



Access Advisory Committee Agenda

Tuesday, September 11, 2018

10:00 a.m.

SunLine Transit Agency

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

Boardroom

ITEM

1. CALL TO ORDER

2. INTRODUCTIONS

3. PRESENTATIONS

4. APPROVAL OF AGENDA

5. [APPROVAL OF MINUTES – July 10, 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
June 2017-2018 and July 2017-2018 (in packets) | SunLine Staff |
| 8b) Appeals Subcommittee
-One appeal needs scheduled | Mario Janesin |
| 8c) Membership Subcommittee | Mario Janesin |
| 8d) Evaluation of Services Subcommittee | Joan Schon |
| 8e) Legislative Subcommittee | Linda Samulski |

- | | |
|--|---------------|
| 9. DISABILITY SENSITIVITY TRAINING VIDEO | Mario Janesin |
| 10. SUNDIAL PROJECT ACTION TEAM UPDATE | Tamara Miles |
| 11. NEW BUSINESS | SunLine Staff |
| 12. COMMUNITY ISSUES | Open Forum |
| 13. NEXT MEETING DATE
November 13, 2018 10:00 a.m. SunLine Wellness Training Center
32-505 Harry Oliver Trail
Thousand Palms, CA 92276 | |
| 14. ADJOURNMENT | |

Next scheduled SunLine Transit Agency Board Meeting: September 26, 2018 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: Vanessa Mora, Compliance Officer

Date: July 10, 2018

RE: COMMITTEE MINUTES OF July 10, 2018

1. CALL TO ORDER

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

2. INTRODUCTIONS

Committee Members Present:

Angelica Chappell – Senior Advocate
Mario Janesin – Community Organizer, Community Access Center
Byron Jessie – Owner, Prowatch Senior Care Services
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

Committee Members Absent:

Sarah Johnson – Neuro Vitality Center
Janie Delgadillo – Staff Services Manager, Department of Rehabilitation
Angela Rojas – Orientation & Mobility Specialist, Braille Institute

SunLine Staff:

Manny Garcia – Superintendent of Transportation
Anita Petke – Transit Communications Service Specialist
Don Wilms – Paratransit Operations Manager
Tamara Miles – Paratransit Administration Manager
Jeff Guidry – Paratransit Controller
Vanessa Mora – Compliance Officer
Tiffany Moore – Paratransit Administration Assistant
Norma Stevens – Public Outreach Specialist
Raymond Manriquez – Paratransit Controller
Scott Jurgens – Customer Service Manager
Dylan Narz – Field Supervisor
Carol Dillon – Administrative Assistant

Guests:

Erica Felci, Governmental Project Manager with CVAG

Amy Smart – Transit Rider

Robert Babcock – Transit Rider

3. PRESENTATIONS –

Erica Felci with CVAG

CVAG is the governing agency for the Coachella Valley and does the regional planning for the cities in the Coachella Valley.

Erica Felci, Governmental Projects Manager with CVAG, was pleased to announce three miles of 1st segment of the CV/Link from Palm Springs to Cathedral City has been completed. CVAG is now working on the next segment of the project.

CVAG has secure additional funding for the CV/Link and now has over 100 million dollars for the project. CVAG has the funding they need to complete the project. CVAG is currently working on improving connections. The CV/Link is a 50-mile alternative transportation corridor for bicycles, pedestrians, and low-speed (up to 25 mph) electric vehicles along the Whitewater River and Tahquitz Creek that will stretch from Palm Springs to Coachella. Future route segments include connections to Desert Hot Springs and the Salton Sea.

Erica has been working with the cities to identify and design the CV/Link with color coding for each city as well as bumper solar stones that would provide light at night.

The project Erica was excited to bring to the group today is The Arts and Music Line and she provided a map which shows the Line is about 10 miles long, which will connect the cities of Coachella, Indio and La Quinta. The eastern end will extend along Dillon Road to the Spotlight 29 Casino. The western end will extend southward along Washington Street and then further west and south along Eisenhower Drive, connecting to the Bear Creek Trailhead at the western terminus of Calle Tampico.

