



SunLine Transit Agency
October 28, 2020
10:15 a.m. – 10:50 a.m.

AGENDA

STRATEGIC PLANNING & OPERATIONAL COMMITTEE Regular Meeting

VIA VIDEOCONFERENCE

Pursuant to California Governor Newsom's Executive Orders N-25-20 issued on March 4, 2020 and N-29-20 issued on March 18, 2020, the Board Operations Committee meeting will be conducted remotely through Zoom. Please follow the instructions below to join the meeting remotely.

INSTRUCTIONS FOR ELECTRONIC PARTICIPATION

Join Zoom Meeting - from PC, Laptop or Phone

<https://us02web.zoom.us/j/81299419259>

Meeting ID: 812 9941 9259

Teleconference Dial In
888-475-4499 (Toll Free)
Meeting ID: 812 9941 9259

One tap mobile
+16699009128,,81299419259#

Phone controls for participants:

The following commands can be used on your phone's dial pad while in Zoom meeting:

- *6 - Toggle mute/unmute
- *9 - Raise hand

For members of the public wishing to submit comment in connection with the Strategic Planning & Operational Committee Meeting: all public comment requests need to be submitted via email to the Clerk of the Board at clerkoftheboard@sunline.org prior to October 27, 2020 at 5:00 p.m. with your name, telephone number and subject of your public comment (agenda item or non-agenda item). Members of the public may make public comments through their telephone or Zoom connection when recognized by the Chair. If you send written comments, your comments will be made part of the official record of the proceedings and read into the record.

ITEM

RECOMMENDATION

In compliance with the Brown Act and Government Code Section 54957.5, agenda materials distributed 72 hours 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 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 special assistance is needed to participate in a Board 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.

ITEM

RECOMMENDATION

1. CALL TO ORDER

2. FLAG SALUTE

3. ROLL CALL

4. PRESENTATIONS

5. FINALIZATION OF AGENDA

6. PUBLIC COMMENTS

RECEIVE COMMENTS

NON AGENDA ITEMS

Members of the public may address the Committee regarding any item within the subject matter jurisdiction of the Committee; however, no action may be taken on off-agenda items unless authorized. Comments shall be limited to matters not listed on the agenda. Members of the public may comment on any matter listed on the agenda at the time that the Board considers that matter. Comments may be limited to 3 minutes in length.

7. COMMITTEE MEMBER COMMENTS

RECEIVE COMMENTS

8. REFUELED IMPLEMENTATION STATUS REPORT
(Staff: Rohan Kuruppu, Chief Planning Consultant,
and Nicholas Robles, Marketing and Events Manager)

RECEIVE & FILE
(PAGE 3-117)

9. ADJOURN

- Route 1X weekday pilot express service, which is funded by a Congestion Mitigation and Air Quality Improvement (CMAQ) grant, will serve Indio and Palm Springs via Hwy. 111 with bus stops in Indio, Palm Desert and Cathedral City, and is scheduled to start revenue service on Monday, May 3, 2021. (Exhibit D. Route 1X Express Service Indio – Palm Springs)
- When area K-12 schools resume traditional in-person classes, SunLine will activate school-tripper service, which are planned and budgeted.

Upon approval of the SRTP in June, staff began preparing the Refueled implementation plan, the major tasks included:

- A public information and education campaign led by the Marketing Department (Attachment: Community Engagement Report).
- Finalizing the proposed route alignments with Operations staff and safety groups to ensure the proposals were both logistically feasible and safe.
- Performing a detailed operational and fatal flaw analysis using pre-COVID-19 pandemic data. This step included validating segment-to-segment running time data by time period and season, estimating running times for new segments, analyzing on-time performance, and analyzing reliability of transfer connections.
- Discussing Refueled recommendations with each of the respective jurisdictions.
- Reviewing input received from passengers through surveys and informal conversations (Attachment: Survey Results Report).
- Conducting substantial field work to select new bus stop locations that met accessibility standards and safety reviews.
- Preparing bus stop lists for all new routes, geocoding the locations and programming the automated voice announcements.
- Preparing the Refueled Operating Plan, which included a review of labor rules to ensure compliance, assumptions, and scheduling strategies for review by Planning, Operations and Maintenance departments.
- Initiating bus stop installations and removals by SunLine's Stops and Zones crew.
- Preparing scopes of work for relocating bus shelters and contracting it out. All shelters will remain within the same jurisdiction to maintain equity.
- Preparing a fleet plan that assigned appropriate buses to certain routes and garages to maximize cost efficiency and operating effectiveness.
- Producing a video for training new coach operators on Route 10 Commuter Link service.
- Preparing content for the Rider's Guide, including maps, schedules, fare information, interagency transfer information, how to ride the bus, etc.
- Interagency coordination between Omnitrans, CSUSB, Metrolink, Riverside Transit Agency (RTA), RCTC, Beaumont Transit, Banning Transit, including formal agreements between these agencies as needed.
- Preparing coach operator training information to ensure outstanding customer service.

