



**SUNLINE TRANSIT AGENCY
FY 2014-2017 TITLE VI PLAN UPDATE**

INTRODUCTION

Section 601 of Title VI of the Civil Rights Act of 1964 states the following:

"No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

To ensure that agencies receiving federal assistance are not discriminating against minority individuals or communities, regular Title VI reports must be filed with the federal agency providing financial assistance to the agency. To fulfill this requirement, the SunLine Transit Agency (SunLine) has completed this Title VI 2014 - 2017 Plan Update for submission to the Federal Transit Administration (FTA). This report is for FY 2014 through FY 2017, and is effective November 1, 2013.

This report is prepared in accordance with the FTA Title VI guidelines as stated in new FTA Circular 4702.1B dated 1 October, 2012, and provides a review of SunLine's practices in complying with Title VI.

There are four main sections to this report:

- I. General Reporting Requirements - contains information concerning complaints alleging discrimination based on race, color, or national origin and SunLine compliance with Title VI in agency activities.
- II. Program Specific Requirements- consists of information concerning service area demographics and service standards.
- III. Title VI Compliance Assessment - examines the quality of service with respect to minority areas compared to the overall service area.
- IV. Other Areas of Consideration--includes information concerning service evaluation, service changes, and information dissemination.

As a supplement to this report, FTA requires that a base map of the service area be provided with overlays depicting fixed transit routes and minority areas. The maps are submitted to the FTA with this report as appendices.

I. GENERAL REPORTING REQUIREMENTS

The FTA has established specific guidelines for Title VI general compliance. SunLine compiles and maintains data as required by the FTA. Title VI General Reporting Requirements include the following:

1. Copy of agency's Title VI notice to the public that indicates the agency complies with Title VI, and informs members of the public of the protections against discrimination afforded to them by Title VI (this is included in Appendix 1 of this report).
2. Copy of the agency's instructions to the public regarding how to file a Title VI discrimination complaint including a copy of the complaint form (this is included in Appendix 1 of this report).
3. List of any public transport-related Title VI investigations, complaints, or lawsuits filed with the agency since the time of the last submission (there have been no complaints, investigations, or lawsuits in the period since the last submission of our Title VI Plan).
4. A public participation plan that includes an outreach plan to engage minority and limited English proficiency populations, as well as a summary of outreach efforts made since the last Title VI Program submission. (this is included in Appendix 2 of this report)
5. A copy of the agency's plan for providing language assistance to persons with limited English proficiency; based on the DOT LEP Guidance (this is included in Appendix 2 to this report)
6. A table depicting the racial breakdown of the membership of any transit-related, non-elected planning boards, advisory councils or committees, or similar bodies, membership of which is selected by the agency, as well as a description of efforts made to encourage the participation of minorities on such bodies.
7. Narrative or description of efforts made to ensure sub-recipients are complying with Title VI (together with a schedule of sub-recipient Title VI program submissions). This has been addressed with sub-recipients (their Title VI programs are copied in Appendix 7).
8. If the agency has constructed a facility, a copy of the Title VI equity analysis conducted during the planning stage with regard to the location of the facility (not applicable).
9. Descriptions of all pending applications for financial assistance, and all financial assistance provided by other federal agencies. These are included below (Section I).

10. Summary of all civil rights compliance review activities conducted in the last 3 years (sub-recipients Coachella Valley Association of Governments and Riverside County Transportation Commission have had their Title VI programs reviewed in 2011 and 2013 when new funding was allocated under JARC Section 5316).
11. Signed FTA Civil Rights Assurance that all of the records and other information as required under FTA Circular 4702.1 have been or will be compiled, as appropriate, and maintained by the applicant.
12. Signed DOT Title VI Assurance.

Below are outlined SunLine Transit Agency efforts to satisfy these twelve categories:

A. Title VI Policy notice:

Please refer to Appendix 1 for a copy of the agency's Title VI Policy notice to the public (English & Spanish versions included). The notice is placed in all our buses and paratransit vans, at major bus transfer locations, and in all agency administration buildings (including staff areas and public meeting rooms).

B. Title VI Procedures for Filing a Complaint

Please refer to Appendix 1 for a copy of the agency's Title VI Procedures for Filing a Complaint (English and Spanish language versions). The details of how to lodge a complaint under Title VI are included in all public notices regarding Title VI.

C. Title VI Investigations

There are currently no active complaints, investigations, or lawsuits against SunLine alleging discrimination on the basis of race, color, national origin, or handicap with respect to transit service. There have not been any complaints or lawsuits filed against SunLine Transit Agency regarding Title VI in the past three year period since the last Title VI submission. There have been no investigations conducted.

D. Public Participation Plan

Please refer to Appendix 2 for a copy of SunLine Transit Agency Public Participation Plan as well as a summary of outreach efforts (See Appendix 6) since the last Title VI Program submission.

SunLine informs the public of service changes and other important programs and activities which pertain to SunLine through its information dissemination process. The Public Participation Plan provides a public comment process that is used prior to the implementation of fare increases or significant service changes or any new programs.

This process allows the community to express their opinions or concerns about the proposed changes. The process calls for public hearings and also permits written

comments mailed, e-mailed or faxed to the administrative offices, to ensure that the community has adequate opportunity to comment on any proposed changes. The materials and meetings are provided in both English and Spanish.

E. Limited English Proficiency

An analysis of the population of the SunLine service area has identified Spanish-speaking Hispanic-Latino populations who speak English less than very well concentrated within the Coachella Valley, especially the eastern end of the service area. Please refer to Appendix 2 for a copy of SunLine Transit Agency's Limited English Proficiency (LEP) Plan to provide language assistance to persons with limited English proficiency.

To ensure that Spanish-speaking Hispanic-Latino populations within the Coachella Valley are able to obtain information on transit services and other agency programs, SunLine provides fare and other public information on the buses in both English and Spanish. SunLine brochures are translated into Spanish. Bilingual staff is also available to provide information over the telephone or in person at the agency administrative offices.

All information posted on SunLine's website is available in both Spanish and English. All public meetings and other community outreach conducted also provide Spanish-speaking staff to translate the meeting content if requested.

F. Membership of Non-Elected Boards, Councils, and Committees

Please refer to Appendix 6 for a table depicting the racial breakdown of the membership of the SunLine Access Advisory Committee. The agency has made past efforts to attract minority representation on this committee, through reaching out to non-profit and other groups and the community. Efforts continue to attract a Hispanic representative for this committee.

G Sub-recipients Title VI Compliance

SunLine has conducted a review of each sub-recipient (receiving Federal JARC Section 5316 and New Freedom Section 5317 funding through SunLine) to ensure all sub-recipients are complying with Title VI. Appendix 7 contains a copy of each current sub-recipient Title VI policy (Riverside County Transportation Committee and Coachella Valley Association of Governments).

H. Facility Title VI Equity Analysis

SunLine is in the process of constructing a new administration building on vacant land adjacent to the existing SunLine headquarters at Thousand Palms California. No Title VI Equity issues were identified with this project which is remote from area population.

I. Pending Applications for Funding

SunLine typically receives financial assistance through Sections 5304, 5307, 5309, 5310, 5311, 5316, and 5317 programs. The agency has two pending FTA grant applications. The pending grants include one combined Section 5307 grant for FY 12/13; Section 5311 funds for FY12-13; Section 5316 and 5317 grants through the 2013 Coordinated Transportation Program Call for Projects held by Riverside County Transportation Commission; and one Section 5309 State of Good Repair grant for replacement and new solar panels. These programs are being modified in line with MAP 21 Transportation Legislation effective 1 October, 2012, which will remove Sections 5316 and 5317 but introduce new Sections such as 5339.

J. Civil Rights Compliance Review Activities

The most recent review of SunLine's Equal Employment Opportunity Policy, including Affirmative Action Program was completed in 2012 and was submitted to FTA and approved. The review is performed internally by SunLine's Director of Administration/Human Resources on a bi-annual basis. Sub-recipients receiving federal funding through SunLine (Coachella Valley Association of Governments and Riverside County Transportation Commission) have had this agency review their Title VI programs in 2011 and 2013 when new funding was allocated under JARC Section 5316).

K. FTA Civil Rights Assurance

A signed FTA Civil Rights Assurance indicating that all of the records and other information required under FTA Circular 4702.1B have been or will be compiled, as appropriate, and retained at SunLine's administration office in Thousand Palms, is included in Appendix 4 of this document.

L. DOT Title VI Assurance

A signed Standard DOT Title VI Assurance is retained at SunLine's administrative office in Thousand Palms. This Assurance is not included in this Title VI report, since it is maintained as part of the FTA "One-Time Submission" file.

II. PROGRAM SPECIFIC REQUIREMENTS

This section provides specific information relative to Title VI requirements and guidelines for fixed route transit providers. The requirements under Title VI fall within the following categories:

- System-wide Service Standards
- Data Collection and Reporting
- Service and Fare Equity Analysis
- Monitoring of Transit Services

Based on its existing fleet of 45 buses deployed in peak service, SunLine is only required to address the first item above “set system-wide service standards”. However, SunLine expects to reach 50 or more fixed route vehicles in peak service during the program period (2014-2017) so the agency has opted to complete all four requirements. These are each outlined below.

System-Wide Service Standards

A set of system wide Service Standards Policy will be presented for adoption to SunLine’s Board of Directors at its July 2013 meeting. A copy of this draft document is included in Appendix 3 of this document. The Service Standards Policy document consists of three sections:

- Service Design Standards: for deployment and design plus refinement of transit services. Standards include:
 - Definition of the total 1,120 square mile service area.
 - Minimum population threshold for service
 - Minimum percentage of service area population within 0.75 miles of transit route.
 - SunLine transit network service tiers:
 - Key Regional Lines
 - Supporting Local Community Lines
 - Commuter Link service (Riverside)
 - Minimum service frequencies by tier and service day/time of day
 - Minimum service span of operating hours by service day
 - Target average stop spacing
 - Route spacing
 - Stop amenities by level of ridership and local physical conditions
 - Connectivity plan (coordinated frequencies)
- Service Performance Standards: used in evaluating performance of existing transit services to continuously improve their performance, including:
 - Service productivity standards (passengers per revenue hour)
 - Minimum boardings per trip
 - Maximum subsidy per passenger

- Service Quality Standards: used to maintain and improve service delivery and the passenger experience, including:
 - Minimum Service Scheduled Speed
 - Minimum On-Time Performance (service reliability)
 - Minimum Percent Service Delivered (service reliability)
 - Minimum Miles between Service Interruption (service reliability)
 - Maximum Load Standards (service comfort)
 - Average fleet age (service comfort)
 - Bus deployment policy

The metrics relating to the Service Standards Policy will be reported to the SunLine Board of Directors each fiscal year (proposed to be each December for the previous fiscal year), with metrics calculated monthly or quarterly for ongoing staff review.

SunLine is committed to planning and operating transit services guided by the above service standards policy, applied without regard to the race, color, or national origin of any person wishing to utilize these services.

Major Service Change Policy Associated with the service standards is a SunLine Transit Agency policy is to consider a “major service change” any permanent service change (6 months or longer duration) of 25% or more in revenue hours and/or revenue miles, span of service, or alignment miles for a given route or the network overall for any day type (weekday, Saturday/Sunday/Holiday). Such changes require a public hearing and SunLine Board approval before implementation.

Any change above the 25% threshold may be considered potentially adverse and be subject to Title VI service and fare equity analysis. The analysis will determine whether the proposed changes are more impactful on minority and/or low income communities than on the overall transit network, and that agency service standards have been consistently applied across the entire transit network.

Disparate Impact Policy This is a new requirement under Title VI. In order to determine whether the proposed changes are more impactful on minority population than on the overall population, a threshold of 20% or greater difference in impact on minority population compared to the non-minority population would be the point where a change is to be considered to have a disparate impact on the minority population.

If such a disparate impact is identified, it will be subject to review and determination of whether mitigation of the disparate impact can be achieved (subject to reanalysis of the revised proposal) or whether the change can still be justified based on having no other option to achieve the program goals that has less severe impact on the minority population resulting in the absence of the proposed change.

Disproportionate Burden Policy This is a new requirement under Title VI. This policy relates to the impact of proposed service or fare changes on the low-income population. Low income population is those people living in a household at or below the poverty income level guidelines established (based on household size) by the U.S. Department of Health and Human Services.

There is considered to be a disproportionate burden on the low-income population when that population has an impact of 20% or greater than the impact on the service area population overall for a proposed service or fare change.

If a disproportionate burden is identified, the proposed change would be subject to review and determination of whether mitigation of the adverse impact can be achieved (subject to reanalysis of the revised proposal) or whether the change can still be justified based on having no other option to achieve the program goals that has less severe impact on the low-income population.

Data Collection and Reporting

This section describes SunLine's 2010 Census data analysis to identify Title VI minority populations in the SunLine service area in the Coachella Valley. SunLine reviewed 2010 Census data at Traffic Analysis Zone level to identify the average minority population proportion for the overall service area, as well as for each of the twelve local transit routes, to determine which transit routes have an above service area average level of minority population. An analysis of the low income (in poverty) community was also made.

Minority Population

The racial classification for minority population SunLine used in the analysis, as outlined in section I-4 of FTA Circular C4702.1B, includes the following groups:

1. American Indian/Alaska Native.
2. Asian.
3. Black or African American.
4. Hispanic/Latino.
5. Native Hawaiian or Other Pacific Islander.
6. Other Races.
7. Multiple Races.

Based on these groups defining minority population, the data shows the following:

- 57.3% of the SunLine service area population belong to a minority group (238,467 out of 415,929 total population).
- Of the minority groups, 43% of the minority population is Hispanic/Latino, and 46% is other races or multiple races (likely mostly including Hispanic). Of the total service area population, 4.4% are African American, 4.9% Asian, 1.5% American Indian/Native Alaskan, and 0.2% Hawaiian/Pacific Islander.

- 61.6% percent of the population within 0.75 miles of the SunLine fixed route network belong to a minority group (173,247 out of 281,232 total population).
- Routes varied from a low of 34.9% to a high of 95.5% minority population as a percentage of total population served (population within 0.75 mile catchment of a transit route).
 - Six local routes (Lines 15, 30, 80, 81, 90, 91) were above the service area average minority population percentage (57.3) and the other six local routes (Lines 14, 24, 32, 53, 70, 111) were below it.
 - Four routes (Lines 80, 81, 90, 91) had percentage minority population catchments high above the service area average (85% or higher). These lines are all located in the eastern Coachella Valley (serving Indio, Coachella, Thermal, Mecca, Oasis).
 - Line 15 in Desert Hot Springs had a moderately higher minority population catchment percentage compared to the service area average percentage minority population.
 - Line 30 catchment (Palm Springs and Cathedral City) was only slightly above the service area average percentage minority population.
- In terms of percentage of each route's mileage, a review was made to determine if at least one third (33%) of a given route's total revenue mileage was located in Census traffic analysis zones (TAZs) with a percentage of minority population that exceeds the average percentage of minority population in the transit service area overall. The analysis showed:
 - Lines 15, 80, 81, and 90 had all TAZs with above average minority population.
 - Line 91 had 73.3% of route mileage in TAZs with above average minority percentage.
 - The Line 30 had 45.8% of this line's revenue miles located in TAZs with above average minority population.
 - Lines 32 and 70 were also above 33% of their revenue miles being in TAZs with above service area average minority populations.

Based on this analysis, Lines 15, 30, 32, 70, 80, 81, 90, and 91 are regarded as minority transit routes for monitoring purposes. Table 1 below shows the overall SunLine service area as well as each SunLine transit line in regard to minority population. See Appendix 5 for maps of this data.

Table 1

SunLine Service Area Demographic Survey (2010)

Numbers reflect population count estimates for area within 3/4 mile of route or network

Route	Total Population	Minority	Minority %	White	White (adjusted)	Hispanic/Latino*	African American	American Indian / Native Alaskan	Asian	Hawaiian/Pacific Islander	Other	Multiple Race
14	31,306	16,551	52.9%	20,732	14,755	5,977	1,669	398	1,052	81	6,097	1,277
15	16,955	12,054	71.1%	9,482	4,902	4,580	1,329	249	393	49	4,620	834
24	24,977	10,996	44.0%	17,396	13,981	3,415	1,490	276	1,149	39	3,735	892
30	46,210	28,118	60.8%	30,478	18,092	12,386	1,290	446	2,258	66	9,925	1,747
32	55,777	30,580	54.8%	39,062	25,197	13,865	1,281	535	2,935	53	9,888	2,023
53	25,077	8,749	34.9%	20,026	16,328	3,698	421	136	827	22	2,971	674
70	34,499	13,950	40.4%	26,268	20,549	5,719	760	236	1,061	46	4,892	1,236
80	49,739	43,202	86.9%	26,914	6,538	20,376	1,086	523	754	39	18,744	1,680
81	48,314	41,028	84.9%	26,739	7,286	19,453	1,132	546	869	36	17,259	1,733
90	50,039	47,781	95.5%	24,986	2,259	22,727	647	425	481	37	21,994	1,470
91	40,017	38,358	95.9%	19,414	1,660	17,754	361	382	326	19	18,386	1,130
111	87,049	44,732	51.4%	62,172	42,316	19,856	2,005	757	2,455	75	16,867	2,717
Network	281,232	173,247	61.6%	184,225	107,986	76,239	7,597	2,588	8,540	328	68,396	9,559
Service Area	415,929	238,467	57.3%	280,091	177,462	102,629	10,454	3,810	11,607	467	96,260	13,240

* In the Census , Hispanic/Latino race is a subset of "White" ethnicity. "White (adjusted)" column excludes Hispanic/Latino population.

** Limited English Proficiency are those people responding that they speak the English language "Well", "Not Well", or "Not At All".

Table 2 below shows the analysis of routes in terms of revenue mileage belonging to TAZs with higher than service area average proportion of minority population.

Table 2 - SunLine Service Area Demographic Survey (2010)

Numbers reflect population count estimates for area within 3/4 mile of route or network

Route	Total One-Way Distance (miles)	Distance (miles) Within Minority TAZ (miles)	Percentage of route within Minority TAZ
14	17.82	5.12	28.7%
15	5.85	5.85	100.0%
24	12.47	4.01	32.2%
30	10.96	5.02	45.8%
32	22.03	8.00	36.3%
53	8.26	0.00	0.0%
70	11.57	4.40	38.0%
80	10.23	10.23	100.0%
81	8.56	8.56	100.0%
90	9.41	9.41	100.0%
91	31.23	22.90	73.3%
111	29.69	4.57	15.4%

Low Income Population:

An analysis was also completed of the distribution of low income population in SunLine’s service area (as required for Title VI and Environmental Justice compliance). This analysis was based on the Census 2011 5-year American Community Survey data.

This survey identified a 404,748 total population in the SunLine service area in the Coachella Valley. Of this population, 69,992 people were identified as low income (“in poverty”). This means those people living in households at or below the household income poverty guidelines as set by the US Department of Health and Human Services. This gives a service area average of 17.3% of the population being low income.

Transit lines with higher than the service area average percentage low income population were lines 14, 15, 30, 80, 81, 90, 91, and 111. This is similar to the list of transit lines with above average proportion of minority population. As with minority population proportions, Lines 15, 80, 81, 90, 91 had the highest percentage of low income population.

Table 3 on the next page outlines the data. Maps included in Appendix 5 show the areas with higher than average minority and or low income population. The eastern Coachella Valley is notable for have both high proportions of minority and low income population.

Table 3 - SunLine Service Area Demographic Survey (2010)

Numbers reflect population count estimates for area within 3/4 mile of route or network

Route	"In Poverty"	"In Poverty" %
<i>Source:</i>	2011 American Community Survey	
14	6,295	20.6%
15	4,430	27.4%
24	3,543	14.3%
30	9,520	20.7%
32	7,653	14.1%
53	2,351	9.5%
70	2,624	7.6%
80	13,545	27.6%
81	12,867	27.1%
90	14,021	29.0%
91	12,336	31.7%
111	16,592	18.5%
Network	51,185	18.4%
SunLine Service Area	69,992	17.3%

Service and Fare Equity Analysis

As part of the evaluation of any significant service change (more than 25% change in revenue miles and/or hours) for any line, a public hearing is conducted. All fare changes are also subject to a public hearing. The following hearings were held during the past three years:

- Line 14-15 changes – Desert Hot Springs: (September 2010)
- Line 80-81 changes – Indio: (January 2012)
- Line 220 Commuter Link Palm Desert – Riverside (including new fares): (September 2012)

The record for each of these meetings is attached in Appendix 6. The above changes are believed to have been consistent with Title VI and did not negatively impact minority or low income communities:

- Lines 14-15 changes vastly improved the efficiency of these transit services for all Desert Hot Springs customers. Ridership has increased significantly on Line 14, even with part of this line now operating as new Line 15 (which continues to grow in ridership).
- Lines 80-81 changes have facilitated access to new retail stores at Indio for minority and low income communities. Ridership on these lines has increased overall.
- Line 220 provides an affordable transit link between the Coachella Valley and western Riverside County for those seeking employment or accessing employment services there. There has not been such a route in operation since the former SunLink service was cancelled in 2004. This change included both a new route and new fares.

Transit Service Monitoring

The metrics outlined in the Service Standards Policy (see Appendix 3) are in most cases calculated monthly or quarterly for review by staff. With the newly adopted Service Standards, an annual report will be made to the SunLine Board of Directors each December.

All service standards have associated metrics. These metrics will be constantly tracked and responded to in order to ensure that a consistently high standard of service is delivered to all customers and citizens of the Coachella Valley regardless of their race, color, or national origin, or their economic status.

SUNLINE TRANSIT AGENCY
TITLE VI REVIEW
APPENDICES

APPENDIX 1:
Title VI Policy Statement
Title VI Program Summary
Title VI Notices
Title VI Complaint Forms



SUNLINE TRANSIT AGENCY TITLE VI POLICY STATEMENT

As the regional transit provider of public transportation whose employees have extensive daily contact with the public, SunLine Transit Agency [SunLine] recognizes its responsibility to the community which it serves and is committed to a policy of nondiscrimination. SunLine works to provide non-discriminatory public transportation in support of our mission *"To provide safe and environmentally conscious public transportation services and alternate fuel solutions to the meet the mobility needs of the Coachella Valley"* to enhance the social and economic quality of life for all residents in the Valley.

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." (42 U.S.C. Section 2000d).

