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

*****************
VIA VIDEOCONFERENCE

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

INSTRUCTIONS FOR ELECTRONIC PARTICIPATION

Join Zoom Meeting - from PC, Laptop or Phone

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

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

One tap mobile
+16699009128,84164075678#

Phone controls for participants:
The following commands can be used on your phone’s dial pad while in Zoom meeting:
• *6 - Toggle mute/unmute
• *9 - Raise hand

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

*****************
ITEM                      RECOMMENDATION

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

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

ITEM                      RECOMMENDATION

1. CALL TO ORDER

2. FLAG SALUTE

3. ROLL CALL

4. PRESENTATIONS

5. FINALIZATION OF AGENDA

6. APPROVAL OF MINUTES –
   SEPTEMBER 23, 2020 JOINT BOARD MEETING
   APPROVE
   (PAGE 5-9)

7. PUBLIC COMMENTS
   RECEIVE COMMENTS

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

8. BOARD MEMBER COMMENTS
   RECEIVE COMMENTS

9. CONSENT CALENDAR
   RECEIVE & FILE

   All items on the Consent Calendar will be approved by one motion, and there will be no
discussion of individual items unless a Board Member requests a specific item be pulled
from the calendar for separate discussion. The public may comment on any item.

   9a) Checks $1,000 and Over Report for August 2020     (PAGE 10-14)
   9b) Credit Card Statement for August 2020            (PAGE 15-18)
   9c) Monthly Budget Variance Report for August 2020   (PAGE 19-24)
ITEM | RECOMMENDATION
--- | ---
9d) Contracts Signed in Excess of $25,000 September 2020 | (PAGE 25)
9e) Union & Non-Union Pension Investment Asset Summary August 2020 | (PAGE 26-29)
9f) Ridership Report for September 2020 | (PAGE 30-32)
9g) SunDial Operational Notes for September 2020 | (PAGE 33-36)
9h) Metrics for September 2020 | (PAGE 37-47)
9i) Quarterly Capital Project Update for 3rd Quarter of Calendar Year 2020 | (PAGE 48-50)
9j) Board Member Attendance for September 2020 | (PAGE 51-52)
9k) SSG/SRA Checks $1,000 and Over Report for August 2020 | (PAGE 53-54)
9l) SSG Monthly Budget Variance Report for August 2020 | (PAGE 55-57)
9m) Taxi Trip Data – September 2020 | (PAGE 58-59)
9n) Metric (Taxi Revenue vs Taxi Expense) August 2020 | (PAGE 60-61)

10. **REFUELED IMPLEMENTATION STATUS REPORT**
    (Megan Beaman Jacinto, Chair of Strategic Planning & Operational Committee
    Staff: Rohan Kuruppu, Chief Planning Consultant, and Nicholas Robles, Marketing and Events Manager)

    | RECEIVE & FILE | (PAGE 62-176)

11. **REPLACEMENT OPERATIONS FACILITY LOW VOLTAGE CONTRACT**
    (Lisa Middleton, Chair of Finance/Audit Committee;
    Staff: Rudy Le Flore, Chief Project Consultant)

    | APPROVE | (PAGE 177)

12. **REPLACEMENT OPERATIONS FACILITY FURNITURE CONTRACT**
    (Lisa Middleton, Chair of Finance/Audit Committee;
    Staff: Rudy Le Flore, Chief Project Consultant)

    | APPROVE | (PAGE 178)

13. **SHOP FLOOR RESURFACING**
    (Lisa Middleton, Chair of Finance/Audit Committee;
    Staff: Tony Cohen, Chief Maintenance Officer)

    | APPROVE | (PAGE 179-183)

14. **SUNRIDE MICROTRANSIT PILOT PROGRAM (PHASE II) – TRANSPORTATION PROVIDERS**
    (Lisa Middleton, Chair of Finance/Audit Committee;
    Staff: Michal Brock, Taxi Administrator)

    | APPROVE | (PAGE 184-185)
ITEM 15. **AMENDMENT TO ANDREA CARTER AND ASSOCIATES CONTRACT**
   (Lisa Middleton, Chair of Finance/Audit Committee; Staff: Brittney B. Sowell, Chief of Public Affairs/Clerk of the Board)

   **RECOMMENDATION**
   APPROVE
   (PAGE 186)

ITEM 16. **APPROVAL OF BOARD MEETING DATES FOR CALENDAR YEAR 2021**
   (Glenn Miller, Chair of Board Operations Committee; Staff: Brittney B. Sowell, Chief of Public Affairs/Clerk of the Board)

   **RECOMMENDATION**
   APPROVE
   (PAGE 187-188)

ITEM 17. **RESOLUTION NO. 0783 TO AMEND SECTIONS OF THE BOARD BYLAWS**
   (Glenn Miller, Chair of Board Operations Committee; Staff: Eric Vail, General Counsel and Brittney B. Sowell, Chief of Public Affairs/Clerk of the Board)

   **RECOMMENDATION**
   APPROVE
   (PAGE 189-194)

ITEM 18. **FIRST READING OF ORDINANCE NO. 2020-01**
   (Glenn Miller, Chair of Board Operations Committee; Eric Vail, General Counsel and Brittney B. Sowell, Chief of Public Affairs/Clerk of the Board)

   **RECOMMENDATION**
   APPROVE
   (PAGE 195-197)

ITEM 19. **FARE POLICY NO. B-060102 REVISION APPROVAL**
   (Glenn Miller, Chair of Board Operations Committee; Staff: Luis Garcia, Chief Financial Officer)

   **RECOMMENDATION**
   APPROVE
   (PAGE 198-208)

ITEM 20. **GENERAL COUNSEL’S REPORT**

ITEM 21. **CEO/GENERAL MANAGER’S REPORT**

ITEM 22. **CLOSED SESSION**

ITEM 23. **NEXT MEETING DATE**
   December 2, 2020 at 12 p.m.

ITEM 24. **ADJOURN**
1. CALL TO ORDER

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

2. FLAG SALUTE

Vice-Chair Miller led the pledge of allegiance.

3. ROLL CALL

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

4. PRESENTATIONS

None.

5. FINALIZATION OF AGENDA

Item 19, Resolution No. 0783 to Amend Sections of the Board Bylaws, was pulled from the agenda at the request of the Board Operations Committee.
6. APPROVAL OF MINUTES FOR JOINT STA/SSG JUNE 24, 2020 BOARD MEETING

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

7. PUBLIC COMMENTS

None.

8. BOARD MEMBER COMMENTS

Board Member comments were made by:

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

9. CONSENT CALENDAR

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

10. CALENDAR YEAR 2019 PENSION AUDIT REPORTS

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

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

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

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

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

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

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

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

15. DRIVING SIMULATOR

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

16. REVIEW DECLARATION OF EMERGENCY BY THE BOARD OF DIRECTORS

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

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

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

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

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

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

20. REVISED SUNLINE SYSTEM SAFETY PROGRAM PLAN

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

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

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

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

CEO/General Manager, Lauren Skiver, provided an oral report on this information item. Board Member comments were made by Board Member Kelly.
23. GENERAL COUNSEL’S REPORT

General counsel had no updates to report.

24. CEO/GENERAL MANAGER’S REPORT

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

25. CLOSED SESSION

No closed session.

26. NEXT MEETING DATE

October 28, 2020 at 12 p.m.

27. ADJOURN

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

Respectfully Submitted,

Brittney B. Sowell
Clerk of the Board
SunLine Transit Agency

CONSENT CALENDAR

DATE: October 28, 2020

TO: Finance/Audit Committee
    Board of Directors

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

Summary:

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

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

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

Recommendation:

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

<table>
<thead>
<tr>
<th>Vendor Filed As Name</th>
<th>Description</th>
<th>Check #</th>
<th>Payment Date</th>
<th>Payment Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>GP STRATEGIES</td>
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</tbody>
</table>
NOTE: 1). Bold check payments represent "pass through", bold italicized check payments represent "Capital Expenses", payments that were, or will be reimbursed to SunLine under the provisions of specific grants or contracts.  2). Underlined check payments represent "shared" payments with SunLine and specific vendors/employees.

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<th>Payment Date</th>
<th>Payment Amount</th>
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<tbody>
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NOTE: 1). Bold check payments represent “pass through”, bold italicized check payments represent “Capital Expenses”, payments that were, or will be reimbursed to SunLine under the provisions of specific grants or contracts. 2). Underlined check payments represent “shared” payments with SunLine and specific vendors/employees.

<table>
<thead>
<tr>
<th>Vendor Filed As Name</th>
<th>Description</th>
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<th>Payment Amount</th>
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<thead>
<tr>
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<th>Payment Date</th>
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Total Checks Over $1,000: $2,474,397.99
Total Checks Under $1,000: $38,120.16
Total Checks: $2,512,518.15
SunLine Transit Agency

CONSENT CALENDAR

DATE: October 28, 2020

TO: Finance/Audit Committee
    Board of Directors

RE: Credit Card Statement for August 2020

Summary:

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

Recommendation:

Receive and file.
SunLine Transit Agency Visa Credit Card Statement  
Closing Date: 09/03/20  
Name on Card: Lauren Skiver

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<th>Trans. Date</th>
<th>Post Date</th>
<th>Reference</th>
<th>Detail - Description</th>
<th>Credits</th>
<th>Charges</th>
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Credits and Charges: $0.00 $2,401.23
CONSORTIUM BILLING CONTROL ACCOUNT STATEMENT

For 24-Hour Customer Service Call: 800-231-5511
Inquiries or Questions: Wells Fargo SBL, PO Box 29482 Phoenix, AZ 85038-8650
Payments: Elite Card Payment Center PO Box 77066 Minneapolis, MN 55480-7766

Thank you for using our Automatic Payment service. See the Important Information section below for your next scheduled payment.
If you wish to pay off your balance in full, the balance noted on your statement is not the payoff amount. Please call 800-231-5511 for payoff information.

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

Account Summary

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<td>Cash Advances</td>
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<td>Finance Charges</td>
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<tr>
<td>New Balance</td>
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<td>Total</td>
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Wells Fargo Cash Back SM Program Summary

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<td>Cash Earned this Month</td>
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Cash Back Notice

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

See reverse side for important information.

Make checks payable to: Wells Fargo

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

Amount Enclosed:

DETACH HERE

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

Print address or phone changes:

SUNLINE TRANSIT
LUIS GARCIA
32595 HARRY OLIVER TRL
THOUSAND PALMS CA 92276-3501

<table>
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<tr>
<th>16054</th>
<th>0358</th>
</tr>
</thead>
</table>
Rate Information
Your rate may vary according to the terms of your agreement.

<table>
<thead>
<tr>
<th>TYPE OF BALANCE</th>
<th>ANNUAL INTEREST RATE</th>
<th>DAILY FINANCE CHARGE RATE</th>
<th>AVERAGE DAILY BALANCE</th>
<th>PERIODIC FINANCE CHARGES</th>
<th>TRANSACTION FINANCE CHARGES</th>
<th>TOTAL FINANCE CHARGES</th>
</tr>
</thead>
<tbody>
<tr>
<td>PURCHASES</td>
<td>11.240%</td>
<td>0.307%</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>CASH ADVANCES</td>
<td>23.990%</td>
<td>0.657%</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

Summary of Sub Account Usage

<table>
<thead>
<tr>
<th>Name</th>
<th>Sub Account Number Ending In</th>
<th>Monthly Spending Cap</th>
<th>Spend This Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>LAURA SKIVER</td>
<td></td>
<td>40,000</td>
<td>$2,401.23</td>
</tr>
</tbody>
</table>

Transaction Details
The transactions detailed on this Consolidated Billing Control Account Statement contain transactions made directly to this Control Account plus all transactions made on Sub Accounts. If there were no transactions made by a Sub Account that Sub Account will not appear.

<table>
<thead>
<tr>
<th>Trans</th>
<th>Post</th>
<th>Reference Number</th>
<th>Description</th>
<th>Credits</th>
<th>Charges</th>
</tr>
</thead>
<tbody>
<tr>
<td>08/28</td>
<td>08/28</td>
<td>F328600L100CHGODA</td>
<td>AUTOMATIC PAYMENT - THANK YOU</td>
<td>108.00</td>
<td></td>
</tr>
<tr>
<td>09/03</td>
<td>09/03</td>
<td></td>
<td>TOTAL</td>
<td>108.00</td>
<td></td>
</tr>
<tr>
<td>09/03</td>
<td></td>
<td></td>
<td>WELLS FARGO CASH BACK - CREDIT</td>
<td>67.17</td>
<td></td>
</tr>
</tbody>
</table>

Transaction Summary For LAURA SKIVER
Sub Account Number Ending In [Black] 08/12 08/20 08/29 09/02 09/03 09/03 09/03

- EZCATERLUNA GRILL 8004881803 MA 169.01
- RED ROBIN NO 253 303-946-6111 CA 175.51
- NNA SERVICES LLC 800-876-8627 CA 302.91
- NNA SERVICES LLC 800-876-8627 CA 302.91
- EEGC TRAINING INST 202-663-4014 DC 205.00
- SOCIETYFORHUMANRESOURCE 800-2837476 VA 995.00
- RED ROBIN NO 253 303-946-6111 CA 160.89

TOTAL $2,401.23
LAURA SKIVER / Sub Acct Ending In [Black]

Wells Fargo News
What can alerts do for your business?*
Receive timely updates on your business credit card account via email or text. Alerts allow you to set up and receive only the messages that are important to you. Sign up for alerts during your Wells Fargo Business Online® session by going to your Business Elite Card account screen and selecting the Manage Alerts menu option.
Not enrolled in Online banking? Enroll today at wellsfargo.com/biz/online-banking
*Availability may be affected by your mobile carrier's coverage area. Your mobile carrier's message and data rates may apply.
SunLine Transit Agency

CONSENT CALENDAR

DATE: October 28, 2020

TO: Finance/Audit Committee
    Board of Directors

RE: Monthly Budget Variance Report for August 2020

Summary:

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

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

Recommendation:

Receive and file.
<table>
<thead>
<tr>
<th>Description</th>
<th>Current Month FY21</th>
<th>Fiscal Year-to-Date FY21</th>
<th>FYTD Actual</th>
<th>Percentage Remaining</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Operating Revenues:</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Passenger Revenue</td>
<td>1,399,824</td>
<td>4,164</td>
<td>116,852</td>
<td>(112,488)</td>
</tr>
<tr>
<td>Other Revenue</td>
<td>2,149,017</td>
<td>237,285</td>
<td>179,085</td>
<td>58,201</td>
</tr>
<tr>
<td><strong>Total Operating Revenue</strong></td>
<td>3,548,841</td>
<td>241,449</td>
<td>295,737</td>
<td>(54,287)</td>
</tr>
<tr>
<td><strong>Operating Expenses:</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Operator &amp; Mechanic Salaries &amp; Wages</td>
<td>10,110,722</td>
<td>808,975</td>
<td>842,560</td>
<td>33,585</td>
</tr>
<tr>
<td>Operator &amp; Mechanic Overtime</td>
<td>1,237,377</td>
<td>103,115</td>
<td>135,641</td>
<td>37,395</td>
</tr>
<tr>
<td>Administration Salaries &amp; Wages</td>
<td>8,21,122</td>
<td>5,364</td>
<td>1,490</td>
<td>9,286</td>
</tr>
<tr>
<td>Fringe Benefits</td>
<td>9,892,136</td>
<td>711,442</td>
<td>824,345</td>
<td>112,903</td>
</tr>
<tr>
<td>Communications</td>
<td>243,300</td>
<td>17,762</td>
<td>20,275</td>
<td>2,513</td>
</tr>
<tr>
<td>Legal Services</td>
<td>425,000</td>
<td>17,252</td>
<td>35,417</td>
<td>18,165</td>
</tr>
<tr>
<td>Computer/Network Software Agreement</td>
<td>627,653</td>
<td>40,491</td>
<td>52,304</td>
<td>19,203</td>
</tr>
<tr>
<td>Uniforms</td>
<td>85,084</td>
<td>3,499</td>
<td>7,090</td>
<td>3,602</td>
</tr>
<tr>
<td>Contracted Services</td>
<td>522,700</td>
<td>30,338</td>
<td>53,304</td>
<td>13,203</td>
</tr>
<tr>
<td>Equipment Repairs</td>
<td>10,858</td>
<td>947</td>
<td>916</td>
<td>(79)</td>
</tr>
<tr>
<td>Security Services</td>
<td>110,000</td>
<td>9,496</td>
<td>9,167</td>
<td>(79)</td>
</tr>
<tr>
<td>Fuel - CNG</td>
<td>1,213,687</td>
<td>100,815</td>
<td>101,641</td>
<td>35,385</td>
</tr>
<tr>
<td>Fuel - Hydrogen</td>
<td>1,033,088</td>
<td>62,325</td>
<td>86,091</td>
<td>23,765</td>
</tr>
<tr>
<td>Tires</td>
<td>226,381</td>
<td>21,530</td>
<td>18,865</td>
<td>(2,665)</td>
</tr>
<tr>
<td>Office Supplies</td>
<td>73,221</td>
<td>3,499</td>
<td>6,102</td>
<td>2,612</td>
</tr>
<tr>
<td>Travel/Training</td>
<td>156,482</td>
<td>10,841</td>
<td>13,040</td>
<td>2,199</td>
</tr>
<tr>
<td>Repair Parts</td>
<td>1,423,348</td>
<td>116,820</td>
<td>118,612</td>
<td>1,792</td>
</tr>
<tr>
<td>Facility Maintenance</td>
<td>48,598</td>
<td>1,412</td>
<td>4,050</td>
<td>2,637</td>
</tr>
<tr>
<td>Electricity - CNG &amp; Hydrogen</td>
<td>921,000</td>
<td>71,312</td>
<td>76,750</td>
<td>5,438</td>
</tr>
<tr>
<td>Natural Gas</td>
<td>1,055,000</td>
<td>83,653</td>
<td>91,250</td>
<td>7,597</td>
</tr>
<tr>
<td>Water and Gas</td>
<td>7,900</td>
<td>7,858</td>
<td>858</td>
<td>(124)</td>
</tr>
<tr>
<td>Insurance Premium - Property</td>
<td>1,781,829</td>
<td>107,017</td>
<td>148,485</td>
<td>41,469</td>
</tr>
<tr>
<td>Insurance Losses</td>
<td>24,737</td>
<td>2,754</td>
<td>2,061</td>
<td>(692)</td>
</tr>
<tr>
<td>Repair Claims</td>
<td>50,000</td>
<td>77</td>
<td>4,167</td>
<td>4,089</td>
</tr>
<tr>
<td>Fuel Taxes</td>
<td>134,400</td>
<td>8,248</td>
<td>11,200</td>
<td>2,952</td>
</tr>
<tr>
<td>Other Expenses</td>
<td>4,949,976</td>
<td>260,405</td>
<td>412,498</td>
<td>152,093</td>
</tr>
<tr>
<td>Self Consumed Fuel</td>
<td>(1,936,155)</td>
<td>(163,140)</td>
<td>(161,346)</td>
<td>(1,794)</td>
</tr>
<tr>
<td><strong>Total Operating Expenses (Before Depreciation)</strong></td>
<td>40,840,150</td>
<td>2,854,380</td>
<td>3,403,346</td>
<td>548,966</td>
</tr>
<tr>
<td><strong>Operating Expenses in Excess of Operating Revenue</strong></td>
<td>$ (2,612,930)</td>
<td>$ (5,476,216)</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Subsidies:</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Local - Measure A, Commuter 10, Haul Pass</td>
<td>6,228,744</td>
<td>436,436</td>
<td>519,062</td>
<td>82,626</td>
</tr>
<tr>
<td>State - LTF, LCTOP</td>
<td>11,337,000</td>
<td>794,362</td>
<td>944,750</td>
<td>150,388</td>
</tr>
<tr>
<td>Federal - CMAQ,5307,5309,5310,5311,5311(f),5312</td>
<td>6,162,705</td>
<td>431,809</td>
<td>513,599</td>
<td>81,750</td>
</tr>
<tr>
<td>CARES Act 5307, 5311, 5311(f)</td>
<td>13,562,860</td>
<td>950,324</td>
<td>1,130,238</td>
<td>179,915</td>
</tr>
<tr>
<td><strong>Total Subsidies</strong></td>
<td>37,291,309</td>
<td>2,612,930</td>
<td>3,107,609</td>
<td>494,679</td>
</tr>
<tr>
<td><strong>Net Operating Gain (Loss) After Subsidies</strong></td>
<td>$ -</td>
<td>$ -</td>
<td>$ -</td>
<td>$ -</td>
</tr>
</tbody>
</table>
SunLine Transit Agency  
Budget Variance Report  
August 2020

<table>
<thead>
<tr>
<th>Description</th>
<th>Current Month FY21</th>
<th>Fiscal Year-to-date FY21</th>
<th>Favorable (Unfavorable)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wages &amp; Benefits</td>
<td>27,606,063</td>
<td>2,045,687</td>
<td>2,300,505</td>
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<tr>
<td>Services</td>
<td>3,930,788</td>
<td>191,792</td>
<td>204,882</td>
</tr>
<tr>
<td>Fuels &amp; Lubricants</td>
<td>2,458,579</td>
<td>101,975</td>
<td>192,520</td>
</tr>
<tr>
<td>Tires</td>
<td>226,381</td>
<td>8,248</td>
<td>11,200</td>
</tr>
<tr>
<td>Materials and Supplies</td>
<td>1,359,460</td>
<td>45,432</td>
<td>113,288</td>
</tr>
<tr>
<td>Self Consumed Fuel</td>
<td>(1,936,155)</td>
<td>(163,140)</td>
<td>(161,346)</td>
</tr>
<tr>
<td>Total Operating Expenses (Before Depreciation)</td>
<td>40,840,150</td>
<td>2,854,380</td>
<td>3,403,346</td>
</tr>
<tr>
<td>Passenger Revenue</td>
<td>1,399,824</td>
<td>4,164</td>
<td>116,652</td>
</tr>
<tr>
<td>Other Revenue</td>
<td>2,149,017</td>
<td>237,285</td>
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<td>295,737</td>
</tr>
<tr>
<td>Net Operating Gain (Loss)</td>
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<td>$ -</td>
<td>$ -</td>
</tr>
<tr>
<td>Local - Measure A, Commuter 10, Haul Pass</td>
<td>6,228,744</td>
<td>436,436</td>
<td>519,062</td>
</tr>
<tr>
<td>State - LTF, LCTOP</td>
<td>11,337,000</td>
<td>794,362</td>
<td>944,750</td>
</tr>
<tr>
<td>Federal - CMAQ:5307,5309,5310,5311(5,5311(5,5312</td>
<td>6,162,705</td>
<td>431,809</td>
<td>513,559</td>
</tr>
<tr>
<td>CARES Act 5307, 5311(5</td>
<td>13,562,860</td>
<td>950,324</td>
<td>1,130,236</td>
</tr>
<tr>
<td>Total Subsidies</td>
<td>37,291,309</td>
<td>2,612,930</td>
<td>3,107,609</td>
</tr>
<tr>
<td>Net Operating Gain (Loss) After Subsidies</td>
<td>$ -</td>
<td>$ -</td>
<td>$ -</td>
</tr>
</tbody>
</table>
Passenger Revenue - Unfavorable

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

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

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

Other Revenue - Favorable

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

Operator & Mechanic Salaries & Wages - Favorable

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

Operator & Mechanic Overtime - Favorable

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

Administration Salaries & Wages - Favorable

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

Administration Overtime - Favorable

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

Fringe Benefits - Favorable

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

Communications - Favorable

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

Legal Services - Favorable

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

Computer/Network Software Agreement - Favorable

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

Uniforms - Unfavorable

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

Contracted Services - Favorable

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

Equipment Repairs - Favorable

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

Security Services - Unfavorable

- Security service expenditures are within an acceptable range of the budgeted amount.
Fuel - CNG - Favorable
• Internal consumption has decreased by 38,562 GGEs compared to FY20 FYTD amounts. The lower internal consumption is primarily attributed to service redesign projects not yet initiated. The redesign will include streamlined routes and increased frequency.

### Internal GGE Usage

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

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

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

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

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

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

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

Electricity - CNG & Hydrogen - Unfavorable
• Electricity expenditures are within an acceptable range of the budgeted amount.

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

### Outside GGE Usage

<table>
<thead>
<tr>
<th></th>
<th>GGE Usage</th>
<th>Variance FY20 vs. FY21</th>
<th>Variance Previous Month</th>
<th>%Δ FY20 vs FY21</th>
<th>%Δ Previous Month</th>
</tr>
</thead>
<tbody>
<tr>
<td>August FY20</td>
<td>12,602</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>August FY21</td>
<td>22,185</td>
<td>9,583</td>
<td>[4,709]</td>
<td>76.04%</td>
<td>-17.51%</td>
</tr>
<tr>
<td>July FY21</td>
<td>26,894</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FYTD August FY20</td>
<td>29,395</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FYTD August FY21</td>
<td>49,079</td>
<td>19,684</td>
<td></td>
<td>66.96%</td>
<td></td>
</tr>
</tbody>
</table>
Water and Gas - Favorable
- Water and gas expenses are within an acceptable range of the budget.

Insurance Losses - Favorable
- Insurance losses can vary widely from month to month.

Insurance Premium - Property - Unfavorable
- Expenses for property insurance premiums are within an acceptable range of the budget.

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

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

<table>
<thead>
<tr>
<th>Outside Fueling Revenue</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenue</td>
</tr>
<tr>
<td>---------</td>
</tr>
<tr>
<td>August FY20</td>
</tr>
<tr>
<td>August FY21</td>
</tr>
<tr>
<td>July FY21</td>
</tr>
<tr>
<td>FYTD August FY20</td>
</tr>
<tr>
<td>FYTD August FY21</td>
</tr>
</tbody>
</table>

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

Self-Consumed Fuel - Favorable
- The favorable variance in self-consumed fuel is due to lower internal fuel consumption.
SunLine Transit Agency

CONSENT CALENDAR

DATE: October 28, 2020

TO: Finance/Audit Committee
    Board of Directors

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

Summary:

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

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

Recommendation:

Receive and file.
SunLine Transit Agency

CONSENT CALENDAR

DATE: October 28, 2020

TO: Finance/Audit Committee
    Board of Directors

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

Summary:

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

<table>
<thead>
<tr>
<th></th>
<th>Target</th>
<th>Range</th>
</tr>
</thead>
<tbody>
<tr>
<td>Equities</td>
<td>60%</td>
<td>35 – 75%</td>
</tr>
<tr>
<td>Fixed Income</td>
<td>40%</td>
<td>25 – 64%</td>
</tr>
<tr>
<td>Cash &amp; Equivalent</td>
<td>0%</td>
<td>0 – 10%</td>
</tr>
</tbody>
</table>

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

Union

<table>
<thead>
<tr>
<th></th>
<th>Actual</th>
<th>Range</th>
</tr>
</thead>
<tbody>
<tr>
<td>Equities</td>
<td>61.23%</td>
<td>35 – 75%</td>
</tr>
<tr>
<td>Fixed Income</td>
<td>38.24%</td>
<td>25 – 64%</td>
</tr>
<tr>
<td>Cash &amp; Equivalent</td>
<td>0.53%</td>
<td>0 – 10%</td>
</tr>
</tbody>
</table>

Non-Union

<table>
<thead>
<tr>
<th></th>
<th>Actual</th>
<th>Range</th>
</tr>
</thead>
<tbody>
<tr>
<td>Equities</td>
<td>61.24%</td>
<td>35 – 75%</td>
</tr>
<tr>
<td>Fixed Income</td>
<td>38.18%</td>
<td>25 – 64%</td>
</tr>
<tr>
<td>Cash &amp; Equivalent</td>
<td>0.58%</td>
<td>0 – 10%</td>
</tr>
</tbody>
</table>

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

Month-to-Month Asset Comparison

Back to Top
<table>
<thead>
<tr>
<th>Month</th>
<th>Market Value - Union</th>
<th>Market Value – Non-Union</th>
</tr>
</thead>
<tbody>
<tr>
<td>July 2020</td>
<td>$32,270,585</td>
<td>$32,507,313</td>
</tr>
<tr>
<td>August 2020</td>
<td>$33,434,267</td>
<td>$33,663,845</td>
</tr>
<tr>
<td>Increase (Decrease)</td>
<td>$1,163,682</td>
<td>$1,156,532</td>
</tr>
</tbody>
</table>

**Recommendation:**

Receive and file.
## ASSET SUMMARY

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

**Estimated Annual Income**  727,976.37

## ASSET SUMMARY MESSAGES

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

<table>
<thead>
<tr>
<th>ASSETS</th>
<th>08/31/2020 MARKET</th>
<th>09/31/2020 BOOK VALUE</th>
<th>% OF MARKET</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash And Equivalents</td>
<td>194,268.28</td>
<td>194,268.28</td>
<td>0.58</td>
</tr>
<tr>
<td>Mutual Funds-Equity</td>
<td>20,617,948.44</td>
<td>16,490,471.15</td>
<td>61.24</td>
</tr>
<tr>
<td>Mutual Funds-Fixed Income</td>
<td>12,851,618.40</td>
<td>12,288,085.95</td>
<td>38.18</td>
</tr>
<tr>
<td>Total Assets</td>
<td>33,563,835.12</td>
<td>28,972,825.38</td>
<td>100.00</td>
</tr>
<tr>
<td>Accrued Income</td>
<td>9.43</td>
<td>9.43</td>
<td>0.00</td>
</tr>
<tr>
<td>Grand Total</td>
<td>33,663,844.55</td>
<td>28,972,834.81</td>
<td>100.00</td>
</tr>
</tbody>
</table>

Estimated Annual Income    | 732,393.75

## ASSET SUMMARY MESSAGES

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

CONSENT CALENDAR

DATE: October 28, 2020

TO: Finance/Audit Committee
    Board of Directors

RE: Ridership Report for September 2020

Summary:

<table>
<thead>
<tr>
<th>Monthly Ridership</th>
<th>Monthly Variance</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Sep 19</td>
</tr>
<tr>
<td>Fixed Route</td>
<td>338,300</td>
</tr>
<tr>
<td>SolVan</td>
<td>1,304</td>
</tr>
<tr>
<td>SunDial</td>
<td>12,873</td>
</tr>
<tr>
<td>System Total*</td>
<td>352,477</td>
</tr>
</tbody>
</table>

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

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

<table>
<thead>
<tr>
<th>September 2020 Fiscal year-to-date Ridership</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fiscal Year 2020</td>
</tr>
<tr>
<td>Fiscal Year 2021</td>
</tr>
<tr>
<td>Ridership decrease</td>
</tr>
</tbody>
</table>

Recommendation:

Receive and file.
**SunLine Transit Agency**  
**Monthly Ridership Report**  
**September 2020**

