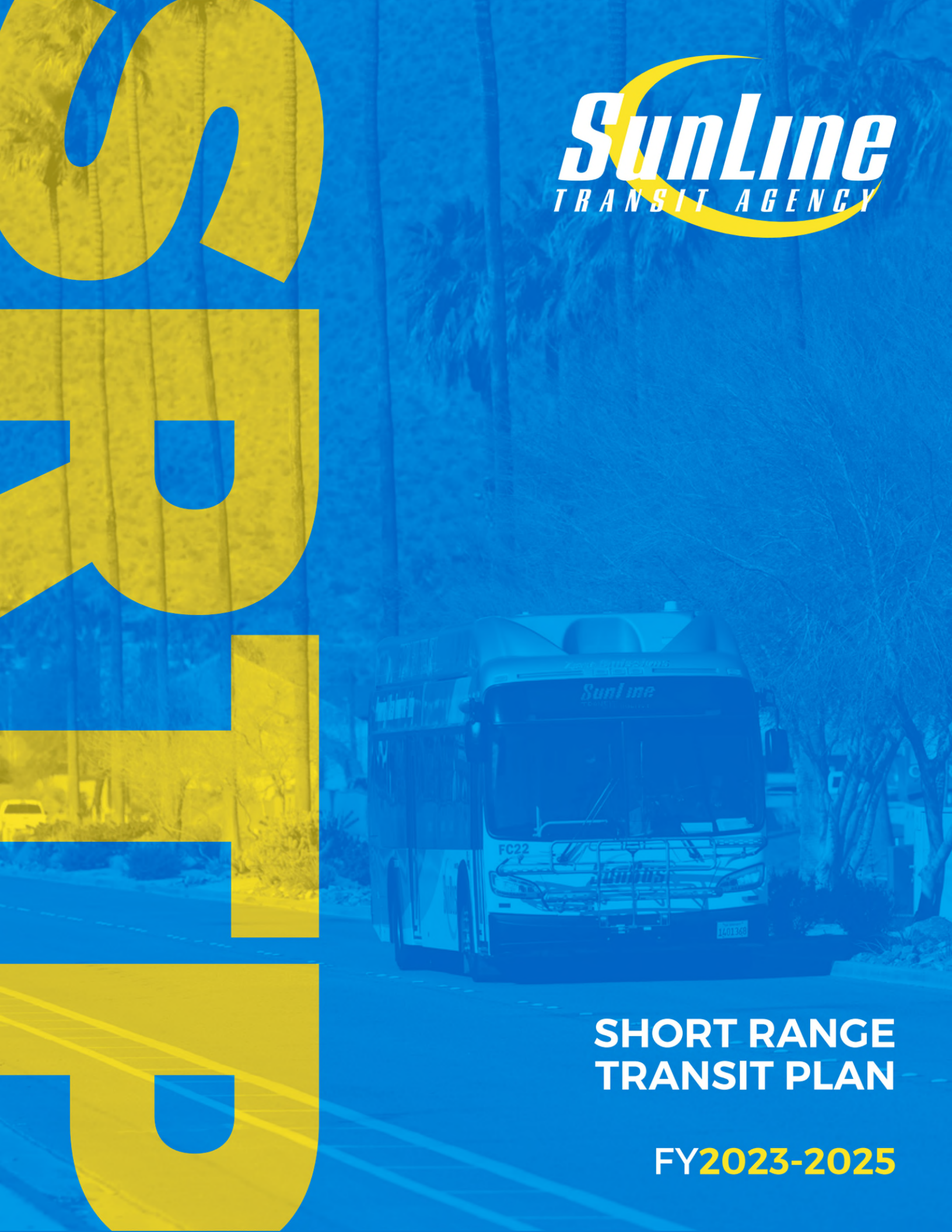
SunLine TRANSIT AGENCY



SHORT RANGE TRANSIT PLAN

FY2023-2025

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ADA	Americans with Disabilities Act
A&E	Architectural and Engineering
AHSC	Affordable Housing and Sustainable Communities Program
APTA	American Public Transportation Association
ARPA	American Rescue Plan Act
ATIS	Advanced Traveler Information System
BEB	Battery Electric Bus
BRT	Bus Rapid Transit
CARB	California Air Resources Board
CARES	Coronavirus Aid, Relief, and Economic Stimulus Act
CDC	Centers for Disease Control and Prevention
CIC	Customer Information Center
CMAQ	Congestion Mitigation and Air Quality Improvement Program
CNG	Compressed Natural Gas
COA	Comprehensive Operational Analysis
COVID-19	Coronavirus
CRRSAA	Coronavirus Response and Relief Supplemental Appropriations Act
CTSA	Consolidated Transportation Services Agency
CVAG	Coachella Valley Association of Governments
DBE	Disadvantaged Business Enterprise
EEO	Equal Employment Opportunity
EV	Electric Vehicle
FCEB	Fuel Cell Electric Bus

FTA	Federal Transit Administration
FTIP	Federal Transportation Improvement Program
FY	Fiscal Year
JPA	Joint Powers Agreement
ICT	Innovative Clean Transit
IT	Information Technology
IVT	Imperial Valley Transit
IVTC	Imperial Valley Transportation Commission
KPI	Key Performance Indicator
LCFS	Low-Carbon Fuel Standard
LCTOP	Low Carbon Transit Operations Program
LEP	Limited English Proficiency
LTF	Local Transportation Fund
MBTA	Morongo Basin Transit Authority
MPO	Metropolitan Planning Organization
NTD	National Transit Database
OCTA	Orange County Transportation Authority
OPEB	Other post-employment benefits
PPP	Public-private partnership
PTMISEA	Public Transportation Modernization, Improvement, and Service Enhancement Account
RCTC	Riverside County Transportation Commission
RFP	Request for Proposals
RINs	Renewable Identification Numbers
RTA	Riverside Transit Agency
RTPA	Regional Transportation Planning Agency
RPU	Riverside Public Utilities
§	Section
SB1	Senate Bill 1
SBTC	San Bernardino Transit Center
SCAG	Southern California Association of Governments
SGR	State of Good Repair
SR	State Route

SRA	SunLine Regulatory Administration
SRTP	Short Range Transit Plan
STA	State Transit Assistance
TAP	Transit Ambassador Program
TDA	Transportation Development Act
TIRCP	Transit and Intercity Rail Capital Program
TMD	Transportation Management & Design
TNC	Transportation Network Company
TNOW	Transportation NOW
TSP	Transit Signal Priority
TTS	Timed Transfer System
TUMF	Transportation Uniform Mitigation Fee
U-Pass	University Pass
UZA	Urbanized area, as defined by the U.S. Census Bureau
WRCOG	Western Riverside Council of Governments
ZEB	Zero-Emission Bus

Definitions

Financially Constrained Plan	Funded service improvements
Financially Unconstrained Plan	Unfunded service improvements
Microtransit	A form of demand response transit that offers flexible routing and/or flexible scheduling of minibus vehicles

Board of Directors

SunLine was established under a Joint Powers Agreement (JPA) on July 1, 1977, between Riverside County and the communities of the Coachella Valley, which at the time included the Cities of Coachella, Desert Hot Springs, Indio, Palm Desert, and Palm Springs. The JPA was later amended to include the Cities of Cathedral City, Indian Wells, La Quinta, and Rancho Mirage. The JPA's governing board consists of one elected official from each member entity and one county supervisor. SunLine is headquartered in Thousand Palms, California.

Cathedral City:	Nancy Ross
Coachella:	Denise Delgado
Desert Hot Springs:	Russell Betts
Indian Wells:	Dana Reed
Indio:	Glenn Miller, Chair
La Quinta:	Robert Radi
Palm Desert:	Kathleen Kelly
Palm Springs:	Lisa Middleton, Vice Chair
Rancho Mirage:	Charles Townsend
Riverside County:	V. Manuel Perez

SunLine Organizational Structure

Lauren Skiver	Chief Executive Officer/General Manager
Vacant	Chief Financial Officer
Vanessa Mora	Chief Safety Officer
Tamara Miles	Chief Human Relations Officer
Isabel Acosta	Chief Transportation Officer
Brittney B. Sowell	Chief of Staff
Frank Rytych	Chief Maintenance Officer
Vacant	Chief of Public Affairs
Tina Hamel	Chief of Compliance/Labor Relations


Skiver


Mora


Miles


Acosta


Sowell

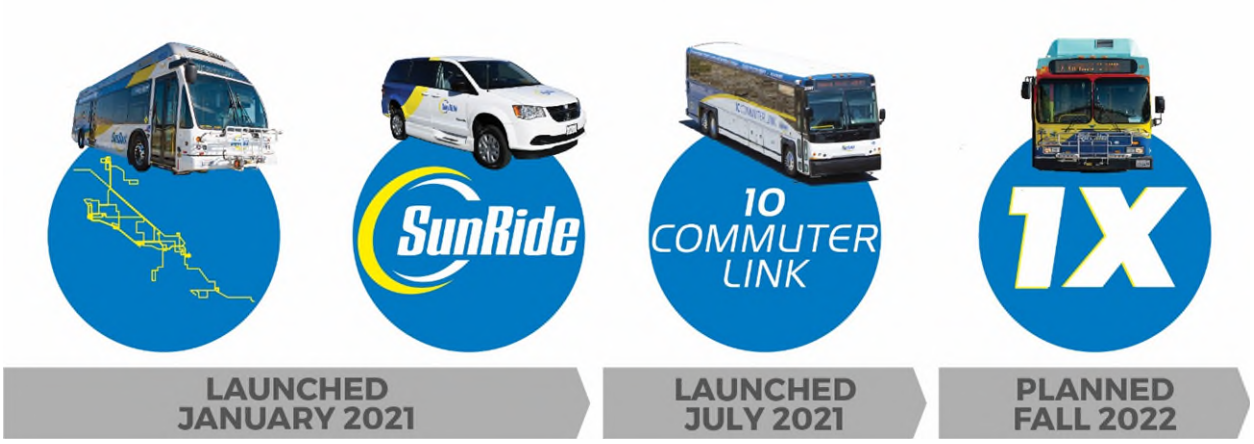

Rytych


Hamel

Chapter 1. System Overview and Service Profile

In 2019, SunLine Transit Agency completed a bold plan to recast its transit system. This plan to minimize transfers, reduce travel times, and realign routes to serve growing and more productive areas—SunLine Refueled—was prepared with guidance provided by the Board of Directors, input from transit riders, and a robust data analysis. As shown in Figure 1.1, SunLine rolled out the first two pillars of the Refueled initiative in January 2021: the Consolidated Fixed Route Network and SunRide. The start of the other two pillars was postponed because of the coronavirus (COVID-19) pandemic. New 10 Commuter Link service was implemented in July 2021, while the introduction of Route 1X was postponed again and is now planned for implementation in fall 2022 contingent on availability of coach operators.

Figure 1.1 SunLine Refueled Timeline



Additionally, SunLine had to reduce service during much of the pandemic. Service was restored to normal levels in September 2021 but had to be reduced again the following month. The agency is experiencing a shortage of coach operators that prevents restoration of regular service levels.

An ambitious plan was implemented to maximize safety for both customers and employees by enforcing face coverings and social distancing requirements, operating ghost buses to minimize overcrowding, and enhancing the cleaning and sanitizing of buses and office spaces. Fare collection was suspended from March 2020 to minimize contact and facilitate rear-door boarding but was reinstated in May 2021.

This first chapter of the fiscal year (FY) 2023–2025 Short Range Transit Plan (SRTP) provides an introduction to SunLine. It outlines the baseline service conditions and includes a description of the service area, a rider profile, and a summary of current public transit service.

1.1 Description of Service Area

The SunLine service area covers 1,120 square miles of the Coachella Valley (Figure 1.2). It extends from San Gorgonio Pass in the west to the Salton Sea in the southeast. Located 120 miles east of downtown

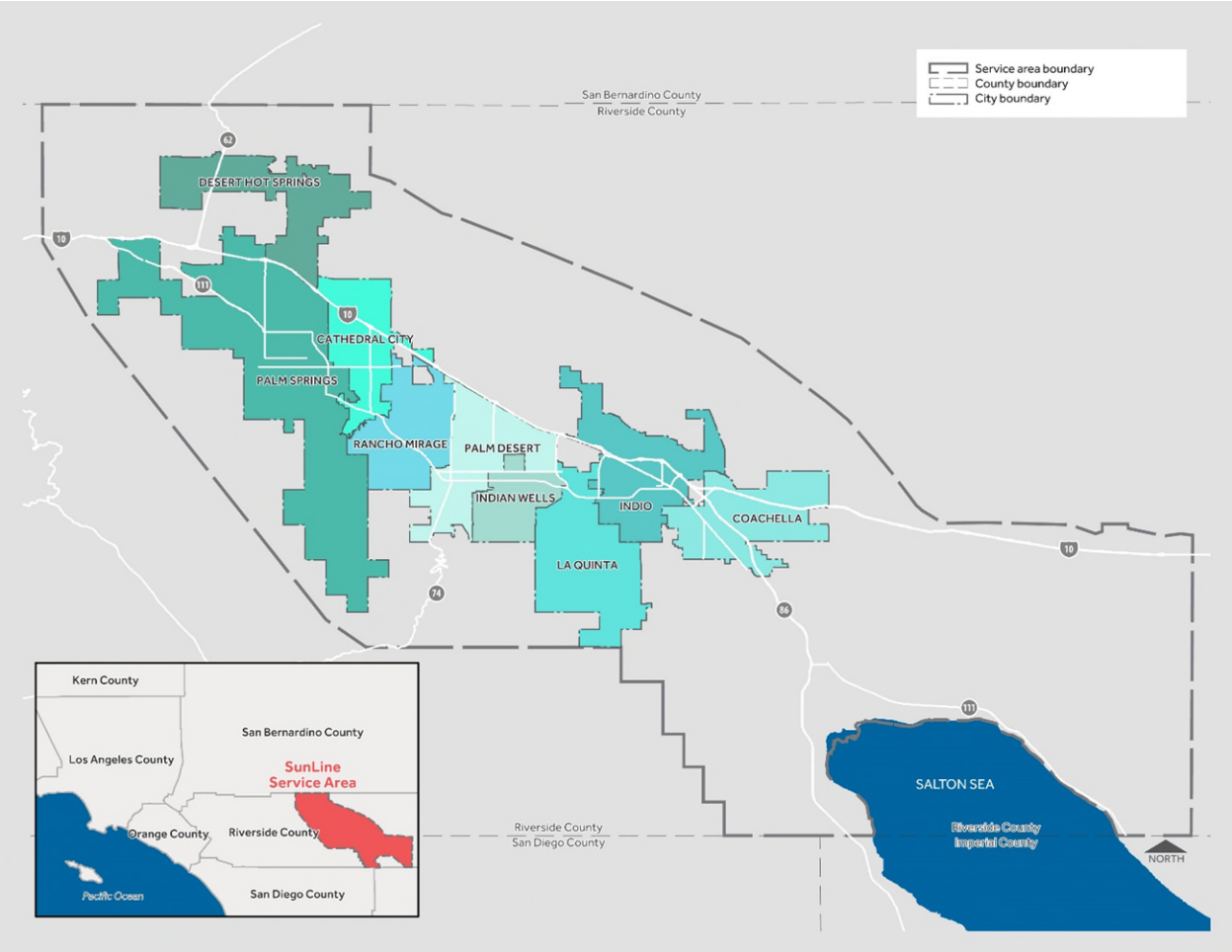
Los Angeles and 60 miles east of Riverside and San Bernardino, SunLine's service area is in the Riverside County Supervisorial District 4. SunLine also provides commuter express service outside its service area connecting Coachella Valley to San Bernardino.

SunLine provides service to the following cities:

- Cathedral City
- Coachella
- Desert Hot Springs
- Indian Wells
- Indio
- La Quinta
- Palm Desert
- Palm Springs
- Rancho Mirage

Service is also provided to the Riverside County unincorporated communities of Bermuda Dunes, Desert Edge, Mecca, North Shore, One Hundred Palms, Oasis, Thermal, and Thousand Palms. Within the Coachella Valley region, SunLine provides 150 square miles of fixed-route service coverage and 200 square miles of paratransit service coverage.

Figure 1.2 SunLine Service Area



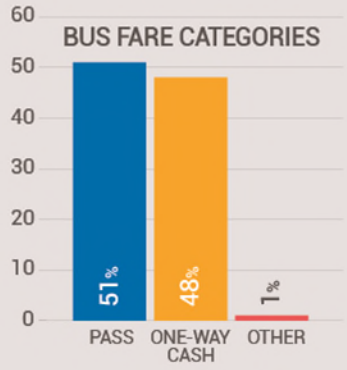
1.2 Population Profile and Demographics

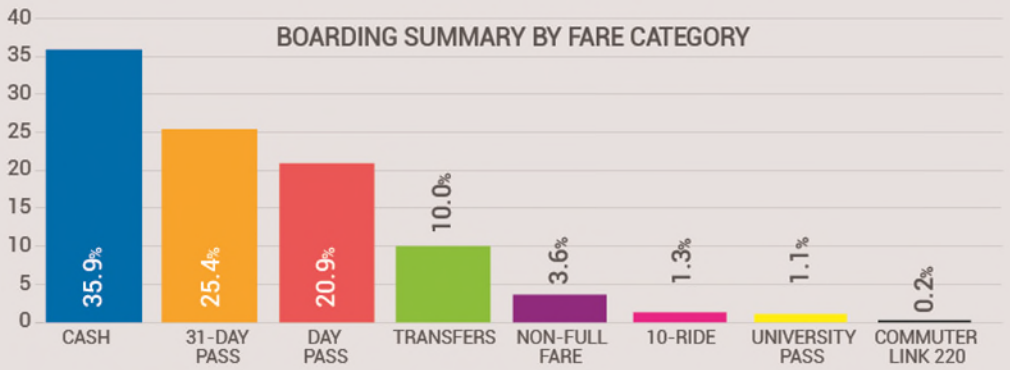
The 2019 SunLine Transit Rider Survey was an important source of information for the plan. It gave SunLine staff a pre-COVID ridership profile and described how riders used the transit system. The infographic on the next page shows the demographic characteristics of SunLine's riders before the pandemic. SunLine is preparing a new rider survey to assess changes resulting from the pandemic and the success of the Refueled Initiative.

POPULATION PROFILE and RIDER CHARACTERISTICS

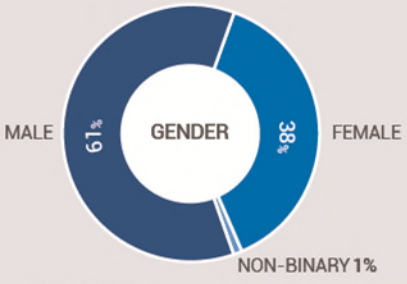
The SunLine Transit Rider Survey provided a snapshot of passenger characteristics, as summarized here.

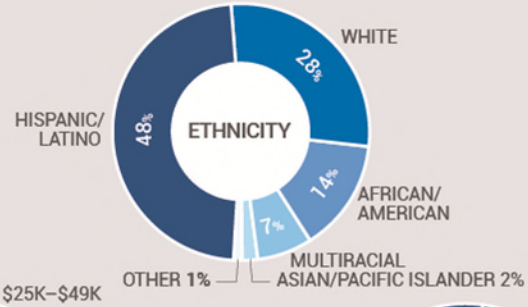
BOARDING FARE

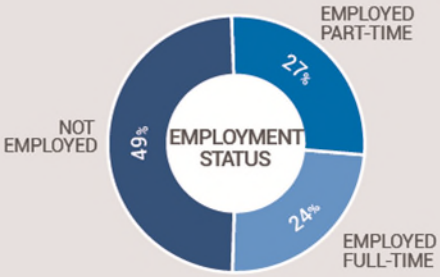


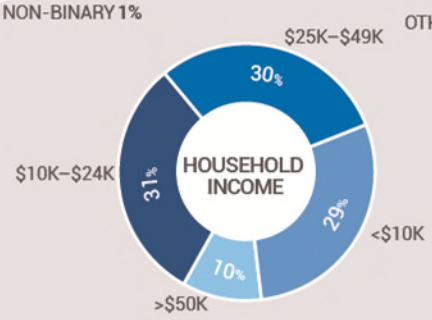


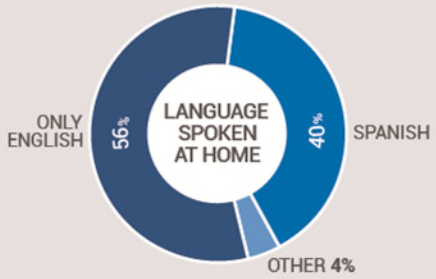
DEMOGRAPHICS



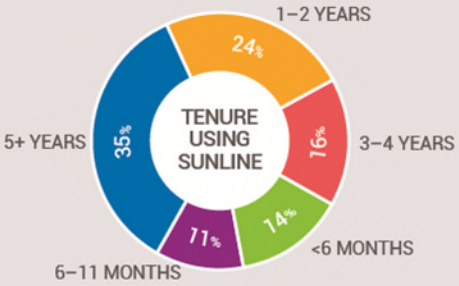


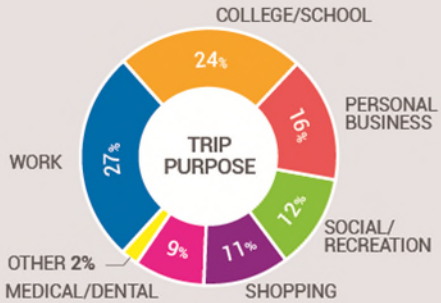


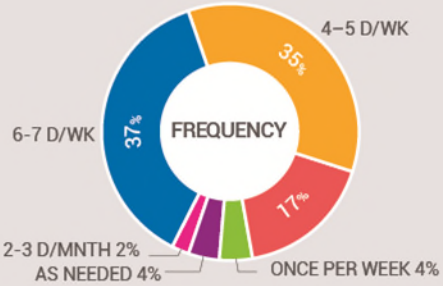


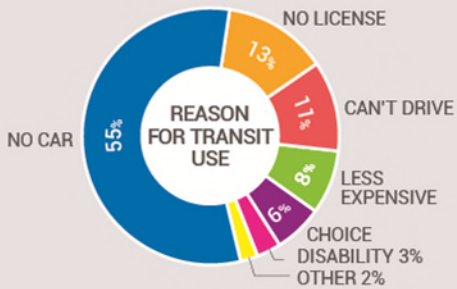


TRANSIT USE









1.2.1 Demographic Projections

Despite the recent ridership downturn related to the COVID-19 pandemic, population growth in Riverside County and the Coachella Valley will continue to drive demand for public transit services. The Refueled Initiative is aimed at connecting its residents with health care, jobs, schools, and a spectrum of other destinations. With straighter, more direct routes, the redesigned system will provide more permanent transit corridors to transit-supportive land uses, charting an ambitious and strategic path to push the agency in a new direction to attract choice riders, boost ridership, and create a brighter future.

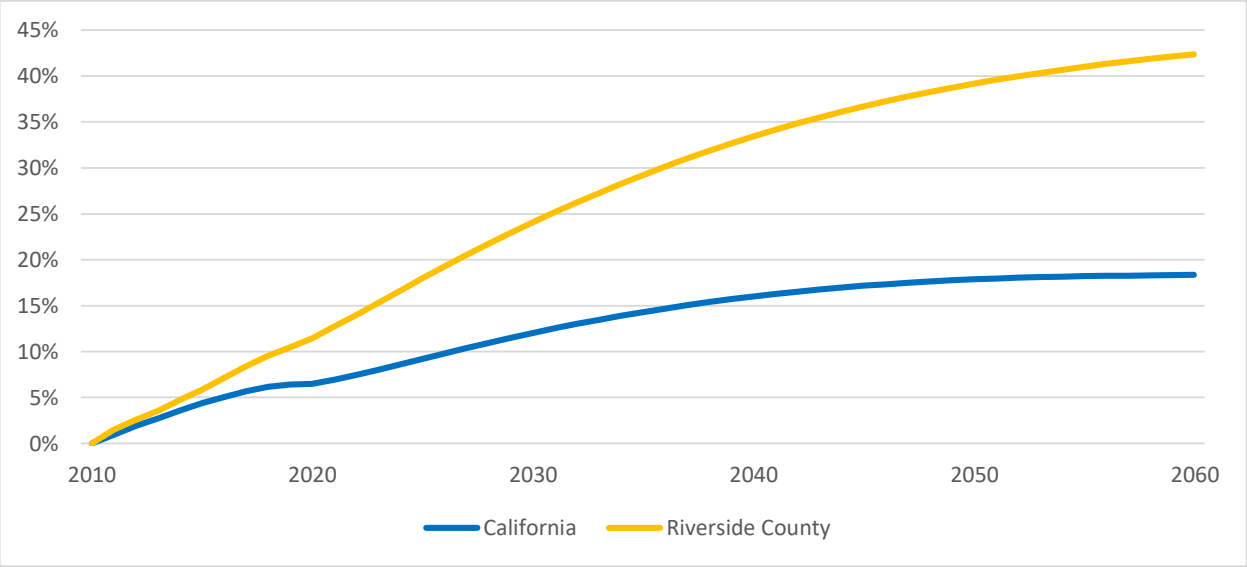
Like other transit agencies nationwide, SunLine is faced with the challenge of maintaining core service, extending service to new developments, and addressing the financial challenges resulting from the COVID-19 pandemic. Additionally, a key objective of this restructuring is to streamline bus routes to address the request of residents to provide more direct and frequent bus service. With the massive amount of growth we are experiencing and limited funding, SunLine would be unable to provide direct service from every trip origin to every destination. However, with careful planning and more direct and streamlined bus routes, SunLine has established a system that incorporates easier transfers, connectivity, and reasonable walks to and from nearby bus stops to meet these sometimes-competing objectives.

The extensive growth has prompted SunLine to work with the community to develop a new system that gives customers fewer transfers, better connectivity, and enhanced efficiency for years to come. Failure to restructure and make the transit system more efficient would deprive many residents of transit service.

The California Department of Finance estimates that the nine cities of the Coachella Valley had a population of just over 390,600 in January 2021. Riverside County has been growing faster than the state's population, and the Department of Finance projects this will continue through 2060, as shown in Figure 1.3. Within Riverside county, Southern California Association of Governments (SCAG) projects that the nine cities of the Coachella Valley will grow faster than the county between 2016 and 2045, as shown in Figure 1.4.

Projections prepared by the SCAG show that the Riverside County population is expected to grow by 37.6 percent from 2016 to 2045. This means an increase from 2.36 million people in 2016 to 3.25 million people in 2045. In contrast, the population in Coachella Valley cities is projected to grow even faster, increasing 58.9 percent over the same 29-year period, from 378,200 in 2016 to 600,900 in 2045, as shown in Figure 1.5. This percentage growth is 21.3 percentage points (56.6 percent) faster than for the county. Growth percentages within the Coachella Valley vary by city. In particular, Coachella and Desert Hot Springs are among the cities projected to grow the fastest within the SCAG region, ranking first and third, respectively, among all SCAG cities by percentage growth over the next three decades.

Figure 1.3 Riverside County and California Population Growth Projections (Percent)



Source: *California Department of Finance, 2021.* https://www.dof.ca.gov/forecasting/demographics/projections/

Figure 1.4 Riverside County and Coachella Valley Population Projections (Total Population)

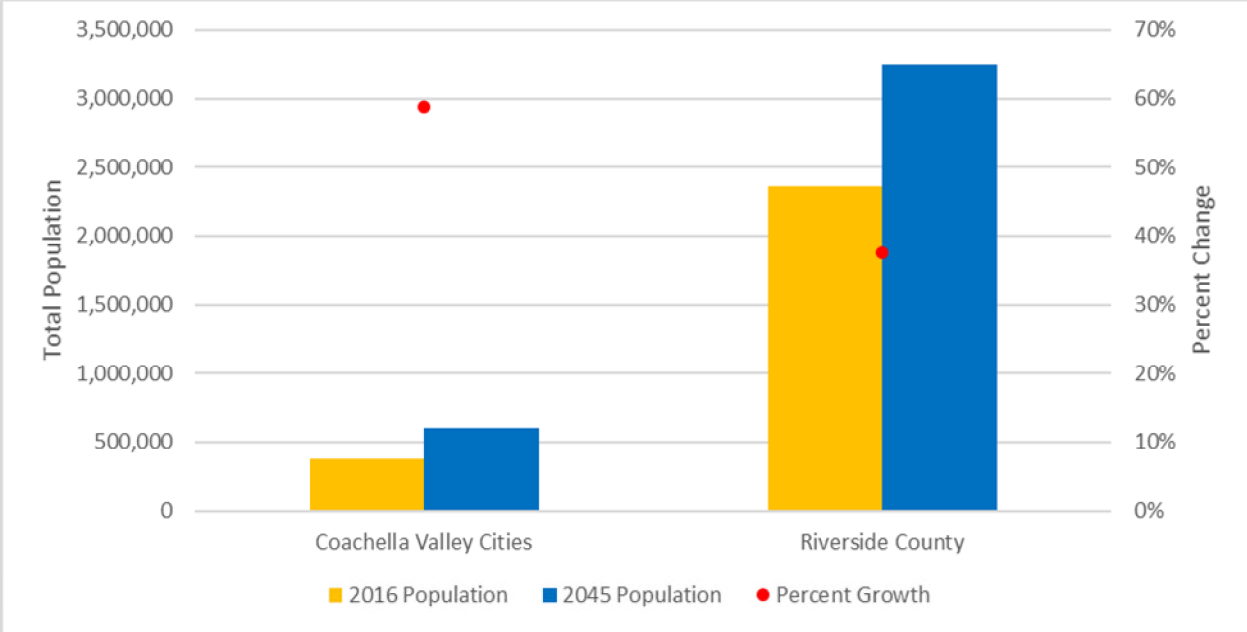


Figure 1.5 Population Growth Projections for Jurisdictions in the SunLine Service Area

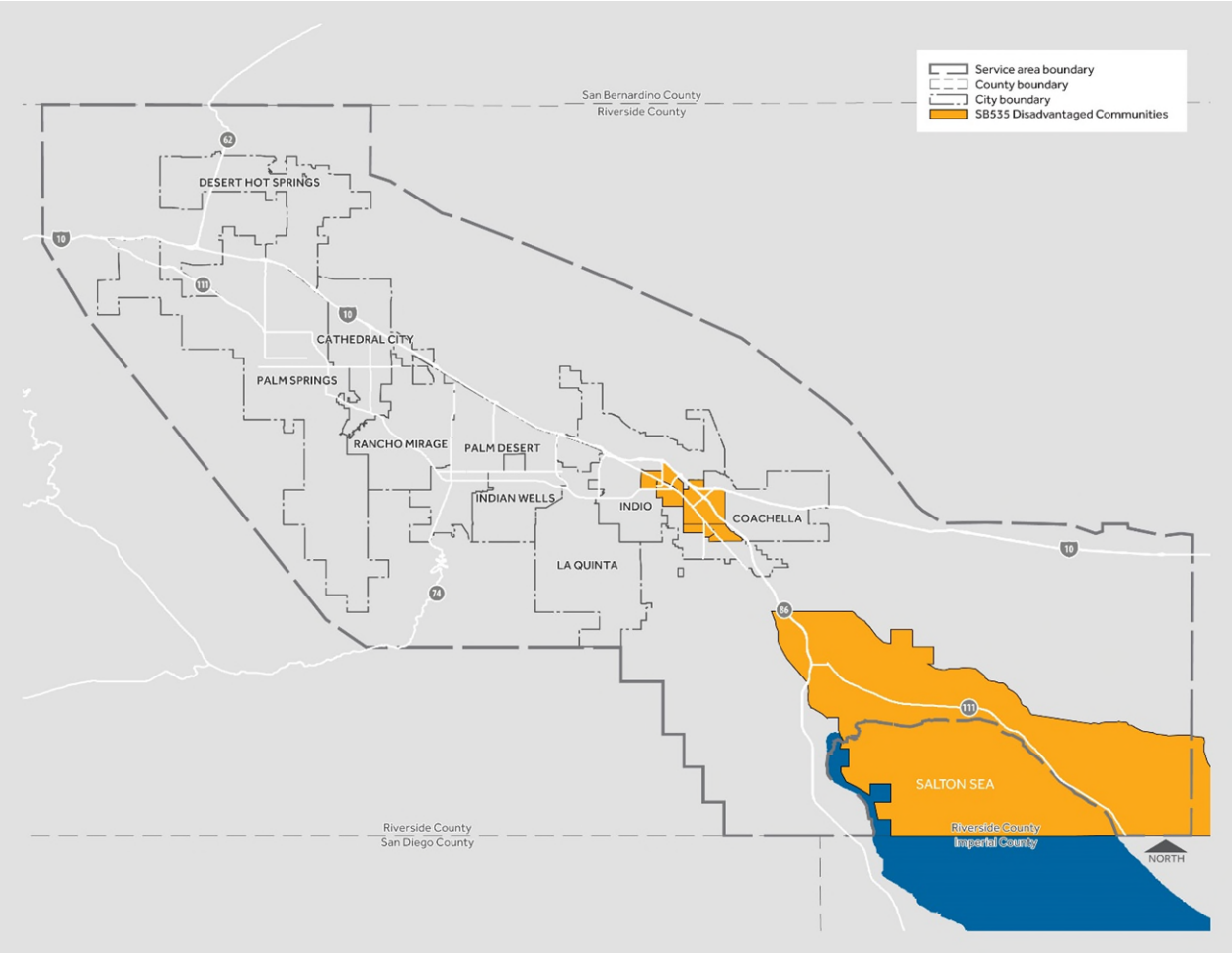
Jurisdiction	2016 Population	2045 Population	Difference	Percent Difference (%)
Cathedral City	54,300	76,300	22,000	41
Coachella	45,300	129,300	84,000	185
Desert Hot Springs	29,000	61,000	32,000	110
Indian Wells	5,400	6,400	1,000	19
Indio	88,100	129,300	41,200	47
La Quinta	40,400	47,700	7,300	18
Palm Desert	50,400	64,100	13,700	27
Palm Springs	47,100	61,600	14,500	31
Rancho Mirage	18,200	25,200	7,000	38
Total	**378,200**	**600,900**	**222,700**	**59**

Source: Southern California Association of Governments, 2020.
https://scag.ca.gov/sites/main/files/file-attachments/0903fconnectsocal_demographics-and-growth-forecast.pdf

Disadvantaged communities in California are specifically targeted for investment of proceeds from the state's cap-and-trade program. Senate Bill 535 mandates that 25 percent of the proceeds from the Greenhouse Gas Reduction Fund go to projects that benefit disadvantaged communities. These investments are primarily aimed at improving public health, quality of life, and economic opportunity in the state's most burdened communities while also reducing pollution.

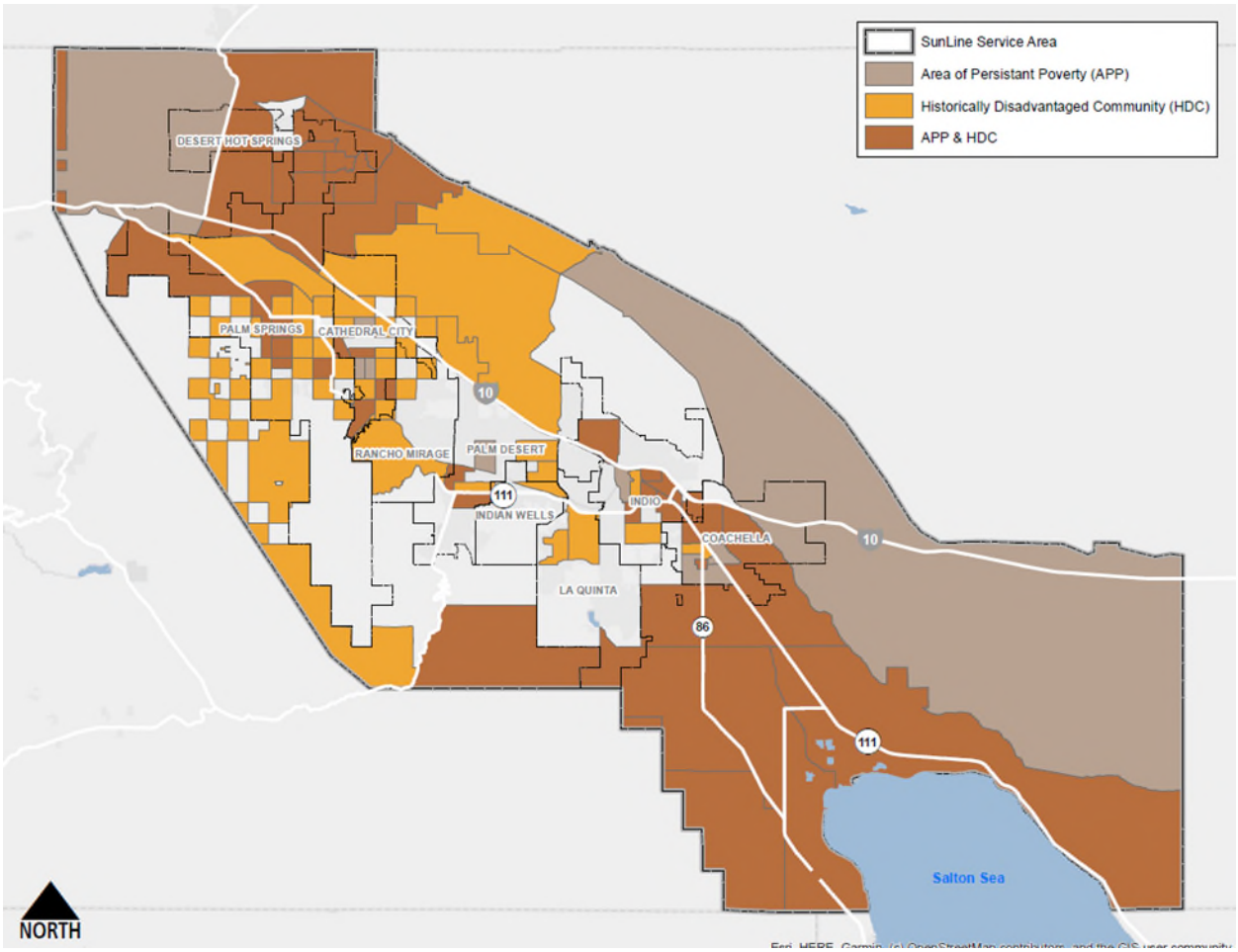
Disadvantaged communities are defined as the top 25 percent scoring census tracts from the California Environmental Health Screening Tool (CalEnviroScreen). The Senate Bill 535 disadvantaged communities within the SunLine service area are illustrated in Figure 1.6.

Figure 1.6 Senate Bill 535 Disadvantaged Communities



Several federal funding programs specifically target investment towards areas designated as Areas of Persistent Poverty or Historically Disadvantaged Communities. Areas of Persistent Poverty include census tracts with poverty rates of 20 percent or higher based on the 2014-2018 5-year American Community Survey are designated as, with counties that have had poverty rates of 20 percent or higher in 1900 and 2000 Decennial Censuses and the 2020 Small Area Income Poverty Estimates, and territories or possessions of the United States. Historically Disadvantaged Communities include census tracts identified based on six factors of socioeconomic disadvantage, Tribal lands, and territories or possessions of the United States. Areas with these designations within the SunLine service area are shown in Figure 1.7.

Figure 1.7 Areas of Persistent Poverty



1.3 Description of Services

SunLine's existing transit service includes SunBus (local bus), Commuter Link (regional commuter), SunRide (microtransit), and SunDial (paratransit). Additionally, SunLine's taxi voucher, SolVan (vanpool), and rideshare programs provide additional transportation options to residents throughout the Coachella Valley. Each of these service types is described briefly in the following sections.

1.3.1 SunBus – Local Bus

SunLine currently operates nine local routes in its service area. The local bus network is broken down into trunk routes and connector or feeder routes. Trunk routes serve highly traveled corridors with more frequent headways and include Routes 1 and 2. Connector/feeder routes operate in less dense areas and connect to trunk routes. These routes generally operate at less frequent headways and include Routes 3 through 9. SRTP Table 1.0 (see Tables Section of the SRTP) shows a list of the routes and the

areas they serve. Figure 1.8 illustrates fixed-route ridership trends over the last few years, including the impact of COVID-19 pandemic service reductions and the subsequent recovery. Figure 1.9 shows the SunLine system map. Appendix A shows existing route profiles.