- Holding formal and mandatory public hearings and open house sessions in both English and Spanish. These events, all conducted by SunLine staff, were held at the following dates, times and locations:
 - Thursday, August 27, 2020, from 10 a.m. to 12 noon and 2 p.m. to 4 p.m. at Palm Springs City Hall, Palm Springs
 - Monday, August 31, 2020, from 10 a.m. to 12 noon and 2 p.m. to 4 p.m. at SunLine's Division 2, Indio
 - Online Public Hearings:
 - Tuesday, September 1, 2020, from 1 p.m. to 2 p.m., and
 - Wednesday, September 2, 2020, from 5:30 p.m. to 6:30 p.m.
 - Thursday, September 3, 2020, from 10 a.m. to 12 noon and 5:30 p.m. to 7 p.m. at SunLine's Board Room, Thousand Palms

The public was welcome to attend these events to view and discuss the proposed service changes with staff. For the in-person public hearings, SunLine staff followed social distancing guidelines to ensure safety. Comments were accepted by mail, telephone at (855) 925-2801 (project code: 9750), fax at (760) 343-0576, or email at refueled@sunline.org up to Thursday, September 3, 2020.

Based on public input and staff recommendations, the following changes (which impact less than 20 percent of the total route miles, hours or passengers) were made to the implementation plan:

- Route 4: Due to the inability to safely make a left turn from Palm Canyon Drive on to Tahquitz Canyon Way, the westbound route was aligned to operate via Palm Canyon Drive, Ramon Road and Indian Canyon Drive before connecting with Tahquitz Canyon Way.
- Route 6: The alignment in Indio was modified to operate on Monroe Street to Ave. 48. The deviation to Shadow Palm Ave., and Aladdin, Ave. 46 and Clinton streets was eliminated due the inability to regularly make a safe right turn from Monroe Street to Shadow Palm Ave. and the inability to install safe bus stops. Similarly, in the absence of a controlled intersection and high-speed traffic on Ave. 48, the left turn from Oasis to Ave. 48 was determined unsafe.
- Route 8: To support connections with Route 1 and Route 6 at the future Coachella Transit Hub on 5th Street and Harrison Street/Cesar Chavez Street, Route 8 was extended to 5th Street and Vine Avenue, at a current transfer point adjacent to the future hub. Additionally, with the introduction of the new microtransit Coachella zone, the route will continue to operate on Harrison Street/Cesar Chavez Street to Ave. 54.
- Route 1X: It was determined that since the current Route 111 will be labeled Route 1 starting January 2021, that the proposed express service should follow the same simplified numbering system for the ease of use of passengers. For this reason, the express service will be launched as Route 1X.

The Refueled recommendations have been positively received by the communities we serve. Neither the public nor staff identified a fatal flaw that required major revisions or delay the implementation of any part of the plan.

Next steps:

- Training coach operators
- Continuing the efforts of the transit ambassador program, including street team visits and mobile outreach bus interactions
- Connecting with riders and organizations to educate community members about the January service information
- Publishing the new Rider's Guide
- Monitoring the performance of the new service, beginning in January
- Continuous improvement of SunLine's services and amenities
- Conducting a comprehensive third-party review of the Refueled network and customer satisfaction survey at the nine-month mark, in October 2021

Financial Impact

The operating and capital costs have been covered in the FY21 budget and the plan is within the financial projections of FY22 and FY23.

Attachments:

- [8.1 – Refueled Status Report Presentation](#)
- [8.2 – Refueled Community Engagement Report](#)
- [8.3 – Refueled Survey Results Report](#)
- [8.4 – Exhibit A-D with Route Maps](#)

SunLine
Re*fueled*
DRIVING THE FUTURE OF TRANSIT

BOARD OF DIRECTORS MEETING
REFUELED STATUS REPORT

October 2020

AGENDA

- **Outreach Overview & Summary of Survey Results**
Nicholas Robles, Marketing & Events Manager
- **Implementation Status Report**
Rohan Kuruppu, Chief Planning Consultant

Outreach Overview

In-Person

Street Team Visits



Mobile Outreach Bus



Public Hearings
(online options as well)

