



SunLine Transit Agency
December 1, 2021
10:20 a.m. – 10:40 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/88605584726>

Meeting ID: 886 0558 4726

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888-475-4499 (Toll Free)
Meeting ID: 886 0558 4726

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- *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 November 30, 2021 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

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. FY20/21 SERVICE STANDARDS PERFORMANCE REPORT

**APPROVE
(PAGE 3-23)**

(Staff: Jeff Guidry, Transit Planning Manager)

9. ADJOURN

SunLine Transit Agency

DATE: December 1, 2021 **ACTION**

TO: Strategic Planning & Operations Committee
Board of Directors

FROM: Jeff Guidry, Transit Planning Manager

RE: FY21 Service Standards Performance Report

Recommendation

In accordance with Federal Transit Administration (FTA) guidelines, staff recommends that the Board of Directors approve the annual monitoring results in the attached report.

Background

According to SunLine Transit Agency's Service Standards Policy, this report is presented to the Board of Directors annually in December. This report includes service standard design, performance, and quality metrics for SunLine's services for FY21. The Service Standards Policy and metrics are intended to:

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

The COVID-19 pandemic has continued to greatly impact SunLine. Due to national, state and local emergency orders, SunLine made numerous changes to protect the health and safety of staff, coach operators and the riding public.

SunLine's Refueled initiative was implemented on January 3, 2021, which included consolidation of the fixed route system and introduction of four SunRide microtransit zones. Due to the adverse impacts of the COVID-19 pandemic, the 10 Commuter Link to San Bernardino was introduced in July 2021 (FY22) and the start of Route 1X express service was delayed until the transit market recovers.

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 a reduced Level 3 service for the entirety of FY21
- Fare collection and front door boarding resumed on May 2, 2021
- School tripper service resumed late March 2021
- System ridership has decreased 40.6% over FY20
- Fixed Route ridership has decreased 40.8% over FY20
- Paratransit ridership has decreased 41.8% over FY20
- On-time performance for FY21 exceeded the service standard goal at 91.3%
- Paratransit has met and exceeded all major service standard goals for FY21

Financial Impact

There is no financial impact related to this report.

Attachment:

- [Attachment 8a](#) – Service Standards Performance Report Fiscal Year 2021



SERVICE STANDARDS PERFORMANCE REPORT FISCAL YEAR 2021

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 2021 (FY21). 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 a consolidation of our fixed route system and introduction of four SunRide microtransit zones. Due to COVID-19 concerns, the planned launch of the Commuter Link Route 10 to San Bernardino and Route 1X express did not commence during this fiscal year.

COVID-19 Impact

The COVID-19 pandemic greatly impacted SunLine. Due to national, state and local emergency orders, SunLine made numerous changes to protect the health and safety of our staff, operators and our riders.

On March 18, 2020, SunLine instituted rear door boarding and free fare for our riders to reduce contact with the operators and limit time spent at the farebox. On March 21, 2020, SunLine service was reduced to Level 3 (Sunday Service) due to local and state stay-at-home orders and a dramatic reduction in ridership. At this time, SunLine began operating a "ghost" or trailing bus. This second bus was added to select routes in tandem with the scheduled bus to assist with social distancing guidelines. Route timetables remained in accordance with our Sunday service.

Level 3 service was continued from March 21, 2020 through September 4, 2021. The implementation of Refueled on January 3, 2021 was done at a Level 3 service. The return of in-person learning at local schools began in late March 2021 and SunLine responded by reintroducing tripper bus service for local schools. Front door boarding and fare collection resumed May 2, 2021.

Service Design

SunLine operated 12 fixed routes in the Coachella Valley from 7/1/2020 – 1/2/2021. Due to Level 3 service, Routes 20, 21, and 54 did not operate during this fiscal year. Beginning with Refueled on January 3, 2021, SunLine operated 8 fixed routes on Level 3 service with route 5 not in operation. The transit routes and the cities or communities they serve are listed in Table 1 below:

Table 1a – Summary of Fixed Route Transit Services for FY21 – Former Routes

Route	Cities/Communities Served – Former Routes 7/1/2020 – 1/2/2021
14	Desert Hot Springs and Palm Springs
15	Desert Hot Springs and Desert Edge
20	Desert Hot Springs, Rancho Mirage and Palm Desert – Did not operate during Level 3 Service
21	Palm Desert – Did not operate during Level 3 Service
24	Palm Springs
30	Palm Springs and Cathedral City
32	Palm Springs, Cathedral City, Rancho Mirage, Palm Desert and Thousand Palms
54	Palm Desert, Indian Wells, La Quinta and Indio – Did not operate during Level 3 Service
70	La Quinta, Palm Desert, Indian Wells and Bermuda Dunes
80	Indio
81	Indio
90	Indio and Coachella
91	Indio, Coachella, Thermal, Mecca and Oasis
95	Indio, Coachella, Mecca and North Shore
111	Palm Springs, Cathedral City, Rancho Mirage, Palm Desert, Indian Wells, La Quinta, Indio and Coachella
220	Palm Desert, Cabazon/Morongo Casino, Beaumont, Moreno Valley and Riverside - Did not operate during Level 3 Service
BUZZ	Palms Springs - Did not operate during Level 3 Service

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

Route	Cities/Communities Served – Refueled Routes 1/3/2021 – 6/30/2021
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 - Did not operate during Level 3 Service
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 and CSUSB San Bernardino - Did not operate during Level 3 Service

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).

