



SunLine Transit Agency  
May 13, 2025  
10:00 a.m. – 11 a.m.

## AGENDA

### ACCESS ADVISORY COMMITTEE

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

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#### 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](http://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 business hours prior to the meeting time will assist staff in ensuring reasonable arrangements can be made to provide assistance at the meeting.

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#### 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**

**8. COMMITTEE MEMBER COMMENTS**

**9. COMMITTEE CORRESPONDENCE REPORTS**

- |  |                        |
|--|------------------------|
| 9a) Review Ridership for Fixed Route and SunDial<br>February 2024-2025 and March 2024-2025 | <b>SunLine Staff</b>   |
| 9b) Appeals Subcommittee   | <b>Vacant</b>          |
| 9c) Membership Subcommittee  | <b>Vacant</b>          |
| 9d) Evaluation of Services Subcommittee  | <b>Vacant</b>          |
| 9e) Legislative Subcommittee   | <b>Edith Hernandez</b> |

**10. NEW BUSINESS**

**SunLine Staff**

**11. COMMUNITY UPDATES**

**Open Forum**

**12. NEXT MEETING DATE – July 8, 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  
March 11, 2025**

**MINUTES**

**ACCESS Advisory Committee Meeting  
March 11, 2025**

ACCESS Advisory Meeting is held at 10:00 AM on Tuesday, March 11, 2025, in the Wellness 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 10:02 AM by Chairperson Colleen Evans.

**2. FLAG SALUTE**

Committee member Rigoberto Mariscal led the pledge of allegiance.

**3. ROLL CALL**

Committee Members Present:

Colleen Evans, Chair – Coachella Valley Transit Rider  
Felice Chiapperini, Vice-Chair – Coachella Valley Transit Rider  
Rigoberto Mariscal – Desert Arc  
Byron Jessie – Outdoor Resort

**4. FINALIZATION OF AGENDA**

No changes to the agenda.

**5. APPROVAL OF THE MINUTES**

A motion to approve the January minutes was made by Felice Chiapperini and seconded by Byron Jessie.

**6. PUBLIC COMMENTS**

- No public comments were provided.

**7. PRESENTATION**

- No presentations were made.

## **8. COMMITTEE MEMBER COMMENTS**

Committee member comments were made by:

- Felice Chiapperini, Vice-Chair

## **9. COMMITTEE CORRESPONDENCE REPORTS**

### **9a) Review Ridership in December 2024 and January 2025**

A presentation was provided by Daren Tatham, Transit Planning Analyst, and Anthony Parham, Paratransit Operations Manager, on the Fixed Route and Paratransit Services.

### **9b) Appeals Subcommittee**

- No appeals pending at this time.

### **9c) Membership Subcommittee**

- No reports were provided.

### **9d) Evaluation of Services Subcommittee**

- No reports were provided.

### **9e) Legislative Subcommittee**

- A verbal report was provided by Edith Hernandez, Director of Board and Legislative Affairs, on SunLine's advocacy efforts at the local, state, and federal level.

## **10. NEW BUSINESS**

- Paul Mattern, Chief Planning Officer, informed the committee of SunLine's membership in the American Bus Benchmarking Group and the upcoming Customer Satisfaction Survey in May 2025.

## **11. COMMUNITY UPDATES**

- No community updates.

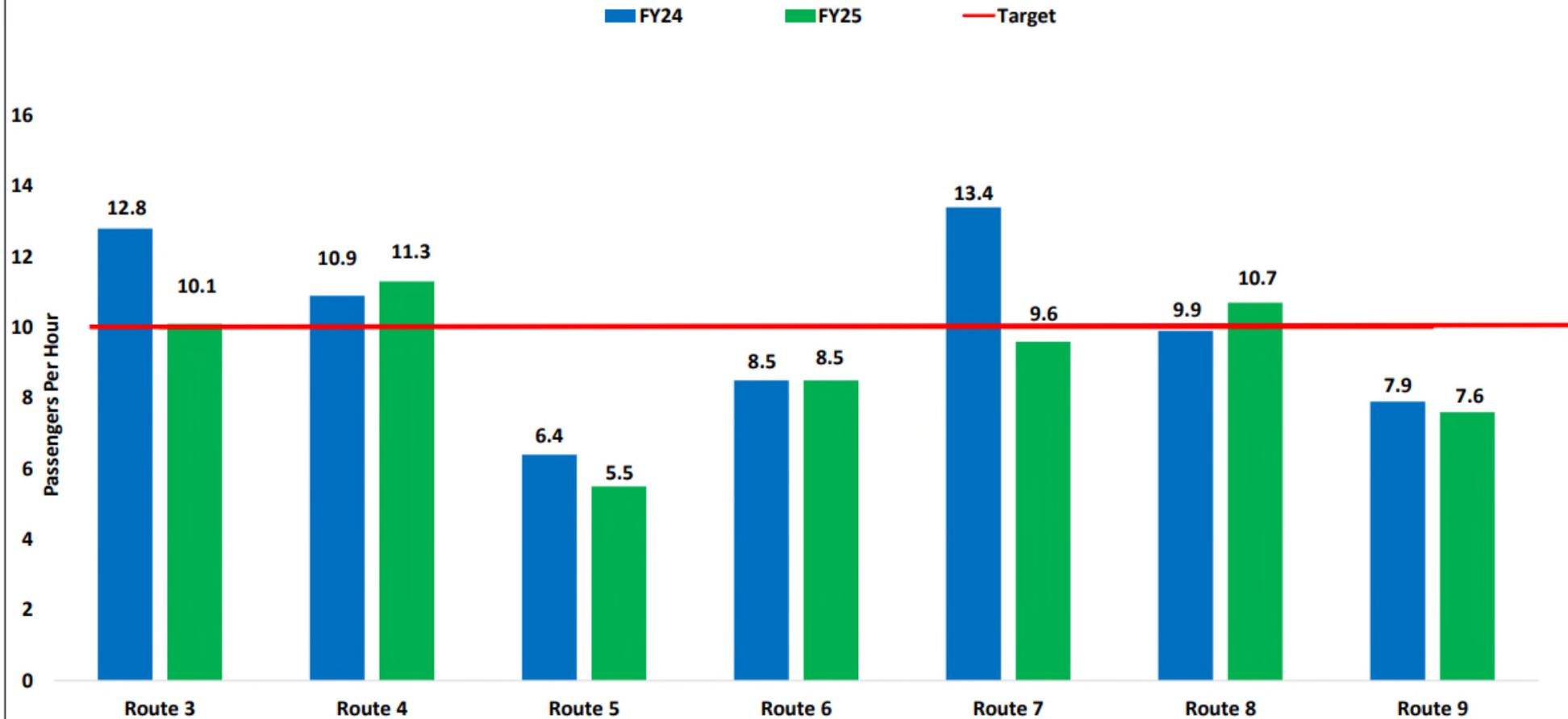
## **12. NEXT MEETING DATE:**

May 13, 2025 at 10:00 AM  
SunLine's Wellness Room  
32-505 Harry Oliver Trail  
Thousand Palms, CA 92276

### **13. ADJOURNMENT**

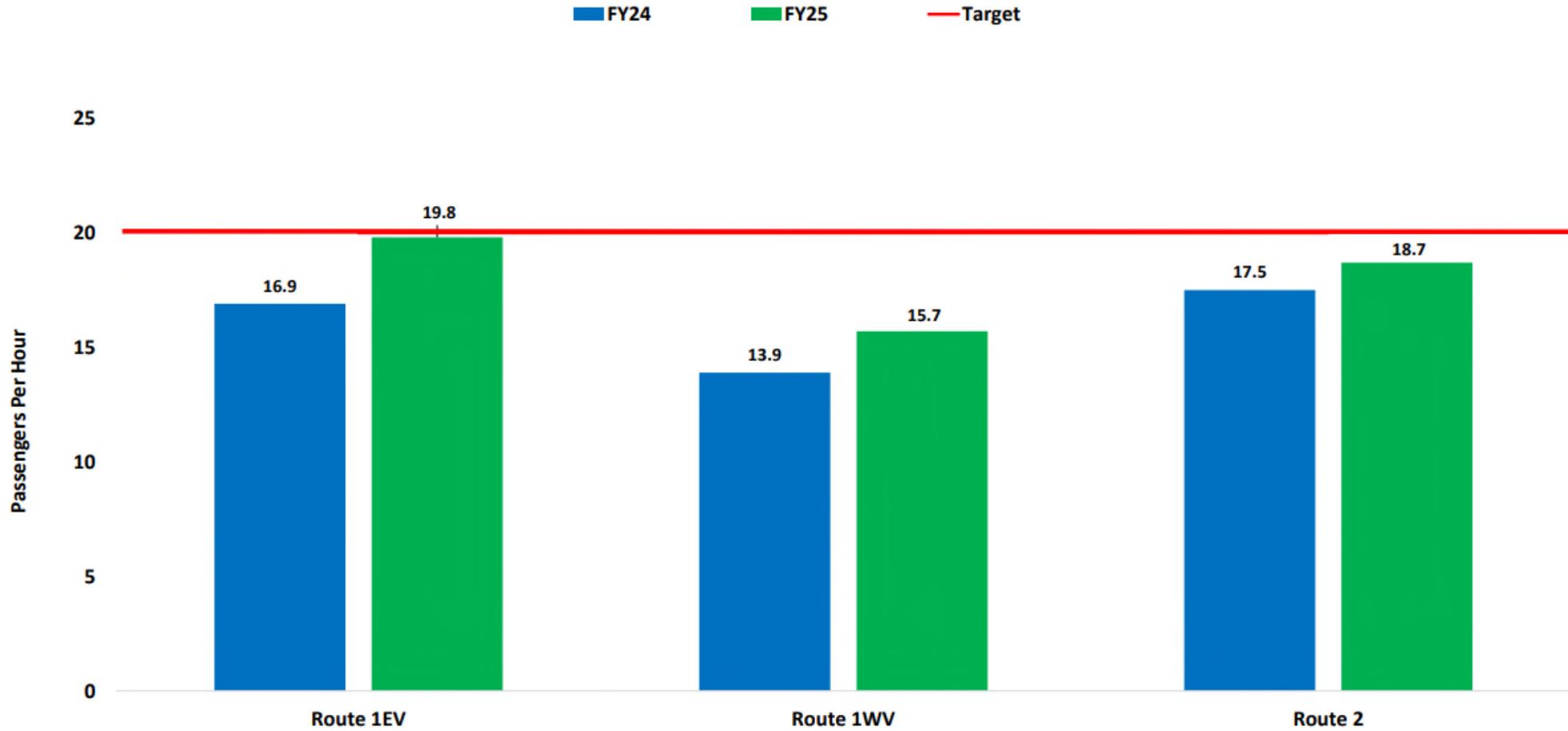
The ACCESS Advisory Committee meeting adjourned at 10:33 AM.

## FYTD Passengers Per Revenue Hour - Local Routes February 2025



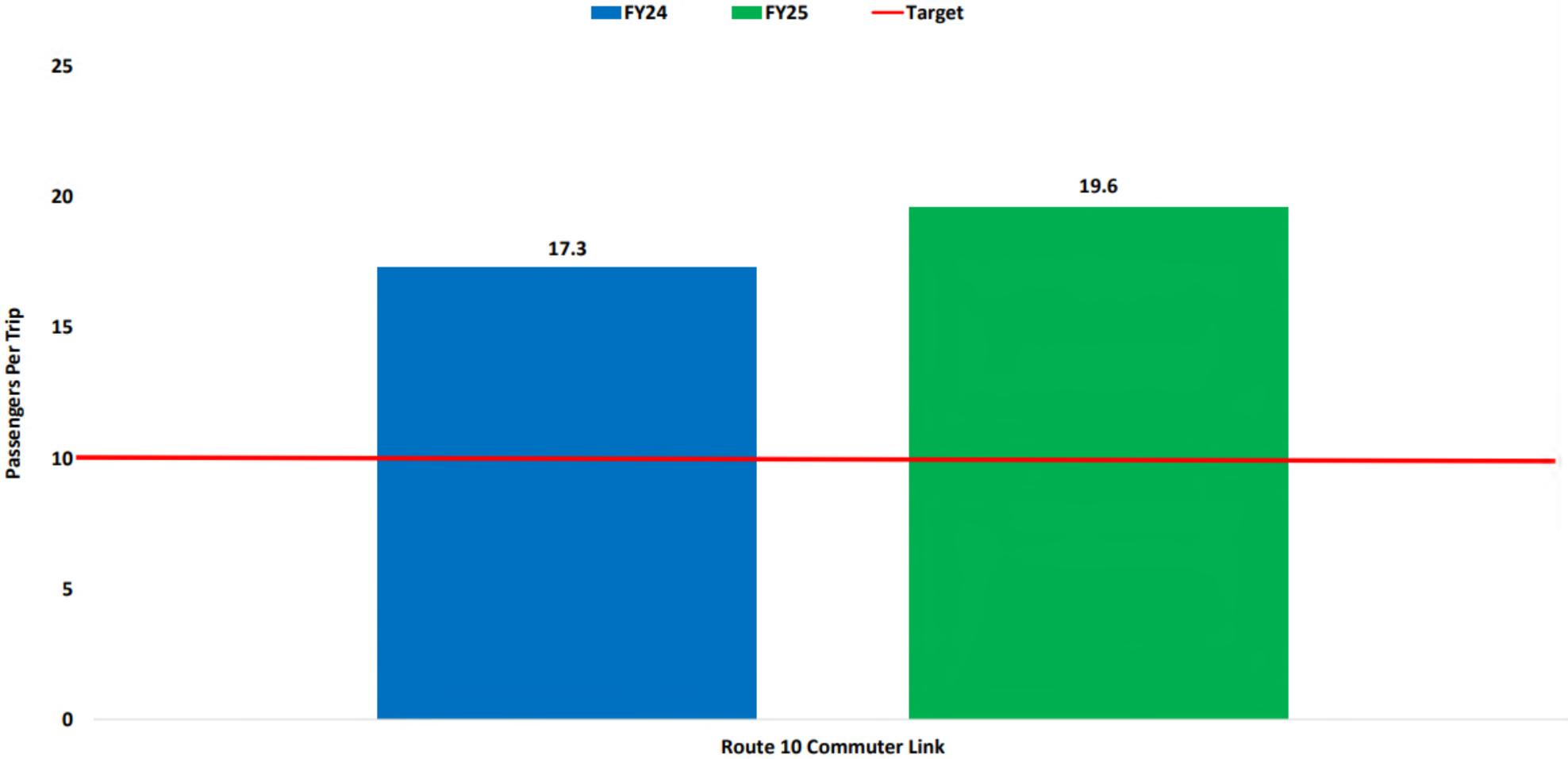
The chart above represents the system performance on local routes for Passengers Per Revenue Hour (PPRH). The target for local fixed routes is 10 PPRH. The FY25 goal is based on the Board approved Service Standards Policy (B-190613). Local routes are secondary routes that connect to the trunk routes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

