



SunLine Transit Agency
January 14, 2025
10:00 a.m. – 11 a.m.

AGENDA

ACCESS ADVISORY COMMITTEE

Wellness Room
32-505 Harry Oliver Trail,
Thousand Palms, CA 92276

NOTICE TO THE PUBLIC

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

In compliance with the Americans with Disabilities Act, Government Code Section 54954.2, and the Federal Transit Administration Title VI, please contact the Clerk of the Board at (760) 343-3456 if disability-related modification(s) and/or interpreter services are needed to participate in a Board meeting. Notification of at least 72 hours prior to the meeting time will assist staff in ensuring reasonable arrangements can be made to provide assistance at the meeting.

ITEM

RECOMMENDATION

1. CALL TO ORDER
2. FLAG SALUTE
3. ROLL CALL
4. FINALIZATION OF AGENDA
5. APPROVAL OF MINUTES

ITEM

RECOMMENDATION

6. PUBLIC COMMENTS

NON AGENDA ITEMS

Members of the public may comment on any matter. Please fill out the comment card prior to making public comment. After public comment cards are collected, the public comment portion will begin. Your name will be called when it is your turn to speak. Each person's comments are limited to three (3) minutes. Public comment cards will not continue to be collected throughout the meeting.

7. PRESENTATION

7a) Public Transit – Human Services Coordinated Plan Update	RCTC Staff
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8. COMMITTEE MEMBER COMMENTS

9. COMMITTEE CORRESPONDENCE REPORTS

9a) Review Ridership for Fixed Route and SunDial October 2023-2024 and November 2023-2024	SunLine Staff
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9b) Appeals Subcommittee	Vacant
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9c) Membership Subcommittee New member Application: Abdelhak Bouzroud	Jairho Urzua
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9d) Evaluation of Services Subcommittee	Desert Arc
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9e) Legislative Subcommittee	Edith Hernandez
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10. NEW BUSINESS	SunLine Staff
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11. COMMUNITY UPDATES	Open Forum
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12. NEXT MEETING DATE – March 11, 2025 at 10:00 AM at:

SunLine's Wellness Room
32-505 Harry Oliver Trail
Thousand Palms, CA 92276

13. ADJOURN

**SUNLINE TRANSIT AGENCY
ACCESS Advisory Committee Meeting - MINUTES
November 12, 2024**

MINUTES

**ACCESS Advisory Committee Meeting
November 12, 2024**

ACCESS Advisory Meeting was held at 10:00 AM on Tuesday, November 12, 2024, in the Board Room at SunLine Transit Agency, 32-505 Harry Oliver Trail, Thousand Palms, CA 92276

1. CALL TO ORDER

The meeting was called to order at 10:00 AM by Chairperson Colleen Evans.

2. FLAG SALUTE

Customer Care Coordinator, Tammy Edwards, led the pledge of allegiance.

3. ROLL CALL

Committee Members Present:

Colleen Evans, Chair – Coachella Valley Transit Rider
Felice Chiapperini, Vice-Chair – Community Development Specialist
Desert Oasis Healthcare
Byron Jesse - Facility Manager Outdoor Resort – Palm Springs
Rigoberto Mariscal - Director of Transportation at Desert Arc

4. FINALIZATION OF AGENDA

No changes to the agenda.

5. APPROVAL OF THE MINUTES

A motion to approve the September minutes was made by Collen Evans and seconded by Felice Chiapperini. The motion was approved unanimously.

6. PUBLIC COMMENTS

Comments were made by:

- Sydney Cooper

7. COMMITTEE MEMBER COMMENTS

Committee member comments were made by:

- Byron Jesse, Outdoor Resort
- Colleen Evans, Chair

8. COMMITTEE CORRESPONDENCE REPORTS

8a) Review Ridership in August 2024 and September 2024

A presentation was provided by Isaac Rodriguez, Planning Manager, and Raymond Manriquez, Paratransit Lead Controller, on the Fixed Route and Paratransit Services.

8b) Appeals Subcommittee

- No appeals pending at this time.

8c) Membership Subcommittee

- The Committee has received an application for a Membership.

8d) Evaluation of Services Subcommittee

- No appeals pending at this time.

8e) Legislative Subcommittee

- An oral report was provided by Edith Hernandez, Clerk of the Board/Director of Legislative Affairs on this item.

NEW BUSINESS

A presentation was provided by Paul Mattern, Chief Planning Officer, on the Fixed Route January 2025 Service Change.

9. COMMUNITY UPDATES

An oral update was provided by Jill Plaza, Taxi/Contracted Transportation Services Administrator, on this item regarding the Taxi Voucher Program.

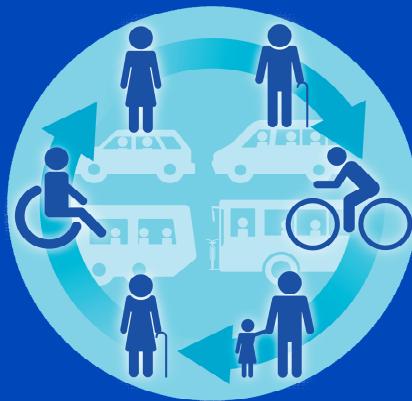
10. NEXT MEETING DATE:

January 14, 2025 at 10:00 AM
Wellness Room
32-505 Harry Oliver Trail
Thousand Palms, CA 92276

11. ADJOURNMENT

The ACCESS Advisory Committee meeting adjourned at 10:42 AM.

Public Transit - Human Services Coordinated Plan Update



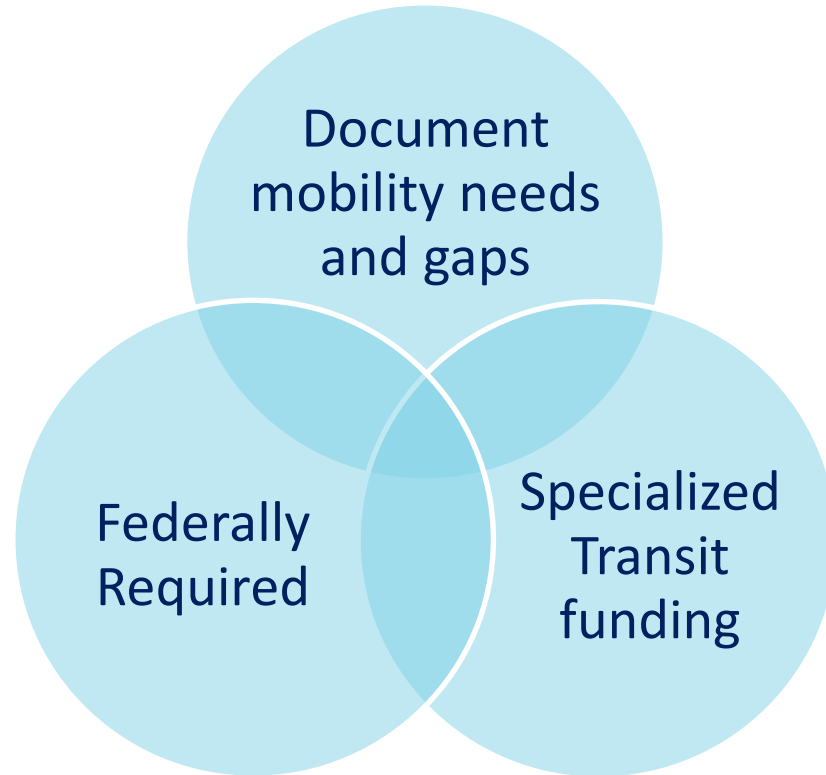
2026-2030



RIVERSIDE
COUNTY
TRANSPORTATION
COMMISSION

SUNLINE TRANSIT AGENCY
ACCESS ADVISORY MEETING – JANUARY 14, 2025

Purpose and Background



Coordinated Plan Elements



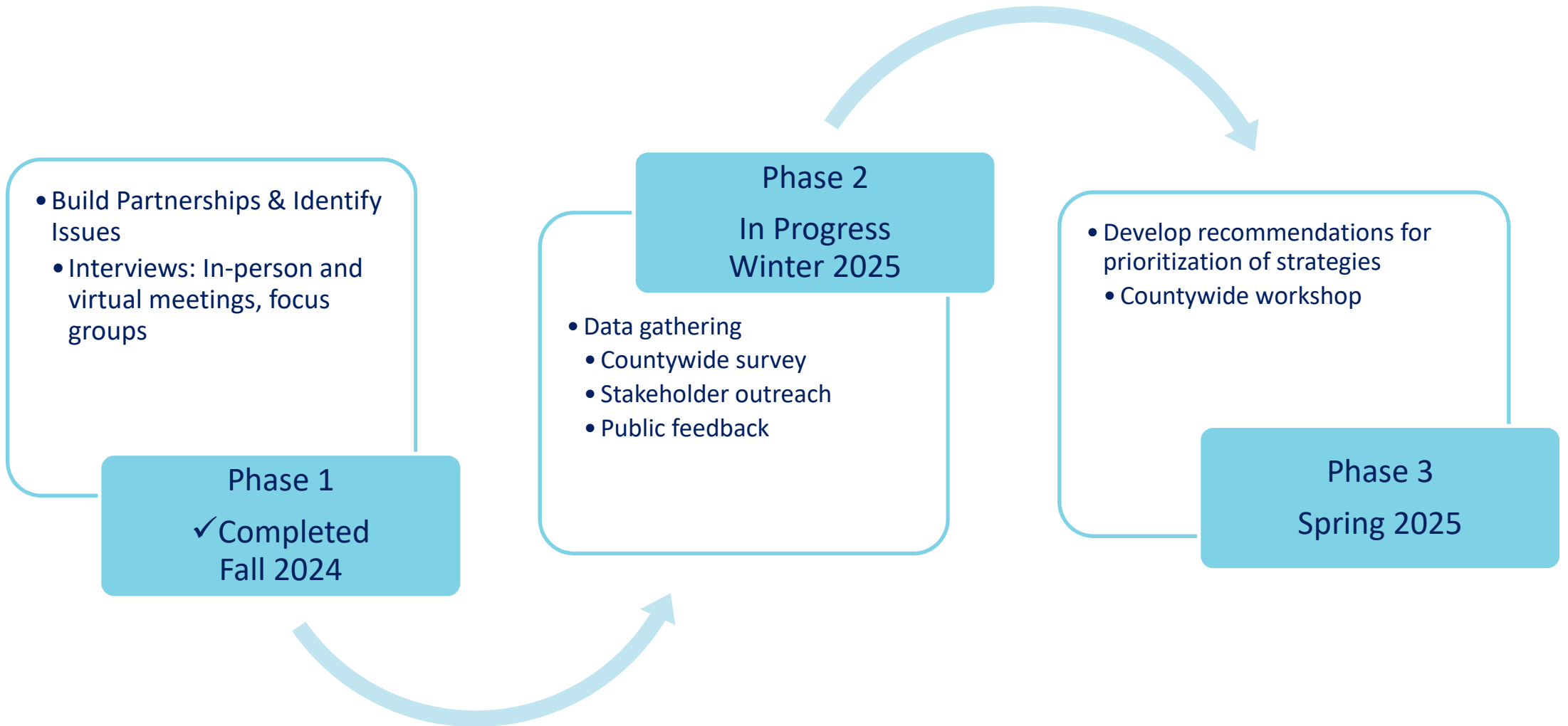
Existing Conditions Assessment – identify existing services, gathering of County demographics

Inventory of Stakeholders – public, private, and non-profit transportation providers

Assessment of Mobility Needs and Gaps – stakeholder focus groups and countywide public survey

Recommendations and Strategies - identification of priorities to improve and expand service for targeted populations

Coordinated Plan Status



Needs Discussion

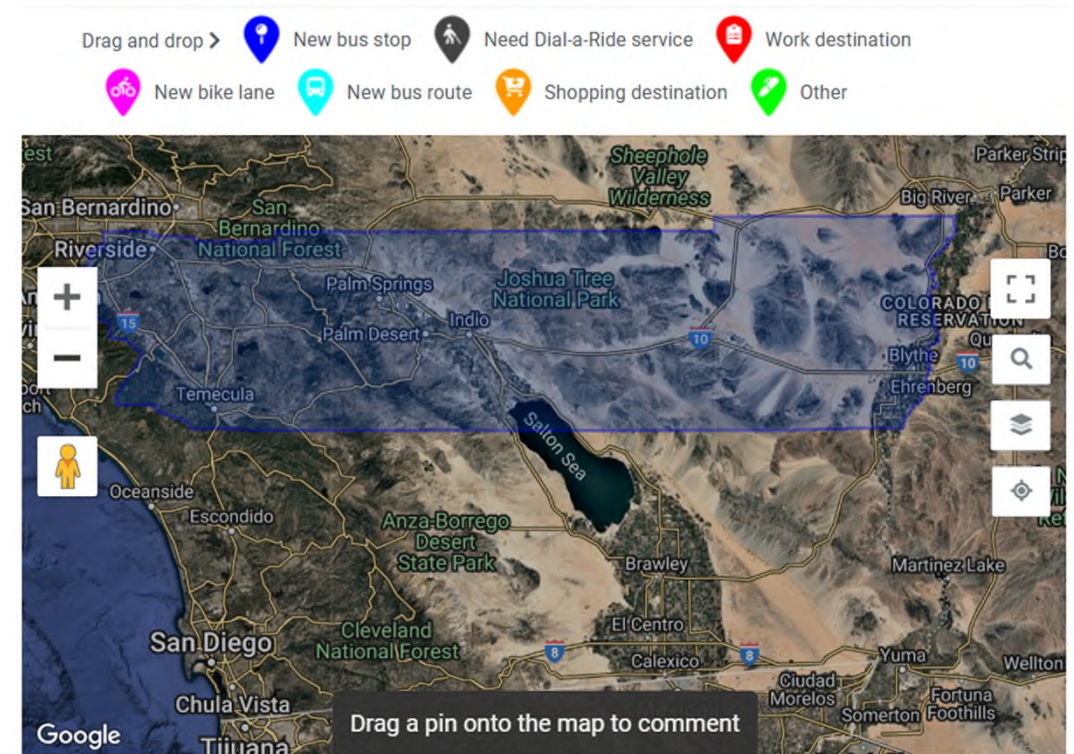
- Do you or others you know have challenges making trips based on limited transportation?
- How can public and specialized transit services be improved?
- How can agencies improve coordination with one another?

