



ANNIVERSARY
1977 - 2017

**Access Advisory Committee Agenda
Tuesday, September 19, 2017**

10:00 a.m.

SunLine Transit Agency
32-505 Harry Oliver Trail, Thousand Palms, CA 92276
Wellness Training Center

1. Call to order
2. Approval of Agenda
3. Introductions
4. [Approval of minutes – July 11, 2017](#)
5. Public Comments (A limitation of 3 minutes may be imposed)
6. Committee Correspondence/Reports
 - A. Review Ridership Fixed Route and SunDial – Report **SunLine Team**
June 2016-2017 and July 2016-2017 Ridership (in packets)
 - B. Appeals Subcommittee – Report **Dennis Ujimori,
Linda Samulski**
 - C. Membership Subcommittee – Report **Byron Jessie,
Vanessa Mora**
 - D. Evaluation of Services Subcommittee – Report **SunLine Team**
 - E. Legislative Subcommittee – Report **Linda Samulski,**
(if any new information)
7. New Business
 - A. Community Update and News **Diego Rojo**
8. SunDial Project Action Team Update **Tamara Miles**

9. Community Issues

A. Open Forum

10. Next Meeting Date

November 14, 2017 10:00 a.m. SunLine Wellness Training Center
32-505 Harry Oliver Trail
Thousand Palms, CA 92276

11. Adjournment

Please RSVP by email or phone to Vanessa Mora:
vmora@sunline.org, 760-343-3456 ext. 1202

Next scheduled SunLine Transit Agency Board Meeting: September 27, 2017 at Noon



INTER-OFFICE MEMORANDUM

To: Access Advisory Committee
From: Vanessa Mora, Compliance Officer
Date: July 11, 2017
RE: COMMITTEE MINUTES OF July 11, 2017

1. CALL TO ORDER –

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

2. APPROVAL OF AGENDA – We have a quorum. Linda Samulski made a motion to approve - motion was seconded – agendas for January 10, 2017, March 14, 2017 and May 9, 2017 were approved.

3. INTRODUCTIONS

Committee Members Present:

Angelica Chappell – Senior Low Vision Advocate, Community Access Center
Byron Jessie – Owner, Prowatch Caregivers
Sarah Johnson – with Neuro Vitality Center
Lisa Lester – Consumer Development Coordinator at Desert Arc
Angela Rojas – Orientation & Mobility Specialist, The Braille Institute
Linda Samulski – with Guide Dogs of the Desert

Committee Members Absent:

Mario Janesin, Nick Tompkins, Dennis Ujimori,

SunLine Staff:

Diane Beebe – Special Assistant to the GM/Clerk of the Board
Diego Rojo - Transit Planning Analyst
Don Wilms – Paratransit Operations Manager
Tamara Miles – Paratransit Administration Manager
Tiffany Moore – Paratransit Reservationist
Raymond Manriquez – Paratransit Controller
Norma Stevens – Public Outreach Specialist
Brian Nava – Public Outreach Technician
Jim Rayl – Community Outreach and Customer Service Manager
Vanessa Mora - Compliance Officer
Carol Dillon – Administrative Assistant

Guest:

Tamica Fouts-Rachal–Regional Manager, State Council on Developmental Disabilities

4. APPROVAL AND/OR CORRECTION OF MINUTES – We have a quorum. Linda Samulski made a motion to approve and Sarah Johnson seconded the motion – all voted in favor therefore, the minutes for January 10, 2017, March 14, 2017 and May 9, 2017 were approved.

5. PUBLIC COMMENT (a limitation of 3 minutes could be imposed)
Angelica Chappell commented she has received complaints about Paratransit’s new procedure. She asked the Paratransit staff “Why is it a Doctor’s note is not good enough to be eligible to ride the Paratransit?”

Tamara Miles clarified the new procedure is not in place at this time. Don Wilms said they intend to continue to use the Doctor’s note. The doctor will continue to clarify the diagnosis with the reason why the person can’t ride the fixed route service.

Vanessa Mora confirmed the same process is still in effect – nothing has changed.

Norma Stevens further added, she has received feedback from some of the disability groups she is involved with and they are very pleased we are working on our eligibility criteria. The feedback on our future enhancements to our eligibility process has been welcoming. It will enable SunDial to provide better service for those who truly cannot ride our fixed route service. Norma advocates travel training with the focus on a person’s independence as well as, the cost saving benefit. Byron chimed in, it’s the educational piece that will benefit all. Tamica volunteered, she is more than happy to aid in any assistance needed since she covers the whole county. Tamica’s contribution is welcomed.

**6. COMMITTEE CORRESPONCE/REPORTS - Tamara Miles & Raymond Manriquez
Diego Rojo**

A. System Wide On-Time Performance Reports –

Tamara Miles presented the System Wide On-Time Performance for SunBus & SunDial.

