



*Access Advisory Committee Agenda*

Tuesday, November 13, 2018

10:00 a.m.

SunLine Transit Agency

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

Boardroom

**ITEM**

**1. CALL TO ORDER**

**2. INTRODUCTIONS**

**3. PRESENTATIONS**

**a. SunCommute/SolVan Program Update**

Chris Park

**b. Haul Pass Program Update**

Staff: Anita Petke, Transit Communications Service Specialist

**4. APPROVAL OF AGENDA – November 13, 2018**

**5. APPROVAL OF MINUTES – September 11, 2018**

**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 CORRESPONDENCE/REPORTS**

8a) Review Ridership for Fixed Route and SunDial  
June 2017-2018 and July 2017-2018 (in packets)

**SunLine Staff**

8b) Appeals Subcommittee  
- None to report

8c) Membership Subcommittee  
- None to report

**Mario Janesin,  
Tamara Miles**

8d) Evaluation of Services Subcommittee

**Joan Schon**

8e) Legislative Subcommittee

**Linda Samulski**

**9. NEW BUSINESS**

**SunLine Staff**

**10. COMMUNITY ISSUES**

**Open Forum**

**11. NEXT MEETING DATE**

January 8, 2019 at 10:00 a.m. SunLine Wellness Training Center  
32-505 Harry Oliver Trail  
Thousand Palms, CA 92276

**12. ADJOURNMENT**

Next scheduled SunLine Transit Agency Board Meeting: December 5, 2018 at 12:00 p.m.

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



# INTER-OFFICE MEMORANDUM

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**To:** Access Advisory Committee

**From:** Tamara Miles, Compliance Officer

**Date:** September 11, 2018

**RE:** COMMITTEE MINUTES OF September 11, 2018

## 1. CALL TO ORDER

Mario Janesin called the meeting to order at 10:01 A.M. Mario thanked Byron Jessie for the wonderful job as acting Chair last year. Everyone applauded and all showed their appreciation for a job well done.

## 2. INTRODUCTIONS

### **Committee Members Present:**

Angelica Chappell – Senior Advocate  
Mario Janesin – Community Organizer, Community Access Center  
Byron Jessie – Owner, Prowatch Senior Care Services  
Sarah Johnson – Neuro Vitality Center  
Lisa Lester – Consumer Development Coordinator at Desert Arc  
Linda Reyes for Janie Delgadillo, Staff Services Manager Department of Rehabilitation  
Linda Samulski – Community Advocate, Guide Dogs of the Desert  
Tamica Fouts-Rachal- Regional Manager, State Council on Developmental Disabilities  
Joan Schon – Coachella Valley Transit Rider

### **Committee Members Absent:**

Angela Rojas – Orientation & Mobility Specialist, Braille Institute

### **SunLine Staff:**

Anita Petke – Transit Communications Service Specialist  
Don Wilms – Paratransit Operations Manager  
Tamara Miles – Paratransit Administration Manager  
Jeff Guidry – Paratransit Controller  
Vanessa Mora – Compliance Officer  
Tiffany Moore – Paratransit Reservationist  
Raymond Manriquez – Paratransit Controller  
Scott Jurgens – Customer Service Manager  
Tiffany Moore – Paratransit Reservationist  
Javier Flores – Maintenance Superintendent  
Carol Dillon – Administrative Assistant

**Guests:**

**Amy Smart – Transit Rider**

**Robert Babcock – Transit Rider**

**3. PRESENTATIONS –**

**No presentations for September 11, 2018 scheduled.**

**4. APPROVAL OF AGENDA – We have a quorum. Bryon Jessie made a motion to approve the agenda – Linda Samulski seconded the motion. The motion was carried. September 11, 2018 agenda was approved.**

**5. APPROVAL OF THE MINUTES – We have a quorum. Tamica made a motion to approve the minutes – Sara seconded the motion. The motion was carried, the July 10, 2018 minutes were approved.**

**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.

**Angelica Chappell mentioned CV High School the first High School in the Coachella Valley has their Anniversary date coming up. She is concerned they still do not have a bus stop. Angelica wanted to bring it to everyone's attention to encourage influencing the school when funding is available to push for a bus stop. She doesn't understand why the oldest High School in the Coachella Valley doesn't one.**

**Joan Schon praised the Pack the Bus collaborative event she volunteered to help out with. She thanked Scott, Josh and Bryan, who was there all day for a job well done.**

**Amy Smart wanted to say, she is now aware that she can get rides to the VA Clinic. Tamara spoke up to reiterate she can get rides Monday through Friday from 11:00 a.m.– 4:00 p.m. Amy is delighted and is sharing this with other veterans. She wished she realized this sooner.**

**Angelica Chappell is a student at College of the Desert and she is so excited to be able to ride the bus at no cost. Her student ID is activated and she has been taking advantage of riding the bus.**

**7. COMMITTEE MEMBER COMMENTS**

**Tamica Fouts-Rachal from the State Council acknowledged she was getting a lot of great feedback about the Disabilities Collaborative SunLine participated in. She believes if we keep doing this when service changes arise, it would be very beneficial. Tamara indicated we will be at the next one meeting. Tamica will**

forward the information on the Inland Empire Disabilities Collaborative (IEDC) quarterly meetings so we can attend those meetings as well. They usually meet at the Indio's Senior Center.