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	Frequency of Service		Span of Service	
	Service Type	Weekday	Weekend	Weekday
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

Former Routes 7/1/2020 - 1/2/2021					
Route	Weekday Frequency			Weekend Frequency	
	Peak	Midday	Evening	Day	Evening
14	20	20	30	40	40
15	60	60	60	60	60
20	60	-	60	-	-
21	-	60	-	-	-
24	40	40	40	60	60
30	20	20	30	40	40
32	50	50	50	60	60
54	45	45	45	-	-
70	45	45	45	90	90
80	30	30	30	60	60
81	60	60	60	60	60
90	60	60	60	60	60
91	60	60	60	60	60
95	180	180	180	180	180
111	20	20	30	20	30
BUZZ	-	20	20	20	20
220	Select Trips	Select Trips	Select Trips	-	-

Refueled Routes 1/3/2021 - 6/30/2021			
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

Former Routes 7/1/2020 - 1/2/2021				
Route	Weekday Span		Weekend Span	
	Start	Finish	Start	Finish
14	4:53 A.M.	11:20 P.M.	5:48 A.M.	10:41 P.M.
15	4:54 A.M.	8:49 P.M.	6:49 A.M.	7:44 P.M.
20	6:32 A.M.	7:55 P.M.	-	-
21	11:00 A.M.	3:50 P.M.	-	-
24	6:10 A.M.	8:25 P.M.	6:18 A.M.	7:38 P.M.
30	5:40 A.M.	10:44 P.M.	6:15 A.M.	9:41 P.M.
32	5:05 A.M.	10:40 P.M.	6:54 A.M.	10:48 P.M.
54	5:55 A.M.	7:55 P.M.	-	-
70	5:15 A.M.	8:45 P.M.	5:15 A.M.	9:28 P.M.
80	6:00 A.M.	8:45 P.M.	6:00 A.M.	8:45 P.M.
81	5:25 A.M.	8:15 P.M.	5:25 A.M.	8:15 P.M.
90	5:00 A.M.	9:52 P.M.	5:00 A.M.	8:52 P.M.
91	4:48 A.M.	10:20 P.M.	5:30 A.M.	10:40 P.M.
95	4:15 A.M.	10:00 P.M.	4:15 A.M.	10:00 P.M.
111	5:00 A.M.	11:05 P.M.	5:30 A.M.	11:05 P.M.
BUZZ	12:00 P.M.	10:10 P.M.	12:00 P.M.	10:10 P.M.
220	5:45 A.M.	9:31 P.M.	-	-

Refueled Routes 1/3/2021 - 6/30/2021				
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 for SunBus, SunDial and SolVan was a total of 2,088,316 boardings, a decrease of 40.6% compared to FY20:

- SunBus ridership totaled 2,000,077, a decrease of 1,379,443 rides (-40.8%), in comparison to FY20
- SunDial ridership totaled 71,129, a decrease of 50,997 rides (-41.8%), in comparison to FY20
- SolVan ridership totaled 16,028, an increase of 405 rides (+2.6%), in comparison to FY20
- SunRide ridership totaled 1,082 in the first 6 months of the program

The effects of the COVID-19 pandemic were initially seen in March 2020 with a drop in ridership of 35.5% compared to 2019 and peaking in April 2020 with a 62.9% drop in ridership compared to the same time last year (Figure 1 & 2). Fixed route ridership was consistent throughout this fiscal year, finishing with a 50.5% drop in ridership compared to pre-COVID FY19.

SunLine is taking action to continue to increase ridership. SunLine’s Refueled initiative launched in January 2021 with a consolidation of our fixed route system and SunRide microtransit zones. The route 10 Commuter Link began in July 2021 and Route 1X is pending for future implementation.

The Haul Pass program was implemented in August 2018, which offers free rides to College of the Desert (COD) and Cal State San Bernardino (CSUSB) students and is subsidized by the respective colleges. However, with COVID-19 and the implementation of online learning and free fares from March 2020-May 2021, ridership increases due to Haul Pass were not expected this fiscal year. Coming in FY22, Haul Pass will be expanded to local high school students.

