



SunLine Transit Agency
January 13, 2026
10:00 a.m. – 11 a.m.

AGENDA

ACCESS ADVISORY COMMITTEE

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

NOTICE TO THE PUBLIC

In compliance with the Brown Act, agenda materials distributed to the Board 72 business 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.

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
August 2024-2025, September 2024-2025, October 2024-2025, and
November 2024-2025.

9b) Appeals Subcommittee

9c) Membership Subcommittee

9d) Evaluation of Services Subcommittee

9e) Legislative Subcommittee

10. NEW BUSINESS

11. COMMUNITY UPDATES

12. NEXT MEETING DATE – March 17, 2026, 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
September 9, 2025**

MINUTES

**ACCESS Advisory Committee Meeting
September 9, 2025**

The ACCESS Advisory Meeting is held at 10:00 AM on Tuesday, September 9, 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 10:10 AM by Chairperson Colleen Evans.

2. FLAG SALUTE

Member Rigoberto Mariscal led the pledge of allegiance.

3. ROLL CALL

Committee Members Present:

Colleen Evans, Coachella Valley Transit Rider

Byron Jessie, Outdoor Resort Facility Manager

Rigoberto Mariscal, Desert ARC Director of Transportation

A quorum was not met.

4. FINALIZATION OF AGENDA

- No changes to the agenda.

5. APPROVAL OF THE MINUTES

- Discussion only. Quorum was not met.

6. PUBLIC COMMENTS

- No public comments were made.

7. PRESENTATION

- No presentations were made.

8. COMMITTEE MEMBER COMMENTS

- No comments were made.

9. COMMITTEE CORRESPONDENCE REPORTS

9a) Review Ridership for Fixed Route and SunDial June 2024-25 and July 2024-25

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

Comments were made by:

- Member Byron Jessie

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

- An oral report was provided by Edith Hernandez, Director of Board and Legislative Affairs.

10. NEW BUSINESS

- No new business.

11. COMMUNITY UPDATES

- An oral update was provided by Tammy Edwards, Customer Care Coordinator, on the outreach events for the Haul Pass Program.

12. NEXT MEETING DATE:

November 11, 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 10:38 AM.



ACCESS Advisory Committee
Correspondence Reports

January 13, 2026

- 1. CALL TO ORDER**
- 2. FLAG SALUTE**
- 3. ROLL CALL**
- 4. FINALIZATION OF AGENDA – January 13, 2026**
- 5. APPROVAL OF MINUTES**

6. PUBLIC COMMENTS

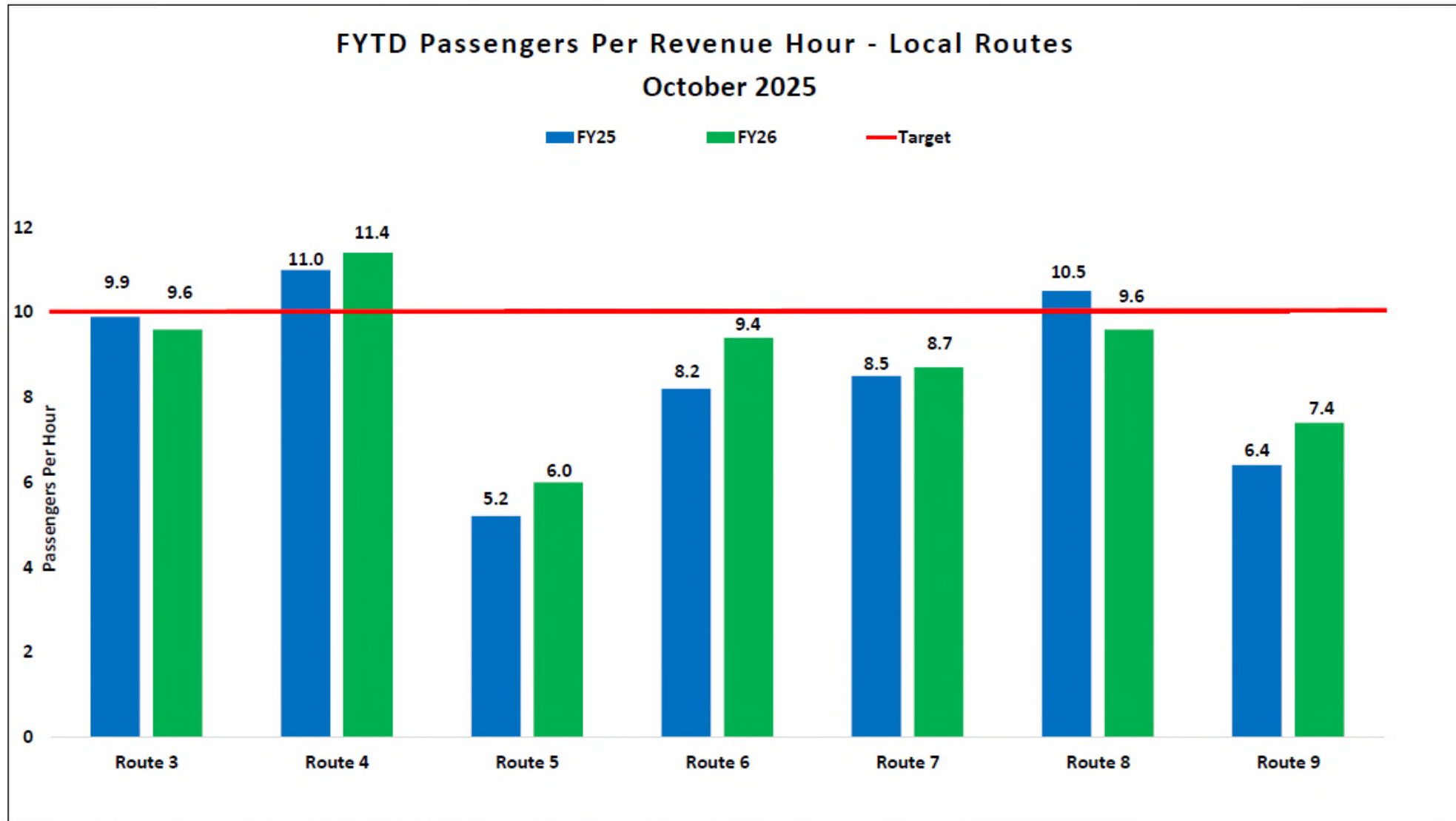
Members of the public may comment on any matter. Please fill out the comment card prior to making public comment. After public comment cards are collected, the public comment portion will begin. Your Name will be called when it is your turn to speak. Each person's comments are limited to three (3) minutes. Public comments cards will not continue to be collected throughout the meeting.

7. PRESENTATION

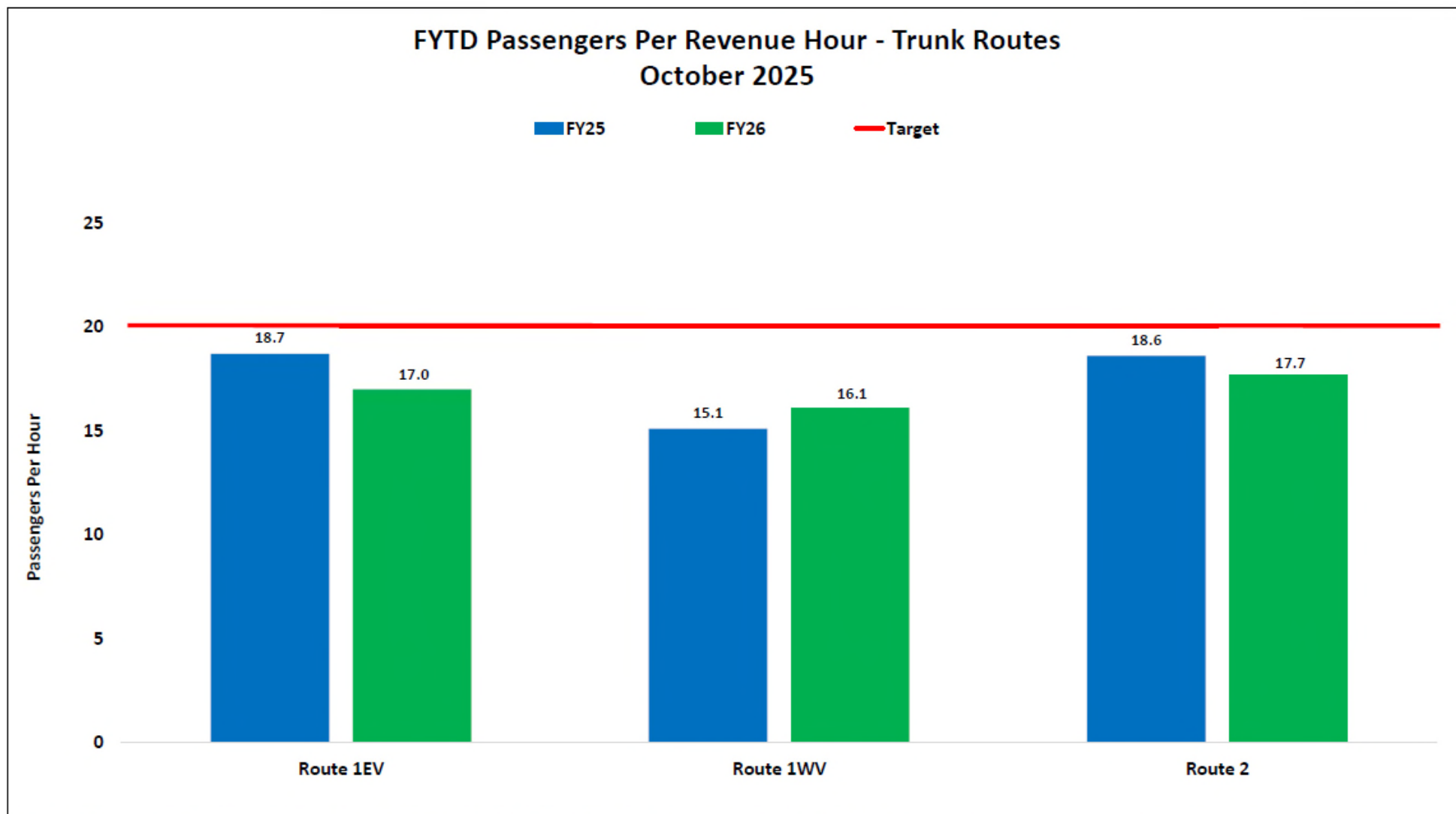
8. COMMITTEE MEMBER COMMENTS

9. COMMITTEE CORRESPONDENCE REPORTS

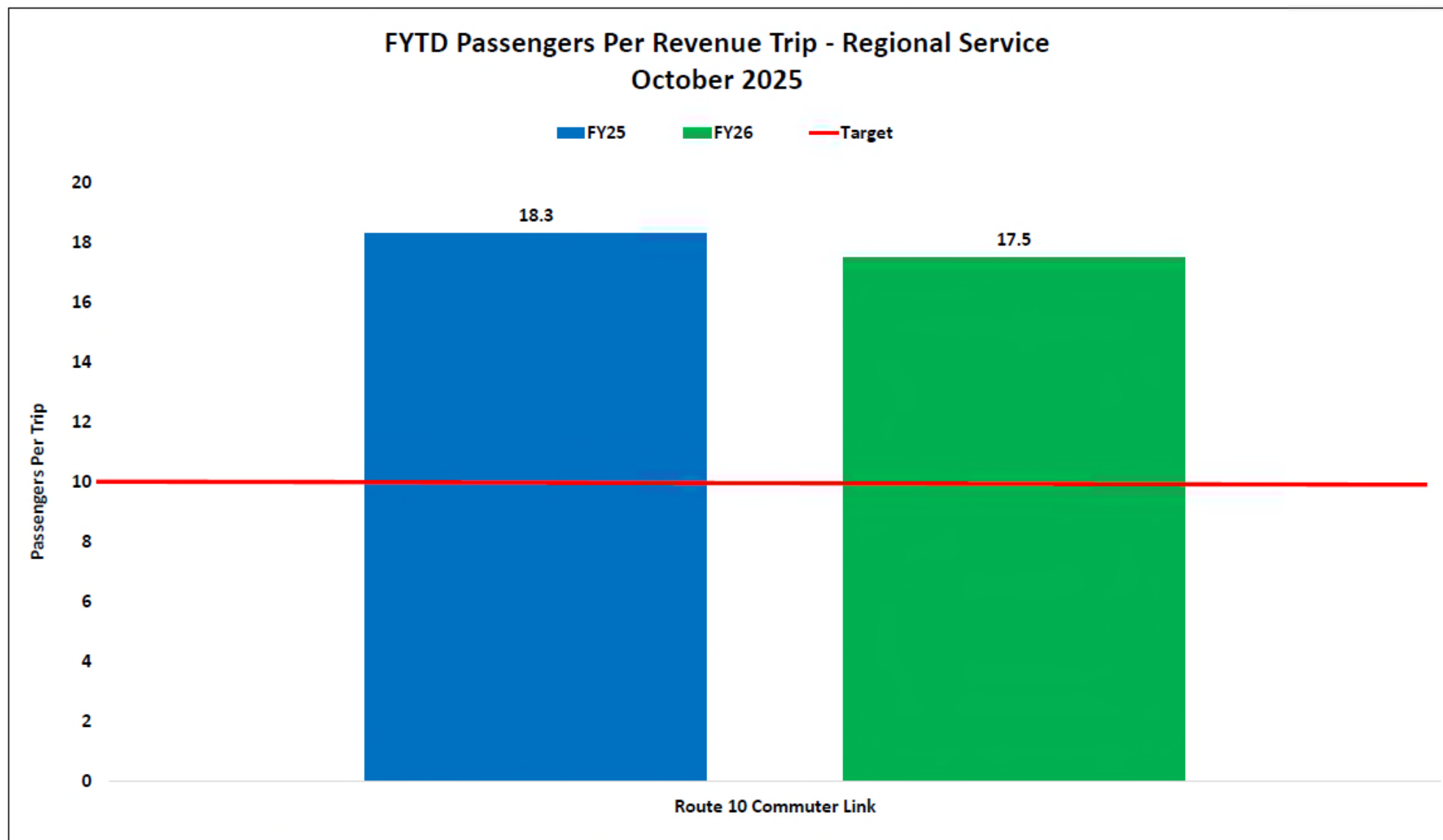
9b) Review Ridership For Fixed Route and SunDial
August 2024-2025, September 2024-2025, October 2024-2025, and
November 2024-2025



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 FY26 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.

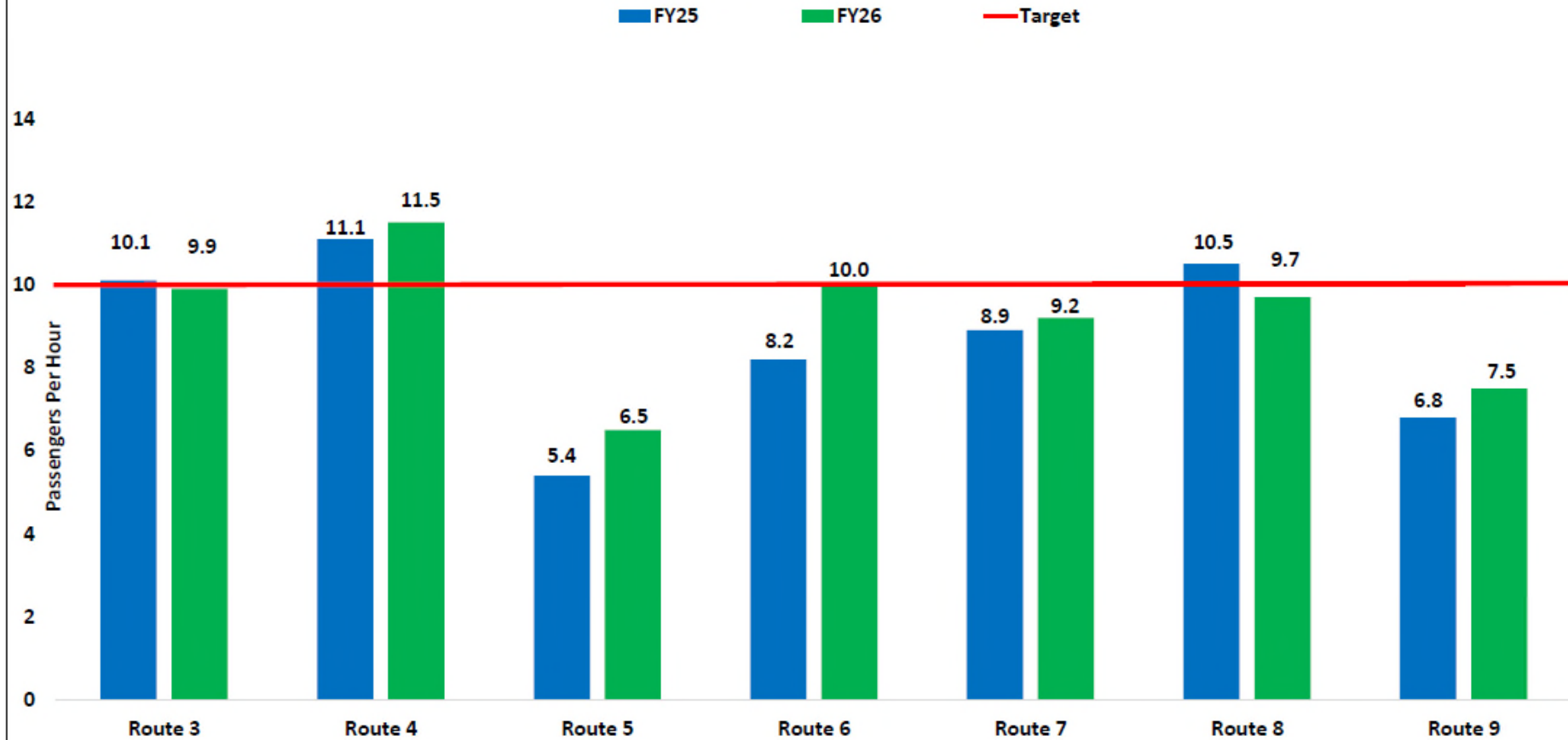


The chart above represents the system performance on trunk routes for Passengers Per Revenue Hour (PPRH). The target for trunk routes is 20 PPRH. The FY26 goal is based on the Board approved Service Standards Policy (B-190613). Trunk routes are highly traveled corridors serving a variety of trip purposes and connect a variety of regional destinations.