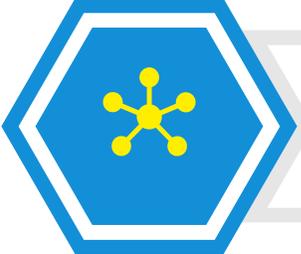


Virtual

Zoom Webinars and
Tele-Town Halls



One-on-One
Organization Meetings



Social Media Q&A and
"Live" Events



Street Team & Mobile Outreach Interactions



AUGUST



SEPTEMBER



OCTOBER



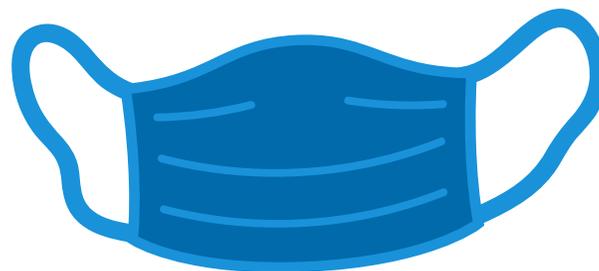
2,749
INTERACTIONS



Partnerships



flyers and survey
cards distributed
by partners

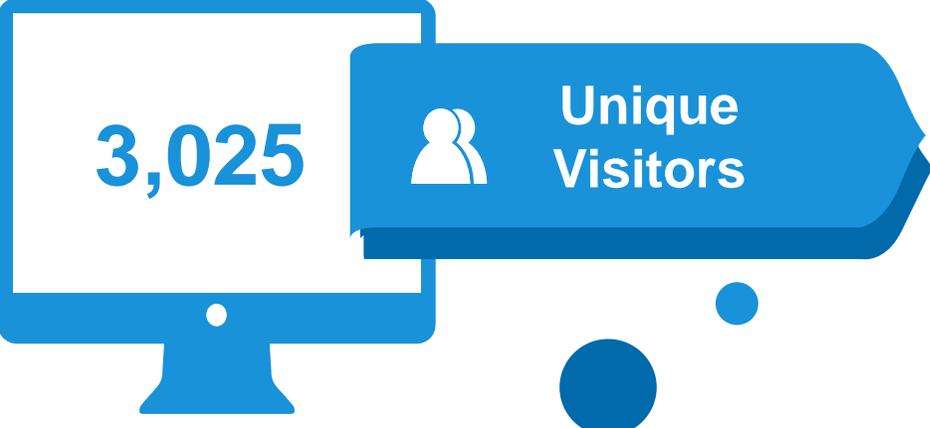
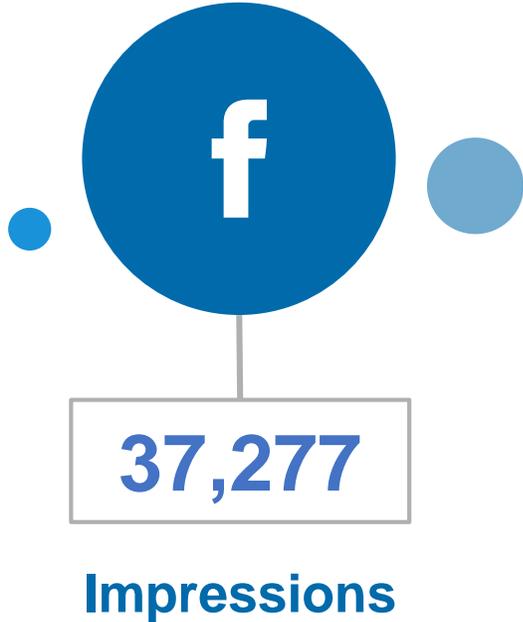
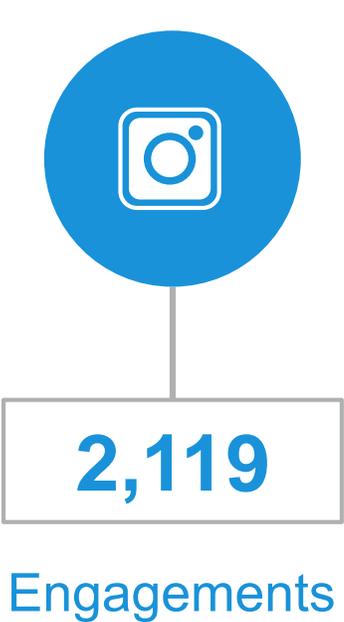


masks and PPE
distribution



social media live
events for targeted
audiences

Social Media & Website



Press & Paid Advertisements

Newspaper



382,500

impressions

Radio



4,552,400

impressions

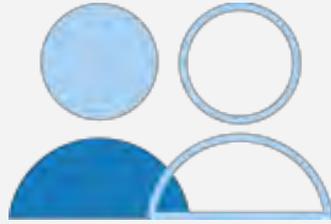
TV News Hits



\$15,416.51

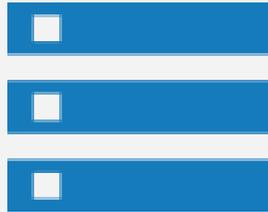
publicity value

Survey Results



530

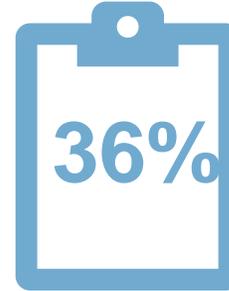
Participants



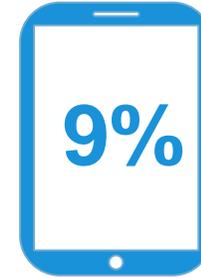
3,373

Responses

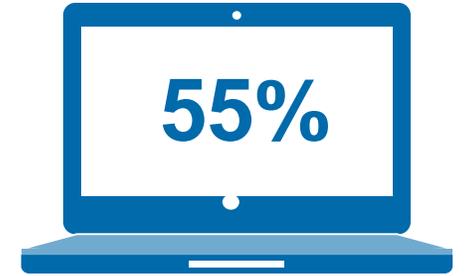
Survey Submission Method



at
**Street
Team
Visits**

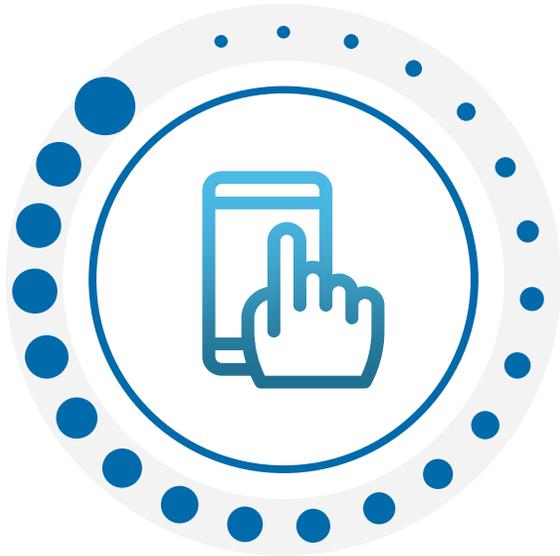


via
Text



via
web

Smartphone Access



Yes | 87.2%

Connections to Smartphone Access:

