



SunLine Transit Agency
December 7, 2022
10:40 a.m. – 11:20 a.m.

AGENDA

STRATEGIC PLANNING & OPERATIONAL COMMITTEE Regular Meeting

VIA VIDEOCONFERENCE

Pursuant to California Government Code section 54953(e), 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/83924925435>

Meeting ID: 839 2492 5435

Teleconference Dial In
888-475-4499 (Toll Free)
Meeting ID: 839 2492 5435

One tap mobile
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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 Strategic Planning & Operational Committee Meeting: public comment requests may be submitted via email to the Clerk of the Board at clerkoftheboard@sunline.org prior to December 6, 2022 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. Those who have submitted a request to speak by the deadline above will be recognized first, then anyone else who wishes to speak will be provided an opportunity to make public comment. If you send written comments, your comments will be made part of the official record of the proceedings and read into the record if they are received by the deadline above.

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**

a) **January 2023 Service Improvements Status Report** (PAGE 3-15)
(Staff: Rohan Kuruppu, Chief Planning Consultant)

5. **FINALIZATION OF AGENDA**

6. **PUBLIC COMMENTS**

RECEIVE COMMENTS

NON AGENDA ITEMS

Members of the public may address the Committee regarding any item within the subject matter jurisdiction of the Committee; however, no action may be taken on off-agenda items unless authorized. Comments shall be limited to matters not listed on the agenda. Members of the public may comment on any matter listed on the agenda at the time that the Board considers that matter. Comments may be limited to 3 minutes in length.

7. **COMMITTEE MEMBER COMMENTS**

RECEIVE COMMENTS

8. **FY21-22 SERVICE STANDARDS PERFORMANCE REPORT**
(Staff: Manuel Alcalá, Transit Planning Manager)

APPROVE
(PAGE 16-34)

9. **ADJOURN**



SunLine

Your
Ride to the  Future



JANUARY 2023 SERVICE IMPROVEMENTS STATUS REPORT

*SunLine Board of Directors Meeting
December 7, 2022*

- **Key part of SunLine's continuous improvement program**
- **Response to customer and coach operator requests**
- **Recommendations does not warrant formal public hearings**
- **Does not alter the approved Refueled Initiative - Service Plan**
- **January service improvements effective: Sunday, January 1, 2023**



ROUTE FREQUENCY

Route #	Description	Effective January 1, 2023			Modified Schedules (Current)		
		Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
1 WV	Palm Desert Mall - Palm Springs	20/30	20/30	20/30	20	20	20
1 EV	Coachella - Palm Desert Mall	20/30	20/30	20/30	20	20	20
2	Desert Hot Springs - Palm Springs - Cathedral City	20/40	20/40	20/40	40	40	40
3	Desert Edge - Desert Hot Springs	60	60	60	60	60	60
4	Palm Desert Mall - Palm Springs	60	60	60	60	60	60
5	Desert Hot Springs - CSUSB Palm Desert - Palm Desert Mall (peak only service 3 AM&PM round trips)	60	NS	NS	60	NS	NS
6	Coachella - Via Fred Waring - Palm Desert Mall	60	60	60	60	60	60
7	Bermuda Dunes - Indian Wells - La Quinta	90	90	90	90	90	90
8	North Indio - Coachella -Thermal/Mecca	60	60	60	60	60	60
9	North Shore - Mecca - Oasis	60	60	60	60	60	60
10	Indio - CSUSB-PDC - CSUSB - San Bernardino Transit Center (SBTC)/Metrolink	4 round trips	NS	NS	4 round trips	NS	NS

NS: No Service

20/30 Frequency 20 minutes during the 7 am - 5pm peak period. Frequency 30 minutes during the off-peak periods before 7am and after 5 pm

20/40 Frequency 20 minutes during the 9 am - 5pm peak period. Frequency 40 minutes during the off-peak periods before 9 am and after 5 pm

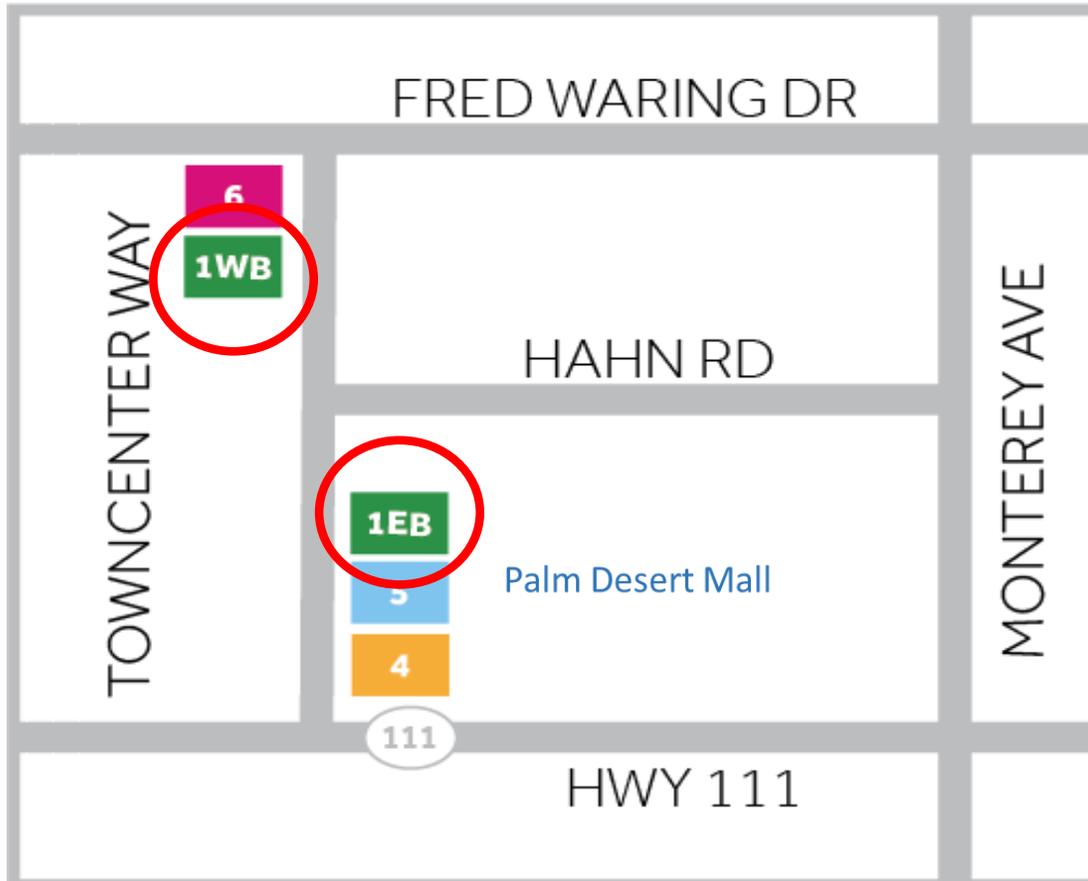
- **Improve the reliability of the 30-mile-long Route 1 by dividing the route at the Palm Desert Mall**
 - **Creating Route 1 WV and Route 1 EV**
- **Better work shifts for coach operators**
- **During the off-peak periods, which occur before 7 a.m. and after 5 p.m., the frequency will be reduced from every 20 minutes to every 30 minutes to match demand better**