Figure 1 - 5 Year Fixed Route Ridership Comparison

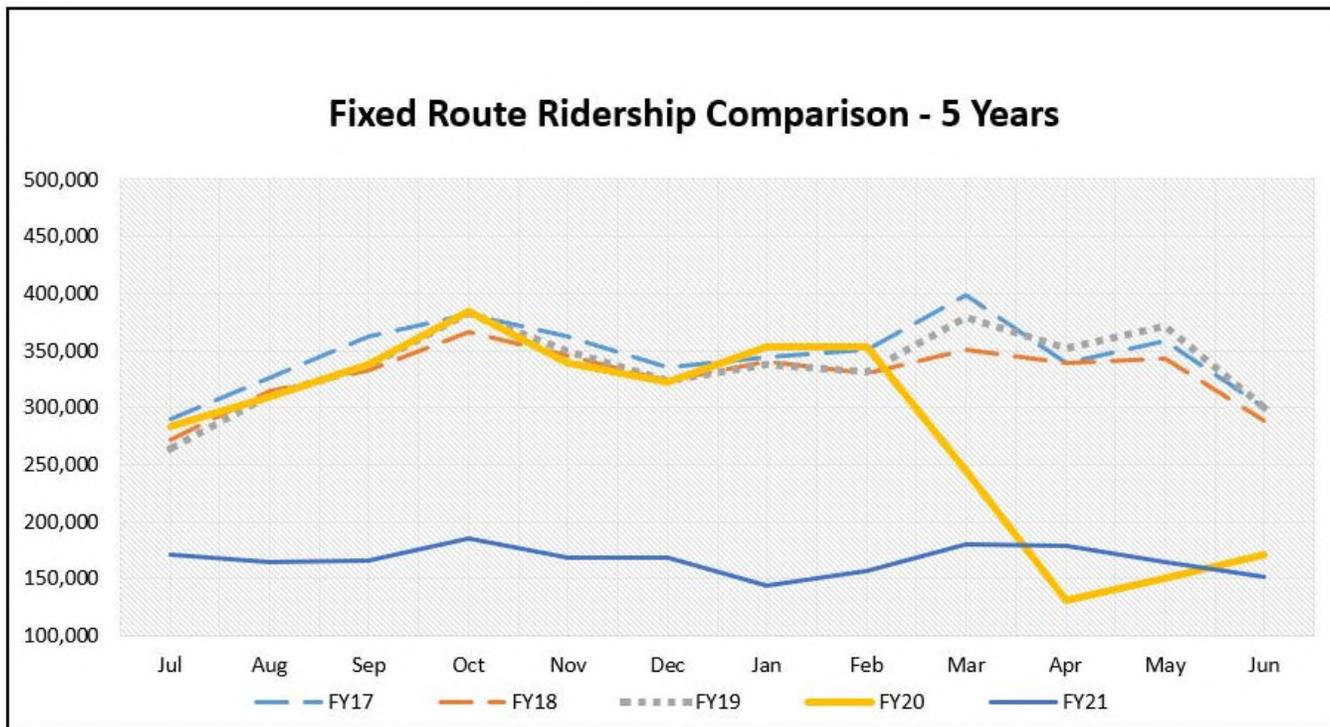
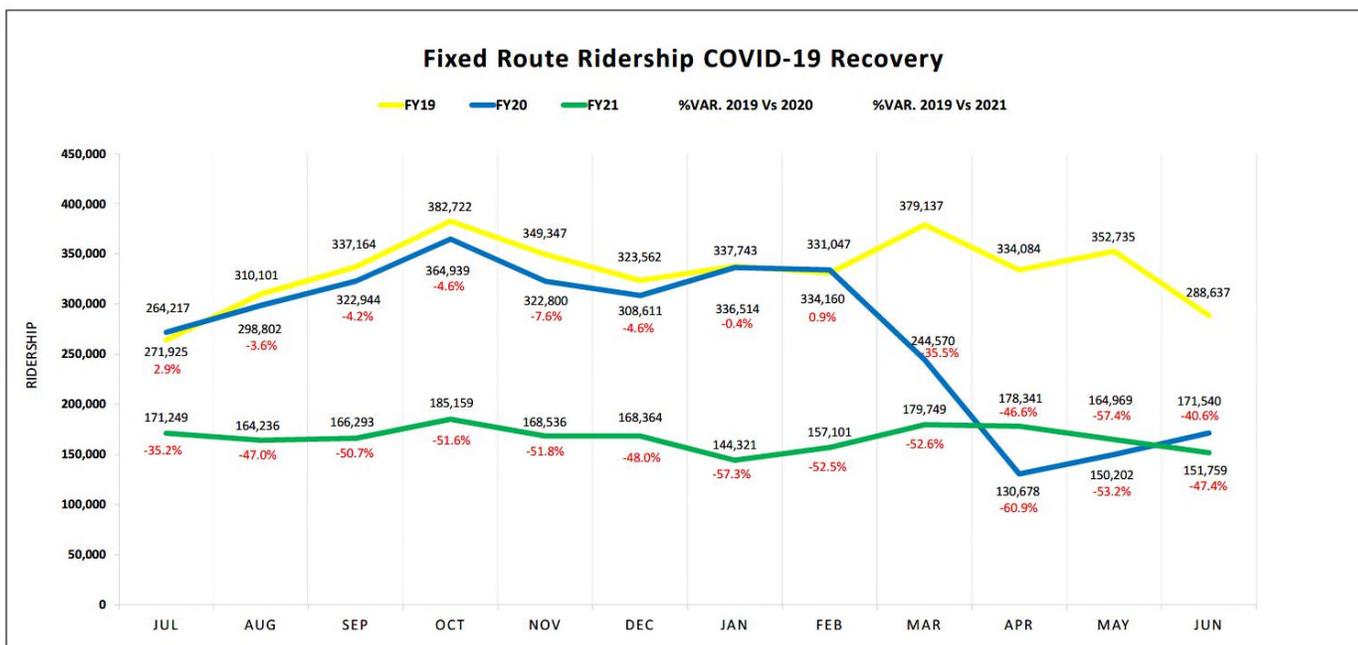


Figure 2 – COVID-19 Impact on Fixed Route Ridership

For the full fiscal year, SunLine operated at a reduced level of service (Level-3) in response to the COVID-19 pandemic. Below is our COVID-19 recovery chart detailing 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)

Former Routes 7/1/2020 - 1/2/2021		
Service Tiers	Routes in Service Type	PPRH Standard
Trunk Routes	Routes 14, 30 and 111	20
Local Routes	Routes 15, 20, 21, 24, 32, 54, 70, 80, 81, 90, 91, 95 & BUZZ	10

Service Tiers	Routes in Service Type	PPRT Standard
Market-Based Services	Commuter Link 220	10

Refueled Routes 1/3/2021 - 6/30/2021		
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