**8. COMMITTEE CORRESPONDENCE/REPORTS -**

**Anita Petke & Jeff Guidry**

**8a. Fixed and System Wide Ridership Reports**

**Anita presented the Fixed Route and System Ridership Numbers for June 2018 and July 2018.**

**For Fixed Route:**

**For June 2018 Ridership was 288,853**

**For July 2018 Ridership was 264,540**

**Fixed Route Ridership is down -2.7 % year to date through July 2018**

**System Totals:**

**For June 2018 Ridership was 301,653**

**For July 2018 Ridership was 279,075**

**System total ridership down -2.5 % year-to-date through July 2018**

**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 June 2018**

**Line 14 PPRH 21.2**

**Line 30 PPRH 24.0**

**Line 111 PPRH 20.4**

**For July 2018**

**Line 14 PPRH 17**

**Line 30 PPRH 20.6**

**Line 111 PPRH 17.2**

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

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

**For June 2018**

**Line 15 PPRH 21.1**

**Line 20 PPRH 8.3**

**Line 21 PPRH 9.3**

**Line 24 PPRH 12.8**

Line 32 PPRH 14.3  
Line 54 PPRH 11.0  
Line 70 PPRH 16.8  
Line 80 PPRH 23.7  
Line 81 PPRH 16.4  
Line 90 PPRH 10.4  
Line 91 PPRH 10.0  
Line 95 PPRH 3.8

**For July 2018**

Line 15 PPRH 14.4  
Line 20 PPRH 5.8  
Line 21 PPRH 3.9  
Line 24 PPRH 11.1  
Line 32 PPRH 11.3  
Line 54 PPRH 6.1  
Line 70 PPRH 10.2  
Line 80 PPRH 14.9  
Line 81 PPRH 10.5  
Line 90 PPRH 10.3  
Line 91 PPRH 5.8  
Line 95 PPRH 3.9

**Passenger Per Revenue Trip (PPRT) for our Commuter Link 220 (Market-Based Service) goal is set at 10.**

**For June 2018**

Line 220 PPRT 9.2

**For July 2018**

Line 220 PPRT 9.2

**Passenger Per Revenue Hour (PPRH) for our Line 20 Express Service goal is set at 10.**

**For June 2018**

Line 20 PPRH 9.1

**For July 2018**

Line 20 PPRH 11.1

**SolVan Ridership:**

**May 2018 ridership was 2258 riders**

**June 2018 ridership was 1842 riders**

**Anita explained SolVan is a ridesharing/vanpooling service to the group. Solvan is a convenient, reliable and economical way to get to work for employees in the Coachella Valley. Anita explained, SolVan is a three**

year ridesharing program and we are into the second year. Anita recommends we have a presentation on the SunLine's SolVan program at the next Access Committee Meeting.

### **Jeff Guidry presented the Paratransit Reports**

**Paratransit On-Time Performance: Target of 90%**

**June 2018 we exceeded our target at 90.9% On-Time Performance**

**July 2018 we exceeded our target at 91.6% On-Time Performance**

**SunDial total trips in June 2018 12,800**

**SunDial total trips in July 2018 12,693**

**SunDial Late Cancelation:**

**June 2018 – 313 late cancelations vs. 381 late cancelations in 2017**

**July 2018 – 288 late cancelations vs. 371 late cancelations in 2017**

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

**June 2018 – 313 no shows (2.7%)**

**June 2017 – 394 no shows (3.1%)**

**July 2018 – 288 no shows (2.5%)**

**July 2017 – 371 no shows (3.9%)**

### **8b. APPEALS SUBCOMMITTEE – One appeal needs scheduled.**

**Mario Janesin**

**Mario shared Linda, Tiffany and himself took intense training on the Appeals Process last Friday. They learned the dynamics of the process and responsibilities expected of the Appeals Subcommittee, including how to analyze and make good decisions. They had a chance to review one appeal.**

**Tamara explained, the appeal listed on the agenda is another person who wants an in-person meeting. Vanessa will be scheduling, taking everyone's schedule into consideration.**

**Tamara's vision is to have a cross section of people trained so they could be called on to review appeals according to the applicant's condition and the interviewer's background experience.**

**Linda wanted everyone to be aware that there is a lot of detail that everyone needs to know and it can be intense and time is needed to review the material and make an informed decision.**

Joan Schon asked, what are the different kinds of appeals? Tamara explained there are many kinds of appeals. Example, a person could appeal if they are only approved to ride conditionally. Anyone has the right appeal if they don't agree with the decision to ride Paratransit.

