

ACCESS Advisory Committee Agenda Tuesday, November 12, 2024 10:00 AM

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

ITEM

- 1. CALL TO ORDER
- 2. FLAG SALUTE
- 3. ROLL CALL
- 4. FINALIZATION OF AGENDA November 12, 2024
- 5. APPROVAL OF MINUTES September 10, 2024
- 6. PUBLIC COMMENTS

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. COMMITTEE MEMBER COMMENTS
- 8. COMMITTEE CORRESPONDENT REPORTS

8a) Review Ridership for Fixed Route and SunDial August 2023-2024 and September 2023-2024

SunLine Staff

8b) Appeals Subcommittee

Vacant

8c) Membership Subcommittee
New member Application:
Abdelhak Bouzroud

Jairho Urzua

8d) Evaluation of Services Subcommittee

Desert Arc

8e) Legislative Subcommittee

Edith Hernandez

9. NEW BUSINESS

9a) December Board Briefing of the Service Change

SunLine Staff

10. COMMUNITY UPDATES

Open Forum

11. **NEXT MEETING DATE** – January 14, 2025 at 10:00 AM at:

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

12. ADJOURNMENT

PLEASE RSVP BY EMAIL OR PHONE TO: Jairho Urzua at jurzua@sunline.org or (760) 343-3456

Next scheduled SunLine Transit Agency Board Meeting: December 4, 2024 at 12:00 PM

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.



To: Access Advisory Committee

From: Jairho Urzua, ADA Eligibility & Compliance Specialist

Date: September 10, 2024

RE: COMMITTEE MINUTES OF September 10, 2024

1. CALL TO ORDER

Colleen Evans called the meeting to order at 10:00 AM.

2. FLAG SALUTE

Tammy Edwards led the group with the Pledge of Allegiance. "I pledge allegiance to the Flag of the United States of America, and to the Republic for which it stands, one Nation under God, indivisible, with liberty and justice for all."

3. ROLL CALL

Jairho Urzua SunLine's ADA Eligibility & Compliance Specialist conducted the roll call.

Committee Members Present:

Colleen Evans – Coachella Valley Transit Rider Felice Chiapperini - Community Development Specialist Desert Oasis Healthcare Leslie Quinones – Director, Disabled Students Program Services COD

Committee Members Absent:

Juan Gamez, Jr. – Employment Services Program Manager at Desert Arc Ronald A Stewart – Executive Vice President at Desert Arc Byron Jessie – Manager Outdoor Resort– Palm Springs Rigoberto Mariscal – Director of Transportation at Desert Arc

SunLine Staff:

Karina Villalpando – Marketing Specialist
Carol Dillon – Administrative Assistant For Human Resources
Tiffany Moore – Customer Service Manager
Jill Plaza – Taxi/Contracted Transportation Services Admin
Tammy Edwards – Customer Care Coordinator
Anna Julianelli – Taxi Regulatory Specialist

Jessica Leon – Transit Planning Research Data Analyst Anna Dan – Assistant Transit Planning Raymond Manriquez – Paratransit Lead controller

Members of the Public in Attendance: None present

Jairho Urzua was pleased to announce quorum was met. All members in attendance for this in-person meeting are able to clearly hear and see other participants.

- 4. FINALIZATION OF AGENDA for September 10, 2024. We have a quorum today. Felice Chiapperini made a motion to approve the minutes. Leslie Quinones seconded the motion. All in favor said Aye, the motion to approve the agenda carried and approved.
- 5. APPROVAL OF THE MINUTES for July 9, 2024. We have a quorum today. Felice Chiapperini made a motion to approve the minutes. Colleen Evans seconded the motion. All in favor said Aye, the motion to approve the minutes carried and approved.

6. PUBLIC COMMENTS

No comment cards were submitted. There were no members of the public present.

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. COMMITTEE MEMBER COMMENTS

Felice Chiapperini reminded everyone the flu shot season is upon us. He encouraged everyone to get their flu shots and pleased to announce Desert Oasis Healthcare provides shots at their three facilities (i.e., Palm Springs, Palm Desert and Indio locations). Desert Oasis Healthcare assist their members by appointments or walkups. We are happy to have Desert Oasis Healthcare attending SunLine's upcoming Open Enrollment Benefits Fair on September 16th and they will graciously be providing flu and COVID shots, as well.

8. COMMITTEE CORRESPONDANCE REPORTS

Jessica Leon Raymond Manriquez

8a) Review Ridership in June 2024 and July 2024

Jessica Leon, SunLine's Transit Planning Research Data Analyst, presented the numbers for June and July 2024.

Fixed Route Ridership:

For June 2024, Ridership was 197,700 For June 2023, Ridership was 207.771 For July 2024, Ridership was 193,744 For July 2023, Ridership was 186,280

Fixed Route Ridership Fiscal YTD Totals:

Through June, FY 2024, Ridership was 2,585,788 Through June, FY 2023, Ridership was 2,559,429 Through July, FY 2025, Ridership was 193,744 Through July, FY 2024, Ridership was 186,280 Fixed Route Ridership is up 4% fiscal year-to-date

Paratransit/SunDial Ridership:

For June 2024, Ridership was 9,032 For June 2023, Ridership was 10,211 For July 2024, Ridership was 9,493 For July 2023, Ridership was 9,836

Paratransit/SunDial Ridership Fiscal TD Totals:

Through June, FY 2024, Ridership was 119,492
Through June, FY 2023, Ridership was 110,154
Through July, FY 2025, Ridership was 9,493
Through July, FY 2024, Ridership was 9,836
Paratransit/SunDial Ridership is down 3.5% fiscal year-to-date

SolVan Ridership:

June 2024, Ridership was 1,959 June 2023, Ridership was 1,868 SolVan Ridership is up 17.1% fiscal year to date.

SunRide Ridership:

June 2024, Ridership was 1,787 FYTD total 22,435 July 2024, Ridership was 2,0199 - FYTD total 2,019

System Ridership Totals:

For June 2024, Ridership was 210,478 For June 2023, Ridership was 220,985 For July 2025, Ridership was 205,256 For July 2024, Ridership was 197,344

System Ridership Fiscal YTD Totals:

Through June FY 2024 Ridership was 2,751,099 Through June FY 2023 Ridership was 2,698,677 Through July FY 2025 Ridership was 205,256

Through July FY 2025 Ridership was 197,344 System Ridership total is up 4% fiscal year-to-date

Mobile Ticketing FY Ridership: July FY 2025 ticketing Fixed Route was 15,597 July FY 2025 ticketing Paratransit was 136 July FY 2025 ticketing High School Haul Pass was 5,864

Jessica's presentation ended and available to answer questions. No questions were asked but everyone complimented her on a job well done. Unfortunately, this is Jessica's last meeting since she will be leaving SunLine. Everyone wished her the best in her future endeavors.

Raymond Manriquez presented the Paratransit reports for June and July 2024.

Paratransit On-Time Performance:

June 2024 on-time performance 89.0%- June 2023 88.8% July 2024 on-time performance 89.1% - July 2023 93.7%

SunDial No-Shows: Percentage Goal for No-Shows set at 3%

June 2024, 133 no-shows FY24 (1.5%)

June 2023, 203 no-shows FY23 (1.5%)

July 2024, 178 no-shows FY 25 (2.0%)

July 2023, 179 no-shows FY 24 (1.9%)

SunDial Late Cancellation:

June 2024 late cancellations 127 vs 151 late cancellations in June 2023 July 2024 late cancellations 127 vs 151 late cancellations July 2023

SunDial Missed Trips:

June 2024 missed trips 14 vs 10 missed trips in June 2023 July 2024 missed trips 13 vs 11 late missed trips July 2023

Raymond ended his presentation and available for questions. The committee thanked both Jessica and Raymond for their presentations. The meeting turned back to Colleen Evans.

8b) Appeals Subcommittee

Vacant

No appeals pending at this time.

8c) Membership Subcommittee

Colleen Evans

• No membership applications are pending at this time.

8d) Evaluation of Services Subcommittee

Desert Arc Jairho Urzua

Jairho read an Evaluation of Services from a Sundial Rider, Sydney Cooper.

Appearance of the Bus – was rated Good.

Conditions, temperature, appearance of the bus stops – was rated Fair.

Sydney Cooper added comments and suggestions to improve the bus service as follows:

From my recent experiences, I have not had much actual assistance from Sundial. The general lack of communication has greatly inconvenienced me and my ability to get to and from work. This has negatively affected my pay whereas if there was another step to help get information I need to be on time for work comfortably. Short notice changes very much cause a more stressful or restless work week. I tried my best to be reasonable and accommodate to these last minute changes since using SunDial Services. These is only so much I can do on my end.

8e) Legislative Subcommittee

Edith Hernandez

Edith was unable to attend today's meeting.

9. NEW BUSINESS Open Forum

Karina Villalpando announced SunLine had service changes on Sunday, September 1, 2024. These adjustments to the fixed route network are designed to balance frequency across some of the routes, with a particular emphasis on the new Coachella Transit Hub and the additional stop for the 10 Commuter Link.

The service changes took effect on September 1, 2024, are as follows:

Routes 1EV, 6 and 8 – New Coachella Transit Hub

These routes will no longer stop at the 5th at Vine stop in Coachella. The new stop will be at the Coachella Transit Hub on 4th at Cesar Chavez.

Route 2

Route 2 service will operate every 30 minutes, seven (7) days a week. Northbound trips will depart nine (9) minutes earlier starting from B St. and Buddy Rogers.