Route 1 West Valley (WV) 1WV Palm Springs - 1WV Palm Desert Mall

Route 1 East Valley (EV) 1EV Palm Desert Mall - 1EV Coachella



Current



Effective – January 1, 2023



- Increase Route 2 peak frequency between 9 a.m. to 5 p.m. from every 40 minutes to every 20 minutes
- Route 2 is exceeding the passengers per revenue hour goal at 20.6
- Response to overloading and on-time performance complaints



ROUTE 10 OFF-PEAK

- Strategy to improve productivity of four (4) reverse commute/off-peak trips (highlighted)
- Temporarily apply the local fare structure from January – May
- Peak period fare remains the same
- Bring report to the Board in April with a formal recommendation

Trip	Average Boardings Per Trip
5:20 AM to San Bernardino	13.0
7:50 AM to San Bernardino	29.0
8:45 AM to Indio	4.8
11:45 AM to Indio	10.1
12:50 PM to San Bernardino	5.8
2:50 PM to San Bernardino	2.1
3:45 PM to Indio	23.5
5:45 PM to Indio	13.2

 AM Reverse commute trip/off peak trip
 PM Reverse commute trip/off peak trip

- **Revise the schedule of Route 6 to improve the overall efficiency**
- **Revise the schedules of Routes 8 and 9 to improve the transfer connection**
- **Expand SunRide Indio zone and initiate Palm Springs zone**

Internal Events

- Pop-up event in front of Operations Building
- Transit Ambassador Program (TAP) Training
- Planning & Operations Task Force Meeting (PLOPS)

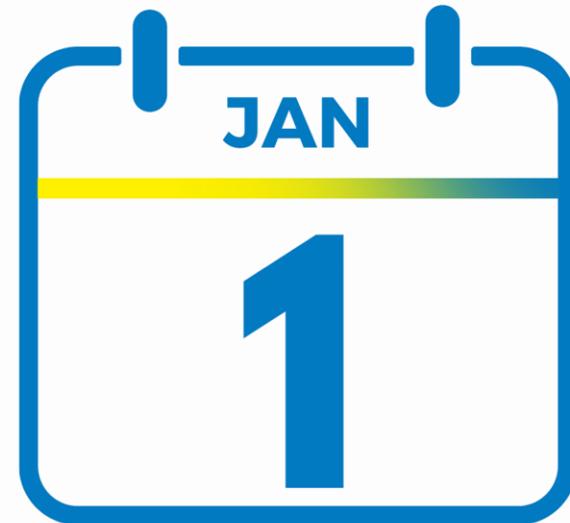
External Events

- Street Team Visits & Mobile Outreach Bus
 - Focused on Major Timepoints
- Facebook Live - TransitTuesday
- Communication to Partners and Community Centers

Other Efforts

- Riders Guide
- Website
- Advance Signage on Buses and Bus Stops
- Real-Time Rider Information
- General Phone Mailbox & Email for Public Comment

- **Board approval not required for these improvements**
- **Staff will continue to focus on messaging and outreach both internally and externally**



Questions?



SunLine Transit Agency

DATE: December 7, 2022 **ACTION**

TO: Strategic Planning & Operational Committee
Board of Directors

FROM: Manuel Alcala, Transit Planning Manager

RE: FY21-22 Service Standards Performance Report

Recommendation

Recommend that the Board of Directors approve the Service Standards Performance Report as presented.

Background

According to SunLine Transit Agency's Service Standards Policy, the annual Service Standards Performance Report is attached. This annual report is a summation of monthly reports submitted to the Board of Directors. This annual report includes service standards, performance, and quality metrics for SunLine's services for FY21-22. The Service Standards Policy and metrics are intended to:

- Promote continuous improvement of transit service
- Provide regular updates on service performance
- Meet Federal Transit Administration (FTA) requirements for monitoring compliance with Title VI of the Civil Rights Act
- Avoid uninformed decision-making regarding the provisions of service

In FY21-22, the COVID-19 pandemic continued to impact SunLine. The local shortage of motor coach operators caused SunLine to operate a modified schedule for all of FY21-22, an issue being experienced nationwide by other transit agencies. Under SunLine's modified service, a Sunday schedule operated seven (7) days a week with the addition of the Route 5 and the 10 Commuter Link.

Under FTA Title VI regulations, FTA requires that all transit providers include in their service standards policy the following for each mode:

- Vehicle headway
- On-time performance standard
- Service availability
- Vehicle load standard

The following are key data points from this year's report:

- SunLine operated on modified service for all of FY21-22
- System ridership has increased by 10.3% over FY20-21
- Fixed Route ridership has increased 9% over FY20-21
- Fixed Route on-time performance for FY21-22 exceeded the service standard goal at 87%
- Paratransit ridership has increased 42.8% over FY20-21
- Paratransit has met and exceeded all major service standard goals for FY21-22

Attachments:

- [Item 8a](#) – FY21-22 Service Standards Performance Report



SERVICE STANDARDS PERFORMANCE REPORT FISCAL YEAR 2021-2022

In June 2019, the Board of Directors approved the revised SunLine Transit Agency (SunLine) Service Standards Policy to provide the agency staff direction in the planning, operation, and management of transit service in the Coachella Valley.

This report is the annual summary of results for service standards design, performance, and quality metrics for service in Fiscal Year (FY) 21-22. The service standards policy and metrics are intended to:

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

SunLine's ReFueled initiative was implemented on January 3, 2021 as consolidation of our fixed route system and four SunRide microtransit zones.

COVID-19 Recovery

The COVID-19 pandemic greatly impacted SunLine and in FY21-22 SunLine continued on the road to recovery from the lasting effects of the pandemic.