Figure 3a – Former Local Routes Average PPRH

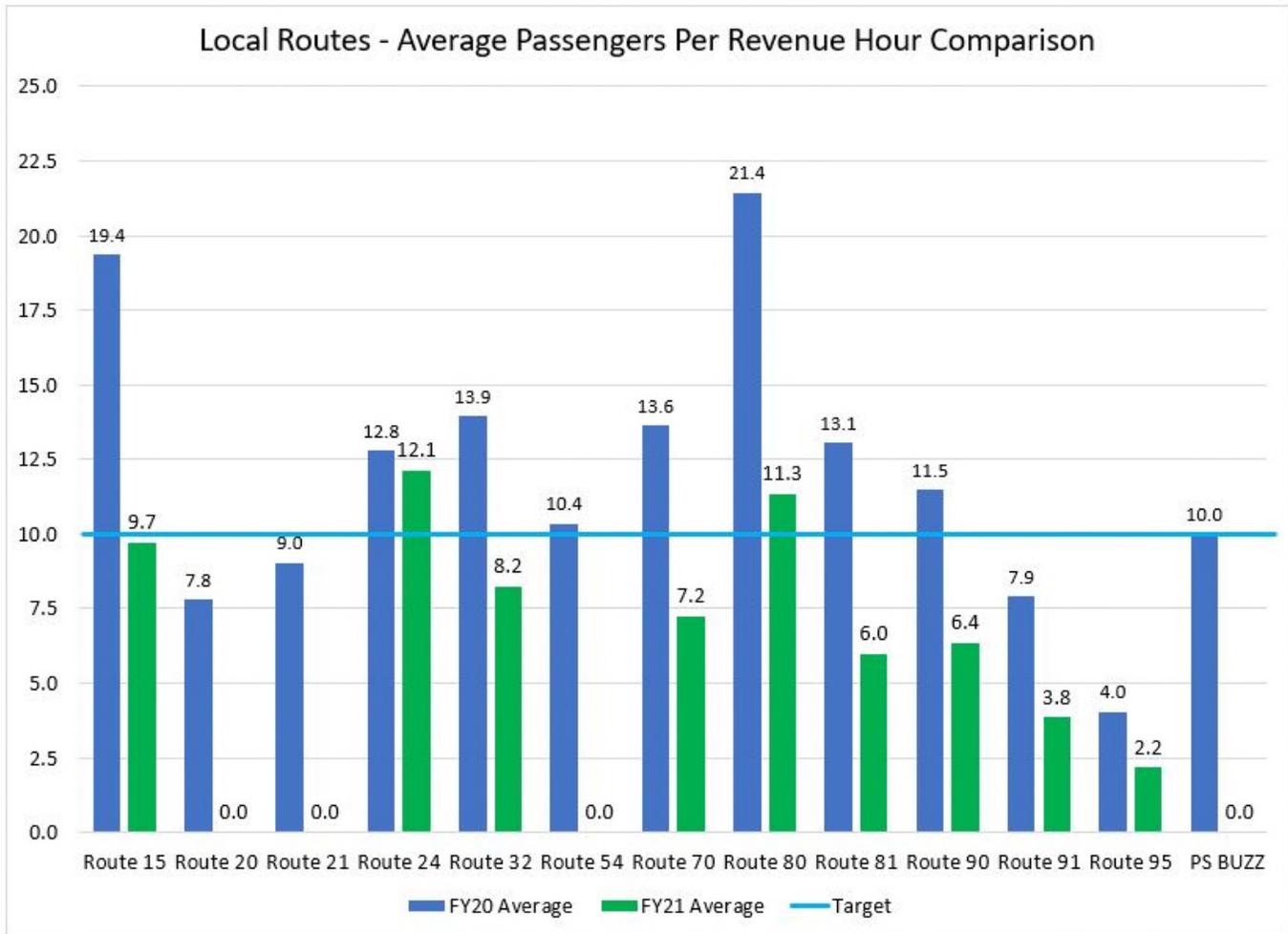


Figure 3a indicates that 2 out of 9 local routes are meeting their performance standards:

- For FY21, routes 24 & 80 met the PPRH goal of 10 passengers per revenue hour
- For FY21, routes 15, 32, 70, 81, 90, 91 & 95 failed to meet the target of 10 PPRH
- Routes 20, 21 & 54 did not operate this fiscal year

