



SunLine Transit Agency
December 2, 2020
11:05 a.m. – 11:35 a.m.

AGENDA

STRATEGIC PLANNING & OPERATIONAL COMMITTEE Regular Meeting

VIA VIDEOCONFERENCE

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

INSTRUCTIONS FOR ELECTRONIC PARTICIPATION

Join Zoom Meeting - from PC, Laptop or Phone

<https://us02web.zoom.us/j/84124643005>

Meeting ID: 841 2464 3005

Teleconference Dial In
888-475-4499 (Toll Free)
Meeting ID: 841 2464 3005

One tap mobile
+16699009128,,84124643005#

Phone controls for participants:

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

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

For members of the public wishing to submit comment in connection with the Strategic Planning & Operational Committee Meeting: all public comment requests need to be submitted via email to the Clerk of the Board at clerkoftheboard@sunline.org prior to December 1, 2020 at 5:00 p.m. with your name, telephone number and subject of your public comment (agenda item or non-agenda item). Members of the public may make public comments through their telephone or Zoom connection when recognized by the Chair. If you send written comments, your comments will be made part of the official record of the proceedings and read into the record.

ITEM

RECOMMENDATION

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

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

ITEM

RECOMMENDATION

1. CALL TO ORDER

2. FLAG SALUTE

3. ROLL CALL

4. PRESENTATIONS

5. FINALIZATION OF AGENDA

6. PUBLIC COMMENTS

RECEIVE COMMENTS

NON AGENDA ITEMS

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

7. COMMITTEE MEMBER COMMENTS

RECEIVE COMMENTS

8. FY19/20 SERVICE STANDARDS PERFORMANCE REPORT
(Staff: Jeff Guidry, Interim Transit Planning Manager)

APPROVE
(PAGE 3-19)

9. ADJOURN

SunLine Transit Agency

DATE: December 2, 2020 **ACTION**

TO: Strategic Planning & Operational Committee
Board of Directors

FROM: Jeff Guidry, Interim Transit Planning Manager

RE: FY19/20 Service Standards Performance Report

Background

Per SunLine Transit Agency's Service Standards Policy, attached is the annual Service Standards Performance Report. This annual summary includes standard design, performance, and quality metrics for SunLine's services for FY19/20. The Service Standards Policy and metrics are intended to:

- Promote continuous improvement of transit service
- Provide regular updates on service performance
- Meet requirements for monitoring Federal Transit Administration (FTA) Title VI
- Avoid uninformed decision making regarding the provisions of service

The COVID-19 pandemic greatly impacted SunLine. Due to national, state and local emergency orders, SunLine made numerous changes to protect the health and safety of our staff and riders. This report will highlight areas in our service that were impacted by the pandemic and how it affected our service.

Areas for improvement are targeted for change in FY21 with SunLine's Refueled initiative beginning January 2021. This will also be considered in developing future budgets and Short Range Transit Plans.

FTA requires under U. S. Department of Transportation (DOT) Title VI regulations that all transit providers include the following in their service standards policy:

- Vehicle headway for each mode
- On-time performance for each mode
- Service availability for each mode
- Vehicle load for each mode

Several key data points from this year's report:

- System ridership has decreased 16.6% over last fiscal year
- Fixed route ridership has decreased 16.3% over last fiscal year
- Paratransit ridership has decreased 21.5% over last fiscal year
- On-time performance for FY19/20 exceeded the service standard goal at 89.3%
- Paratransit has met and exceeded all major service standard goals for FY19/20



SERVICE PERFORMANCE REPORT FISCAL YEAR 2019/20

In June 2019, the Board of Directors approved the revised SunLine Transit Agency (SunLine) Service Standards Policy to provide the agency staff direction in the planning, operation, and management of transit service in the Coachella Valley.

This report is the annual summary of results for service standards design, performance, and quality metrics for service in Fiscal Year (FY) 2019/2020. The service standards policy and metrics are intended to:

- Promote continuous improvement of transit service
- Provide regular updates on service performance
- Meet federal requirements for monitoring Title VI
- Avoid uninformed decision making regarding the provision of service

SunLine's Refueled initiative will be implemented in January 2021 and other areas of improvement are targeted for changes in FY 2021 and will also be considered in developing the budget and Short Range Transit Plan (SRTP) for FY21/22. SunLine has taken action to continue to increase ridership. SunLine's Refueled initiative will launch in January 2021 with a consolidation of our fixed route system, SunRide microtransit zones and introduction of the Commuter Link Route 10 to San Bernardino. In May 2021, SunLine will introduce the 1X express along the 111 corridor between Indio and Palm Springs.

COVID-19 Impact

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

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

Information will be provided throughout the report to address the impact of COVID-19 on SunLine and our riders.