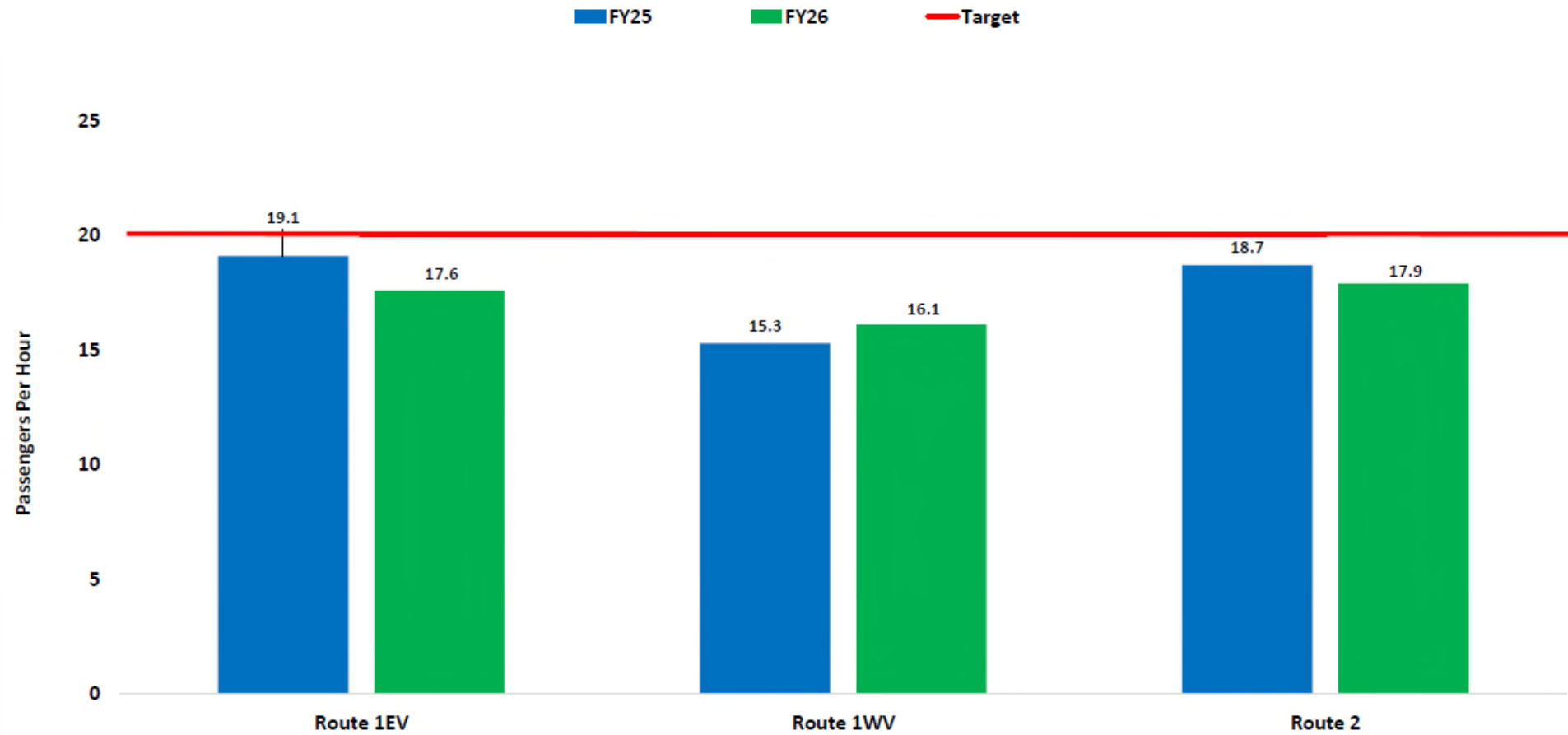
The chart above represents the system performance target for regional service on the 10 Commuter Link which is based on Passengers Per Revenue Trip (PPRT). The target for regional service is 10 PPRT. The FY26 goal is based on the Board approved Service Standards Policy (B-190613).

FYTD Passengers Per Revenue Hour - Local Routes November 2025

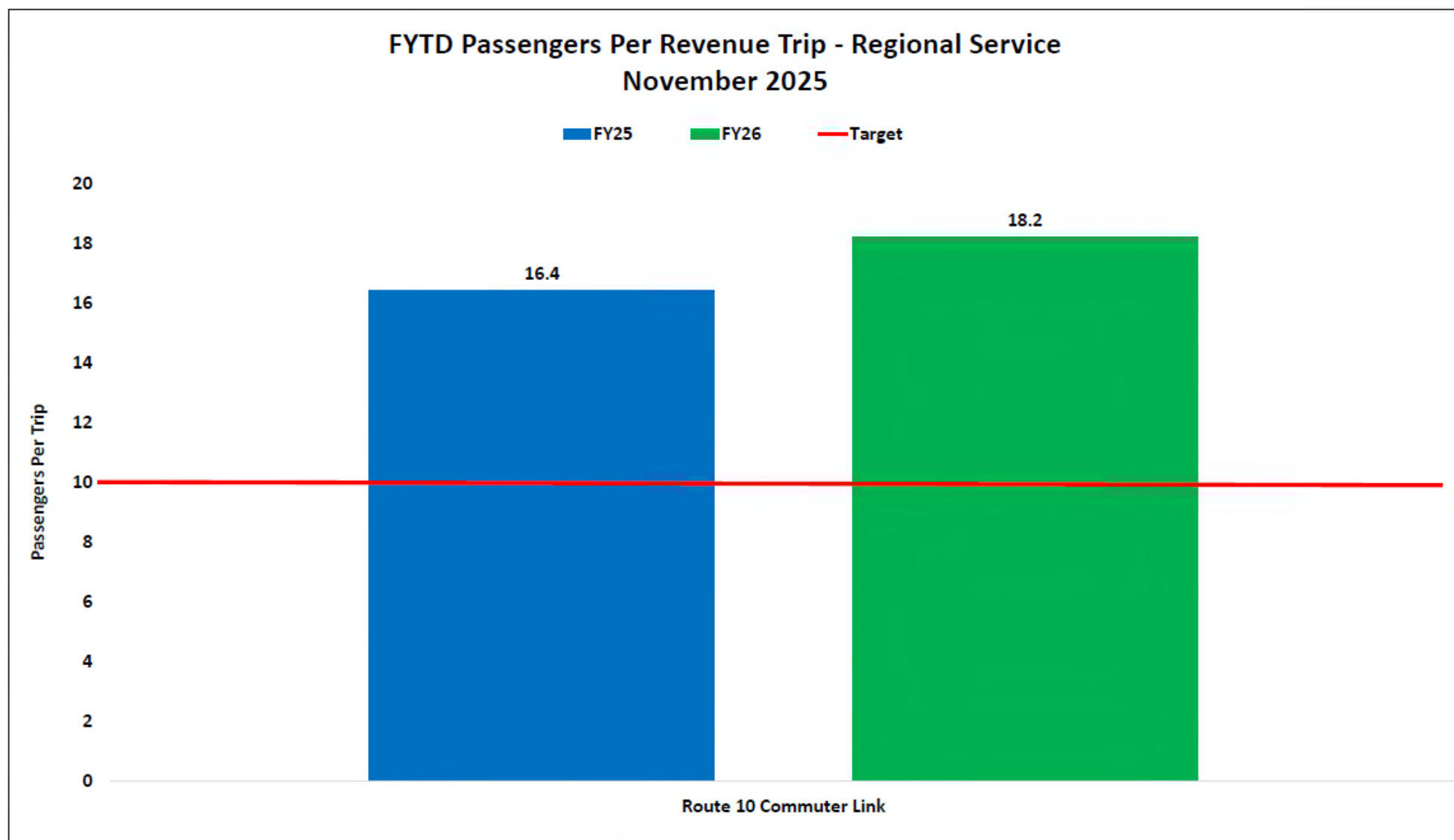


The chart above represents the system performance on local routes for Passengers Per Revenue Hour (PPRH). The target for local fixed routes is 10 PPRH. The FY26 goal is based on the Board approved Service Standards Policy (B-190613). Local routes are secondary routes that connect to the trunk routes and supplement the SunBus network.

FYTD Passengers Per Revenue Hour - Trunk Routes November 2025

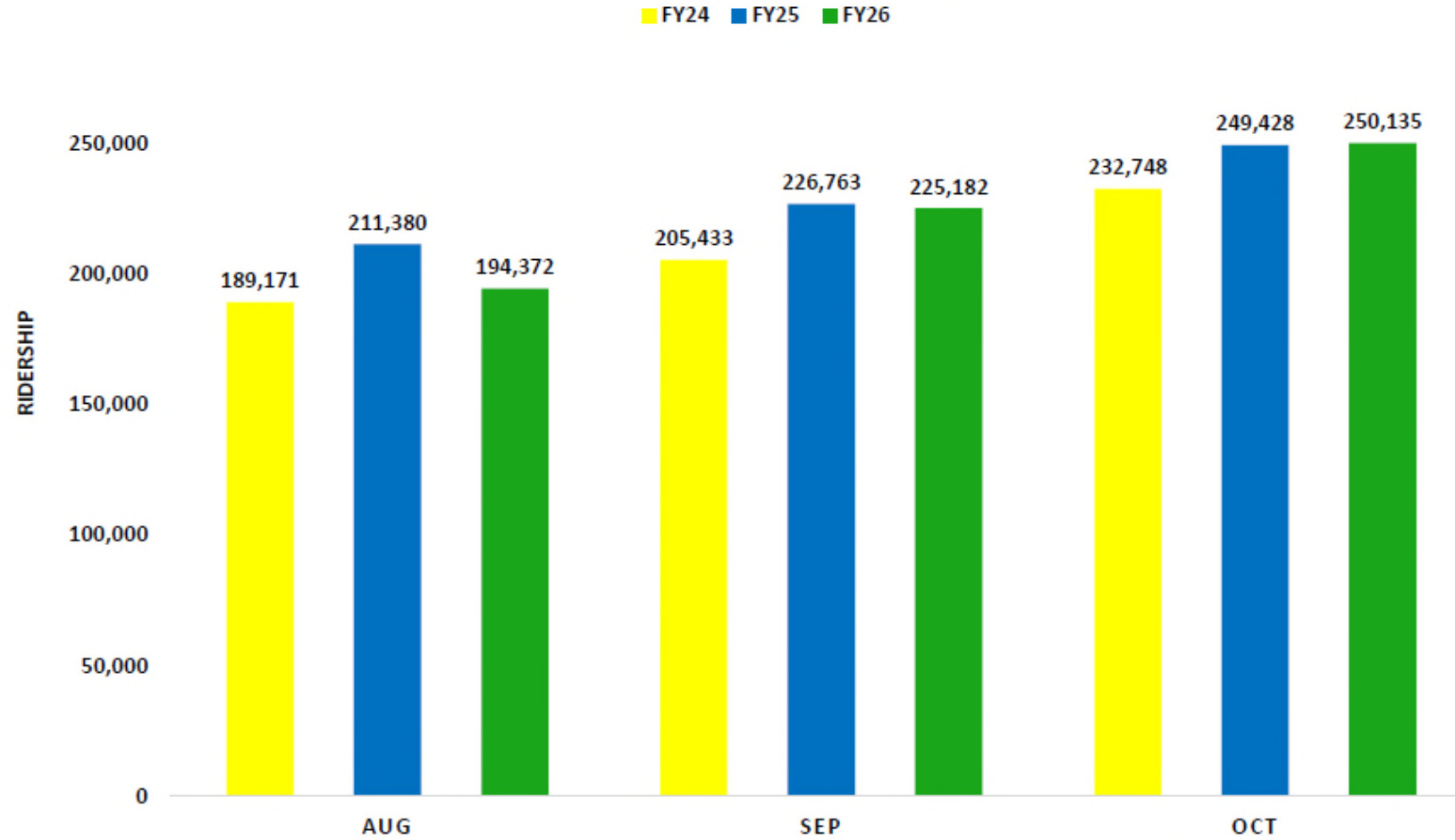


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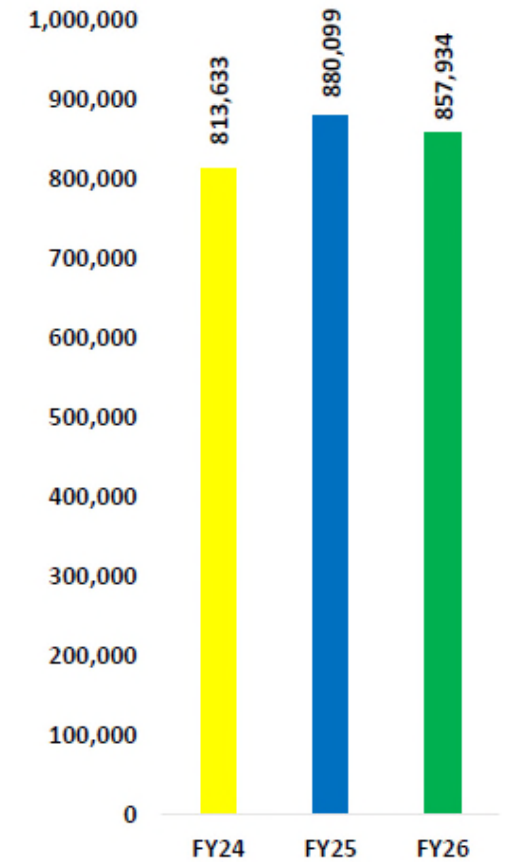


The chart above represents the system performance target for regional service on the 10 Commuter Link which is based on Passengers Per Revenue Trip (PPRT). The target for regional service is 10 PPRT. The FY26 goal is based on the Board approved Service Standards Policy (B-190613).