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>14</td>
<td>DHS/PS</td>
<td>25,428</td>
<td>49,494</td>
<td>25,707</td>
<td>(24,066)</td>
<td>-48.6%</td>
<td>78,433</td>
<td>141,920</td>
<td>(63,487)</td>
<td>-44.7%</td>
<td>1,011</td>
<td>3,184</td>
</tr>
<tr>
<td>15</td>
<td>DHS</td>
<td>3,730</td>
<td>10,308</td>
<td>4,812</td>
<td>(6,578)</td>
<td>-63.8%</td>
<td>13,221</td>
<td>27,245</td>
<td>(14,024)</td>
<td>-51.5%</td>
<td>57</td>
<td>243</td>
</tr>
<tr>
<td>20X</td>
<td>DHS/PD</td>
<td>-</td>
<td>2,924</td>
<td>-</td>
<td>(2,924)</td>
<td>-100.0%</td>
<td>-</td>
<td>6,540</td>
<td>(6,540)</td>
<td>-100.0%</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>21</td>
<td>PD</td>
<td>-</td>
<td>1,141</td>
<td>-</td>
<td>(1,141)</td>
<td>-100.0%</td>
<td>-</td>
<td>2,456</td>
<td>(2,456)</td>
<td>-100.0%</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>24</td>
<td>PS</td>
<td>8,137</td>
<td>14,954</td>
<td>7,788</td>
<td>(6,817)</td>
<td>-45.6%</td>
<td>24,283</td>
<td>40,742</td>
<td>(16,459)</td>
<td>-40.4%</td>
<td>358</td>
<td>1,105</td>
</tr>
<tr>
<td>30</td>
<td>CC/PS</td>
<td>23,993</td>
<td>50,892</td>
<td>26,172</td>
<td>(26,899)</td>
<td>-52.9%</td>
<td>77,883</td>
<td>147,954</td>
<td>(70,071)</td>
<td>-47.4%</td>
<td>1,162</td>
<td>3,988</td>
</tr>
<tr>
<td>32</td>
<td>PD/TP/CC/PS</td>
<td>10,177</td>
<td>20,998</td>
<td>8,259</td>
<td>(10,821)</td>
<td>-51.5%</td>
<td>27,857</td>
<td>58,194</td>
<td>(30,337)</td>
<td>-52.1%</td>
<td>544</td>
<td>1,547</td>
</tr>
<tr>
<td>40</td>
<td>PS/BUZZ</td>
<td>-</td>
<td>2,640</td>
<td>-</td>
<td>(2,640)</td>
<td>-100.0%</td>
<td>-</td>
<td>9,190</td>
<td>(9,190)</td>
<td>-100.0%</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>54</td>
<td>Indio/LQ/IW/PD</td>
<td>-</td>
<td>7,652</td>
<td>-</td>
<td>(7,652)</td>
<td>-100.0%</td>
<td>-</td>
<td>16,163</td>
<td>(16,163)</td>
<td>-100.0%</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>70</td>
<td>LQ/BD</td>
<td>4,277</td>
<td>13,178</td>
<td>3,954</td>
<td>(8,901)</td>
<td>-67.5%</td>
<td>11,811</td>
<td>30,935</td>
<td>(19,124)</td>
<td>-61.8%</td>
<td>284</td>
<td>1,071</td>
</tr>
<tr>
<td>80</td>
<td>Indio</td>
<td>5,525</td>
<td>19,082</td>
<td>5,913</td>
<td>(13,557)</td>
<td>-71.0%</td>
<td>17,275</td>
<td>45,397</td>
<td>(28,122)</td>
<td>-61.9%</td>
<td>307</td>
<td>752</td>
</tr>
<tr>
<td>81</td>
<td>Indio</td>
<td>2,653</td>
<td>8,454</td>
<td>2,564</td>
<td>(5,801)</td>
<td>-68.6%</td>
<td>8,002</td>
<td>18,246</td>
<td>(10,244)</td>
<td>-56.1%</td>
<td>111</td>
<td>400</td>
</tr>
<tr>
<td>90</td>
<td>Coachella/Indio</td>
<td>3,248</td>
<td>6,306</td>
<td>2,922</td>
<td>(3,058)</td>
<td>-48.5%</td>
<td>9,296</td>
<td>18,626</td>
<td>(9,330)</td>
<td>-50.1%</td>
<td>102</td>
<td>301</td>
</tr>
<tr>
<td>95</td>
<td>Indio</td>
<td>2,653</td>
<td>8,454</td>
<td>2,564</td>
<td>(5,801)</td>
<td>-68.6%</td>
<td>8,002</td>
<td>18,246</td>
<td>(10,244)</td>
<td>-56.1%</td>
<td>111</td>
<td>400</td>
</tr>
<tr>
<td>91</td>
<td>I/Cch/Th/Mec/Oas</td>
<td>5,381</td>
<td>13,560</td>
<td>4,939</td>
<td>(8,179)</td>
<td>-60.3%</td>
<td>15,598</td>
<td>33,418</td>
<td>(17,820)</td>
<td>-53.3%</td>
<td>155</td>
<td>557</td>
</tr>
<tr>
<td>95</td>
<td>I/Cch/Th/Mec/NS</td>
<td>1,117</td>
<td>2,183</td>
<td>1,068</td>
<td>(1,066)</td>
<td>-48.8%</td>
<td>3,219</td>
<td>6,680</td>
<td>(3,461)</td>
<td>-51.8%</td>
<td>37</td>
<td>148</td>
</tr>
<tr>
<td>111</td>
<td>PS to Indio</td>
<td>72,627</td>
<td>113,535</td>
<td>70,138</td>
<td>(40,908)</td>
<td>-36.0%</td>
<td>214,900</td>
<td>324,314</td>
<td>(109,414)</td>
<td>-33.7%</td>
<td>3,912</td>
<td>12,309</td>
</tr>
<tr>
<td>220</td>
<td>PD to Riverside</td>
<td>-</td>
<td>999</td>
<td>-</td>
<td>(999)</td>
<td>-100.0%</td>
<td>-</td>
<td>3,287</td>
<td>(3,287)</td>
<td>-100.0%</td>
<td>-</td>
<td>13</td>
</tr>
</tbody>
</table>

**Fixed Route Total**  
166,293  
338,300  
164,236  
(172,007)  
-50.8%  
501,778  
931,307  
(429,529)  
-46.1%  
8,040  
25,605  
2,625  
7,927

**SolVan**  
1,307  
1,304  
1,216  
3  
0.2%  
3,724  
4,052  
(328)  
-8.1%

**Demand Response**  
5,491  
12,873  
4,896  
(7,382)  
-57.3%  
15,250  
38,842  
(23,592)  
-60.7%

**SunDial**  
5,491  
12,873  
4,896  
(7,382)  
-57.3%  
15,250  
38,842  
(23,592)  
-60.7%

**System Total**  
173,091  
352,477  
170,348  
(179,386)  
-50.9%  
520,752  
974,201  
(453,449)  
-46.5%

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

Fiscal Year-to-Date System Ridership

FY 2020 FY 2021

Fiscal Year
FY 2020 FY 2021
DATE: October 28, 2020

TO: Finance/Audit Committee
    Board of Directors

RE: SunDial Operational Notes for September 2020

Summary:

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

Recommendation:

Receive and file.
SunDial Operational Notes  
SEPTEMBER 2019 vs. 2020

On-Time Performance

<table>
<thead>
<tr>
<th>Year</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>%</td>
<td>89.1</td>
<td>97.6</td>
</tr>
</tbody>
</table>

Late Trips

<table>
<thead>
<tr>
<th>Year</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>1,300</td>
<td>115</td>
</tr>
</tbody>
</table>

Total Trips

<table>
<thead>
<tr>
<th>Year</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>12,006</td>
<td>4,973</td>
</tr>
</tbody>
</table>

Total Passengers

<table>
<thead>
<tr>
<th>Year</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>12,873</td>
<td>5,491</td>
</tr>
</tbody>
</table>
SunDial Operational Notes
SEPTEMBER 2019 vs. 2020

Total Miles

<table>
<thead>
<tr>
<th>Year</th>
<th>Miles</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019</td>
<td>106,203</td>
</tr>
<tr>
<td>2020</td>
<td>78,624</td>
</tr>
</tbody>
</table>

Preventable Accidents

<table>
<thead>
<tr>
<th>Year</th>
<th>Accidents</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019</td>
<td>1</td>
</tr>
<tr>
<td>2020</td>
<td>2</td>
</tr>
</tbody>
</table>

Ride Alongs

<table>
<thead>
<tr>
<th>Year</th>
<th>Alongs</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019</td>
<td>28</td>
</tr>
<tr>
<td>2020</td>
<td></td>
</tr>
</tbody>
</table>

Onboard Inspections

<table>
<thead>
<tr>
<th>Year</th>
<th>Inspections</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019</td>
<td>139</td>
</tr>
<tr>
<td>2020</td>
<td>13</td>
</tr>
</tbody>
</table>
SunDial Operational Notes
SEPTEMBER 2019 vs. 2020

<table>
<thead>
<tr>
<th>Safety Evaluations</th>
<th>Trip Denials</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019: 17</td>
<td>2019: 0</td>
</tr>
<tr>
<td>2020: 13</td>
<td>2020: 0</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Mobility Device Boardings</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019: 1,995</td>
</tr>
<tr>
<td>2020: 782</td>
</tr>
</tbody>
</table>
SunLine Transit Agency

CONSENT CALENDAR

DATE: October 28, 2020

TO: Finance/Audit Committee
    Board of Directors

RE: Metrics for September 2020

Summary:

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

Recommendation:

Receive and file.
On-Time Performance Percent by Route

Definition: "On-Time" - When a trip departs a time point within range of zero minutes early to five (5) minutes late.
Goal: Minimum target for On-Time performance is 85%.
Exceptions: Detours, train stuck on tracks, passenger problems, Information Technology System issues.
Early Departure Percent by Route September

Definition: When a bus leaves a time point ahead of the scheduled departure time.
Goal: To reduce early departures to 0%.
Late Definition: When a bus leaves a time point after the scheduled departure time.
The route is running late with a departure greater than five (5) minutes.
Goal: To reduce late departures to 15%.
Trip: A one-way ride booked by the client. A round trip is counted as two trips.
Late cancellation: A trip for which an ADA client does not cancel within two (2) hours before the scheduled pick up time.
Goal for Late Cancellations: 3% or below.
Total Trips: Total one way trips completed.
Goal: Reduce by 2% from previous year by enforcing attendance policy regularly and monitor trending. Absences include unscheduled for Fixed Route drivers.
Advertising revenue tracks revenue of invoiced contracts for bus shelter and bus wrap advertising. This section of the chart compares the FYTD21 against FYTD19 and FYTD20 totals. The graph tracks FYTD revenue accrued vs the FYTD budget. The annual budget amount for FY21 is $100,000.
Fixed Route Customer Feedback
October 2019 through September 2020

Valid fixed route feedback comprised of compliments and complaints for Oct 2019 through Sept 2020
Valid paratransit feedback comprised of compliments and complaints for Oct 2019 through Sept 2020
The target for local fixed routes is 10 PPRH. The FY21 goal is based on Board approved Service Standards Policy (B-190613).

Local routes are secondary routes that connect to the trunk routes and supplement the SunBus network.

The chart above represents the system performance on local routes for Passengers Per Revenue Hour (PPRH).

The target for local fixed routes is 10 PPRH. The FY21 goal is based on Board approved Service Standards Policy (B-190613).

Local routes are secondary routes that connect to the trunk routes and supplement the SunBus network.
The target for trunk fixed routes is 20 PPRH. The FY21 goal is based on Board approved Service Standards Policy (B-190613).

Trunk routes are highly traveled corridors serving a variety of trip purposes and connect a variety of regional destinations.

The chart above represents the system performance on trunk routes for Passengers Per Revenue Hour (PPRH).

The target for trunk fixed routes is 20 PPRH. The FY21 goal is based on Board approved Service Standards Policy (B-190613).

Trunk routes are highly traveled corridors serving a variety of trip purposes and connect a variety of regional destinations.
SunLine Transit Agency

CONSENT CALENDAR

DATE: October 28, 2020

TO: Finance/Audit Committee
    Board of Directors

RE: Quarterly Capital Project Update for 3\textsuperscript{rd} Quarter Calendar Year 2020

Summary:

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

Recommendation:

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

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

CONSENT CALENDAR

DATE: October 28, 2020

TO: Finance/Audit Committee
    Board of Directors

RE: Board Member Attendance for September 2020

Summary:

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

Recommendation:

Receive and file.
<table>
<thead>
<tr>
<th>Location</th>
<th>Jul</th>
<th>Aug</th>
<th>Sep</th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
<th>Apr</th>
<th>May</th>
<th>Jun</th>
<th>Total Meetings</th>
<th>Total Attended</th>
</tr>
</thead>
<tbody>
<tr>
<td>Desert Hot Springs</td>
<td>X</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>10</td>
<td>2</td>
</tr>
<tr>
<td>Palm Desert</td>
<td>X</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>10</td>
<td>2</td>
</tr>
<tr>
<td>Palm Springs</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>10</td>
<td>2</td>
</tr>
<tr>
<td>Cathedral City</td>
<td>X</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>10</td>
<td>2</td>
</tr>
<tr>
<td>Rancho Mirage</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>10</td>
<td>2</td>
</tr>
<tr>
<td>Indian Wells</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>10</td>
<td>2</td>
</tr>
<tr>
<td>La Quinta</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>10</td>
<td>2</td>
</tr>
<tr>
<td>Indio</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td>10</td>
<td>2</td>
</tr>
<tr>
<td>Coachella</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>X</td>
<td></td>
<td></td>
<td>10</td>
<td>2</td>
</tr>
<tr>
<td>County of Riverside</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>X</td>
<td></td>
<td>10</td>
<td>2</td>
</tr>
</tbody>
</table>

X - ATTENDED (Primary/Alternate)

DARK –
SunLine Services Group

CONSENT CALENDAR

DATE: October 28, 2020

TO: Taxi Committee
    Board of Directors

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

Summary:

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

Recommendation:

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

<table>
<thead>
<tr>
<th>Vendor Filed As Name</th>
<th>Description</th>
<th>Check #</th>
<th>Payment Date</th>
<th>Payment Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>SUNLINE TRANSIT AGENCY</td>
<td>Payroll Liabilities 8/7/2020</td>
<td>90812</td>
<td>08/12/2020</td>
<td>3,606.85</td>
</tr>
<tr>
<td>SUNLINE TRANSIT AGENCY</td>
<td>Payroll Liabilities 08/21/2020</td>
<td>90819</td>
<td>08/26/2020</td>
<td>3,606.85</td>
</tr>
</tbody>
</table>

**Total Checks Over $1,000**
$7,213.70

**Total Checks Under $1,000**
$2,043.67

**Total Checks**
$9,257.37
SunLine Services Group

CONSENT CALENDAR

DATE: October 28, 2020

TO: Taxi Committee
    Board of Directors

RE: Monthly Budget Variance Report for August 2020

Summary:

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

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

Recommendation:

Receive and file.
<table>
<thead>
<tr>
<th>Description</th>
<th>FY21 Total Budget</th>
<th>Current Month</th>
<th>Year-to-Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Actual</td>
<td>Budget</td>
<td>Favorable  (Unfavorable)</td>
</tr>
<tr>
<td>Revenues:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Revenue Fines</td>
<td>1,400</td>
<td>50</td>
<td>117</td>
</tr>
<tr>
<td>New Driver Permit Revenue</td>
<td>3,600</td>
<td>75</td>
<td>300</td>
</tr>
<tr>
<td>Taxi Business Permit</td>
<td>120,000</td>
<td>10,000</td>
<td>10,000</td>
</tr>
<tr>
<td>Driver Transfer Revenue</td>
<td>500</td>
<td>25</td>
<td>42</td>
</tr>
<tr>
<td>Driver Renewal Revenue</td>
<td>2,500</td>
<td>125</td>
<td>208</td>
</tr>
<tr>
<td>Driver Permit Reinstatement/Replacement</td>
<td>50</td>
<td>-</td>
<td>4</td>
</tr>
<tr>
<td>Vehicle Permit Revenue</td>
<td>124,500</td>
<td>5,275</td>
<td>10,375</td>
</tr>
<tr>
<td>Other Revenue</td>
<td>500</td>
<td>-</td>
<td>42</td>
</tr>
<tr>
<td>Operator Application Fee</td>
<td>1,500</td>
<td>-</td>
<td>125</td>
</tr>
<tr>
<td>Total Revenue</td>
<td>254,550</td>
<td>15,550</td>
<td>21,213</td>
</tr>
<tr>
<td>Expenses:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Salaries and Wages</td>
<td>96,614</td>
<td>6,853</td>
<td>8,051</td>
</tr>
<tr>
<td>Fringe Benefits</td>
<td>79,692</td>
<td>4,885</td>
<td>6,641</td>
</tr>
<tr>
<td>Services</td>
<td>53,730</td>
<td>1,598</td>
<td>4,478</td>
</tr>
<tr>
<td>Supplies and Materials</td>
<td>4,575</td>
<td>207</td>
<td>381</td>
</tr>
<tr>
<td>Utilities</td>
<td>5,220</td>
<td>432</td>
<td>435</td>
</tr>
<tr>
<td>Casualty and Liability</td>
<td>7,894</td>
<td>657</td>
<td>658</td>
</tr>
<tr>
<td>Taxes and Fees</td>
<td>100</td>
<td>-</td>
<td>8</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>6,725</td>
<td>61</td>
<td>560</td>
</tr>
<tr>
<td>Total Expenses</td>
<td>254,550</td>
<td>14,694</td>
<td>21,213</td>
</tr>
<tr>
<td>Total Operating Surplus (Deficit)</td>
<td>$ -</td>
<td>$ 856</td>
<td>$ -</td>
</tr>
</tbody>
</table>
Revenue - Unfavorable
- The unfavorable variance in revenue is attributed to a low number of vehicle permits.
- As of FYTD FY21, there is a decrease of 9,134 taxi trips compared to FYTD FY20.

