



Access Advisory Committee Agenda

Tuesday, January 8, 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 – January 8, 2019

5. APPROVAL OF MINUTES – November 13, 2018

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 **SunLine Staff**
October 2017-2018 and November 2017-2018 (in packets)

8b) Appeals Subcommittee **Mario Janesin,**
Linda Samulski
- One (1) to report

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

10. COMMUNITY ISSUES

Open Forum

11. NEXT MEETING DATE

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

12. ADJOURNMENT

Next scheduled SunLine Transit Agency Board Meeting: January 23, 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: November 13, 2018
RE: COMMITTEE MINUTES OF November 13, 2018

1. CALL TO ORDER

Mario Janesin called the meeting to order at 10:00 A.M.

2. INTRODUCTIONS

Committee Members Present:

Mario Janesin – Community Organizer, Community Access Center
Sarah Johnson – Neuro Vitality Center
Lisa Lester – Consumer Development Coordinator at Desert Arc
Linda Samulski – Community Advocate, Guide Dogs of the Desert
Tamica Fouts-Rachal- Regional Manager, State Council on Developmental Disabilities
Joan Schon – Coachella Valley Transit Rider
Amy Stuart – Coachella Valley Transit Rider

Committee Members Absent:

Angelica Chappell – Senior Advocate
Byron Jessie – Owner, Prowatch Senior Care Services
Janie Delgadillo - Staff Services Manager Department of Rehabilitation
Robert Babcock-Merritt – Coachella Valley Transit Rider

SunLine Staff:

Anita Petke – Transit Communications Service Specialist
Don Wilms – Paratransit Operations Manager
Tamara Miles – Compliance Officer
Dylan Narz – Operations Systems Specialist
Raymond Manriquez – Paratransit Lead Controller
Scott Jurgens – Customer Service Manager
Javier Flores – Maintenance Superintendent
Carol Dillon – Administrative Assistant

Guests:

Chris Park – Sun Commute
Evelyn James – Consumer

3. PRESENTATIONS

a. SunCommute/SolVan Program Update

Chris Park

Chris Park handed out a brochure “The Vanpool Commute”

Program requirements:

SolVan provides a subsidy of up to \$400.00 per month to vanpools that meet the following requirements:

- Each route starts, ends or travels through the Coachella Valley/Blythe areas
- The commute is to work and/or school
- There’s a 25-mile minimum round-trip
- Enterprise Rideshare or CalVans-leased vans are used
- 70% of seats are occupied
- The route and empty seats must be advertised on SolVan.org

What is a Vanpool?

A vanpool is a group of 5 to 15 commuters who share a ride to and from work or school (a vocational/post-secondary educational facility.)

Drivers are selected out of the group, and can use this vehicle for their own personal use for a limited number of miles. The commuters share the cost of the service, or their employer may subsidize all or part of the cost. Vans leased from a SolVan qualified leasing vendor range from 7 to 15 passenger vehicles.

Save Money, Gain Time

The typical commuter could save as much as 70% in commute costs when switching from driving alone to vanpooling. SunLine Transit Agency has funded and developed the SolVan vanpool program, making even more affordable by subsidizing each qualified vanpool up to \$400.00 per month. That equates to a 20-30% savings!

Use the time you would normally spend driving to read, take a nap, study work, or simply relax.

Get Started

Check out SolVan.org and give us a call.

- **Recruit passengers** among your fellow commuters. The SolVan team can help!
- **Determine a route** with physical pick-up/drop-off locations.
- **Set a daily schedule** with fellow commuters who start and end work at similar times.
- **Apply** – The application starts with a few questions to determine if you qualify. Upon qualification, fill out the remainder of the application, and read and sign a participation agreement.
- **SolVan Review/Approval** – SolVan staff will review your application and may contact you or your employer with any questions.

Let vanpooling change your commute from something you dread to something you love!

Welcome to the SolVan Vanpool Program with SolVan's \$400 per month subsidy, Vanpooling can:

- Save money
- Allow you to relax and enjoy your commute
- Save wear-n-tear on your vehicle
- Help you "Go Green" by improving air quality and reducing traffic
- It is convenient and cost-effective to vanpool to and from work.

SolVan can help you get started. Visit SolVan.org, email solvan@sunline.org, or call (877) 4-SOLVAN (877-476-5826)

- The website also includes vanpool program guidelines, frequently asked questions (FAQs) and a step-by-step guide to the application process.
- SolVan can help you organize a new vanpool if you don't already have one formed, and SolVan.org has links to many resources, such as ride matching, traffic information, authorized van vendors, and park-n-ride lots.

Chris Park wants everyone to look at the different transportation options including buses, carpooling, vanpooling, bicycling, walking. For employers, he wishes to encourage telecommuting programs which would take people out of the 8-5 commuting time resulting in reduce traffic.