Fixed Route Ridership - October 2025



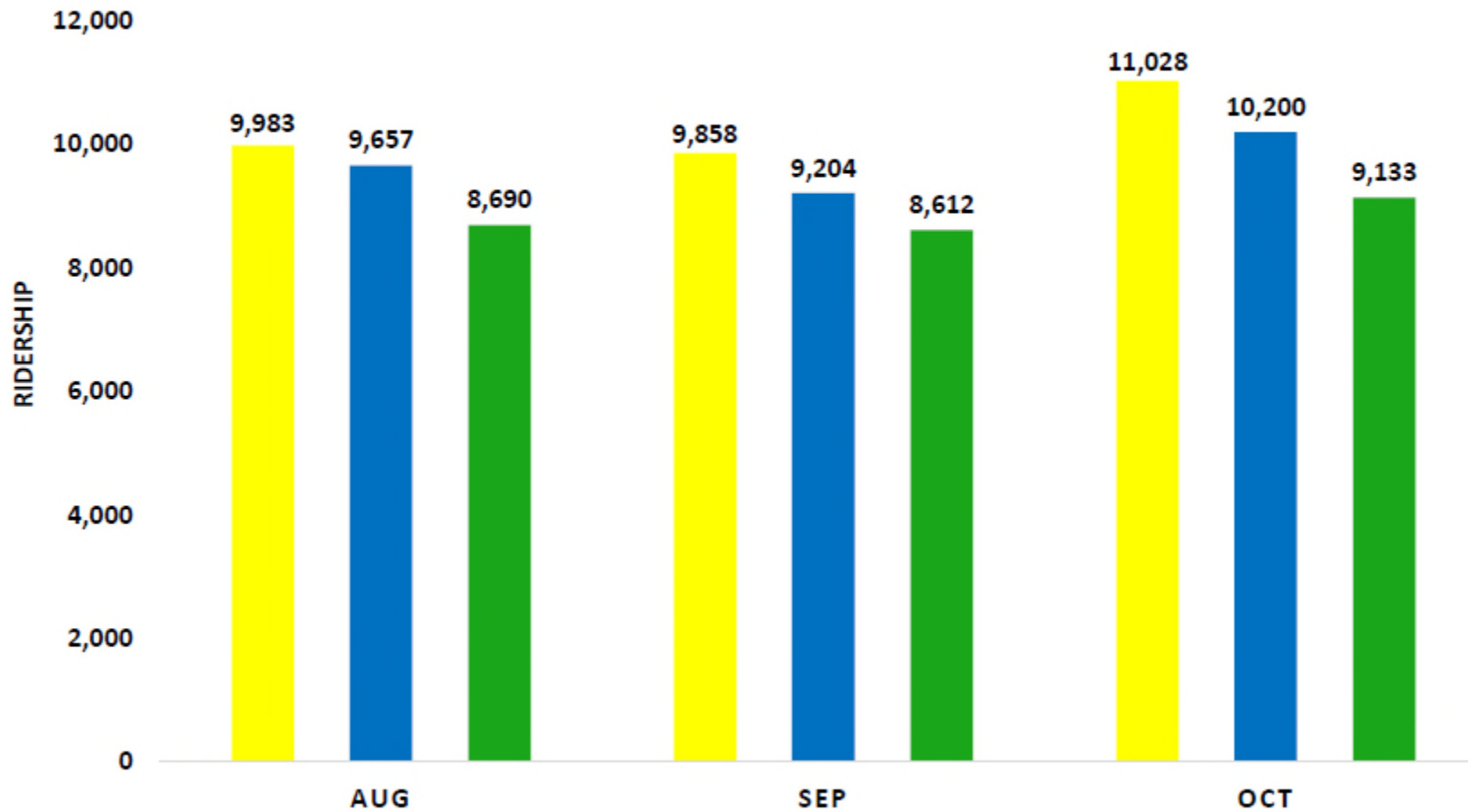
Fixed Route Ridership FYTD Total



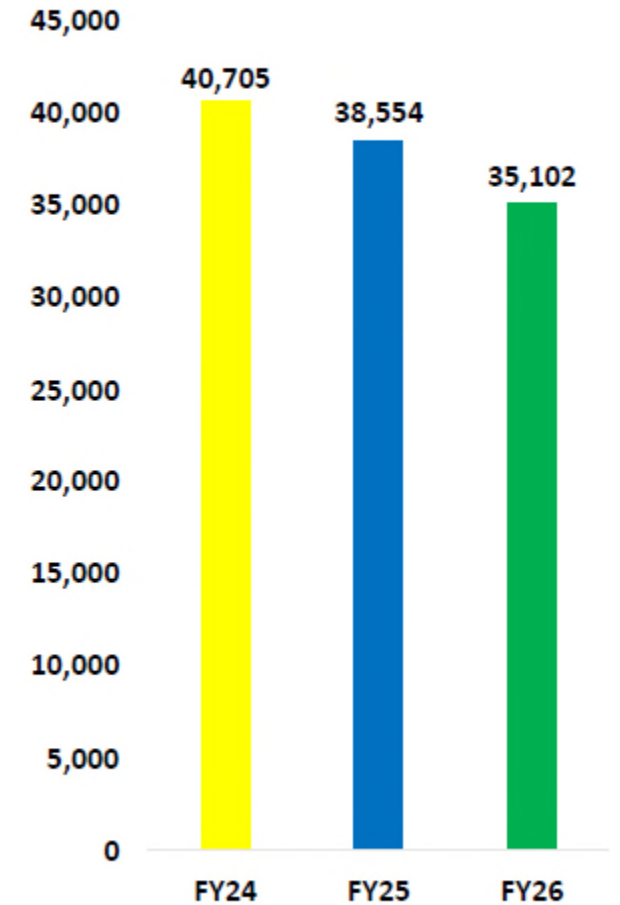
Ridership (or boardings) is the number of rides taken by passengers.
Fixed route ridership counts are based on Unlinked Passenger Trips (UPT).
Fixed route ridership is down 2.5% fiscal year to date.

SunDial Ridership - October 2025

FY24 FY25 FY26

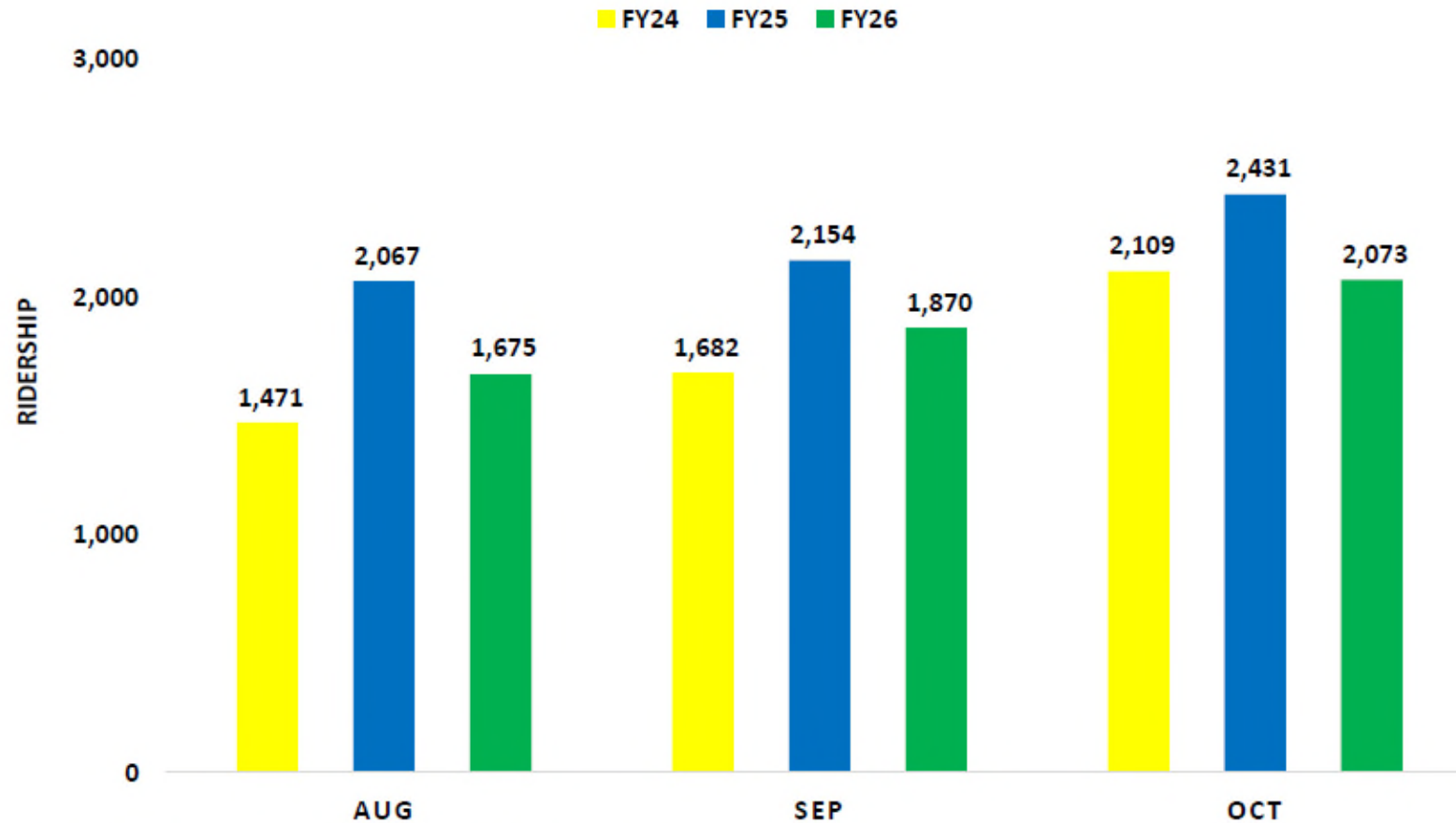


SunDial Ridership FYTD Total

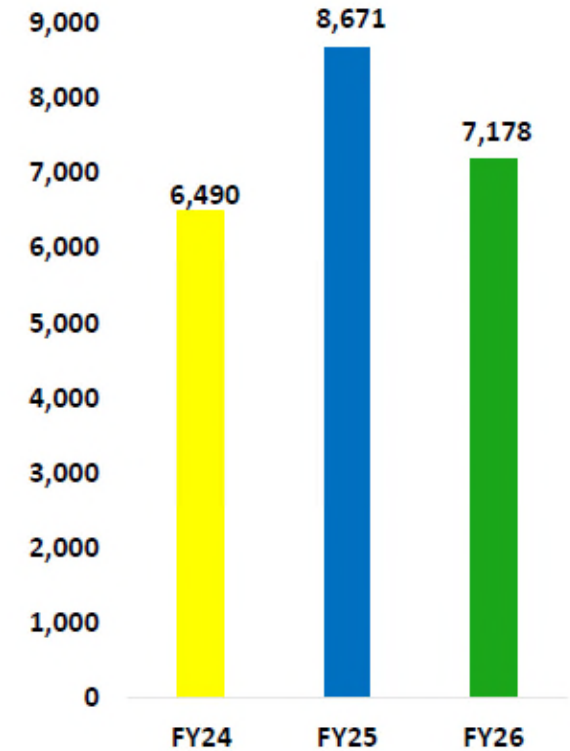


Ridership (or boardings) is the number of rides taken by passengers.
SunDial ridership is down 9.0% fiscal year to date.

SunRide Ridership - October 2025



SunRide Ridership FYTD Total



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

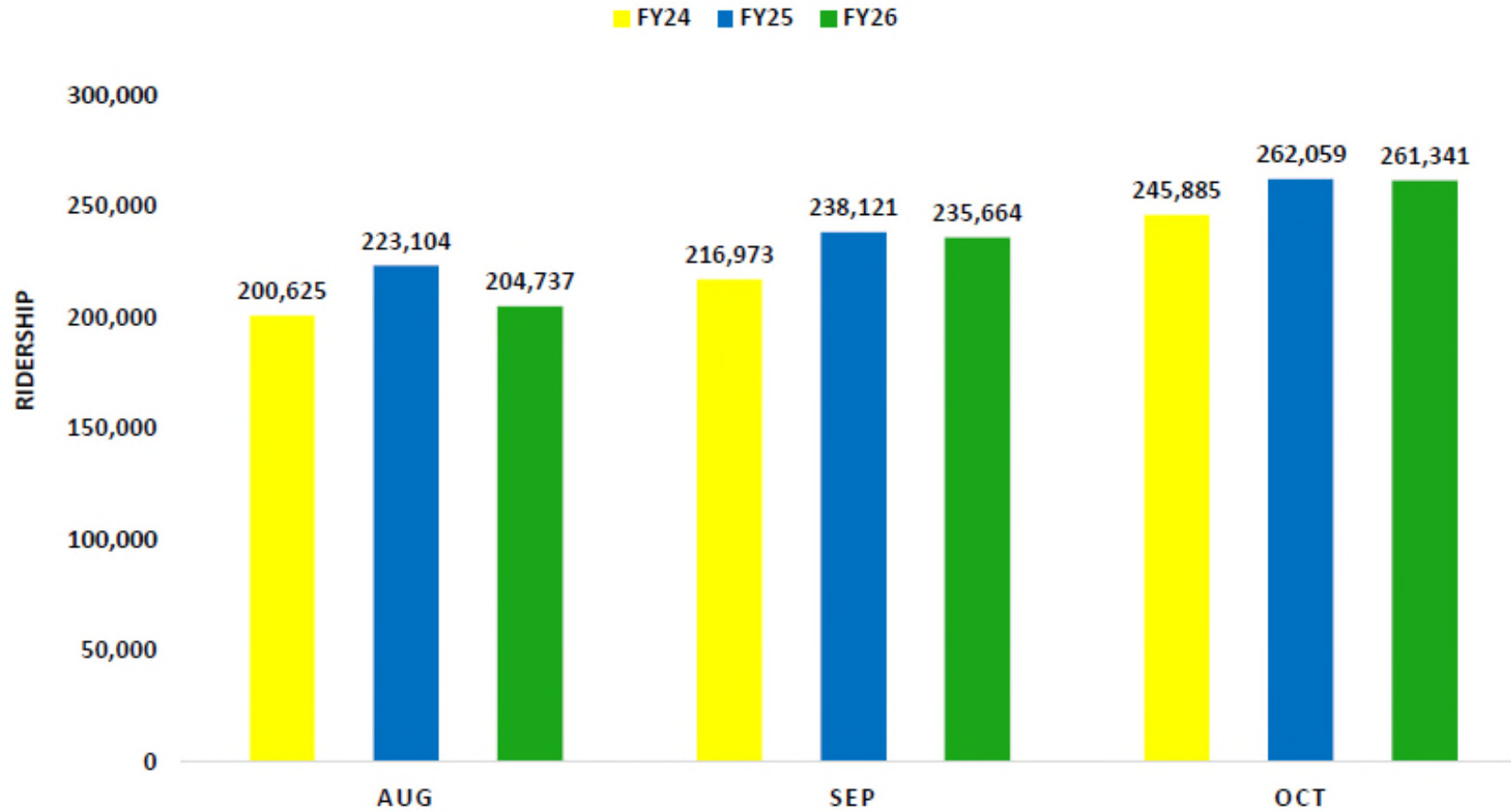
SunRide is a microtransit service that is available in seven (7) Coachella Valley zones.

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

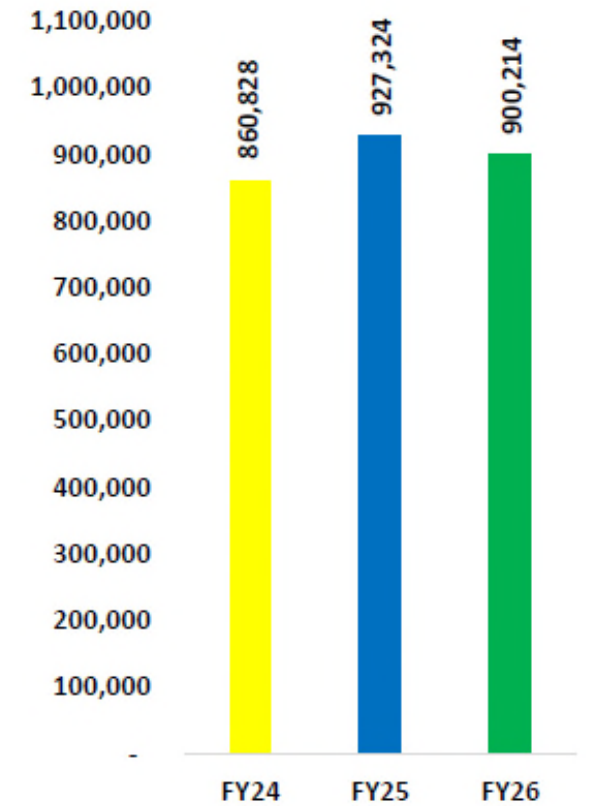
Riders use this service with a smartphone app, SunRide, which will call for a SunRide vehicle to pick them up at a destination within the designated zones and/or bus stops.

SunRide pilot program launched on January 4, 2021.