The design is envisioned primarily as a Class 1 facility within the street right-of-way following along one side of the street. Some segments may be Class 11 where Class 1 is not feasible. The intersections and crossing will be inspired by CV/Link's style and will include best practices for safety. These designs will include, but not limited to, protected intersections, buffers between automobile lanes and the connector, wayfinding and regulatory signs.

The Arts and Music theme was inspired by the cultural events, concerts and festivals that are embraced by the three cities. The route includes a connection to the Empire Polo Grounds, which annually hosts the internationally renowned Coachella and Stagecoach festivals as well as, patterns, colors, images are all being incorporated. CVAG is also exploring designs that would showcase the work of the local artists, school children and members of the community. The multi-media connectors will include melodic, luminous,

interactive and rhythmic paths. All very exciting to make transportation fun. Golden Voice the promoter of the festivals, is willing to work with CVAG and the school districts to help encourage kid's art along the route. All-in-all this is to encourage everyone to get out walking.

Anita Petke being a member of the ad hoc committee for the CV/Link announced she has a survey she would like to pass out to everyone in the Access Committee via email. She would appreciate if everyone would share with others in their organizations, family and friends to complete and return the survey as well as a letter of support for CVAG. The letter of support will help CVAG in their efforts to apply for additional funding for the CV/Link's Art and Music Line along Avenue 48, which is not totally funded.

Thanks to Renova Solar who adopted the 1st segment of the CV/Link to absorb the costs of the continual maintenance to this segment of the CV/Link. Renova is paying Desert ARC to operate and maintain the cleanup and maintenance of the 1st segment. This is a win-win situation. CVAG takes care of the power washing and removal of graffiti.

Linda Samulski asked if the CV/Link will be acceptable for people with disabilities especially for the visually impaired? She hasn't found any place that is safe for the vision impaired to walk in the Coachella Valley. Erica explained the path is ADA accessible and compliant from the bench design to physical barrier buffer design along the path. Linda suggested planting rosemary along the path for sensory enhancement for the vision impaired. Erica thought that was a great idea and she will pass that along. Avenue 48 will be a full sensory experience including sound which will enhance the experience for all.

4. APPROVAL OF AGENDA – We have a quorum. Linda Samulski made a motion to approve the agenda – Joan Schon seconded the motion. The motion was carried therefore July 10th, 2018 agenda was approved.

5. APPROVAL OF THE MINUTES – We have a quorum. Mario Janesin made a motion to approve the minutes – motion was seconded. The motion was carried, the May 8th, 2018 minutes were approved.

6. PUBLIC COMMENTS (a limitation of 3 minutes could be imposed)

Amy Smart a veteran wanted to announce her and other veteran's hardship and inability in getting to the VA Clinic. This will be taken into consideration in upcoming service changes.

Robert Babcock voiced his problem in missing the bus. Tamara provided a number he can call for help. Tamara will help him after the meeting.

7. COMMITTEE MEMBER COMMENTS

Angelica Chappell was at the Senior Center in Desert Hot Springs and because of the unusual amount of people and traffic she surmised that something was going on. She found it was a Council Meeting regarding the city's 2020 Grand Master Plan for the City of

Desert Hot Springs. She attended the meeting and requested that the City Council includes a look at their infrastructure for public transportation. She also asked if they could reach out to the Access Committee next time they meet so someone could attend. Her feeling is, SunLine needs to be part of / involved in the City's Grand Master plan.

Amy Smart stated, she believes the Line 70 should travel on Washington across from the Government Agencies. Norma Stevens spoke up to remind the group that SunLine operates on limited funds, but all suggestions are taken into consideration.

8. COMMITTEE CORRESPONCE/REPORTS -

Anita Petke, Dylan Narz & Raymond Manriquez

8a. Fixed and System Wide Ridership Reports

Anita presented the Fixed Route and System Ridership Numbers for April 2018 and May 2018.

