



SunLine Transit Agency  
October 28, 2020  
10:55 a.m. – 11:25 a.m.

## AGENDA

### BOARD OPERATIONS COMMITTEE Regular Meeting

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### VIA VIDEOCONFERENCE

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

#### INSTRUCTIONS FOR ELECTRONIC PARTICIPATION

##### Join Zoom Meeting - from PC, Laptop or Phone

<https://us02web.zoom.us/j/86042235611>  
Meeting ID: 860 4223 5611

Teleconference Dial In  
888-475-4499 (Toll Free)  
Meeting ID: 860 4223 5611

One tap mobile  
+16699009128,,86042235611#

Phone controls for participants:

The following commands can be used on your phone's dial pad while in Zoom meeting:

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

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

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**ITEM**

**RECOMMENDATION**

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

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

**ITEM**

**RECOMMENDATION**

**1. CALL TO ORDER**

**2. FLAG SALUTE**

**3. ROLL CALL**

**4. PRESENTATIONS**

**5. FINALIZATION OF AGENDA**

**6. PUBLIC COMMENTS**

**RECEIVE COMMENTS**

**NON AGENDA ITEMS**

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

**7. COMMITTEE MEMBER COMMENTS**

**RECEIVE COMMENTS**

**8. APPROVAL OF BOARD MEETING DATES FOR  
CALENDAR YEAR 2021**

**APPROVE  
(PAGE 4-5)**

(Staff: Brittney B. Sowell, Chief of Public Affairs/  
Clerk of the Board)

**9. RESOLUTION NO. 0783 TO AMEND SECTIONS OF  
THE BOARD BYLAWS**

**APPROVE  
(PAGE 6-11)**

(Staff: Eric Vail, General Counsel and Brittney B. Sowell,  
Chief of Public Affairs/Clerk of the Board)

**ITEM**

**RECOMMENDATION**

- 10. **FIRST READING OF ORDINANCE NO. 2020-01**  
(Staff: Eric Vail, General Counsel and Brittney B. Sowell,  
Chief of Public Affairs/Clerk of the Board) **APPROVE**  
(PAGE 12-14)
  
- 11. **FARE POLICY NO. B-060102 REVISION APPROVAL**  
(Staff: Luis Garcia, Chief Financial Officer) **APPROVE**  
(PAGE 15-25)
  
- 12. **ADJOURN**





## **SunLine Transit Agency/SunLine Services Group**

# **Board Meeting Schedule for 2021**

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**January 27**

**February 24**

**March 24**

**April 22**

**May 26**

**June 23**

**July 28**

**September 22**

**October 27**

**December 1**

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



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

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

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

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

### **Section 8.1– Proposed Text**

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

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

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

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

### Addition of Ex Officio Member to Strategic Planning & Operational Committee

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

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

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

### Amendment to Section 1.6 of Bylaws to Authorize Teleconferencing.

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

#### **Section 1.6 Teleconferencing – Current Text**

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

#### **Section 1.6 Teleconferencing – Proposed Text**

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

### **Financial Impact**

No financial impact.

**SUNLINE TRANSIT AGENCY**

**RESOLUTION NO. 0783**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

AYES:

NOES:

ABSENT:

ABSTAIN:

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Brittney Sowell,  
Clerk of the Board  
SunLine Transit Agency

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

APPROVED AS TO FORM

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Eric Vail,  
General Counsel  
SunLine Transit Agency

## SunLine Transit Agency

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

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

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

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

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### **Recommendation**

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

### **Background**

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

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

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

### **Financial Impact**

No financial impact.

**ORDINANCE NO. 2020-01**

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

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

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

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

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

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

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

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

**SECTION 4. EFFECTIVE DATE**

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

**SECTION 5. PUBLICATION**

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

**SECTION 6. CERTIFICATION**

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

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

**INTRODUCED** at the regular meeting of SunLine Transit Agency Board of Directors on the 28<sup>th</sup> day of October, 2020.