Figure 1.8 Fixed Route Ridership

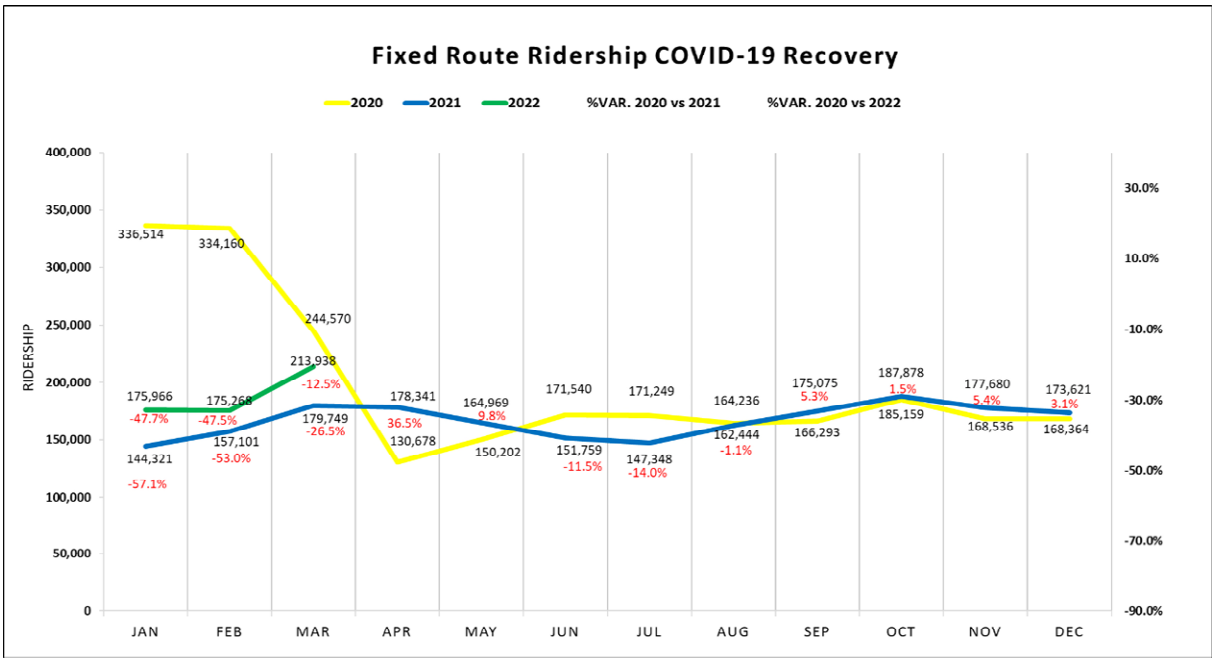
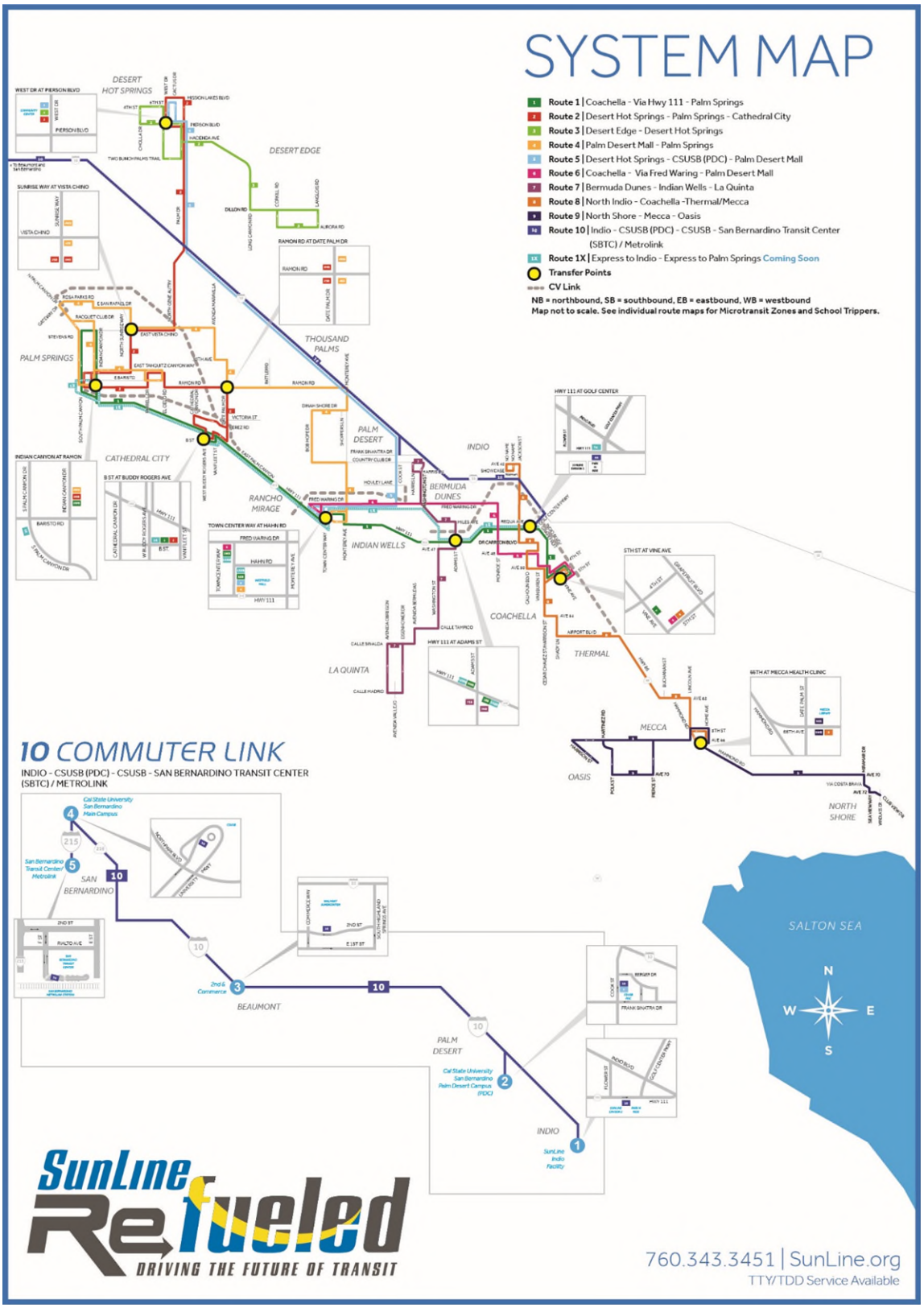


Figure 1.9 Fixed Route System Map



1.3.2 Commuter Link – Regional Commuter

The Route 10 Commuter Link is designed to improve regional service between the Coachella Valley and the Inland Empire. For students, the 10 Commuter Link provides a direct connection between the California State University San Bernardino's campuses in Palm Desert and San Bernardino. It also provides service to the San Bernardino Transit Center for connections with Metrolink trains and routes served by Riverside Transit Agency, Omnitrans, Victor Valley Transit Authority, and Mountain Transit. Although system-wide ridership declines and school closures related to the COVID-19 pandemic delayed its implementation, the Route 10 Commuter Link began revenue operations on July 12, 2021.

1.3.3 SunRide – Microtransit

Microtransit is an emerging transit mode that offers flexible and dynamic demand-driven transportation solutions to areas with limited transit access or where traditional fixed route service is simply not feasible. Microtransit is a shared-ride service that typically operates a fleet of smaller vehicles (for example, cutaway buses or vans—see Figure 1.10) in defined zones, with dynamic routing based on real-time demand. Similar to Transportation Network Companies (TNCs) such as Uber and Lyft, users in designated areas specify the details of their trips on a mobile application, and a vehicle is dispatched to deliver them to their destination. Operating specifics such as service hours and coverage are tailored to meet the needs and/or resources of the agency (fleet availability, operating budget, etc.).

Figure 1.10 Example of SunRide Vehicle

SunRide Operations

SunLine identified four Coachella Valley communities that would benefit most from this on-demand service. The new microtransit service, known as SunRide, is available in Desert Hot Springs (including the community of Desert Edge), Palm Desert, Coachella, and Mecca-North Shore (Figure 1.11 to Figure 1.14). This service bridges the gap between riders and the fixed route network or designated points of interest. Riders typically use the SunRide smartphone app to book their ride, which dispatches a SunRide vehicle to pick them up and drop them off at locations indicated within the designated geo-fenced zones. Riders that do not have access to a smartphone may also book a trip through the SunRide web portal at book.sunride.rideco.com or by calling the SunRide dispatch center. The service is available Monday through Friday between 5:30 a.m. and 6:30 p.m.

The SunRide fare is $3 per person, which includes a free transfer to/from the intersecting fixed bus routes. SunRide's on-demand service allows a rider to book a trip within 15 minutes or to schedule a trip up to 7 days in advance. Riders may opt for contactless payment by choosing to pay using their credit or debit card. The app allows riders to store their credit or debit card information within the app for convenience when booking future rides. Riders may also choose to pay for their ride in cash by purchasing a $3 "SunRide Transfer Pass" on the fixed route bus when the rider boards the bus as the first leg of the trip, or by paying the SunRide driver directly when SunRide is the first leg of the trip.

Figure 1.11 SunRide Pilot Service Areas – Desert Hot Springs – Desert Edge (formerly Desert Edge)

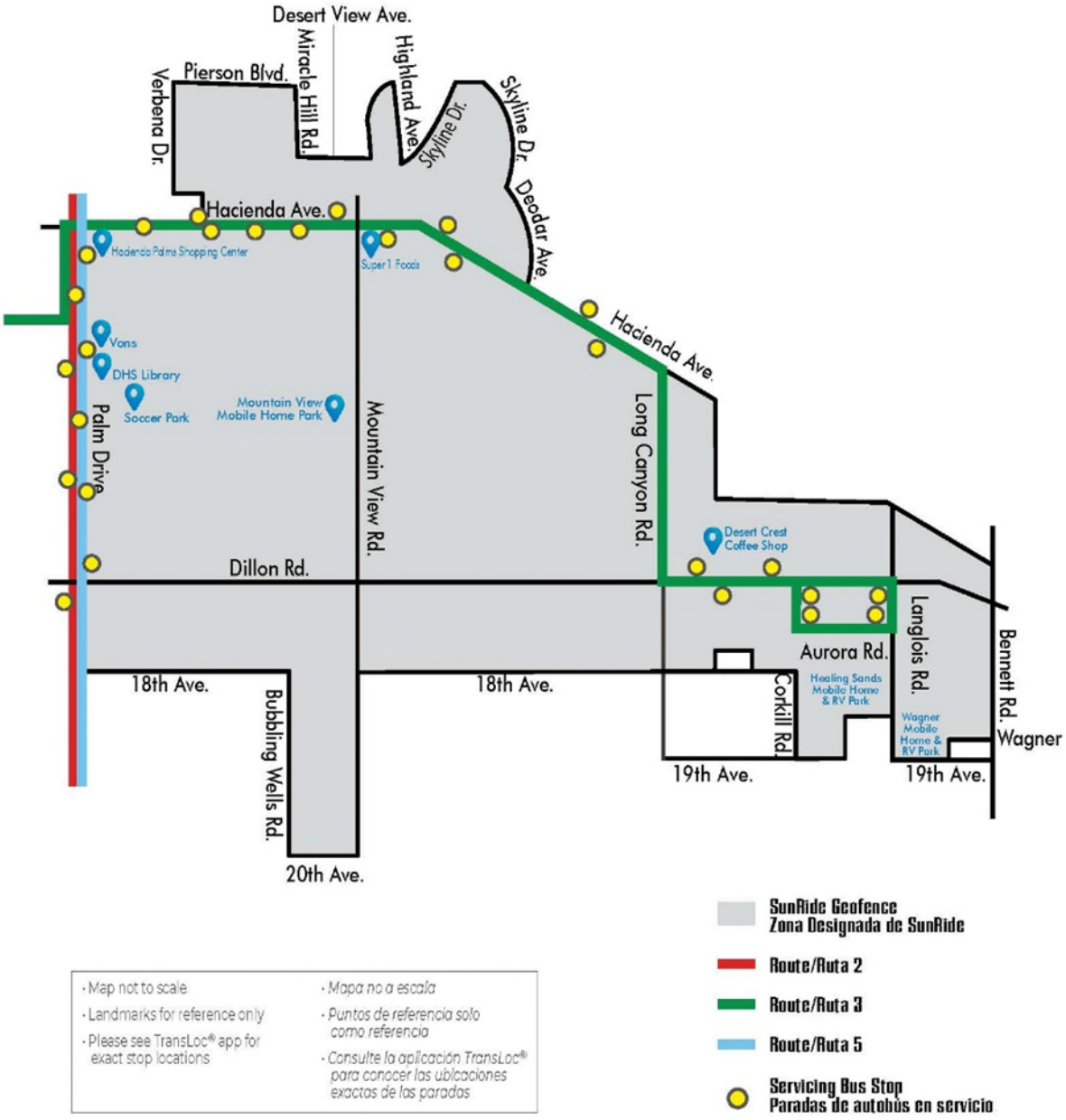


Figure 1.12 SunRide Pilot Service Areas – Coachella

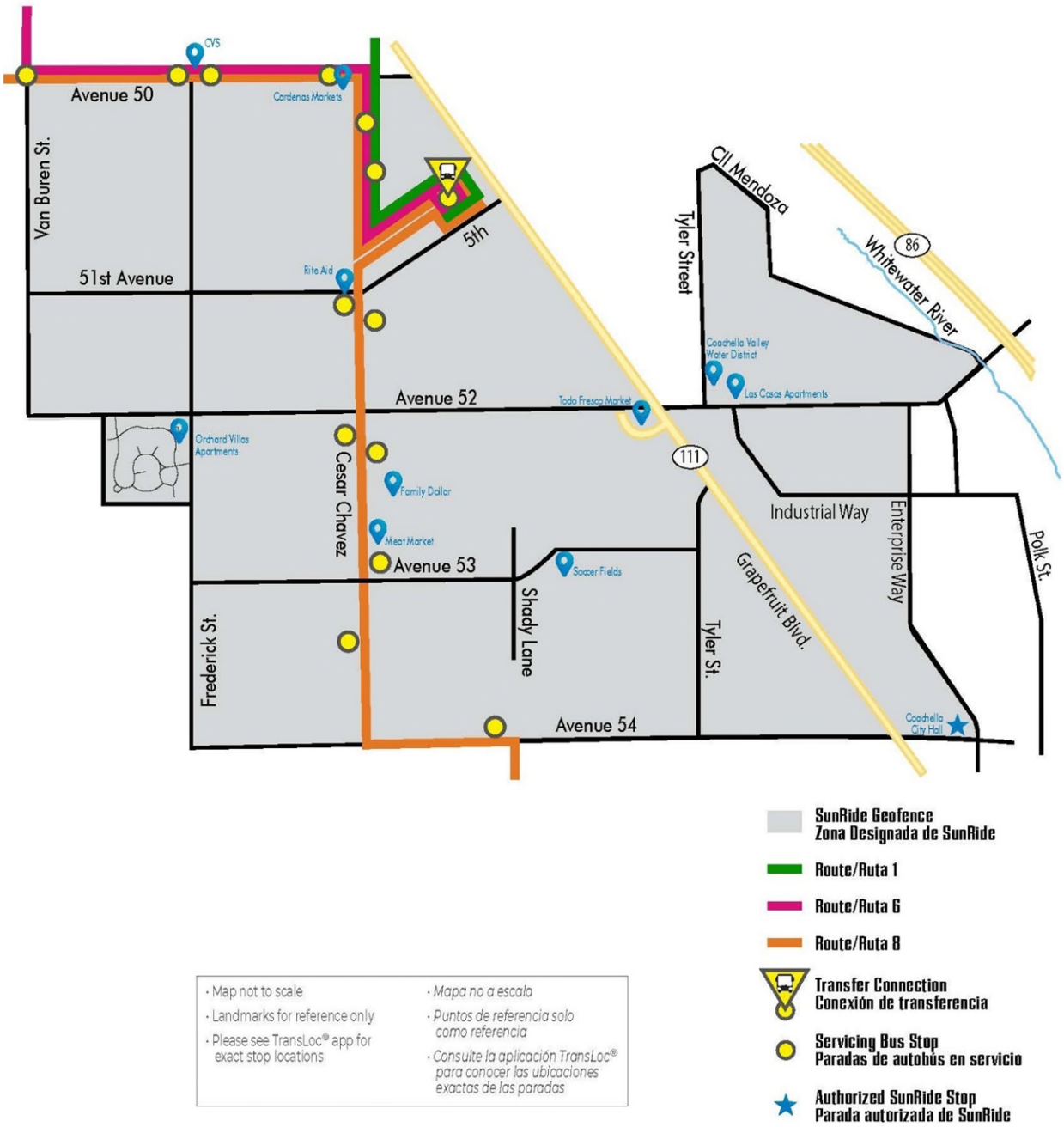


Figure 1.13 SunRide Pilot Service Areas – Mecca North Shore

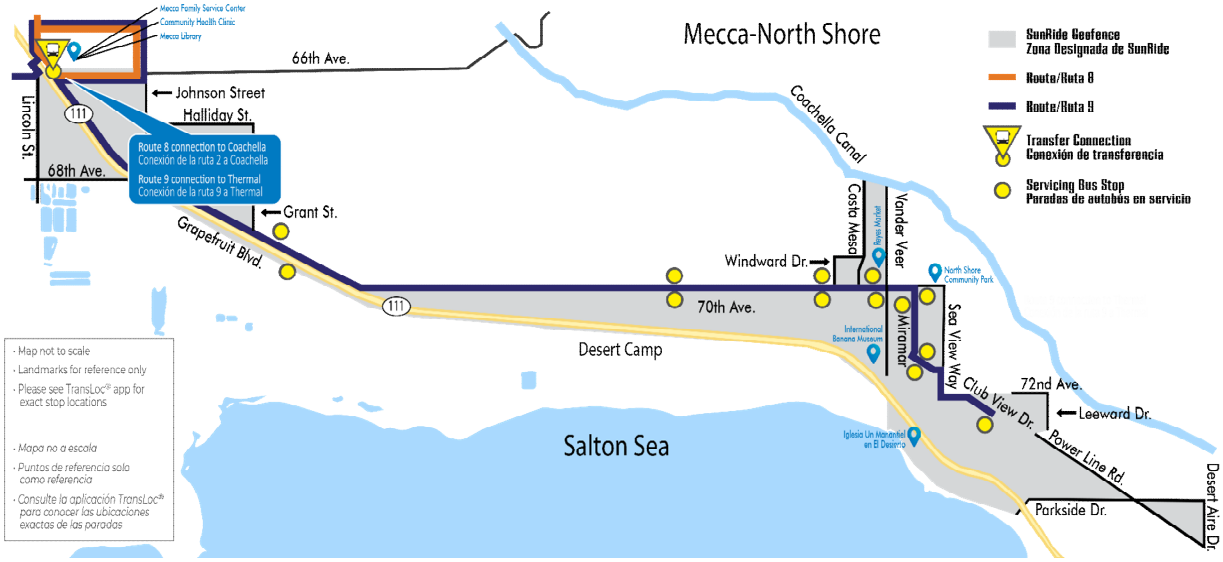
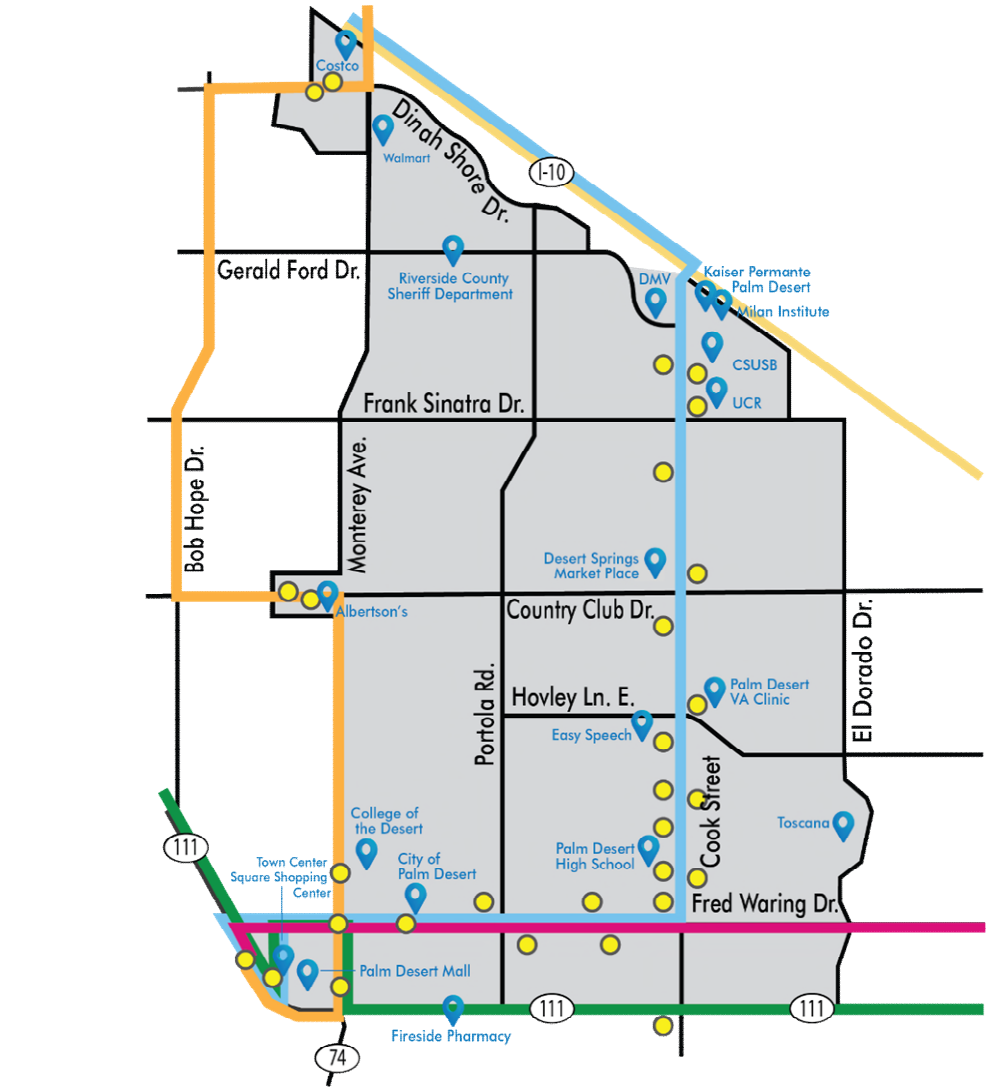


Figure 1.14 SunRide Pilot Service Areas – Palm Desert (formerly Cook St Corridor)



COVID-19 Safety

In response to the COVID-19 pandemic, SunRide vehicles are fogged with disinfectant nightly and frequently touched surfaces are wiped down between rides. Vinyl vehicle partitions have also been installed in SunRide vehicles to help reduce virus spread. Passenger seating is limited to the vehicle's rear seating capacity and masks must be worn by the driver and riders at all times.

SunRide Technology Platform

SunLine launched Phase III of the pilot program on January 10, 2022. Phase III introduced a new SunRide branded mobile application (Figure 1.15) developed by RideCo that offers additional features and functionality to enhance the user experience. Some of the new features and functionality include improved connections to the fixed route network, projected trip arrival times, and a 5-star rider rating system. Putting ourselves in the shoes of our riders, SunLine has also added new stops at common points of interest within each respective geo-fence zone that serve as ride generators, providing new touchpoints for a choice rider experience. These points of interest include stops within a short walking distance of education, shopping, and medical facilities, implementing further service flexibility and more mobility options that are inclusive of a larger demographic. An advanced back-end software platform features a robust reporting suite to assist in evaluating the program's performance metrics.

Figure 1.15 SunRide Mobile App

SunRide Service Performance

Figure 1.16 to Figure 1.18 show key performance metrics for SunRide during calendar year 2021.

Figure 1.16 SunRide System-wide Metrics

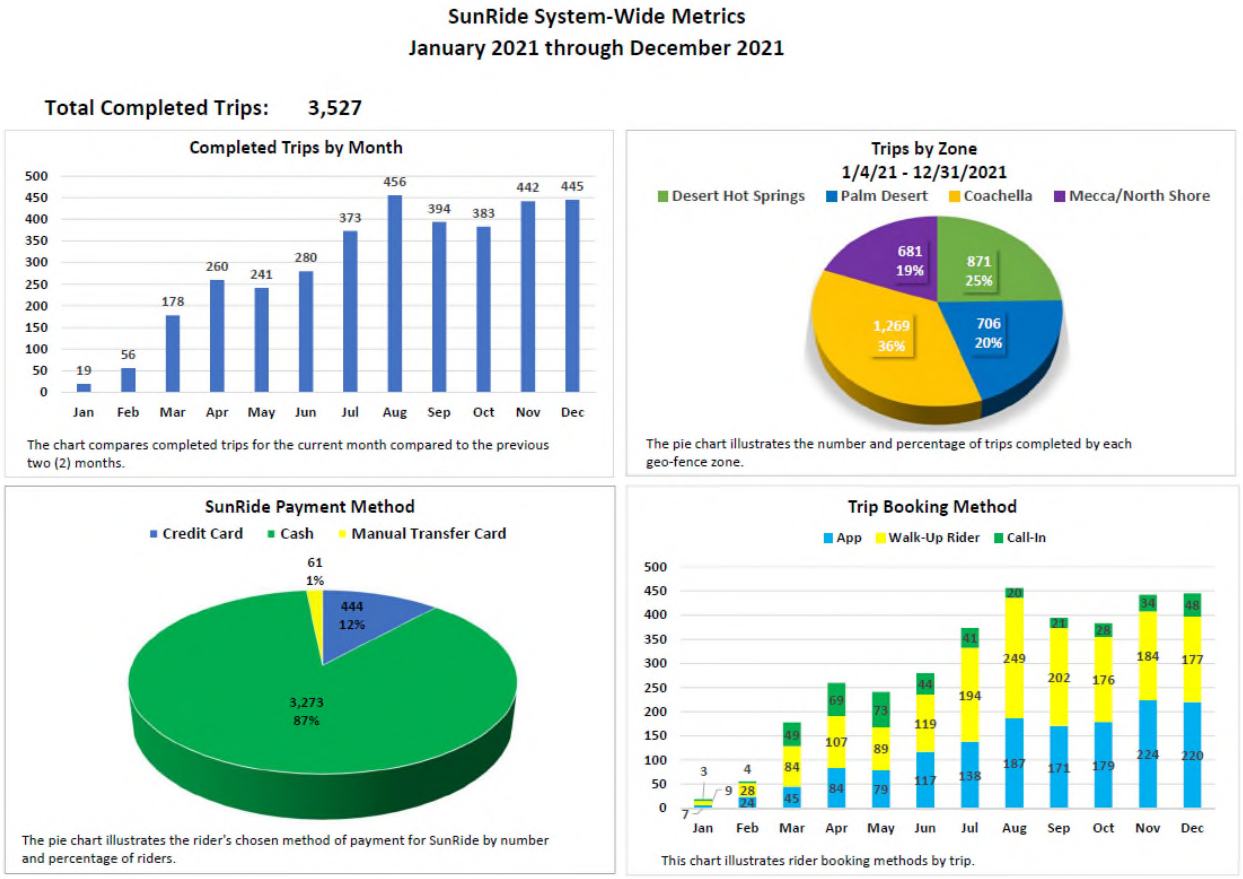
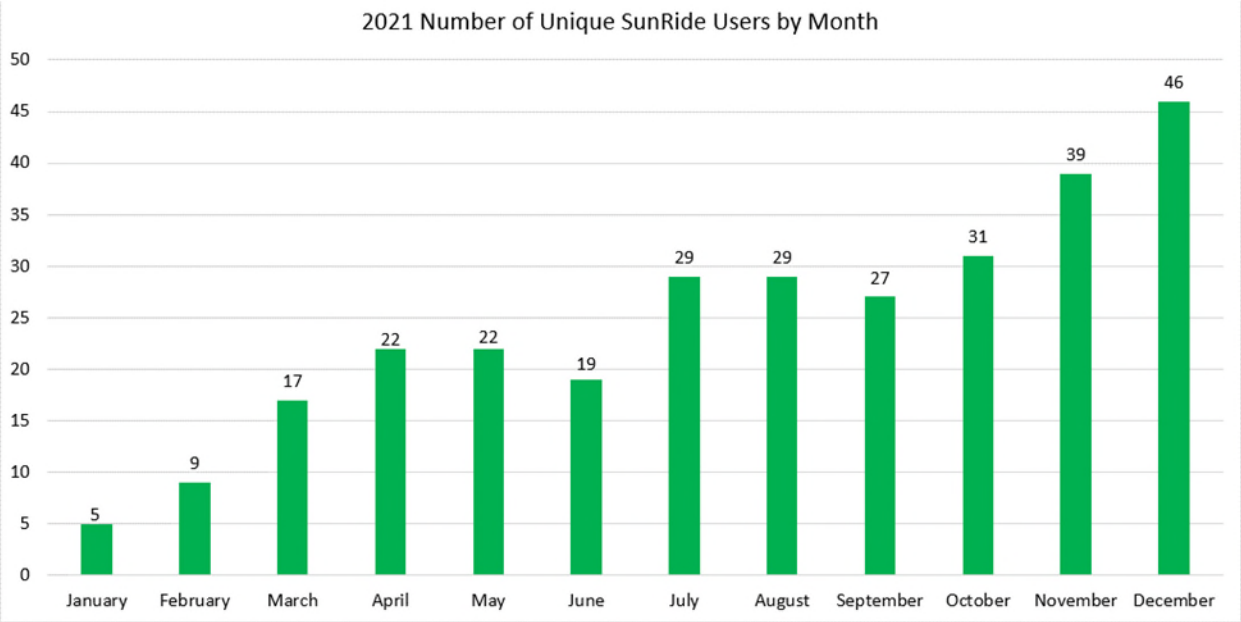
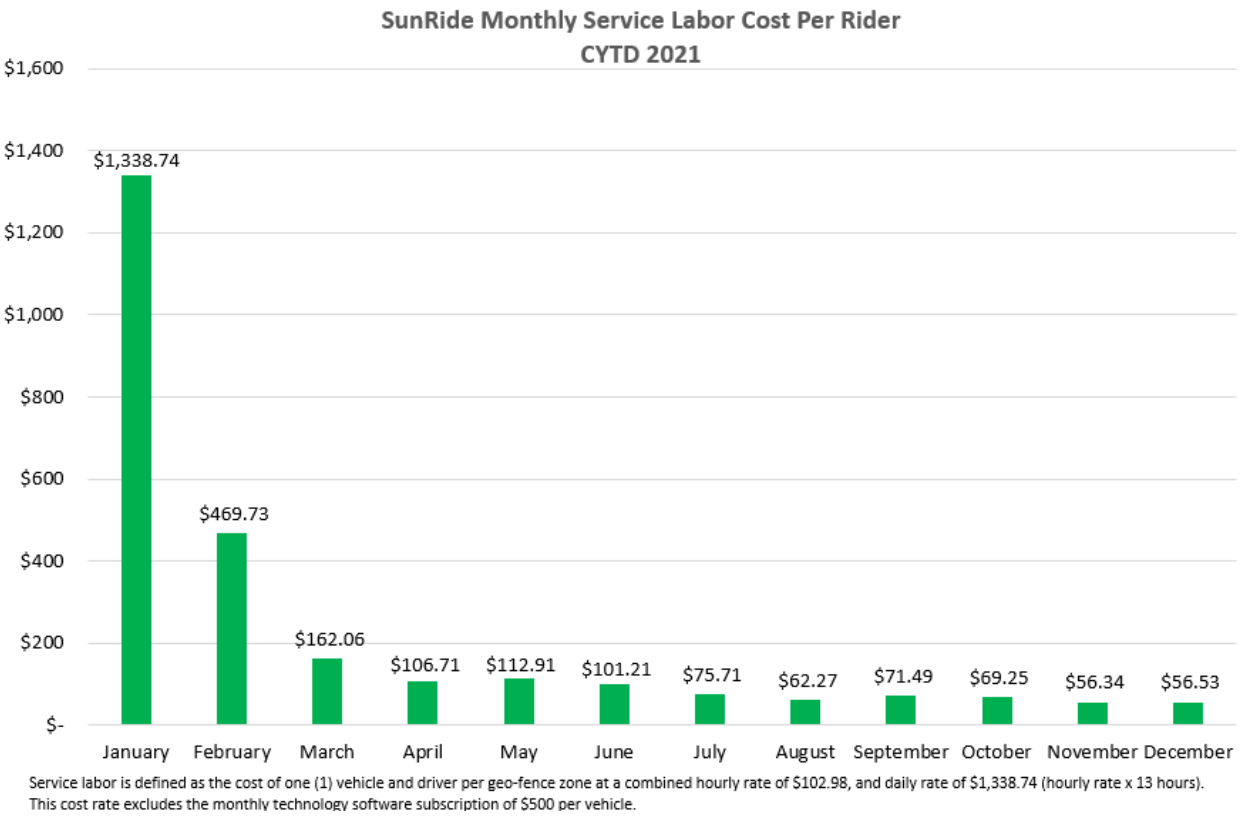


Figure 1.17 SunRide Unique Users



This chart reflects the number of unique riders that booked their trip through the smartphone app or by phone.
Walk-up riders are excluded from this count as there is no rider information when using that feature.

Figure 1.18 SunRide Monthly Service Labor Cost Per Rider



Service labor is defined as the cost of one (1) vehicle and driver per geo-fence zone at a combined hourly rate of $102.98, and daily rate of $1,338.74 (hourly rate x 13 hours). This cost rate excludes the monthly technology software subscription of $500 per vehicle.

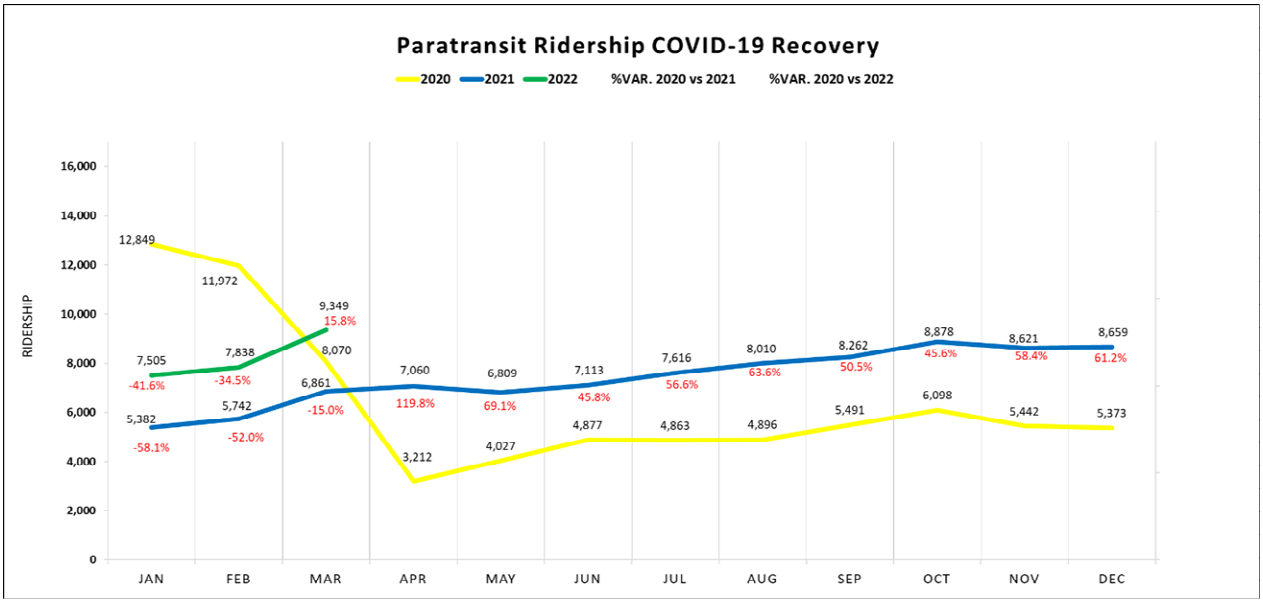
1.3.4 SunDial – Paratransit

SunLine operates SunDial Americans with Disabilities Act (ADA) paratransit to provide service to those certified under the ADA, who cannot ride fixed route bus service. SunDial operates within three-quarters of a mile on either side of the SunBus route network and is available by advanced reservation only. Reservations may be made based on the service hours of the fixed routes serving passengers' origins and destinations and may be used only at the same times, days, and frequency as local fixed-route service. SunDial service is an origin-to-destination, shared-ride transit service for persons who are functionally unable to use the fully accessible fixed route service either permanently or under certain conditions. Eligibility is not solely based on having a disability.

SunDial service is provided with a fleet of 39 vans 7 days a week during the same hours and days as the fixed route network. Service is not provided on Thanksgiving and Christmas days. As an operator of bus service, SunLine is required under the ADA to ensure that paratransit service is provided to eligible individuals with disabilities. The level of service provided must be comparable, in terms of hours and days of service and area served, to the service provided by the fixed route bus system.

To be eligible, all persons must complete an application, describing in detail the nature of their mental or physical disability that may prevent the individual from using regular fixed route service. Applicants must obtain an approved health care professional's statement and signature verifying the disability. Applicants are notified in writing of their application status within 21 days from receipt of a completed application. Riders who have the required ADA Certification Identification Card are eligible to use SunDial for their transportation needs, including medical appointments, shopping, and other social activities. Figure 1.19 shows the SunDial ridership trend for 2020 through early 2022.

Figure 1.19 SunDial Ridership Trend



1.3.5 SolVan – Vanpool

A vanpool is a group of people who are commuting to the same workplace or post-secondary education facility (college, trade school, etc.) regularly from the same community, riding together in a van or SUV provided by a vendor to share expenses. Vanpools typically carry 5 to 15 passengers and operate long distances, traveling between pick-up locations and a place of work/school.

Vanpools provide small-scale commuter ridership in scenarios where operator costs would otherwise be prohibitively high. Operating costs are lower than fixed route bus service because the passengers drive themselves. Ridership per platform hour is healthy. Vanpools are very demand-responsive; they can be quickly organized based on demand on a monthly basis. Once ridership falls below a threshold, a vanpool can end, but new routes can be added easily based on need with a minimum of overhead. They can access office parking areas and other locations where traditional SunLine fixed route buses cannot reach, making for more convenient passenger drop-offs.

Vanpool programs can be administered in a variety of ways, allowing the employer to be fully involved or simply promote it. Employers can help employees form vanpools through rideshare matching. Rideshare matching helps potential vanpoolers locate others nearby with similar commutes. With technology advancements, on-demand vanpooling may help reduce coordination costs and increase ridership. As the region develops unevenly, vanpools will be an increasingly effective means to serve trips from low-density places to employment and education centers.

SunLine's Vanpool Program, SolVan, is operated through a third-party lease arrangement, known as "purchased transportation" by the Federal Transit Administration (FTA), where SunLine contracts with a consulting firm to competitively procure for leasing vendors, who then provide a leased vehicle to vanpool groups. SolVan provides a subsidy of $400 monthly (or $500 if a zero-emission vehicle) for qualified vans that agree to report about daily riders, miles, hours, and expenses. A SolVan reporting system has been created to track each rider on each vanpool. The volunteer driver of the vanpool must be a participant in the vanpool program. Vanpool passengers will be responsible for paying the van's monthly lease cost minus the SolVan subsidy. Leases include insurance and maintenance. They also share the cost of gas, parking, and toll fees (if applicable). Vehicles for this type of service will be leased by one of the prequalified vendors to one of the commuters in the group, a company, or a third-party representative. SolVan has increased the number of approved vendors to a total of four vendors to increase vehicle type and lease cost choices.

SolVan materials and guides are posted on the SolVan.org website, and include program guidelines, vanpool brochure, participation agreement, passenger manifest forms, quick facts, Frequently Asked Questions, Steps/Instructions to Apply, Steps/Instructions for monthly reporting, change form, and intake form. These materials help explain the SolVan program, detail how to apply for a vanpool subsidy, how to ultimately have vanpools approved for SolVan subsidy, and report commute details to receive the monthly subsidy.

Performance/Service Area/Demographics

During the past year, agricultural-related vanpools served farm workers living and working in the eastern Coachella Valley, including Thermal, Mecca, Coachella, and Indio. Around 20 vehicles have been provided during each key harvesting month. Non-farm, more traditional vanpools serve worksites all over eastern Riverside County. The number of vehicles serving these traditional worksites has varied from six to seven per month during the past year, with seven at present. The origin of these vanpools during this past year has been vanpoolers living primarily in Indio, Beaumont, and La Quinta. The destination of these vanpoolers has primarily been to worksites in Blythe, Palm Springs, and Indio. Major employers served by most of the traditional vanpools are the Transportation Security Administration at Palm Springs Airport, U.S. Border Patrol sites, and state prisons.

Fares

The cost for vanpoolers to ride varies wildly because fares are determined by many factors, including type and year of vehicle chosen, commute mileage, and number of riders who are splitting the monthly fare. The average number of vanpoolers in a vehicle is nine. The current vanpool monthly total lease cost ranges between $1,050 and $1,800 for traditional, non-farm destined vanpools. Gas cost is calculated and added to this cost.

The number of vanpool vendors under contract has doubled from two companies to four currently. With additional vendors providing more vehicle choices (such as hybrid or electric vehicles) and providing more competitive lease rates, it is possible that passenger out-of-pocket costs may decrease. Although SunLine procures for third-party leasing vendors through its contractor, the procurement is to ensure there is consistency and standard vehicle offerings among vendors—not to control vehicle pricing or fares. SunLine has no control over the passengers' out-of-pocket fares, only the amount of subsidy provided. In addition, after the lease costs the next highest out-of-pocket vanpool expense is fuel. Should electric or hybrid vehicles be introduced into the vehicle offerings, although the lease cost may be higher, many employers offer free electricity while charging at work and the at-home electric charging costs can be quite low (depending on electric provider and low rates to charge off peak). This may also result in lower fares for certain vanpool groups. Volatile gas prices in recent years will continue to have unpredictable impact on fares for vanpool groups.

The other strategy for lowering fares is to assist vanpool groups in increasing occupancy. The more passengers that share the cost of the vanpools, the lower the fares per passenger. Although SolVan requires that vanpools maintain a minimum of 50 percent occupancy (ratio of passengers to the vanpool seats), SolVan works directly with vanpool groups that lose riders, struggle with occupancy, or are looking for part-time riders to increase occupancy and decrease passenger fares. SolVan staff assist with finding additional riders and filling seats in vanpools. Ultimately, SunLine cannot predict or determine whether vanpool fares will increase or decrease in the future; however, additional vendors and actions may result in lower fares and an even more cost-effective vanpool service.

Goals

During the past year, SunLine's goal was to expand traditional vanpooling by at least three vehicles. Two new traditional vanpools were added that still operate today. One traditional vanpool disbanded during the year on account of work shift changes. The goal for agricultural vanpools was to maintain the high level of farm vanpools, which was achieved.

SolVan Guidelines

To receive a vanpool subsidy, the vanpool must meet the following criteria: either originate or travel to a worksite within a ZIP Code in eastern Riverside County, commute at least 25 miles round-trip, commute a minimum of 12 or more days per month, and have at least five riders. Vehicles must also be at least seven-seat vehicles, and can seat up to fifteen. Occupancy must be at least 70 percent to start

and remain at least 50 percent. However, this occupancy requirement has been relaxed during the pandemic for existing vanpools. Guidelines also require that the vanpool lease a vehicle with one of the four SolVan-approved vendors and permit SunLine to advertise the vanpool and the route to the general public and accept additional riders to fill empty seats. SunLine contracts with WSP, which has entered agreements with four approved vendors to provide specific vehicles, lease pricing, and certain insurance coverage, among other requirements.

To be approved for SolVan subsidy, the vanpool group must visit the SolVan.org website and submit an application. SolVan staff then reviews the application to ensure it qualifies and meets all program guidelines—if so, the application is approved. The vanpool group is then directed to provide all details about the vanpool, including rider names, pick-up locations for each, drop-off locations for each, mileage and hours for each rider, work shift, commute days during the week, contact info for each rider, driver detail, start date, lease cost, copy of lease agreement, employer detail for each rider, participation agreement signatures, and manifest passenger form. Once approved, the vanpools are required to submit any changes, such as rider changes, work shift change, vehicle changes, etc. SolVan then confirms details with the vendor regarding lease, vehicle detail, and lease cost. If a vanpool begins after the first day of a calendar month, the subsidy is prorated based on the commute days during that first month.

SolVan Reporting Procedure

SolVan has a very detailed reporting procedure for each vanpool on a monthly basis. By the seventh of the next month deadline, vanpools are required to report actual daily activity on that specific vanpool during that prior month, which includes who rides each way; any change to regular miles traveled or extra time due to detour, etc.; all costs such as gas, parking, and tolls; and the end of month odometer reading. Also, it is identified if a loaner temporary vanpool vehicle is used during any day that month. TransTrack is the reporting system used by each vanpool driver, who is given a log-in name and password to report into the system. SolVan staff then reviews the daily detail for accuracy and approves subsidy when accurate and complete. Enterprise then submits a monthly invoice detailing each vanpool in operation, vehicle detail, and lease cost to get reimbursed for subsidy, which lowers the lease cost paid by the vanpool group. SolVan staff then runs reports from TransTrack to reveal month ridership, miles, hours, and vehicles, and creates formulas to double-check all data are complete and accurate to meet FTA National Transit Database (NTD) requirements. SunLine staff is then sent this monthly reporting detail and source materials for review before entry into the NTD system.

