



Access Advisory Committee Agenda

Tuesday, March 12, 2019

10:00 a.m.

SunLine Transit Agency

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

Wellness Training Center

ITEM

1. CALL TO ORDER

2. INTRODUCTIONS

3. PRESENTATIONS

4. APPROVAL OF AGENDA – March 12, 2019

5. APPROVAL OF MINUTES – January 8, 2019

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
December 2017-2018 and January 2018-2019 (in packets) **SunLine Staff**

8b) Appeals Subcommittee **Mario Janesin,**
- None to report **Linda Samulski**

8c) Membership Subcommittee **Mario Janesin,**
- None to report **Tamara Miles**

8d) Evaluation of Services Subcommittee **Joan Schon**

8e) Legislative Subcommittee

Linda Samulski

9. NEW BUSINESS

SunLine staff

9a) Working on flyer for ACCESS Advisory Committee recruitment

Tamara Miles

9b) ACCESS Committee on SunLine Transit Agency website

**Anita Petke
Tamara Miles**

10. COMMUNITY ISSUES

Open Forum

11. NEXT MEETING DATE

May 14, 2019 at 10:00 a.m. in the SunLine Wellness Training Center
32-505 Harry Oliver Trail
Thousand Palms, CA 92276

12. ADJOURNMENT

Next scheduled SunLine Transit Agency Board Meeting: March 27, 2019 at 12:00 p.m.

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

To: Access Advisory Committee
From: Tamara Miles, Compliance Officer
Date: January 8, 2019
RE: COMMITTEE MINUTES OF January 8, 2019

1. CALL TO ORDER

Mario Janesin called the meeting to order at 10:12 A.M.

2. INTRODUCTIONS

Committee Members Present:

Angelica Chappell – Senior Advocate
Mario Janesin – Community Organizer, Community Access Center
Lisa Lester – Consumer Development Coordinator at Desert Arc
Janie Delgado - Staff Services Manager Department of Rehabilitation
Linda Samulski – Community Advocate, Guide Dogs of the Desert
Robert Babcock-Merritt – Coachella Valley Transit Rider
Amy Stuart – Coachella Valley Transit Rider

Committee Members Absent:

Byron Jessie – Owner, Prowatch Senior Care Services
Sarah Johnson – Neuro Vitality Center
Tamica Fouts-Rachal – Regional Manager, State Council on Development Disabilities
Joan Schon – Coachella Valley Transit Rider

SunLine Staff:

Victor A. Duran – Transit Planning Manager
Anita Petke – Transit Communications Service Specialist
Tamara Miles – Compliance/Eligibility Officer
Carol Dillon – Administrative Assistant
Tiffany Moore – Paratransit Administrative Assistant
Scott Jurgens – Customer Service Manager
Jeff Guidry – Paratransit Controller

3. PRESENTATIONS

Anita Petke announced the Palm Springs Buzz is back and handed out fliers. SunLine is pleased to partner with the City of Palm Springs to continue this service for residents and tourists. A two year agreement has been worked out

with the City of Palm Springs for SunLine Transit Agency to maintain and run the service through mid-2020. Anita cordially invites everyone to the Palm Springs Buzz ribbon cutting and re-launch event on January 10, 2019 at 12:00 on Museum Way at Palm Canyon Drive Palm Springs 92262. Victor brought to everyone's attention Museum Way is a new street not to be confused with Museum Drive.

4. APPROVAL OF AGENDA – January 8, 2019. We have a quorum. Linda Samulski made a motion to approve the agenda – Amy Stuart seconded the motion. The motion was carried. The January 8, 2019 agenda was approved.

5. APPROVAL OF THE MINUTES – November 13, 2018. We have a quorum. Linda Samulski made a motion to approve the minutes – Angelica Chappell seconded the motion. The motion was carried. The November 13, 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.

Amy Stuart complimented Luis a bus operator on Line 32 traveling north on Monterey for his quick reactions to a gray van that pulled in front of the bus and stopped. Amy said, Luis handled the situation professionally and kept everyone safe.

7. COMMITTEE MEMBER COMMENTS

Linda Samulski belongs to a service for people with service dogs where they can communicate and make comments. She mentioned she received an email from an upset lady in the group who lives Bakersfield. The lady complained about a bus driver did not allow her to keep her service dog in the walkway. The lady's complaint, the seats are too close together and it is hard to get her dog under the seat. The lady wanted to call the police citing the State Law Section Code 365.5 that states, it is against the law to interfere with the job of a service dog. Linda felt this passenger could have worked things out in a much more positive way. On top of a safety issue for the passengers, having a dog in the pathway is a danger to the dog who could get stepped on or run over by a wheelchair. Linda mentioned, she was disgusted by the way this lady handle this. Linda offered to write up her experiences riding the bus and submit it to SunLine. Linda's outline would cover how to ride the bus with a service animal. This would be useful to SunLine if SunLine ever comes across a complaint like this. Tamara welcomes Linda's input on how Linda gets her dog under the seat without too much effort. Linda will email this to Tamara.