Service Design

SunLine operated 16 fixed routes in the Coachella Valley during FY19/20, as well as one Regional Service Route 220 that operated between Palm Desert and Riverside. Due to COVID-19, SunLine transitioned to a Level-3 Service (Sunday Service) on March 21, 2020. Routes 20, 21, 54, 220 and the Palm Springs Buzz do not operate on a Sunday schedule. SunLine’s upcoming Refueled initiative will redirect our Route 220 regional service from Riverside to become the Route 10 to San Bernardino beginning in January 2021.

The transit routes and the cities or communities they serve are listed in Table 1 below:

Table 1 - Summary of Fixed Route Transit Services for FY19/20

Route	Cities/Communities Served
14	Desert Hot Springs and Palm Springs
15	Desert Hot Springs and Desert Edge
20	Desert Hot Springs, Rancho Mirage and Palm Desert
21	Palm Desert
24	Palm Springs
30	Palm Springs and Cathedral City
32	Palm Springs, Cathedral City, Rancho Mirage, Palm Desert and Thousand Palms
54	Palm Desert, Indian Wells, La Quinta and Indio
70	La Quinta, Palm Desert, Indian Wells and Bermuda Dunes
80	Indio
81	Indio
90	Indio and Coachella
91	Indio, Coachella, Thermal, Mecca and Oasis
95	Indio, Coachella, Mecca and North Shore
111	Palm Springs, Cathedral City, Rancho Mirage, Palm Desert, Indian Wells, La Quinta, Indio and Coachella
BUZZ	Palm Springs
220	Palm Desert, Cabazon/Morongos Casino, Beaumont, Moreno Valley and Riverside

Service Frequency and Service Span Standards

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

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

Listed below in Table 2 are the minimum service frequencies and spans:

Table 2 - Service Frequency

Service Frequency and Service Span Standards	
Trunk Routes:	<p>Frequency of Service: 20 minutes weekday peak 30 minutes off-peak and weekends</p> <p>Span of Service: 5:00 A.M. - 11:00 P.M. weekdays 5:00 A.M. - 11:00 P.M. weekends</p>
Local Routes:	<p>Frequency of Service: 30/60 minutes weekday peak 60 minutes off-peak and weekends</p> <p>Span of Service: 5:00 A.M. - 7:00 P.M. weekdays 9:00 A.M. - 6:00 P.M. weekends</p>
Market-Based Services:	<p>Frequency of Service: Based on Demand</p> <p>Span of Service: Based on Demand</p>

Current Performance FY19/20

Table 3 - Service Frequencies for FY19/20

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

Table 4 - Service Spans for FY19/20

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

System Ridership

Ridership system-wide in FY19/20 for SunBus, SunDial and SolVan was a total of 3,517,639 boardings, a decrease of (-16.6%) compared to FY18/19:

- SunBus ridership totaled 3,379,890 a decrease of 659,560 rides or (-16.3), in comparison to FY18/19
- SunDial ridership totaled 122,126 a decrease of 33,206 rides (-21.4%), in comparison to FY18/19
- SolVan ridership totaled 15,623 a decrease of 7,402 rides (-32.1%), in comparison to FY18/19

Comparing the last five years, FY19/20 was on track to have an increased ridership over FY18/19 in Fixed Route ridership, which makes up the bulk of system ridership. The effects of the COVID-19 pandemic were initially seen in March 2020 with a drop in ridership of 35.5% compared to 2019 and peaking in April with a 62.9% drop in ridership compared to the same time last year. (Figure 1 & 2).

SunLine has taken action to continue to increase ridership. SunLine’s Refueled initiative will launch in January 2021 with a consolidation of our fixed route system, SunRide microtransit zones and introduction of the Commuter Link Route 10 to San Bernardino.

The Haul Pass program was implemented in August 2018, which offers free rides to College of the Desert (COD) and Cal State San Bernardino (CSUSB) students and are subsidized by the respective colleges. However, with COVID-19 and the implementation of online learning, ridership increases due to HaulPass are not expected until campuses moves back to in-person learning. With free fares instituted on March 18th, we were unable to track specific ridership related to HaulPass due to the fact students were no longer swiping their student ID’s.