SunLine grants all citizens' equal access to all its transportation services under Title VI of the Civil Act and it is also the intent of SunLine, that all citizens are aware of their rights to such access. SunLine is committed to ensuring that no person is excluded from participation or denied benefits of its services on the basis of race, color or national origin as stipulated by Title VI of the Civil Rights of 1964, as amended. To that end it is SunLine's objective to:

1. Ensure that the level and quality of transportation service is provided without regard to race, color or national origin.
2. Promote fair participation in transportation decision making for all affected population;
3. Prevent the denial, reduction or delay in benefits related to programs and activities that benefits minority or low-income and populations;
4. Ensure meaningful access is granted to programs and activities for people with limited English proficiency.

The Environmental Justice component of Title VI guarantees fair treatment for all people and provides for SunLine to identify and address, as appropriate, disproportionately high and adverse effects of its programs, policies, and activities on minority and low-income populations, such as undertaking reasonable steps to ensure that Limited English Proficiency (LEP) persons have meaningful access to the programs, services, and information SunLine provides. Environmental Justice Regulations are:

(a) To avoid, minimize, or mitigate disproportionately high and adverse human health and environmental effects, including social and economic effects, on minority populations and low income populations;

(b) To ensure the full and fair participation by all potentially affected communities in the transportation decision-making process;

(c) To prevent the denial of, reduction in, or significant delay in the receipt of benefits by minority and low-income populations.

The Director of Planning is the designated Title VI Officer responsible for compliance and monitoring to ensure non-discriminatory provision of transit services and programs. In that capacity, the Director of Planning is responsible for implementing all aspects of the Title VI program. However, along with the General Manager, all Department Directors, Managers, and their staff share the responsibility for making SunLine's Title VI Program a success. Implementation of the Title VI Program is accorded the same priority as compliance with all other legal obligations incurred by SunLine in its financial assistance agreements with the Department of Transportation.

Roger Snoble, Interim General Manager

Date



TITLE VI PROGRAM

SunLine Transit Agency (SunLine) Title VI Policy Statement

SunLine treats its customers with respect and integrity:

SunLine Transit Agency (SunLine), in accordance with the United States Department of Transportation Title Vi Regulations (49 CFR part 21) operates its programs without regard to race, color, creed, national origin, sexual preference, marital status, age, medical condition, or disability in compliance with Title VI of the Civil Rights Act, California Civil Code section 51(b), or other applicable law.

SunLine's Title VI Policy Statement:

Title VI is a section of the Civil Rights Act of 1964 requiring that "No person in the United States shall on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance." SunLine grants all citizens' equal access to all its transportation services under Title VI of the Civil Act and it is also the intent of SunLine, that all citizens are aware of their rights to such access.

Complaint Process:

Filing a Title VI Complaint?

Persons who believe they have received discriminatory treatment or practice under Title VI may file a complaint with SunLine Transit Agency. For information on filing a complaint, contact SunLine's Planning Department. Complaints must be in writing and must be filed no later than 180 calendar days of the alleged discriminatory incident.

Methods of filing a complaint

The preferred method is to file your complaint in writing using the Title VI Complaint Form and send it to:

SunLine Transit Agency
32-505 Harry Oliver Trail
Thousand Palms, CA 92276
Attn: Director of Planning/Title VI Officer

Verbal complaints will be accepted and transcribed by the Title VI Officer. To make a verbal complaint, call (760) 343-3456 and ask for the Title VI Officer. You also have the right to file your complaint with the United States Department of Transportation (USDOT), a federal or state agency, or a federal or state court.

Should a complaint be filed with SunLine and an external entity simultaneously, the external complaint may supersede the complaint to SunLine and the internal complaint procedures will be suspended pending the external entity's findings.

Investigations

Within 15 working days of receipt of the formal complaint, the Title VI Officer will notify the complainant and begin an investigation (unless the complaint is filed with an external entity first or simultaneously). The investigation will address complaints filed against transit service offered by SunLine and will include discussion(s) of the complaint with all affected parties to determine the problem. The complainant may be represented by an attorney or other representative of his/her own choosing and may bring witnesses and present testimony and evidence in the course of the investigation.

The investigation will be conducted and completed within 60 days of the receipt of the formal complaint. The complainant will receive a letter stating the final decision of the Executive Director by the end of the 60-day time limit. The complainant shall be notified of his/her right to appeal the decision. Appeals may be made to the Federal Department of Transportation.



TITLE VI PROGRAM

As the regional transit provider, SunLine Transit Agency (SunLine), operates its programs in accordance with the United States Department of Transportation Title VI of the Civil Rights Act Regulations (49 CFR part 21), California Civil Code section 51(b).

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." (42 U.S.C. Section 2000d).

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Verbal complaints will be accepted and transcribed by the Title VI Officer. To make a verbal complaint, call 1-800-347-8628 and ask for the Title VI Officer. You also have the right to file your complaint with the United States Department of Transportation (USDOT), a federal or state agency, or a federal or state court. For further information please visit our website WWW.SUNLINE.ORG



PROGRAMA DE TÍTULO VI

Como el proveedor regional de tránsito, SunLine Transit Agency (SunLine), opera sus programas en acuerdo con el Título VI de la Ley de Derechos Civiles (49 CFR part 21) del Departamento de Transporte de los Estados Unidos, sección 51(b) de el código civil de California.

El Título VI de la Ley de Derechos Civiles de 1964 estipula que: "Ninguna persona en los Estados Unidos, por razones de raza, color u origen nacional, quedará privada de participar en ningún programa o actividad que reciba la asistencia financiera federal; tampoco se le negarán los beneficios a los mismos, ni sera sometida a discriminación alguna con relación a ellos". (42 U.S.C. Section 2000d)

Personas que creen haber sido objeto de un acto de discriminación prohibido por las disposiciones del Título VI pueden hacer una queja con SunLine Transit Agency. Par informacion sober como hacer una queja contacten el Departamento de Planificación de SunLine. Quejas deben hacer escito y entregadas no mas tarde de 180 días de la fecha en que tuvo lugar el incidente. El métido prefidido para hacer una queja es por escito usando la forma de quejas del Título VI y enviando a la dirección que aparece abajo:

SunLine Transit Agency
32-505 Harry Oliver Trail
Thousand Palms, CA 92276
Attn: Director of Planning/Title VI Officer

Quejas verbales tambien seran aceptado y transcrito para el oficial del Título VI . Para hacer una queja verbal llame al 1-800-347-8628 y pergunte para EL Director de Ley de Derechos Civiles. Tambien tiene el dercho de presentar una queja formal ante el Departamento de Transporte de los Estado Unidos (USDOT), o una agencia externa de cumplimiento, o a buscar asesoramiento privado. Para mas información vaja a WWW.SUNLINE.ORG



TITLE VI COMPLAINT FORM

Title VI of the 1964 Civil Rights Act requires that “No person in the United States shall on the ground of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance”. If you wish to submit a Title VI complaint to SunLine Transit Agency, please complete this form and send it to:

SunLine Transit Agency
Attn: Title VI Officer
32-505 Harry Oliver Trail
Thousand palms, CA 92276
Office (760) 343-3456
Fax (760) 343-0576

PLEASE PRINT CLEARLY

Name: _____

Address: _____

City, Ste, Zip Code: _____

Telephone: Home _____ Cell _____

If applicable name and title of persons(s) who allegedly discriminated against you: _____

Please check which of the following best describes the type of discrimination experienced:

- Race
- Color
- National Origin

What date did the alleged incident take place: _____

Name the location where the alleged incident took place: _____

Is this activity or incident still on going? _____

In your own words, please describe the alleged incident and explain what happened and whom you believe was responsible. _____

Please list any person(s) we may contact for additional information to support your complaint.

Have you filed this complaint with any other federal and state agency, or with any federal or state court? Yes No

If yes, check all that apply:

Federal Agency Federal Court State Agency State Court

Please provide the name and phone number of the contact persons at the agency/court where the complaint was filed: _____

Please sign below and attach any written or other information that you think is relevant to your complaint. _____

Signature: _____ Date: _____



FORMULARIO DE QUEJA DEL TÍTULO VI

El Título VI de la Ley de Derechos Civiles de 1964 prohíbe la discriminación en base a raza, color, ú origen nacional en programas y actividades que reciben asistencia financiera Federal. Específicamente, el Título VI dice que debido a su raza, color, ú origen nacional "ninguna persona en los Estados Unidos será excluida de participar, se le negará beneficios, ó será sometido a discriminación bajo ningún programa ó actividad que recibe ayuda económica Federal." Si usted desea presentar una queja del Título VI a la agencia de tránsito de SunLine, por favor llene el formulario y envíelo a:

SunLine Transit Agency
Attn: Director of Planning/Title VI Officer
32-505 Harry Oliver Trail
Thousand palms, CA 92276
(760) 343-3456 (oficina)
(760) 343-0576 (fax)

POR FAVOR IMPRIMA CLARAMENTE

Nombre: _____

Dirección: _____

Ciudad, Estado, Código Postal: _____

Teléfono: Casa _____ Celular _____

Si es aplicable, escriba el nombre y título de la(s) persona(s) que discriminaron contra usted:

Por favor marque lo siguiente que mejor describa el tipo de discriminación que sufrió:

- Raza
- Color
- Origen nacional

¿En que fecha ocurrió el incidente? _____

¿En que lugar ocurrió el incidente? _____

¿Todavía sigue esta actividad ó incidente? _____

En sus propias palabras, por favor explique qué sucedió y quién usted piensa fue responsable: _____

Por favor escriba el nombre(s) de persona(s) que podamos contactar que apoye su queja ó para información adicional: _____

¿Usted ha sometido esta queja con alguna otra Agencia Federal ó Estado, ó con cualquier otra Corte Federal ó del estado? Sí No

Si contestó sí, marque todo lo que sea aplicable:

- Agencia Federal Corte Federal Agencia Estatal Corte Estatal

Por favor escriba el nombre y el número de teléfono de la persona(s) de contacto de la agencia/la corte donde sometió su queja: _____

Por favor firme abajo e incluya cualquier información por escrito que usted piense que sea pertinente a su queja. _____

Firma: _____

Fecha: _____

**APPENDIX 2:
Limited English Proficiency Plan
Public Participation Plan**



LIMITED ENGLISH PROFICIENCY (LEP) PLAN

In accordance with Title VI of the 1964 Civil Rights Act, SunLine Transit Agency (SunLine) as a federal grantee is obligated to reduce language barriers that could preclude meaningful access by Limited English Proficiency [LEP] persons to important benefits, programs, information and services offered by the agency. Executive Order 13166 requires agencies receiving federal assistance to improve access to all programs and services for LEP persons.

Purpose

This document establishes guidance for SunLine Transit Agency in establishing a Limited English Proficiency (LEP) Plan as required by Section 2 of Executive Order 13166. It is SunLine's policy to provide meaningful access to its programs and services for persons who, as a result of national origin, are limited in English proficiency. This LEP Plan is established pursuant to and in accordance with Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency."

SunLine's mission is to ensure equal access to programs and services to all residents who use transit services provided in the Coachella Valley for their mobility needs. This Plan serves as guidance for staff in helping to ensure meaningful access to programs and services conducted by the Agency for persons who, as a result of national origin, are limited in English proficiency. SunLine has taken a number of steps, outlined in this document, to assist LEP individuals to access its programs and services, and is committed to improving access. As a federal grantee, SunLine will examine services it provides and develop and implement a system by which LEP persons can meaningfully access those services consistent with, and without unduly burdening, the fundamental mission of the agency. This LEP Plan will guide SunLine's efforts to improve access to programs and services it currently provides.

SunLine LEP Plan is designed to assist staff by providing guidance on translation, interpreter, and outreach services for LEP persons seeking access to its programs. The first priority of the LEP Plan is to improve access for LEP individuals to critical services or activities. SunLine will focus on improving access to its other programs and services, particularly in those areas with regular contact with LEP persons. This LEP Plan is designed to address those instances in which SunLine staff directly interacts with and serves LEP persons.

LEP Needs Evaluation:

As part of the process of evaluating its LEP needs, SunLine uses the four factors analysis of programs, services, and information for patrons that use transit services offered in the Coachella Valley. These factors include:

1. Number or proportion of LEP persons eligible to be served or would likely be encountered by the program or grantee.
2. Frequency with which LEP individuals come in contact with the program or services.

3. Nature and importance of the program, activity, or service provided by the program to people's lives; and
4. Resources available to the grantee and the cost involved.

SunLine's uses a clearly defined model to assess needs of LEP persons within its service area which consists of:

A. Demographic Review and Evaluation:

This element allows the Planning staff to evaluate through research of census data to identify LEP persons who may need language assistance, as well as identify which language assistance will be provided.

Census 2010 data was examined for SunLine's service area overall and for each of the 12 local transit routes operated. The results of that analysis are shown in the table below. From the total population of 273,484 people with data available for, 5.3% of this population was considered less than very proficient in English. 94.5% of this group was of Hispanic/Latino ethnicity. This pattern held for routes also, with at least 74.5% (more commonly 85% or higher) of any route catchment being LEP people of Hispanic/Latino ethnicity. Detailed data is shown in the table below.

Based on this information, the agency has focused efforts to engage successfully with the LEP Hispanic/Latino people to ensure they can fully utilize SunLine Transit Agency services.

SunLine Service Area Demographic Survey (2010)

Numbers reflect population count estimates for area within 3/4 mile of route or network

Route	Total Population	Limited English Proficiency**	Limited English Proficiency %	Speak Spanish with Limited English Proficiency	Speak Spanish with Limited English Proficiency % of overall LEP	Speak Other Indo-European Language with Limited English Proficiency	Speak Asian or Pacific Islander Language with Limited English Proficiency	Speak Other Language with Limited English Proficiency
<i>Source:</i>								
Census 2010								
14	20,800	744	3.6%	661	88.8%	52	31	0
15	10,013	601	6.0%	577	96.0%	24	0	0
24	17,662	307	1.7%	228	74.3%	41	38	0
30	27,976	1,456	5.2%	1,345	92.4%	33	76	2
32	36,194	1,365	3.8%	1,220	89.4%	79	66	0
53	18,960	632	3.3%	512	81.0%	43	77	0
70	27,388	891	3.3%	766	86.0%	47	78	0
80	27,579	2,925	10.6%	2,918	99.8%	0	7	0
81	27,932	2,700	9.7%	2,695	99.8%	0	5	0
90	24,300	3,523	14.5%	3,523	100.0%	0	0	0
91	19,013	2,794	14.7%	2,792	99.9%	2	0	0
111	62,932	2,990	4.8%	2,786	93.2%	92	108	4
Network	182,788	10,612	5.8%	10,040	94.6%	277	290	5
SunLine Service Area	273,484	14,570	5.3%	13,765	94.5%	398	399	8

** Limited English Proficiency are those people responding that they speak the English language "Well", "Not Well", or "Not At All".

B. Internal Assessment:

This element enables staff to evaluate performance data on all routes, review existing services and programs, evaluate current demand for services, cost for providing services, as well as evaluate current level of language assistance offered to LEP persons. This

helps in training staff on how to work with LEP persons and ensures that SunLine notifies LEP persons of programs.

The agency has monitored how LEP people engage with the agency. In regard to the information on our services (printed materials or on our website www.sunline.org), these are provided in both English and Spanish languages. Examples of printed materials provided in both languages include:

- The ADA Guide Book
- Paratransit (cur to curb) service information
- How to Ride SunBus
- How to Bike and Bus
- System Map
- Pass Outlet Information
- ADA Certification Application
- Mobility Training Program

Staff who speak Spanish are available at:

- SunLine's customer service phone line (a recent survey showed 3.2% of calls were handled in in Spanish)
- SunDial reservations (a recent survey showed 4.6% of calls were handled in Spanish).
- SunLine's reception at Thousand Palms (less than 0.5% of enquiries by phone or in person were in Spanish, but staff remain available should the need ever arise).

The agency also has an outreach specialist for attending public events or specially arranged meetings to promote the range of SunLine services. This person is fluent in both Spanish and English, and is working to strengthen links with the network of Hispanic groups in the Coachella Valley.

SunLine planning section also has Spanish- speaking staff available for public hearings regarding proposed major transit service and fare changes. Information presented at each meeting will also be available in both English and Spanish. This is especially important in addressing major service and fare changes in the east end of the Coachella Valley where LEP customers are most common.

C. External Assessment

This allows SunLine to conduct market research studies, evaluate the effectiveness and efficiency of existing programs, and services to determine the need for additional services, as well as improve these services and programs. Furthermore, it enables staff to continue monitoring and updating the LEP guidance.

SunLine is due to conduct a systemwide Transit Rider Survey in FY13-14 and this will provide another important opportunity to include LEP passengers in a key survey that will profile our passengers and how they utilize SunLine services and ways to improve the services and information about them.

SUNLINE PUBLIC PARTICIPATION PLAN

SunLine informs the public of service changes and other important activities which pertain to its service delivery through a specific information dissemination process. This policy states the public comment process that is used prior to the implementation of fare increases or significant service changes.

FARE/SERVICE CHANGE & PUBLIC COMMENT POLICY AND PROCEDURE

Basic Requirement

SunLine is required by Federal Transit Administration (FTA) guidelines to establish a policy, which defines the process used by SunLine to solicit and consider public comment prior to implementation of fare increases and significant service changes. The policy is also intended to differentiate between relatively minor changes, which do not necessitate a formal public comment process, and major changes for which public input will be sought.

SunLine Policy

The Board of Directors has an adopted policy which requires that public comments be solicited prior to any permanent change to fares and/or results in a 25% or more change in revenue miles and/or hours or revenue alignment miles or span of service hours for a given route or the overall network on a given day type (Weekday, Saturday, Sunday, Major Holiday).

Public Notification

As required, the public comment process begins with publishing a legal notice in the local newspaper of wide general circulation. The notice will be offered in both English and Spanish. The notice will set a specific date, time, and location for one or more public hearings. Written comments, via mail, fax or email, will also be accepted on the proposed adjustments for a period of not less than 30 calendar days from initial publishing of the legal notice. Public hearings will be held no earlier than 30 days following the initial publication of the legal notice. Written comments will be accepted for a minimum of three calendar days following a public hearing. Legal notices will inform the public of proposed changes for which the public comment process is being held, how comments will be received, and, if applicable, the locations, dates, and times of scheduled public hearings.

Scheduling Public Hearing Location and Time

Service changes that have system-wide impact (such as a fare change) may require multiple public hearing locations in order to maximize convenience to patrons that are affected, including minority populations most concentrated in the eastern end of the Coachella Valley. This will mean meetings will normally be scheduled at both facilities in Palm Springs and Indio to provide easy access from both ends of the valley. To the extent possible, public hearings will be scheduled at locations 1) in proximity to the area affected by the proposed adjustments, 2) at different times of day (mid-morning and early evening) weekdays, and 3) accessible by regular bus routes at times when these are operating. All facilities utilized for public hearings will be accessible to persons with disabilities. Special arrangements will be made for the sight or hearing impaired if requested at least 24 hours in advance. Translation services will be provided for Spanish speaking attendees at the public meetings and all key printed materials will be made available in Spanish.

Procedure for Conducting Public Hearings

Comment forms will be offered to attendees to register their presence and desire to speak or as an alternate method of providing their written comments. Public hearings will begin with a reading of the public notice. The purpose, proceedings, and proposed actions, which necessitated the public hearings, will be explained for clarification. Introductory proceedings will encourage the audience to comment on the proposed actions for which the hearing was scheduled. When the explanation of proposed actions is completed, the public are invited to offer their comments. The public are requested to limit their individual comments to three (3) minutes until all persons have been given the opportunity to speak. After all registered persons have commented, a final opportunity is offered for any additional public comment. This offering will precede the close of the public hearing.

Documentation of Public Hearings

Official records of SunLine's public hearings on fare or major service adjustments will be generated by development of 1) affidavits of newspaper publications of public notices, and 2) notes of proceedings. Tape recordings of the public hearings will be the preferred means of recording public hearing documentation. Records of public comment will be maintained on file at SunLine.

Addressing Public Comments Received

All relevant comments, received verbally or in writing at a public hearing, or as otherwise conveyed to SunLine prior to the established deadline, will be entered into the public record of the comment process. Subsequent to the comment period, staff will evaluate and analyze all relevant comments received. SunLine Board of Directors will be notified by the General Manager of all public comment solicitations in advance of all scheduled public hearings on fare and service adjustments. Upon review by the Board, the General Manager will be directed accordingly to proceed with or amend the recommended service and/or fare changes.

APPENDIX 3:
Major Service Change Policy
Disparate Impact Policy
Disproportionate Burden Policy
Equity Analysis
Draft Service Standards Policy

SUNLINE TRANSIT AGENCY MAJOR SERVICE CHANGE POLICY

SunLine Transit Agency policy is to consider a “major service change” any permanent service change (6 months or longer duration) of 25% or more in revenue hours and/or revenue miles, span of service, or revenue alignment miles for a given route or the network overall for any day type (weekday, Saturday/Sunday/Major Holiday). Such changes require a public hearing and SunLine Board approval before implementation.

Any change above the 25% threshold may be considered potentially adverse and be subject to Title VI service and fare equity analysis. The analysis will determine whether the proposed changes are more impactful on minority and/or low income communities than on the overall transit network, and that agency service standards have been consistently applied across the entire transit network.

SUNLINE TRANSIT AGENCY DISPARATE IMPACT POLICY

In order to determine whether the proposed changes are more impactful on minority population than on the overall population, a threshold of 20% or greater difference in impact on minority population compared to the non-minority population would be the point where a change is to be considered to have a disparate impact on the minority population.

If such a disparate impact is identified, it will be subject to review and determination of whether mitigation of the disparate impact can be achieved (subject to reanalysis of the revised proposal) or whether the change can still be justified based on having no other option to achieve the program goals that has less severe impact on the minority population resulting in the absence of the proposed change.

SUNLINE TRANSIT AGENCY DISPROPORTIONATE BURDEN POLICY

This policy is provided in relation to the impact of proposed service or fare changes on the low-income population. Low income population is those people living in a household at or below the poverty income level guidelines established (based on household size) by the U.S. Department of Health and Human Services. There is considered to be a disproportionate burden on the low-income population when that population has an impact of 20% or greater than the impact on the service area population overall for a proposed service or fare change.