## FYTD Passengers Per Revenue Hour - Trunk Routes February 2025



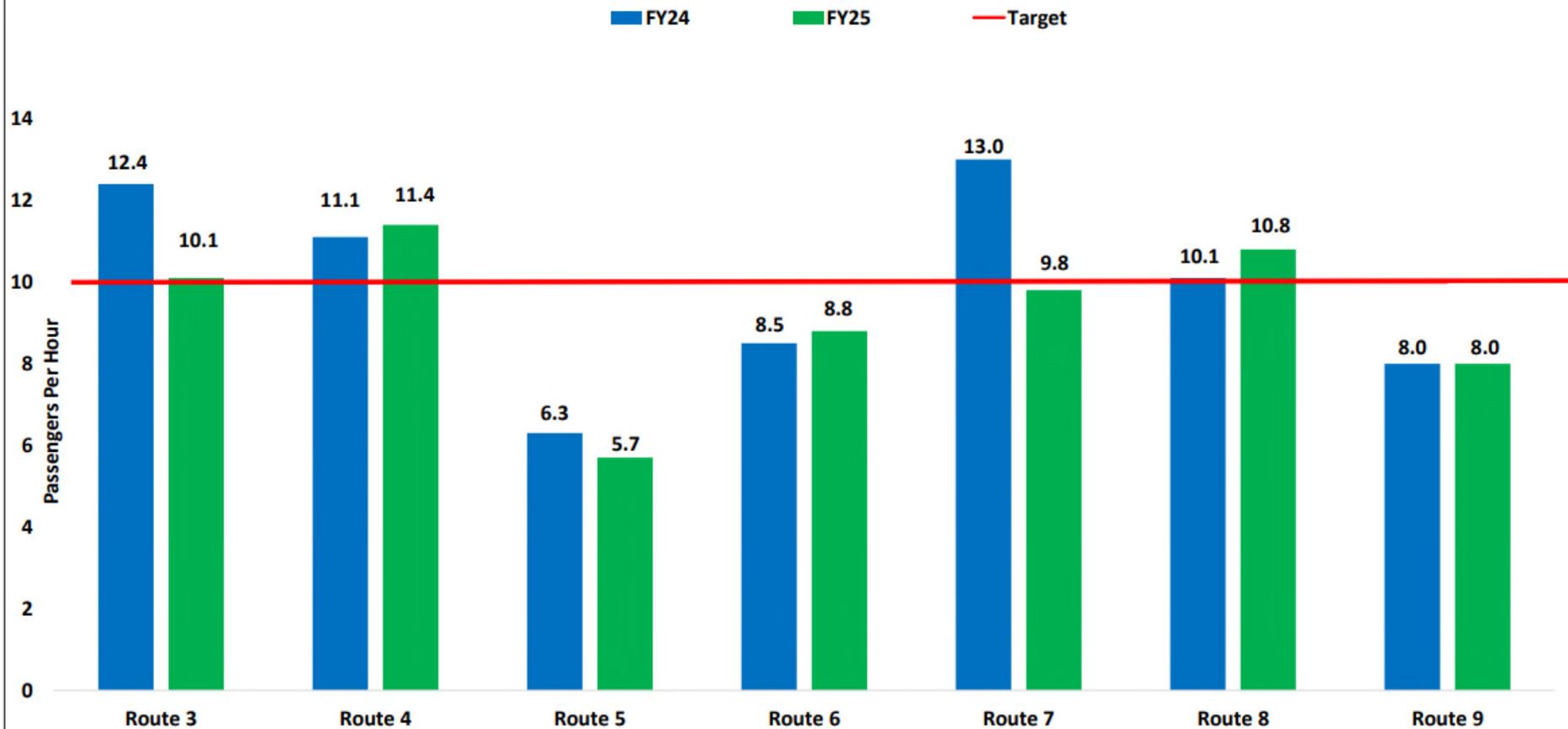
The chart above represents the system performance on trunk routes for Passengers Per Revenue Hour (PPRH). The target for trunk routes is 20 PPRH. The FY25 goal is based on the Board approved Service Standards Policy (B-190613). Trunk routes are highly traveled corridors serving a variety of trip purposes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

### FYTD Passengers Per Revenue Trip - Regional Service February 2025



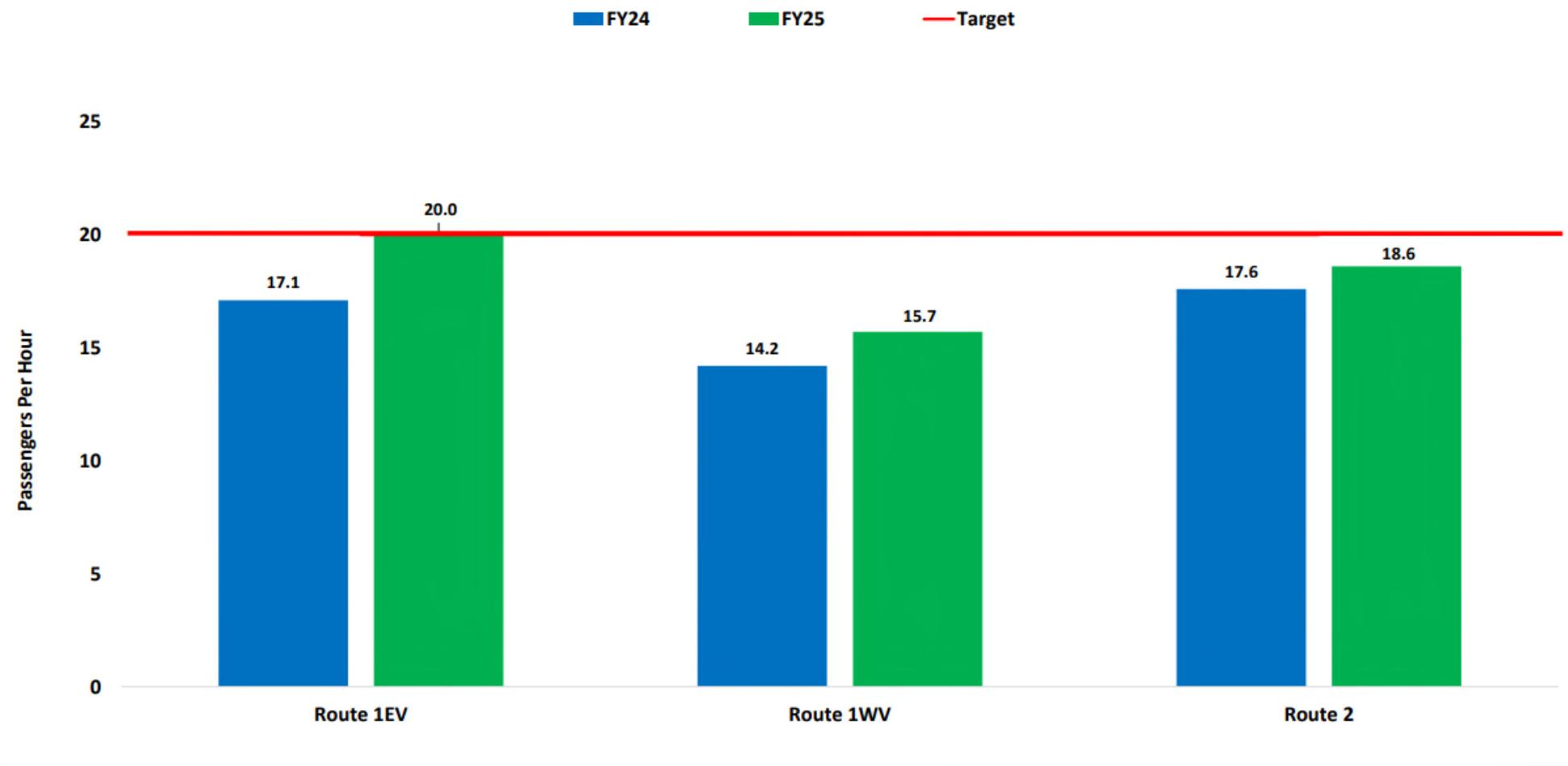
The chart above represents the system performance target for regional service on the 10 Commuter Link which is based on Passengers Per Revenue Trip (PPRT). The target for regional service is 10 PPRT. The FY25 goal is based on the Board approved Service Standards Policy (B-190613).

## FYTD Passengers Per Revenue Hour - Local Routes March 2025



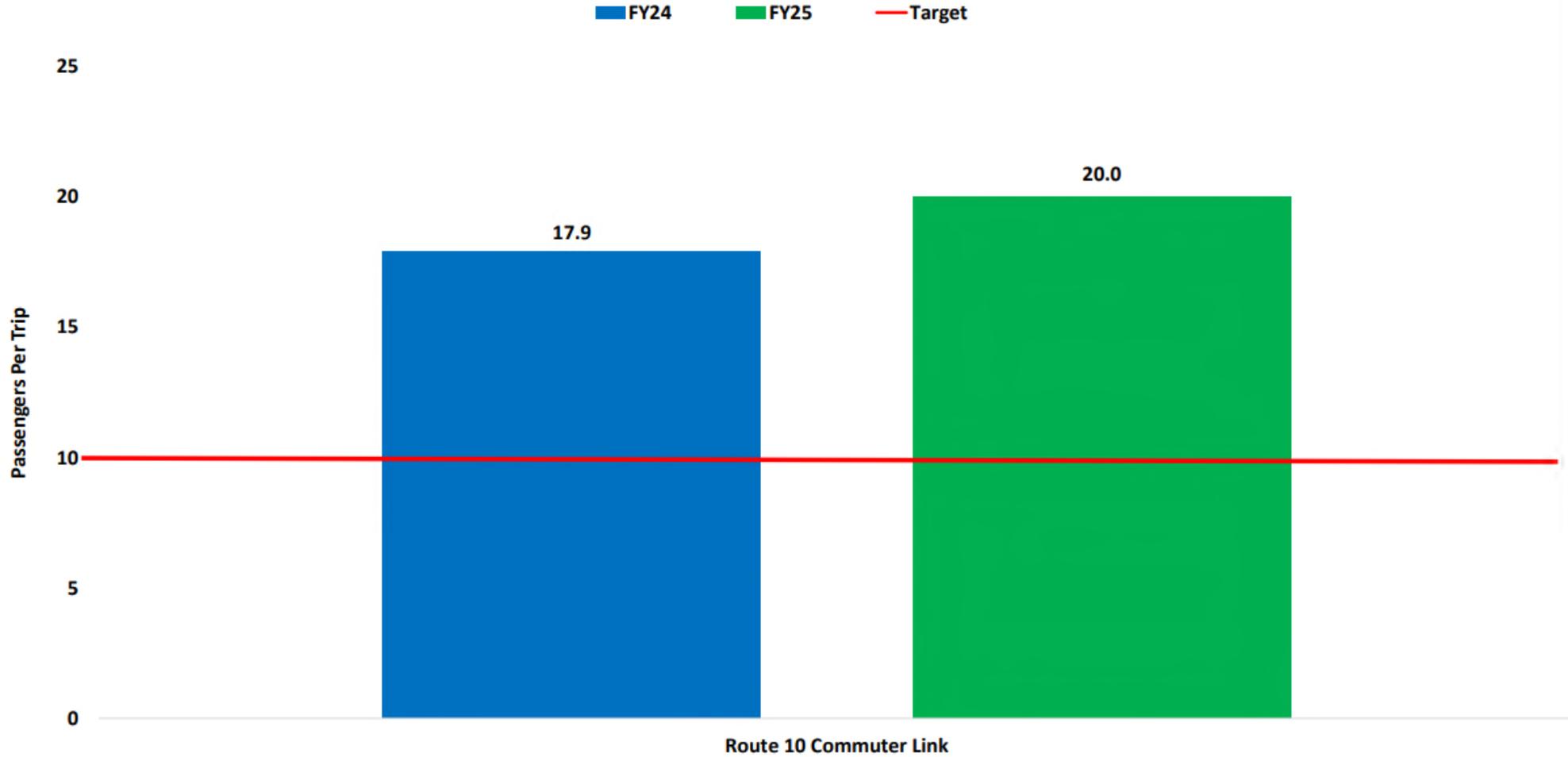
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### FYTD Passengers Per Revenue Hour - Trunk Routes March 2025