Figure 1 - 5 Year Fixed Route Ridership Comparison

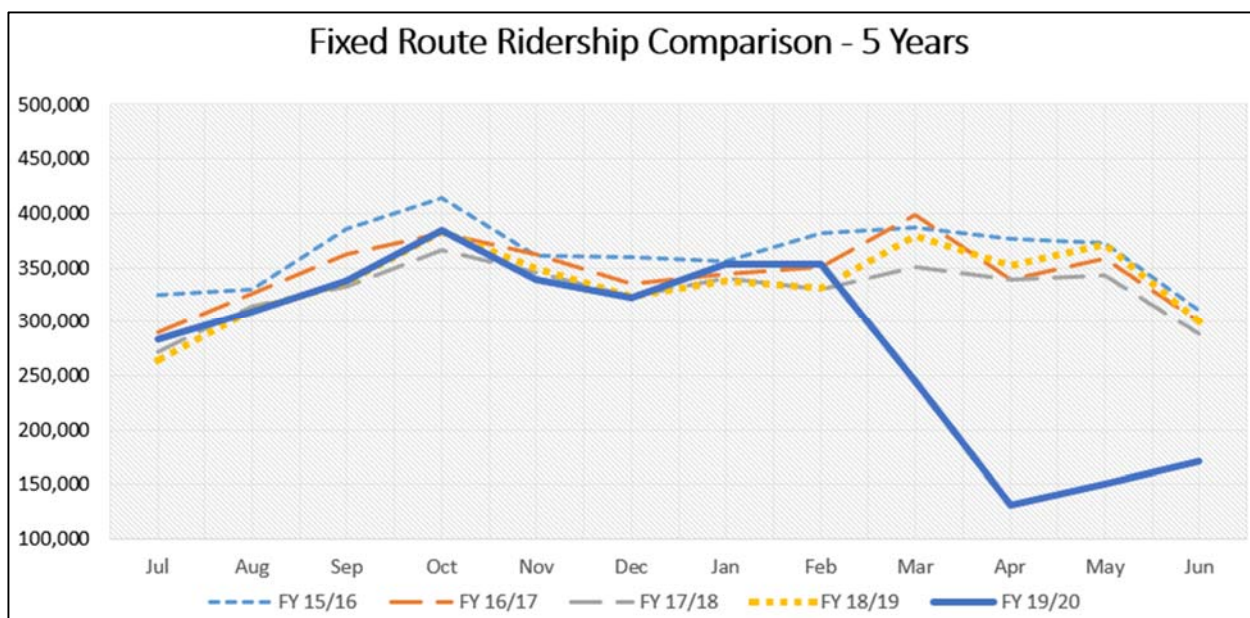
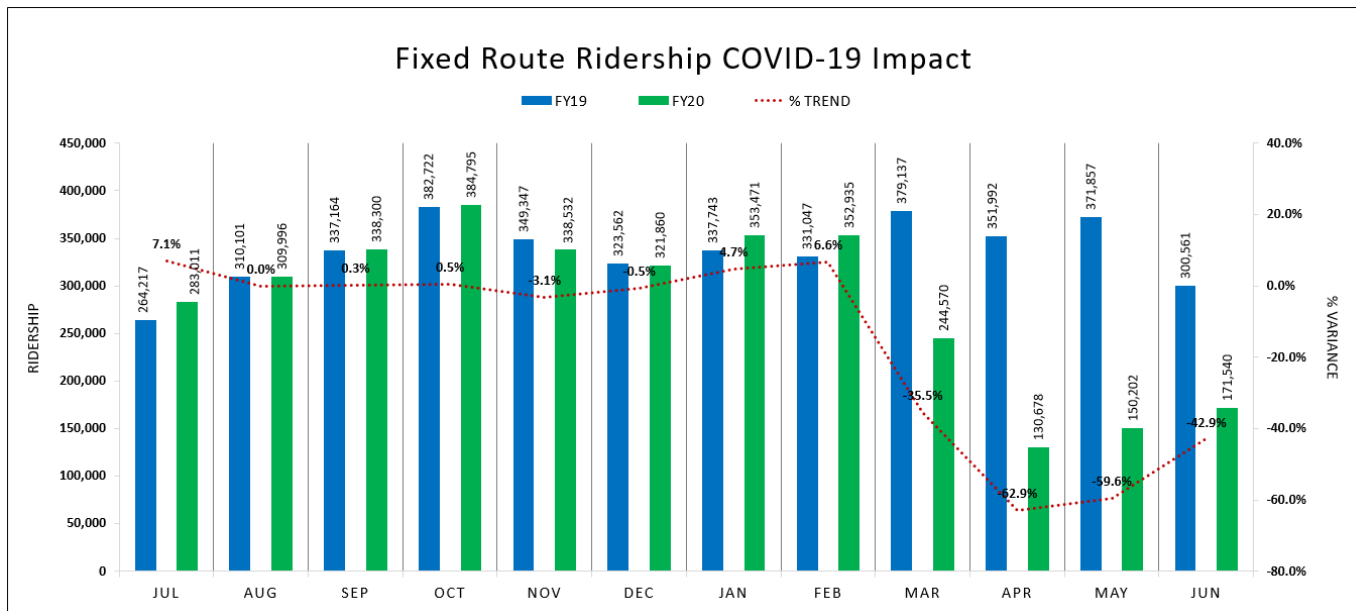


Figure 2 – COVID-19 Impact on Fixed Route Ridership

The COVID-19 pandemic caused a major national and global disruption with the closure of businesses, schools and entertainment venues due to the implementation of national and statewide public health policies. Since March 21, 2020 SunLine has been operating at a reduced level of service (Level-3) in response to the potential spread of the disease.