System Ridership Total - October 2025



System Ridership FYTD Total

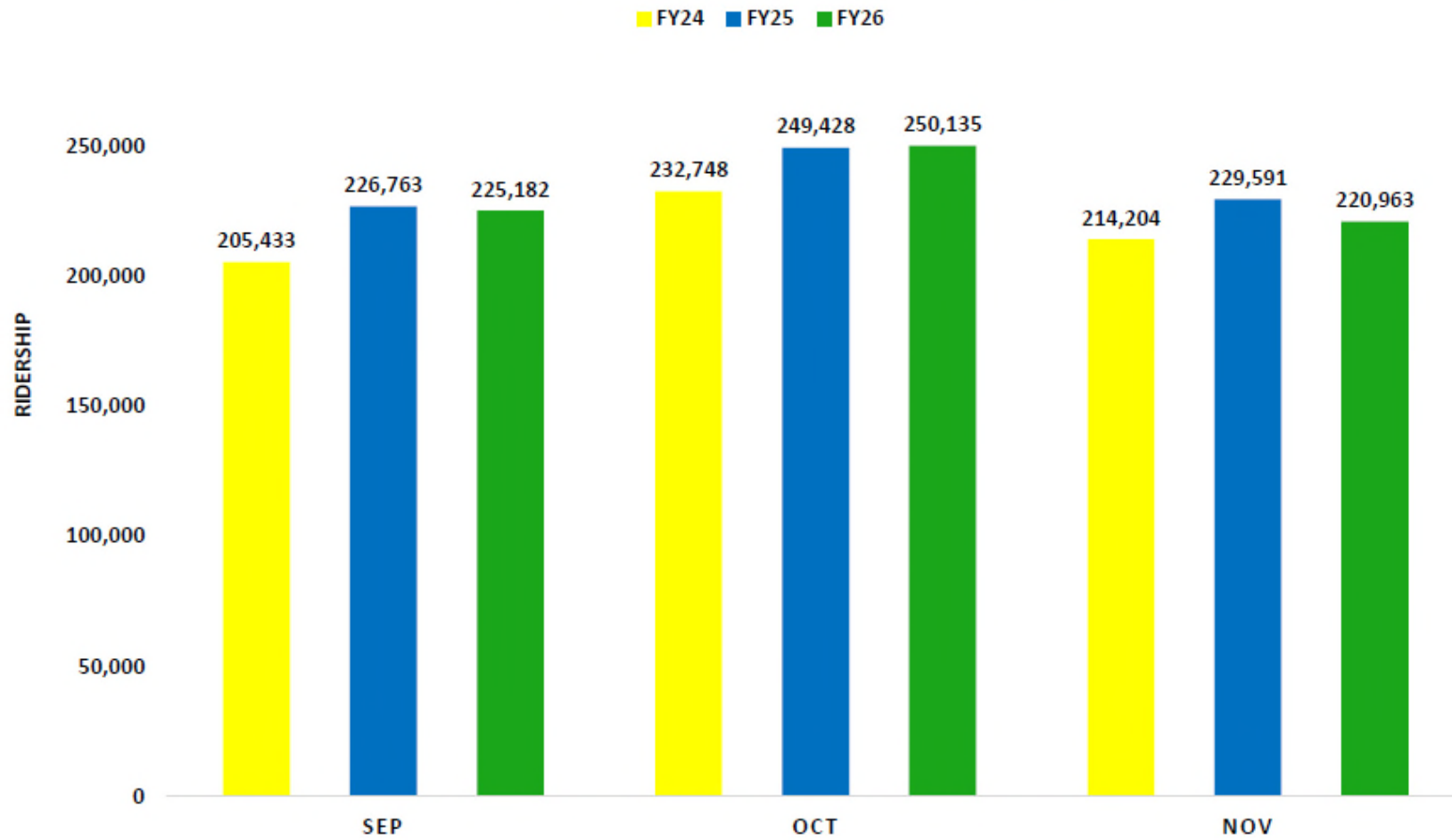


Ridership (or boardings) is the number of rides taken by passengers using Fixed Route, SunDial, SolVan and SunRide.

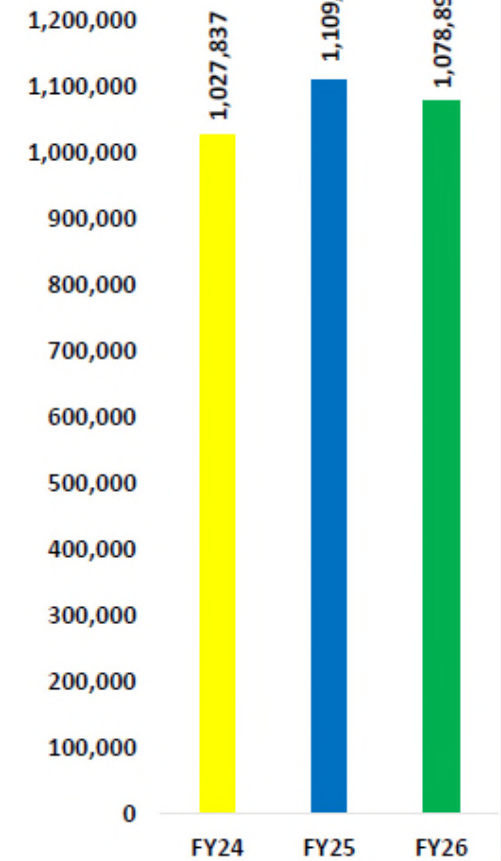
Ridership counts are based on Unlinked Passenger Trips (UPT).

System Ridership Total is down 2.9% fiscal year to date.

Fixed Route Ridership - November 2025

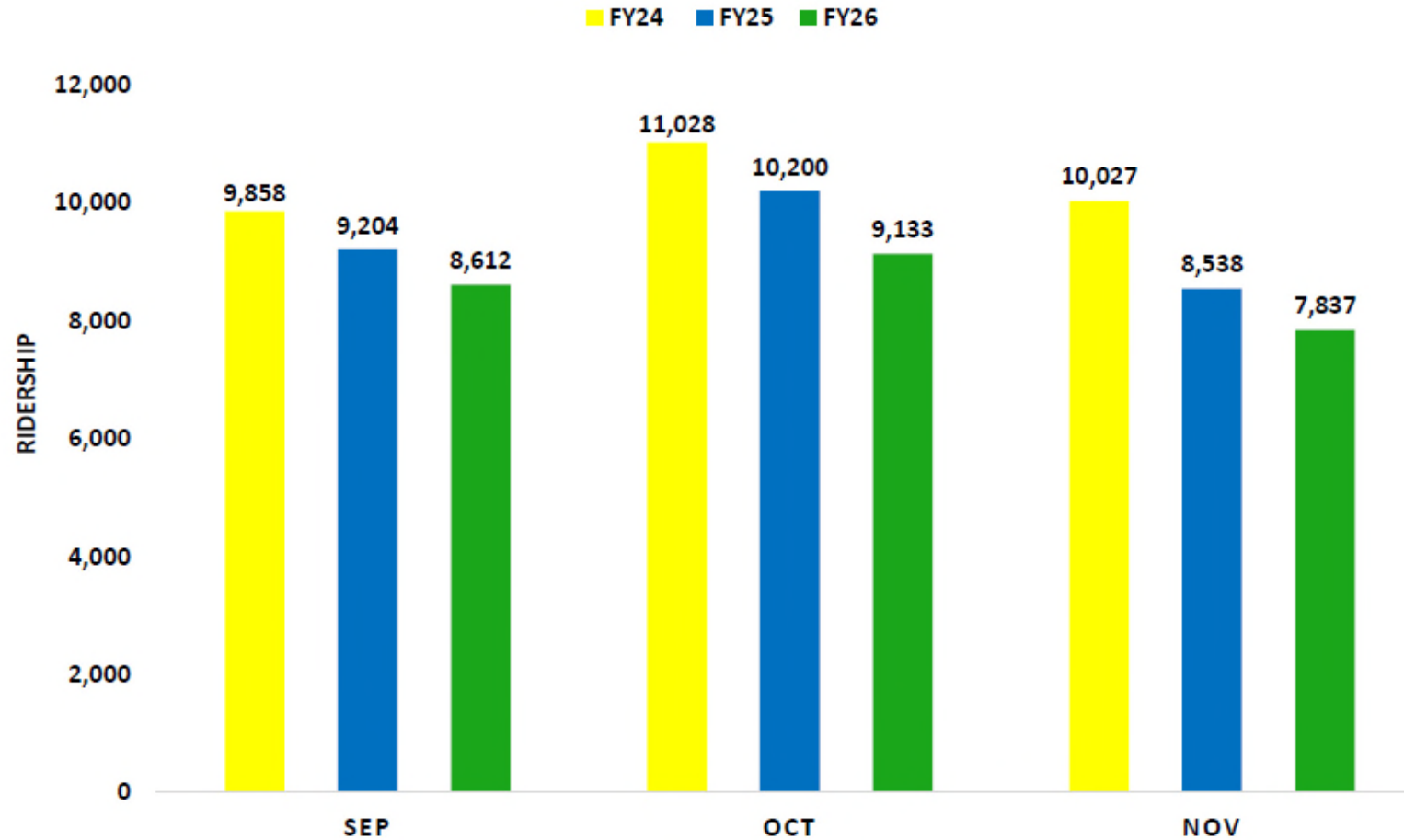


Fixed Route Ridership FYTD Total

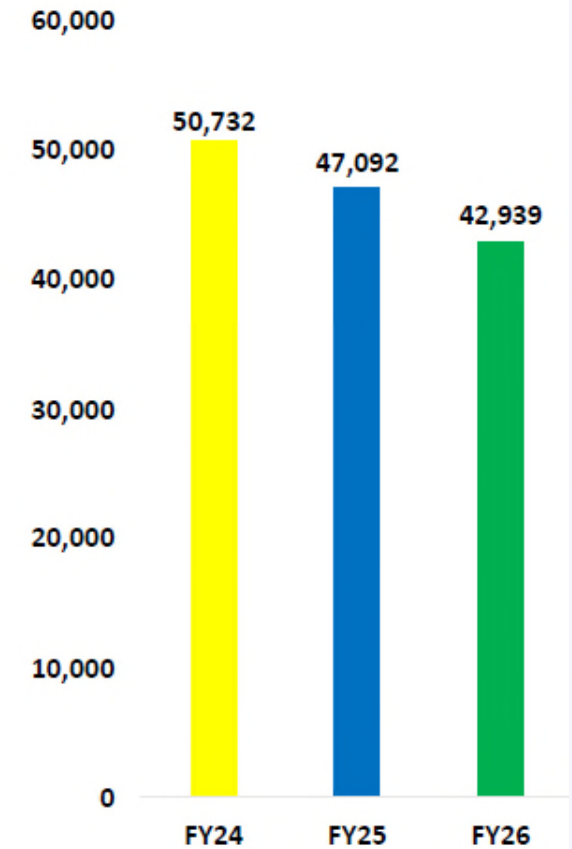


Ridership (or boardings) is the number of rides taken by passengers.
Fixed route ridership counts are based on Unlinked Passenger Trips (UPT).
Fixed route ridership is down 2.8% fiscal year to date.

SunDial Ridership - November 2025

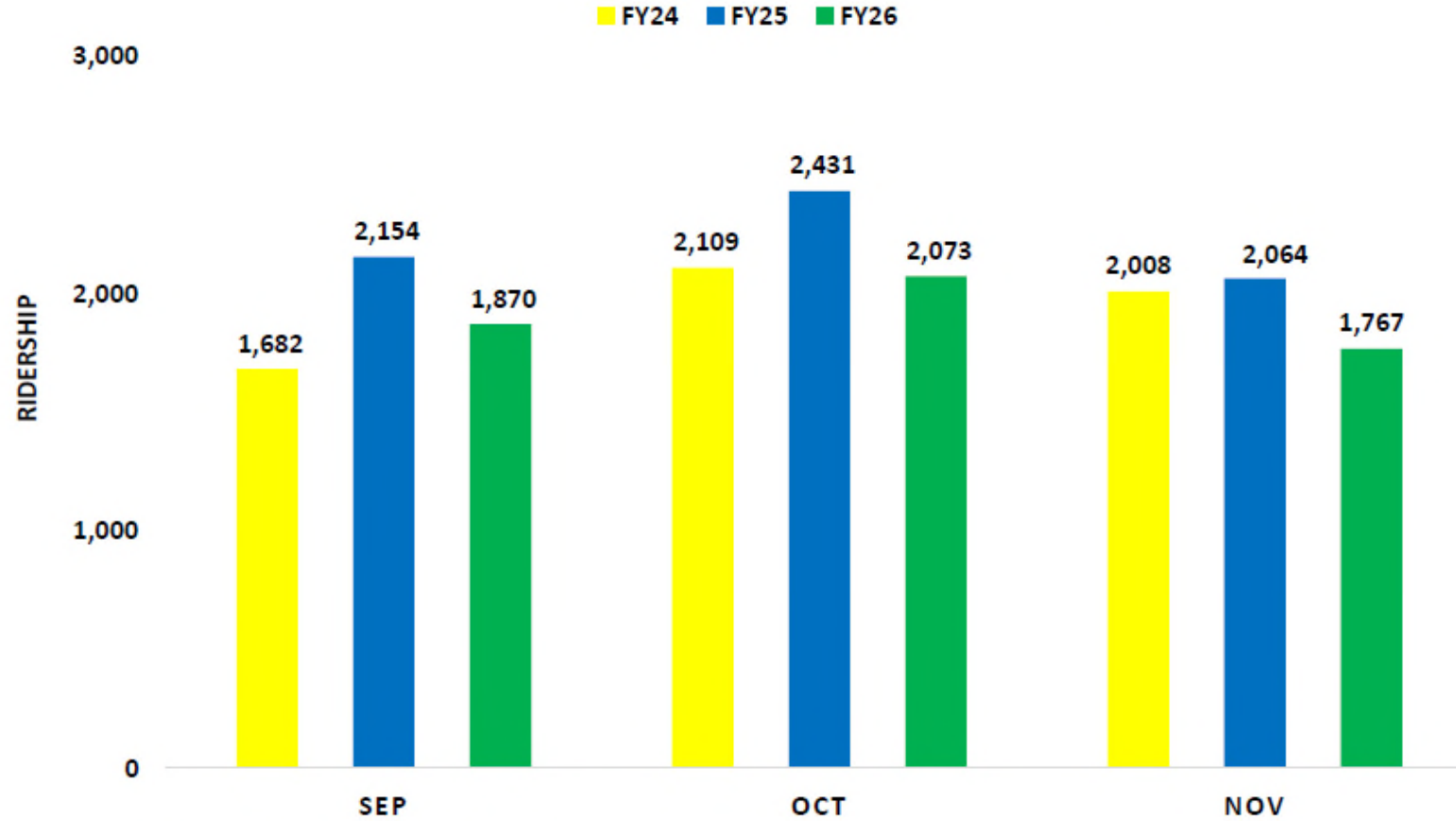


SunDial Ridership FYTD Total

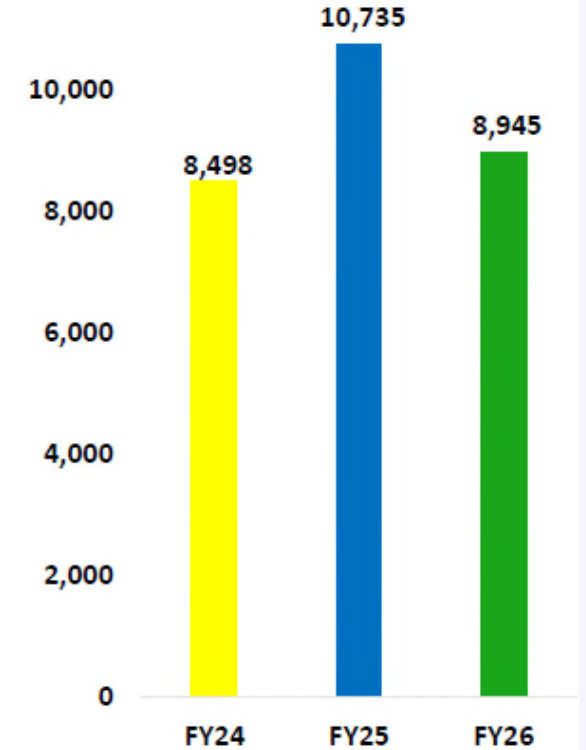


Ridership (or boardings) is the number of rides taken by passengers.
SunDial ridership is down 8.8% fiscal year to date.