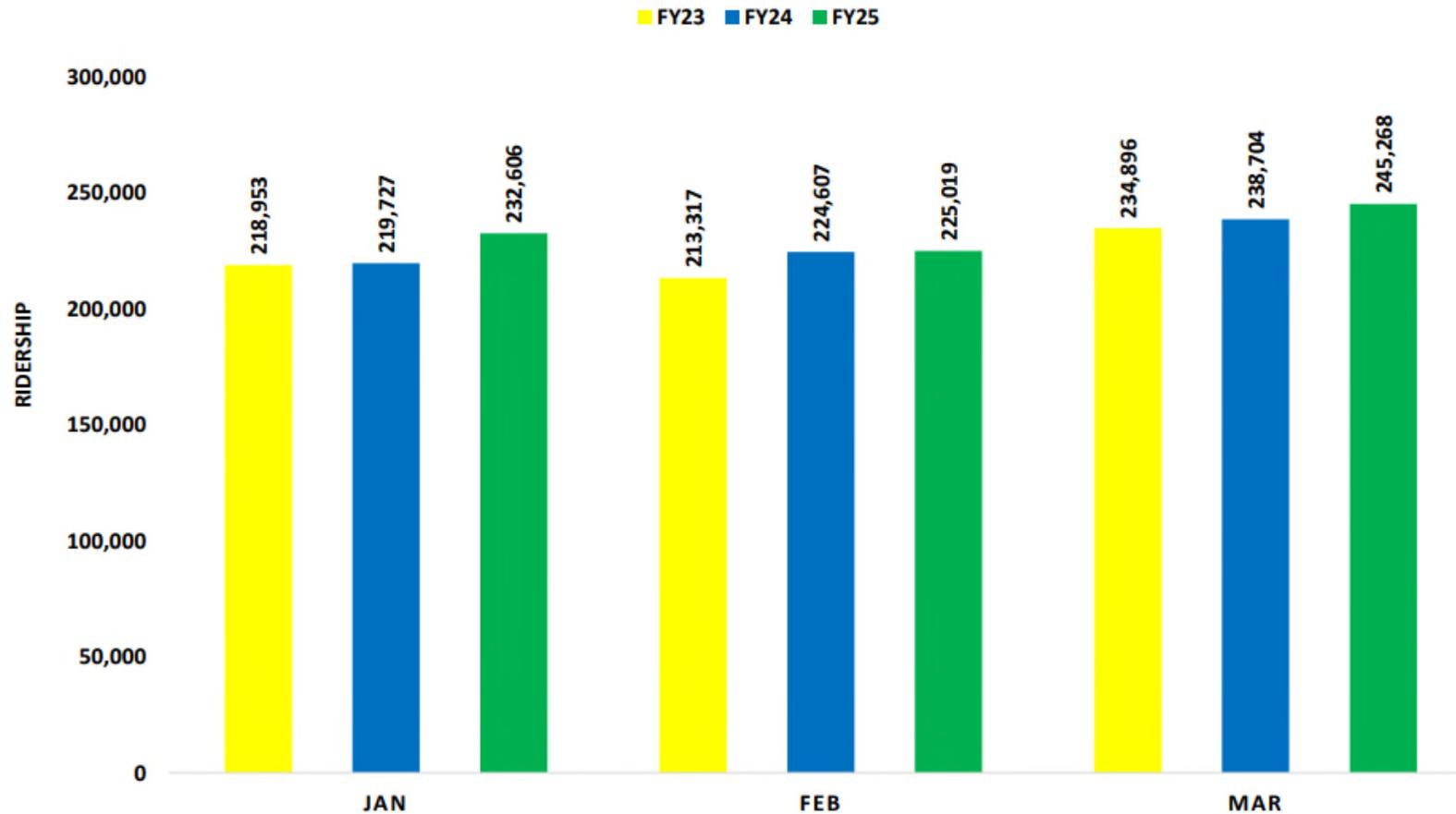
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### FYTD Passengers Per Revenue Trip - Regional Service March 2025

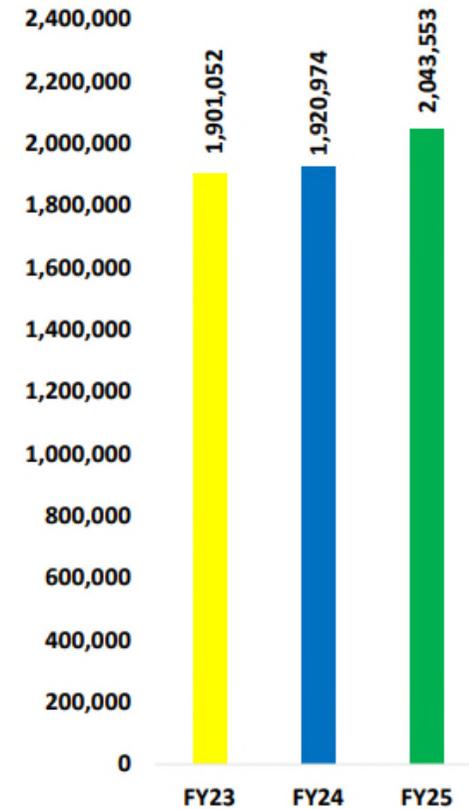


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## Fixed Route Ridership - February & March 2025

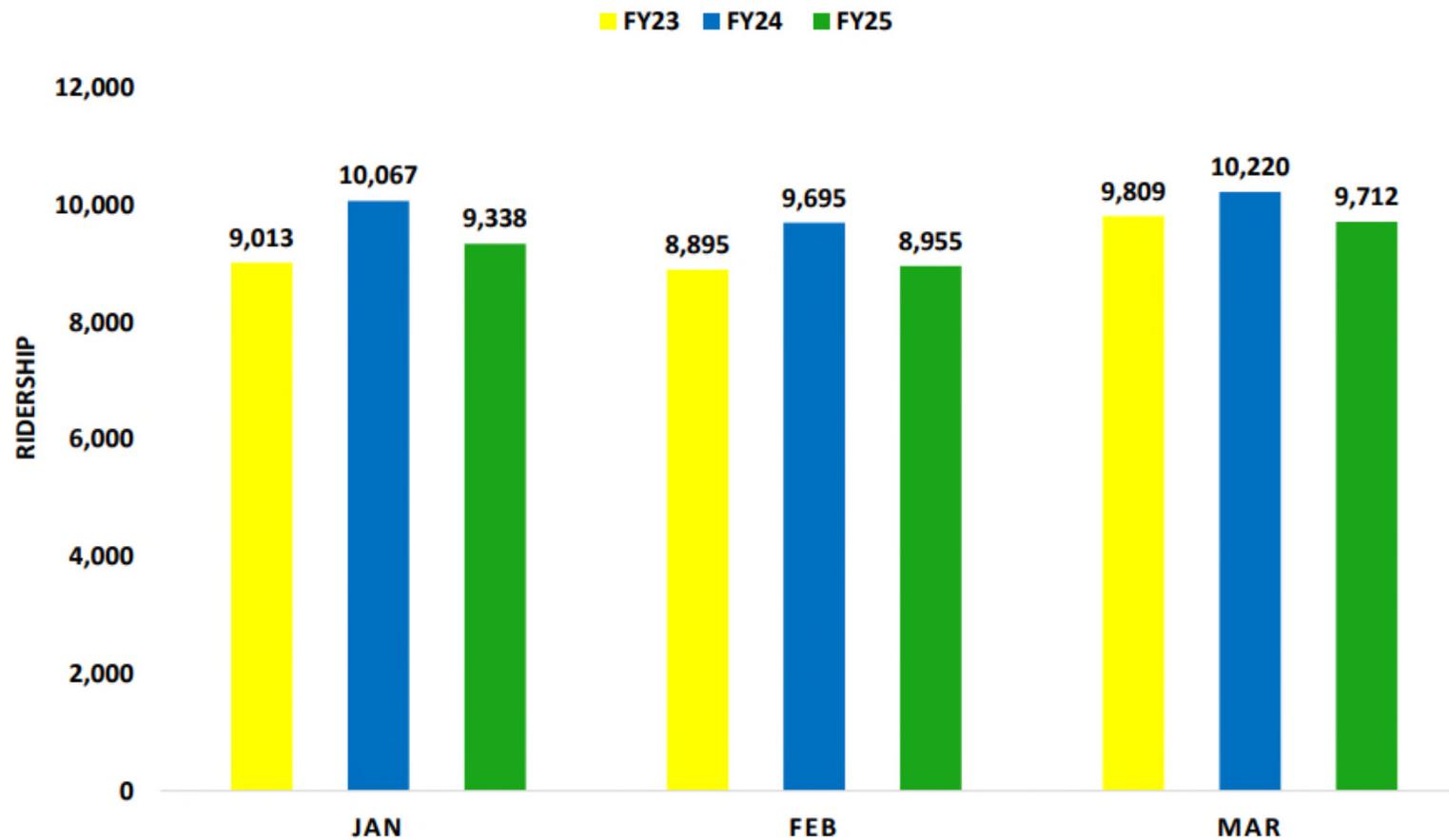


## Fixed Route Ridership FYTD Total

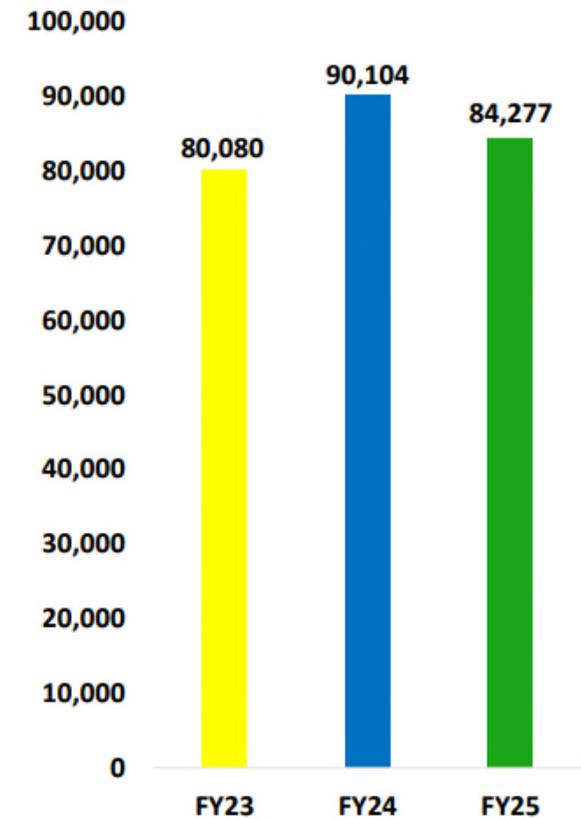


Ridership (or boardings) is the number of rides taken by passengers.  
 Fixed route ridership counts are based on Unlinked Passenger Trips (UPT).  
 Fixed route ridership is up 6.4% fiscal year to date.