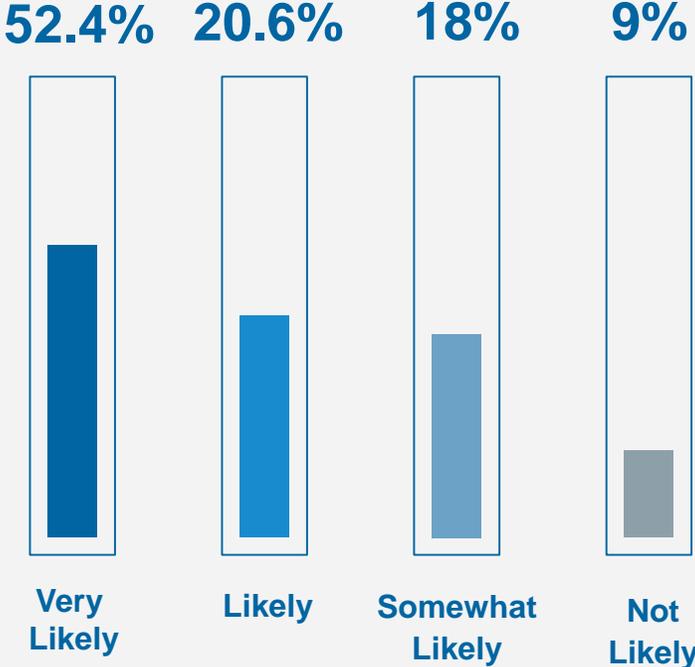
- Booking microtransit trips with SunRide
- Tracking the SunBus with myStop mobile
- Options for contactless payment with Token Transit

Ridership & Future Service Interest



84%
of survey
respondents ride the
bus **at least once**
per month

How likely would you be to utilize the Route 1X service?



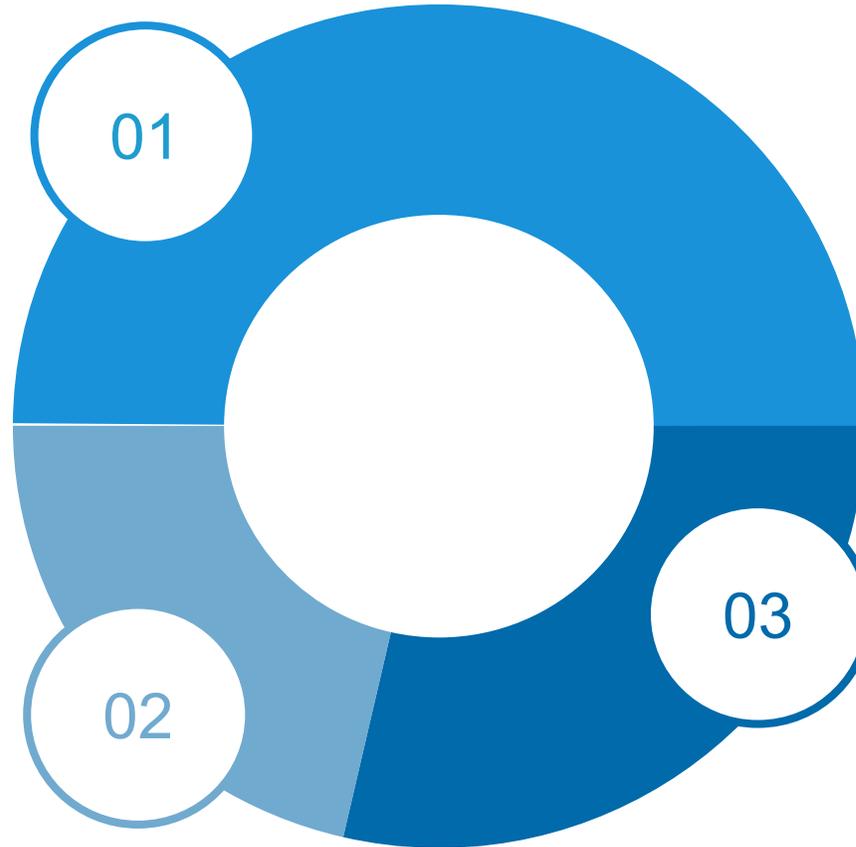
Key Themes

Enhanced Bus Stops

Broad support was expressed for enhanced bus stops

Cleanliness

Respondents commented on the importance of buses being clean in the era of COVID-19



Frequency of Service

Respondents noted that this would encourage them to use public transportation more often

Implementation Status Report

Status Report

- Board of Directors/RCTC approved – June 2020
- Met with all jurisdictions
- Refueled implementation an agency-wide effort
- Met with coach operators
- Safety review
- Open, inclusive and responsive process