If a disproportionate burden is identified, the proposed change would be subject to review and determination of whether mitigation of the adverse impact can be achieved (subject to reanalysis of the revised proposal) or whether the change can still be justified based on having no other option to achieve the program goals that has less severe impact on the low-income population.

TITLE VI EQUITY ANALYSIS OF PROPOSED SERVICE AND FARE CHANGES

- 1 What service and/or fare changes does SunLine propose? Please describe the nature of the change, the bases or rationale for the change, the modes of service impacted, and the communities affected by the change.**

Service changes can include, but are not limited to, route extensions, route deletions, route additions, changes in hours or days of operation, changes due to contracting out transit services, and changes in headways.

Fare changes can include, but are not limited to, across-the-board fare increases or decreases on all modes of transit provided by SunLine, or fare changes provided on the agency's transit modes or made on fare payment media or fare payment types.

2 What are the impacts of the service changes on minority and/or low income communities?

Service Changes. For proposed major service changes that would reduce or expand frequency or span of hours of service or add or eliminate routes, SunLine produces maps of the routes that would be eliminated, reduced, added, or expanded, overlaid on a demographic map of the service area, that highlights traffic analysis zones where the total minority and low-income population is greater than the service area average. This will identify any routes or route segments subject to changes that will impact above service area average minority and/or low income populations.

Fare changes. For proposed changes that would increase or decrease fares on certain transit modes or by fare payment type or payment media, SunLine will analyze any available information generated from ridership surveys indicating whether minority and/or low-income riders are more likely to use the specific fare type, payment type, or payment media that would be subject to change.

3 What are the transit alternatives available for riders who would be impacted by proposed service changes?

Service changes. For proposed service changes, SunLine will analyze what, if any modes of transit or transit routes that is available for people affected by the service expansions or reductions. This analysis will compare the travel time and cost of the current route with the travel time and cost to the rider for the alternatives.

Fare changes. For proposed fare changes, SunLine will analyze what, if any, alternative transit modes, fare payment types, or fare payment media are available for people affected by the fare change. This analysis should compare the fares paid under the change with fares that would be paid through available alternatives.

4 What, if any measures would SunLine take to avoid, minimize, or mitigate any adverse effects of the service and/or fare change on minority populations and/or low-income populations? What, if any enhancements or offsetting benefits would SunLine implement in conjunction with the service and/or fare change?

Measures that SunLine will take to avoid, minimize or mitigate any adverse effects of the service and/or fare change on minority and/or low income populations include holding meetings to discuss the proposed service and/or fare changes as well as consider input from the public to mitigate or minimize such impacts.

5 Would the proposed service and/or fare change have a disproportionately high and adverse effect on minority populations and/or low-income populations?

A disproportionately high and adverse effect is one that (1) is predominately borne by a minority and/or a low-income population, or (2) will be suffered by the minority and/or low-income population and is appreciably more severe or greater in magnitude than the adverse effect that will be suffered by the non-minority population and/or non-low-income population.

In making determinations regarding disproportionately high and adverse effects on minority and low-income populations, mitigation and enhancements measures that will be taken and all offsetting benefits to the affected minority and low-income populations may be taken into account.

SunLine would only implement service reductions or fare increases that would have disproportionately high and adverse effects provided that the Agency can demonstrate that the action meets a substantial need that is in the public interest and that other alternatives would have more severe adverse effects than the preferred alternative.

6 What steps does SunLine plan to take to seek out and consider the viewpoints of minority and low-income populations in the course of conducting public outreach and involvement activities?

SunLine has a public participation process that offers early and continuous opportunities for the public to be involved in the identification of social, economic, and environmental impacts of proposed transportation decisions. SunLine has wide latitude to determine how, when, and how often specific public involvement measures should take place, and what specific measures are most appropriate. SunLine makes these determination based on the composition of the population affected by its action, the type of public involvement process planned, as well as resources available to the Agency. Efforts to involve minority and low-income people in public involvement activities can include both comprehensive measures, such as placing public notices at selected bus stops, and in all vehicles, and measures targeted to overcome linguistic, institutional, cultural, or other barriers that may prevent minority and low-income populations from effectively participating in a recipient's decision-making. The agency is sensitive to engaging the minority and/or low income population, especially where they are most concentrated in the eastern Coachella Valley.

7 Does SunLine believe that it is necessary to disseminate information on the service changes/fare increases that is accessible to Limited English Proficient persons? If so, what steps to provide information in languages other than English does SunLine propose?

Title VI and its implementing regulations require that FTA recipients take responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are Limited

English Proficient (LEP). What steps a recipient decides to take should depend on the number and proportion of LEP persons served by the recipient, the frequency with which LEP individuals come into contact with the program, activity, or service, the nature and importance of the program, activity or service, and the resources available to the recipient and costs of providing language assistance. SunLine is sensitive to these factors in planning any hearing for service and/or fare changes, and other public meetings.

STANDARDS POLICY

I. PURPOSE

The purpose of the service standards policy is to provide a policy framework for guidance of staff in the design, operation, and management of SunLine Transit Agency's transit services.

II. POLICY

1. Scope

The provisions of this policy shall apply to all SunLine staff in the design, operation, and management of SunLine's transit services.

2. Objectives

SunLine's Service Standards Policy objectives shall be to:

- a. Promote the continuous improvement of transit service in the Coachella Valley and the maximization of mobility benefits to the community.
- b. Support the agency in meeting federal Title VI requirements in avoiding arbitrary discriminatory decisions regarding provision of transit service.

III. PROCEDURE

1. Background

SunLine is the sole provider of regular scheduled fixed route (SunBus) and complementary ADA Paratransit (SunDial) service for the Coachella Valley in Southern California.

SunLine Transit Agency is a Joint Powers Authority established in 1977 to provide public transit services to nine member cities and five Riverside County unincorporated communities. It is governed by a Board of elected officials, one from each of the nine member cities, plus the county supervisor.

The stated vision, mission, and goals of the agency are as follows:

- Vision
 - SunLine Transit Agency is the regional transportation mode of choice.

- Mission:
 - To provide safe and environmentally conscious public transportation services and alternative fuel solutions to meet the mobility needs of the Coachella Valley.
- Goals:
 - To provide dynamic organizational leadership and change consistent with the growth of the transit agency.
 - To continue the advancement of innovative transportation and alternative fuel technologies.
 - To provide leadership for the region’s mobility needs.
 - To provide high quality transportation services that are safe, efficient, and effective.

Service Area and Transit Network

The agency currently serves the nine member cities (from west to east) of Desert Hot Springs, Palm Springs, Cathedral City, Rancho Mirage, Palm Desert, Indian Wells, La Quinta, Indio, and Coachella, plus the five unincorporated communities of Thousand Palms, Bermuda Dunes, Thermal, Mecca, and Oasis.

SunLine has a 1,120 square mile service area from the Highway 111/Interstate-10 Junction in the north-west to the Imperial County border in the south-east, bounded by mountains to the north and south.

SunLine currently operates 12 fixed route transit lines covering the more urban areas of the Coachella Valley, as well as Commuter Link 220 service between the Coachella Valley and Riverside. The Lines and the cities or communities they serve are listed in Table 1 below:

Table 1: Summary of SunLine Fixed Route Transit Services as at June 2013

Line	Cities/Communities Served
14	Desert Hot Springs, Palm Springs
15	Desert Hot Springs
24	Palm Springs
30	Palm Springs, Cathedral City
32	Palm Springs, Cathedral City, Thousand Palms, Rancho Mirage, Palm Desert
53	Palm Desert
70	La Quinta, Palm Desert, La Quinta
80	Indio
81	Indio
90	Indio, Coachella
91	Indio, Coachella, Thermal, Mecca, Oasis
111	Palm Springs, Cathedral City, Rancho Mirage, Palm Desert, Indian Wells, La Quinta, Indio
220	Palm Desert, Rancho Mirage, Cabazon, Banning, Beaumont, Moreno Valley, Riverside

Line 111 is of particular note, being over 25 miles long and linking almost the length of the urbanized area of the Coachella Valley from Palm Springs to Indio.

The Commuter Link 220 between Palm Desert and Riverside via Thousand Palms, Cabazon, Banning, Beaumont, Moreno Valley, and Riverside is SunLine's newest service, introduced September 10, 2012.

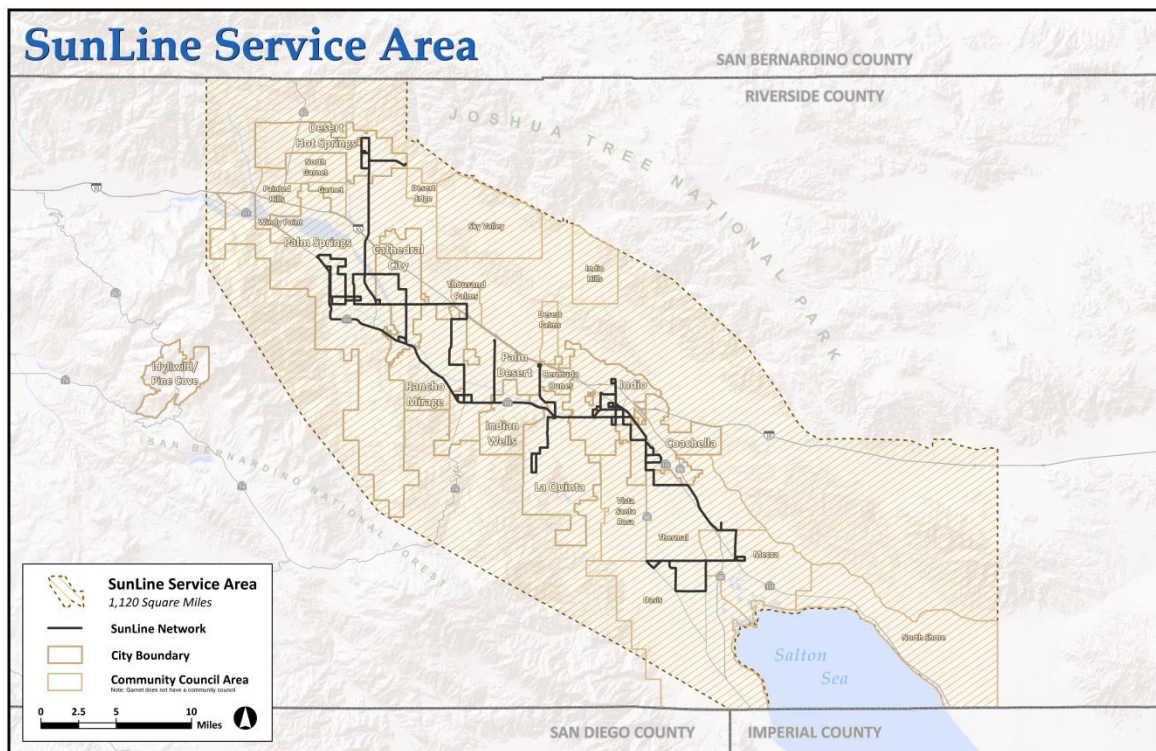
Map 1 below shows the SunLine 1,120 square mile service area, while Map 2 shows the September 2012 fixed route transit network.

Paratransit Service

SunDial ADA paratransit service is offered in line with Federal guidelines for qualifying passengers between any to locations each within 0.75 miles of the SunLine fixed route transit network. This service is available during the same span of hours of operation as for the fixed route network. Reservations for SunDial service are required no later than the day before day of travel.

Half price taxi vouchers are now (as of November 1, 2011) offered to seniors (60+ years of age) and those who qualify under ADA for half price taxi trips anywhere within the Coachella Valley. This option helps provide increased mobility for seniors and those who qualify under ADA but live outside of the coverage of the SunLine fixed route and complementary paratransit services.

Map 1 – SunLine Service Area



Map 2 – SunLine Transit Service Network

SunLine Transit Agency

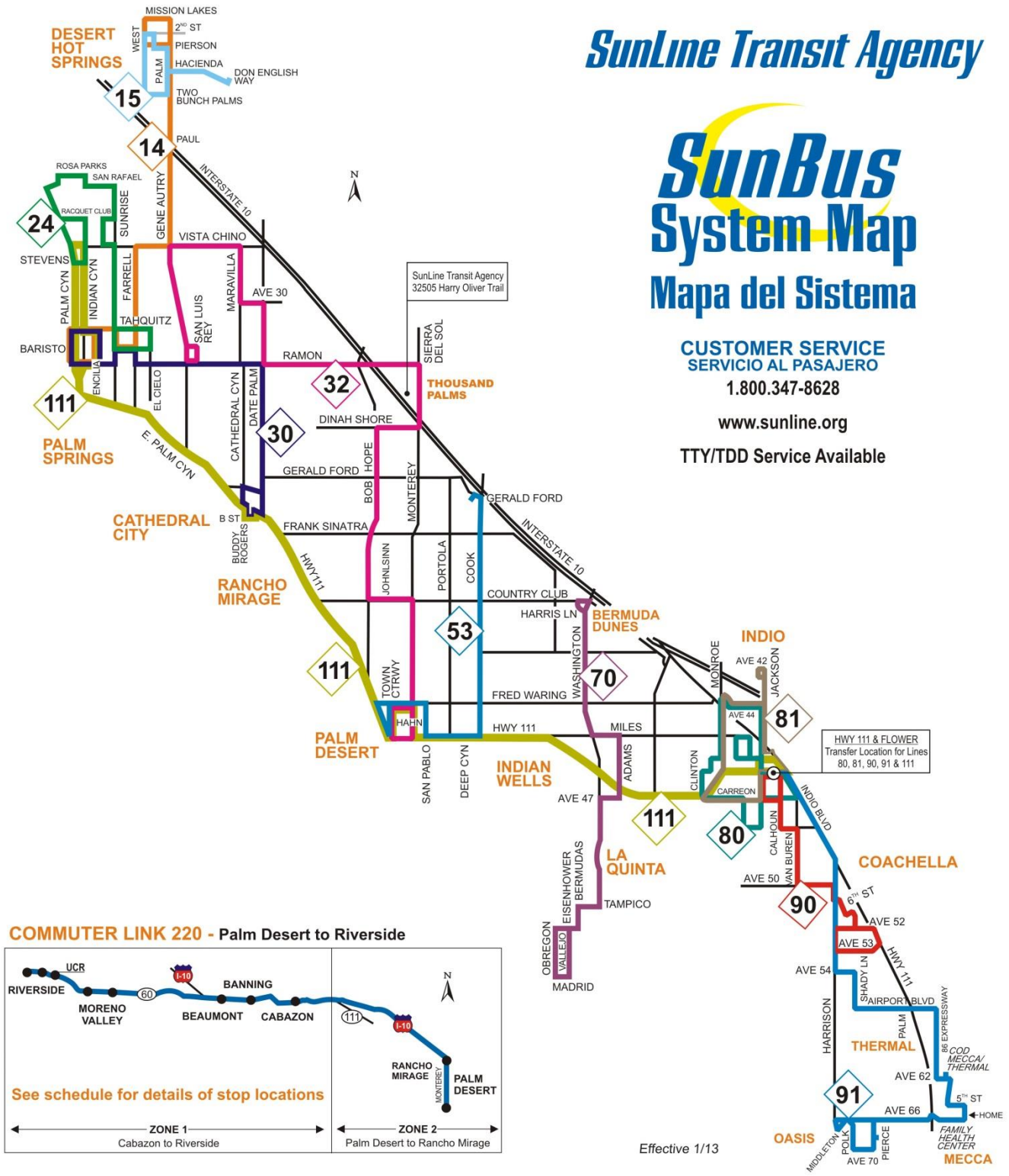
SunBus
System Map
Mapa del Sistema

CUSTOMER SERVICE
SERVICIO AL PASAJERO

1.800.347-8628

www.sunline.org

TTY/TDD Service Available



2. Service Standards Overview

This service standards document provides SunLine Transit Agency staff with a policy framework with which to evaluate both existing and potential new services, and to develop recommendations to improve overall services in order to achieve agency goals and objectives.

The document is split into three sections:

- Service Design Standards: for deployment and design plus refinement of transit services.
- Service Performance Standards used in evaluating performance of existing transit services to continuously improve their productivity (efficiency) and sustainability (effectiveness).
- Service Quality Standards used to maintain and improve service delivery and the passenger experience.

2.1 Service Design Standards

Market Conditions A key determinate of what transit service can be sustained in each part of SunLine's service area in the Coachella Valley is the underlying market conditions.

Key market indicators dictating where a transit line is likely to be sustainable are:

- Urban communities (Nine member cities).
- Larger unincorporated community or combination of communities, ideally contiguous to the urbanized sections of the nine member cities and/or other county unincorporated communities.
- Small rural communities of at least 3,000 residents (subject to individual review based on proximity to urban network and level of demand and sustainability)
- More transit oriented open communities (not gated) of working age population, youth/students, seniors, including those with relatively lower income and vehicle ownership levels.
- Significant retail/commercial centers.
- Major schools, colleges, universities.

Service is designed as a priority to as much as possible to be focused on serving major arterial and more significant local roads central to communities and attractions, providing good access and efficient operation through these communities.

Access to Transit Standard

Approximately 66% of the Coachella Valley population is currently within 0.75 miles of a SunLine transit line. It is the intent of SunLine to maintain and improve upon this level as the Valley grows, subject to funding availability and how land use patterns change in the future.

Service Tiers

The SunLine transit network can define its services into three tiers:

- Key Urban Lines– Lines 14, 30, and 111
- Local Community Lines – Lines 15, 24, 32, 53, 70, 80, 81, 90, and 91
- Commuter Link service – Line 220 to Riverside

These tiers define the service level and performance expectations that each service can and should meet. Key attributes in relation to these services include:

- Service frequencies
- Service span of operating hours
- Stop spacing
- Route spacing
- Stop amenities
- Access to service
- Connectivity

Minimum service level specifications or warrants are responsive to the service tiers, network connectivity, and ridership (demand) requirements.

For example, key regional lines need higher frequencies to facilitate network connectivity (transfers) and can sustain higher frequencies through their proven ability to attract higher ridership and achieve higher productivity (more riders per hour of service).

Local community lines warrant comparatively lower levels of service due to their provision of important but more localized transportation, connections to the regional lines, and in some cases connections between rural and urban communities. These lines typically have lower overall ridership and productivity.

New Line 220 to Riverside provides two trips weekday mornings westbound and two trips eastbound weekday evenings. This is a special trial service.

The following tables outline the existing SunLine service frequencies and spans weekdays and weekends for each line, as at September 2012. Table Two below summarizes the existing SunLine service frequencies (planned intervals between trips).

Table Two – SunLine Service Frequencies as at September 2012

Line Number	Weekday Frequency			Weekend Frequency	
	Peak	Midday	Evening	Day	Evening
14	35	35	35	45	45
15	45	45	45	45	45
24	45	45	45	45	45
30	30	30	30	40	40
32	50	50	50	75	75
53	80	80	80	80	80
70	45	45	45	90	90
80	60	60	60	60	60
81	60	60	60	60	60
90	35	35	35	35	35
91	60	60	60	80	80
111	20	20	20	40	40

Table Three below summarizes the existing SunLine service spans (start of first trip to end of last trip).

Table Three - SunLine Service Spans as at September 2012

Line Number	Weekday Span		Weekend Span	
	Start	Finish	Start	Finish
14	4.54 a.m.	11.21 p.m.	5.33 a.m.	10.33 p.m.
15	5.10 p.m.	8.55 p.m.	6.36 a.m.	8.06 p.m.
24	6.15 a.m.	9.53 p.m.	6.15 a.m.	8.23 p.m.
30	5.24 a.m.	10.12 p.m.	6.10 a.m.	9.38 p.m.
32	5.02 a.m.	10.46 p.m.	6.30 a.m.	10.09 p.m.
53	4.45 a.m.	8.55 p.m.	5.55 a.m.	8.25 p.m.
70	5.15 a.m.	8.43 p.m.	5.15 a.m.	9.28 p.m.
80	6.00 a.m.	8.49 p.m.	6.00 a.m.	8.49 p.m.
81	5.35 a.m.	8.22 p.m.	5.35 a.m.	8.22 p.m.
90	5.00 a.m.	10.11 p.m.	5.00 a.m.	9.01 p.m.
91	5.00 a.m.	10.13 p.m.	5.31 a.m.	9.19 p.m.
111	5.12 a.m.	10.56 p.m.	5.32 a.m.	10.36 p.m.

Service Frequency and Service Span Standards

The above tables show actual service frequencies and spans. Below are listed the minimum service frequencies and spans considered sustainable with funding level increases expected for SunLine Transit Agency in the next two years, though not yet fully implemented:

- Key Urban Lines:
 - Frequency 30 minute weekday daytime, 45 minute weeknight and weekend.
 - Span 5 a.m. – 10 p.m. weekdays; 6 a.m. – 10 p.m. weekends.
- Local Community Lines:
 - Frequency 60 minute weekday daytime, 90 minute weeknight and weekend.
 - Span 6 a.m. – 7 p.m. weekday, 9 a.m. to 6 p.m. weekends

These are minimum standards and can be revised where sustainable (i.e. where demand warrants, performance measures can still be met, and increased funding can sustain).

Stop Spacing Standard

As part of the Comprehensive Operational Analysis Study of 2005-2006, SunLine established a 0.5 mile target average stop spacing for all routes, with changes made over the last six years having largely implemented this policy. Individual stops spacing can be varied based on local conditions with the overall spacing target in mind.

Route Spacing Standard

Route spacing of at least one mile is considered essential for more sustainable service. Every effort is made to avoid unproductive duplication of routes, as well as to avoid unproductive areas such as vacant land and gated resorts or residential communities.

As service levels are increased on key corridors, some adjacent local routes may decline significantly in performance as more riders move to the key corridor service, while others may retain sufficient ridership to meet minimum service performance standards. This issue will require careful monitoring on a route by route basis as service improvements are made to key corridor services.

Stop Amenities Standard

Sunline Transit Agency provides a bench and waste container at all stops where a sidewalk exists (and sufficient space is available).

All stops with at least 10 average daily passenger boardings should have a shelter installed (unless local conditions prevent this, as determined in consultation with each City or the County).

It is the goal of the agency for all stops to be ADA accessible. Less than 50 of over 500 bus stops are yet to attain this goal, though some require considerable expenditure by SunLine and/or the relevant local jurisdiction to achieve the goal. This is an ongoing project subject to funding availability.