Additional Opportunities for Input

Visit www.rctc.org/coordinated-plan



- ✓ Public Survey
- ✓ Mapping Tool



Survey available through January 31, 2025

Lists of Contacts

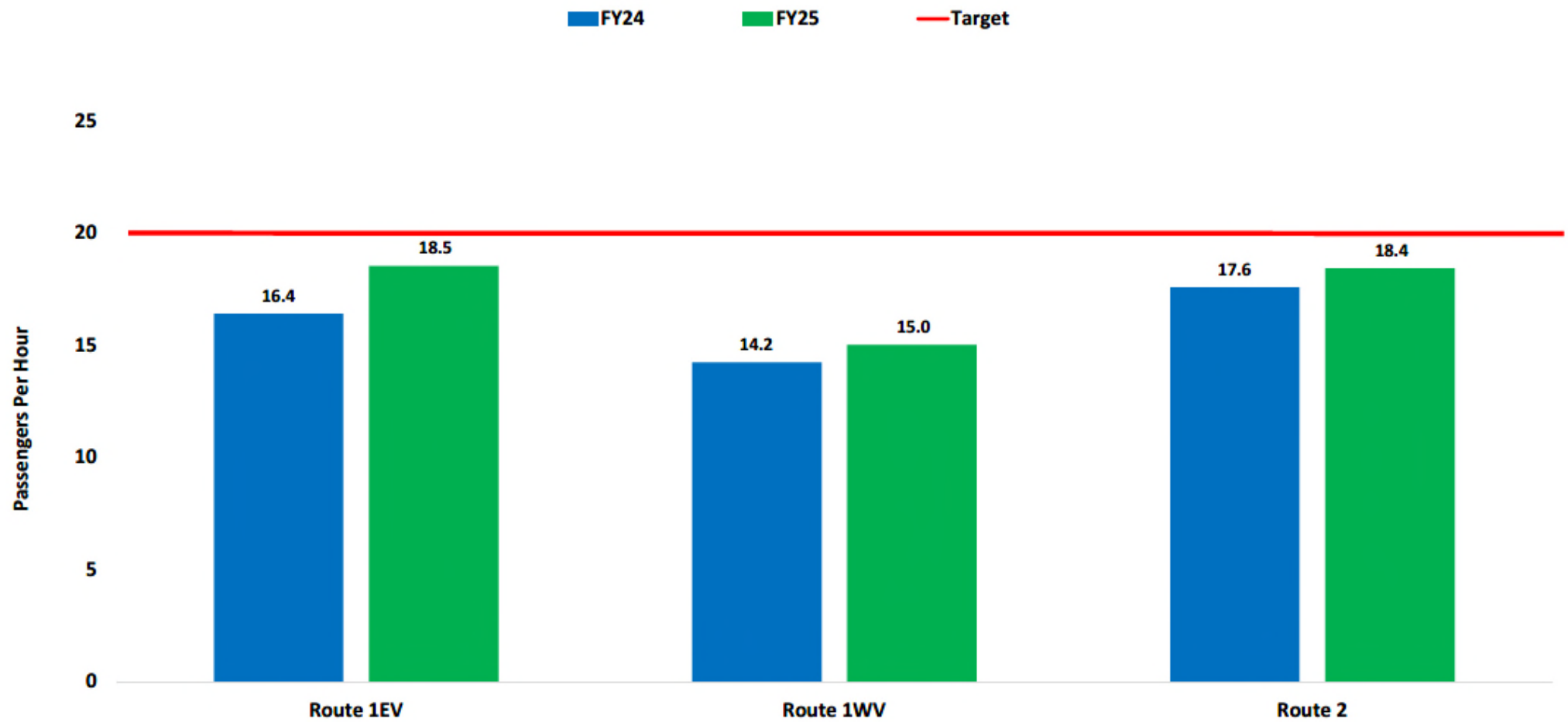
- Alianza Coachella Valley
- Blu Educational Foundation
- Dept Fish/Wildlife
- CCAEJ
- CHAIRS
- Family Service Association
- Greater Riverside Chambers of Commerce
- Hemet San Jacinto Chamber of Commerce
- Hispanic Access Foundation
- ICUC
- IEGO
- Inland Empire Black Worker Center
- Inland Empire Community Foundation
- Inland Empire Labor Council
- Inland Equity Community Land Trust
- Inland SoCAL Housing Collective
- Inland SoCAL United Way
- Knee High Naturalist Program
- LULAC
- Lift to Rise
- Parkview Legacy Foundation
- RCCD
- RC Parks and Rec
- RC Latino Network
- Sierra Club
- San Manuel Band of Indians
- Starting Over
- The Natural Conservancy
- TODEC Legal Center
- TruEvolution
- COFEM
- Leadership Counsel for Justice/Accountability
- Planned Parenthood
- Lideres Campensinas
- Galilee Center Shelter
- The Group – Riverside
- Casa Blanca Community Action Group
- NAACP
- Climate Science Alliance

FYTD Passengers Per Revenue Hour - Local Routes October 2024



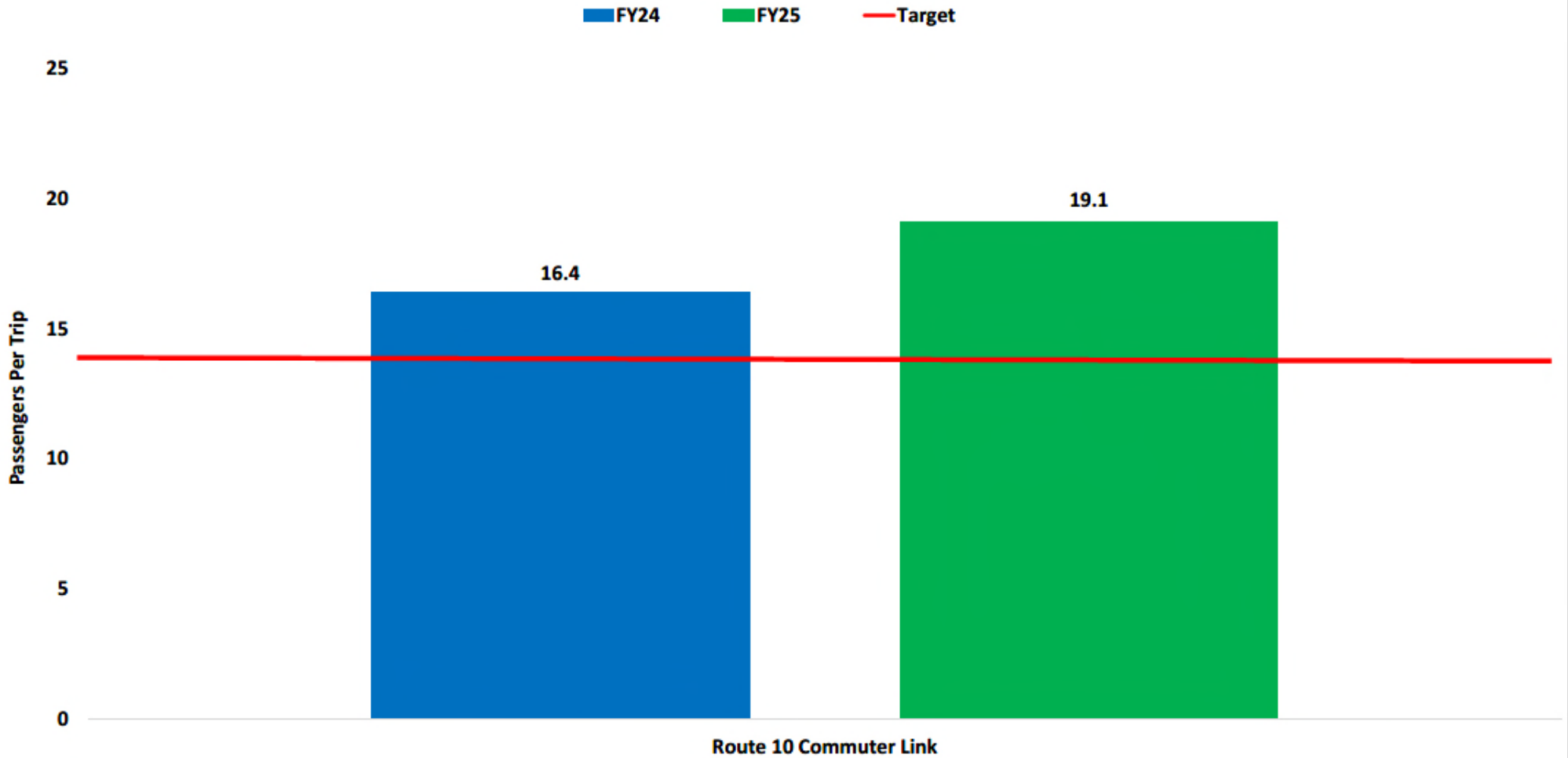
The chart above represents the system performance on local routes for Passengers Per Revenue Hour (PPRH). The target for local fixed routes is 10 PPRH. The FY25 goal is based on the Board approved Service Standards Policy (B-190613). Local routes are secondary routes that connect to the trunk routes and supplement the SunBus network.

FYTD Passengers Per Revenue Hour - Trunk Routes October 2024



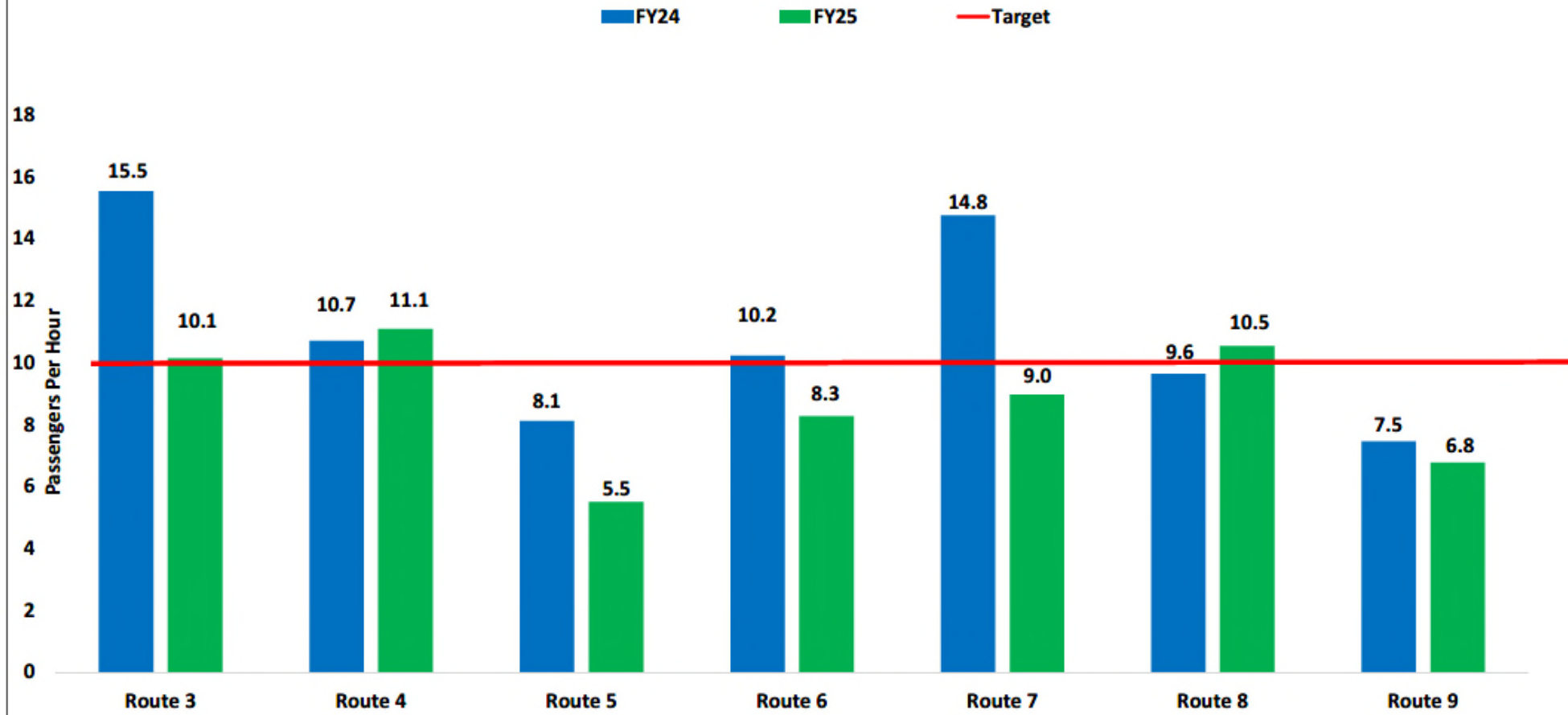
The chart above represents the system performance on trunk routes for Passengers Per Revenue Hour (PPRH). The target for trunk routes is 20 PPRH. The FY25 goal is based on the Board approved Service Standards Policy (B-190613). Trunk routes are highly traveled corridors serving a variety of trip purposes and connect a variety of regional destinations.

FYTD Passengers Per Revenue Trip - Regional Service October 2024



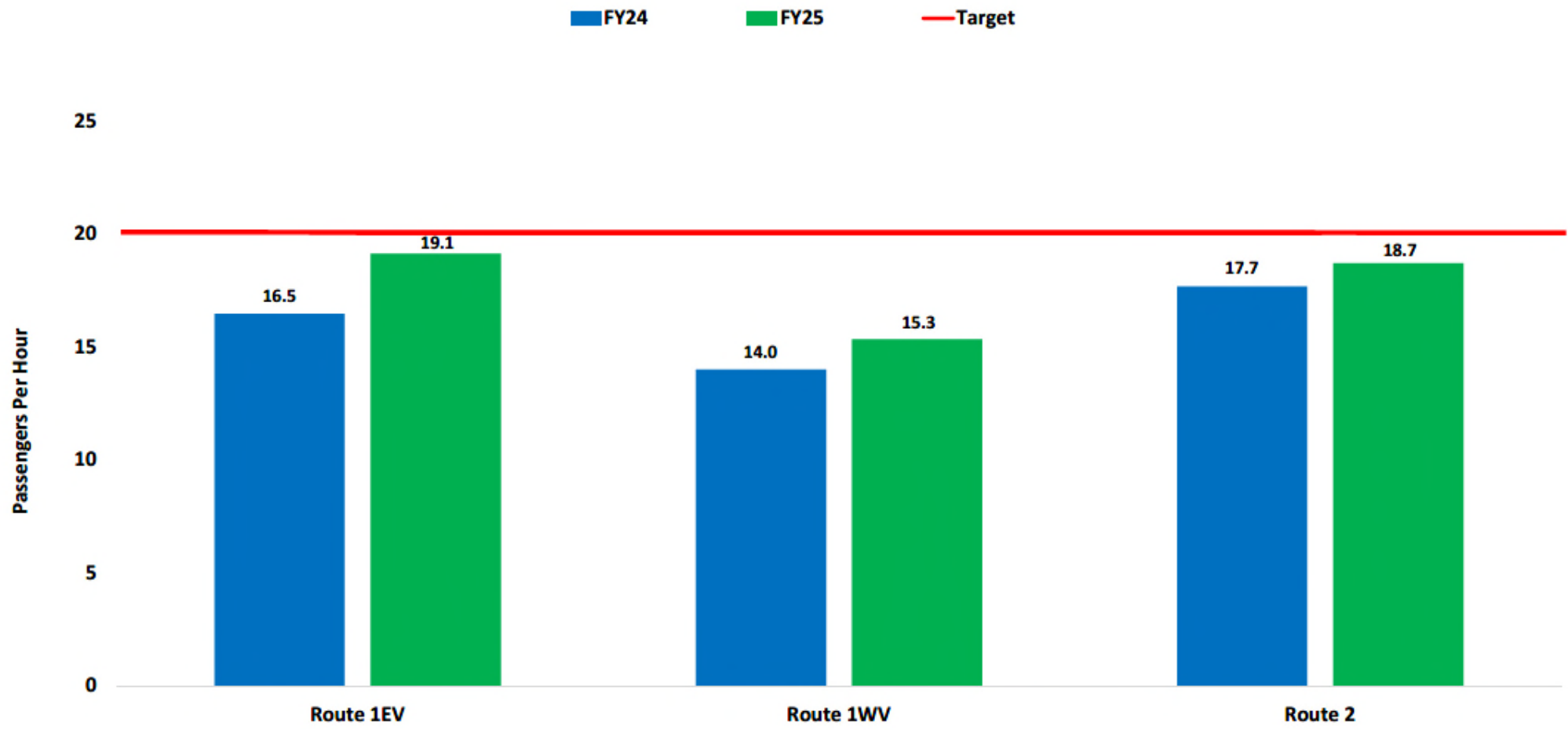
The chart above represents the system performance target for regional service on the 10 Commuter Link which is based on Passengers Per Revenue Trip (PPRT). The target for regional service is 10 PPRT. The FY25 goal is based on the Board approved Service Standards Policy (B-190613).