Public Hearings



Conducted in-person formal public hearings and informal conversations



Conducted formal public hearings online

Field Work



Status Report

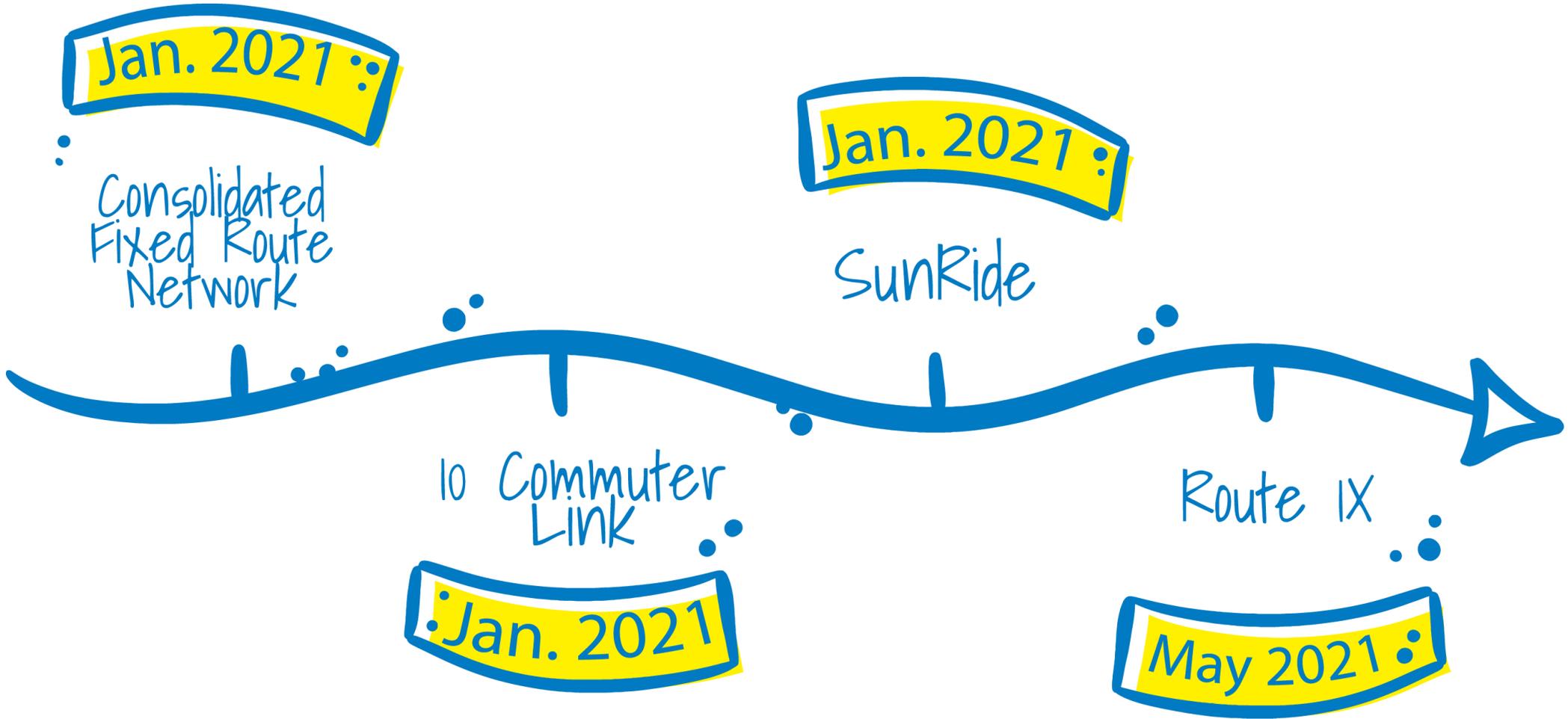
- New bus stops installation
 - In-house
 - Contracted
- Fleet plan
- Interagency coordination
- Prepared content for the Rider's Guide
 - Time Tables
 - Detailed Maps
 - Public information



Status Report

- Service change – work assignments
- Coach operator training and public information materials
- Program headsigns and automated passenger information system
- Program bus stop announcement system
- Ambassador program
- Service level – pre COVID 19 level of service (consistent with the approved budget and SRTP)

Refueled Service Effective: Sunday, January 3, 2021



Next Steps

- Training coach operators
- Continuing the efforts of the transit ambassador program
- Publishing the new Rider's Guide
- Monitoring the performance of the new service, beginning in January
- Conducting a comprehensive third-party review of the Refueled network and customer – October 2021
- Ongoing improvement of SunLine's operations and amenities



Questions?

www.SunLineRefueled.org



SunLine Refueled
**COMMUNITY
ENGAGEMENT
REPORT**

October 2020



INTRODUCTION

Community input and engagement is essential to creating effective and sustainable plans for the Coachella Valley Region. Outreach has been one of SunLine Transit Agency's top priorities in the development of SunLine Refueled, a plan that lays out short- and long-term initiatives that support the local economy, meet the transportation needs of Coachella Valley, and aims to aid in recovery from the impacts of the COVID-19 pandemic.



Refueled encompasses four different pillars: Consolidated Fixed Route Network, 10 Commuter Link, SunRide and Route 1X.

The Consolidated Fixed Route Network will optimize our resources, while maintaining services to low traffic areas through microtransit. This means less transfers and a more comfortable and leisurely ride for customers.