For Fixed Route:

For April 2018 Ridership was 338,927

For May 2018 Ridership was 342,872

Fixed Route Ridership is down -5.0 % year to date through May 2018

System Totals:

For April 2018 Ridership was 351,340

For May 2018 Ridership was 356,237

System total ridership down -4.6 % year-to-date through May 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 April 2018

Line 14 PPRH 21.2

Line 30 PPRH 23.8

Line 111 PPRH 20.2

For May 2018

Line 14 PPRH 21.1

Line 30 PPRH 23.9

Line 111 PPRH 20.2

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 April 2018

- Line 15 PPRH 21.1
- Line 21 PPRH 10.2
- Line 24 PPRH 12.5
- Line 32 PPRH 14.3
- Line 54 PPRH 11.1
- Line 70 PPRH 16.8
- Line 80 PPRH 24.5
- Line 81 PPRH 16.2
- Line 90 PPRH 10.1
- Line 91 PPRH 10.1
- Line 95 PPRH 3.7

For May 2018

- Line 15 PPRH 21.2
- Line 21 PPRH 9.9
- Line 24 PPRH 12.7
- Line 32 PPRH 14.3
- Line 54 PPRH 11.2
- Line 70 PPRH 16.9
- Line 80 PPRH 24.1
- Line 81 PPRH 16.4
- Line 90 PPRH 10.2
- Line 91 PPRH 10.1
- Line 95 PPRH 3.7

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

For April 2018

- Line 220 PPRT 9.2

For May 2018

- Line 220 PPRT 9.2

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

For April 2018

- Line 20 PPRH 8.6

For May 2018

- Line 20 PPRH 8.5

SolVan Ridership:

March 2018 ridership was 2197 riders

April 2018 ridership was 2107 riders

Raymond Manriquez presented the Paratransit Reports

Paratransit On-Time Performance: Target of 90%
April 2018 we exceeded our target at 92.5% On-Time Performance
May 2018 we exceeded our target at 91.1% On-Time Performance

SunDial total trips in April 2018 11,561 down from 12,048 in
April 2017
SunDial total trips in May 2018 12,470 down from 13,085 in
May 2017

SunDial Late Cancellation:
April 2018 – 272 late cancelations vs. 363 late cancelations in 2017
May 2018 – 340 late cancelations vs. 456 late cancelations in 2017

SunDial No Shows: Percentage Goal for No-Shows is set at 3%
April 2018 – 260 no shows (2.2%)
April 2017 – 390 no shows (3.2%)
May 2018 – 365 no shows (2.9%)
May 2017 – 375 no shows (2.9%)

8b. APPEALS SUBCOMMITTEE – None to report

8c. MEMBERSHIP SUBCOMMITTEE – **Byron Jessie**

Membership Renewals and Election of Chair and Vice Chair

- a. Angelica Chapell membership is up for renewal –
Angelica is no longer with the Community Access and voiced she has appreciated the time with this committee. She would like to continue with the Access Committee as she seeks other employment as a community advocate.
- b. Mario Janesin membership is up for renewal -
Mario wants to stay on the committee.
- c. Lisa Lester membership is up for renewal -
Lisa voiced she would like to stay on the committee.
- d. Linda Samulski membership is up for renewal
Linda would like to stay on the committee and she will be here as often as she can since her job responsibilities/commitments have grown.
- e. Byron Jessie membership is up for renewal
Byron wants to continue on in the committee.

Byron Jessie made a motion to renew the memberships. Linda Samulski seconded the motion. The motion was carried and the memberships above are renewed for a two year term.

f. The Election of a Chair and Vice Chair

Chair:

Byron Jessie asked if any would like to take on as Chair. Mario Janesin announced he would like step up and take on the responsibilities of the Chair. Byron Jessie put this to a vote- everyone in favor say "I" or "Ney" for Mario or Byron.