Route 4

Route 4 service will operate every 60 minutes, seven (7) days a week. Eastbound trips will depart five (5) minutes later starting from El Cielo and Kirk Douglas.

Route 5

Route 5 service will have minor schedule adjustments and continue to operate on weekdays only, Monday through Friday.

10 Commuter Link

New stop added at the Thousand Palms Transit Hub on Varner at Harry Oliver Trail – on September 3rd, the westbound trips will depart 10 minutes earlier

- -Westbound Route: Indio > CSUSB (PDC) > Thousand Palms Transit Hub > Beaumont > CSUSB > SBTC
- Eastbound Route: SBTC > CSUSB > Beaumont > Thousand Palms Transit Hub > CSUSB (PDC) > Indio

200 Tripper

200 Tripper will now start service 10 minutes earlier. It will depart from West and Pierson in Desert Hot Springs at 7:30 a.m.

10. COMMUNITY UPDATES

Leslie Quinones mentioned that College of the Desert (COD) is inclusive with the ADA community and appreciates SunLine for their services. Students who were not coming to class are now enrolling and coming. Leslie has not received complaints from the ADA students. She wants to give SunLine's services kudos for giving the students the opportunity to get to class.

11. NEXT MEETING DATE:

November 12, 2024 at 10:00 AM at SunLine Transit Agency SunLine's Board Room 32-505 Harry Oliver Trail Thousand Palms, CA 92276

12. ADJOURNMENT

Felice Chiapperini made a motion to adjourn and Leslie Quinones seconded the motion. All in favor voiced Aye, the motion was carried and approve. Colleen announce the meeting adjourned at 10:45 a.m.

Next scheduled SunLine Transit Agency's Board Meeting: September 25, 2024 at 12:00 PM

cc: Tamara Miles
Tina Hamel
Karina Villalpando
Edith Hernandez
Paul Mattern
Jill Plaza
Anthony Parham
Tiffany Moore
Marina Blackstone
Jessica Leon
Carol Dillon

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

Before or after the Access Advisory Committee meeting, individuals can meet with staff from SunLine Transit Agency to discuss individual transportation issues

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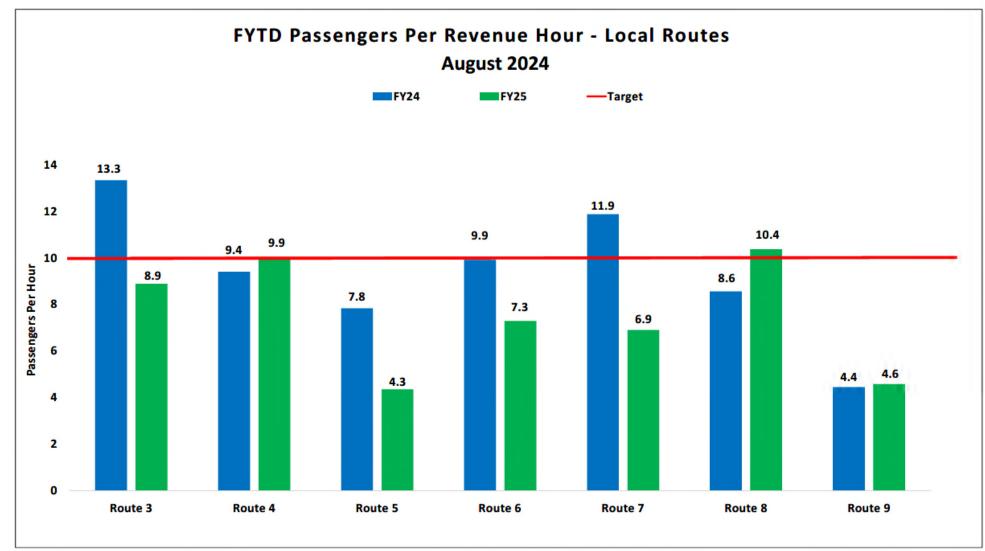
7. COMMITTEE MEMBER COMMENTS





ACCESS Advisory Committee Correspondent Reports

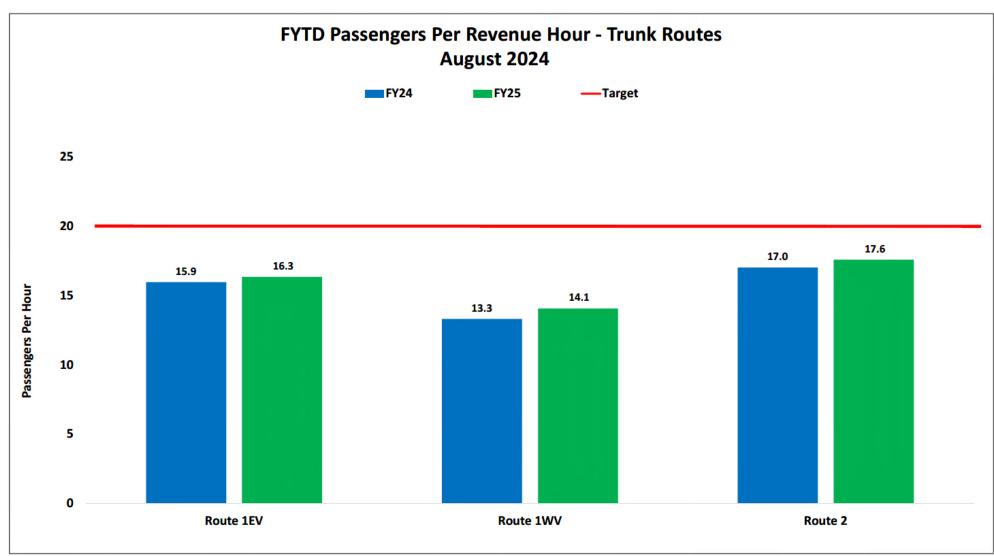
November 12, 2024



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).

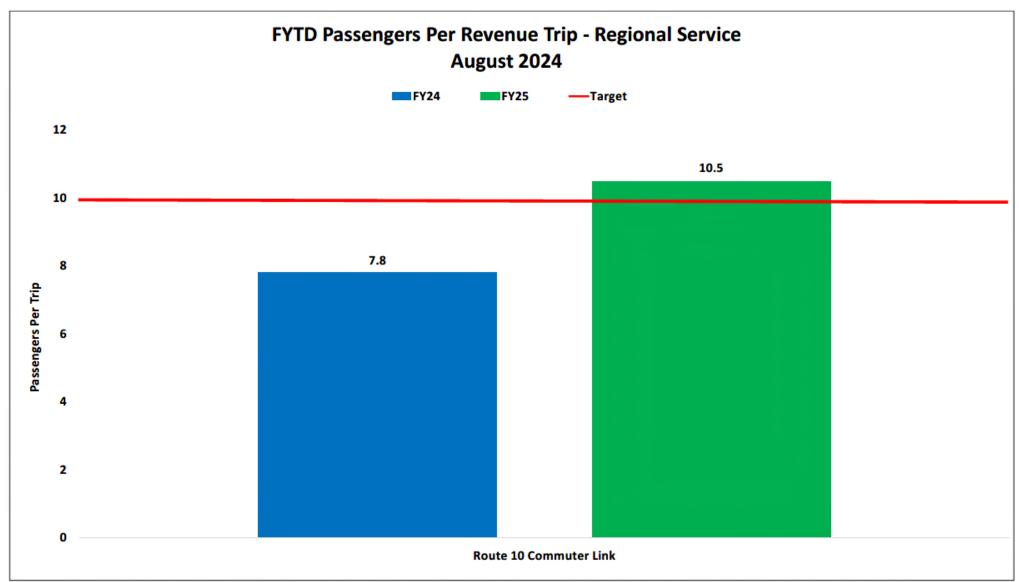
Local routes are secondary routes that connect to the trunk routes and supplement the SunBus network.



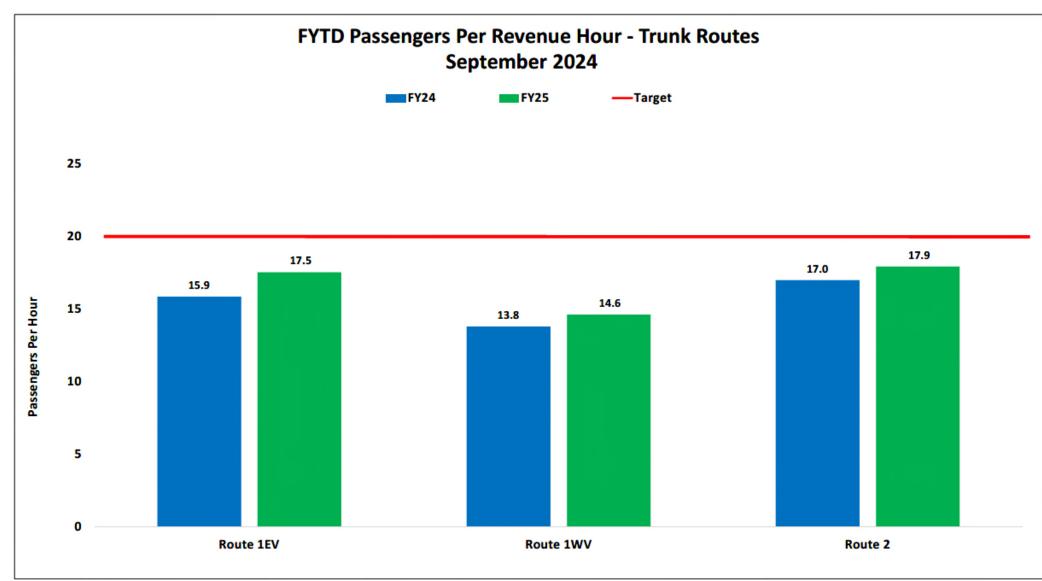
The chart above represents the system performance on trunk routes for Passengers Per Revenue Hour (PPRH).