The 10 Commuter Link is aimed at improving regional service between the Coachella Valley and the Inland Empire. The 10 Commuter Link will travel to and from San Bernardino with enhanced options to connect to a number of key destinations in Southern California via transfers at a major transit hub.



To help attract new riders, we plan to utilize our most innovative new service, SunRide – a microtransit solution to supplement low-productivity corridors.

Route 1X is a weekday express service and is intended to improve productivity on SunLine's highest ridership route. Stopping at five locations in the Highway 111 corridor, Route 1X will provide an estimated 60-minute trip between Indio and Palm Springs.



In pursuing community engagement for SunLine Refueled in the era of COVID-19, the Agency created an entirely new out-of-the-box plan of tried-and-true distanced methods as well as establish new creative methods to ensure engagement across the 1,120 square mile service area.

Sincere thanks to all those who participated! This report offers a summary of what we heard, and how that input will be used in the final plan.

OUTREACH OVERVIEW

As a result of the COVID-19 global pandemic and the limitations for public gatherings, SunLine created a two-prong approach for the public outreach strategy to ensure there was diverse participation. From August through the beginning of October, the Agency hosted both in-person interactive outreach and virtual sessions. A key factor in all of our messaging has been creating all content in English and Spanish.

Our in-person interactions were all created with the current conditions and social distancing in mind.:

- **Five** Public Hearings - Scheduled as a longer amount of time to accommodate smaller groups to listen to a presentation and conduct a gallery walk with the maps. There were virtual hearings hosted as well.
- **97** Street Team Visits - 1-3 transit ambassadors were stationed at bus stops throughout the service network Monday-Saturday, where riders could ask questions and take the survey via iPad. Street team members are SunLine employees who have gone through our Transit Ambassador Program which trains them on the various parts of our service and helps give them the resources they need to address customer or potential concerns/questions.
- Mobile Outreach Bus – An entirely retrofitted retired paratransit bus housed mobile information including maps, videos, iPads and much more to educate and inform the most vulnerable populations who relied on public libraries and other public spaces to access digital information. One to two people at a time boarded our interactive mobile outreach bus to provide feedback and learn how SunLine Refueled would benefit them.

A plethora of virtual activities included Zoom webinars, social media events, meetings with local community organizations, and tele-town hall events.



*Map from 2014 Palm Springs Life Vision

SURVEY

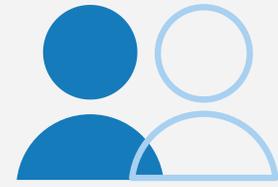
As part of the outreach process, SunLine developed a 12-question survey to gain feedback on the different aspects of Refueled. These comments have been used to help determine the implementation plans for consideration. SunLine used PublicInput as the platform to run the survey project. This allows for a texting component and segmenting out geographic regions to help with data analysis.

The survey was accessible on every page of the new Refueled website. Survey cards were also distributed to members of the community at all in-person interactions each containing a QR code on one side for the English survey and, on the reverse side, the Spanish survey.

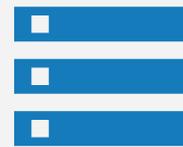
By participating in our survey, the community has helped us reinvent, reimagine and refuel public transportation in Coachella Valley.



Full survey results shown in separate report



530
Participants



3,373
Responses



52
Participated Via Text



193
Completed During
Street Team

KEY THEMES

ENHANCED BUS STOPS

Open ended responses indicated broad support for enhanced bus stops, with a range of suggestions including additional infrastructure and amenities.

CLEANLINESS

The importance of buses being clean, in the era of COVID-19, was a comment made by a majority of respondents.

FREQUENCY OF SERVICE

Support was expressed for an increased frequency in service with some respondents noting that this would encourage them to use public transportation more often.

SMARTPHONE ACCESS

The vast majority of respondents (87%) have access to a smartphone or tablet. This figure shows a 5 point increase from the last survey conducted in 2019.

ACTIVE RIDERSHIP

Of those who responded to the survey, 84% ride the SunLine transit system at least once per month.

EXPRESS SERVICE

90% of survey respondents indicated that they are likely to utilize the Route 1X when implemented in May 2021.



WHAT WE HEARD

Not surprisingly, the survey responses reflected a wide diversity of opinions and perspectives on the future of public transportation in the Coachella Valley.

"More micro-transit options with mobile app features to track arrival time and weekend late service to downtown."

"Bus stops more accessible. Less transfers from one bus to another. My community is rural and I would like to see more bus stops in areas where people live near Mobile Home Parks. These bus stops will allow our families to access healthcare, groceries, and other crucial services."

"I love that idea of getting picked up from your home and getting dropped off at a bus stop. That would help seniors who are using public transportation, I think seniors should pay 1.25. Everybody else should pay 4.50. I went with 4.50 because you're paying for Luxury and convenience, and also even numbers help buyers to get the service or buy the product because of the number."

"Equip more buses with usb power stations to charge phones on the go!"



STREET TEAMS

Street teams were designed in an effort to put information about Refueled where people already are. From August to October, our street teams could be found throughout the Coachella Valley at major time points and transfer locations from Monday to Saturday. Each street team was equipped with an iPad so they could show riders how to access the new website and walk them through the survey.

