



The Internal Customer Experience

SunLine Transit Agency

SunLine Transit Agency Snapshot



Established as
a Joint Powers
Authority
in 1977

9 Cities & Riverside
County Supervisorial
District IV



1,120 square
miles of
service area

San Geronio Pass in the
west to the Salton Sea in
the southeast



Employees 354

Bargaining 71%

Non-Bargaining 29%



@SunLineTransit



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Wellness Committee

- ✓ Monthly activities
- ✓ Membership from all departments



Wellness Committee: Activities



- ✔ Game On!
- ✔ Community Garden
- ✔ Wellness Wednesday Activities
- ✔ Healthy Snack Fundraisers
- ✔ Maintain Don't Gain

Employee Appreciation Team

- ✓ Executive Team Members
- ✓ Surprise Visits to Employees



SunLine University

- ✓ Track 1-Track 4
- ✓ Partnership with Community College
- ✓ In-House SME's



Fierce Conversations

- ✓ 12-Week Program
- ✓ Partnership with City of La Quinta



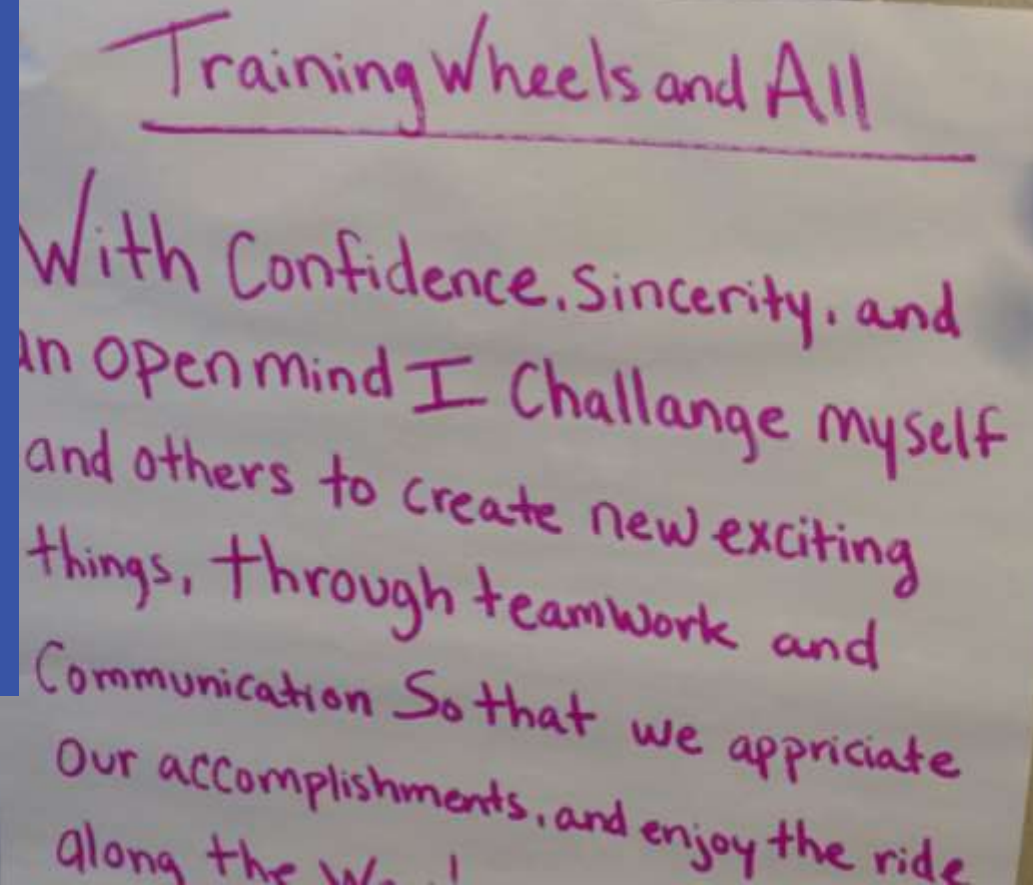
Fierce Conversations: Outcomes



- ✔ Fierce Conversations used workplace and home examples
- ✔ Taught 7 principles
- ✔ Included group tabletop discussion, skits and brainstorming

Passion & Purpose

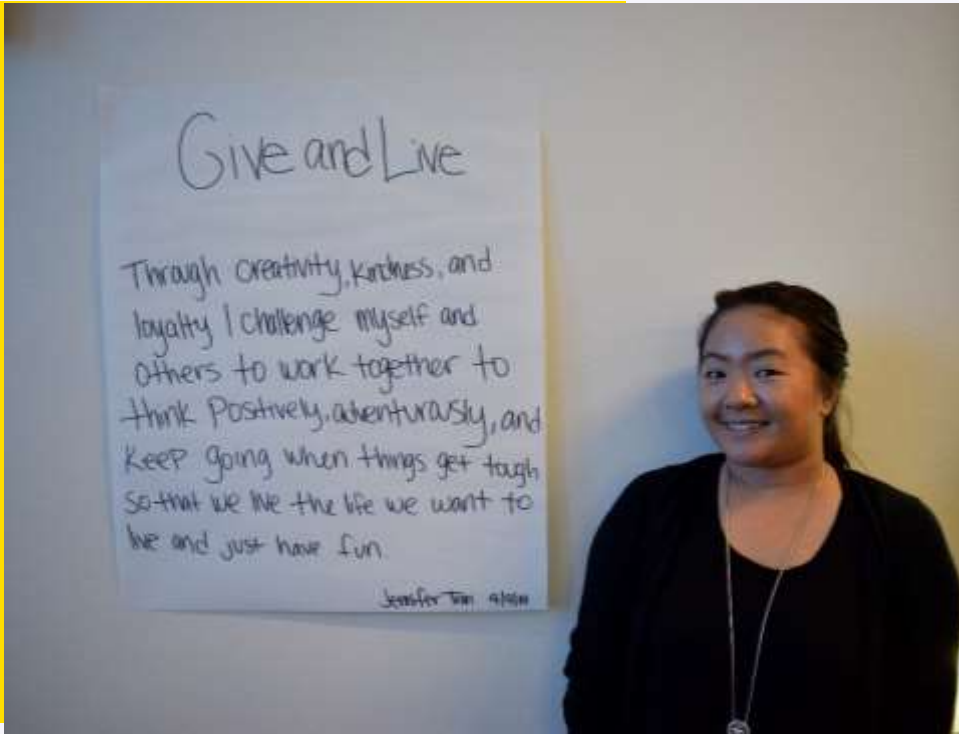
- ✓ Day Long Workshop
- ✓ Personal Statements

A woman with long dark hair and glasses is smiling and holding a large white sign. The sign has handwritten text in purple ink. The text on the sign reads: "Training Wheels and All", "With Confidence, Sincerity, and", "an open mind I Challenge myself", "and others to create new exciting", "things, through teamwork and", "Communication So that we appreciate", "our accomplishments, and enjoy the ride", "along the way!"

Training Wheels and All

With Confidence, Sincerity, and
an open mind I Challenge myself
and others to create new exciting
things, through teamwork and
Communication So that we appreciate
our accomplishments, and enjoy the ride
along the way!

Passion & Purpose Workshops



- ✔ Partner Sharing & Peer Bonding
- ✔ Statements Hang at Workstations as Reminder of Talents

Milestone Celebration

- ✓ 4 Quarters
- ✓ Recognizes Years of Commitment to Agency



SunLine Events



Pack the Bus



Zombie Bus



Fill the Bus



THANK YOU



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