



SunLine Transit Agency
February 25, 2026
11:15 a.m. – 11:35 a.m.

AGENDA

STRATEGIC PLANNING & OPERATIONAL COMMITTEE/ COMMITTEE OF THE WHOLE

Wellness Room
32-505 Harry Oliver Trail
Thousand Palms, CA 92276

NOTICE TO THE PUBLIC

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Meeting Note: This Committee meeting may be attended by Members of the Board of Directors who do not serve on this Committee. In the event that a quorum of the entire Board is present, this Committee shall act as a Committee of the Whole. A vote of the Committee of the Whole does not constitute final Board action. All Committee actions must be ratified by the full Board of Directors. All items appearing on the agenda are subject to action by the Committee.

ITEM

RECOMMENDATION

1. CALL TO ORDER
2. FLAG SALUTE
3. ROLL CALL

ITEM

RECOMMENDATION

4. FINALIZATION OF AGENDA

5. 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.

6. PRESENTATIONS

7. COMMITTEE MEMBER COMMENTS

RECEIVE COMMENTS

8. **WORKFORCE TRAINING CENTER FACILITY
EQUITY ANALYSIS**

(Staff: Greg Wildman, Chief of Strategic Alignment)

RECEIVE & FILE
(PAGE 3-18)

9. **CONTINUATION OF FISCAL YEAR (FY) 2025 SUNLINE
GOALS, STRATEGIC OBJECTIVES AND PRIORITIES**

(Staff: Greg Wildman, Chief of Strategic Alignment)

INFORMATION
(PAGE 19-110)

10. ADJOURN



Board Report

AGENDA ITEM: RECEIVE & FILE

TO: Strategic Planning & Operational Committee/Committee of the Whole Board of Directors

FROM: Greg Wildman, Chief of Strategic Alignment

SUBJECT: Workforce Training Center Facility Equity Analysis

Recommendation:

Recommend that the Board of Directors (Board) receive and file the Workforce Training Center Facility Equity Analysis.

Background:

As a recipient of federal financial assistance from the Federal Transit Administration (FTA), SunLine Transit Agency (SunLine) is required to perform an equity analysis for certain proposed facilities to ensure the location of the facility is selected without regard to race, color, or national origin, in accordance with Title VI of the Civil Rights Act (Title VI), the U.S. Department of Transportation's Title VI regulations (49 CFR Part 21), and FTA Circular 4702.1B. A Title VI facility equity analysis compares the equity impacts of various location alternatives for the proposed facility, and it must be conducted during the project's planning stage, before the selection of the preferred site. Public outreach to people potentially impacted by the siting of the facility must be conducted and considered in the analysis.

SunLine plans to construct an 8,500 square-foot, state-of-the-art Workforce Training Center to provide essential training for current and future transit professionals, emphasizing the skills necessary to operate and maintain zero emission vehicle technology. Designed to enhance learning and practical application, the proposed facility features a heightened drive-through training maintenance bay with a mezzanine mechanic platform for accessibility of upper areas of stationed buses. In addition to the training bay, the facility will include two adjoining classrooms with retractable walls, as well as a MB-1000 Municipal Bus

Driving Simulator to further facilitate observation and interactive education. The facility will also contain a lobby, break room, restrooms, an office, an electrical and sprinkler riser room, and a dedicated parts and tools storage area.

SunLine engaged KAT Consulting Services LLC, to conduct public outreach and prepare a facility equity analysis for the proposed Workforce Training Center in accordance with Title VI and FTA guidance. A copy of the facility equity analysis is attached to this report as Attachment 1.

The analysis compares the equity impacts of the following three site alternatives:

Site 1: North of the Operations Facility at 32505 Harry Oliver Trail, Thousand Palms, CA.

Site 2: North of the Administrative Building at 32505 Harry Oliver Trail, Thousand Palms, CA.

Site 3: Lot on Haskell Road south of Ramona Rd., Thousand Palms, CA.

The development of the project on these sites was deemed "Categorically Excluded" under the National Environmental Protection Act (NEPA), and qualifies for a "Categorical Exemption" under the California Environmental Quality Act (CEQA), both meaning that it would not have a significant impact on the environment.

During construction of the Center, construction-related noise and vibration may occur during daylight hours. SunLine will implement reasonable measures in line with industry practices to mitigate any construction-related impacts to the surrounding community. Once construction is completed and the Center is open, potential traffic impacts related to accessing the Center and potential noise impacts related to activities at the Center are expected to be negligible or nonexistent. SunLine expects overall impacts associated with operation of the Center to be similar to current conditions and consistent with the planned use at all three of the alternative sites.

Community outreach is a crucial factor in the Title VI equity analysis. SunLine solicited public feedback regarding the three proposed facility sites by distributing a public outreach flyer (refer to Appendix A in Attachment 1) explaining the project and the potential sites. The flyer was provided in both English and Spanish (printed in color, double-sided), and was mailed on February 5, 2026, to 329 residences and businesses located within a 0.5-mile radius of the proposed sites. All comments were requested by 5:00 pm on February 13, 2026. No responses were received during the designated public comment period.

The analysis evaluated whether any of the site alternatives would result in disparate impacts on minority populations, in accordance with Title VI. In general, a disparate impact exists when (i) a neutral policy/practice disproportionately affects members of a group identified by race, color, or national origin, (ii) there is no substantial legitimate justification for such

effects, and (iii) there is one or more alternatives that would serve the same objectives but with less disproportionate effect on the basis of race, color, or national origin.

The equity analysis compared the percentage of minorities in Thousand Palms to the percentage of minorities in the census block group and within a ½ mile radius of the three sites to show that adverse impacts of the project, if any, will not result in a significant disproportionate effect on the potentially impacted minority populations. The equity analysis concludes that none of the three proposed sites for the Workforce Training Center will impose a disparate impact on the basis of race, color, or national origin.

This equity analysis will be submitted to FTA as part of SunLine's next Title VI Program update in 2028.

Financial Impact:

There is no financial impact associated with this item.

Strategic Priority:

Resource Acquisition, Allocation, and Management: Prioritizes optimized resource management by effectively acquiring and allocating financial, human, and material resources to ensure operational excellence and long-term sustainability.

In Collaboration with:

N/A

Approved/Reviewed by:

Mona Babauta, CEO/General Manager
Catherine J. Groves, General Counsel

Attachments:

- [Item 8a](#) - Workforce Training Center Facility Title VI Equity Analysis



SunLine Transit Agency Workforce Training Center Title VI Equity Analysis

February 2026



Executive Summary

Established in 1977, SunLine Transit Agency (SunLine), a Joint Powers Authority based at 32-505 Harry Oliver Trail, Thousand Palms, CA, operates public transportation throughout Coachella Valley. Serving over 450,000 residents across 1,120 square miles, SunLine provides nearly 3 million annual passenger trips, connecting riders to jobs, healthcare, education, and major regional destinations via its Commuter Link service.

To meet the growing demand for high-quality instruction in advanced zero-emission technology, SunLine is planning to construct an 8,500 square-foot Workforce Training Center, designed as a state-of-the-art facility for practical training in zero-emission vehicle technology. When selecting the site for this new Workforce Training Center, SunLine is required to conduct a facility equity analysis to ensure that the facility site is chosen without regard to race, color, or national origin. This requirement is established by Title VI of the Civil Rights Act of 1964 ("Title VI"; 42 United States Code 2000d), 49 Code of Federal Regulation (CFR) Part 21, and the Federal Transit Administration (FTA) Title VI Circular 4702.1B.

SunLine engaged KAT Consulting Services LLC, to prepare the facility equity analysis. Per FTA Circular 4702.1B, the equity analysis must:

1. Occur before the selection of the preferred site.
2. Compare the equity impacts of the facility site alternatives to determine if any of the proposed locations of the project will result in a disparate impact on the basis of race, color, or national origin.
3. Assess whether similar facilities in the area could cause cumulative adverse impacts.
4. Contact people who are potentially impacted by the proposed facility site(s) and allow them to have input into the site selection process.

If it is determined if any of the proposed locations of the project will result in a disparate impact on the basis of race, color, or national origin, SunLine may only locate the project in that location "if there is a substantial legitimate justification for locating the project there, and where there are no alternative locations that would have a less disparate impact on the basis of race, color, or national origin." (FTA Circular 4702.1B, Ch. III, Sec. 13(c).)

Site Selection Process and Potential Impacts

Through its planning, evaluation criteria, and environmental review process, SunLine identified three existing parcels on its property as potential sites for the Workforce Training Center. The sites are centrally located within Thousand Palms, California, which has a population of 7,720. The analysis compares any potential equity impacts of the following three site alternatives:

Site 1: North of the Operations Facility at 32505 Harry Oliver Trail, Thousand Palms, CA.

Site 2: North of the Administrative Building at 32505 Harry Oliver Trail, Thousand Palms, CA.

Site 3: Lot on Haskell Road south of Ramona Rd., Thousand Palms, CA.

The site selection and equity analysis process included an evaluation of environmental data, review of SunLine's Title VI policies, and preliminary design plans. The impacts of each site were evaluated individually and cumulatively based on other facilities with similar impacts in the area. Other facilities in the area surrounding the three potential sites include SunLine's administrative buildings, maintenance facilities, and other smaller equipment shops. Further analysis was conducted based on an on-site review of the general geographic area, measurement of the site size and configuration, and site access from the proximity to nearby homes and businesses. There were no cumulative impacts or potential adverse impacts based from the existing facilities located on SunLine's property.

The development of the project on these sites was deemed "Categorically Excluded" under the National Environmental Protection Act (NEPA), and qualifies for a "Categorical Exemption" under the California Environmental Quality Act (CEQA), both meaning that it would not have a significant impact on the environment.

During construction of the Center, construction-related noise and vibration may occur during daylight hours. SunLine will implement reasonable measures in line with industry practices to mitigate any construction-related impacts to the surrounding community. Once construction is completed and the Center is open, potential traffic impacts related to accessing the Center and potential noise impacts related to activities at the Center are expected to be negligible or nonexistent. SunLine expects overall impacts associated with operation of the Center to be similar to current conditions and consistent with the planned use at all three of the alternative sites.

Community Outreach

Community outreach is a crucial factor in the Title VI equity analysis. SunLine's Title VI Program and Public Participation Plan outline how public feedback is collected to identify potential impacts, help shape alternatives, and ensure concerns.

SunLine solicited public feedback regarding the three proposed facility sites by distributing a public outreach flyer (refer to Appendix A) outlining project specifics and equity analysis requirements. The flyer was provided in both English and Spanish (printed in color, double-sided), and was mailed on February 5, 2026, to 329 residences and businesses located within a 0.5-mile radius of the proposed sites. All comments were requested by 5:00 pm on February 13, 2026. No responses were received during the designated public comment period.

Equity Analysis and Conclusions

The equity analysis compared the percentage of minorities in Thousand Palms, California to the percentage of minorities in the census block group and within a ½ mile radius of the three sites to show that adverse impacts of the project, if any, will not result in a significant disproportionate effect on the potentially impacted minority populations. The equity analysis concludes that none

of the three proposed sites for the Workforce Training Center will impose a disparate impact on the basis of race, color, or national origin.

1. Introduction

SunLine Transit Agency (SunLine) is a Joint Powers Authority created in 1977 to provide public transit service to its nine member cities and seven unincorporated communities in the Coachella Valley. Located at 32-505 Harry Oliver Trail, Thousand Palms, CA 92276, SunLine serves as the lifeline of the Coachella Valley's public transportation network, which supports over 450,000 residents across a 1,120-square-mile region. With nearly 3 million passenger trips provided annually, SunLine provides riders with access to jobs, healthcare, education, and other vital services. SunLine's Commuter Link service also connects the valley to major regional destinations, further expanding access and opportunity. SunLine's service area is 1,120 square miles with transit service offered throughout the urbanized areas and larger unincorporated communities of the Coachella Valley. SunLine's service area is located approximately 120 miles east of downtown Los Angeles and 60 miles east of the Inland Empire cities of Riverside and San Bernardino. The service area is bounded by the San Gorgonio Pass on the west and the Salton Sea on the southeast.

The Workforce Training Center is a proposed 8,500 square-foot, state-of-the-art facility. The Center will provide essential training for current and future transit professionals, emphasizing the skills necessary to operate and maintain zero-emission vehicle technology. Designed to enhance learning and practical application, the facility features a heightened drive-through training maintenance bay with a mezzanine mechanic platform for accessibility of upper areas of stationed buses. In addition to the training bay, the Center will include two adjoining classrooms with retractable walls, as well as house an MB-1000 Municipal Bus Driving Simulator to further facilitate observation and interactive education. The Center will also contain a lobby, break room, restrooms, an office, an electrical and sprinkler riser room, and a dedicated parts and tools storage area.

What is the Purpose and Need for the Workforce Training Center?

SunLine recognizes the need to ensure there is a skilled workforce capable of operating and maintaining advanced zero-emission technology vehicles. SunLine's regional system lacks a facility with sufficient capacity and suitable location to provide the essential training and develop the skills needed to operate and maintain zero-emission vehicle technology. The Workforce Training Center will serve as a training facility designed to educate operators and maintenance technicians on zero-emissions buses. The Workforce Training Center curriculum will provide training on fuel cell bus (FCB) diagnostics, routine maintenance and repairs, procurement, marketing and other FCE features. The Workforce Training Center instructors will educate and train participants about various aspects of FCBs.

What is a Title VI Facility Equity Analysis?

Title VI of the Civil Rights Act of 1964 ("Title VI"; 42 United States Code 2000d) prohibits discrimination based on race, color, and national origin in programs and activities receiving federal financial assistance. in accordance with Title VI, 49 Code of Federal Regulation (CFR) Part 21, and the Federal Transit Administration (FTA) Title VI Circular 4702.1B.

The Federal Transit Administration (FTA) of the U.S. Department of Transportation (DOT) provides financial assistance to develop new transit systems and improve, maintain, and operate existing systems and is responsible for ensuring that recipients follow federal statutory and administrative requirements. The FTA Circular 4702.1B provides recipients of FTA financial assistance with guidance and instructions necessary to comply with DOT's Title VI regulations (49 CFR Part 21), regardless of whether federal funding is being provided for the facility.

As a recipient of FTA financial assistance, SunLine must adhere to Title VI, DOT's Title VI regulations and FTA's Circular 4702.1B. SunLine is committed to ensuring that no person is excluded from participation in or denied the benefits of its transit services based on race, color, or national origin, in accordance with these legal requirements. The public can find SunLine's current Title VI Program that includes steps for submitting a Title VI complaint on the web at: <https://www.sunline.org/rider-resources/non-discrimination/civil-rights-title-vi>.

Title 49 CFR Section 21.5(b)(3) states, "In determining the site of location of facilities, a recipient or applicant may not make selections with the purpose or effect of excluding persons from, denying them the benefits of, or subjecting them to discrimination under any program to which this regulation applies, on the grounds of race, color, or national origin; or with the purpose or effect of defeating or substantially impairing the accomplishment of the objectives of the Act or this part."

FTA's Circular 4702.1B requires recipients to perform an equity analysis prior to constructing certain types of facilities with respect to where the facility is located to ensure the location is selected without regard to race, color, or national origin. Therefore, SunLine must conduct a Title VI equity analysis to ensure the location selected for the Workforce Training Center is done without regard to race, color, or national origin. Per guidance in the FTA 4702.1B Circular, the equity analysis must satisfy the following requirements:

1. Occur during the planning phase, before the selection of the preferred site.
2. Compare the equity impacts of the facility site alternatives to determine if any of the proposed locations of the project will result in a disparate impact on the basis of race, color, or national origin. A disparate impact is "a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the agency's policy or practice lacks a substantial legitimate

justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin." (FTA Circular 4702.1B, Ch. I, Sec. 5(f).)

3. Assess whether similar facilities in the area could cause cumulative adverse impacts.
4. Contact people who are potentially impacted by the proposed facility site(s) and allow them to have input into the site selection process.

If any of the locations will result in a disparate impact, SunLine may only locate the project in that location "if there is a substantial legitimate justification for locating the project there, and where there are no alternative locations that would have a less disparate impact on the basis of race, color, or national origin." (FTA Circular 4702.1B, Ch. III, Sec. 13(c).)

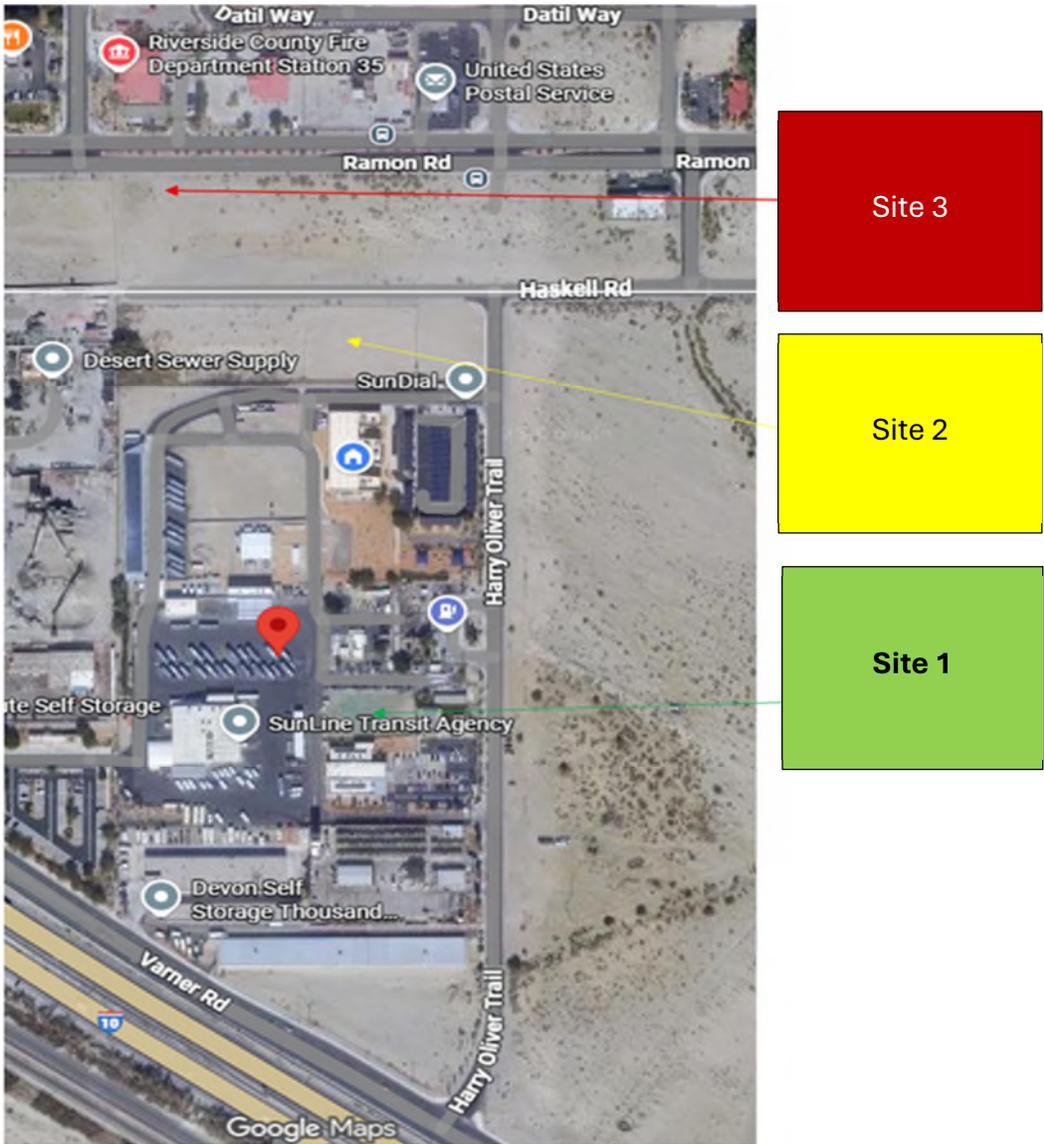
2. Potential Sites and Adverse Impacts

Through its planning, evaluation criteria, and environmental review process, SunLine identified three existing parcels on its property as potential sites for the Workforce Training Center. The sites are centrally located within Thousand Palms, California, which has a population of 7,720. The analysis compares any potential equity impacts of the following three site alternatives:

Site 1: North of the Operations Facility at 32505 Harry Oliver Trail, Thousand Palms, CA.

Site 2: North of the Administrative Building at 32505 Harry Oliver Trail, Thousand Palms, CA.

Site 3: Lot on Haskell Road south of Ramona Rd., Thousand Palms, CA.



Selection Criteria

The following criteria will guide the final site selection process:

- 1) Provides safe access to facilities for the public and employees.
- 2) Be fire marshal approved as per the mandatory fire marshal criteria.
- 3) Be large enough to support development for the facility with potential for expansion.
- 4) Be level, so that extensive grading is not required.
- 5) Have communications, water, electric and sewer service, or access to the same.
- 6) Be free of hazardous waste or be capable of remediation at low cost.
- 7) Be in an area of compatible land uses (preferably zoned for industrial or commercial).
- 8) Be available, cost effective, and eligible for grant funds for development and construction.
- 9) Have proximity to major streets for ease of access.

- 10) Not result in a disparate impact on the basis of race, color, or national origin. If the location results in a disparate impact, there must be a substantial legitimate justification for locating the project there, and no alternative locations that would have a less disparate impact on the basis of race, color, or national origin.
- 11) Qualify for a categorical exemption under the California Environmental Quality Act (CEQA), which is an official determination that a project will not have a significant impact on the environment. The project complies with CEQA Categorical Exemption Class 3: "[C]onstruction and location of limited numbers of new, small facilities or structures . . . [including] up to four . . . buildings not exceeding 10,000 square feet in floor area on sites zones for such uses." (Title 14, Cal. Code of Regs., §15303.)
- 12) Have environmental clearance under the National Environmental Policy Act (NEPA) for categorical exclusion (CE). Through the FTA grant award process, construction of the facility was determined by FTA to be categorically excluded under the NEPA. (See 23 CFR §771.118(c)(9): "Assembly or construction of facilities that is consistent with existing land use and zoning requirements (including floodplain regulations) . . . and uses primarily land disturbed for transportation use . . . within areas of the right-of-way occupied by the physical footprint of the existing facility or otherwise maintained or used for transportation operations; and parking facilities." The NEPA CE classification that SunLine received from the FTA applies to all three potential sites, confirming that the project will not have a significant effect on the human environment, individually or cumulatively.