SunRide Ridership - November 2025



SunRide Ridership FYTD Total



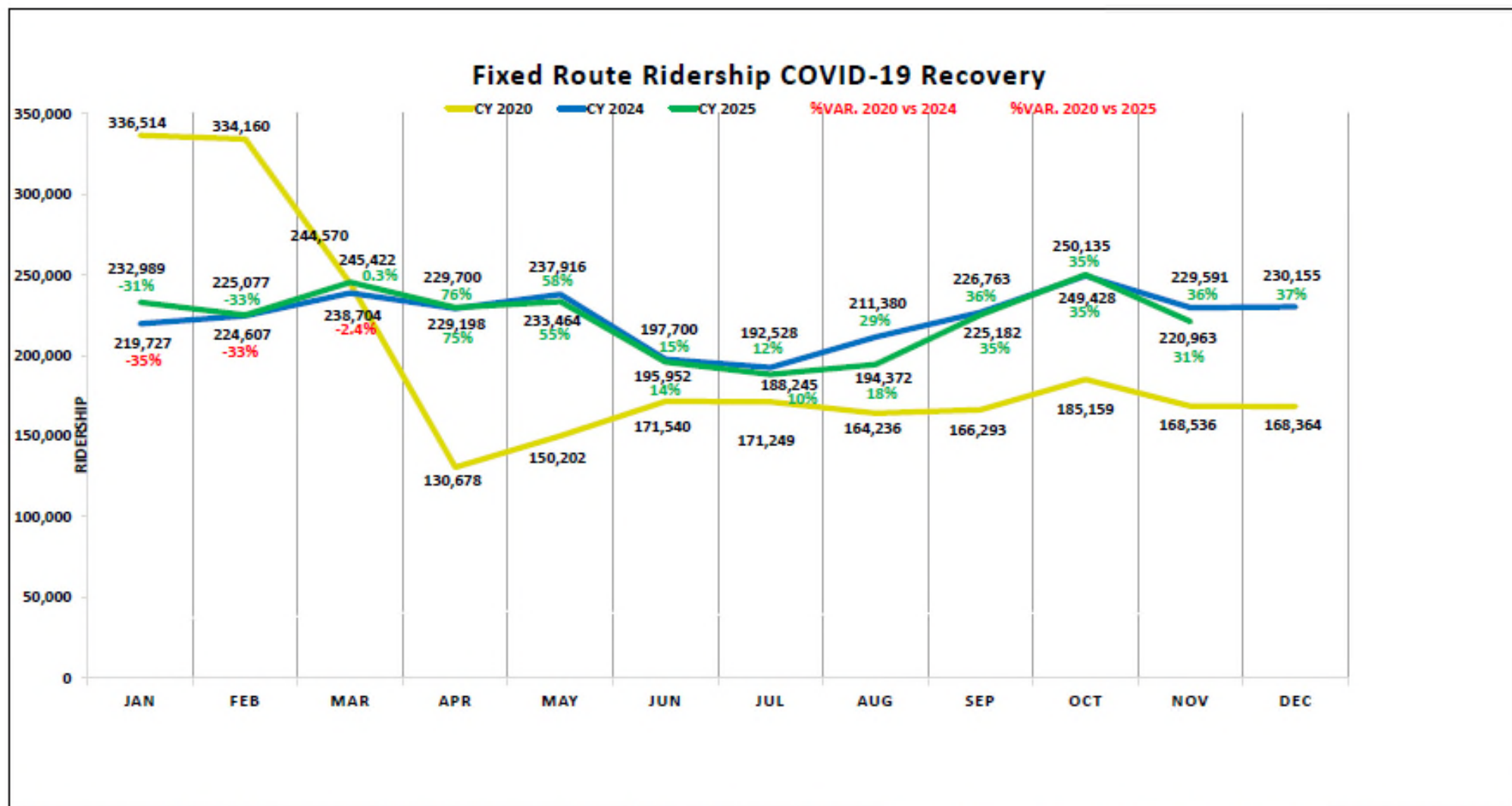
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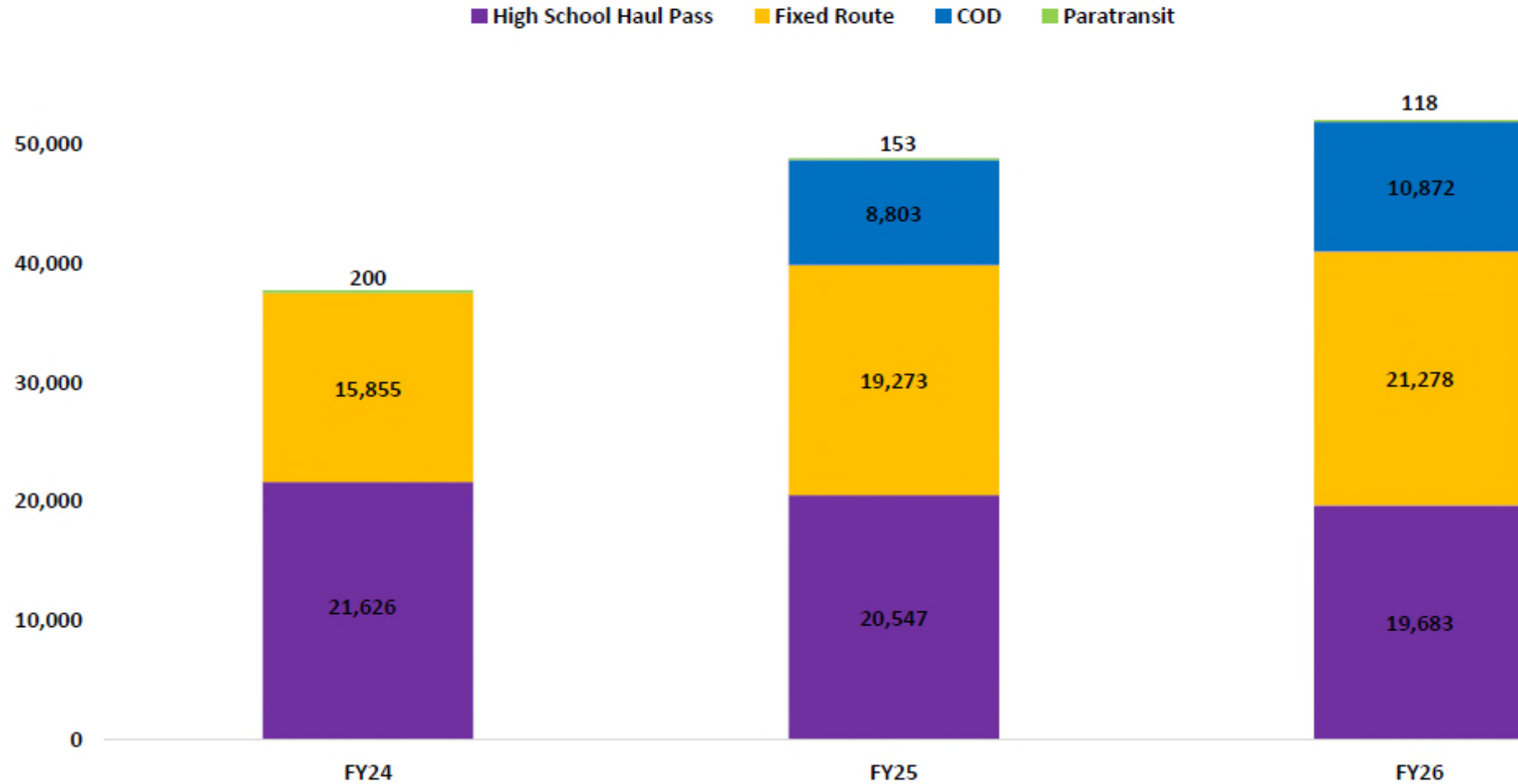
Riders use this service with a smartphone app, SunRide, which will call for a SunRide vehicle to pick them up at a destination within the designated zones and/or bus stops.

SunRide pilot program launched on January 4, 2021.



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.

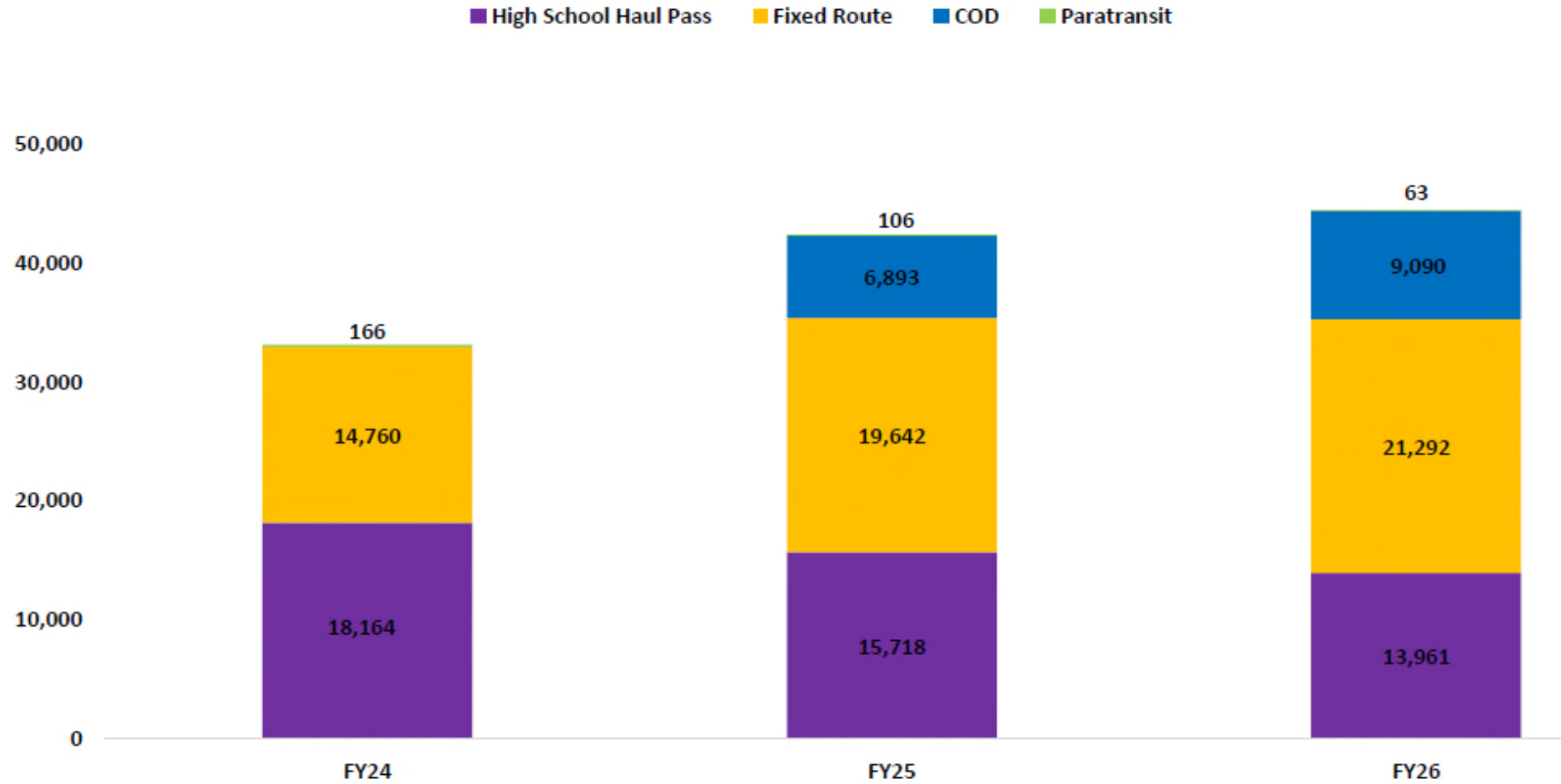
Mobile Ticketing Usage - October 2025



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

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

Mobile Ticketing Usage - November 2025



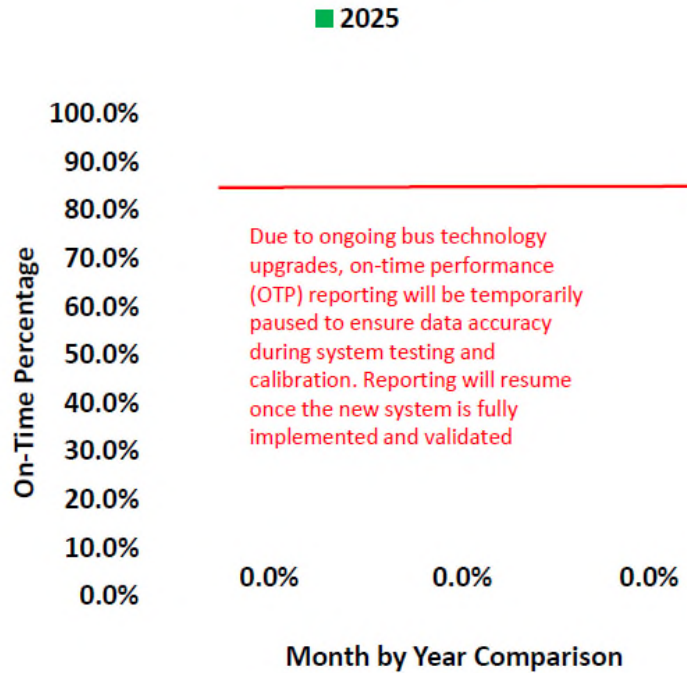
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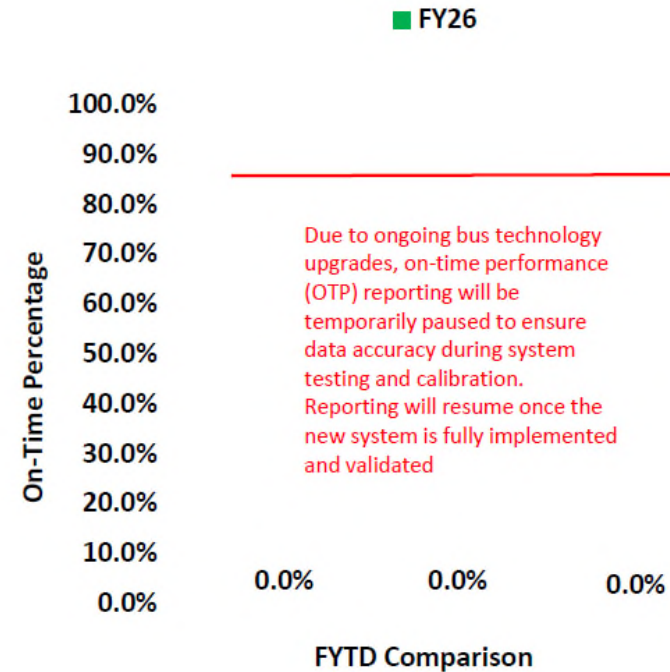


Paratransit

Paratransit On-Time Performance October 2025



On-Time Performance FYTD

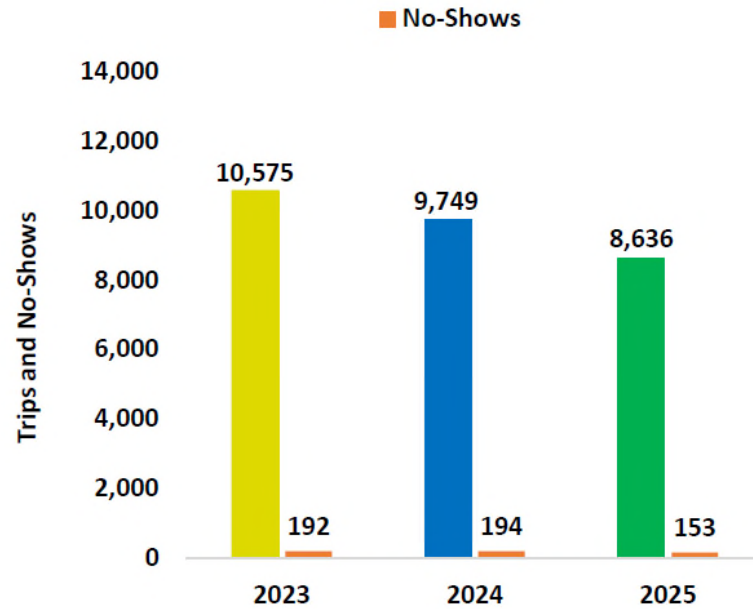


On-Time: When the rider is picked up within 30 minutes of the scheduled pick-up time.

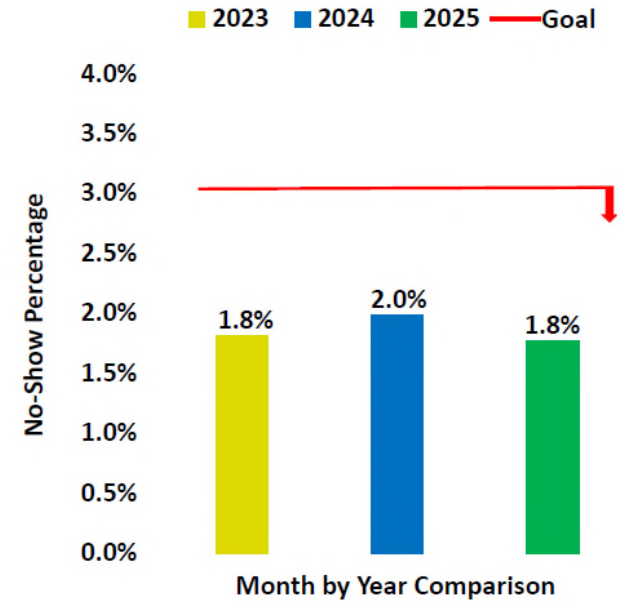
Goal: The Agency established on-time performance goal is 85%.

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 October 2025



No-Shows by Percentage for October 2025

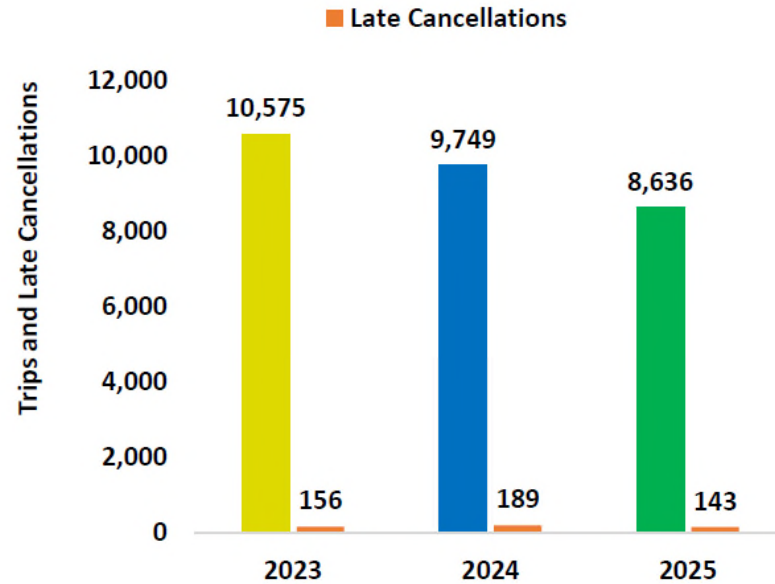


Trip: A one-way trip booked by the rider. A round trip is counted as two (2) trips.