Farm vanpools operating with CalVans report differently. CalVans provides the farm-related vanpools, and most of those vehicles have not asked for SolVan subsidy, but many operate in our territory. As a result, any FTA funding generated from the CalVans Eastern Riverside vanpool activity is entered into the NTD by CalVans directly as a joint powers authority, and funds are provided directly to SunLine. Public transit agencies that provide ongoing subsidies to third-party leased vanpools for the purpose of reducing the lease/capital costs of the vehicle may report their transportation data to the NTD. The

benefit to reporting into the NTD is that public agencies realize a minimum of $2 in additional FTA Section 5307 funding for every $1 invested/expended toward the ongoing subsidy program, 2 years after the reporting year. Some programs nationwide have claimed up to a 3:1 return in funding.

Status during Pandemic

The pandemic has continued to create many challenges and disruptions for transit and shared ride mobility options. Employers can be very effective to help create vanpools because riders have the commonality of work destination and employers can modify work shifts to accommodate transportation arrangements. There is also a regional air quality regulation affecting larger employers who employ 250 or more employees meant to improve air quality by promoting telework and sharing the ride to reduce solo commuting, among other air quality strategies. However, another challenge of the pandemic is that it has affected employment numbers where many of the regulated sites are no longer regulated, which may affect their willingness to voluntarily promote alternative modes of transportation. Many employers have allowed employees to telework from home, laid off or furloughed employees, reduced work shifts, or launched hybrid work shifts. Some employers have gone out of business. These situations affected those regularly commuting, including those vanpooling. Fortunately, most SolVan vanpools have continued during the pandemic, both at farms and traditional work sites. However, some ridership reductions resulted from reduced work shifts. SolVan subsidy guidelines have continued to be relaxed to still support vanpools with less ridership. The main reason SolVan ridership was not drastically affected is because most of the vanpoolers work in essential-type businesses and their type of work requires them to commute regularly to these long-distance worksites. Vanpoolers also felt comfortable riding with the same known commuters and following many pandemic safety protocols, including wearing masks, leaving seats vacant by lowering or staggering by day the number of riders, allowing for more empty seats for social distancing, cleaning regularly, using plastic barriers and proper ventilation, and not sharing items (such as newspapers), among other best practices.

SolVan Target Audiences:

1. Agriculture workers (primarily Spanish-speaking) in eastern Riverside County for the winter farming/harvest season
2. Farmers, growers, and contractors that employ or provide agricultural workers to agricultural work sites
3. Stakeholders, such as elected officials both regionally and locally, agency champions, board members, nonprofit agencies, human resources networks, community and business associations, and regional influencers
4. Adult students travelling to educational institutions in the region
5. Professional employment centers, such as government, hospitality, education, manufacturing, and medical

6. Employees that commute though or work within eastern Riverside County (Coachella Valley & Blythe)—examples include professional employment centers, government agencies, healthcare facilities, hospitality venues, higher education institutions, and industry/manufacturing sectors
7. Employers identified in Dunn and Bradstreet data (see employers below)

Figure 1.20 to Figure 1.22 show the locations of employers with 250 to 500, 500 to 999, and 1,000 or more employees, respectively.

Figure 1.20 Employers with 250 to 500 Employees

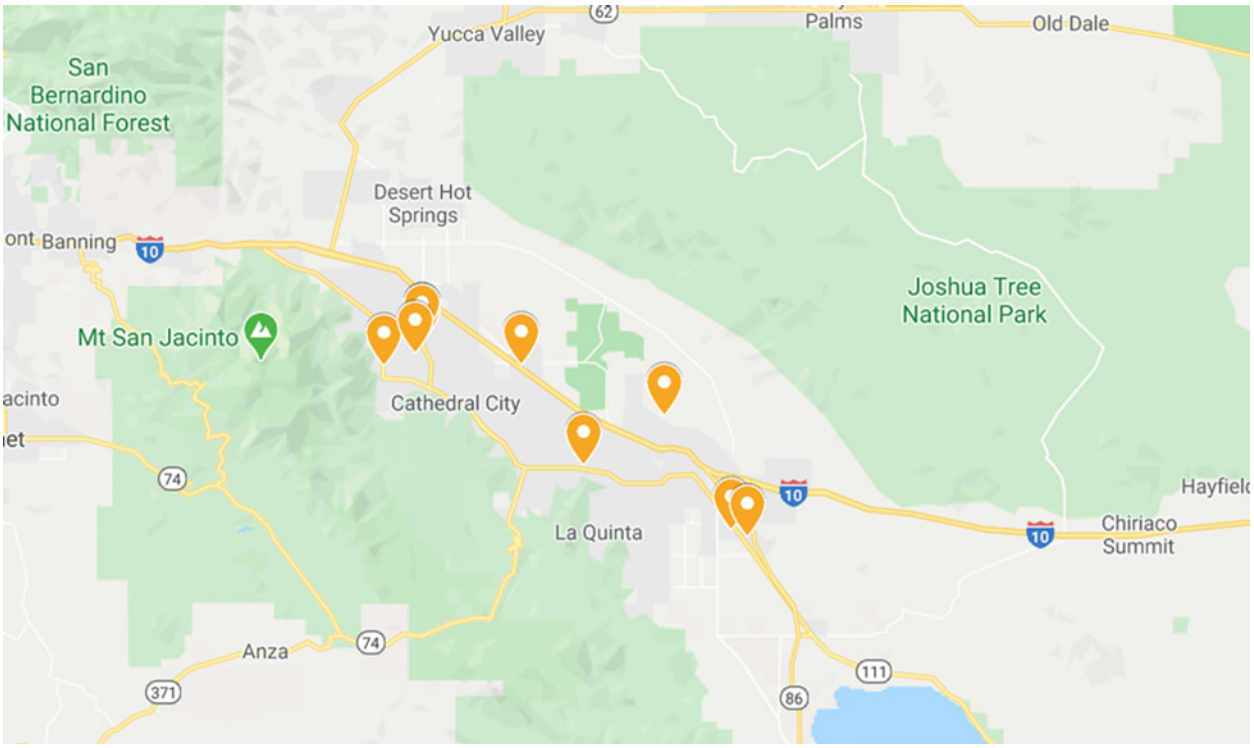


Figure 1.21 Employers with 500 to 999 Employees

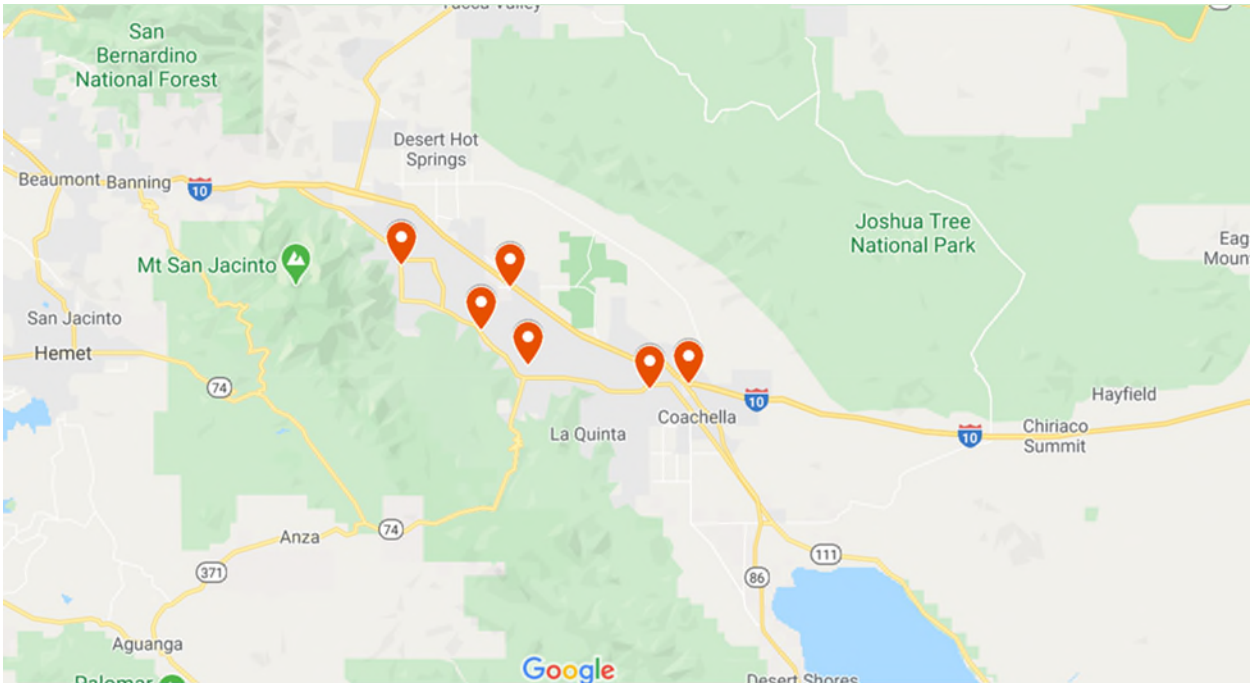
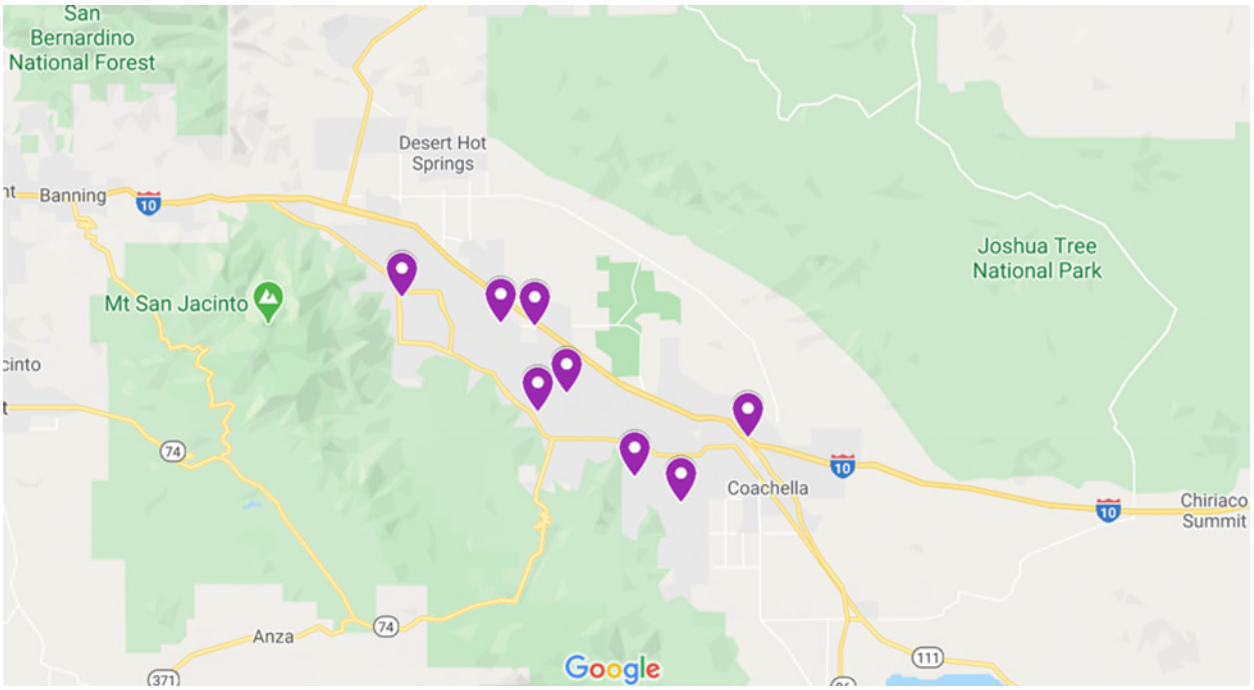


Figure 1.22 Employers with 1,000 or More Employees



Marketing Initiatives to Date:

- Communication in the preferred language based on the demographics of eastern Riverside County
- Hotline phone number (877-4SOLVAN) and website (SolVan.org)
- Program materials, printed and electronic, including a brochure, employer packets, fact sheets, guidelines, steps, etc.
- Creation and placement of SolVan vehicle decals to identify and promote the program
- Expanded van vendor selection to provide more competitive van lease pricing, vehicle options, and services
- Novelty items, such as pens, note pads, bags, commuter mugs, sunscreen, lunch bags, etc.
- Logo wear to be worn by SunLine/SolVan staff when attending employer and community events to further promote and build the brand
- Vanpool launch event and press release

1.3.6 Taxi Administration

The SunLine Regulatory Administration (SRA) is charged with licensing and regulating taxicab businesses and drivers in the Coachella Valley.

1.4 Current Fare Structure

In 2002, SunLine raised its base cash fare from 75 cents to $1. In 2011, a SunLine fare study recommended both eliminating the 25-cent transfer fare and incrementally raising the base cash fare to $1.50. These recommendations were not implemented. The SunLine Board of Directors has given direction to staff to explore fare-free operations.

Figure 1.23 shows the existing SunLine fare structure. This fare structure differentiates fares for specific transit customers and trip types, which shows how SunLine is targeting specific market segments with discounts to increase the system's ridership and revenue. For example, SunLine provides a discounted 31-day youth pass for students using transit.

1.4.1 Cash Fares

In addition to the $1 fare for adult riders, SunLine enforces a 25-cent fee for transfers. The transfer pass is good for unlimited rides within 2 hours of purchase and is valid only on the day issued. Transfers are issued only upon boarding.

The base cash fare for seniors, which SunLine defines as individuals 60 years of age or older, is 50 cents on all fixed route services. Individuals who qualify for the ADA also pay a 50-cent base cash fare on all fixed route services. The fare complies with FTA's Half Fare rule, which requires agencies receiving

federal funds to offer fares to persons 65 or over and disabled travelers at a level no more than half the base cash fare. Medicare cards, Department of Motor Vehicles driver's license or senior ID cards, ADA certification cards, or SunLine Half Fare ID cards are accepted as proof of age or disability.

A discounted youth fare of 85 cents is also available for children between the ages of 5 and 17. Children 4 years of age and younger ride free with a paid adult cash fare (maximum of two children). SunLine's fixed route fare structure is summarized below.

Figure 1.23 Fare Structure

1.4.2 Fare Passes

SunLine currently issues three types of fare passes: the Day Pass, the 31-day Pass, and 10-ride Pass. Daily and monthly passes are available for the 10 Commuter Link service as well but are priced and sold separately from the general fixed route passes. SunLine also partners with employers and schools to offer passes to employees and students, respectively.

Day Pass

The SunLine Day Pass is available for $3 and allows for unlimited rides on all fixed routes for the duration of 1 calendar day. In adherence to FTA's Half Fare rule, the Day Pass for seniors and disabled riders is available for $1.50. The Day Pass for youth riders is $2. The Day Pass for the 10 Commuter Link is $14 for adults and $10 for seniors.

31-day Pass

SunLine sells a pass valid for a rolling 31-day period from the date of first use. The 31-day Pass is available for $34 for general adult riders, $17 for seniors and disabled riders, and $24 for youths. The

monthly pass for the 10 Commuter Link is a 30-day pass available for $150 (10 Commuter Link operates Monday through Friday only).

Multiple Ride (10-ride)

A 10-ride pass is available for $10 for general adult riders, $5 for seniors and disabled riders, and $8.50 for youths (ages 5 to 17). There is no discount from the base cash fare for this pass.

Employer Passes

SunLine offers a 31-day Pass to businesses in the Coachella Valley that have five or more employees interested in using transit. The pass can be used for unlimited rides on any of SunLine's fixed route services and is priced at $24 a month. The pass is $10 less than the 31-day adult pass and is designed to encourage greater use of alternative modes of transportation.

Haul Pass

In August 2018, SunLine launched its Haul Pass Program to improve student access to Coachella Valley's colleges and university. Both the College of the Desert and the California State University San Bernardino Palm Desert Campus are partners. To ride SunLine, students at these schools can simply swipe their active student ID card through the SunBus card reader when they board. The program began after receiving a grant from California's Low Carbon Transit Operations Program (LCTOP) program. On August 1, 2021, the program expanded to provide free local service to all high school students in grades 9 to 12. High school students interested in the High School Haul Pass must submit an application form. Additional information is provided on the Haul Pass program page (https://www.sunline.org/fares-passes/haul-pass)

Token Transit

SunLine riders also have the option to download the Token Transit application to their smartphone and use it to pay SunLine fares. It requires a credit, debit card, Google Pay, Apple Pay and other forms of digital payment to set up an account and purchase bus passes but includes the benefit of being compatible with other transit agencies across the country.

1.5 Revenue Fleet

SunLine's fleet includes fixed route buses, paratransit vehicles, and support vehicles. SRTP Table 1.1 (see SRTP Tables) shows the characteristics of SunLine's fixed route and paratransit fleet. Figure 1.24 summarizes SunLine's fleet of support vehicles.

Figure 1.24 SunLine Support Vehicle Summary

Number of vehicles	Type of vehicle	Fuel type
15	Electric light vehicles	Electric

12	Compressed natural gas (CNG) light vehicles	CNG
15	CNG light-duty trucks	CNG
2	Hybrid/Gasoline light-duty vehicles	Hybrid
Total: 44		

1.6 Existing Transit Facilities and Bus Stop Amenities

SunLine operates administrative and bus operations facilities at two locations. Administrative headquarters and main bus operations are located at 32-505 Harry Oliver Trail in Thousand Palms. SunLine also operates a maintenance and fueling facility at 83-255 Highway 111 in Indio. Park-and-ride facilities are located at 78-420 Varner Road in Thousand Palms and at 83-255 Highway 111 in Indio.

SunLine's bus system has 577 stops with 372 shelters. In addition, there are 81 stops with stand-alone benches and 270 stops with waste containers.

Figure 1.25 shows the top 10 stops served for weekday service and Figure 1.26 shows the top 10 weekend stops.

Figure 1.25 Top 10 Stops

Stop name	City	Average riders per day
B St/Buddy Rogers	Cathedral City	314
5th/Vine	Coachella	217
Indian Canyon/Ramon	Palm Springs	155
Town Center/Han East Side	Palm Desert	140
Palm Canyon/Stevens	Palm Springs	139
West/Pierson	Desert Hot Springs	128
66th/Mecca Family HC	Mecca	110
Town Center/Han West Side	Palm Desert	101
Ramon/Date Palm	Cathedral City	65
Ramon/Indian Canyon	Palm Springs	62

Source: APC Data March 1, 2021–February 31, 2022

Figure 1.26 Top 10 Weekend Stops

Stop name	City	Average riders per day
B St/Buddy Rogers	Cathedral City	262
5th/Vine	Coachella	202
Indian Canyon/Ramon	Palm Springs	130
Town Center/Han East Side	Palm Desert	123
Palm Canyon/Stevens	Palm Springs	113
66th/Mecca Family HC	Mecca	97
Town Center/Han West Side	Palm Desert	97
West/Pierson	Desert Hot Springs	91
Ramon/Date Palm	Cathedral City	57
Ramon/San Luis Rey	Cathedral City	50

Source: APC Data March 1, 2021– February 31, 2022

1.7 Existing Coordination between Transit Agencies and Private Providers

As the designated Consolidated Transportation Services Agency, SunLine coordinates public transportation services throughout its service area. Staff participates in meetings with social and human service agencies, consumers, and grassroots advocates through forums such as the Riverside County Transportation Commission (RCTC) Citizens and Specialized Transit Advisory Committee (CSTAC),

SunLine's ACCESS Advisory Committee, San Gorgonio Pass Area – Transportation Now Coalition, and neighboring transit operators.

SunLine facilitates the ACCESS Advisory Committee. Staff hosts regular meetings at the Thousand Palms administrative office. SunLine uses input from the committee to improve relationships with the community to address public transportation issues in the valley.

Additionally, staff members are actively involved in the regional transportation planning process through participation on RCTC and county committees. These committees include the Specialized Transit Advisory Committee, the Technical Advisory Committee, Aging & Disability Resource Connection of Riverside Long-term Services and Supports Coalition, Desert Valley Builders Association, and related committees to enhance coordination efforts with SunLine.

1.7.1 Coordination with Other Public Transportation Providers

In addition to providing transit service throughout the Coachella Valley, SunLine offers transit connections to several adjacent transit operators. SunLine maintains interagency agreements between Riverside Transit Agency, Omnitrans, Metrolink, and California State University to coordinate the operation of 10 Commuter Link service, which connects Indio/Palm Desert to the California State University San Bernardino campus and the San Bernardino Transit Center (SBTC)/Metrolink Station with an intermediate bus stop in Beaumont.

SunLine also hosts Morongo Basin Transit Authority (MBTA) Routes 12 and 15 through a cooperative service agreement at its stops in downtown Palm Springs. The collaboration offers connections to Yucca Valley, Landers, Joshua Tree, and Twentynine Palms.

SunLine is collaborating with the Palo Verde Valley Transit Agency on its Rides to Wellness demonstration project, known as the Blythe Wellness Express service. This service, launched in July 2017, operates 3 days per week and travels to the Coachella Valley's three hospitals (Desert Regional Medical Center, Eisenhower Medical Center, and John F. Kennedy Memorial Hospital) within SunLine's service area.

Amtrak Thruway (operated by Amtrak bus contractors) transports rail passengers traveling between rail hubs at certain Amtrak stations and SunLine's bus stops in Palm Springs, Palm Desert, and La Quinta under an additional cooperative service agreement. Amtrak's Sunset Limited intercity train serves the Palm Springs Station on North Indian Canyon Drive. However, with rail service only serving Palm Springs three times a week in each direction and arriving in the middle of the night, it is currently impractical for SunLine to offer transit service to the station.

SunLine collaborates with the Imperial Valley Transportation Commission (IVTC) in an effort to find a future connection with Imperial Valley Transit (IVT). IVTC oversees the regional transportation services and programs provided by IVT in the Southern California areas of Brawley, Calexico, Imperial, West Shores, and El Centro.

In 2019, FlixBus initiated regional bus service at Palm Springs, and Indio that connects to Los Angeles in the west and Phoenix, Arizona, in the east. SunLine maintains an interagency operating agreement with FlixBus.

1.8 Review of Previous Studies and Plans

In 2019, SunLine completed its Transit Redesign and Network Analysis Study. Prepared by HDR, this study took a comprehensive look at fixed route transit operations to make recommendations to optimize SunLine's service. SunLine also completed an on-board transit rider survey in 2019. This survey provided insight into rider preferences and needs to help guide the transit redesign. SunLine has retained HDR to conduct a Before and After Study, which will include a new rider survey, to assess the impact of the network redesign and how the needs of riders have changed through the pandemic. While the study is ongoing, initial results have informed the development of this SRTP.

Other reports reviewed for the preparation of this SRTP include:

- Bus Rider Survey Study (February 2015)
- SunLine Transit Feasibility Study Hydrogen Station Expansion (January 2016)
- SunLine Transit Facilities Master Plan (November 2016)
- SunLine Transit Agency Transit Asset Management (September 2018)
- Network Study Report SunLine Transit Redesign & Network Analysis (February 2019)
- Innovative Clean Transit (ICT) Plan to SunLine Board of Directors (May 2020)

Chapter 2. Existing Service and Route Performance

SunLine developed its Refueled plan through a holistic process that reflected guidance from the Board of Directors and input received from customers and that used a data-driven process drawing from existing transit market information such as stop- and route-level boarding data and origin-destination survey data.

The Refueled plan has been launched in phases, beginning in January 2021 with the new Consolidated Fixed Route Network, which streamlined and simplified routes and route numbers, and with the SunRide microtransit service, which serves parts of Desert Hot Springs, Palm Desert, Coachella, and Mecca North Shore. In July 2021, SunLine kicked off the 10 Commuter Link, an express service that connects Indio with San Bernardino via Interstate 10. Route 1X, which is proposed to begin in September 2022, will operate along Highway 111 between Palm Springs and Indio.

In June 2019, the Board of Directors approved the revised SunLine Service Standards Policy to provide the agency staff direction regarding the planning, operation, and management of transit service in the Coachella Valley. The Service Standards Policy and metrics are intended to:

- promote continuous improvement of transit service
- provide regular updates on service performance
- meet federal requirements for monitoring Title VI of the Civil Rights Act
- avoid uninformed decision-making regarding the provision of service

The Refueled FY21-23 SRTP included updated key performance indicators (KPIs) that further support these quantitative, community-based planning methods. As we emerge from the pandemic, it will be more important than ever for SunLine to grow ridership while making necessary adjustments based on ridership trends.

2.1 Service Standards

2.1.1 Service Design Standards

Service frequency and span of service can be revised where sustainable (that is, where demand warrants increased frequency, where performance measures can still be met, and when funding can sustain the frequency and span of service).

New routes may be implemented based on a weekday-only service, typically between the hours of 6:00 A.M. and 7:00 P.M., usually when there is a peak demand. During the implementation of new service, a trial period is allocated from 12 to 18 months as an opportunity to provide for service adjustments before deciding to retain, expand, or eliminate the service. Figure 2.1 lists the minimum service frequencies and spans.

Figure 2.1 Service Frequency Standards

Frequency and Span by Service Type	Frequency of Service		Span of Service	
	Weekday	Weekend	Weekday	Weekend
Trunk bus routes	20 minutes peak 30 minutes off-peak	30 minutes	5:00 A.M. – 11:00 P.M.	5:00 A.M. – 11:00 P.M.
Local bus routes	30 minutes peak 60 minutes off-peak	60 minutes	5:00 A.M. – 7:00 P.M.	9:00 A.M. – 6:00 P.M.
Market-based services	Based on demand	Based on demand	Based on demand	Based on demand

Network Role

New services should be evaluated for their place in the overall transit network. Each new route in the network will have a unique role, whether it is facilitating transfers with existing services, introducing service coverage to a recent development, or providing connections between current routes and major destinations. While successful new routes connect with existing services, they should not duplicate existing service or compete for passengers.

Market Opportunities

There is a strong correlation between service performance, surrounding population, and employment densities. In other words, the more people with access to a route, the higher the route's potential ridership. Population-dense areas tend to coincide with mixed-use neighborhoods, walkable environments, and higher populations of transit-friendly constituencies such as students, seniors, zero-vehicle households, and low-income populations. The minimum population and employment density for the introduction of new all-day fixed route transit service is an average of 10 people/jobs per acre within a half mile of the proposed route.

A minimum threshold is considered supportive of fixed route service and should not be subjected to further analysis. Areas in this category that have unmet needs may be served by alternative options to fixed route service.

Unmet Mobility Needs

SunLine will strongly consider the mobility needs of transit-dependent populations when evaluating where to operate service. In assessing the area's demand for transit service, it is important to examine the presence of these demographic groups and identify any present unmet needs.

Productivity vs. Coverage Target

The SunLine Board of Directors' goal is to capture choice riders and new riders and to expand transit market share. The Board is committed to investing in new operating plans that improve productivity and, when necessary, improve coverage. This is consistent with the Transportation Development Act of

1971 that established fiscal performance requirements of 20 percent of farebox recovery in urbanized areas and 10 percent in rural areas. To comply with this state mandate, and to improve effectiveness and efficiency, SunLine recommends the following policy for service deployment:

- Seventy percent of fixed-route service should be deployed in areas with higher population and employment densities where transit is able to meet productivity standards.
- Thirty percent of fixed-route service should be deployed to maintain coverage in areas where lower population and employment densities limit transit service productivity.

Key Destinations

Key destinations likely to generate higher demand for transit service include major area schools, colleges, universities, hospitals, retail/commercial/entertainment centers with more than 10 people/jobs per acre, open residential communities, and those with relatively lower income and vehicle ownership levels.

2.1.2 Service Productivity Standards

Passengers Per Revenue Hour (PPRH) and Passengers Per Revenue Trip (PPRT) are KPIs that measure service effectiveness, or productivity, based on ridership (passenger boardings) generated for each hour of revenue service for local and trunk routes and boardings per trip for market-based services operated (see Figure 2.2).

Figure 2.2 Passengers Per Revenue Hour/Revenue Trip Standards

Refueled Routes 1/3/2021 to 6/30/2021		
Service Tiers	**Routes in Service Type**	**PPRH Standard**
Trunk routes	Routes 1, 2	20
Local routes	Routes 3, 4, 5, 6, 7, 8, 9	10
Market-based services	10 Commuter Link	10*

* Boardings per trip – is the productivity measure for market based routes

2.1.3 Service Quality Standards

Service quality standards contribute to the reliability and consistency of service delivery. Customers may first be attracted to transit service based on headway and span. Choice riders may continue to use services because they know they can get to their destinations on time—unreliable service usually results in decreased ridership. Service quality standards are proposed to be measured using the following operational and passenger experience metrics:

- service scheduled speed (service quality)
- on-time performance (service reliability)
- runtime variance (service reliability)

- percent service completed (service reliability)
- miles between service interruption (service reliability)
- load standards (service comfort)
- average fleet age (service comfort)
- bus deployment standards

Each suggested metric is discussed in more detail below.

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

The target performance scheduled speed is 12.5 miles per hour (mph) for SunLine's transit system, as shown in Figure 2.3.

Figure 2.3 Service Scheduled Speed Standard

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

On-time Performance: This KPI measures service reliability as defined by adherence to the published service schedule. "On-time" is when a trip departs a time point within a range of 0 minutes early to 5 minutes late. For SunLine to achieve targeted on-time performance, service running times need to be calibrated regularly based on existing conditions. SunLine has a relatively uncongested operating environment, which helps support a high KPI for on-time performance. Some challenges to on-time performance are related to construction, heavy traffic, and passenger problems.

On-time performance standards for fixed routes are at a target of 85 percent (Figure 2.4).

Figure 2.4 On-Time Performance Standard

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

Runtime Variance: Runtime is the time allotted in a transit schedule for a route to travel from one time point to another time point, or from beginning to end. Calibrating the runtime for the day of the week and hour of the day (for example, peak vs. non-peak) helps routes and the overall system adhere

to or surpass the adopted on-time performance. It is important to review runtime variance regularly because roadway traffic conditions are ever-changing.

Percent Service Completed: Percentage of service completed is a metric established as of September 2017. The initial intention was to report percentage of trips completed; however, because of limitations in our Avail ITS system, we are reporting percentage of revenue mileage completed

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

- daily availability of operators to meet service demands
- daily availability of fleet vehicles to meet service demands
- miles between service interruptions

The set standard for service completed is 99 percent by service mode, as seen in Figure 2.5. The percentage of service completed for FY21 was 99.4 percent of our approved Level 3 service, exceeding our minimum service standard.

Figure 2.5 Service Completed Standard

Percentage of Service Completed Service Mode	Service Completed Minimum Standard
Fixed route bus	99%

Miles between Service Interruptions: This KPI measures service reliability as defined by revenue miles between service interruptions, regardless of the cause. To meet this target, both avoidance of service interruptions through early identification (for example, planning for detours, proper fleet maintenance) and timely response to service interruptions that do occur are necessary. The set minimum target between service interruptions (road calls) is 5,000 miles, as seen in Figure 2.6.

Figure 2.6 Miles Between Service Interruptions Standard

Miles between Service Interruptions Service Mode	Target Minimum Miles between Service Interruptions (Road Calls)
Fixed route bus	5,000

Load Standards: This service quality KPI establishes load standards for various vehicle types and is measured for each trip operated. While it may be acceptable for some riders to stand for short distances or time periods (for example, under 2 miles or 10 minutes) during peak periods, it is expected that seating should be available for all riders during normal off-peak conditions (Figure 2.7).

Figure 2.7 Load Standards

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

Average Fleet Age: The age of the vehicle fleet affects the performance and reliability of transit services and the attraction of customers. Adhering to the average fleet age requirement will ensure a consistently safe, reliable, and comfortable passenger experience (Figure 2.8).

Figure 2.8 Average Fleet Age Standard

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

Bus Deployment Policy: This policy specifies the kind of vehicle that should be used to operate individual routes. The type of vehicle deployed on a route depends primarily on ridership demand and trip loads (Figure 2.9). Using incorrectly sized vehicles on routes can unnecessarily add operating cost to a route or result in overcrowding.

Figure 2.9 Bus Deployment Standard

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

SunLine will review the Bus Deployment Policy every 2 years, beginning in 2018, and make necessary adjustments as the fleet is updated to ensure compliance with the Title VI requirements.

2.1.4 Service Warrants

The Warrants Standards provide guidelines for the introduction of new services. They are a tool for judging when new service or service extensions are appropriate. A new fixed route or route extension could be introduced when the ridership forecasts based on population, school enrollment, or job density

are sufficient to achieve minimum passengers per revenue hour standards by service type. To ensure the agency's financial sustainability, SunLine will introduce only those new services that operate above the lower-performing route quartile or with productivity that is within 15 percent of the system average.

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

Evaluating New Services

New routes should be monitored to determine whether they are reaching the desired performance standards. The route should first be evaluated after 6 months to determine whether it meets more than two-thirds of its performance standards. New services not meeting the minimum standards at the end of an 18- to 24-month trial period are subject to corrective action or discontinuation.

In some cases, trial periods for new services may vary based on the requirements of grant funding. For example, if a grant provided 3 years of funding for a route that did not meet standards, this route may still be operated for the full 3-year period.

2.1.5 Paratransit Service Standards (SunDial)

Eligibility

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

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

Access

- The agency must serve any origin and destination requests that are both within 0.75 miles of a fixed route corridor (excluding Commuter bus service) at the times and days of service when the fixed route is operating. Next-day service by reservation during regular business hours must be provided.
- The reservations call center accepts client reservations 7 days per week between 8:00 A.M. and 5:00 P.M. for next-day service.

Travel Time

- Trip pick-up time must be scheduled within 1 hour before or after the requested pick-up time. Trip length should be comparable to the time it would take to make the same trip by the fixed route service.

On-time Performance

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

Capacity

- Subscription service is provided as a proportion of our total complementary paratransit service as long as it does not interfere with our capacity for demand trips.
- No more than 50 percent of the number of trips can be subscription. Going above this level could cause capacity constraints to serve our non-subscription riders.
- Staff ensures subscription trips are balanced with non-subscription trips to ensure adequate levels of service are provided on a daily basis.

Fares

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

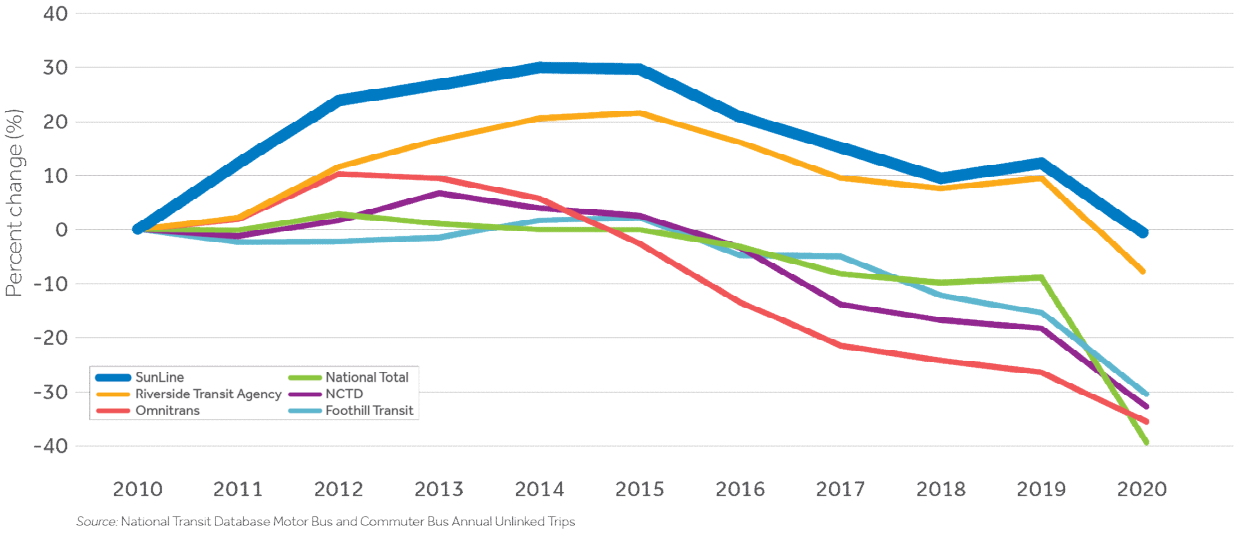
2.2 Service Performance

2.2.1 Overall System Performance

Performance has been affected by the pandemic and we are working hard to generate new ridership thanks to programs like the Haul Pass, which gives students free rides on SunLine buses. Before the COVID-19 pandemic, SunLine had been enjoying an increase in transit use above that of its peers, both locally and nationally.

Figure 2.10 shows total SunLine fixed route ridership relative to 2010 and its peers.

Figure 2.10 Percentage Change in SunLine Fixed Route Ridership Relative to 2010 and Peers



Source: National Transit Database Motor Bus and Commuter Bus Annual Unlinked Trips

Service Design

Beginning with Refueled on January 3, 2021, SunLine operated eight fixed routes on Level 3 service, with Route 5 not in operation. The transit routes and the cities or communities they serve are listed in

Figure 2.11. Figure 2.12 and Figure 2.13 show the frequency and service spans, respectively, for each route. As discussed further in Chapter 3, SunLine is currently operating a modified level of service in response to the COVID-19 pandemic.

Figure 2.11 Summary of Fixed Route Transit Services

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

Figure 2.12 Service Frequencies in Minutes for

Routes			
Route	Weekday Frequency		Weekend Frequency
	Peak	All Day	All Day
1	20	20	20
2	40	40	40
3	60	60	60
4	60	60	60
5	60	60	—
6	60	60	60
7	90	90	90
8	60	60	60
9	60	60	60
10	Select trips	Select trips	—

Figure 2.13 Service Spans

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

Ridership

Ridership system-wide in FY21 for SunBus, SunDial, and SolVan was a total of 2,088,316 boardings, a decrease of 40.6 percent compared with FY20:

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

The effects of the COVID-19 pandemic were initially seen in March 2020, with a drop in ridership of 35.5 percent compared with 2019 and peaking in April 2020 with a 62.9 percent drop in ridership compared to the same time the previous year (Figure 2.14). Fixed route ridership was consistent throughout this fiscal year, finishing with a 50.5 percent drop in ridership compared with the pre-COVID FY19.

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

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

Figure 2.14 5-year Fixed Route Ridership Comparison

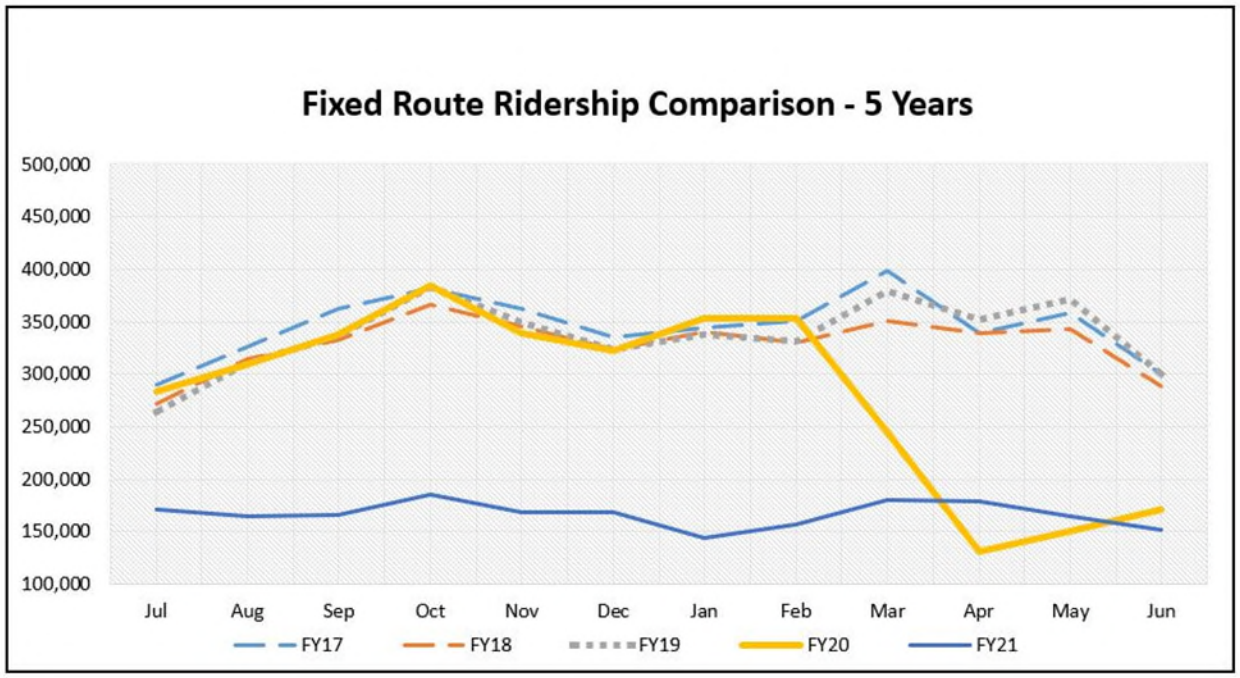
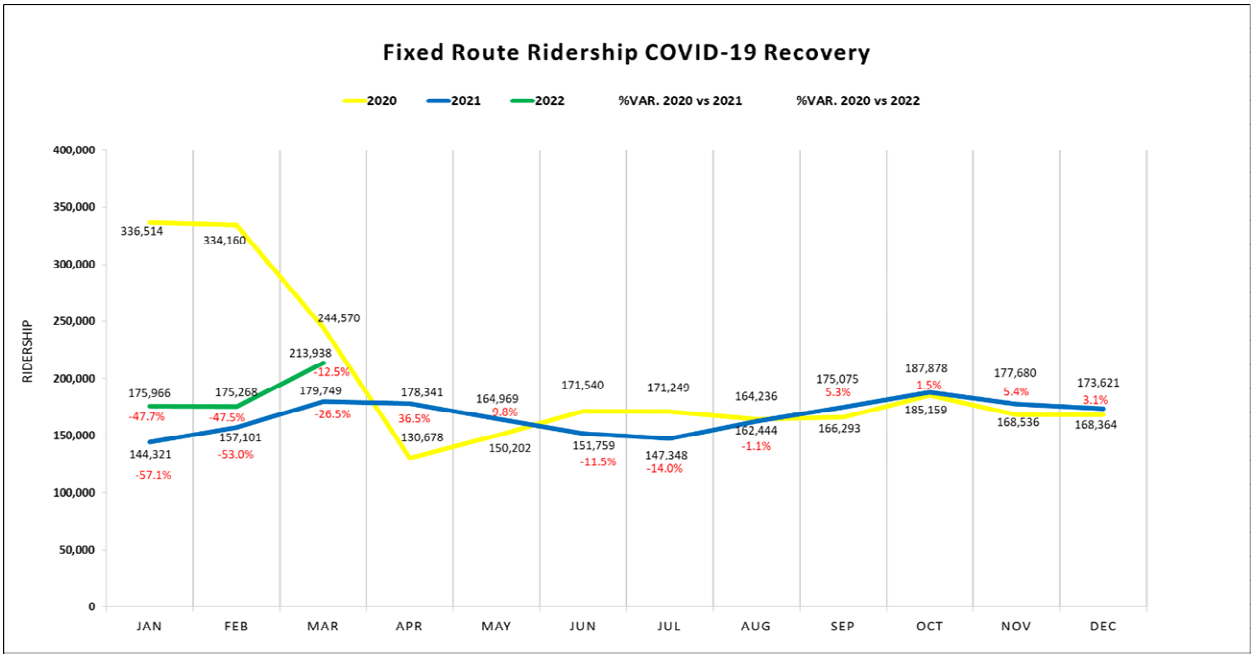


Figure 2.15 shows our COVID-19 recovery chart, showing detailed changes in ridership for the last three calendar years.