The conclusion under both the CEQA categorical exemption and the NEPA categorical exclusion analyses is that the proposed project will have a less-than-significant environmental impact and will not cause substantial adverse effects on human beings, either directly or indirectly. In addition, for practical purposes, neither of the three sites will have an adverse impact based on Section 106 Historical Preservation Act requirements, nor are they considered unique archeological sites. This is primarily due to the existing roadway infrastructure and development in and around the proposed facility sites. Although the project is not expected to result in significant effects on the human environment, the project may have some adverse effects on the community, which are discussed in the "Potential Adverse Effects" section of this analysis.

The following analysis considers each site based on some of the criteria listed above.

**Site 1: Location: North of Operations Facility / APN 693-040-028
Latitude 33.812825 / Longitude -116.394998**

Burdens:

- Site 1 has a potential impact on the operator parking lot and facility, impacting the safety of operators and staff as they traverse the pedestrian walkway.
- The County permit for this location is limited to parking only and not for facility construction.

- Site 1 has no ability for future expansion.

Benefits:

- Site 1 allows redevelopment of vacant commercial/industrial land to provide higher use.
- No displacement of residents or businesses.
- Housing is ½ mile north of the proposed project area with only seven (7) housing units closest to the proposed project area – therefore, there is no immediate impact affecting persons in the housing units.

**Site 2: Location: North of Administration Bldg. / APN 693-040-029
Latitude 33.815178 / Longitude -116.394944**

Burdens:

- Site 2 is ¼ mile from seven (7) residential units. Although closer in proximity to the housing units than Site 1, there is a major street (Ramon Rd) that serves as a barrier between the project site and the housing units.

Benefits:

- Site 2 is located to prioritize safety while supporting efficient training.
- Site 2 not only supports a smooth transition to the bus training grounds but also ensures a secure environment by providing a gated separation from restricted operational and maintenance areas, reducing the risk of unauthorized access or accidental interference.
- Site 2 allows training activities to take place without compromising the safety of participants or agency operations.
- Public visitors can safely access the facility via Haskell Road, away from high-risk areas, while internal staff benefit from a controlled two-panel swing gate and side entrance, reinforcing a secure and structured flow into and out of the Center.
- Site 2 will not impede parking for operators, improving safety and ease of pedestrian access.
- No displacement of residents or businesses.

**Site 3: Location: Haskell Road / APN 693-020-036
Latitude 33.816105 / Longitude -116.396414**

Burdens:

- Site 3 is closest to the 7 residential units than Sites 1 and Site 2.
- Site 3 is near Ramon Rd which has higher traffic volumes that could impact noise levels in the classrooms of the facility and limit the ease of access to the facility.

- Haskell Rd. is slated for closure and could limit the ability for ease of access to the facility.
- Site 3 is furthest in proximity to the existing offices and maintenance facilities.

Benefits:

- No displacement of residents or businesses.

Potential Adverse Impacts

Given that the three proposed sites are situated so close to one another, the potential impacts of the project are expected to be consistent across all locations within ½ mile of the proposed sites.

As previously stated, the conclusion under both the CEQA and NEPA analyses is that the proposed project will not result in significant impacts on humans and the environment, either individually or cumulatively. During construction of the Center, construction-related noise and vibration may occur during daylight hours. SunLine expects construction to take approximately one (1) year and will implement reasonable measures in line with industry practices to mitigate any construction-related impacts to the surrounding community.

Once construction is completed and the Center is open, SunLine employees will travel either by foot from SunLine's surrounding properties to the Center, or by car from other locations to the Center. Training activities conducted at the Center are not expected to result in noticeable increases in noise. SunLine expects overall impacts associated with operation of the Center to be similar to current conditions and consistent with the planned use at all three of the alternative sites.

With residential properties within ¼ mile of the proposed sites, it is highly unlikely that increased levels of noise, light, or traffic resulting from the construction or operation of the Center will adversely impact residents. All three proposed sites are physically separated from the closest housing community by a major arterial (Ramon Rd.), which mitigates any noise, light, or traffic that could result from the construction or operation of the Center on the opposite side of Ramon Rd.

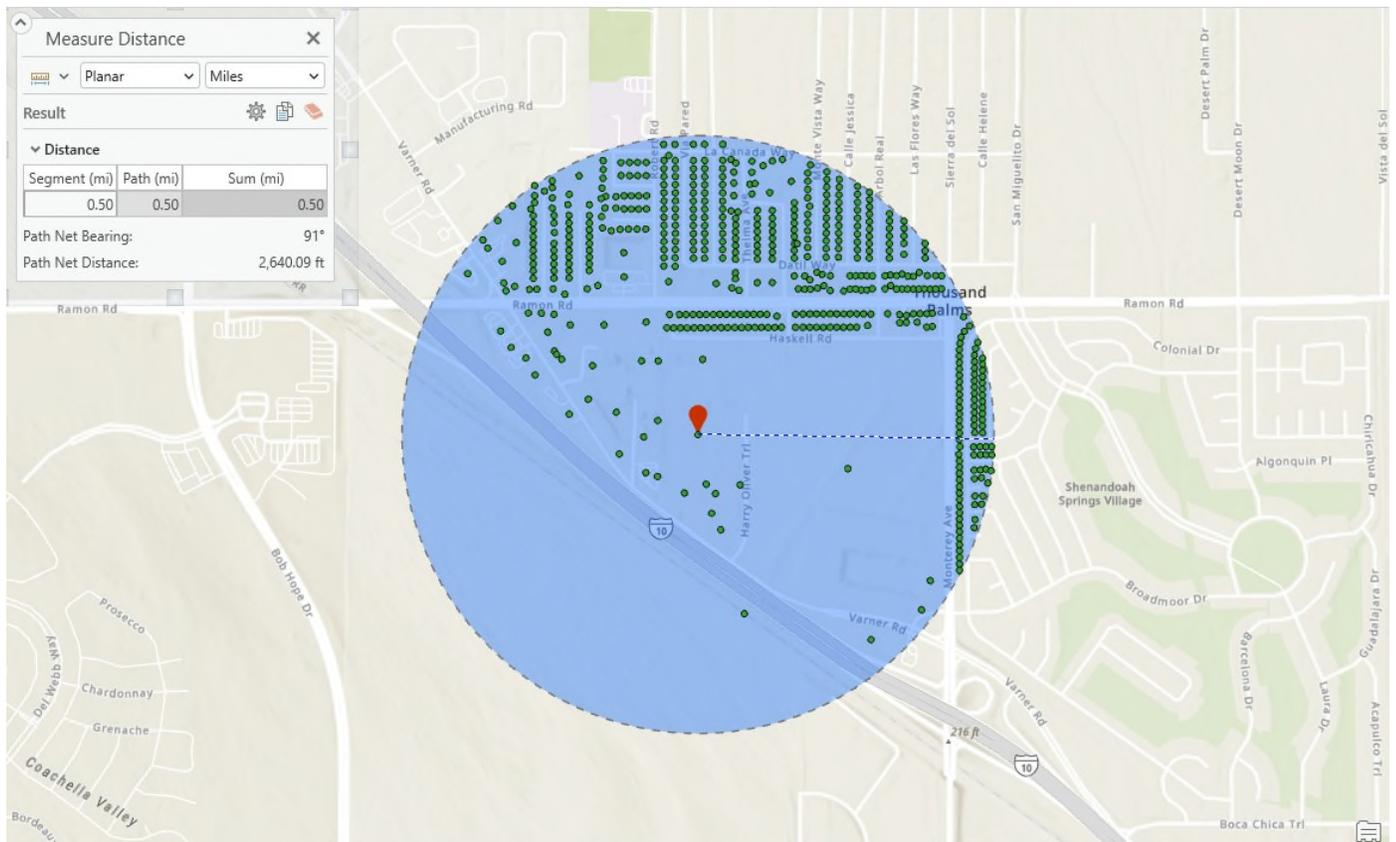
FTA recommends evaluating other facilities with similar impacts in the area to determine if any cumulative adverse impacts might result. Because all three proposed sites are on SunLine's property group that includes administrative buildings, maintenance facilities, and other smaller equipment shops, the three proposed sites do not pose any potential localized impacts. Further analysis was conducted based on an on-site review of the general geographic area, measurement of the site size and configuration, and site access from the proximity to nearby homes and businesses. There were no cumulative impacts or potential adverse impacts considering the existing facilities located on SunLine's property.

3. Title VI Public Outreach

As specified in SunLine’s Public Participation Plan, SunLine is committed to providing equitable, accessible, and inclusive opportunities for public engagement in the planning, programming, and decision-making processes for transit services.

The project location is in Thousand Palms, California, which is primarily a low-density residential community with significant senior population, high share of manufactured homes, and age-restricted housing developments.

SunLine solicited public feedback regarding the three proposed facility sites by distributing a community outreach flyer (refer to Appendix A) outlining the purpose of the project, clearly identifying the three potential sites, and requesting feedback be provided to SunLine by email or phone. The flyer, printed in color, in English on one side and in Spanish on the other side, was mailed on February 5, 2026 to 329 residential and business addresses within half a mile of the proposed sites. Recipients were asked to submit comments by 5:00 pm on February 13, 2026. No responses were received during the public comment period.



4. Equity Analysis

The purpose of this equity analysis is to determine whether locating the Workforce Training Center at any of the three proposed sites would result in a disparate impact based on race, color, or national origin. A disparate impact is "a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the agency's policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin." (FTA Circular 4702.1B, Ch. I, Sec. 5(f).) If any of the locations will result in a disparate impact, SunLine may only locate the project at that location "if there is a substantial legitimate justification for locating the project there, and where there are no alternative locations that would have a less disparate impact on the basis of race, color, or national origin." (FTA Circular 4702.1B, Ch. III, Sec. 13(c).)

Pursuant to FTA Circular 4702.1B, "minority" persons include those who identify as (1) American Indian and Alaska Native; (2) Asian; (3) Black or African American; (4) Hispanic or Latino; and (5) Native Hawaiian or Other Pacific Islander. (FTA Circular 4702.1B, Ch. I, Sec. 5(q).) A "minority population" for purposes of this analysis means "any readily identifiable group of minority persons who live in geographic proximity and, if circumstances warrant, geographically dispersed/transient populations (such as migrant workers or Native Americans) who will be similarly affected by a proposed DOT program, policy, or activity." (FTA Circular 4702.1B, Ch. I, Sec. 5(r).)

The project will be located in Thousand Palms, California, which is primarily a low-density residential community with a significant senior population, high share of manufactured homes, and age-restricted housing developments. 70% of Thousand Palms' racially diverse population identifies as minority: Hispanics/Latinos = 67%, Whites = 30%, Blacks = 0.2%, Asians = 1%, Natives = 1% and Other = .8%.¹

Based on the National Geospatial Data Asset data from the U.S. Census Bureau, all three sites are located within the same census block.² This census block has a total population of 25 residents, of which 68% identify as minority, with 32% identifying as Two or More Races. Other minority populations in this census block include Asian (4%), Black or African American (4%), and Other Race (16%).³ Therefore, the minority population in the census block in which the project will be located is 2% lower than the minority population in Thousand Palms. Within a ½ mile radius of the three sites, there are 34 census blocks consisting of 2,188 residents, 76% of which identify as

¹ U.S. Census Bureau 2024 American Community Survey (ACS) 5-Year Estimates Data Profiles for Demographic and Housing Characteristics in Thousand Palms CDP, California, available at: <https://data.census.gov/table/ACSDP5Y2024.DP05?q=Thousand+Palms+CDP,+California>

² National Geospatial Data Asset data from the U.S. Census Bureau, block 4012 in tract 044505, in Riverside County, California, available at: <https://hub.arcgis.com/datasets/fedmaps::u-s-census-blocks-1/explore?location=33.812721%2C-116.395135%2C16>.

³ U.S. Census Bureau Decennial Census data for block 4012 filtered by Race, available at: <https://data.census.gov/table?g=1000000US060650445054012&y=2020>.

minority.⁴ This minority population is very close in size (6% higher) to the minority population of Thousand Palms.

These findings support the conclusion that any adverse impacts of the project, which are expected to be minimal or nonexistent, will not disproportionately affect members of a group identified by race, color, or national origin. Therefore, locating the Workforce Training Center at any of the three sites would not result in a disparate impact based on race, color, or national origin.

5. Conclusion

The three proposed sites do not present any significant environmental, economic, or land use compatibility concerns. Any adverse impacts of the project are expected to be minimal or nonexistent, and will not materially disproportionately affect the minority population in which the sites are located. Therefore, none of the three proposed sites for the Workforce Training Center will result in a disparate impact based on race, color, or national origin.

⁴ U.S. Census Bureau 2020 Census Demographic and Housing Characteristic (DHC) data for Total Population by Sex, Age, and Race, available at https://services.arcgis.com/P3ePLMYs2RVChkxj/arcgis/rest/services/USA_Census_2020_DHC_Total_Population/FeatureServer



Board Report

AGENDA ITEM: INFORMATION

TO: Strategic Planning & Operational Committee/Committee of the Whole Board of Directors

FROM: Greg Wildman, Chief of Strategic Alignment

SUBJECT: Continuation of Fiscal Year (FY) 2025 SunLine Goals, Strategic Objectives and Priorities

Recommendation:

Recommend that the Board of Directors (Board) receive the mid-year update on the Continuation Fiscal Year (FY) 25 SunLine Transit Agency's (SunLine) Goals, Strategic Objectives and Priorities (FY 25 Goals) and provide feedback as appropriate.

Background:

The CEO/General Manager and staff collaborated to develop the FY 2024-25 Goals which sets forth five (5) Performance Goals:

1. Workforce Investment: Facilitate a healthy workforce and ensure that they are adequately supported and equipped with the knowledge, expertise and experience to meet SunLine's operational requirements as they evolve and grow over time.
2. Highly Trusted Mobility Solutions: Strive to deliver highly accessible, convenient and trusted mobility solutions that effectively meet the diverse needs of Coachella Valley citizens and improve their connectivity to daily life needs.
3. Organizational Health and Resiliency: Optimize SunLine's fiscal and overall organizational strength to allow for growth and to better withstand unexpected challenges (e.g., COVID-19 financial impact).

4. Valuable Community Asset: Be seen as a highly valued and integral contributor to shaping socially engaged, economically vibrant, and healthy communities throughout the Coachella Valley.
5. Environmental Stewardship: Pursue and implement service and capital investments that lead to cleaner air, a healthier environment and improved quality of life for Coachella Valley residents and SunLine employees.

In June 2024, the Board adopted SunLine's FY 2024-25 Goals which: 1) provide a foundation for the FY 2024-25 Operating and Capital Budget, and; 2) ensure the CEO/General Manager and staff remain focused on key initiatives for meeting the mobility and service needs of SunLine customers and local communities within SunLine's service area.

A fiscal year-end report on the status of these goals was submitted and accepted at the June 2025 Board of Directors meeting. At the time the report was submitted, there remained a large number of open items. The agency continued those items into FY26 to monitor and report on progress made toward the achievement of those items.

This mid-year update details the substantial progress made toward achieving the FY 25 Strategic Plan and the established goals, strategic objectives and priorities. When the FY 25 strategic priorities and objectives were established, the plan contained sixty-eight (68) items covering a range of issues including driver and passenger safety, bus availability and service reliability, the need for workforce training and development, as well as financial stability and forecasting. As of December 31, 2025, fifty-five (55) of these items have been resolved and closed. Activities needed to sustain or advance the goals have been incorporated into departmental standards and are reflected in their FY 26 goals.

For this report, progress is noted as bulleted items in the section, **Progress Update: January 2026**, in Attachment 9a to this report.

Financial Impact:

There is no financial impact associated with this item.

Strategic Priority:

Resource Acquisition, Allocation, and Management: Prioritizes optimized resource management by effectively acquiring and allocating financial, human, and material resources to ensure operational excellence and long-term sustainability.

In Collaboration with:

Tamara Miles, Chief of Human Relations
Isabel Vizcarra, Chief Transportation Officer
Luis Garcia, Chief Financial Officer
Walter Watcher, Chief of Capital Projects
Byan Valenzuela, Chief Safety Officer
Mark Perry, Chief Maintenance Officer
Edith Hernandez, Director of Board and External Affairs
Ray Stevens, Deputy Chief of General Services
Dylan Narz, Deputy Chief Transit Systems and Technology

Approved/Reviewed by:

Mona Babauta, CEO/General Manager
Catherine J. Groves, General Counsel

Attachments:

- [Item 9a](#) - Continuation FY 2025 SunLine Goals, Strategic Objectives & Priorities

Attachment 1: Continuation FY 2025 SunLine Goals, Strategic Objectives & Priorities

Strategic Priority 1: Service Reliability – Our commitment to service reliability centers on building ridership trust by delivering a seamless transit experience and being there when we say we’re going to be there.

Strategic Priority 2: Customer Experience – Our customer experience commitment focuses on all aspects of the customer’s journey with an emphasis on achieving respectful, timely, and accessible service.

Strategic Priority 3: Environmental Impact – We are committed to reducing our carbon footprint by working closely with SunLine Transit Operations to support sustainable initiatives and by implementing green energy solutions.

Strategic Priority 4: Safety and Security – Our safety and security commitment focuses on protecting staff and riders within the SunLine system, creating a culture of safety that protects our communities, while minimizing risk and ensuring accountability to safety and security exists at all levels.

Strategic Priority 5: People/Workforce – Our workforce strategy emphasizes fostering a culture that aligns with our vision, growing and creating opportunities for staff to realize their fullest potential, and maintaining staffing levels to meet the needs of our organization and customers effectively.

Strategic Priority 6: Resource Acquisition, Allocation, & Management – Our resource management commitment prioritizes optimized resource management by effectively acquiring and allocating financial, human, and material resources to ensure operational excellence and long-term sustainability in stewarding public funds, fostering transparency and trust in how resources are utilized to serve our community.

Attachment 1: Continuation FY 2025 SunLine Goals, Strategic Objectives & Priorities

This FY 2025 Goal supports the following from the FY '26 Strategic Plan: **STRATEGIC PRIORITY 5: People and Workforce** – Our workforce strategy emphasizes fostering a culture that aligns with our vision, growing and creating opportunities for staff to realize their fullest potential, and maintaining staffing level to meet the needs of our organization and customers effectively.

GOAL 1: WORKFORCE INVESTMENT – Facilitate a healthy workforce and ensure that they are adequately supported and equipped with the knowledge, expertise and experience to meet the Agency’s operational requirements as they evolve and grow over time.

STRATEGIC OBJECTIVES	PRIORITIES
A Establish a formal training program for fleet maintenance staff	i. Partner with the College of the Desert (COD), California Transit Works (CTW), and the Amalgamated Transit Union (ATU) on a multi-faceted training program that also includes an apprenticeship program.
Priority Owner: Isabel Vizcarra, CTO	Department: Operations

Goal status as of 12/30/25 Completed and closed In place/monitoring; expected closure: _____

Goal status as of 6/30/26 Completed and closed In place/monitoring; expected closure: _____ In process/Continue to FY 27

Progress Update: January 2026

- This priority has been refined to focus on progress made solely toward the development and implementation of the Mentor Program for operators after July 1, 2025. This is a joint project between STA and ATU Local 1277. The project name is ATLAS. Given the scope involved, the development of the apprenticeship programs for operators and maintenance is deferred pending implementation of the Mentor program.
- Outreach for mentor applications occurred on October 22, 2025, with the application period closing on November 17, 2025. STA received 30 mentor applications, of which 13 were approved: 8 Fixed Route Operators, 3 Paratransit Operators, and 2 Maintenance employees.
- Mentor training for all approved mentors was conducted by CTW on December 8 and 9, 2025.
- In January 2026, 21 mentees were paired with mentors. Each mentee will be assigned a mentor for a 12-month period.
- Accountability for this objective will close for FY 25. Reporting to continue under the FY 26 Strategic Priority 1, Service Reliability, Strategic Goal 7 to decrease voluntary turnover.

Progress Update: July 2025

- The \$75,000 pass-through grant agreement between SunLine Transit Agency and ATU was fully executed on April 10, 2025.

Attachment 1: Continuation FY 2025 SunLine Goals, Strategic Objectives & Priorities

- The committee responsible for bringing this project to fruition, comprised of ATU representatives and members, and STA management, was engaged in preparatory work throughout 2024, including a retreat to the Bay Area to develop knowledge and understanding of program content and structure from other transit agency programs that have been fully implemented.
- The committee continues to meet monthly and work toward achieving the project goals, including the selection of the program name, ATLAS (ATU & SunLine Learning and Skills), and selection of the Mentor Coordinator, whose role is to recruit, train and support qualified mentors from within the organization, and facilitate the connection between mentors and mentees.
- The committee will again be convening in the Bay Area the third week of July 2025 to facilitate team building and group dynamics, as well as participate in more in-depth examination of programs already in effect at three transit agencies: AC Transit, SamTrans, and SJRTD.

Progress Update: December 2024

- The ATU offered a pass-through grant of \$75,000 to fund the development of a mentor program for bus operators and mechanics, which would be the foundation for apprenticeship programs for both classifications. SunLine executed the grant agreement, and it is now being finalized with the ATU.
- A participation agreement was executed with CTW on October 23rd. CTW will facilitate coordination between SunLine, the ATU, College of the Desert and other stakeholders for establishing the mentor and apprenticeship programs.

