 day passes (or term or semester or annual passes if developed) for sale to their students (the \$24 31-day youth pass). These will be sold to the college or university at a ticket agent discount rate of \$22.25 and must be sold to students at this rate or lower (if subsidized by the college or university). These passes must be purchased within a minimum order of 100 passes per month and not to exceed \$50,000 per fiscal year in total purchases. Part time and full time college and university students are eligible for these passes, and they may be used for any trips on SunLine services (excluding paratransit and Commuter Link-220). The rider must display their college ID card whenever validating the pass on a SunLine bus.

4. Children ages 4 and under are allowed to ride free with a full fare paying passenger. Two children ride free with a full paid riding adult passenger.

Fare Structure Categories:

SunLine fares are developed with sensitivity to the needs of transit riders. ~~Appendices A & B displays the Current and revised fare structure.~~ The following are definitions of SunLine’s policy for using cash, passes and transfers.

FARES and PASSES

All passes are subject to all rules and regulations of SunLine Transit Agency. No refund for a lost, stolen or damaged pass. Passes are non-transferable. Any misuse may cause the pass to be revoked.

Exact fare is required. ~~The Operator~~ does not make change and there are NO refunds.

SUNBUS				
	Cash Fare	Day Pass	10-Ride Pass	31-Day Pass
Adult	\$1.00	\$3.00	\$10.00	\$34.00
Youth *	85¢	\$2.00	\$8.50	\$24.00
Senior 60+/Disabled**	50¢	\$1.50	\$5.00	\$17.00

TRANSFERS are valid for two hours of unlimited rides.....25¢

Maximum of 2 children (4 years and younger) ride FREE with a paid fare.

- * Youth 5 to 17 years must be prepared to show proof of age each time they board.
- ** Be prepared to show proof of age or disability with one of the following each time you board the bus: Medicare card, DMV Driver License or Senior ID card, SunDial Americans with Disabilities Act (ADA) Certification card or SunLine Half-Fare ID card.

COMMUTER LINK 220			
Zone 1 – Riverside – Cabazon Zone 2 – Palm Desert – Rancho Mirage			
	Cash Fare	Day Pass	30-Day Pass
Adult / Youth	\$3.00	\$7.00	\$75.00 §
Senior 60+ / Child 46” or less §§ Zone 1 or 2	\$2.00	\$5.00	\$50.00 §
Adult / Youth Zones 1 & 2	\$6.00	\$14.00	\$150.00
Senior 60+ / Child 46” or less §§ Zones 1 & 2	\$4.00	\$10.00	\$100.00

~~§ This 30-Day pass (\$75.00 / \$50.00) is good only for Zone 1. It can ONLY be purchased from RTA and their pass sales outlets.~~

§§ Medicare card, DMV Driver License or Senior ID card, SunDial Americans with Disabilities Act (ADA) Certification card or SunLine Half-Fare ID card will be accepted as proof of age or disability. Children 46” tall or under, ride at the Senior/Disabled/Medicare price.

Transfer to/from SunBus.....25¢

Valid for two hours of unlimited rides on SunBus. Passengers transferring to/from Commuter Link 220 must have valid Commuter Link 220 pass or pay a Commuter Link 220 fare. ~~Day or 30-Day Commuter Link 220 passes also allow free transfers to/from any RTA-bus service.~~

~~The following Riverside Transit Agency (RTA) passes are valid for use between Riverside and Cabazon (Zone 1) on Commuter Link 220: RTA Commuter ticket/pass, U-PASS, Go-Pass, City of Riverside Employee ID Pass and Metrolink ticket /pass.~~

~~An additional \$3.00 fare can be paid with these passes for travel to/from Zone 2.~~

Coachella Valley Employer Passes:

Employers in the Coachella Valley can purchase 31-day passes for the \$24 rate for workers.

SUNDIAL Fare

\$1.50 within one city

\$2.00 within multiple cities

These fares are consistent with the FTA requirement that the paratransit fares not exceed twice the full peak period adult fare on fixed route for the equivalent journey.

Exact fare required. Operator does not make change and there are NO refunds.

Microtransit Fare

The Agency's microtransit pilot program will be in service in January 2021. For promotional purposes, the first 60 days of the microtransit program shall be set at \$2.00 per person which excludes a transfer to the Agency's fixed route system. After the first 60 days of the service, the microtransit fares shall be set at \$3.00 per person which will include a free transfer to the fixed route service.

Refund:

1 Exact Fare:

Passengers must have the exact fare ready to deposit in the farebox when boarding. SunBus Operators do not carry money to make change. Passengers are advised to carry one (\$1.00) dollar bills to pay for their cash fares. Passengers who pay their fares with bills larger than a one (\$1.00) bill will not be issued refunds and are encouraged to refrain from using \$2.00, \$5.00, \$10.00, and \$20.00 dollar bills.