Connectivity Standard

Existing service frequencies are reflective of service demand, but also are based on operating realities such as how long it consistently takes for a bus to make a round trip on a route. However, as an example, resulting frequencies such as 35 min. are not suitable to coordinate consistently with the 20 minute headway on Line 111. There is an overall existing lack of consistency in transit service frequencies matching for enhanced connectivity. Plans are being developed to address this issue through revised schedules for many routes based on 20, 40, or 60 minute headways (long term 15, 30, and 60 minute headways) which allow for consistent connections to be made between services.

2.2 Service Performance Standards

Service performance may be measured using a number of industry best practice key performance indicators (KPI). The following are recommended:

- Passengers per Revenue Hour (service effectiveness or productivity)
- Passengers per Trip
- Subsidy per Passenger Boarding (cost effectiveness)

SunLine should regularly review service performance against these service metrics to better match service demand and supply within the financial and operational capacities of the agency. Each is discussed in more detail below.

Passengers per Revenue Hour This KPI measures service effectiveness or productivity based on ridership (passenger boardings) generated for each revenue hour of service operated (PPRH). There are different minimum performance expectations for this metric for each service tier, as shown in Table 4 below, based on past performance of these lines and minimum standards set by peer agencies.

Table 4 – Service Performance Expectations by Service Type	PPRH Standard
Key Urban Lines – Lines 14, 30, and 111	20
Local Community Lines – 15, 24, 53, 70, 80, 81, and 90	10

Table 5 below as an example summarizes performance (FY11-12) as an example for each SunLine Transit Line. Some local routes have strong performance, and can sustain higher service levels. However, Line 53 is struggling to meet the measure (especially weekends) and options are planned to improve performance.

Table 5 – Service Ridership and Productivity FY11-12

Route	Weekday Frequency	Average Weekday Ridership	Weekday Productivity	Saturday Frequency	Saturday Ridership	Average Saturday Productivity	Sunday Frequency	Average Sunday Ridership	Sunday Productivity
14	35 min.	1,637	23.8	45 min.	1,003	20.6	45 min.	805	16.5
15	45 min.	310	19.6	45 min.	182	13.5	45 min.	138	10.2
24	45 min.	618	20.3	45 min.	337	12.3	45 min.	265	9.7
30	30 min.	2,458	37.2	40 min.	1,557	35.1	40 min.	1,304	29.4
32	50 min.	782	15.3	75 min.	443	14.7	75 min.	370	12.2
53	80 min.	165	10.6	80 min.	89	6.1	80 min.	74	5.1
70	45 min.	835	26.2	90 min.	339	20.9	90 min.	261	16.1
80/81	60 min.	575/314	19.4/10.6	60 min.	354/182	11.9/6.1	60 min.	295/168	9.9/5.7
90	35 min.	691	20.7	35 min.	469	15.1	35 min.	403	13.0
91	60 min.	744	15.9	80 min.	400	13.3	80 min.	375	12.4
111	20 min.	4,956	25.6	40 min.	3,333	35.4	40 min.	2,691	28.6

Passengers Per Trip As an additional measured linked to PPRH, it is also recommended that a trip on any line must average over 5 boardings per trip over the sample period (three periods per year).in order to be retained. There are a very small number of trips throughout the network that do not meet this measure and may be subject to cancellation.

Cost Recovery and Subsidy per Passenger Boarding These KPI measures the service cost effectiveness as defined by the proportion of cost covered by fares from passengers, and the net additional operating cost per passenger beyond the average passenger fare. Table 6A below shows the FY2011/2012 budget for fixed route services allocated over each service and compared against the fare revenue actually collected on the fixed route system, allocated against the route ridership.

Table 6A - FY 2011/12 – Service Statistics

Route	Cost	Fare	Recovery	Subsidy	Sub/Ride
14	\$ 2,297,014.88	\$ 342,414.77	14.9%	\$ 1,954,600.11	\$ 3.76
15	\$ 554,453.67	\$ 64,051.22	11.6%	\$ 490,402.45	\$ 5.04
24	\$ 1,087,574.74	\$ 126,452.79	11.6%	\$ 961,121.95	\$ 5.01
30	\$ 2,179,949.30	\$ 519,046.57	23.8%	\$ 1,660,902.73	\$ 2.11
32	\$ 1,680,616.00	\$ 161,842.24	9.6%	\$ 1,518,773.76	\$ 6.18
53	\$ 577,710.56	\$ 33,815.53	5.9%	\$ 543,895.03	\$ 10.59
70	\$ 980,775.87	\$ 163,577.50	16.7%	\$ 817,198.37	\$ 3.29
80	\$ 782,918.38	\$ 120,679.34	15.4%	\$ 662,239.04	\$ 3.61
81	\$ 260,007.95	\$ 32,781.62	12.6%	\$ 227,226.34	\$ 4.56
90	\$ 1,141,667.88	\$ 148,126.10	13.0%	\$ 993,541.77	\$ 4.42
91	\$ 1,496,550.72	\$ 153,853.45	10.3%	\$ 1,342,697.27	\$ 5.75
111	\$ 5,922,168.04	\$ 1,055,260.04	17.8%	\$ 4,866,908.01	\$ 3.04
System	\$18,961,408.00	\$ 2,921,901.18	15.4%	\$16,039,506.82	\$ 3.62

As can be seen, cost recovery varies between a high of 23.8% and a low of 5.9% (overall 15.4%). A 10% figure is suggested as the minimum cost recovery acceptable for a local route, while a higher 15% cost recovery can be expected from the key urban lines 14, 30, and 111, though a number of the local routes are achieving this level of performance. At the other extreme is Line 53, which will be subject to proposed revisions to improve its performance.

Linked directly with cost recovery is subsidy per passenger boarding. This is the amount of funding that must be added to the average \$0.659 cents of fare revenue per passenger boarding to cover the cost per passenger boarding. This varies from a low of \$2.11 to a high of \$10.59. Only two routes exceed \$6 (Lines 32 and especially 53). Once again, its high subsidy per boarding speaks to the need for reforms for Line 53. Key urban routes are below \$4.00, as are the best performing local routes (and the system overall at \$3.62).

Table 6B below sets out targets for cost recovery and subsidy per ride at the overall transit line level. These measures would be reported on annually.

Table 6B – Cost Recovery and Subsidy per Passenger Boarding	Minimum Cost Recovery/ Maximum Subsidy per Boarding
Service Type	
Key Urban Lines 14, 30, and 111	15%/\$4.00
Supporting Local Community Lines – 15, 24, 32, 53, 70, 80, 81, 90, 91	10%/\$6.00

2.3 Service Quality Standards

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

- Service Scheduled Speed
- On-Time Performance (service reliability)
- Percent Service Delivered (service reliability)
- Miles between Service Interruption (service reliability)
- Load Standards (service comfort)
- Average fleet age (service comfort)
- Bus deployment policy

Each suggested metric is discussed in more detail below.

Service Scheduled Speed This KPI measures service speed as scheduled. The measure is calculated by dividing scheduled in service hours by revenue miles for each route. This measure is important to be monitored as services need to maintain reasonable speed to retain and grow ridership. Transit systems typically struggle with this as it requires efforts in areas including stop spacing, management of intersection congestion, street supervision, and operator training, as well as working with other city departments to manage longer term works disruptions.

Table 7 below shows current performance for SunLine’s transit system. The system is well above 10 MPH, it operates in a relatively un-congested environment. Through significant

efforts to optimize existing operations with better service frequencies and removing causes of delay, bus speeds may increase. This measure will require ongoing improvement over time to maintain and improve performance.

Table 7		Service Speed - Weekdays	Service Speed - Weekends
Service Scheduled	Speed Service Mode		
Bus		13.25 MPH	13.14 MPH

On-Time Performance This KPI measures service reliability as defined by adherence to the published service schedule within a range of up to one minute early to five minutes late. In order to achieve targeted on-time performance, which is measured at timepoints, service running times need to be calibrated regularly based on existing conditions and best practice operations. SunLine has a relatively un-congested operating environment, supporting a high KPI for on time performance. The biggest impact on the measure is route detours. All local routes meet this measure now excepting periods of detours, and the target is consistent with those adopted by peer systems with automated measuring. It may be necessary to adopt a different measure for the Commuter Link 220 given its long length and more congested operation in Riverside area.

Table 8		On-Time Performance Standard
On-Time Performance	Service Mode	
Bus		85% (excepting major detours)

Percent Service Completed This KPI measures service reliability as defined by percentage of trips completed daily. In order to meet the service delivery target, which is measured as trips completed, there are a number of key components:

- 100 percent daily availability of both operators and fleet
- High fleet reliability
- Timely response to service interruptions

SunLine has the opportunity to maintain a good adherence to all of these factors and consistently meets target. The target is consistent with those of peer systems.

Table 9 – Percentage of Service Completed		Service Completed Minimum Standard
Service Mode		
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, proper fleet maintenance) and timely response to service interruptions that do occur with trips filled promptly are necessary.

At this time, the measurement is proposed to utilize the miles between road calls measure with a minimum 5,000 miles between roadcalls target (consistently met and consistent with peer system targets). It is also proposed to track the number of bus exchanges, where buses are

swapped in service due primarily to farebox equipment issues, though service is not usually interrupted for these exchanges.

Table 10	
Miles Between Service Interruptions	Target Minimum Miles Between Service Interruptions (Road Calls)
Service Mode	
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 (e.g. under 2 miles, 10 minutes) during peak periods, it is generally accepted that seating should be available for all riders during normal off-peak conditions. There are a very limited number of trips in the SunLine network that exceed this target and these are usually the result of high numbers of school students being carried. The target is consistent with peer systems.

Table 11 – Load Standards	
Service Period	Maximum Consistent Load Factor
Peak	Average over 133% of seated load = 50 passengers
Off Peak	Average 100% of seated load = 38 passengers

Any vehicle operating at high-speeds on highways requires all passengers to be seated, reducing the maximum load on these services to 100 percent of seated capacity. SunLine is about to introduce this type of service (Commuter Link 220 to Riverside) at this time is not believed to have any service of this type. This measure must be checked for each trip.

Average Fleet Age The age of the vehicle fleet affects performance and reliability of transit services and attraction of customers. Adhering to the average fleet age requirement will ensure a consistent safe, reliable, and comfortable passenger experience. Please note a separate policy will be provided for daily vehicle assignment. This measure should be reduced as the purchase of new vehicles is less bunched in the future.

Table 12 - Vehicle Average	Average Fleet Age
Standard Transit Bus	No greater than 10 years

Bus Deployment Policy

Line 220 Commuter Link services shall utilize the four dedicated Commuter Link New Flyer buses (575-578). Two of these are deployed each day.

Key Urban Lines 14, 30, and 111 (21 peak buses deployed each day) shall utilize the New Flyer fleet (579-594, 601-621) due to their high passenger volumes/turnover, frequent stops, and route gradients (Line 14).

Local community line bus assignments and any school tripper assignments shall rotate the remaining New Flyers (8 daily based on 20% unavailable) and the older high floor Orion fleet (15 out of 69 buses = 21.7% of fleet, or 10 bus assignments each day).

Buses on Line 32 from the ten (10) El Dorado midi buses are used on these selected assignments based on their smaller passenger seating capacity.

3. Definition: Significant Service Change

Associated with the service standards is a requirement to have a definition (Board approved) for a significant service change. This is recommended to be as follows:

A major service change is defined as when revenue service miles and/or hours change for a given route by 20% or more.

This definition determines when a public hearing must be held for a service change prior to its approval by the Board.

4. Reporting and Management of Service Standards

It is proposed that service standards be reported on once per year to the Board (in December), reporting for the previous fiscal year. Data would also be reviewed quarterly or monthly by staff (depending on the indicator and its data requirements).

Service design standards should be met by the services operated by SunLine Transit Agency:

- Failure of a route, trip, or the system as a whole to reach a service performance or service quality metric in one reporting period would place it under review to identify cause and possible corrective actions.
- Four successive reporting periods of failures to achieve a metric would lead to the most aggressive corrective action (if actions not already taken). This could include the following recommendations to the Board:
 - Discontinuation, modification, or supplementation of trip or route to promote achievement of metric
 - Revision of route schedule to address reliability issues
 - Maintenance or operational procedure changes to address fleet or operator reliability

A timeline would then be set for a service reaching the service standard again.

Approved:

Roger Snoble
Interim General Manager

APPENDIX 4:
FTA Civil Rights Assurance (Title VI)

FTA CIVIL RIGHTS ASSURANCE

A signed FTA Civil rights Assurance that all of the records and other information required under FTA Circular 4702.1B have been or will be compiled, as appropriate.

FEDERAL TRANSIT ADMINISTRATION

CIVIL RIGHTS ASSURANCE

The SunLine Transit Agency HEREBY CERTIFIES THAT, as a condition for receiving Federal financial assistance under the Federal Transit Administration Act of 1964, as amended, it will ensure that:

1. No person on the basis of race, color, or national origin will be subjected to discrimination in the level and quality of transportation services and transit-related benefits.
2. The SunLine Transit Agency will compile, maintain, and submit in a timely manner Title VI information required by FTA Circular 4702.1B and in compliance with the Department of Transportation's Title VI regulation, 49 CFR Part 21.9.
3. The SunLine Transit Agency will make it known to the public any person or persons alleging discrimination on the basis of race, color, or national origin as it relates to the provision of transportation services and transit-related benefits may file a complaint with the Federal Transit Administration and/or the U.S. Department of Transportation.

The person or persons whose signature appears below are authorized to sign this assurance on behalf of the grant applicant or recipient.

Roger Snoble
Interim General Manager
SunLine Transit Agency

DATE

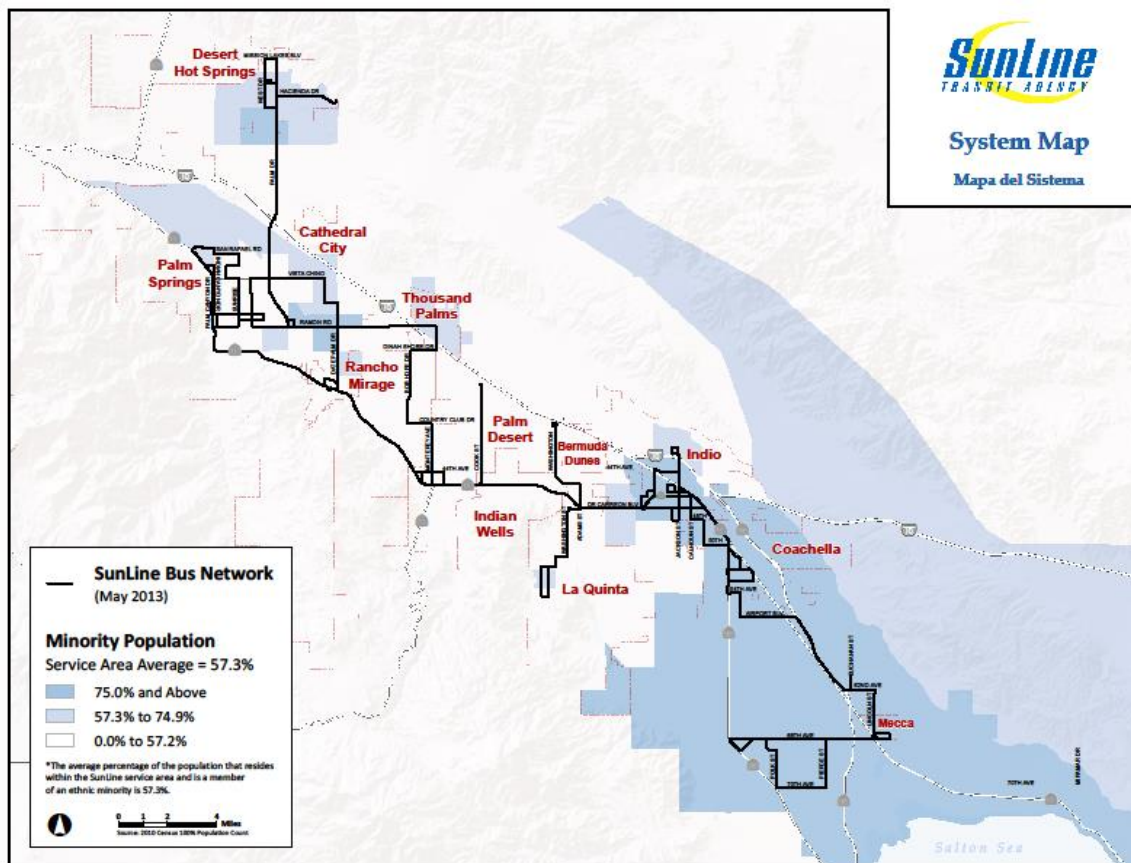
APPENDIX 5: Census Data Analysis for Title VI

2010 CENSUS DATA MAPS

Minority Population:

Map 1 below provides data on the areas with higher than service area average minority population proportion (based on analysis at Traffic Analysis Zone – TAZ - level). The concentration of above average minority population TAZs in the eastern section of the Coachella Valley is particularly notable.

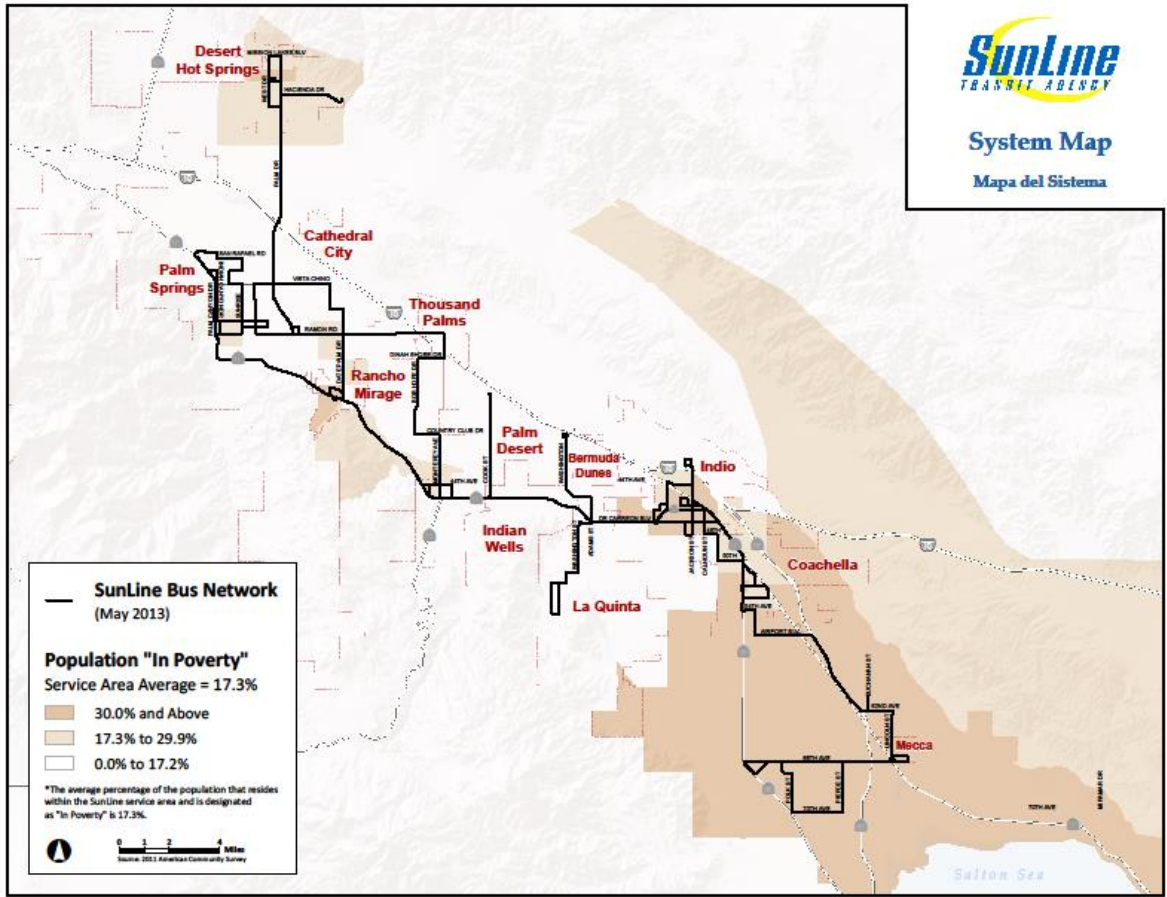
MAP ONE – SUNLINE SERVICE AREA – MINORITY POPULATION



Low Income Population:

Map 2 shown below illustrates the overall service area in terms of TAZs with above system average low income populations. As with minority populations, the eastern end of the Coachella Valley is notable for its concentration of low income population.