## SunDial Ridership - February & March 2025

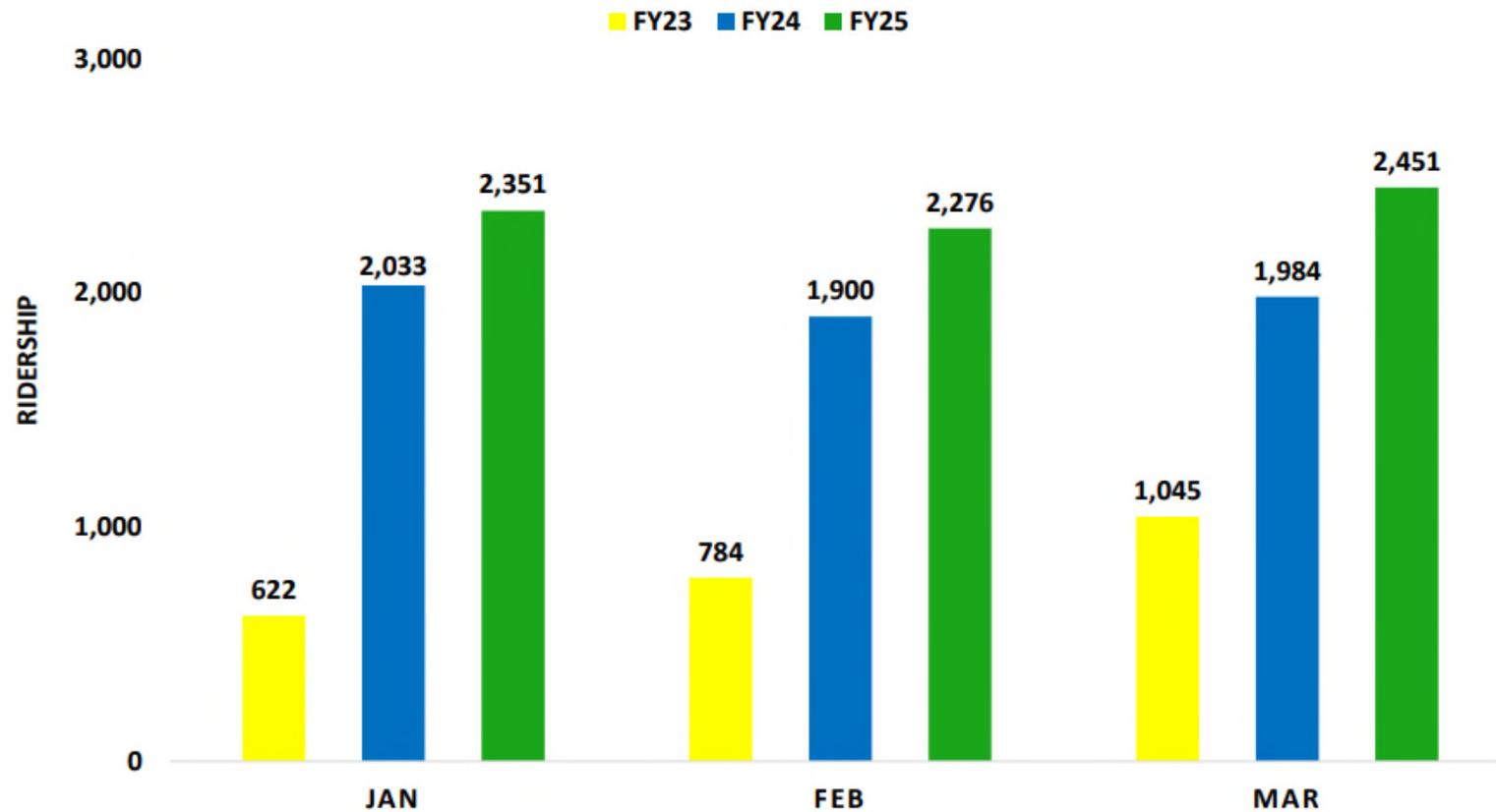


## SunDial Ridership FYTD Total

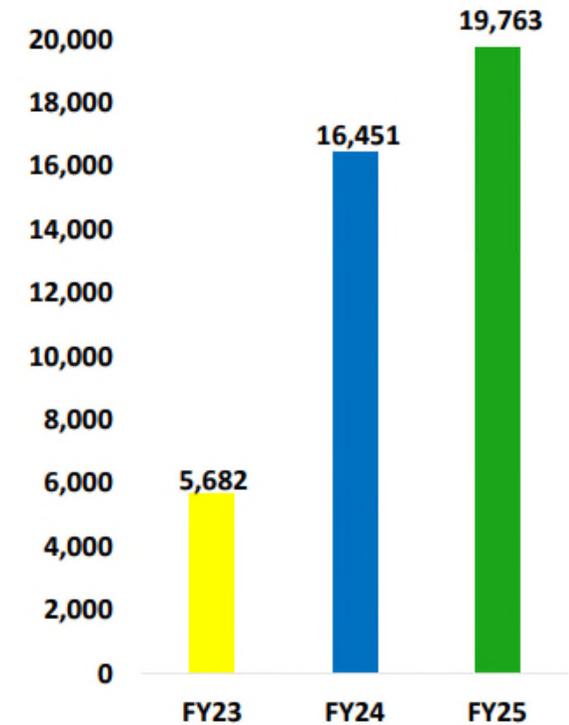


Ridership (or boardings) is the number of rides taken by passengers.  
SunDial ridership is down 6.5% fiscal year to date.

## SunRide Ridership - February & March 2025



## SunRide Ridership FYTD Total



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

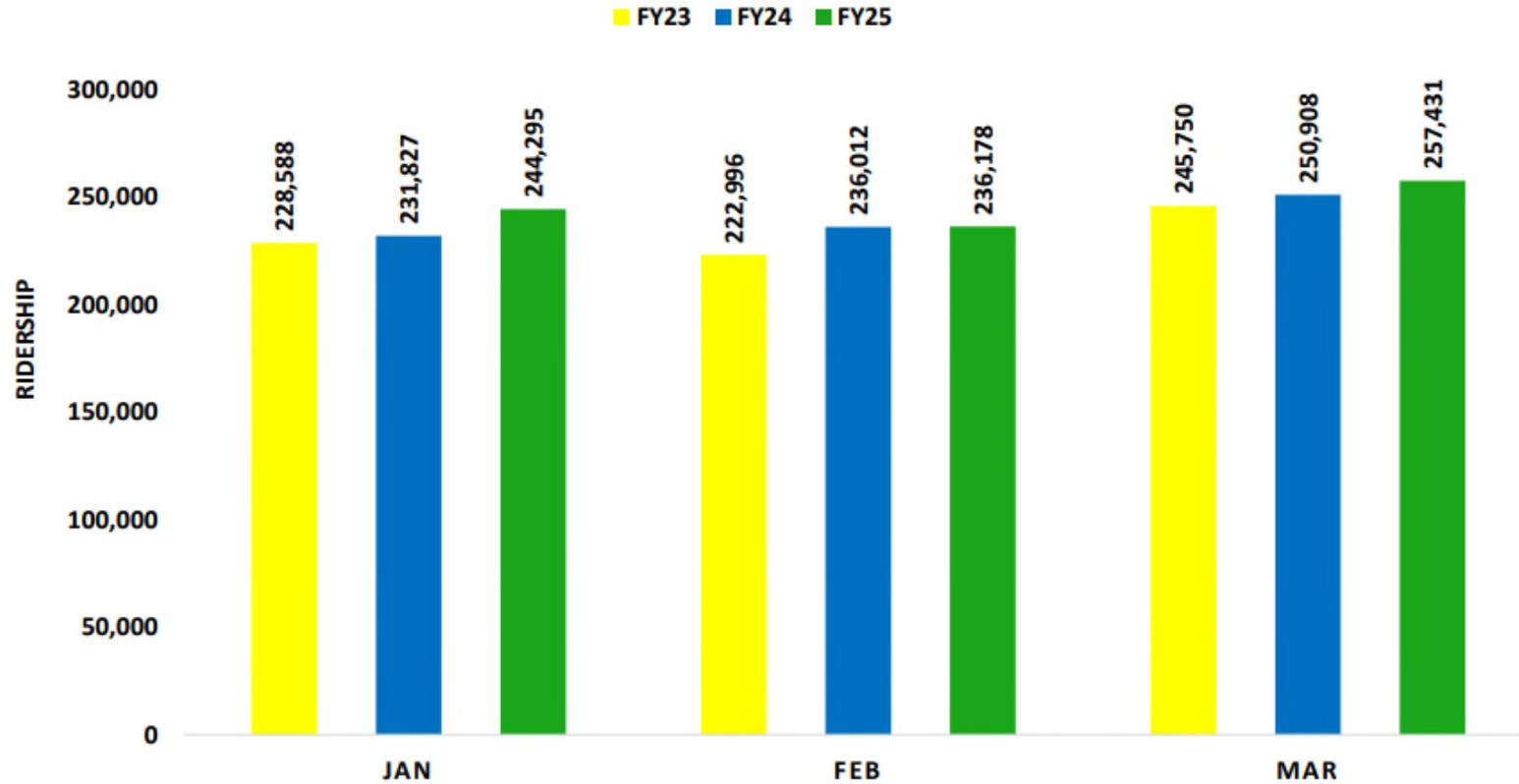
SunRide is a microtransit service that is available in seven (7) Coachella Valley zones.

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

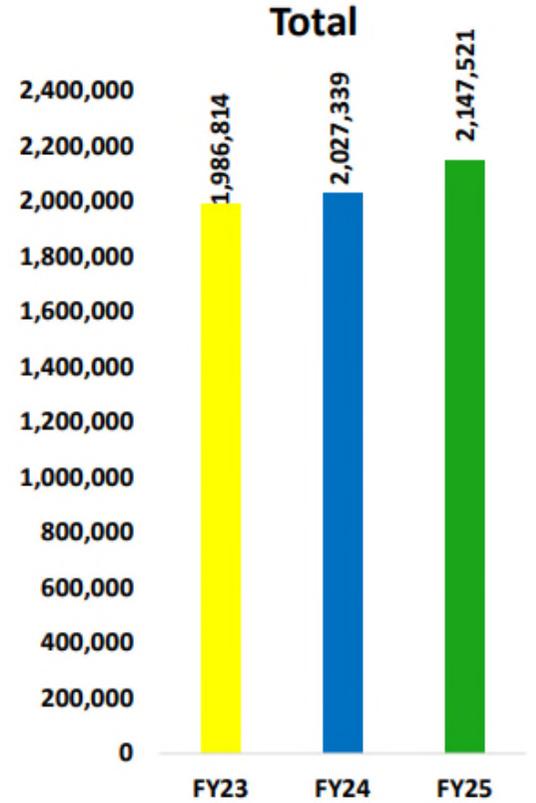
Riders use this service with a smartphone app, SunRide, which will call for a SunRide vehicle to pick them up at a destination within the designated zones and/or bus stops.

SunRide pilot program launched on January 4, 2021.

## System Ridership Total - February & March 2025



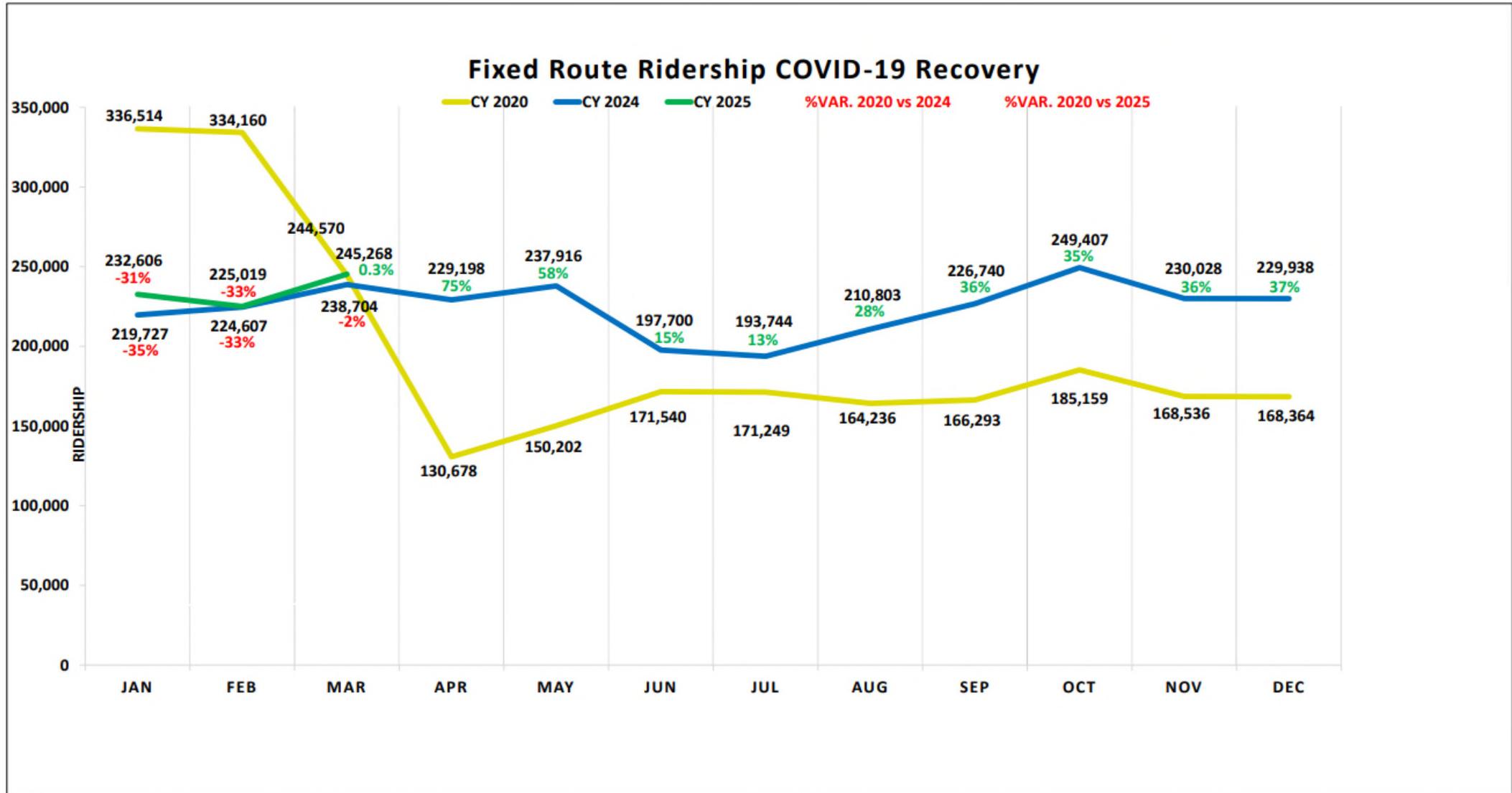
## System Ridership FYTD



Ridership (or boardings) is the number of rides taken by passengers using Fixed Route, SunDial, SolVan and SunRide.