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.



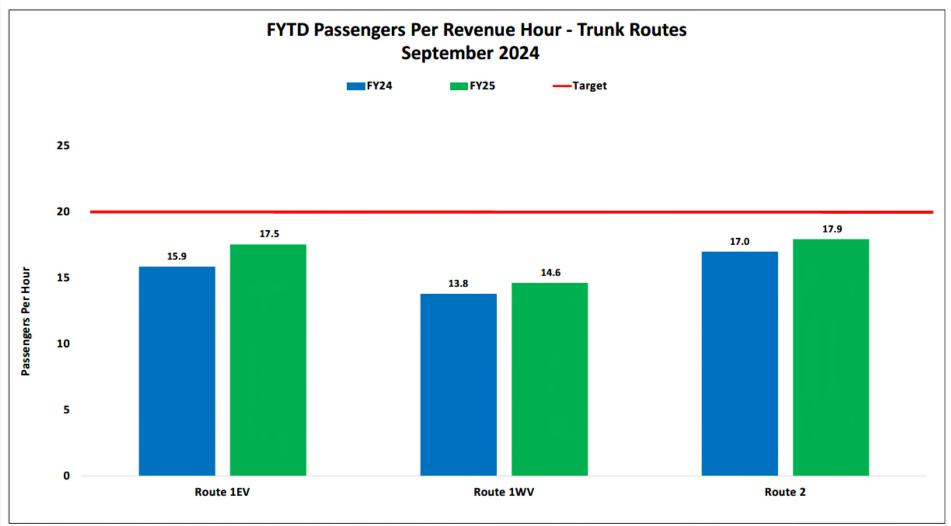
The chart above represents the system performance target for regional service on the 10 Commuter Link which is based on Passengers Per Revenue Trip (PPRT). The target for regional service is 10 PPRT. The FY25 goal is based on the Board approved Service Standards Policy (B-190613).



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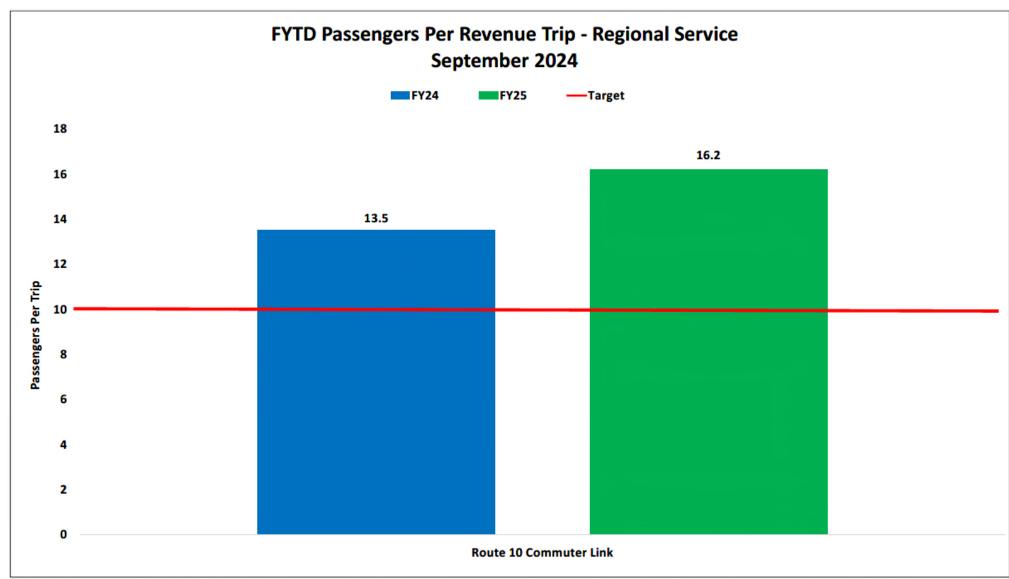
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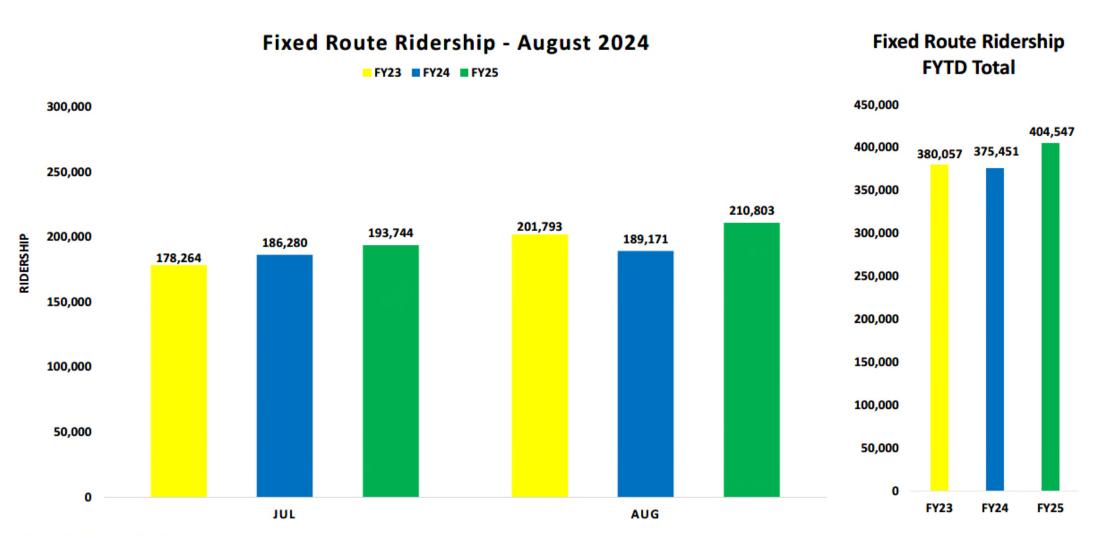
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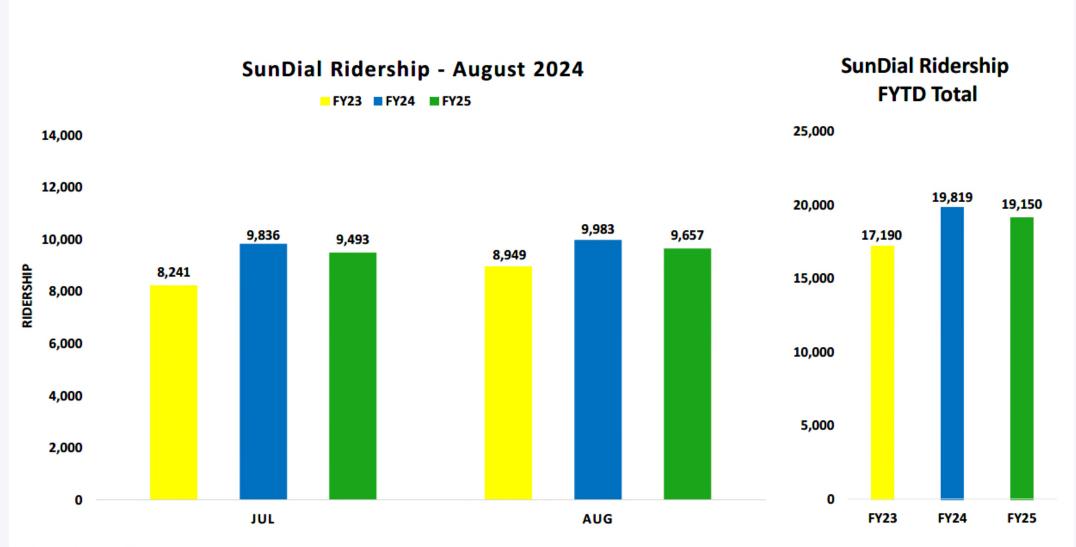
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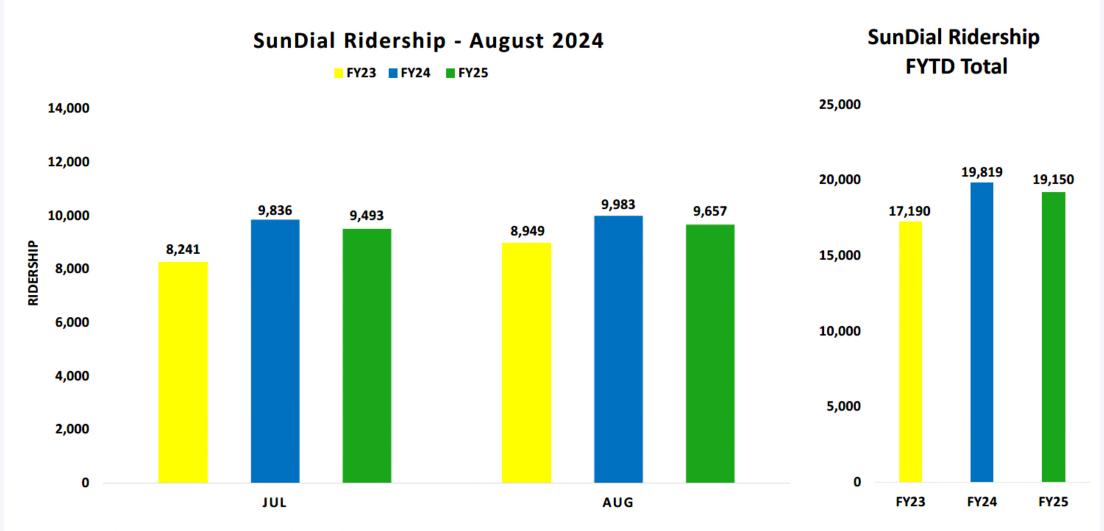
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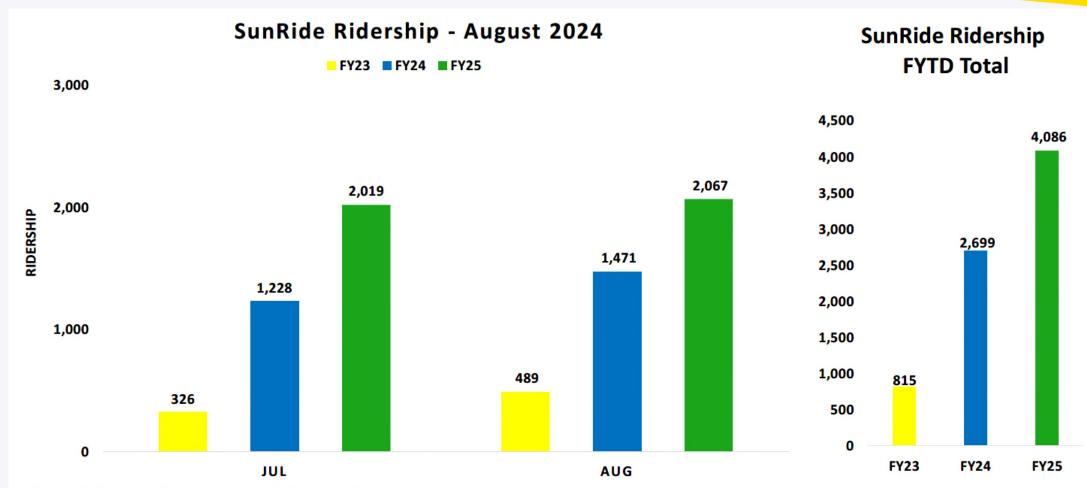
Ridership (or boardings) is the number of rides taken by passengers. Fixed route ridership counts are based on Unlinked Passenger Trips (UPT). Fixed route ridership is up 7.7% fiscal year to date.