Angelica Chappell spoke up and claims she has a concern for SunLine that someone may file a class-action lawsuit against SunLine for not adhering to the applicant's doctor. Tamara explains, the doctor's note addresses the patient's condition and may state the patient/person can ride the fixed route system which at times Tamara has not agreed. Angelica just wanted to make her concern known. Tamara explains if a person is denied Paratransit service, they can submit more backup and it will go to the Appeals Committee. Ultimately, SunLine and the Appeals Committee wants to make the right decision.

Linda asked Tamara, if it would be a good idea to send the training manual out to everyone since there are so many components and regulations in reviewing the appeal applications? Tamara said, she would need to get permission by MTM to send to everyone since it is their training manual.

Tamica Footh-Rachal would like to get the training and be part of the Appeals Subcommittee.

Tamara suggests if anyone is interested in being part of the Appeals Subcommittee, please send her an email at [tmiles@sunline.org](mailto:tmiles@sunline.org).

Robert Babcock spoke up and suggests we have an outline on the appeals process. Tamara is going to look into having something on the website to clarify the appeals process. Anita suggests something should be on the website that explains the function of the Access Committee, even though the agendas and minutes are posted. Tamara will look into this.

**8c. MEMBERSHIP SUBCOMMITTEE –**  
No new members to interview.

Mario Janesin

Tamica Footh-Rachal will provide recommendations for some agencies that she would like to see represented here. She would like to see the Braille Institute, Disability Rights of California, Orange County Regulatory Affairs Regional Center(OCRA). OCRA has a new person Stephanie who is an advocate and an attorney who Tamica will asked if she would like to join the Access Committee. Tamica has already mentioned this group to her and she is interested. Mario would like



everyone to be diligent in recommending different disability groups who would benefit in being a member of this committee.

Tamara will get with Vanessa on the referral process and will report back.

Amy Smart asked, how she can get to the Marine Exchange in the Morongo Basin 29 Palms? Angelica Chappell is familiar with the bus service in Morongo Valley and claims the bus service doesn't run every day. Anita reiterated that the service isn't as frequent as in the Coachella Valley. Anita said, they do have a couple of runs from Morongo Valley down to the Palm Springs Airport and we share a bus stop with them on Indian Canyon/Andreas. Anita will provide the schedule at the next meeting.

**8d. EVALUATION OF SERVICES SUBCOMMITTEE – Joan Schon**

Joan rides the fixed route every day and found a problem in July when there were no service schedules on board. All-in-all the service has been good with the exception of occasional on-time issues on the Line 111. She indicated the drivers seem more customer service orientated recently.

Joan shared Ralphs this week had a driver's appreciation week. During that week, Ralphs brought goodies out to their route delivery drivers. She thinks that is a good idea and maybe we could do something like that for our drivers. Tamera advised SunLine partakes in Operator Appreciation Recognitions.

Mario asked Joan if she has a smartphone to access the SunBus Tracker. Joan indicated she does have a smartphone but finds the Tracker isn't always accurate. Mario asked Joan if she could give us a report on the SunBus Tracker at the next meeting.

Angelica reported she saw complaints on Facebook about SunLine removing the shade on Harrison now Ceasar Chavez Boulevard in Coachella. She indicates a lot of students and farm workers utilize that stop and they need to have shade. Anita advised the group, SunLine is working on reinstalling that shelter on the northeast corner Ceasar Chavez since it was destroyed by an accident. Since it is costly to replace, it takes time to have them replaced, but SunLine is working on it.

**8e. LEGISLATIVE SUBCOMMITTEE-**

**Linda Samulski**

Linda Samulski did not have anything to report at this time.

Anita shared the California Transit Association reports Senate Bill 1119, an act to amend Section 75230 of the Public Resources Code, relating to transportation is on Governor Brown Desk for signature.

SB 1119, Beall. Low Carbon Transit Operations Program requires all money, except for fines and penalties, collected by the State Air Resources Board to be deposited in the Greenhouse Gas Reduction Fund and to be available upon appropriation. The Low Carbon Transit Operations Program is hereby created to provide operating and capital assistance for transit agencies to reduce greenhouse gas emissions and improve mobility, with a priority on serving disadvantaged communities. You can read more about the funding by clicking on the link below.

[https://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill\\_id=201720180SB1119](https://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill_id=201720180SB1119)

Anita shared, SunLine used these funds to implement the Haul Pass Program.

**9. DISABILITY SENSITIVITY TRAINING VIDEO**

**Mario Janesin**

Mario shared that the Community Access Center does a lot of disability sensitivity training. They provide this training for the Department of Social Services workers to make proper assessment of a person's disability needs.

