



**10. NEW BUSINESS**

Planning Dept.

**11. COMMUNITY ISSUES**

Open Forum

**12. NEXT MEETING DATE**

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

**13. ADJOURNMENT**

Next scheduled SunLine Transit Agency Board Meeting: May 23, 2018 at 12:00 p.m.

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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.



# INTER-OFFICE MEMORANDUM

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**To:** Access Advisory Committee  
**From:** Vanessa Mora, Compliance Officer  
**Date:** March 13, 2018  
**RE:** COMMITTEE MINUTES OF March 13, 2018

## 1. CALL TO ORDER

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

2. **APPROVAL OF AGENDA** – We have a quorum. Mario Janesin made a motion to approve the agendas - motion was seconded by Linda Samulski – agendas for January 9, 2018, and March 13, 2018 were approved.

## 3. INTRODUCTIONS

### **Committee Members Present:**

Byron Jessie – Owner, Prowatch Senior Care Services  
Mario Janesin – Community Organizer, Community Access Center  
Lisa Lester – Consumer Development Coordinator at Desert Arc  
Sarah Johnson – Neuro Vitality Center  
Angela Rojas – Orientation & Mobility Specialist, Braille Institute  
Linda Samulski – Community Advocate, Guide Dogs of the Desert  
Tamica Fouts-Rachal Regional Manager, State Council on Developmental Disabilities

### **Committee Members Absent:**

Angelica Chappell – Senior Advocate, Community Access Center  
Janie Delgadillo -

### **SunLine Staff:**

Manny Garcia – Superintendent of Transportation  
Anita Petke – Transit Communications Service Specialist  
Tamara Miles – Paratransit Administration Manager  
Tiffany Moore – Paratransit Reservationist  
Raymond Manriquez – Paratransit Controller  
Norma Stevens – Public Outreach Specialist  
Todd McDaniel – Deputy Chief Operating Officer of Transportation  
Tiffany Moore – Paratransit Reservationist  
Carol Dillon – Administrative Assistant

### **Guests:**

Joan Schon – SunLine Transit Rider

- 4. APPROVAL AND/OR CORRECTION OF MINUTES – We have a quorum. Linda Samulski made a motion to approve - motion was seconded by Angela Rojas – minutes for November 14, 2017 and January 9, 2018 were approved.**
- 5. PUBLIC COMMENTS (a limitation of 3 minutes could be imposed)**  
**Mario handed out Emergency Evacuation Kits. Mario tested everyone’s knowledge on what are the three greatest natural disasters that cause the most damage in California.**
- 1.) Flooding**
  - 2.) Wild Fires**
  - 3.) Wind**

Wind has caused a lot of damage here in the desert. He reminded everyone how the wind took down miles of telephone poles a few years ago. Mario reiterated if everyone is prepared for flooding, wild fires and wind, then he believes you will be ok when the earthquake comes. It is going to happened but it is an unknown when and the size of the earthquake is not predictable.

Joan Schon addressed how she has seen on the news how SunLine has helped out in times need transporting people. Manny Garcia elaborated SunLine does receive calls from the Police and Fire Departments to help transport people in times of emergency. SunLine assists as well, by serving as a cooling station for the Fire Department.

- 6. COMMITTEE CORRESPONCE/REPORTS - Anita Petke & Raymond Manriquez**
- A. Fixed and System Wide Ridership Reports**

**Anita presented the Fixed Route and System Ridership Numbers for December 2017 and January 2018.**

**For Fixed Route:**

**For December 2017 Ridership was 324,148**

**For January 2018 Ridership was 340,111**

**Fixed Route Ridership is down -4.5 % year to date through January 2018**

**System Totals:**

**For December 2017 Ridership was 337,729**

**For January 2018 Ridership was 353,060**

**System total ridership down -4.2 % year-to-date through January 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 December 2017**