For bicycling, many cities in the Coachella Valley have wonderful off-road bicycling paths. There are three cities Palm Springs, Palm Desert and La Quinta who specifically have their own bike paths. Chris encourages everyone to bike with someone for safety. IE Commuter provides free matching for those looking to bike with someone to school or work.

IE Commuter is a free resource funded by Riverside County Transportation and San Bernardino County Transportation Authority. IE Commuter provides regional rideshare solutions for employees and their employers such as carpool matching, biking matching, bus ride information, public information on accidents, travel calculator, etc. Their website is IECommuter.org

Chris was asked what employers are currently in the program? There are about 18 employers in the Coachella Valley and Blyth presently participating in the SolVan Program such as Desert Regional Hospital, Eisenhower Hospital and College of the Desert.

Linda Samulski asked, how do they match people for the vanpool and do they have anything that goes to Yucca Valley? Chris indicated using the hot line phone number 877-4 SolVan can match anyone up with an existing commute. Currently there are no vanpools going to Yucca Valley but Chris is aware of some coming out of Yucca Valley.

b. Haul Pass Program Update

Anita Petke

Anita handed a pamphlet out on the Haul Pass Program-free rides for College Students. It is a three year subsidized program. Anita explained SunLine received

an LCTOP fund grant and therefore is able to subsidize the program for 1 year and the college subsidizes the remaining 2 years. As of October 2018, SunLine has seen 28,804 boarding's from students using their Haul Pass. Ridership has increased with the success of this program.

SunLine participated in an outreach at the College of the Desert the day before and the day of the launch of the program and it proved to be very successful. In addition, SunLine provided outreaches in Indio and Palm Desert recently to reach any student who missed learning about the program. SunLine is continuing to reach out to other colleges in the Coachella Valley to encourage and promote a partnership in the Haul Pass program.

Haul Pass (frequently asked questions)

- **When did the Haul Pass program begin?**
The program started on August 27, 2018 (beginning of the fall semester)
- **How do you know if a college/university is a participating school?**
Currently College of the Desert is the only participating school at this time. SunLine will post participating schools on their website when they become part of the Haul Pass program.
- **What does College of the Desert students have to do to get unlimited free access to public transit?**
College of the Desert students have to be actively enrolled at the College of the Desert
- **Does a student need to be enrolled full-time?**
No, the Haul Pass is for any student actively enrolled at the college.
- **Can a Student use the Haul Pass for trips other than commuting to and from school?**
Yes. The Haul Pass allows College of the Desert students to make unlimited trips any day of the week and for any transfer on a SunBus. It can be used on any local fixed route for anything from shopping, going to a movie or to get to work.
- **Can the Haul Pass be used on the Commuter link 220 and SunDial Paratransit Service?**
No. The Haul Pass is only valid for local fixed route transit trips.
- **How do I use the Haul Pass once I am on the bus?**
The student simply swipes their active College of the Desert student ID through the card reader on the Farebox.
- **If a student is new to transit and needs help, who do they call?**
Call SunLine's customer service at 760-343-3451

There was a question raised if there is going to be a presentation given to the students during their orientation program? Anita advised there are continual discussions with the college on how they are communicating with their students on the Haul Pass program.

4. APPROVAL OF AGENDA – November 13, 2018. We have a quorum. Tamica made a motion to approve the agenda – Linda Samulski seconded the motion. The motion was carried November 13, 2018 agenda was approved.

5. APPROVAL OF THE MINUTES – September 11, 2018. We have a quorum. Sara made a motion to approve the minutes – Joan seconded the motion. The motion was carried. The September 11, 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.

Mario Janesin introduced Evelyn James. Evelyn thanked everyone for inviting her to come and participate in the group. She found the meeting to be very interesting. She has been a SunLine transit rider for 2 years. She stated she has problems walking distances or standing a long time. Therefore, since the closest bus stop from her home in DHS is very hilly, it offers her challenges including no seating at the bus stop. Evelyn asked how she can get paratransit service because of her physical limitations. Tamara will provide her with a form to have her fill out.

Evelyn asked Anita if there is an outreach to the high schools for participating in the Haul Pass program? Anita indicated we are reaching out to the high schools, as well as to the colleges.

Evelyn wanted to thank everyone for allowing her the opportunity to attend this meeting. Mario explained Evelyn was the first person who they evaluated in the Paratransit appeals process. It was determined her condition is deemed conditional to ride Paratransit.

Amy Stuart says she has such a hard time getting to the VA Clinic. There is a bus stop 100 yards from the clinic that is not in use. She would greatly appreciate if that stop would be reopened again. Anita states that the Line 20/21 services that stop on Cook Street which is adjacent to the VA Clinic. Amy was confused because that stop isn't on the schedule. Anita explained that stop is served. Not all stops are printed on the schedule, only time-points are listed. Anita will talk to planning about this issue.