<table>
<thead>
<tr>
<th>Taxi Trips</th>
<th>FYTD-FY20</th>
<th>FYTD-FY21</th>
<th>Variance</th>
<th>%Δ</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trips</td>
<td>11,560</td>
<td>7,283</td>
<td>(4,277)</td>
<td>-37.0%</td>
</tr>
</tbody>
</table>

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

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

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

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

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

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

Taxes and Fees - Favorable
- Tax expenses are within an acceptable range of the budget.

Miscellaneous - Favorable
- Miscellaneous expenses are within an acceptable range of the budget.
SunLine Services Group

CONSENT CALENDAR

DATE: October 28, 2020

TO: Taxi Committee
   Board of Directors

RE: Taxi Trip Data – September 2020

Summary:

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

Recommendation:

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

CONSENT CALENDAR

DATE: October 28, 2020

TO: Taxi Committee
    Board of Directors

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

Summary:

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

For August:

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

Recommendation:

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

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

Receive and file the SunLine Refueled implementation status report.

Background

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

Key Refueled objectives are summarized as follows:

- Streamline the local transit network and routes with enhanced connections to provide faster and more convenient service for existing customers as well as attract new customers. Revenue service will resume Sunday, January 3, 2021, the first day of the spring service change. (Exhibit A. Local Routes 1 – 9)
- Implement new microtransit pilot projects at four locations to test the effectiveness of meeting the mobility needs of hard-to-serve areas of low density or unimproved infrastructure. (Exhibit B. Microtransit Zones)
- Route 10 Commuter Link service operating weekdays between Indio and San Bernardino will begin on Monday, January 4, 2021. This route, which is provided through a financial partnership with Cal State University San Bernardino (CSUSB), will connect the university’s Palm Desert and San Bernardino campuses with bus stops in Beaumont and the San Bernardino Transit Center (SBTC)/Metrolink station. (Exhibit C. Commuter Link Route 10)
• Route 1X weekday pilot express service, which is funded by a Congestion Mitigation and Air Quality Improvement (CMAQ) grant, will serve Indio and Palm Springs via Hwy. 111 with bus stops in Indio, Palm Desert and Cathedral City, and is scheduled to start revenue service on Monday, May 3, 2021. (Exhibit D. Route 1X Express Service Indio – Palm Springs)
• When area K-12 schools resume traditional in-person classes, SunLine will activate school-tripper service, which are planned and budgeted.

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

• A public information and education campaign led by the Marketing Department (Attachment: Community Engagement Report).
• Finalizing the proposed route alignments with Operations staff and safety groups to ensure the proposals were both logistically feasible and safe.
• Performing a detailed operational and fatal flaw analysis using pre-COVID-19 pandemic data. This step included validating segment-to-segment running time data by time period and season, estimating running times for new segments, analyzing on-time performance, and analyzing reliability of transfer connections.
• Discussing Refueled recommendations with each of the respective jurisdictions.
• Reviewing input received from passengers through surveys and informal conversations (Attachment: Survey Results Report).
• Conducting substantial field work to select new bus stop locations that met accessibility standards and safety reviews.
• Preparing bus stop lists for all new routes, geocoding the locations and programming the automated voice announcements.
• Preparing the Refueled Operating Plan, which included a review of labor rules to ensure compliance, assumptions, and scheduling strategies for review by Planning, Operations and Maintenance departments.
• Initiating bus stop installations and removals by SunLine’s Stops and Zones crew.
• Preparing scopes of work for relocating bus shelters and contracting it out. All shelters will remain within the same jurisdiction to maintain equity.
• Preparing a fleet plan that assigned appropriate buses to certain routes and garages to maximize cost efficiency and operating effectiveness.
• Producing a video for training new coach operators on Route 10 Commuter Link service.
• Preparing content for the Rider’s Guide, including maps, schedules, fare information, interagency transfer information, how to ride the bus, etc.
• Interagency coordination between Omnitrans, CSUSB, Metrolink, Riverside Transit Agency (RTA), RCTC, Beaumont Transit, Banning Transit, including formal agreements between these agencies as needed.
• Preparing coach operator training information to ensure outstanding customer service.
• Holding formal and mandatory public hearings and open house sessions in both English and Spanish. These events, all conducted by SunLine staff, were held at the following dates, times and locations:
  o Thursday, August 27, 2020, from 10 a.m. to 12 noon and 2 p.m. to 4 p.m. at Palm Springs City Hall, Palm Springs
  o Monday, August 31, 2020, from 10 a.m. to 12 noon and 2 p.m. to 4 p.m. at SunLine’s Division 2, Indio
  o Online Public Hearings:
    ▪ Tuesday, September 1, 2020, from 1 p.m. to 2 p.m., and
    ▪ Wednesday, September 2, 2020, from 5:30 p.m. to 6:30 p.m.
  o Thursday, September 3, 2020, from 10 a.m. to 12 noon and 5:30 p.m. to 7 p.m. at SunLine’s Board Room, Thousand Palms

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

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

• Route 4: Due to the inability to safely make a left turn from Palm Canyon Drive on to Tahquitz Canyon Way, the westbound route was aligned to operate via Palm Canyon Drive, Ramon Road and Indian Canyon Drive before connecting with Tahquitz Canyon Way.
• Route 6: The alignment in Indio was modified to operate on Monroe Street to Ave. 48. The deviation to Shadow Palm Ave., and Aladdin, Ave. 46 and Clinton streets was eliminated due the inability to regularly make a safe right turn from Monroe Street to Shadow Palm Ave. and the inability to install safe bus stops. Similarly, in the absence of a controlled intersection and high-speed traffic on Ave. 48, the left turn from Oasis to Ave. 48 was determined unsafe.
• Route 8: To support connections with Route 1 and Route 6 at the future Coachella Transit Hub on 5th Street and Harrison Street/Cesar Chavez Street, Route 8 was extended to 5th Street and Vine Avenue, at a current transfer point adjacent to the future hub. Additionally, with the introduction of the new microtransit Coachella zone, the route will continue to operate on Harrison Street/Cesar Chavez Street to Ave. 54.
• Route 1X: It was determined that since the current Route 111 will be labeled Route 1 starting January 2021, that the proposed express service should follow the same simplified numbering system for the ease of use of passengers. For this reason, the express service will be launched as Route 1X.
The Refueled recommendations have been positively received by the communities we serve. Neither the public nor staff identified a fatal flaw that required major revisions or delay the implementation of any part of the plan.

Next steps:

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

Financial Impact

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

Attachments:

10.1 – Refueled Status Report Presentation
10.2 – Refueled Community Engagement Report
10.3 – Refueled Survey Results Report
10.4 – Exhibit A-D with Route Maps
AGENDA

- Outreach Overview & Summary of Survey Results
  Nicholas Robles, Marketing & Events Manager

- Implementation Status Report
  Rohan Kuruppu, Chief Planning Consultant
Outreach Overview
**In-Person**
- Street Team Visits
- Mobile Outreach Bus
- Public Hearings *(online options as well)*

**Virtual**
- Zoom Webinars and Tele-Town Halls
- One-on-One Organization Meetings
- Social Media Q&A and “Live” Events
Street Team & Mobile Outreach Interactions

AUGUST

SEPTEMBER

OCTOBER

2,749 INTERACTIONS
Partnerships

- flyers and survey cards distributed by partners
- masks and PPE distribution
- social media live events for targeted audiences
Social Media & Website

- Engagements: 2,119
- Impressions: 37,277
- Unique Visitors: 3,025
Press & Paid Advertisements

Newspaper
- 382,500 impressions

Radio
- 4,552,400 impressions

TV News Hits
- $15,416.51 publicity value
Survey Results
530 Participants

3,373 Responses

Survey Submission Method

36% at Street Team Visits
9% via Text
55% via web
Smartphone Access

Connections to Smartphone Access:
- Booking microtransit trips with SunRide
- Tracking the SunBus with myStop mobile
- Options for contactless payment with Token Transit

Yes | 87.2%
How likely would you be to utilize the Route 1X service?

- Very Likely: 52.4%
- Likely: 20.6%
- Somewhat Likely: 18%
- Not Likely: 9%

84% of survey respondents ride the bus at least once per month.
Key Themes

**Enhanced Bus Stops**

Broad support was expressed for enhanced bus stops

**Cleanliness**

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

**Frequency of Service**

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

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

Conducted in-person formal public hearings and informal conversations

Conducted formal public hearings online
Field Work
Status Report

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

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

Refueled Service Effective: Sunday, January 3, 2021
Next Steps

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

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

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

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

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

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

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

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

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

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

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

- **Five** Public Hearings - Scheduled as a longer amount of time to accommodate smaller groups to listen to a presentation and conduct a gallery walk with the maps. There were virtual hearings hosted as well.

- **97** Street Team Visits - 1-3 transit ambassadors were stationed at bus stops throughout the service network Monday-Saturday, where riders could ask questions and take the survey via iPad. Street team members are SunLine employees who have gone through our Transit Ambassador Program which trains them on the various parts of our service and helps give them the resources they need to address customer or potential concerns/questions.

- Mobile Outreach Bus – An entirely retrofitted retired paratransit bus housed mobile information including maps, videos, iPads and much more to educate and inform the most vulnerable populations who relied on public libraries and other public spaces to access digital information. One to two people at a time boarded our interactive mobile outreach bus to provide feedback and learn how SunLine Refueled would benefit them.

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

*Map from 2014 Palm Springs Life Vision*
As part of the outreach process, SunLine developed a 12-question survey to gain feedback on the different aspects of Refueled. These comments have been used to help determine the implementation plans for consideration. SunLine used PublicInput as the platform to run the survey project. This allows for a texting component and segmenting out geographic regions to help with data analysis.

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

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

*Full survey results shown in separate report*
KEY THEMES

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

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

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

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

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

EXPRESS SERVICE
90% of survey respondents indicated that they are likely to utilize the Route 1X when implemented in May 2021.
Not surprisingly, the survey responses reflected a wide diversity of opinions and perspectives on the future of public transportation in the Coachella Valley.

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

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

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

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

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

959 AUGUST TOTAL INTERACTIONS

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<td>120 interactions</td>
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<td>8/10</td>
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<tr>
<td>8/17</td>
<td>273 interactions</td>
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<td>8/24</td>
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1,573 SEPTEMBER TOTAL INTERACTIONS

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<td>9/14</td>
<td>237 interactions</td>
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<td>9/21</td>
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1,176 OCTOBER TOTAL INTERACTIONS

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<tr>
<td>10/1</td>
<td>874 interactions</td>
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<tr>
<td>10/12</td>
<td>302 interactions</td>
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</table>

2,749 TOTAL INTERACTIONS
MOBILE OUTREACH BUS

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

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

DESTINATIONS

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

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

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

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

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

Lift To Rise
Lift To Rise partnered with SunLine at four different outreaches. Their goal supporting the community’s most vulnerable members, goes hand-in-hand with our goal of keeping Coachella Valley moving forward.
Cities
A cross-pollination of information has been shared with member agency city communication staff, who many have included it on their website, e-newsletters, digital billboards, events calendar, and social media.

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

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

1-on-1 Meetings
Outreach is an active project with many meetings scheduled to occur with our community organizations with opportunities to continue spreading the word. 17 different agencies will soon assist SunLine during the education phase of Refueled.
INFORMATION DASHBOARD

SOCIAL MEDIA & VIRTUAL EVENTS

Social Media
Engagement: 2,119
Impressions: 37,277

Instagram Live: 362 views
Facebook Live: 407 engagements

Website (www.SunLineRefueled.org)
3,025 unique visitors

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

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

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

PRESS & PAID ADVERTISEMENTS

Newspaper
Quarter page ads ran for 5 weeks
• EL Informador de Valle - 130,000 impressions
• La Prensa – 232,500 impressions
Article from Virtual Media Roundtable
• Desert Sun – 20,000 impressions

Radio
3,245 radio spots featured with over 4,552,400 impressions
• KCLB 1,120,00 impressions
• KDGL 720,000 impressions
• KPSI 1,120,000 impressions
• KKUU 1,520,000 impressions
• KUNA 72,400 impressions

TV News Hits
33 story hits from Virtual Media Roundtable
• Publicity value $15,416.51
• Total viewers 94,904
• A website dedicated to the Refueled initiative launched in August, available in both English and Spanish. The website is focused on the four pillars of Refueled and allows community members to explore and provide feedback.

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

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

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

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

  o Look forward to new TV commercials
  o Additional Radio Spots
  o Geofence digital ads
  o New bus shelter ads
  o New onboard signs
  o Door hangers
Input and engagement from the public has been an essential part of the development of the SunLine Refueled plan. Beginning in August 2020, SunLine began a robust outreach campaign taking into consideration the challenges of the COVID-19 pandemic. SunLine used an online platform, PublicInput, to host a survey to solicit input from Coachella Valley residents about the future of public transportation in the region. The survey included both multiple choice and open ended questions. The online survey was available in both English and Spanish and was made available for community members at every street team and mobile outreach visit. In total, over 530 residents responded. This report includes the full results of that survey, with the exception of respondent contact information. Many thanks to all who responded to the survey. This feedback has given us important direction as we work to implement our plans.
Question 1
Do you have a smartphone that you can use to access the internet?

Yes 87.2%
No 12.8%

Question 2
How often do you ride SunLine buses?

Daily 34.5%
4-5 times a week 20.6%
2-3 times a month 16%
Once a month 12.7%
Never 16.2%
Question 2

How often do you ride SunLine buses?

If not, why:

- I have a car
- Currently not an effective way to get to SunLine for work
- I have a car
- I have my car
- Bus stop is far from my destination
- I do not reside in the Coachella Valley
- I live in North Shore, and work in Coachella. The hours of operations and non-frequency does not make it possible for me to use it for work, or to go shopping for groceries.
- Not convenient
- Por que no lo eh necesitado
- I have a car.
- I live far away
- Commute in personal vehicle. Few routes are accessible to where I go in the Valley.
- No bus stops near my home.
- Personal car
- I own a car
- My anxiety
- Not enough service
- I have a car
- Have a car & there is no service where we live
- Sunline does not pick me up at Murray Canyon Dr.
- Heat wait times lack of routes to go to where I need to go
- I have my own car
- I have transportation
- New to the area
- I have a car
- I have a vehicle and when previously used the routes and different buses to get to one place were confusing
- I own a car and imagine taking the bus to the airport would be a hassle
- Use auto.
- I live in Portland Oregon just visiting
- I have a car
- Just haven't needed to use it
- I have a car
- I have a car and don't need it currently
- Hadn't found the need to
- Not needed
- I have reliable transportation. If I didn't I would use the service
- I have a car
- I have only ridden 2 times
- I have my own car
- once in a while
- no need
Question 2

How often do you ride SunLine buses?