Attachment 1: Continuation FY 2025 SunLine Goals, Strategic Objectives & Priorities

This FY 2025 Goal supports the following from the FY '26 Strategic Plan: **STRATEGIC PRIORITY 5: People and Workforce** – Our workforce strategy emphasizes fostering a culture that aligns with our vision, growing and creating opportunities for staff to realize their fullest potential, and maintaining staffing level to meet the needs of our organization and customers effectively.

GOAL 1: WORKFORCE INVESTMENT – Facilitate a healthy workforce and ensure that they are adequately supported and equipped with the knowledge, expertise and experience to meet the Agency’s operational requirements as they evolve and grow over time.

B	Establish a formal training program for fleet maintenance staff	i. Partner with the California Transit Training Consortium (CTTC), the College of the Desert, and/or other training partners (e.g., OEMs, CTW, etc.) to establish formal curriculum on zero emission fleet and facility maintenance, operation, and safety.
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Priority Owner: Greg Wildman	Department: Strategic Alignment
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Goal status as of 12/30/25 Completed and closed In place/monitoring; expected closure: _____

Goal status as of 6/30/26 Completed and closed In place/monitoring; expected closure: _____ In process/Continue to FY 27

Progress Update: January 2026

- CTTC continues with the development of the Electrical Fundamentals course; 2/3 courses are finalized, the third is out for SME review. Target completion date for CTTC Electrical Fundamental course is April 2026.
- Ballard provided training to mechanics on fuel cell repair; provided OEM training materials and authorized SunLine to provide in-house training.
- Maintenance initiated the training materials development process for 3 of 4 essential zero-emissions training modules: 1) Zero-emissions orientation, 2) Preventative Maintenance, 3) Diagnostics and Repair. Deadline for completing these modules is December 31, 2026.
- Curriculum for module 4, Advanced Fuel Cell Technologies Diagnostic and Repair, is scheduled for completion no later than December 31, 2027.
- Work on this initiative continues at the Maintenance Department level. Further updates shall be provided in accordance with Strategic Priority 5 in the FY 26 Strategic Plan.

Progress Update: July 2025

- SunLine executed an agreement with CTTC in March 2025. Work is anticipated to be completed by April 2026.
- CTTC is in final review stage of the curriculum for the first computer-based “Electrical Fundamentals” course with rollout for the course occurring in August 2025. CTTC is currently in the draft stages of curriculum development for the instructor-led course, “Electrical Circuit Diagnosis” course.

Progress Update: December 2024

Attachment 1: Continuation FY 2025 SunLine Goals, Strategic Objectives & Priorities

- SunLine executed a contract with ZEB Tech Hall on October 30th, who is a proven consulting firm in building zero emission vehicle (ZEV) training curriculum. They will develop most, if not all, of the curriculum that will feed into the mentor and apprenticeship programs being built with the ATU and CTW. They will also coordinate with the College of the Desert and maintenance staff to potentially obtain accreditation of SunLine's training program.

Attachment 1: Continuation FY 2025 SunLine Goals, Strategic Objectives & Priorities

<p>This FY 2025 Goal supports the following from the FY '26 Strategic Plan: STRATEGIC PRIORITY 5: People and Workforce – Our workforce strategy emphasizes fostering a culture that aligns with our vision, growing and creating opportunities for staff to realize their fullest potential, and maintaining staffing level to meet the needs of our organization and customers effectively.</p>	
<p>GOAL 1: WORKFORCE INVESTMENT – Facilitate a healthy workforce and ensure that they are adequately supported and equipped with the knowledge, expertise and experience to meet the Agency’s operational requirements as they evolve and grow over time.</p>	
<p>B Establish a formal training program for fleet maintenance staff</p>	<p>ii. Continue to pursue workforce development funds to support staff investment.</p>
<p>Priority Owner: Luis Garcia</p>	<p>Department: Finance</p>
<p>Goal status as of 12/30/25 <input checked="" type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _</p>	
<p>Goal status as of 6/30/26 <input type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____ <input type="checkbox"/> In process/Continue to FY 27</p>	
<p>Progress Update: January 2026</p>	
<ul style="list-style-type: none"> Staff conducted grant amendments in coordination with the CTTC and CEC to ensure the work aligns with the best work product and funding compliance. Staff continued to include workforce development funding in grant applications and will continue to do so moving forward. Staff included workforce development funding in grant applications that were submitted. Additionally, SunLine has engaged a grant writing firm and has prioritized workforce development funds as a major area of focus. Securing grants and other funding sources for projects and initiatives is institutionalized practice for the Finance Department. Further initiatives to secure funding will be reported under the objectives and goals for that department under Strategic Priority 6. Resource acquisition, allocation and management (RAAM), and in conjunction with other departments or beneficiaries of those grants. 	
<p>Progress Update: July 2025</p>	
<ul style="list-style-type: none"> Staff continues researching workforce development funding and will be including workforce development as a component of Bus and Bus Facilities and Low or No Emission grant submittals in July 2025. 	
<p>Progress Update: December 2024</p>	
<ul style="list-style-type: none"> In addition to obtaining funds through the ATU, staff is working with advocates at the State and federal levels to seek funding for SunLine and CTTC. CTTC’s focus is to develop standardized ZEV training curriculum that can be used by SunLine to train mechanics. 	

Attachment 1: Continuation FY 2025 SunLine Goals, Strategic Objectives & Priorities

This FY 2025 Goal supports the following from the FY '26 Strategic Plan: **STRATEGIC PRIORITY 5: People and Workforce** – Our workforce strategy emphasizes fostering a culture that aligns with our vision, growing and creating opportunities for staff to realize their fullest potential, and maintaining staffing level to meet the needs of our organization and customers effectively.

GOAL 1: WORKFORCE INVESTMENT – Facilitate a healthy workforce and ensure that they are adequately supported and equipped with the knowledge, expertise and experience to meet the Agency’s operational requirements as they evolve and grow over time.

B	Establish a formal training program for fleet maintenance staff	iii. Work with staff to identify training equipment and resources necessary for increasing training effectiveness onsite.
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Priority Owner: Greg Wildman	Department: Strategic Alignment
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Goal status as of 12/30/25 Completed and closed In place/monitoring; expected closure: _____

Goal status as of 6/30/26 Completed and closed In place/monitoring; expected closure: _____ In process/Continue to FY 27

Progress Update: January 2026

- Curriculum and methodology to objectively assess and test C-level mechanic competency completed 12/31/25. Currently in testing phase.
- CTTC continues with the development of the Electrical Fundamentals course; 2/3 courses are finalized, the third is out for SME review. Target completion date for CTTC Electrical Fundamental course is April 2026.
- The Maintenance Department has acquired training resources and equipment (i.e., Ballard fuel cell training program, Air Brake Training and associated training tools) to support general maintenance skills as well as ZEB training. The Maintenance Department continues to identify and pursue necessary training resources to build skill and competency amongst its Maintenance Mechanics.
- Work on this initiative continues at the Maintenance Department level. Further updates shall be provided in accordance with Strategic Priority 5 in the FY 26 Strategic Plan.

Progress Update: July 2025

- The engineering firm for the workforce development building was placed under contract in June 2025. Engineering plans are scheduled to be completed by March 2026.
- Scope of work documents for the workforce development building engineering and permitting effort are complete and in final review. Engineering firm under contract in June 2025. Work continues on identifying training aids, and acquisition will coincide with building construction. Staff continues work to identify resources while developing the multi-faceted training program.
- Superintendent of Zero Emissions Technology is developing curriculum and methodology to objectively assess and test C-level mechanics competency to advance to B-level within 90 days of employment.
- Staff is working collaboratively with the CTTC to identify required training modules.

Attachment 1: Continuation FY 2025 SunLine Goals, Strategic Objectives & Priorities

- The first in a series of training courses developed by CTTC in conformance with Grant Agreement # ARV-21-070-01 is expected to launch online in August 2025.

Progress Update: December 2024

- Staff is working collaboratively with the CTTC to identify required training modules.
- Scope of work documents for the workforce development building engineering and permitting effort are complete and in final review. Staff's goal is to have an engineering firm under contract by March 2025 and have the project into permitting phase by June 2025. Work is continuing on identifying training aids and acquisition will coincide with building construction. Work is continuing with staff to identify resources while developing the multi-faceted training program.

Attachment 1: Continuation FY 2025 SunLine Goals, Strategic Objectives & Priorities

This FY 2025 Goal supports the following from the FY '26 Strategic Plan: **STRATEGIC PRIORITY 5: People and Workforce** – Our workforce strategy emphasizes fostering a culture that aligns with our vision, growing and creating opportunities for staff to realize their fullest potential, and maintaining staffing level to meet the needs of our organization and customers effectively.

GOAL 1: WORKFORCE INVESTMENT – Facilitate a healthy workforce and ensure that they are adequately supported and equipped with the knowledge, expertise and experience to meet the Agency’s operational requirements as they evolve and grow over time.

C	Build the leadership capacity of the Executive Team	i. Coach and support staff on making strategic decisions independently.
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Priority Owner: Greg Wildman	Department: Strategic Alignment
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Goal status as of 12/30/25 Completed and closed In place/monitoring; expected closure: _____

Goal status as of 6/30/26 Completed and closed In place/monitoring; expected closure: _____ In process/Continue to FY 27

Progress Update: January 2026

- Each department developed goals as part of the Goals Cascading project in association with the FY 26 Strategic Plan. Goals were shaped to conform with and to the benefit of the established Strategic Priorities and Goals.
- This objective is being internalized as a regular function of each department’s department and individual goal development process and fulfillment of this objective shall be transferred to each department’s reporting requirements.

Progress Update: July 2025

- SunLine collaborated with COD to develop and launch the "Visionary Leaders" training program. All chiefs participated in the program, which was completed in January 2025. The program was designed to foster and promote the Chiefs’ abilities to think and act strategically and independently, assess risk, determine best practices, and advance the Agency’s strategic goals and objectives.
- SunLine University created and launched an online Supervisor training program to elevate the skills of supervisors and managers to improve managerial competency. The program consisted of three trimesters with a total of 32 hours focusing on the fundamental skills of supervision and management. Roundtable presentations were presented monthly where small group presentations reinforced learning and the application of the concepts. The program concluded in January 2025.
- SunLine University continued to offer instructor-led training on more advanced management concepts, to include Building Bridges: The Essential Role of Trust in the Workplace, Tools and Techniques for Root-Cause Analysis, and Motivational Leadership. Online management training continues monthly with content provided through the Lorman online learning platform.
- Human Resources and Labor Relations developed and implemented a comprehensive labor relations strategy to centralize and standardize administrative process and procedures to increase the cohesiveness labor relations practices across the agency.

Attachment 1: Continuation FY 2025 SunLine Goals, Strategic Objectives & Priorities

- Insight Strategies' continued work with executive leadership and management culminated in the presentation and adoption of the FY26 Strategic Plan by the Board of Directors.
- Goal Cascading workshops have been conducted to develop and incorporate departmental and individual goals to support the achievement of the Strategic Plan.

Progress Update: December 2024

- Insight Strategies has been actively working with the entire Executive Team, and most recently, our mid-level managers to strengthen strategic planning and decision-making abilities.
- Our Chief Maintenance Officer has been meeting with all 3 shift supervisors almost daily to discuss decision-making processes regarding the fleet and its progression back to a quality and reliable fleet.

Attachment 1: Continuation FY 2025 SunLine Goals, Strategic Objectives & Priorities

This FY 2025 Goal supports the following from the FY '26 Strategic Plan: **STRATEGIC PRIORITY 5: People and Workforce** – Our workforce strategy emphasizes fostering a culture that aligns with our vision, growing and creating opportunities for staff to realize their fullest potential, and maintaining staffing level to meet the needs of our organization and customers effectively.

GOAL 1: WORKFORCE INVESTMENT – Facilitate a healthy workforce and ensure that they are adequately supported and equipped with the knowledge, expertise and experience to meet the Agency’s operational requirements as they evolve and grow over time.

C	Build the leadership capacity of the Executive Team	ii. Provide coaching by external consultants/formal executives to support leadership growth.
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Priority Owner: Luis Garcia/Isabel Vizcarra **Department:** Finance and Operations

Goal status as of 12/30/25 Completed and closed In place/monitoring; expected closure: _____

Goal status as of 6/30/26 Completed and closed In place/monitoring; expected closure: _____ In process/Continue to FY 27

Progress Update: January 2026

- The Chief Financial Officer and the Chief Transportation Officer completed their external consultant executive coaching sessions provided through Insight Strategies as of 12/16/25.
- **Progress Update: July 2025**
- Individualized and one-on-one leadership coaching provided through Insight Strategies beginning in May 2025 for the Chief Financial Officer and Chief Transportation Officer. Focus areas are communication, emotional intelligence, decision-making, delegation and strategic thinking.
- Coaching is ongoing.
- **Progress Update: December 2024**
- In addition to support from Insight Strategies, coaching/mentoring consultant services have been secured to support the implementation of SunLine's strategic goals, objectives and priorities, primarily in the marketing, maintenance, operations, planning and legislative affairs areas.

Attachment 1: Continuation FY 2025 SunLine Goals, Strategic Objectives & Priorities

<p>This FY 2025 Goal supports the following from the FY '26 Strategic Plan: STRATEGIC PRIORITY 5: People and Workforce – Our workforce strategy emphasizes fostering a culture that aligns with our vision, growing and creating opportunities for staff to realize their fullest potential, and maintaining staffing level to meet the needs of our organization and customers effectively.</p>			
<p>GOAL 1: WORKFORCE INVESTMENT – Facilitate a healthy workforce and ensure that they are adequately supported and equipped with the knowledge, expertise and experience to meet the Agency’s operational requirements as they evolve and grow over time.</p>			
C	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%; border: 1px solid black; padding: 2px;">Build the leadership capacity of the Executive Team</td> <td style="border: 1px solid black; padding: 2px;">iii. Utilize Insight Strategies to support strategic thinking efforts.</td> </tr> </table>	Build the leadership capacity of the Executive Team	iii. Utilize Insight Strategies to support strategic thinking efforts.
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<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%; border: 1px solid black; padding: 2px;">Priority Owner: Mona Babauta</td> <td style="border: 1px solid black; padding: 2px;">Department: Executive Leadership</td> </tr> </table>		Priority Owner: Mona Babauta	Department: Executive Leadership
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<p>Goal status as of 6/30/26 <input type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____ <input type="checkbox"/> In process/Continue to FY 27</p>			
<p>Progress Update: January 2026</p> <ul style="list-style-type: none"> The agency engaged the services Teri Fisher of Insight Strategies to facilitate a culture renovation/transformation project beginning in March 2024. Through the cooperative efforts of Ms. Fisher and the agency, the Executive Team, with participation from other members of the management team, developed new mission, vision and values statements, as well as collaboratively developed the agency’s strategic priorities and goals. The extensive process resulted in the Executive Team developing knowledge and understanding of the necessity of strategic thinking, and the skill to apply knowledge required to transform the agency into a high-performance organization. While the Insight Strategies program concluded as of December 2025, the work continues with each executive critically examining situations, potential solutions, and the effects of the decision-making process. The agency continues its efforts to institutionalize and enculturate the guidelines and principles of strategic thinking into its daily practices and processes. 			
<p>Progress Update: July 2025</p> <ul style="list-style-type: none"> Process continues. See Goal 1, subpart C. i, above. Insight Strategies is currently supporting the development and implementation of a comprehensive performance management system. This new system will focus on the achievement of organizational, departmental and individual goals, as well as demonstration and application of leadership competencies and skills. 			
<p>Progress Update: December 2024</p> <ul style="list-style-type: none"> In progress. See Goal 1, subpart C. i above. 			

Attachment 1: Continuation FY 2025 SunLine Goals, Strategic Objectives & Priorities

<p>This FY 2025 Goal supports the following from the FY '26 Strategic Plan: STRATEGIC PRIORITY 5: People and Workforce – Our workforce strategy emphasizes fostering a culture that aligns with our vision, growing and creating opportunities for staff to realize their fullest potential, and maintaining staffing level to meet the needs of our organization and customers effectively.</p>	
<p>GOAL 1: WORKFORCE INVESTMENT – Facilitate a healthy workforce and ensure that they are adequately supported and equipped with the knowledge, expertise and experience to meet the Agency’s operational requirements as they evolve and grow over time.</p>	
<p>C Build the leadership capacity of the Executive Team</p>	<p>vi. Point staff to industry training and networking opportunities.</p>
<p>Priority Owner: Greg Wildman</p>	<p>Department: Strategic Alignment</p>
<p>Goal status as of 12/30/25 <input checked="" type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____</p>	
<p>Goal status as of 6/30/26 <input type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____ <input type="checkbox"/> In process/Continue to FY 27</p>	
<p>Progress Update: January 2026</p> <ul style="list-style-type: none"> Several executive, managerial, line staff and members of the Board of Directors attended professional industry training workshops, to include, but not limited to, Mpact in Portland, APTA, CALPERLA. A complete list of attendance at industry conferences, workshops and networking opportunities can be found in the CEO/GM Update provided at each meeting of the Board of Directors. Opportunities for staff to attend conferences, et al, has become institutionalized practice throughout agency. Further reporting will be provided exclusively through the CEO/GM report. 	
<p>Progress Update: July 2025</p> <ul style="list-style-type: none"> Staff attended several conferences, training opportunities and networking events throughout the latter half of FY 25. CFO training and networking efforts: Mobility 21 Legislative Reception (February 2025), APTA CEO Conference (March 2025), APTA Legislative Conference (May 2025). 	
<p>Progress Update: December 2024</p> <ul style="list-style-type: none"> In progress; training details may be found in the monthly GM Report in the Board of Directors Packets. 	

Attachment 1: Continuation FY 2025 SunLine Goals, Strategic Objectives & Priorities

<p>This FY 2025 Goal supports the following from the FY '26 Strategic Plan: STRATEGIC PRIORITY 5: People and Workforce – Our workforce strategy emphasizes fostering a culture that aligns with our vision, growing and creating opportunities for staff to realize their fullest potential, and maintaining staffing level to meet the needs of our organization and customers effectively.</p>	
<p>GOAL 1: WORKFORCE INVESTMENT – Facilitate a healthy workforce and ensure that they are adequately supported and equipped with the knowledge, expertise and experience to meet the Agency’s operational requirements as they evolve and grow over time.</p>	
<p>D Conduct organizational assessment(s) to identify areas for improvement and prioritize training investments</p>	<p>i. Continue working with Insight Strategies to survey employees to understand their professional needs.</p>
<p>Priority Owner: Tamara Miles</p>	<p>Department: Human Resources</p>
<p>Goal status as of 12/30/25 <input checked="" type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____</p>	
<p>Goal status as of 6/30/26 <input type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____ <input type="checkbox"/> In process/Continue to FY 27</p>	
<p>Progress Update: January 2026</p> <ul style="list-style-type: none"> Learning needs assessment and queries regarding professional development requirements have become institutionalized agency practice. Ongoing assessments will be conducted in accordance with Strategic Priority 5: People/Workforce, Strategic Agency Goal 2. 	
<p>Progress Update: July 2025</p> <ul style="list-style-type: none"> See Goal 1, subpart C. i, above. Hanson Bridgett conducted an on-site specialized harassment training for all levels of management. Implemented a comprehensive, agency-wide crisis awareness and de-escalation training program that began in May 2025 and represents a critical step in aligning with the Federal Transit Administration’s (FTA) General Directive 24-1, which mandates proactive measures to address the rising threat of assaults on transit workers. 	
<p>Progress Update: December 2024</p> <ul style="list-style-type: none"> Almost all of SunLine’s Department Chiefs are completing a leadership training program through the College of the Desert. Mid-managers and supervisors throughout the organization are completing supervisor training. The Chief Maintenance Officer is working with SunLine’s Safety and Training department to ensure all mechanics get their Class B licenses, which are necessary for performing the full range of their jobs. 	

Attachment 1: Continuation FY 2025 SunLine Goals, Strategic Objectives & Priorities

<p>This FY 2025 Goal supports the following from the FY '26 Strategic Plan: STRATEGIC PRIORITY 5: People and Workforce – Our workforce strategy emphasizes fostering a culture that aligns with our vision, growing and creating opportunities for staff to realize their fullest potential, and maintaining staffing level to meet the needs of our organization and customers effectively.</p>			
<p>GOAL 1: WORKFORCE INVESTMENT – Facilitate a healthy workforce and ensure that they are adequately supported and equipped with the knowledge, expertise and experience to meet the Agency’s operational requirements as they evolve and grow over time.</p>			
E	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%; padding: 5px;"> Create career ladders/pathways for staff to grow and improve competitiveness for promotions </td> <td style="padding: 5px;"> i. Continue training offerings through SunLine University. </td> </tr> </table>	Create career ladders/pathways for staff to grow and improve competitiveness for promotions	i. Continue training offerings through SunLine University.
Create career ladders/pathways for staff to grow and improve competitiveness for promotions	i. Continue training offerings through SunLine University.		
Priority Owner: Greg Wildman	Department: Strategic Alignment		
Goal status as of 12/30/25 <input checked="" type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____			
Goal status as of 6/30/26 <input type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____ <input type="checkbox"/> In process/Continue to FY 27			
Progress Update: January 2026			
<ul style="list-style-type: none"> Supervisory and management staff continue professional development activities using the Lorman training platform. College of the Desert, through its PACE program, provided two in-person training programs. Fixed-route and paratransit dispatchers are participating in a series of introductory training courses for supervisory skill development as part of the career ladder to support their ability to apply and compete for supervisory positions. Because training and development is a continuing activity, this goal will be closed out for FY 25 and incorporated into Strategic Priority 5: Strategic Agency Goal 2. 			
Progress Update: July 2025			
<ul style="list-style-type: none"> See Goal 1, subpart C. i. above. Two staff in the Capital Projects Department are enrolled in the Project Management Institute’s program leading to certifications in project management. HR Manager received Transit Paratransit Management Certificate on May 15, 2025 from the University of the Pacific. Finance staff attended grant training courses, Government Finance Officers Association (GFOA) conference, audit workshop and updates. Promoted internal collaboration with departments to address labor relations issues and promote adherence to performance expectation. SunLine contracted with the ADA Guru to provide training in June 2025 for agency staff regarding ADA compliance, wheelchair securement, and other topics important to dispatchers, trainers, and operators. 			