Service Productivity and Effectiveness

This section reviews service productivity and effectiveness of routes through Key Performance Indicators (KPI's) established in the Service Standards Policy.

Passengers Per Revenue Hour (PPRH) and **Passengers Per Revenue Trip (PPRT)** are KPI's that measure service effectiveness, or productivity, based on ridership (passenger boardings) generated for each hour of revenue service for local and trunk routes and boardings per trip for market based services operated. Minimum performance benchmarks are based on route performance and standards set by peer agencies.

Table 5 - Passenger Per Revenue Hour/Trip Standards (PPRH/PPRT)

Service Tiers	Routes in Service Type	PPRH Standard
Trunk Routes	Routes 14, 30 and 111	20
Local Routes	Routes 15, 20, 21, 24, 32, 54, 70, 80, 81, 90, 91, 95, & BUZZ	10

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

Current Performance FY19/20

Figure 3 - Local Routes Average PPRH

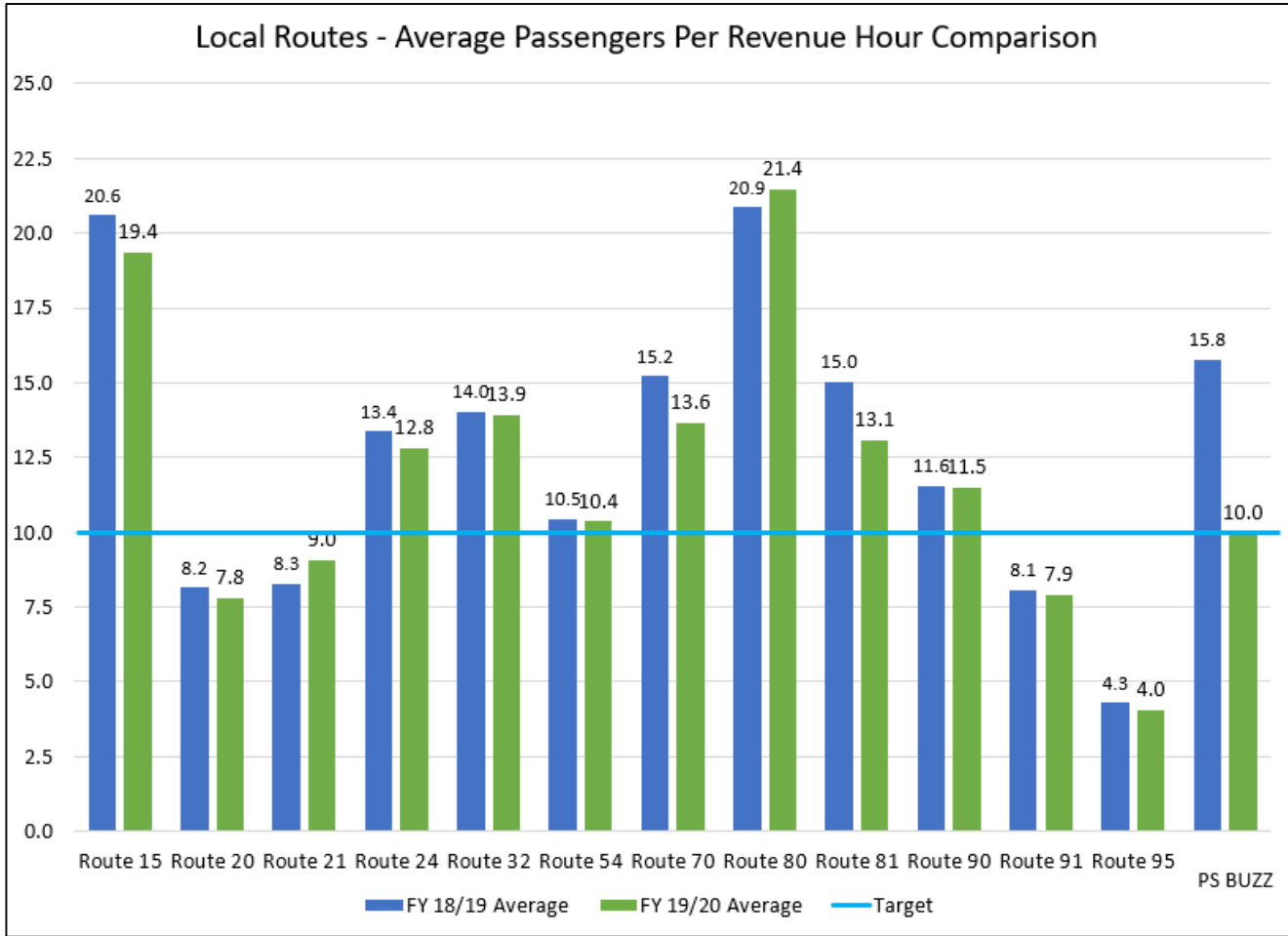


Figure 3 indicates that 9 out of 13 local routes are meeting their performance standards:

- Routes 20, 21, 91 and 95 for the FY19/20, failed to meet the target of 10 PPRH

SunLine’s Refueled initiative will be implemented in January 2021 with a goal of addressing some of the deficiencies in our PPRH by consolidating our current route network and realigning our service with increases possible in frequency in the future.