7. COMMITTEE MEMBER COMMENTS

Linda Samulski indicated the Access Committee members in the past were notified when there were events happening in the Coachella Valley like the food drive and the 111 Music Festival. She was wondering if the committee members could be notified in advance of SunLine events. Anita said, yes we can give notice to the members on upcoming events. Linda indicated that would be great!

8. COMMITTEE CORRESPONDENCE/REPORTS -

**Dylan Narz
Raymond Manriquez**

8a. Fixed and System Wide Ridership Reports

Dylan presented the Fixed Route and System Ridership Numbers for August 2018 and September 2018.

For Fixed Route:

For August 2018 Ridership was 310,101

For September 2018 Ridership was 337,164

Fixed Route Ridership is down -.9 % year to date through September 2018

System Totals:

For August 2018 Ridership was 325,641

For September 2018 Ridership was 351,566

System total ridership down -.59 % year-to-date through September 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 August 2018

Line 14 PPRH 18.4

Line 30 PPRH 21.9

Line 111 PPRH 17.9

For September 2018

Line 14 PPRH 19.7

Line 30 PPRH 22.6

Line 111 PPRH 18.8

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 August 2018

Line 15 PPRH 18.3

Line 20 PPRH 6.1

Line 21 PPRH 4.8

Line 24 PPRH 12.3

Line 32 PPRH 12.3

Line 54 PPRH 6.6

Line 70 PPRH 11.4

Line 80 PPRH 17.0

Line 81 PPRH 12.2

Line 90 PPRH 10.8

Line 91 PPRH 6.3

Line 95 PPRH 4.0

For September 2018

Line 15 PPRH 20.1
Line 20 PPRH 7.5
Line 21 PPRH 6.7
Line 24 PPRH 13.0
Line 32 PPRH 13.3
Line 54 PPRH 8.8
Line 70 PPRH 13.6
Line 80 PPRH 19.6
Line 81 PPRH 14.5
Line 90 PPRH 11.3
Line 91 PPRH 7.2
Line 95 PPRH 4.2

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

For August 2018

Line 220 PPRT 8.8

For September 2018

Line 220 PPRT 8.3

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

For August 2018

Line 20 PPRH 6.1

For September 2018

Line 20 PPRT 7.5

SolVan Ridership:

August 2018 ridership was 2132 riders

September 2018 ridership was 1872 riders

Raymond Manriquez presented the Paratransit Reports

Paratransit On-Time Performance: Target of 90%

August 2018 we exceeded our target at 93.4% On-Time Performance

September 2018 we exceeded our target at 91.7% On-Time Performance

SunDial total trips in August 2018 12,161

SunDial total trips in September 2018 11,426

SunDial Late Cancelation:

August 2018 – 299 late cancelations vs. 433 late cancelations in 2017

September 2018 – 265 late cancelations vs. 415 late cancelations in 2017

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

August 2018 – 357 no shows (2.9%)

August 2017 – 483 no shows (3.9%)

September 2018 – 280 no shows (2.5%)

September 2017 – 368 no shows (3.9%)

**8b. APPEALS SUBCOMMITTEE –
None to report**

Mario Janesin

**8c. MEMBERSHIP SUBCOMMITTEE –
None to report**

**Mario Janesin
Tamara Miles**

8d. EVALUATION OF SERVICES SUBCOMMITTEE –

Joan Schon

Joan states the driver/operators are very cordial, helpful and patient. She finds the biggest infraction with the operators - they don't always wait for the passengers to be seated before moving out. She does see an excess of running yellow lights, as well.

Joan indicated there is a problem with a type of bus that does not show up on the Bus Tracker. On one occasion, she was waiting for the Line 111 and the Bus Tracker showed it in Palm Desert and she was in Palm Springs. Therefore, she called customer service and she was informed that type of bus does not show up on the Bus Tracker. On another occasion, when she was transferring to the Line 24, the Bus Tracker only showed 2 buses when normally it would show three. Anita explained they are the new hydrogen fuel cell buses. Javier Flores indicated they should be in the system. He will be following up on that.

Joan wants to commend SunLine for their community involvement with "Fill the Bus". She acknowledges it is a long day for some of the SunLine staff members. She has volunteered to work at Smoke Tree in Palm Springs.

8e. LEGISLATIVE SUBCOMMITTEE-

Linda Samulski

Linda Samulski is thankful voters did not overturn the SB1 bill which is a gas tax used for road repair in the State of California. Everyone in the committee whole heartily agrees.

Linda asks, if there is any news on replacing American Cab company? No one knows of a replacement at this time. Linda asked if the Taxi Voucher Program is still running? Yes, the program is still in effect.