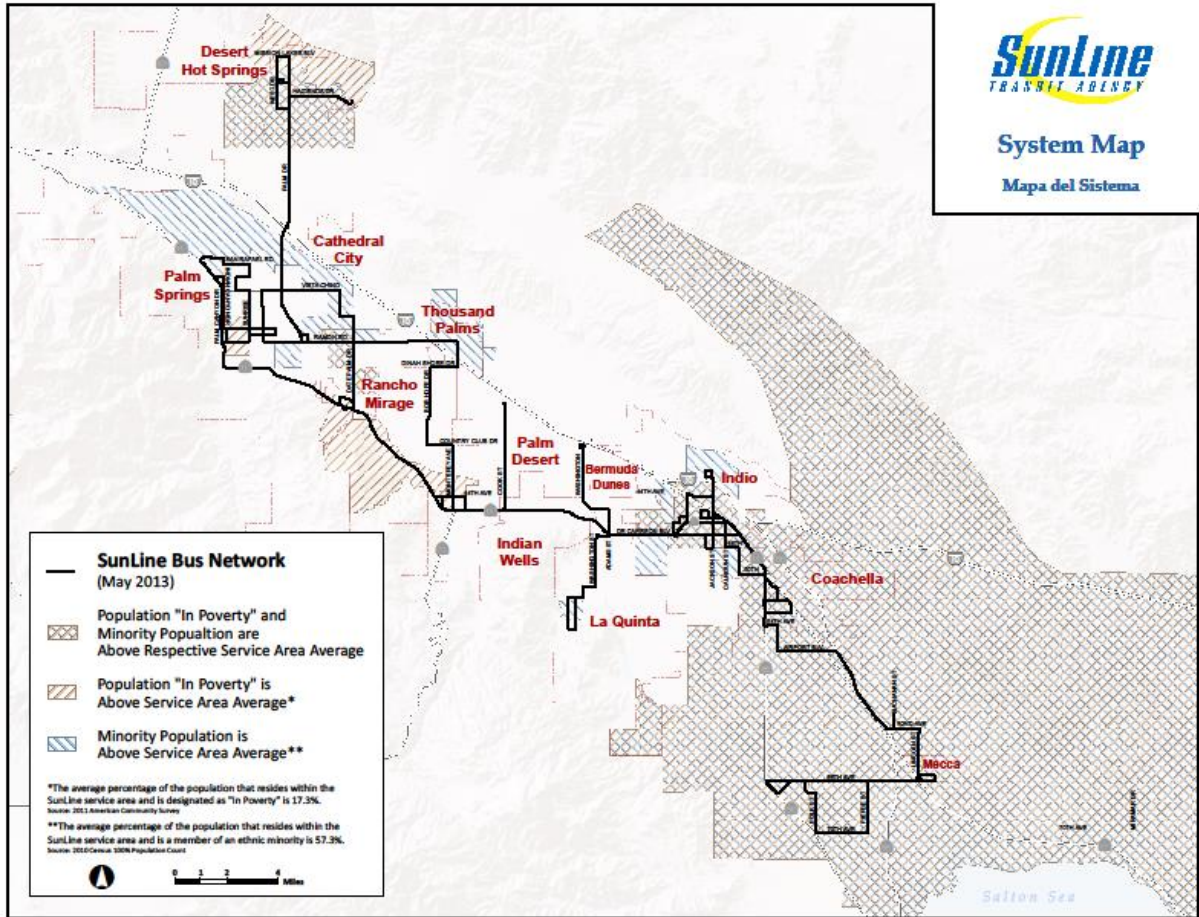
MAP 2 – SUNLINE SERVICE AREA - LOW INCOME POPULATION



Minority and Low Income Populations:

Map 3 below shows both minority and low income areas (TAZs) with higher than system average percentages for either of these measures (or both). The eastern end of the Coachella Valley again is notable for its above system average minority and/or low income (“in poverty”) percentage of population, along with Desert Hot Springs, and parts of Palm Springs, Cathedral City, and the unincorporated community of Thousand Palms.

MAP 3 – SUNLINE SERVICE AREA – MINORITY & LOW INCOME POPULATION



APPENDIX 6
PUBLIC MEETING SUMMARIES
ACCESS COMMITTEE ROSTER

SunLine Access Committee Roster – May 2013

Last Name	First Name	Job title	Company	Ethnicity	Term End
Bank	Edward	SunLine Bus Rider		White/Caucasian	4/1/2015
Bilhartz	Brian	Advisor	Bilhartz Desert Insurance	White/Caucasian	4/1/2014
Graf	Lisa	Marketing Director	Premier Care Center	White/Caucasian	4/1/2014
Jessie	Byron	Facility Manager	The Braille Institute	Black/African American	4/1/2014
Martinez	James	Director of Development	Stroke Recovery Center	White/Caucasian	4/1/2015
Pickell	Ben	SunDial/Bus Rider		White/Caucasian	4/1/2015
Samulski	Linda	SunDial Rider	Guide Dogs of the Desert	White/Caucasian	4/1/2014

SEPTEMBER 5, 2010 SERVICE CHANGES

14	Realigned route in Desert Hot Springs and modified schedule times due to new Line 15. Line 14 will no longer provide service on Hacienda to Don English Way.
15	Implemented new community-based route in Desert Hot Springs with service every 45 minutes.
53	Implemented Line 53 with service every 80 minutes in Palm Desert and discontinued Line 50. Line 53 will not provide service on Bob Hope Drive and Country Club Drive segment.

PUBLIC NOTICE – SEPTEMBER 5, 2010

Notice is hereby given that SunLine Transit Agency (SunLine) will be holding three (3) public meetings for the purpose of receiving public comments on the proposed modification to Line 14, implementation of Lines 15 & 53, and discontinued segments of Line 50 which will be realigned to Line 53 in September 2010. The meetings will be held on the following days and locations:

Date	Time	Location	Address
Wednesday, July 21 st	10:00 am to 12:00 pm	Rancho Mirage Public Library	71-100 Hwy. 111
Wednesday, July 21 st	2:00 pm to 4:00 pm	Palm Desert Public Library	73-300 Fred Waring Dr.
Thursday, July 22 nd	10:30 am to 12:00 pm	Desert Hot Springs Carl May Building	11711 West Dr.

Copies of the proposed service changes are available to be picked up by calling SunLine at 760-343-3456.

Persons who have questions or concerns regarding the proposed service changes are invited to provide input at the locations mentioned above. Comments may also be provided by mail, telephone at 800-347-8628 or fax at 760-343-0576, and email at cgarcia@sunline.org. All comments must be provided by Monday, July 26th.

Any questions regarding these meetings may be directed to Connie G. Mitchell, Planning Services Coordinator at 760-343-3456, Ext. 154.

The following provides a summary of comments and suggestions gathered from the public that attended the public meetings held throughout the Coachella Valley for the September 5, 2010 Service Changes. There were two public meetings held for Line 50 (discontinued route) and new Line 53. This meeting was held at the Palm Desert Library located at 73-300 Fred Waring Drive on Wednesday, July 21, 2010 from 2:00 pm to 4:00 pm, with 5 residents attending, one of which also attended the meeting in Rancho Mirage.

1. Speaker 1 - My name is ... I live atmy cellI just wanted to say that once you establish a route like you have and you change it , it is pretty difficult to adjust to the situation because you plan on moving to a certain area and depend on that service from then on. What I understand this is maybe a cost cutting measure, one thing we probably would not need is large buses you probable could function with smaller buses if that would save some money, however looking around here in the room today there are only a very few faithful customer that have taken the effort to come out here and speak, there is the ridership is a lot bigger than you it's not that small, in fact the other day I took the bus and it was just about half full and I was trying to explain to all the people that the change are in effect or will be coming effective in Sept and they all seemed to be upset but for whatever reason they don't are not here today. Also, winter time has a much bigger ridership than the summer, in summer younger people are on vacation and winter time is just a bigger ridership that you probable can take from your records.

What I would like to say is that specially in the summer time when its 110 degease and those of us who don't drive depend on shopping an its very difficult to go shopping living in these locations that we are without having reasonable service. The other thins is, I see the proposed 53 line which I questions why they are going down to Gerald Ford and come right back on the same street, what purpose that serves it they could come back at least to Country Club and over go down Monterey. I feel that would be at least serving some people in one way or another, but again if it's a cost cutting measure like I said the smaller buses would do the service and it would probably be adequate for the ridership that we have now. That's it for now, I will let somebody else speak.

2. Speaker 2 - My name is I am homeless okay I have no address, I have no phone number I live at Rancho Las Palmas area. They have closed my closes store at the Rancho Las Palmas shopping center so I have to get off, the nearest one to me is on CC and Monterey I have to have that bus, have to have it, people that ride it, ride it because they have to have it, there is just no other way of getting out. He lives, I don't know, but if he lives at the ... where are you going to go? Are you going to walk two miles to get a bus? This is my proposal, take the 50, dump the college because nobody goes there, keep going to the hospital because people work there okay, keep the 50, you need the 50 take it down Fred Waring to Washington up and down where the shopping is, and it come out of the Town Center. Keep the 50, there are people that need it, the only people that take it are the people that need to take it, the ridership is down because every bid it changes, its going one way it's going this way, its going that way, every thing is like, I'm confused, I don't even know

what to do anymore, that is the reason ridership is down but what I am saying is, you need to have a 50 and a 53. The 53 is a good idea a very good idea, but you need to keep the 50 too, also is what I mean and it need to go to the hospital, a lot of people work at that hospital, that is why ridership is down because you don't go there anymore. You can't get up, go to the mall get this one go to the 32 and you can't make your job. I say keep them both, I say they are both good ideas but because it's not working out, dump the college keep the Hospital keep the 53 and take it down to Washington up and down to the shopping where people have to go and bring it back again, that is my idea, that's all I have to say.

3. Speaker 3 – I am curious of what are you positions with the bus line? They have me on tape for about an hour. Why ridership is down and the main reason is the bus people have given up on for a couple of reasons, I'm just going to go over it again. One this route, you need this route or whatever but, there are certain driver that jump the gun on their time clock, I have had driver and I just happen to be at the bus stop way early and the bus is coming 15 to 20 minutes early okay. You have excellent driver and then you have some real stinkers and the stinkers are ruing it. So, he and I live at there are 2,000 seniors that in that one complex, down the street is the Regent, where I don't know how many apartments their are there it's a huge complex on CC between Portola and Monterey okay, Marriot Desert Hot Springs (Marriot Desert Springs) where a lot of their employees are housed and they are issued bus passes okay, Rancho Las Palmas on Bob Hope Drive, same thing they have cruises, specially, everybody in this room knows that there is a season here and during the season these numbers swell, okay and there is a lot of traffic.

It seems like a lot of your audits are done in the summer, I question the timing on that, number 1 and I spoke to the Manager of Desert Hot Springs (Marriot Desert Springs) and I made contact with the Rancho Las Palmas to let them know what is going on, they are not very happy about this. This puts them in a bind, a lot of their employees, last year there where a bunch of Jamaicans that where working at Rancho Las Palmas, they were housed at the Regent and that's where these hotels, are the only affordable housing that they can put these people in and I put, these people are on notice, they may not be here, it mighty take them a while to respond because they have to, with their bosses but you are probably hear from them. I spoke to the Manger of the Ralph's on Cook and Country Club, he was upset, he has employees, disabled employees that ride that bus a young girl ... and he is concerned about that, the Desert Arc older men that ride that bus that are retarded they are on Country Club and there are doctors and nurses that ride that bus and get off as closes to Bob Hope and have to walk to get to the hospital, but they use that, they other day when I was talking to one of the drivers about this route and I said to him, what are the most active along Country Club, what seem to be the most active spot and that on is because it a transfer spot as well, then they can catch the 32 that don't want to make the walk.

Another thing, this has to do with your department as well, one thing I didn't bring up this morning was, your buses at transfer points other than the Town Center, like the stop that I am talking about on Country Club near Bob Hope is, if I take the 32 to get

to Home Depot or those places down on Dinah Shore, Costco or any of those things, the movies or what not, when the 32 comes back, I miss the 50, it's just off by 2 or 3 minutes but could never make a connection, those connections are ridiculous there is no point of even calling them a time stop because you can't make the connection without having to wait 30 minutes or an hour. I think that's a uncreative plan, now on this route, I think everybody could agree that if you went back to just a simple loop and cut off the route that goes from Country Club up to Gerald Ford you would have absolutely no complaints, basically about every 3 months one person will get off at the University bus stop, one person every three months that go by. I ride the bus just about every day and sometimes every other day and nobody is going there, nobody is going to Gerald Ford, the drivers like it Gerald Ford, why do they like Gerald Ford? Because the bus stop and the time stop is right there by AM/PM and Starbucks and they have a convenient bathroom and they can go in there and get snacks and lunch or whatever and it's right there, it's the most convenience thing for them they love that, but you know what, the bus system is not suppose to be about making things easy for the company employees. It's about serving the public, this is the whole purpose of this.

4. Speaker 2 – Do you have something to say...
5. Speaker 4 – When I recover, I walked in the heat.
6. Speaker 2 – I just want to reiterate, Ms. I have no supermarket, I have to go up to Albertsons, I do not have the money to buy a transfer to go to the Town Center to get another bus to go to another Albertsons, I have to have that bus. There may not be a lot of people, a lot of people have not shown up, but that bus is very, very necessary, but I also have to say the 53 is a good idea, people have been waiting for this for a long time. If you go, Fred Waring to Washington, there is a lot of shopping out there, people don't want to go to Highway 111 to transfer to the 70 to get up to Washington. Washington and Country Club, there is all kinds of shopping there. That's what I am saying, they don't want to go to the 70, they don't want to take the 111 to the 70 to get off there, if you shoot if down Fred Waring go up Washington and back again.
7. Speaker 4 – Yea, we need a Palm Desert route. As soon as they are done talking.
8. Speaker 2 – We are told, we are done ...
9. Speaker 4 - I have a whole hour presentation for Mike. I called his office yesterday. Well when they are done, this says two hours. I have a presentation for Mike. Yea, I could do that, no, I have a presentation because we need a Palm Desert bus period, we are not going to Washington we are not going to Rancho Mirage, 53 has got to change, no body rides on Country Club, there is nobody on there. Except you, you are the only guy.
10. Speaker 3 – There are all the employees from Desert Hot Springs.

11. Speaker 4 – Desert Hot Springs
12. Speaker 2 – Desert Springs Marriott
13. Speaker 4 – They have a stop at Ralph’s, they have a stop at Ralph’s at Cook.
14. Speaker 2 – Yea, but they can’t get down to the Regent
15. Speaker 4 – Well that’s the problem, you can’t take the bus because all the stops have been removed.
16. Speaker 3 – There is a bus stop in front of the Regent
17. Speaker 2 – All tell you what, you ruined the bus when you went and took it one way
18. Speaker 3 – 50 is going both ways
19. Speaker 4 – You can’t get off, it’s not an express bus it’s a local bus, like a feeder on 15. First of all you have to understand the concept for the people that live here, it’s like 120 degrees, this is what I am walking with, if you have 10 pounds of groceries and you remove the bus stops. Shush, anyway.
20. Speaker 3 – I get delirious, walking a mile, because our complex is a mile deep, there are 2,000 homes, I can emphasis enough to you people and your higher-ups, there are 2,000 seniors that live in Palm Desert Greens.
21. Speaker 4 – They have cars, I don’t have a car.
22. Speaker 3 – Not all of them
23. Speaker 2 – It’s not funny
24. Speaker 3 – We don’t though, so where does that leave us
25. Speaker 4 – It leaves you the cab system that he has fixed, the cabs system is under SunLine now and they have fixed it. So, Mike has done, first of all he fixed the transfers system, which is a major improvement. My name is ... yeah, I will give it to you, the meeting is two hours. I have spent two days putting it in writing because this is getting to be life of death, this needs to change, yeah, I will, yeah I am.
26. Speaker 3 – If you designed this extension from Cook and Gerald Ford, how often is that, If I am riding the bus basically every day and in three months I see one person either get on or off the bus at the University on Cook between Country Club and Gerald Ford and I see nobody, I told you this in the earlier meeting, going southbound in all the years, the five years that I have lived here riding the bus, I

have seen one person get off the bus north of Country Club coming southbound. Yes. Where Apple Bee's is, no body gets of and getting of at the University some person every three month will either get on or off the bus.

27. Speaker 4 – Well that's why they are canceling Country Club
28. Speaker 3 – They are not, I am talking, you are not listing, you don't need to interrupt.
29. Speaker 4 – I listened to his interview on the radio yesterday and he said the ridership has gone down, so you don't have the ridership on that half, on Monterey
30. Speaker 3 – Just so you know, because you are a little confused, I am talking between. You were saying
31. Speaker 4 – I know, I understand what you said, I ride the bus, I have been riding it..
32. Speaker 2 – I ride the bus every day, they closed down my grocery on Bob Hope
33. Speaker 4 – It does not matter
34. Speaker 2 – On Bob Hope, I have to up to Country Club
35. Speaker 4 – What groceries store?
36. Speaker 2 – Vons, Bob Hope and 111
37. Speaker 4 – So what, they have one across the street
38. Speaker 2 – No they don't
39. Speaker 4 – Yes, they do, right in from of ... they kept that open
40. Speaker 2 – I don't live there, I live on Bob Hope, I don't live at ...
41. Speaker 4 – Walk across the street
42. Speaker 2 – No, it isn't
43. Speaker 4 – Take the 111 down to Magnesia Falls
44. Speaker 2 – That's where I live, Magnesia Falls, there is no super market there
45. Speaker 4 – Well, he had an interview yesterday and the ridership just isn't' and they are not making the money, it just can't go on like this

46. Speaker 2 – Well, you know for one thing the ridership is not there because every bid they switch the route
47. Speaker 4 – Well, no, this the old route Line 50, there was no growth, so that that route is completely ... any more, the people at Bristol Farms are rich they have cars, beside the number 32 covers, you know the Bristol Farms. I have a mammogram that I have to go to on the Line 32 on Bob Hope at 3200 Bob Hope of all the health care plans Doctors that moved from Palm Springs to the new, so, this has been a long time coming. I have a slight different suggestion but they cover Country Club. Up past the 32 between, at Gerald Ford and Bob Hope, yes above the 32, yes that is an entirely new medical complex where the health plan refers you to for a mammogram for 10 dollar. Correct, so I have waited a long time. Correct, so waiting for that Line 32 we need a north south route, plus we need it to diagonal out
48. Speaker 3 – But we are not talking about the 32, we are talking about the 50
49. Speaker 4 – No, the 50 is gone, it can't support it self
50. Speaker 2 – It does not matter, It does not matter
51. Speaker 3 – Transportation is not
52. Speaker 4 – From Monterey to Cook, its, you know
53. Speaker 1 – There are quite a few people like in the Regent apartment building
54. Speaker 4 – If they want a job, Mike has fixed the cab company, made reasonable rates. If someone wants a job they can
55. Speaker 2 – Who do you think runs the cab company?
56. Speaker 4 – SunLine
57. Speaker 2 – There you go
58. Speaker 4 – And if people want a job they can pull their money and they can met at a stop, they can drop them off at the bus stop if they don't want to spend a lot, so, people need to be notified so that they can make plans
59. Speaker 3 – Some people can't afford a taxi cab
60. Speaker 4 – Then call them
61. Speaker 3 – Call who?

62. Speaker 4 – They just re-did the entire cab company, they took away the Tijuana taxi and made all of them clean they made drivers clean up, have hair cuts, smell good and they have reasonable rates. Well Marriott does not work all year round, I live here all year round
63. Speaker 3 – So do we
64. Speaker 4 – So, I can't walk around in the 120 degree heat
65. Speaker 3 – That's why we are trying to keep the busy, or at least cut off this, go back to the way it was before they did this. If they could simply go back to there you know what, the Desert Spring would be happy, all the business, the shopping centers here So do we
66. Speaker 4 – These are the representative, they need the information, a pole stuck on the mud. Mike is ready now to finally deal with this, this is my local bus, like the feeder he did the 15, he had to do Desert Hot Springs those people don't have money and the were traveling, so he has taken care of that, he has taken care of the clean cabs so that the people with a lower income that have a job, they would have to spend the money on a car, so where are not talking, you know we are not babysitting people, they have a job at Marriott, get there, we are not responsible for, this is to get to the medical building an if you are familiar with that, the women have been referred there by Doctors. Eisenhower has been taken care of because 32 now comes down, so you can leave in Palm Springs and be an employee at Eisenhower, which is opening another 240 beds, they are hiring, so we are talking about people who live here have friends here, who work here and are low income and the Line 50 is a low income housing bus for the people without the money, who have to get out and get back and Country Club no longer works.

For the connector is Highway 111, from east side Cook is the Palm Desert bus that now has to go up and down two University up there, it comes down Highway 111 which is sufficient on all the stops from San Pablo to Deep Canyon. At Cook, one bus stop was demolished, the High School kids came down to, before this all started, this is a history of it, a car ran into it, I have a letter from Eunice and the names of other people and that was 3 years ago, so we are talking about a problem, it has ready been 3 years and then you have a bus stop that was removed and Cook at Highway 111 because they build up all the houses there, so you removed that but Indian Wells does not know what the H__I to do because they have no plans. So, nobody can proceed unless you have the overall plan. Palm Desert had a bus stop just for the motel workers at Albertsons and that one became the bus stop for 3 years and then there is a bus stop at Deep Canyon and Highway 111 which is right next to it so you have two bus stops for Albertsons and two stops that were removed so this goes into engineering.

But my suggestions is 32 is way too long and the extra bus that's removed just from connecting on Country Club could be used for a Line 33, so you have a Line 33 on the western boundary and the Line 53 that comes together, because you need to be

able to transfer. Mike is from Boston, I grew up in Chicago, I lived in Vegas and Sacramento, so the system has fallen apart now because there have been so many changes, it just doesn't work, they allow 36 minutes to get from Gerald Ford to the Mall, but only takes 15 minutes to get from Gerald Ford to San Luis Rey because that's where you pick up the bus because you are out there in the heat, so there is a way to do it just from being in it, but removing the stops at traders where people who live here want affordable food, 3 bus stops were removed so there is a way to do that too, if you took a tour. Continue going from Monterey to Cook, Desert Arc has private fund raising and they have a van and you don't know the income of the parents and the cab company can also give them a discount in exchange for maybe picking-up a hardship students five days a week, if they have to work then Desert Arc can probably work that out, because Mike cleaned up the cab company, in other words he had to do all this. But there are more seniors moving in, eventually people wouldn't want cars, some people just don't want cars, I lived in three major cities with out it the only thing is, I can't continue living if the stops are closing up, so I took the time for two days to put a, and I worked with her before so this are schedules and thoughts. September is very quick and of course the cabs here, you know, this is disruptive for ... but they are very short, your know, Desert Arc which can be covered, you know, but the people who live here year round have to be served, they took out the stop at Jensen's where the High School kids, Jensen's on Cook, it was brand new, it was turned in, it was disability corrected which is what Eunice had, you know, the temp stops had to be removed for disability, which was okay at traders that would fix the problem at traders, all they had to do was, they could have graded it and they could have fixed the problem, you know, but still in all this you need a comprehensive planner. Nothing could fix this now because it is based on entirely 20 years, we don't need bi-directional we don't need express service, we need hopper, a feeder.

67. Speaker 5 – Hello everyone my name is ...and I work for the Human Resources Corporations for the J.W. Marriott Desert Spring, I am sorry that I am late, I just wanted to.

68. Speaker 3 – You are what? Director of.

69. Speaker 5 – I am Director of Human Resources Corporation.

70. Speaker 3 – Okay, good.

71. Speaker 5 – I did hear from some, I guess employess that new about this meeting today and on behalf my employess, which we have well over 12,000 employees, now not the 12,00 use the bus but many, many of them do and we do subsidise the bus passes for them and it is a plan that help also with the AQMD plan, for us. So I am a little concern. I am little concern that the fact that we are going to, they are planning to maybe take out a route that will help a lot of our associates there, we are concern about the... members al well because they do take the bus, they love it , I mean they really need...