The members voted "I" for Mario Janesin to become Chair for the next year. Congratulations to Mario and a much deserved thank you to Byron Jessie for his leadership and service to this committee and to the community.

Vice Chair:

Linda Samulski volunteered to stay on as Vice Chair if no one else was interested in fulfilling the Vice Chair position.

No one spoke up so Linda was voted in as Vice Chair again for another year.

8d. EVALUATION OF SERVICES SUBCOMMITTEE –

Joan Schon

Byron Jesse asked, if Joan has an evaluation of services? Joan rode the bus and found the biggest problem she encountered was the drivers not waiting. She noted an issue on the Line 24 west bound which is supposed to leave the Walmart area 18 minutes after the hour on the weekends but arrived at St Teresa's at 3:15 and the High School at 3:17. Victor Duran will look into this issue and will get back with Joan.

Anita asked if Joan could provide her copies of her trip evaluation sheets as it beneficial to the Planning Department for future scheduling. Joan will provide them.

Anita asked Joan if she uses the Taxi Voucher Program and if so, how is it working for her? Joan in fact uses the taxi voucher program and it works wonderfully for her.

Manny Garcia commented, if a bus is full of passengers the drivers will not stop to pick up more passengers. The drivers will only stop to drop off passengers. The drivers will resume picking up passengers when there is space available on the bus.

Manny Garcia wanted to thank everyone for their input and their patience to correct any issue brought forth in this committee. It is helpful for a bus #, time of day, driver name or ID # in order to address the issue directly with the driver.

8e. LEGISLATIVE SUBCOMMITTEE-

Linda Samulski

Linda Samulski did not have anything to report at this time.

Anita Petke handed out a flyer from RCTC regarding “Improving your Travels – The Gas Tax”

Transportation Connects Our Lives

The better our infrastructure, the better our quality of life. Just as repairs to your home or vehicle have to be made, maintaining our transportation infrastructure is equally important.

Protection for Transportation Revenues

The passage of Proposition 69 on June 5, 2018 provides constitutional protection for transportation revenues generated by the Gas Tax. The State Legislature and Governor will be prohibited from borrowing or diverting Gas Tax funds for uses other than transportation.

What The Gas Tax Provides for Riverside County

In 2018, Riverside County will receive close to \$150 million from the Gas Tax, which nearly doubles funds for transportation maintenance and upgrades in local cities and unincorporated communities. The Gas Tax funds projects, such as:

- I-15 Railroad Canyon Interchange in Lake Elsinore
- I-15 French Valley Parkway Interchange in Temecula
- State Route 60 Moreno Beach Drive bridge in Moreno Valley
- Temescal Canyon Road in the Temescal Valley
- I-15 Express Lanes from Corona to Lake Elsinore
- Safe routes to schools in Cabazon, Banning and Perris
- County Line Road in Calimesa and Yucaipa
- Separating trains and vehicles on Avenue 66 in Mecca
 - CV Link in the Coachella Valley
- Hemet Valley Bikeway Connect project

For a full list of projects funded by the Gas Tax visit rebuildingca.ca.gov/map.html.

9. SUNDIAL PROJECT ACTION TEAM UPDATE

Tamara Miles

Tamara updated the group on the Paratransit's team effort in communicating to their customers the changes in the Sundial's Eligibility Program. The way that they have been doing that, is by placing the information on the SunLine's website and sending out letters to all their active participants (5K). SunDial's staff attended outreaches on June 12th & 13th as well as, made presentations at the Braille Institute, Indio Senior Center, Joselyn Senior Center and sat down with Desert Arc. Tamara feels it has been very well received. On June 20th and 21st she held internal meetings with MTM SunDial's consultants that trained SunDial's service agents, Tiffany and herself. From July 1st Tiffany and Tamara have been going through the applications and creating the ADA cards. They have been excited about the changes and helping the community that needs the Paratransit Service.