Figure 3b – Refueled Local Routes Average PPRH

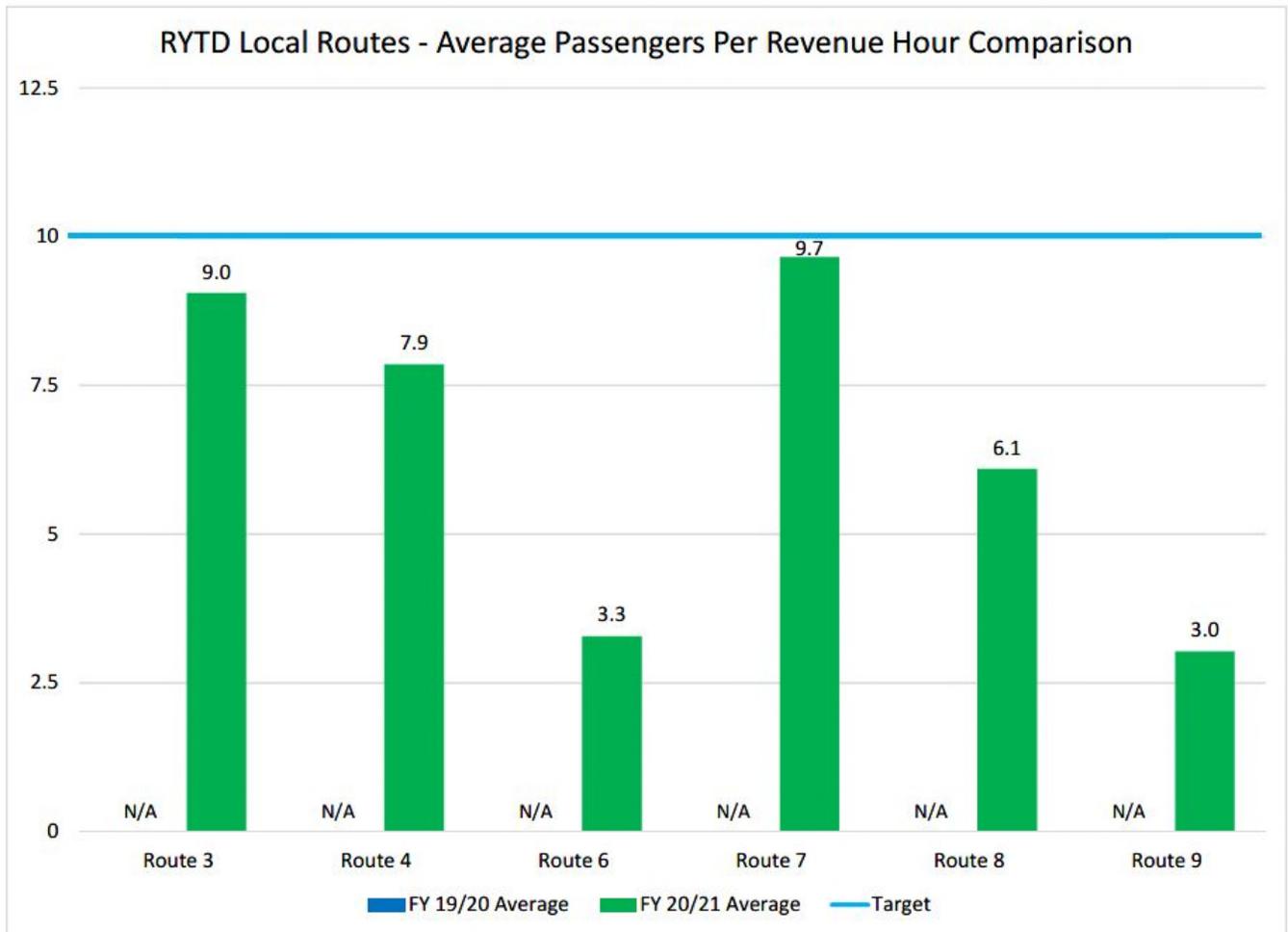


Figure 3b indicates that none of the six (6) Refueled local routes met their performance standards goal:

- Route 5 did not operate this fiscal year

Figure 4a – Former Trunk Routes Average PPRH

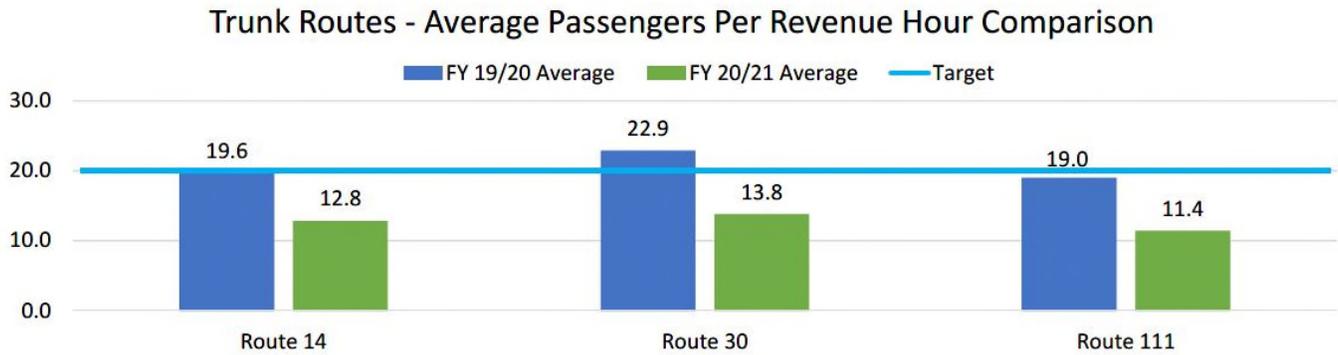


Figure 4a indicates that none of the three (3) trunk routes met their performance standards:

- The addition of trailing buses concentrated on the trunk routes helped maintain health and safety protocols through social distancing and also resulted in an increase in revenue hours. The provision of this additional service paired with a decrease in ridership directly impacted the PPRH for Routes 14, 30 and 111 in FY21.

Figure 4b – Refueled Trunk Routes Average PPRH

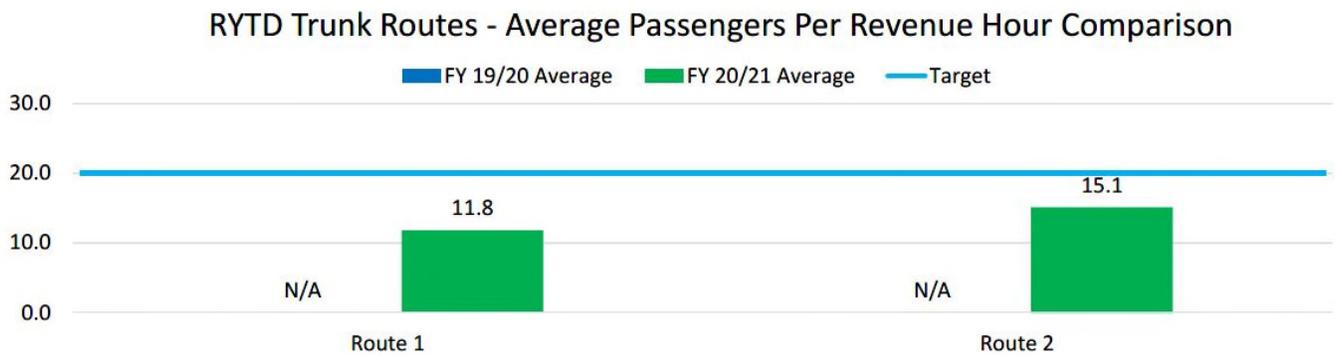
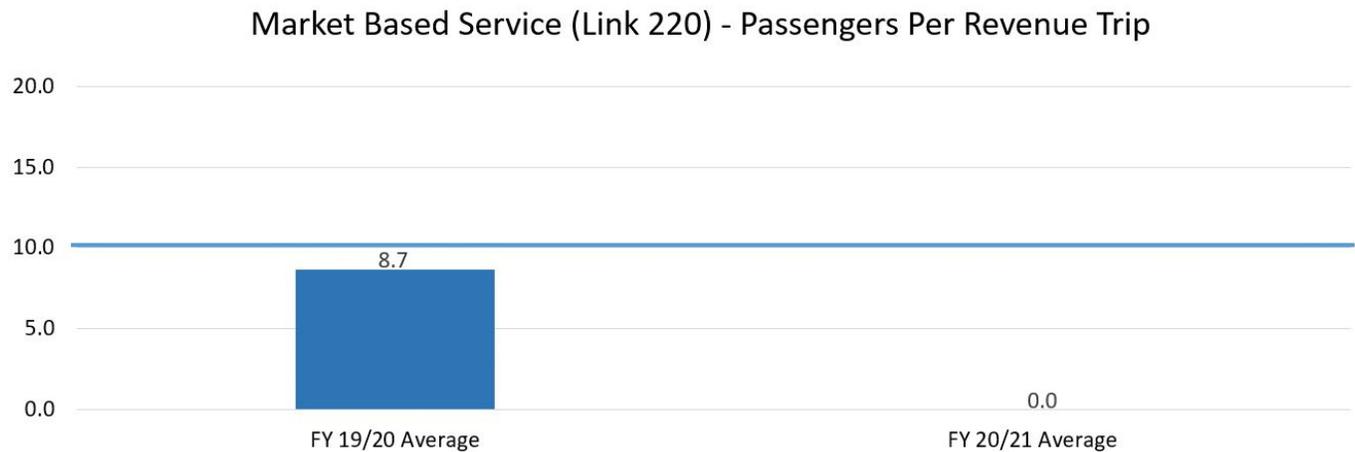