FYTD Passengers Per Revenue Hour - Local Routes November 2024



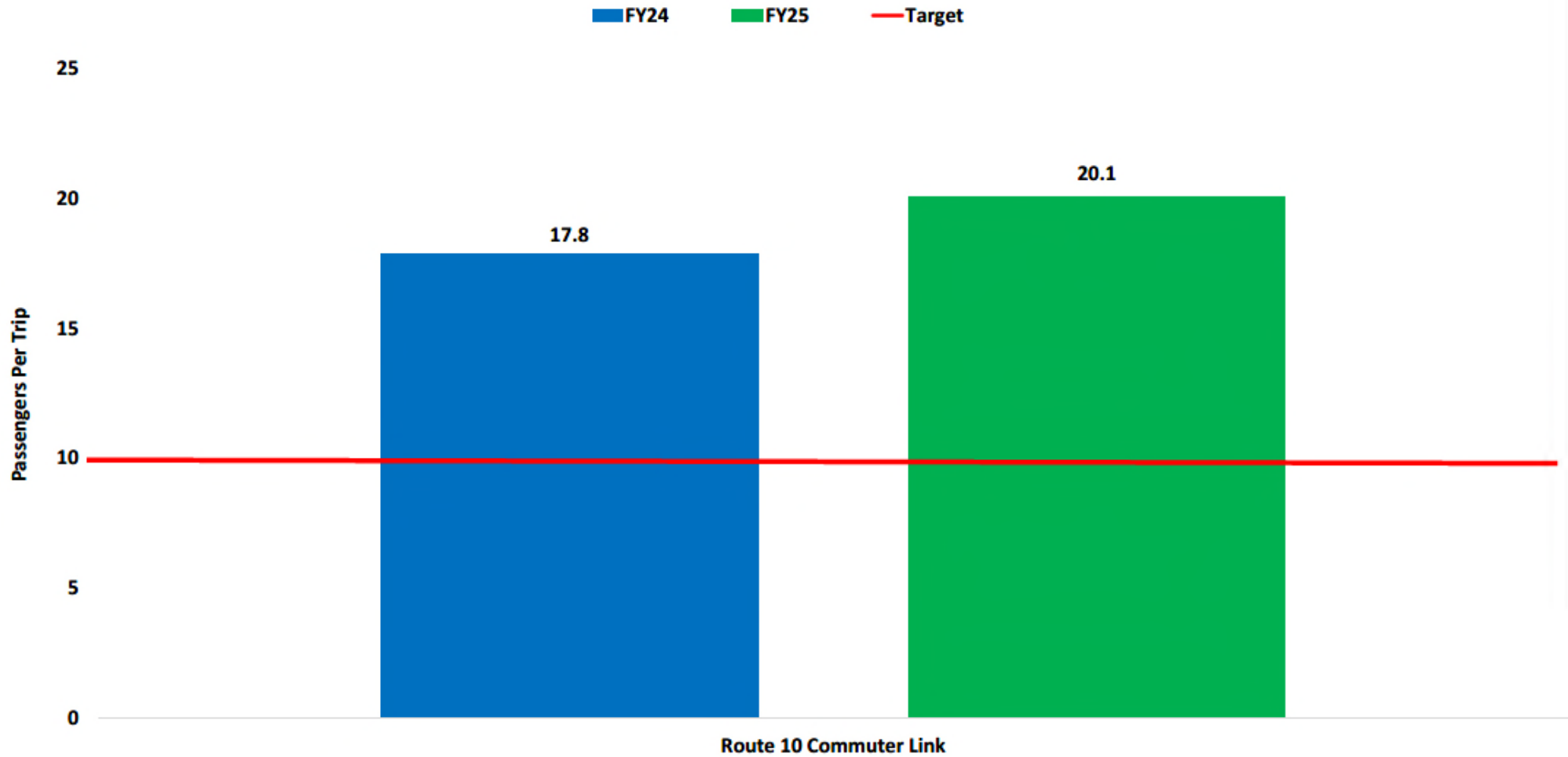
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FYTD Passengers Per Revenue Hour - Trunk Routes November 2024



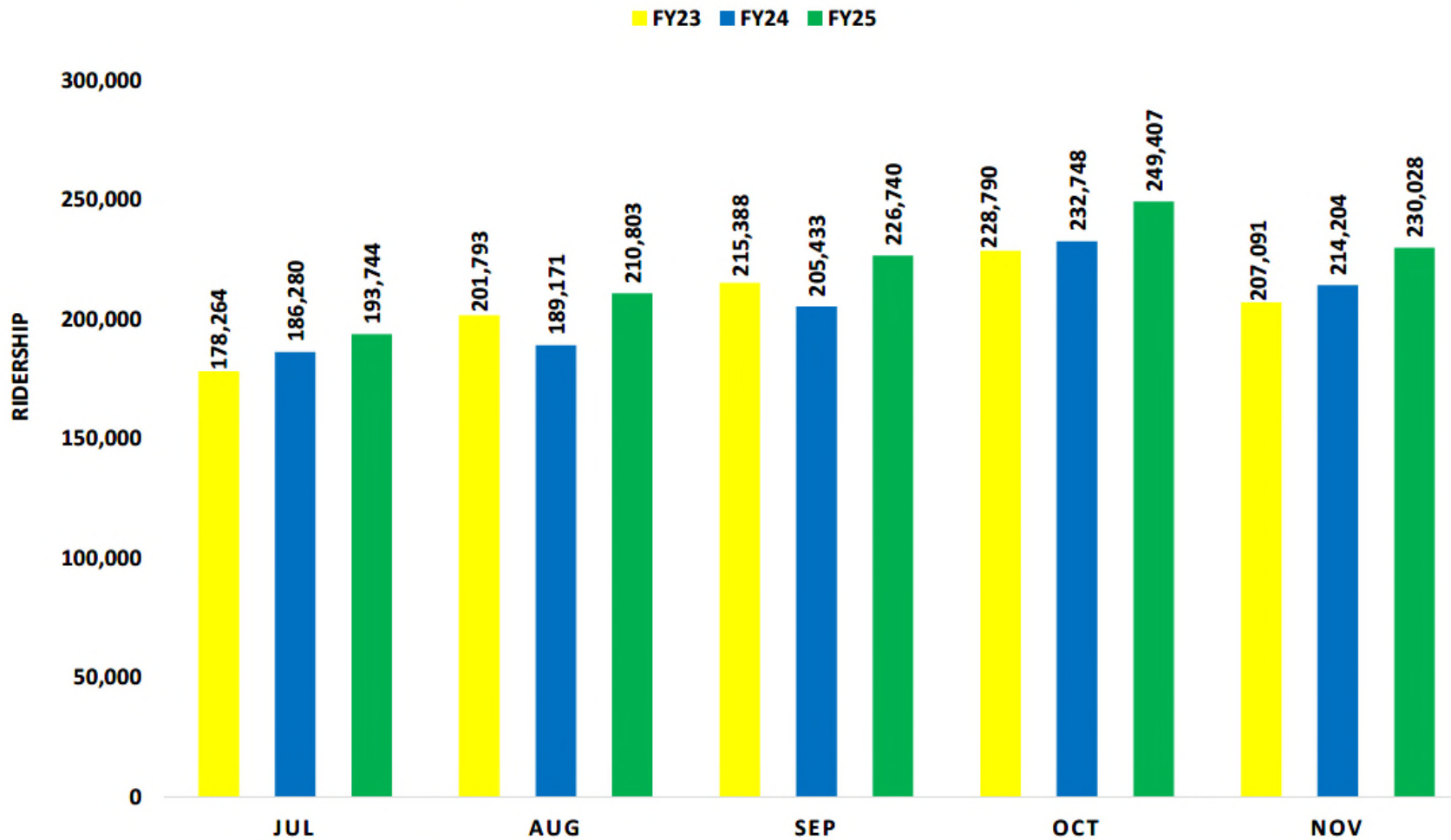
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FYTD Passengers Per Revenue Trip - Regional Service November 2024

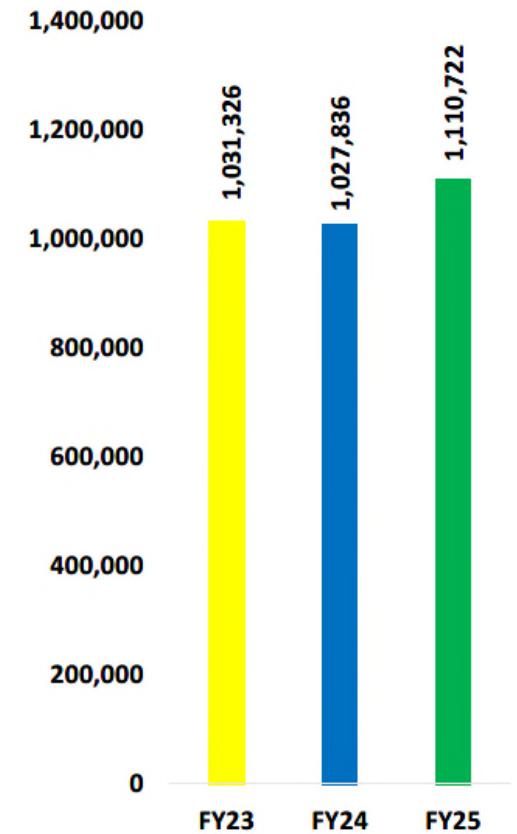


The chart above represents the system performance target for regional service on the 10 Commuter Link which is based on Passengers Per Revenue Trip (PPRT). The target for regional service is 10 PPRT. The FY25 goal is based on the Board approved Service Standards Policy (B-190613).

Fixed Route Ridership - October & November 2024

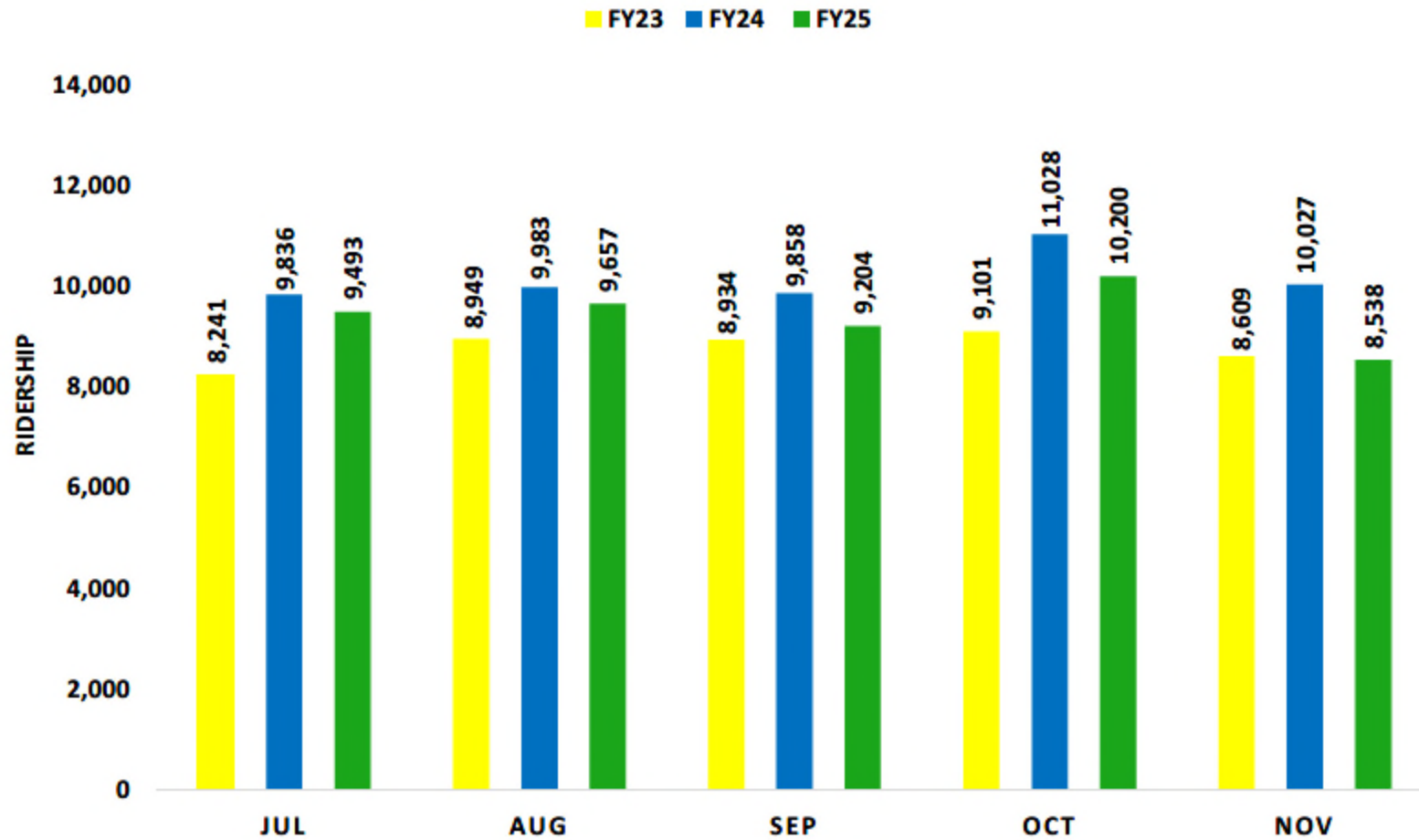


Fixed Route Ridership FYTD Total

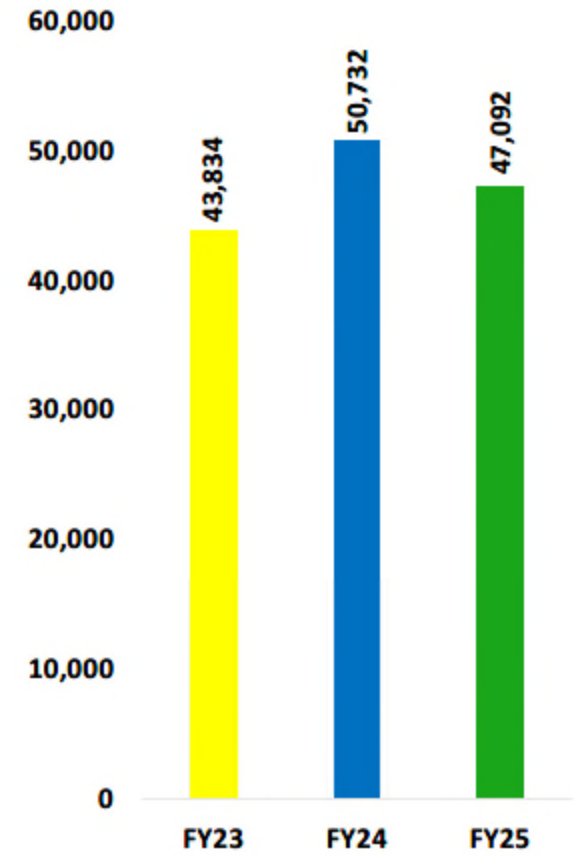


Ridership (or boardings) is the number of rides taken by passengers.
 Fixed route ridership counts are based on Unlinked Passenger Trips (UPT).
 Fixed route ridership is up 8.1% fiscal year to date.

