



**Access Advisory Committee Agenda
Tuesday, March 13, 2018**

10:00 a.m.

SunLine Transit Agency
32-505 Harry Oliver Trail, Thousand Palms, CA 92276
Wellness Training Center

1. Call to order
2. Approval of Agenda – January 9, 2018 and March 13, 2018
3. Introductions
4. [Approval of minutes – November 14, 2017 and January 9, 2018](#)
5. Public Comments (A limitation of 3 minutes may be imposed)
6. Committee Correspondence/Reports
 - A. Review Ridership Fixed Route and Paratransit **SunLine Team**
December 2016-2017 and January 2017-2018 Ridership (in packets)
 - B. Appeals Subcommittee – Report
-None to report
 - C. Membership Subcommittee – Report **Byron Jessie,
Vanessa Mora**
-One interview scheduled
 - D. Evaluation of Services Subcommittee – Report **SunLine Team**
 - E. Legislative Subcommittee – Report **Access Members**
(if any new information)
7. May 2018 Service Changes **Planning Dept.**
8. SunDial Project Action Team Update **Tamara Miles**
9. New Business
 - A. Community Update and News **Planning Dept.**

10. Community Issues

A. Open Forum

11. Next Meeting Date

May 8, 2018 10:00 a.m. SunLine Wellness Training Center
32-505 Harry Oliver Trail
Thousand Palms, CA 92276

12. Adjournment

Please RSVP by email or phone to Vanessa Mora:
vmora@sunline.org, 760-343-3456 ext. 1202

Next scheduled SunLine Transit Agency Board Meeting: March 28, 2018 at Noon



INTER-OFFICE MEMORANDUM

To: Access Advisory Committee
From: Vanessa Mora, Compliance Officer
Date: January 9, 2018
RE: Committee Meeting Minutes from January 9, 2018

1. CALL TO ORDER –

Byron Jessie called the meeting to order at 10:00 A.M.

2. APPROVAL OF AGENDA – – We did not have a quorum. This will be added to March's agenda for approval.

3. INTRODUCTIONS

Committee Members Present:

Byron Jessie – Owner, Prowatch Senior Care Services
Lisa Lester – Consumer Development Coordinator at Desert Arc
Sarah Johnson – Neuro Vitality Center
Abbe Grant for Janie Delgadillo

Committee Members Absent:

Angelica Chappell – Senior Advocate, Community Access Center
Mario Janesin – Community Organizer, Community Access Center
Angela Rojas – Orientation & Mobility Specialist, The Braille Institute
Linda Samulski – Guide Dogs of the Desert

SunLine Staff:

Lauren Skiver – CEO/General Manager
Manny Garcia – Superintendent of Transportation
Anita Petke – Transit Planning Manager
Don Wilms – Paratransit Senior Supervisor
Tamara Miles – Paratransit Administration Manager
Tiffany Moore – Paratransit Reservationist
Raymond Manriquez – Paratransit Controller
Vanessa Mora - Compliance Officer
Norma Stevens – Public Outreach Specialist
Carol Dillon – Administrative Assistant

Guests:

Tamica Fouts-Rachal - Regional Manager, State Council on Developmental Disabilities

W.C. Pihl – MTM, Inc.

- 4. APPROVAL AND/OR CORRECTION OF MINUTES – We did not have a quorum. This will be added to March’s agenda for approval.**
- 5. PUBLIC COMMENTS (a limitation of 3 minutes could be imposed)**
Tamica Fouts-Rachal announced if anyone refers individuals to the State Council they need to be informed the State Council offices moved. She wants to share the new address with the committee so it can be shared with the communities.

**State Council on Developmental Disabilities
685 East Carnegie Drive, Suite 125
San Bernardino, CA 92408**

Bryon wanted to give Vanessa a shout out on the great job she did on KMIR’s Living Desert Program regarding the DBE certification.

DBE Background:

SunLine Transit Agency hosted a Disadvantaged Business Enterprise (DBE) Small Business workshop on October 18, 2017. The workshop provided small businesses information on the benefits of becoming DBE certified as well as learning how to do business with public agencies. As part of the workshop there were guest speakers, speaking on subjects like “how to start a business” and testimonials from current DBE vendors. SunLine is also collaborating with many of the Chambers of Commerce organizations in the Coachella Valley.

The purpose of this workshop was to help stimulate the Coachella Valley small business community, as well as share the many business opportunities that SunLine has with small businesses and those looking to start a small business. The outreach was also designed to satisfy SunLine’s obligations under the federally mandated DBE program.

Skipped to # 9

6. COMMITTEE CORRESPONDENCE/REPORTS

**Anita Petke & Manny Garcia &
Raymond Manriquez**

A. Fixed and System Wide Ridership Reports

Anita presented the Fixed Route and System Ridership Numbers for October and November 2017.