Figure 4b indicates that neither of the two (2) Refueled trunk routes met their performance standards.

Figure 5 - Market Based Service Average PPRT



Commuter Link 220 did not operate in FY21. This route has been replaced with the 10 Commuter Link which debuted in FY22. We expect to see an increase in ridership related to CSUSB students as in class learning resumed in 2021.

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.

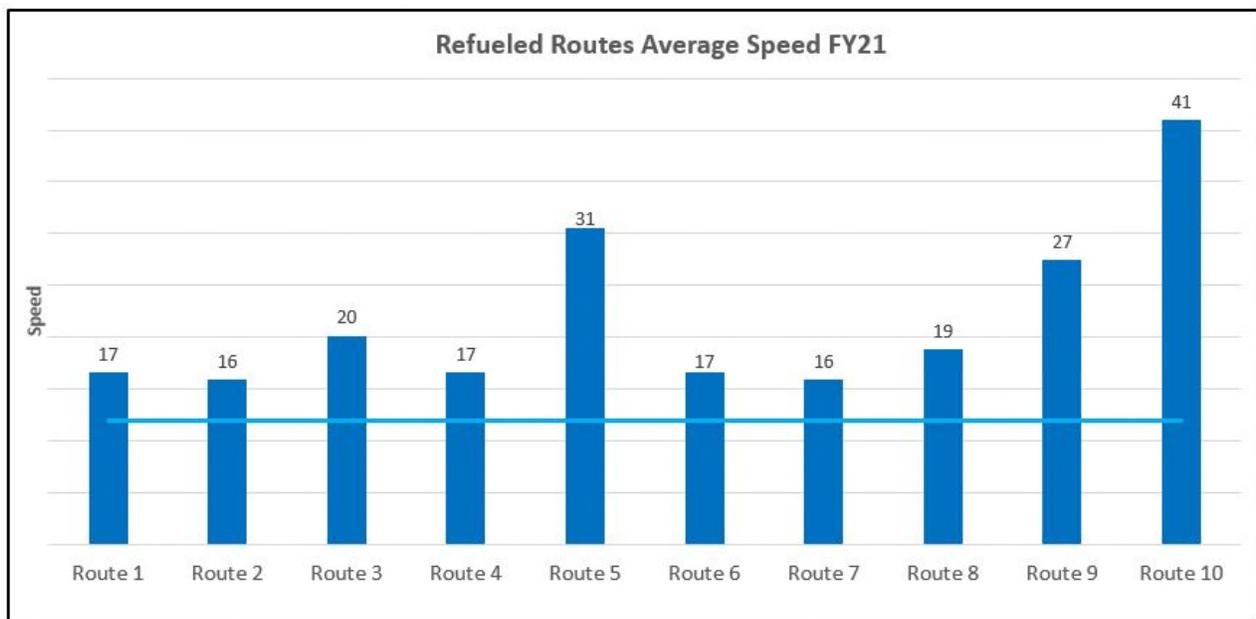
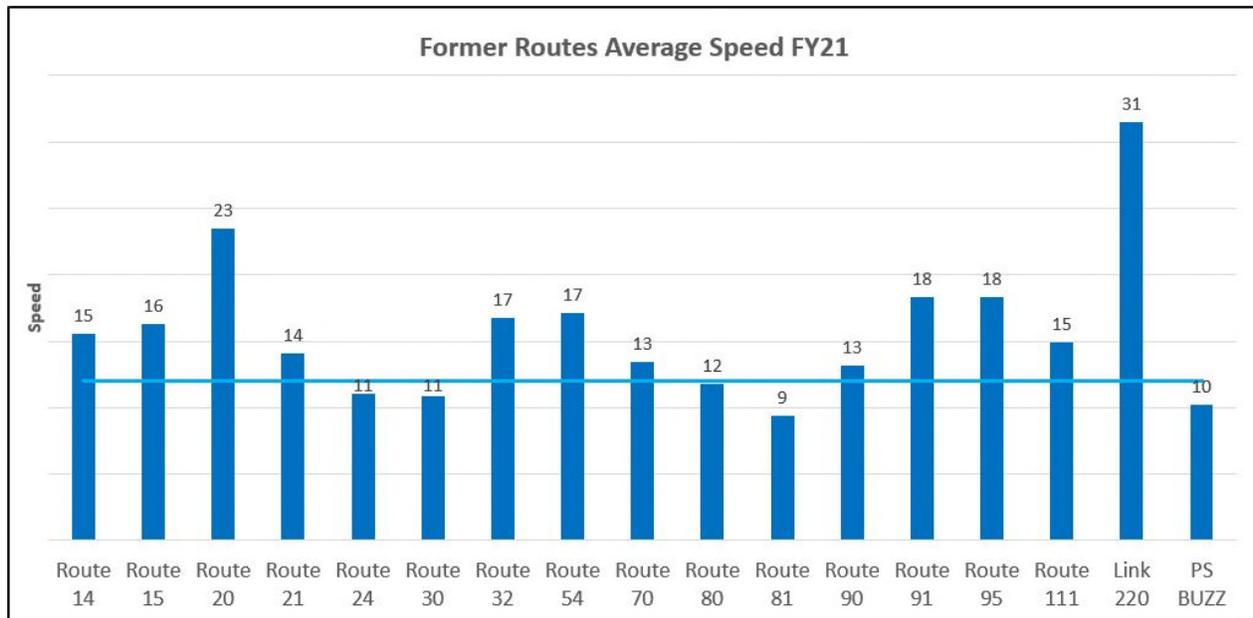
The target performance scheduled speed is 12.5 MPH for SunLine’s transit system as shown below.