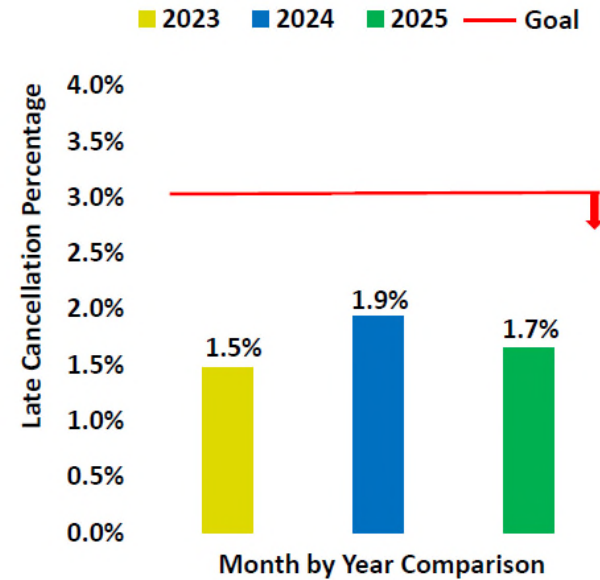
No-Show: A ride for which an authorized ADA paratransit service vehicle arrives at the designated pick-up time and location and waits the required five (5) minute period while the rider is not present to board the vehicle.

Goal for no-shows: 3% or below.

Paratransit Total Trips vs. Late Cancellations October 2025



Late Cancellations by Percentage



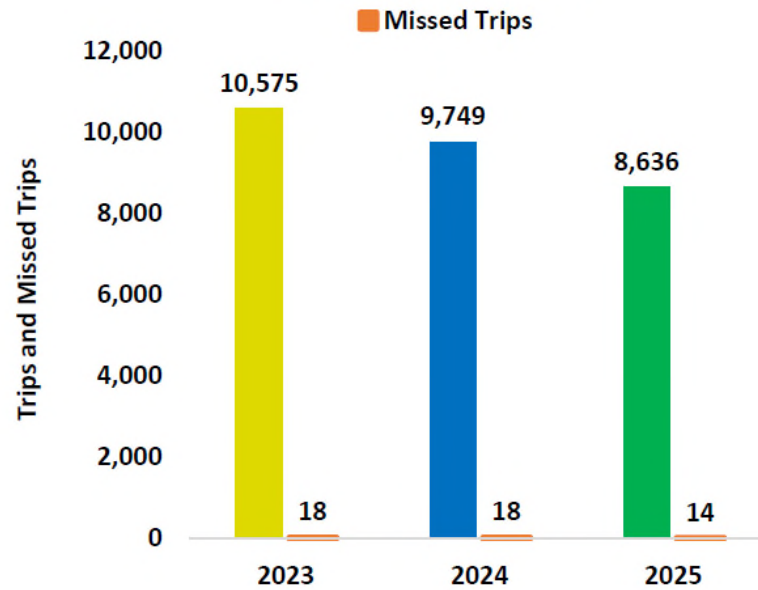
Trip: A one-way trip booked by the rider. A round trip is counted as two (2) trips.

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

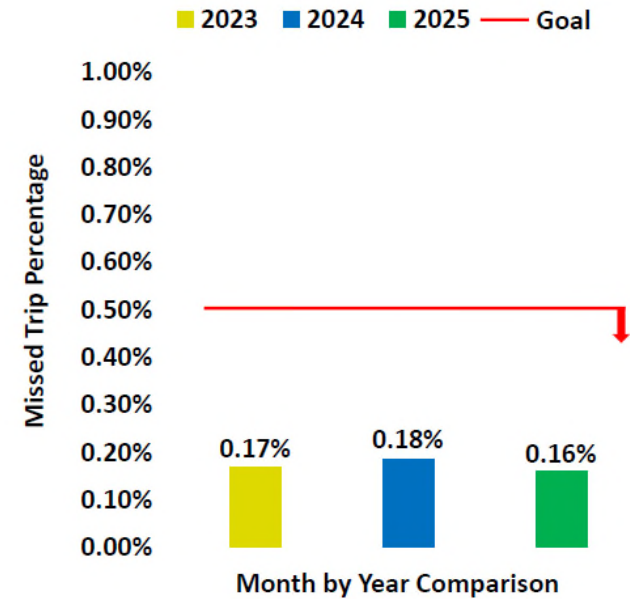
Goal for Late Cancellations: 3% or below.

Total Trips: Total one-way trips completed.

Paratransit Total Trips vs. Missed Trips for October 2025



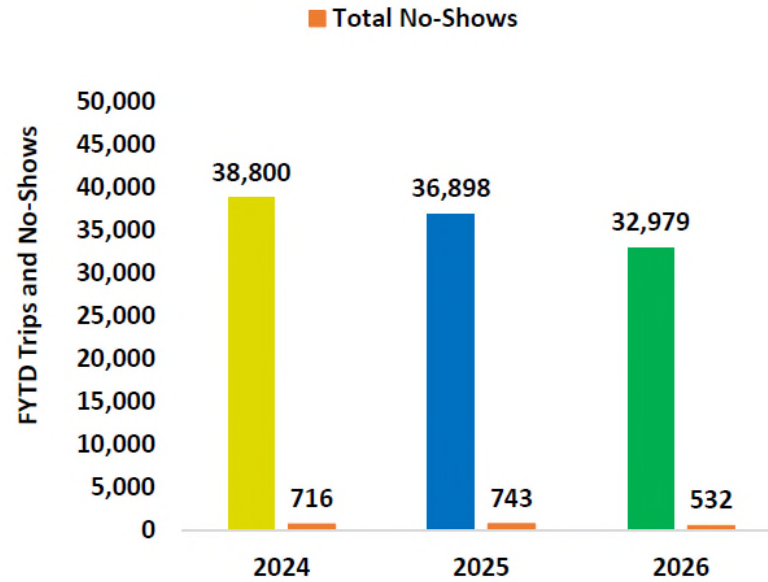
Missed Trips October 2025 by Percentage



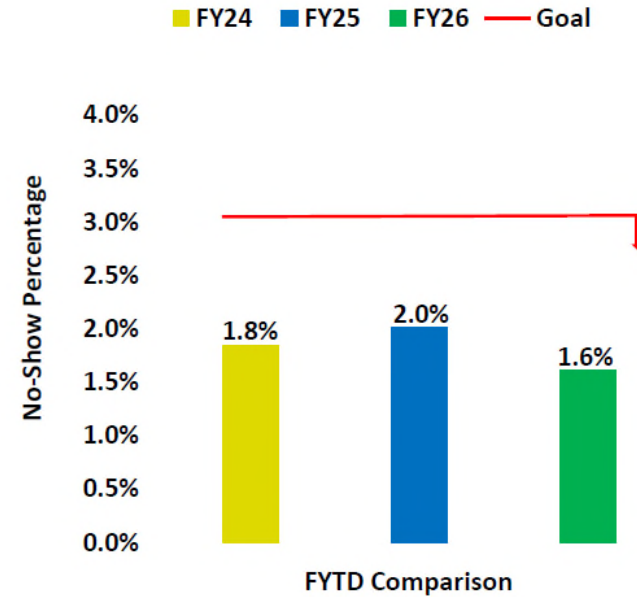
Missed Trip: A trip is considered missed by the Agency when the vehicle arrives outside of the pick-up window and the rider does not take the trip. Similarly, if a vehicle arrives before the beginning of the pick-up window and the rider does not board and the vehicle departs, it is a missed trip.

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

Paratransit Total Trips vs. No-Shows FYTD Through October



No-Show Percentage FYTD

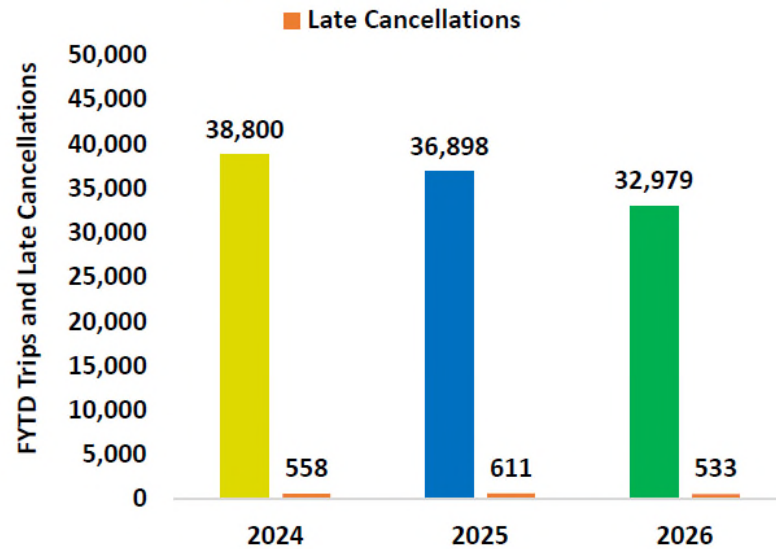


Trip: A one-way trip booked by the rider. A round trip is counted as two (2) trips.

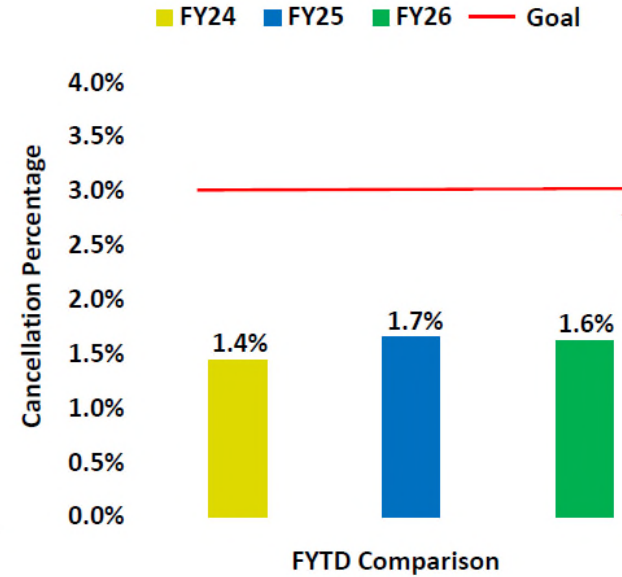
No-Show: A trip where an authorized ADA paratransit service vehicle arrives at the designated pick-up location, waits the required five (5) minute period while the rider is not present to board the vehicle.

Goal for No-Shows: 3% or below.

Paratransit Total Trips vs. Late Cancellations FYTD Through October



Late Cancellation Percentage FYTD



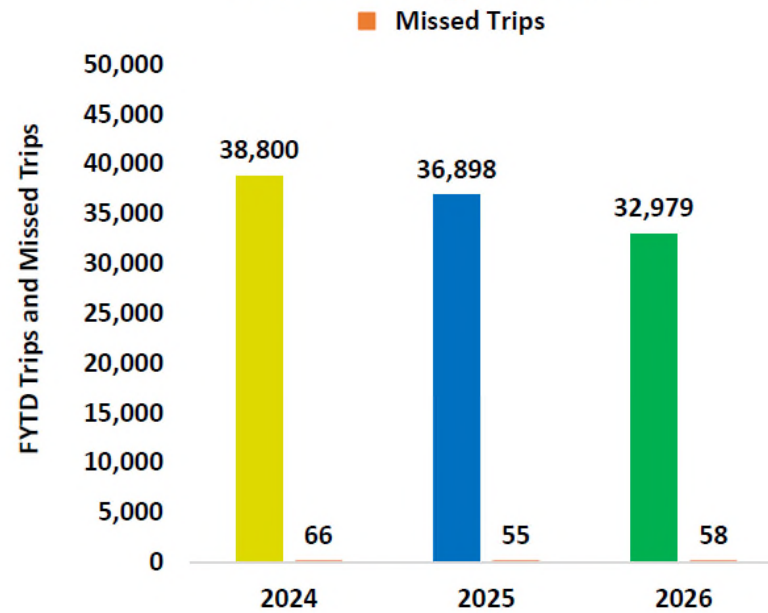
Trip: A one-way trip booked by the rider. A round trip is counted as two (2) trips.

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

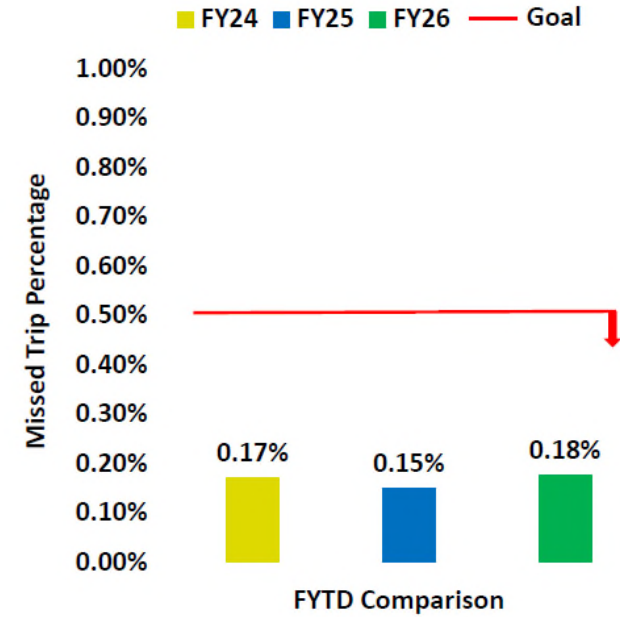
Goal for Late Cancellations: 3% or below.

Total Trips: Total one-way trips completed.

Paratransit Total Trips vs. Missed Trips FYTD Through October



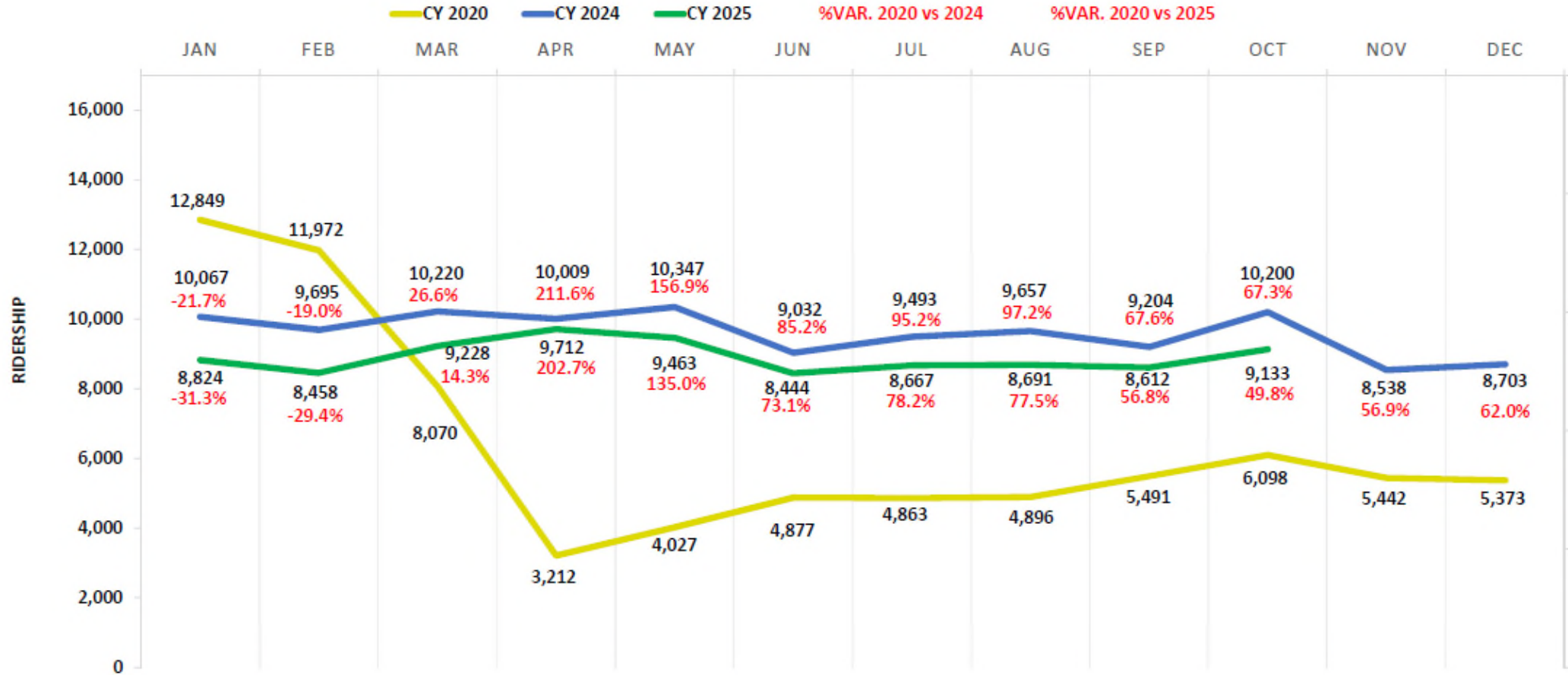
Missed Trip Percentage FYTD



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.