**Line 14 PPRH 20.7**

**Line 30 PPRH 22.9**

**Line 111 PPRH 19.4**

**For January 2018**

**Line 14 PPRH 20.8**

**Line 30 PPRH 23.1**

**Line 111 PPRH 19.6**

**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 December 2017**

**Line 15 PPRH 20.7**

**Line 24 PPRH 11.7**

**Line 32 PPRH 13.7**

**Line 53 PPRH 4.7**

**Line 54 PPRH 10.3**

**Line 70 PPRH 15.8**

**Line 80 PPRH 22.4**

**Line 81 PPRH 15.6**

**Line 90 PPRH 9.5**

**Line 91 PPRH 10.5**

**Line 95 PPRH 3.4**

**For January 2018**

**Line 15 PPRH 20.8**

**Line 21 PPRH 9.3**

**Line 24 PPRH 11.9**

**Line 32 PPRH 13.9**

**Line 53 PPRH 4.8**

**Line 54 PPRH 10.2**

**Line 70 PPRH 16.2**

**Line 80 PPRH 23**

**Line 81 PPRH 15.9**

**Line 90 PPRH 9.6**

**Line 91 PPRH 10.3**

**Line 95 PPRH 3.4**

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

**For December 2017  
Line 220 PPRT 9.8**

**For January 2018  
Line 220 PPRT 9.5**

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

**For December 2017  
Line 20 PPRH 9.4**

**For January 2018  
Line 20 PPRH 9.5**

**Raymond presented the Paratransit Reports**

**Paratransit On-Time Performance: Target of 90%  
December 2017 we met our target at 90% On-Time Performance  
January 2018 we exceeded our target at 91.4% On-Time Performance**

**SunDial Ridership in December 2017 11,196 down from 11,364 from  
December 2016  
SunDial Ridership in January 2018 12,079 down from 12,239 from  
January 2017**

**SunDial Late Cancelation:  
December 2017 – 458 late cancelations vs. 522 late cancelations in 2016  
January 2018 – 359 late cancelations vs. 493 late cancelations in 2016**

**SunDial No Shows: Percentage Goal for No-Shows is set at 3%  
December 2017 – 459 no shows (4.1%)  
December 2016 – 447 no shows (3.9%)  
January 2018 – 424 no shows (3.5%)  
January 2017 – 497 no shows (4.1%)**

**Byron Jessie commented on the improvement on the no-shows since Paratransit implemented the “No-Show” Policy. Tamera Miles states Tiffany Moore in the Paratransit Department has been given the task to**

stay on top of the no-show percentages and is sending out letters to those offenders in an effort to keep the no-shows down.

Linda Samulski asked, When someone is a no-show can you ask the offender why they were a no-show? Tamera Miles replied, “yes”. If the person has a good reason for their being a no-show, then that incident would not be count against that person.

**B. APPEALS SUBCOMMITTEE – Linda Samulski  
None to report**

**C. MEMBERSHIP SUBCOMMITTEE – Byron Jessie  
Vanessa Mora**

One interview for membership is scheduled after the meeting today with Joan Schon, a SunLine Rider.

**D. Evaluation of Services Subcommittee – SunLine Team**

Byron Jesse asked, if anyone rode the bus and can give an evaluation? Joan Schon spoke up and said she rides the bus daily. Byron asked if she could inform the group how it has been for her. She replied, she has been riding the bus for 25 years. She moved to the desert from Seattle in 2005. She has experienced up to a 20 minute delay on the 111. Generally speaking, she is happy and impressed with the service and it’s comfort.

**E. Legislative Subcommittee Access Members Access Members**

Anita Petke suggest at the next meeting we should talk about the SB 1 (Senate Bill 1). Funds from SB 1 are dedicated to improving California’s highways and local streets, bridges, and transit systems. SB 1 represents the state’s single largest funding commitment to transit in more than 40 years and was passed in April 2017.