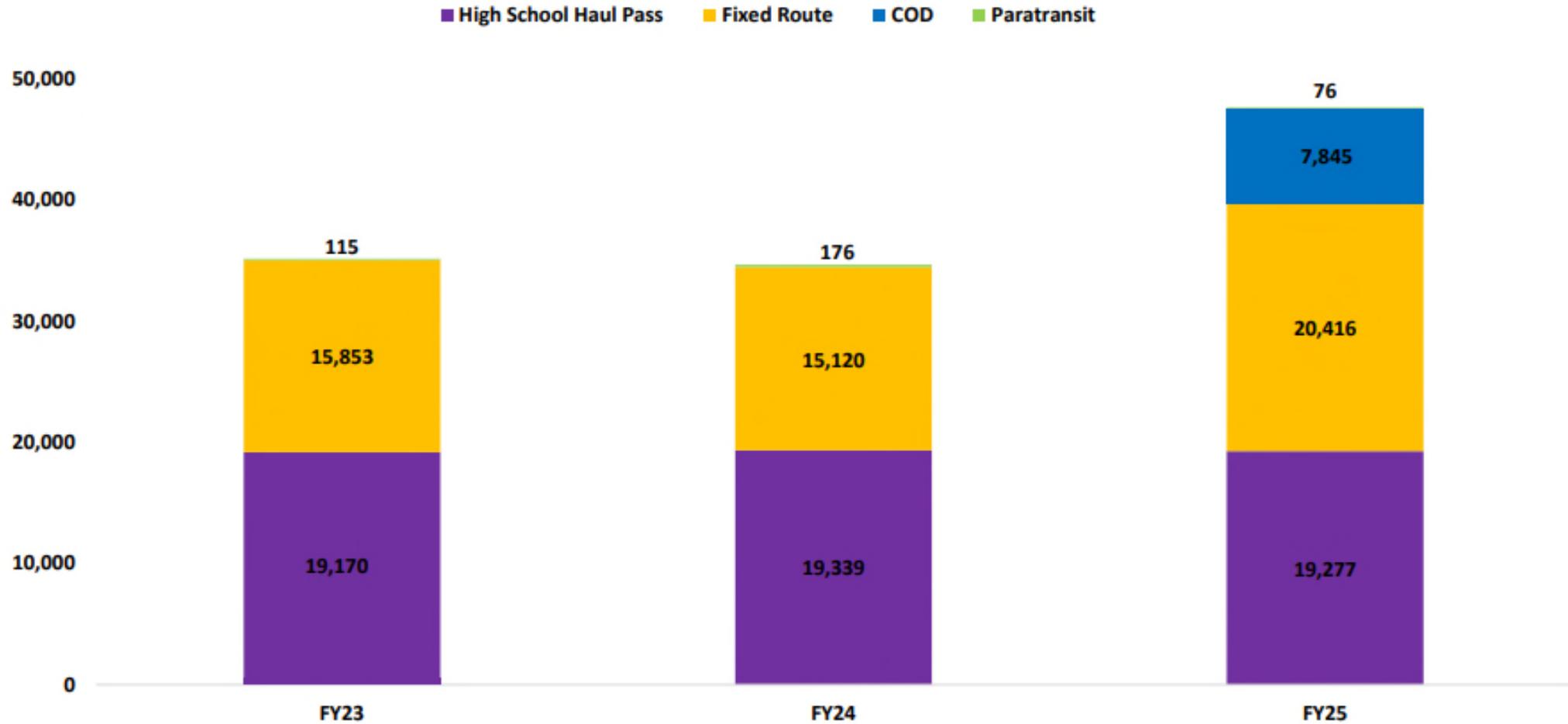
Ridership counts are based on Unlinked Passenger Trips (UPT).

System Ridership Total is up 5.9% fiscal year to date.



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. 2024 and 2025 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 2024 & CY 2025. CY 2021/2022/2023 have been removed to reflect the two (2) most recent years in recovery.

## Mobile Ticketing Usage - February 2025



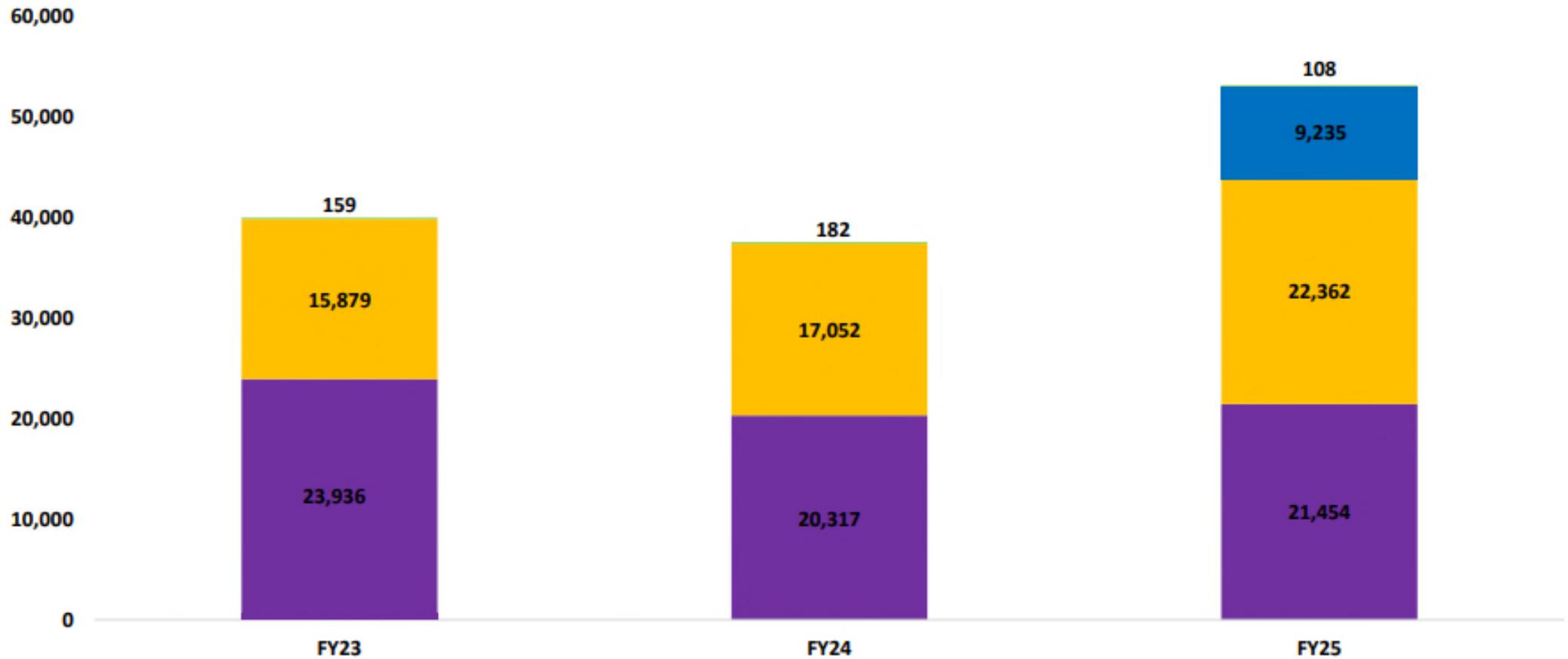
This chart represents all monthly mobile ticketing usage by category based on the Token Transit app data.

The total for January 2025 includes the following passes used through Token Transit: High School Haul Pass, COD Haul Pass, Fixed Route and Paratransit.

Mobile Ticketing was introduced for COD Haul Pass in June 2024.

## Mobile Ticketing Usage - March 2025

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

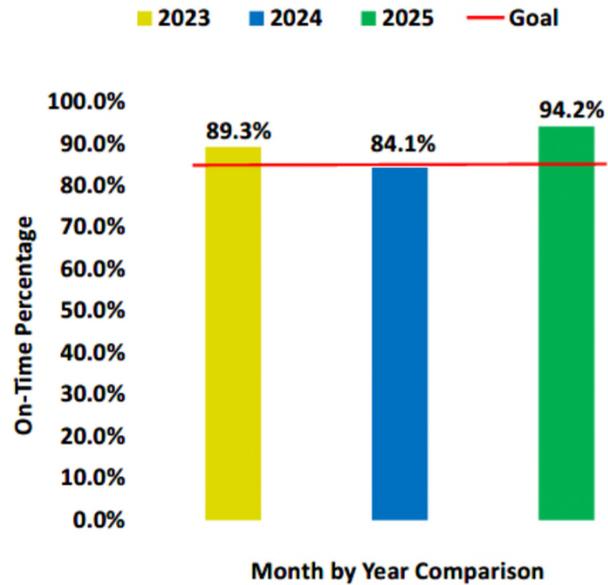


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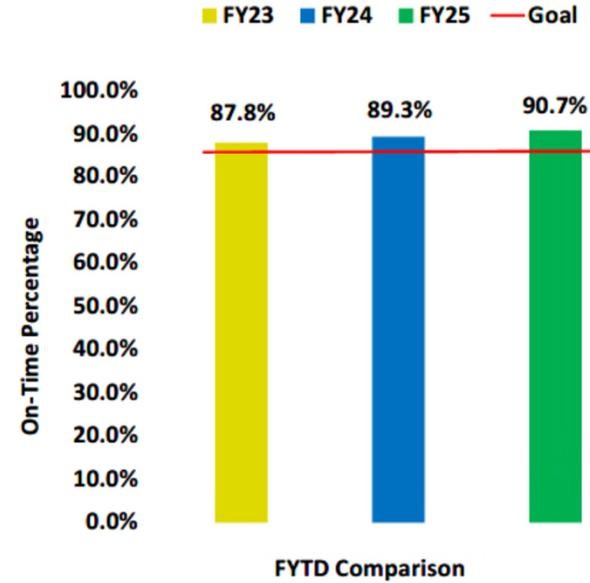
The total for January 2025 includes the following passes used through Token Transit: High School Haul Pass, COD Haul Pass, Fixed Route and Paratransit.

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## Paratransit On-Time Performance February 2025



## On-Time Performance FYTD

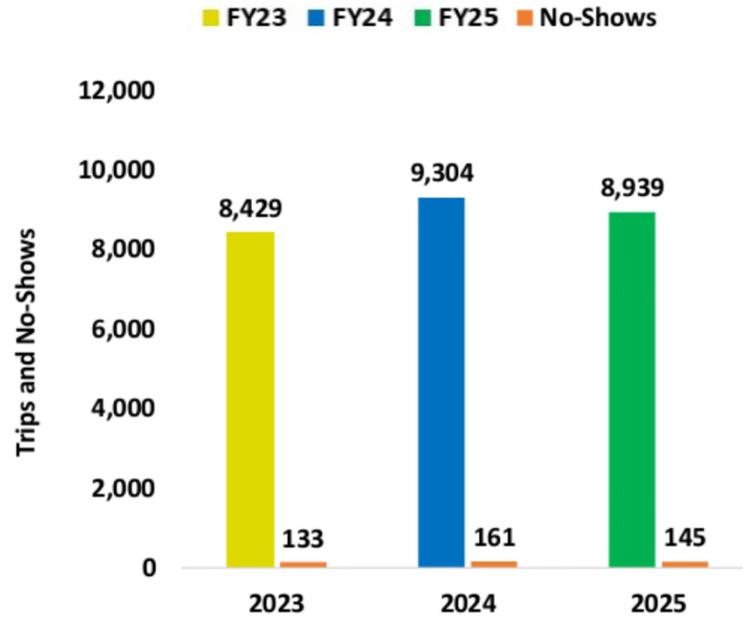


On-Time: When the rider is picked up within 30 minutes of the scheduled pick-up time.

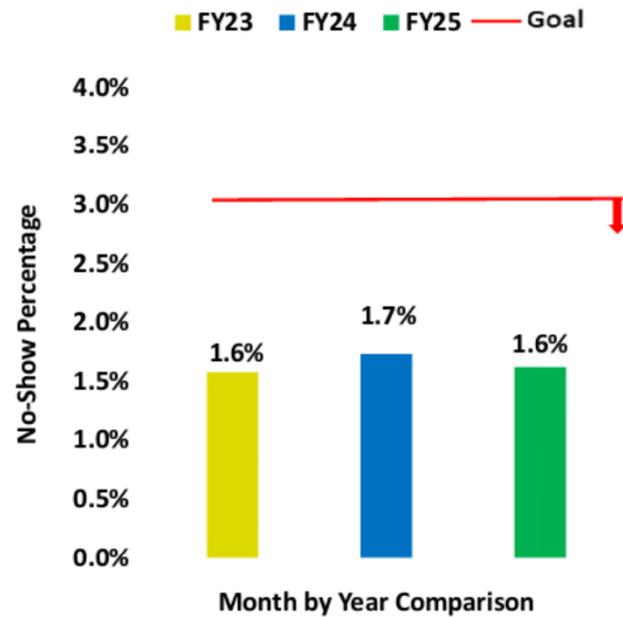
Goal: The Agency established on-time performance goal is 85%.

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 February



### No-Shows by Percentage

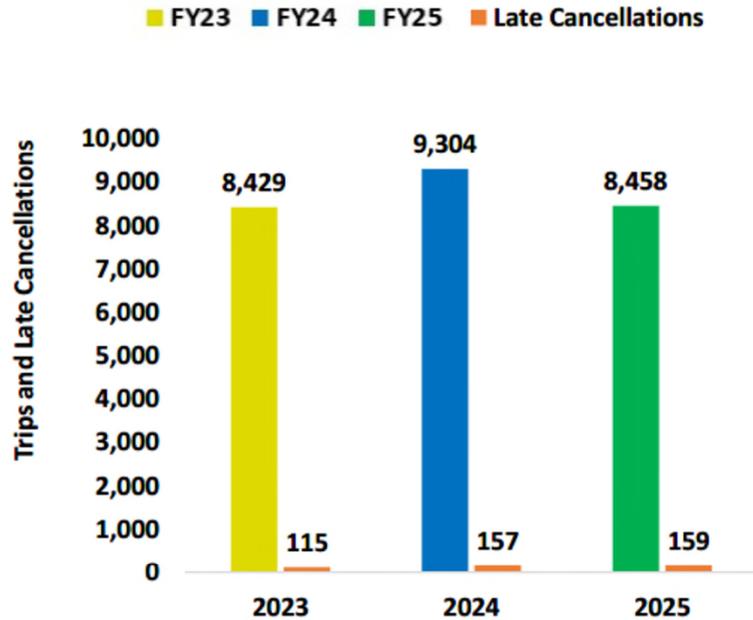


Trip: A one-way trip booked by the rider. A round trip is counted as two (2) trips.