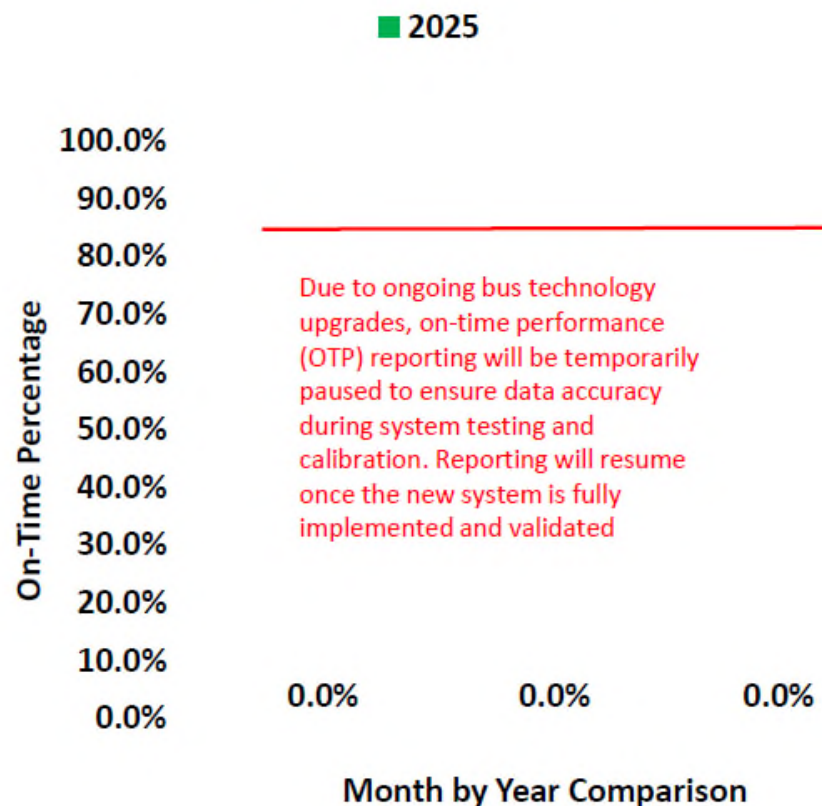
Paratransit Ridership COVID-19 Recovery



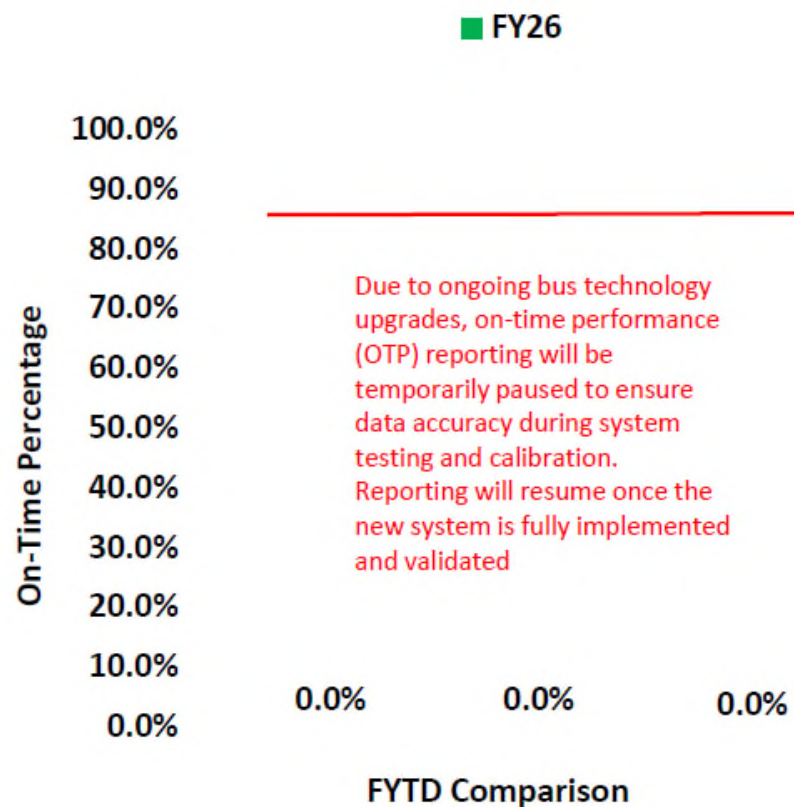
Beginning January 2022, instead of comparing the ridership to the 2019 pre COVID-19 levels, we will be moving forward with comparing from 2020 and 2025. Variances are in red close to their corresponding ridership number. 2023 and 2024 are referring to the baseline of 2020. January 2020 and February 2020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

CY 2021 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.

Paratransit On-Time Performance November 2025



On-Time Performance FYTD

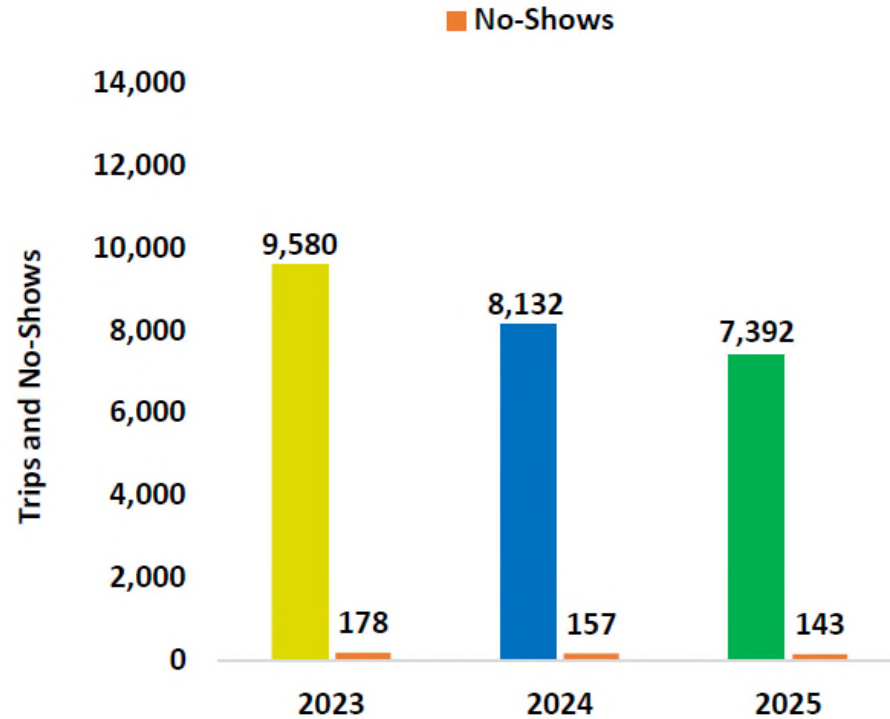


On-Time: When the rider is picked up within 30 minutes of the scheduled pick-up time.

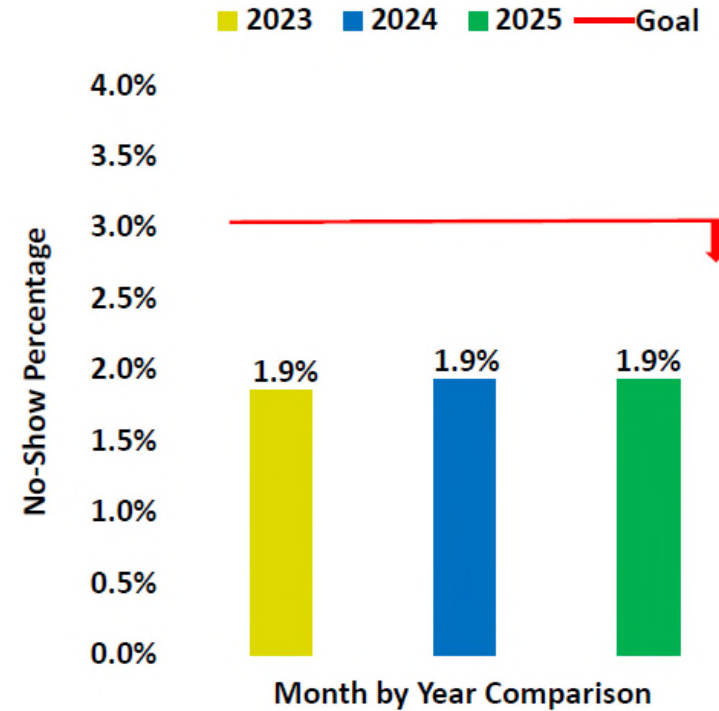
Goal: The Agency established on-time performance goal is 85%.

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 November 2025



No-Shows by Percentage for November 2025

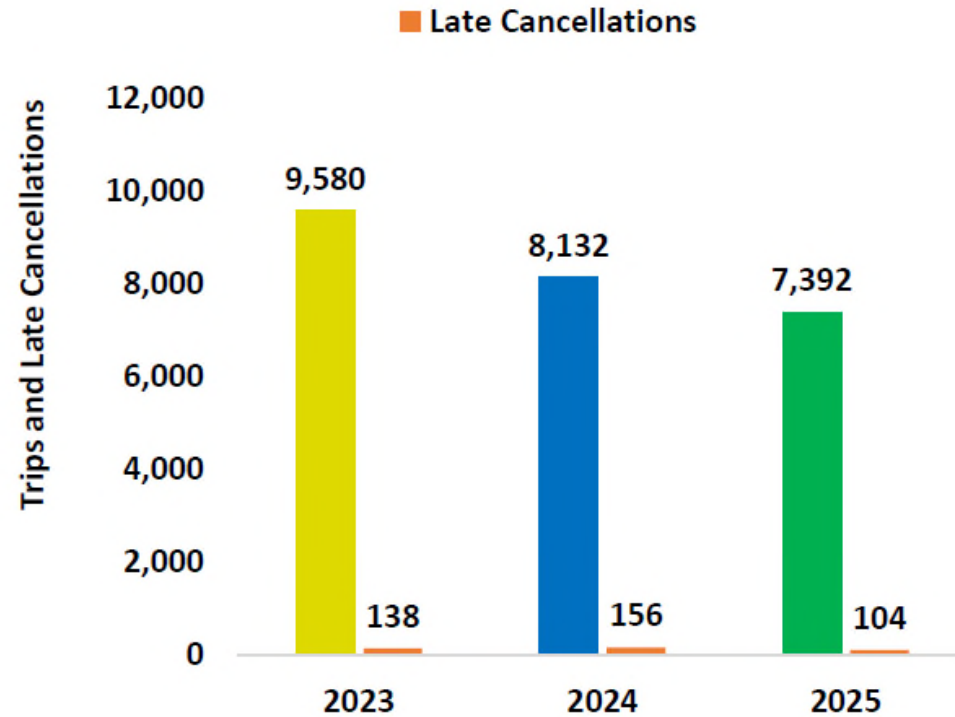


Trip: A one-way trip booked by the rider. A round trip is counted as two (2) trips.

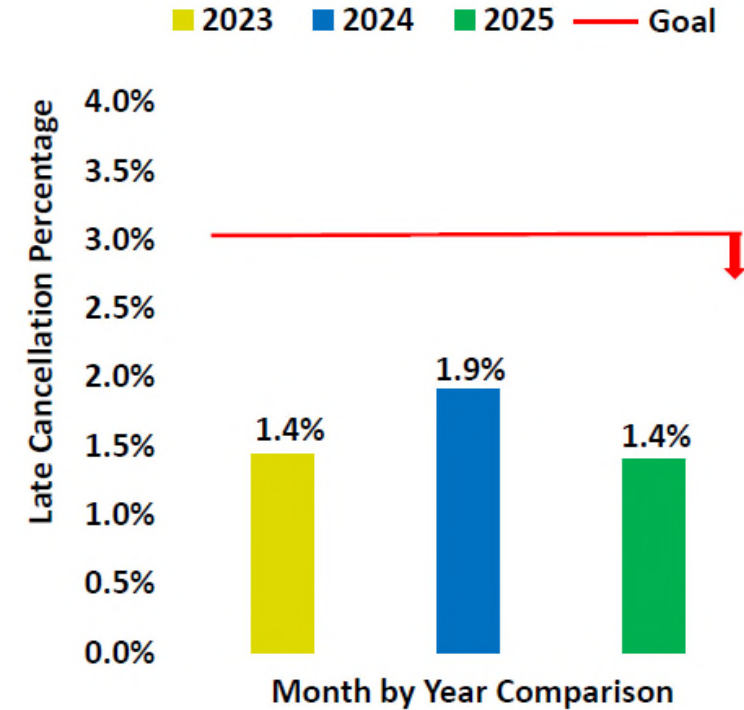
No-Show: A ride for which an authorized ADA paratransit service vehicle arrives at the designated pick-up time and location and waits the required five (5) minute period while the rider is not present to board the vehicle.

Goal for no-shows: 3% or below.

Paratransit Total Trips vs. Late Cancellations November 2025



Late Cancellations by Percentage



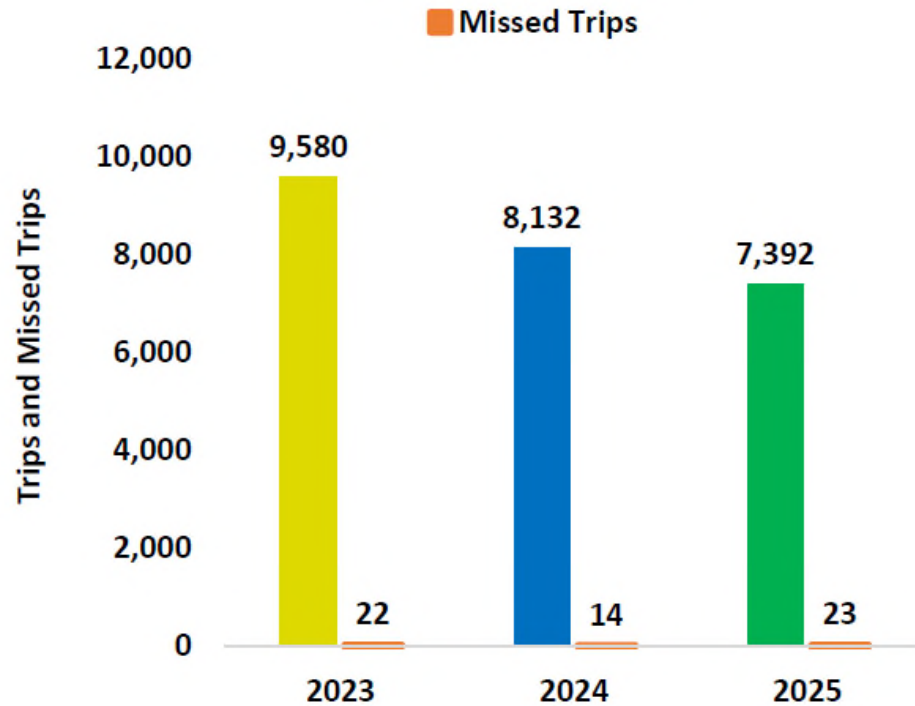
Trip: A one-way trip booked by the rider. A round trip is counted as two (2) trips.

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

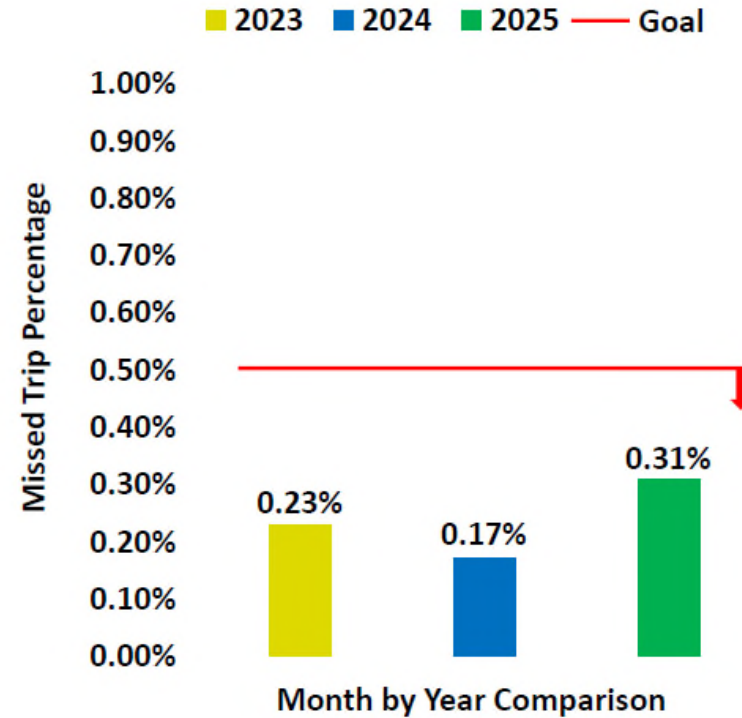
Goal for Late Cancellations: 3% or below.