72. Speaker 2 – Yea, they do.
73. Speaker 3 – That’s what we have been trying to tell them.
74. Speaker 5 – Right now, it’s about 15, but during the season, probably over 30 and actually when we have our international students that come and help us it could be 50 or 100 of us. They live about a mile or two from our hotel.
75. Speaker 2 – At the Regent.
76. Speaker 5 – Right, so they do, I mean right now we are on a slow season, right now we don’t have that many people, but business is coming back and we are very excited about it. Can you share the numbers (ridership number)?
77. Speaker 2 – No, I can walk out my self and I am. I don’t need to hear this, F_ _ _ this S_ _ _.
78. Speaker 5 – I understand, it is difficult for all of us. I just wanted to hear and I apologize that I was late, but is there other possibilities of, where are we going to send this people, where are we going to bring the people in to all the businesses. So what you are cutting is only Country Club?
79. Speaker 3 – Country Club and Bob Hope.
80. Speaker 1 – May I say something, it’s regarding
81. Speaker 5 – I understand now, it’s okay, go ahead.
82. Speaker 1 –Make more sense to go back, this way through Monterey.
83. Speaker 5 – You already have the 53 and 32 going to the Town Center, so you are duplicating.
84. Speaker 3 – Eunice, may I maybe help him a little bit. I don’t know how long..
85. Speaker 5 – I have only been here for a couple of years, so I don’t really understand
86. Speaker 3 – I don’t know how long you have worked at the Desert Springs, but just to give you ... this is going to your facility, west of Portola, between Portola and Monterey is the Regent on one side of the street, that’s where all your employees are as well as Rancho Las Palmas employees. I left a message, I went into their office HR person was not there, the secretary took a message. They are now aware of this, so they did not know whether they were going to get someone down here today or not, but they also have a huge amount and maybe more than your employees at the Regent, okay, especially during the season. Right now I have not

seen any this is the off season so I think they must be coming ...but the who route did not include this, now this is the latest addition, this goes from Country Club and Gerald Ford which is just before the freeway, okay, I ride this bus basically every other day or sometimes everyday. I told them that between here and here, I only see one person every three months getting either on or off the bus at the University and nobody coming in the other direction which the only bus stop except for the one that is down around the corner on Country Club, the only other bus stop is on this street going southbound is just south of Apple Bees.

87. Speaker 5 – Yes, I know, I see people there all the time, actually I have people that come from that stop to.

88. Speaker 3 – Oh, you have customers

89. Speaker 5 – Yes.

90. Speaker 3 – Because that's a Marriott property, isn't?

91. Speaker 5 – Yes, it is a Marriott property.

92. Speaker 3 – Okay, Okay.

93. Speaker 5 – So ..the people that I know personal friends that take that route south and get off, I think it's Portola over there on Portola, because then they go to the ...center, you know by the Church, right there. So they will not be able to....

94. Speaker 3 – But they introduced this and not only that but they also have a time stop, where the bus sits, okay and other than, I didn't know about your people but they may, they are probably going in the morning

95. Speaker 5 – They go in the morning, yeah.

96. Speaker 3 – In the morning, because I am usually not out till 10 o'clock or something, but, there is hardly any service down that way as far as numbers, this man and I live in Palm Desert Greens which is there between Portola and Monterey and we see your employees out all the time at the Rancho Las Palmas and there is a lot of people that have given up because, original when I moved down here five years ago, this route was in one direction only and there was one bus that covered that route.

97. Speaker 4 – Okay, there is already a solution to that.

98. Speaker 3 – And then they made it both ways, which was a big help, okay but

99. Speaker 4 – There is already a solution for all this problems

100. Speaker 3 – But this as far as I am concern, this could go away

101. Speaker 4 – It's not going away, because they put in, what ten million dollars for two Universities and college.
102. Speaker 3 – Well, of course but there is nobody going to school, lady and the thing is, wait until you have a populationwill you just let me
103. Speaker 4 – It's a thing called broke, the College of the Desert, you are just arguing for nothing, first of all you are stupid, because any body.... We don't have time to educate people, we are talking about a local bus and we are talking about the problems, now anybody who can't go ... and the 111 to Las Palmas there is a bus stop sitting right there. Now we are not babysitting people who have jobs, it is up to them, the responsibility to get yourself to work, if they want a job, get yourself to work. For this man here, I would suggest of a package that Mike, put in all of the authorized cab companies, Marriott is a private company, they can hire their own dam vans for all employees. We are talking about women who are almost 70 years old that have to walk in the heat to get their groceries and to get to the Doctors and it's up to you to figure out a way to get your employees back and forth. Make a deal with the cab company, if you have some employees maybe they can get you a deal, Mike can help you out, you people are not helpless you are private. A million dollars have been cut from this and I still have the heat, so, if you want something inform yourself, pick up the routes.
104. Speaker 5 – Yea, I am just concern because when it gets hot, I have talked to some of the people to get the information, by the time they get to work they are all sweaty.
105. Speaker 4 – So am I and I'm carrying 10 pounds of groceries, I am out of coffee and I am out of breath and they took two bus stops away, five bus stops so far, so if your people can't walk across the street to Cook and Country Club to get a bus, the problem is the bus stop now needs to be improved. SunLine needs to plan, coordinate with the City of Palms Desert, the cities are responsible for the stops, they are broke and you are private, deal with your ownership.
106. Speaker 5 – Yes, I would like to have options to give to my people. What are the other options, I would like to learn more about it.
107. Speaker 4 – They will bend over backwards, but the money is just not there.
108. Speaker 5 – It's understandable, I just want to understand it for myself, because I want to make sure that, a way we can convey the information...because they are very concern.
109. Speaker 4 – It's a lot of history, well this stuff is old so you are talking about nine year

110. Speaker 1 – Would it be a big savings if you switch from a large bus to a smaller bus?
111. Speaker 3 – I have a questions, you used to have a whole bunch of SunDials' which are much smaller, now couldn't you use those...transported handicap..?
112. Speaker 4 – No, you have to have a Doctors
113. Speaker 3 – No, in other words, you buy vehicles all the time. Obviously somebody has a plan, because they are going to a destination that hardly anybody goes to and you jump the gun on the University because they don't have a big student phase and there is no
114. Speaker 4 – The kieser's the medical is priority.
115. Speaker 5 – There are apartment complex, right.
116. Speaker 3 –Well, but also this gentleman
117. Speaker 4 – Yeah, its growth, you have to plan for the growth, that why it has. Okay, when I deal withthere is another huge problem on the 50 right there on Cook, it's the High School kids, they fill up the....(changed tape) it's about between 2 and 4, but what happened is you took out two of the bus stop that kids used, the kids got out of school and they walked down to CVS, Cook and Highway 111 so that reduced a lot of it by them just going down there to get the 111, but you took out the bus stop where they walked up to Jensen's on Cook and remove that bus stop for the reason, why, I don't know, but what happened was you alleviated a lot of that because the kids came out of school they had the energy to walk, they are young. Yeah, well that's the problem I'm having, I have to walk from Deep Canyon to Cook, yeah, but if you know, if you visually have seen that area there is another way to work that out, in other words, this is a permanent plan, this could be done to accommodate all the future growth, because those apartments, those people will be coming down, that's why the feeder line ...but Indian Wells does not want traffic stall with 400,000 people here during the season, that's dangerous for Highway 111, so there just not throwing up a bus stop and the other corner, where the car ran into the bus stop you cant just stick a bus on that corner, but going east, you have the Village, Kitchen-Kitchen, Ralph's you have a turn-in on Cook that is completely safe and disability safe with the curb and ...engineering for fire trucks since I worked in security in the apartment building ...you have the ease around only for the 53 but not 111 an turns around then continues on Cook, so you removed the bus blocking the traffic on Highway 111 and Indian Wells, give them that beige white mesh one for 8 thousand, Mike said it was 8 thousand. One million dollar on a plant. Okay great, perfect timing, yeah, because you can't really have it on 111 the traffic is way, way to fast, but what you can do safely, and they have not thought of and I didn't think of it until I actually sat down and thought of it, is not for the 111, the 111 is going to have to stay every 20 minutes, Mike took care of that, I mean we are talking Tijuana

buses before you people got here, you know it was running up and down the isle and yelling and buses breaking out and nobody getting home, I mean, this how bad it's been, but this is actually the sentence. Indian Wells all they have to do, to turn that so you have the disability safe, they have a fountain and a Mexican restaurant and then for the fire trucks they have the opening on Cook and then they proceed up Cook, they do the turn around on Gerald Ford for the apartments where people are going to live and they have to get down to Highway 111, that's why you have to have the connector between Cook and Town Center, you have to have the connector with the number 53 and then the connector becomes Highway 111 where everybody is going, everybody is there all day who lives in Palm Desert you have to get out and you have to get home, you have wind, you have cold, you have rain then the last thing is if this goes into January you will have all the bus stops in place where you can drive around and kind of get an idea of maybe where people that live here where they might like it. You know, put a rider alert, where would be a good stop for you on Cook, now they build a whole new medical building on Cook and Harris and that's where I have to go to the eye Doctor, so my mammogram is on Bob Hope, so they have been excellent ideas because they kept up with the new growth, you have to this people, you know this is medical, food and medical comes before anything else and the other side of Highway 111 in Indian Wells, there are two bus stops by the Albertsons going west, it is very, very dangerous l'ts only for the Holiday Inn Express which they can walk to Deep Canyon, but they can also get the 111 at Deep Canyon, they can just be directed that way, you have people speeding at the Embassy Inn because they want to get through the light and Deep Canyon at about 45 miles, you actually have acceleration, however Indian Wells, two different cities, this is where Indian Wells comes in again, if you have alight with left hand turns or right hand turns the way it's always been engineer is on the Wyndamere side, is at the village where the food is, so the kids can come down from the High School, people, you have a pharmacy where you have to get your prescription, you know, you can't have your prescriptions all over the place, that's where the pharmacy is, so that bus stop going east replaces the one that was on Highway 111 which is dangerous during the season and we live here all year round, so for right now I need stomach medicine, I have to go to CVS, but I have to walk from Deep Canyon. If Indian Wells will get this all solved for 16 thousand dollars so that they can put in two....on the Whyndemere side now coming down Gerald Ford and Country Club on Cook past the High School which they can get the feeder for the kids would be good but they also will walk down and pick up the 111. There's a four way light that is safe as possibleit's four stop light left hand turn right hand turn on the Whydamere side and Indian Wells can grade it and put in the cover mesh for another 8 thousand and anybody coming through Cook or crossing Cook who is going fast has full visual of the bus stop, It's already stopping but it's stopping one stop light up to far.

118. Speaker 5 – (Can't make what he is saying) we will meet with him to go over other options Line 32 and 53.

119. All speaker are talking at once

120. Speaker 1 – There is also Manor Care on Portola
121. Speaker 5 – By the church
122. Speaker 4 – But there is no bus stop there
123. Speaker 1 – Yea, there is
124. Speaker 4 – I have been riding the bus for 7 years andthe bus is empty, I'm the only person on for 7 years. It's got to go. Anyway at the Wynhamere it would have to be flattened and graded and that is also a stop for the 111, so even if it's Marriott people can come down on the 50 transfer to 111 at Deep Canyon. Correct, well this way it gets it off of Highway 111 and they don't want it on Highway 111 and they probably haven't even thought about it, but when you go there and you look, and you see Cook, it's completely empty, it's completely safe for a big huge bus, do it's done 8 thousand dollars, the problem becomes at Cook and Country Club when you are going up there on the east side, there is a bus stop that is way too far up, now I don't know of that can be corrected, she'll have to do that. Oh, they put in pads, yeah, well that is Indian Wells and that could be taken care of quite simple ifDeep Canyon and 111, you know where you have the bus stop in place, what you need is timing and what would help the tourist is if you told them where the bus stops because all they see is Gerald Ford and Highway 111 and these people have no idea and the drivers and the people and everything. You get that kind of thing, because people come out of the Motels and want to know where they are getting off as far as the River you are cutting off Bob Hope, anybody can get there on the 111 there is a stop right there,complained about the River and from Highway 111 to Country Club on to Bob Hope that you want to cut off, that bi-directional there is no ridership, the wash is in there, so you don't have any stops or you don't have any people anyway so, the bi-directional has got to go, there is no body that you can pick-up because you are crossing the river and by that time you are at Eisenhower, so you might as well keep going up and maybe use the feeder like the 33 because that's too long. If something happens across the freeway on Gene Autry somebody can be sitting at Town Center trying to transfer from the 53 to the 33 so, my suggestion is to get this transfer point when you first did it on the 32 they made it turn around on Varner, so if they can maybe go to Varner, yeah, but then you changed it. Yeah, right, but my suggestion is if you look at it and I put it out, is you can have that bus, the bi-directional bus as the 33 and it can run alone because it just running from Monterey and Dinah Shore back down to the Mall, now the Line 53 that is planned comes up San Pablo going east on Fred Waring, but you need it to be on the right side on the Mall side on the Hahn side on the West Field Mall side, so you go down Fred Waring to Highway 111 and you are on the right side of the Mall which is transfer to 111 and a 33, so you have 33 here, 53 here and then you have the transfer point from at Dinah Shore and Country Club or at Sierra Del Sol, but she can figure all this stuffhow that works out. I just sketched things out as a permanent plan because, see changing the times, changing the things every 4

months, she don't know of agonizing it is. Oh, no I have a Doctors appointment oh, that bus isn't there anymore. This is the local bus, Mike doesn't know that, but if he just thinks Boston or Chicago or Las Vegas, he'll know that people live in the places year round they have to go, CSV pharmacy, you have to have a pharmacy, there is no Walgreens, we don't have a Walgreens in Indian Wells, Indian Wells doesn't approve Walgreens, Indian Wells is rich, they spend one million dollars just on the flowers, but it brings in money and it gives people jobs and Esmeralda and the Tennis Tournament. He has fixed Highway 111 (Line 111) perfectly, he has fixed the cab companies perfectly, he has fixed the transfers system where for two hours you can go out and hop on and hop off because that's what you do when you have a car, so it's very compatible. He needs to fix the stop coming back down from Gerald Ford, which would be safe and I would say covered at Country Club and Cook so that you can get on it, on the north side of Country Club and Cook for the routes andsomething else to go to, it's now the north that has opened up and Dinah Shore, no body was there 5 years ago, nobody went to those movies, but Costco is there, Clark's nutrition is there which is one of the best in the United States, so when you are talking shopping your talking spending money, you are talking about sales tax which is supporting the cities. So, I think shopping, medical, groceries, students a few tourists. Tourist come down and Canadian people come down with their own cars, that's why you don't have ridership, you are wondering why don't I have ridership, well you took the bus stops out.

The following provides a summary of comments and suggestions gathered from the public that attended the public meetings held throughout the Coachella Valley for the September 5, 2010 Service Changes. There were two public meetings held for Line 50 (discontinued route) and new Line 53. This meeting was held at the Rancho Mirage Public Library located at 71-100 Highway 111 on Wednesday, July 21, 2010 from 10:00 am to 12:00 pm, with 2 residents attending.

1. Would like to see more service on Line 14, going from 50 min. to 45 min. is not an improvement. People would like to see 30 min. service on this route.

The following provides a summary of comments and suggestions gathered from the public that attended the public meetings held throughout the Coachella Valley for the September 5, 2010 Service Changes. The public meeting for the realigned Line 14 and new route, Line 15, was held in the City of Desert Hot Springs at the Carl May Building located at 11-711 West Drive on Thursday, July 22, 2010 from 10:30 to 12:00 pm, with an attendance of 6 residents.

1. Speaker 1 - For service to Desert Edge, how often do you evaluate the possibility of providing service? The County is looking at making improvements in Desert Edge in the future.
2. Speaker 2 - What do you do if there is sidewalk on one side of the street only?
3. Speaker 3 – (Desert Edge) All along Dillon Road there are several places that have sidewalks. I am here because I have no means for my daughter to be able to get a job where we are at, also the grocery store is looking at adding sidewalk. I drop of my daughter at Palm and Dillon and other parents are coming from as far as Sky Valley, there is an unprotected shelter and its very dangerous not just because of the traffic but because they are children and there is a liquor store at that location. How she would get home if I was unable to pick her up or she went to do something in Desert Hot Springs like Tae-Kwon-Do classes, she would take Line 14 and get off at Don English Way and walk, I would try to make sure that it was never after dark, but you know during the winter months you can not do that by 5 pm it's dark and she would walk a mile and a half on a unimproved road to get to our house south of Desert Crest it's very unsafe.

Also, at times when I do pick her up going back and forth at varies time there are a lot of people walking along Dillon Road, that is very unsafe, we have people walking along the road hit and their bodies found a day or two later. There are no means for people to get around, there is the lack on income, when I talk to the elderly people out there, they have to figure out their appointments to the Doctors or anything that they do around someone else's schedule and if that someone is working they have to take the day off to take them to the Doctors it there was a bus stop out where we are, people could at least would walk to that bus stop or drop people from Sky Valley and they could take a Line to change to where ever they need to change. It takes three hours to get to Palm Desert to work at Westfield Mall and finally as far as that survey that was done.

participated on that survey, if I had wanted to, I could have mailed in 100 because there was no way to regulate how many or who the surveys came from, there was nothing on those survey that said what community are you from what's your address or name and I know that could have been some sort of violation, I personally distributed and know that more that 100 responded. This would be better done after the 2010 census, there are a lot of improvements that are coming mostly elderly again people that need to get to the Doctors with out having to call a service that charge more than a taxi cab.

I talked to people in Sky Valley and that service I think it may have been provided by a economics development agency, at that time when the population was estimated only at 1, 200 and service did not go through our area it came from Indio and I don't know what route it took, It might have gone up to Thousand Palms or through Indio Hills to get to Sky Valley and it stops somewhere around in the central area in Sky Valley. The bus arrived at 6 am and it went to Indio and from there people transferred to where they needed to go and it came back at 2 pm, it did not pass through our area it was specific just for Sky Valley, but look at those records because the comments I had from people,

was that who was going to get up that early to go get a bus at 6 am to go shopping at the mall in Indio when the stores don't open until 10 to come back at 2 and as far as having a job it's just not feasible, even if they took the 6 am bus to get to their job they had to be on the bus to get back by 2 pm, which is not an 8 our shift.

4. Speaker 4 - (Desert Edge) Five years ago we had a bus that came up Thousand Palms Trail one bus in the morning...I am here as a resident of Desert Hot Springs. Yes I am. I will. Ma'am I am here as and employee, not as an employee of SunLine Transit Agency you can not tell me what to do, while I am signing I will point out, we had a school tripper that came up Dillon Road went up Bubbling Wells, one bus in the morning, one bus in the afternoon and my recollection the only one that came up Dillon Road was the one in the morning.
5. Speaker 3 – (Desert Edge) Does the County of Riverside get penalized by the EPA for the lack of conforming to air emission since 1980, isn't there some sort of funds along with the stimulus to get people out of their cars, specially with the elderly and disabled to stop them, to give an alternative to driving and creating hazard situations and more smog, to ride those areas that have a need.
6. Speaker 3 – (Desert Edge) I would appreciate if you can check into how they were running it (tripper buses) because you are basing it on ridership that hardly anybody could have participated, in our area even if there was a bus coming twice a day, that could be sufficient for a while, it's just that so many people that live out there are limited, they are out there because it is the last stop for them and there is no way for them to get from point A to point B people are just stuck. If the bus came at 7:30 am and returns some time later, once they are in Palm Springs you have the Mall, dinning, you have the cooling centers; a lot of people have no interaction in their lives so they go to the Rancho Mirage Library.
7. Speaker 5 - I am the Public Safety Commissioner for the City (DHS) and I am here mainly to listed to any public safety concerns and also to take a look and see if I can perceive any as well, one area that does concern me a little bit is the route you have on the new Line, when you go south on Palm make a right on Two Bunch Palms that you have a school located across the street and if you have kids traveling they are going to be dropped off and forced to cross that very busy street, also most of your commercial area is on the south side of the street, again causing people to cross over the street.

if you simply reverse that, make a right on Palm left on Pierce down West and around you would be putting people off the bus at the areas that are commercial, kids would be getting off at the school, the post office the business that they have would be on that side of the street and not forced to cross that busy street (had to change the tape)on the bus people getting off to go to KFC is not as much as people going to Super Kmart, Walgreens, Post Office and school so, if you simply just reverse that route putting everyone on/off the bus on the busiest side of the street. In reference to that (installing bus stops in from of homes) concern that residence where do you have bus stop now on this route? It would be on Pierson?

8. Speaker 4 – They already have a bus stop way out here (Line 14), way out here they could use that bus stop so they don't need to build another one.
9. Speaker 5 – In any case my concern is, one of the public safety issue and I think that you are trading public safety issue for one that is really an ecstatic concern of a homeowner and I think in balancing the two, you have to sort of lean towards public safety, that's just my opinion. I just want to get a clarification of why we are here, is the purpose of this to get input or just to inform us where the route is going to go. So you are not really seeking input from us in terms of making a change. This did not come before the public safety commission.
10. Speaker 6 (Wheel chair) – I go to Kmart at least once a month and it's a real big concern of my in a wheel chair to cross that street, I have to go all the way down to Palm cross the street come all the way back and I just don't think that is right. There should be some way that I can across safely or at least consider, have you even talked to the homeowners to see if they would mind? Are you trying to talk to them or just consider not having a stop there? But you are putting that homeowners inconvenience over the safety of all kinds of people.
11. Speaker 3 – And another safety issue, this line is going to hit every single school that I now of, the High School there is one on Two Bunch Palms by the Post Office and there is another one up Two Bunch Palms a middle school and that's going to be a lot of children on that bus route. I notice that even with the 14 where it stops right now the Vons, that bus stop is crowded with kids during school hours and when they are released from school and you will have 20 or 30 children walking across Palm to get to the bus stop. Is the 15 supplementing Laid Law contract? Well, the way he said to change direction would be okay because kids would only have to cross over one street instead of two. I don't have limitations and I don't walk 1000 feet just to use the crosswalk.
12. Speaker 5 – Virtually every school has a policy that they recommend parents pick up and drop off their kids on the school side of the street rather than have them picked up across the street and have kids going, because kids are going to cross in the middle of the street, they are not going to go to the corner and it would seem to me that the bus line should be no less.
13. Speaker 3 – At Palm Springs High school unfortunately they put in a traffic light due to the issue of children being dropped off on Baristo.
14. Speaker 5 – I want to say one positive thing, I am excited to see that you are expanding service; you deserve to hear some good news.