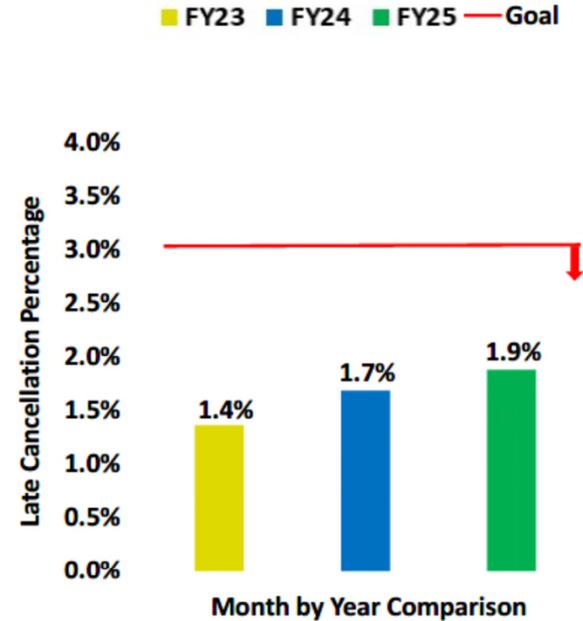
No-Show: A ride for which an authorized ADA paratransit service vehicle arrives at the designated pick-up time and location and waits the required five (5) minute period while the rider is not present to board the vehicle.

Goal for no-shows: 3% or below.

## Paratransit Total Trips vs. Late Cancellations February



## Late Cancellations by Percentage



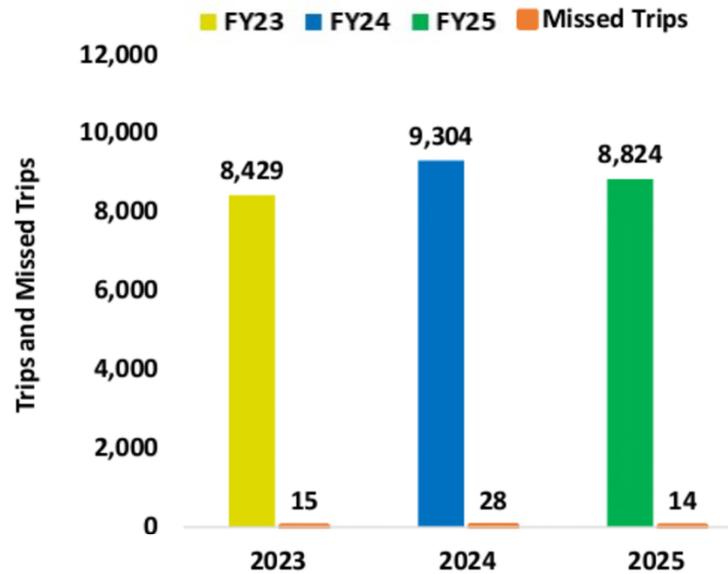
Trip: A one-way trip booked by the rider. A round trip is counted as two (2) trips.

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

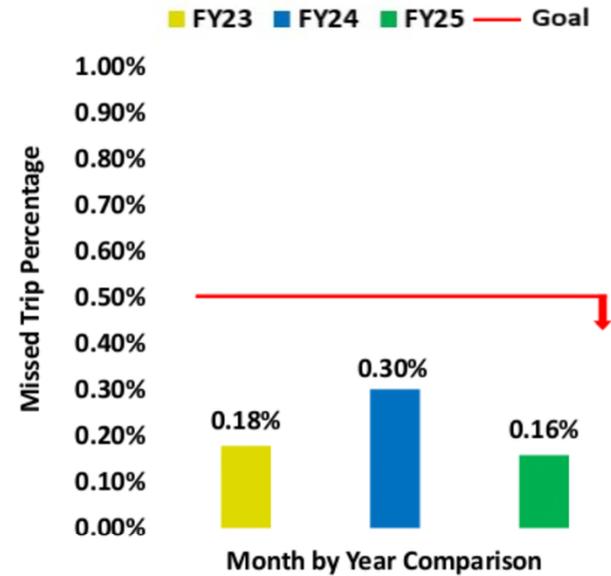
Goal for Late Cancellations: 3% or below.

Total Trips: Total one-way trips completed.

### Paratransit Total Trips vs. Missed Trips February



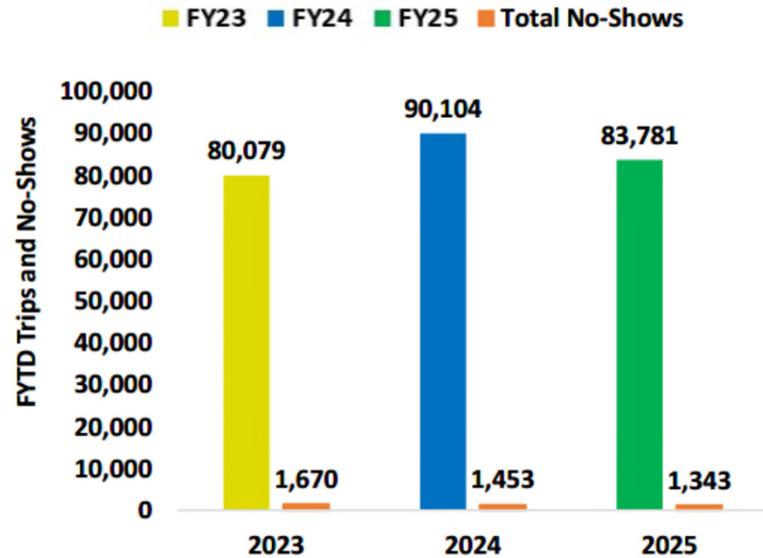
### Missed Trips by Percentage



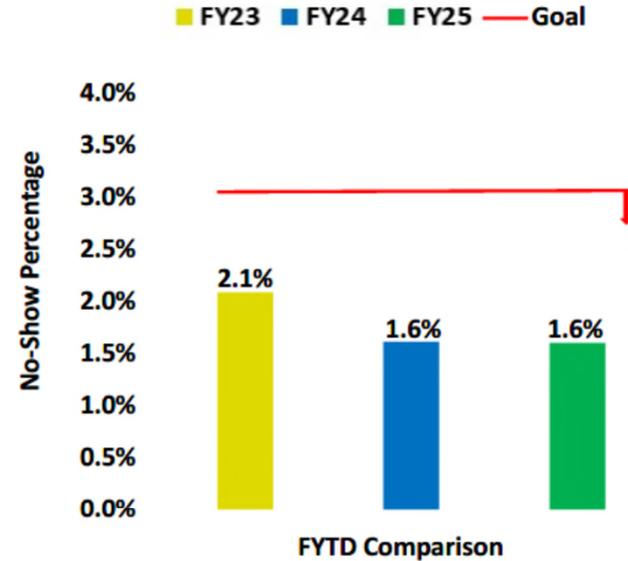
Missed Trip: A trip is considered missed by the Agency when the vehicle arrives outside of the pick-up window and the rider does not take the trip. Similarly, if a vehicle arrives before the beginning of the pick-up window and the rider does not board and the vehicle departs, it is a missed trip.

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

### Paratransit Total Trips vs. No-Shows FYTD Through February



### No-Show Percentage FYTD

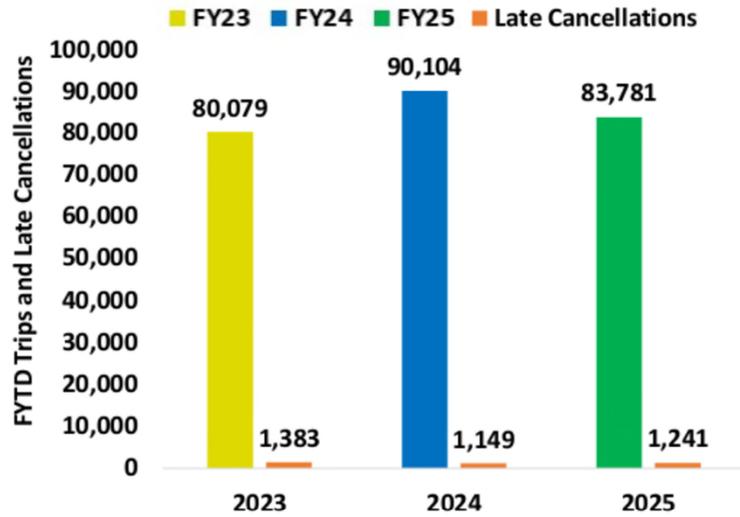


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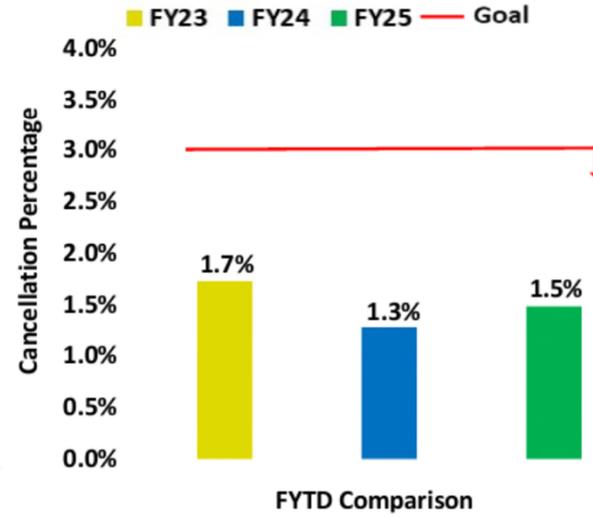
No-Show: A trip where an authorized ADA paratransit service vehicle arrives at the designated pick-up location, waits the required five (5) minute period while the rider is not present to board the vehicle.

Goal for No-Shows: 3% or below.

### Paratransit Total Trips vs. Late Cancellations FYTD Through February



### Late Cancellation Percentage FYTD



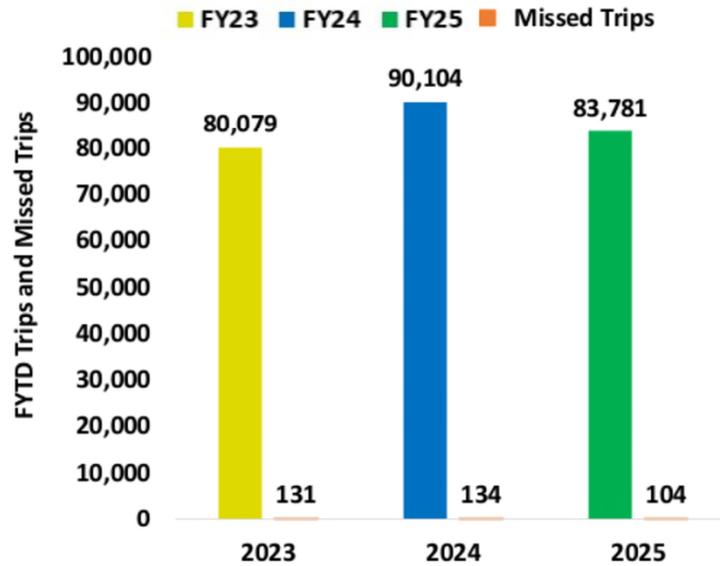
Trip: A one-way trip booked by the rider. A round trip is counted as two (2) trips.

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

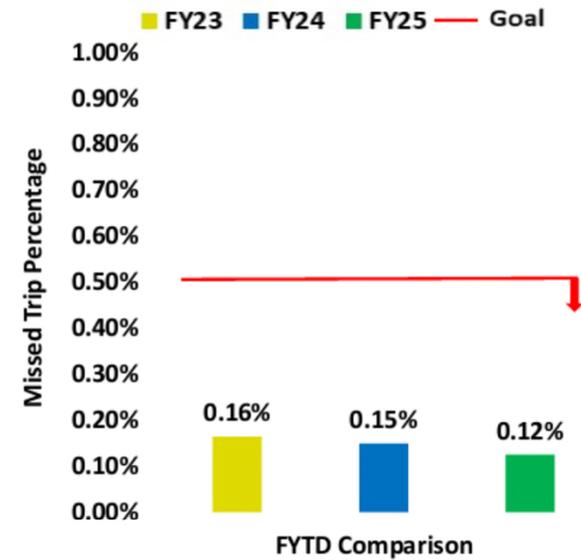
Goal for Late Cancellations: 3% or below.

Total Trips: Total one-way trips completed.