Figure 4 - Trunk Routes Average PPRH

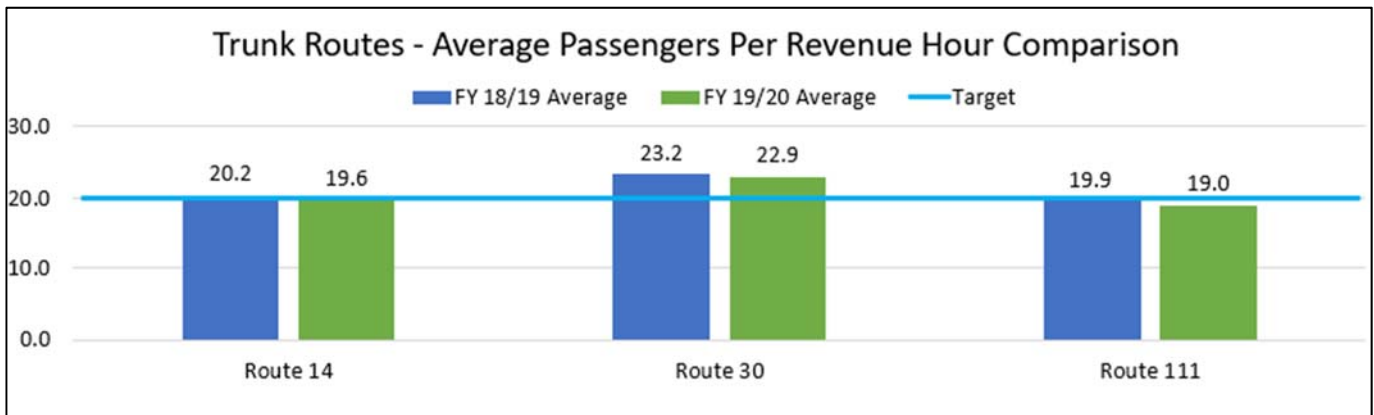
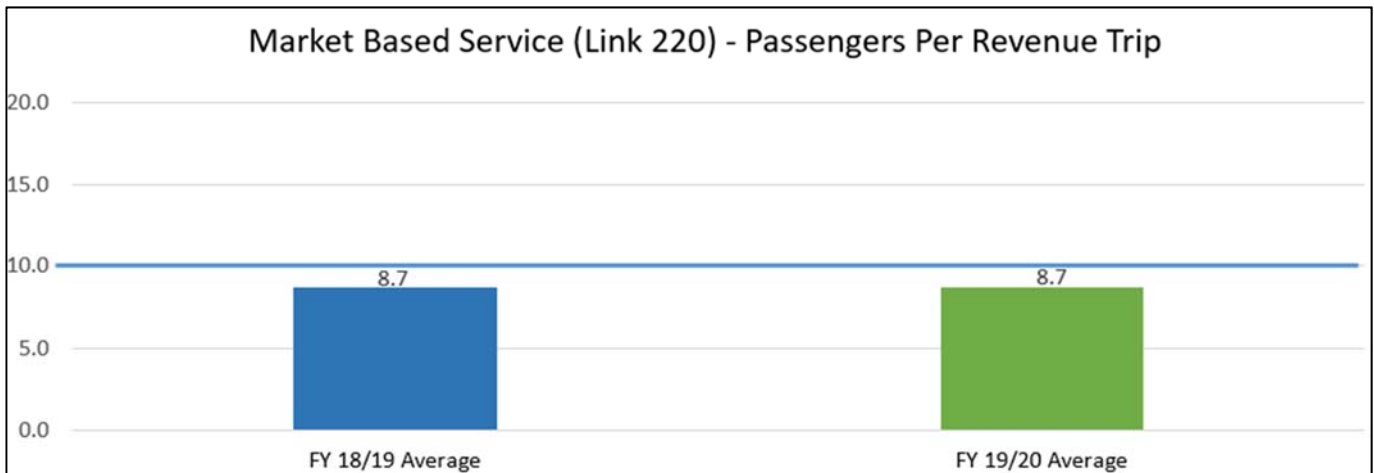


Figure 4 indicates that 1 out of 3 trunk routes met their performance standards: The addition of trailing buses concentrated on the trunk routes helped maintain health and safety protocols through social distancing and also resulted in an increase in revenue hours. The provision of this additional service paired with a decrease in ridership directly impacted the PPRH for the Routes 14 and 30 in FY19/20.