Ridership (or boardings) is the number of rides taken by passengers. SunDial ridership is down (3.4)% fiscal year to date.



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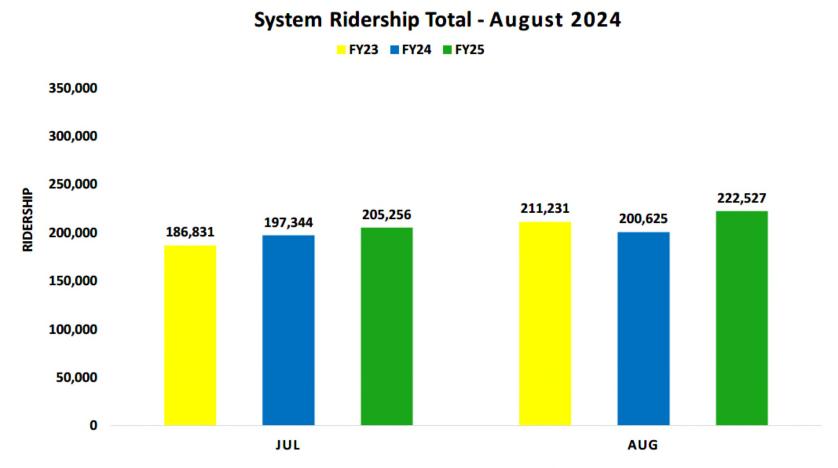


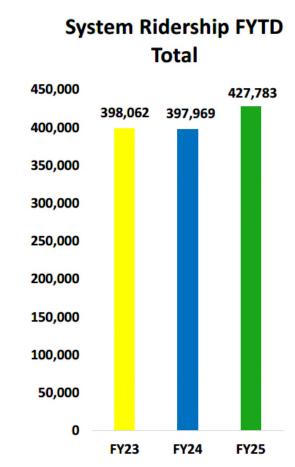
Ridership (or boardings) is the number of rides taken by passengers.

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.

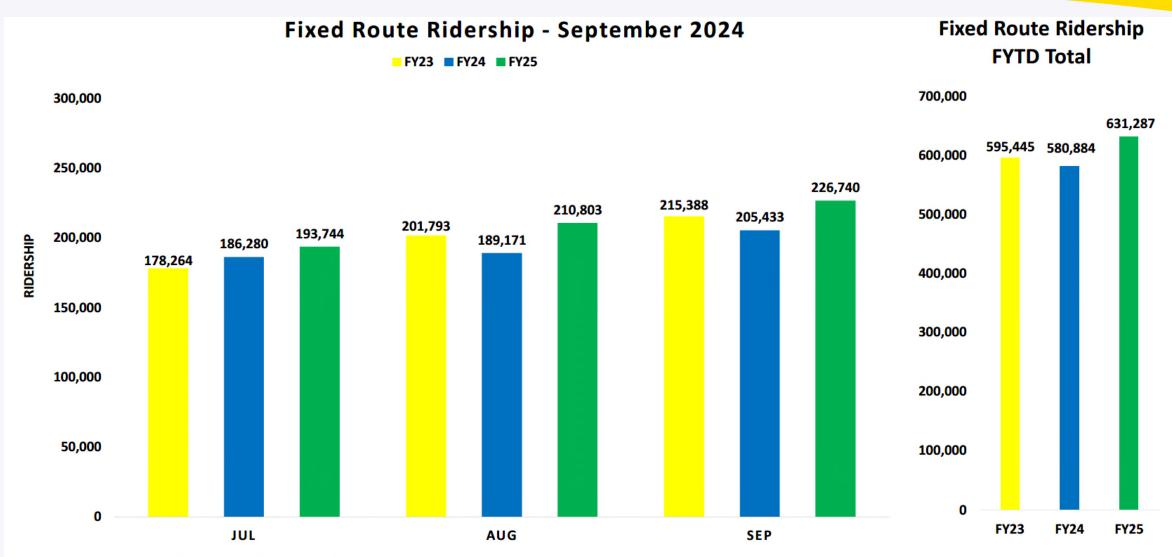
Riders use this service with a smartphone app, SunRide, which will call for a SunRide vehicle to pick them up at a destination within the designated zones and/or bus stops. SunRide pilot program launched on January 4, 2021.



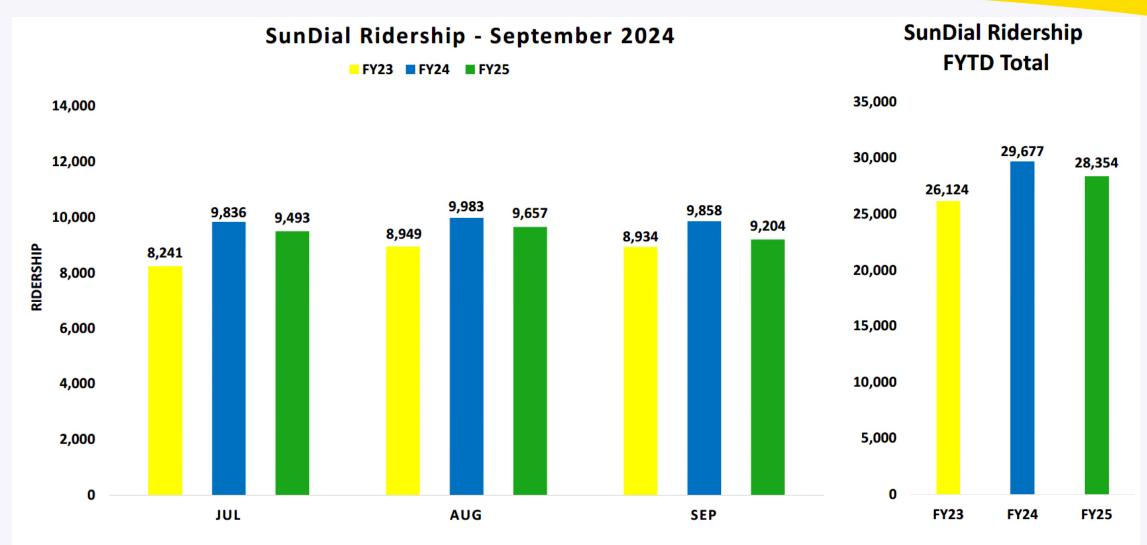


Ridership (or boardings) is the number of rides taken by passengers using Fixed Route, SunDial, SolVan and SunRide. Ridership counts are based on Unlinked Passenger Trips (UPT).