Table 6 - Service Scheduled Speed Standard FY21

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



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.

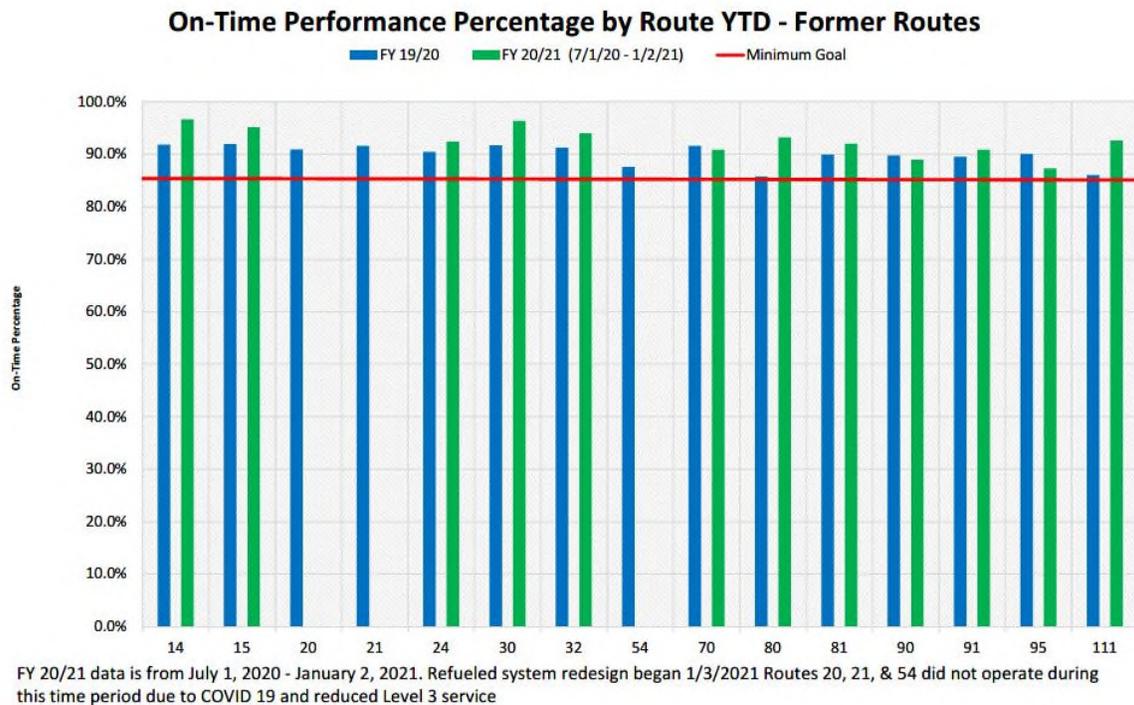
On-time performance standards for fixed routes are at a target of 85%.

Table 7 - On-Time Performance Standard FY21

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

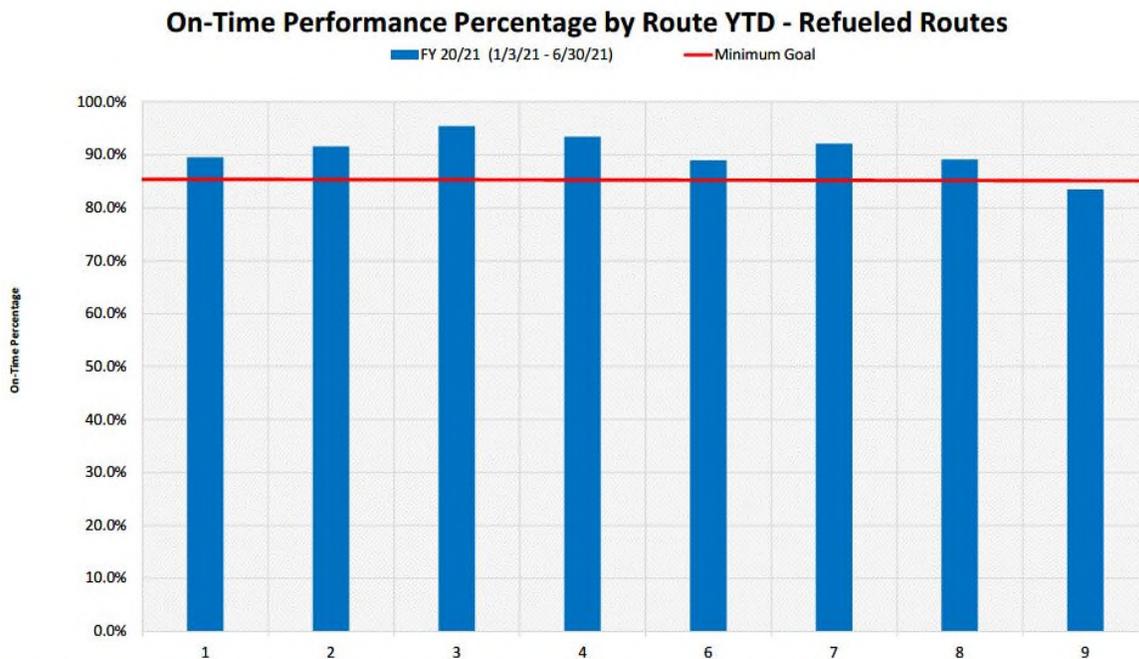
SunLine’s system-wide on-time performance is at 93.5% for July 1, 2020 – January 2, 2021. This exceeds the goal for FY21. All routes operated above the minimum on-time performance standards captured in Figure 7a.