JANUARY 1, 2012 SERVICE CHANGES

80	Realigned southbound loop (no schedule change)
81	Renumbered and realigned Line 80 northbound loop to Line 81

PUBLIC MEETING NOTICE – JANUARY 1, 2012

Notice is hereby given that SunLine Transit Agency (SunLine) will be holding a public meeting for the purpose of receiving public comments on the proposed January 1, 2012 service improvements and modifications to be held on the following day and location:

City of Indio Council Chambers at 150 Civic Center Mall, Indio, CA:

- Thursday, September 15, 2011 from 6:00 p.m. to 7:00 p.m.

Persons who have questions or concerns regarding the proposed service changes are invited to provide input. If unable to attend, please submit your questions or comments on or before Monday, September 19, 2011 by: Phone – 760-343-3456, ext. 154; fax – 760-343-0576; email – cgarcia@sunline.org or mail to:

SunLine Transit Agency
Attention: Planning Department
32-505 Harry Oliver Trail
Thousand Palms, CA 92276

Minutes - Public Meeting for January 2012 Service Changes

The following provides a summary of comments and suggestions gathered from the public that attended the public meeting for the January 1, 2012 service changes. This meeting was held at the City of Indio Council Chambers located at 150 Civic Center Mall on Thursday, September 15, 2011 from 6:00 pm to 7:00 pm, with 10 residents attending.

The meeting was opened by Mayor Pro Glenn Miller who welcomed the public and introduced SunLine Staff, Joe Forgiarini, Director of Planning and Connie Mitchell, Planning Services Coordinator.

Joe Forgiarini conducted the PowerPoint presentation of the proposed service changes to Line 80 and new Line 81. The meeting was then opened-up for public comments.

Public Comments Received:

Speaker 1 – He is thrilled with the implementation of the Line 81 providing service to the new shopping centers located in North Indio on Jackson and 42nd and the Senior Center, High School and the Community Center located on Ave 46.

Speaker 2 – This seems like a good route to help the seniors get around. Where there any proposed routes for the eastern part of the Valley such as, Mecca, Thermal and North Shore?

Speaker 3 – Wants to discuss what the budget cuts and budget issues would be with adding bus stop in the eastern valley. Possibility of adding bus shelters is this area?

Mayor Pro Tem Glenn Miller – Referred speaker 1 and 2 to speak to Mayor Eduardo Garcia regarding concerns about Line 90 and 91.

Mayor Pro Tem Glenn Miller – Spoke about the reasoning for the changes to Line 80 and new Line 81, to take seniors and residents from the north side of the city to the south side and vice-versa so people can shop in the new Target Center and visit the Senior, Teen Center and Rec. Department on Clinton. We are going to be able to utilize a lot of areas that were never utilized by bus service before, there are opportunities there. We are going to drive the route in the near future and look at shade structures and bus stops.

Speaker 4 – Will you be having bus stops at the Christiansen apartments and the Senior Center?

Mayor Pro Tem Glenn Miller – Yes, at the Senior and Teen Center but the other stops are going to be determined as we go through the routes for the best places. I am sure that planning will be deciding along with the city where the stops are going to be, not only for safety concerns but for convenience too. We don't want to put anyone in harms way.

Speaker 5 - I worked at the Indio Senior Center for almost 28 year, I am retired now. I am glad to hear that you have that route there. The Senior Center does not have a lot of parking, there

are so many activities going on and just not enough room and it's great to have this option for seniors to take the bus for their programs. The Teen Center has parking but it is a little far for some of the seniors to walk from the Teen Center to the Senior Center. Hopefully they will be real close to the Senior Center so that they can come and go safely.

Also, because I was a volunteer at the Salton Sea History Museum at the North Shore Beach and Yacht Club which is closed now. The North Shore Beach and Yacht Club has hosted meetings of the SunBus to get some buses to go down to that area. I know they are working on that. So, it's a needed thing, thank you for all you do.

How close do you get to the Arabian Garden mobile home park on Fred Waring and Miles? There are a lot of family's that live there, they shop and I was just wondering if you might somehow consider going a little closer to the Arabian Garden entrance to assist some of those people. I know seniors that live there. I was hoping that you can get a little close there; in the future this might be something you might consider. Thank you.

Joe Forgiarini closed the meeting by thanking everybody for attending the meeting.

Comments/Suggestions received via email:

Elsa Lozano [elsa@breitfeller.com] – 9/15/11 at 9:14 am
Would like to suggest that you add a route to Shadow Hills High School during the week as the school district does not have funds for transportation and a lot of students have to walk a bus route to and from the High School would be a great option.

Elsa Lozano
Breitfeller Insurance Agency
68828 Ramon Rd. Suite A
Cathedral City, CA 92234
(760) 770-9300 Phone
(760) 770-0869 Fax
Elsa@Breitfeller.com
License #0F08565

felipe contreras [peyelindo@gmail.com] – 9/15/11 at 10:48 am

Spanish:

Hola y buenos días, solo quiero comunicar que en la parada del bus de la ruta 111, que esta ubicada en la hwy 111 y adams rumbo al este.no hay nada que cubra a las personas, antes había un arbolito, pero lo quitaron, ahora no hay nada, urge que le pongan una sombra. También estoy muy de acuerdo con la nueva ruta 81, pero también hace falta un bus que pase por los casinos, ya que de vez en cuando tengo ganas de comer ah, pero no puedo acceder .solamente en carro y no tengo.
Gracias esto es todo por el momento.

English:

Hello and good day, I would like to communicate that the bus stop on Line 111 that is located on Hwy. 111 and Adams traveling eastbound provides no shade to passengers. At one time there was a tree there; however, it was removed and now there is no shade. It is urgent that shade is provided at this location.

Also, I am in agreement with the new Line 81, but service to the Casinos is also needed. Sometimes I feel like eating at the Casino, but I can't because you can only get there in a car and I don't have one. Thank you, this is all for now.

7609726031@VTEXT.COM 9/21/11 at 4:52 pm

Have the same bus schedules all 7 days of the week and one more bus at 10:00pm the weekends are just as busy as the weekday's thank you

Phone Call:

Ms. Gayle Thomas – dr.gayle899@yahoo.com, phone # 760-899-0984

Thank you for improving the Line 80 and for the new Line 81. For safety reasons, SunLine should have a system in place for the Operators to know which bus stops have lighting and which ones don't. This would allow the Operators to pay close attention to the non-lighted bus stops to avoid passing-up passengers.

Also, we need more service along Hwy. 111 in Indio. Line 80/81 provides 1 hours service and that's too long of a wait.

Vice mail message:

Mr. Ken Rai – phone # 760-771-1753

Mr. Rai is very happy with the new Line 81. However, he would like to see bus service on Ave. 52 between Jackson and Monroe and service to the Coachella High School located on Airport Blvd. and Van Buren.

SEPTEMBER 2, 2012 SERVICE CHANGES

220	New Commuter Link 220 route to Riverside. 2 AM westbound trips and 2 PM eastbound trips.
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PUBLIC NOTICE – SEPTEMBER 2, 2012

Notice is hereby given that SunLine Transit Agency (SunLine) will hold a public meeting for the purpose of receiving public comments on the proposed implementation of Line 210 Riverside Commuter Express Service in September 2012. The meeting will be held on the following day and location:

Date	Time	Location	Address
Wednesday, June 6 th	10:00 am to 11:30 am	Rancho Mirage	71-100 Highway 111
	6:00 pm to 7:00 pm	Public Library	

Copies of the proposed service changes are available on SunLine’s website and may be picked up by calling SunLine at 760-343-3456.

Persons who have questions or concerns regarding the proposed service changes are invited to provide input at the locations mentioned above. Comments may also be provided by mail, telephone at 800-347-8628 or fax at 760-343-0576, email at planning@sunline.org, and on SunLine’s website at www.sunline.org. All comments must be provided by Wednesday, June 13th.

Any questions regarding these meetings may be directed to Connie G. Mitchell, Planning Services Coordinator at 760-343-3456, Ext. 154.

Comment Summary: Riverside Commuter Express Bus Service Proposal

The following quantities of comments were received between May 4, 2012 (first newspaper notice) and closing of comment period following the June 6, 2012 public meetings:

- 23 comments made at the public meetings
- 5 phone calls
- 9 letters
- 13 emails, faxes, comment forms

Total: 50 comments.

Overview of Comments:

Overall, comments received were supportive of the idea of having transit connecting the Coachella Valley to Riverside. The most common comment (18 times) was regarding the lack of connecting local transit services in the Coachella Valley to meet with the morning trips to Riverside. Other comments were less common, and included requests for clarification of fares and stop locations, or requesting additional trips, direct access to Loma Linda VA Hospital, or weekend service. A more detailed list of comments is provided below.

Detailed List of Comments Received: **Riverside Commuter Express Bus Service Proposal**

Public Meetings:

1. Wants link to services to San Diego.
2. Need to provide connection from Palm Springs for morning services.
3. Why is day pass more than twice the single trip?
4. Need to provide connection from Palm Springs for morning services.
5. No connection with first train to Oceanside. Need earlier first bus.
6. Need to provide connection from Palm Springs for morning services.
7. Can service be operated weekends?
8. Need to allow people from Desert Hot Springs to reach Palm Desert to connect in the mornings.
9. Where is the stop at I-10 Thousand Palms?
10. Supportive of proposed service for access to Riverside.
11. What are the ticket options?
12. Where in Riverside will the service stop?
13. Why stop at Cabazon?
14. Need connecting service from Indio and La Quinta mornings
15. Supportive of proposed service for access to Riverside.
16. Supportive of proposed service for access to Riverside but need a connection from local transit services in the morning.
17. Need early morning transit connections, and why stop at Cabazon.
18. What date will the service start?
19. Supportive of proposed service for access to Riverside.
20. Supportive of proposed service for access to Riverside, and would like service to Whitewater.
21. Where will the bus meet the Metrolink trains?

22. Supportive of proposed service for access to Riverside but need a connection from local transit services in the morning.
23. Need access to VA Hospital Loma Linda, early departures not convenient for veterans, also need to add midday trips.

Phone Calls:

1. Supportive of proposed service for access to Riverside.
2. Supportive of proposed service for access to Riverside.
3. Supportive of proposed service but needs connecting service from Palm Springs for the morning trips.
4. Supportive of proposed service but needs reverse direction for service (to Pam Desert AM, to Riverside PM).
5. Supportive of proposed service.

Letters:

Note: 11 total letters, but two letters received from same authors with same comments.

1. Supportive of proposed service for access to Riverside.
2. Supportive of proposed service for access to Riverside.
3. Supportive of proposed service for access to Riverside.
4. Supportive of proposed service for access to Riverside.
5. Wants service to Loma Linda (VA Medical Center)
6. Supportive of proposed service but needs connecting service from Palm Springs for the morning trips.
7. Supportive of proposed service but needs connecting service from Palm Springs for the morning trips.
8. Supportive of proposed service but needs connecting service from Palm Springs for the morning trips.
9. Supportive of proposed service but needs connecting service from Palm Springs for the morning trips.

Fax, Emails/Comment Forms:

1. Supportive of proposed service but wants route to start at Indio.
2. Supportive of proposed service for access to Riverside.
3. Supportive of proposed service for access to Riverside.
4. Supportive of proposed service for access to Riverside.
5. Supportive of proposed service for access to Riverside.
6. Supportive of proposed service for access to Riverside.
7. Trips are too early, need more stops at freeway ramps, start route at Indio
8. Requesting revised train connections.
9. Keep stops close to freeway and provide parking (will there be security?)
10. Need earlier trip for earlier Metrolink, as well as midday trips, and time trips for connections with local SunLine transit network.
11. Start service in Indio, provide connections to RTA buses at Banning.
12. Supportive of proposed service but need connection to Line 111 in the a.m.
13. Supportive of proposed service but need connection to Line 111 in the a.m. and wants weekend service.

APPENDIX 7
GRANT SUBRECIPIENT TITLE VI PROGRAMS

RIVERSIDE COUNTY
TRANSPORTATION COMMISSION

COACHELLA VALLEY ASSOCIATION OF
GOVERNMENTS

Riverside County Transportation Commission

NON-DISCRIMINATION NOTICE

In accordance with the requirements of Title VI of the Civil Rights Act of 1964 and Title II of the Americans with Disabilities Act of 1990 (ADA), the Riverside County Transportation Commission (RCTC) will not discriminate or exclude individuals on the basis of race, color, national origin, age, gender, income status, or disability in admission to its programs, services, or activities, in access to them, in treatment of, or in any aspect of operations.

RCTC will not tolerate discrimination by a RCTC employee or recipient(s) of Federal funds such as cities, counties, contractors, consultants, suppliers, planning agencies, or any other recipient(s) receiving federal aid assistance.

Employment: RCTC does not discriminate in its hiring or employment practices and complies with all regulations promulgated by the U.S. Equal Employment Opportunity Commission under Title II of the ADA and Title VI of the Civil Rights Act of 1964.

Effective Communications: RCTC implemented measures to ensure that persons with limited English proficiency and persons with disabilities have meaningful access to the services, benefits, and information of all its programs and activities.

Modifications to Policies and Procedures: RCTC will make all reasonable modifications to policies and procedures to ensure that all people have an equal opportunity to enjoy all of its programs, services, and activities. For example, individuals with service animals are welcomed in RCTC offices, even where pets are generally prohibited.

Anyone who requires an auxiliary aid or translation service for effective communication, or a modification of policies or procedures to participate in a program, service, or activity of RCTC, should contact RCTC at (951) 787-7141. Requests must be received no later than 72 hours before the scheduled event. RCTC will take reasonable steps to ensure that all individuals have meaningful access to programs, services, and information free of charge.

Complaints that a program, service, or activity of RCTC is not accessible should be directed to:

Riverside County Transportation Commission
John Standiford, Deputy Executive Director
4080 Lemon Street, Third Floor
P. O. Box 12008
Riverside, CA 92502-2208
(951) 787-7141

DISCRIMINATION COMPLAINT

The Riverside County Transportation Commission (RCTC) is committed to ensuring that no person is excluded from participating in or denied the benefits of its services on the basis of race, color, or national origin as provided by Title VI of the Civil Rights Act of 1964, as amended. Complaints must be filed within 180 days from the date of the alleged discrimination. The following information is necessary to assist RCTC in processing your complaint. If you require any assistance in completing this form, please contact the American with Disabilities (ADA) coordinator, John Standiford, by calling (951) 787-7141.

FOR QUESTIONS OR ASSISTANCE PLEASE CALL: (951) 787-7141

When completed, submit the original signed form or letter in person or by mail to:

John Standiford, Deputy Executive Director
Riverside County Transportation Commission
4080 Lemon Street, Third Floor
P. O. Box 12008
Riverside, CA 92502-2208

1. Contact Information:

Complainant's Name: _____

Address: _____

City, State and Zip Code: _____

Telephone: _____ (home/work) _____ (cell)

What are the most convenient days and times for RCTC to contact you about this complaint?

2. Basis of discriminatory action(s):

Check (✓) all categories below that apply to the act(s) of discrimination. a.

- b. Race or Color
- c. Gender (please indicate gender) Male Female
- d. Sexual Harassment
- e. Retaliation
- f. Disability (specify the name of your disability and/or provide a brief description of its symptoms)
- g. Age (please indicate your age)
- h. Income status
- Other (please explain)

3. Date and place of alleged discriminatory action(s):

Include the earliest date of discrimination and the most recent date of discrimination:

Date: _____ Location: _____

Date: _____ Location: _____

4. How were you discriminated against?

Describe the nature of the action, decision, or conditions of the alleged discrimination. Explain as clearly as possible what happened and why you believe your protected status was a factor in the discrimination. Include how other persons were treated differently from you. (Attach additional page(s) if necessary).

5. Names of individuals responsible for the discriminatory action(s):

6. Names of individuals (witnesses, fellow employees, supervisors, or others) whom we may contact for additional information to support or clarify your complaint(s):

Name Address Telephone No.

7. What remedy or action are you seeking for the alleged discrimination?

8. Has this complaint been filed with any other Federal, State, or local investigative agency?

No **Yes** **If “yes,” please provide the following information:**

Agency: _____

Contact Person: _____

Address: _____

Telephone No.: _____

Date Filed: _____

9. Please provide any additional information that you believe would assist in the investigation:

Please sign and date this form:

Signature of Complainant & Date

This form is available in alternative formats. RCTC – Discrimination Complaint. 8/2012

Riverside County Transportation Commission

GRIEVANCE PROCEDURE

This Grievance Procedure is established to meet the requirements of Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990 (ADA), and Title VI of the Civil Rights Act of 1964. It may be used by any individual, group of individuals, or entity that believes it has been subjected to discrimination on the basis of race, color, national origin, age, gender, income status, or disability in the provision of services, activities, programs, or benefits by the Riverside County Transportation Commission (RCTC). RCTC strongly prohibits retaliation on the basis of any grievance filed under this policy.

When possible, the complaint should be in writing and contain information about the alleged discrimination including name, address, phone number of complainant and location, date, and description of the problem. A Discrimination Complaint form will be provided to the complainant upon request. Upon request, alternative means of filing complaints, such as personal interviews, computer flash drive/CD, audiotape, or in Braille will be made available for persons with disabilities.

The complaint should be submitted as soon as possible but no later than 180 calendar days after the alleged violation to RCTC's ADA Coordinator:

Riverside County Transportation Commission
John Standiford, Deputy Executive Director
4080 Lemon Street, Third Floor
P. O. Box 12008
Riverside, CA 92502-2208
(951) 787-7141

Within 15 calendar days after receipt of the complaint, RCTC's Deputy Executive Director, or designee, will discuss with the complainant the complaint and possible resolutions. Within 15 calendar days of the discussion, RCTC will respond in writing, and where appropriate, in a format accessible to the complainant. The response will explain the position of RCTC and offer options for resolution of the complaint.

If the response by the Deputy Executive Director, or designee, does not satisfactorily resolve the issue, the decision may be appealed within 15 calendar days after receipt of the response, to RCTC's Executive Director or designee.

Within 15 calendar days after receipt of the appeal, the Executive Director, or designee, will discuss with the complainant the complaint and possible resolutions. Within 15 calendar days after the meeting, the Executive Director or designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by RCTC's Deputy Executive Director, or designee, appeals to the Executive Director, or designee, and responses from these two offices will be retained by RCTC for at least three years.

This notice is available in alternate formats. RCTC – Grievance Procedure. 8/2012

Agenda Item 8A

RIVERSIDE COUNTY TRANSPORTATION COMMISSION

DATE: October 10, 2012
TO: Riverside County Transportation
Commission
FROM: Tanya Love, Goods Movement Manager
THROUGH: Anne Mayer, Executive Director
SUBJECT: Americans with Disabilities Act – Best
Practices for State and Local Governments

STAFF RECOMMENDATION:

This item is for the Commission to:

- 1) Appoint the Commission's Deputy Executive Director to serve as the Commission's Americans with Disabilities Act (ADA) Coordinator; and
- 2) Adopt and make available to the general public the Non-Discrimination Notice, the Grievance Procedure, and the Discrimination Complaint form.

BACKGROUND INFORMATION:

The Civil Rights Act of 1964 outlawed major forms of discrimination against racial, ethnic, national and religious minorities, and women. It ended unfair treatment and gave all citizens the right to be served in facilities that are open to the public. Title VI of the Civil Rights Act prevents discrimination by government agencies in connection with programs and activities receiving federal financial assistance. If an agency is deemed to be in violation of Title VI, that agency may lose its federal funding.

To prohibit discrimination on the basis of disability, the U.S. Congress passed the Rehabilitation Act of 1973 and the ADA of 1990. Title II of the ADA pertains to state and local governments and prohibits discrimination or segregation on the basis of race, color, religion, or national origin in access to public accommodations. Title II requires that persons with disabilities be provided with an equal opportunity to benefit from government programs, services, and activities.

Both Title II and Title VI identify specific steps that state and local governments must follow to comply with the Civil Rights Act and ADA. Although local governments with fewer than 50 employees are not legally required to have an ADA Coordinator or grievance procedure in place, staff believes it is good public policy to implement an ADA compliance program and is seeking Commission approval to appoint the Commission's Deputy Executive Director, to serve as the ADA Coordinator.

The duties of an ADA Coordinator are to assist the public with questions and concerns regarding disability discrimination. The ADA Coordinator also serves as the primary contact when a public member requests an auxiliary aid or other service to improve communication. Requested services may include but are not limited to a sign language interpreter, documents in braille or large print, etc. The ADA Coordinator is also responsible for investigating and hopefully resolving discrimination complaints.

To implement Title II and Title VI requirements, staff is recommending that the following documents be adopted and made available to the general public:

- **Non-Discrimination Notice** informs the public that the Commission will not tolerate discrimination or exclude individuals on the basis of race, color, national origin, age, gender,

income status, or disability in admission to its programs, services, or activities. It also informs the public, that the Commission will not tolerate discrimination by an employee or recipient(s) of federal funds such as cities, counties, contractors, consultants, suppliers, planning agencies or any other recipient(s) receiving federal-aid assistance.

- **Grievance Procedure** outlines the process for any individual, group of individuals or entity that believes it has been subjected to discrimination on the basis of race, color, national origin, age, gender, income status, or disability in the provision of services, activities, programs or benefits provided by the Commission. The Grievance Procedure also establishes a process for resolving complaints of disability discrimination in a prompt and fair manner; and

- **Discrimination Complaint** is a form that may be completed in order to document the alleged discrimination. Information on this form will be used by the ADA Coordinator to begin the investigation process. In addition to the Discrimination Complaint form, alternative means of filing complaints, such as personal interviews, computer flash drive/CD, audiotape, or in braille will be made available for persons with disabilities.

Although the Commission has fewer than 50 employees and is not likely to exceed the 50 employee threshold, staff believes it is good public policy to implement Title II and Title VI requirements. The Commission has always been responsive to equal employment opportunities (EEO) and had previously adopted an EEO policy stating that it does not unlawfully discriminate on the basis of race, color, religion, sex, national origin, ancestry, age, medical condition, etc., related to its employment practices. Appointing an ADA Coordinator and implementing the ADA compliance program requirements further demonstrates the Commission’s commitment in serving the public.

If approved, the Non-Discrimination Notice, Grievance Procedure, and Discrimination Complaint form will be made available on the Commission’s website. In addition, an outline of the ADA compliance program will be available in the lobby of the Commission office and will also be available on the bulletin board where agendas and meeting notices are posted.