\_\_\_\_\_  
Robert Radi, Chairperson of the Board of  
Directors

ATTEST:

\_\_\_\_\_  
Brittney Sowell, Clerk of the Board

APPROVED AS TO FORM:

\_\_\_\_\_  
Eric S. Vail, General Counsel

**SunLine Transit Agency**

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

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

**FROM:** Luis Garcia, Chief Financial Officer

**RE:** Fare Policy No. B-060102 Revision Approval

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**Recommendation**

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

**Background**

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

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

**Financial Impact**

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

## FARE POLICY

### PURPOSE

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

### SCOPE

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

### POLICY

#### Policy Objectives:

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

#### Method of Payments:

- i. Fixed Route Service

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

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

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

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

ii. Paratransit Service

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

iii. Microtransit Service

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

**Fare Levels:**

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

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

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

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

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

**Fare Structure Categories:**

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

**FARES and PASSES**

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

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

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

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

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

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

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

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

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

Transfer to/from SunBus.....25¢

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

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

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

#### Coachella Valley Employer Passes:

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

#### SUNDIAL Fare

\$1.50 within one city

\$2.00 within multiple cities

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

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

#### Microtransit Fare

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

#### Refund:

1 Exact Fare:

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

2. Transfers:

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

3. Passes:

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

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

### **Locally Developed Public Input Process:**

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

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

## PASS OUTLET INCENTIVES

### Objectives:

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

### Application:

This policy applies to all pPass outlets that SunLine chooses to contract with for the sale of fare media.

### Program Guidelines:

SunLine offers various levels of discounts on the purchase of fare media for distribution by pPass outlets. Depending on the number of each fare category sold, the defined incentives are applied.

### Maintenance:

The Finance Department works in conjunction with the Marketing and Planning Departments infor making recommendations for modifications to the Ppass outlet incentives.

## HALF FARE PROGRAM (FIXED ROUTE ONLY)

### Objective:

To provide reduced fares for fixed route services for seniors and persons with disabilities in cooperation and compliance to the Federal Transit Administration's half fare requirements.

### Application:

This program applies to all qualified individuals who are eligible according to the approved guidelines ~~approved~~ for the program.

### Program Guidelines:

SunLine's Half Fare Program provides half fare discounted bus fares to ride on SunBus to passengers 60 and over, as well as persons with disabilities. The following defines who qualifies to use the program.

### Who Qualifies for the Half Fare Program:

1. Persons 60 and older
2. Medicare Cardholders
3. Persons who receive Supplemental Security Income (SSI), based on disability or Social Security Disability (SSD) benefits, as long as they continue to receive these benefits.

4. Veterans who are disabled, who receive a determination of at least 50 percent permanent disability or a non-service connected pension as determined through the Veterans Administration (VA).
5. Persons who meet the Federal Transit Administration (FTA) definition of disabled: “disabled persons means any individual who by reason of illness, injury, age, congenital malfunction, or other permanent or temporary disability, are unable, without special facilities or special planning or design to use mass transit and services as effectively as persons who are not affected”.

**What Proof must be Shown:**

The following proof of eligibility must be shown to qualify for this program:

1. Official verification of age (Valid DMV Driver’s License, passport, and State issued ID card)
2. Medicare Card
3. Authorization letter received for SSI or SSD benefits
4. Authorization letter from the VA at a 50 percent disability level or greater, or receive a disability pension for the VA.
5. SunDial Certification for the Americans with Disabilities Act (ADA)

Disability Verification: Individuals who do not have one of the proofs of eligibility listed must complete a Half Fare Application in order to pay half fare ~~for their fares~~. Individuals with one of the listed proofs must be allowed to pay half the fare on board the buses or at any of SunLine’s Pass Outlets. Because Operators may request proof of eligibility each time on boarding the bus, all individuals will be encouraged to obtain SunLine Transit Agency Half Fare Identification Card.