Attachment 1: Continuation FY 2025 SunLine Goals, Strategic Objectives & Priorities

Progress Update: December 2024

- Ongoing

Attachment 1: Continuation FY 2025 SunLine Goals, Strategic Objectives & Priorities

<p>This FY 2025 Goal supports the following from the FY '26 Strategic Plan: STRATEGIC PRIORITY 5: People and Workforce – Our workforce strategy emphasizes fostering a culture that aligns with our vision, growing and creating opportunities for staff to realize their fullest potential, and maintaining staffing level to meet the needs of our organization and customers effectively.</p>			
<p>GOAL 1: WORKFORCE INVESTMENT – Facilitate a healthy workforce and ensure that they are adequately supported and equipped with the knowledge, expertise and experience to meet the Agency’s operational requirements as they evolve and grow over time.</p>			
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Priority Owner: Greg Wildman	Department: Strategic Alignment		
Goal status as of 12/30/25 <input checked="" type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____			
Goal status as of 6/30/26 <input type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____ <input type="checkbox"/> In process/Continue to FY 27			
Progress Update: January 2026			
<ul style="list-style-type: none"> The Maintenance Department continues to provide Zero-emissions training for its mechanics. Curriculum development in key content areas continues. Training expectations have been established for all mechanics. Sunline has transitioned its Performance Management process for non-bargaining employees to PerformYard. A key feature of this new system is a built-in career development page. Supervisors and managers are expected to identify training needs and opportunities for each staff and build training to enhance and enable career development into each employee’s performance profile. Because training and development is a continuing activity, this goal will be closed out for FY 25 and incorporated into Strategic Priority 5: Strategic Agency Goal 2. 			
Progress Update: July 2025			
<ul style="list-style-type: none"> SunLine University, in collaboration with Operations Management, developed a 10-hour training curriculum for both fixed route and paratransit controllers to strengthen their skills and abilities for decision-making, communication, and writing skills. The program is designed to provide the controllers the necessary skills to support professional growth and advancement into supervisory and management role. Training program began on July 1, 2025. SunLine selected PerformYard as its new performance management platform. Career development is built into the platform framework for each employee, and training initiatives and expectations will be identified and built into each employee’s performance profile beginning in 2026. 			

Attachment 1: Continuation FY 2025 SunLine Goals, Strategic Objectives & Priorities

- SunLine’s Board Clerk and Senior Administrative Assistant in the Clerk’s Office completed the necessary requirements for notary certification, and on July 15th, they were informed that they had successfully passed the written examination required for notary commissioning. Next steps include completing a background check and the Oath of Office via the County. This is a huge benefit to SunLine to have in-house notary services.

Progress Update: December 2024

- The apprenticeship and mentor programs will create opportunities for SunLine's front line operators and mechanics to earn college credits as they train for their positions, as well as better define opportunities for growth and promotion.
- Leadership and key technical staff (i.e. staff conducting DMV Examiner testing for Class B licenses, drug/alcohol reasonable suspicion evaluations) are highly encouraged and/or required to attend industry training and networking opportunities as part of their work plans and as resources allow in the budget. Attending these activities builds expertise, maintains current knowledge of industry issues, strengthens creativity and efficiency in problem solving, and/or meets legal or regulatory requirements.

Attachment 1: Continuation FY 2025 SunLine Goals, Strategic Objectives & Priorities

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Priority Owner: Tamara Miles	Department: Human Resources		
Goal status as of 12/30/25 <input checked="" type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____			
Goal status as of 6/30/26 <input type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____ <input type="checkbox"/> In process/Continue to FY 27			
Progress Update: January 2026			
<ul style="list-style-type: none"> Human Resources successfully hired a Deputy Chief Financial Officer, a long-term vacancy. Human Resources continues to revise and improve its interview processes, onboarding and New Employee Orientation in partnership with Insight Strategies. This objective has been accomplished for the FY25, and the intent of this objective will be incorporated into FY26 Strategic Priority #5. 			
Progress Update: July 2025			
<ul style="list-style-type: none"> Human Resources successfully hired a Deputy Chief of Maintenance, a long-term vacancy. Partnered with professional recruitment firms (e.g., KL2 Connect) to identify and attract candidates for hard-to-fill executive and technical positions. SunLine coordinated/ participated in 6 on-site hiring events for Operators, as well as job fairs, community college outreach events, and workforce development programs to build a diverse candidate pipeline. Eight drivers were hired from these events. Established and strengthened community partnerships (e.g., with Desert Best Friend’s Closet, DBFC, and local workforce agency) to promote employment pathways and access for underrepresented groups. The agency has assisted DBFC with situational assessments, where DBFC clients are provided work tasks and assignments, and then evaluated on their performance to determine work readiness. 			
Progress Update: December 2024			
<ul style="list-style-type: none"> Staff continues to hire individuals thoughtfully with the necessary skills to deliver projects and programs to maintain and enhance service delivery. 			

Attachment 1: Continuation FY 2025 SunLine Goals, Strategic Objectives & Priorities

- Staff is developing mentorship programs for bus operators and mechanics which will better support the professional and emotional needs of new employees. In addition, mentorship programs frequently strengthen professional bonds/relationships, which improve retention, morale and skill levels as peers train, teach and exchange information with each other. Currently, the two hardest jobs to fill are operator and mechanic positions.
- Staff continues to explore retention strategies including alternative work schedules, child care support services through Tootris, professional growth training and networking opportunities through programs like Latinos in Transit and Women’s Transportation Seminar (WTS), etc.
- SunLine completed and implemented a compensation study (Board of Directors adopted in July 2024) to ensure competitiveness in salaries and benefits to support talent recruitment and retention.

Attachment 1: Continuation FY 2025 SunLine Goals, Strategic Objectives & Priorities

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<p>F Secure and expand technical capacity and expertise within the agency</p>	<p>ii. Consider establishing and implementing a procedure to better evaluate and reward performance.</p>
<p>Priority Owner: Tamara Miles</p>	<p>Department: Human Resources</p>
<p>Goal status as of 12/30/25 <input checked="" type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____</p>	
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<p>Progress Update: January 2026</p>	
<ul style="list-style-type: none"> Established a dedicated committee to identify business needs and vet potential vendors. Met with vendors and evaluated performance management platforms. Selected PerformYard as our performance management platform. Human Resources worked with PerformYard and Insight Strategies to define the platform requirements and ensure alignment with strategic business goals. Tailored features to SunLine’s needs. Sessions were held with employees to discuss the performance review process. Chiefs and management participated in training sessions with Insight Strategies. Mona and Chiefs collaborated with Insight Strategies to work on performance ratings calibration. Insight Strategies met with non-bargaining staff to cover the process for receiving feedback and understanding their final ratings. This objective has been accomplished for the FY25, and the intent of this objective will be incorporated into FY26 Strategic Priority #5. 	
<p>Progress Update: July 2025</p>	
<ul style="list-style-type: none"> SunLine began working on a Performance Management Renovation project with Insight Strategies in March 2025. The multi-disciplinary goal team reviewed several online performance management programs and selected PerformYard as the agency’s new performance management platform. The goal team has established the baseline performance management framework, content, ratings and competencies to be used to populate PerformYard. 	

Attachment 1: Continuation FY 2025 SunLine Goals, Strategic Objectives & Priorities

- SunLine established the initial framework for other performance management tools, including a standardized format and process for developing Performance Improvement Plans (PIP) and employee development plans.

Progress Update: December 2024

- Staff is updating the performance review process and assisting individuals with developing clear work plans with measurable action items.

Attachment 1: Continuation FY 2025 SunLine Goals, Strategic Objectives & Priorities

This FY 2025 Goal supports the following from the FY '26 Strategic Plan: Strategic Priority 1: Service Reliability – Our commitment to service reliability centers on building ridership trust by delivering a seamless transit experience and being there when we say we’re going to be there.	
GOAL 2: HIGHLY TRUSTED MOBILITY SOLUTIONS – Strive to deliver highly accessible, convenient and trusted mobility solutions that effectively meet the diverse needs of Coachella Valley citizens and improve their connectivity to daily life needs.	
STRATEGIC OBJECTIVES	PRIORITIES
A Maximize system safety to include physical and operational security and overall resilience	i. Establish a strategic plan for better defining actions and priorities that maximize system and workplace safety.
Priority Owner: Bryan Valenzuela	Department: Safety
Goal status as of 12/30/25 <input checked="" type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____	
Goal status as of 6/30/26 <input type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____ <input type="checkbox"/> In process/Continue to FY 27	
Progress Update: January 2026	
<ul style="list-style-type: none"> Implemented Board-approve Public Transportation Agency Safety Plan (“PTASP”) per FTA Regulation 49CFR, part 673. Established Strategic Priority 5: Safety and Security for the FY 26 Strategic Plan. This Strategic Priority established guidance, direction and priorities governing the Safety Department’s initiatives beginning with the FY 26 Strategic Plan. Outcome and practices for this objective have been incorporated into the Safety Department’s standards of practice. This item shall be closed for the FY 25 Strategic plan and further actions shall be incorporated into the department’s strategic initiatives. 	
Progress Update: July 2025	
<ul style="list-style-type: none"> 100% of active fixed route fleet equipped with bus barriers as of March 2025. SunLine, in collaboration with CalHill Swift, conducted Reasonable Suspicion Drug and Alcohol Training for agency supervisors on October 31, 2024. Throughout FY25, the Safety Department worked with local jurisdictions (i.e. Sheriff's Office) to enforce the local ordinance 602 regarding loitering and trespassing at bus stops, substantially reducing occupation of the bus stops by the unhoused. 	
Progress Update: December 2024	
<ul style="list-style-type: none"> Staff is taking the updated Public Transportation Agency Safety Plan (PTASP) to the Board of Directors for approval in December 2024. 	

Attachment 1: Continuation FY 2025 SunLine Goals, Strategic Objectives & Priorities

<p>This FY 2025 Goal supports the following from the FY '26 Strategic Plan: Strategic Priority 1: Service Reliability – Our commitment to service reliability centers on building ridership trust by delivering a seamless transit experience and being there when we say we’re going to be there.</p>	
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<p>A Maximize system safety to include physical and operational security and overall resilience</p>	<p>ii. Ensure that executive management proactively engages employees and works to keep communication lines open.</p>
<p>Priority Owner: Mona Babauta</p>	<p>Department: Executive Leadership</p>
<p>Goal status as of 12/30/25 <input checked="" type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____</p>	
<p>Goal status as of 6/30/26 <input type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____ <input type="checkbox"/> In process/Continue to FY 27</p>	
<p>Progress Update: January 2026</p> <ul style="list-style-type: none"> The agency has implemented several initiatives to ensure that employees remain informed of important information regarding its activities and status, including the Transit Talk Newsletter, Quarterly Town Hall meetings for all staff, and the Snack Talk series in the Operations Department. Each department has the goal the of increasing communication, transparency and decision-making as part of the FY 26 Strategic Plan. Employees will be given the opportunity to participate in focus groups regarding the Rides Reimagined initiative in the January 2026 meetings the Jarett Walker and Associates. This objective has been accomplished, and further action and activities will be incorporated into departmental and personal goals and initiatives. 	
<p>Progress Update: July 2025</p> <ul style="list-style-type: none"> The Operations Department is now conducting quarterly Snack Talks, where executive team members engage in meaningful conversations with operators, while sharing knowledge and updates. These Snack Talks provide open lines of communication to ensure line staff are made aware of important agency information. As part of the investigation process, representatives from the HR and Safety departments now interview each employee who submits an incident report alleging work-related injury. The intent is to identify the root-cause of the event to determine preventability and ensure remediation of hazardous conditions in the workplace. 	
<p>Progress Update: December 2024</p>	

Attachment 1: Continuation FY 2025 SunLine Goals, Strategic Objectives & Priorities

- Development and implementation of a quarterly “Snack Talk”- a program that encourages positive interaction and communication between the executive team and front line employees in Operations. (December 2024).
- An RFP for an employee engagement application (“app”) will be issued soon to acquire a phone app to better communicate with all employees, especially those without SunLine email accounts.
- The Chief Maintenance Officer instituted monthly shop meetings to inform maintenance employees of SunLine's mission, goals, priorities, events, and celebrations.

Attachment 1: Continuation FY 2025 SunLine Goals, Strategic Objectives & Priorities

<p>This FY 2025 Goal supports the following from the FY '26 Strategic Plan: Strategic Priority 4: Safety and Security – Our safety and security commitment focuses on protecting staff and riders within the SunLine system, creating a culture of safety that protects our communities, while minimizing risk and ensuring accountability to safety and security exists at all levels.</p>					
<p>GOAL 2: HIGHLY TRUSTED MOBILITY SOLUTIONS – Strive to deliver highly accessible, convenient and trusted mobility solutions that effectively meet the diverse needs of Coachella Valley citizens and improve their connectivity to daily life needs.</p>					
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<p>Progress Update: January 2026</p> <ul style="list-style-type: none"> The Safety Department is scheduling refresher training in April 2026, which will reinforce emergency response protocols and extend coverage to these additional areas. This upcoming training will involve multiple jurisdictions, not just Indio, ensuring a coordinated, regional approach to emergency preparedness across all relevant agencies. Outcome and practices for this objective have been incorporated into the Safety Department’s standards of practice. This item shall be closed for the FY 25 Strategic plan and further actions shall be incorporated into the department’s strategic initiatives. 					
<p>Progress Update: July 2025</p> <ul style="list-style-type: none"> The Safety Department conducted a walk-through of the Indio facility fueling infrastructure with the Indio Fire Department. The walk-through covered emergency shutdown procedures for the property and offered an opportunity to extend the training to other areas, such as the hydrogen infrastructure in Division I, to include emergency response procedures for thermal events on buses. 					
<p>Progress Update: December 2024</p> <ul style="list-style-type: none"> On Tuesday, October 15, 2024, and Friday, October 18, 2024, SunLine in partnership with Nikkiso facilitated training with CalFire. 					

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<p>Progress Update: January 2026</p> <ul style="list-style-type: none"> Staff continues to maintain close collaboration and in active communication with its TSA Representative to ensure alignment with federal security standards and guidance. Additionally, staff maintains ongoing contact with TSA to stay informed on national transit-related security concerns, emerging threats, and any new requirements, ensuring the agency remains proactive and compliant with federal security expectations. Outcome and practices for this objective have been incorporated into the Safety Department’s standards of practice. This item shall be closed for the FY 25 Strategic plan and further actions shall be incorporated into the department’s strategic initiatives. 					
<p>Progress Update: July 2025</p> <ul style="list-style-type: none"> On April 3, 2025, SunLine staff participated in the Rose Bowl Joint SWAT Training Exercise. SunLine established contact with the region’s TSA representative, who has agreed to assist in conducting a comprehensive Infrastructure Vulnerability Assessment at SunLine. 					
<p>Progress Update: December 2024</p> <ul style="list-style-type: none"> In progress 					

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<p>Progress Update: January 2026</p> <ul style="list-style-type: none"> This goal has been completed, and a new goal has been established under Strategic Priority 4, Strategic Goal 1, regarding continuation training for new and current staff. Moving forward, the Safety Department will continue this training in in a different format, such as integration into new hire onboarding, annual safety training or refresher courses to maintain compliance and reinforce critical skills across the workforce. 					
<p>Progress Update: July 2025</p> <ul style="list-style-type: none"> Crisis Awareness and De-escalation training, in accordance with FTA’s General Directive 24-1 began on May and continues through to August. Training is provided through Insight Strategies, the funding for which was approved in Committee in March 2025. 					
<p>Progress Update: December 2024</p> <ul style="list-style-type: none"> For the month of November, a total of 9 safety meetings will be held focusing on de-escalation techniques. The purpose of the training is to reduce violent acts and injuries, enhance safety, improve communication, build trust, and improve operational efficiency. In addition to de-escalation training, emergency response kits, including stop-bleeding kits with tourniquets, have been installed throughout SunLine. These kits could make the difference between life or death during active assailant situations. They enable immediate action to control severe bleeding, which is often the leading cause of preventable death in such scenarios. Quick access to these tools can significantly increase the chances of survival by stabilizing victims until professional medical help arrives. 					

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<p>Progress Update: January 2026</p> <ul style="list-style-type: none"> Outcome and practices for this objective have been incorporated into the Safety Department’s standards of practice. This item shall be closed for the FY 25 Strategic plan and further actions shall be incorporated into the department’s strategic initiatives. 					
<p>Progress Update: July 2025</p> <ul style="list-style-type: none"> The facility camera upgrade project is underway with anticipated completion to finish in August 2025. The legacy two-way radio system in all paratransit and fixed route busses has been replaced with a new cellular based system. This upgrade provides increased range, clarity and reliability of communications, an accessibility. Staff in operations, safety, maintenance and stops & zones staff have handheld radio units to facilitate a more expedient response to activation on the bus. All fixed route and paratransit vehicles cellular routers have been replaced with upgraded 5g units. Replacement of the CAD/AVL system is both paratransit and fixed route vehicles is ongoing. Paratransit vehicles are scheduled for July installation and commissioning, followed by fixed route vehicles in October. The project involving the redesign of both North and South guard shack locations was out to bid in May 2025. Bids are due in July. Request for contractor award will be presented to the Board of Directors following confirmation of the winning bid. The pavement rehabilitation project is out to bid in July; anticipated presentation to the Board of Directors October 2025. 					
<p>Progress Update: December 2024</p>					

Attachment 1: Continuation FY 2025 SunLine Goals, Strategic Objectives & Priorities

- The video surveillance project is currently underway, aiming to significantly reduce the likelihood of illegal activities, such as asset theft. By implementing this project, SunLine intends to create a more secure and safe workplace environment for all employees. Ultimately, the enhanced security measures will foster a sense of safety and trust within the organization.
- Clever Devices was awarded a contract to replace SunLine's 30+ year old radio system. Full implementation should be completed by the end of CY 2024.
- Staff continues to work through the current solicitation process for a new CAD/AVL system, which will enhance system safety through real time vehicle tracking and improved communication with front line staff in the field.

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A	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%; padding: 5px;"> Maximize system safety to include physical and operational security and overall resilience </td> <td style="padding: 5px;"> vii. Reinforce mitigating actions taken to reduce the likelihood and severity of consequences to individuals and transit agency assets. </td> </tr> <tr> <td style="padding: 5px;"> Priority Owner: Bryan Valenzuela </td> <td style="padding: 5px;"> Department: Safety </td> </tr> </table>	Maximize system safety to include physical and operational security and overall resilience	vii. Reinforce mitigating actions taken to reduce the likelihood and severity of consequences to individuals and transit agency assets.	Priority Owner: Bryan Valenzuela	Department: Safety
Maximize system safety to include physical and operational security and overall resilience	vii. Reinforce mitigating actions taken to reduce the likelihood and severity of consequences to individuals and transit agency assets.				
Priority Owner: Bryan Valenzuela	Department: Safety				
Goal status as of 12/30/25 <input checked="" type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____					
Goal status as of 6/30/26 <input type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____ <input type="checkbox"/> In process/Continue to FY 27					
<p>Progress Update: January 2026</p> <ul style="list-style-type: none"> The comprehensive review and root-cause analysis process for reported industrial injuries has been fully implemented. HR, Safety, Maintenance, and Operations continue to collaborate through scheduled meetings to analyze causation, identify trends, and develop mitigation strategies. In-depth interviews with employees reporting injuries are now standard practice, and cross-departmental communication has improved significantly, resulting in more proactive safety measures. Agency-wide Crisis Awareness and De-escalation training began in May and was successfully completed in August as scheduled. All employees have now received this training, strengthening our ability to manage and reduce conflict situations effectively. Outcome and practices for this objective have been incorporated into the Safety Department’s standards of practice. This item shall be closed for the FY 25 Strategic plan and further actions shall be incorporated into the department’s strategic initiatives. 					
<p>Progress Update: July 2025</p> <ul style="list-style-type: none"> HR, Safety, Maintenance, and Operations established a multi-disciplinary and comprehensive review and root-cause analysis process for reported industrial injuries. The process involves conducting an in-depth interview with employees reporting injuries, regularly scheduled meetings to discuss causation, trends, and to plan mitigation and remediation actions to reduce incidence and severity of injuries. The meetings facilitate communication between the departments to discuss possible root causes, trends, etc. of the claims received. Crisis Awareness and De-escalation training all agency employees began on May and continues. Schedule completion of training is August. 					

Attachment 1: Continuation FY 2025 SunLine Goals, Strategic Objectives & Priorities

As of March 17, 2025, the installation of bus barriers across SunLine’s fixed-route fleet is complete—100% of the active Fixed Route fleet is now equipped with protective barriers.

Progress Update: December 2024

- SunLine adopted a Passenger Code of Conduct in July 2024. The ordinance allows SunLine to suspend riding privileges for passengers who persistently violate its provisions, such as damaging property or assaulting transit workers. SunLine staff has been meeting bi-weekly to ensure all internal procedures are developed before the implementation of the ordinance, the tentative roll out date is January 5, 2025.
- Staff is complying with the Federal Transit Administration’s (FTA) expanded requirements to monitor, track and report on employee assaults during the course of business. This process should build greater awareness of employee assaults and the necessary actions for preventing them, which should work towards preventing/minimizing events and their severity.