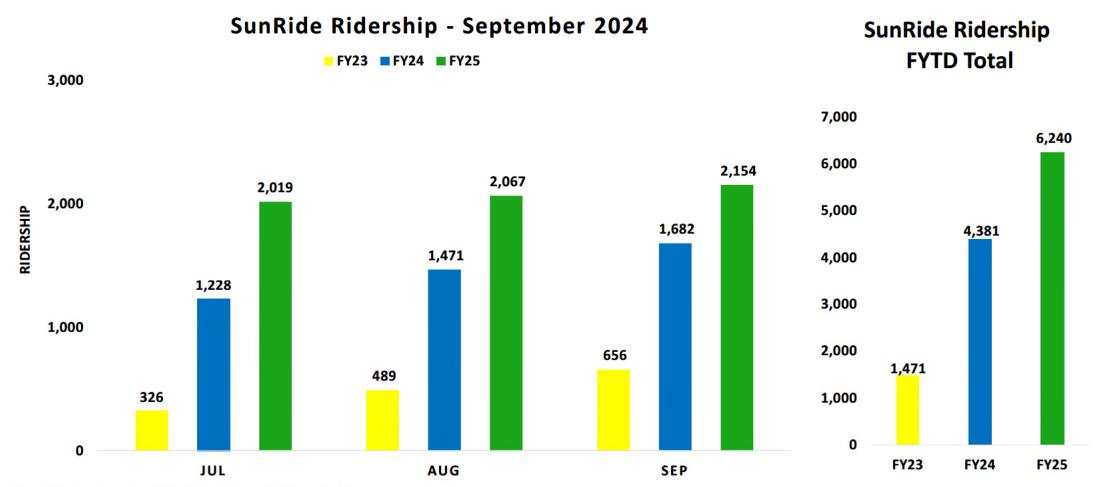
System Ridership Total is up 7.49% fiscal year to date.



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 8.7% fiscal year to date.



Ridership (or boardings) is the number of rides taken by passengers. SunDial ridership is down (4.5)% fiscal year to date.

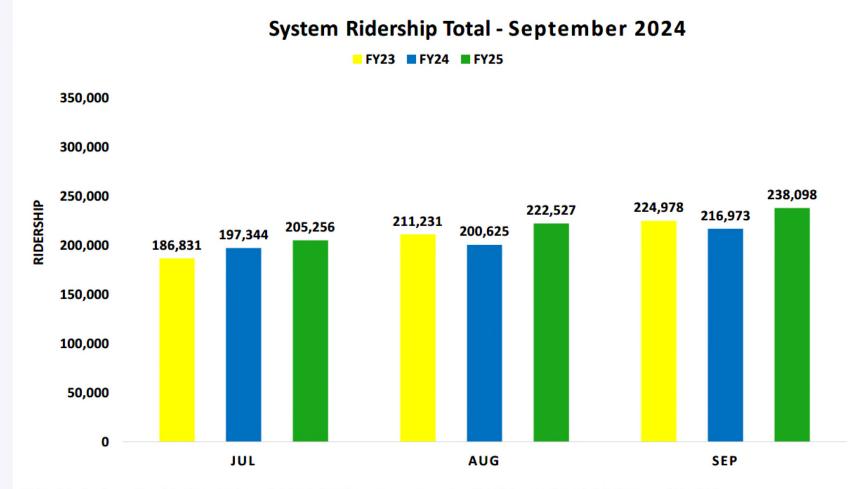


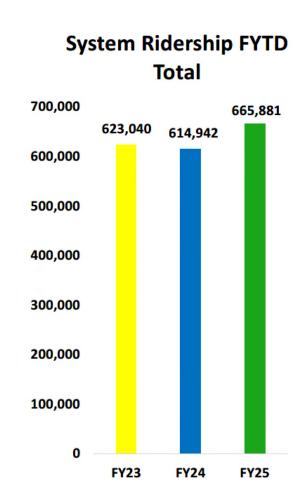
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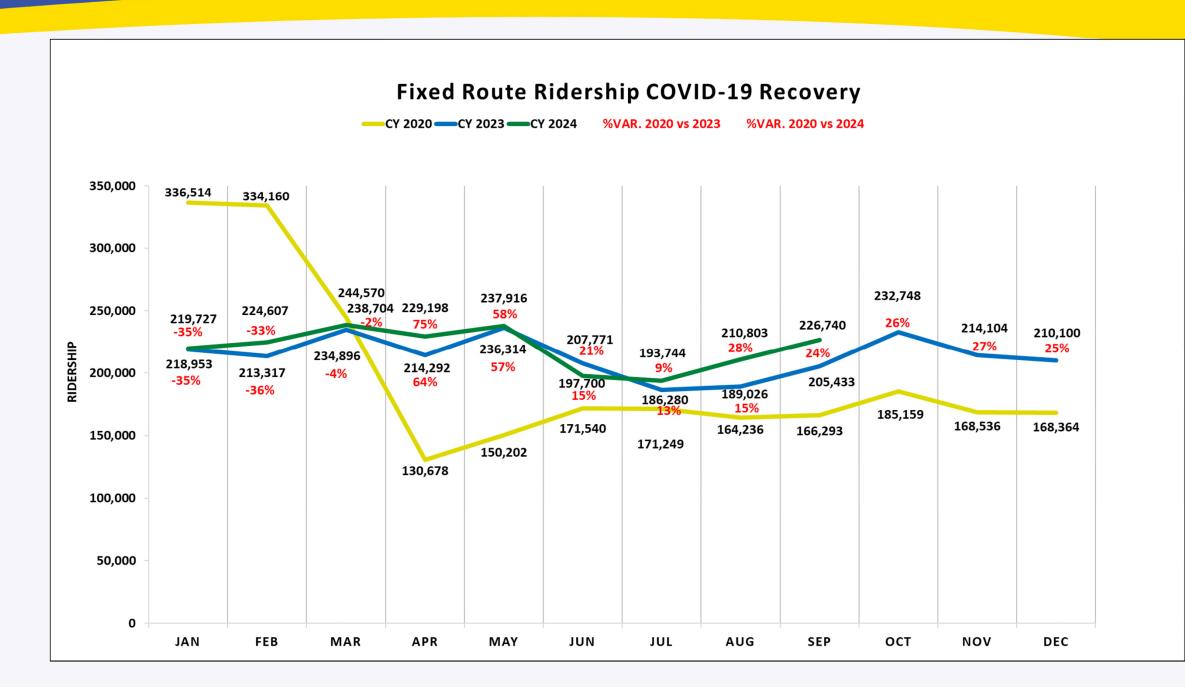
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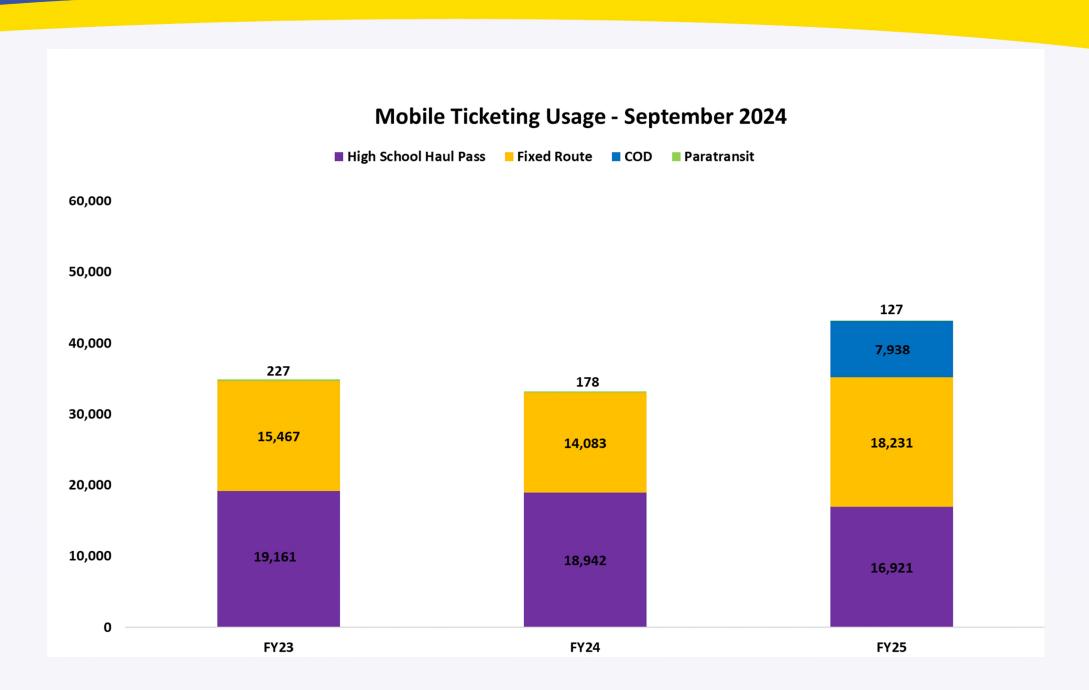


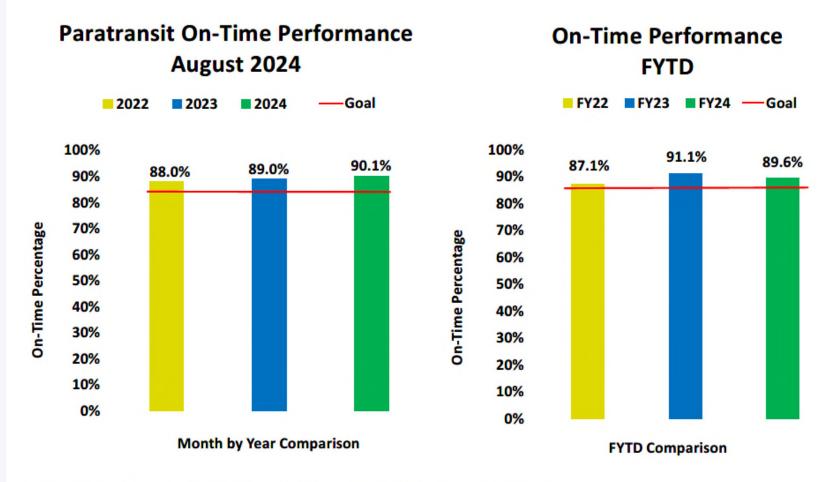


Ridership (or boardings) is the number of rides taken by passengers using Fixed Route, SunDial, SolVan and SunRide. Ridership counts are based on Unlinked Passenger Trips (UPT).