9. NEW BUSINESS

SunLine Staff

Anita Petke informed the group, on November 3rd SunLine took a hydrogen fuel cell bus to the Children's Discovery Museum in Rancho Mirage. It proved to be very successful. All the children were engaged with the ability to go on the bus, sit in the driver's seat, honk the horn, pull the cord and pick-up the phone. The event also showcased a fire truck, a crane, a tracker, etc. It was a lot of fun and educational for the children.

On November 11th 2018 SunLine launched the 111 Music Festival showcasing 16 bands from 3:00 pm to 7:00 pm. SunLine provided cash prizes for the top 3 bands.

- 1st Place winner Hoven Blue Sun received \$500
- 2nd Place winner FrankEatsTheFloor received \$200
- 3rd Place winner Saints & Rebels received \$100

Anita encouraged everyone to come out and donate any unperishable food items to any of our three locations for SunLine's "Fill the Bus" event on Thursday November 15th, 2018 from 7:00 am to 7:00 pm.

Locations:

Ralphs on E Palm Canyon in Palm Springs,
Walmart on Monterey in Palm Desert
The Stater Bros on Hwy 111 in La Quinta.

The food will be donated to 2 locations, Martha Village & Kitchen in Indio and The Well in the Desert in Palm Springs.

10. COMMUNITY ISSUES

Open Forum

Tamica handed out a flyer inviting and encouraging everyone to a Town Hall Listening Session. The Town Hall Listening Session with State Assembly-member Jim Frazier will be held at the Riverside County Board of Supervisors Chambers on Wednesday, December 5th, 2018 from 5:30-7:30pm. The listening session will focus on the needs of the intellectual/developmental disabilities community, and how they currently are served. This session is open to the public, and offers our community a chance to speak directly to the Legislature about their needs, experiences with Regional Centers, and any other important subjects. Assembly Member Jim Frazier who chaired the Assembly Select Committee on Intellectual and Developmental Disabilities this year has organized this Town Hall and Tamica has helped him get the word out. Tamica asked if anyone has any questions or concerns to let her know. You can read more at assembly.ca.gov/intellectual-developmental-disabilities

Lisa Lester handed out a notice on the Save the Dates for upcoming events hosted by The Desert Arc.

- Open House – 30th Anniversary Party Wednesday November 14th 4:30-7:00 pm.
Desert Arc – Building 3
73255 county Club Drive in Palm Desert
Complimentary Admission – Sponsored by Pacific Western Bank

- **Second Annual Recognition Awards Luncheon Tuesday January 22, 2019
11:30am-1:30pm
Agua Caliente Casino Spa
32250 Bob Hope Drive in Rancho Mirage
\$75.00 a person – Sponsorship range: \$1,000, \$2,000 and \$5,000.**
- **Tenth Annual Golf Classic Fundraiser Thursday April 11, 2019 11:00am –
8:00pm
BBQ Buffet Luncheon / Banquet Dinner & Awards Ceremony
Eagle Falls Golf Course / Fantasy Springs Resort Casino
84245 Indio Springs Drive in Indio
\$275 per person \$1,000 Foursome Sponsorship range: \$2,000 to \$20,000**

Linda Samulski wanted to remind everyone Guide Dogs of the Desert will be having their last graduation of year on November 17th at 12:00 noon in their auditorium. The public is invited. Their executive director is resigning so this will be her last graduation. Linda encourages everyone to attend and provide her support.

Joan brought pictures of bus stops that need attention. She provided them to Scott. Joan asked about those locations that do not have trash receptacles or seats, what can be done to provide those things? Anita informed the group SunLine has a bus stop improvement program. If anyone has an issue with a stop location, please provide the location and bus stop number and their concern to Scott and he can get it to the Planning Department. Anita reiterated there are no promises or guarantees, but the Planning Department will look into it. Scott provided his email address sjurgens@sunline.org so if anyone has a concern, they can email him.

Tamica asked, if any additional members can be added to the Appeals Committee? Yes, Tamara said it would be beneficial if everyone was trained on the process. Therefore if a person has a specific condition, the member with the most education and knowledge about that condition would be asked to sit in on that appeal. So far, Tamica is the only person that has asked to be included in the Appeals Committee. More members would need to commit since we would have to pay MTM to come down from Oregon to do the training. If anyone is interested let Tamara know.

Tamara will get with our Digital Information Department to develop a flyer for recruiting new members for the Access Committee. Once developed, Tamara will provide the flyers to the committee members so they can get the word out.

Tamara announced she has taken Vanessa Mora's place on the committee since Vanessa transferred to a different position within the company as Deputy Chief of Safety. Tamara is now the Compliance Officer and the Eligibility Officer for Paratransit. Scott Jurgens is now over the Paratransit Reservationists.

11. NEXT MEETING DATE:

**January 8, 2018 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 11:03 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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