Figure 7a - On-Time Performance By Route FY21 – Former Routes



SunLine’s system-wide on-time performance is at 91.3% for January 3, 2021 – June 30, 2021. This exceeds the goal for FY21. All routes operated above the minimum on-time performance standards are captured in Figure 7b below except route 9 at 84.5%.

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



FY 20/21 Refueled data is from January 3, 2021 - June 30, 2021. Refueled system redesign began 1/3/2021. Route 5 did not operate during this time period due to COVID 19 and reduced Level 3 service

Percent Service Completed: Tracking began in September 2017 and the 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. This was calculated by comparing revenue miles completed vs. revenue miles scheduled after removing shadow (“ghost”) bus service. Reduced Level 3 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 was 99.4% of our approved Level 3 service, exceeding our minimum service standard.

Table 8 - Service Completed Standard for FY21

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

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 are noted in Table 10 below.

Table 10 - Miles Between Service Interruptions Standard for FY21

FY21	Fixed Route Miles between Service Interruptions
July	5,584
August	3,839
September	6,211
October	6,896
November	7,319
December	10,489
January	9,344
February	6,988
March	6,557
April	6,917
May	8,000
June	6,676

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

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

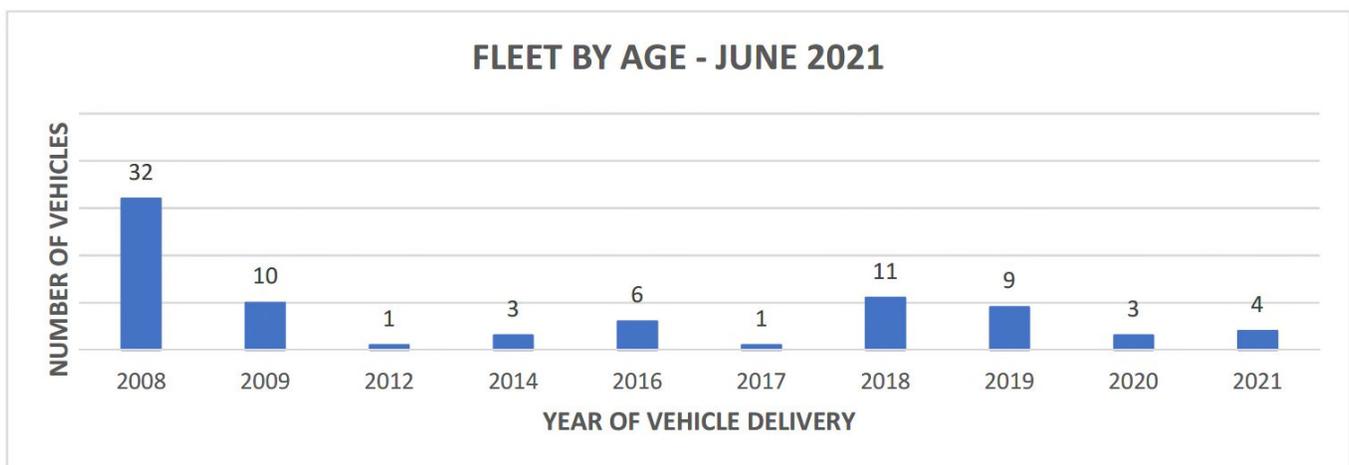
Average Fleet Age: The age of the vehicle fleet affects performance and reliability of transit services and attraction of customers. Adhering to the average fleet age requirement will ensure a consistently safe, reliable and comfortable passenger experience.

Table 12 - Average Fleet Age Standard for FY21

Vehicle Average Age	Average Fleet Age
Standard Transit Bus	No greater than 10 years
Heavy Duty Bus	Minimum of 12 years

In accordance with FTA regulations, our fixed route fleet falls under the heavy duty bus category which has a minimum fleet age of 12 years. SunLine’s fixed route average fleet age is 8.2 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 2021.

Figure 8 - Fleet Age for FY21



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

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. It is 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. Future reporting for this KPI will be presented in the FY22 annual report.

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 seven (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

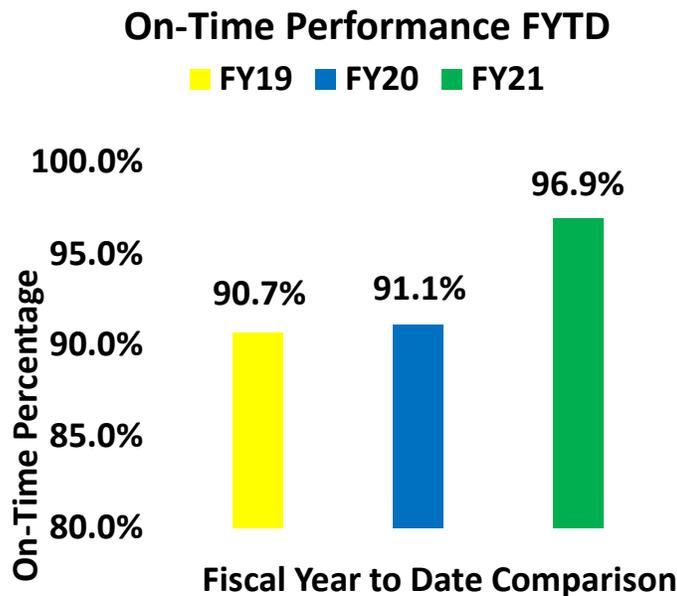
Travel Time

- 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



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 with a drop in ridership of 39.1% compared to 2019 and peaking in April with a 74.9% drop in ridership compared to the same time in 2019. Since then there has been a steady increase in the ridership through FY21 (Figure 10).

Figure 10 – Paratransit Ridership COVID-19 Impact for FY21