Total Trips: Total one-way trips completed.

Paratransit Total Trips vs. Missed Trips for November 2025



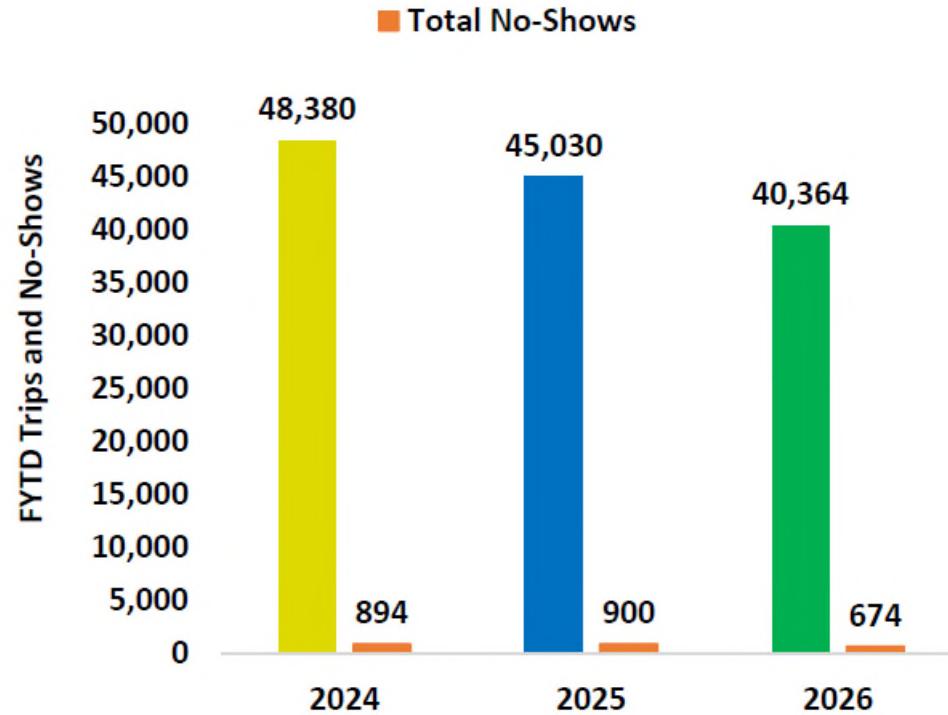
Missed Trips November 2025 by Percentage



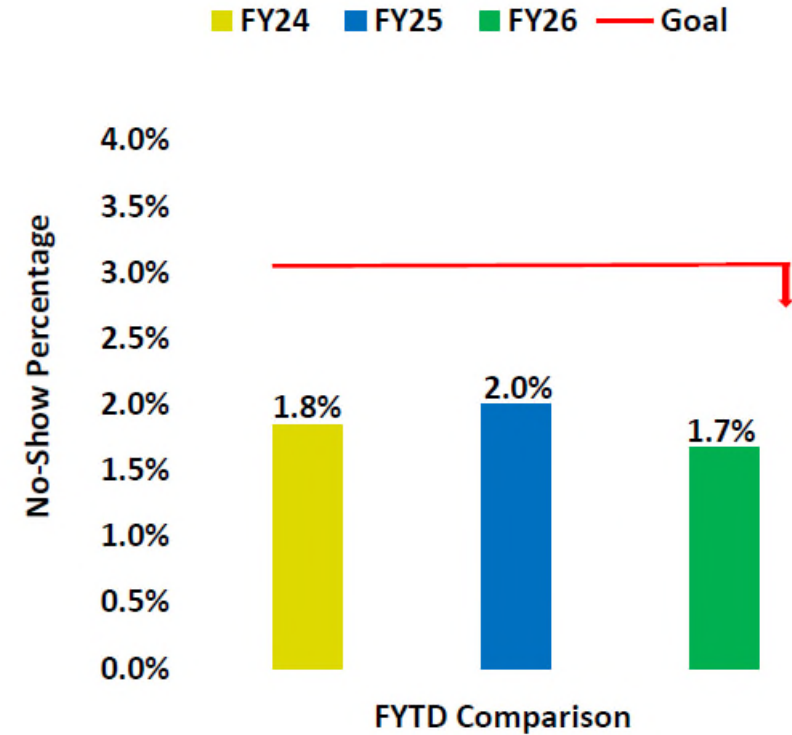
Missed Trip: A trip is considered missed by the Agency when the vehicle arrives outside of the pick-up window and the rider does not take the trip. Similarly, if a vehicle arrives before the beginning of the pick-up window and the rider does not board and the vehicle departs, it is a missed trip.

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

Paratransit Total Trips vs. No-Shows FYTD Through November



No-Show Percentage FYTD

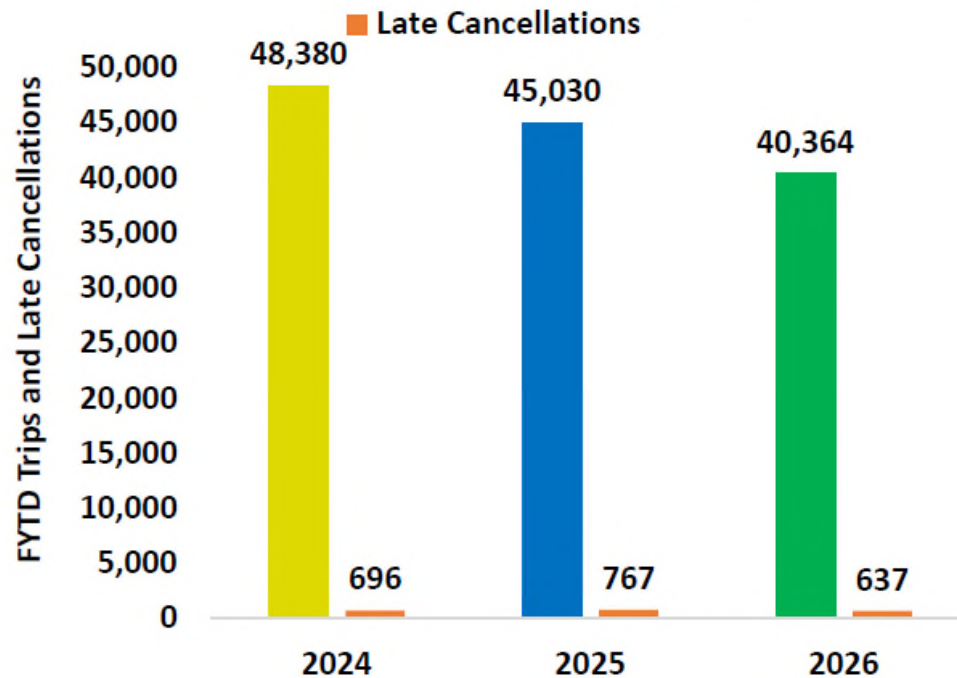


Trip: A one-way trip booked by the rider. A round trip is counted as two (2) trips.

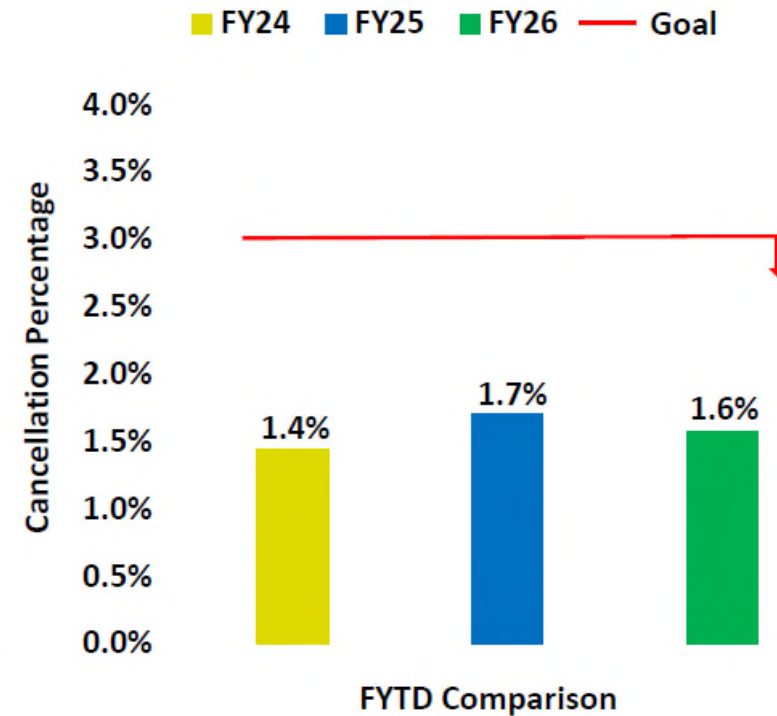
No-Show: A trip where an authorized ADA paratransit service vehicle arrives at the designated pick-up location, waits the required five (5) minute period while the rider is not present to board the vehicle.

Goal for No-Shows: 3% or below.

Paratransit Total Trips vs. Late Cancellations FYTD Through November



Late Cancellation Percentage FYTD



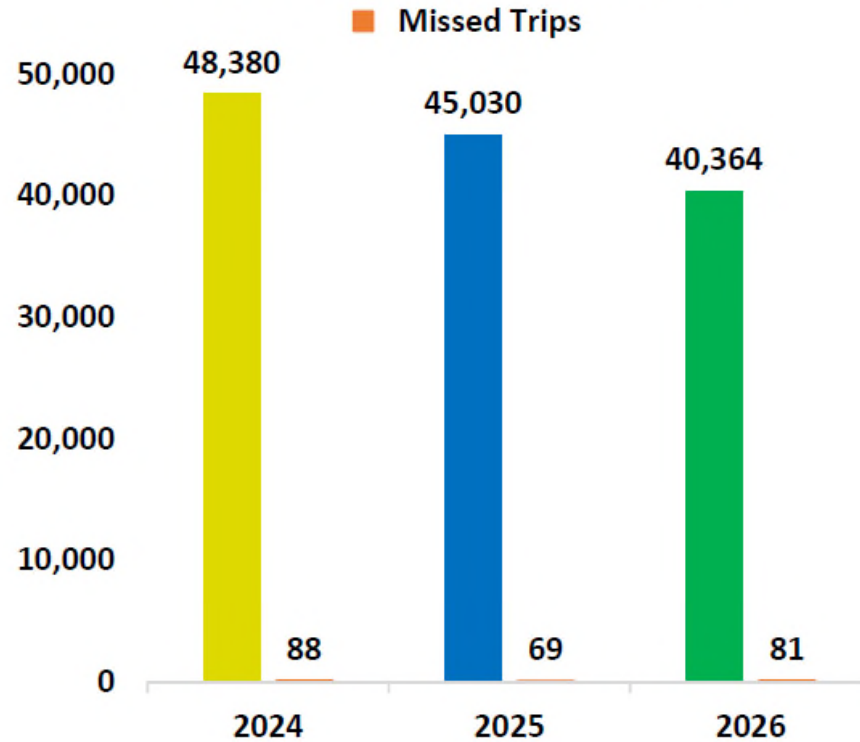
Trip: A one-way trip booked by the rider. A round trip is counted as two (2) trips.

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

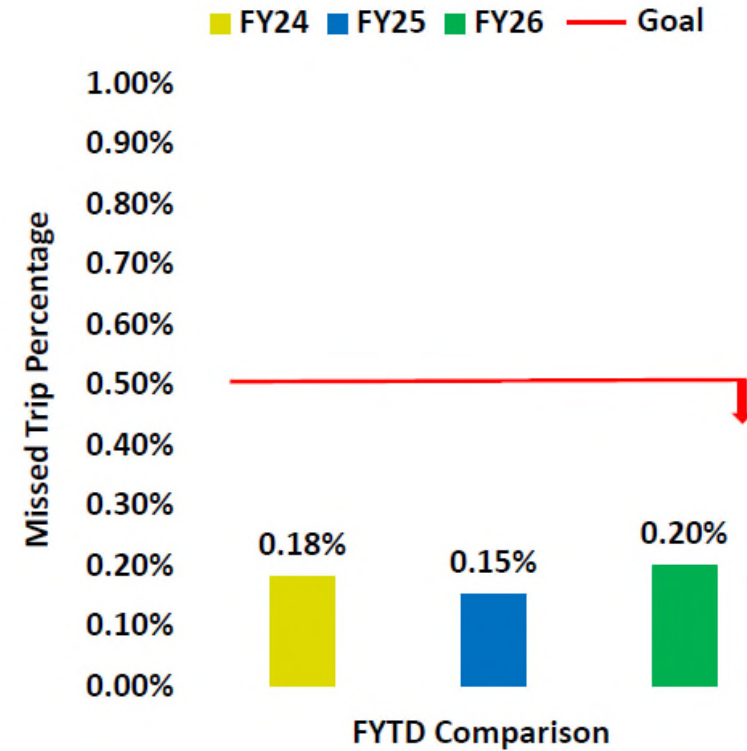
Goal for Late Cancellations: 3% or below.

Total Trips: Total one-way trips completed.

Paratransit Total Trips vs. Missed Trips FYTD Through November



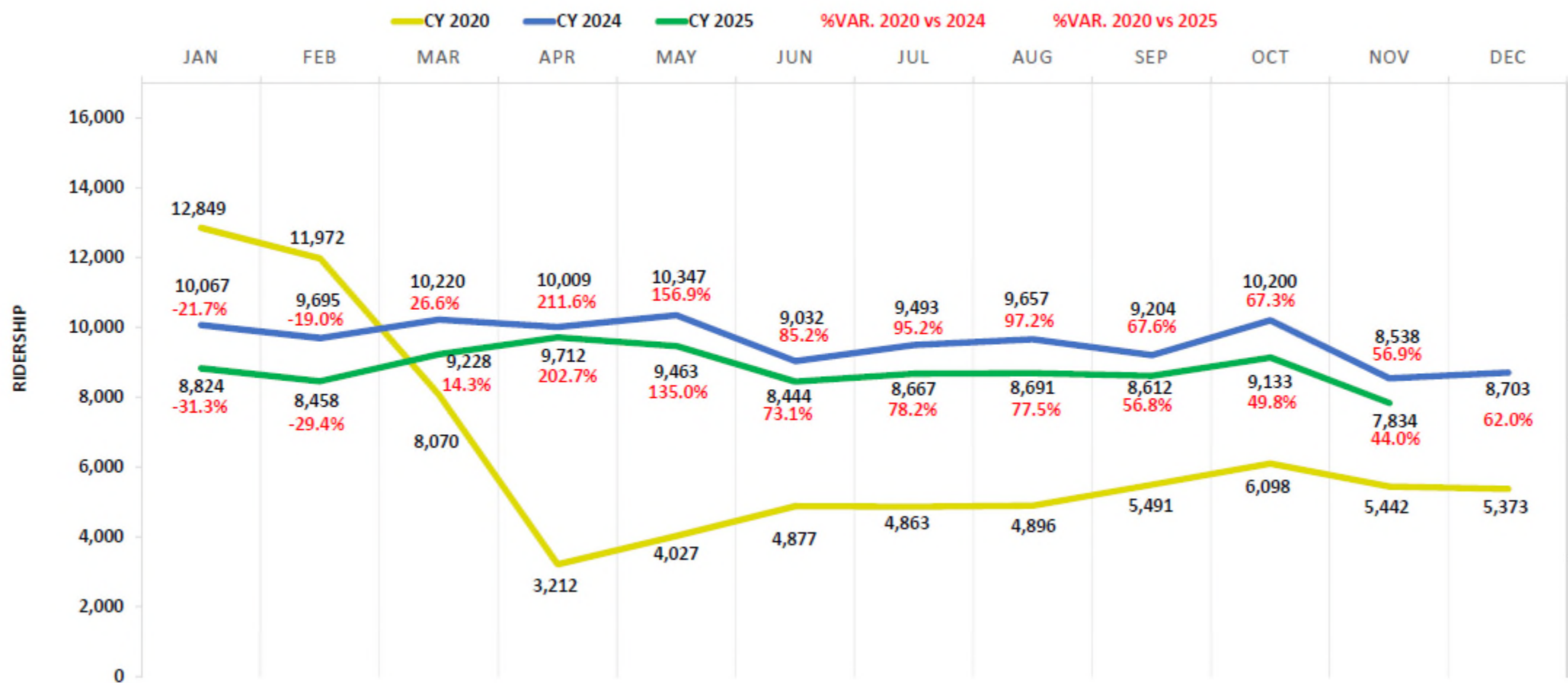
Missed Trip Percentage FYTD



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 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.

9b) Appeals Subcommittee

Vacant

9c) Membership Subcommittee

Vacant

9c) Evaluation of Service Subcommittee

Vacant

9e) Legislative Subcommittee

Edith Hernandez

10. NEW BUSINESS

SunLine Staff

11. COMMUNITY UPDATES

Open Forum

12. NEXT MEETING DATE – March 17, 2026, at 10:00 AM:

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

13. ADJOURN

Next scheduled SunLine Transit Agency Board Meeting: at 12:00 PM

THANK YOU