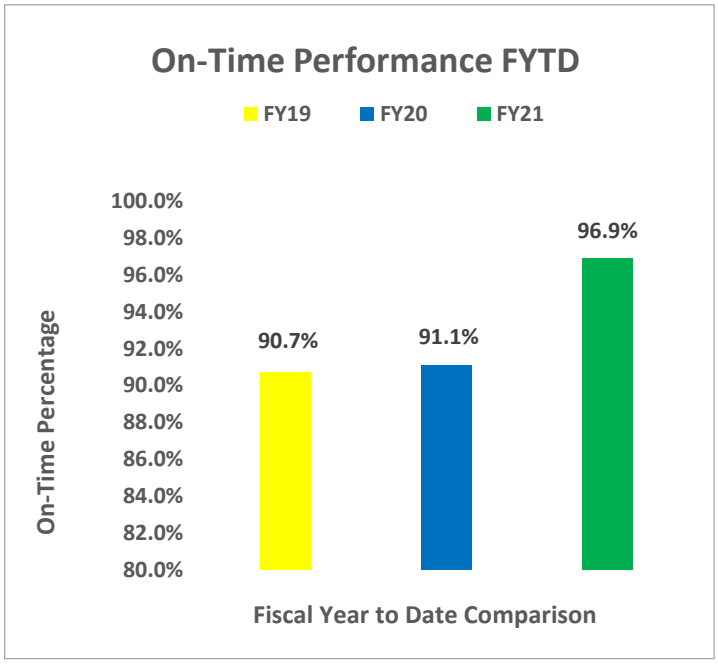
Figure 2.15 COVID-19 Impact on Fixed Route Ridership



Paratransit Performance

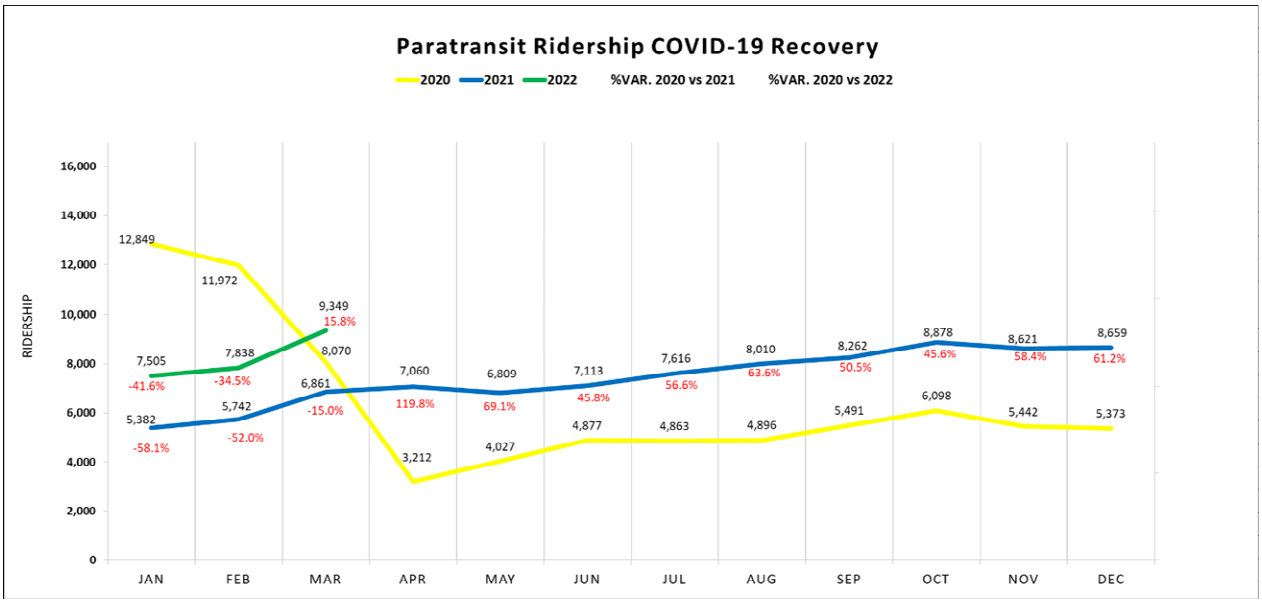
Figure 2.16 shows the SunDial on-time performance for FY19 to FY21.

Figure 2.16 SunDial On-Time Performance for FY19 to FY21



The effects of the COVID-19 pandemic were initially seen in March 2020 with a drop in ridership of 39.1 percent compared with 2019 and peaking in April with a 74.9 percent drop in ridership compared to the same time in 2019. Since then, a steady increase in ridership has occurred through FY21 (Figure 2.17).

Figure 2.17 Paratransit Ridership COVID-19 Impact



Taxi Administration

The SRA is charged with licensing and regulating taxicab businesses and drivers in the Coachella Valley. Figure 2.18 presents the current operating taxi businesses in the Coachella Valley, along with the number of vehicles operated by each company.

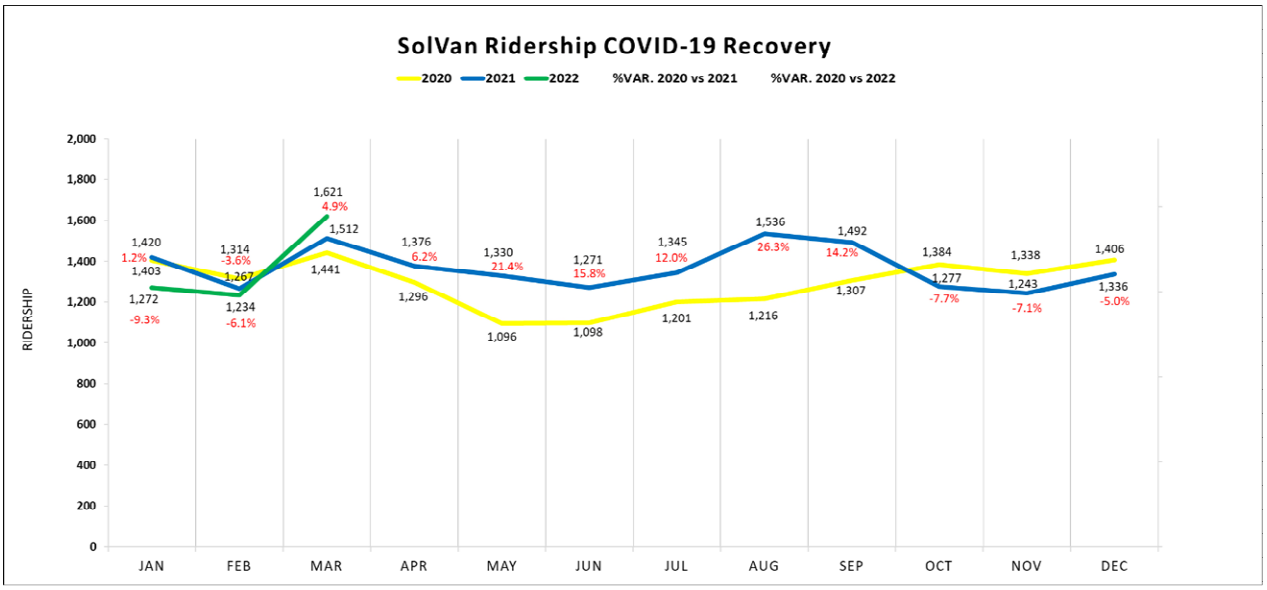
Figure 2.18 Taxi Businesses

Businesses	Vehicles
Coachella Valley Taxi	22
Desert City Cab	22
Yellow Cab of the Desert	35

SolVan – Vanpool

As the region develops unevenly, vanpools will be an increasingly effective means to serve trips from low-density places to employment and education centers. Figure 2.19 shows the ridership trend of SolVan.

Figure 2.19 SolVan Ridership Trend



Major Trip Generators

The 2019 SunLine Transit Agency Rider Survey identified the main transit trip generators in the Coachella Valley. The top destinations for home-based work trips are Palm Springs, Palm Desert, and La Quinta. The College of the Desert and Palm Springs High School are top destinations for home-based other trips that include shopping, recreation, and education. SunLine service design should focus on serving major trip generators and creating convenient, direct linkages between origins and destinations.

2.2.2 Route-level Performance

Productivity

Figure 2.20 indicates that neither of the two Refueled trunk routes (Routes 1 and 2) met their performance standards.

Figure 2.20 Refueled Trunk Routes Average

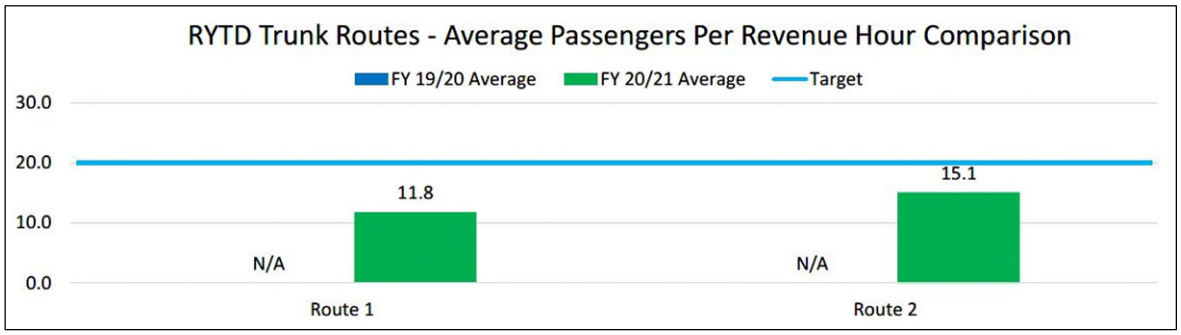
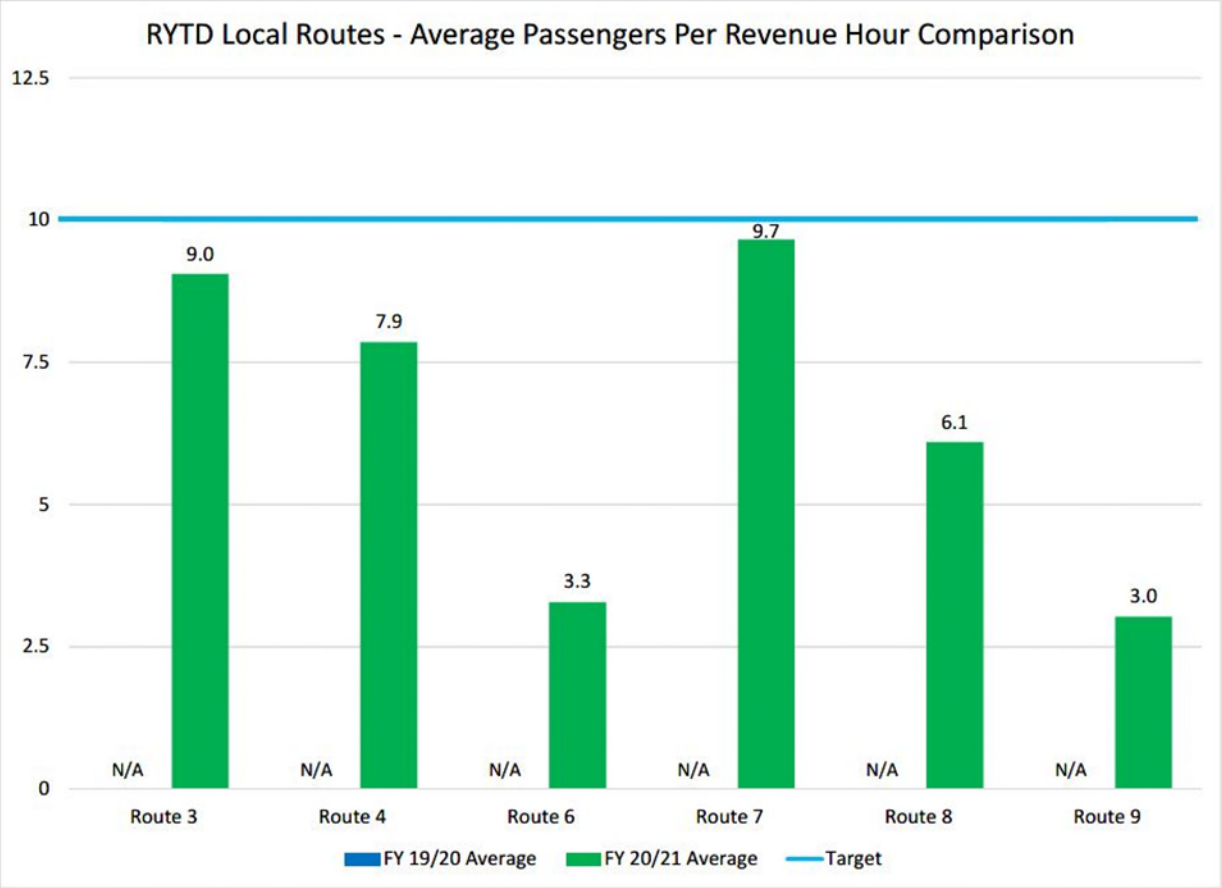


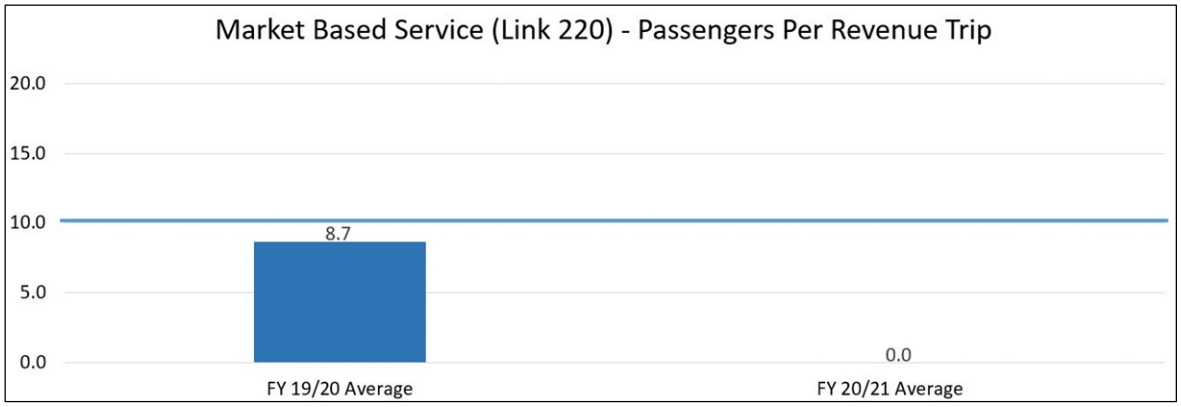
Figure 2.21 indicates that none of the six Refueled local routes (Routes 3 to 9) met their performance standards goal. Note that Route 5 did not operate this fiscal year.

Figure 2.21 Refueled Local Routes Average



Route 10 Commuter Link service started revenue service in July 2022 and it is currently performing at 8.7 PPRT (Figure 2.22).

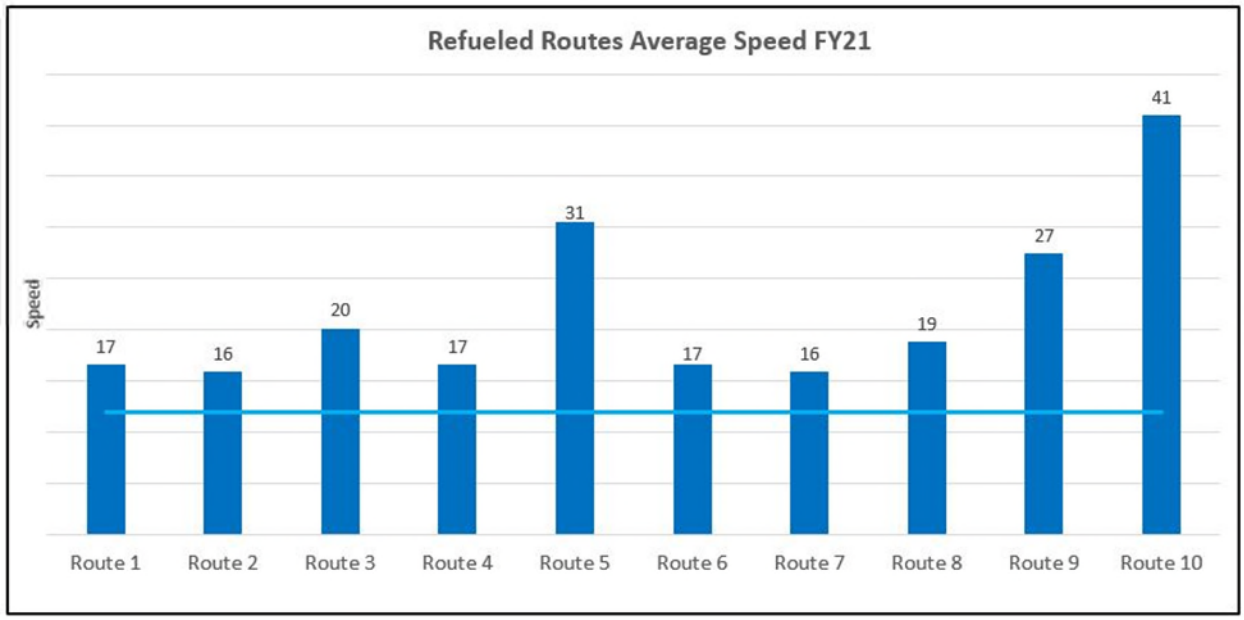
Figure 2.22 Market Based Service Average



Service Quality

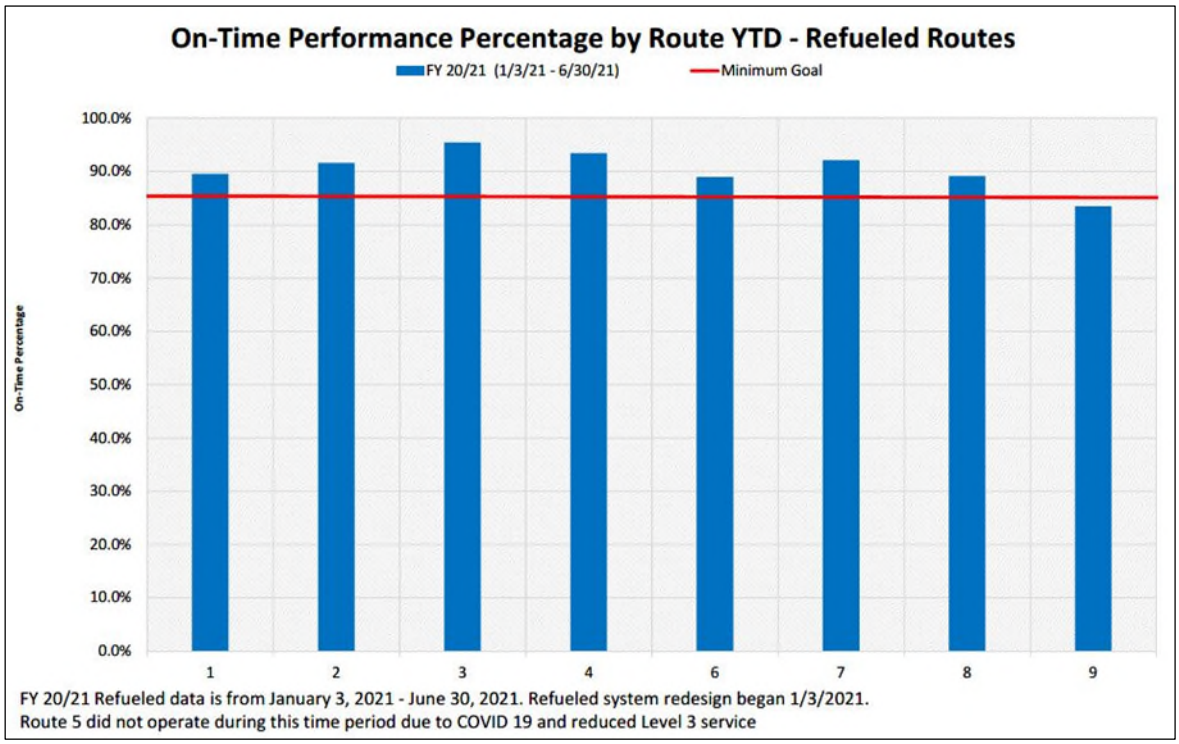
Service Scheduled Speed: The SunLine system is currently scheduled at an average of 18 mph, above the target scheduled speed of 12.5 mph (Figure 2.23).

Figure 2.23 Fixed Route Averaged Speed



On-time Performance: SunLine's system-wide on-time performance is at 91.3 percent for January 3, 2021, to June 30, 2021. This exceeds the goal for FY21. All routes operated above the minimum on-time performance standards, as captured in Figure 2.24, except for Route 9, at 84.5 percent.

Figure 2.24 On-Time Performance by Route



Percent Service Completed: The set standard for service completed is 99 percent by service mode, shown previously in Figure 2.5. The percentage of service completed for FY21 was 99.4 percent of our approved Level 3 service, exceeding our minimum service standard.

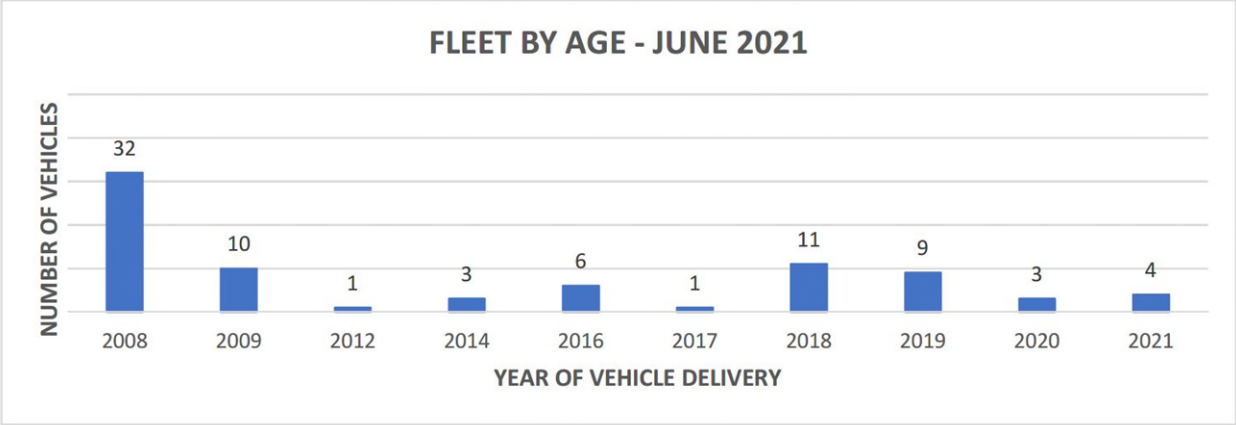
Miles between Service Interruptions: The standard of 5,000 miles between service interruptions was exceeded throughout the review period. Miles between service interruptions for FY21 are noted in Figure 2.25.

Figure 2.25 Miles between Service Interruptions Standard

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

Average Fleet Age: The fixed route average fleet age is 8.2 years. SunLine continues to replace buses in the fleet that have met their useful life. Figure 2.26 shows the fleet age as of June 2021.

Figure 2.26 Fleet Age



Bus Deployment: SunLine is in full compliance with Title VI, which protects people from discrimination based on race, color, and national origin in programs and activities receiving federal financial assistance. SunLine ensures equitable distribution of its assets in delivery of transit services to the people of Coachella Valley.

Buses are assigned according to successful completion of maintenance functions without regard to route assignment, or vehicle age, except in size considerations as outlined in the Bus Deployment Policy described previously. Additionally, fuel cell buses and battery electric buses (BEBs) are assigned to

routes with shorter distances and/or durations that are within the acceptable range capacity of those vehicles.

Adequate numbers of buses are assigned to routes with high demand to avoid instances of overcrowding or standing passengers. All SunLine buses are fully air-conditioned and are 100 percent accessible to persons with disabilities.

- Routes 1, 2, 3, and 4 should use 40-foot buses given the higher passenger volumes.
- Other routes should use either 40- or 32-foot buses based on ridership demand.

2.2.3 Productivity Improvement Efforts Underway

As SunLine works to recover from the pandemic, several improvement efforts are underway to generate ridership. SunLine is constantly evaluating its routes to improve productivity. This includes KPIs such as farebox recovery and passengers per hour or trip. SunLine also continually evaluates its bus schedules and blocking to reduce deadhead miles and optimize layovers between trips.

For example, the new 10 Commuter Link is aimed at improving regional service between the Coachella Valley and the Inland Empire. For students, 10 Commuter Link will provide a direct connection between the California State University, San Bernardino's Palm Desert campus and the main campus in San Bernardino. It will also provide a connection to the San Bernardino Downtown Metrolink Station.

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

SunLine is conducting a microtransit pilot project to connect riders to main route service by bridging the first mile, last mile gap. This flexible, on-demand rideshare service is designed to connect riders to the fixed route system by providing point-to-point rides along identified fixed route corridors. The pilot project, which started in January 2020, is evaluating the feasibility of using local taxis to expand SunLine's service area and reach non-traditional markets.

Chapter 3. Future Service Plans, Fare Changes, Capital Planning, and Marketing

As an agency of firsts, SunLine Transit Agency has remained committed to building a truly intermodal, clean, and sustainable transportation network in partnership with local jurisdictions, regional and federal governments, and the private sector to develop, finance, and implement strategies to attract choice riders, expand SunLine's market share, and increase ridership. SunLine continues to progress on the following strategic action items, discussed further in this chapter:

- Strive to fully implement approved Refueled initiatives:
  - Implement Route 1X in fall 2022 contingent on availability of coach operators.
  - Increase the frequencies as noted in Figure 3.1 as soon as possible, contingent on availability of coach operators.
- Develop new service strategies to serve the new Acrisure Arena scheduled to open January 2023 in Palm Desert.
- Explore the feasibility of expanding the SunRide program, implement two new SunRide zones, in the City of Indio and City of Cathedral City in September 2022
- Complete construction of the Coachella Mobility Hub with a proposed opening/ready for service date of January 2024, or earlier upon completion of construction
- Contingent on approval of Areas of Persistent Poverty grant, develop plan, enter into a project development agreement, and develop funding for constructing a new mobility hub in Cathedral City
- Through ongoing bus stops and amenities improvement program, replace outdated bus stop shelters and amenities, add new bus shelters and amenities according to policy, and address non-emergency safety and accessibility improvements. Continuous improvement of bus stops and amenities is essential to maintain and improve the first impression of SunLine where current and potential passengers and the community connect with SunLine.
- Marketing plan – continue with SunLine's ongoing improvement, communications, and education programs to enhance collaborative planning efforts that protect the integrity of the transit network and benefits of transit—that is, improve the experience of the entire journey
- Update bus stop signs systemwide – ensure bus stops are easily identifiable, clean, accessible, and welcoming. To complement this program, SunLine is also updating bus stop signs with new information to connect with real-time bus arrival information and schedules necessary to complete the transit trip. These improvements are essential to attracting choice riders and expanding the transit market by making it convenient to use transit.

- Capitalize on the CVLink multimodal corridor, which has the potential to connect neighborhoods to transit, activity centers, and address some of the first- and last-mile mobility needs of the Coachella Valley.

3.1 Service Plans and Priorities FY2023-2025

The Refueled route network is functioning well, notwithstanding the impact of the pandemic. Few service changes are proposed in the short term, such as restoring service to pre-pandemic levels, introducing the postponed Route 1X, and developing options to serve the Acrisure Arena. Overall, however, a planned high-level review of route performance and recent developments within the region may result in a more detailed review of service plans and priorities, as discussed below.

3.1.1 Return to Pre-Pandemic Service Levels

During the COVID-19 pandemic, SunLine reduced service in response to a decrease in ridership and available drivers. As shown in Figure 3.1, SunLine is currently operating a modified schedule, but intends to restore full service frequencies and spans. Full service provision is included in SunLine's FY23 budget. The main constraint to adding service is the challenge of hiring, training, and retaining bus operators during this period of low unemployment and high inflation. SunLine is considering multiple strategies to supplement service levels efficiently, including prioritizing peak-period frequency improvements and reviewing schedules to make the best use of current resources. Higher-productivity routes, such as Route 2, will be prioritized for increases in frequency and span as additional bus operators are available.

Figure 3.1 Headway by Route and Service Level

Route	Description	Regular Service			Modified Schedule		
		Wk	Sa	Su	Wk	Sa	Su
1	Coachella - Via Hwy 111 - Palm Springs	20	20	20	20	20	20
2	Desert Hot Springs - Palm Springs - Cathedral City	20	40	40	40	40	40
3	Desert Edge - Desert Hot Springs	60	60	60	60	60	60
4	Palm Desert Mall - Palm Springs	40	60	60	60	60	60
5	Desert Hot Springs - CSUSB Palm Desert - Palm Desert Mall	60	NS	NS	60	NS	NS
6	Coachella - Via Fred Waring - Palm Desert Mall	45	60	60	60	60	60
7	Bermuda Dunes - Indian Wells - La Quinta	45	90	90	90	90	90
8	North Indio - Coachella - Thermal/Mecca	40	60	60	60	60	60
9	North Shore - Mecca - Oasis	60	60	60	60	60	60
10	Indio - CSUSB Palm Desert - CSUSB - San Bernardino Transit Center/ Metrolink	4 round trips	NS	NS	4 round trips	NS	NS
1X	Express Indio - Palm Springs	TBD	NS	NS	NS	NS	NS

Notes: Wk = weekday, Sa = Saturday, Su = Sunday, NS = no service, TBD = to be determined

3.1.2 Acrisure Arena

The Acrisure Arena, which is scheduled to open in January 2023, is a 10,000-seat event center hosting concerts, basketball games, hockey games, and other activities. Notwithstanding the evaluation of Route 5 service to the arena, there may be merit in further bus service and cost sharing or sponsorship discussions with the arena management to potentially connect other parts of the Coachella Valley to the arena. Event-focused services from downtown Palm Springs in the west, the Coachella Mobility Hub in the east, and Route 5 from the south—along with branding and sponsorship opportunities—should be studied.

3.1.3 Coachella Mobility Hub

Routes 1, 6, and 8 currently connect at the Transfer Terminal at Vine Avenue and Fifth Street in Coachella. There are plans to develop a Coachella Mobility Hub at Fourth Street and Cesar Chavez Street, to open in January 2024. The Mobility Hub would provide a residential development, bus laybys, passenger amenities, and connecting pedestrian and bicycle paths. Following completion of the Mobility Hub, the current routes at the Vine Avenue Transfer Terminal should be refocused to service the Coachella Mobility Hub. Frequency on Route 1 is proposed to increase to every 15 minutes upon

completion of this mobility hub. Four additional buses have been procured to support this increased service on SunLine's most productive route.

3.1.4 Route 10 Commuter Link

Route 10 originates in Indio and terminates at the San Bernardino Transit Center (SBTC)/Metrolink Station in downtown San Bernardino. Intermediate connections are made with California State University in Palm Desert, the Walmart Center in Beaumont, and California State University in San Bernardino. There are four westbound and four eastbound trips each weekday, with no service on weekends or holidays.

Route 10 is a key service linking multiple transit routes, community services, and educational facilities in the eastern valley. Of concern is the unbalanced nature of the Route 10 ridership, with strong peak-direction ridership and little ridership on the return trip. Marketing and incentivizing reverse-peak-direction travel could improve the overall route's productivity.

3.1.5 School Trippers

School trippers are provided to augment certain routes or areas to ensure the base routes are not overcrowded. They may also provide a more direct route to specific schools. A single well-utilized school tripper bus may be a very productive service; however, it is critical that these services are regularly reviewed to ensure they are required. If the base routes can accommodate the school ridership, then it is unproductive to add an overlay of additional school trippers.

3.1.6 SunRide (Microtransit) Service

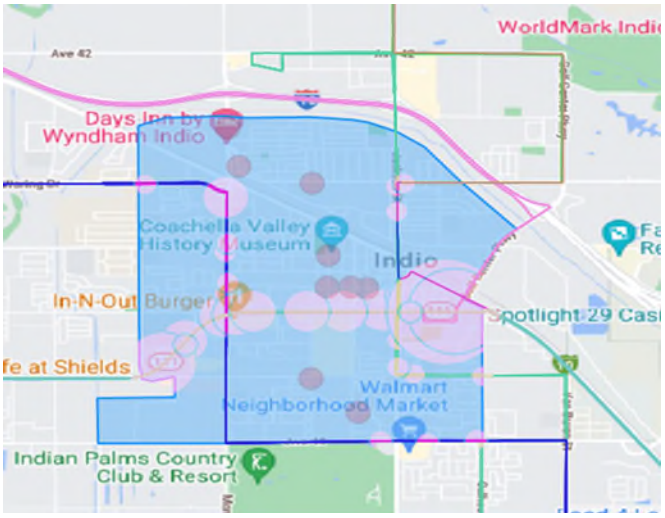
SunRide on-demand microtransit service is available in four Coachella Valley zones, connecting passengers to the fixed route network or a destination within the zone. As SunLine gains experience operating microtransit services, the existing zones should be reviewed to ensure they serve the appropriate geographies. Other service areas within the Coachella Valley should be assessed for new SunRide opportunities. These may be new service areas or existing fixed route substitutions.

3.1.7 SunRide Future Service Plans

SunLine plans to expand the current geo-fenced zones and introduce two more microtransit zones in Indio and Cathedral City in September 2022. The planned new geo-fenced zones are two additional identified areas that will benefit from the service. The plan is to purchase additional wheelchair-accessible minivans to serve the expansion of this service. Additional marketing to educate the public and promote this service is needed in all geo-fenced areas. It has been identified that street outreach teams are the best way to get the word out to the public on this service. Since the COVID-19 pandemic, SunLine ceased street outreach teams to assist in minimizing the spread of the virus. Once it is safe to begin educating the public on SunLine's family of services using street outreach teams again, SunLine believes ridership for the SunRide service will greatly improve.

Indio

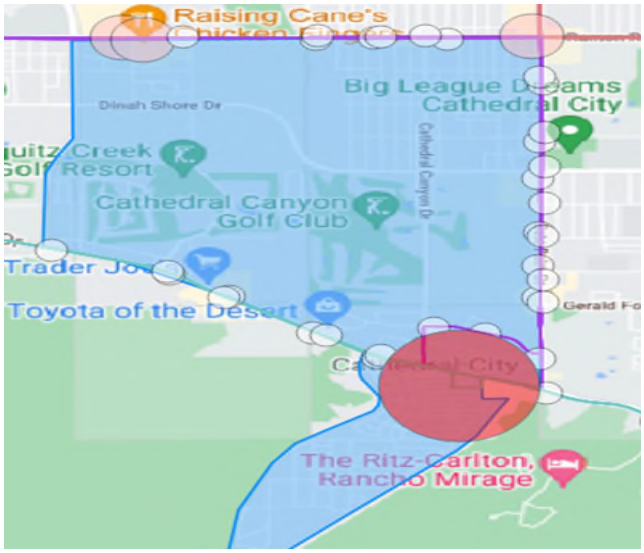
On-demand microtransit service will provide connections to fixed routes 1, 6, and 8. This geo-fence will also provide needed service to the Indio Teen Center, Senior Center and High School.



Estimated Daily Ridership	10-15 (Initial Ridership)
Vehicles Required	1 (initial) 2 (future)

Cathedral City

On-demand microtransit service will connect riders to fixed Routes 1 and 2 and serve as a first-and last-mile solution in the area, incorporating a new service area in Cathedral Cove.



Estimated Daily Ridership	10-15 (Initial Ridership)
Vehicles Required	1 (initial) 2 (future)

Additionally, SunLine is exploring the feasibility of bringing SunRide on-demand microtransit services to communities in Palm Springs, and La Quinta.

3.1.8 Modifications to Paratransit Service

The provision of ADA services remains a challenge because it is costly. Efforts to mitigate the increasing expenses in demand-responsive service include revisions to the paratransit eligibility/certification process and continuing to monitor late cancellations and no-shows, which improves the availability of appointment time slots and makes SunDial service more efficient for customers. SunDial staff periodically (monthly) measure the systemwide average rate for that month to determine whether a particular customer has excessive late cancellations or no-shows. They then consider the customer's overall frequency of use and evaluate whether there is "a pattern of abuse" relative to how often that customer travels with SunDial.

SunDial will continue to move forward with the paratransit eligibility/certification process and implement in-person interviews to ensure paratransit riders qualify for the service. SunLine also plans to implement new technology soon to facilitate online scheduling and cancelation of paratransit reservations. The new technology will provide a reminder call the day before to encourage cancelation when plans change and will also provide customers with notification 5 minutes prior to passenger pickup.

3.1.9 SolVan Service Goals

SunLine has several goals for its vanpool program and has developed a marketing plan to achieve them. Goals include:

1. Gain new vanpool riders whose route travels through or ends in eastern Riverside County.
2. Continue educating employers and employees in eastern Riverside County about the benefits of promoting alternative modes of transportation, the SolVan program, and how the program works.
3. Continue to support SunLine as a leader in alternative transportation options, recognizing the agency for bringing a new commute option to eastern Riverside County.
4. Continue to support current vanpool participants to ensure their satisfaction with the program to promote long-term program participation.
5. Work alongside the regional rideshare program, IE Commuter, to mine employee data of carpoolers and interested carpoolers and drivers commuting long distances with regular work shifts for potential vanpool groups, add incentives and outreach efforts, and leverage large and small employers to create a green thinking workspace as an employee benefit.

SolVan Marketing Plan

SunLine's marketing plan includes the following strategies to improve SolVan performance:

- **Employer partnerships and network meetings**: Host Employee Transportation Coordinator network meetings at SunLine on a quarterly basis.

- **Press releases**: Identify stories regarding commuters and topical activities.
- **Testimonials/stories**: Include personal interest stories in press releases or newsletters.
- **Websites**: Keep both the SunLine and SolVan websites updated with van vendor changes, vehicle options, pricing, guideline changes, list of active vanpools, etc.
- **Events**: Attend employer and community events when requested to promote Transportation Demand Management and vanpool services.
- **Social media**: Share or re-post all SunLine and SolVan posts through IE Commuter on social media platforms as they occur (Facebook, Instagram, Twitter). Use special "boost" messages for social media outreach through SunLine sites.
- **Customer service scripts and quick facts**: Provide updates to SunLine Customer Service staff regarding vanpool details.
- **SunLine staff outreach**: Reestablish a rideshare program internally for SunLine employees in coordination with IE Commuter.
- **Specialized marketing outreach**: Identify and determine new campaign opportunities for combined SunLine, SunCommute, and SolVan efforts.
- **Agricultural outreach**: Continue coordination with CalVans and local community groups in eastern Coachella Valley and attend and support local events as requested.
- **CalVans Marketing/Outreach**: Conduct ongoing outreach with local farms, independent of SolVan, and provide employer vouchers because many farms pay the full vanpool cost to attract farm workers (no SolVan subsidy provided in this scenario).
- **Graphic campaigns**: Create printed graphics in English and Spanish and post them on area bus shelters and onboard buses.
- **Media campaigns**: Create radio commercials in English and Spanish and run on local radio stations for the first year. For following years, television commercials were created in English and Spanish and focused on both agricultural and traditional worksites and aired on local television stations. Television has visual advantage of better explaining what a vanpool is by showing how it operates.
- **Marketing materials**: Print updated marketing materials.
- **Novelty items**: Creating new SolVan novelty items, supplemented by IE Commuter novelty items.
- **Survey commute data**: Use IE Commuter employee survey commute data for larger employers in territory to identify and target employees in specific communities.

3.2 SunLine's Overall Marketing Plans, Studies, and Promotions

SunLine will balance a re-emergence from COVID-19 restrictions in FY22-23 while maintaining key messaging that conveys that SunLine offers safe, clean transportation alternatives to the Coachella Valley and beyond.

The opportunity to move beyond COVID-19 protocols as primary messaging (while ensuring safety is always a part of messaging, where appropriate) allows SunLine to focus on promoting SunLine initiatives to restore ridership.

Marketing efforts should also highlight the continued expansion of SunLine's green fuels fleet, the progression of hydrogen fueling, and zero-emissions programs (including the West Coast Center of Excellence and the H2 SilverSTARS project that will introduce groundbreaking technology that produces hydrogen from renewable natural gas).

3.2.1 Goals

Goals are crucial for keeping SunLine on track and creating purpose for each marketing strategy implemented by the Marketing Department. Goal setting involves the development of an action plan designed to motivate involved groups toward a common goal. This year's goals include:

1. Restore and increase ridership overall
    a. Increase SunRide ridership and promote its expansions
    b. Increase promotion and ridership of the 10 Commuter Link
    c. Gain ridership for Route 1X upon launch
2. Increase advertising revenue
3. Expand awareness of clean energy initiatives
4. Improve customer satisfaction

3.2.2 Target Audiences

According to the 2019 Redhill Group survey, just over half (51 percent) of customers are employed either full-time (24 percent) or part-time (27 percent) and more than one-third (36 percent) of customers are students. A third (34 percent) are under 25 and the majority (66 percent) are under 45 years old. Nearly half (48 percent) of SunLine customers identify themselves as Hispanic/Latino, just over one quarter (28 percent) identify as White, and 14 percent as African American. COVID-19 may have affected these numbers to some degree, but they are still a good benchmark for marketing purposes.

The mean household size is 3.2, and most customers live in households with an annual income of less than $50,000 (90 percent). Sixty percent of customers live in households with an annual income of less than $25,000. The estimated median annual household income system-wide is $20,203, which falls

below the 2019 Poverty Guideline for a family of 3, as released by the U.S. Department of Health and Human Services.

To effectively implement marketing strategies that match the goals, understanding SunLine's target audiences is crucial. The Marketing Department will focus its marketing efforts on the following key audiences:

- students
- current riders
- lapsed riders (due to COVID-19)
- potential new riders
- community at large
- industry professionals

3.2.3 Marketing Strategies

SunLine will tailor its marketing strategies and messaging depending on each target audience and its motivations.

3.2.4 Social Media and Website

After building a robust social media program in recent years, SunLine has increased regular communication directly to its target audiences (fans/followers of SunLine's social media platforms). Posts have been entertaining and informative—both key components of keeping followers engaged.

Transit Tuesdays offer a weekly online event that discusses pre-selected topics. Followers can tune in at the same time and day each week knowing informative content awaits them. Other posts tie in history, comedy, safety, and recognition. This variety in messaging keeps the platform interesting and worth following.

3.2.5 Advertising

Strategically using SunLine's budget, an advertising plan that maximizes available advertising funds and incorporates innovative advertising strategies will be developed and implemented. It will use platforms such as digital, print, radio, and TV media. The goal is also to promote all key messaging on internal advertising mediums, such as bus shelters and interior bus advertising.