In FY21-22, SunLine experienced some of the challenges that come when trying to recover from the pandemic. SunLine performed a modified service for all of FY21-22, the service provided included Sunday service seven days a week with the Route 5 and the Route 10 Commuter Link included. At this time SunLine experienced some workforce issues and the best and most reliable service possible was the previously mentioned modified service. FY21-22 served as the beginning of the road to recovery as we gradually continue to try to get back to regular service.

Service Design

SunLine operated 9 fixed routes and 1 commuter route in the Coachella Valley from 7/1/2021 – 6/30/2022. The transit routes and the cities or communities they serve are listed in Table 1 below:

Table 1 – Summary of Fixed Route Transit Services for FY21-22 – Refueled Routes

Route	Cities/Communities Served – Refueled Routes 7/1/2021 – 6/30/2022
1	Palm Springs, Cathedral City, Rancho Mirage, Palm Desert, Indian Wells, La Quinta, Indio and Coachella
2	Desert Hot Springs, Palm Springs and Cathedral City
3	Desert Hot Springs and Desert Edge
4	Palm Springs, Cathedral City, Rancho Mirage, Thousand Palms and Palm Desert
5	Desert Hot Springs and Palm Desert
6	Palm Desert, Indian Wells, La Quinta, Indio and Coachella
7	La Quinta, Palm Desert, Indian Wells, and Bermuda Dunes
8	Indio, Coachella, Thermal and Mecca
9	Mecca and North Shore
10	Indio, Palm Desert, Beaumont, San Bernardino CSUSB

Service Frequency and Service Span Standards

Service frequency and span of service can be revised where sustainable (i.e. where demand warrants increased frequency, performance measures can still be met, and when funding can sustain the frequency and span of service). SunLine operated modified service for all of FY21-22, this included weekend service span and frequency seven days a week with the addition of Route 5 and the Route 10 Commuter Link.

New routes may be implemented based on a weekday only service typically between the hours of 6:00 A.M. – 7:00 P.M. usually when there is a peak demand. During the implementation of new service a trial period is allocated from 12 to 18 months as an opportunity to provide for service adjustments before deciding to either retain, expand, or eliminate service. Listed below in Table 2 are the minimum service frequencies and spans:

Table 2 - Service Frequency Standards

Frequency and Span by Service Type	Frequency of Service		Span of Service	
	Weekday	Weekend	Weekday	Weekend
Trunk Bus Routes	20 Minutes peak 30 Minutes off-peak	30 minutes	5:00 A.M. - 11:00 P.M.	5:00 A.M. - 11:00 P.M.
Local Bus Routes	30 Minutes peak 60 Minutes off-peak	60 Minutes	5:00 A.M. - 7:00 P.M.	9:00 A.M. - 6:00 P.M.
Market-Based Services	Based on Demand	Based on Demand	Based on Demand	Based on Demand

Table 3 - Service Frequencies for FY21-22

Refueled Routes 7/1/2021 - 6/30/2022			
Route	Weekday Frequency		Weekend Frequency
	Peak	All Day	All Day
1	20	20	20
2	20	20	40
3	60	60	60
4	40	40	60
5	60	60	-
6	45	45	60
7	45	45	90
8	40	40	60
9	60	60	60
10	Select Trips	Select Trips	-

Table 4 - Service Spans for FY21-22

Refueled Routes 7/1/2021 - 6/30/2022				
Route	Weekday Span		Weekend Span	
	Start	Finish	Start	Finish
1	5:00 A.M.	11:12 P.M.	5:00 A.M.	11:12 P.M.
2	5:00 A.M.	11:23 P.M.	5:00 A.M.	10:54 P.M.
3	5:00 A.M.	8:46 P.M.	6:45 A.M.	8:40 P.M.
4	5:00 A.M.	11:13 P.M.	6:10 A.M.	9:50 P.M.
5	6:10 A.M.	6:51 P.M.	-	-
6	5:50 A.M.	8:45 P.M.	6:00 A.M.	9:18 P.M.
7	5:15 A.M.	8:51 P.M.	5:10 A.M.	9:20 P.M.
8	5:30 A.M.	10:42 P.M.	5:35 A.M.	10:59 P.M.
9	5:45 A.M.	10:34 P.M.	5:40 A.M.	10:29 P.M.
10	5:20 A.M.	8:00 P.M.	-	-

System Ridership

Ridership system-wide in FY21-22 for SunBus, SunDial, SunRide and SolVan was a total of 2,303,785 boardings, an increase of 10.3% compared to FY 20/21:

- SunBus ridership totaled 2,180,106, an increase of 180,029 rides or 9%, in comparison to FY 20-21
- SunDial ridership totaled 101,589, an increase of 30,460 rides or 42.8%, in comparison to FY20-21
- SolVan ridership totaled 17,110, an increase of 1,082 rides or 6.8%, in comparison to FY20-21
- SunRide ridership totaled 4,980 in FY21-22

SunLine had similar ridership numbers when comparing FY21-22 to FY20-21, but there were slight increases in ridership especially beginning January 2022 and through the spring months. (Figure 1 & 2). Fixed route ridership was consistent throughout this fiscal year, finishing with about a 46% average drop in ridership compared to pre-COVID FY18-19. As we gradually try to get back to regular service we anticipate that ridership will also gradually get back to pre-COVID numbers.