Norma Stevens elaborated that SB 1 is being challenged with efforts to overturn and repeal this bill. As advocates for public transportation, Norma wants our voice heard in support of the SB 1. Linda Samulski asked, what is reason for the repeal? Norma states basically the democrats are in favor of the SB 1 and the Republicans are not in favor of the passing of SB 1.

Anita will research and update the group at the next meeting when and if this measure gets on the California ballot for the (SB 1) Gas Tax Repeal which would pay for road repairs and public transportation.

## **7. MAY 2018 SERVICE CHANGES**

**Anita Petke**

### **A. Objectives**

- **Sunline System Overview**
- **Rethink Transit**
- **Proposed New & Improved Service Changes for May 2018**
- **Next Steps**
- **Open to Comments**

### **B. System Overview**

- **15 Local Fixed Routes (SunBus)**
- **Commuter Link (Palm Desert – Riverside Line 220)**
- **ADA Paratransit Service (SunDial)**
- **Vanpool (SolVan)**
- **Taxi Voucher Program**

### **C. Ridership**

- **FY2016-17**
  - i. **4.1 Million Rides (-4.8%)**

### **D. Rethink Transit**

- **Improving the Reliability of The Service**
- **Improve Identified Performance Measures**
  - i. **Ridership**
  - ii. **Bus Frequency**
- **Look at Simplified Route Configurations**
- **Continue to Work Within Existing Operating Expenses**

### **E. Proposed Service Changes for May 2018**

- **Weekdays**
  - i. **Line 80**
    - **Improve Frequency from 60-minutes to 30-minutes**
    - **Realign Route to Provide Closer Service to the Walmart Center at Avenue 42/Monroe**
  - ii. **Minor Schedule Adjustments to:**
    - **Lines 24, 90, 111 and Commuter Link 220**
    -

## **F. Next Steps**

- **Community Feedback**  
March 6<sup>th</sup>, 2018 at Hwy 111/Flower in Indio
  
- **Public Hearings.**  
Wednesday, March 7, 2018  
Palm Desert Library  
73-300 Fred Waring Dr.  
Palm Desert, CA 92260  
10am and 6pm
  
- Thursday, March 8, 2018  
Mizell Senior Center  
480 S Sunrise Way  
Palm Springs, CA 92262  
10:00am and 6pm

Bryon Jesse asked, if we are going to continue with the Commuter Route 220? Anita answered as of now, yes. It is being considered with further analysis and collaboration with RTA to see if we want to connect the Commuter Link 220 in the future in Beaumont.

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

## **8. SUNDIAL PROJECT ACTION TEAM UPDATE**

**Tamara Miles**

Tamara updated the group that W.C. with MTM sent two of his staff members down to SunLine to collect Paratransit's current application, letters that are being used, healthcare verification form and any correspondence relevant to the eligibility progress that we are looking to getting their feedback and direction for improvement.

Once all processes, forms and letters are updated with the necessary blessing here at SunLine, Tamara will have Vanessa send out a packet with all the new processes, forms and letters to everyone in this committee so you can share with your organizations and the community. Tamara is shooting for May 1<sup>st</sup> to have the new processes and applications completed. Once all new eligibility processes are established, MTM will be sending out members of their staff to SunLine for training. Linda Samulski asked if someone from this committee, such as herself, Mario or Sarah could sit in on the training? Tamara will give that some consideration. Linda feels it would be nice to have representation from the disability community. Tamara reiterated this is what MTM is all about. It is their core business with ADA their main concern and focus.