3.2.6 Rider/Community Input

A strong marketing program incorporates a strategy for listening to constituents. SunLine will create and facilitate a new survey to gather input regarding SunLine Refueled initiatives and how they are being received in the community. This provides the opportunity to learn about any issues that may need to be

addressed. Data gathered can be used to make any necessary adjustments to the SunLine Refueled pillars.

3.2.7 Public Relations

SunLine's public relations representatives will draft press releases to promote SunLine initiatives. They will also pitch stories to the media to publicize key newsworthy items, coordinate media interviews, and follow up on media requests in a timely fashion.

3.2.8 Customer Service Center/Website

SunLine's customer service center expanded this past year to include LiveChat on the web for those who need immediate assistance navigating the new Consolidated Fixed Route network. The website has also been instrumental as a central resource for all communications and announcements disseminated by SunLine. In addition, the customer service center offers phone line support by customer service representatives Monday through Friday. Agents can use resources such as Google Transit Trip Planner and MyStop Bus Tracker to answer customer inquiries quickly and accurately. Bilingual customer service agents are available to assist with questions in both English and Spanish.

3.2.9 Video Production

The creation of videos as marketing tools will increase this year, according to shifts in social media audience preferences. By developing an expanded library of video assets, SunLine will be able to initiate increased engagement with its target markets, and those individuals will better retain the information being shared through unique videos.

3.2.10 Rider's Guide

A revamped Rider's Guide has become an essential communications tool for SunLine. A more updated format features relevant information for riders, including directions, maps, time points, bus stop locations, schedules, fares, transfer instructions, and how to receive assistance with SunLine's programs and services. Transit system information, which aligns with the updated Rider's Guide, can also be found at transit centers, on buses, and at bus stops. SunLine's transit information is provided in both English and Spanish. A mini guide about SunLine Refueled programs and services will be also printed and distributed.

3.2.11 Clean Fuels Fleet Communications

SunLine's reputation as a pioneer in clean air and alternative fuel technology must continue to remain top-of-mind by promoting news regarding SunLine's advancement in its Zero-Emissions Bus Rollout Plan. With the construction of the hydrogen electrolyzer, SunLine has been able to plan early to allow for other agencies to have a model for small- to mid-size systems to follow.

3.2.12 Internal Communications

Keeping employees up to date on company initiatives and marketing efforts inspires higher morale and invites them to be involved in the bigger picture. To this end, SunLine has an internal newsletter featuring key stories and facts about SunLine's latest initiatives, such as SunLine Refueled. Virtual activities that are inclusive to all SunLine employees have also gone live. These efforts improve communication with the employee target audience, providing a platform for disseminating COVID-19 updates and making SunLine an even better place to work.

3.2.13 Building an Effective Marketing Plan

All the tools mentioned above will be implemented to market SunLine as a leader in transportation, innovations, and alternative fuel technology. As stated, targeted messaging and the use of effective platforms and strategies will be pivotal to increasing ridership, rebuilding trust, communicating progress, and engaging employees. Despite the hardships and heartaches, COVID-19 challenged SunLine to reach new limits and taught us resilience and the importance of embracing new technology. While the road ahead of transportation looks different now, SunLine is driving the future of transit.

3.2.14 Community Outreach

SunLine works with local organizations, businesses, government agencies, and nonprofit organizations to promote SunLine programs and services. Community outreach involves grassroots organizations to identify unmet transit needs and build community-based marketing partnerships. Historically, SunLine invests in these relationships by participating in community events such as mobility workshops, food drives, fundraisers, parades, and special events. During the COVID-19 pandemic, SunLine developed a new plan to connect with members of the community through virtual outreach efforts to capture different audiences. Such efforts provide SunLine the opportunity to promote transportation services and programs to existing riders and attract potential future riders. Outreach for Refueled will be especially important to educate community stakeholders on the enhancements to their transit experience.

3.2.15 Public Presentations

Target audiences include seniors, students, social services, businesses, and community leaders. The main goal is public education related to the economic and environmental benefits of using public transportation. During presentations, SunLine highlights the key role that we hold as a public transit provider and leader in alternative fuel technology. SunLine's use of hydrogen electric fuel cell and battery electric fuel cell buses has affected the environment on a global scale. Presentations emphasize why this is important and how it affects residents of the Coachella Valley. These presentations typically occur at senior centers, colleges, and school orientation programs. In response to COVID-19, many presentations will be virtual, in partnership with host organizations.

3.2.16 Travel Training

Transportation provides us with a sense of independence and opportunities to engage within our community. Sunline's Travel Training Program offers opportunities for riders to learn how to independently traverse a public transit system. To this end, SunLine offers group and one-on-one training aboard a fixed route bus to build confidence and allow people to travel with ease.

3.2.17 Transit Ambassador Program

The SunLine Transit Ambassador Program, known as TAP, empowers employees to expand SunLine's culture of customer service. TAP consists of a series of training sessions that address crucial topics and everyday scenarios in public transportation service. A Transit Ambassador has completed this program and can assist passengers with their trip planning. Transit Ambassadors will assist the rider until the rider feels confident in navigating the SunLine system independently.

3.2.18 Access Advisory Committee

The Access Advisory Committee, which meets bi-monthly, was formed in 1995 as an advocacy group consisting of various agencies in the Coachella Valley. Committee members range from community activists to everyday transit users who are committed to promoting successful implementation of the transportation provisions of the ADA and other related federal legislation or regulations.

3.2.19 Human Trafficking Prevention

Awareness of the transportation-related risks associated with human trafficking has grown in recent years. In partnership with the Coachella Valley Coalition Against Human Trafficking and funded in part by an Innovations in Transit Public Safety Grant from FTA, SunLine launched a 6-month campaign in September 2021 to educate the public about the increasingly prevalent issue of human trafficking. The goal of this campaign is to educate the public about the signs of human trafficking, provide a call-to-action for those who feel they may be witnessing a human trafficking incident, create an overall increased awareness of human trafficking in the community, and share resources that will allow others to take steps that will help stop human trafficking.

3.2.20 Areas of Persistent Poverty and Historically Disadvantaged Communities

Transit is a vital service for disadvantaged populations in the SunLine service area. As discussed in Chapter 1, several census tracts in the SunLine service area meet the federal criteria to be designated as Areas of Persistent Poverty or Historically Disadvantaged Communities. Tribal lands, which are also considered Historically Disadvantaged Communities, are also located in the service area. As discussed in Section 3.3 below, disadvantaged populations are a core market for transit and have unique travel patterns. SunLine will consider these federal designations in its public outreach efforts and assessment of environmental justice when evaluating service improvements and funding opportunities.

3.3 Pandemic Recovery Recommendations and Best Practices

As part of the ongoing SunLine Refueled before and after study, a literature review was conducted to glean insight on the future of transit and best practices for recovery from the pandemic. Through this process, several themes emerged:

- Transit demand has been reduced by the pandemic, but not in an even manner. Lower-income riders and essential workers commuting to in-person jobs at all hours continue to depend on transit service. In contrast, the increase in telecommuting is anticipated to be sustained, although to an uncertain degree, resulting in reduced peak period demand for travel to central business districts. Agencies can respond by preserving frequent line-haul service throughout the day while deemphasizing costly peak-period service.
- Network redesigns that emphasize a set of frequent core routes, as Sunline Refueled does, have proven successful for other agencies, and this is the type of service that has performed best through the pandemic by meeting the needs of the disadvantaged populations that remain the "core" ridership base for transit agencies.
- Changes in vehicular travel patterns throughout the pandemic affect bus running time across the day and may require schedule modifications. Well-established practices, such as dedicated lanes and transit signal priority (TSP), can help agencies ameliorate the impacts of rising congestion and improve competitiveness in comparison with other modes. SunLine is participating in the ongoing SCAG Regional Transit Lanes Study, which includes Highway 111 as a potential corridor for transit priority treatments.
- The untethering of jobs from offices has resulted in a shift toward living in suburbs and smaller urban areas, and the Coachella Valley is likely to continue growing faster than the Southern California region. As these population shifts drive development, SunLine will need to reevaluate which areas have sufficient population to support service and whether service levels are keeping up with growth in population.
- As transit ridership recovers, flexible, on-demand microtransit may be a more cost-effective way to maintain service coverage in areas with low fixed route ridership. Microtransit can also have synergy with and improve the efficiency of paratransit service through sharing of vehicles and automation of trip assignments. SunLine and RideCo are evaluating the potential of expansion of SunRide service areas.

3.4 Projected Ridership Growth FY23–25

Following a significant downturn in ridership in March 2020 related to the COVID-19 pandemic, SunLine expects it may take several years for ridership to rebound. SunLine and its planning partners are using the regional travel demand model to prepare long-term ridership forecasts for the unconstrained transit redesign.

3.5 Proposed Fare Structure Changes

While the Board of Directors has directed SunLine staff to explore a fare-free system, the aim of this fare policy is to increase SunLine's revenues with a simplified structure that continues to provide support for low-income individuals. Recent fare-related efforts and actions are discussed below.

Haul Pass

The College of the Desert and California State University, San Bernardino's Palm Desert campus are important transit markets in our service area. Started in August 2018 with a grant from the LCTOP, the SunLine Haul Pass program gives students at these schools free access to SunLine buses with their student ID. The LCTOP grant is funding an expansion of the program to students who are enrolled in any Coachella Valley high schools. The program, which began with the 2021 school year, is anticipated to be available for 18 to 22 months with the goal of the program becoming self-sustaining in future years. All students that apply will be eligible to ride for free—not just to class, but anywhere SunLine buses go, anytime they operate.

Mobile Ticketing

The 2020 Refueled survey showed that more than 86 percent of SunLine riders have access to a smartphone or tablet with an Internet connection. Access to a connected device is an important factor in the implementation of the Token Transit mobile ticketing pilot. Mobile ticketing allows riders to use a new method of acquiring passes and gives SunLine valuable information that will be used for a permanent mobile ticketing solution. Mobile ticketing will make paying fares much easier. There's no need to carry coins or cash. No need to wait in line to buy a pass. And no need to search in a wallet for a buried bus pass. Customers can simply board the bus, use their phone to pay, and go.

Review fares annually. Fares should be reviewed annually to assess the ridership impact. This should include an examination of revenue by fare category and fare media. The fare review should provide a peer comparison to help ensure fare policy decisions are well-informed.

Make fare adjustments as frequently as possible. Fares should be adjusted annually to address inflation and to deliver a more gradual change to riders. Fares that are frozen for several years and then adjusted through a large disproportionate increase result in a "shock" to riders that may negatively affect the agency image and ridership.

Calculate the SunLine internal rate of inflation to establish required fare adjustments. Fare increases should be based on SunLine's internal rate of inflation (goods, labor, and fuel), rather than the inflation of a general Consumer Price Index. The Consumer Price Index measures the inflation on a basket of goods and services unrelated to transit service and competing transportation modes.

To help low-income passengers access transit services and offset fare increases, SunLine may target fares for Coachella Valley residents who meet low-income guidelines. The U.S. Department of Labor's Lower Living Standard Income Level is often used by transit agencies to determine eligibility for reduced

fares. It identifies income levels by family size that are adjusted annually based on changes in the Consumer Price Index.

3.6 Capital Improvement Planning

Refueled implementation is closely tied to CARB's ICT regulation. The ICT regulation requires SunLine to gradually transition to a 100 percent zero-emission bus (ZEB) fleet. As SunLine grows its fleet to provide additional service, it will need to evaluate daily mileage needs and the incremental capital or electricity costs of depot-charging electric buses that cannot be offset by available incentive and funding programs. SunLine is also planning for the new infrastructure needed to support hydrogen production and refueling for its fuel cell buses. It is also evaluating expansion of its satellite facility in Indio to support hydrogen and ZEB fueling and maintenance.

SunLine is working with CVAG to plan and fund street improvements needed to preserve bus travel times and improve service reliability. These street improvements include TSP measures, queue jumpers, and dedicated bus lanes. Super stops are another capital improvement aimed at enhancing the passenger experience. These stops include enlarged and near-level boarding areas, enhanced shelters, and upgraded amenities.

SunLine is also working with its member cities to improve multimodal connections to its fixed route bus service. This includes connections to the Coachella Valley Link. This bicycling and walking pathway will link Coachella Valley cities and the lands of three federally recognized tribes with a path that generally parallels Highway 111.

3.6.1 Bus Stop Improvements

SunLine's current policy specifies that bus stops with more than 10 boardings per day warrant a shelter. Twenty-nine bus stops currently meet this threshold but lack shelters. SunLine anticipates funding availability to add 29 bus stop shelters in the next 3 years, which exceeds the number of improvements required to meet current policy. SunLine proposes a two-tiered approach to allocating improvements:

Figure 3.2 summarizes the resulting allocation of bus shelters by jurisdiction. SunLine is committed to implementing these policy recommendations and installing the additional 29 shelters over the next three years.

Figure 3.2 Allocation of Bus Stop Shelter Improvements

City/District	Total Stops	Total Shelters		Stops with 10+ boardings		Stops with Shelters and 10+ boardings		Gap to Policy Goal
		Count	Percent	Count	Percent	Count	Percent	
Cathedral City	61	50	82%	27	44%	27	100%	-
Coachella	34	21	62%	9	26%	7	78%	2
Desert Hot Springs	48	34	71%	26	54%	24	92%	2
Indian Wells	15	13	87%	1	7%	0	0%	1
Indio	87	39	45%	33	38%	25	76%	8
La Quinta	52	34	65%	19	37%	14	74%	5
Palm Desert	53	43	81%	28	53%	28	100%	-
Palm Springs	124	86	69%	55	44%	46	84%	9
Rancho Mirage	33	25	76%	11	33%	11	100%	-
Unincorporated Riverside County	70	27	39%	13	19%	11	85%	2
Thermal	8	2	25%	1	13%	1	100%	-
Oasis	10	2	20%	1	10%	1	100%	-
Mecca	20	9	45%	3	15%	3	100%	-
One Hundred Palms	3	2	67%	1	33%	1	100%	-
Thousand Palms	9	9	100%	5	56%	5	100%	-
North Shore	11	1	9%	0	0%	0	N/A	-
Desert Edge	7	0	0%	2	29%	0	0%	2
Bermuda Dunes	2	2	100%	0	0%	0	N/A	-
Total	**577**	**372**	**64%**	**222**	**38%**	**193**	**87%**	29

Figure 3.3 summarizes the status of SunLine's capital projects, and Figure 3.4 lists the financially unconstrained transit improvements (improvements that are currently not funded, unless noted).

Figure 3.3 Status of SunLine's Capital Projects

SRTP #	Project Name	Status
Performance Department		
SL12-06	Solar Carports (Admin Bldg. Phase II)	Complete
SL17-05, SL18-06	Retention Beautification Phase II	Complete
SL19-12, SL15-14	Modular Building Demolition	Complete
SL15-05, SL14-06, SL20-12	CNG Fueling Station and Construction	Active

SRTP #	Project Name	Status
SL17-06, SL18-01, SL19-14, SL20-11	Operations Facility	Active
SL17-08	5 Hydrogen Electric Hybrid FCB and Hydrogen Station (AQIP Grant)	Active
SL18-08, SL20-07, SL21-06	Center of Excellence Facility (Zero Emission Maintenance Facility)	Active
SL16-09	5 Hydrogen Fuel Cell Buses (LowNo Grant)	Active
FTIP-RIV140502	Battery Dominant Hydrogen Fuel Cell Bus	Active
FTIP-RIV140821	TDM (Vanpool)	Active
SL19-11	Hydrogen Station Program Improvements	Active
SL21-07	SoCal Gas/Hydrogen Demonstration Project	Active
SL22-12 AHSC	Coachella Hub	Active
SL19-13	NICE Mobile Hydrogen Refueling Station at Div. II	Active
SL20-06	SunLine Property Expansion/ Solar Farm Phase I	Active
SL22-11	Liquid Hydrogen Refueling Infrastructure	Active
SL21-01	Microgrid to Hydrogen	Pending Start
SL21-07, SL22-04	Public Hydrogen Station	Pending Start
SL22-06	Microgrid to Hydrogen Phase III	Pending Start
SL22-10	Indio CNG Station Upgrade	Pending Start
Maintenance Department		
SL12-05, SL19-12	Floor Re-Surfacing Maintenance Building Div. 1	Complete
SL17-07, SL18-07	Purchase of Administrative Vehicles	Complete
SL18-02	Replacement of (2) Commuter Buses	Complete
CARES	Driver Door Barriers	Complete
SL15-06, SL17-07	Purchase of Five (5) Replacement Zero Emission Relief Cars	Active
SL15-12	Fleet Management Information System (FMIS)	Active
SL17-10	5 New Flyer Buses (EPA/AQMD)	Active
SL18-07, SL17-07	Purchase of Support Truck	Active
SL19-06, SL20-05, SL17-01, SL17-02, SL10-02	2020 Replacement and Expansion of Paratransit Buses	Active
SL20-01, SL16-09	Purchase of (5) New Flyer Fuel Cell Buses (VW Mitigation and LowNo)	Active
SL20-09	H2 Ride	Active

SRTP #	Project Name	Status
SL21-03	Four (4) Micro Transit Vehicles	Active
AHSC	Purchase of Four (4) Fixed Route CNG Buses	Active
SL21-10	Four-Post Lift	Active
SL22-01	MCI Bus	Active
SL21-04	Vans for Service Expansion	Active
SL18-05	Fixed Route Bus Rehabilitation	Pending Start
SL19-04	Parts Department and Warehouse Relocation	Pending Start
SL20-08	Facility Maintenance and Improvements	Pending Start
SL20-10	New Flyer AQIP	Pending Start
SL21-02	Replacement Bus	Pending Start
SL21-09	Upgrade Division I Fence	Pending Start
SL21-10	Maintenance Tools and Equipment	Pending Start
SL21-11	Replacement Support Vehicles	Pending Start
SL21-14	Perimeter Lighting Division I	Pending Start
SL21-15	Facility Improvements	Pending Start
SL22-02	Upgrades to Gate and Guard Shack	Pending Start
SL22-03	Facility Improvements	Pending Start
SL22-05	Replacement Paratransit Vehicles (10)	Pending Start
SL22-07	Maintenance Tools and Equipment	Pending Start
SL22-09	Bus Refurbishment	Pending Start
Transportation Department		
SL19-02	West Valley Refueled Bus Stops Project	Complete
SL19-02 SL22-08	East Valley - Refueled Bus Stops Project	Complete
SL22-08	Palm Desert Campus Park N Ride	Complete
SL22-08	Bus Stop Improvements	Pending Start
Executive Office		
SL15-10, SL19-15	Mobile Outreach Vehicle	Active
SL20-03	Boardroom Equipment Upgrade	Active

Figure 3.4 Financially Unconstrained Transit Improvements

Route #	Description	Annual Hours	Annual Miles	Expansion Buses (Excluding Spares)	Operating Cost	Capital Cost
1*	Coachella - Via Hwy 111 - Palm Springs. Increase weekday peak frequency from 20 minutes to every 15 minutes. Capital costs funded through an AHSC grant. Implementation date is tied to the completion of the Coachella Valley Mobility Hub. Tentative service start date is January 2024	6,120	91,910	4	$ 704,840	$ 4,800,000
1X*	Limited Stop Express Service between Indio -Palm Springs. Weekday peak limited stop service slated to start September 6, 2022	7,130	139,130	3	$ 821,162	$ 3,600,000
2	Desert Hot Springs - Palm Springs - Cathedral City. Increase weekday frequency from 20 minutes to every 15 minutes. Project not funded, implementation date to be determined.	13,300	175,570	4	$ 1,531,761	$ 4,800,000
3	Desert Edge - Desert Hot Springs. Increase weekday peak frequency from 60 minutes to every 30 minutes. Project not funded, implementation date to be determined.	1,922	34,276	1	$ 221,357	$ 1,200,000
4	Westfield Palm Desert - Palm Springs. Increase weekday peak frequency from 40 minutes to every 30 minutes. Project not funded, implementation date to be determined.	3,050	43,000	2	$ 351,269	$ 2,400,000
5	Desert Hot Springs - CSUSB Palm Desert - Westfield Palm Desert. Increase weekday peak frequency from 60 minutes to every 40 minutes. Project not funded, implementation date to be determined.	1,810	36,590	1	$ 208,458	$ 1,200,000
6	Coachella - Via Fred Waring - Westfield Palm Desert. Increase weekday frequency from 45 minutes to every 30 minutes. Project not funded, implementation date to be determined.	2,450	36,200	1	$ 282,167	$ 1,200,000
7	Bermuda Dunes - Indian Wells - La Quinta. Increase weekday frequency from 45 minutes to every 30 minutes. Project not funded, implementation date to be determined.	1,363	24,581	1	$ 156,977	$ 1,200,000
8	North Indio - Coachella -Thermal/Mecca. Increase weekday frequency from 40 minutes to every 30 minutes. Project not funded, implementation date to be determined.	2,050	34,210	1	$ 236,099	$ 1,200,000
9**	North Shore - Mecca - Oasis. Frequency was improved to every 60 min in Jan 21 from every 180 minutes.	1,922	34,276	1	$ 221,357	$ 1,200,000
10	Implement Commuter Link service between West Coachella Valley - CSUSB, San Bernardino Transit Center (SBTC)/Metrolink and Amtrak Station. Add 4 new roundtrips. Project not funded, implementation date to be determined. Staff is researching public/public or public private opportunities to fund and implement this service.	5,916	191,557	2	$ 681,346	$ 2,400,000
	Total:			21	$ 5,416,791	$ 25,200,000

* Expansion buses are available

**When demand warrants, increase frequency to every 40 minutes from current 60 minutes

Chapter 4. Financial Planning

The FY2023 financial planning process focused on prioritizing resources and alignment with the core strategic goals of the SunLine Refueled Initiative and regain ridership lost due to the COVID-19 pandemic. As aforementioned, in the midst of planning the FY2023-2025 SRTP, the COVID-19 pandemic of 2020 caused a major national and global disruption. The executive team at SunLine brought their diverse insights to most effectively allocate resources to maintain essential services. The enclosed financial plan of the Agency is based on the best available financial projections and anticipated grants. Chapter 4 will be inserted upon finalizing the budget.

4.1 Operating and Capital Budget

In FY2023, SunLine will have an operating budget of $46,085,647 and a capital budget of $25,477,005 (Table 4 and 4A). The operating budget encompasses costs such as driver salaries, administrative salaries, fuel, insurance premiums, and other overhead costs required to run day to day operations. The available funding will be used effectively and efficiently in the accomplishment of organizational objectives. The operating budget will ensure that the Agency continues to offer safe and reliable transportation to Coachella Valley residents.

The capital budget incorporates key projects to help further advance the Agency's Capital Improvement Program. The Capital Improvement Program for FY 2023 focuses on continuing SunLine's investment in increasing its alternative fuel technology and energy efficient infrastructures. SunLine's Capital Program represents a unique opportunity to make long term investments in SunLine's operational capabilities, energy strategies, and regulatory compliance by conforming with the California Air Resources Board's Innovative Clean Transit mandate.

Key components of the capital plan, beyond ongoing maintenance needs, include:

- Liquid Hydrogen Project
- Over the Road Hydrogen Fuel Cell Coaches (2)
- CNG Rehab (10) & Hydrogen Vehicle Purchase (4)
- Radio Replacement Phase II & Upgrade to ITS

SunLine Transit Agency has always led the industry in the adoption of alternative fuel solutions. The capital and operating budget for FY23 demonstrate its continued commitment to alternative fuels. SunLine has placed a high level of importance in leveraging available competitive funding whenever possible in order to meet the Agency's aggressive goals. One example of this success includes an award of $8,409,070 from the Federal Transit Agency's Bus and Bus Facilities competitive funding opportunity which was announced in 2022 which is programmed in the FY23 capital program. The award aligns with the Agency's Innovative Clean Transit plan would allow the Agency to rehab ten existing CNG buses and purchase four (4) hydrogen fuel cell buses.

In FY22, SunLine initiated the purchase of land to build a solar power plant to generate sufficient electricity to power the Hydrogen Electrolyzer to produce hydrogen; capitalizing on the abundance of sunlight in the desert. The project in concept dubbed "Solar Microgrid to Hydrogen" is essential to comply with the California Air Resources Board's (CARB) Innovative Clean Transit (ICT) mandate of introducing zero-emission buses (ZEBs). It will enable SunLine to comply with this mandate with minimal negative impacts on public transit services currently offered by offsetting the incremental cost of producing hydrogen or charging buses using electricity from the public electricity grid. The "Solar Microgrid to Hydrogen" will support the much needed energy security and independence to provide reliable public transit service. The "Solar Microgrid to Hydrogen" will serve as a sustainable, zero-emission energy source for producing hydrogen to power buses.

The capital program is dependent on internal and external funding from federal, state, regional, and local sources.

4.2 Funding Plans to Support Proposed Operating and Capital Program

For FY2023, funding plans for the proposed operating and capital programs are as follows:

Funding sources for the proposed operating budget includes FTA Section 5307 (Urban formula, ARPA), FTA Section 5311 (Rural, CRRSAA), FTA Section 5311 (f) (Intercity), Congestion Mitigation and Air Quality (CMAQ), California Air Resources Board, California Energy Commission, and Low Carbon Operating Program (LCTOP) funds apportioned by the California Department of Transportation (Caltrans), California State Transportation Agency, State Local Transportation Funds (LTF), Local Measure A funding and farebox revenue.

Funding sources for capital projects include funds from FTA Section 5307, FTA Section 5339, LCTOP, State Transit Assistance (STA), and State of Good Repair Funds (SGR).

The estimated FY2023 operating and capital budget of $71,562,652 outlined in Table 4, is funded by:

	Operating		Capital	
Fund	Amount ($)	Percent (%)	Amount ($)	Percent (%)
ARPA Section 5307	200,000	0%	-	0%
California Air Resources Board (CARB	200,000	0%	-	0%
California Energy Commission	250,000	1%	-	0%
California State Transit Agency	-	0%	4,800,000	19%
CMAQ	893,098	2%	-	0%
CRRSAA Section 5311	832,331	2%	-	0%
Farebox	1,529,001	3%	-	0%
LCTOP	192,172	0%	1,500,000	6%
Local Transportation Fund (LTF)	24,157,512	52%	-	0%
Measure A	10,900,000	24%	-	0%
Other	403,500	1%	-	0%
Section 5307	5,869,769	13%	2,391,259	9%
Section 5311	409,279	1%	-	0%
Section 5311(f)	248,985	1%	-	0%
Section 5339	-	0%	10,393,811	41%
State of Good Repair	-	0%	907,935	4%
State Transit Assistance Fund (STA)	-	0%	5,484,000	22%
Total	$ 46,085,647	100%	$ 25,477,005	100%

For FY24 and FY25, figures presented in tables 4.2 and 4.3 to fund operating and capital expenditures are based on best available funding projections.

Fund	Operating		Capital	
	Amount ($)	Percent (%)	Amount ($)	Percent (%)
ARPA Section 5307	230,000	0%	-	0%
CMAQ	552,607	1%	-	0%
Farebox	1,581,753	3%	-	0%
LCTOP	197,937	0%	649,779	5%
Local Transportation Fund (LTF)	28,888,564	61%	-	0%
Measure A	7,603,000	16%	-	0%
Other	2,930,067	6%	-	0%
Section 5307	4,989,928	10%	2,138,540	17%
Section 5311	344,944	1%	-	0%
Section 5311(f)	256,455	1%	-	0%
Section 5339	-	0%	669,802	5%
State of Good Repair	-	0%	850,000	7%
State Transit Assistance Fund (STA)	-	0%	8,441,879	66%
Total	$ 47,575,255	100%	$ 12,750,000	100%

Fund	Operating		Capital	
	Amount ($)	Percent (%)	Amount ($)	Percent (%)
ARPA Section 5307	200,000	0%	-	0%
CMAQ	575,601	1%	-	0%
Farebox	1,639,528	3%	-	0%
LCTOP	203,731	0%	-	0%
Local Transportation Fund (LTF)	30,497,482	62%	-	0%
Measure A	7,755,000	16%	-	0%
Other	2,966,938	6%	-	0%
Section 5307	5,087,730	10%	1,840,000	38%
Section 5311	352,377	1%	-	0%
Section 5311(f)	264,149	1%	-	0%
Section 5339	-	0%	240,000	5%
State of Good Repair	-	0%	-	0%
State Transit Assistance Fund (STA)	-	0%	2,770,000	57%
Total	$ 49,542,536	100%	$ 4,850,000	100%

4.3 Regulatory and Compliance Requirements

4.3.1 Americans with Disabilities Act

SunLine complies with ADA guidelines by providing a 100 percent accessible revenue service fleet for fixed route transit services and ADA paratransit vehicles. As funding becomes available, SunLine continues to provide bus stop improvements to ensure accessibility. Staff also coordinates with developers and contractors regarding construction projects to include bus stop improvements when the opportunity arises.

4.3.2 Disadvantaged Business Enterprise

SunLine's most recent Disadvantaged Business Enterprise (DBE) program and goal were submitted to FTA in July 2021 and had an expiration date of September 2024. The next DBE goal will be submitted by August 2024.

4.3.3 Equal Employment Opportunity

SunLine complies with federal regulations pertaining to employment and submits its Equal Employment Opportunity (EEO)-4 report biannually to the U.S. Equal Employment Opportunity Commission (EEOC) and its EEO/Affirmative Action Program to FTA every 4 years, or as major changes occur in the workforce or employment conditions. The most recent EEO-4 report was submitted to the EEOC and certified in February 2022. The most recent EEO/Affirmative Action Program was revised and submitted to FTA in September 2020. The next update to the EEO/Affirmative Action Program is due to the FTA in October 2024.

4.3.4 Title VI

Title VI protects people from discrimination based on race, color, and national origin in programs and activities receiving federal financial assistance. SunLine's Title VI report was submitted to FTA in November 2019 and has an expiration date of October 2022.

4.3.5 Transportation Development Act

The Transportation Development Act provides two major sources of funding for public transportation: the LTF and STA. RCTC commissioned Michael Baker International to conduct the Triennial Performance Audit as required by the Transportation Development Act; SunLine's findings are referenced in Table 6 of that document.

4.3.6 Federal Transit Administration Triennial Audit

In accordance with regulations, SunLine completed an FTA Triennial Audit site visit in 2019. The Triennial Audit focused on SunLine's compliance in 21 areas. SunLine had no deficiencies with the FTA requirements.

4.3.7 National Transit Database

To keep track of the industry and provide public information and statistics as growth occurs, FTA's National Transit Database records the financial, operating, and asset conditions of transit systems. Staff submit monthly reports and a yearly report which is used for funding formulas.

4.3.8 Alternative Fuel Vehicles

In alignment with SunLine's Board-approved Alternative Fuel Policy, all vehicles in the fleet use CNG, electric, or hydrogen fuel. The current active fleet consists of 56 CNG buses, 21 hydrogen electric fuel cell buses, four (4) battery electric buses, two (2) CNG coaches, one (1) diesel coach, 39 CNG paratransit vehicles, and 47 non-revenue CNG, gas and electric vehicles, including general support cars and trucks.

Tables

Table 1.0 Individual Route Descriptions

Routes	Route Classification	Major Destinations	Cities/Communities Served	Connections
1	Trunk	Hospital, Medical, Shopping, College, Mall, Center of Employment Training and Schools	Palm Springs, Cathedral City, Rancho Mirage, Palm Desert, Indian Wells, La Quinta, Indio and Coachella	2, 4, 5, 6, 7, 8, 1-X and 10 Commuter
2	Trunk	Shopping, Schools, Employment Center, Library, Senior Center, Medical, Social Security, Theaters, Airport, Court House and Public Social Services	Desert Hot Springs, Palm Springs and Cathedral City	1, 3, 4, 5 & 1-X
3	Local	Shopping Centers, Senior Center, Library, Community Center, City Hall, Medical, and Schools	Desert Hot Springs and Desert Edge	2 & 5
4	Local	Shopping, Medical, Library, Social Services, Theaters, School, College, Mall, Hospital and Airport	Palm Springs, Cathedral City, Rancho Mirage, Palm Desert and Thousand Palms	1, 2, 5, 6 & 1-X
5	Local	Shopping, Senior Center, Library, Community Center, Schools, Medical, City Hall, College and Mall	Desert Hot Springs and Palm Desert	1, 2, 3, 4, 6, 1-X and 10 Commuter
6	Local	Shopping, School, Tennis Gardens, Work Force Development, Social Services, Medical and College	Palm Desert, Indian Wells, La Quinta, Indio, Bermuda Dunes and Coachella	1, 4, 5, 7, 8 & 1-X
7	Local	Shopping, Schools, Theaters, Tennis Gardens and Medical	La Quinta, Palm Desert, Indian Wells and Bermuda Dunes	1, 6 & 1-X
8	Local	Shopping, School, Senior Center, DMV, Community Center, College, City Hall and Center of Employment Training and Medical	Indio, Coachella, Thermal and Mecca	1, 6 & 9
9	Local	Shopping, Community Center, Medical and Schools	Mecca, North Shore and Oasis	8
10	Regional	Shopping, Business, Entertainment and University	Indio, Palm Desert, Beaumont, San Bernardino	1, 5, 1-X, OmniTrans, MARTA, VVTA, Beaumont Transit, RTA and SB Metrolink
1-X	Express	Hospital, Medical, Shopping, College, Mall, Center of Employment Training and Schools	Palm Springs, Cathedral City, Palm Desert, La Quinta and Indio	1, 2, 4, 5, 6, 7 and 10 Commuter

Table 1.1 Fleet Inventory – Motor Bus

RIVERSIDE COUNTY TRANSPORTATION COMMISSION

Table 1.1 - Fleet Inventory

FY 2022/23 Short Range Transit Plan

SunLine Transit Agency

Bus (Motorbus) / Directly Operated

Year Built	Mfg. Code	Model Code	Seating Capacity	Lift and Ramp Equipped	Vehicle Length	Fuel Type Code	# of Active Vehicles FY 2021/22	# of Contingency Vehicles FY 2021/22	Life to Date Vehicle Miles Prior Year End FY 2020/21	Life to Date Vehicle Miles through March FY 2021/22	Average Lifetime Miles Per Active Vehicle As Of Year-To-Date (e.g., March) FY 2021/22
2018	BYD	K9	35	4	40		4		188,605	61,452	15,363
2012	EDN	AXCESS	37	1	40	OR	1		191,571	200,962	200,962
2014	EDN	AXCESS	37	3	40	OR	3		467,458	506,617	168,872
2015	EDN	AXCESS	37	1	40	OR	1		18,154	39,659	39,659
2017	EDN	AXCESS	37	1	40		1		46,099	49,820	49,820
2018	EDN	AXCESS	37	5	40	OR	5		382,154	193,388	38,677
2009	EDN	EZRider32'	29	10	32	CN	10		4,196,818	437,848	43,784
2020	MCI	D4500	40	2	40	CN	2		6,196	61,976	30,988
2008	NFA	LF 40'	39	11	40	CN	11	4	13,673,239	618,443	56,222
2008	NFA	LF 40'	39	21	40	CN	21		15,096,648	721,971	34,379
2016	NFA	LF 40'	39	6	40	CN	6		1,627,581	311,018	51,836
2018	NFA	XCELSIOR	39	5	40		5		339,716	96,168	19,233
2020	NFA	XCELSIOR	39	10	40	CN	10		479,690	196,253	19,625
2021	NFA	XHE	39	5	40	HY	5			40,288	8,057
		Totals:	523	85			85	4	36,713,929	3,535,863	41,598

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Table 1.1 Fleet Inventory – Demand Response

RIVERSIDE COUNTY TRANSPORTATION COMMISSION

Table 1.1 - Fleet Inventory
FY 2022/23 Short Range Transit Plan
SunLine Transit Agency

Demand Response / Directly Operated

Year Built	Mfg. Code	Model Code	Seating Capacity	Lift and Ramp Equipped	Vehicle Length	Fuel Type Code	# of Active Vehicles FY 2021/22	# of Contingency Vehicles FY 2021/22	Life to Date Vehicle Miles Prior Year End FY 2020/21	Life to Date Vehicle Miles through March FY 2021/22	Average Lifetime Miles Per Active Vehicle As Of Year-To-Date (e.g., March) FY 2021/22
2020	ARB	Freedom	12	15	27	CN	15			16,807	1,120
2015	EDN	AEROTECH	12	0	22	CN	6		1,620,747	416,512	69,418
2016	EDN	AEROTECH	12	0	22	CN	9		2,981,991	199,752	22,194
2018	SPC	Senator	12	14	23		14		1,638,849	108,140	7,724
		Totals:	48	29			44		6,241,587	741,211	16,846

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Table 2.0 Service Provider Performance Target Report

RIVERSIDE COUNTY TRANSPORTATION COMMISSION

Table 2.0 -- Service Provider Performance Targets Report

FY 2021/22 Short Range Transit Plan Review

SunLine Transit Agency

Data Elements	FY 2021/22 Plan	FY 2021/22 Target	FY 2021/22 Year to Date Through 3rd Quarter	Year to Date Performance Scorecard
Unlinked Passenger Trips	1,837,124			
Passenger Miles	12,311,897			
Total Actual Vehicle Revenue Hours	298,163.0			
Total Actual Vehicle Revenue Miles	4,689,951.0			
Total Actual Vehicle Miles	5,508,213.0			
Total Operating Expenses	$41,003,574			
Total Passenger Fare Revenue	$7,700,204			
Net Operating Expenses	$33,303,370			
Performance Indicators				
Mandatory:				
1. Farebox Recovery Ratio	18.77%	>= 17.49%	14.70%	Fails to Meet Target
Discretionary:				
1. Operating Cost Per Revenue Hour	$137.52	<= $156.57	$154.76	Meets Target
2. Subsidy Per Passenger	$18.13	>= $14.37 and <= $19.45	$14.91	Meets Target
3. Subsidy Per Passenger Mile	$2.70	>= $2.21 and <= $2.99	$38.25	Fails to Meet Target
4. Subsidy Per Hour	$111.70	>= $119.70 and <= $161.94	$132.02	Meets Target
5. Subsidy Per Mile	$7.10	>= $7.85 and <= $10.63	$8.28	Meets Target
6. Passengers Per Revenue Hour	6.16	>= 7.08 and <= 9.58	8.86	Meets Target
7. Passengers Per Revenue Mile	0.39	>= 0.47 and <= 0.63	0.56	Meets Target

Note: Must meet at least 4 out of 7 Discretionary Performance Indicators

Productivity Performance Summary:

Service Provider Comments:

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Table 2.1 FY 2021/22 SRTP Performance Report

RIVERSIDE COUNTY TRANSPORTATION COMMISSION

FY 2022/23 - Table 2.1 -- SRTP Performance Report

Service Provider: Riverside Transit Agency

All Routes

Performance Indicators	FY 2020/21 End of Year Actual	FY 2021/22 3rd Quarter Year-to-Date	FY 2022/23 Plan	FY 2022/23 Target	Plan Performance Scorecard (a)
Passengers	3,015,289	2,505,358	4,521,739	None	
Passenger Miles	25,257,263	21,158,646	35,956,537	None	
Revenue Hours	527,316.5	369,492.2	613,973.0	None	
Total Hours	621,509.4	424,396.6	692,897.0	None	
Revenue Miles	8,204,324.1	6,715,072.6	8,847,730.0	None	
Total Miles	10,604,352.2	13,210,470.3	10,790,709.0	None	
Operating Costs	$79,126,016	$58,480,958	$93,245,222	None	
Passenger Revenue	$6,761,776	$9,768,280	$4,063,900	None	
Measure-A Revenue			$4,000,000	None	
LCTOP Revenue			$0	None	
Operating Subsidy	$72,364,240	$48,712,678	$89,181,322	None	
Operating Costs Per Revenue Hour	$150.05	$158.27	$151.87	<= $162.77	Meets Target
Operating Cost Per Revenue Mile	$9.64	$8.71	$10.54	None	
Operating Costs Per Passenger	$26.24	$23.34	$20.62	None	
Farebox Recovery Ratio	8.55%	16.70%	8.64%	>= 0.2	Fails to Meet Target
Subsidy Per Passenger	$24.00	$19.44	$19.72	>= $16.52 and <= $22.36	Meets Target
Subsidy Per Passenger Mile	$2.87	$2.30	$2.48	>= $1.96 and <= $2.65	Meets Target
Subsidy Per Revenue Hour	$137.23	$131.84	$145.25	>= $112.06 and <= $151.62	Meets Target
Subsidy Per Revenue Mile	$8.82	$7.25	$10.08	>= $6.16 and <= $8.34	Fails to Meet Target
Passengers Per Revenue Hour	5.72	6.78	7.36	>= 5.76 and <= 7.80	Meets Target
Passengers Per Revenue Mile	0.37	0.37	0.51	>= 0.31 and <= 0.43	Better Than Target

a) The Plan Performance Scorecard column is the result of comparing the FY 2022/23 Plan to the FY 2022/23 Primary Target.

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Table 2.2 SRTP Service Summary – Systemwide Totals

RIVERSIDE COUNTY TRANSPORTATION COMMISSION

Table 2.2 -- SunLine Transit Agency -- SRTP Service Summary
FY 2022/23 Short Range Transit Plan
All Routes

	FY 2019/20 Audited	FY 2020/21 Audited	FY 2021/22 Plan	FY 2021/22 3rd Qtr Actual	FY 2022/23 Plan
Fleet Characteristics					
Peak-Hour Fleet	24	28	110	32	114
Financial Data					
Total Operating Expenses	$36,749,538	$38,307,320	$41,003,574	$29,183,334	$46,085,299
Total Passenger Fare Revenue	$8,529,264	$3,128,807	$7,700,204	$4,288,751	$8,631,860
Net Operating Expenses (Subsidies)	$28,220,273	$35,178,513	$33,303,370	$24,894,582	$37,453,439
Operating Characteristics					
Unlinked Passenger Trips	3,517,269	2,088,342	1,837,124	1,670,017	2,526,007
Passenger Miles	28,199,989	13,609,898	12,311,897	14,924,375	22,423,740
Total Actual Vehicle Revenue Hours (a)	288,253.2	251,836.8	298,163.0	188,570.9	302,409.0
Total Actual Vehicle Revenue Miles (b)	4,346,984.7	3,854,595.8	4,689,951.0	3,006,026.7	4,666,719.0
Total Actual Vehicle Miles	4,987,906.5	4,565,462.6	5,508,213.0	3,569,387.7	5,519,688.0
Performance Characteristics					
Operating Cost per Revenue Hour	$127.49	$152.11	$137.52	$154.76	$152.39
Farebox Recovery Ratio	23.21%	8.17%	18.77%	14.70%	18.73%
Subsidy per Passenger	$8.02	$16.85	$18.13	$14.91	$14.83
Subsidy per Passenger Mile	$1.00	$2.58	$2.70	$1.67	$1.67
Subsidy per Revenue Hour (a)	$97.90	$139.69	$111.70	$132.02	$123.85
Subsidy per Revenue Mile (b)	$6.49	$9.13	$7.10	$8.28	$8.03
Passenger per Revenue Hour (a)	12.2	8.3	6.2	8.9	8.4
Passenger per Revenue Mile (b)	0.81	0.54	0.39	0.56	0.54

(a) Train Hours for Rail Modes. (b) Car Miles for Rail Modes.