Figure 5 - Market Based Service Average PPRT



Link 220, a market based service, failed to meet the target of 10 PPRT as indicated in Figure 5. SunLine’s upcoming Refueled initiative will change our regional service Route 220 from Riverside to become the Route 10 to San Bernardino beginning in January 2021. We expect to see an increase in ridership related to CSUSB students when in class learning resume in 2021.

Service Quality Standards

Service quality standards are proposed to be measured using the following operational and passenger experience metrics:

- Service Scheduled Speed (service quality)
- On-Time Performance (service reliability)
- Percent Service Completed (service reliability)
- Miles Between Service Interruption (service reliability)
- Load Standards (service comfort)
- Average Fleet Age (service comfort)
- Bus Deployment Standards
- Warrants Standards

Each suggested metric is discussed in more detail below.

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

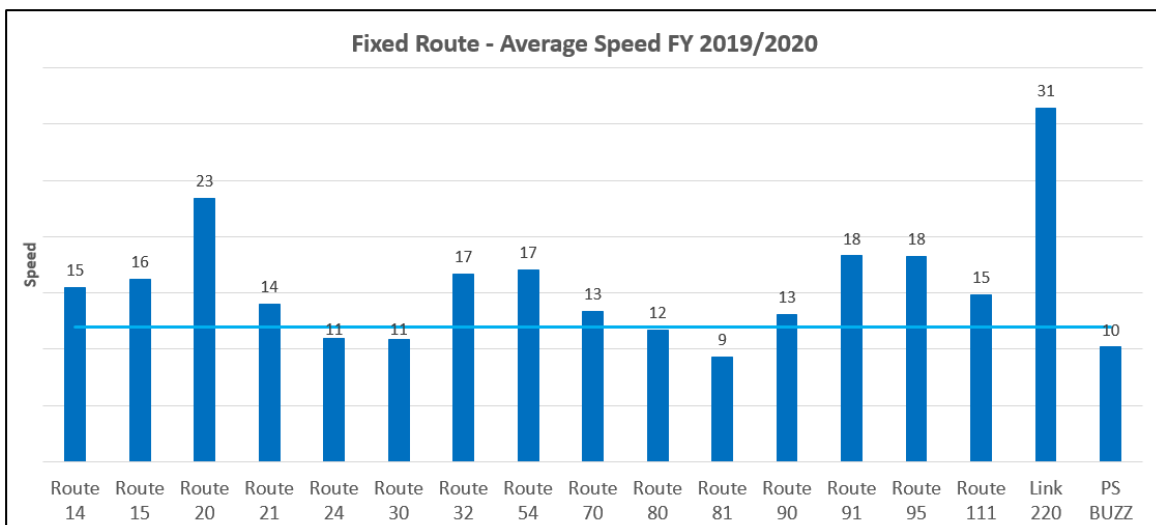
The target performance scheduled speed is 12.5 MPH for SunLine’s transit system as shown below.

Table 6 - Service Scheduled Speed Standard FY19/20

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

The system is currently operating at an average of 16 MPH, above the target for scheduled speed.