If not, why:

I don't go out often because of COVID-19 so it is not needed.
Unconvenient for my area. Not enough transfer points.
Inconvenient due to lack of connecting routes and not enough stops.
Nearest bus stop is approximately 2 miles away from my home.
Handicapped and haven't gotten a chance to find out how it works and the cost.
We have vehicles of our own
Tengo carro
No e tenido la suerte pero si me gustaría
I dont know how
This is my first semester at CSUSB, so I have not had access to this until now!
No need for it right now in quarantine.
I have a personal vehical.
Drive car
I have car
I have a car
not convenient
Porque tengo vehiculo
Retired and drive EV
I have a car
I have a car
I drive a car
I did used the Sunnis years ago...but if I need it one day I will use it
I have to transfer.
Wasn't aware of them
<table>
<thead>
<tr>
<th>Percentage</th>
<th>Top Priority</th>
<th>Rank</th>
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<tbody>
<tr>
<td>71%</td>
<td>Faster, more direct bus service</td>
<td>1.84</td>
</tr>
<tr>
<td>54%</td>
<td>Enhanced cleanliness on board the bus</td>
<td>2.15</td>
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<tr>
<td>52%</td>
<td>On-time service reliability</td>
<td>2.40</td>
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<td>45%</td>
<td>Improved bus stops</td>
<td>2.94</td>
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<tr>
<td>38%</td>
<td>Less transfers</td>
<td>2.94</td>
</tr>
<tr>
<td>24%</td>
<td>Use of zero emission buses</td>
<td>3.09</td>
</tr>
<tr>
<td>26%</td>
<td>More choices for on-demand transit/rideshare</td>
<td>3.24</td>
</tr>
<tr>
<td>25%</td>
<td>Contactless payment options</td>
<td>3.28</td>
</tr>
</tbody>
</table>
Route 111X will offer more rapid service with limited stops along the existing Route 111. When SunLine introduces the 111X, how likely will you be to utilize the service to access work, school or leisure activities?

- Very likely: 52.4%
- Likely: 20.6%
- Somewhat likely: 18%
- Not likely: 9%
Question 5: How much would you consider spending on a microtransit service like SunRide where you will be picked up at your home and dropped off at a bus stop (and vice versa)? Please indicate a value between $1 and $7.

Comments:

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

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

I say about 2.50 to 4 dollars if it’s clean and on time.

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

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

No need for that personally

$5 seems about right.

I would mostly like that service for my elderly mother

It’s ok for me as is

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

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

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

$5 depending on where you’re going

Depending on how near the stop is. $2 average.

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

$3.50 depending on distance

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

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

$7 is reasonable

Not likely I am young and fuelled with energy to reach the sunstop

Depends on how much gas I’m going to use

Not needed

I’m close to a bus stop. $1.00.
How much would you consider spending on a microtransit service like SunRide where you will be picked up at your home and dropped off at a bus stop (and vice versa)? Please indicate a value between $1 and $7.

Comments:

- 7 dollars is cheaper than Uber
- How about a set monthly fee??
- $2 each way or $3 round trip
- Creo que la rta 111x seria halgo muy adecuado para nuestra comunidad
- Really consider
- depends on whether it will take me to a route I need
- In my situation not necessary
- Pues no puedes hacer mucho con 8 dolares
- SunRide should pick me up at home and drop me off at home.
- Its a good idea for the elderly and handicap
- $1. I have a car so this needs to be low enough that I use that instead of my car, and cheaper than Lyft and uber.
- Don’t know
- No se
- I don’t have that service
- $0.00 - this would be an overreach into established Taxi Service.
- $3 under a mile with .50 incremental rates per mile
- Absolutely. I have always wished this service was available.
- I’m very close to bus stops
- Flying vehicles motor scooters
- I would be comfortable with $2.00 for the ride.
- 4 dolares en transfer de todo el dia
- No pago, soy estudiante
- I think it should be the same price as riding the bus.
- Never used it before so i couldn’t give a valid answer
- Any price
- $5 if we’re taking the less fortunate into consideration. It falls between the middle and the elderly/disabled cant always walk that far or fast enough to a nearby bus stop.
- No thanks - just a variation on a theme and it costs far, far too much.
- U need to compare it to minimum wage in CA. 2.50 is a great start
- $7 sounds great. And half of that for people with monthly passes
- This would be so beneficial especially due to limited options and financial hardships...opening back routes such as Fred Waring and Cook St. I would gladly pay more per trip!:-)
**Question 6**  
What does the future of public transportation in your community look like?  
(examples: more service, enhanced bus stops)

**Comments:**

<table>
<thead>
<tr>
<th>Comment</th>
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<tbody>
<tr>
<td>Enhanced bus stops</td>
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<tr>
<td>No metal at bus stops</td>
</tr>
<tr>
<td>Drinks/snacks at bus stops</td>
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<tr>
<td>Vending machines</td>
</tr>
<tr>
<td>Wanting more shade at bus stop</td>
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<tr>
<td>Tv on bus for the kids</td>
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<tr>
<td>More schedule information at stops</td>
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<tr>
<td>More service options</td>
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<td>More security on the buses</td>
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<tr>
<td>I'm very happy with the service.</td>
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<td>Enhanced bus stops</td>
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<td>Enhanced bus stops</td>
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<td>más limpio el autobus</td>
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<td>Mass service</td>
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<td>Improvement, more user friendly</td>
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<tr>
<td>Enhanced cleanliness</td>
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<td>more bus stops with shade &amp; better lighting &amp; mists for the summer months, no loiters who take up bus seats and seats at the stop but never get on the bus, enhance mask wearing, better and faster wifi.</td>
</tr>
<tr>
<td>Better bus stops</td>
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<tr>
<td>Mas rapido, salidas mas seguidas.</td>
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<tr>
<td>Cleaner buses</td>
</tr>
<tr>
<td>More service</td>
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<tr>
<td>Enhanced bus stops</td>
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<tr>
<td>Sin autobuses que expulsen emisiones de carbono al planeta, cambiándolos posiblemente a eléctricos</td>
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<tr>
<td>Mas servicio</td>
</tr>
<tr>
<td>More service routes, express buses to and from La and San Diego possibly, Better customer service than you currently have. And that bus drivers care about the safety of their passengers. Less attitude when we call customer service with a complaint.</td>
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<td>Cleaner and better bus stops</td>
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<tr>
<td>Better stops</td>
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<tr>
<td>Later bus service on the weekends. More bus service in east valley</td>
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<td>Better stops</td>
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<td>Nicer bus drivers</td>
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<td>Less transfers</td>
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<tr>
<td>Buses need to stop at all stops and not just drive by.</td>
</tr>
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<td>Improve transfers. For example arriving at a stop, walking over to other bus and the bus leaves before being able to get on.</td>
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<tr>
<td>More service</td>
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<tr>
<td>Streamlined service</td>
</tr>
<tr>
<td>Faster transit service</td>
</tr>
<tr>
<td>ride share</td>
</tr>
<tr>
<td>Better operator attitudes</td>
</tr>
</tbody>
</table>
What does the future of public transportation in your community look like? (examples: more service, enhanced bus stops)

Comments:

Be more service or enhanced bus stops on depending situation

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

Get rid of homeless at stops and on the bus.

more service

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

More easily linked to regional transit.

Bus stop at Mountain View and hacienda in desert hot springs

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

Si

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

Enhanced bus stops, more routes in the Valley

Better bus stops

Better bus stops more shade

111 should run later until 2am

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

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

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

More trees for shade.

Every bus has radio communication with each other.

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

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

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

Mas lineas que cubran el valle

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

More service

More service and better bus stops

Enhanced bus stops

Charger accommodations and updated seating.

to make the bus stop better in Desert hot springs CA

Very good

More service

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

Looks good to me

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

More service
Question 6

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

Comments:

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

Enhanced services like microtransit

Good plenty of bus on weekdays

Wider service area

More service

More shade

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

Enhanced bus stop

Better bus stops with more shade

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

More service

Better bus stops. Shaded.

All is good more service with later hours

More services

Better stops - misters and more shade

Better stops more shade

Nicer drivers

More service

more service, frequent

More service to residential area

Enhanced Bus Stops

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

More routes

More services

Bus stop at desert arc.

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

More microtransit, more green and sustainable.

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

Hopefully cleaner easier faster rides

None

Inter city metro Le electric train.

Stop outside new county building in DHS

More bus stops

I would like to see more routes

Back to Top
Question 6

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

Comments:

- more service
- Excelente
- comprar los pases en tiendas autorizadas que duren mas tiempo y solo poner a las personas que necesiten transporte gratis
- Perfect
- Enhanced bus stops
- I would like to see more routes along homes, more service.
- Ok with how it is
- No problems
- Growing big part of the future underground rails
- More public transportation
- Good
- N/a
- More service
- Buses running every 20 mins, Bus shelters, and enhanced platforms for disabled people
- Enhanced bus stops, faster traveling

Benches with back support that have flat benches, without the dividers aimed at preventing people from laying on them across the valley, not just in affluent communities. There needs to be shade at bus stops, especially at remote locations where there may not be shade around for miles. With an increase in student ridership, bus stops equipped with wifi along routes allowing students to maximize time between transfers. Bus stops with water misters for hot days or shaded areas. Buses with more bike storage capacity. Frequent service in dedicated bus lanes on busy routes. The ability to get to a frequent bus or train option to Riverside and LA
- Enhanced bus stops SHADE
- Transfers that meet on time for riders to transfer
- bike rental
- Less cars on the road
- Looks good just have cleaner bus stops
- I like it.
- More service from Mecca to Indio
- More routes within the community

More service. For example, I now have to walk 30 minutes to reach a bus stop. That’s crazy. There needs to be a bus line on Portola Avenue, which is a major thoroughfare, and more cross-connections. It seems as though the people who plan these routes don’t actually use public transit.
- On demand availability
- Compete with Amtrak bus service to train station
- more service, enhanced bus stops, stopping assumptions that everyone has a “smart” phone and/or internet.

I would be very useful if there were more bus stop locations around the more rural areas of the coachella valley since most people there need to use the bus more.
- They need be on time and more stop bus
- More service.
- Nicer drivers.
- Looks like it will be highly accomplished
- Service until 11pm
- Adecuado
Question 6

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

Comments:

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

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

More enhance and improve

More stops

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

Pues muy bien

Favorable para el bien estar de la comunidad

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

Go back to charging fares because the clientele has degenerated

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

Good in order

Increase cleanliness of buses

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

A domicilio o personal

More frequency along routes in north shore

More frequency in service

More service

More accessible

More bus service for people that don’t drive

More transit service

Faster service in Indio

Bright

Enhanced bus stops

More service with the sunride

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

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

Mas mejorado

I dont know.

Más servicio y más paradas de autobuses

Very good

More service

More service. More bus stops in my community.

enhanced bus stops

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

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

I rely on Public transportation on a Daily basis

More service

Muchas más paradas Y Puntual
Question 6  What does the future of public transportation in your community look like?  
(examples: more service, enhanced bus stops)

Comments:

Pues, tal cual como hoy los transportes responibles no digo que hoy no lo sean, que yeglen temprano
More service  When is Sublime resuming weekday schedules?
I heard our budget is getting cut :(
A bus stop from where I live is a mile away.
Enhanced bus stops
More services
its okay
Better bus stops
Cleaner bus areas
Routes were stopped
Rapido y confiable.
More bus stops
More service
More service with late hours
More Direct service to things like new shopping areas, dining, entertainment. Longer hours in the evening. Improved bus shelters with covers against the elements.
Me imagino un servicio de primera clase
A mess the first bus stop on 80 and it stinks
More service
cleaner bus stops
We need more service
More Services for Sun Dial Riders
More service
Cleanliness of bus and during Covid 19 social distancing. Drivers and employees regulating rules on bus and enforcement of them.
Bus stops more accessible. Less transfers from one bus to another. My community is rural and I would like to see more bus stops in areas where people live near Mobile Home Parks. These bus stops will allow our families to access healthcare, groceries, and other crucial services.
More stops. More access. More awareness around how easy it is to ride
more service, easier bus stop places, cleaner
None what so ever
Smaller, more efficient, and more frequent bus service. I rarely see many people on a Sunline bus. Is there anything that could be done to reduce the overall operational costs of bus service? I understand only 15% of bus service is paid for by riders. Is there a way(s) to reduce operational costs?
More bus stops. Within reasonable walking distances.
Hopefully Ending the fossil fuel uses
Con más paradas en mi comunidad de North Shore
Bien
Good now.
Move service
The future transportation community look like a more awareness to the sublime transportation. This will help improve and be more aware about the benefits of the sunline bus.
More versatility - getting to the destination after getting off the bus is usually the problem.
More bus stops
No comment
### Question 6

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

**Comments:**

- Con mas opciones para los que trabajamos y los que estudian
- More service
- More service
- Faster service, safe & efficient. Over cleanliness.
- Routes to CSUSB and maybe UCR
- Later bus times
- More stops to get off of
- Happy with the services.
- The service is good now
- Busy
- Better services.
- More service
- More routes better equipped sunbuses
- Mas limpio
- Faster more direct service
- More service
- Enhanced bus stops
- Clean transport with professionalism
- Enhanced Service. Possibility of Large Bus hub in the east valley to service large cities in southern California.
- Enhanced bus stops
- Enchanted Bus Stops, Buses that don’t harm the environment!
- More services
- Mas limpio
- More stops and access to buses
- What the future of public transportation in my community look like would be more helpful service/s
- Set up information booths at all transfer depots. Folks sometimes don’t understand the transfer system found in the bus schedule booklet.
- Restrooms available near bus stop or water fountains
- Stops with restrooms and water fountains
- Maybe there could be an app that helps people who don’t fully understand the routes and stuff to help them pick their route the need to go on depending on their destination, and arrival time
- I am hoping for added stops along Route 54. Also, a change in route to access Route 111 from Jefferson in Indio.
- Misters at bus stops
- More service
- Offer broader routes/options and faster service.
- Enhanced bus stops. Such as Digital Time Tables at more locations. One preferred location could be at the Buddy Rodgers, transfer bus stop in Cathedral City. The city is building a Casino across the street from this bus stop.
- Enhanced bus stops with less transfers
- More service and more stops
- Enhanced bus stops
- By paying only cash you, they should pay with debit card
- Better lite stops
- Enhanced bus
Question 6
What does the future of public transportation in your community look like? (examples: more service, enhanced bus stops)

Comments:

<table>
<thead>
<tr>
<th>Comment</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maybe how the seats can be spaced in the bus for the safety of people</td>
<td>And more shade when others are waiting for the bus.</td>
</tr>
<tr>
<td>who may carry diseases/sickness.</td>
<td>More bus routes</td>
</tr>
<tr>
<td>More service enhanced bus stops for bad weather</td>
<td>Enhanced bus stops because in some areas the bus stops does not have a</td>
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<tr>
<td></td>
<td>shed so we have to wait in the scorching heat.</td>
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<tr>
<td>More bus stop around the area</td>
<td></td>
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<tr>
<td>Magnífico</td>
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<tr>
<td>More bus stop</td>
<td></td>
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<tr>
<td>More service in Coachella</td>
<td></td>
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<tr>
<td>More bus stops and more access times to public schools</td>
<td></td>
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<tr>
<td>I currently live in Anza CA, so public transportation is essentially</td>
<td>for the public transportation to use it.</td>
</tr>
<tr>
<td>void here. However, when I am able to attend the campus in person I</td>
<td></td>
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<tr>
<td>look forward to use it.</td>
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<tr>
<td>Enhanced bus stops</td>
<td></td>
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<tr>
<td>I’ll definitely say enhanced bus stops, and better health safety.</td>
<td></td>
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<tr>
<td>More service. Longer hours. More bus stops. Reduction in time it would</td>
<td>get from Palm Springs to Palm Desert/Indio.</td>
</tr>
<tr>
<td>More riders leading to more buses to ensure distancing onboard</td>
<td></td>
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<tr>
<td>Buses arriving faster, able to transfer easier</td>
<td></td>
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<tr>
<td>Paradas mas mejoradas</td>
<td></td>
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<tr>
<td>Better service.</td>
<td></td>
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<tr>
<td>Mas probable.</td>
<td></td>
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<tr>
<td>Mad servicing</td>
<td></td>
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<tr>
<td>More bus stops.</td>
<td></td>
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<tr>
<td>Paradas de autobus mejorada en indio</td>
<td></td>
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<tr>
<td>More bus stops and more service for sure.</td>
<td></td>
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<tr>
<td>I’d say it would look like buses using clean energy</td>
<td></td>
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<tr>
<td>Better lighting at stops</td>
<td></td>
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<tr>
<td>No transfers</td>
<td></td>
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<tr>
<td>App where it knows your current location and you input your destination</td>
<td>then it prompts you what to do</td>
</tr>
<tr>
<td>Later bus stops. Ex. For there to be later bus times for route 24.</td>
<td>Stops that go to at least 10pm instead of 7pm</td>
</tr>
<tr>
<td>More chargers on the bus because sometimes when I go home it’s really</td>
<td>unsafe walking home</td>
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<tr>
<td>dark outside and my phone dies on the bus especially for kids some of</td>
<td></td>
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<tr>
<td>us would feel unsafe walking home</td>
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<tr>
<td>i hope it’s more cleans and smooth also contactless payment</td>
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<tr>
<td>Clean and safe</td>
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<td>More service and frequency</td>
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<td>More service in ev</td>
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<tr>
<td>More service to avoid traffic</td>
<td></td>
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<tr>
<td>Safety</td>
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<tr>
<td>Honestly I feel like more buss stops in open views because most buss</td>
<td>stops are very hidden</td>
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<tr>
<td>stops are very hidden</td>
<td></td>
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<tr>
<td>Metropolitan</td>
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<tr>
<td>more service enhanced bus stops</td>
<td>I would hope for there to be a way to press a button and tell the bus</td>
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<tr>
<td>I would hope for there to be a way to press a button and tell the bus</td>
<td>im just down the street to catch it. I’ve missed the bus several times</td>
</tr>
<tr>
<td>im just down the street to catch it. I’ve missed the bus several times</td>
<td>due to it being early at one stop so I have to run to the next, so if</td>
</tr>
<tr>
<td>due to it being early at one stop so I have to run to the next, so if</td>
<td>there was a way to tell the bus I would be there within minutes I’d</td>
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<tr>
<td>if there was a way to tell the bus I would be there within minutes I’d</td>
<td>appreciate it.</td>
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<tr>
<td>Buen futuro en transporte publico.</td>
<td></td>
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<tr>
<td>Service</td>
<td></td>
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<tr>
<td>Comments</td>
<td></td>
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<td>----------</td>
<td></td>
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<tr>
<td>more service routes, less transfers</td>
<td></td>
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<td>Electric golfcarts Free everywhere</td>
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<tr>
<td>Muy bien.</td>
<td></td>
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<tr>
<td>More service</td>
<td></td>
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<tr>
<td>Mas servicio</td>
<td></td>
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<tr>
<td>Más frecuente</td>
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<tr>
<td>Todo bien</td>
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<td>More services and more locations</td>
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<td>Menos paradas. Mas rapido.</td>
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<td>Enhanced stops</td>
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<td>more direct or express routes</td>
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<tr>
<td>Enhanced bus stops</td>
<td></td>
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<tr>
<td>N/A No usa servicio</td>
<td></td>
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<tr>
<td>Mas servicio nuevo</td>
<td></td>
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<tr>
<td>More bus stops, more coverage</td>
<td></td>
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<tr>
<td>Bueno</td>
<td></td>
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<tr>
<td>Bus stops close by to other locations and homes</td>
<td></td>
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<tr>
<td>En un futuro yo pienso q es una magnifica forma para ayudar en el medio ambiente y para reducir el calentamiento global menos vehiculos funcionando mas gente usando el transporte publico menos calor</td>
<td></td>
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<tr>
<td>More service</td>
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<td>More service</td>
<td></td>
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<td>More faster</td>
<td></td>
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<td>Bus stop needs to be kept clean of trash</td>
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<tr>
<td>More service</td>
<td></td>
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<td>More service more times like run 24 hours</td>
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<td>be on time</td>
<td></td>
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<tr>
<td>More transportation</td>
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<tr>
<td>Con más paradas en lugares necesarios como tiendas farmacias clinicas</td>
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<tr>
<td>Less wait time at each bus stop</td>
<td></td>
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<tr>
<td>Poor</td>
<td></td>
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<tr>
<td>Muy bueno porque es muy importante para las personas que no contamos con transporte y esto es muy bueno para nuestra comunidad</td>
<td></td>
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<tr>
<td>More services, faster and direct bus service</td>
<td></td>
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<tr>
<td>The future of public transportation looks like to me, where people can use there phones to pay without using cash, adding a timer when the next bus will come in all bus stops because that will help new riders.</td>
<td></td>
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<tr>
<td>WIFI service more bus stops</td>
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<tr>
<td>Major y agregar mas linear y mas horarios</td>
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<tr>
<td>More bus stops with shade and benches, faster service, on demand rideshare.</td>
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<tr>
<td>En chance bus stops</td>
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<tr>
<td>Mejorando el aire y menos tráfico y usando mejor el transporte público</td>
<td></td>
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<tr>
<td>More services</td>
<td></td>
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<tr>
<td>Yes, looks good</td>
<td></td>
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</tbody>
</table>
Question 6
What does the future of public transportation in your community look like?
(examples: more service, enhanced bus stops)

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

Getting from Palm Springs to Morongo Casino
A grand future, prosperous
Would like more service, not to wait so long between buses, better bus stops.
Enhanced bus stops
More Stops
More stops
Fare free service
Mas servicio
More services/stops, comfortable seats.
Mucho mayor, no habia servicio antes.
Enhanced bus stops, more service, less transfers

Question 7
What would encourage you to use public transportation more often?

Comments:
Free fares
More respectful passengers
Free fare
More direct routes
More security
Customers are rude to driver.
More accommodations
Faster service
Mas servicio
More consistent experience
More buses
Faster service
More stops easier to get around, have more bus drivers drop of people at certain places when it's night time to avoid potential danger
Que no tardara mucho
Free fare
Don't have a car
Question 7
What would encourage you to use public transportation more often?

Comments:

NA
Ya lo uso con frecuencia, pero diría que tal vez que hubiera algunas rutas express
Si
Just as I stated as my answer for the previous question.
Free fare
Free bus fare
Weekend late night service
Less transfers
Bus drivers who are more friendly
More service
If it was efficient way to commute to work
One additional nighttime bus.
Deviations from routes a few times per day
Drivers with better customer service, careful with braking
I use it everyday anyways
Nothing
see above
If the service ran 24 hours per day.
yes
Bring back Fred Waring and Cook routes please
Closer bus stop to home.
Lower fares
More busses more often
Si
My construction projects being accepted, and it will bring the value of our area far greater than the vision any other planning Commission has to contribute. I speak in terms of putting us at level to compete in world leadership perhaps in places to visit for its extensive change all around.
More routes around the Valley
Free fare
More frequent bus service
Nothing
If it's more convenience than driving somehow
Reliable schedule and easier payment option. Current mobile ticket doesn't work very well. Maybe have ticketing machines at stations
Conocer el valle, yo no tengo carro y me es más difícil saber que atracciones existen
A monthly ride membership.
Not sure just yet at the moment
School back in session
More service and free fares
More media advertisement.
for bus company to see other companies so the employees can learn about the bus service and to have a game so they can win free bus ride
More stops. Also try adding a bus only lane and adding more routes to Cabazon
Comments:

Faster travel time
faster
If it was more cleaned
If you address the problems associated with what’s needed when travelling. How to take the laundry along to do, how to do a week’s or more shopping and try to take the bus to and from the supermarket. How to stop these long pauses (20 minutes even) during a single transit.
Faster service and more pay options. Sometimes I need to use the bus as a last minute resource, and I may not have the exact change available, but I do have my Apple pay.
My projects being accepted and actually im a little tired... And its getting more and more dangerous to travel on foot. Im really trying to get a vehicle so i can get more access to work as what im working towards does not exist yet.
Emphasize the green contribution of riding a bus. For every mile ridden, a pound of carbon is not emitted into the atmosphere. And right now, riding is free.
Very reliable as you are
Clean vehicles and quicker transit time.
More frequent buses
I can’t drive as much.
Clean
To know that you guys care. I’m so sick of dealing with crappy bus drivers who treat us like we’re less than them. They ignore us and have terrible attitudes. (SOME)
Free fares
Not having the burden of getting to the transportation. Most of the valley is what you would call a bedroom community and for many the puzzle is how do I get from my house to public transportation? For many this problem can make it prohibitive to consider public transportation. If I have the opportunity later I will present to you my experience.
More direct routes
Better Sunday service
More street teams and better one on one engagement
Convenience
Nicer greetings from drivers
Free fares
Free fares and Usb charging ports
More buses
faster service
Transportation police
Zero Emissions
Well late allot.
yes
Closeness of bus stop, nearest one is a mile away from home.
On demand service
Cleaner busses respectable driver’s
Cooling system or shade structures at bus stops.
Question 7
What would encourage you to use public transportation more often?

Comments:

- Need
- Convenience
- Knowing its safe
- Cleaner and less drug addicts on the bus
- All buses having Wi-Fi. Even the ones with charging plugg ins
- Better relations with actual riders and better issue mediation for on-route drivers
- Stop in front of more county buildings
- More jobs
- Earlier start times.
- Stops/routes that are closer to where I live and work. Had routes but they don’t run that late for the ride home.
- Fast, on-time service. Routes close to my residence
- Mas limpieza para darle seguridad a la gente antes de subir
- Beautiful drivers and passengers (customer service)
- Nothing uses daily
- I would use it if we had an express line from Monterey to Thousand Palms
- 10 commuter link more hours
- Less expenses
- I’m ok right now
- Cleaner bus stops well lit and safe bus stops
- More rails
- I’m set right now
- People are nicer the riders
- No problems
- No problem
- Less wait time
- Newer buses. I feel like you can go anywhere on a bus. Simply riding the bus.
- Less traffic and less contamination
- Having stops closer together. Between extreme weather and chronic pain, I do not find it convenient at this time.
- More reliable and frequent service
- CHARGE RIDERS FARE
- FINES FOR NO MASKS BOTH DRIVER AND RIDERS
- 111X should stop at the Courts in Indio. Route 70/7 should continue north to Sun City or offer microtransit option.
- Frequency of schedule
- More chargers on the bus
- Free fare
- Have transportation by work areas
- Nicer bus drivers.
- Route to go shopping
### Question 7

What would encourage you to use public transportation more often?

#### Comments:

<table>
<thead>
<tr>
<th>Suggestion</th>
<th>Response</th>
</tr>
</thead>
</table>
| Closer bus stops, more connections. It should be like a real city public transit line, whereas we seem to be a suburban line that specializes in tourists and the homeless. If you make it for everyone, we'll use it more. Remember, the older generations, who use cars and golf carts, are going away and the newer generations don't always drive and don't want to always use crappy Uber. Somewhere fun to go For my bus line the 95 I would prefer for there to be more buses available every hour instead of every 3 hours. Nicer considerate drivers. Frequent bus arrival. More stops along route 24 Lo caro de la gasolina Frequent service and stops that make waiting easier. Cleaner, faster buses Yes Not having any troublemakers bugging me or anything else Not having transportation Tener más salidas Por que es seguro y confiable If we had an uber-like service I use it enough now but the free fare attracts a different element. More space less people on the bus at a time not so many stops Nothing really but it does help me get to work on time and other locations as well 😊 Relajarse y motivación More service Reach your destination quicker Advertisement in the Eastern Coachella Valley No more COVID since I can't go anywhere More options to travel within Indio Nothing Long time rider. More shaded bus stops 7 day a week 111x offerings It is already my primary choice for transportation Lo que me alentaría a usar el transporte público con mas frecuencia sería que hubiera mas estaciones en la área en donde vivo. Tener más paradas sercas Conveinence Que finalidad del servicio The suggestion I'm being picked up from home and drop off at a bus stop Yes I would use public transformation if they picked me up in my community and drop me off in my community. Affordable and reliable
Question 7

What would encourage you to use public transportation more often?

Comments:

- More reliable service, better routes, more buses on routes to reduce wait times (no one wants to leave 2 to 3 hours early to be somewhere on time because the next bus would get there too late)
- If Some of Your bus driver's were nice and Friendly
- More buses
- More service
- Que el transporte sea más rápido
- No, poder manejar
- Later route times on Saturday and Sunday.
- Faster service, more frequent buses
- Bus stops near my home, carry larger items on the bus
- Fellow riders who wear mask and social distance.
- Shuttle services to Desert Regional Medical Ctr, recognition that ventilation on buses poses a health risk due to aerosol transmission of virus
- Less homeless riding the Sunline for free!
- yes!!!
- In person school
- Nothing
- Que sea rapido
- What would encourage me to use public transportation is being respectful :)
- Make schedules later for since bus hours are limited
- No more COVID
- More service
- Load and unloading for disabled persons
- More service
- Routes that come closer to my home and go more directly to shopping. I'd like to be able to go to Vista Chino and Sunrise, or Sunrise and East Palm Canyon from Sunny Dunes without having to transfer downtown, out of my way.
- El ahorro en combustible y la comodidad
- Gas prices
- Less homeless. Just start with charging fares again because this was not a problem when I paid.
- If I could get places faster
- later times on night time 111
- Si ponen mas horarios para thousand palms ca
- More routes
- Better communication between drivers and riders
- What will happen more often, it is a long time to wait
- Reliability. And not having to know what different buses i need to use. I would like to be able to access that information quickly and be able to use it. Also, a way to ensure that a bus stop is nearby when i need it. I am unsure if it is already in place, but having a monthly cost that we can pay to use the bus whenever. Not having to worry about having money on hand is important.
- More stops
Question 7

What would encourage you to use public transportation more often?

Comments:

Above reasons...cleaner, watching CDC guidelines, no contact pay, more convenient bus stops.
Water dispenser maybe bathrooms like greyhound
More frequent service. Clean facilities. Bathrooms at the bus stops,
Closer bus stops.
More ways to get around, and faster!
Con mas paradas y mas autobuses
Sy lo uso cuando no tengo disponibilidad de mi carro
Same
More service
What would encourage me to use the public transportation send emails or calls talking about all the benefits that sunline bus.
A failure to have an alternate method of transport.
closer to home
Reliable service with accurate times available on an app - this is presently available and invaluable to me. The consolidation of the routes and the addition of 111X. 
El ahorro
Work shopping
Shopping
It being more safe.
Ease of use
Buses that run from Desert Hot Springs to Palm Springs and back until at least 11 pm
It can help me commute to school at a low price for me to continue my education z
I use it all the time.
Cleaner bus.
Dr appts efficiency
The economy.
No
Comfeterable seats
Better seats
Gas allowance
If it was like uber or Lyft
Mas frecuencias
If it was faster or had more rounds
Charging ports
I like the service already provided
benefits for younger population.
For the experience to be more private and personal. Large busses are not needed in this area. Public transportations deterrent is having to be so close in contact with complete strangers. It shouldn’t be about how many people you can cram onto a bus.
It’s as safe and not confusing as it can be
Question 7: What would encourage you to use public transportation more often?