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Table 2.2 SRTP Service Summary – All Fixed Routes

RIVERSIDE COUNTY TRANSPORTATION COMMISSION

Table 2.2 -- SunLine-BUS -- SRTP Service Summary
FY 2022/23 Short Range Transit Plan
All Routes

	FY 2019/20 Audited	FY 2020/21 Audited	FY 2021/22 Plan	FY 2021/22 3rd Qtr Actual	FY 2022/23 Plan
Fleet Characteristics					
Peak-Hour Fleet	17	20	71	23	71
Financial Data					
Total Operating Expenses	$30,619,818	$32,163,241	$34,573,464	$24,754,036	$38,949,392
Total Passenger Fare Revenue	$7,813,234	$2,851,245	$6,476,297	$3,945,612	$7,273,611
Net Operating Expenses (Subsidies)	$22,806,584	$29,311,995	$28,097,167	$20,808,424	$31,675,781
Operating Characteristics					
Unlinked Passenger Trips	3,379,520	2,000,077	1,755,235	1,580,230	2,383,597
Passenger Miles	25,998,612	12,102,290	10,619,170	13,532,631	20,451,265
Total Actual Vehicle Revenue Hours (a)	225,937.1	192,663.2	241,523.0	140,990.7	230,762.0
Total Actual Vehicle Revenue Miles (b)	3,329,357.2	2,921,256.1	3,783,187.0	2,230,639.2	3,621,991.0
Total Actual Vehicle Miles	3,760,624.0	3,405,857.9	4,338,106.0	2,636,751.2	4,164,571.0
Performance Characteristics					
Operating Cost per Revenue Hour	$135.52	$166.94	$143.15	$175.57	$168.79
Farebox Recovery Ratio	25.52%	8.86%	18.73%	15.94%	18.67%
Subsidy per Passenger	$6.75	$14.66	$16.01	$13.17	$13.29
Subsidy per Passenger Mile	$0.88	$2.42	$2.65	$1.54	$1.55
Subsidy per Revenue Hour (a)	$100.94	$152.14	$116.33	$147.59	$137.27
Subsidy per Revenue Mile (b)	$6.85	$10.03	$7.43	$9.33	$8.75
Passenger per Revenue Hour (a)	15.0	10.4	7.3	11.2	10.3
Passenger per Revenue Mile (b)	1.02	0.68	0.46	0.71	0.66

(a) Train Hours for Rail Modes. (b) Car Miles for Rail Modes.

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Table 2.2 SRTP Service Summary – SunDial

RIVERSIDE COUNTY TRANSPORTATION COMMISSION

Table 2.2 -- SunLine-DAR -- SRTP Service Summary
FY 2022/23 Short Range Transit Plan
All Routes

	FY 2019/20 Audited	FY 2020/21 Audited	FY 2021/22 Plan	FY 2021/22 3rd Qtr Actual	FY 2022/23 Plan
Fleet Characteristics					
Peak-Hour Fleet	1	1	30	1	30
Financial Data					
Total Operating Expenses	$6,129,719	$6,144,079	$6,430,110	$4,429,297	$7,135,907
Total Passenger Fare Revenue	$716,030	$277,562	$1,223,907	$343,139	$1,358,249
Net Operating Expenses (Subsidies)	$5,413,689	$5,866,518	$5,206,203	$4,086,158	$5,777,658
Operating Characteristics					
Unlinked Passenger Trips	122,126	71,129	61,110	74,738	117,978
Passenger Miles	1,294,392	568,981	486,436	714,254	955,622
Total Actual Vehicle Revenue Hours (a)	58,883.3	54,112.8	52,074.0	41,040.8	61,375.0
Total Actual Vehicle Revenue Miles (b)	833,825.0	732,186.7	662,303.0	605,333.0	780,622.0
Total Actual Vehicle Miles	1,043,480.0	946,874.8	925,646.0	748,773.0	1,091,011.0
Performance Characteristics					
Operating Cost per Revenue Hour	$104.10	$113.54	$123.48	$107.92	$116.27
Farebox Recovery Ratio	11.68%	4.52%	19.03%	7.75%	19.03%
Subsidy per Passenger	$44.33	$82.48	$85.19	$54.67	$48.97
Subsidy per Passenger Mile	$4.18	$10.31	$10.70	$5.72	$6.05
Subsidy per Revenue Hour (a)	$91.94	$108.41	$99.98	$99.56	$94.14
Subsidy per Revenue Mile (b)	$6.49	$8.01	$7.86	$6.75	$7.40
Passenger per Revenue Hour (a)	2.1	1.3	1.2	1.8	1.9
Passenger per Revenue Mile (b)	0.15	0.10	0.09	0.12	0.15

(a) Train Hours for Rail Modes. (b) Car Miles for Rail Modes.

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Table 2.2 SRTP Service Summary – Vanpool

RIVERSIDE COUNTY TRANSPORTATION COMMISSION

Table 2.2 -- SunLine-Vanpool -- SRTP Service Summary
FY 2022/23 Short Range Transit Plan
All Routes

	FY 2019/20 Audited	FY 2020/21 Audited	FY 2021/22 Plan	FY 2021/22 3rd Qtr Actual	FY 2022/23 Plan
Fleet Characteristics					
Peak-Hour Fleet	6	6	9	7	9
Financial Data					
Total Operating Expenses					
Total Passenger Fare Revenue					
Net Operating Expenses (Subsidies)					
Operating Characteristics					
Unlinked Passenger Trips	15,623	16,028	20,779	12,356	19,014
Passenger Miles	906,984	929,467	1,206,291	650,883	994,531
Total Actual Vehicle Revenue Hours (a)	3,432.8	3,612.8	4,566.0	3,036.4	4,613.0
Total Actual Vehicle Revenue Miles (b)	183,802.5	191,498.0	244,461.0	145,481.5	222,586.0
Total Actual Vehicle Miles	183,802.5	191,498.0	244,461.0	145,481.5	222,586.0
Performance Characteristics					
Operating Cost per Revenue Hour					
Farebox Recovery Ratio					
Subsidy per Passenger					
Subsidy per Passenger Mile					
Subsidy per Revenue Hour (a)					
Subsidy per Revenue Mile (b)					
Passenger per Revenue Hour (a)	4.6	4.4	4.6	4.1	4.1
Passenger per Revenue Mile (b)	0.09	0.08	0.08	0.08	0.09

(a) Train Hours for Rail Modes. (b) Car Miles for Rail Modes.

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Table 2.2A Summary of Routes to be Excluded

Route #	Description	Fare Box Calculation Exempt Routes
1	Coachella - Via Hwy 111 - Palm Springs	No
2	Desert Hot Springs - Palm Springs - Cathedral City	No
3	Desert Edge - Desert Hot Springs	No
4	Westfield Palm Desert - Palm Springs	No
5	Desert Hot Springs - CSUSB Palm Desert - Westfield Palm Desert	No
6	Coachella - Via Fred Waring - Westfield Palm Desert	No
7	Bermuda Dunes - Indian Wells - La Quinta	No
8	North Indio - Coachella -Thermal/Mecca	No
9	North Shore - Mecca - Oasis	No
10	Indio - CSUSB-PDC - CSUSB - San Bernardino Transit Center (SBTC)/Metrolink	No
1X	Express to Indio - Express to Palm Springs	Yes

Table 2.3 SRTP Route Statistics (table 1 of 4)

RIVERSIDE COUNTY TRANSPORTATION COMMISSION

Table 2.3 - SRTP Route Statistics

SunLine Transit Agency -- 8

FY 2022/23

All Routes

Data Elements

Route #	Day Type	Peak Vehicles	Passengers	Passenger Miles	Revenue Hours	Total Hours	Revenue Miles	Total Miles	Operating Cost	Passenger Revenue	Measure-A Revenue	LCTOP Revenue
SUN-1	All Days	14	957,410	8,214,578	73,500	79,027	1,088,822	1,242,675	$11,622,301	$2,324,460		
SUN-10 CL	Weekday	2	21,979	188,580	5,651	5,857	187,626	193,068	$1,805,700	$309,497		
SUN-1X	Weekday	3	45,988	394,577	5,765	6,815	102,808	133,115	$1,244,975	$248,995		
SUN-2	All Days	12	627,603	5,384,834	49,180	51,823	680,475	756,004	$7,070,630	$1,335,260		
SUN-200	Weekday	1	3,613	31,000	122	258	2,608	6,593	$61,661	$10,193		
SUN-3	All Days	1	64,908	556,911	5,426	5,753	87,706	98,378	$920,091	$172,474		
SUN-4	All Days	8	203,261	1,743,979	29,969	31,469	434,861	471,358	$4,408,444	$870,681		
SUN-400	Weekday	1	1,912	16,405	129	285	1,972	6,090	$56,960	$11,392		
SUN-401	Weekday	1	219	1,879	143	241	1,897	5,157	$48,235	$2,278		
SUN-402	Weekday	1	552	4,736	64	206	924	4,700	$43,955	$8,791		
SUN-403	Weekday	1	1,444	12,390	14	40	385	1,132	$10,589	$2,118		
SUN-5	Weekday	4	13,339	114,449	2,882	3,710	74,700	100,812	$942,856	$157,284		
SUN-500	Weekday	1	3,019	25,903	88	204	1,384	3,002	$28,074	$5,529		
SUN-6	All Days	3	84,456	724,632	15,289	16,255	210,614	238,432	$2,229,972	$445,994		
SUN-7	All Days	2	69,836	599,193	8,844	9,151	116,873	126,348	$1,181,691	$236,338		
SUN-700	Weekday	1	4,186	35,916	220	305	3,436	5,794	$54,188	$10,838		
SUN-701	Weekday	1	10,498	90,073	213	350	3,224	6,959	$65,083	$13,017		
SUN-8	All Days	6	141,122	1,210,827	21,169	22,472	350,755	392,089	$3,667,064	$628,334		
SUN-800	Weekday	1	17,215	147,705	211	668	5,958	20,606	$192,270	$38,544		
SUN-801	Weekday	1	23,675	203,132	211	295	2,170	5,959	$55,735	$11,147		
SUN-802	Weekday	1	5,124	43,964	211	483	4,100	11,846	$110,787	$22,157		
SUN-803	Weekday	1	8,292	71,145	44	89	760	1,732	$16,199	$3,240		
SUN-9	All Days	4	73,946	634,457	11,417	13,305	257,933	332,722	$3,111,932	$405,050		
SUN-DAR	All Days	30	117,978	955,622	61,375	79,145	780,622	1,091,011	$7,135,907	$1,358,249		
SUN-TAXI	All Days	4	5,418	22,322	5,659	5,659	41,520	41,520				
		105	2,506,993	21,429,209	297,796	333,865	4,444,133	5,297,102	$46,085,299	$8,631,860		

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Table 2.3 SRTP Route Statistics (table 2 of 4)

RIVERSIDE COUNTY TRANSPORTATION COMMISSION

Table 2.3 - SRTP Route Statistics

SunLine Transit Agency -- 8

FY 2022/23

All Routes

Performance Indicators

Route #	Day Type	Net Subsidy	Operating Cost Per Revenue Mile	Operating Cost Per Revenue Mile	Cost Per Passenger	Farebox Recovery Ratio	Subsidy Per Passenger	Subsidy Per Passenger Mile	Subsidy Per Revenue Hour	Subsidy Per Revenue Mile	Passengers Per Hour	Passengers Per Mile
SUN-1	All Days	$9,297,841	$158.13	$10.67	$12.14	19.99%	$9.71	$1.13	$126.50	$8.54	13.03	0.88
SUN-10 CL	Weekday	$1,496,203	$319.54	$9.62	$82.16	17.14%	$68.07	$7.93	$264.77	$7.97	3.89	0.12
SUN-1X	Weekday	$995,980	$215.95	$12.11	$27.07	20.00%	$21.66	$2.52	$172.76	$9.69	7.98	0.45
SUN-2	All Days	$5,735,370	$143.77	$10.39	$11.27	18.88%	$9.14	$1.07	$116.62	$8.43	12.76	0.92
SUN-200	Weekday	$51,468	$505.42	$23.64	$17.07	16.53%	$14.25	$1.66	$421.87	$19.73	29.61	1.39
SUN-3	All Days	$747,617	$169.57	$10.49	$14.18	18.74%	$11.52	$1.34	$137.78	$8.52	11.96	0.74
SUN-4	All Days	$3,537,763	$147.10	$10.14	$21.69	19.75%	$17.41	$2.03	$118.05	$8.14	6.78	0.47
SUN-400	Weekday	$45,568	$441.55	$28.88	$29.79	20.00%	$23.83	$2.78	$353.24	$23.11	14.82	0.97
SUN-401	Weekday	$45,957	$337.31	$25.43	$220.25	4.72%	$209.85	$24.46	$321.38	$24.23	1.53	0.12
SUN-402	Weekday	$35,164	$686.80	$47.57	$79.63	20.00%	$63.70	$7.42	$549.44	$38.06	8.63	0.60
SUN-403	Weekday	$8,471	$756.36	$27.50	$7.33	20.00%	$5.87	$0.68	$605.07	$22.00	103.14	3.75
SUN-5	Weekday	$785,572	$327.15	$12.62	$70.68	16.68%	$58.89	$6.86	$272.58	$10.52	4.63	0.18
SUN-500	Weekday	$22,545	$319.02	$20.28	$9.30	19.69%	$7.47	$0.87	$256.19	$16.29	34.31	2.18
SUN-6	All Days	$1,783,978	$145.85	$10.59	$26.40	19.99%	$21.12	$2.46	$116.68	$8.47	5.52	0.40
SUN-7	All Days	$945,353	$133.61	$10.11	$16.92	19.99%	$13.54	$1.58	$106.89	$8.09	7.90	0.60
SUN-700	Weekday	$43,350	$246.31	$15.77	$12.95	20.00%	$10.36	$1.21	$197.05	$12.62	19.03	1.22
SUN-701	Weekday	$52,066	$305.55	$20.19	$6.20	20.00%	$4.96	$0.58	$244.44	$16.15	49.29	3.26
SUN-8	All Days	$3,038,730	$173.23	$10.45	$25.99	17.13%	$21.53	$2.51	$143.55	$8.66	6.67	0.40
SUN-800	Weekday	$153,726	$911.23	$32.27	$11.17	20.04%	$8.93	$1.04	$728.56	$25.80	81.59	2.89
SUN-801	Weekday	$44,588	$264.15	$25.68	$2.35	20.00%	$1.88	$0.22	$211.32	$20.55	112.20	10.91
SUN-802	Weekday	$88,630	$525.06	$27.02	$21.62	19.99%	$17.30	$2.02	$420.05	$21.62	24.28	1.25
SUN-803	Weekday	$12,959	$368.16	$21.31	$1.95	20.00%	$1.56	$0.18	$294.52	$17.05	188.45	10.91
SUN-9	All Days	$2,706,882	$272.57	$12.06	$42.08	13.01%	$36.61	$4.27	$237.09	$10.49	6.48	0.29
SUN-DAR	All Days	$5,777,658	$116.27	$9.14	$60.49	19.03%	$48.97	$6.05	$94.14	$7.40	1.92	0.15
SUN-TAXI	All Days										0.96	0.13
		$37,453,439	$154.75	$10.37	$18.38	18.73%	$14.94	$1.75	$125.77	$8.43	8.42	0.56

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Table 2.3 SRTP Route Statistics (table 3 of 4)

RIVERSIDE COUNTY TRANSPORTATION COMMISSION

Table 2.3 - SRTP Route Statistics

SunLine Transit Agency -- VP-004.WR.ER

FY 2022/23

All Routes

Data Elements

Route #	Day Type	Peak Vehicles	Passengers	Passenger Miles	Revenue Hours	Total Hours	Revenue Miles	Total Miles	Operating Cost	Passenger Revenue	Measure-A Revenue	LCTOP Revenue
SUN-VP	All Days	9	19,014	994,531	4,613	4,613	222,586	222,586				
		9	19,014	994,531	4,613	4,613	222,586	222,586				

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Table 2.3 SRTP Route Statistics (table 4 of 4)

RIVERSIDE COUNTY TRANSPORTATION COMMISSION

Table 2.3 - SRTP Route Statistics

SunLine Transit Agency -- VP-004.WR.ER

FY 2022/23

All Routes

Performance Indicators

Route #	Day Type	Net Subsidy	Operating Cost Per Revenue Mile	Operating Cost Per Revenue Mile	Cost Per Passenger	Farebox Recovery Ratio	Subsidy Per Passenger	Subsidy Per Passenger Mile	Subsidy Per Revenue Hour	Subsidy Per Revenue Mile	Passengers Per Hour	Passengers Per Mile
SUN-VP	All Days										4.12	0.09
											4.12	0.09

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Table 3.0 Highlights of the FY2022/23 SRTP

#	Description	Start Date
1	Increase all route frequencies gradually to regular service level (pre-COVID-19 level) as new coach operators are hired and trained	Ongoing
2	Launch Route 1X express service between Indio and Palm Springs along Highway 111 to test the effectiveness and desirability of the limited-stop service contingent on the ability to hire and train coach operators	Fall 22
3	Hire and train over forty coach operators to implement all approved service improvements	Ongoing
4	Launch new SunRide geo-fence zones in Cathedral City and Indio on September 5, 2022 and explore the feasibility of further expanding SunRide service	Sep-22
5	Develop service strategy for the new Acrisure Arena opening January 2023 in Palm Desert	Jan-22
6	Update bus stop signs, schedule holders and install new bus shelters across the service area according to policy to enhance customer service, optimize trip planning technologies, and improve communication with passengers	Ongoing
7	Implement the Innovative Clean Transit (ICT) plan. Transition to zero emissions by 2035 – five years ahead of the deadline set in the ICT Regulation (2040)	Ongoing

Table 4.0 Summary of Funding Requests (1 of 3)

RIVERSIDE COUNTY TRANSPORTATION COMMISSION

Table 4.0 - Summary of Funding Requests - FY 2022/23

SunLine Transit Agency

Original

Operating

Project	Total Amount of Funds	5307 IC	5307 IC ARPA	5311	5311 CRRSAA	5311(f)	5339 COMP	5339 IC	5339 RS	CARB	CEC Funds	CMAQ OB	FARE	LCTOP OB	LCTOP PUC99313	LCTOP PUC99314
Clean Cities	$35,000															
Commuter 10	$450,000					$248,985										
Haul Pass Program	$373,172													$192,172		
Operating Assistance	$43,861,978	$5,869,769	$0	$409,279	$832,331					$200,000	$250,000		$1,514,369			
Retention and Recruitment Incentive Program	$200,000		$200,000													
Route 1X	$406,864											$325,491				
Sunride Rideshare	$453,633											$362,906	$14,642			
Taxi Voucher Program	$75,000															
Vanpool Program	$230,000											$204,700				
Sub-total Operating	$46,085,647	$5,869,769	$200,000	$409,279	$832,331	$248,985	$0	$0	$0	$200,000	$250,000	$893,097	$1,529,001	$192,172	$0	$0

Capital

Project	Total Amount of Funds	5307 IC	5307 IC ARPA	5311	5311 CRRSAA	5311(f)	5339 COMP	5339 IC	5339 RS	CARB	CEC Funds	CMAQ OB	FARE	LCTOP OB	LCTOP PUC99313	LCTOP PUC99314
Bus Stops and Amenities - SL-23-12	$300,000	$240,000														
CNG Rehab (10) & Hydrogen Vehicle Purchase (4) - SL-23-07	$9,209,070						$8,409,070									
Equipment - SL-23-10	$322,000	$257,600														
Facility Improvement Projects - SL-23-02	$1,200,000	$960,000														
Indio CNG Station Upgrade Phase II - SL-23-01	$500,000															
IT Projects - SL-23-06	$250,000	$200,000														
Liquid Hydrogen Trailer Project - SL-23-03	$3,800,000															
Microgrid to Hydrogen Phase IV - SL-23-05	$1,607,935														$1,305,852	$194,148
Over the Road Coaches - SL-23-04	$4,800,000															
Radio Replacement Phase II & Upgrade to ITS - SL-23-09	$2,798,000	$253,659						$1,955,958	$28,783							
Real Time Surveillance System - SL-23-08	$90,000															
Software Expansion - SL-23-11	$600,000	$480,000														
Sub-total Capital	$25,477,005	$2,391,259	$0	$0	$0	$0	$8,409,070	$1,955,958	$28,783	$0	$0	$0	$0	$0	$1,305,852	$194,148
Total Operating & Capital	$71,562,652	$8,261,028	$200,000	$409,279	$832,331	$248,985	$8,409,070	$1,955,958	$28,783	$200,000	$250,000	$893,097	$1,529,001	$192,172	$1,305,852	$194,148

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Table 4.0 Summary of Funding Requests (2 of 3)

RIVERSIDE COUNTY TRANSPORTATION COMMISSION

Table 4.0 - Summary of Funding Requests - FY 2022/23

SunLine Transit Agency

Original

Operating

Project	Total Amount of Funds	LTF	MA SPT	OTHR LCL	OTHR ST	SGR PUC99313	SGR PUC99314	STA PUC99313	STA PUC99314							
Clean Cities	$35,000			$35,000												
Commuter 10	$450,000	$51,015		$150,000												
Haul Pass Program	$373,172			$181,000												
Operating Assistance	$43,861,978	$23,886,240	$10,900,000													
Retention and Recruitment Incentive Program	$200,000															
Route 1X	$406,864	$81,373														
Sunride Rideshare	$453,633	$76,085														
Taxi Voucher Program	$75,000	$37,500		$37,500												
Vanpool Program	$230,000	$25,300														
Sub-total Operating	$46,085,647	$24,157,513	$10,900,000	$403,500	$0	$0	$0	$0	$0							

Capital

Project	Total Amount of Funds	LTF	MA SPT	OTHR LCL	OTHR ST	SGR PUC99313	SGR PUC99314	STA PUC99313	STA PUC99314							
Bus Stops and Amenities - SL-23-12	$300,000							$60,000								
CNG Rehab (10) & Hydrogen Vehicle Purchase (4) - SL-23-07	$9,209,070					$681,344	$118,656									
Equipment - SL-23-10	$322,000							$64,400								
Facility Improvement Projects - SL-23-02	$1,200,000							$16,800	$223,200							
Indio CNG Station Upgrade Phase II - SL-23-01	$500,000								$500,000							
IT Projects - SL-23-06	$250,000							$50,000								
Liquid Hydrogen Trailer Project - SL-23-03	$3,800,000							$3,800,000								
Microgrid to Hydrogen Phase IV - SL-23-05	$1,607,935					$107,935										
Over the Road Coaches - SL-23-04	$4,800,000				$4,800,000											
Radio Replacement Phase II & Upgrade to ITS - SL-23-09	$2,798,000							$559,600								
Real Time Surveillance System - SL-23-08	$90,000							$90,000								
Software Expansion - SL-23-11	$800,000							$120,000								
Sub-total Capital	$25,477,005	$0	$0	$0	$4,800,000	$789,279	$118,656	$4,760,800	$723,200							
Total Operating & Capital	$71,562,652	$24,157,513	$10,900,000	$403,500	$4,800,000	$789,279	$118,656	$4,760,800	$723,200							

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Table 4.0 Summary of Funding Requests (3 of 3)

RIVERSIDE COUNTY TRANSPORTATION COMMISSION

Table 4.0 - Summary of Funding Requests - FY 2022/23

SunLine Transit Agency

Original

FY 2022/23 Projected Funding Details	
5307 IC	$5,869,769
5307 IC ARPA	$200,000
5311	$409,279
5311 CRRSAA	$832,331
5311(f)	$248,985
CARB	$200,000
CEC Funds	$250,000
CMAQ OB	$893,097
FARE	$1,529,001
LCTOP OB	$192,172
LTF	$24,157,513
MA SPT	$10,900,000
OTHR LCL	$403,500
Total Estimated Operating Funding Request	$46,085,647
5307 IC	$2,391,259
5339 COMP	$8,409,070
5339 IC	$1,955,958
5339 RS	$28,783
LCTOP PUC99313	$1,305,852
LCTOP PUC99314	$194,148
OTHR ST	$4,800,000
SGR PUC99313	$789,279
SGR PUC99314	$118,656
STA PUC99313	$4,760,800
STA PUC99314	$723,200
Total Estimated Capital Funding Request	$25,477,005
Total Funding Request	**$71,562,652**

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Table 4.0A Capital Project Justification (1 of 12)

FY 2022/23 SRTP

SunLine Transit Agency

Table 4.0 A - Capital Project Justification

Original

Project Number: SL-23-01 **FTIP No:** Not Assigned - New Project

Project Name: Indio CNG Station Upgrade Phase II

Category: Buildings and Facilities

Sub-Category: Upgrade

Fuel Type: N/A

Project Description: Improve Indio station efficiency at Indio location.

Project Justification: CNG station at Indio location requires upgrades to improve efficiency and increase its useful life.

Project Schedule:

Start Date	Completion Date
July 2022	June 2023

PROJECT FUNDING SOURCES (REQUESTED):

Fund Type	Fiscal Year	Amount
STA PUC99314	FY 2022/23	$500,000
Total		$500,000

PRIOR YEAR PROJECTS OF A SIMILAR NATURE WITH UNEXPENDED BALANCE INCLUDING PROJECTS APPROVED BUT NOT YET ORDERED

FTA Grant No.	FTIP ID No.	RCTC/SRTP Project No.	Description

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Table 4.0A Capital Project Justification (2 of 12)

FY 2022/23 SRTP
SunLine Transit Agency
Table 4.0 A - Capital Project Justification
Original

Project Number: SL-23-02 **FTIP No:** Not Assigned - New Project

Project Name: Facility Improvement Projects

Category: Buildings and Facilities

Sub-Category: Rehabilitation/Improvement

Fuel Type: N/A

Project Description: Project will include demolition and repaving of current bus yard at Division I. Repair Div 1 maintenance roof and replace 4 swamp coolers.

Project Justification: Bus yard has met its useful life and requires an upgrade. Repaving will provide a safer area for staff and SunLine's fleet. Roof leaking water inside maintenance bay when it rains. Swamp coolers leaks water into the maintenance bays when running due to holes in the water drain pans.

Project Schedule:

Start Date	Completion Date
July 2022	June 2023

PROJECT FUNDING SOURCES (REQUESTED):

Fund Type	Fiscal Year	Amount
5307 IC	FY 2022/23	$960,000
STA PUC99313	FY 2022/23	$16,800
STA PUC99314	FY 2022/23	$223,200
Total		$1,200,000

PRIOR YEAR PROJECTS OF A SIMILAR NATURE WITH UNEXPENDED BALANCE INCLUDING PROJECTS APPROVED BUT NOT YET ORDERED

FTA Grant No.	FTIP ID No.	RCTC/SRTP Project No.	Description

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Table 4.0A Capital Project Justification (3 of 12)

RIVERSIDE COUNTY TRANSPORTATION COMMISSION

FY 2022/23 SRTP

SunLine Transit Agency

Table 4.0 A - Capital Project Justification

Original

Project Number: SL-23-03 **FTIP No**: Not Assigned - New Project

Project Name: Liquid Hydrogen Trailer Project

Category: Buildings and Facilities

Sub-Category: Modification

Fuel Type: N/A

Project Description: Installation of portable liquid hydrogen fueling trailer.

Project Justification: New liquid hydrogen station to serve as fueling resiliency for the expanding fuel cell bus fleet.

Project Schedule:

Start Date	Completion Date
July 2022	June 2023

PROJECT FUNDING SOURCES (REQUESTED):

Fund Type	Fiscal Year	Amount
STA PUC99313	FY 2022/23	$3,800,000
Total		$3,800,000

PRIOR YEAR PROJECTS OF A SIMILAR NATURE WITH UNEXPENDED BALANCE INCLUDING PROJECTS APPROVED BUT NOT YET ORDERED

FTA Grant No.	FTIP ID No.	RCTC/SRTP Project No.	Description

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Table 4.0A Capital Project Justification (4 of 12)

RIVERSIDE COUNTY TRANSPORTATION COMMISSION

FY 2022/23 SRTP

SunLine Transit Agency

Table 4.0 A - Capital Project Justification

Original

Project Number: SL-23-04 **FTIP No:** Not Assigned - New Project

Project Name: Over the Road Coaches

Category: Buildings and Facilities

Sub-Category: Expansion

Fuel Type: Electric

Project Description: Design, assembly, and delivery of two (2) fuel cell electric over the road coaches, provided by two manufacturers, chosen via a competitive RFP process to stimulate the supply base. Project will include extended coach testing – operation of the two coach buses in revenue service on the Route 10 Commuter Link for 1 year. This extended coach bus testing and commissioning will include data collection and reporting.

Project Justification: The fuel cell electric coach will create jobs around innovation and manufacturing; the chassis design, construction, integration, and maintenance could all be performed by California companies. Although the coach does have a lower technology readiness level (TRL), if successful there will be a large upside in terms of intellectual property, localization of manufacturing, and job creation. Operating the first fuel cell electric coach in North America will also cement SunLine Transit Agency as a leader in zero-emission vehicles and technological innovation. To commercialize hydrogen fuel technology for over the road buses.

Project Schedule:

Start Date	Completion Date
July 2022	June 2023

PROJECT FUNDING SOURCES (REQUESTED):

Fund Type	Fiscal Year	Amount
OTHR ST	FY 2022/23	$4,800,000
Total		$4,800,000

PRIOR YEAR PROJECTS OF A SIMILAR NATURE WITH UNEXPENDED BALANCE INCLUDING PROJECTS APPROVED BUT NOT YET ORDERED

FTA Grant No.	FTIP ID No.	RCTC/SRTP Project No.	Description

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Table 4.0A Capital Project Justification (5 of 12)

RIVERSIDE COUNTY TRANSPORTATION COMMISSION

FY 2022/23 SRTP

SunLine Transit Agency

Table 4.0 A - Capital Project Justification

Original

Project Number: SL-23-05 **FTIP No**: Not Assigned - New Project

Project Name: Microgrid to Hydrogen Phase IV

Category: Buildings and Facilities

Sub-Category: Expansion

Fuel Type: N/A

Project Description: Additional LCTOP funding relating to microgrid project which includes solar panels and battery storage

.

Project Justification: Reduces electricity expenses and cost of hydrogen production. Lowers the Agencies carbon intensity level, allowing for more rebate funds. Provides resiliency in hydrogen production and electrical storage.

Project Schedule:

Start Date	Completion Date
July 2022	June 2023

PROJECT FUNDING SOURCES (REQUESTED):

Fund Type	Fiscal Year	Amount
LCTOP PUC99313	FY 2022/23	$1,305,852
LCTOP PUC99314	FY 2022/23	$194,148
SGR PUC99313	FY 2022/23	$107,935
Total		$1,607,935

PRIOR YEAR PROJECTS OF A SIMILAR NATURE WITH UNEXPENDED BALANCE INCLUDING PROJECTS APPROVED BUT NOT YET ORDERED

FTA Grant No.	FTIP ID No.	RCTC/SRTP Project No.	Description

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Table 4.0A Capital Project Justification (6 of 12)

RIVERSIDE COUNTY TRANSPORTATION COMMISSION

FY 2022/23 SRTP

SunLine Transit Agency

Table 4.0 A - Capital Project Justification

Original

Project Number: SL-23-06 **FTIP No**: Not Assigned - New Project

Project Name: IT Projects

Category: Vehicle Systems and Equipment

Sub-Category: Systems

Fuel Type: N/A

Project Description: This project supports the purchases of the Agency's need for software, network infrastructure, computing resources, and business analytics.

Project Justification: The use of IT equipment is critical to the daily function and efficiency in providing safety , reliable, and efficient transit services.

Project Schedule:

Start Date	Completion Date
July 2022	June 2023

PROJECT FUNDING SOURCES (REQUESTED):

Fund Type	Fiscal Year	Amount
5307 IC	FY 2022/23	$200,000
STA PUC99313	FY 2022/23	$50,000
Total		$250,000

PRIOR YEAR PROJECTS OF A SIMILAR NATURE WITH UNEXPENDED BALANCE INCLUDING PROJECTS APPROVED BUT NOT YET ORDERED

FTA Grant No.	FTIP ID No.	RCTC/SRTP Project No.	Description

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Table 4.0A Capital Project Justification (7 of 12)

FY 2022/23 SRTP

SunLine Transit Agency

Table 4.0 A - Capital Project Justification

Original

Project Number: SL-23-07 **FTIP No**: Not Assigned - New Project

Project Name: CNG Rehab (10) & Hydrogen Vehicle Purchase (4)

Category: Bus

Sub-Category: Upgrade

Fuel Type: Other

Project Description: Rehab 10 CNG and replace 4 HFCB fixed route vehicles

Project Justification: Required rehabilitation and replacement of agency fixed route vehicles which aligns with the Agency 's ICT plan.

Project Schedule:

Start Date	Completion Date
July 2022	June 2023

PROJECT FUNDING SOURCES (REQUESTED):

Fund Type	Fiscal Year	Amount
5339 COMP	FY 2022/23	$8,409,070
SGR PUC99313	FY 2022/23	$681,344
SGR PUC99314	FY 2022/23	$118,656
Total		$9,209,070

PRIOR YEAR PROJECTS OF A SIMILAR NATURE WITH UNEXPENDED BALANCE INCLUDING PROJECTS APPROVED BUT NOT YET ORDERED

FTA Grant No.	FTIP ID No.	RCTC/SRTP Project No.	Description

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Table 4.0A Capital Project Justification (8 of 12)

RIVERSIDE COUNTY TRANSPORTATION COMMISSION

FY 2022/23 SRTP

SunLine Transit Agency

Table 4.0 A - Capital Project Justification

Original

Project Number: SL-23-08 **FTIP No**: Not Assigned - New Project

Project Name: Real Time Surveillance System

Category: Security

Sub-Category: Systems

Fuel Type: N/A

Project Description: This project is to add real time video surveillance to all agency support vehicles.

Project Justification: To analysis daily driving for fleet and driver safety in all agency fleet vehicles with real time in cab audio alerts to notify drivers to take corrective action and warn of potential accidents.

Project Schedule:

Start Date	Completion Date
July 2022	June 2023

PROJECT FUNDING SOURCES (REQUESTED):

Fund Type	Fiscal Year	Amount
STA PUC99313	FY 2022/23	$90,000
Total		$90,000

PRIOR YEAR PROJECTS OF A SIMILAR NATURE WITH UNEXPENDED BALANCE INCLUDING PROJECTS APPROVED BUT NOT YET ORDERED

FTA Grant No.	FTIP ID No.	RCTC/SRTP Project No.	Description

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Table 4.0A Capital Project Justification (9 of 12)

FY 2022/23 SRTP

SunLine Transit Agency

Table 4.0 A - Capital Project Justification

Original

Project Number: SL-23-09 **FTIP No:** Not Assigned - New Project

Project Name: Radio Replacement Phase II & Upgrade to ITS

Category: Communication and ITS

Sub-Category: Systems

Fuel Type: N/A

Project Description: Replace radio & ITS for all vehicles

Project Justification: Radio system parts are obsolete. Need to upgrade ITS with radio system.

Project Schedule:

Start Date	Completion Date

PROJECT FUNDING SOURCES (REQUESTED):

Fund Type	Fiscal Year	Amount
5307 IC	FY 2022/23	$253,659
5339 IC	FY 2022/23	$1,955,958
5339 RS	FY 2022/23	$28,783
STA PUC99313	FY 2022/23	$559,600
Total		$2,798,000

PRIOR YEAR PROJECTS OF A SIMILAR NATURE WITH UNEXPENDED BALANCE INCLUDING PROJECTS APPROVED BUT NOT YET ORDERED

FTA Grant No.	FTIP ID No.	RCTC/SRTP Project No.	Description

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Table 4.0A Capital Project Justification (10 of 12)

FY 2022/23 SRTP

SunLine Transit Agency

Table 4.0 A - Capital Project Justification

Original

Project Number: SL-23-10 **FTIP No:** Not Assigned - New Project

Project Name: Equipment

Category: Maintenance

Sub-Category: Rehabilitation/Improvement

Fuel Type: N/A

Project Description: Purchase new or used man lift. Repair aging bus lifts and procure new coolant and oil drain carts.

Project Justification: Purchasing new or used man lift will save the agency money from renting equipment to service and maintain lights and camera that are not accessible by ladder. Lift cylinders are leaking oil, Div 2 needs new bus lift. Oil and coolant drain carts are past their useful life.

Project Schedule:

Start Date	Completion Date
July 2022	June 2023

PROJECT FUNDING SOURCES (REQUESTED):

Fund Type	Fiscal Year	Amount
5307 IC	FY 2022/23	$257,600
STA PUC99313	FY 2022/23	$64,400
Total		$322,000

PRIOR YEAR PROJECTS OF A SIMILAR NATURE WITH UNEXPENDED BALANCE INCLUDING PROJECTS APPROVED BUT NOT YET ORDERED

FTA Grant No.	FTIP ID No.	RCTC/SRTP Project No.	Description

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Table 4.0A Capital Project Justification (11 of 12)

FY 2022/23 SRTP
SunLine Transit Agency
Table 4.0 A - Capital Project Justification
Original

Project Number: SL-23-11 **FTIP No:** Not Assigned - New Project

Project Name: Software Expansion

Category: Security

Sub-Category: Systems

Fuel Type: N/A

Project Description: Trapeze - Ops Web; Have Trapeze create a new module that would track the new bargaining units (Te amsters & ATU Maintenance Supervisors). It would be similar to Ops and would track attendance, incidents, documents, signing up for overtime (if it becomes part of the MOU), schedules, grievances, pay, etc.

Project Justification: Automating our business processes will help improve communication and empower our employees to securely view and update important information at their convenience via desktop computer and their mobile devices. Sending and acknowledgment of employee memos, automate bidding by employees entering bids remotely, speeding up the work assignment process, decrease absenteeism and automate timekeeping. Reduce paper time off request by integrating with absence quotas to auto-approve vacation requests. Overall reduce the risk of manual errors, decrease the cost due to absenteeism and overtime, increase payroll accuracy and decrease the time spent on work assignments and time off approvals. Sending and acknowledging of employee memos, automate bidding by employees entering bids remotely, speeding up the work assignment process, decrease absenteeism and automate timekeeping. Overall reduce the risk of manual errors, decrease the cost due to absenteeism and overtime, increase payroll accuracy and decrease the time spent on work assignments. Currently, Trapeze (Ops) is unable to limit access or "hide" by job levels; which would allow employees to view their peer's profile. This makes it necessary for a new module to be created.

Project Schedule:

Start Date	Completion Date
July 2022	June 2023

PROJECT FUNDING SOURCES (REQUESTED):

Fund Type	Fiscal Year	Amount
5307 IC	FY 2022/23	$480,000
STA PUC99313	FY 2022/23	$120,000
Total		$600,000

PRIOR YEAR PROJECTS OF A SIMILAR NATURE WITH UNEXPENDED BALANCE INCLUDING PROJECTS APPROVED BUT NOT YET ORDERED

FTA Grant No.	FTIP ID No.	RCTC/SRTP Project No.	Description

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Table 4.0A Capital Project Justification (12 of 12)

RIVERSIDE COUNTY TRANSPORTATION COMMISSION

FY 2022/23 SRTP

SunLine Transit Agency

Table 4.0 A - Capital Project Justification

Original

Project Number: SL-23-12 **FTIP No**: Not Assigned - New Project

Project Name: Bus Stops and Amenities

Category: Bus Stop and Amenities

Sub-Category: Upgrade

Fuel Type: N/A

Project Description: On-going bus stops and amenities improvement program will replace outdated bus stop shelters and amenities, add new bus shelters and amenities according to policy and address nonemergency safety and accessibility improvements.

Project Justification: Continuous improvement of bus stops and amenities are essential to maintain and improve the first impression of SunLine where current and potential passengers and the community connect with SunLine. Bus stops should be easily identifiable, clean, accessible and a welcoming place. To complement this program, SunLine is also updating bus stop signs with updated information to connect to SunLine's real time bus arrival information and schedules necessary to complete the transit trip. These improvements are essential to attracting choice riders and expanding the transit market by making it convenient to use transit.