Figure 1 - 5 Year Fixed Route Ridership Comparison

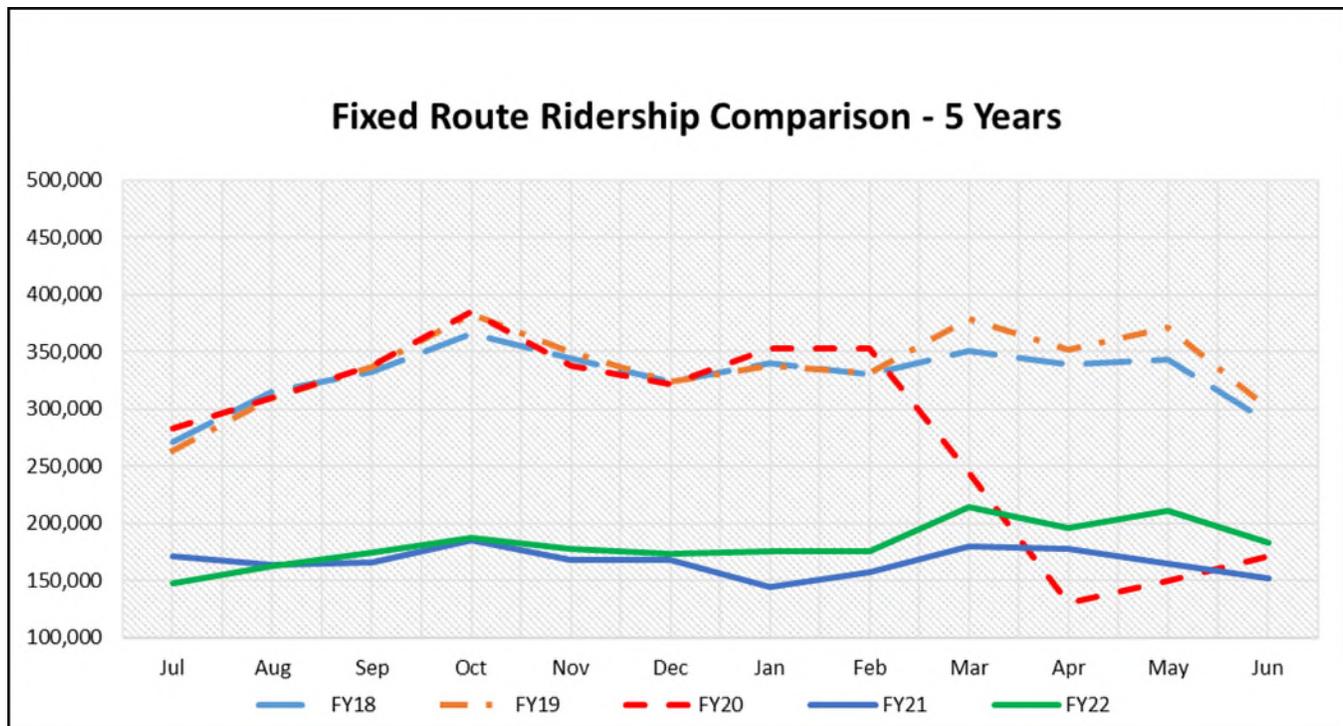
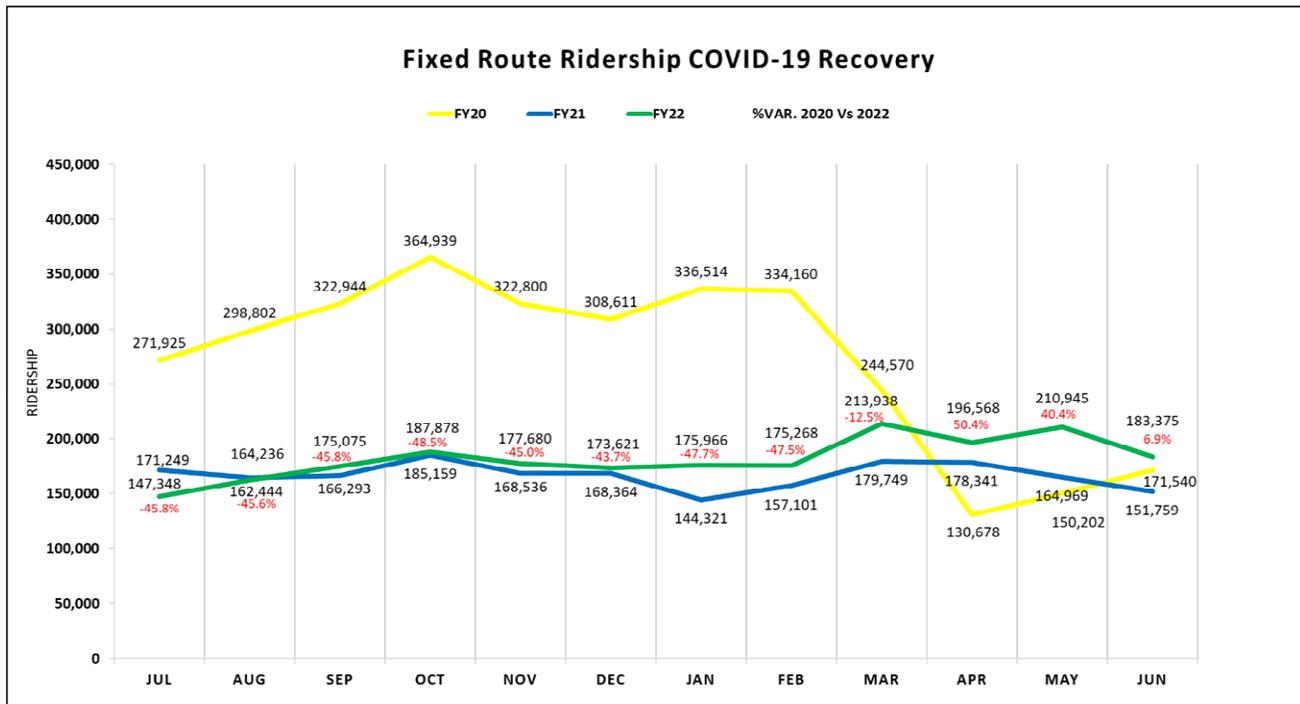


Figure 2 – COVID-19 Recovery on Fixed Route Ridership

For all of the fiscal year, SunLine operated at a modified level of service in response to the COVID-19 pandemic. Below is our COVID-19 recovery chart detailed changes in ridership for the last 3 fiscal years.



Service Productivity and Effectiveness

This section reviews service productivity and effectiveness of routes through Key Performance Indicators (KPI's) established in the Service Standards Policy.

Passengers Per Revenue Hour (PPRH) and Passengers Per Revenue Trip (PPRT) are KPI's that measure service effectiveness, or productivity, based on ridership (passenger boardings) generated for each hour of revenue service for local and trunk routes and boardings per trip for market based services operated. Minimum performance benchmarks are based on route performance and standards set by peer agencies.

Table 5 - Passengers Per Revenue Hour/Trip Standards (PPRH/PPRT)

Refueled Routes 7/1/2021 - 6/30/2022		
Service Tiers	Routes in Service Type	PPRH Standard
Trunk Routes	Routes 1 & 2	20
Local Routes	Routes 3, 4, 5, 6, 7, 8 & 9	10

Service Tiers	Routes in Service Type	PPRT Standard
Market-Based Services	10 Commuter Link	10