Mario is also on the Board of Riverside Registrar Voters Access Committee. Mario shared with the group a video that outlines how to interact with those with disabilities. The video shows what you should and should not do in helping those with disabilities. They are using this training video at the Registrar of Voters teaching their 3,500 inspectors how to interact with those with disabilities.

- People with disabilities are people first
- The need what everyone needs – respect
- Focus on the person
- Please ask the person if they need help first before jumping in and giving assistance. What you may think is helping may not be helping at all.
- Please offer your elbow instead of taking the person with disabilities elbow.

- Please ask first if it is okay to touch a service animal. Do not take it personally if you are asked not to.
- Just because a person is blind doesn't mean they are deaf.
- Just because a person is deaf doesn't mean they are blind.
- Just because I use a wheel chair, doesn't mean I can't sweep you off your feet.
- Just treat the person with disabilities the way you would want to be treated and all will be okay.

Here is the link to the video <https://www.youtube.com/watch?v=Gv1aDEFIXq8>

Amy Smart announced there is a new bus line from Pass Transit that goes from Beaumont straight to the VA instead of to the train. It is the commuter 125 which was recently launched.

#### 10. SUNDIAL PROJECT ACTION TEAM UPDATE

Tamara Miles

Tamara as stated in the Appeals Subcommittee section, anyone interest in getting training on the Appeals Process please send her an email at [tmiles@sunline.org](mailto:tmiles@sunline.org). Tamara will continue going to the Indio Senior Center if anyone needs help in filling out their application. Brian in Public Outreach will join to help those that speak Spanish.

#### 11. NEW BUSINESS

Anita Petke

Anita talked about the three service changes SunLine has in a year, January, May and September. The last service change September 2, 2018 had minor service adjustments to Commuter Link 220 and the Line 21 to improve time efficiency to those routes.

Anita spoke about the launching of the Haul Pass Program August 27<sup>th</sup>. She participated in an Outreach effort at the COD on August 27<sup>th</sup> & 28<sup>th</sup>. The Haul Pass is a three-year pilot program providing college students an expanded mobility option by allowing them to have free unlimited access to the public transit network. SunLine hopes to see an increase in its ridership numbers, thereby helping local colleges and universities reduce their carbon footprint. To be eligible, students must be enrolled at College of the Desert. Students will use their active student ID card by swiping them through the SunBus card reader on the fare box. It's as easy as *SWIPE & RIDE*. SunLine received a Low Carbon Emission grant that pays for the first year of the Haul Pass program. COD will be picking-up the cost on the remaining 2 years. SunLine is exploring other colleges, universities and high schools in the Coachella Valley that would be interested in the Haul Pass Program. SunLine would fund the first year and school(s) would be required to fund the remaining two years.

## **12. COMMUNITY ISSUES:**

**Open Forum**

**Robert Babcock states he is currently out of the service area and wants to know if Paratransit provides service out of the area? Tamara demonstrated by drawing a map of SunLine's service area and sketched a line that represented  $\frac{3}{4}$  of a mile around the service area showing where Paratransit runs. Once you are inside the  $\frac{3}{4}$  mile you are able to be picked up and/or dropped off within those dimensions.**

**Angelica Chappell announced the Flying Doctors will be having their first Job Fair on October 24<sup>th</sup> at Riverside County Behavioral University Health Building – Desert Flow. The Flying Doctors provides free medical care to the uninsured and low-income Coachella Valley residents. On October 1<sup>st</sup>, the Flying Doctors will be at Desert Mirage High School 86-150 66<sup>th</sup> Ave in Thermal to provide free doctor, dental and vision checkups.**

**Tamica Fouts-Rachal said there will be a Valley Wide Employment Expo on September 20<sup>th</sup> at Fantasy Springs. She will provide everyone with a flyer regarding that information.**

**Lisa Lester wanted to acknowledge and thank SunLine's Customer Service Department for their patience. She indicated she calls almost daily for someone and SunLine's staff is always so very nice, helpful and patient.**

**Linda Samulski announced the Guild Dogs of the Desert will be having a Graduation on October 13<sup>th</sup>. Linda encourages anyone interested in learning about the guild dogs to come out to the graduation.**

## **13. NEXT MEETING DATE:**

**November 13, 2018 10:00 a.m. at SunLine Wellness Training Center  
Transit Agency  
32-505 Harry Oliver Trail, Thousand Palms, CA 92276**

## **14. ADJOURNMENT**

**Meeting adjourned at 11:25 a.m. by Mario Janesin**

**cc: Lauren Skiver  
Tommy Edwards  
Manny Garcia  
Anita Petke  
Don Wilms**

**Tamara Miles**  
**Raymond Manriquez**  
**Vanessa Mora**  
**Carol Dillon**

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