Amy Stuart commented she is getting better treatment from the SunLine operators. They are putting the ramp down for her without having to ask, which she appreciates. She at times has trouble finding a place to sit upfront with her cart since her cart is full and can't be folded down.

Lisa Lester as a member of Desert Arc and a member of the community, asks if SunLine would reconsider reinstating one of the bus stops by Desert Arc. She is willing to provide help in whatever SunLine needs (i.e., studies, signatures, letters of support from riders) whatever is needed for SunLine to reinstate service by Desert Arc. Please let Lisa know what she can do for service to be reinstated. As it is now, the lack of nearby transit service impacts Desert Arc's day programs which includes helping people find jobs. She points out it doesn't only impact Desert Arc, it impacts other nearby businesses, as well.

Angelica Chappell is concern there is still no bus stop for Coachella Valley High School. She feels compelled to bring this up again as long as she is on this committee.

8. COMMITTEE CORRESPONCE/REPORTS -

Jeff Guidry

8a. Fixed and System Wide Ridership Reports

Jeff presented the Fixed Route and System Ridership Numbers for October 2018 and November 2018.

For Fixed Route:

For October 2018 Ridership was 382,722

For November 2018 Ridership was 341,741

Fixed Route Ridership is up 3 % year-to-date through November 2018

System Totals:

For October 2018 Ridership was 399,519

For November 2018 Ridership was 356,388

System total is up .55 % year-to-date through November 2018

SolVan Ridership:

October 2018 ridership was 2,218 riders

November 2018 ridership was 1,798 riders

SolVan ridership is up 49.7% in comparison to last year

Jeff Guidry presented the Paratransit Reports

Paratransit On-Time Performance: Target of 90%

October 2018 under our target at 88.6% On-Time Performance

November 2018 under our target at 87.8% On-Time Performance

SunDial total trips in October 2018 13,333
SunDial total trips in November 2018 11,758

SunDial Late Cancelation:

October 2018 – 306 late cancelations vs. 477 late cancelations in 2017
November 2018 – 309 late cancelations vs. 421 late cancelations in 2017

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

October 2018 – 306 no shows (2.3%)

October 2017 – 506 no shows (3.9%)

November 2018 – 330 no shows (2.8%)

November 2017 – 372 no shows (3.9%)

8b. APPEALS SUBCOMMITTEE –

**Mario Janesin
Linda Samsulski**

One (1) to report. The rider was approved for paratransit service at the conclusion of her in-person interview. It was obvious she needed and was qualified for SunLine's Paratransit Service. This woman's original paperwork was almost blank and the doctor's assessment was incomplete, therefore she was originally denied Paratransit Service. The conclusion, if we run across this again, the applicant will be interview before denying service to avoid going to appeals.

Mario asked how much does it costs SunLine per Paratransit ride?
Mario remembers three or four years ago it was costing SunLine \$120.00 per ride. Jeff will bring that information to our next meeting. The rider is charged \$2.00 a ride within the city limits.

Linda Samsulski indicated we need someone with a disability training those with disabilities to ride the bus. This is a good idea and is worth exploring.

8c. MEMBERSHIP SUBCOMMITTEE –
None to report

**Mario Janesin
Tamara Miles**

8d. EVALUATION OF SERVICES SUBCOMMITTEE –
None to report

Joan Schon- Absent

8e. LEGISLATIVE SUBCOMMITTEE-
None to report

Linda Samulski

9. NEW BUSINESS

SunLine Staff

Anita Petke announced SunLine implemented service changes on January 6th, 2019. The changes consisted of minor schedule adjustments to the Lines 54, 70, 80 and included adding two stops to the Computer Link 220 at Monterey and Market Streets. One added stop is adjacent to the Home Depot and the other stop is adjacent to the Walmart Shopping Center.

Anita mentioned, SunLine is researching a complete redesign of our transit system and will be doing an intense outreach for comments from the community and stakeholders.

10. COMMUNITY ISSUES

Open Forum

Lisa Lester cordially invites everyone the Desert Arc's Champions of Change Annual Recognition Awards Luncheon on Tuesday, February 12, 2019 11:30 am to 1:30 pm at Agua Caliente Resort Casino Spa 32-250 Bob Hope Drive Rancho Mirage. Individual Seats cost \$75.00.

11. NEXT MEETING DATE:

March 12, 2019 at 10:00 a.m. at SunLine Wellness Training Center Transit Agency
32-505 Harry Oliver Trail, Thousand Palms, CA 92276

12. ADJOURNMENT

Meeting adjourned at 11:12 a.m. by Mario Janesin

cc: Lauren Skiver
Tommy Edwards
Manny Garcia
Anita Petke
Don Wilms
Tamara Miles
Raymond Manriquez
Tiffany Moore
Todd McDaniel
Scott Jurgens
Demetrius Genera
Javier Flores
Carol Dillon

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