Attachment 1: Continuation FY 2025 SunLine Goals, Strategic Objectives & Priorities

<p>This FY 2025 Goal supports the following from the FY '26 Strategic Plan: Strategic Priority 1: Service Reliability – Our commitment to service reliability centers on building ridership trust by delivering a seamless transit experience and being there when we say we’re going to be there.</p>	
<p>GOAL 2: HIGHLY TRUSTED MOBILITY SOLUTIONS – Strive to deliver highly accessible, convenient and trusted mobility solutions that effectively meet the diverse needs of Coachella Valley citizens and improve their connectivity to daily life needs.</p>	
<p>A Maximize system safety to include physical and operational security and overall resilience</p>	<p>viii. Implement and/or update fleet and facilities maintenance plans as necessary and ensure that hydrogen fueling infrastructure and equipment are addressed.</p>
<p>Priority Owner: Mark Perry</p>	<p>Department: Maintenance</p>
<p>Goal status as of 12/30/25 <input checked="" type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____</p>	
<p>Goal status as of 6/30/26 <input type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____ <input type="checkbox"/> In process/Continue to FY 27</p>	
<p>Progress Update: January 2026</p> <ul style="list-style-type: none"> Appointed a Deputy Chief of Fueling and Infrastructure to provide dedicated oversight, supervision and management for Utilities and the fueling maintenance team. Completed training for Utilities and Maintenance Staff on the LH2 station. PM program currently under review for all fueling stations. Recommendations expected January 31, 2026. Continued monitoring and reporting on this item shall transfer to the Maintenance Department under Strategic Priority 1: Service Reliability. 	
<p>Progress Update: July 2025</p> <ul style="list-style-type: none"> SunFuels staff have been working alongside Integrated Cryogenic Solutions (ICS) staff to learn system and equipment maintenance, troubleshooting and repair procedures on the liquid hydrogen fueling station. This process will continue during the three year maintenance and operations period for the new station per the contact with ICS. SunFuels staff have been working closely with Nel Hydrogen & Cavendish staff in continued support of the electrolyzer fueling station. During FY25, the station has maintained and sustained the longest continuous operating state for fueling needs. 	
<p>Progress Update: December 2024</p> <ul style="list-style-type: none"> Current fueling infrastructure maintenance plans have been uploaded into Hexagon, SunLine’s new asset management system, which has been recently implemented. New LH2 station and electrolyzer plans are currently being incorporated into Hexagon so routine maintenance is completed on schedule. The latest equipment will be uploaded by February 2025. 	

Attachment 1: Continuation FY 2025 SunLine Goals, Strategic Objectives & Priorities

<p>This FY 2025 Goal supports the following from the FY '26 Strategic Plan: Strategic Priority 1: Service Reliability – Our commitment to service reliability centers on building ridership trust by delivering a seamless transit experience and being there when we say we’re going to be there.</p>	
<p>GOAL 2: HIGHLY TRUSTED MOBILITY SOLUTIONS – Strive to deliver highly accessible, convenient and trusted mobility solutions that effectively meet the diverse needs of Coachella Valley citizens and improve their connectivity to daily life needs.</p>	
B	<p>Deliver reliable service</p>
<p>i. Create an effective, strategic fleet plan to ensure sufficient vehicles are available for daily pull-out.</p>	
<p>Priority Owner: Mark Perry</p>	
<p>Department: Maintenance</p>	
<p>Goal status as of 12/30/25 <input checked="" type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____</p>	
<p>Goal status as of 6/30/26 <input type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____ <input type="checkbox"/> In process/Continue to FY 27</p>	
<p>Progress Update: January 2026</p>	
<ul style="list-style-type: none"> • Realigned duties and responsibilities of maintenance mechanics and support staff to focus on priority maintenance and repairs. • Created SOP and revised preventative maintenance activities for priority mechanical systems (e.g. HVAC). • Maintenance mechanics have been or will be training on zero emissions vehicle maintenance and repair, resulting in 72% reduction in vehicle downtime. • Created and implemented a comprehensive Contingency Fleet Plan to ensure the agency has a ready and available pool of properly maintained vehicles that can be brought into service when needed. • Continued monitoring and reporting on this item shall transfer to the Maintenance Department under Strategic Priority 1: Service Reliability. 	
<p>Progress Update: July 2025</p>	
<ul style="list-style-type: none"> • Liquid hydrogen (LH2) station has passed the contractually required availability test and will soon be undergoing performance testing. Work continues at the LH2 station to pass the State’s HySTEP testing which will allow SunLine to sell hydrogen to the public. Upon passing the tests and inspections final acceptance will occur followed by project closeout. • The CNG buses acquired in early CY24 have been repainted and upfitted with driver barriers, radio systems, and updated routers. The buses are currently in-service and will be upfitted with the new CAD/AVL systems in October. 	
<p>Progress Update: December 2024</p>	

Attachment 1: Continuation FY 2025 SunLine Goals, Strategic Objectives & Priorities

- An RFP for a comprehensive operational analysis (COA) will be released within the next month, which will include an analysis of current operations/ridership needs along with recommended system improvements. The associated strategic fleet plan for delivering service will be included in this work.
- Standard operating procedures (SOPs) are being developed to improve maintenance practices and policies for increasing fleet spares/availability.
- Construction of the new liquid hydrogen fueling station (Contractors: Dahl Taylor & Nikkiso) was completed late spring 2024 and became SunLine's primary and trusted fueling solution for the hydrogen fuel cell bus (FCB) fleet.
- CNG buses, purchased from Riverside Transit Agency (RTA) in early CY 2024, are being outfitted for service. These will eventually serve as SunLine's contingency/emergency fleet as hydrogen technology continues to evolve.

Attachment 1: Continuation FY 2025 SunLine Goals, Strategic Objectives & Priorities

<p>This FY 2025 Goal supports the following from the FY '26 Strategic Plan: Strategic Priority 1: Service Reliability – Our commitment to service reliability centers on building ridership trust by delivering a seamless transit experience and being there when we say we’re going to be there.</p>	
<p>GOAL 2: HIGHLY TRUSTED MOBILITY SOLUTIONS – Strive to deliver highly accessible, convenient and trusted mobility solutions that effectively meet the diverse needs of Coachella Valley citizens and improve their connectivity to daily life needs.</p>	
B	<p>Deliver reliable service</p>
<p>ii. Upgrade Scheduling Software (Trapeze) to increase staff planning and scheduling efficiencies.</p>	
<p>Priority Owner: Dylan Narz</p>	
<p>Department: Operations</p>	
<p>Goal status as of 12/30/25 <input checked="" type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____</p>	
<p>Goal status as of 6/30/26 <input type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____ <input type="checkbox"/> In process/Continue to FY 27</p>	
<p>Progress Update: January 2026</p>	
<ul style="list-style-type: none"> • Project has been completed and closed out. 	
<p>Progress Update: July 2025</p>	
<ul style="list-style-type: none"> • Upgrade from Trapeze version 15 to 21 was completed on March 8, 2025. The upgrade was necessary because the vendor was no longer supporting v. 15. • V21 allows for automated bidding for routes and shifts; expected to make the bidding process more efficient. 	
<p>Progress Update: December 2024</p>	
<ul style="list-style-type: none"> • The Trapeze software upgrade from version 15 to 21 is in progress. Testing, training and implementation are scheduled to start in February 2025. 	

Attachment 1: Continuation FY 2025 SunLine Goals, Strategic Objectives & Priorities

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<p>GOAL 2: HIGHLY TRUSTED MOBILITY SOLUTIONS – Strive to deliver highly accessible, convenient and trusted mobility solutions that effectively meet the diverse needs of Coachella Valley citizens and improve their connectivity to daily life needs.</p>	
<p>B Deliver reliable service</p>	<p>iii. Implement performance monitoring processes to improve service planning efforts.</p>
<p>Priority Owner: Greg Wildman</p>	<p>Department: Planning</p>
<p>Goal status as of 12/30/25 <input checked="" type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____</p>	
<p>Goal status as of 6/30/26 <input type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____ <input type="checkbox"/> In process/Continue to FY 27</p>	
<p>Progress Update: January 2026</p>	
<ul style="list-style-type: none"> • Recent data collection efforts for Rides Reimagined have strengthened the coordination between SunLine staff responsible for performance reporting and analysis and have helped staff identify opportunities for improved data collection and analysis processes in the future. • The new CAD/AVL system will allow for more reliable & standardized collection of on-time performance data. 	
<p>Progress Update: July 2025</p>	
<ul style="list-style-type: none"> • The Board of Directors awarded a contract to GMV Synchronatics for a new CAD/AVL system. Installation of the new system is scheduled for paratransit vehicles in July 2025 and fixed route in October 2025. 	
<p>Progress Update: December 2024</p>	
<ul style="list-style-type: none"> • SunLine is now a member of the American Bus Benchmarking Group (ABBG) and required to collect, monitor, interpret and report performance metrics consistent with other member agencies. By benchmarking SunLine’s performance against others across the industry, staff will be better aware of areas for improvement and work proactively and collaboratively with others to solve operational challenges. • An RFP for an updated and/or new CAD/AVL system, which will allow SunLine to tighten operational efficiencies, monitor performance more closely, track buses in real time for safety and operational purposes, etc., was released in September 2024. Proposals should be received soon. 	

Attachment 1: Continuation FY 2025 SunLine Goals, Strategic Objectives & Priorities

<p>This FY 2025 Goal supports the following from the FY '26 Strategic Plan: Strategic Priority 2: Customer Experience – Our customer experience commitment focuses on all aspects of the customer’s journey with an emphasis on achieving respectful, timely, and accessible service.</p>	
<p>GOAL 2: HIGHLY TRUSTED MOBILITY SOLUTIONS – Strive to deliver highly accessible, convenient and trusted mobility solutions that effectively meet the diverse needs of Coachella Valley citizens and improve their connectivity to daily life needs.</p>	
B	<p>Deliver reliable service</p>
<p>iv. Implement and/or better publicize customer information tools that communicate service availability/status to minimize wait and travel times.</p>	
<p>Priority Owner: Edith Hernandez</p>	<p>Department:</p>
<p>Goal status as of 12/30/25 <input checked="" type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____</p>	
<p>Goal status as of 6/30/26 <input type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____ <input type="checkbox"/> In process/Continue to FY 27</p>	
<p>Progress Update: January 2026</p> <ul style="list-style-type: none"> Swiftly is now adequately reporting to the SunLine website, and staff have been trained on how to enter detours and closures. This ensures dispatch and customer service can continue providing real-time bus information while we await full implementation of the GMV CAD/AVL system. This objective has been achieved. Further action will be taken by and reported by the responsible department. 	
<p>Progress Update: July 2025</p> <ul style="list-style-type: none"> The deployment of Swiftly is nearly complete with the installation of new Cradlepoint hardware. Once complete, Swiftly will provide accurate GTFS-RT. Dispatch and customer service staff will use Swiftly to quickly identify bus locations in real time answering or providing information to customers. This is a temporary solution until such time that the GMV CAD/AVL is fully implemented successfully. SunLine has launched Transit Royale, an upgraded aspect of the Transit app, at no cost, to provide expanded information to Coachella Valley residents. 	
<p>Progress Update: December 2024</p> <ul style="list-style-type: none"> Staff is currently implementing partnerships with Swiftly and the Transit app to leverage best in class industry tools that will provide real time stop arrival and service interruption information to riders. Expected completion is March 2025. 	

Attachment 1: Continuation FY 2025 SunLine Goals, Strategic Objectives & Priorities

<p>This FY 2025 Goal supports the following from the FY '26 Strategic Plan: Strategic Priority 2: Customer Experience – Our customer experience commitment focuses on all aspects of the customer’s journey with an emphasis on achieving respectful, timely, and accessible service.</p>	
<p>GOAL 2: HIGHLY TRUSTED MOBILITY SOLUTIONS – Strive to deliver highly accessible, convenient and trusted mobility solutions that effectively meet the diverse needs of Coachella Valley citizens and improve their connectivity to daily life needs.</p>	
C	<p>Implement services with a focus on equity to increase access to opportunity for all Coachella Valley citizens</p>
<p>i. Better align SunLine’s various services and programs, including fixed route, paratransit, SunRide, and the taxi voucher program to minimize or eliminate mobility gaps and transit deserts in the Valley.</p>	
Priority Owner: Greg Wildman	Department: Planning
<p>Goal status as of 12/30/25 <input type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: June 30, 2026</p>	
<p>Goal status as of 6/30/26 <input type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____ <input checked="" type="checkbox"/> In process/Continue to FY 27</p>	
<p>Progress Update: January 2026</p> <ul style="list-style-type: none"> Through Rides Reimagined, Jarrett Walker and Associates are analyzing the performance of SunLine’s services, and consultants and SunLine staff are engaging with the public to understand the public’s needs and priorities related to transit investment. The outcome of Rides Reimagined will include recommendations that align SunLine’s family of services with the team’s analysis of SunLine’s performance, public input, available resources, and the professional expertise of the team. 	
<p>Progress Update: July 2025</p> <ul style="list-style-type: none"> SunLine completed the RFP process to select a consultant to perform the Comprehensive Operational Analysis (COA). Staff selected Jarrett Walker Associates (JWA) and the SunLine Board of Directors approved this selection at the June 2025 Directors meeting. An On Board Ridership survey has been completed. SunLine received the final report in May 2025. The On Board Ridership survey contains demographic and trip data information that will be used for grant applications and long range planning. TMD, a national consulting company, has been working with the new scheduler to train and provide guidance on building efficient operator schedules. 	
<p>Progress Update: December 2024</p> <ul style="list-style-type: none"> The upcoming COA process will support this objective as different solutions are analyzed and recommended for improving systemwide effectiveness. 	

Attachment 1: Continuation FY 2025 SunLine Goals, Strategic Objectives & Priorities

- A ridership survey will be conducted soon and will better inform future decisions on how each of SunLine’s modes could be better aligned.
- Maintaining on-call planning firms “on the bench” will allow SunLine to expand its planning and scheduling capacity when necessary for exploring and/or implementing new, creative service solutions.

Attachment 1: Continuation FY 2025 SunLine Goals, Strategic Objectives & Priorities

<p>This FY 2025 Goal supports the following from the FY '26 Strategic Plan: Strategic Priority 2: Customer Experience – Our customer experience commitment focuses on all aspects of the customer’s journey with an emphasis on achieving respectful, timely, and accessible service.</p>	
<p>GOAL 2: HIGHLY TRUSTED MOBILITY SOLUTIONS – Strive to deliver highly accessible, convenient and trusted mobility solutions that effectively meet the diverse needs of Coachella Valley citizens and improve their connectivity to daily life needs.</p>	
<p>C Implement services with a focus on equity to increase access to opportunity for all Coachella Valley citizens</p>	<p>ii. Complete the Request for Proposals (RFP) process for microtransit (SunRide) services, and establish a service design that will increasingly meet community mobility needs, grow ridership, serve to reduce traffic congestion/harmful air emissions, increase cost and operational efficiencies, and improve competitiveness for grant funds.</p>
<p>Priority Owner: Greg Wildman</p>	<p>Department: Planning</p>
<p>Goal status as of 12/30/25 <input checked="" type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____</p>	
<p>Goal status as of 6/30/26 <input type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____ <input type="checkbox"/> In process/Continue to FY 27</p>	
<p>Progress Update: January 2026</p> <ul style="list-style-type: none"> As for Goal 2.i - through Rides Reimagined, Jarrett Walker and Associates are analyzing the performance of SunLine’s services, and consultants and SunLine staff are engaging with the public to understand the public’s needs and priorities related to transit investment. The outcome of Rides Reimagined will include recommendations that align SunLine’s family of services with the team’s analysis of SunLine’s performance, public input, available resources, and the professional expertise of the team. SunLine continues to refine the SunRide services provided by VIA to achieve its ridership goals. Ongoing monitoring and reporting of VIA performance and other system updates shall transfer to the Taxi Department. 	
<p>Progress Update: July 2025</p> <ul style="list-style-type: none"> SunLine selected VIA to take over microtransit services. VIA began operation March 2025. 	
<p>Progress Update: December 2024</p> <ul style="list-style-type: none"> An RFP was released in the fall of 2024 for microtransit (SunRide) services. The current contract with Yellow Cab will expire in March 2025, and proposals are currently being evaluated. A recommendation for contract award will be brought to the Board of Directors in January 2025. Potential transition to a new vendor would occur in April 2025. 	

Attachment 1: Continuation FY 2025 SunLine Goals, Strategic Objectives & Priorities

<p>This FY 2025 Goal supports the following from the FY '26 Strategic Plan: Strategic Priority 2: Customer Experience – Our customer experience commitment focuses on all aspects of the customer’s journey with an emphasis on achieving respectful, timely, and accessible service.</p>	
<p>GOAL 2: HIGHLY TRUSTED MOBILITY SOLUTIONS – Strive to deliver highly accessible, convenient and trusted mobility solutions that effectively meet the diverse needs of Coachella Valley citizens and improve their connectivity to daily life needs.</p>	
<p>C Implement services with a focus on equity to increase access to opportunity for all Coachella Valley citizens</p>	<p>iii. Identify and explore transit models that complement SunLine’s fixed route system and improve mobility in low density communities.</p>
<p>Priority Owner: Greg Wildman</p>	<p>Department: Planning</p>
<p>Goal status as of 12/30/25 <input type="checkbox"/> Completed and closed <input checked="" type="checkbox"/> In place/monitoring; expected closure: June 30, 2026</p>	
<p>Goal status as of 6/30/26 <input type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____ <input type="checkbox"/> In process/Continue to FY 27</p>	
<p>Progress Update: January 2026</p> <ul style="list-style-type: none"> • As with Goal 2.i - through Rides Reimagined, Jarrett Walker and Associates are analyzing the performance of SunLine’s services, and consultants and SunLine staff are engaging with the public to understand the public’s needs and priorities related to transit investment. The outcome of Rides Reimagined will include recommendations that align SunLine’s family of services with the team’s analysis of SunLine’s performance, public input, available resources, and the professional expertise of the team. 	
<p>Progress Update: July 2025</p> <ul style="list-style-type: none"> • COA to begin August 2025. 	
<p>Progress Update: December 2024</p> <ul style="list-style-type: none"> • This will be included as part of the COA process, as well as the microtransit (SunRide) solicitation process. 	

Attachment 1: Continuation FY 2025 SunLine Goals, Strategic Objectives & Priorities

<p>This FY 2025 Goal supports the following from the FY '26 Strategic Plan: Strategic Priority 6: Resource Acquisition, Allocation, & Management – Our resource management commitment prioritizes optimized resource management by effectively acquiring and allocating financial, human, and material resources to ensure operational excellence and long-term sustainability in stewarding public funds, fostering transparency and trust in how resources are utilized to serve our community.</p>	
<p>GOAL 2: HIGHLY TRUSTED MOBILITY SOLUTIONS – Strive to deliver highly accessible, convenient and trusted mobility solutions that effectively meet the diverse needs of Coachella Valley citizens and improve their connectivity to daily life needs.</p>	
<p>D Design, plan and implement capital investments that support operating needs</p>	<p>i. Implement an inclusive Capital Investment Planning (CIP) process that understands and supports current needs with an additional focus on long range agency goals.</p>
<p>Priority Owner: Walter Watcher</p>	<p>Department: Capital Projects</p>
<p>Goal status as of 12/30/25 <input checked="" type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____</p>	
<p>Goal status as of 6/30/26 <input type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____ <input type="checkbox"/> In process/Continue to FY 27</p>	
<p>Progress Update: January 2026</p> <ul style="list-style-type: none"> Prioritized Capital projects have been funded in the FY 26 budget. CIP process to compete in January 2026. Funding analysis to be conducted during FY 27 budget planning. Further reporting on this priority will be transferred to the Capital Projects Department. 	
<p>Progress Update: July 2025</p> <ul style="list-style-type: none"> Staff identified and requested capital items to be included in the FY 26 capital budget. This list was reviewed and ranked by the Chiefs. The final list was used to build the upcoming capital budget. This process is expected to occur on an annual basis. 	
<p>Progress Update: December 2024</p> <ul style="list-style-type: none"> The Chief Planning Officer implemented a Capital Investment Program in collaboration with other department leaders and stakeholders to identify current and future capital needs. Hexagon, SunLine’s new asset management software, will further allow staff to monitor both near and long term capital asset maintenance and replacement needs. 	

Attachment 1: Continuation FY 2025 SunLine Goals, Strategic Objectives & Priorities

<p>This FY 2025 Goal supports the following from the FY '26 Strategic Plan: Strategic Priority 6: Resource Acquisition, Allocation, & Management – Our resource management commitment prioritizes optimized resource management by effectively acquiring and allocating financial, human, and material resources to ensure operational excellence and long-term sustainability in stewarding public funds, fostering transparency and trust in how resources are utilized to serve our community.</p>	
<p>GOAL 2: HIGHLY TRUSTED MOBILITY SOLUTIONS – Strive to deliver highly accessible, convenient and trusted mobility solutions that effectively meet the diverse needs of Coachella Valley citizens and improve their connectivity to daily life needs.</p>	
<p>D Design, plan and implement capital investments that support operating needs</p>	<p>ii. Continue progress towards completion of SunLine’s \$100 million+ capital program that includes fleet replacements, new hydrogen stations in Thousand Palms and Indio, a workforce training center (former West Coast Center of Excellence), utility improvements, a microgrid, replacement of the radio system, upgrade to scheduling software (Trapeze), etc.</p>
<p>Priority Owner: Walter Watcher</p>	<p>Department: Capital Projects</p>
<p>Goal status as of 12/30/25 <input checked="" type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____</p>	
<p>Goal status as of 6/30/26 <input type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____ <input type="checkbox"/> In process/Continue to FY 27</p>	
<p>Progress Update: January 2026</p> <ul style="list-style-type: none"> The agency acquired 8 fuel cell buses as of January 2025. Radio replacement project completed Contract awarded for the upgrade to scheduling software in December 2025. Hydrogen station in Thousand Palms has been in service since August 2024. Utility improvements underway for the Indio station. WTC – A&E Completed. Break ground expected summer 2026. Completion expected end 2027. Further reporting this item will be the responsibility of the Capital Projects department. 	
<p>Progress Update: July 2025</p> <ul style="list-style-type: none"> Eight new Fuel Cell buses were placed into service by end of calendar year 2024. Additional units will be ordered in FY26 in line with approved capital budgets. Staff provided plans and paid preliminary engineering fees to IID to meet fueling station power requirements for the Indio fueling station. Awaiting preliminary engineering review and contact to bring another circuit to the Indio facility. 	