959 AUGUST TOTAL INTERACTIONS

Week of 8/3	120 interactions
Week of 8/10	206 interactions
Week of 8/17	273 interactions
Week of 8/24	360 interactions

1,573 SEPTEMBER TOTAL INTERACTIONS

Week of 9/1	139 interactions
Week of 9/7	224 interactions
Week of 9/14	237 interactions
Week of 9/21	729 interactions
Week of 9/28	244 interactions

1,176 OCTOBER TOTAL INTERACTIONS

Week of 10/1	874 interactions
Week of 10/12	302 interactions

2,749 TOTAL INTERACTIONS



MOBILE OUTREACH BUS

To ensure that current and future riders are familiar with SunLine's new transportation offerings, we mobilized the Mobile Outreach Bus. What was a retired paratransit vehicle was revamped to be used as an outreach vehicle dedicated to the Refueled initiative. The vehicle completed its makeover and was deployed on September 9, 2020. Mobile outreach occurred Monday through Saturday near pharmacies, grocery stores, food distribution sites, etc. to engage with community members. This was in addition to engagement at bus stops.

The vehicle was used as a tool, in addition to Zoom meetings, to also engage both our bargaining and non-bargaining employees in the Refueled process.



DESTINATIONS

- UnitedLift Rental Assistance Pop-Up Events
- Mecca Drive-Thru Flu Clinic
- Census Pop-Up Events
- Weekly Food Distribution Sites
- Pharmacies
- Grocery Stores
- Meat Markets
- Laundromats

PARTNERSHIPS

In order to broaden and enhance outreach, SunLine partnered with local community-based organizations. These groups donated needed supplies, distributed information through their websites, in-person and social media channels.

County of Riverside

As part of the County of Riverside's Masks are Medicine Campaign, SunLine received 20,000 masks, which we were able to bundle into individual packages along with a pledge card and a Refueled information. The bags were distributed by our street team members to riders throughout the service network. In addition, Supervisor Perez's office helped distribute 1,000 flyers to communities and churches in the Eastern Coachella Valley.

FIND Food Bank

SunLine Transit Agency continues to volunteer on a weekly basis with FIND Food Bank in their warehouse helping put together 12 lb. bags of dry goods for families. The Agency has so far printed 5,000 flyers that have been included in bags that are taken to distribution sites throughout the Coachella Valley.

State Council on Developmental Disabilities

1,500 flyers were provided to the State Council on Developmental Disabilities to be included in their PPE distribution to local families.

Lift To Rise

Lift To Rise partnered with SunLine at four different outreaches. Their goal supporting the community's most vulnerable members, goes hand-in-hand with our goal of keeping Coachella Valley moving forward.



United Way of the Desert

PARTNERSHIPS



Cathedral City



Cities

A cross pollination of information has been shared with member agency city communication staff, who many have included it on their website, e-newsletters, digital billboards, events calendar, and social media.

Higher Education

Social media events have been held to help SunLine connect with students at local higher education facilities.

Coachella Valley Housing Coalition

Coachella Valley Housing Coalition distributed 1,000 Refueled flyers. This is an especially good partnership to have because their clients are also those we seek to serve through public transportation.

1-on-1 Meetings

Outreach is an active project with many meetings scheduled to occur with our community organizations with opportunities to continue spreading the word. 17 different agencies will soon assist SunLine during the education phase of Refueled.

INFORMATION DASHBOARD

SOCIAL MEDIA & VIRTUAL EVENTS

Social Media

Engagement: 2,119
Impressions: 37,277

Instagram Live: 362 views
Facebook Live: 407 engagements

Website (www.SunLineRefueled.org)

3,025 unique visitors

Social media live events have been especially useful in maintaining transparency and engagement with the public. Live events on Facebook and Instagram allow virtual audiences to engage in real time. Live events are also given priority in these platforms' algorithms, which means they are seen by more people than regular prerecorded videos or photos. This has been especially useful during the COVID-19 pandemic.

SunLine launched the first ever e-newsletter. The newsletter allows for more transparency and additional ways for disbursing information about Refueled. It also promotes us as a lifestyle service. The newsletter was sent to 128 inboxes (and growing), with a 36 percent open rate.

Zoom webinars were hosted and recorded versions are available on the website for community members to watch at a time that works for their schedule.

PRESS & PAID ADVERTISEMENTS

Newspaper

Quarter page ads ran for 5 weeks

- EL Informador de Valle - 130,000 impressions
- La Prensa – 232,500 impressions

Article from Virtual Media Roundtable

- Desert Sun – 20,000 impressions

Radio

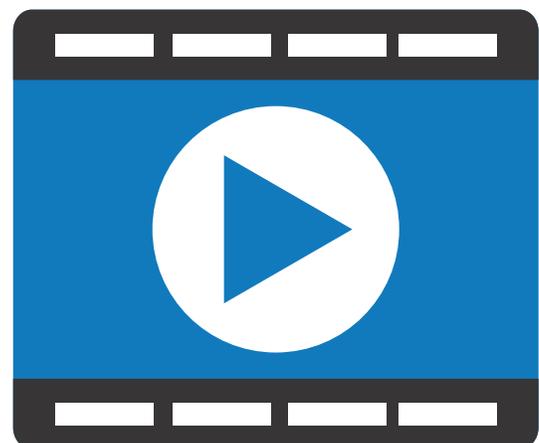
3,245 radio spots featured with over 4,552,400 impressions

- KCLB 1,120,00 impressions
- KDGL 720,000 impressions
- KPSI 1,120,000 impressions
- KKUU 1,520,000 impressions
- KUNA 72,400 impressions

TV News Hits

33 story hits from Virtual Media Roundtable

- Publicity value \$15,416.51
- Total viewers 94,904



TIMELINE

- A website dedicated to the Refueled initiative launched in August, available in both English and Spanish. The website is focused on the four pillars of Refueled and allows community members to explore and provide feedback.