System Ridership Total is up 8.2% fiscal year to date.



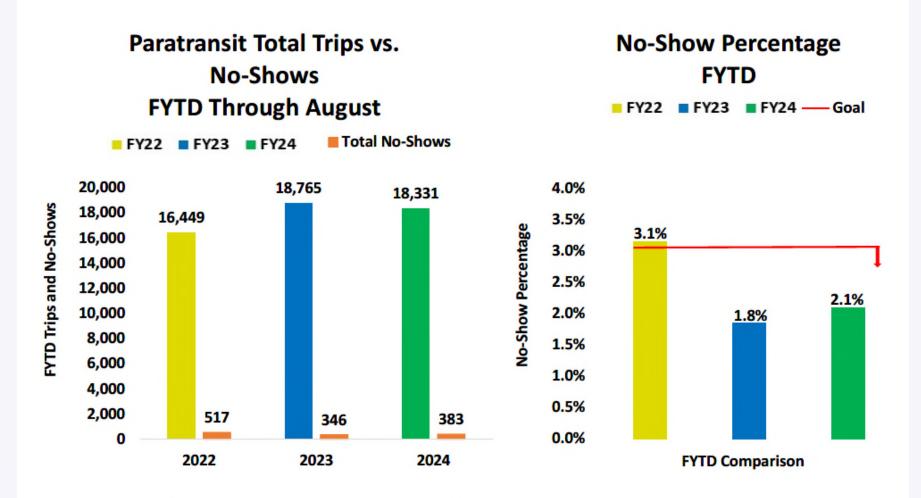




On-Time: When the rider is picked up within 30 minutes of the scheduled pick-up time.

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.



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.

Late Cancellations Paratransit Total Trips vs. by Percentage **Late Cancellations August** FY22 ■ FY23 ■ FY24 ——Goal FY22 ■ FY23 ■ FY24 ■ Late Cancellations 12,000 4.0% **Trips and Late Cancellations** Late Cancellation Percentage 3.5% 9,543 10,000 9,269 8,621 3.0% 8,000 2.2% 2.5% 2.0% 6,000 1.5% 1.3% 1.3% 4,000 1.0% 2,000 0.5% 193 122 117 0.0% 0 Month by Year Comparison

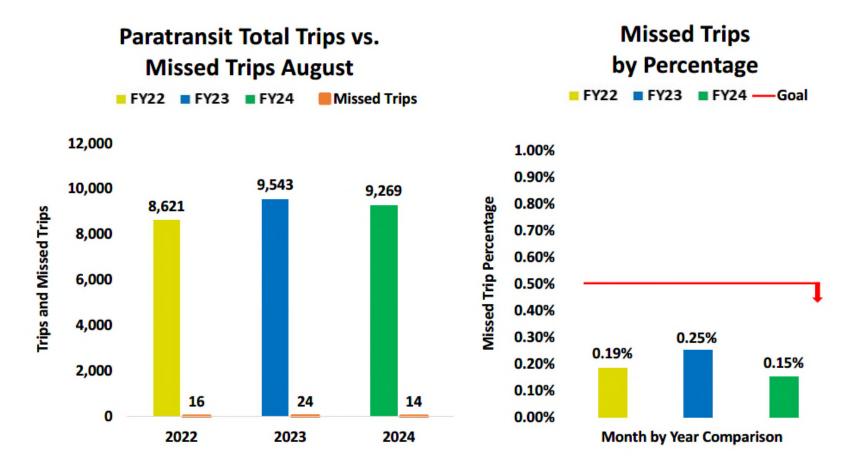
Trip: A one-way trip booked by the rider. A round trip is counted as two (2) trips. Late Cancellation: A trip for which a rider cancels two (2) hours or less before the scheduled pick-up time. Goal for Late Cancellations: 3% or below.

2024

2023

Total Trips: Total one-way trips completed.

2022



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 On-Time Performance **On-Time Performance** September 2024 **FYTD** Goal FY22 FY23 FY24 — Goal 2022 2023 2024 100% 100% 90.6% 89.8% 88.1% 90.2% 90.4% 89.7% 90% 90% 80% 80% 70% On-Time Percentage 70% On-Time Percentage 60% 60% 50% 50% 40% 40% 30% 30% 20% 20% 10% 10% 0% 0%

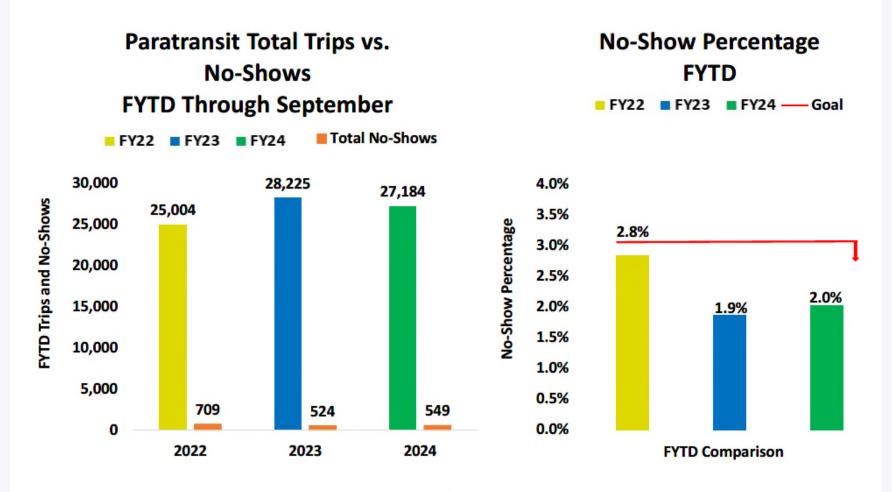
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Month by Year Comparison

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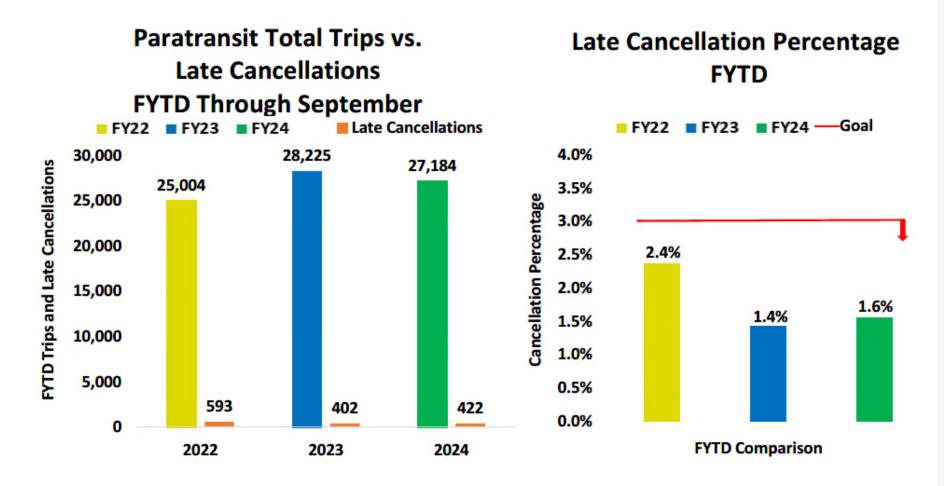
FYTD Comparison



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.

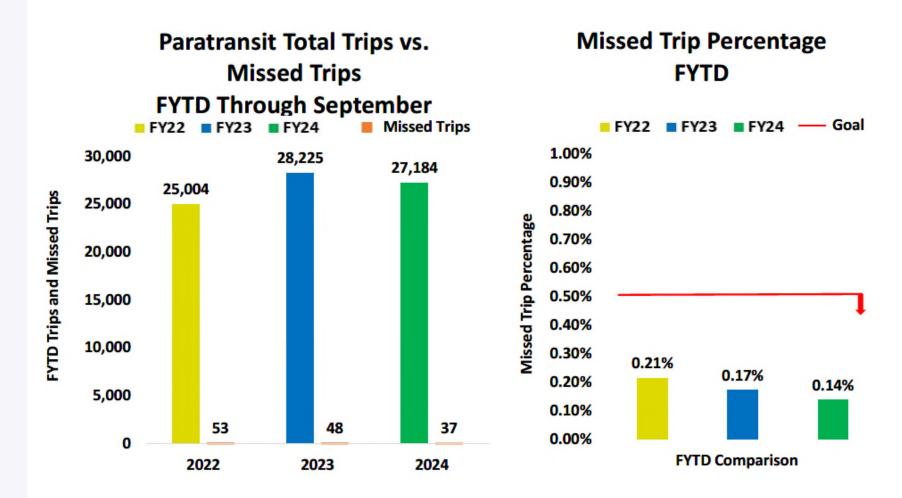


Trip: A one-way trip booked by the rider. A round trip is counted as two (2) trips.