For Fixed Route:

For October 2017 Ridership was 365,697

For November 2017 Ridership was 344,996

Fixed Route Ridership is down -5.4 % year to date through November 2017

System Totals:

For October 2017 Ridership was 381,425

For November 2017 Ridership was 359,500

System total ridership down -5.1 % year-to-date through November 2017

Anita presented the Passenger Per Revenue Trip (PPRH) for our Key Urban Lines (Truck Routes) – the Goal is set at 20 PPRH

Lines 14, 30 and 111

For October 2017

Line 14 PPRH 20.4

Line 30 PPRH 22.5

Line 111 PPRH 18.6

For November 2017

Line 14 PPRH 20.7

Line 30 PPRH 22.8

Line 111 PPRH 19.2

Anita presented the Passenger Per Revenue Trip (PPRH) for our Community Lines – the Goal is set at 10 PPRH

Lines 15, 20, 24, 32, 53, 54, 70, 80, 81, 90, 91 & 95

For October 2017

Line 15 PPRH 20.5

Line 20 PPRH 9.3

Line 24 PPRH 11.6

Line 32 PPRH 13.3

Line 53 PPRH 4.1

Line 54 PPRH 9.9

Line 70 PPRH 15.2

Line 80 PPRH 21.8
Line 81 PPRH 15
Line 90 PPRH 9.5
Line 91 PPRH 10.1
Line 95 PPRH 3.6

For November 2017

Line 15 PPRH 20.9
Line 20 PPRH 9.7
Line 24 PPRH 11.7
Line 32 PPRH 13.7
Line 53 PPRH 4.5
Line 54 PPRH 10.4
Line 70 PPRH 15.8
Line 80 PPRH 22.4
Line 81 PPRH 15.6
Line 90 PPRH 9.6
Line 91 PPRH 10.4
Line 95 PPRH 3.5

Passenger Per Revenue Trip (PPRT) for our Commuter Link 220 (Market-Based Service) goal is set at 10. In October 2017 we fell short at 9.8 Passenger Per Revenue Trip and in November 2017 we were short at 9.9 Passenger Per Revenue Trip.

Manny Garcia presented the System Wide On-Time Performance Reports

System Wide On-Time Performance: Target of 85%
October 2017 we exceeded our target at 89.9% On-Time Performance
November 2017 we exceeded our target at 89.8% On-Time Performance

Raymond Manriquez presented the SunDial Ridership Reports

SunDial Ridership in October 2017 14,511 down from 14,620 from October last year
SunDial Ridership in November 2017 13,070 down from 13,539 from November last year

SunDial Late Cancelation:
October 2017 – 477 late cancelations vs. 481 late cancelations in 2016
November 2017 – 421 late cancelations vs. 436 late cancelations in 2016

SunBus: On-Time Performance Target of 90%
October 2017 we fell under the target at 89.1% On-Time Performance
November 2017 we fell under the target at 88.9% On-Time Performance

B. APPEALS SUBCOMMITTEE – Linda Samulski (not present)

C. MEMBERSHIP SUBCOMMITTEE – Byron Jessie and Vanessa Mora

One interview for membership is scheduled after the meeting today with Tamica Fouts-Rachal, Manager of the Council of Developmental Disabilities

D. Evaluation of Services Subcommittee –

Vanessa and the Performance Department took a staff lunch meeting on the Line 32 and completed an evaluation of services from Bus Stop # 410 at Ramon and Rosemary to the Palm Desert Mail. From there, they walked to the Olive Garden for lunch. After lunch, they walked to Bus Stop # 65 at Town Center Way and Hahn and traveled back to SunLine.

Tamara mentioned for the January 7th service changes, SunLine staff served as Ambassadors and stood at several bus stop time point locations (before and after January 7th) to inform the public about the service changes and answer any questions they may have regarding the changes. This effort was to inform the riders of the changes and modifications to some transfer locations. Norma commented that we have an upcoming Ambassador meeting to accrue the feedback received to better serve and communicate with our customers for the next service change. On a side note, Norma provides travel training and public outreach not only to the public but to the staff, as well. Norma has completed two classes to the staff that included riding the bus.

E. Legislative Subcommittee Report Linda Samulski (not present)

7. JANUARY 2018 SERVICE CHANGES Anita Petke

Anita restated SunLine launched the new service changes two days ago on Sunday, January 7th as outlined at the last Access Committee Meeting and below.

Weekdays

Lines 14/30: Interline both routes

Line 20: Route realignment

Line 21: New route will replace Line 53

Line 53: Will be replaced by Line 20 and 21 in Palm Desert

Line 80: Route realignment

Line 90: Service to begin at 5th/Vine in Coachella, route realignment and reduce frequency from 40-minutes to 60-minutes

Line 91: Service to begin at 5th/Vine in Coachella and route realignment

Line 111: Improve frequency from 40-minutes to 30-minutes before 6:00 a.m. and every 20-minutes past 6:00 a.m.

Trippers: Line 14,30 and 111 PM trippers will be served by regularly scheduled routes

Weekends

Line 53: Removal of weekend service.