### Paratransit Total Trips vs. Missed Trips FYTD Through February



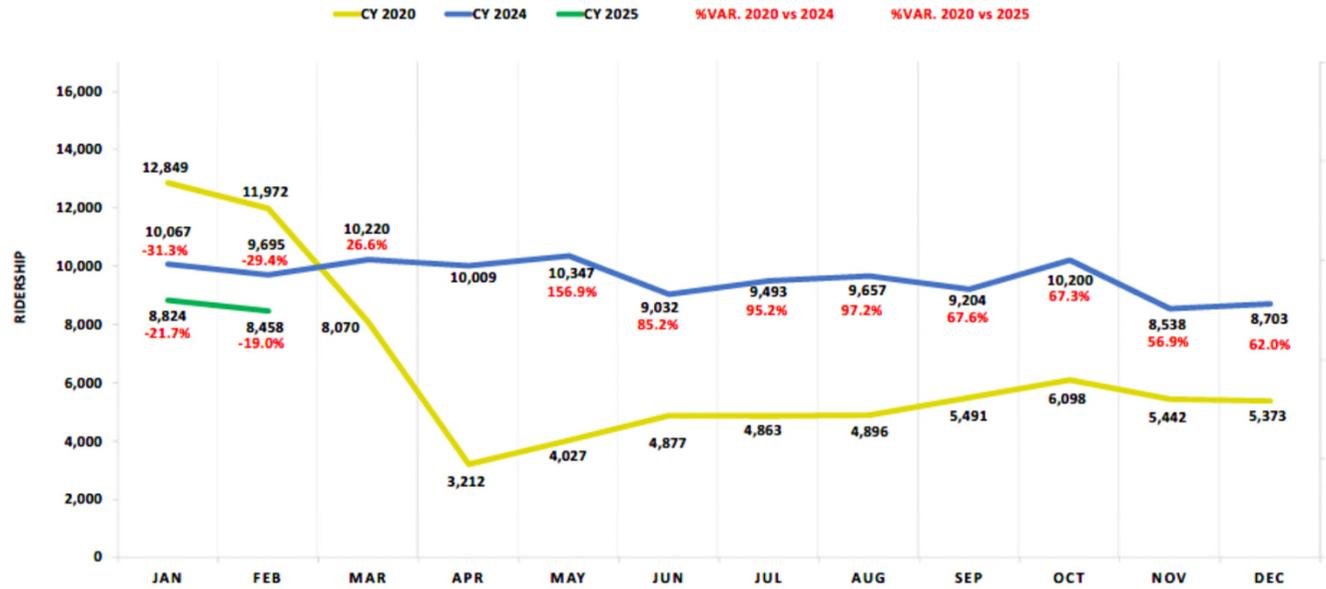
### Missed Trip Percentage FYTD



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.

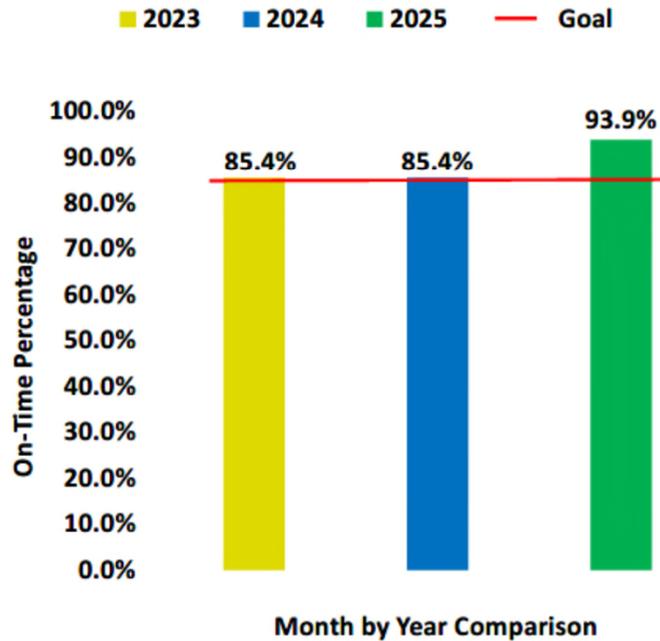
### Paratransit Ridership COVID-19 Recovery



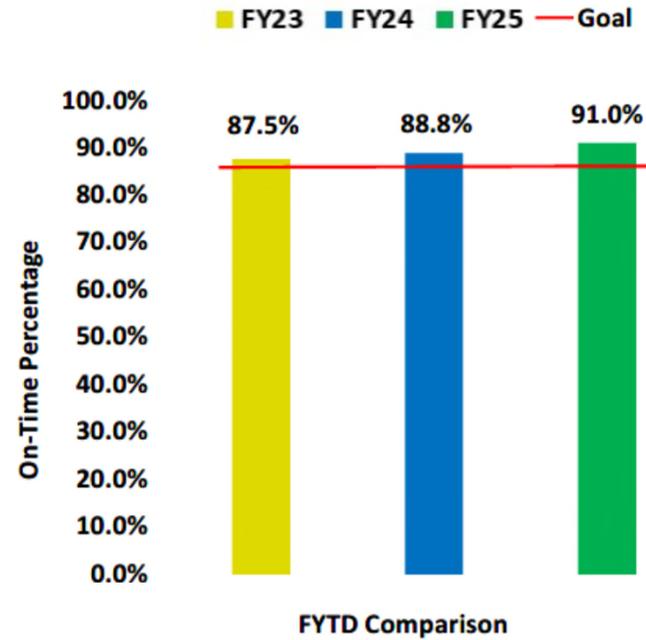
Beginning January 2022, instead of comparing the ridership to the 2019 pre COVID-19 levels, we will be moving forward with comparing from 2020 and 2025. Variances are in red close to their corresponding ridership number. 2023 and 2024 are referring to the baseline of 2020. January 2020 and February 2020 show pre-pandemic COVID-19 ridership numbers.

CY 2021, 2022 and 2023 have 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 2024 & CY 2025.

## Paratransit On-Time Performance March 2025



## On-Time Performance FYTD

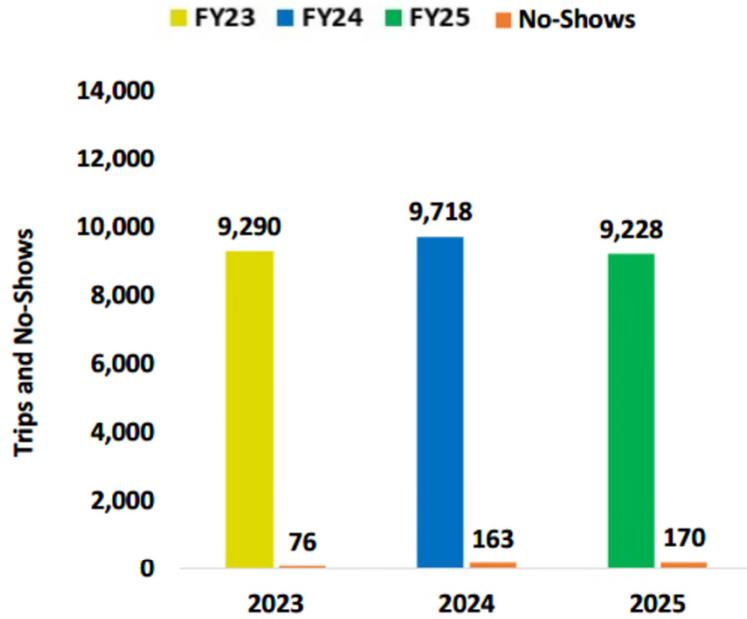


On-Time: When the rider is picked up within 30 minutes of the scheduled pick-up time.

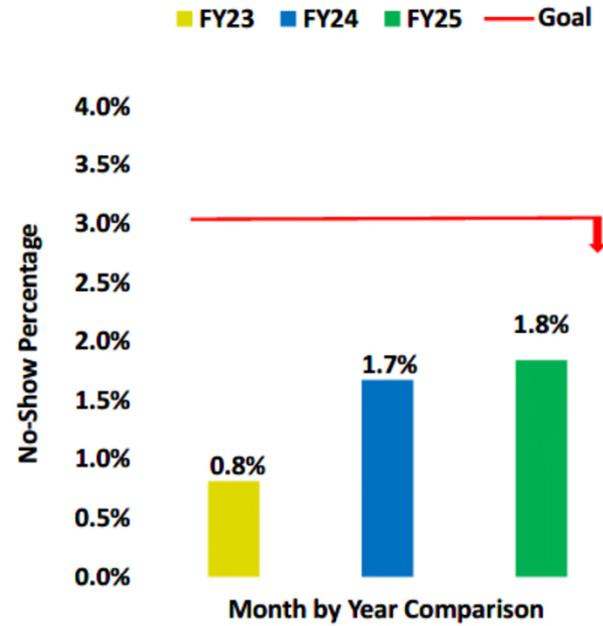
Goal: The Agency established on-time performance goal is 85%.

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 March



### No-Shows by Percentage

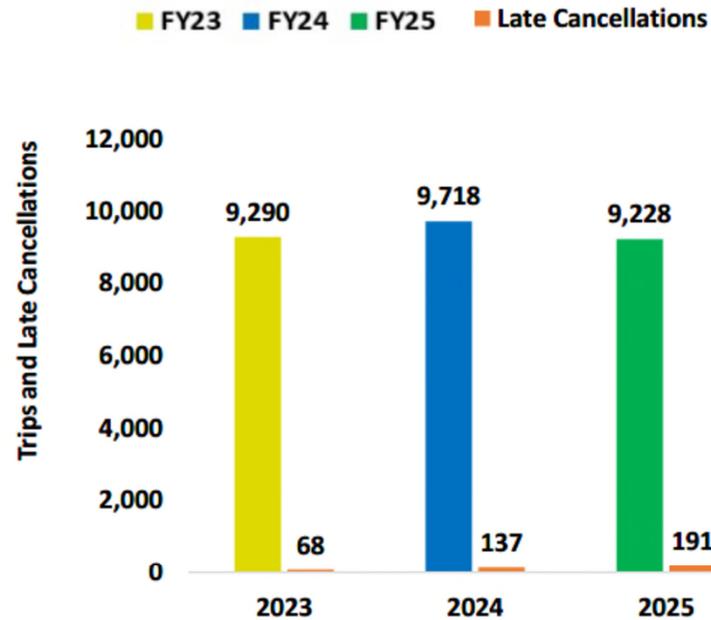


Trip: A one-way trip booked by the rider. A round trip is counted as two (2) trips.

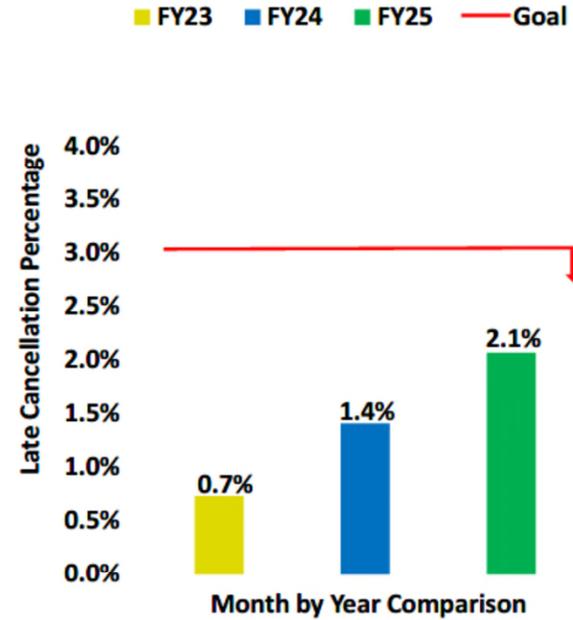
No-Show: A ride for which an authorized ADA paratransit service vehicle arrives at the designated pick-up time and location and waits the required five (5) minute period while the rider is not present to board the vehicle.

Goal for no-shows: 3% or below.

### Paratransit Total Trips vs. Late Cancellations March



### Late Cancellations by Percentage



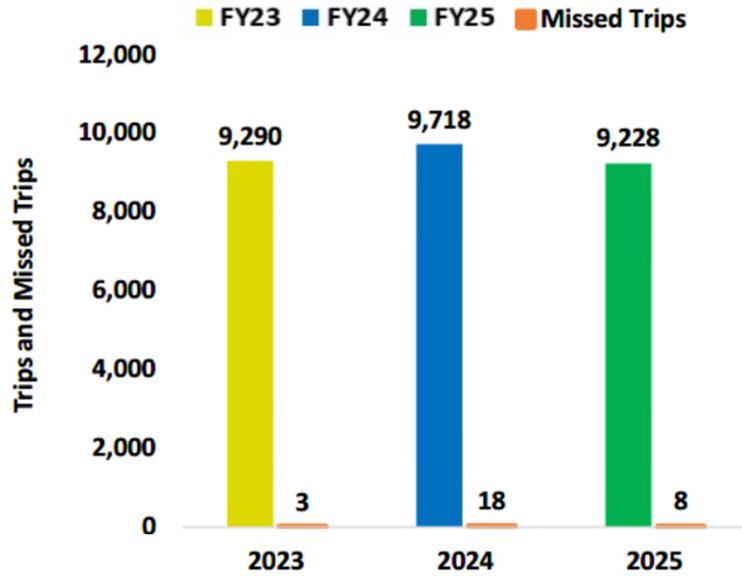
Trip: A one-way trip booked by the rider. A round trip is counted as two (2) trips.

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

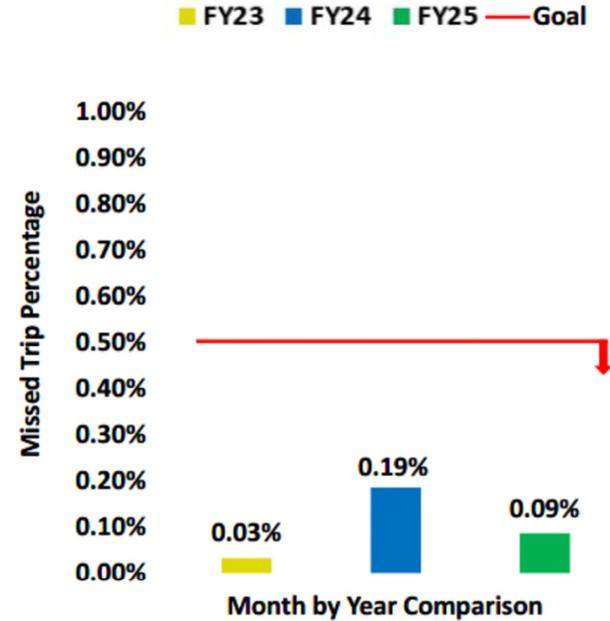
Goal for Late Cancellations: 3% or below.