System Wide: Target of 85%
April 2017 just below the target for 83.6% On-Time Performance
May 2017 we exceeded our target for 87.8% On-Time Performance

Raymond Manriquez presented the Paratransit On-Time Performance

SunBus: Target of 90%
April 2017 we exceed the target for 92.1%On-Time Performance

**May 2017 we exceed the target for 92.9% On-Time Performance
Raymond Manriquez presented the Paratransit Ridership Reports .
Paratransit Ridership reports for April and May 2017**

**SunDial Ridership in April 2017 13,237 down from 13,847 from April last year
SunDial Ridership in May 2017 14,147 down from 14,654 from May last year**

**SunDial miles traveled in April 2017 was 102,064 compared to April of 2016
which was 106,661 miles traveled
SunDial miles traveled in May 2017 was 108,610 compared to May of 2016
which was 111,421 miles traveled**

0 denied trips and 0 preventable collisions in April and May 2017.

**There were 1,913 Mobility Device Boarding in April 2017 vs. 2,030
Mobility Device Boarding April 2016
There were 2,112 Mobility Device Boarding in May 2017 vs. 2,027 Mobility
Device Boarding in May 2016**

**There was 1 Onboard Inspection for April 2017 vs. 4 Onboard Inspections for
April 2016
There was 1 Onboard Inspection for May 2017 vs. 4 Onboard Inspections for
May 2016**

**Byron asked for clarification on the inspections. Don explained the onboard
Inspections occur when a road supervisor joins a trip to check a number of
required elements from the driver. For instance, if the driver is displaying their
name plate, if the driver has his or her credentials with them including their
driver's license. Byron ask if the inspections are random and if there is a set
number that should be done in a year. Don explained yes they are random and
we do not have a minimum standard in place for Paratransit but fixed route
completes on-board inspections with regularity since a supervisor can meet a
bus on fixed route bus at their scheduled time-points. It is difficult to caught a
Paratransit driver since their schedules change daily.**

**Byron asked if SunLine's fixed route driver is still involved with the bus
competitions? Tamara clarified the Rodeo is once a year in April and the
winner goes to the Regionals. Jim mentioned our driver did very well this year
given it was his first year competing. He wasn't one of the winners but the top
three winners were from California this year.**

**Diego Rojo presented the Fixed Route and System Ridership Numbers for
April and May 2017.**

For Fixed Route:

**For April 2017 Ridership was 339,552
For May 2017 Ridership was 358,984
Fixed Route Ridership is down -4.9 % year to date through May 2017**

System Totals:

For April 2017 Ridership was 352,789

For May 2017 Ridership was 373,131

System total ridership down -4.7 % year-to-date through May 2017

Diego presented the Passenger Per Revenue Trip (PPRH) for our Key Urban Lines – the Goal is set at 25 PPRH

Lines 14, 30 and 111

For April 2017 - 19.7 PPRT

For May 2017 – 19.9 PPRT

Passenger Per Revenue Trip (PPRH) for our Community Lines – the Goal is set at 15 PPRH

Lines 15, 20, 24, 32, 53, 54, 70, 80, 81, 90, 91 & 95

April & May 2017 Lines 20, 53, 54, 90, 91, 95 did not meet the goal of 15 PPRH

Passenger Per Revenue Trip (PPRT) for our Commuter Link 220 goal is set at 15. In the FY 16/17 we fell short at 8.4 Passenger Per Revenue Trip through May 2017.

Linda Samulski added she found the trip on the Line 220 with Anita Petke most valuable. Linda has a core group of friends who plan on taking the Commuter Link 220 into Riverside when the weather is cooler. She feels this route is the most valuable to the people of the Coachella Valley since it provides the gift of mobility to Riverside. There is no other viable way to get to Riverside and she really appreciates SunLine having this affordable and doable Line 220.

Byron asked for clarification on the location change on the Line 220 in Riverside. Diego clarified that we had a reduction of service on the Line 220 since Riverside eliminated their downtown hub, therefore we now end the route at the Metro Link Station.

B. APPEALS SUBCOMMITTEE –

Linda Samulski

Nothing to report.

C. MEMBERSHIP SUBCOMMITTEE –

**Byron Jessie
Vanessa Mora**

Sara Johnson’s membership is up for renewal. Angela Rojas made a motion to renew Sara’s membership – Lisa Lester seconded the motion – the motion was approved and passed. Sara Johnson’s membership has been approved.

Selection of Chair/Vice Chair. Linda Samulski and Angelica Chappell announced they would like to be considered for Vice Chair. Byron made a nomination and a show of hands to appoint Linda Samulski as Vice Chair. He counted 4 in favor of Linda Samulski and 2 in favor of Angelica Chappell. Linda has been appointed as Vice Chair.

Byron Jessie asked if anyone would like to run for Chair. Linda made a motion to nominate Byron Jessie as Chair. Byron asked for a show of hands. All committee members raised their hands. Bryon asked for motion in favor. All members stated “Aye” so the motion was carried and passed. Byron Jessie was elected to another term as Chair.