SunDial Ridership - October & November 2024

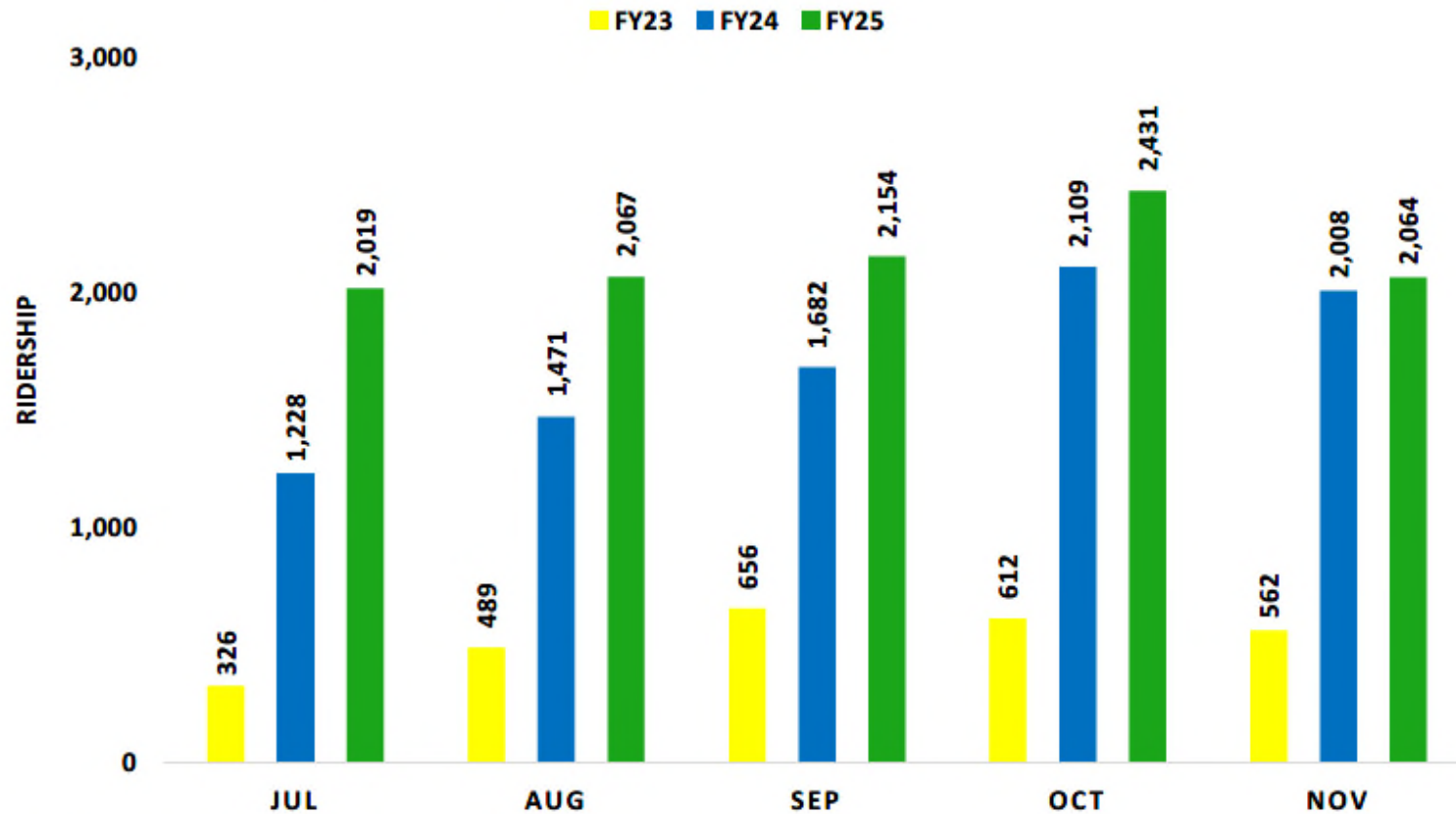


SunDial Ridership FYTD Total

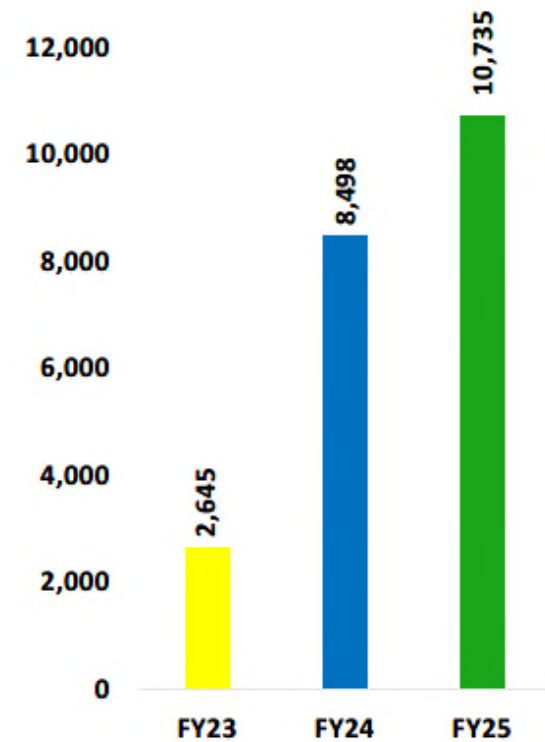


Ridership (or boardings) is the number of rides taken by passengers.
SunDial ridership is down (7.3)% fiscal year to date.

SunRide Ridership - October & November 2024



SunRide Ridership FYTD Total



Ridership (or boardings) is the number of rides taken by passengers.

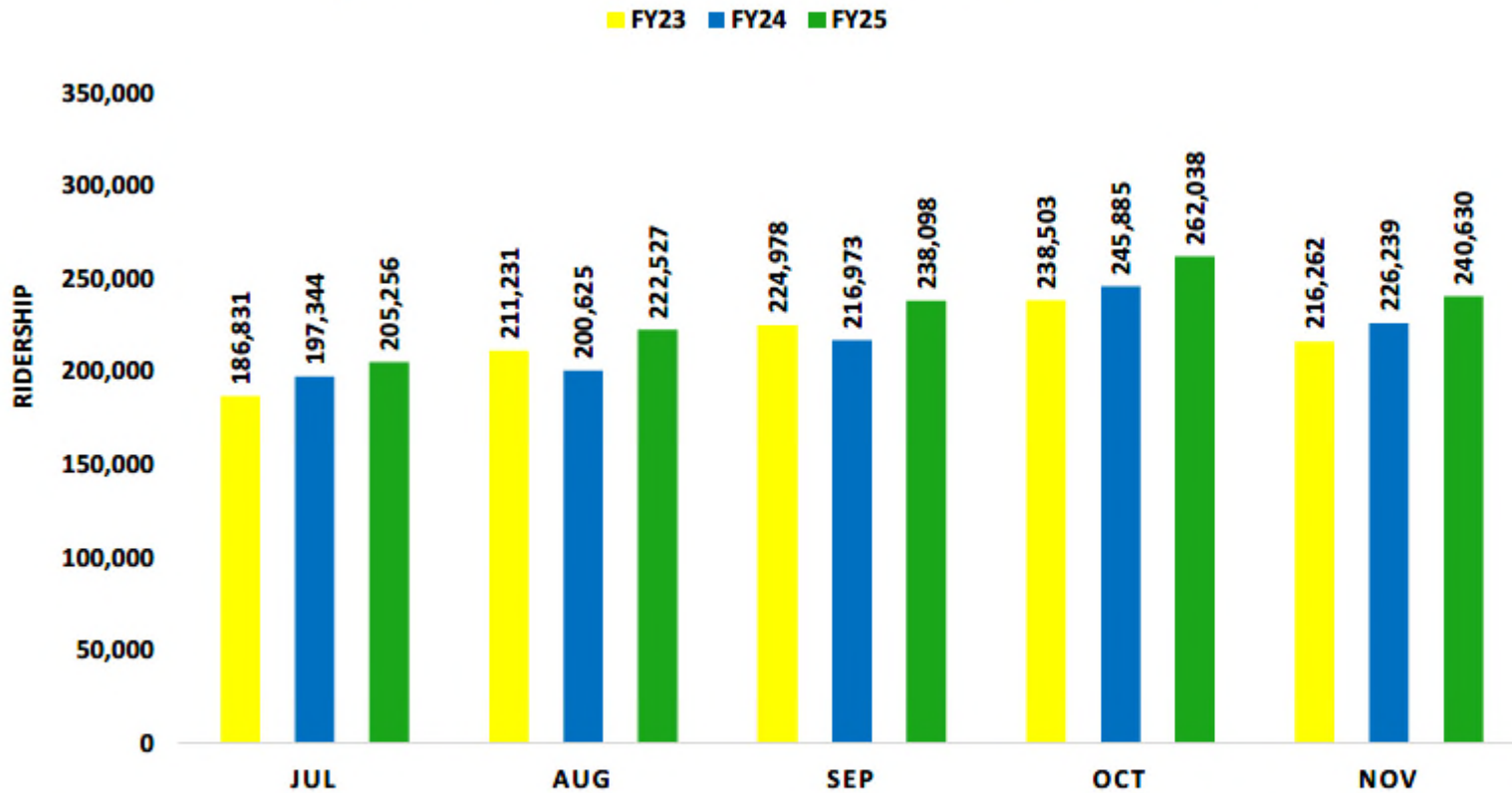
SunRide is a microtransit service that is available in seven (7) Coachella Valley zones.

Riders can connect to the fixed route network or to any destination along a fixed route network in the designated zone.

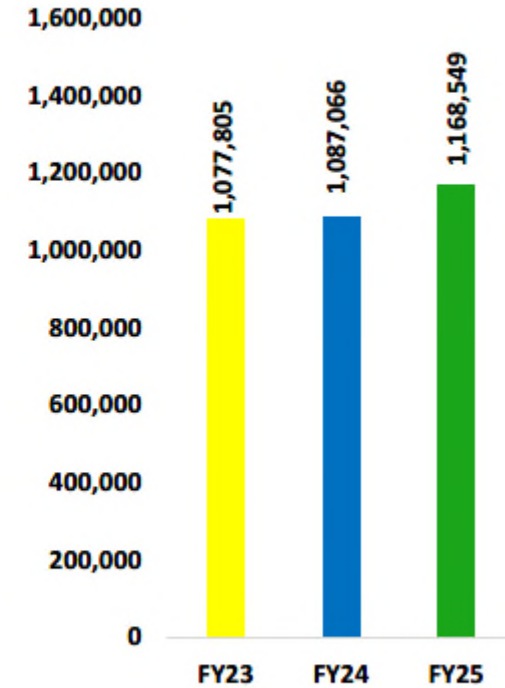
Riders use this service with a smartphone app, SunRide, which will call for a SunRide vehicle to pick them up at a destination within the designated zones and/or bus stops.

SunRide pilot program launched on January 4, 2021.

System Ridership Total - October & November 2024

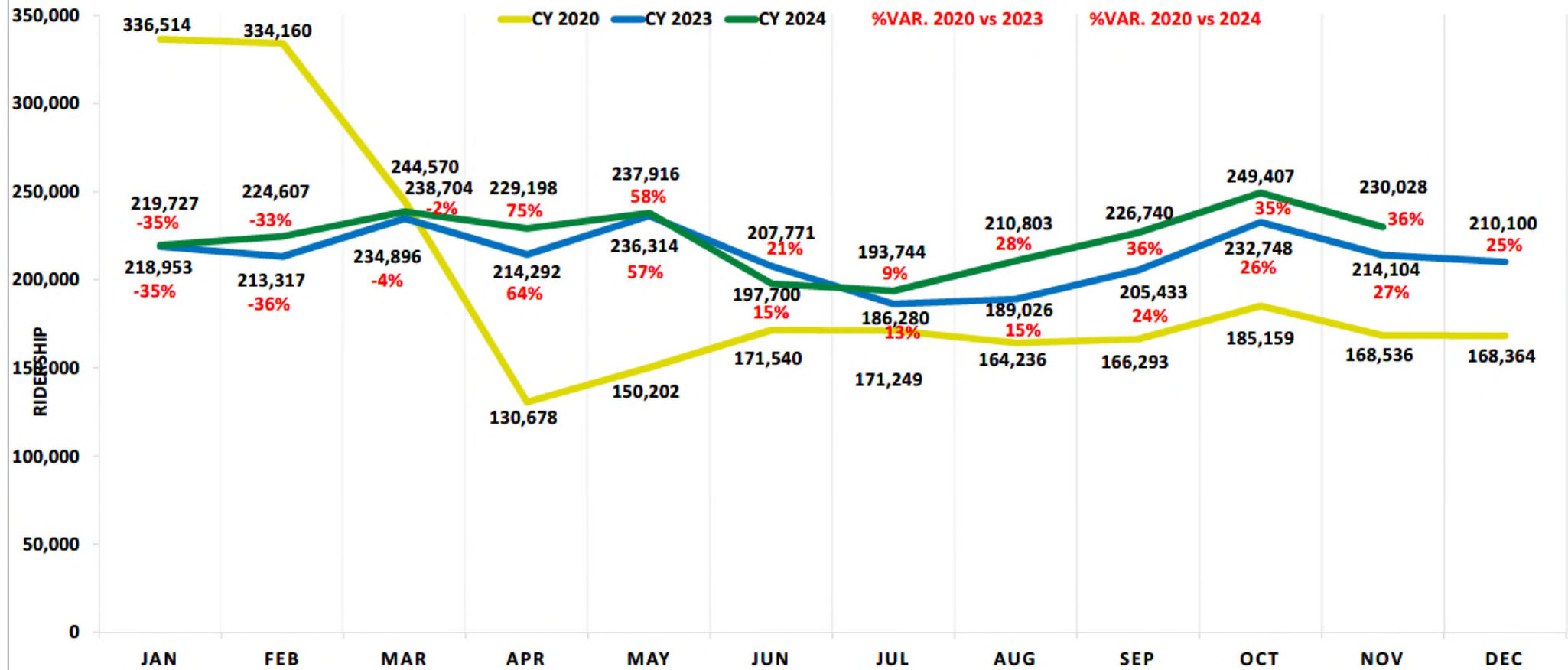


System Ridership FYTD Total



Ridership (or boardings) is the number of rides taken by passengers using Fixed Route, SunDial, SolVan and SunRide. Ridership counts are based on Unlinked Passenger Trips (UPT). System Ridership Total is up 7.5% fiscal year to date.