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

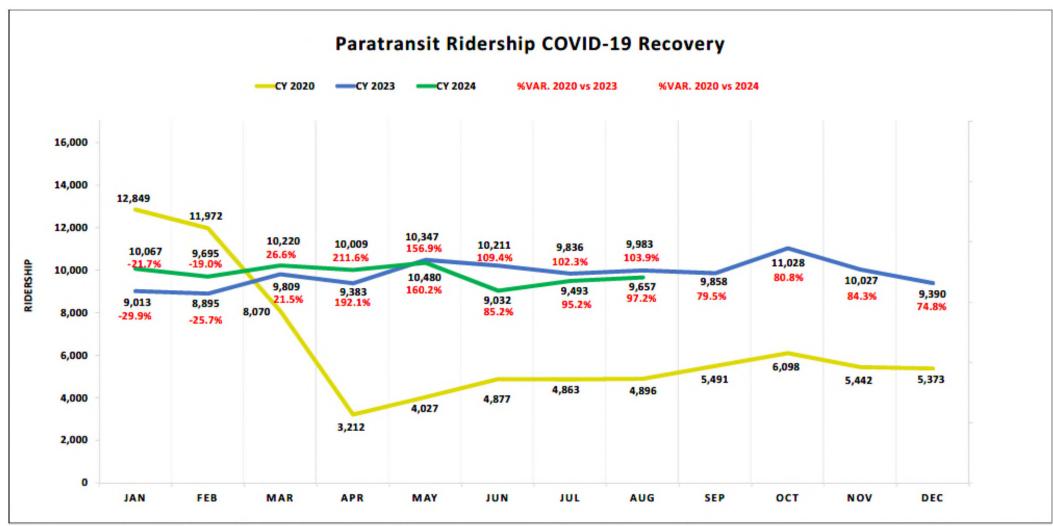
Goal for Late Cancellations: 3% or below.

Total Trips: Total one-way trips completed.



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.



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.





SunLine Service Change Dates

 Per our Collective Bargaining agreement with Amalgamated Transit Union Local 1277, we are required to have three (3) service changes per year. These changes go into effect, January, May, and September.

MEMORANDUM OF UNDERSTANDING

BETWEEN

SUNLINE TRANSIT AGENCY

AMALGAMATED TRANSIT UNION LOCAL 1277

April 1, 2022 through March 31, 2025







Service Change - Headways

Effective January 7, 2024

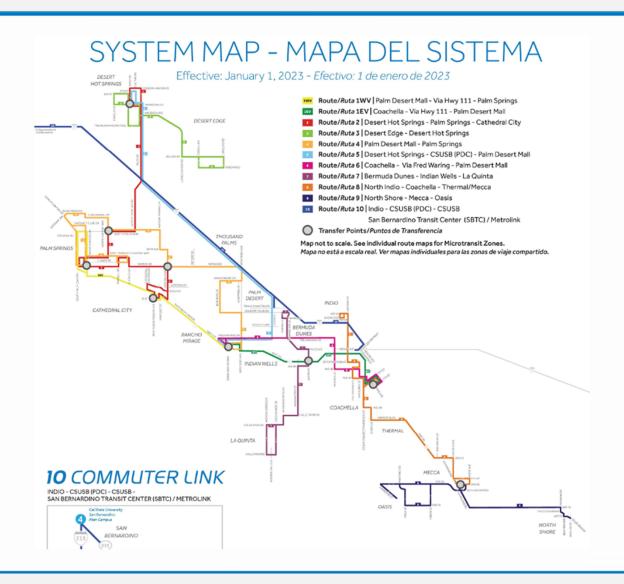
la .		Weekday	Saturday	Sunday
1WV	Palm Desert Mall - Palm Springs	30	30	30
1EV	Coachella - Palm Desert Mall	30	30	30
2	Desert Hot Springs - Palm Springs - Cathedral City	30	30	30
3	Desert Edge - Desert Hot Springs	30	60	60
4	Palm Desert Mall - Palm Springs	60	60	60
5	Desert Hot Springs - CSUSB Palm Desert -Palm Desert Mall	60	NS	NS
6	Coachella - Via Fred Waring - Palm Desert Mall	60	NS	NS
7	Bermuda Dunes - Indian Wells - La Quinta	45	90	90
8	North Indio - Coachella - Thermal/Mecca	60	60	60
9	North Shore - Mecca - Oasis	60	60	60
10	Indio - CSUSB-PDC - CSUSB - San Bernardino Transit Center (SBTC)/Metrolink	4 round trips	NS	NS