Current Performance FY21-22

Figure 3 – Refueled Local Routes Average PPRH

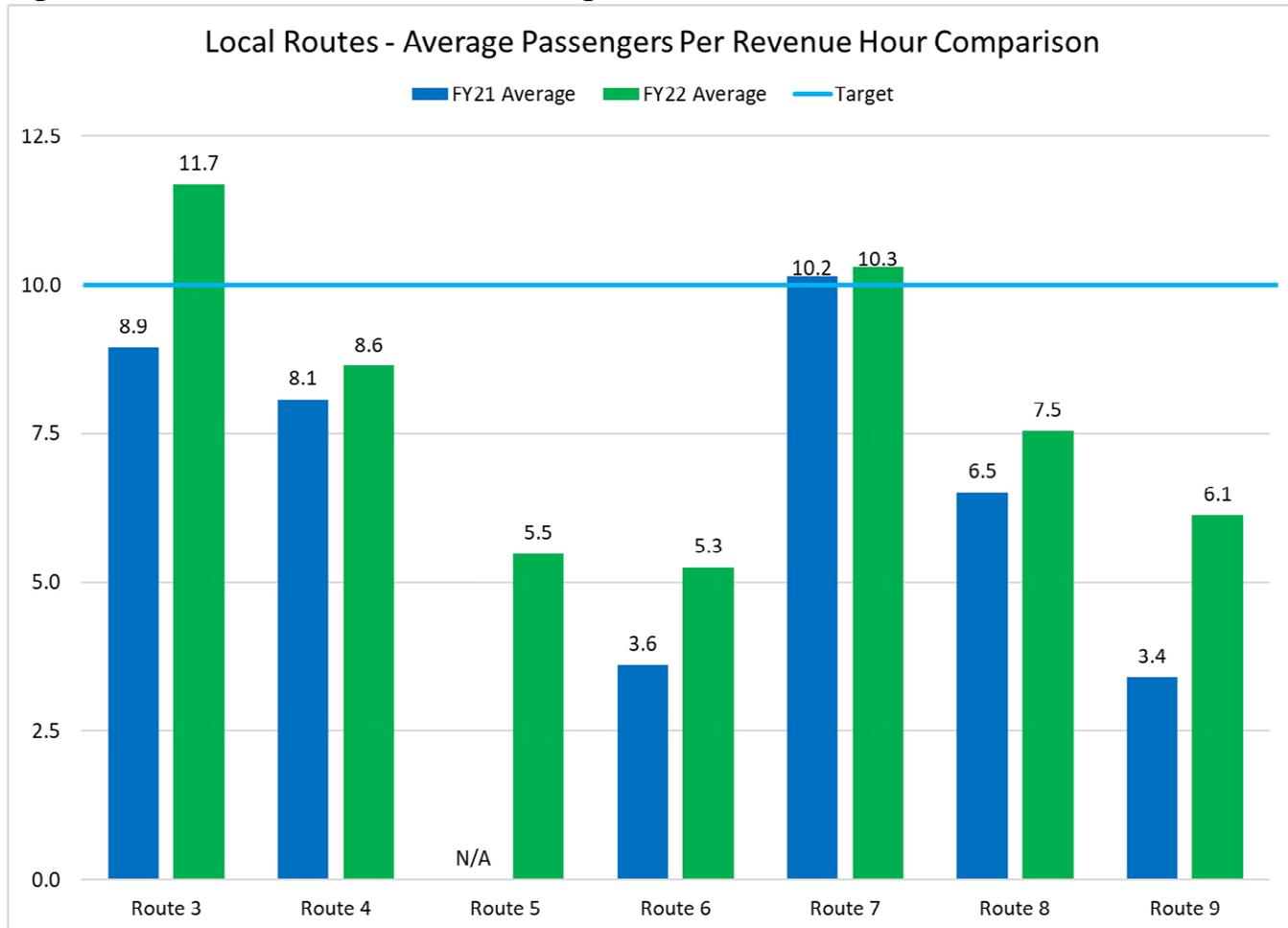


Figure 3 indicates that 2 (two) out of the 7 (seven) local routes met their performance standards goal:

- For FY21-22, routes 3 & 7 met the PPRH goal of 10 passengers per revenue hour
- For FY21-22, routes 4, 5, 6, 8 & 9 failed to meet the target of 10 PPRH
- Route 5 did not operate previous fiscal year

Figure 4 – Refueled Trunk Routes Average PPRH

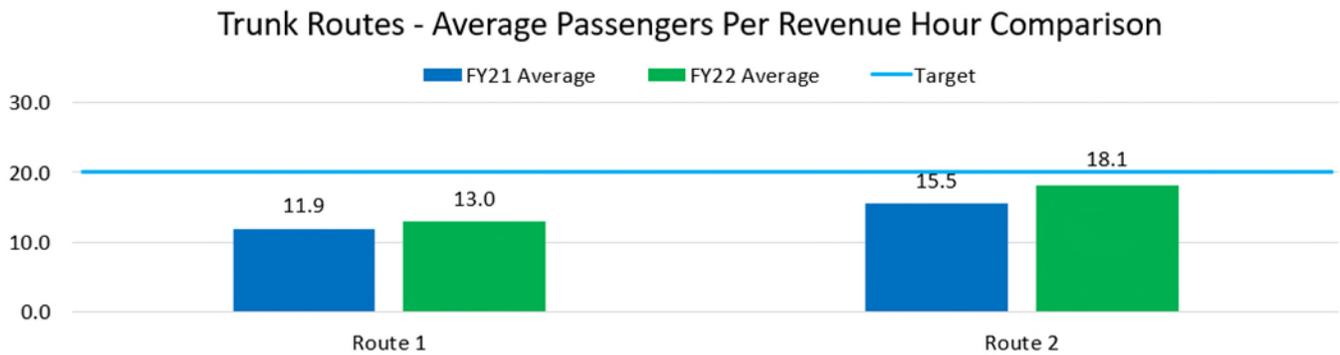


Figure 4 indicates that neither of the 2 (two) Refueled trunk routes met their performance standards.