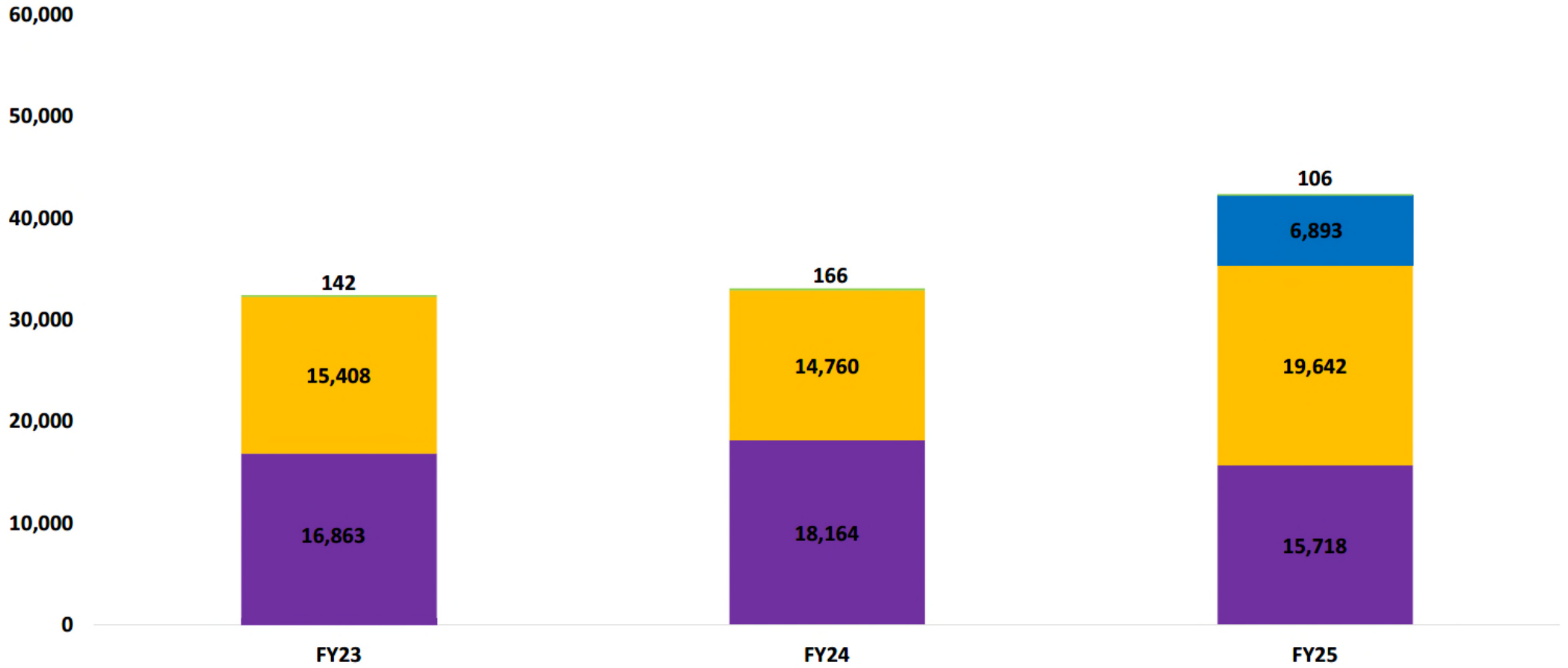
Fixed Route Ridership COVID-19 Recovery



The COVID-19 pandemic caused a major national and global disruption with closures of businesses, schools and entertainment venues due to the implementation of national and statewide public health policies. Variances are in red close to their corresponding ridership number. 2023 and 2024 are referring to the baseline of 2020. CY 2020 will remain on the chart since it is the baseline needed to compare ridership recovery for CY 2023 & CY 2024. CY 2021/2022 have been removed to reflect the two (2) most recent years in recovery.

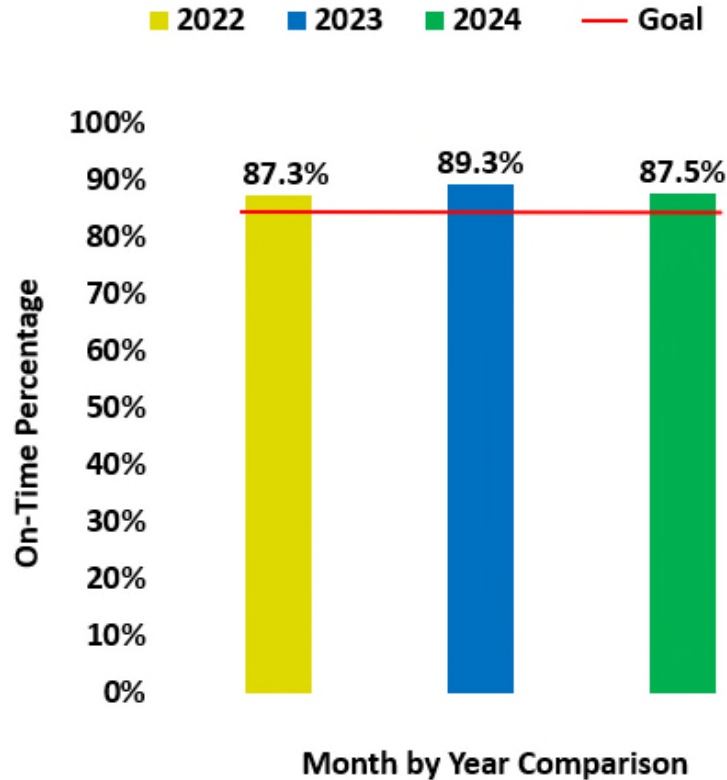
Mobile Ticketing Usage - November 2024

■ High School Haul Pass ■ Fixed Route ■ COD ■ Paratransit

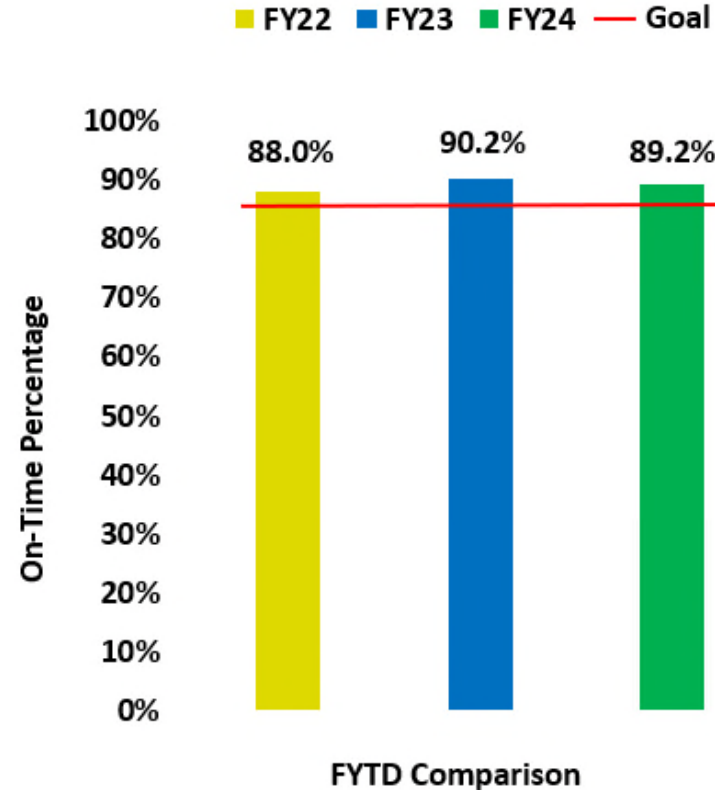


This chart represents all monthly mobile ticketing usage by category based on the Token Transit app data. The total for August 2024 includes the following passes used through Token Transit: High School Haul Pass, COD Haul Pass, Fixed Route and Paratransit.

Paratransit On-Time Performance October 2024



On-Time Performance FYTD

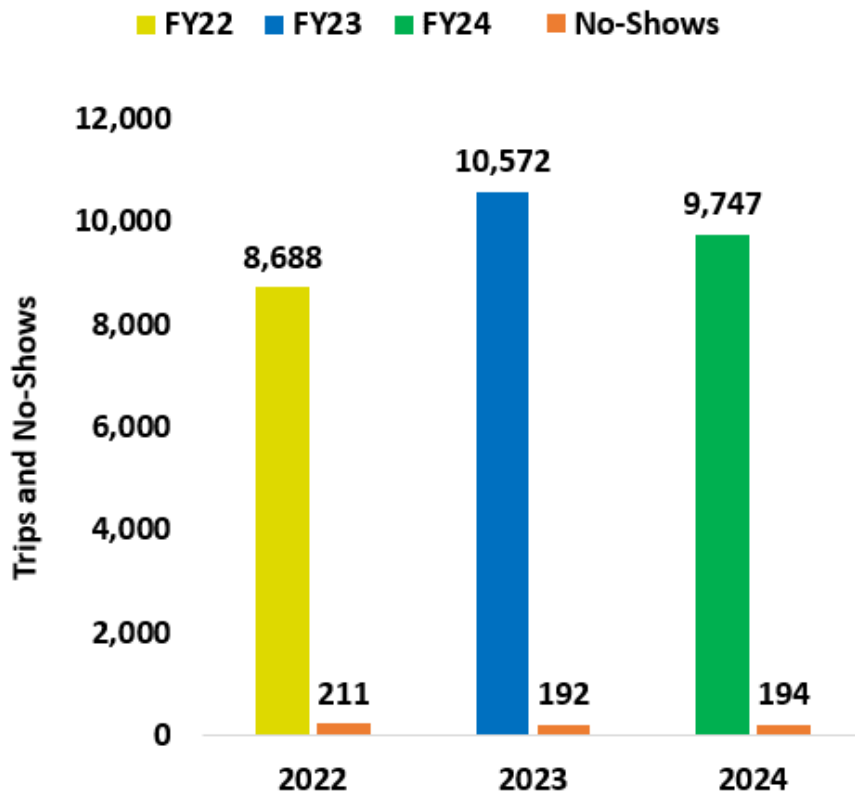


On-Time: When the rider is picked up within 30 minutes of the scheduled pick-up time.

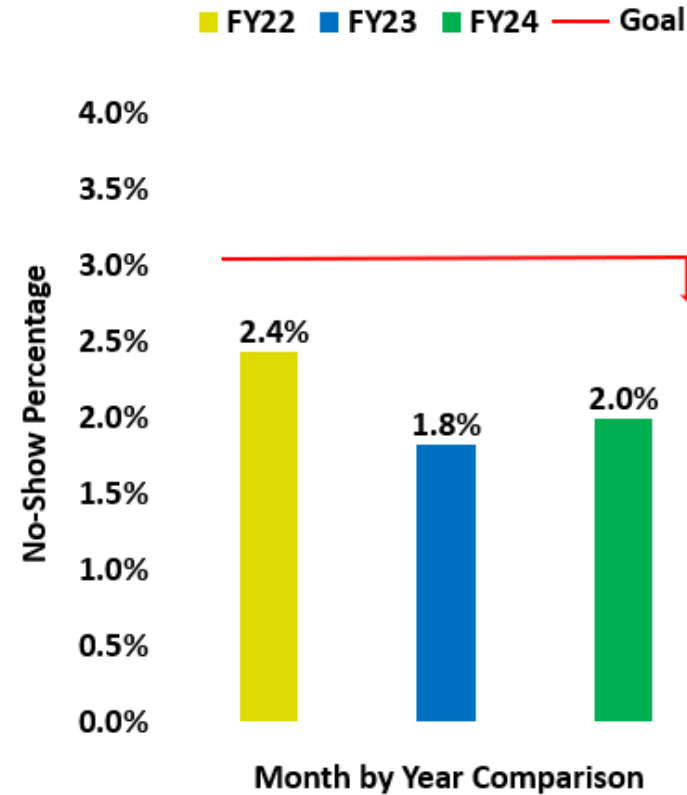
Goal: The Agency established on-time performance goal is 85%.

FTA expects transit agencies to document and analyze on-time performance. Analyzing on-time performance enables agencies to make appropriate operational changes when performance falls below an established standard.

Paratransit Total Trips vs. No-Shows October



No-Shows by Percentage

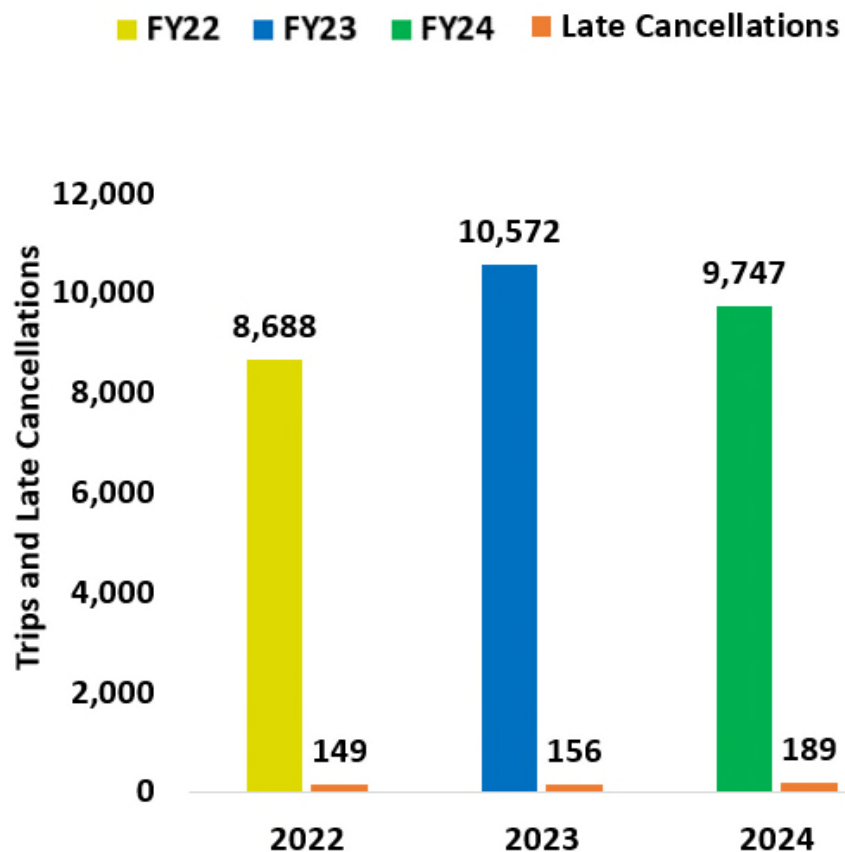


Trip: A one-way trip booked by the rider. A round trip is counted as two (2) trips.

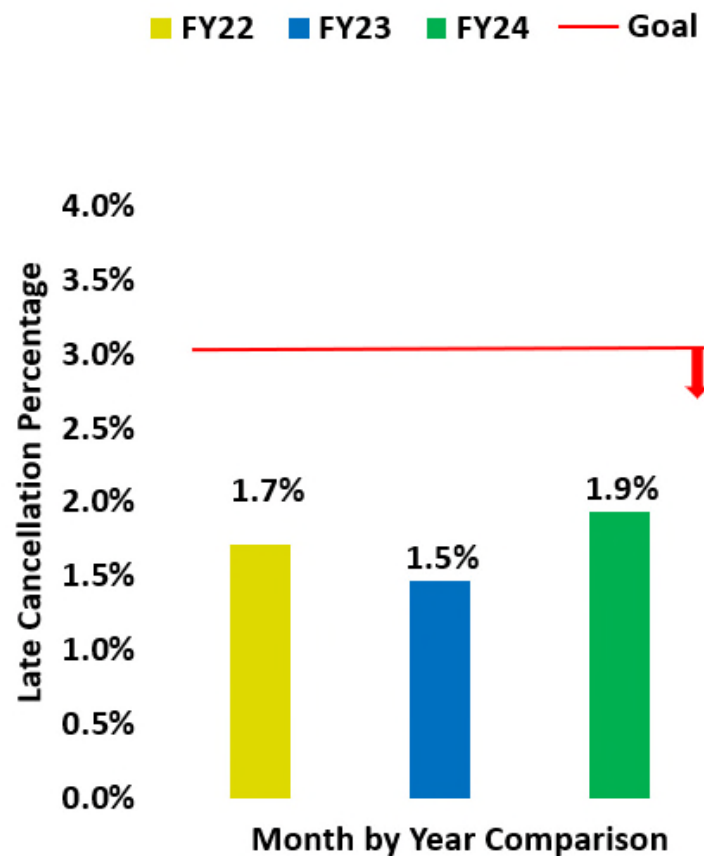
No-Show: A ride for which an authorized ADA paratransit service vehicle arrives at the designated pick-up time and location and waits the required five (5) minute period while the rider is not present to board the vehicle.