Project Schedule:

Start Date	Completion Date
July 2022	June 2023

PROJECT FUNDING SOURCES (REQUESTED):

Fund Type	Fiscal Year	Amount
5307 IC	FY 2022/23	$240,000
STA PUC99313	FY 2022/23	$60,000
Total		$300,000

PRIOR YEAR PROJECTS OF A SIMILAR NATURE WITH UNEXPENDED BALANCE INCLUDING PROJECTS APPROVED BUT NOT YET ORDERED

FTA Grant No.	FTIP ID No.	RCTC/SRTP Project No.	Description

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Table 4.0B Farebox Calculation

Table 4B - Farebox Calculation				
	Revenue Sources included in Farebox Calculation	**Actual Amount from FY20/21 Audit**	**FY21/22 (Estimate)**	**FY22/23 (Plan)**
1	Farebox and other Revenues	2,916,374	4,652,205	2,124,308
2	Measure A	5,955,883	7,000,000	10,900,000
3	Interest	5,174	2,870	365
	Total Revenue for Farebox Calculation	8,877,431	11,655,075	13,024,673
	Total Operating Expenses for Farebox Calculation	38,029,995	39,189,711	46,085,647
	Farebox Recovery Ratio	23.34%	29.74%	28.26%

Table 4.1 Summary of Funding Requests in FY2023–2024 (1 of 3)

RIVERSIDE COUNTY TRANSPORTATION COMMISSION

Table 4.1 - Summary of Funding Requests - FY 2023/24

SunLine Transit Agency

Original

Operating

Project	Total Amount of Funds	5307 IC	5307 IC ARPA	5310	5311	5311(f)	5339 IC	CMAQ OB	FARE	LCTOP OB	LCTOP PUC99314	LTF	MA SPT	OTHR LCL	SGR PUC99314	STA PUC99313
Clean Cities	$65,000													$65,000		
Commuterlink 10	$459,000					$256,455						$52,545		$150,000		
Haul Pass Program	$378,937									$197,937				$181,000		
Operating Assistance	$45,225,624	$4,989,928		$0	$344,944				$1,559,790			$28,231,395	$7,603,000	$2,496,567		
Retention & Recruitment Incentive Program	$230,000		$230,000													
Route 1X	$427,208							$341,766				$85,442				
Sunride Rideshare	$477,587								$21,963			$455,624				
Taxi Voucher Program	$75,000											$37,500		$37,500		
Vanpool Program	$236,900							$210,841				$26,059				
Sub-total Operating	$47,575,256	$4,989,928	$230,000	$0	$344,944	$256,455	$0	$552,607	$1,581,753	$197,937	$0	$28,888,565	$7,603,000	$2,930,067	$0	$0

Capital

Project	Total Amount of Funds	5307 IC	5307 IC ARPA	5310	5311	5311(f)	5339 IC	CMAQ OB	FARE	LCTOP OB	LCTOP PUC99314	LTF	MA SPT	OTHR LCL	SGR PUC99314	STA PUC99313
Asphalt and Concrete Upgrade - SL-24-01	$500,000															
Bus Stops and Amenities	$300,000															$300,000
Facility Maintenance - SL-24-06	$200,000															$200,000
Fixed Route Bus Replacement - SL-24-07	$5,200,000	$2,138,540					$669,802				$649,779					$1,741,879
Guard Shack Upgrade - SL-24-09	$1,000,000														$850,000	$150,000
Hydrogen Infrastructure Improvement Program - SL-24-02	$2,000,000															$1,757,986
IT Projects	$250,000															$250,000
Maintenance Software Upgrade - SL-24-05	$1,800,000															$1,800,000
Mobile Command Center - SL-24-10	$500,000															$500,000
Operator Training Ground - SL-24-04	$1,000,000															$1,000,000
Sub-total Capital	$12,750,000	$2,138,540	$0	$0	$0	$0	$669,802	$0	$0	$0	$649,779	$0	$0	$0	$850,000	$7,699,865
Total Operating & Capital	$60,325,256	$7,128,468	$230,000	$0	$344,944	$256,455	$669,802	$552,607	$1,581,753	$197,937	$649,779	$28,888,565	$7,603,000	$2,930,067	$850,000	$7,699,865

FY 2023/24 Projected Funding Details

Total Estimated Operating Funding Request	$47,575,256

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Table 4.1 Summary of Funding Requests in FY2023–2024 (2 of 3)

RIVERSIDE COUNTY TRANSPORTATION COMMISSION

Table 4.1 - Summary of Funding Requests - FY 2023/24

SunLine Transit Agency

Original

Operating

Project	Total Amount of Funds	STA PUC99314														
Clean Cities	$65,000															
Commuterlink 10	$459,000															
Haul Pass Program	$378,937															
Operating Assistance	$45,225,624															
Retention & Recruitment Incentive Program	$230,000															
Route 1X	$427,208															
Sunride Rideshare	$477,587															
Taxi Voucher Program	$75,000															
Vanpool Program	$236,900															
Sub-total Operating	$47,575,256	$0														

Capital

Project	Total Amount of Funds	STA PUC99314														
Asphalt and Concrete Upgrade - SL-24-01	$500,000	$500,000														
Bus Stops and Amenities	$300,000															
Facility Maintenance - SL-24-06	$200,000															
Fixed Route Bus Replacement - SL-24-07	$5,200,000															
Guard Shack Upgrade - SL-24-09	$1,000,000															
Hydrogen Infrastructure Improvement Program - SL-24-02	$2,000,000	$242,014														
IT Projects	$250,000															
Maintenance Software Upgrade - SL-24-05	$1,800,000															
Mobile Command Center - SL-24-10	$500,000															
Operator Training Ground - SL-24-04	$1,000,000															
Sub-total Capital	$12,750,000	$742,014														
Total Operating & Capital	$60,325,256	$742,014														

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Table 4.1 Summary of Funding Requests in FY2023–2024 (3 of 3)

RIVERSIDE COUNTY TRANSPORTATION COMMISSION

Table 4.1 - Summary of Funding Requests - FY 2023/24

SunLine Transit Agency

Original

FY 2023/24 Projected Funding Details	
5307 IC	$4,969,928
5307 IC ARPA	$230,000
5310	$0
5311	$344,944
5311(f)	$256,455
CMAQ OB	$552,607
FARE	$1,581,753
LCTOP OB	$197,937
LTF	$28,868,565
MA SPT	$7,603,000
OTHR LCL	$2,930,067
5307 IC	$2,138,540
5339 IC	$869,802
LCTOP PUC99314	$649,779
SGR PUC99314	$850,000
STA PUC99313	$7,699,865
STA PUC99314	$742,014
Total Estimated Capital Funding Request	$12,750,000
Total Funding Request	**$60,325,255**

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Table 4.2 Summary of Funding Requests in FY2024–2025

Table 4.2 - Summary of Funding Requests - FY 2024/25

SunLine Transit Agency

Original

Operating

Project	Total Amount of Funds	5307 IC	5307 IC ARPA	5311	5311(f)	5339 IC	CMAQ OB	FARE	LCTOP OB	LTF	MA SPT	OTHR LCL	STA PUC99313			
Clean Cities	$65,000											$65,000				
Commuter 10	$468,270				$264,149					$54,121		$150,000				
Haul Pass Program	$384,731								$203,731			$181,000				
Operating Assistance	$47,155,142	$5,087,730		$352,377				$1,606,584		$29,820,013	$7,755,000	$2,533,438				
Retention and Recruitment Incentive Program	$200,000		$200,000													
Route 1X	$448,148						$358,434			$89,714						
SunRide Rideshare	$502,238							$32,945		$469,293						
Taxi Voucher Program	$75,000									$37,500		$37,500				
Vanpool Program	$244,007						$217,166			$26,841						
Sub-total Operating	$49,542,536	$5,087,730	$200,000	$352,377	$264,149	$0	$575,600	$1,639,529	$203,731	$30,497,482	$7,755,000	$2,966,938	$0			

Capital

Project	Total Amount of Funds	5307 IC	5307 IC ARPA	5311	5311(f)	5339 IC	CMAQ OB	FARE	LCTOP OB	LTF	MA SPT	OTHR LCL	STA PUC99313			
Bus Stops and Amenities - SL-25-04	$300,000					$240,000							$60,000			
Hydrogen Station for Division II - SL-25-02	$2,300,000	$1,840,000											$460,000			
IT Projects - SL-25-03	$250,000												$250,000			
Land Purchase - Division II - SL-25-01	$2,000,000												$2,000,000			
Sub-total Capital	$4,850,000	$1,840,000	$0	$0	$0	$240,000	$0	$0	$0	$0	$0	$0	$2,770,000			
Total Operating & Capital	$54,392,536	$6,927,730	$200,000	$352,377	$264,149	$240,000	$575,600	$1,639,529	$203,731	$30,497,482	$7,755,000	$2,966,938	$2,770,000			

FY 2024/25 Projected Funding Details

5307 IC	$5,087,730
5307 IC ARPA	$200,000
5311	$352,377
5311(f)	$264,149
CMAQ OB	$575,600
FARE	$1,639,529
LCTOP OB	$203,731
LTF	$30,497,482
MA SPT	$7,755,000
OTHR LCL	$2,966,938
Total Estimated Operating Funding Request	$49,542,536
5307 IC	$1,840,000
5339 IC	$240,000
STA PUC99313	$2,770,000
Total Estimated Capital Funding Request	$4,850,000
Total Funding Request	**$54,392,536**

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Appendix A: SunLine Existing Route Profiles

Contents

Service Days

FY22/23 Service Days	
Wkdy	255
Sat	52
Sun	56
N/S	2
Total	**365**

FY22/23 Calendar Days				FY23 Monthly Service Days		
	Wkdy	Sat	Sun	Wkdy	Sat	Sun
Jul-22	21	5	5	20	5	6
Aug-22	23	4	4	23	4	4
Sep-22	22	4	4	21	4	5
Oct-22	21	5	5	21	5	5
Nov-22	22	4	4	21	4	4
Dec-22	22	5	4	21	5	4
Jan-23	22	4	5	21	4	6
Feb-23	20	4	4	20	4	4
Mar-23	23	4	4	23	4	4
Apr-23	20	5	5	20	5	5
May-23	23	4	4	22	4	5
Jun-23	22	4	4	22	4	4
Total	261	52	52	255	52	56

Notes:

Sunday schedules operated on five weekdays:

1. Independence Day July 4, 2022

2. Labor Day September 5, 2022

3. Christmas Day December 26, 2022

4. New Year's Day January 2, 2023

5. Memorial Day May 29, 2023

No service (N/S) on Thanksgiving and December 25, 2022

Route Numbers, Headsigns, and General Direction

Route #	Headsigns	Direction
1	Coachella - Palm Springs	E/W
2	Desert Hot Springs - Cathedral City	N/S
3	Desert Edge - Desert Hot Springs	E/W
4	Palm Desert Mall - Palm Springs	E/W
5	Desert Hot Springs - Palm Desert Mall	N/S
6	Coachella - Palm Desert Mall	E/W
7	Bermuda Dunes/Indian Wells - La Quinta	N/S
8	North Indio - Thermal/Mecca	N/S
9	North Shore - Oasis	E/W
10	Indio - San Bernardino/Metrolink	E/W
1X	Express to Indio - Express to Palm Springs	E/W
School Trips		
200	PALM SPRINGS HIGH SCHOOL	
400	RAYMOND CREE / PALM SPRINGS HS	
401	PALM SPRINGS HIGH SCHOOL - VISTA CHINO / SUNRISE	
402	PALM CANYON / STEVENS	
500	PALM DESERT MALL	
700	HARRIS / WASHINGTON - CALLE MADRID / AVN VALLEJO	N / S
701	CALLE MADRID / AVN VALLEJO	
800	SHADOW HILLS HIGH SCHOOL	
801	JACKSON / 44TH	
802	HWY 111 / GOLF CTR	

Span of Service (Level 1)

			Weekday		Saturday		Sunday	
Route #	Description	Direction	Start*	End**	Start*	End**	Start*	End**
1	Coachella - Via Hwy 111 - Palm Springs	E/W	5:00:00 AM	11:12:00 PM	5:00:00 AM	11:12:00 PM	5:00:00 AM	11:12:00 PM
2	Desert Hot Springs - Palm Springs - Cathedral City	N/S	5:00:00 AM	11:23:00 PM	5:00:00 AM	10:54:00 PM	5:00:00 AM	10:54:00 PM
3	Desert Edge - Desert Hot Springs	E/W	5:00:00 AM	8:46:00 PM	6:45:00 AM	8:40:00 PM	6:45:00 AM	8:40:00 PM
4	Palm Desert Mall - Palm Springs	E/W	5:00:00 AM	11:13:00 PM	6:10:00 AM	9:50:00 PM	6:10:00 AM	9:50:00 PM
5	Desert Hot Springs - CSUSB Palm Desert - Palm Desert Mall (AM)	N/S	6:10:00 AM	9:00:00 AM	NS		NS	
5	Desert Hot Springs - CSUSB Palm Desert - Palm Desert Mall(PM)	N/S	3:00:00 PM	6:51:00 PM	NS		NS	
6	Coachella - Via Fred Waring - Palm Desert Mall	E/W	5:50:00 AM	8:45:00 PM	6:00:00 AM	9:18:00 PM	6:00:00 AM	9:18:00 PM
7	Bermuda Dunes - Indian Wells - La Quinta	N/S	5:15:00 AM	8:51:00 PM	5:10:00 AM	9:20:00 PM	5:10:00 AM	9:20:00 PM
8	North Indio - Coachella -Thermal/Mecca	N/S	5:30:00 AM	10:42:00 PM	5:35:00 AM	10:59:00 PM	5:35:00 AM	10:59:00 PM
9	North Shore - Mecca - Oasis	E/W	5:45:00 AM	10:34:00 PM	5:40:00 AM	10:29:00 PM	5:40:00 AM	10:29:00 PM
10	Indio - CSUSB-PDC - CSUSB - San Bernardino Transit Center (SBTC)/Metrolink (AM)	E/W	5:20:00 AM	2:00:00 PM	NS		NS	
10	Indio - CSUSB-PDC - CSUSB - San Bernardino Transit Center (SBTC)/Metrolink (PM)	E/W	12:50:00 PM	8:00:00 PM	NS		NS	
1X	Express to Indio - Express to Palm Springs (AM)	E/W	5:30:00 AM	11:07:00 AM	NS		NS	
1X	Express to Indio - Express to Palm Springs (PM)	E/W	1:30:00 PM	7:07:00 PM	NS		NS	

NS: No Service

* First trip starts

** Last trip ends

Tentative Route 1X service start date: Tuesday, September 6, 2022

FY23 Fixed Route Fleet

	Weekday (Level of Service 1)		Weekday (Level of Service 2)		Saturday		Sunday	
Route #	VOMS	Buses needed to operate service*	VOMS	Buses needed to operate service*	VOMS	Buses needed to operate service*	VOMS	Buses needed to operate service*
1	14	14	15	16	15	16	15	16
2	12	12	5	5	5	5	5	5
3	1	1	1	1	1	1	1	1
4	8	8	5	5	5	5	5	5
5	2	2	2	2	0	0	0	0
6	3	3	3	3	3	3	3	3
7	2	2	1	1	1	1	1	1
8	5	6	4	5	4	5	4	5
9	3	4	4	6	4	6	4	6
10	2	2	2	2	0	0	0	0
1X	3	3	0	0	0	0	0	0
	55	**57**	**42**	**46**	**38**	**42**	**38**	**42**

* Due to BEBs and FC buses, the actual number of buses needed to provide service is higher than VOMS

Trippers During Level of Service 1 and 2

	Weekday (Level of Service 1)		Weekday (Level of Service 2)		Saturday		Sunday	
School Trips	AM	PM	AM	PM	AM	PM	AM	PM
200	1		1		0		0	
400	1		1		0		0	
401		1						
402		1		1		0		0
403		1		1		0		0
500		1		1		0		0
700	1		1		0		0	
701		1		1		0		0
800	3		2		0		0	
801		1		2		0		0
802		1				0		0
	6	**7**	**5**	**6**	**0**	**0**	**0**	**0**

Total	**64**	**52**	**42**	**42**

Route Frequency and Frequency Improvements Required to Get to Level 1

		Level 1			Level 2		
Route #	**Description**	**Weekday**	**Saturday**	**Sunday**	**Weekday**	**Saturday**	**Sunday**
1	Coachella - Via Hwy 111 - Palm Springs	20	20	20	20	20	20
2	Desert Hot Springs - Palm Springs - Cathedral City	20	40	40	40	40	40
3	Desert Edge - Desert Hot Springs	60	60	60	60	60	60
4	Palm Desert Mall - Palm Springs	40	60	60	60	60	60
5	Desert Hot Springs - CSUSB Palm Desert - Palm Desert Mall (peak only service 3 AM&PM round trips)	60	NS	NS	60	NS	NS
6	Coachella - Via Fred Waring - Palm Desert Mall	45	60	60	60	60	60
7	Bermuda Dunes - Indian Wells - La Quinta	45	90	90	90	90	90
8	North Indio - Coachella -Thermal/Mecca	40	60	60	60	60	60
9	North Shore - Mecca - Oasis	60	60	60	60	60	60
10	Indio - CSUSB-PDC - CSUSB - San Bernardino Transit Center (SBTC)/Metrolink	4 round trips	NS	NS	4 round trips	NS	NS
1X	Express to Indio - Express to Palm Springs	AM/PM Peak	NS	NS	NS	NS	NS

NS: No Service

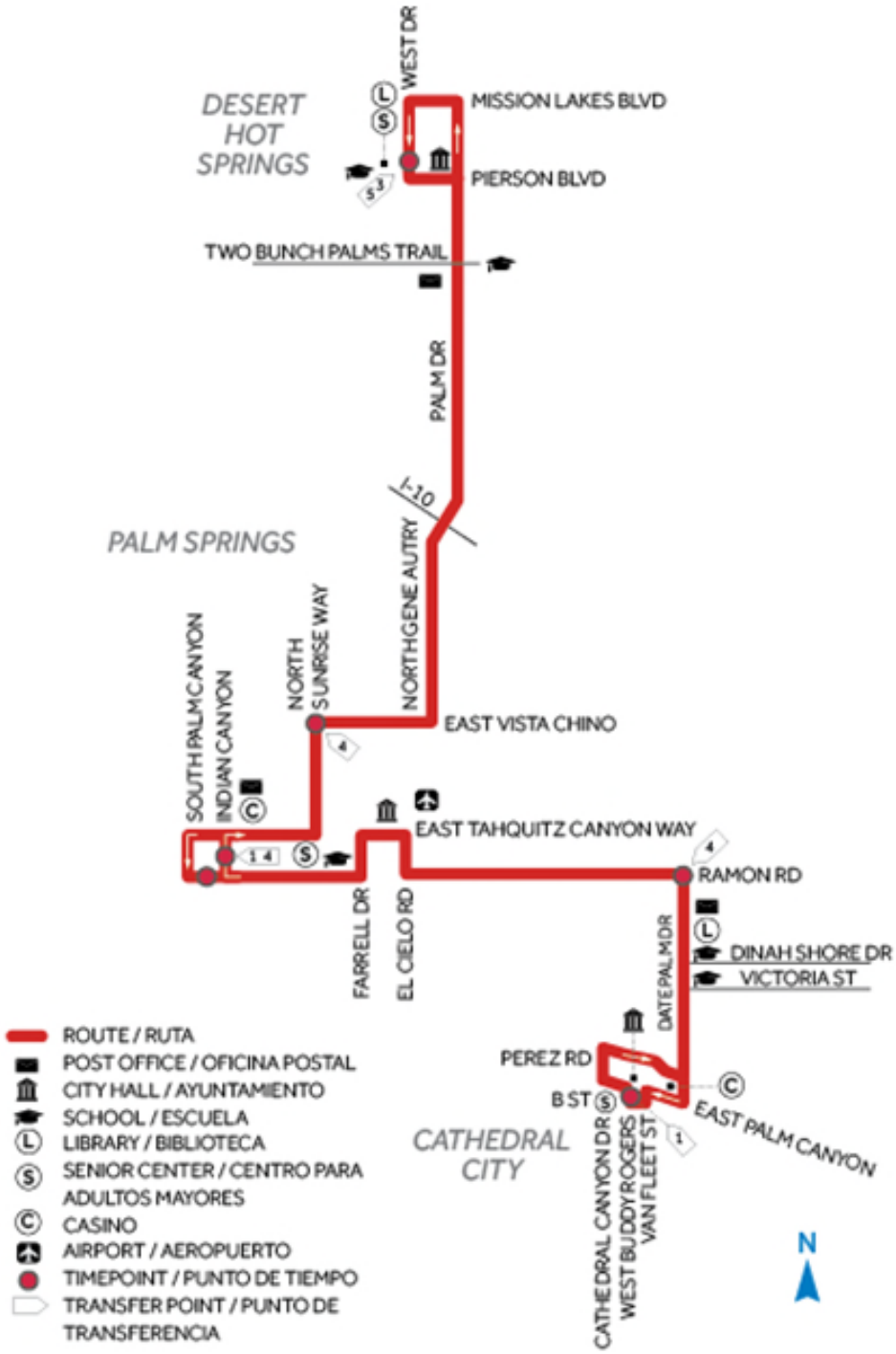
Frequency improvements required to get to Level 1

Route 1: Coachella – Via Hwy 111 – Palm Springs

Route 1 is SunLine's most popular route, which operates 7 days a week with 20-minute frequency and connects Palm Springs with Coachella using portions of East Palm Canyon Drive and Highway 111. It also serves the cities of Indio, La Quinta, Indian Wells, Palm Desert, Rancho Mirage, and Cathedral City. A variety of destinations are served, including retail and commercial centers, libraries, senior centers, city halls, recreational attractions, schools, and medical centers. The route also provides convenient connections for customers needing to transfer to SunLine Routes 2, 4, 5, 6, 7, and 8. Those transfer points are located at 5th Street at Vine Avenue in Coachella (connections with Routes 6 and 8), Highway 111 at Adams Street in La Quinta (connections with Route 7), Town Center Way at Hahn Road in Palm Desert (connections with Routes 4, 5, and 6), B Street at Buddy Rogers Avenue in Cathedral City (connections with Route 2), and Indian Canyon at Ramon Road in Palm Springs (connections with Routes 2 and 4). Looking ahead, studies are underway to possibly boost service frequency to every 15 minutes, which is a proposal from the most recent Comprehensive Operational Analysis. That move would be contingent on available funding and Board approval. Previously called Route 111, the route was renamed in January 2021.

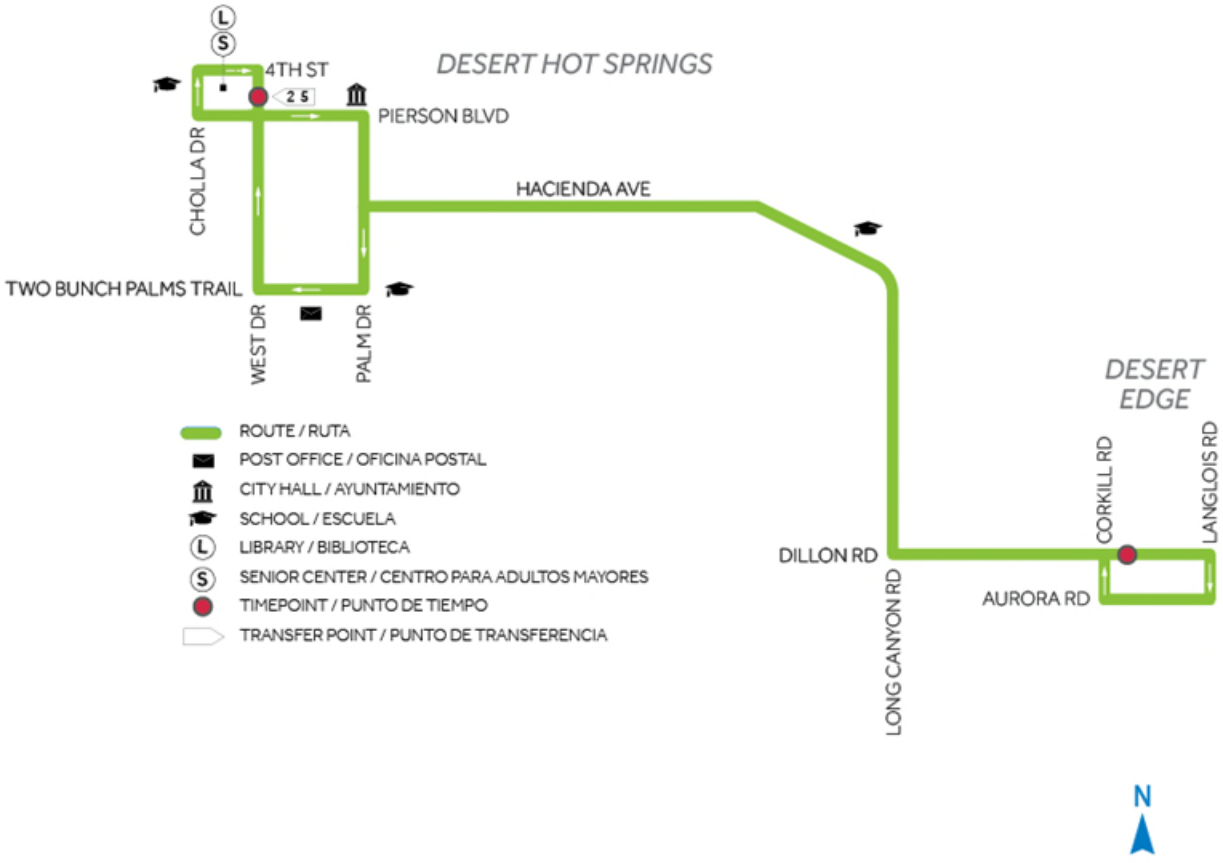
Route 2: Desert Hot Springs – Palm Springs – Cathedral City

Route 2 is one of SunLine's higher-performing routes and operates 7 days a week with 20-minute frequency. It connects Desert Hot Springs with Palm Springs and Cathedral City. A variety of destinations are served, including retail and commercial centers, libraries, senior centers, city halls, recreational attractions, schools, medical centers, and Palm Springs International Airport. A significant portion of Route 2 ridership is driven by customers living in Desert Hot Springs who work in downtown Palm Springs. The route also provides convenient connections for customers needing to transfer to SunLine Routes 1, 3, 4, and 5. Those transfer points are located at B Street at Buddy Rogers Avenue in Cathedral City (connection with Route 1), Ramon Road at Date Palm Drive in Cathedral City (connection with Route 4), Indian Canyon Drive at Ramon Road in Palm Springs (connections with Routes 1 and 4), Sunrise Way at Vista Chino in Palm Springs (connection with Route 4), and West Drive at Pierson Boulevard in Desert Hot Springs (connections with Routes 3 and 5). Looking ahead, studies are underway to possibly boost service frequency to every 15 minutes, which is a proposal from the most recent Comprehensive Operational Analysis. That move would be contingent on available funding and Board approval. Route 2 was combined from the previous Routes 14 and 30 and renamed in January 2021.


DESERT HOT SPRINGS
WEST DR
MISSION LAKES BLVD
PIERSON BLVD
TWO BUNCH PALMS TRAIL
PALM DR
I-10
PALM SPRINGS
NORTH GENE AUTRY
NORTH SUNRISE WAY
SOUTH PALM CANYON
INDIAN CANYON
EAST VISTA CHINO
EAST TAHQUITZ CANYON WAY
RAMON RD
FARRELL DR
EL CIELO RD
DATE PALM DR
DINAH SHORE DR
VICTORIA ST
PEREZ RD
B ST
EAST PALM CANYON
CATHEDRAL CITY
CATHEDRAL CANYON DR
WEST BUDDY ROGERS
VAN FLEET ST
N
ROUTE / RUTA
POST OFFICE / OFICINA POSTAL
CITY HALL / AYUNTAMIENTO
SCHOOL / ESCUELA
LIBRARY / BIBLIOTECA
SENIOR CENTER / CENTRO PARA ADULTOS MAYORES
CASINO
AIRPORT / AEROPUERTO
TIMEPOINT / PUNTO DE TIEMPO
TRANSFER POINT / PUNTO DE TRANSFERENCIA

Route 3: Desert Edge – Desert Hot Springs

Route 3 operates 7 days a week with 60-minute frequency, connecting Desert Edge with Desert Hot Springs. A variety of destinations are served, including retail and commercial centers, libraries, senior centers, city halls, recreational attractions, and schools. The route also provides convenient connections for customers needing to transfer to SunLine Routes 2 and 5. The transfer point is located at West Drive at Pierson Boulevard in Desert Hot Springs. Looking ahead, studies are underway to possibly boost service peak weekday frequency to every 30 minutes, which is a proposal from the most recent Comprehensive Operational Analysis. That move would be contingent on available funding and Board approval. Previously called Route 15, the route was renamed in January 2021.

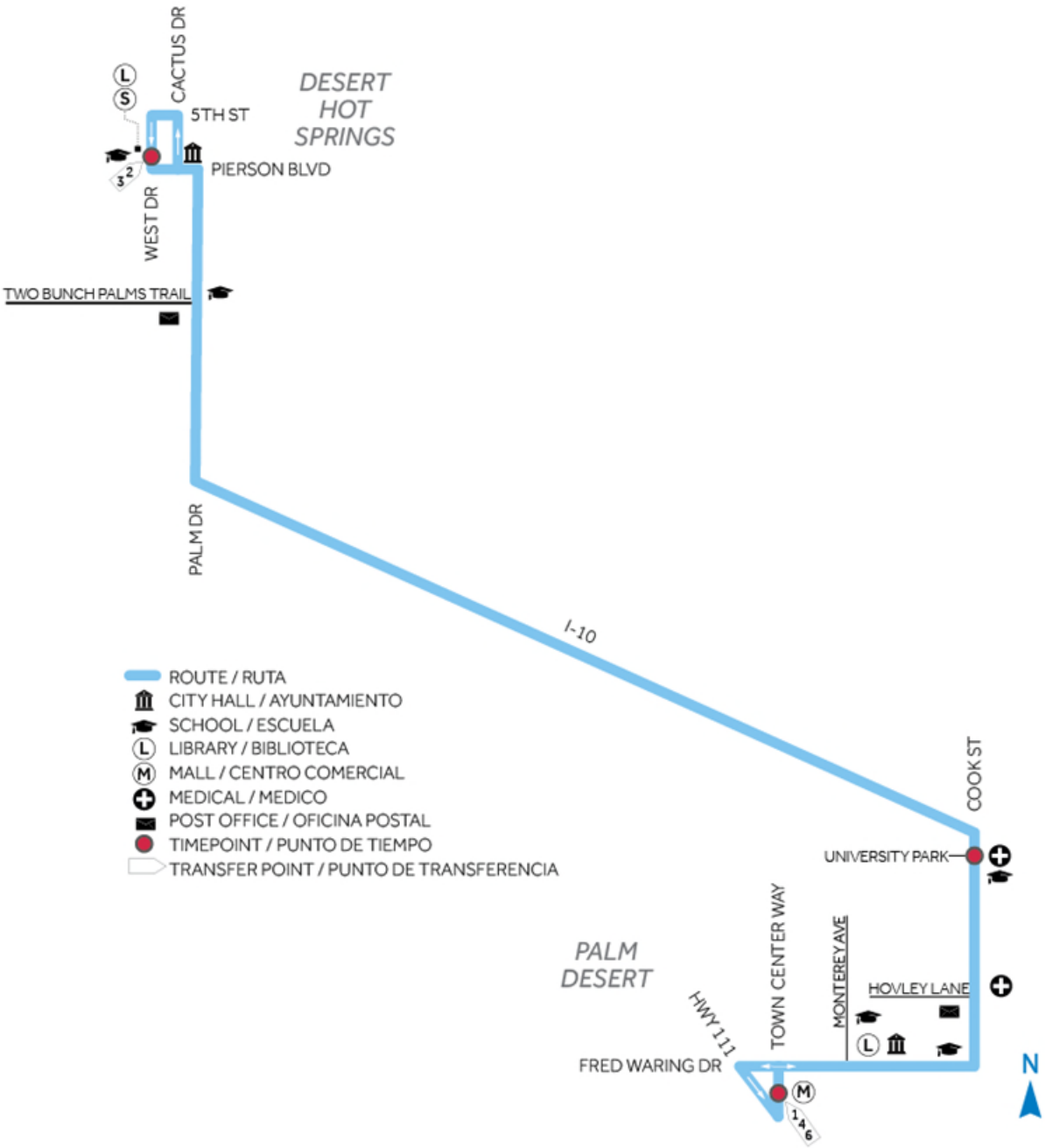


Route 4: Palm Desert Mall – Palm Springs

Route 4 is one of SunLine's higher-performing routes and operates 7 days a week with 40-minute frequency, connecting Palm Springs with Palm Desert. It also serves the cities of Thousand Palms, Rancho Mirage, and Cathedral City. A variety of destinations are served, including retail and commercial centers, libraries, senior centers, city halls, recreational attractions, schools, medical centers, and Palm Springs International Airport. The route also provides convenient connections for customers needing to transfer to SunLine Routes 1, 2, 5, and 6. Those transfer points are located at Ramon Road at Date Palm Drive in Cathedral City (connection with Route 2), Indian Canyon Drive at Ramon Road in Palm Springs (connections with Routes 1 and 2), Sunrise Way at Vista Chino in Palm Springs (connection with Route 2), and Town Center Way at Hahn Road (connections with Routes 1, 5, and 6). Looking ahead, studies are underway to possibly boost service peak weekday frequency to every 30 minutes, which is a proposal from the most recent Comprehensive Operational Analysis. That move would be contingent on available funding and Board approval. Route 4 was combined from previous Routes 24 and 32, and the route was renamed in January 2021.

Route 5: Desert Hot Springs – CSUSB Palm Desert – Palm Desert Mall

Route 5 operates 5 days a week with 60-minute frequency, connecting Desert Hot Springs with Palm Desert using a portion of the Interstate 10 freeway. A variety of destinations are served, including retail and commercial centers, libraries, senior centers, city halls, recreational attractions, and schools. The route also provides convenient connections for customers needing to transfer to SunLine Routes 1, 2, 3, 4, and 6. The transfer points are located at West Drive at Pierson Boulevard in Desert Hot Springs (connections with Routes 2 and 3) and Town Center Way at Hahn Road in Palm Desert (connections with Routes 1, 4, and 6). Looking ahead, studies are underway to possibly boost service frequency to every 40 minutes, which is a proposal from the most recent Comprehensive Operational Analysis. That move would be contingent on available funding and Board approval. Route 5 was combined from the previous Routes 20 and 21 and was renamed in January 2021.

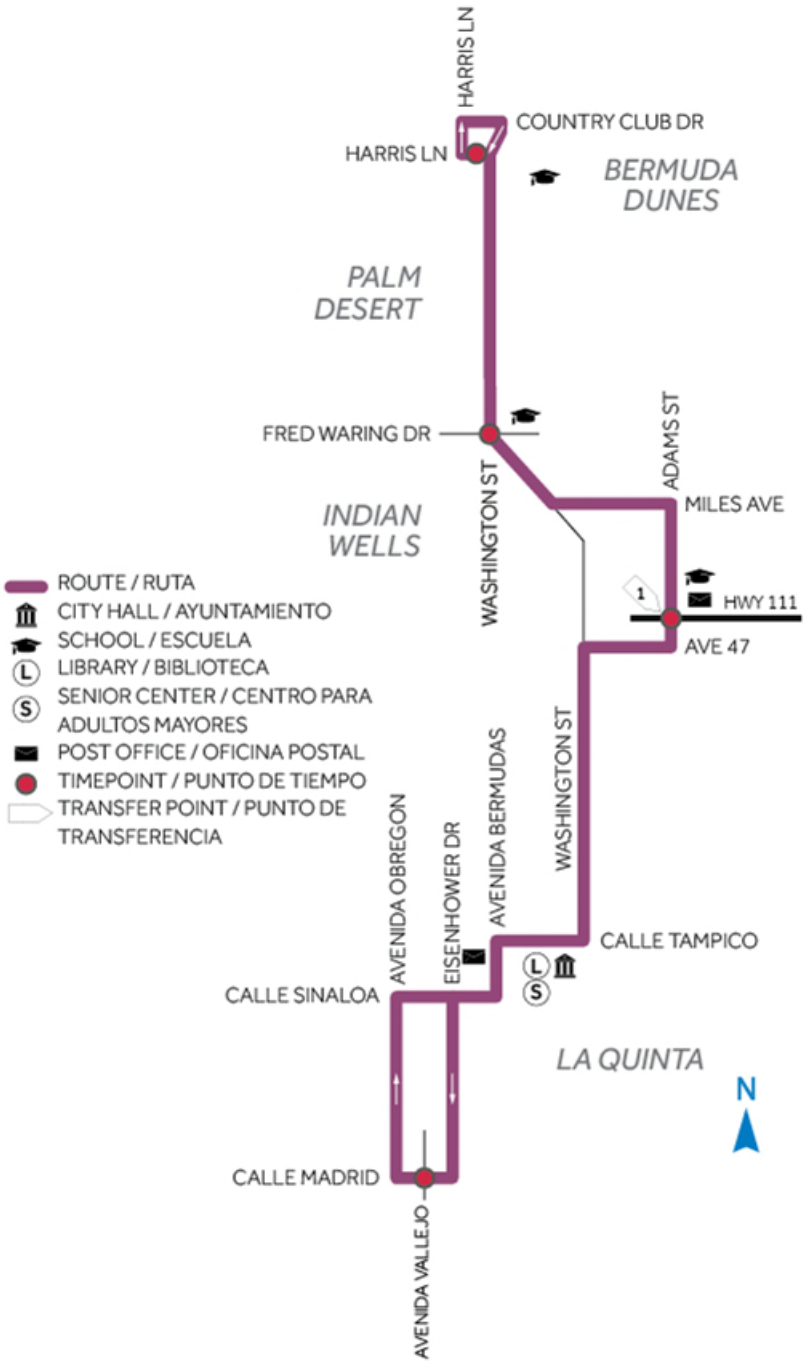

CACTUS DR
5TH ST
DESERT HOT SPRINGS
PIERSON BLVD
WEST DR
TWO BUNCH PALMS TRAIL
PALM DR
I-10
COOK ST
UNIVERSITY PARK
PALM DESERT
TOWN CENTER WAY
MONTEREY AVE
HOVLEY LANE
HWY 111
FRED WARING DR
N
ROUTE / RUTA
CITY HALL / AYUNTAMIENTO
SCHOOL / ESCUELA
LIBRARY / BIBLIOTECA
MALL / CENTRO COMERCIAL
MEDICAL / MEDICO
POST OFFICE / OFICINA POSTAL
TIMEPOINT / PUNTO DE TIEMPO
TRANSFER POINT / PUNTO DE TRANSFERENCIA

Route 6: Coachella – Via Fred Waring – Palm Desert Mall

Route 6 operates 7 days a week with 45-minute frequency on weekdays and 60-minute frequency on weekends, connecting Palm Desert with Coachella using a portion of Fred Waring Drive. It also serves the cities of Indio, La Quinta, and Indian Wells. A variety of destinations are served, including retail and commercial centers, libraries, senior centers, city halls, recreational attractions, and schools. The route also provides convenient connections for customers needing to transfer to SunLine Routes 1, 4, 5, and 8. The transfer points are located at 5th Street at Vine Avenue in Coachella (connections with Routes 1 and 8) and Town Center Way at Hahn Road in Palm Desert (connections with Routes 1, 4, and 5). Looking ahead, studies are underway to possibly boost service peak weekday frequency to every 30 minutes, which is a proposal from the most recent Comprehensive Operational Analysis. That move would be contingent on available funding and Board approval. Launched in January 2021, Route 6 previously served portions of Routes 54, 80, 81, and 91.

Route 7: Bermuda Dunes – Indian Wells – La Quinta

Route 7 operates 7 days a week with 45-minute frequency on weekdays and 1-hour, 45-minute frequency on weekends, connecting Bermuda Dunes with La Quinta. A variety of destinations are served, including retail and commercial centers, libraries, senior centers, city halls, recreational attractions, and schools. The route also provides a convenient connection for customers needing to transfer to SunLine's Route 1. The transfer point is located at Highway 111 at Adams Street in La Quinta. Looking ahead, studies are underway to possibly boost the peak weekday service frequency to every 30 minutes, which is a proposal from the most recent Comprehensive Operational Analysis. That move would be contingent on available funding and Board approval. Previously called Route 70, the route was renamed in January 2021.


HARRIS LN
COUNTRY CLUB DR
HARRIS LN
BERMUDA DUNES
PALM DESERT
FRED WARING DR
ADAMS ST
MILES AVE
INDIAN WELLS
WASHINGTON ST
HWY 111
AVE 47
ROUTE / RUTA
CITY HALL / AYUNTAMIENTO
SCHOOL / ESCUELA
LIBRARY / BIBLIOTECA
SENIOR CENTER / CENTRO PARA ADULTOS MAYORES
POST OFFICE / OFICINA POSTAL
TIMEPOINT / PUNTO DE TIEMPO
TRANSFER POINT / PUNTO DE TRANSFERENCIA
AVENIDA OBREGON
EISENHOWER DR
AVENIDA BERMUDAS
WASHINGTON ST
CALLE TAMPICO
CALLE SINALOA
LA QUINTA
N
CALLE MADRID
AVENIDA VALLEJO

Route 8: North Indio – Coachella – Thermal/Mecca

Route 8 is one of SunLine's critical routes linking the unincorporated part of the eastern Coachella Valley to the rest of SunLine's network. The route, which operates 7 days a week with 40-minute frequency on weekdays and 60-minute frequency on weekends, connects Indio with Thermal/Mecca and also serves the city of Coachella. A variety of destinations are served, including retail and commercial centers, libraries, senior centers, city halls, recreational attractions, schools, and medical centers. The route also provides convenient connections for customers needing to transfer to SunLine Routes 1, 6, and 9. Those transfer points are located at Avenue 66 at Mecca Health Clinic in Mecca (connection to Route 9) and 5th Street and Vine Avenue in Coachella (connection to Routes 1 and 6). Route 8 was combined from the previous Routes 80, 81, 90, and 91 and was renamed in January 2021.

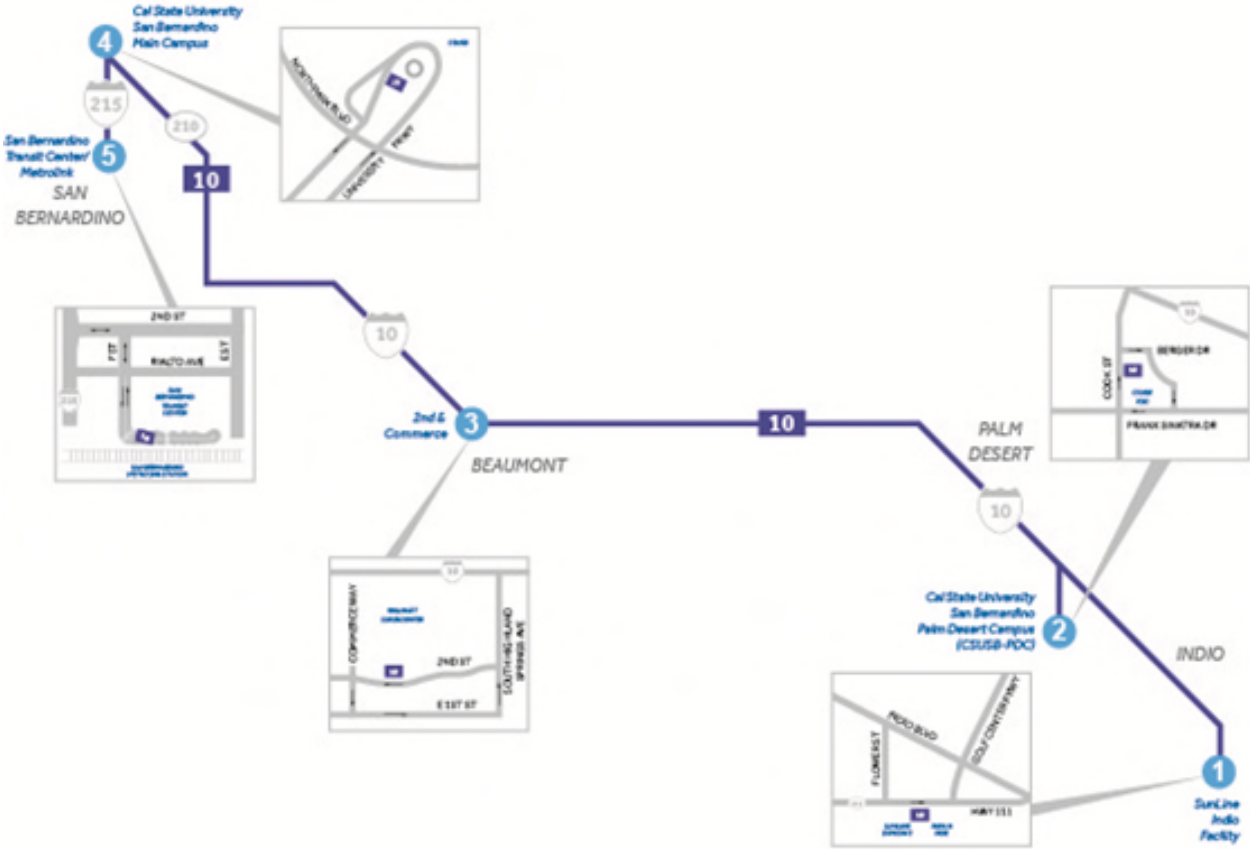

MONROE ST
JACKSON ST
AVE 42
SHOWCASE
Walmart
HWY 111
INDIO
HWY 111
DR CARREON BLVD
AVE 48
AVE 50
GRAPEFRUIT
VINE
4TH
5TH
1 6
COACHELLA
CALHOUN BLVD
VAN BUREN ST
AVE 54
CESAR CHAVEZ ST
SHADY LN
AIRPORT BLVD
THERMAL
HWY 86
BUCHANAN ST
LINCOLN AVE
AVE 62
HAMMOND RD
HOME AVE
5TH ST
AVE 66
9
MECCA
N
ROUTE / RUTA
POST OFFICE / OFICINA POSTAL
HOSPITAL
CITY HALL / AYUNTAMIENTO
SCHOOL / ESCUELA
MEDICAL / MEDICO
COURTHOUSE / CORTE DE JUSTICIA
LIBRARY / BIBLIOTECA
SENIOR CENTER / CENTRO PARA ADULTOS MAYORES
MALL / CENTRO COMERCIAL
FAIRGROUNDS
TIMEPOINT / PUNTO DE TIEMPO
TRANSFER POINT / PUNTO DE TRANSFERENCIA

Route 9: North Shore – Mecca – Oasis

Route 9 operates 7 days a week with 60-minute frequency and connects North Shore with Oasis. A variety of destinations are served, including libraries, recreational attractions, medical centers, and schools. The route also provides a convenient connection for customers needing to transfer to SunLine's Route 8. The transfer point is located at Avenue 66 at Mecca Health Clinic. Route 9 was combined from the previous Routes 90, 91, and 95 and was renamed in January 2021.