Total Trips: Total one-way trips completed.

### Paratransit Total Trips vs. Missed Trips March

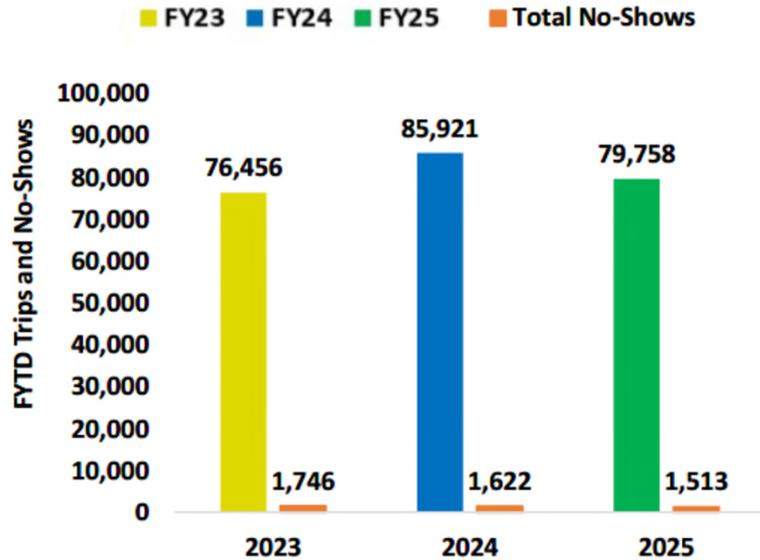


### Missed Trips by Percentage

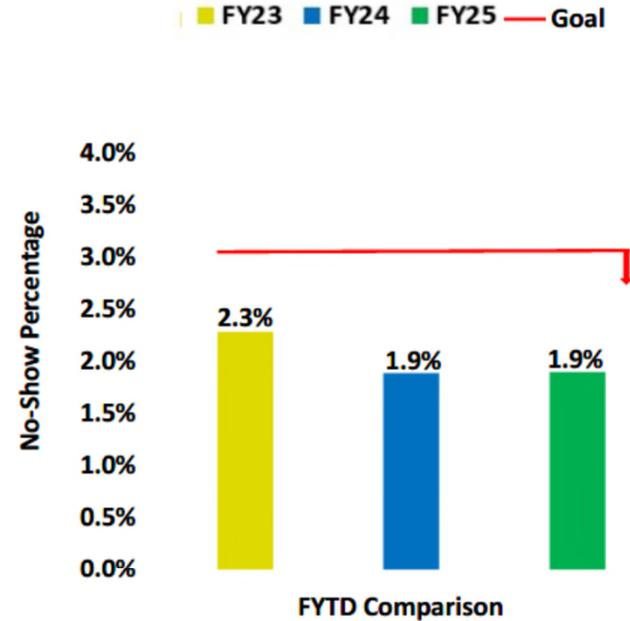


Missed Trip: A trip is considered missed by the Agency when the vehicle arrives outside of the pick-up window and the rider does not take the trip. Similarly, if a vehicle arrives before the beginning of the pick-up window and the rider does not board and the vehicle departs, it is a missed trip.  
 Goal for Missed Trips: 0.50% or below, which is the industry standard for missed trips.

### Paratransit Total Trips vs. No-Shows FYTD Through March



### No-Show Percentage FYTD

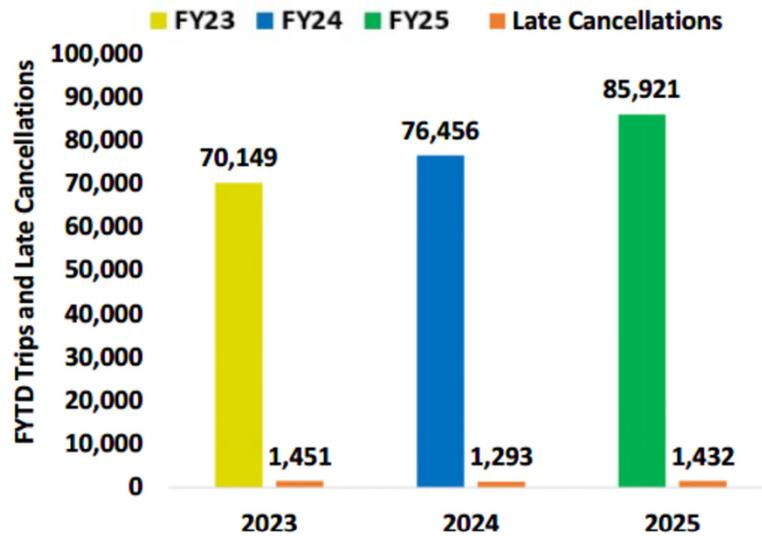


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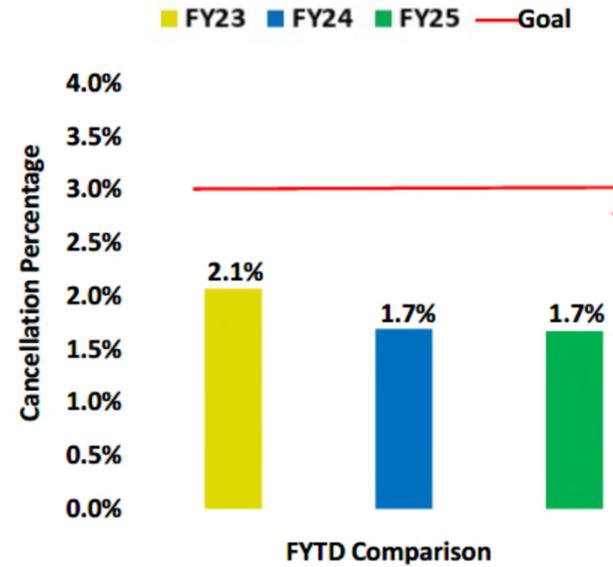
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### Paratransit Total Trips vs. Late Cancellations FYTD Through March



### Late Cancellation Percentage FYTD

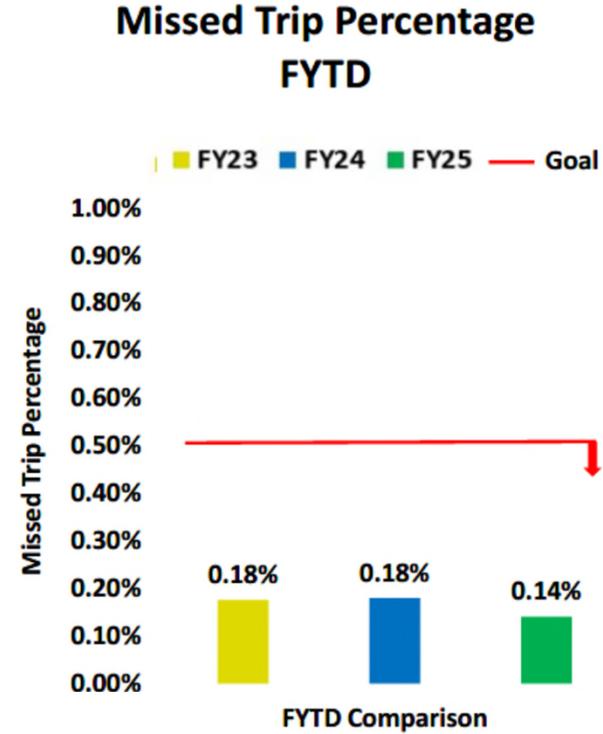
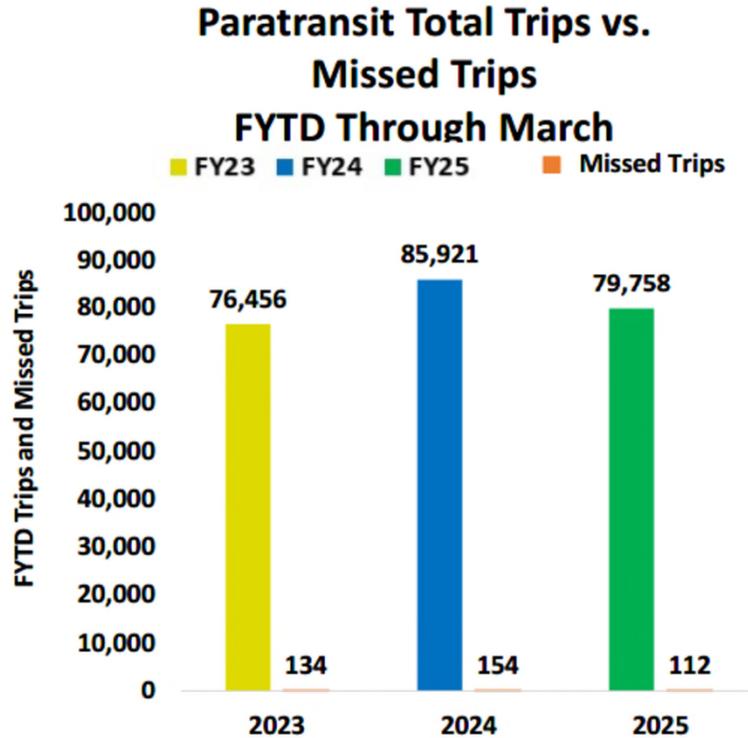


Trip: A one-way trip booked by the rider. A round trip is counted as two (2) trips.

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

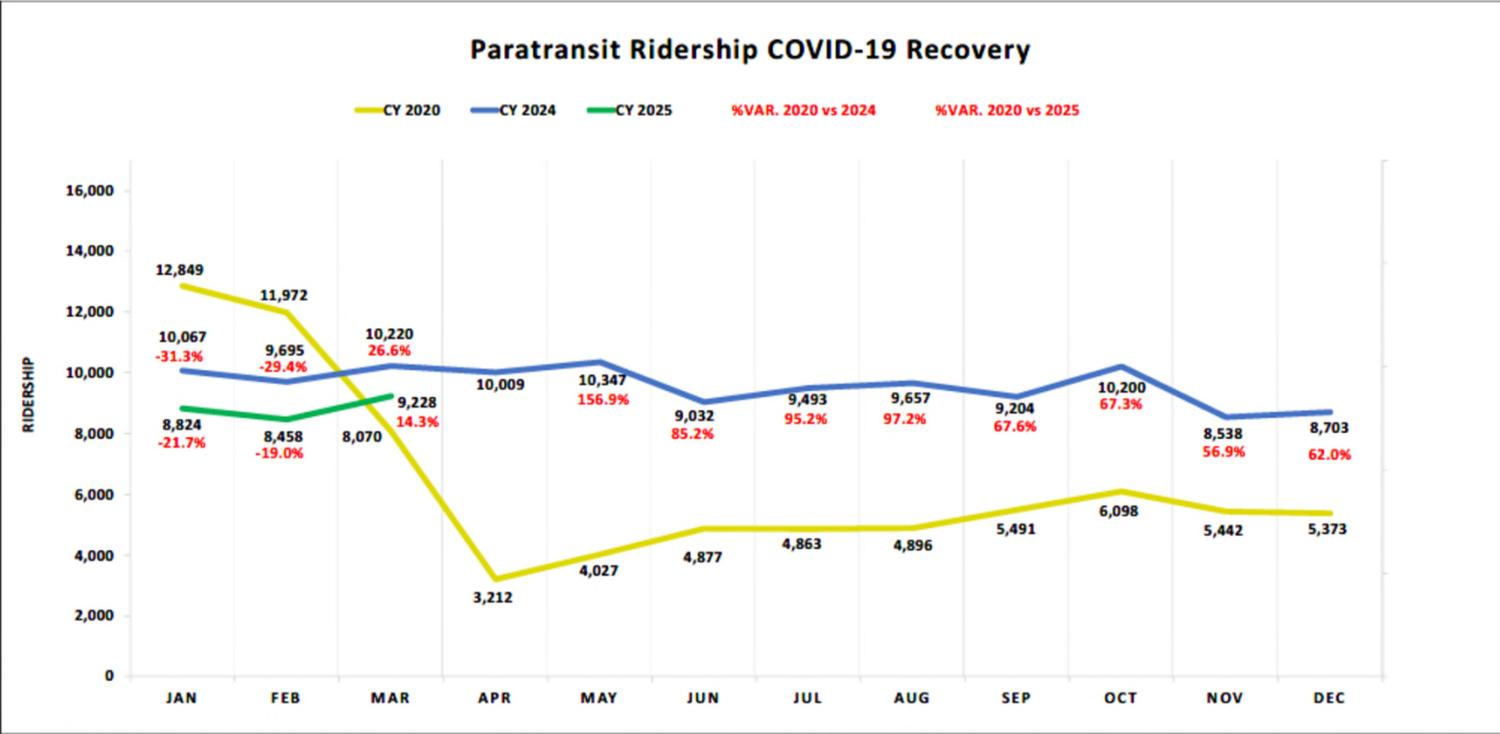
Goal for Late Cancellations: 3% or below.

Total Trips: Total one-way trips completed.



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 2022. Variances are in red close to their corresponding ridership number. 2022 and 2023 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 2022 & CY 2023.