Goal for no-shows: 3% or below

Paratransit Total Trips vs. Late Cancellations October



Late Cancellations by Percentage



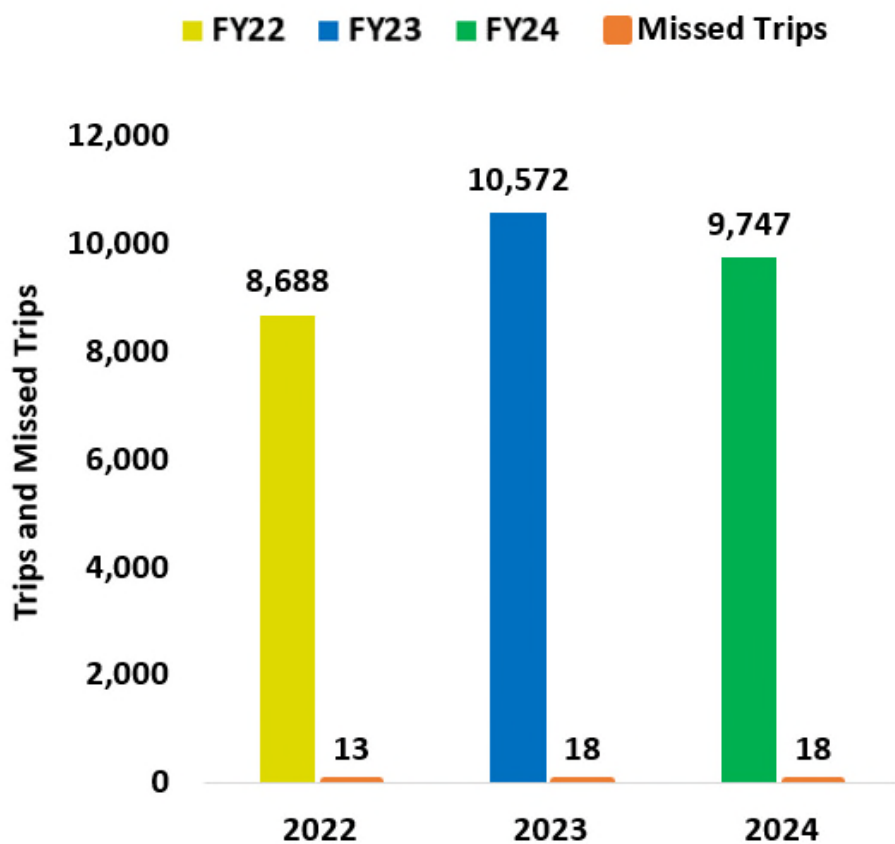
Trip: A one-way trip booked by the rider. A round trip is counted as two (2) trips.

Late Cancellation: A trip for which a rider cancels two (2) hours or less before the scheduled pick-up time.

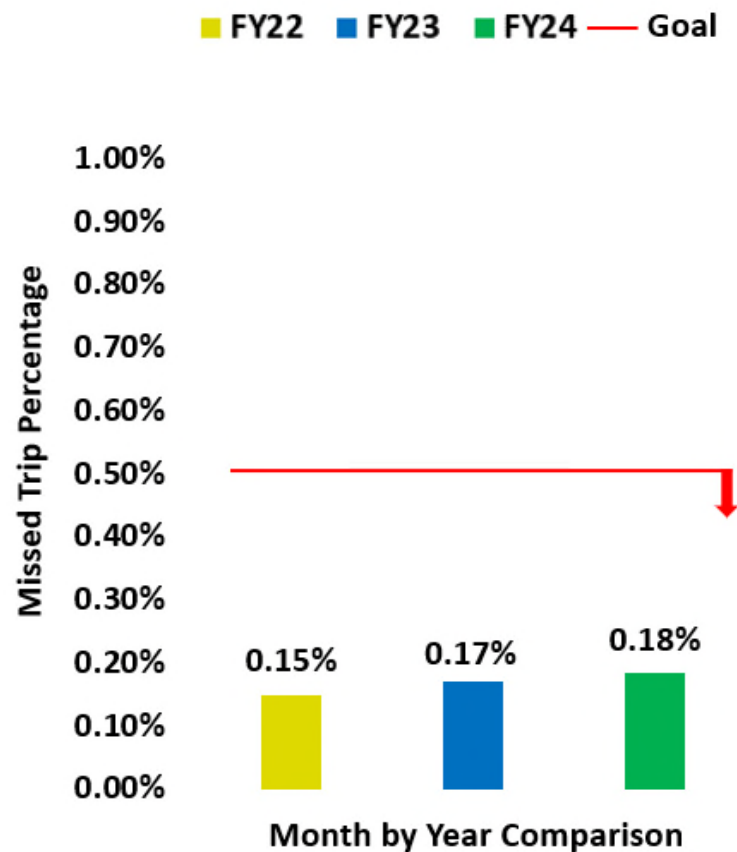
Goal for Late Cancellations: 3% or below.

Total Trips: Total one-way trips completed.

Paratransit Total Trips vs. Missed Trips October



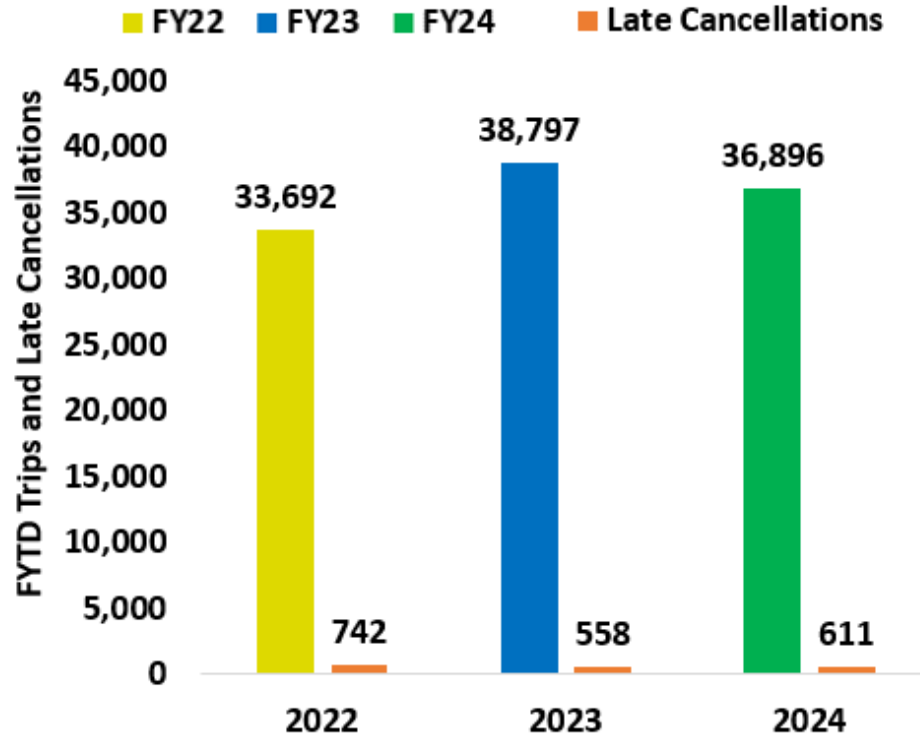
Missed Trips by Percentage



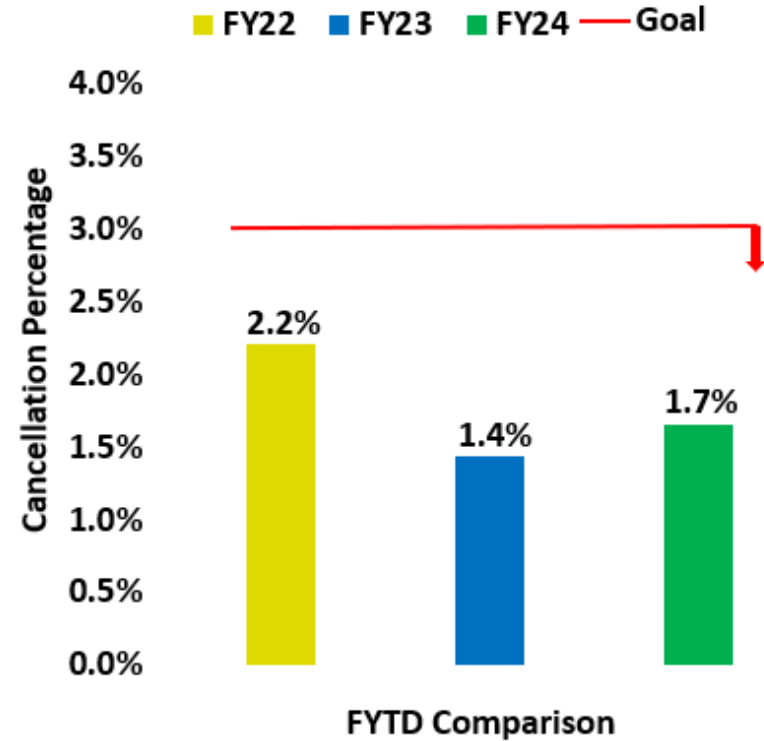
Missed Trip: A trip is considered missed by the Agency when the vehicle arrives outside of the pick-up window and the rider does not take the trip. Similarly, if a vehicle arrives before the beginning of the pick-up window and the rider does not board and the vehicle departs, it is a missed trip.

Goal for Missed Trips: 0.50% or below, which is the industry standard for missed trips.

Paratransit Total Trips vs. Late Cancellations FYTD Through October



Late Cancellation Percentage FYTD



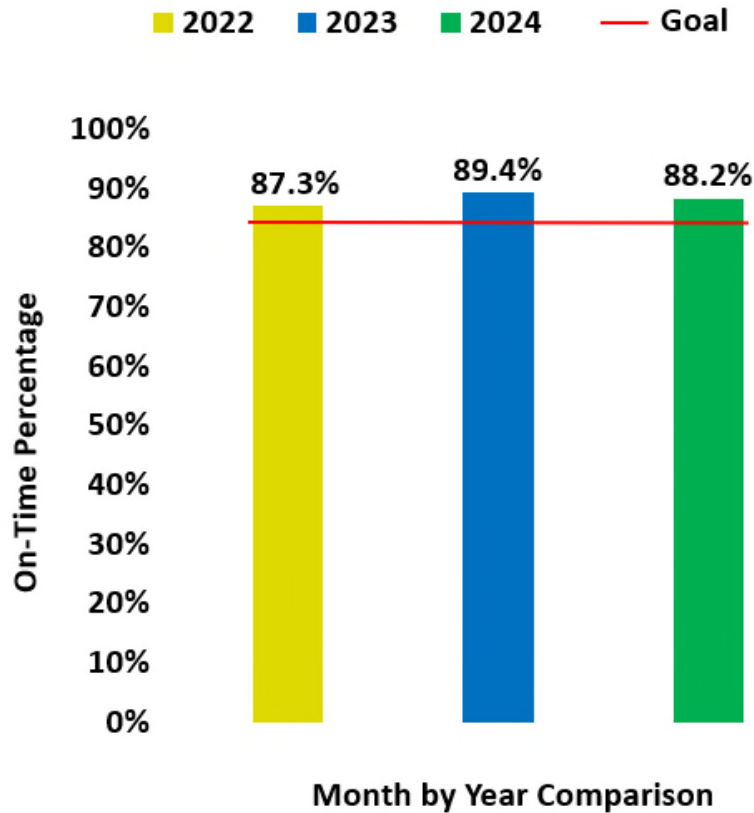
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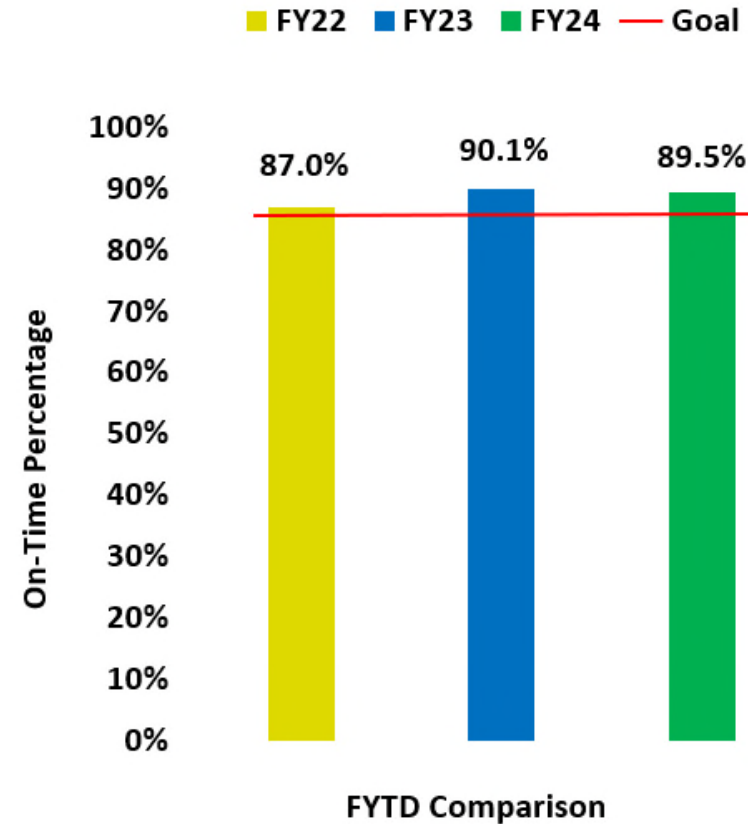
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Paratransit On-Time Performance November 2024



On-Time Performance FYTD

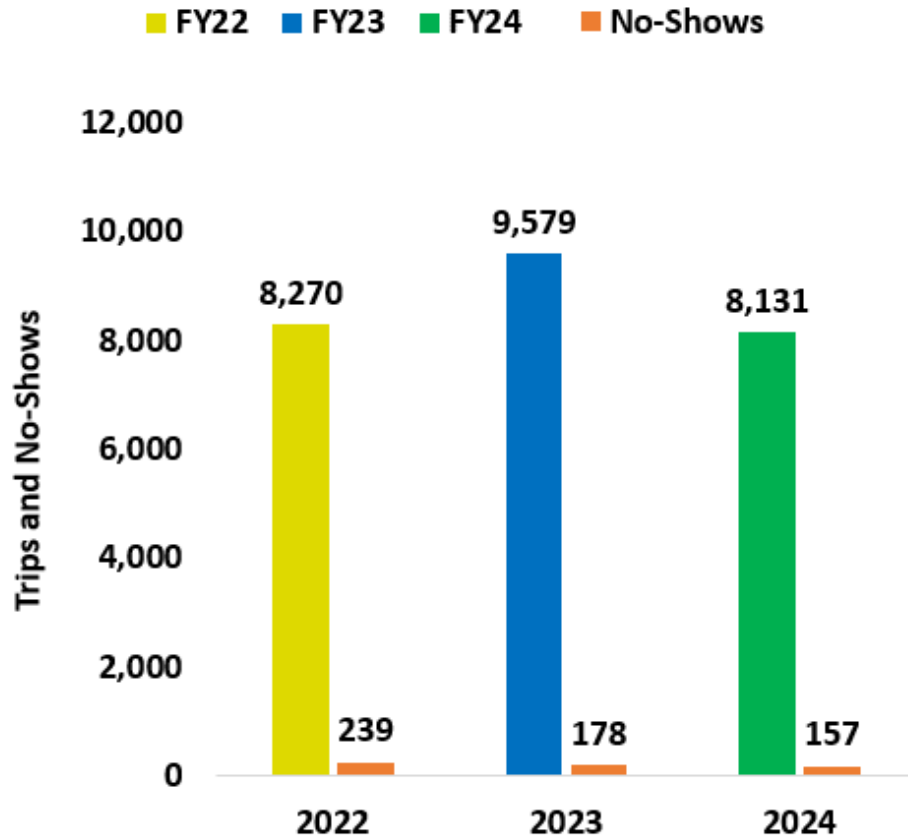


On-Time: When the rider is picked up within 30 minutes of the scheduled pick-up time.