## **9. NEW BUSINESS:**

### **A. Community Update and News**

**Norma Stevens**

**Norma Stevens is leading the Project Action Team for SunLine's Customer Service, since Jim Rayl is no longer with SunLine.**

**One of the action items this committee is presently working on is how we train our Bus Operators from a Customer Service standpoint. A draft has been presented to the Chiefs.**

**Another action item the Project Action Team is working on is an Incentive Program for the Operators. Presently, SunLine recognizes those Bus Operators at our monthly Safety Meetings on the compliments received by our Customer Service Department. Giving the Operators well deserved recognition shows SunLine's appreciation for a job well done in front of their peers. The Project Team would like to add by giving the Operators gift cards to acknowledge a job well done and encourage continual great customer service.**

**In addition to those action items, the Project Action Team is working on a Customer Service Guideline. The focus is to maintain our existing ridership. Norma states in the last month there were 44 complaints about the Line 111 being late. Therefore, the Project Action Team has presented the solution to help with customer satisfaction and save SunLine riders, by giving the riders adversely effected a Day Pass. Norma showed if you lose 44 customers and do the math by multiplying those riders by 2 rides a day, by 20 days in a month, times 12 months, it would add up to a huge decline in ridership.**

**The Customer Service PAT is setting standards on guidelines, training, rewards, etc.**

**Norma is also on SunLine's Safety Committee and they are working on a Customer Awareness Campaign. This committee will be working on producing videos with the focus on education and training for the operators including educating the public on safety around the buses and jay walking. The videos will be posted on social media, website, on-board signs, exterior bus ads and shelter ads promoting safety, which is a shared responsibility with operators and the public.**

## **10. COMMUNITY ISSUE**

**Norma informed the group on March 31<sup>st</sup>, SunLine is hosting their 5<sup>th</sup> Annual Pantry to People Food Drive at Albertsons at Hwy 111 and Deep Canyon in Palm Desert from 7:00 am to 7:00 pm. The proceeds will be donated to the Galilee Center at 66-101 Hammond Rd, Mecca CA 92254. She encourages everyone to come out and support SunLine's effort to collect food for the less fortunate. SunLine's employees donate their time on their day off to help the community. There will be 24 kids from the Scared Hearts School volunteering to help with this effort.**

**The Rider Rewards efforts are in full swing starting in January through April 20<sup>th</sup> celebrating our 40<sup>th</sup> Anniversary of Public Transit Service in the Coachella Valley. Norma has a Rider's Rewards Team that randomly hops on different buses at random locations surprising our customers with gifts including a \$50 visa card, 31-Day Pass, A-Day Pass, earbuds, mugs, and more.**

**Mario announced the biggest disability event since 2016 is the 2018 Inland Empire Disabilities Expo at the National Orange Show 600 S Arrowhead Avenue San Bernardino on Saturday March 24<sup>th</sup>, 2018 10 am to 4:00 pm. Admission and parking are free. Exhibits will be on the following.**

- Assistive Technology**
- Health**
- Transportation**
- Recreation**
- Employment**
- Youth Services**
- Senior Services**
- Housing**
- Advocacy**

**Mario is the Co-Chair for the Inland Empire east end. They will be an emergency preparedness crew on the entire outside of the main building.**

**Mario mentioned the Emergency Evacuation Kit he handed out earlier, he was able to purchase with 10K funds he received from Riverside Emergency Department which is funded from FEMA to do outreach for people with disabilities. So when Mario does his presentations he is able to hand these kits out. He purchased these kits from a Simpler life located at 2035 Park Ave, Suite 2 Redlands, CA 92373 800-266-PREP or 909-798-8108 [www.simplerlife.com](http://www.simplerlife.com). The owner of Simpler Life is a**

**gentleman in a wheel chair who has been running this business for the last 20 years. Mario encourages everyone to checkout his website. Mario offered to do simple emergency preparedness presentations to anyone's organizations. So feel free to reach out to Mario, if interested.**

**Linda Samulski reminded everyone that the Inland Empire Disabilities Collaborative (IEDC) quarterly meeting at the Indio Senior Center is tomorrow.**

**11. NEXT MEETING DATE: May 8, 2018 10:00 A.M. at SunLine Transit Agency, 32-505 Harry Oliver Trail, Thousand Palms, CA 92276**

**12. ADJOURNMENT**

**Meeting adjourned at 11:01 A.M. by Byron Jessie.**

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