Figure 5 - Market Based Service Average PPRT

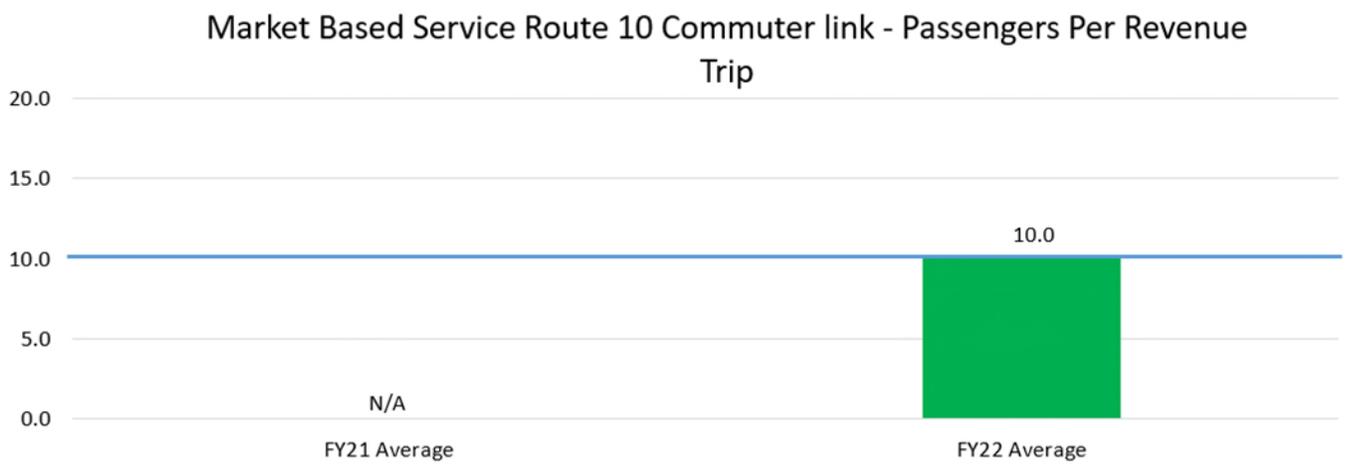


Figure 5 indicates that the Route 10 Commuter Link met the PPRT goal of 10 passengers per revenue trip.

Service Quality Standards

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

- Service Scheduled Speed (service quality)
- On-Time Performance (service reliability)
- Percent Service Completed (service reliability)
- Miles Between Service Interruption (service reliability)
- Load Standards (service comfort)
- Average Fleet Age (service comfort)
- Bus Deployment Standards
- Warrants Standards

Each suggested metric is discussed in more detail below.

Service Scheduled Speed: Measures route scheduled service speed. The measure is calculated by dividing revenue miles by revenue hours for each route. This KPI monitors services needed to maintain reasonable speed to retain and grow ridership.

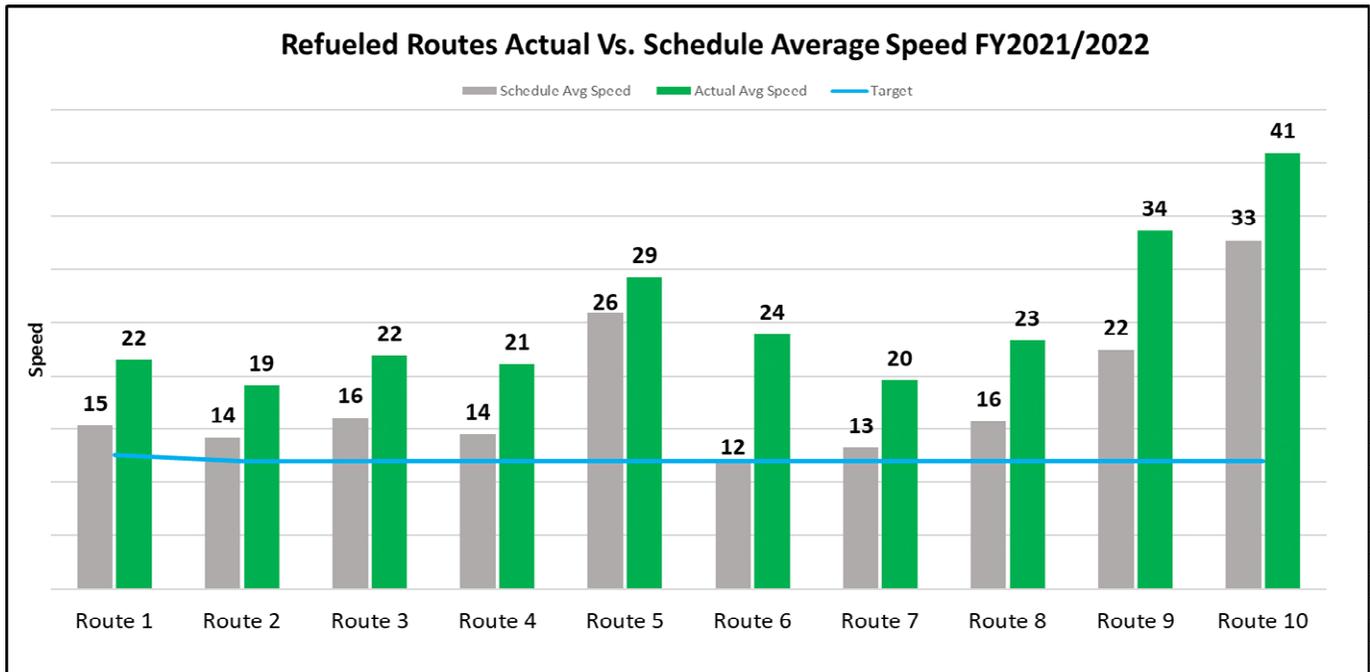
The target performance scheduled speed is 12.5 MPH for SunLine’s transit system as shown below.

Table 6 - Service Scheduled Speed Standard FY21-22

Service Mode	Service Speed - Weekdays	Service Speed - Weekends
Fixed Route Bus	12.5 MPH	12.5 MPH

SunLine system is currently scheduled at an average of 18 MPH, above the target, for scheduled speed.