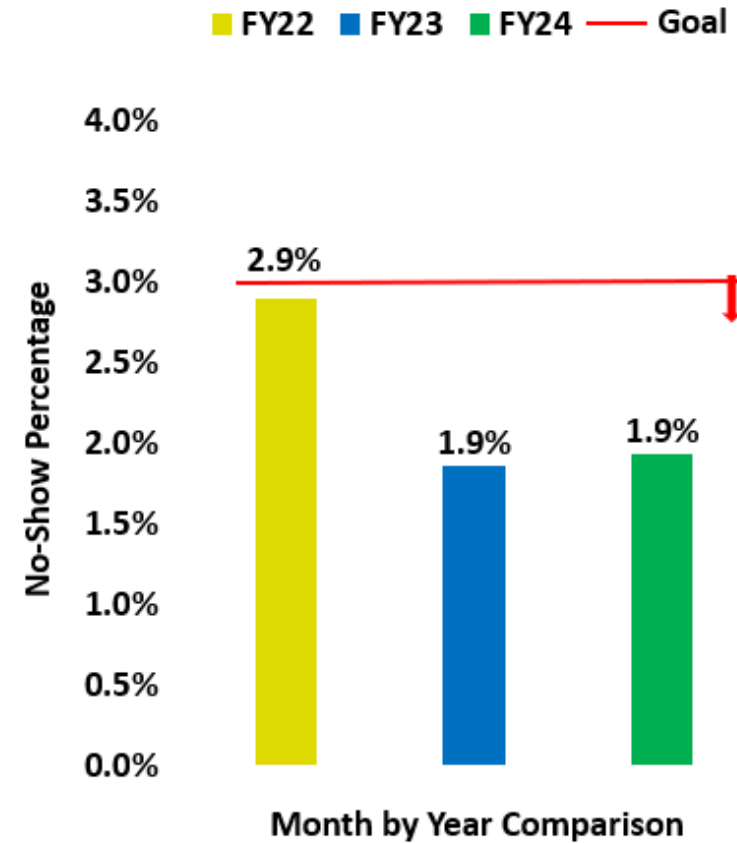
Goal: The Agency established on-time performance goal is 85%.

FTA expects transit agencies to document and analyze on-time performance. Analyzing on-time performance enables agencies to make appropriate operational changes when performance falls below an established standard.

Paratransit Total Trips vs. No-Shows November



No-Shows by Percentage

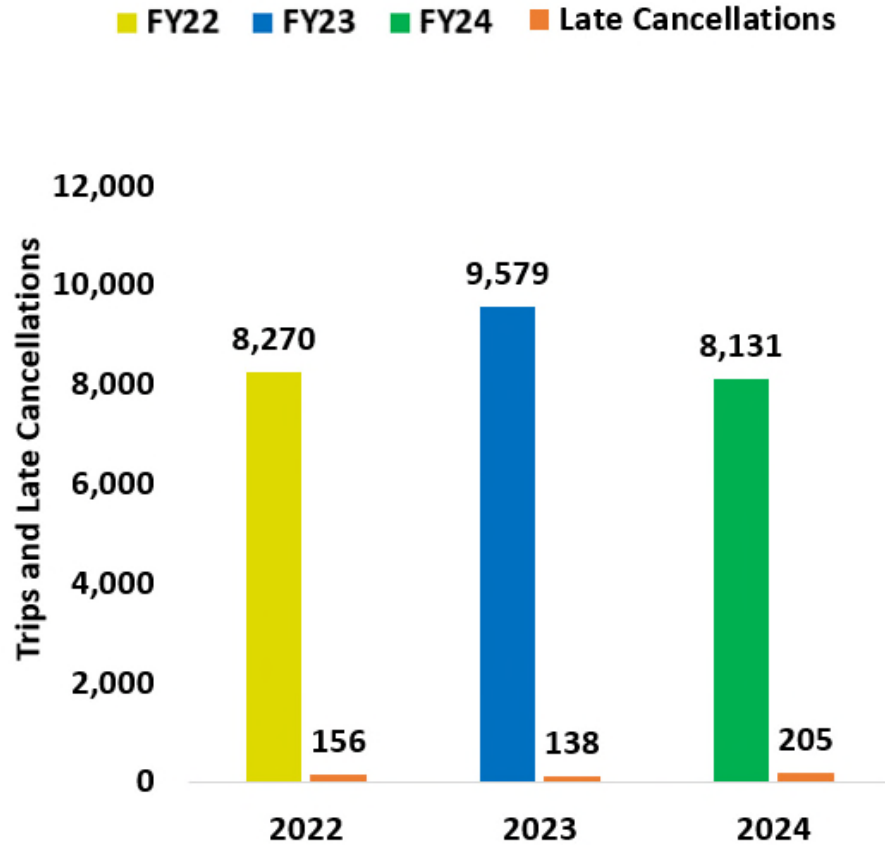


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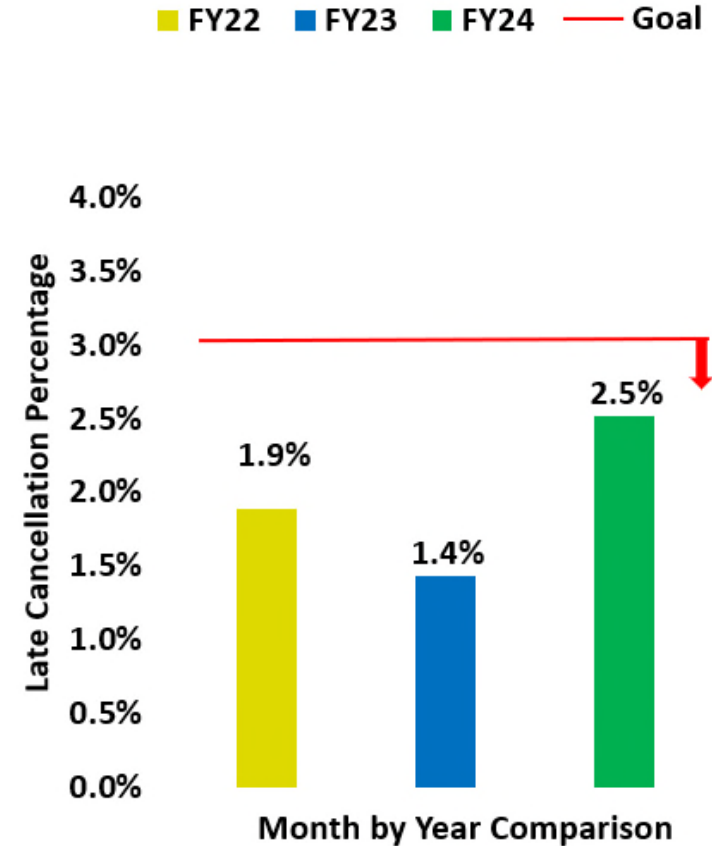
No-Show: A ride for which an authorized ADA paratransit service vehicle arrives at the designated pick-up time and location and waits the required five (5) minute period while the rider is not present to board the vehicle.

Goal for no-shows: 3% or below.

Paratransit Total Trips vs. Late Cancellations November



Late Cancellations by Percentage



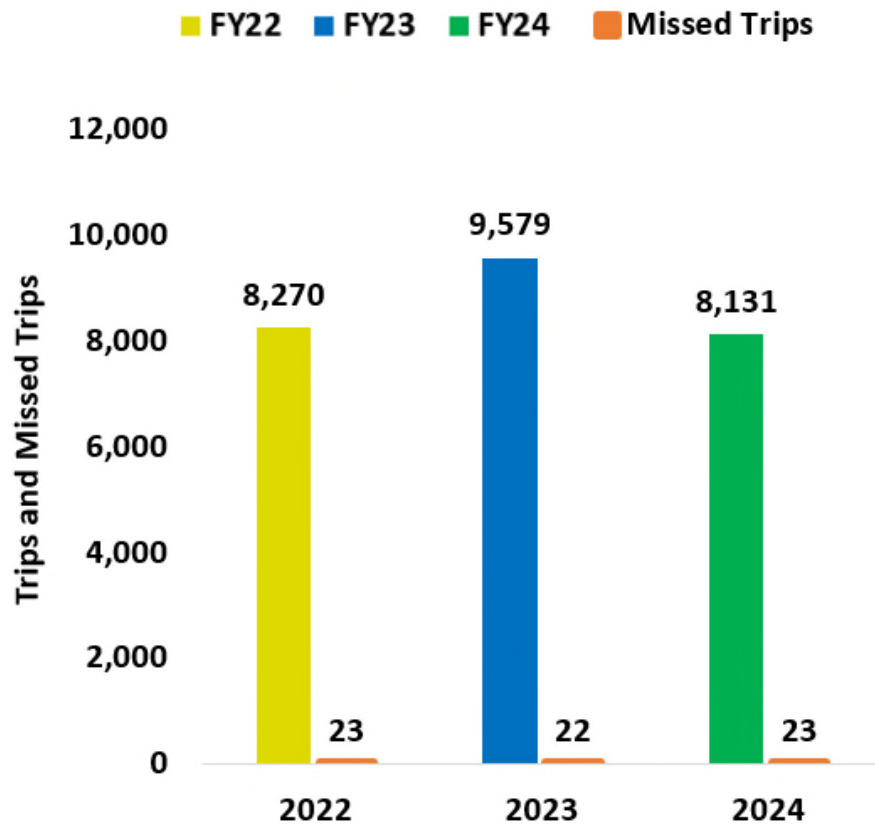
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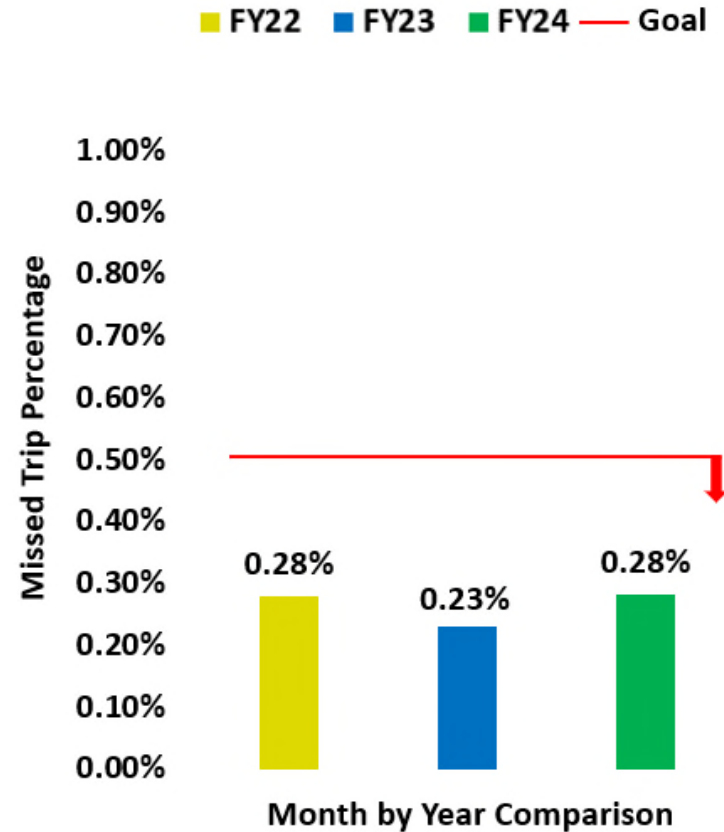
Goal for Late Cancellations: 3% or below.

Total Trips: Total one-way trips completed.

Paratransit Total Trips vs. Missed Trips November



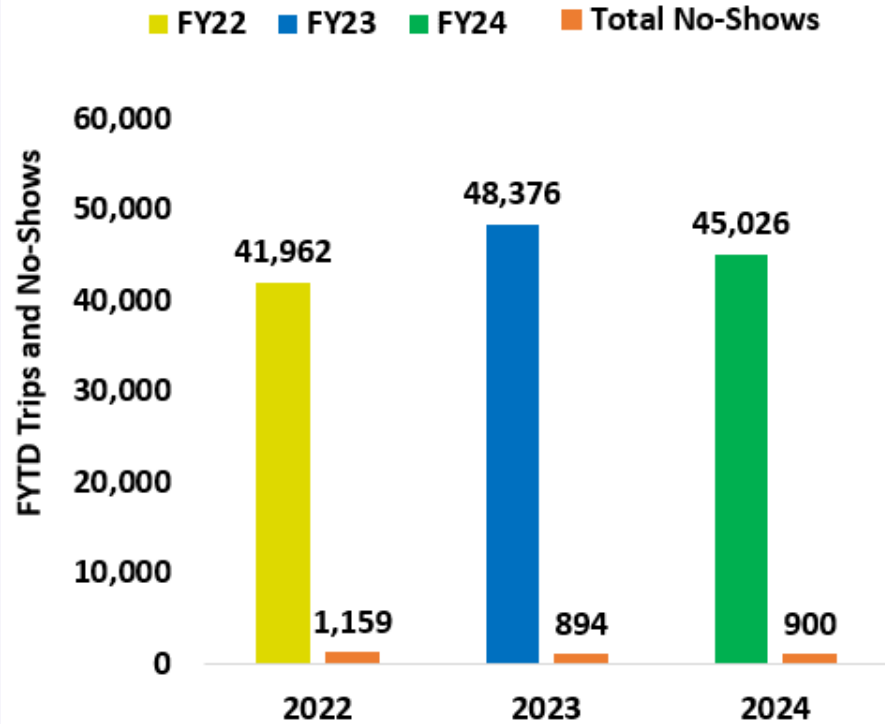
Missed Trips by Percentage



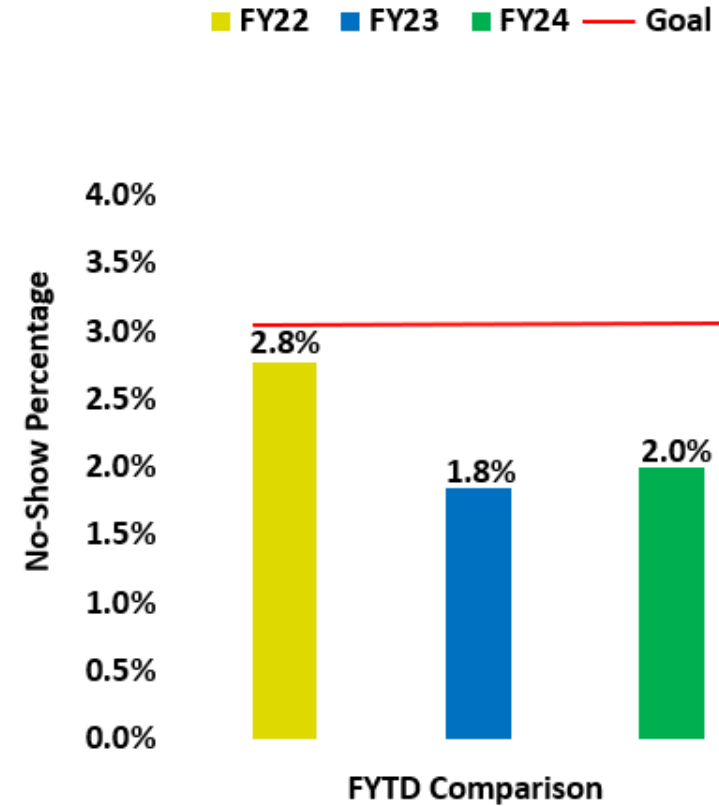
Missed Trip: A trip is considered missed by the Agency when the vehicle arrives outside of the pick-up window and the rider does not take the trip. Similarly, if a vehicle arrives before the beginning of the pick-up window and the rider does not board and the vehicle departs, it is a missed trip.