Figure 6 - Fixed Route Averaged Speed FY19/20



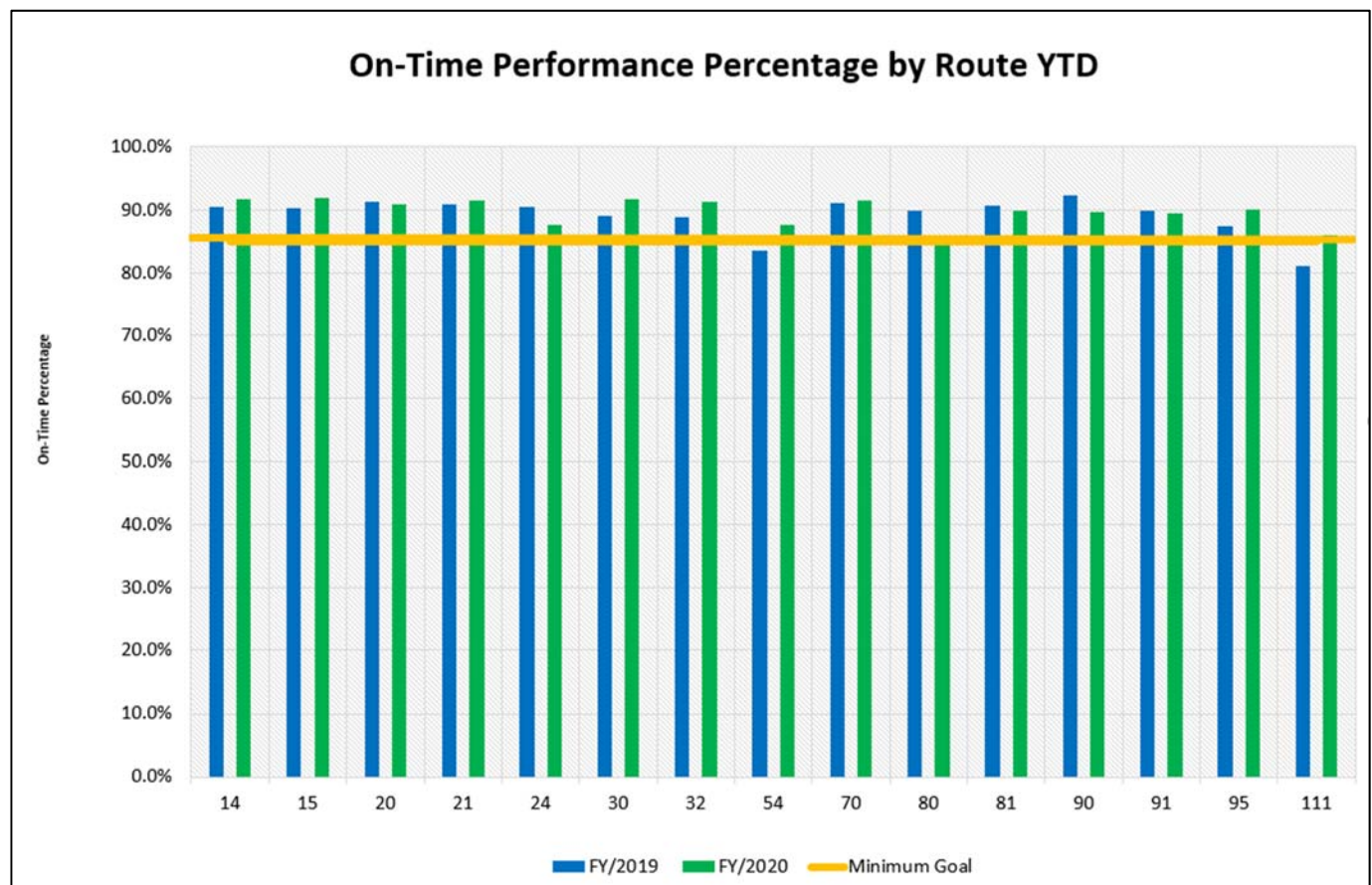
On-time Performance: This KPI measures service reliability as defined by adherence to the published service schedule. “On-time” is when a trip departs a time-point within a range of zero minutes early to five minutes late. In order for SunLine to achieve targeted on-time performance, service running times need to be calibrated regularly based on existing conditions. SunLine has a relatively uncongested operating environment, which helps support a high KPI for on-time performance. CommuterLink Route 220 service between Palm Desert and Riverside operated generally along I-10 and state route 60. This route is excluded from on-time performance calculations and reporting due to unpredictable running time variability. However, staff does monitor the on-time performance of this service to manage and improve the service. On-time performance standards for fixed routes are at a target of 85%.

Table 7 - On-Time Performance Standard FY19/20

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

SunLine’s system-wide on-time performance is at 89.3% which exceeds the goal for FY19/20. All routes operated above the minimum on-time performance standards as shown in Figure 7 below. The on-time performance impacts are attributed to road construction and repair projects.

Figure 7 - On-Time Performance By Route FY19/20



Percent Service Completed: Percentage of service completed is a new metric established as of September 2017. Initial intention was to report percentage of trips completed, however, due to limitations in our Avail ITS system we are reporting percentage of revenue mileage completed for FY19/20. This was calculated by comparing revenue miles completed vs. revenue miles scheduled after removing shadow bus service.

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

- Daily availability of operators and fleet vehicles to meet service demands
- Miles between service interruptions
- Timely response to service interruptions (less than half an hour)

The set standard for service completed is 99% by service mode seen in Table 8. The percent of service completed for FY19/20 was 99.4% exceeding our minimum service standard.

Table 8 - Service Completed Standard for FY19/20

Percentage of Service Completed Service Mode	Service Completed Minimum Standard
Fixed Route Bus	99%

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

Table 9 - Miles Between Service Interruptions Standard for FY19/20

Miles between Service Interruptions Service Mode	Target Minimum Miles between Service Interruptions (Road Calls)
Fixed Route Bus	5,000

The standard of 5,000 miles was exceeded throughout the review period. Miles between Service Interruptions for FY19/20 are noted in Table 10 below.

Table 10 - Miles Between Service Interruptions Standard for FY19/20

FY19/20	Fixed Route Miles between Service Interruptions
July	8,404
August	11,807
September	6,730
October	12,164
November	8,516
December	8,724
January	8,201
February	6,809
March	9,162
April	7,936
May	7,266
June	5,245