- No change to headways
- No increase to revenue hours that impact the budget

NS: No Service

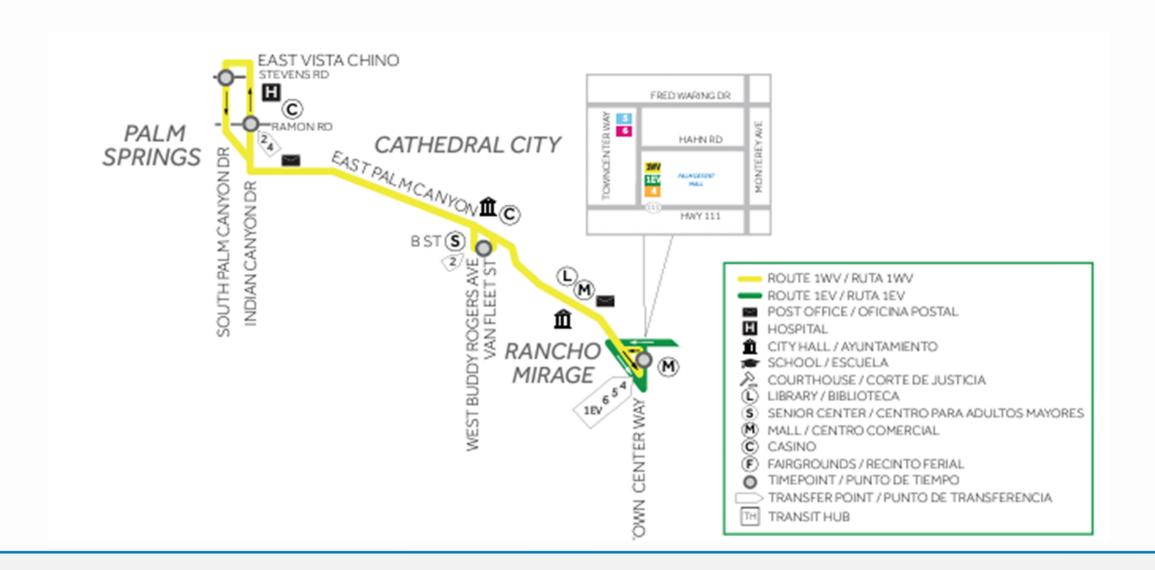


System Map



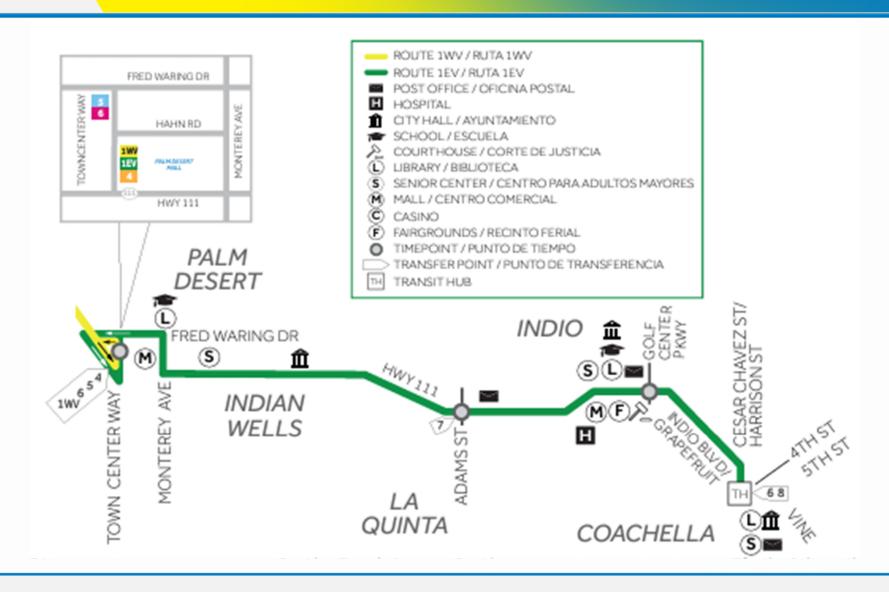


Route 1WV

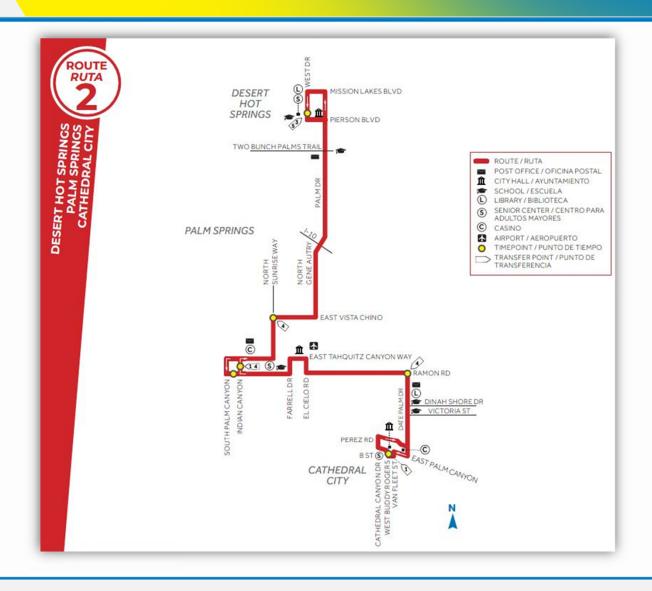




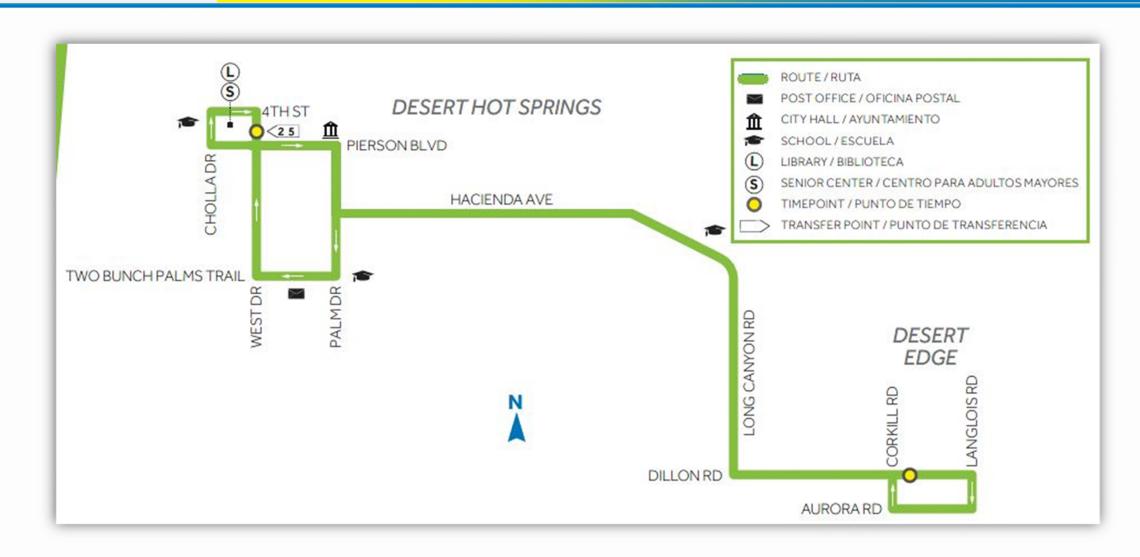
Route 1EV



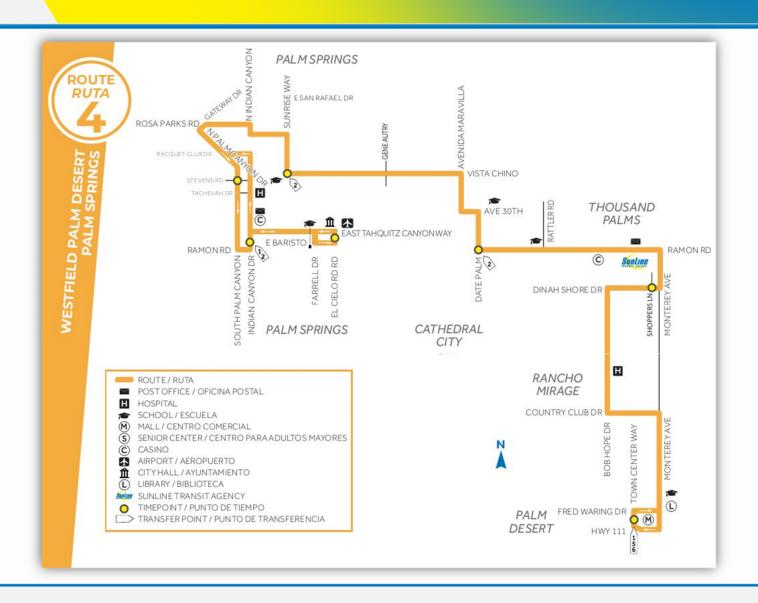




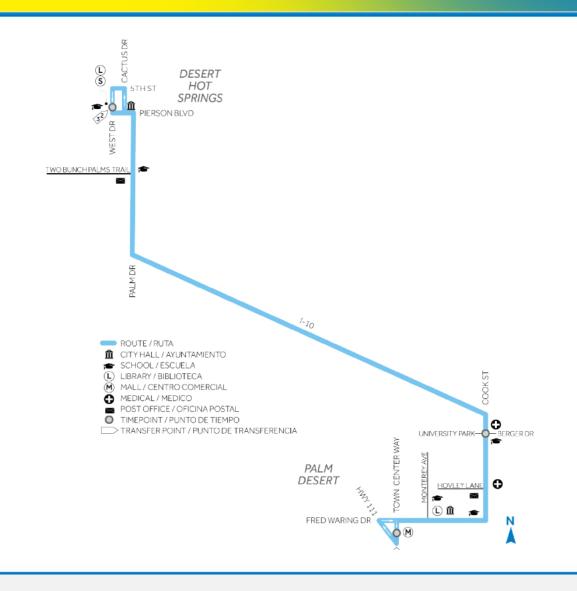








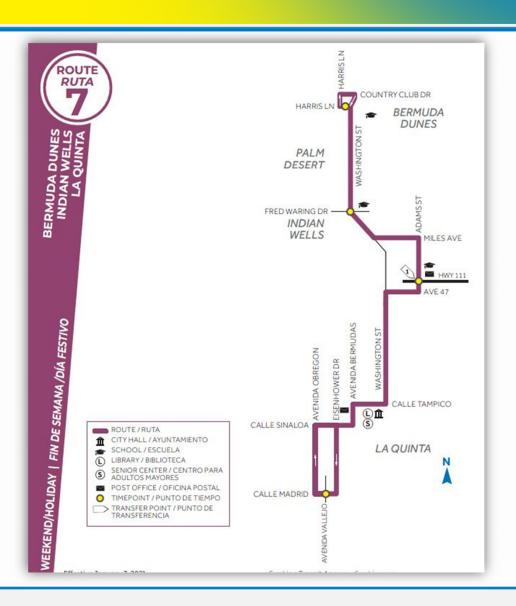












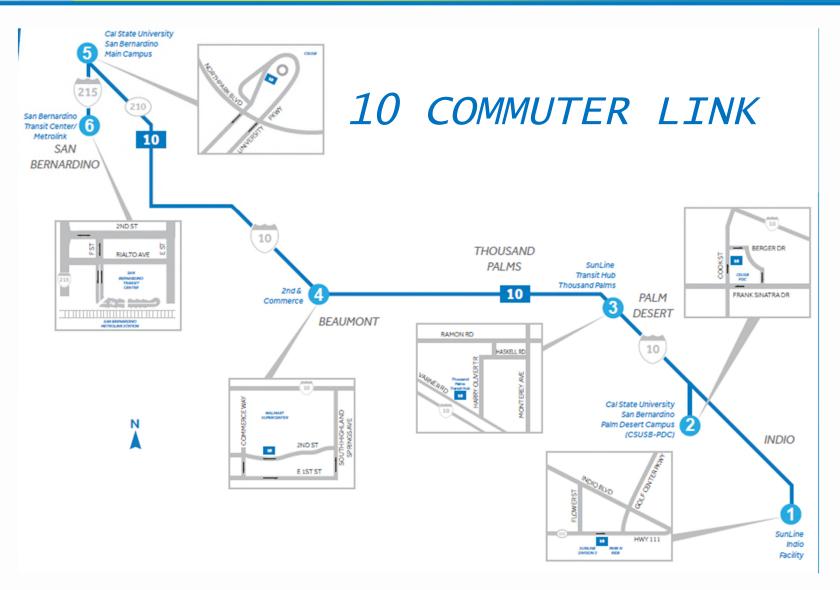












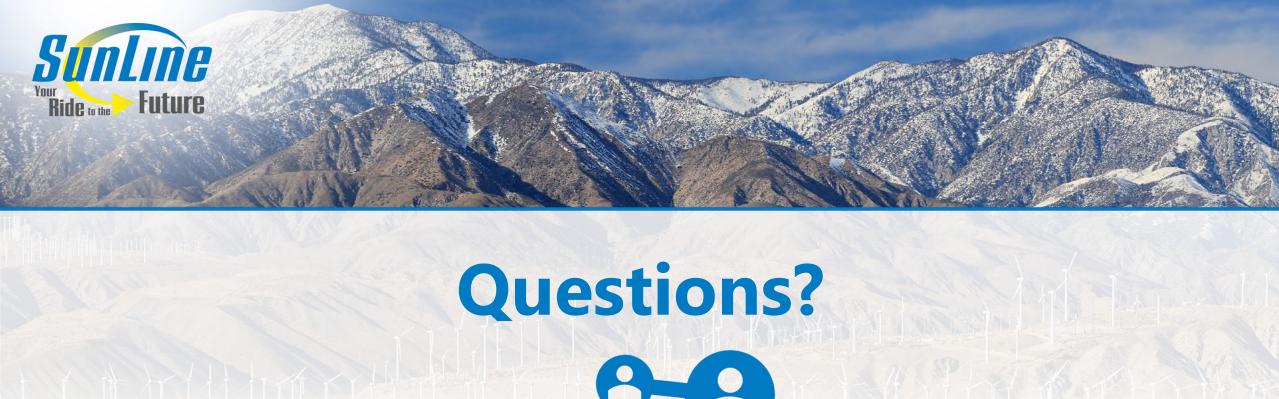


Service Change



Service Changes for January 2025

- 10 Commuter Link Stop at Greyhound Station.
- Create timepoint where Route
 1WV and Route 2 meet.
- Align running times to maintain or improve On Time Performance





8b) Appeals Subcommittee

Vacant

8c) Membership Subcommittee

New member Application:

Jairho Urzua

Abdelhak Bouzroud

8c) Evaluation of Service Subcommittee

Desert Arc

8e) Legislative Subcommittee

Edith Hernandez

9. NEW BUSINESS

SunLine Staff

9a) December Board Briefing of the Service

10. COMMUNITY UPDATES

Open Forum

11. NEXT MEETING DATE – January 14, 2025 at 10:00 AM:

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

12. ADJOURNMENT

Next scheduled SunLine Transit Agency Board Meeting: December 4, 2024 at 12:00 PM

THANK YOU