2. Transfers:

Transfers are only valid for the day it was purchased and there will be no refunds for any transfers issued and not used within the time and date printed on the back.

3. Passes:

The following is established as part of SunLine's Refund Policy:

- i. Lost, stolen or damaged passes will not be refunded or replaced.
- ii. A pPass that is not activated can be exchanged with proof of purchase and will not be refunded.

Locally Developed Public Input Process:

A comprehensive public outreach effort is essential to ensure that decisions made about transit fares reflect the needs and desires of the community. SunLine's public involvement effort consists of notifying the public as well as soliciting feedback regarding the proposed changes. Typically, SunLine utilizes the established procedures to address public outreach efforts. In addition, SunLine includes the following activities when a determination is made to institute a fare change:

1. **Public Notice Procedures:** At a minimum, SunLine places legal advertisements in local newspapers to announce the proposed fare changes and describe how the public may provide comment. SunLine also ~~prepare-~~ publishes notices in the form of rider alerts and provides written notices on-board buses. Other efforts include posting information on the SunLine's web site; notifying agency and business partners directly via e-mail or facsimile; and the General Manager participates in interviews with local newspaper, radio, or television programs to reach additional audiences.
2. **Solicitation of Public Comment Practices:** To ensure public comment is considered, SunLine schedules public meetings to gather input during the development of a fare change proposal. A formal public hearing is held at the Board of Directors meeting is scheduled during a regularly scheduled Board meeting. SunLine staff also documents all comments and suggestions submitted.
3. **Final Recommendations:** A summary of the comments received is furnished upon request for public review at SunLine Transit Agency's. Staff recommendation is made in writing to the Board of Directors after considering the issues raised and the recommendation of the CEO/General Manager
4. **Implementation:** As a part of the process, SunLine also develops an implementation plan for proposed fare changes. The plan will outline ongoing public outreach and education needed to ensure a smooth transition.

PASS OUTLET INCENTIVES

Objectives:

SunLine offers private retail sales outlets, also known as pass outlets incentives to sell its fare media. These incentives recognizes that these organizations play an important role in the distribution of SunLine's fare media to passengers.

Application:

This policy applies to all pPass oOutlets that SunLine chooses to contract with for the sale of fare media.

Program Guidelines:

SunLine offers various levels of discounts on the purchase of fare media for distribution by pPass outlets. Depending on the number of each fare category sold, the defined incentives are applied.

Maintenance:

The Finance Department works in conjunction with the Marketing and Planning Departments infor making recommendations for modifications to the Ppass oOutlet incentives.

HALF FARE PROGRAM (FIXED ROUTE ONLY)

Objective:

To provide reduced fares for fixed route services for seniors and persons with disabilities in cooperation and compliance to the Federal Transit Administration's half fare requirements.

Application:

This program applies to all qualified individuals who are eligible according to the approved guidelines ~~approved~~ for the program.

Program Guidelines:

SunLine's Half Fare Program provides half fare discounted bus fares to ride on SunBus to passengers 60 and over, as well as persons with disabilities. The following defines who qualifies to use the program.

Who Qualifies for the Half Fare Program:

1. Persons 60 and older
2. Medicare Cardholders
3. Persons who receive Supplemental Security Income (SSI), based on disability or Social Security Disability (SSD) benefits, as long as they continue to receive these benefits.

4. Veterans who are disabled, who receive a determination of at least 50 percent permanent disability or a non-service connected pension as determined through the Veterans Administration (VA).
5. Persons who meet the Federal Transit Administration (FTA) definition of disabled: “disabled persons means any individual who by reason of illness, injury, age, congenital malfunction, or other permanent or temporary disability, are unable, without special facilities or special planning or design to use mass transit and services as effectively as persons who are not affected”.

What Proof must be Shown:

The following proof of eligibility must be shown to qualify for this program:

1. Official verification of age (Valid DMV Driver’s License, passport, and State issued ID card)
2. Medicare Card
3. Authorization letter received for SSI or SSD benefits
4. Authorization letter from the VA at a 50 percent disability level or greater, or receive a disability pension for the VA.
5. SunDial Certification for the Americans with Disabilities Act (ADA)

Disability Verification: Individuals who do not have one of the proofs of eligibility listed must complete a Half Fare Application in order to pay half fare ~~for their fares~~. Individuals with one of the listed proofs must be allowed to pay half the fare on board the buses or at any of SunLine’s Pass Outlets. Because Operators may request proof of eligibility each time on boarding the bus, all individuals will be encouraged to obtain SunLine Transit Agency Half Fare Identification Card.