Route 10 Commuter Link: Indio – CSUSB (PDC) – CSUSB – San Bernardino Transit Center (SBTC)/Metrolink

The Route 10 Commuter Link is designed to improve regional service between the Coachella Valley and the Inland Empire. For students, the 10 Commuter Link provides a direct connection between California State University San Bernardino's campuses in Palm Desert and San Bernardino. It also provides service to the San Bernardino Transit Center for connections with Metrolink trains as well as routes served by the Riverside Transit Agency, Omnitrans, Victor Valley Transit Authority, and Mountain Transit. The 10 Commuter Link was temporarily on hold because of ridership declines and school closures resulting from the COVID-19 pandemic but began service on July 12, 2021.



Route 1X: Express to Indio – Express to Palm Springs

Route 1X is a new limited-stop express route that will connect Palm Springs and Indio. Most of the route will travel along Highway 111 with a stop at B Street at Buddy Rogers Avenue and another on Town Center Way at Hahn Road to provide service to an already established bus stop and a high-density area. The purpose of Route 1X is to provide faster travel times between key stops and one additional weekday trip per hour on the Highway 111 corridor. The route will serve five stops in all, at South Palm Canyon at Baristo Road in Palm Springs, B Street at Buddy Rogers Avenue in Cathedral City, Town Center Way at Hahn Road in Palm Desert, Highway 111 at Adams Street in La Quinta, and Highway 111 at Golf Center Parkway in Indio. Route 1X is slated to begin service in fall 2022.

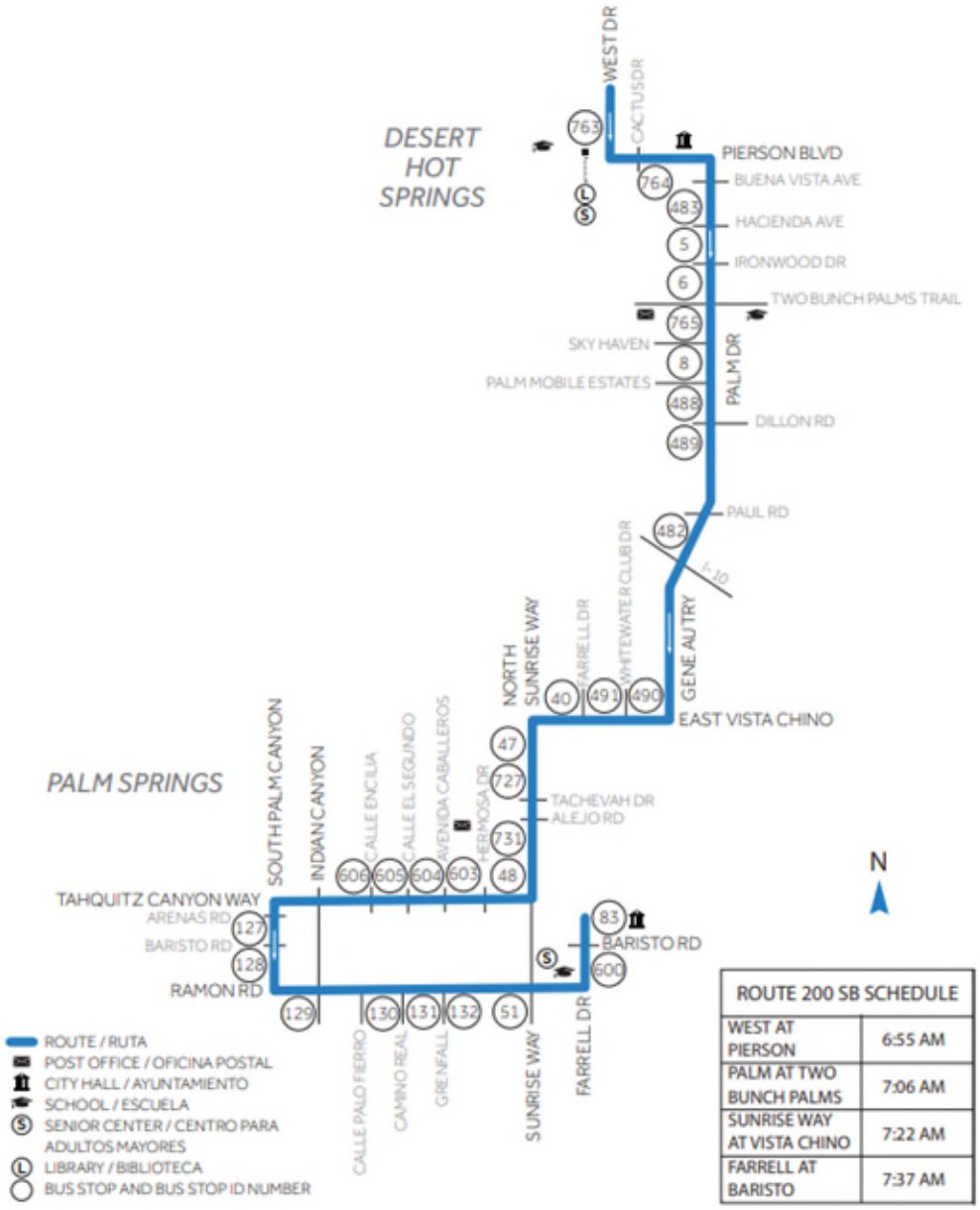
School Trippers

School tripper buses are traditionally added to regular routes when service reaches capacity or special alignments/deviations are created to address a specific demand for service. These buses are open to both students and members of the public. Rider information related to these routes must be shared with the general public. SunLine is currently serving Desert Sands Unified School District campuses and will begin serving Palm Springs Unified School District campuses when in-person learning resumes. School tripper service is a limited-stop service that operates on the schedules shown on the following maps. Tripper routes were renamed in January 2021 as a part of the SunLine Refueled Initiative.

Route 200 SB: Palm Springs High School AM Tripper

ROUTE 200 SB

PALM SPRINGS HIGH SCHOOL AM TRIPPER

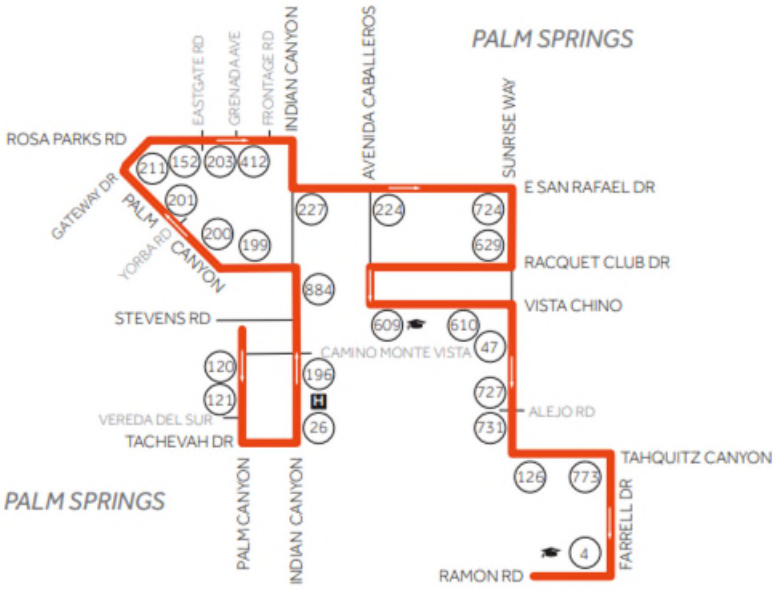


ROUTE 200 SB SCHEDULE	
WEST AT PIERSON	6:55 AM
PALM AT TWO BUNCH PALMS	7:06 AM
SUNRISE WAY AT VISTA CHINO	7:22 AM
FARRELL AT BARISTO	7:37 AM

Route 400 SB: Raymond Cree/Palm Springs High School AM Tripper

ROUTE 400 SB

RAYMOND CREE / PALM SPRINGS HS
AM TRIPPER



ROUTE 400 SB SCHEDULE	
PALM CANYON AT STEVENS	6:55 AM
VISTA CHINO AT SUNRISE	7:21 AM
RAMON AT FARRELL	7:32 AM

N

ROUTE / RUTA
POST OFFICE / OFICINA POSTAL
HOSPITAL
SCHOOL / ESCUELA
BUS STOP AND BUS STOP ID NUMBER

Route 402 NB: Palm Canyon/Stevens AM Tripper

ROUTE 402 NB

PALM CANYON / STEVENS AM TRIPPER

ROUTE 402 NB SCHEDULE	
AVENIDA CABALLEROS AT VISTA CHINO	10:55 AM
PALM CANYON AT STEVENS	11:17 AM

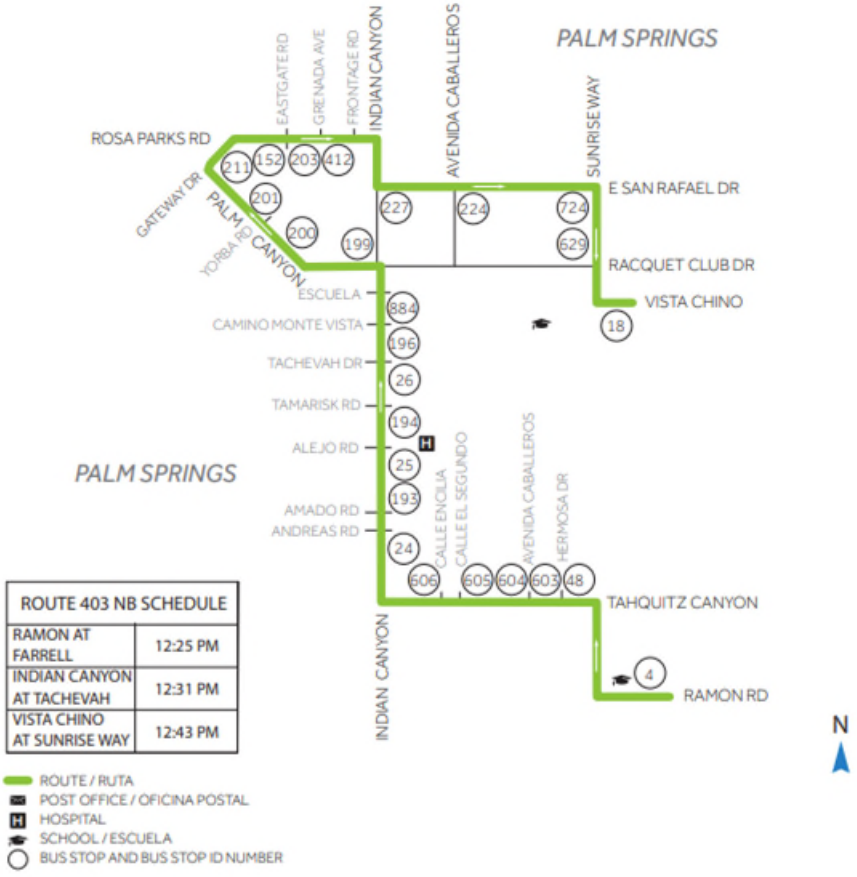
ROUTE / RUTA
SCHOOL / ESCUELA
BUS STOP AND BUS STOP ID NUMBER

N

Route 403 NB: Vista Chino/Sunrise PM Tripper

ROUTE 403 NB

VISTA CHINO / SUNRISE PM TRIPPER



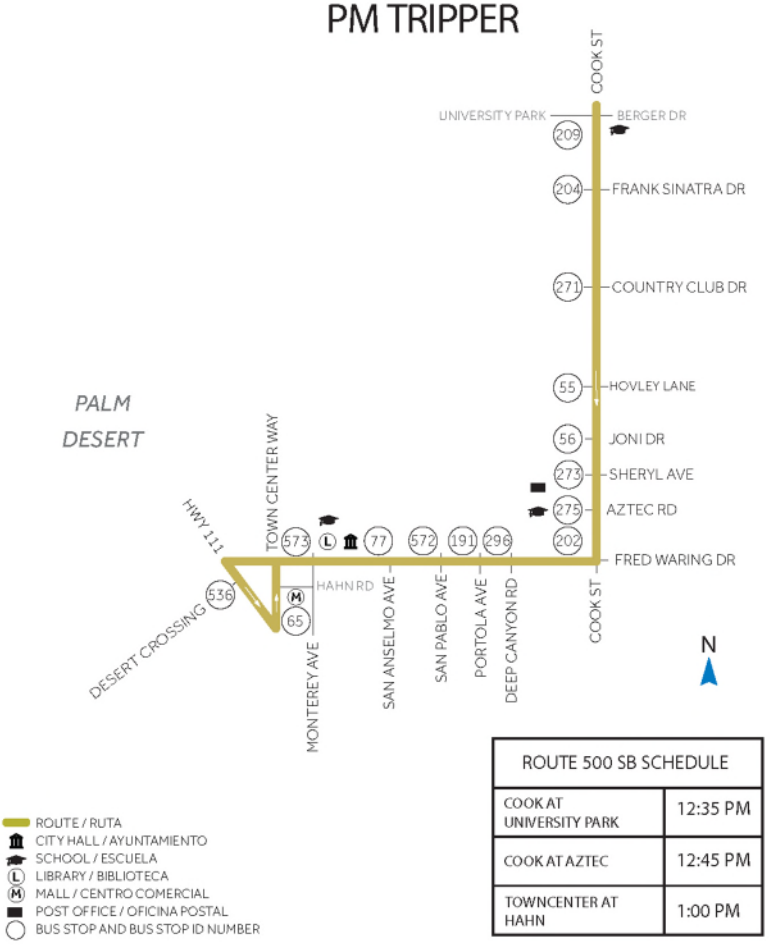
ROUTE 403 NB SCHEDULE	
RAMON AT FARRELL	12:25 PM
INDIAN CANYON AT TACHEVAH	12:31 PM
VISTA CHINO AT SUNRISE WAY	12:43 PM

ROUTE / RUTA
POST OFFICE / OFICINA POSTAL
HOSPITAL
SCHOOL / ESCUELA
BUS STOP AND BUS STOP ID NUMBER

Route 500 SB: Palm Desert Mall PM Tripper

ROUTE 500 SB

WESTFIELD PALM DESERT
PM TRIPPER

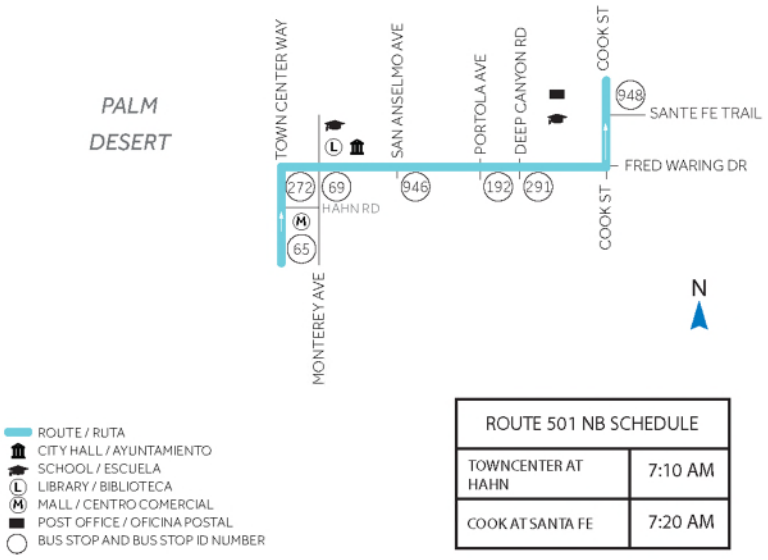


ROUTE 500 SB SCHEDULE	
COOK AT UNIVERSITY PARK	12:35 PM
COOK AT AZTEC	12:45 PM
TOWNCENTER AT HAHN	1:00 PM

Route 501 NB: Palm Desert High School AM Tripper

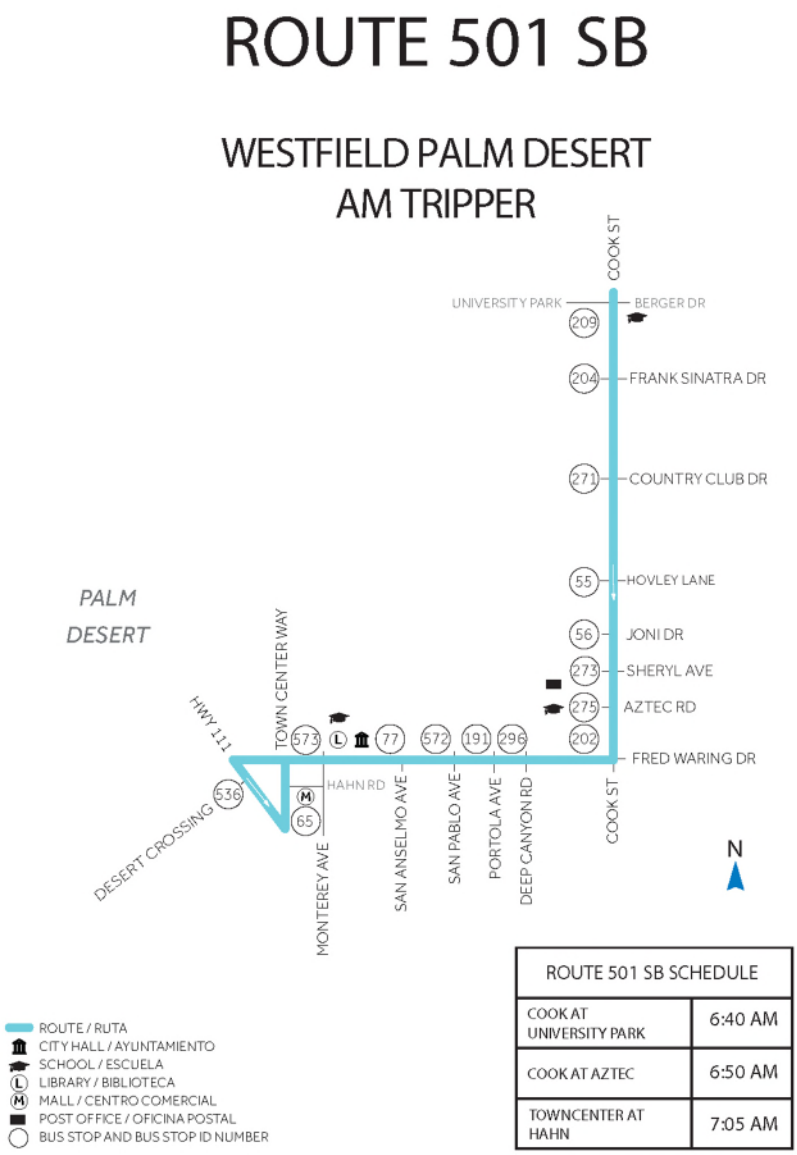
ROUTE 501 NB

PALM DESERT HIGH SCHOOL
AM TRIPPER



ROUTE 501 NB SCHEDULE	
TOWNCENTER AT HAHN	7:10 AM
COOK AT SANTA FE	7:20 AM

Route 501 SB: Palm Desert Mall AM Tripper



ROUTE 501 SB SCHEDULE	
COOK AT UNIVERSITY PARK	6:40 AM
COOK AT AZTEC	6:50 AM
TOWNCENTER AT HAHN	7:05 AM

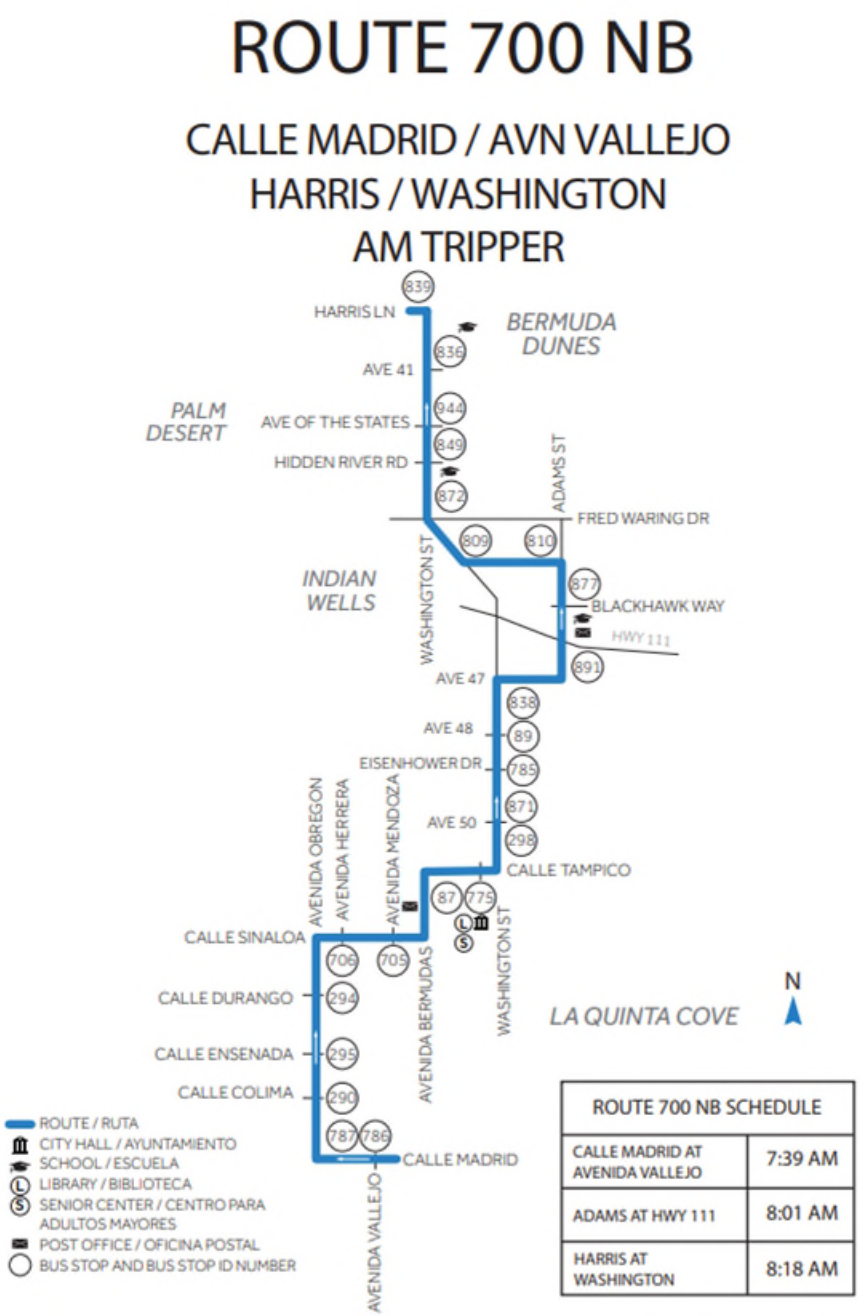
Route 700 SB: Harris/Washington – Calle Madrid/AVN Vallejo AM Tripper

ROUTE 700 SB

HARRIS / WASHINGTON - CALLE MADRID / AVN VALLEJO AM TRIPPER

ROUTE 700 SB SCHEDULE	
HARRIS AT WASHINGTON	7:03 AM
ADAMS AT HWY 111	7:21 AM
CALLE MADRID AT AVENIDA VALLEJO	7:37 AM

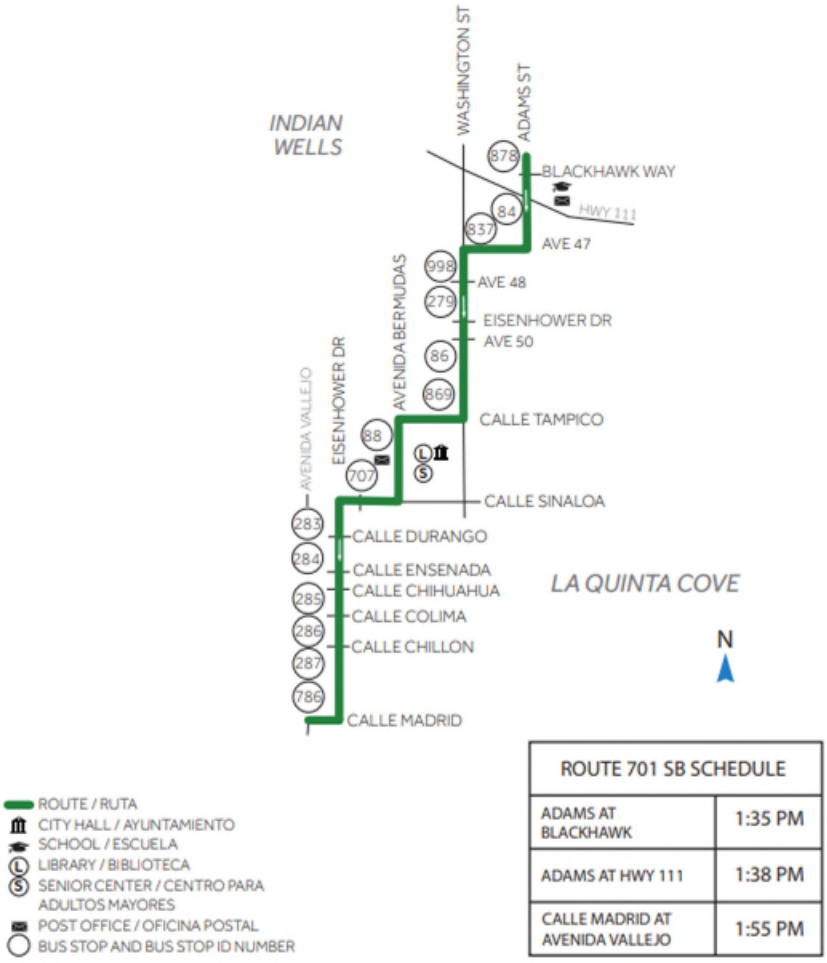
Route 700 NB: Calle Madrid/Avn Vallejo – Harris/Washington AM Tripper



Route 701 SB: Calle Madrid/Avn Vallejo PM Tripper

ROUTE 701 SB

CALLE MADRID / AVN VALLEJO
PM TRIPPER

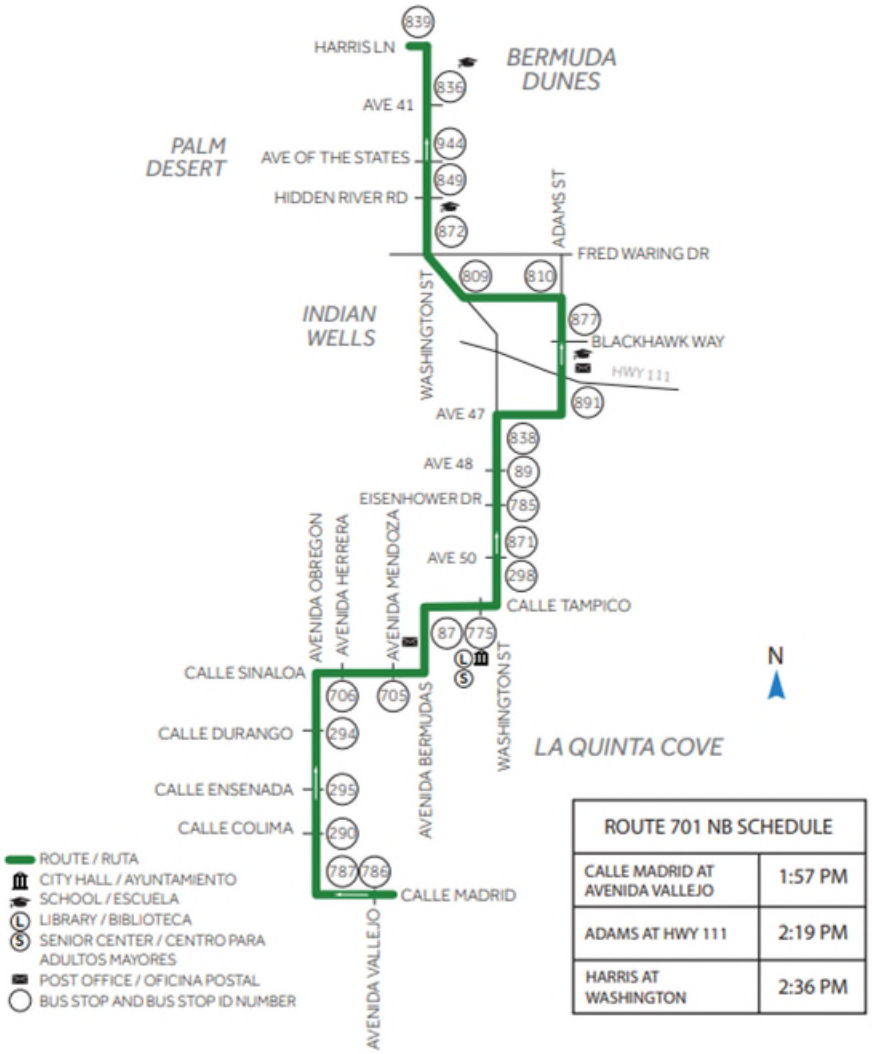


ROUTE 701 SB SCHEDULE	
ADAMS AT BLACKHAWK	1:35 PM
ADAMS AT HWY 111	1:38 PM
CALLE MADRID AT AVENIDA VALLEJO	1:55 PM

Route 701 NB: Harris/Washington PM Tripper

ROUTE 701 NB

HARRIS / WASHINGTON PM TRIPPER

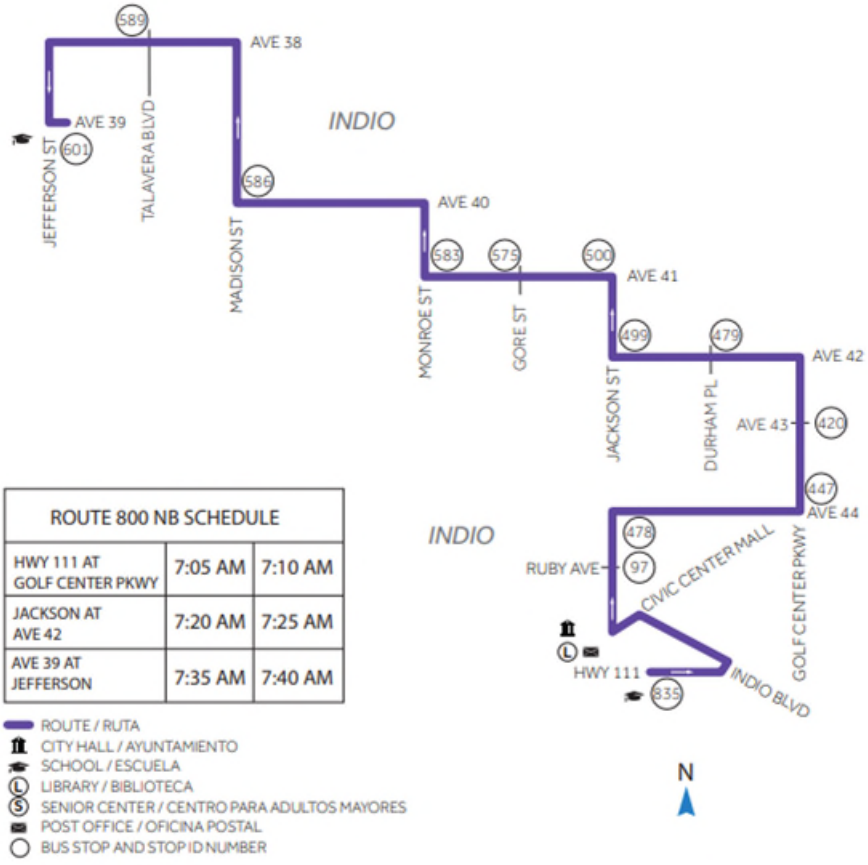


ROUTE 701 NB SCHEDULE	
CALLE MADRID AT AVENIDA VALLEJO	1:57 PM
ADAMS AT HWY 111	2:19 PM
HARRIS AT WASHINGTON	2:36 PM

Route 800 NB: Shadow Hills High School AM Tripper

ROUTE 800 NB

SHADOW HILLS HIGH SCHOOL AM TRIPPER



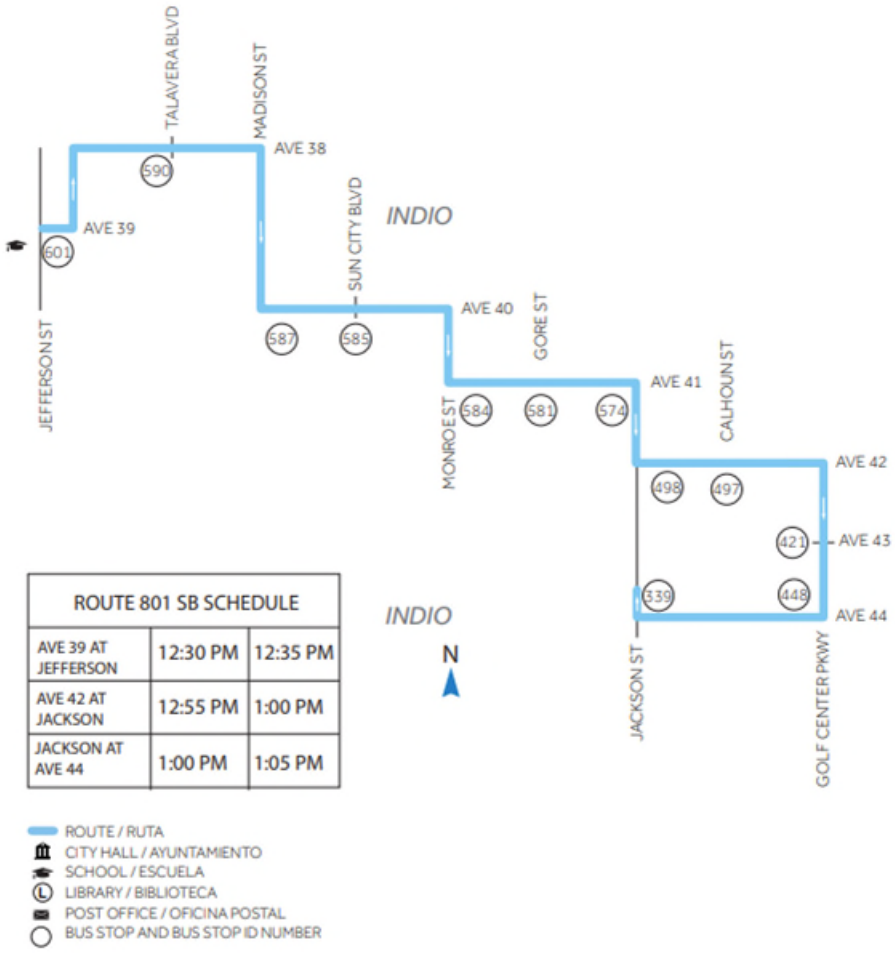
ROUTE 800 NB SCHEDULE		
HWY 111 AT GOLF CENTER PKWY	7:05 AM	7:10 AM
JACKSON AT AVE 42	7:20 AM	7:25 AM
AVE 39 AT JEFFERSON	7:35 AM	7:40 AM

ROUTE / RUTA
CITY HALL / AYUNTAMIENTO
SCHOOL / ESCUELA
LIBRARY / BIBLIOTECA
SENIOR CENTER / CENTRO PARA ADULTOS MAYORES
POST OFFICE / OFICINA POSTAL
BUS STOP AND STOP ID NUMBER

Route 801 SB: Jackson/44th PM Tripper

ROUTE 801 SB

JACKSON / 44TH
PM TRIPPER



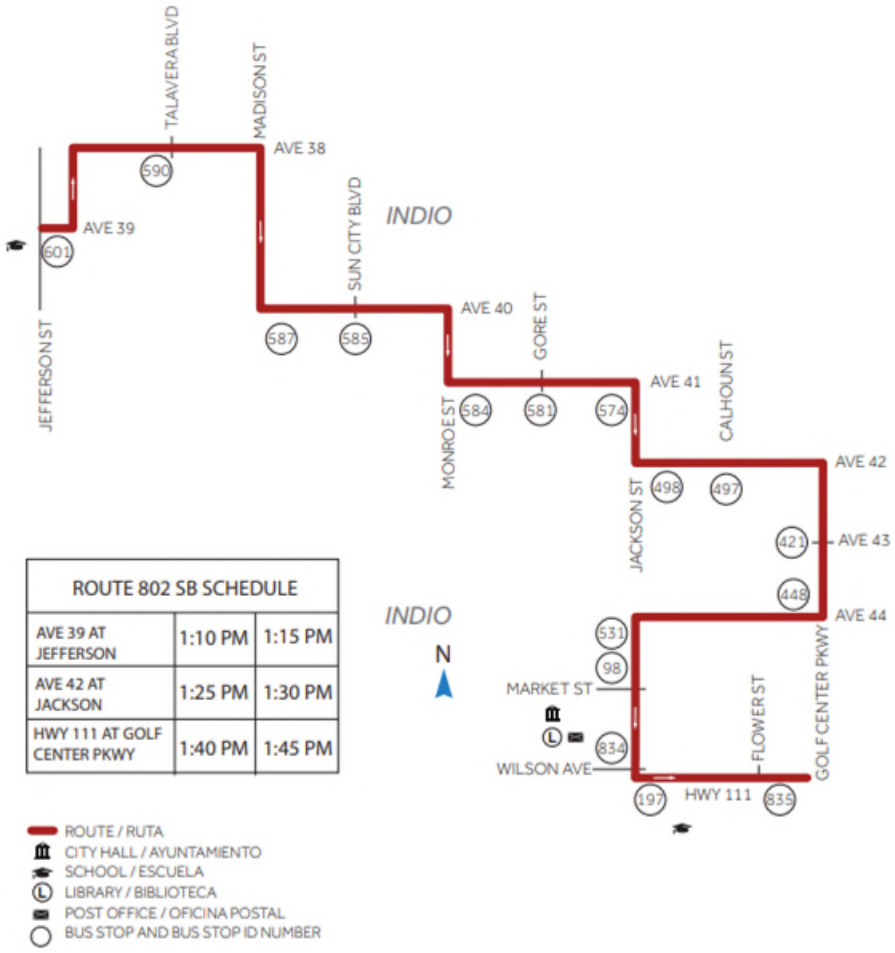
ROUTE 801 SB SCHEDULE		
AVE 39 AT JEFFERSON	12:30 PM	12:35 PM
AVE 42 AT JACKSON	12:55 PM	1:00 PM
JACKSON AT AVE 44	1:00 PM	1:05 PM

ROUTE / RUTA
CITY HALL / AYUNTAMIENTO
SCHOOL / ESCUELA
LIBRARY / BIBLIOTECA
POST OFFICE / OFICINA POSTAL
BUS STOP AND BUS STOP ID NUMBER

Route 802 SB: Hwy 111/Golf Center Pkwy PM Tripper

ROUTE 802 SB

HWY 111 / GOLF CENTER PKWY
PM TRIPPER

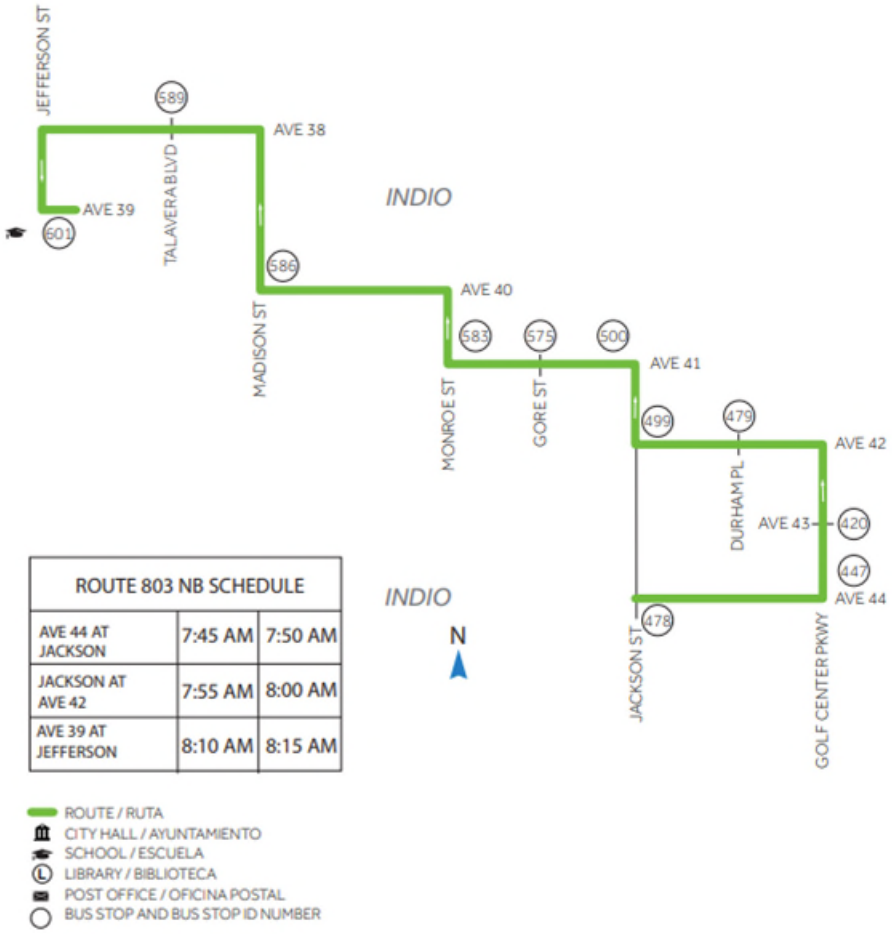


ROUTE 802 SB SCHEDULE		
AVE 39 AT JEFFERSON	1:10 PM	1:15 PM
AVE 42 AT JACKSON	1:25 PM	1:30 PM
HWY 111 AT GOLF CENTER PKWY	1:40 PM	1:45 PM

Route 803 NB: Shadow Hills High School AM Tripper

ROUTE 803 NB

SHADOW HILLS HIGH SCHOOL AM TRIPPER



ROUTE 803 NB SCHEDULE		
AVE 44 AT JACKSON	7:45 AM	7:50 AM
JACKSON AT AVE 42	7:55 AM	8:00 AM
AVE 39 AT JEFFERSON	8:10 AM	8:15 AM

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