Figure 6 - Fixed Route Averaged Speed FY21-22



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

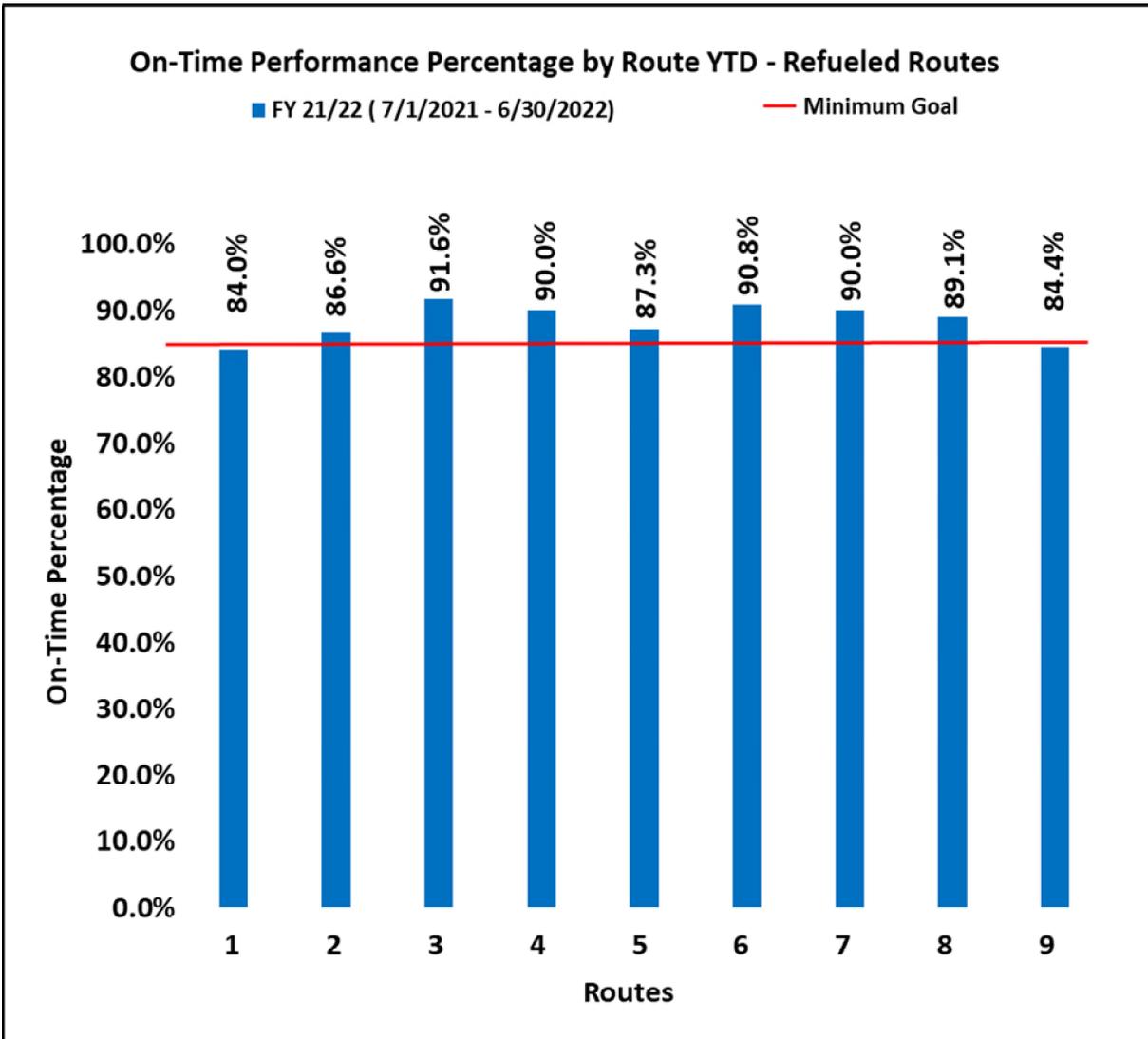
On-time performance standards for fixed routes are at a target of 85%.

Table 7 - On-Time Performance Standard FY21-22

Service Mode	On-Time Performance Standards
Fixed Route Bus	85% (Excepting Major Detours)

SunLine’s system-wide on-time performance is at 87% for July 1, 2021 – June 30, 2022. This exceeds the goal for FY21-22. All routes operated above the minimum on-time performance standards captured in Figure 7 below except route 1 and route 9 at 84% and 84.4% respectively.

Figure 7 - On-Time Performance By Route FY21-22 – Refueled Routes



Percent Service Completed: Percentage of service completed is a new metric established as of September 2017. Initial intention was to report percentage of trips completed, however, due to limitations in our Avail ITS system we are reporting percentage of revenue mileage completed for FY21-22. This was calculated by comparing revenue miles completed vs. revenue miles scheduled. Reduced Level 2 service was in operation for the entire fiscal year, therefore, the level of service completed is being compared to that reduced service to determine percentage completed.

This KPI measures service reliability as defined by the percentage of miles completed daily. There are three components necessary to successfully complete scheduled service:

- Daily availability of operators to meet service demands
- Daily availability of fleet vehicles to meet service demands

- Miles between service interruptions

The set standard for service completed is 99% by service mode seen in Table 8. The percent of service completed for FY21-22 was 98%, failing to meet our minimum service standard. We credit this minor shortcoming due to a lack of workforce that caused losses in service.

Table 8 - Service Completed Standard for FY21-22

Percentage of Service Completed Service Mode	Service Completed Minimum Standard
Fixed Route Bus	99%

Miles between Service Interruptions: This KPI measures service reliability as defined by revenue miles between service interruptions, regardless of cause. To meet this target, both avoidance of service interruptions through early identification (e.g. planning for detours, proper fleet maintenance) and timely response to service interruptions that do occur with trips filled promptly, are necessary. The set minimum target between service interruptions (road calls) is 5,000 miles as seen below.

Table 9 - Miles Between Service Interruptions Standard for FY21-22

Miles between Service Interruptions Service Mode	Target Minimum Miles between Service Interruptions (Road Calls)
Fixed Route Bus	5,000

The standard of 5,000 miles was exceeded throughout the review period. Miles between Service Interruptions for FY21-22 are noted in Table 10 below.

Table 10 - Miles Between Service Interruptions Standard for FY21-22

FY 2021/22	Fixed Route Miles between Service Interruptions
July	6,468
August	3,651
September	6,682
October	9,256
November	9,883
December	9,119
January	8,096
February	5,930
March	10,761
April	10,262
May	7,010
June	5,132

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

Table 11 - Load Standards for FY21-22

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

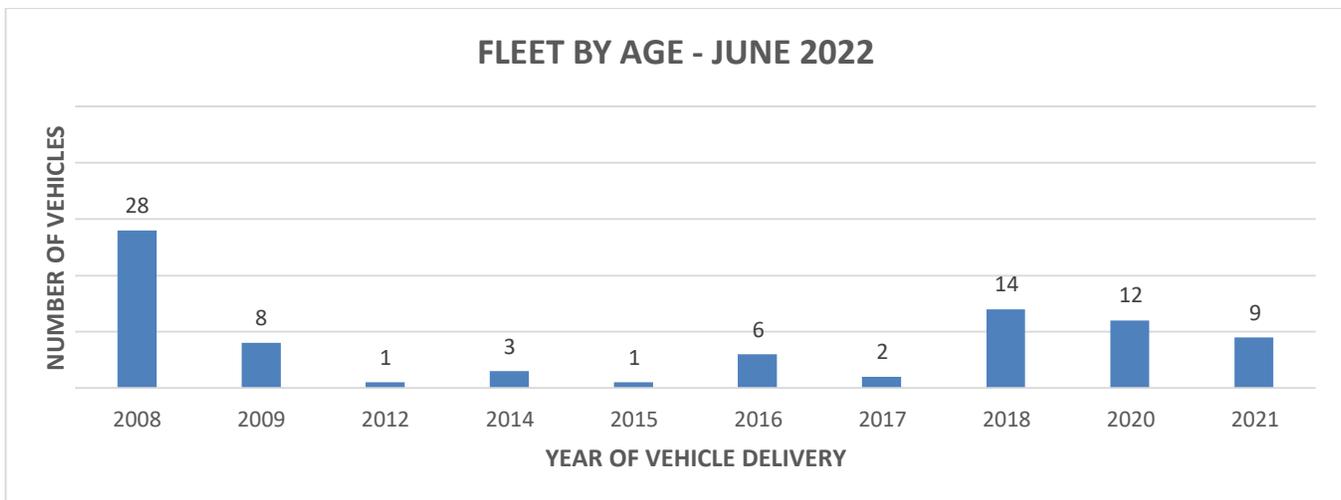
Average Fleet Age: The age of the vehicle fleet affects performance and reliability of transit services and attraction of customers. Adhering to the average fleet age requirement will ensure a consistently safe, reliable, and comfortable passenger experience.