Attachment 1: Continuation FY 2025 SunLine Goals, Strategic Objectives & Priorities

- The Board of Directors awarded a contract for A&E services for the Workforce Training Center. Staff is working with the firm for site plans, building plans and County approval. Bids will be issued upon plan approval.
- New cellular-based radio system has been fully installed, commissioned and is in use.
- Staff continues to work with ARCHES in anticipation of receiving funding for upcoming bus purchases and Indio fueling station construction.

Progress Update: December 2024

- Agency priorities have been identified and work has begun on large projects.
 - Fleet replacement is underway and will continue in step with new planning documents.
 - Indio utility and fueling station work is underway for completion in 2027.
 - Workforce development building engineering procurement is near release goal is start construction August 2025.
 - Radio system installation will be complete by end of 2024.
- The recent ARCHES grant award will also support replacement of CNG buses with hydrogen fuel cell buses and the potential construction of a third liquid hydrogen station.

Attachment 1: Continuation FY 2025 SunLine Goals, Strategic Objectives & Priorities

<p>This FY 2025 Goal supports the following from the FY '26 Strategic Plan: Strategic Priority 3: Environmental Impact – We are committed to reducing our carbon footprint by working closely with SunLine Transit Operations to support sustainable initiatives and by implementing green energy solutions.</p>	
<p>GOAL 2: HIGHLY TRUSTED MOBILITY SOLUTIONS – Strive to deliver highly accessible, convenient and trusted mobility solutions that effectively meet the diverse needs of Coachella Valley citizens and improve their connectivity to daily life needs.</p>	
<p>E Coordinate with regional transportation planning/funding agencies and service providers to maximize seamlessness of travel for local citizens and visitors</p>	<p>i. Participate in planning efforts with cities, county representatives, and/or regional planners on multi-modal transportation hubs and other mobility programs that serve to reduce single occupancy vehicle trips and traffic congestion.</p>
<p>Priority Owner: Greg Wildman</p>	<p>Department: Planning</p>
<p>Goal status as of 12/30/25 <input type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____</p>	
<p>Goal status as of 6/30/26 <input type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____ <input checked="" type="checkbox"/> In process/Continue to FY 27</p>	
<p>Progress Update: January 2026</p> <ul style="list-style-type: none"> SunLine has contracted with Transpo Group to help build staff capacity to respond to jurisdictional partner requests for transit infrastructure and services. In 2025, the SunLine team participated in planning efforts involving the Coachella light rail station, as well as with the planning for a transit center in DHS. This is an ongoing activity and further reporting of the activities associated with this priority shall be through the Planning Department goals. 	
<p>Progress Update: July 2025</p> <ul style="list-style-type: none"> The Planning staff continues to meet with area planning departments to stay informed of ongoing projects and sharing upcoming projects at SunLine. 	
<p>Progress Update: December 2024</p> <ul style="list-style-type: none"> The CFO has increased his participation in regional planning meetings including RCTC, CVAG, CTA, SCAG, legislators and city officials throughout multiple meetings through the first part of FY25. The Chief Planning Officer/Planning staff have started engaging with local municipalities to identify opportunities for collaboration on projects and programs to improve travel and access to transit throughout the Valley. 	

Attachment 1: Continuation FY 2025 SunLine Goals, Strategic Objectives & Priorities

<p>This FY 2025 Goal supports the following from the FY '26 Strategic Plan: Strategic Priority 3: Environmental Impact – We are committed to reducing our carbon footprint by working closely with SunLine Transit Operations to support sustainable initiatives and by implementing green energy solutions.</p>							
<p>GOAL 2: HIGHLY TRUSTED MOBILITY SOLUTIONS – Strive to deliver highly accessible, convenient and trusted mobility solutions that effectively meet the diverse needs of Coachella Valley citizens and improve their connectivity to daily life needs.</p>							
E	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%; padding: 5px;"> Coordinate with regional transportation planning/funding agencies and service providers to maximize seamlessness of travel for local citizens and visitors </td> <td style="width: 5%;"></td> <td style="padding: 5px;"> ii. Participate in Coachella Valley Rail (CV Rail) station area planning efforts as appropriate for maximizing potential, future synergies between rail and bus transit. </td> </tr> <tr> <td colspan="2" style="padding: 5px;"> Priority Owner: Greg Wildman </td> <td style="padding: 5px;"> Department: Planning </td> </tr> </table>	Coordinate with regional transportation planning/funding agencies and service providers to maximize seamlessness of travel for local citizens and visitors		ii. Participate in Coachella Valley Rail (CV Rail) station area planning efforts as appropriate for maximizing potential, future synergies between rail and bus transit.	Priority Owner: Greg Wildman		Department: Planning
Coordinate with regional transportation planning/funding agencies and service providers to maximize seamlessness of travel for local citizens and visitors		ii. Participate in Coachella Valley Rail (CV Rail) station area planning efforts as appropriate for maximizing potential, future synergies between rail and bus transit.					
Priority Owner: Greg Wildman		Department: Planning					
Goal status as of 12/30/25 <input checked="" type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____							
Goal status as of 6/30/26 <input type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____ <input type="checkbox"/> In process/Continue to FY 27							
<p>Progress Update: January 2026</p> <ul style="list-style-type: none"> Key members of the SunLine team participated in a planning meeting with the City of Coachella and others involved in the Coachella light rail station update. The Planning Department created and distributed a list of preferred development standards for rail stations and other transit center projects to enable it to provide safe, effective and efficient transit services. This initiative shall be incorporated into the Planning Department’s goals. Further reporting on this item shall be the responsibility of the Planning Department. 							
<p>Progress Update: July 2025</p> <ul style="list-style-type: none"> Staff will continue to attend meetings on CV Rail. 							
<p>Progress Update: December 2024</p> <ul style="list-style-type: none"> Staff are participating in station area planning meetings in Indio and Coachella 							

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<p>GOAL 3: ORGANIZATIONAL HEALTH & RESILIENCY – Optimize SunLine’s fiscal and overall organizational strength to allow for growth and to better withstand unexpected challenges (e.g., COVID-19 financial impact).</p>	
STRATEGIC OBJECTIVES	PRIORITIES
<p>A Conduct regular long-range financial planning exercises</p>	<p>i. Develop and annually update a 10-year Budget Outlook that incorporates reserve allocations, capital investments necessary for system safety and reliability, and operating expenses for meeting growing community needs.</p>
<p>Priority Owner: Luis Garcia</p>	<p>Department: Finance</p>
<p>Progress Update: January 2026</p>	
<p>Goal status as of 12/30/25 <input type="checkbox"/> Completed and closed <input checked="" type="checkbox"/> In place/monitoring; expected closure: <u>6/30/2026</u></p>	
<p>Goal status as of 6/30/26 <input type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____ <input type="checkbox"/> In process/Continue to FY 27</p>	
<p>Progress Update: January 2026</p> <ul style="list-style-type: none"> A draft version of the total 10-year projections of revenues and expenses has been completed and will be reviewed and finalized in January 2026. Further initiatives related to long-term financial projections will be reported under the objectives and goals for that department under Strategic Priority 6. Resource acquisition, allocation and management (RAAM), and in conjunction with other departments. 	
<p>Progress Update: July 2025</p> <ul style="list-style-type: none"> Substantial progress has been made with the 10-year plan. Revenues and subsidies are being finalized and expenses will be completed to complete the plan by January 2026. 	
<p>Progress Update: December 2024</p> <ul style="list-style-type: none"> SunLine's Financial Analyst has been tasked with developing an initial 10-year budget outlook. This will eventually inform decisions on the annual fiscal year operating and capital budget process. 	

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Goal status as of 6/30/26 <input type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____ <input type="checkbox"/> In process/Continue to FY 27			
<p>Progress Update: January 2026</p> <ul style="list-style-type: none"> The FY27 budget process will commence in January 2026 and will utilize the information provided from the 10-year budget outlook. Further initiatives related to the utilization of long-term financial projections into yearly budgets will be reported under the objectives and goals for that department under Strategic Priority 6. Resource acquisition, allocation and management (RAAM), and in conjunction with other departments. 			
<p>Progress Update: July 2025</p> <ul style="list-style-type: none"> Staff in Planning, Finance and Capital Projects continue to finalize processes around this. 			
<p>Progress Update: December 2024</p> <ul style="list-style-type: none"> The Chief Planning Officer is taking steps to improve the capital planning process. Once a long-term capital and operating/service plan is developed, it will serve as a basis for the 10-year budget outlook for capital and operating expense assumptions. This effort will extend through FY26 where the plan will be completed and will then be used for the FY27 budget process. 			

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A	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%; padding: 5px;"> Conduct regular long-range financial planning exercises </td> <td style="padding: 5px;"> iii. Regularly analyze SunLine’s compliance with mandates around farebox recovery ratios and caps in annual cost increases in order to maintain eligibility for TDA and STA funds. (Note: SunLine’s compliance with these mandates are also important for the continued, annual allocation of 10% of STA funds to CV Rail.) </td> </tr> </table>	Conduct regular long-range financial planning exercises	iii. Regularly analyze SunLine’s compliance with mandates around farebox recovery ratios and caps in annual cost increases in order to maintain eligibility for TDA and STA funds. (Note: SunLine’s compliance with these mandates are also important for the continued, annual allocation of 10% of STA funds to CV Rail.)
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<p>Progress Update: January 2026</p> <ul style="list-style-type: none"> SunLine remains in compliance with TDA farebox recovery goals, as long as local Measure A funds can still be accessed by SunLine for operating expenses. Further initiatives related to compliance with TDA farebox recovery goals will be reported under the objectives and goals for that department under Strategic Priority 6. Resource acquisition, allocation and management (RAAM). 			
<p>Progress Update: July 2025</p> <ul style="list-style-type: none"> SunLine remains in compliance with TDA farebox recovery goals, as long as local Measure A funds can still be accessed by SunLine for operating expenses. 			
<p>Progress Update: December 2024</p> <ul style="list-style-type: none"> Ongoing 			

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Conduct regular long-range financial planning exercises	iv. Improve SunLine’s Key Performance Indicator (KPI) program to provide a suite of KPIs that aid in long range planning rooted in data.		
Priority Owner: David Legaretta	Department: Finance		
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Goal status as of 6/30/26 <input type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____ <input type="checkbox"/> In process/Continue to FY 27			
<p>Progress Update: January 2026</p> <ul style="list-style-type: none"> The agency began addressing the ABBG list of metrics and KPI’s for decision-making, as well as calculations for each metric along with their respective definitions. The agency is assessing which of the metrics are most relevant for SunLine to incorporate in its financial planning. Analysis of existing metrics in conjunction with the ABBG can be useful to identify potential or unforeseen or concerning trends. 			
<p>Progress Update: July 2025</p> <ul style="list-style-type: none"> Staff in all departments continue to refine appropriate KPIs and monitoring processes to inform long range planning, as well as day-to-day decision making. 			
<p>Progress Update: December 2024</p> <ul style="list-style-type: none"> Beginning in December 2024, staff will begin building a KPI dataset that incorporates the ABBG data collection and reporting guidelines. These outputs will be accessible to staff for review when making business decisions. 			

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<p>B Regularly review the reserve policy and grow reserves responsibly</p>	<p>i. Continue to allocate a sufficient amount to the SunLine reserve to meet critical needs in the future.</p>
<p>Priority Owner: Luis Garcia</p>	<p>Department: Finance</p>
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<p>Progress Update: January 2026</p> <ul style="list-style-type: none"> Staff continued to assess need and allocate available funding to its reserves held at RCTC. Further initiatives related to the allocation of funding to SunLine’s reserves will be reported under Strategic Priority 6. Resource acquisition, allocation and management (RAAM). 	
<p>Progress Update: July 2025</p> <ul style="list-style-type: none"> The FY26 budget was approved by the Board of Directors which balanced revenues and expenses without utilizing reserves. 	
<p>Progress Update: December 2024</p> <ul style="list-style-type: none"> Ongoing 	

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<p>C Establish a fare structure that allows SunLine to improve and expand service</p>	<p>i. Conduct a fare payment study and cost recovery analysis.</p>
<p>Priority Owner: Greg Wildman</p>	<p>Department: Planning</p>
<p>Goal status as of 12/30/25 <input type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: June 30, 2027</p>	
<p>Goal status as of 6/30/26 <input type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____ <input checked="" type="checkbox"/> In process/Continue to FY 27</p>	
<p>Progress Update: January 2026</p> <ul style="list-style-type: none"> • Staff began the work on the COA, however, discussions surrounding the fare study are scheduled later in the 18-month COA process. Staff will seek direction from the Board on the need and timing of a potential fare study analysis. Further initiatives related to the fare study will be reported under Strategic Priority 6. Resource acquisition, allocation and management (RAAM). 	
<p>Progress Update: July 2025</p> <ul style="list-style-type: none"> • The Board of Directors approved the award of a contract for the COA study at the June 2025 meeting. The contract includes an option for a fare study analysis. However, a fare policy study as part of the COA is an optional item. Staff will seek direction from the Board on the need and timing of a potential fare study analysis. 	
<p>Progress Update: December 2024</p> <ul style="list-style-type: none"> • This will be included in the COA. 	

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<p>C Establish a fare structure that allows SunLine to improve and expand service</p>	<p>ii. Take measured steps to amend the fare structure as necessary for the Agency’s long term sustainability.</p>
<p>Priority Owner: Luis Garcia</p>	<p>Department: Finance</p>
<p>Goal status as of 12/30/25 <input type="checkbox"/> Completed and closed <input checked="" type="checkbox"/> In place/monitoring; expected closure: June 30, 2027</p>	
<p>Goal status as of 6/30/26 <input type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____ <input type="checkbox"/> In process/Continue to FY 27</p>	
<p>Progress Update: January 2026</p> <ul style="list-style-type: none"> The amendment to the fare study is predicated on the results of the fare study under Goal 3, C.i. 	
<p>Progress Update: July 2025</p> <ul style="list-style-type: none"> A fare policy study is part of the COA as an optional item. The agency will need to decide whether to exercise this option in collaboration with the Board of Directors. 	
<p>Progress Update: December 2024</p> <ul style="list-style-type: none"> Ongoing and will be considered as part of an upcoming Short Range Transit Planning process. 	

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<p>D Monitor and plan for funding/regulatory decisions by regional planning/funding/regulatory agencies</p>	<p>i. Monitor county, state and federal allocations/projections from the Riverside County Transportation Commission (RCTC) and include these in the annual budget and 10-year Budget Outlook.</p>
<p>Priority Owner: Luis Garcia</p>	<p>Department: Finance</p>
<p>Goal status as of 12/30/25 <input checked="" type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____</p>	
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<p>Progress Update: January 2026</p> <ul style="list-style-type: none"> Monitoring public funding is an institutionalized process within the finance department and continues to seek guidance from legislative advocacy firms to support the continuation of transit funding. Further initiatives related to the monitoring of county, state and federal allocations/projections from RCTC will be reported under Strategic Priority 6. Resource acquisition, allocation and management (RAAM). 	
<p>Progress Update: July 2025</p> <ul style="list-style-type: none"> Staff continues to monitor allocations and projections from funding partners. These updates have been incorporated from yearly formal updates in public meetings as well as monthly staff updates to funding provide to SunLine’s Finance Department. With the assistance of legislative advocacy firms, staff has been supporting the continuation of transit funding at the State and Federal level with programs such as Cap and Trade/ Cap and Invest and the reauthorization/replacement of the IJJA. 	
<p>Progress Update: December 2024</p> <ul style="list-style-type: none"> Ongoing 	

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<p>D Monitor and plan for funding/regulatory decisions by regional planning/funding/regulatory agencies</p>	<p>ii. Monitor decision/actions by the Federal Transit Administration (FTA), California Air Resources Board (CARB), Southern California Association of Governments (SCAG) and other agencies that impact SunLine’s long-term sustainability and ability to serve Coachella Valley Communities’ evolving mobility needs.</p>
<p>Priority Owner: Luis Garcia</p>	<p>Department: Finance</p>
<p>Goal status as of 12/30/25 <input checked="" type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____</p>	
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<p>Progress Update: January 2026</p> <ul style="list-style-type: none"> Due to efforts surrounding a broader inclusion and expectation of the executive team, staff have developed a more in-depth understanding of the importance of monitoring and understanding regulatory agency activity, and developing appropriate responses. Responsibility for continued monitoring of regulatory agency activity will fall upon the departmental executive to be aware and take appropriate action. 	
<p>Progress Update: July 2025</p> <ul style="list-style-type: none"> SunLine successfully met the FTA’s required deadline for developing and submitting its risk assessment, which was submitted on December 4, 2024. The following mitigation measures have been fully implemented: <ul style="list-style-type: none"> Driver Barriers De-Escalation Training Policies and Procedures Video Surveillance Systems NTI Assault Awareness and Prevention Training 10-54 Button (Silent Alarm) 	

Attachment 1: Continuation FY 2025 SunLine Goals, Strategic Objectives & Priorities

- Future mitigation strategies are also identified as follows:
 - Enhanced De-Escalation Training
 - B.O.L.O. (Be on the look-out) Flyer for Communication
 - Public Awareness Campaign

The Federal Transit Administration (FTA) has issued a requirement for an update to be submitted to the National Transit Database (NTD) by August 29, 2025. SunLine is currently on track to meet this deadline.

- In conjunction with legislative advocacy firms, SunLine staff constantly monitors key funding and operational decisions made that could impact the Agency.

Progress Update: December 2024

- FTA General Directive 24-1, Required Actions Regarding Assaults on Transit Workers, was issued last month and will require more than 700 transit agencies nationwide to take action to protect frontline transit workers from the risk of assaults. SunLine is on track to submit the required risk assessment before the deadline of December 26, 2024.
- Monitoring decisions/actions for financial planning and operating purposes is ongoing.

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<p>D Monitor and plan for funding/regulatory decisions by regional planning/funding/regulatory agencies</p>	<p>iii. Research and pursue competitive grant opportunities and/or earmarks for meeting capital investment, workforce development, safety/security, and service enhancement initiatives.</p>
<p>Priority Owner: Luis Garcia</p>	<p>Department: Finance</p>
<p>Goal status as of 12/30/25 <input checked="" type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____</p>	
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<p>Progress Update: January 2026</p> <ul style="list-style-type: none"> SunLine engaged a grant writing firm to improve the understanding the breadth of available grants as well as improve the quality of grant submissions. Through the new firm, staff participates in monthly meetings to review new grant opportunities and establish timelines for potential grant submittals. SunLine is currently working on a competitive grant for the CEC to fund the hydrogen station in Indio. Maximizing the amount of competitive awards is critical to the success of SunLine’s priorities and further initiatives related grant opportunities will be reported under Strategic Priority 6. Resource acquisition, allocation and management (RAAM). 	
<p>Progress Update: July 2025</p> <ul style="list-style-type: none"> SunLine submitted Federal earmark requests for funding related to the replacement of the maintenance facility and for CMAQ funding for expanded solar-covered parking for staff and Agency support vehicles. SunLine will also be submitting grants for the Bus and Bus Facility and Low or No Emission funding opportunity. Staff is currently working with the California Department of Transportation to execute the master agreement for TIRCP grant funds for an open loop, contactless payment system while concurrently conducting the procurement process to determine potential vendors. The master agreement must be completed prior to awarding a vendor contract. 	
<p>Progress Update: December 2024</p>	

Attachment 1: Continuation FY 2025 SunLine Goals, Strategic Objectives & Priorities

- In October, 2024, the State awarded \$612,000 in Transit and Intercity Rail Capital Program (TIRCP) funds to SunLine for a contactless, open loop fare payment system in partnership with the California Integrated Travel Project (Cal-ITP).
- Staff is soliciting proposals for grant writing support and advocacy services in Sacramento and Washington.

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<p>D Monitor and plan for funding/regulatory decisions by regional planning/funding/regulatory agencies</p>	<p>iv. Establish and actively manage a state and federal legislative program with engagement from the Board of Directors to advocate for SunLine’s needs, as well as to increase awareness of potential financial impacts from new mandates.</p>
<p>Priority Owner: Edith Hernandez</p>	<p>Department: Legislative Affairs</p>
<p>Goal status as of 12/30/25 <input checked="" type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____</p>	
<p>Goal status as of 6/30/26 <input type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____ <input type="checkbox"/> In process/Continue to FY 27</p>	
<p>Progress Update: January 2026</p> <ul style="list-style-type: none"> Since July 2025, SunLine has continued advancing its state and federal advocacy efforts. Staff promoted an internal team member to Board and External Affairs Coordinator to assist in the Legislative Affairs Office. With support from SunLine’s state advocacy team, staff have submitted letters of support for several bills and provided in-person tours for two Assemblymembers in the summer of 2025. Additionally, staff coordinated virtual meetings with federal leaders to further SunLine’s priorities and strengthen relationships in Washington, D.C. This activity has been institutionalized and will be reflected in personal and/or departmental goals. 	
<p>Progress Update: July 2025</p> <ul style="list-style-type: none"> Through the assistance of legislative advocacy firms, staff has been supporting the continuation of transit funding at the State and Federal level with proposed programs such as Cap and Invest and continued funding levels established by the IJA. The Board of Directors approved the State and Federal Legislative Program at the March 2025 Directors Meeting. The 2025 state and federal legislative program was finalized and approved by the Board of Directors in March 2025. In June 2025, the Board of Directors was briefed on staff decisions on state and federal advocacy firms to elevate SunLine’s visibility and strengthen its voice in Sacramento and Washington, D.C . 	
<p>Progress Update: December 2024</p>	

Attachment 1: Continuation FY 2025 SunLine Goals, Strategic Objectives & Priorities

- SunLine created a Director of Board and Legislative Affairs position to actively monitor legislative and regulatory activities at the state and federal level, as well as build stronger relationships with local, regional, state and federal representatives.
- Monthly legislative updates are provided to the Board of Directors during regular meetings.
- Staff conducted an advocacy trip to Sacramento in August 2024.
- Staff is presenting a draft Legislative Program to the Board of Directors for discussion in December 2024.