Goal for Missed Trips: 0.50% or below, which is the industry standard for missed trips.

Paratransit Total Trips vs. No-Shows FYTD Through November



No-Show Percentage FYTD

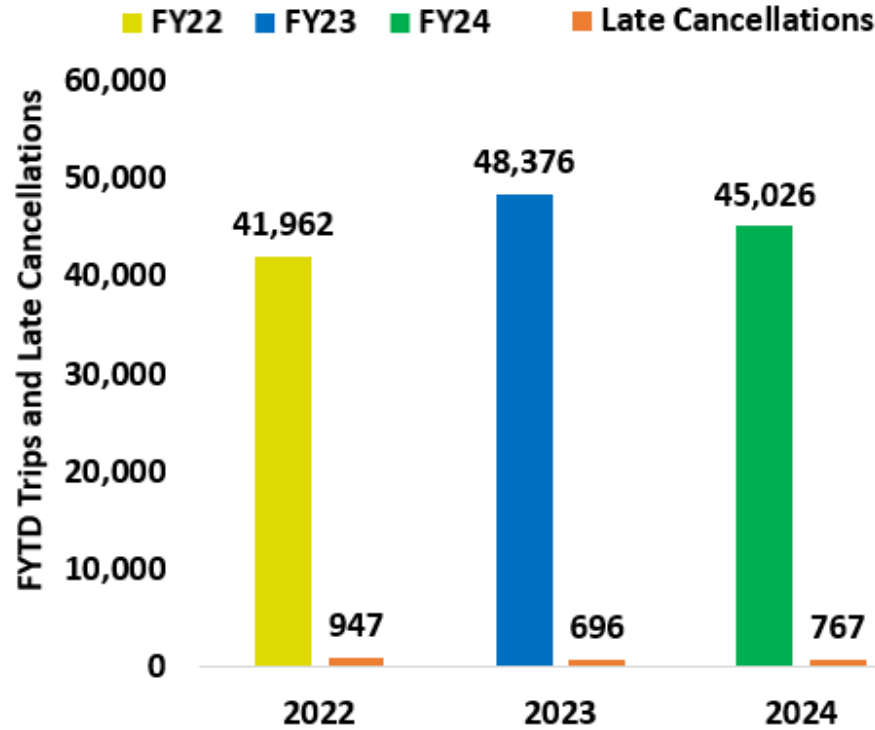


Trip: A one-way trip booked by the rider. A round trip is counted as two (2) trips.

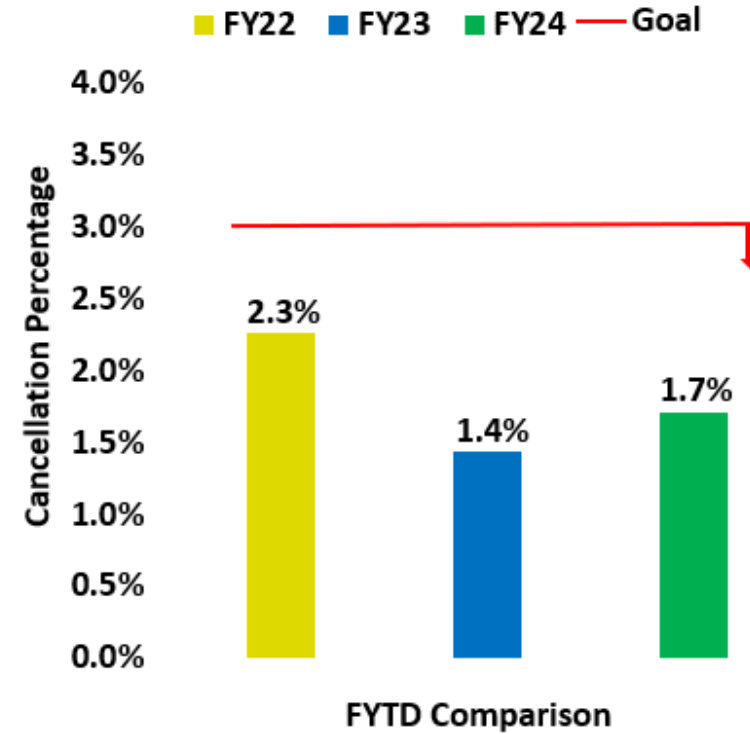
No-Show: A trip where an authorized ADA paratransit service vehicle arrives at the designated pick-up location, waits the required five (5) minute period while the rider is not present to board the vehicle.

Goal for No-Shows: 3% or below.

Paratransit Total Trips vs. Late Cancellations FYTD Through November



Late Cancellation Percentage FYTD



Trip: A one-way trip booked by the rider. A round trip is counted as two (2) trips.

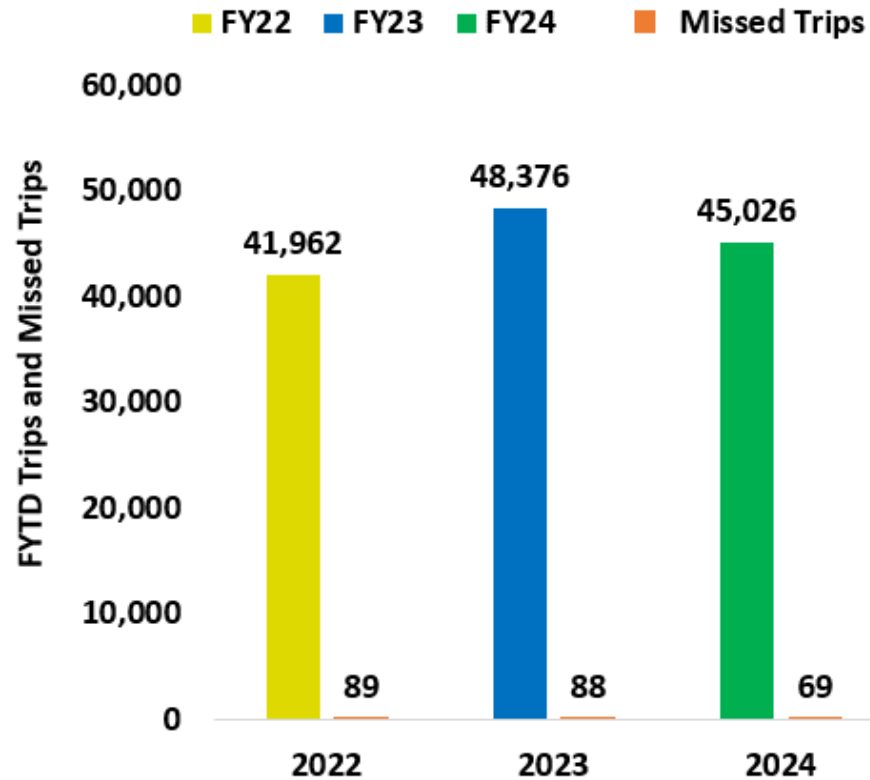
Late Cancellation: A trip for which a rider does not cancel within two (2) hours before the scheduled pick-up time.

Goal for Late Cancellations: 3% or below.

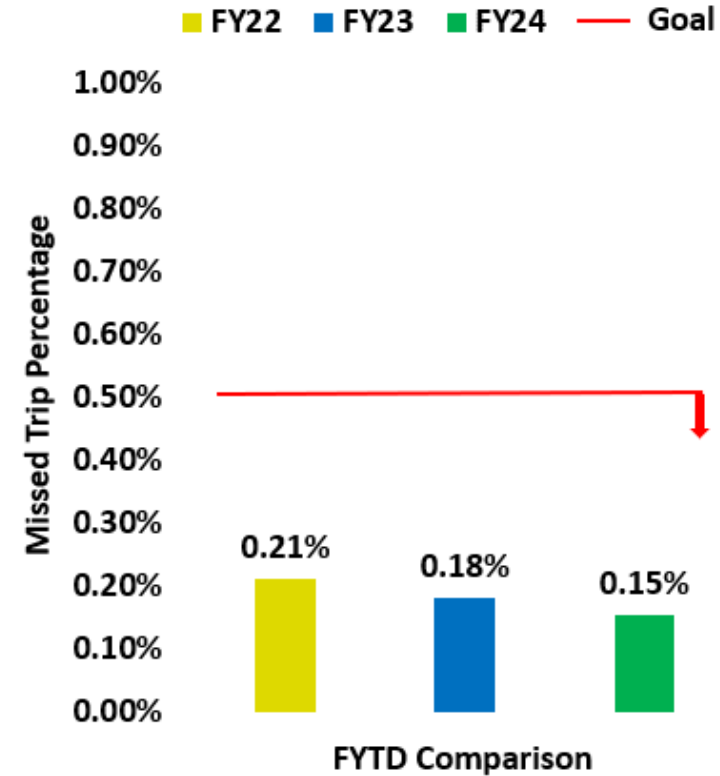
Total Trips: Total one-way trips completed.

Paratransit Total Trips vs. Missed Trips

FYTD Through November



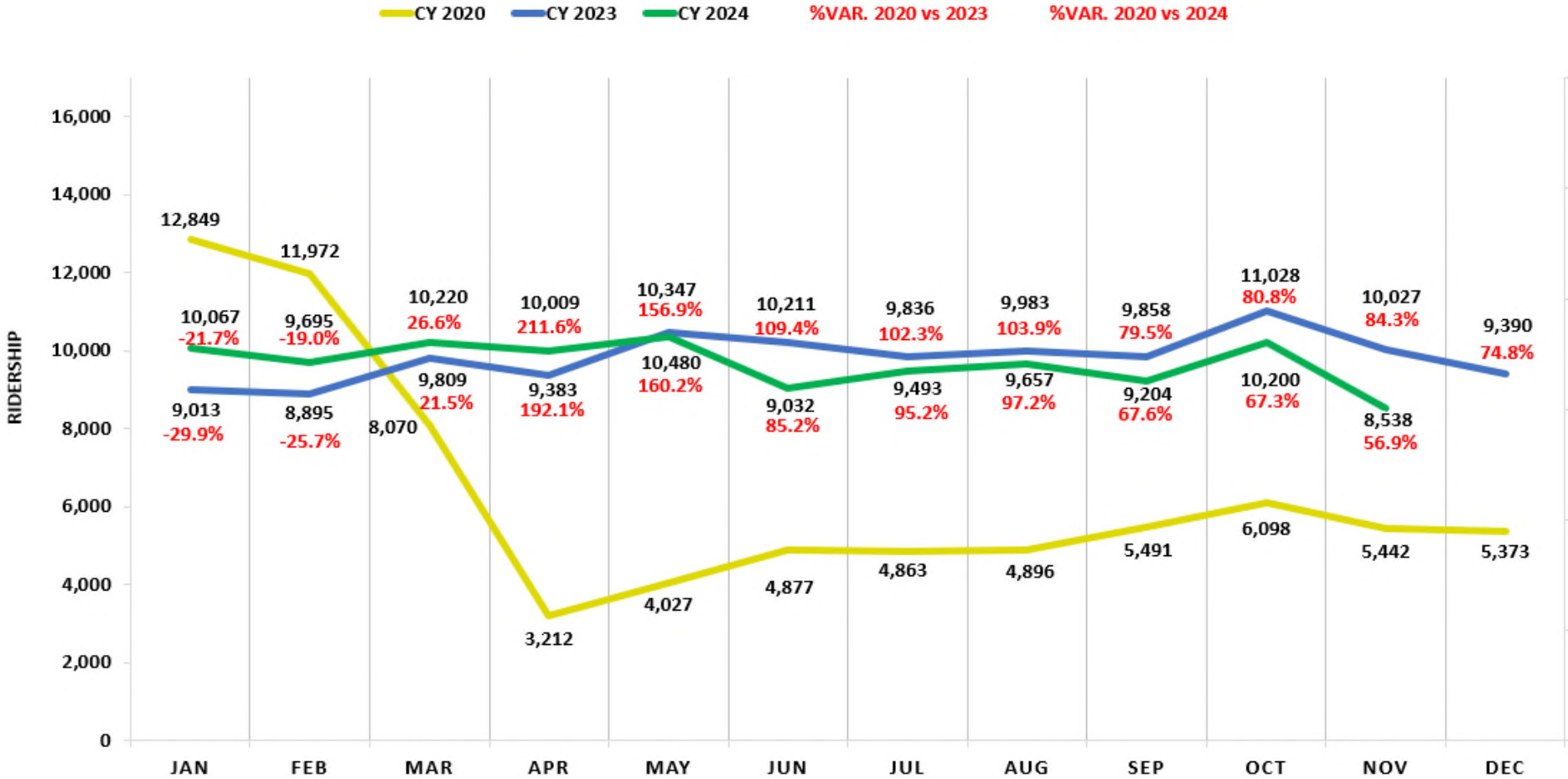
Missed Trip Percentage FYTD



Missed Trip: A trip is considered missed by the Agency when the vehicle arrives outside of the pick-up window and the rider does not take the trip. Similarly, if a vehicle arrives early, before the beginning of the pick-up window and the rider does not board and the vehicle departs, it is a missed trip.

Goal for Missed Trips: 0.50% or below, which is the industry standard for missed trips.

Paratransit Ridership COVID-19 Recovery



Beginning January 2022, instead of comparing the ridership to the 2019 pre COVID-19 levels, we will be moving forward with comparing from 2020 and 2024. Variances are in red close to their corresponding ridership number. 2023 and 2024 are referring to the baseline of 2020. January 2020 and February 2020 show pre-pandemic COVID-19 ridership numbers.

CY 2021 has been removed to reflect the two (2) most recent years in recovery. CY 2020 will remain on the chart since it is the baseline needed to compare ridership recovery for CY 2023 & CY 2024. The chart displays a consistent increase in ridership each year, which can be attributed to more businesses, schools, and institutions returning to regular services.