Tamara wanted to thank Tamica who really helped her out with the presentations. Sean Powers with MTM will be out again on July 25th to make a presentation with Tamara at the Coachella Valley Resource Collaborative Meeting. Tiffany and Sean will make another presentation on July 26th at Mizell Senior Center.

Tamara has been excited in going out in the community. Since it has been successful, every 3rd Tuesday of the month she and Brian (speaks Spanish) will be going out to Indio's Senior Center from 9:30 a.m. – 10:30 a.m. to help anyone who needs help filling out their paperwork and available to answer any question regarding the program and SunLine in general. Tamara will be getting a flyer together to give to Vanessa to forward on to the Access Committee Members so everyone can pass out at their businesses regarding Tamara future attendance dates at Indio's Senior Center.

Tamara feels we need to tighten up who will be on the Appeals Sub-Committee at the next meeting since she anticipates there will be appeals.

10. NEW BUSINESS

Anita Petke & Norma Stevens

Anita announced minor service change adjustments forthcoming on September 2nd.

- Line 220 will have weekday schedule adjustments from Palm Desert to Downtown Riverside – No service is provided on the weekend.
- Line 21 will have weekday southbound schedule adjustments including eliminating the 10:30 AM southbound trip from Gerald Ford/Cook to Town Center/Hahn. - No service is provided on the weekend.

Anita wanted everyone to know that our SRTP (Short Range Transit Plan) was approved by our Board of Directors and RCTC (Riverside County Transportation Commission).

Anita informed the group that SunLine hired HDR Consulting Services to assist with future service planning. HDR helps clients imagine the future and provides integrated and forward-thinking services to achieve comprehensive, implementable strategy for successful solutions. They will be launching a survey. Anita handed it over to Norma to speak a little more about it.

Norma states SunLine will be publishing an on-line survey. She will be putting out a press release informing the public about the survey. The public will be informed through our website, on social media, on Rider Alerts and in addition, SunLine will be sending out an e-blast to all of our stakeholder organizations. The e-blast will have a link that takes you to the survey. Primarily, part of our system redesign to rethink transit, the survey is to obtain feedback from the public on our service, fare structure, efficiency, time frequency, etc. Norma encourages all of us as advocates of the community to please take the survey.

Norma informed the group of a new program that SunLine is launching on August 27th, SunLine's Haul Pass Program – free rides for College Students. We are starting this pilot program with the College of the Desert. SunLine received a grant that enables any currently enrolled College of the Desert student a "Haul Pass" that entitles them to free unlimited bus services on local fixed route transit trips. The student simply needs to swipe their College of the Desert Student ID through the card reader on the farebox.

Norma announced SunLine is holding our 5th annual "Pack the Bus" school supply drive on August 9th at the Walmart in Palm Desert from 7am to 6pm. She encourages everyone to come out to support our efforts. The proceeds will go to the Coachella Valley Housing Coalition who partnered with Assembly Member Edwardo Garcia.

On August 16th SunLine will announce the two winners from SunLine's Student Art Contest. The winners, one from a middle school and one from an elementary school. Norma invited everyone to attend. The students will be here and we will be unveiling their winning art work on SunLine's buses. SunLine wants to encourage art but also wants to expose children to public transportation and SunLine's positive story on the use of alternative fuels.

11. COMMUNITY ISSUES:

Open Forum

Amy Smart asked if anyone has Edwardo Garcia's phone number. She wants to call him to ask about the California State's VA benefits. Norma said she would see her afterwards and will give it to her.

12. NEXT MEETING DATE: September 11, 2018 10:00 A.M. at SunLine Transit Agency, 32-505 Harry Oliver Trail, Thousand Palms, CA 92276

13. ADJOURNMENT

Meeting adjourned at 11:28 A.M. by Byron Jessie.

**cc: Lauren Skiver
Tommy Edwards
Manny Garcia
Anita Petke
Don Wilms
Tamara Miles
Raymond Manriquez
Vanessa Mora
Carol Dillon**