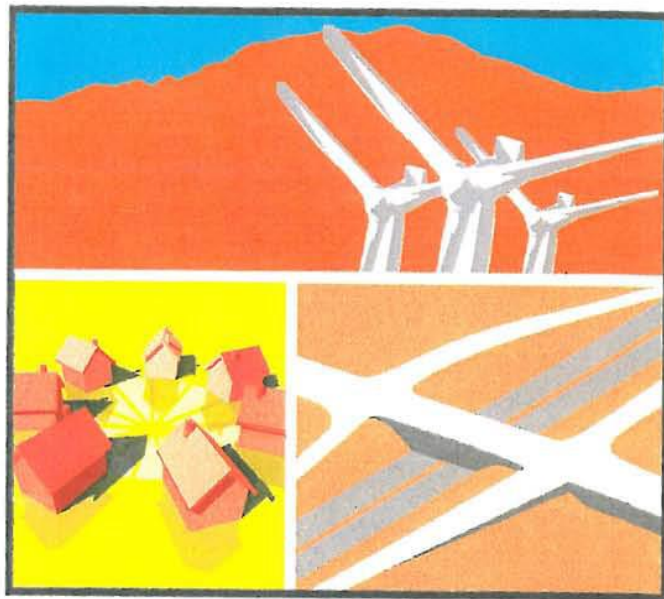
As part of the ADA requirements, staff will also implement a language telephone line service to ensure meaningful access to its programs and services by individuals with limited english proficiency. The cost to implement this service is minimal - \$3.95 a minute once connected with an interpreter; actual charges are incurred only when/if the service is utilized. Once the telephone interpretation service is implemented, staff will monitor requests and actual charges so that a line item can be included in future budgets. For the first year of service, staff recommends that charges, if any, be absorbed in the administrative budget.

Financial Information

In Fiscal Year Budget:	Yes N/A	Year:	FY 2012/13 FY 2013/14+	Amount:	<\$1,000 1,000 per year
Source of Funds:	Measure A, Local Transportation Funds, and Interest	Budget Adjustment:	No N/A		
GL/Project Accounting No.:			001001 73201 00000 0001 101 12 73003		
Fiscal Procedures Approved:	Date:		09/26/12		

Title VI

Compliance Plan



CVAG

Coachella Valley Association of Governments

Last Updated: August 2, 2011

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Title VI Policy Statement

As a recipient of funds administered by the Federal Government, it is the policy of the Coachella Valley Association of Governments (CVAG) to effectuate Title VI of the Civil Rights Act of 1964 as amended. It requires that no person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination in any program or activity which is federally funded.

Prohibited practices include, but are not limited to, the following:

- Denying a person any service or benefit because of race, color, or national origin.
- Providing different services or benefits, or providing services or benefits in a different manner.

The Environmental Justice component of Title VI guarantees fair treatment for people of all races, cultures, and incomes regarding the development of environmental justice laws, regulations and policies. Under Title VI, CVAG must:

- Ensure involvement of low-income and minority groups in the decision making process (public involvement).
- Safeguard low-income and minority groups against disproportionately high and adverse human health or environmental impacts of its programs, policies and activities.
- Ensure low income and minority groups receive their fair share of benefits.

The Director of the Transportation Program Manager is responsible for initiating and monitoring Title VI activities, preparing required reports, and ensuring that CVAG adheres to other compliance responsibilities as required by applicable regulations. CVAG's Title VI Plan provides the direction and program structure for ensuring compliance with Title VI and focuses on the functional responsibility of CVAG. It is also expected the all CVAG employees be aware of and apply the intent of Title VI when performing duties. CVAG will not tolerate discrimination against any participant or beneficiary of CVAG services by an employee in the performance of assigned duties or implementation of a departmental policy or practice.

In the event CVAG distributes federal funds to another entity, CVAG will monitor and ensure compliance of each third party contractor at any tier and each sub-recipient at any tier under the project, with all requirements prohibiting discrimination on the basis of race, color, or national origin; and will include non-discrimination language in all written agreements.

Any person believing they have been discriminated against based on race, color, or national origin in the provision of services, programs, activities, or benefits, may file a formal complaint

directly with CVAG's Transportation Program Manager or designate or with the US Department of Justice.

I. INTRODUCTION

Section 601 of Title VI of the Civil Rights Act of 1964 reads as follows:

"No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

To ensure that agencies receiving federal assistance are not discriminating against minority individuals or communities, regular Title VI reports must be filed as a condition of receiving federal financial assistance to CVAG. To fulfill this requirement, CVAG developed this Title VI Plan.

The Executive Director is ultimately responsible for the overall implementation, administration, and monitoring of CVAG's Title VI Program. He has in turn, delegated this responsibility to the Transportation Program Manager.

As a result, the Executive Director is responsible for ensuring that CVAG adheres to all applicable regulations and laws. More specifically in relation to this plan, he provides strategic oversight for CVAG's Title VI plan and program, updates and provides assurances for compliance, and communicates compliance status information and reports.

II. TITLE VI PROGRAM OBJECTIVES

CVAG embraces the objectives of Title VI of the Civil Rights Act of 1964 and FTA Circular 4702.1A. These objectives are exhibitiv of best practices that result in cost effective, cost efficient, and well coordinated service to the benefited.

To serve as guiding principles in decisions and programs developed by CVAG, the following Title VI program objectives should be incorporated into all planning, implementation and decision making processes:

- Ensure that no individual is denied any service, program, activity, or other benefit because of race, color or national origin.
- Ensure that CVAG provides the same or similar services or benefits to all groups and provides those services and benefits in an equitable manner between the groups.
- Ensure that CVAG does not segregate or provide separate treatment in any manner related to delivery of program services or benefits.
- Ensure that CVAG does not establish different standards or conditions as prerequisites for serving individuals.
- Encourage participation by minorities and low income populations as members of planning or advisory bodies.
- Ensure non-discriminatory activity in any facility built and/or leased in whole or in part with federal funds.
- Offer information and services in languages other than English when significant numbers of users are of limited English proficiency.

- Notify respective populations about applicable programs.
- Ensure that planning does not limit or impede access to federally funded services or benefits.
- Assure that contractors and sub-contractors adhere to Title VI non-discrimination requirements.

III. REGULATORY AUTHORITY FOR THE TITLE VI PLAN

Because Title VI is comprehensive in scope, it permeates all of an agency's programs or activities. This is the case because Title VI of the Civil Rights Act of 1964, as amended, provides that no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving federal financial assistance.

The impact of Title VI has been further extended by the Civil Rights Restoration Act of 1987. That act broadened the scope of Title VI coverage to included definition of "programs and activities" to include all programs or activities of federal aid recipients, sub-recipients, and contractors, whether such programs and activities are federally assisted or not [Pub. L. No. 100-259, 102 Stat. 28 (1988)]. The additional authorities and citations that included the requirements of Title VI include:

- *Title VI Program Guidelines for Urban Mass Transportation Administration Recipients*, UMTA Circular 4702.1A, dated May 2007.
- *Title VI of the Civil Rights Act of 1964, as amended*, 42 U.S.C 2000 et. Seq.
- 23 United States Code 109(h) - *Highway - Standards*.
- 23 United States Code 324, *Prohibition of Discrimination on the Basis of Sex, Federal Aid Highway Act*.
- 49 United States Code 5332, *Mass Transportation - Non-discrimination*.
- "Standard DOT Title VI Assurance", Department of Transportation Order 1050.2.
- "Implementation of the Department of Transportation Title VI Program", Department of Transportation Order 1000.12
- *Joint Planning Regulations of the Federal Transit Administration and Federal Highway Administration*, 23 CFR Part 450 and Part 613.
- *Section 12(f) of the Urban Transportation Act of 1964, as amended*, 49 USC 1608(f).
- Executive Order 12250, *Coordination of Grant Related Civil Rights Statutes*
- Executive Order 12898, *Executive Order on Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations*
- *Nondiscrimination in Federally-Assisted Programs of the Department of Transportation - Title VI of the Civil Rights Act of 1964*, 49 Code of Federal Regulations Part 21
- *Subpart C - Nondiscrimination in Federally Assisted Programs - Implementation of Title VI of the Civil Rights Act of 1964*, 28 CFR Part 42.101-42.412.
- *Department of Justice (DOJ) Guidelines for the Enforcement of Title VI of the Civil Rights Act of 1964*, 28 CFR 50.3.
- Title II and III of the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, 42 U.S.C 4621-4655.

IV. REGULATORY COMPLIANCE

Although the Transportation Program Manager has the lead on the development, coordination and effectuation of the Title VI Plan, it is important to note that there are numerous departments that have collaborative and supportive Title VI program responsibilities.

The Transportation Program Manager has the responsibility to do the following:

- Process the disposition of Title VI complaints received by CVAG.
- Collect statistical data (race, color, sex, and national origin) of participants in, and beneficiaries of, federally funded programs.
- Conduct annual Title VI reviews and report the results to determine the effectiveness of program activities.
- Conduct Title VI reviews of all contractors.
- Develop Title VI information for dissemination to the public and, where appropriate, provide versions in languages other than English.
- Identify, investigate, and eliminate discrimination that is found to exist.

V. EVALUATION OF SERVICE CHANGES

Invariably service modifications are needed for a number of different reasons. In CVAG's instance, a decline in revenues, a change in the local, state and national economy, population shifts, and a change in ridership can prompt action. However, in order to comply with 49 CFR Section 21.5(b)(2) and (7), Appendix C to CFR part 21, service changes cannot be done in a vacuum. Instead, they can only be done in compliance with FTA Circular 4702.1A and supplemental guidance questions.

Factors affecting service implementation include a) evaluation of budget availability for expected service; b) evaluation of requested service changes including deletion, modification, or new service; c) impact on low income and minority populations; and d) input from the public involvement process.

Because service changes may result in some impacts that have Title VI implications, CVAG has and will continue to ensure that it seeks public input before finalizing any related decisions. This is done in accordance with the Urban Mass Transportation Act of 1964, as amended, that requires recipients of federal financial assistance to establish a local process to receive and consider public comment prior to major service reductions.

CVAG will make reasonable effort to include the public in service changes by adhering to the following:

- Coordinate with individuals, institutions, or organizations to reach out to members in the affected minority and low-income communities;
- Provide opportunities for public participation through means other than written communication, such as personal interviews or audio or video recording devices to capture oral comments;
- Utilize locations, facilities, and meeting times that are convenient and accessible to individuals with disabilities and low-income and minority communities;
- Implement policy guidance regarding the responsibilities to LEP persons.

VI. COMPLAINT PROCESS

In compliance with 49 CFR Section 21.9(d), CVAG and subcontractors must provide information to the public regarding its Title VI obligations and apprise members of the public of the protections against discrimination afforded to them by Title VI. The notice in both English and Spanish is included in Appendix A. The notice shall be placed in Roy's Desert Resource Center, on any and all buses, the CVAG office, the websites for both Roy's Desert Resource Center and CVAG and any other applicable place based on the program needs.

Complaints shall be in writing and shall be filed with the Transportation Program Manager or with any subcontractor operating a program with federal funding no later than 180 calendar days of the alleged discriminatory act. . The preferred method is to file a in writing using the Title VI complaint form is provided in Appendix B. Complaints should be sent to:

**Coachella Valley Association of Governments
73-710 Fred Waring Drive, Suite 200
Palm Desert, CA 92260
Attn: Transportation Program Manager**

Verbal complaints will be accepted and transcribed by the Transportation Program Manager. To make a verbal complaint, the complainant should call (760) 346-1127. Complainants also have the right to file a complaint with the United States Department of Justice, a federal or state agency, or a federal or state court.

Should a complaint be filed with CVAG and an external entity simultaneously, the external complaint may supersede the complaint to CVAG. In that instance, internal complaint procedures will be suspended pending the external entity's findings.

Within 15 working days of receipt of the formal complaint, the Transportation Program Manager will notify the complainant and begin an investigation (unless the complaint is filed with an external entity first or simultaneously). The investigation will address complaints filed against the applicable service and will include a discussion(s) of the complaint with all affected parties to determine if there is grounds for the complaint. The complainant may be represented by an attorney or other representative of his/her choosing and may bring witnesses and present testimony and evidence in the course of the investigation.

The investigation will be conducted and completed within 60 days of the receipt of the formal complaint. The complainant will receive a letter stating the final decision of the Executive Director by the end of the 60-day time limit. The complainant shall be notified of his/her right to appeal the decision. Appeals may be made to the U.S. Department of Justice.

In compliance with 49 CFR Section 21.9(b), CVAG must prepare and maintain a list of any active investigations conducted by entities other than the FTA, lawsuits, or complaints naming CVAG that allege discrimination on the basis of race, color, or national origin. CVAG shall make a report annually to the appropriate federal agency or authority.

VII. LIMITED ENGLISH PROFICIENCY

In accordance with Title VI of the 1964 Civil Rights Act, CVAG, as a recipient of federal funds, is obligated to reduce language barriers that could preclude meaningful access by Limited English Proficiency (LEP) person to important benefits, programs, information, and services. In addition, Executive Order 13166 requires agencies receiving federal assistance to improve access to all programs and services for LEP persons.

Purpose

This plan establishes guidance for CVAG's LEP Plan as required by Section 3 of Executive Order 13166. CVAG consulted the United States Department of Transportation LEP Guidance and performed

the four factor analysis to determine the appropriate mix of LEP services to offer. The factors outlined below were used to analyze programs, services, and information federally funded programs, including:

1. The nature and importance of service provided by CVAG:

The only current program CVAG currently provides, through its subcontractor at Roy's Desert Resource Center, is transit service from the Center to a regular Sunline Transit bus stop so that Center clients can access the wider Sunline system. The service provides a link between the Center and the rest of the Coachella Valley for job, medical, educational, shopping and other uses accessed by the public.

A review of minority census tracts for the Coachella Valley, the service area for the Center, indicates minority census tracts within the Valley. Plus, all ADA passengers living within minority census tracts are afforded the same opportunities as other existing and potential clients of Roy's.

2. Number or proportion of LEP persons in the service area:

Data gathered from sources outlined below were used to identify persons who do not speak languages other than English at home, who do not speak English well, or do not speak English at all. Data from the sources cited below was used to classify those with limited English proficiency.

- 2000 Census
- Census Bureau's American Community Survey

A review of the census data of minorities living in the Coachella Valley indicates that the total minority population is 57.7% of the total with the total number of Hispanics at 51%. Based on 2000 Census data, the number of Spanish speaking LEP individuals who do not speak English well is 19% while those who do not speak English at all is 16%.

3. Frequency with which LEP individuals come into contact with CVAG services:

CVAG currently serves LEP persons daily through the transit service provided by Roy's Desert Resource Center. Roy's averages 1 call per day that require translation and has no calls from languages other than Spanish. Roy's has 21 out of its 35 employees (60%) that speak and translate Spanish fluently in person or over the phone. In addition, 2 out of 4 drivers speak Spanish.

4. Resources available and the cost involved:

CVAG currently provides almost all information at Roy's in Spanish, including surveys, routes, schedules, service announcements, and other information as needed. Roy's has bilingual staff fluent in Spanish and English and can interpret as needed.

CVAG is committed to making its services and programs available to LEP persons as part of its mission to "ensure equal access to services and programs" and recognizes the need to continue providing language services in the Coachella Valley. As such, services such as at Roy's will include:

- Spanish speaking translators that are available upon request during normal business hours
- Notices, schedules, and other relevant information will be available in both English and Spanish
- Notices, schedules, and other relevant information will be available in both English and Spanish on CVAG's
- Surveys conducted by CVAG will be translated into Spanish

- Public meetings will be held in Spanish speaking communities in CVAG's service area with information and translators on site to help with questions or concerns

CVAG will contact community organizations that serve LEP patrons, as well as LEP persons, to perform the four factor analysis year to identify what, if anything, is needed to improve non-discriminatory services the LEP persons.



Programa De Título VI



Como el proveedor regional de tránsito, the Coachella Valley Association of Government (CVAG) and Roy's Desert Resource Center (RDRC), opera sus programas en acuerdo con el Título VI de la Ley de Derechosa Civiles (49 CFR Part 21) del Departamento de Transporte de los Estados Unidos, Sección 51(b) de el código civil de California

El Título VI de la Ley de Derechos Civiles de 1964 estipula que: "Ninguna persona en los Estados Unidos, por razones de raza, color un origen nacional, quedará privada de participar en ningún programa o actividad que reciba la asistencia financier federal; tampoco se le negarán los beneficios a los mismos, ni sera sometida a discriminación algun con relación a ellos." (42 U.S.C. Section 2000d)

Personas que creen haber sido objeto de un acto de discriminación prohibido por las disposiciones del Título VI pueden hacer una queja con CVAG o RDRC. Par informacion sober como hacer una queja contacten CVAG o RDRC. Quejas deben hacer escito y entregadas no mas tarde do 180 dias de la fecha en que tuvo lugar el incidente. El método prefidido para hacer una queja es por escito usando la forma de quejas del Título VI y enviando a lo dirección que aparece abajo:

Coachella Valley Association of Governments
73-710 Fred Waring Drive, Suite 200
Palm Desert, CA 92260
Attn: Transportation Program Manager

Roy's Desert Resource Center
19531 McLane Street
Palm Springs, CA 92262
Attn: Director

Quejas verbales tambien seran aceptado y transcrito para el oficial del Título VI. Para hacer una queja verbal llame al 1-760-346-1127 or 1-760-676-5200 y pergunte para el Director de Ley de Derechos Civiles. Tambien tiene e dercho de presentar una queja formal ante el Departamento de Transporte de los Estado Unidos (USDOT), o una agencia externa de cumplimiento, o a buscar asesoramiento privado. Para mas información vaja a www.cvag.org o www.roysdesertresourcecenter.com.



Title VI Program



As a provider of transit for Roy's Desert Resource Center (RDRC), the Coachella Valley Association of Governments (CVAG) and RDRC operated its program in accordance with the United States Department of Transportation Title VI of the Civil Rights Act Regulations (49 CFR Part 21, and the California Civil Code Section 51(b)).

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides the "no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." (42 U.S.C. Section 2000d)

Persons who believe they have received discriminatory treatment or practice under Title VI may file a complaint with CVAG or RDRC. For information on filing a complaint, contact CVAG or RDRC. Complaints must be in writing and must be filed no later than 180 calendar days of the alleged discriminatory incident. The preferred method is to file your complaint in writing using the Title VI Complaint Form and send it to:

Coachella Valley Association of Governments
73-710 Fred Waring Drive, Suite 200
Palm Desert, CA 92260
Attn: Transportation Program Manager

Roy's Desert Resource Center
19531 McLane Street
Palm Springs, CA 92262
Attn: Director

Verbal complaints will be accepted and transcribed by the Title VI officer. To make a verbal complaint call 1-760-346-1127 or 1-760-676-5200 and ask for Title VI officer. You also have the right to file your complaint with the United States Department of Transportation (USDOT), a federal or state agency, or a federal or state court. For further information please visit our websites at www.cvag.org or www.roysdesertresourcecenter.com.

Title VI Complaint Form

Title VI of the 1964 Civil Rights Act requires that "No person in the United States shall on the ground of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance". If you wish to submit a Title VI complaint to CVAG, please complete this form and send it to:

Coachella Valley Association of Government
Attn: Transportation Program Manager
73-710 Fred Waring Drive, Suite 200
Palm Desert, CA 92260
Phone: (760) 346-1127
FAX: (760) 340-5949

PLEASE PRINT CLEARLY

Name: _____

Address: _____

City, State, Zip Code: _____

Telephone Nos: _____ (home) _____ (cell) _____ (message)

If applicable, name and title of person(s) who allegedly discriminated against you:

Please check which of the following best describes the type of discrimination you experienced:

Race

Color

National Origin

What date did the alleged incident take place: _____

Name the location where the alleged incident took place: _____

Is this activity or incident still on going? Yes No

Formulario de Queja del Título VI

El Título VI de la Ley de Derechos Civiles de 1964 prohíbe la discriminación en base de raza, color, u origen nacional en programas y actividades que reciben ayuda económica del federal. Específicamente, el Título VI dice que debido a su raza, color, u origen nacional "ninguna persona en los Estados Unidos será excluida de participar, se le negara beneficios, o será cometido a discriminación bajo ningún programa o actividad que recibe ayuda económica del federal." Si usted desea presentar una queja del Título VI a la agencia de CVAG, por favor llene el formulario y envíelo a:

Coachella Valley Association of Government
Attn: Transportation Program Manager
73-710 Fred Waring Drive, Suite 200
Palm Desert, CA 92260
Phone: (760) 346-1127
FAX: (760) 340-5949

POR FAVOR IMPRIMA CLARAMENTE

Nombre: _____

Dirección: _____

Ciudad, Estado, Código Postal: _____

Teléfono : _____ (hogar) _____ (celular) _____ (mensaje)

Si es aplicable, escriba el nombre y título de la persona(s) que discriminaron contra usted:

For favor margue lo siguiente que mayor describa el tipo de discrimination que sufrió:

Raza

Color

Origen Naccional

¿En que fecha ocurrió el incidente?: _____

¿En que lugar ocurrió el incidente?: _____

Formulario de Queja del Título VI

El Título VI de la Ley de Derechos Civiles de 1964 prohíbe la discriminación en base de raza, color, u origen nacional en programas y actividades que reciben ayuda económica del federal. Específicamente, el Título VI dice que debido a su raza, color, u origen nacional "ninguna persona en los Estados Unidos será excluida de participar, se le negara beneficios, o será cometido a discriminación bajo ningún programa o actividad que recibe ayuda económica del federal." Si usted desea presentar una queja del Título VI a la agencia de CVAG, por favor llene el formulario y envíelo a:

Coachella Valley Association of Government
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73-710 Fred Waring Drive, Suite 200
Palm Desert, CA 92260
Phone: (760) 346-1127
FAX: (760) 340-5949

POR FAVOR IMPRIMA CLARAMENTE

Nombre: _____

Dirección: _____

Ciudad, Estado, Código Postal: _____

Teléfono : _____ (hogar) _____ (celular) _____ (mensaje)

Si es aplicable, escriba el nombre y título de la persona(s) que discriminaron contra usted:

For favor margue lo siguiente que mayor describa el tipo de discrimination que sufrió:

Raza

Color

Origen Naccional

¿En que fecha ocurrió el incidente?: _____

¿En que lugar ocurrió el incidente?: _____