Comments:

- If it wasn't so awkward during the bus ride! Music should be playing.
- Work, Grocery Run, Aarons
- No tengo carro
- Seating amount, cleanliness, time of transportation
- What would encourage me to use public transportation more often is if it was punctual meaning on time.
- A safe and clean environment.
- I appreciate the Sunline Transit. This is the main reason I moved here in the Coachella Valley... I love the ease of getting around town on the bus... I can enjoy the beautiful scenery while riding on your comfortable bus. I also brag about the Sunline Transit system... A friend of mine sold their car and is currently riding the bus and loving it.
- More options of routes near me.
- More comprehensive routes so you don’t have to add an hour to your trip due to lack of connecting points.
- Shade at each bus stop.
- Yes.
- By offering broader routes/options and faster service I would highly consider using the services.
- Could the Sunline Bus Schedule be posted and printed in LARGE BOLD PRINT... and put inside a separate lighted stand... at all bus stops. Some folks really can’t read the tiny print... especially in the evening.
- The ability to get to a bus stop easier.
- More air conditioning on the bus.
- Faster service.
- Cleanliness of bus and bus stops.
- It’s way easier and reliable.
- If hours were longer and end by say mid night.
- Cleanliness, contactless payment.
- Better service of bus, air conditioning, spacing of seats.
- Frequent service.
- Better bus stops with more lighting and protection from weather conditions.
- Yes, I would it is better than cars.
- The one close to me.
- Disfrutar el viaje.

- More cleaning.
- Better the frequency in service and lower fares.
- Because of covid-19, I haven’t use the bus since the beginning of the pandemic. But when I used it, I would use everyday to give to CSUSB PDC and back home. I know some of the classes end at 10 pm and it would help a lot if maybe spreading out some of the existing times from 4-7 (4 rides total) from 4-10 (4 rides total).
- Internet access.
- More bus stop times.
- Definitely giving me the opportunity to ride and be able to study or do homework. Also I feel safe in the road so that encourages me to that the sunbus.
Comments:

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

Public awareness for the safety onboard to include ample social distancing.

If there were more bus stops and faster buses.

If I don't have access to a vehicle.

Trabajo mas

Mad trabajo

Cleaner buses more stops.

Servicio mas tarde y servicio sunride

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

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

Better stops

Better working Wi-Fi

If there were more bus stops throughout big neighborhoods.

Those fluffy seats are really comfortable

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

Saving energy

No fares

More frequency

Easier routes

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

Más horarios

Bus activity in North Indio, Golf Center and Ave 44

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

Necesidad

Bus make transfers safe

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

Safety with other riders

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

More convenient

Más horarios

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

Economia

Seguridad en el autobus y servicio mas rapido

Fred warning and deep canyon area needs more service
**Question 7**

What would encourage you to use public transportation more often?

**Comments:**

- faster more direct routes
- Later service hours
- Si no tubiera carro. Necesidad
- Keep social distancing.
- Si emergencias ocurren
- If I didn’t have to walk half an hour to one hour to walk to the nearest bus stop. I still use it when needed nevertheless.
- Menos trafico
- More service
- Cleanliness enhancement
- Higher gas prices
- Cheap and reliable.
- Para que mis hijos y sus hijos de mis hijos no tengan un medio ambiente mas limpio ms saludable esperemos que eso que ustedes piensan implementar sea un granito de arena que apartemos todos en conjunto
- Closer stops near my house
- Friendly service
- To be with out a car
- Drink services
- better schedule
- I don’t have a car
- ease in getting from point A to point B without more than one transfer.
- I use it all the time already.
- Un poco más de higiene
- Something that would encourage me to use public Tran more often is faster bus services.
- What would help a lot would be how you guys maintain the cleanliness overall inside the bus and at the bus stop. The most frequently use bus routes are the one that smell like pee and weed. The buss sets are stained and that makes me not want to set on them or ride the buss because of the odor. The Flor’s are sticky and dirty, I think there should be a policy who can ride the bus because a ton of people are afraid to speak up. For a example not let people who are high or have consumed drugs because we don’t know what they consumed and how that are going to react, that puts everyone who is in the bus at risk and that’s a huge liability for you guys, someone can sue you. But also no one wants to put up with that. Next, put something for the bus to smell good because a ton of homeless people ride the bus and bing in there belongings and they smell disgusting. The odors are so strong too. You want to the people to fell safe at night so increase lighting in all the bus stops because I am a college student and when I would go home late I would always fear something bad will happen at the bus stop at night.
- Trabajo
- Less waiting time on weekends
- Botellas de agua regaladas o vendidas en transporte público
- More bus stops
- More steps towards newer development in North Palm Springs, near I-10
- Esta buen
- Faster service
- Friendly driver greeting
Question 7
What would encourage you to use public transportation more often?

Comments:

Not waiting so long for buses, people not sleeping at bus stops. Bus stops providing shade.
Clean interior
Closer Stops
Easy to use
Better quality rides

Question 8
For routes that you ride, please click on the designated color to provide feedback.
Question 8

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

Route 1

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

Comments:

Que sea con menos paradas
My friends and I go to Palm Springs
One last bus for 11:20 approx. For late nighters who finish work around this time. (Personal preference. Do what you will with this suggestion)
Love this access!
For such a frequently used route, the wait times are still long, late, and usually overcrowded
Me gusta porque abarca muchos lugares y el tiempo de espera es corto
It is always late
It would be nice if the bus stops were all sheltered and larger, and clean like they are consistently in certain areas.
Extend to windy point
Great route. Good service and timing.
Think its fine as is tbh
Would like to see a route on Cook St again.
Looks good
I believe the 111 should be a true BRT. The 111 is the most frequented route in the system and should allow riders to go from Downtown Palm Springs to El Paseo in 30 minutes or less. The bus stops should be more like transit stations with indoor air conditioned waiting boxes or at least misters outside. Most importantly, the line should terminate at or near the site of Coachella as the dedicated bus lanes could be used to allow coaches during festival season to reduce congestion. I think this would build support for a dedicated lane.
This is the number one route in the valley and needs enhanced bus stops to reflect that! Also, I love the closing of traffic on Palm Canyon and think the bus line should be moved to Indian Canyon permanently if the city decides to keep the closed streets
No suggestions at the moment
Norte de Palm Spring
For routes that you ride, please click on the designated color to provide feedback.

Route 1

Comments:

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

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

This route is not important to me.

I would most likely go to palm desert

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

Creo es una de las rutas mas utilizadas.

I use the 80

Less stops would be great

add a cross walk light at

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

Muy buena ruta

Didn't know that this was a route.

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

None

Need a route from Mecca to get to the other cities

Could extra and different stops

la quinta would be useful

In favor of

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

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

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

Great buss route !!!

It gets me to my favorite places

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

I don't really use this route.

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

I love how frequently they come

Maybe adding a few more arrival times

I like how the bus comes every 20 minutes so I don't have to worry too much if I miss one.

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

It's awesome,

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

A button to stop the bus when I'm only minutes away.

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

I think it's great!

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

Route 1

Comments:
I think that the proposed of route 1 is a great idea and would improve the bus service and become more Convenient for the public. I use this route a lot. Thee is a lot of root traffic, with that comes a lot of problems. One is the odor, homeless people use it and bring a strong odor. People who smoke weed too. I am always afraid when people who are on drugs to board the bus because I don't know how they're going to react to the drive and how they're going to behave around other people be acting crazy. The bus is always dirty and most all sets are stained I have to put a peas of paper to sit.

Esta today's bien las rutus
Overall, more efficient transit options connecting the Mecca and North Shore to shopping centers in Coachella, Indio, and Palm Springs. Recommend thinking of a transit hub closer to the ECV.

Why is this route important to you?
Tell us about your interests by marking all that apply.

- I live near this route 61%
- I work near this route 20%
- I use this route to commute to work and/or school 33%
- I use this route to access services such as healthcare 19%
- I use this route for shopping, dining or entertainment 38%
- I own a business along this route 2%
- I'm interested in transit development 21%
For routes that you ride, please click on the designated color to provide feedback.

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

Comments:

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

Good idea simpler than two routes that alternate

I am for it.

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

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

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

Good idea simpler than two routes that alternate

I have extensive and expensive prohets for these areas completely. Dubai expo is all about Opportunity Mobility and Sustainability
Question 8

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

Route 2

Why is this route important to you?
Tell us about your interests by marking all that apply.

- I live near this route: 56%
- I work near this route: 26%
- I use this route to commute to work and/or school: 41%
- I use this route to access services such as healthcare: 22%
- I use this route for shopping, dining or entertainment: 48%
- I own a business along this route: 0%
- I'm interested in transit development: 11%
For routes that you ride, please click on the designated color to provide feedback.

Route 3

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

Comments:

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

More bus stops near the super foods in DHS

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

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

Great

Nice
**Route 3**

**Why is this route important to you?**
Tell us about your interests by marking all that apply.

<table>
<thead>
<tr>
<th>Interest</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>I live near this route</td>
<td>20%</td>
</tr>
<tr>
<td>I work near this route</td>
<td>80%</td>
</tr>
<tr>
<td>I use this route to commute to work and/or school</td>
<td>20%</td>
</tr>
<tr>
<td>I use this route to access services such as healthcare</td>
<td>20%</td>
</tr>
<tr>
<td>I use this route for shopping, dining or entertainment</td>
<td>40%</td>
</tr>
<tr>
<td>I own a business along this route</td>
<td>0%</td>
</tr>
<tr>
<td>I’m interested in transit development</td>
<td>20%</td>
</tr>
<tr>
<td>I live near this route</td>
<td>40%</td>
</tr>
</tbody>
</table>
For routes that you ride, please click on the designated color to provide feedback.

Route 4

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

Comments:

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

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

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

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

Better transfer points busses that wait for transfers.
For routes that you ride, please click on the designated color to provide feedback.

**Route 4**

**Why is this route important to you?**
Tell us about your interests by marking all that apply.

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

**Comments:**

- Having an express line 4 would benefit people who go to COD and those who work in the surrounding areas.
- I fully support expanded service.
- I would love to see my favorite line to get an revamp!
- I ride the 14 in dhs and go to plm springs.
- Yes
Question 8

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

Route 5

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

Comments:

nice

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

This route sits in the path of my projects that I wish to contribute. In hopes to being able to attend the Dubai Expo Masterplan 2020. Its key is Opportunity sustainability and mobility. I believe I can boost the value of our area and change into a more new world view to our evolution overall. It is really a good idea to use the Sunline bus because it's a wonderful idea and amazing
For routes that you ride, please click on the designated color to provide feedback.

Why is this route important to you?
Tell us about your interests by marking all that apply.

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

Comments:

- It's really wonderful ideas of the sun line a lot and it's amazing.
- If I could ride from the Washington/Harris Ave stop in PD to SunLine's Thousand Palms location, I would utilize public transit on most days.
- Would like to know more about Route 5; was using 20 express to and from work -- when it was running; hope it will return.
For routes that you ride, please click on the designated color to provide feedback.

Route 6

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

Comments:

No tengo comentarios
This would require me to take 2 busses instead of one to get to work. I would not eliminate the 80 loop
Route 6

Why is this route important to you?
Tell us about your interests by marking all that apply.

- I live near this route 71%
- I work near this route 29%
- I use this route to commute to work and/or school 29%
- I use this route to access services such as healthcare 14%
- I use this route for shopping, dining or entertainment 43%
- I own a business along this route 14%
- I'm interested in transit development 0%

Comments:
A bit faster route time
Route 7

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

Comments:

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

Too far
Why is this route important to you?
Tell us about your interests by marking all that apply.

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

Comments:
I live closest to this route, but not close enough to walk to the stop. I am near Sun City Palm Desert and bus stop is located south of the freeway. Too far to walk.
For routes that you ride, please click on the designated color to provide feedback.

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

Comments:

- well I wish it can take more easier short cuts
- Que dure en pasar con menor tiempo
For routes that you ride, please click on the designated color to provide feedback.

**Route 8**

**Why is this route important to you?**
Tell us about your interests by marking all that apply.

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

**Comments:**

- I like seeing how transit develops.
- My friends and bars
- Well I wish that's things go easier one day
- More services to this area
For routes that you ride, please click on the designated color to provide feedback.

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

Comments:

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

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

Route 9

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

Comments:

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

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

**Route 9**

Why is this route important to you?
Tell us about your interests by marking all that apply.

- I live near this route: 69%
- I work near this route: 38%
- I use this route to commute to work and/or school: 8%
- I use this route to access services such as healthcare: 8%
- I use this route for shopping, dining or entertainment: 15%
- I own a business along this route: 0%
- I'm interested in transit development: 0%

Comments:

- Need buses to go to work
- Like it
### Comments:

- nice
- You guys are doing great
- Better security
- Install cell phone charging ports on bus.
- Nada más
- None, thanks!
- have a vending machine near the stop with water and less loiters
- I appreciate the rides
- No
- Good job
- Limpio, a tiempo, confiable, uso el autobús a diario así que buen trabajo
- Muy bien
- Better customer service and customer awareness. Passengers get on the bus without a mask, the bus driver tells them to put in their mask after they came on the bus without one potentially already infecting us on the bus. Passengers should not be allowed to even come on the bus without having a mask on.
- Keep free fares
- Better bus stops with more shade
- Less transfers
- Keep the buses cool
- Overall just the drivers braking
- 111 be on time, courteous operators
- View messages I sent thru Facebook: https://www.facebook.com/habacus.awholenewworld
- Equip more buses with USB power stations to charge phones on the go!
- I love being able to have a positive experience with all on the bus.
- Have buses that have charge outlet for devices.
- Do a monthly membership
- Always reliable.
- I think its doing great so far.
- You need to explain what it is that you propose. Your map is indecipherable. Are you changing something, planning to change something? How about a list to tell us where you propose routes to go.
- Let the jehovas witness play a bigger role in evolving our valley into a valuable asset to the world.
- Good changes...onward and upward
- Don't get rid of the bike rack on the bus I use it every day
- Lake Arrowhead has the MARTA service that provides rides for those not living close to a fixed route. Similar to Sun Dial but available to all with advanced reservations and it cost about $7-8 to go one way within a zone. Very helpful!
- Should have a later bus ride to riverside
- Drivers need to provide better service.
- Drivers with common curtisy. Faster commute.
Comments:

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

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

Note:

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

SunLine should offer service to San Diego and Los Ángeles and the Palm Springs Airport
I think you are doing an excellent job. Keep up the great work! : )

So better service in dhs
Driver’s should be More observant when approaching a stop and stopping at the stop.
None I can think of
Route 14 wait time has increased
Estan muy bien los servicios propuestos
Going to DHS could use improvements
Link 10 better than the riverside trip
No you’re doing. Good job

I hope moving forward we can provide service that is courteous to customers and is well needed
Great job best drivers
On bus security needed.
I’m glad you’re doing this

Great job
Easier online trip planning

My second job is on 111 and gene autry, it usually take me a while to get, need a faster route
The system needs more frequency to be effective.
I like microtransit options. I use Lyft when I miss a bus or need a ride. Also More GHOST BUSSES, some busses are PACKED FULL. Transfers that transfer, drivers that WAIT FOR THE TRANSFERRING RIDERS! I literally ride SunLine 7 days a week for work and errands.
The 111X is a good idea, but should stop at the Indio Court to encourage juror ridership.

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

Keep up the good work!
More training for drivers to accommodate the needy.
Please provide any additional comments or suggestions related to SunLine's proposed services.

Comments:

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

Have more reliable services on route 70

Don't let trouble makers on the bus

The drivers are a little rude sometimes

Es ta muy bien el transporte seguro para bajar

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

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

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

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

Answered with the posters. Good to know

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

Se me hace un buen servicio.