Table 12 - Average Fleet Age Standard for FY21-22

Vehicle Average Age	Average Fleet Age
Standard Transit Bus	No greater than 10 years

The fixed route average fleet age is 8.4 years. SunLine continues to replace buses in the fleet that have met their useful life. Figure 8 below shows the fleet age as of June 2022.

Figure 8 - Fleet Age for FY21-22



Bus Deployment Policy: Bus deployment specifies the kind of vehicle that should be used to operate individual routes. The type of vehicle deployed on a route depends primarily on ridership demand and trip loads.

Table 13 - Bus Deployment Standard for FY21-22

Bus Deployment	Vehicle Type
Trunk Bus Routes	40' Buses
Local Bus Routes	32' or 40' Buses - Based on ridership demand
Market-Based Services	MCI Coach

SunLine will review the Bus Deployment Policy every two years beginning in 2018, and make necessary adjustments as the fleet is updated to ensure compliance with the Title VI requirements.

Warrants Standards

The Warrants Standards provide guidelines for the introduction of new services. They are a tool for judging when new service or service extensions are appropriate. A new fixed route or route extension could be introduced when the ridership forecasts based on population, school enrollment, or job density are sufficient to achieve minimum passengers per revenue hour standards by service type. To ensure the agency's financial sustainability, SunLine will introduce only those new services that operate above the lower-performing route quartile or with productivity that is within 15 percent of the system average.

Planning new services around these guidelines will help ensure the successful performance of new routes. Providing a set of guidelines for which areas warrant all-day fixed route service will help SunLine respond to future community requests for new service.

Paratransit Service Standards (SunDial)

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

Eligibility

- Any person with a disability who is unable to board, ride, or disembark from an accessible vehicle without the assistance of another person
- Any person with a disability who has a specific impairment related condition that prevents the person from traveling to or from a boarding/disembarking location
- Certification based on individuals functional ability to ride the fixed route system
- Visitors qualified elsewhere in the USA may use SunDial ADA for up to 21 days per year and must then qualify locally
- Maximum 21-day response to application and an appeals process exists
- There is no limit to the number of trips a person can make. Reservations can be made up to 7 days in advance
- A no show policy exists for passengers who do not appear for their rides, with possible exclusion from SunDial service for a period of time in extreme cases

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

Access

- The agency must serve any origin and destination request that are both within 0.75 miles of a fixed route corridor (excluding Commuter bus service) at the times and days of service when the fixed route is operating. Next day service via reservation during regular business hours must be provided
- The reservations call center accepts client reservations seven days per week between 8:00 a.m. and 5:00 p.m. for next day services

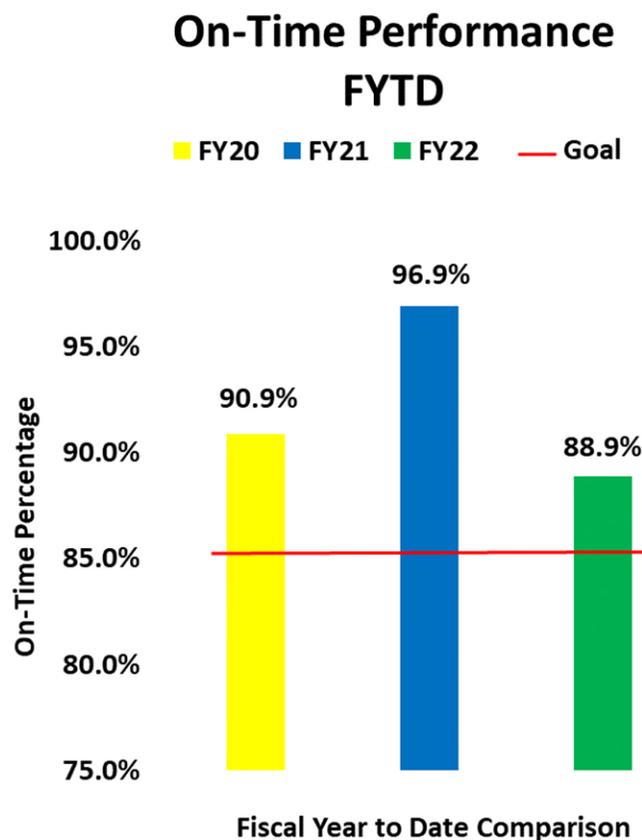
Travel Time

- Trip pick up time must be scheduled within one hour before or after the requested pick-up time. Trip length should be comparable to the time it would take to make the same trip by the fixed-route service

On-time performance

- Trip pick up should consistently occur within a 30 minute window from the scheduled pick up time
- On-time performance is in accordance with FTA Circular 4710.1 to perform equivalent to SunLine’s fixed route service. Paratransit continues to meet and exceed this goal.

Figure 9 – SunDial On-Time Performance for FY21-22



Capacity

- Subscription service is provided as a proportion of our total complementary paratransit service as long as it does not interfere with our capacity for demand trips

- No more than 50% of the number of trips can be subscription. Going above this level could cause capacity constraint to serve our non-subscription riders.
- Staff ensures subscription trips are balanced with non-subscription trips to ensure adequate levels of service are provided on a daily basis

Fares

- Fares charged may not exceed twice the non-discounted fare for the fixed-route network at the time of the trip
- No fare is to be charged to personal care attendants where they are required
- Companions pay the same ADA fare
- SunDial fares are based on travel within one city or multiple cities. Within one city the fare is \$1.50 per trip; travel within multiple cities is \$2.00 per trip

Ridership

The effects of the COVID-19 pandemic were initially seen in March 2020 and March 2022 saw its first increase in ridership when compared to FY20 with an increase of 15.8%. There has been a steady increase in ridership through FY21-22. (Figure 10).

Figure 10 – Paratransit Ridership COVID-19 Impact for FY21-22