D. Evaluation of Services Subcommittee – Byron Jessie

No one actually did an official ride along but Linda Samulski shared her return trip from San Diego she took recently. It went very smooth and couldn't have been any better. Rosa in Customer Service completed the transfer for Linda and she was amazed how everything went so very smoothly. She made the transfer in Riverside and everything happened like clockwork. She wanted to thank SunLine again for assisting in the transfer and the great experience.

E. Legislative Subcommittee Report Linda Samulski

Linda mentioned Uber has proven to be responsive to complaints. She had a friend that called Uber for a ride and she believed the driver passed her up because she had a dog. Her friend filed a complaint and the driver was fired.

Linda also cited an incident which was disturbing to her. It was on a Paratransit trip that happened to a graduate in Las Vegas. The graduate was brutally beaten by a mentally ill passenger on a Paratransit bus. She was wondering what is in place to prevent this from happening. She asked if we can enforce a caregiver to accompany a person with mental challenges. Vanessa stated, we can't require an attendant to ride with an individual that has a mental handicap. We can possibly recommend a person to have an attendant but can't require them to have an attendant. Jessie asked Linda, would her dog attack someone attacking her? Linda indicated no, they aren't supposed to but their instinct may kick in. She asked the woman attacked in Las Vegas what did her dog do? She indicated, the dog just stayed very calm under the seat and didn't respond. Angelica summarized it is unfortunate that people with disabilities can become targets for attacks. Jessie asked, what is SunLine's protocol in a situation such as the one that happened in Las Vegas? The driver would call the dispatch supervisor who would get the police involved and assist as instructed. Don Wilms indicated that we have a camera that is capturing the incident and pictures of the offender would be distributed and all riding privileges of the offender would be suspended.

Tamara indicated the drivers are given safety training before employment and subsequently at SunLine's Monthly Safety Meetings. Norma Stevens will share this incident and the concerns at the next Safety Committee Meeting. SunLine's Chief of Safety has a law enforcement background and we have an excellent relationship with the Police Departments in the Coachella Valley

7. NEW BUSINESS:

Diego Rojo

A. Community Update and News

Diego reported on the September 2017 Service Changes.

There will be very minimal changes in September. Diego reported there will be running time changes in September to the Lines 14, 91, 111 and Commuter Link 220. The changes will aid in service efficiencies. Lisa Lester asked about adjustments that were going to be made to the Line 53. Diego indicated route realignments have been postponed to the January 2018 scheduled service change. Lisa Lester voiced how badly the service is needed for the Desert Arc.

8. SunDial Project Action Team Update

Tamara Miles

Tamara indicated the SunDial Project Action Team has been very busy. The Paratransit Department has been separated into two areas, Operations and Administration. Don Wilms continues to head Operations for SunDial and Tamara is in charge of the Administration side of SunDial which handles the operators and the eligibility and certifications. No changes have been made to the eligibility and certifications to date, but she is working on it. In May, a building behind the Operations building was remodeled with new carpet and paint. In June, the SunDial's Administration staff moved into the newly remodeled building. On June 23, Vanessa, Tiffany, Don and Tamara went to El Centro to meet with the Imperial County Transportation Commission to see how they implemented their in-person interviews and how it is working for them. They started this in January 2017 and it is working really well for them. They are transitioning people from Paratransit to Fixed Route who can functionally ride a fixed route bus. They received a lot of documentation and Imperial County was very helpful in answering all their questions. Tamara states the team was able to get their paperwork finalized and sent their package to SunLine's Procurement Department. The process is moving right along and in the next several months she hopes to be working with a consultant to make the needed changes to the existing eligibility and certification processes.

Norma mentioned she is involved with Vanessa in a Access Sub-Committee which she personally worked on developing a "Train the Trainer Program" which will involve people in organizations throughout the Coachella Valley to get certified to Train those with Disabilities to ride the bus. In addition to that,

Brian Nava has joined the Public Outreach Team who will be assisting with the Train the Trainer Program. Linda mentioned there is a small group at the Braille Institute who want to expand their travel experiences. Linda is going to asked if they would like to meet in August and is seeking help from someone to bring up the rear of the group who has vision to help with how to get around to major destinations here in the Coachella Valley. Linda said there are only two mobility instructors that serve the Coachella Valley who's time is stretched thin and limited to do a bare minimum.

9. COMMUNITY ISSUES

A. Open Forum

Bryon Jessie mentioned he will be out of town on our next scheduled meeting on September 12th. All members voted in favor to move our next meeting to September 19th.

10. NEXT MEETING DATE: September 19, 2017 10:00 A.M. at SunLine Transit Agency, 32-505 Harry Oliver Trail, Thousand Palms, CA 92276

11. ADJOURNMENT

Meeting adjourned at 11:06 A.M. by Byron Jessie.

**cc: Lauren Skiver
Diane Beebe
Tommy Edwards
Manny Garcia
Armando Ozuna
Anita Petke
Jim Rayl
Norma Stevens
Don Wilms
Tamara Miles
Vanessa Mora
Carol Dillon**