No tengo nada que comentar

Main route

More USB ports to charge portable devices.

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

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

Please provide Sunline proposed service for Murray Canyon Dr.

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

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

Looking forward to the new services on highway 111.

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

Gracias

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

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

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

Thank you for all you do

drivers are very nice especially considering these pandemic times.

No thanks

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

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

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

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

muy bien
On time
More bus stop locations
Very interesting didn’t know about all this
Your pages have not told me what your proposals are. Merely listing a route is insufficient.
More buses near more houses.
None
No comments
ID membership card with codes.
Later buse routes please!
I like the services the way they are now.
Spree out the busses.
We have good service.
Personal descresion
None
Thanks
SunLine’s New ‘Refueled’ Plan will be successful! I used to hate riding the bus because of all the different stop names! They would really confuse me, but now with the Route renaming it will gain more attraction
Más limpieza
N/a
I have no comments at the moment thank you.
This project is innovative.
It would be helpful for the P A System on board the buses to announce the upcoming route stops on a more consistent basis...I would suggest everyday on all of the Coachella Valley Bus Transit Routes.to have a working P A System...This would be a great help for all of the riders..
Buses connecting to other buses easier
More stops
I like the MyStop app which helps me know what times the bus will be passing
To more clean
Somewhat clean
I’m excited when we have in person classes to be able to use the line going from CSUSB Palm desert to CSUSB San Bernardino.
I’m attending CSUSB at pdc, awesome service you guys have.
I would like to have route 20 to have an afternoon schedule as I have to wait 6 hours in school for 4:20 pm or take 3 hours transferring from routes 21, 111, and 14 to arrive back home. Also I would appreciate if route 20 had later hours as it would facilitate whenever I have to stay in school at night.
Safer and faster service.
Service hours lasting a little bit longer and working with your drivers just make them seem more pleasant because at times some are not friendly
Why is the last stop for Route 24 at 7pm?
i think there should be free wifi on all of the buses incase people are running late or don’t have service because there were times when i was in school when i was running late and clean air conditioning as well
Please provide any additional comments or suggestions related to SunLine's proposed services.

Comments:

Frequently cleaned bus stops
I feel like SunLine's services needs to get better at there security and boarders safety cause there is always something happening on the bus
Bien, she necesita.
I believe safety and cleanliness are most important. Often times, there are certain customers that should not be allowed onto the bus for other passengers safety.
You guys are doing a great job.
Todo bien
I am not familiar with Sunline's proposed services. But I have a positive impression of the Sunline
Todo bien.
15 minutes service
I think it's awesome
Muy buenos
They should refuse service to disorderly people
Branch out to the houses surrounding the route
I think the new buses look fantastic.
Great!
Yo pienso que sun line ya no esta ayudando demasiado no cobrando por el uso por lo del covi 19 ya que el trabajo esta escaso y neseditamos transporte para acudir al medico y para comprar comida de lo normal de mi parte muchas gracias sun line
Shorter wait period for the next bus
Really love the friendly bus drivers
I love to use the bus my kids and I
The propositions sound fantastic.
En general todo esta bien y gracias por siempre servir a la comunidad
At the moment I don't have idea
Cleaner buses, more stops
Mas horarios
There should be more zones for the sunrise program for oasis and thermal and Mecca.
Everything is a good service riding it
Making 111 faster
Stop near North Palm Springs
Todo bien
Want more service to Morongo Casino
Life life
Having a 14A and 14B one that goes to P.S. the other to Cat City.
You all are very nice
Would you be willing to share some information about yourself so we can ensure we’re hearing from a broad set of voices?

Demographics Data:

What is your race/ethnicity?

- Hispanic, Latino, or Spanish: 57%
- White: 35%
- Black or African-American: 4%
- Others: 4%
- <19: 25%
- 20-24: 20%
- 25-34: 15%
- 35-44: 10%
- 45-54: 5%
- 55-64: 0%
- 65+: 0%

Back to Top
Demographics Data:

Home Zip Code

*Not all respondents provided demographics data.*
SURVEY RESULTS
REPORT

October 2020

32505 Harry Oliver Trail
Thousand Palms, CA 92276
Exhibit A
Local Routes 1-9
Route 6

COACHELLA - VIA FRED WARING - WESTFIELD PALM DESERT

Final Draft 10/20/20
Route 9

NORTH SHORE - MECCA - OASIS

Final Draft 10/7/20
Exhibit B
Microtransit Zones
Exhibit C
Route 10
Commuter Link
Exhibit D
Route 1X
Express to Indio-
Express to Palm Springs
Route 1X

EXPRESS TO INDIO - EXPRESS TO PALM SPRINGS

PROPOSED START DATE

5/3/2021
SunLine Transit Agency

DATE: October 28, 2020

TO: Finance/Audit Committee
Board of Directors

FROM: Rudy Le Flore, Chief Project Consultant

RE: Replacement Operations Facility Low Voltage Contract

Recommendation

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

Background

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

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

Financial Impact

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

DATE: October 28, 2020

TO: Finance/Audit Committee
    Board of Directors

FROM: Rudy Le Flore, Chief Project Consultant

RE: Replacement Operations Facility Furniture Contract

Recommendation

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

Background

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

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

Financial Impact

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

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

Background

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

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

Financial Impact

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

<table>
<thead>
<tr>
<th></th>
<th>Speciality Flooring, Inc.</th>
<th>Pacific Coast Contracting Services, Inc.</th>
<th>Independent Cost Estimate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Price Per Square Foot</td>
<td>$8.10</td>
<td>$12.15</td>
<td>$7.74</td>
</tr>
<tr>
<td>Lump Sum Total</td>
<td>$120,000.00</td>
<td>$175,067.00</td>
<td>$111,479.64</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Difference</th>
<th>Difference</th>
<th>Delta</th>
</tr>
</thead>
<tbody>
<tr>
<td>Difference between Specialty Flooring, Inc. and Pacific Coast Contracting Services, Inc. Lump Sum Total</td>
<td>$(55,067.00)</td>
<td>31.45%</td>
</tr>
<tr>
<td>Difference between Specialty Flooring, Inc. and Independent Cost Estimate</td>
<td>$8,520.46</td>
<td>7.64%</td>
</tr>
</tbody>
</table>

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

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

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

Jennifer Tran, Contracts Administrator
Solictation List

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

Premier Flooring Solutions
760-776-4300
sacha@pfsolutions.us

Del’s Flooring Contractors
760-568-0060
info@delsflooring.com
jay@delsflooring.com

Affinity Flooring
760-369-3081
affinityflooring@yahoo.com

Cathedral Canyon Flooring
760-770-2020
ccfloor@yahoo.com

G&S Carpet Mills, Inc.
3205 Pomona Blvd.
Pomona, CA 91768
909-468-5600
480-247-5492
909-997-2535
agorginfar@gscarpets.com

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

Miller & Sons Floor Covering, Inc.
231 N. State St, Suite E
Hemet, CA 92543
mscarpetone@aol.com

Specialty Flooring Inc
3517 Campbell St.
Riverside, CA 92509
estimating@specialtyflooringinc.com

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

Brilliant Garage and House Epoxy Floors
77899 Wolf Road
Palm Desert, CA 92210
760-275-1686
brilliantcu@yahoo.com

Epoxy It Socal
760-391-3113
epoxyitcoatings@gmail.com

One Floors
info@onefloors.com

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

Everlast Builder’s Inc.
16654 Soledad Canyon Rd. #302
Canyon Country, CA 91387
310-889-6438
vas@everlastbuildersinc.com

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

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

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

Extreme Pressure Systems
818-402-5224
tommy@epsprep.com

Pacific Coast Contracting Services
714-719-9244
cdecol@pacificcoastcontracting.com

Sunshine Supply
714-292-3444
brycer@sunshinesupply.com

BidAmerica Eng. Est.
Eng-est@bidamerica.com
SunLine Transit Agency

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

Recommendation

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

Background

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

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

The Agency received proposals from two out of the three local taxi businesses to perform the transportation services for this phase of the pilot program. Further discussions and clarifications will be held to resolve the final pricing and the distribution of service between the two providers. Further assistance and guidance will be given to the providers on the technical specifications required by the Agency. A minimum of one (1) driver/vehicle dedicated to each of the four (4) geo-fence zones during the program operation hours will
be required. The driver(s) will be required to arrive at the requested pickup location in each respective zone within an average of 10 minutes, and a maximum of no later than 15 minutes, from the time service is requested.

**Financial Impact**

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

DATE: October 28, 2020

TO: Finance/Audit Committee
    Board of Directors

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

RE: Amendment to Andrea Carter and Associates Contract

Recommendation

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

Background

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

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

Financial Impact

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

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

Background

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

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

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

Financial Impact

There is no financial impact.
Board Meeting Schedule for 2021

January 27
February 24
March 24
April 22
May 26
June 23
July 28
September 22
October 27
December 1

NOTE: The majority of all Board meetings are held at noon on the 4th Wednesday of the month with a few exceptions. The Board of Directors go dark in August and November. Special Board meetings may be called by the Chairman if needed. All Regular meetings are held in the Board Room at the SunLine Transit Agency Thousand Palms headquarters.
DATE: October 28, 2020
TO: Board Operations Committee
     Board of Directors
FROM: Eric Vail, General Counsel
      Brittney B. Sowell, Chief of Public Affairs/Clerk of the Board
RE: Resolution No. 0783 to Amend Sections of the Board Bylaws

Recommendation

Recommend that the Board of Directors of SunLine Transit Agency and SunLine Services Group adopt Joint Resolution No. 0783 amending sections of the SunLine Transit Agency and SunLine Services Group Bylaws.

Background

Appointment of Committee Members, and Committee Chairpersons and Vice Chairpersons

At the July 22, 2020 Board meeting, the SunLine Transit Agency Board of Directors discussed a potential amendment to the bylaws to change the process for the election of Committee Chairs and Vice-Chairs. The proposed change to the bylaws would authorize the Chairperson of the Board shall provisionally appoint the members of each Committee, and each Committee’s Chairperson and Vice Chairperson, subject to ratification by the Board. General Counsel drafted the following change to Section 8.1 of the Board Committee Bylaws for the Board’s consideration:

Section 8.1– Current 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 members of each Committee and each Committee’s Chairperson shall be appointed by the Board of Directors.

Commencing at the regular meeting in June, and annually thereafter, the Board of Directors shall make appointments to the established Committees. All appointments shall be made in the name of the member jurisdiction (i.e., “the member from Palm Springs”). All Committee memberships shall be held by
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 each Committee and each Committee’s Chairperson shall be appointed by the Board of Directors; and

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

AYES:

NOES:

ABSENT:
ABSTAIN:

Brittney Sowell,
Clerk of the Board
SunLine Transit Agency

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

APPROVED AS TO FORM

Eric Vail,
General Counsel
SunLine Transit Agency
DATE: October 28, 2020

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

SECTION 4. EFFECTIVE DATE

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

SECTION 5. PUBLICATION

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

SECTION 6. CERTIFICATION

SunLine shall certify to the passage and adoption of this ordinance and shall cause
the same to be posted and published in the manner required by law.

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

______________________________
Robert Radi, Chairperson of the Board of Directors

ATTEST:

____________________________
Brittney Sowell, Clerk of the Board

APPROVED AS TO FORM:

______________________________
Eric S. Vail, General Counsel
SunLine Transit Agency

DATE: October 28, 2020
TO: Board Operations Committee
    Board of Directors
FROM: Luis Garcia, Chief Financial Officer
RE: Fare Policy No. B-060102 Revision Approval

Recommendation

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

Background

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

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

Financial Impact

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

PURPOSE

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

SCOPE

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

POLICY

Policy Objectives:

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

Method of Payments:

i. Fixed Route Service

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

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

2. Cash fare payment will be accepted on fixed route buses.

3. Digital fares will be permitted on fixed route buses. Digital fares are purchased via electronic payment and verified electronically when boarding the bus.

4. Miscellaneous passes may also be introduced periodically as part of a special promotion or service. These will be specially printed fare passes associated with specific events and will only be accepted during a limited time span.

ii. Paratransit Service

1. Fare payment for SunDial customers are classified as fares paid for trips within each city or trips for travel from one city to another city the Coachella Valley. Both passes are punched by the operator depending on the trip.

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

3. Currently, diamond fareboxes are installed in the paratransit buses.

iii. Microtransit Service

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

Fare Levels:

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

1. Adult: Adults are considered general passengers from ages 18 to 59 years.

2. Senior/Disabled/Medicare: Seniors are considered 60 years and over. Disabled passengers are those who meet disability requirements. Both groups qualify to pay half the fare of an adult passenger as well as those who hold Medicare Cards.

3. Youth: Youth are classified as passengers between ages 5 and 17.

   College/University Students: The youth category, effective 1 November 2013, includes approved Coachella Valley colleges and universities for bulk
purchase of 31 day passes (or term or semester or annual passes if developed) for sale to their students (the $24 31-day youth pass). These will be sold to the college or university at a ticket agent discount rate of $22.25) and must be sold to students at this rate or lower (if subsidized by the college or university). These passes must be purchased within a minimum order of 100 passes per month and not to exceed $50,000 per fiscal year in total purchases. Part time and full time college and university students are eligible for these passes, and they may be used for any trips on SunLine services (excluding paratransit and Commuter Link-220). The rider must display their college ID card whenever validating the pass on a SunLine bus.

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

Fare Structure Categories:

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

FARES and PASSES

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

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

<table>
<thead>
<tr>
<th>SUNBUS</th>
<th>Cash Fare</th>
<th>Day Pass</th>
<th>10-Ride Pass</th>
<th>31-Day Pass</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult</td>
<td>$1.00</td>
<td>$3.00</td>
<td>$10.00</td>
<td>$34.00</td>
</tr>
<tr>
<td>Youth *</td>
<td>85¢</td>
<td>$2.00</td>
<td>$8.50</td>
<td>$24.00</td>
</tr>
<tr>
<td>Senior 60+/Disabled**</td>
<td>50¢</td>
<td>$1.50</td>
<td>$5.00</td>
<td>$17.00</td>
</tr>
</tbody>
</table>

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

Maximum of 2 children (4 years and younger) ride FREE with a paid fare.
* Youth 5 to 17 years must be prepared to show proof of age each time they board.

** Be prepared to show proof of age or disability with one of the following each time you board the bus: Medicare card, DMV Driver License or Senior ID card, SunDial Americans with Disabilities Act (ADA) Certification card or SunLine Half-Fare ID card.
### COMMUTER LINK 220

Zone 1 = Riverside – Cabazon
Zone 2 = Palm Desert – Rancho Mirage

<table>
<thead>
<tr>
<th></th>
<th>Cash Fare</th>
<th>Day Pass</th>
<th>30-Day Pass</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Adult / Youth</strong></td>
<td>$3.00</td>
<td>$7.00</td>
<td>$75.00 $</td>
</tr>
<tr>
<td><strong>Senior 60+ / Child 46” or less</strong>&lt;br&gt;Zones 1 or 2</td>
<td>$2.00</td>
<td>$5.00</td>
<td>$50.00 $</td>
</tr>
<tr>
<td><strong>Adult / Youth</strong>&lt;br&gt;Zones 1 &amp; 2</td>
<td>$6.00</td>
<td>$14.00</td>
<td>$150.00</td>
</tr>
<tr>
<td><strong>Senior 60+ / Child 46” or less</strong>&lt;br&gt;Zones 1 &amp; 2</td>
<td>$4.00</td>
<td>$10.00</td>
<td>$100.00</td>
</tr>
</tbody>
</table>

$— 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 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 recognize that these organizations play an important role in the distribution of SunLine’s fare media to passengers.

Application:

This policy applies to all pass 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 pass 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 in making recommendations for modifications to the pass 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.