Attachment 1: Continuation FY 2025 SunLine Goals, Strategic Objectives & Priorities

<p>This FY 2025 Goal supports the following from the FY '26 Strategic Plan: Strategic Priority 6: Resource Acquisition, Allocation, & Management – Our resource management commitment prioritizes optimized resource management by effectively acquiring and allocating financial, human, and material resources to ensure operational excellence and long-term sustainability in stewarding public funds, fostering transparency and trust in how resources are utilized to serve our community.</p>	
<p>GOAL 3: ORGANIZATIONAL HEALTH & RESILIENCY – Optimize SunLine’s fiscal and overall organizational strength to allow for growth and to better withstand unexpected challenges (e.g., COVID-19 financial impact).</p>	
<p>E Strengthen SunLine’s technology backbone and cybersecurity systems for maximizing organizational performance, access to information, and agency health</p>	<p>i. Implement new hardware, software and associated O&M processes/procedures for ensuring that SunLine’s information technology (IT) and information systems (IS) foundation remains stable, reliable, secure, and capable of meeting evolving operating and reporting needs.</p>
<p>Priority Owner: Ray Stevens</p>	<p>Department: Finance/Procurement/IT</p>
<p>Goal status as of 12/30/25 <input checked="" type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____</p>	
<p>Goal status as of 6/30/26 <input type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____ <input type="checkbox"/> In process/Continue to FY 27</p>	
<p>Progress Update: January 2026</p> <ul style="list-style-type: none"> Initial assessment, road map, Windows 10, e-waste unusable and cradle point upgrades complete (RS). 	
<p>Progress Update: July 2025</p> <ul style="list-style-type: none"> Helixstorm delivered the initial assessment to IT staff with a subsequent presentation delivered to the IT Steering Committee last quarter 2025. A roadmap of projects to improve network and system performance, increase security posture, focus on cloud based technologies, and simplify systems was developed with focus on server infrastructure, internet high availability, and Entra for Microsoft365 as initial priorities November 2024. Helixstorm triaged certain of the initial end user issues related to Exchange Server migration, significantly improving Microsoft application functionality. There is an ongoing project migrating employees computers from Windows 10 to Windows 11 to align with the Microsoft requirements; completion expected October 2025. Disposed unusable equipment, greatly improving system security. 	

Attachment 1: Continuation FY 2025 SunLine Goals, Strategic Objectives & Priorities

- New cradle points and antennas had to be installed on the fleet to ensure that bus technology such as radios, CAD/AVL, as well as Swiftly and the Transit App, function properly and accurately. This project started in FY 2025, and it continues into FY 2026.

Progress Update: December 2024

- SunLine hired a new IT firm (Helixstorm) to improve SunLine's IT system functions and reliability. Helixstorm will complete its initial assessment in the first quarter of FY25.
- In November 2024, Helixstorm was onboarded and a new IT help desk ticketing system was implemented. The increased resources will improve internal customer service for IT support.
- The CFO and Deputy of General Services will oversee the contract with Helixstorm and are triaging the most urgent priorities for SunLine.
- An IT steering committee has been created as a result of a recommendation from Helixstorm. The purpose of the committee will be to ensure ongoing collaboration between SunLine Transit Business Units and Helixstorm. The business units will drive the actions needed out of IT.

Attachment 1: Continuation FY 2025 SunLine Goals, Strategic Objectives & Priorities

<p>This FY 2025 Goal supports the following from the FY '26 Strategic Plan: Strategic Priority 6: Resource Acquisition, Allocation, & Management – Our resource management commitment prioritizes optimized resource management by effectively acquiring and allocating financial, human, and material resources to ensure operational excellence and long-term sustainability in stewarding public funds, fostering transparency and trust in how resources are utilized to serve our community.</p>	
<p>GOAL 3: ORGANIZATIONAL HEALTH & RESILIENCY – Optimize SunLine’s fiscal and overall organizational strength to allow for growth and to better withstand unexpected challenges (e.g., COVID-19 financial impact).</p>	
<p>E Strengthen SunLine’s technology backbone and cybersecurity systems for maximizing organizational performance, access to information, and agency health</p>	<p>ii. Secure necessary expertise for maintaining SunLine’s IT and IS foundation.</p>
<p>Priority Owner: Ray Stevens</p>	<p>Department: Finance/Procurement/IT</p>
<p>Goal status as of 12/30/25 <input checked="" type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____</p>	
<p>Goal status as of 6/30/26 <input type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____ <input type="checkbox"/> In process/Continue to FY 27</p>	
<p>Progress Update: January 2026</p> <ul style="list-style-type: none"> Helixstorm advisory service agreement executed, weekly staffing report outs recurrence in place supplemented w/ training goals (RS). 	
<p>Progress Update: July 2025</p> <ul style="list-style-type: none"> The managed services agreement with Helixstorm was expanded to provide for strategic advisory services. The assigned advisor crafted a development plan for internal IT staff, provided coaching to the staff to report wins, challenges, and blockers in a structured manner as well as establishing IT support and performance metrics. IT independent contractor agreement was extended to enable additional knowledge transfer opportunities. 	
<p>Progress Update: December 2024</p> <ul style="list-style-type: none"> SunLine hired Helixstorm to improve SunLine’s IT system functions and reliability. 	

Attachment 1: Continuation FY 2025 SunLine Goals, Strategic Objectives & Priorities

<p>This FY 2025 Goal supports the following from the FY '26 Strategic Plan: Strategic Priority 6: Resource Acquisition, Allocation, & Management – Our resource management commitment prioritizes optimized resource management by effectively acquiring and allocating financial, human, and material resources to ensure operational excellence and long-term sustainability in stewarding public funds, fostering transparency and trust in how resources are utilized to serve our community.</p>	
<p>GOAL 3: ORGANIZATIONAL HEALTH & RESILIENCY – Optimize SunLine’s fiscal and overall organizational strength to allow for growth and to better withstand unexpected challenges (e.g., COVID-19 financial impact).</p>	
<p>E Strengthen SunLine’s technology backbone and cybersecurity systems for maximizing organizational performance, access to information, and agency health</p>	<p>iii. Accumulate a global perspective of SunLine’s IT systems and develop a plan to replace equipment and begin the migration of systems to the cloud.</p>
<p>Priority Owner: Ray Stevens</p>	<p>Department: Finance/Procurement/IT</p>
<p>Goal status as of 12/30/25 <input checked="" type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____</p>	
<p>Goal status as of 6/30/26 <input type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____ <input type="checkbox"/> In process/Continue to FY 27</p>	
<p>Progress Update: January 2026</p> <ul style="list-style-type: none"> • Barracuda messaging services, implementation of DNS filtering & Entra project complete (RS). 	
<p>Progress Update: July 2025</p> <ul style="list-style-type: none"> • Barracuda messaging archival services was migrated to the cloud June 2025. • Implemented DNS Filter for employee web filtering (cloud based) increasing system security. • Microsoft Entra project in progress and should complete by August 2025; full migration to Microsoft365 for electronic mail, teams, and one drive; RFP for second phase will begin July 2025. Expected completion November 2025. 	
<p>Progress Update: December 2024</p> <ul style="list-style-type: none"> • Staff is currently exploring and planning the implementation of cloud based systems. Disaster recovery processes are also being prioritized. 	

Attachment 1: Continuation FY 2025 SunLine Goals, Strategic Objectives & Priorities

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<p>GOAL 3: ORGANIZATIONAL HEALTH & RESILIENCY – Optimize SunLine’s fiscal and overall organizational strength to allow for growth and to better withstand unexpected challenges (e.g., COVID-19 financial impact).</p>	
<p>E Strengthen SunLine’s technology backbone and cybersecurity systems for maximizing organizational performance, access to information, and agency health</p>	<p>iv. Complete implementation of new maintenance/inventory warehouse software, Hexagon Enterprise Asset Management (EAM), and implement new processes to improve inventory efficiency and management of capital assets.</p>
<p>Priority Owner: Ray Stevens</p>	<p>Department: Finance/Procurement/IT</p>
<p>Goal status as of 12/30/25 <input type="checkbox"/> Completed and closed <input checked="" type="checkbox"/> In place/monitoring; expected closure: August 2026</p>	
<p>Goal status as of 6/30/26 <input type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: <input type="checkbox"/> In process/Continue to FY 27</p>	
<p>Progress Update: January 2026</p> <ul style="list-style-type: none"> Hexagon EAM parts catalog implementation delayed as result of internal resource constraint. Expected to be supplemented with Temp help during calendar year Q1-Q3 (RS). Work continues on this process; item closed for this FY 25 reporting and transferred to the Finance Department Operational Goals for the remainder of FY 26 and into FY 27. 	
<p>Progress Update: July 2025</p> <ul style="list-style-type: none"> 95% Implementation complete 	
<p>Progress Update: December 2024</p> <ul style="list-style-type: none"> Hexagon EAM has been implemented and is currently being utilized by Maintenance and in the inventory warehouse. Additional training in Hexagon is being planned. 	

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<p>GOAL 3: ORGANIZATIONAL HEALTH & RESILIENCY – Optimize SunLine’s fiscal and overall organizational strength to allow for growth and to better withstand unexpected challenges (e.g., COVID-19 financial impact).</p>	
<p>E Strengthen SunLine’s technology backbone and cybersecurity systems for maximizing organizational performance, access to information, and agency health</p>	<p>V. Complete outsource of payroll processing to ADP.</p>
<p>Priority Owner: Luis Garcia</p>	<p>Department: Finance</p>
<p>Goal status as of 12/30/25 <input checked="" type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____</p>	
<p>Goal status as of 6/30/26 <input type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____ <input type="checkbox"/> In process/Continue to FY 27</p>	
<p>Progress Update: January 2026</p> <ul style="list-style-type: none"> SunLine fully transitioned to ADP in May 2025. ADP transition project is completed. Ongoing monitoring and updates transitioned to the performance standards established for the Finance Department. 	
<p>Progress Update: July 2025</p> <ul style="list-style-type: none"> The transition to ADP occurred in May 2025. Staff continues to implement new ADP features for employees to improve access to information and reporting. 	
<p>Progress Update: December 2024</p> <ul style="list-style-type: none"> The project is undergoing final validation and training for go-live crossover to align with the new calendar year and first payment out of ADP projected in January 2025. 	

Attachment 1: Continuation FY 2025 SunLine Goals, Strategic Objectives & Priorities

This FY 2025 Goal supports the following from the FY '26 Strategic Plan: Strategic Priority 2: Customer Experience – Our customer experience commitment focuses on all aspects of the customer’s journey with an emphasis on achieving respectful, timely, and accessible service.			
GOAL 4: VALUABLE COMMUNITY ASSET – Be seen as a highly valued and integral contributor to shaping socially engaged, economically vibrant, and healthy communities throughout the Coachella Valley			
STRATEGIC OBJECTIVES		PRIORITIES	
A	Maintain awareness of local needs		i. Continue public outreach efforts to gather public feedback on mobility needs.
Priority Owner: Edith Hernandez		Department: Marketing/Legislative Affairs	
Goal status as of 12/30/25 <input type="checkbox"/> Completed and closed <input checked="" type="checkbox"/> In place/monitoring ; expected closure: June 30, 2026			
Goal status as of 6/30/26 <input type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____ <input type="checkbox"/> In process/Continue to FY 27			
Progress Update: January 2026			
<ul style="list-style-type: none"> Staff has increased travel training efforts and has been proactively reaching out to community organizations to schedule sessions. The Marketing Department is also in the process of updating the travel training presentation and related materials to better support and educate the community on SunLine’s services. 			
Progress Update: July 2025			
<ul style="list-style-type: none"> Staff continues proactive outreach to established community organizations to schedule presentations and gather feedback. Marketing is expanding travel training efforts to better support and educate the community on using SunLine’s services. The Marketing Department updated collateral materials. 			
Progress Update: December 2024			
<ul style="list-style-type: none"> Staff continues to actively reach out to established community organizations to schedule presentations and feedback forums. 			

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<p>This FY 2025 Goal supports the following from the FY '26 Strategic Plan: Strategic Priority 2: Customer Experience – Our customer experience commitment focuses on all aspects of the customer’s journey with an emphasis on achieving respectful, timely, and accessible service.</p>	
<p>GOAL 4: VALUABLE COMMUNITY ASSET – Be seen as a highly valued and integral contributor to shaping socially engaged, economically vibrant, and healthy communities throughout the Coachella Valley</p>	
<p>A Maintain awareness of local needs</p>	<p>ii. Conduct outreach to local city officials for feedback on local needs.</p>
<p>Priority Owner: Edith Hernandez</p>	<p>Department: Legislative Affairs</p>
<p>Goal status as of 12/30/25 <input type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____</p>	
<p>Goal status as of 6/30/26 <input type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____ <input checked="" type="checkbox"/> In process/Continue to FY 27</p>	
<p>Progress Update: January 2026</p> <ul style="list-style-type: none"> • SunLine continues proactive outreach to local elected officials and community organizations to gather feedback on community needs, encourage visits to SunLine, and enhance the agency’s visibility while promoting a better understanding of transit priorities and operations. This activity has been institutionalized and will be reflected in personal and/or departmental goals. A more specific SMART goal will be written for the FY27 strategic plan. 	
<p>Progress Update: July 2025</p> <ul style="list-style-type: none"> • SunLine has scheduled meetings and initiated outreach with local elected officials, including members of the state legislative delegation, to gather feedback on community needs and encourage visits to SunLine for a better understanding of transit priorities and operations. • See also G2. A. i. 	
<p>Progress Update: December 2024</p> <ul style="list-style-type: none"> • Staff has had regular meetings with officials in various cities related to infrastructure investments (i.e. construction of transit centers), enforcing “No Trespassing” regulation at bus shelters, service needs, clean air/healthy community investments, CV rail planning, etc. • Regular meetings with local leaders/policy makers/legislators and/or their staffs to share local transit needs from SunLine’s perspective, and to better understand from them local priorities, available funding and partnership resources, etc. • SunLine’s Director of Legislative Affairs has been meeting with local Public Information Officers to establish regular, open lines of communications. 	

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<p>GOAL 4: VALUABLE COMMUNITY ASSET – Be seen as a highly valued and integral contributor to shaping socially engaged, economically vibrant, and healthy communities throughout the Coachella Valley</p>	
<p>A Maintain awareness of local needs</p>	<p>iii. Conduct ridership surveys.</p>
<p>Priority Owner: Greg Wildman</p>	<p>Department: Planning</p>
<p>Goal status as of 12/30/25 <input checked="" type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____</p>	
<p>Goal status as of 6/30/26 <input type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____ <input type="checkbox"/> In process/Continue to FY 27</p>	
<p>Progress Update: January 2026</p> <ul style="list-style-type: none"> A community survey is currently underway through Rides Reimagined. This survey asks participants about their experience and barriers to using transit. Another community survey asking about priorities for transit investment will be conducted later in the year as well. Staff continue to review the Rate-my-ride feature on the Transit App and respond accordingly. 	
<p>Progress Update: July 2025</p> <p>Staff received training on the Transit app Rate-My-Ride data where we will have access to crowd sourced information about our service, stop infrastructure, and buses. This will be helpful for decision making around service improvements.</p> <ul style="list-style-type: none"> SunLine will implement regular Customer Satisfaction Survey. The next Customer Satisfaction Survey will occurs in the spring, usually around April. 	
<p>Progress Update: December 2024</p> <ul style="list-style-type: none"> Ridership surveys will be conducted continuously using the Transit app survey feature for real time feedback from riders. Annually, SunLine will participate in the ABBG Customer Satisfaction Survey. 	

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GOAL 4: VALUABLE COMMUNITY ASSET – Be seen as a highly valued and integral contributor to shaping socially engaged, economically vibrant, and healthy communities throughout the Coachella Valley	
A Maintain awareness of local needs	iv. Complete On Board Ridership Survey Study. (Previous survey completed in 2019.)
Priority Owner: Greg Wildman	Department: Planning
Goal status as of 12/30/25 <input checked="" type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____	
Goal status as of 6/30/26 <input type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____ <input type="checkbox"/> In process/Continue to FY 27	
Progress Update: January 2026	
<ul style="list-style-type: none"> Onboard ridership survey conducted in March 2025. Report out pending. Further reporting for this issue will be the responsibility of the Planning Department. 	
Progress Update: July 2025	
<ul style="list-style-type: none"> The On Board Ridership Survey was completed. Final report was received May 2025. Next steps are being defined, and a presentation to the Board will be planned before the end of the calendar year. 	
Progress Update: December 2024	
<ul style="list-style-type: none"> On-board rider survey RFP was released in September 2024. Community outreach and survey process should begin by March 2025. 	

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<p>GOAL 4: VALUABLE COMMUNITY ASSET – Be seen as a highly valued and integral contributor to shaping socially engaged, economically vibrant, and healthy communities throughout the Coachella Valley</p>	
A	<p>Maintain awareness of local needs</p>
<p>v. Establish Rider Advocacy/Advisory Committee(s) as appropriate for better understanding ridership needs.</p>	
<p>Priority Owner: Edith Hernandez</p>	
<p>Department: Legislative Affairs</p>	
<p>Goal status as of 12/30/25 <input type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____</p>	
<p>Goal status as of 6/30/26 <input type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____ <input checked="" type="checkbox"/> In process/Continue to FY 27</p>	
<p>Progress Update: January 2026</p>	
<ul style="list-style-type: none"> • Staff updated the SunLine website and continues to promote the Accessibility Committee to the community to attract members. The Clerk’s Office has implemented a consistent and streamlined process for meetings, aligned with the Board meeting structure to ensure compliance with the Brown Act. Updates to the by-laws are still in progress to further enhance collaboration and address community needs. • Develop ability through the ADA Eligibility Group to assume responsibility for this activity and to promote and manage the Advocacy/Advisory Committee independently. 	
<p>Progress Update: July 2025</p>	
<ul style="list-style-type: none"> • Staff is in the process of developing updated by-laws to refresh the current Accessibility Committee that is an advisory committee to the Board for improving collaboration and staff awareness of community needs, ADA issues, as well as other service interests/needs. This process will also include creating the appropriate forums for clearly addressing needs/ interests around paratransit, fixed route, and microtransit in collaboration with community stakeholders. 	
<p>Progress Update: December 2024</p>	
<ul style="list-style-type: none"> • An existing ACCESS Advisory Committee to the Board continues to meet bimonthly. Although this committee is tasked with looking at the entire SunLine system inclusive of fixed route and paratransit, it is focused primarily on ADA/paratransit related services. • An effort is underway to separate the current ACCESS advisory committee into two committees that will focus on fixed route and paratransit separately. 	

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<p>GOAL 4: VALUABLE COMMUNITY ASSET – Be seen as a highly valued and integral contributor to shaping socially engaged, economically vibrant, and healthy communities throughout the Coachella Valley</p>	
<p>B Communicate on SunLine’s organizational health and sustainability</p>	<p>i. Provide regular “state of the agency” presentations and/or reports to key community stakeholders to communicate SunLine’s ability to continue to meet local mobility needs.</p>
<p>Priority Owner: Edith Hernandez</p>	<p>Department: Legislative Affairs</p>
<p>Goal status as of 12/30/25 <input type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____</p>	
<p>Goal status as of 6/30/26 <input type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____ <input checked="" type="checkbox"/> In process/Continue to FY 27</p>	
<p>Progress Update: January 2026</p> <ul style="list-style-type: none"> This activity has been institutionalized and will be reflected in personal and/or departmental goals. A more specific SMART goal will be written for the FY27 strategic plan. 	
<p>Progress Update: July 2025</p> <ul style="list-style-type: none"> SunLine delivered “state of the agency” presentations to local Rotary clubs and organizations such as Leadership Coachella Valley to increase awareness of SunLine’s services and highlight its commitment to meeting local mobility needs. 	
<p>Progress Update: December 2024</p> <ul style="list-style-type: none"> Plans to create an annual report on SunLine’s performance and accomplishments are underway. Delivery is dependent on resource availability. In the meantime, staff will provide regular reports to the Board and/or on the website on Key Performance Indicators (KPIs) and progress made on projects/programs that are critical to SunLine’s service reliability, safety, etc. 	

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<p>GOAL 4: VALUABLE COMMUNITY ASSET – Be seen as a highly valued and integral contributor to shaping socially engaged, economically vibrant, and healthy communities throughout the Coachella Valley</p>	
<p>C Re-evaluate SunLine’s brand strategies</p>	<p>i. Engage local cities on bus stop investments, public signage and customer amenities to improve public perception and system appeal.</p>
<p>Priority Owner: Greg Wildman</p>	<p>Department: Planning</p>
<p>Goal status as of 12/30/25 <input type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____</p>	
<p>Goal status as of 6/30/26 <input type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____ <input checked="" type="checkbox"/> In process/Continue to FY 27</p>	
<p>Progress Update: January 2026</p> <ul style="list-style-type: none"> The Rides Reimagined community survey currently underway asks participants what would improve their SunLine experience, and answer options include amenities. SunLine has contracted with Transpo Group to review and strengthen SunLine’s Transit Asset Management Plan process to improve transparent decision-making, including setting criteria for siting, phasing, and funding key facilities (transit centers, shade structures, stops, roadway improvements, etc.). 	
<p>Progress Update: July 2025</p> <ul style="list-style-type: none"> The comprehensive operational analysis will assess the Agency’s bus stop infrastructure to determine if a fresh look will improve public perception and promote safety. Agency staff maintains ongoing collaboration with the local Sheriff’s Department and city policy departments to proactively address areas of concern across the service area. As part of these efforts, staff have renewed and submitted updated trespassing authorization forms to the valley’s law enforcement agencies. A comprehensive evaluation of system-wide bus stops is underway. This includes the inspection and replacement of No Trespassing signage to ensure visibility, compliance and effectiveness in deterring unauthorized activity. 	
<p>Progress Update: December 2024</p> <ul style="list-style-type: none"> “No Trespassing” signs are being installed in SunLine shelters and facilities in collaboration with local municipalities that express interest. This initiative aims to enhance system safety/security, improve system appeal, and improve public perception of SunLine service as a safe mode of transportation. 	