Line 80: Route realignment

Line 90: Service to begin at 5th/Vine in Coachella, route realignment and reduce frequency from 40-minutes to 60-minutes.

Line 91: Service to begin at 5th/Vine in Coachella and route realignment

With these changes, Sunline held 6 public hearings.

Tuesday, November 7, 2017

Coachella City Hall

1515 6th Street

Coachella, CA 92236

10am and 6pm

Wednesday, November 8, 2017

Palm Desert Library

73-300 Fred Waring Drive

Palm Desert, CA 92260

10:30am and 6pm

Thursday, November 9, 2017

Mizell Senior Center

80 S Sunrise Way

Palm Springs, CA 92262

10am and 6pm

Anita reiterated SunLine is continuing with its cost saving efforts and communicating with the public.

8. NEW BUSINESS:

A. Community Update and News Planning Department

Sarah asked what SunLine has planned for their 40th Anniversary. Norma advised the group we have been celebrating since May of last year. For the next three months as a component of our 40th year in business, Alpha Media will be announcing a special promotion for SunLine's Rider Appreciation. SunLine's staff will be hopping on random buses/Lines/stops handing out gifts.

9. SUNDIAL PROJECT ACTION TEAM UPDATE Lauren Skiver and Tamara Miles

Lauren reminded everyone about the last meeting where we talked about the budget including SunLine's look at innovations and service. With the service changes that took effect January 7th, the good news is with minor adjustments, one route elimination and some added service we made improvements to the network while saving over a million dollars over the next eighteen months. The bad news is, this year we still have a three million dollar shortfall. Lauren wanted to remind this committee unfortunately when SunLine makes changes to the fixed route network it effects our paratransit customers. Paratransit was designed by law for ADA customers to have equal opportunity to public transit. Lauren is proud of her team for looking at ways to minimize the impact on our paratransit customers, as well as our fixed route customers, but there were impacts. With eliminating the Line 53, it eliminated some service for our paratransit customers. It is unfortunate, but when funding cycles are low, changes have to be made. What we are looking at now is towards May and finding more savings with minimally impacting service. SunLine is not looking at the traditional transit approach which is the easiest way to look at this. Meaning with a budget shortfall, service is eliminated and employees are laid off. That is a terrible way for communities to be served. SunLine has been fortunate enough to have saved money and through our reserves has been able to carry ourselves for a year and half while we make delicate changes to the network vs just slashing and burning our network. She wants everyone to know there are customers who are upset about these changes and rightfully so. Bottom line, it is a matter that we can no longer afford to provide service for underperforming routes as we have done in the past. We need to work together for innovative solutions to help those folks impacted to maintain mobility and connectivity. Lauren will continue to provide the Access Committee with updates.

Tamara announced that today, January 9th is Paratransit's kickoff meeting with MTM, Inc. MTM, Inc. is the consultant company who is assisting with the Paratransit's application and appeals process implementation.

A. Introduction – W.C. Pihl with MTM, Inc.

W.C. Pihl informed the group, MTM has been around for 22 years working on the eligibility processes and programs. MTM, Inc. is a transportation expert, with eligibility assessments for Americans with Disabilities Act (ADA) paratransit services – ensuring only truly eligible passengers are certified for ADA services. MTM, Inc. is looking forward to working with SunLine.

Tamica Fouts-Rachal asked, how is SunLine getting the word out to the individuals and communities who are impacted with the paratransit service changes? Tamara informed the group a letter was sent to all the paratransit customers informing them of the changes and giving them a 90 day grace period to figure out other transportation alternatives. Tamica Fouts-Rachal mentioned in the future if there are changes, she has contacts with support, community and advocacy groups and possibly could setup meetings where Tamara could come to come and speak to those groups who's areas are affected by the changes. Tamara Miles would be happy to have the opportunity to speak with those groups.

10. COMMUNITY ISSUES

A. Open Forum

Norma commented, this week SunLine's Riders PAT Committee which she is member and the champion for a mobile ticketing app, will have a signed contract for mobile ticketing so customers can purchase their fares with their smart phones. This is part of a continual effort to increase ridership and customer accessibility.

Bryon is curious about how much business does SunLine get during the Coachella and Stagecoach events? Anita indicated we get business but that most participants purchase tickets well in advance of these festivals and the tour groups provides transportation and lodging as part of a package deal with the ticket for admission, therefore ridership increase is minimal during these events. SunLine has assisted in the past with these events by supplying buses used as cooling stations.

**11. NEXT MEETING DATE: March 13, 2018 10:00 A.M. at SunLine Transit Agency, 32-505
Harry Oliver Trail, Thousand Palms, CA 92276**

12. ADJOURNMENT

Meeting adjourned at 10:41 A.M. by Byron Jessie.

**cc: Lauren Skiver
Tommy Edwards
Anita Petke
Jim Rayl
Norma Stevens
Don Wilms
Tamara Miles
Raymond Manriquez
Vanessa Mora
Carol Dillon**