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

Table 11 - Load Standards for FY19/20

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

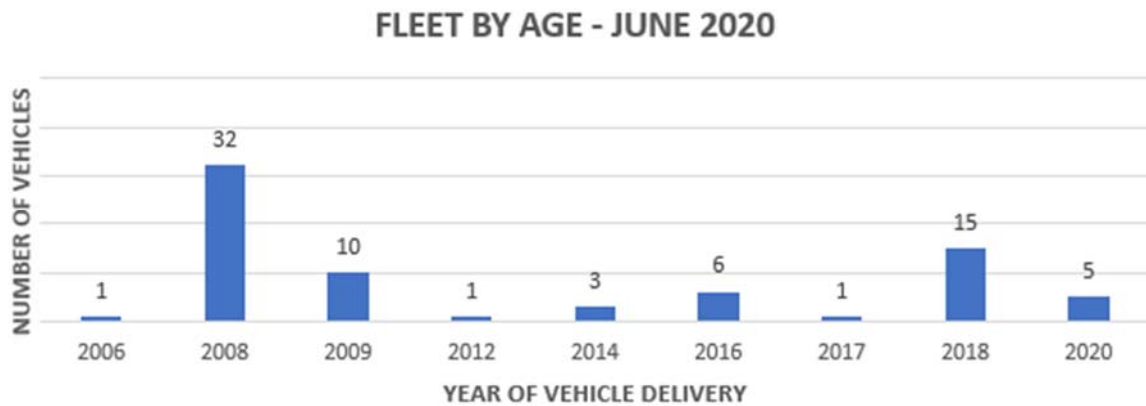
Average Fleet Age: The age of the vehicle fleet affects performance and reliability of transit services and attraction for customers. Adhering to the average fleet age requirement will ensure a consistently safe, reliable, and comfortable passenger experience.

Table 12 - Average Fleet Age Standard for FY19/20

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

The fixed route average fleet age is 7.9 years. SunLine continues to replace buses in the fleet that have met their useful life. Figure 8 below shows the fleet age as of June 2020.

Figure 8 - Fleet Age for FY19/20



Bus Deployment Policy: Bus deployment specifies the kind of vehicle that should be used to operate individual routes. The type of vehicle deployed on a route depends primarily on ridership demand and trip loads.

Table 13 - Bus Deployment Standard for FY19/20

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

SunLine will review the Bus Deployment Policy every two years beginning in 2018, and make necessary adjustments as the fleet is updated to ensure compliance with the Title VI requirements. At which time, future reporting for this KPI will be presented in the FY20/21 annual report.

Warrants Standards

The Warrants Standards provide guidelines for the introduction of new services. It is a tool for judging when new service or service extensions are appropriate. A new fixed route or route extension could be introduced when ridership forecasts based on population, school enrollment, or job density are sufficient to achieve minimum passengers per revenue hour standards by service type. Future reporting for this KPI will be presented in the FY20/21 annual report.

Paratransit Service Standards (SunDial)

The Federal Transit Administration provides guidelines to assist agencies in maintaining a high standard of complementary paratransit service for ADA passengers. Key metrics include:

Eligibility

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

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

Access

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

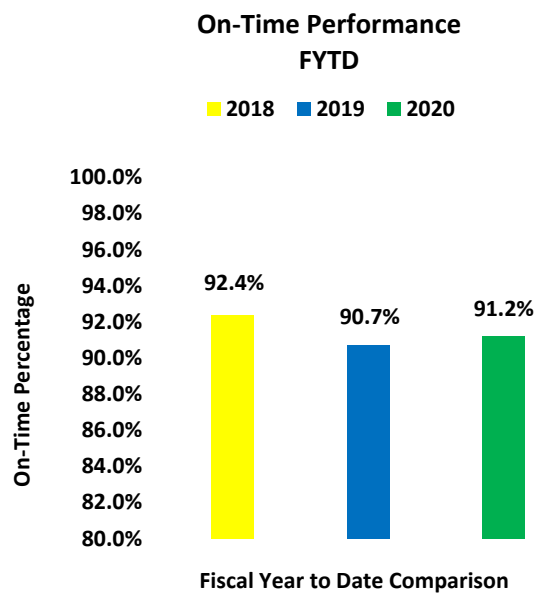
Travel Time

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

On-time performance

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

Figure 9 – SunDial On-Time Performance for FY19/20



Capacity

- Subscription service is provided as a proportion of our total complementary paratransit service as long as it does not interfere with our capacity for demand trips
- No more than 50% of the number of trips can be subscription. Going above this level could cause capacity constraint to serve our non-subscription riders
- Staff ensures subscription trips are balanced with non-subscription trips to ensure adequate levels of service can be provided on a daily basis
- Due to COVID-19, the last 4 months of FY19/20 there was a 61.1% decrease in trips. In order to maintain social distancing guidelines, paratransit began providing direct trips (1 on, 1 off service) for our clients.

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
- Due to COVID-19, on March 18, 2020, SunLine Transit Agency took precautions to provide the recommended social distancing and free fare was offered to our riders

Ridership

The effects of the COVID-19 pandemic were initially seen in March 2020 with a drop in ridership of 39.1% compared to 2019 and peaking in April with a 74.9% drop in ridership compared to the same time last year (Figure 10).

Figure 10 – Paratransit Ridership COVID-19 Impact for FY19/20