Attachment 1: Continuation FY 2025 SunLine Goals, Strategic Objectives & Priorities

- Staff is exploring new, more appealing street furniture options that could improve rider comfort and complement better the local, desert aesthetic.

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C Reevaluate SunLine’s brand strategies	ii. Freshen fleet appearance.
Priority Owner: Mark Perry/Edith Hernandez	Department: Maintenance
Goal status as of 12/30/25 <input type="checkbox"/> Completed and closed <input checked="" type="checkbox"/> In place/monitoring; expected closure: June 30, 2026 _____	
Goal status as of 6/30/26 <input type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____ <input type="checkbox"/> In process/Continue to FY 27	
Progress Update: January 2026	
<ul style="list-style-type: none"> Staff have advanced this project, and the new paint scheme is expected to be completed in the first quarter of 2026. 	
Progress Update: July 2025	
<ul style="list-style-type: none"> A new paint scheme was selected, but the implementation has been delayed. The agency will be revisiting this project. 	
Progress Update: December 2024	
<ul style="list-style-type: none"> Staff is in the process of repainting buses. A process to detail bus interiors and exteriors is being established. A new paint scheme is being developed for future bus purchases. 	

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GOAL 4: VALUABLE COMMUNITY ASSET – Be seen as a highly valued and integral contributor to shaping socially engaged, economically vibrant, and healthy communities throughout the Coachella Valley	
D Strengthen SunLine’s community presence.	i. Complete website update.
Priority Owner: Edith Hernandez	Department: Legislative Affairs
Goal status as of 12/30/25 <input checked="" type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____	
Goal status as of 6/30/26 <input type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____ <input type="checkbox"/> In process/Continue to FY 27	
Progress Update: January 2026	
<ul style="list-style-type: none"> Staff continue to update the website regularly to maintain visibility and ensure information remains current. This activity has been institutionalized and will be reflected in personal and/or departmental goals. 	
Progress Update: July 2025	
<ul style="list-style-type: none"> SunLine’s new website was launched on July 1, 2025, focusing on brand consistency, enhanced user-friendly design, and full legal compliance to better serve the community and stakeholders. 	
Progress Update: December 2024	
<ul style="list-style-type: none"> A new design is currently underway. The launch date for the new website is still to be determined. Established a new credit card processing system in September 2024 that is capable of working with the new website. 	

Attachment 1: Continuation FY 2025 SunLine Goals, Strategic Objectives & Priorities

<p>This FY 2025 Goal supports the following from the FY '26 Strategic Plan: Strategic Priority 2: Customer Experience – Our customer experience commitment focuses on all aspects of the customer’s journey with an emphasis on achieving respectful, timely, and accessible service.</p>			
<p>GOAL 4: VALUABLE COMMUNITY ASSET – Be seen as a highly valued and integral contributor to shaping socially engaged, economically vibrant, and healthy communities throughout the Coachella Valley</p>			
D	Strengthen SunLine’s community presence.		ii. Improve social media presence and response time to public feedback.
Priority Owner: Edith Hernandez		Department: Marketing/Legislative Affairs	
<p>Goal status as of 12/30/25 <input checked="" type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____</p>			
<p>Goal status as of 6/30/26 <input type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____ <input type="checkbox"/> In process/Continue to FY 27</p>			
Progress Update: January 2026			
<ul style="list-style-type: none"> • Marketing staff continue to provide educational content across SunLine’s social media platforms and have collaborated with other agencies to promote initiatives. Staff have also begun providing quarterly marketing updates to the Board of Directors to highlight progress and engagement efforts. • This activity has been institutionalized and will be reflected in personal and/or departmental goals. 			
Progress Update: December 2024			
<ul style="list-style-type: none"> • Marketing staff has increased the frequency of educational posts across multiple social media platforms and are actively working to improve response times to public feedback to strengthen SunLine’s social media presence. Impressions have increased 38% between January and June 2025. 			

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<p>This FY 2025 Goal supports the following from the FY '26 Strategic Plan: Strategic Priority 2: Customer Experience – Our customer experience commitment focuses on all aspects of the customer’s journey with an emphasis on achieving respectful, timely, and accessible service.</p>	
<p>GOAL 4: VALUABLE COMMUNITY ASSET – Be seen as a highly valued and integral contributor to shaping socially engaged, economically vibrant, and healthy communities throughout the Coachella Valley</p>	
<p>D Strengthen SunLine’s community presence.</p>	<p>iii. Continue to build partnerships with local community and advocacy groups with shared interests and missions (e.g., American Heart Association/AHA).</p>
<p>Priority Owner: Edith Hernandez</p>	<p>Department: Legislative Affairs</p>
<p>Goal status as of 12/30/25 <input type="checkbox"/> Completed and closed <input checked="" type="checkbox"/> In place/monitoring; expected closure: June 30, 2026</p>	
<p>Goal status as of 6/30/26 <input type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____ <input type="checkbox"/> In process/Continue to FY 27</p>	
<p>Progress Update: January 2026</p> <ul style="list-style-type: none"> SunLine has strengthened relationships with community leaders, including Lift to Rise, and will be hosting the 1st Annual Clothes Drive with Desert Best Friend’s Closet in January 2026. Staff also successfully participated in the annual Heart and Stroke Walk in December 2025, highlighting SunLine’s continued commitment to community health and engagement. 	
<p>Progress Update: July 2025</p> <ul style="list-style-type: none"> Released the EMPOWERED video segment, highlighting SunLine’s commitment to the community and partners through storytelling and awareness-building in the clean energy space. Established partnership with Desert Best Friend’s Closet to host a clothing drive benefiting local residents, reinforcing SunLine’s support for community empowerment and self-sufficiency. Successfully brought back the Pantry to the People food drive after a five-year hiatus, expanding SunLine’s role in addressing food insecurity across the Coachella Valley. Collaborated with Desert Best Friend’s Closet to be a partner in their “Situational Assessment” program. 	
<p>Progress Update: December 2024</p> <ul style="list-style-type: none"> Established partnership with the AHA in July 2024 and chaired the 2024 Coachella Valley Heart and Stroke Walk. Joint marketing and public awareness campaigns and media events made possible through the partnership. Established partnership with Ophelia Girls/JFK Foundation in September 2024 given mutual interest in equipping the Valley’s youth with life skills for future success. Partnership will allow for joint marketing and awareness campaigns/medial events. SunLine staff will actively work to inform youth of benefits of public transit and clean air technology through mentoring, training workshops, bus pass program, etc. 	

Attachment 1: Continuation FY 2025 SunLine Goals, Strategic Objectives & Priorities

- Continue active participation in local organizations such as the Greater Coachella Valley Chamber of Commerce, Coachella Valley Economic Partnership, etc.
- Continue to participate in community events in member cities.
- Continue to host public awareness events and programs such as the Annual Student Art Contest.
- Actively work with marketing/outreach consultants to develop strategic communications plans, advertising campaigns, etc.

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This FY 2025 Goal supports the following from the FY '26 Strategic Plan: Strategic Priority 3: Environmental Impact – We are committed to reducing our carbon footprint by working closely with SunLine Transit Operations to support sustainable initiatives and by implementing green energy solutions.			
GOAL 5: ENVIRONMENTAL STEWARDSHIP – Pursue and implement service and capital investments that lead to cleaner air, a healthier environment and improved quality of life for Coachella Valley residents and SunLine employees.			
STRATEGIC OBJECTIVES	PRIORITIES		
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 5%; text-align: center; vertical-align: middle;">A</td> <td style="padding: 5px;">Grow the alternative fuels program responsibly</td> </tr> </table>	A	Grow the alternative fuels program responsibly	i. Complete a cost-benefit analysis of SunLine’s hydrogen fueling stations to inform staff on the operational efficiency, long-term sustainability/reliability, impacts on service expansion and reliability, etc., of each solution.
A	Grow the alternative fuels program responsibly		
Priority Owner: Walter Watcher	Department: Capital Projects		
Goal status as of 12/30/25 <input type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____			
Goal status as of 6/30/26 <input type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____ <input checked="" type="checkbox"/> In process/Continue to FY 27			
Progress Update: January 2026			
<ul style="list-style-type: none"> Nel/Cavendish provided draft service agreements for review. Integrated Cryogenics Solutions has completed its engineering review of the liquid station; identified where boil-off losses occur. Stantec will be completing their work on the cost/benefit and efficiency analysis. Monitoring and reporting shall continue. 			
Progress Update: July 2025			
<ul style="list-style-type: none"> Staff completed a financial and efficiency analysis of the new liquid hydrogen fueling station in June 2025. The data will be used to guide changes in fueling processes in an effort to improve efficiencies and reduce boil off losses. Stantec is conducting an analysis to increase efficiency of both the liquid and electrolyzer fueling stations. Efforts continue with the LH2 station contractor to increase station efficiency. Executive, SunFuels and Capital Projects staff continue working with Nel/Cavendish to improve station reliability, address long running reliability issues. Nel/Cavendish completed H2 Station Compressor modifications. This effort is expected to result in a service and maintenance agreement on the H2 Station modules and increased station uptime. 			
Progress Update: December 2024			

Attachment 1: Continuation FY 2025 SunLine Goals, Strategic Objectives & Priorities

- The Center for Transportation and the Environment (CTE) completed an initial cost assessment in September 2024 related to hydrogen production. Additional cost-benefit analyses being conducted by staff and Stantec consultants are underway to inform decisions on current and future hydrogen infrastructure and fuel investments.
- Work with Nel Hydrogen and Cavendish continue as it relates to the long-term viability, reliability, and ongoing operation/maintenance of the hydrogen electrolyzer fueling station. Further analyses on the costs and benefits of this station compared to the current liquid hydrogen and future fueling station(s) are being addressed by staff; the intent is to understand how to maximize cost and operational efficiencies as we continue to invest in hydrogen technology.

Attachment 1: Continuation FY 2025 SunLine Goals, Strategic Objectives & Priorities

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GOAL 5: ENVIRONMENTAL STEWARDSHIP – Pursue and implement service and capital investments that lead to cleaner air, a healthier environment and improved quality of life for Coachella Valley residents and SunLine employees.	
A Grow the alternative fuels program responsibly	ii. Update the Zero Emission Bus (ZEB) Transition Plan.
Priority Owner: Greg Wildman	Department: Planning
Goal status as of 12/30/25 <input checked="" type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____	
Goal status as of 6/30/26 <input type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____ <input type="checkbox"/> In process/Continue to FY 27	
Progress Update: January 2026	
<ul style="list-style-type: none"> • The ICT Plan Update (ZEB Transition Plan) completed in April 2025. The goal will be closed. 	
Progress Update: July 2025	
<ul style="list-style-type: none"> • ZEB Transition Plan completed April 2025. 	
Progress Update: December 2024	
<ul style="list-style-type: none"> • Ongoing. 	

Attachment 1: Continuation FY 2025 SunLine Goals, Strategic Objectives & Priorities

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<p>GOAL 5: ENVIRONMENTAL STEWARDSHIP – Pursue and implement service and capital investments that lead to cleaner air, a healthier environment and improved quality of life for Coachella Valley residents and SunLine employees.</p>			
A	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%; padding: 5px;">Grow the alternative fuels program responsibly</td> <td style="padding: 5px;">iii. Address spare ratio compliance with the Federal Transit Administration while expanding the hydrogen-powered bus fleet. The FTA mandated spare ratio is 20%, and SunLine has 2 years to comply.</td> </tr> </table>	Grow the alternative fuels program responsibly	iii. Address spare ratio compliance with the Federal Transit Administration while expanding the hydrogen-powered bus fleet. The FTA mandated spare ratio is 20%, and SunLine has 2 years to comply.
Grow the alternative fuels program responsibly	iii. Address spare ratio compliance with the Federal Transit Administration while expanding the hydrogen-powered bus fleet. The FTA mandated spare ratio is 20%, and SunLine has 2 years to comply.		
Priority Owner: Mark Perry	Department: Maintenance		
Goal status as of 12/30/25 <input checked="" type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____			
Goal status as of 6/30/26 <input type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____ <input type="checkbox"/> In process/Continue to FY 27			
Progress Update: January 2026			
<ul style="list-style-type: none"> Retired and disposed of buses that were noted to be beyond their useful life, which resulted in the Agency coming into compliance with the FTA requirements for spare ratio. Implemented the comprehensive Contingency Fleet Plan. Management of buses reaching the useful life benchmark is now fully internalized into the Maintenance Department practices and procedures. This priority is closed. 			
Progress Update: July 2025			
<ul style="list-style-type: none"> SunLine moved 39 vehicles to the contingency fleet. This realignment put our spare ratio at the FTA mandated 20%. Disposed of buses that reached their useful life. Eight leased buses were returned, which reduced the size of the fixed route fleet to a total of 88 buses. The Contingency Fleet Plan was updated in June 2024, and is now in effect. The contingency fleet is made up of 39 fixed route buses that have reached their useful life by mileage and/or age, but remain reliable. 8-10 contingency buses are in daily operation as the agency works to improve the reliability of the active zero-emission fleet. 			
Progress Update: December 2024			
<ul style="list-style-type: none"> Ongoing: Work is underway to reprogram funding from BEB to FCEB this effort is anticipated to provide additional hydrogen fleet replacements. Work has been done to determine anticipated fleet size and vehicle identification. Vehicles that are not on the fleet list will be dismantled or auctioned to remove from fleet. Fleet should match the identified fixed route requirement in March of 2025. 			

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<p>GOAL 5: ENVIRONMENTAL STEWARDSHIP – Pursue and implement service and capital investments that lead to cleaner air, a healthier environment and improved quality of life for Coachella Valley residents and SunLine employees.</p>	
<p>B Implement service and capital improvements to minimize SunLine’s carbon footprint</p>	<p>i. Continue to explore capital improvements and programs to increase access to green hydrogen.</p>
<p>Priority Owner: Walter Watcher</p>	<p>Department: Capital Projects</p>
<p>Goal status as of 12/30/25 <input checked="" type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____</p>	
<p>Goal status as of 6/30/26 <input type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____ <input type="checkbox"/> In process/Continue to FY 27</p>	
<p>Progress Update: January 2026</p> <ul style="list-style-type: none"> • The agency continues to resource sustainable and cost-effective hydrogen suppliers. • This priority has been completed. Further reporting shall be as required. 	
<p>Progress Update: July 2025</p> <ul style="list-style-type: none"> • Staff has engaged with multiple future producers of hydrogen. One potential project includes hydrogen production in conjunction with wind turbines. • Staff is working with First Public Hydrogen for possible future green hydrogen supply agreements. • Staff is working with IID and an engineering firm on the preliminary engineering for Indio D2 Utility Upgrade. • The Thousand Palms Public Hydrogen Station has been registered with the state and will produce HRI credits for SunLine upon its opening to the public. 	
<p>Progress Update: December 2024</p> <ul style="list-style-type: none"> • Awarded engineering services contract in October 2024 for Division II utility upgrade. • Finance is collaborating with Capital Project team to establish LH2 station eligibility for Hydrogen Refueling Infrastructure (HRI) credits from the state. • Staff will continue to look for ways to increase the renewable content of the power we use onsite to produce hydrogen. Work will be ongoing for this effort. 	

Attachment 1: Continuation FY 2025 SunLine Goals, Strategic Objectives & Priorities

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<p>GOAL 5: ENVIRONMENTAL STEWARDSHIP – Pursue and implement service and capital investments that lead to cleaner air, a healthier environment and improved quality of life for Coachella Valley residents and SunLine employees.</p>	
<p>B Implement service and capital improvements to minimize SunLine’s carbon footprint</p>	<p>ii. Consider pursuing a sustainability study of SunLine’s facilities and implementing a Sustainable Facilities Management Program, as resources allow.</p>
<p>Priority Owner: Walter Watcher</p>	<p>Department: Capital Projects</p>
<p>Goal status as of 12/30/25 <input checked="" type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____</p>	
<p>Goal status as of 6/30/26 <input type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____ <input type="checkbox"/> In process/Continue to FY 27</p>	
<p>Progress Update: January 2026</p> <ul style="list-style-type: none"> The grants required to pursue this priority were not awarded to the agency. The agency continues to pursue additional and alternative grant opportunities. This item is closed. Draft master plan will be reported at a future date by Capital Projects. 	
<p>Progress Update: July 2025</p> <ul style="list-style-type: none"> Application for the CMAQ grant to install additional solar covered parking and EV charging at the Thousand Palms facility has been submitted. A draft Facility master plan completed as of April 2025 for the Thousand Palms campus. Staff plans to have an engineering firm review and comment on the Plan to ensure thoroughness and appropriateness. SunLine was not awarded the RAISE grant. 	
<p>Progress Update: December 2024</p> <ul style="list-style-type: none"> SunLine’s FY 2024 federal RAISE grant application was automatically resubmitted by Federal DOT staff to complete a sustainability study/facilities management plan, given its high rating in the last evaluation process. A final decision is expected by summer 2025. 	

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<p>C Obtain staff buy-in and understanding of SunLine’s commitment to sustainability</p>	<p>i. Increase internal communication on SunLine’s commitment to shaping healthy communities, improving air quality in the Coachella Valley and regionally, as well as helping the transportation industry transition to zero emission through our leadership in clean air technology and alternative fuels.</p>
<p>Priority Owner: Edith Hernandez</p>	<p>Department: Legislative Affairs</p>
<p>Goal status as of 12/30/25 <input checked="" type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____</p>	
<p>Goal status as of 6/30/26 <input type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____ <input type="checkbox"/> In process/Continue to FY 27</p>	
<p>Progress Update: January 2026</p> <ul style="list-style-type: none"> SunLine continues to provide agency updates through Transit Talk, the bi-monthly newsletter, as well as regular all-staff communications and meetings highlighting ongoing initiatives, such as free fare days. These efforts support internal understanding and engagement with SunLine’s programs and priorities across the organization. This activity has been institutionalized and will be reflected in personal and/or departmental goals. 	
<p>Progress Update: July 2025</p> <ul style="list-style-type: none"> Released <i>Transit Talk in March 2025</i>, an agency-wide newsletter sent out bi-monthly designed to improve internal communication and keep staff informed on agency updates. 	
<p>Progress Update: December 2024</p> <ul style="list-style-type: none"> Ongoing: Insight Strategies’ support in reframing SunLine’s mission and vision statements, in collaboration with staff throughout the organization, is helping with internal understanding and buy-in of our commitment to sustainability and investments in clean air technology. 	

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<p>GOAL 5: ENVIRONMENTAL STEWARDSHIP – Pursue and implement service and capital investments that lead to cleaner air, a healthier environment and improved quality of life for Coachella Valley residents and SunLine employees.</p>	
<p>C Obtain staff buy-in and understanding of SunLine’s commitment to sustainability</p>	<p>ii. Increase internal communication on staff efforts to balance investments in leading edge technology with efforts to ensure service reliability.</p>
<p>Priority Owner: Edith Hernandez</p>	<p>Department: Legislative Affairs</p>
<p>Goal status as of 12/30/25 <input checked="" type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____</p>	
<p>Goal status as of 6/30/26 <input type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____ <input type="checkbox"/> In process/Continue to FY 27</p>	
<p>Progress Update: January 2026</p> <ul style="list-style-type: none"> Townhall meetings were held in December 2025, where the Executive Team provided agency updates, shared ongoing initiatives, and reinforced the FY26 Strategic Priorities. These sessions complement previous presentations of the Mission and Vision Statements and continue efforts to ensure all employees are kept informed across all shifts. This activity has been institutionalized and will be reflected in personal and/or departmental goals. 	
<p>Progress Update: July 2025</p> <ul style="list-style-type: none"> Townhalls occurred July 8-10, 2025, where the Executive Team presented the new Mission and Vision Statements, along with the FY26 Strategic Priorities, among other topics. A presentation was also made to the graveyard shift in Maintenance, and efforts will continue to ensure that all employees are kept informed as well as possible. Townhall meetings also occurred in December 2024. 	
<p>Progress Update: December 2024</p> <ul style="list-style-type: none"> Ongoing: Town halls/“roadshows” are being planned in December and future months, related to the strategic planning work being done with Insight Strategies, for the CEO/GM and Chiefs to share information on SunLine priorities and efforts to strengthen service reliability and safety. 	

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<p>C Obtain staff buy-in and understanding of SunLine’s commitment to sustainability</p>	<p>iii. Leverage the Wellness Committee to promote a healthy workforce and efforts to reduce our carbon footprint.</p>
<p>Priority Owner: Edith Hernandez</p>	<p>Department: Legislative Affairs</p>
<p>Goal status as of 12/30/25 <input checked="" type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____</p>	
<p>Goal status as of 6/30/26 <input type="checkbox"/> Completed and closed <input type="checkbox"/> In place/monitoring; expected closure: _____ <input type="checkbox"/> In process/Continue to FY 27</p>	
<p>Progress Update: January 2026</p> <ul style="list-style-type: none"> The Wellness Committee continued promoting staff health and engagement through a series of initiatives in 2025. In October, staff participated in a Pumpkin Carving Contest. In December, the Committee hosted a Festive Week for the holidays. Wellness Monday emails are distributed monthly to all staff, providing ongoing tips and resources to support well-being. In August, Marketing held the first Snow Cone Social to give staff an opportunity to connect and assisted with the return of the Around the World Potluck in November. This activity has been institutionalized and will be reflected in personal and/or departmental goals. 	
<p>Progress Update: July 2025</p> <ul style="list-style-type: none"> The Wellness Committee organized a 12-week weight loss challenge with 35 participants, who personally decided to participate. They experienced health improvements following the initiative, and four winners were announced from the challenge. A staff step challenge was also done in conjunction with the 2024 American Heart Association (AHA) Heart and Stroke Walk event, which SunLine chaired. An event was held earlier this year to celebrate participants in the challenge and the Heart and Stroke Walk. 	
<p>Progress Update: December 2024</p> <ul style="list-style-type: none"> Ongoing 	