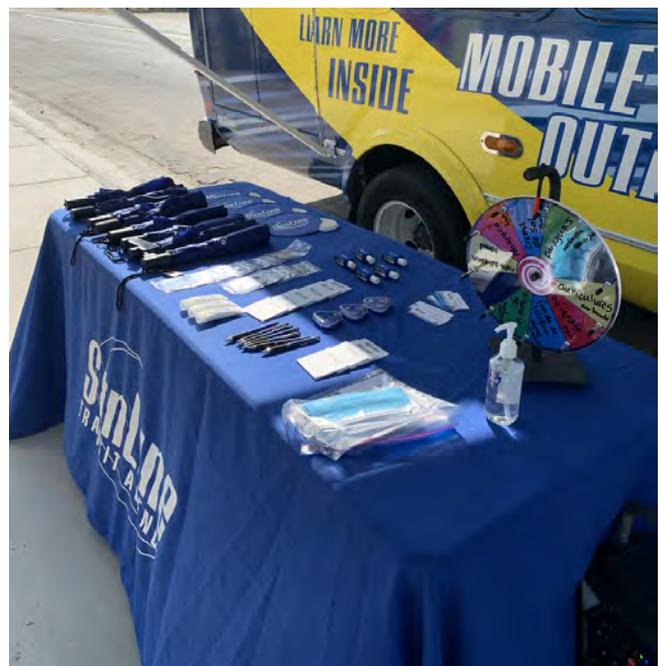
- A-frame signs, bus shelter ads, on-board signs, flyers and survey cards were all designed and began posting/distribution in August.

- SunLine has been actively promoting Refueled on all three of our most used social media profiles: Facebook, Instagram and Twitter.

- During the month of September, targeted ads in local Spanish print publications, airing 30 second radio spots on English and Spanish stations, and convening a virtual media roundtable.

- Moving forward into the Education phase will begin in November and continue well into 2021.

- o Look forward to new TV commercials
- o Additional Radio Spots
- o Geofence digital ads
- o New bus shelter ads
- o New onboard signs
- o Door hangers





COMMUNITY ENGAGEMENT REPORT

October 2020



32505 Harry Oliver Trail
Thousand Palms, CA 92276

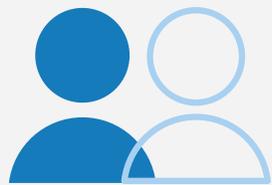
OCTOBER
2020



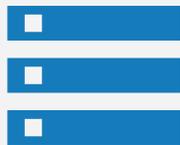
SUNLINE TRANSIT AGENCY

REFUELED

**SURVEY
RESULTS
REPORT**



530
Participants



3,373
Responses



1,345
Views

REFUELED SURVEY RESULTS

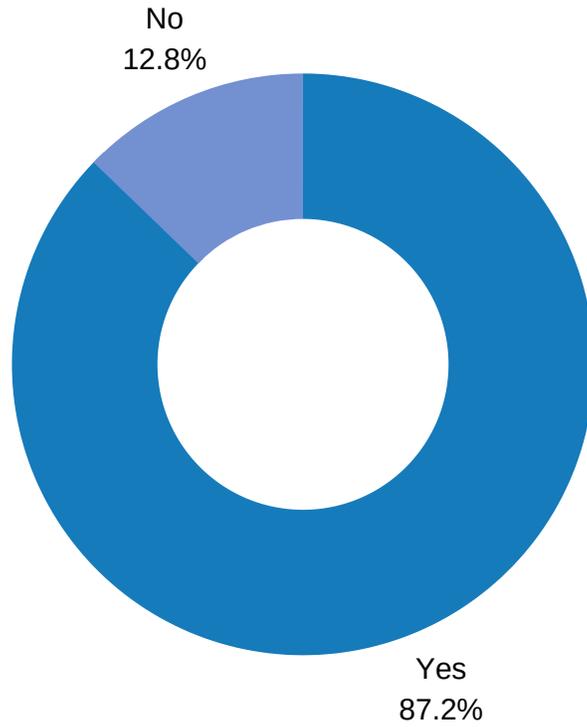
Input and engagement from the public has been an essential part of the development of the SunLine Refueled plan. Beginning in August 2020, SunLine began a robust outreach campaign taking into consideration the challenges of the COVID-19 pandemic.

SunLine used an online platform, PublicInput, to host a survey to solicit input from Coachella Valley residents about the future of public transportation in the region. The survey included both multiple choice and open ended questions. The online survey was available in both English and Spanish and was made available for community members at every street team and mobile outreach visit. In total, over 530 residents responded. This report includes the full results of that survey, with the exception of respondent contact information. Many thanks to all who responded to the survey. This feedback has given us important direction as we work to implement our plans.

Question

1

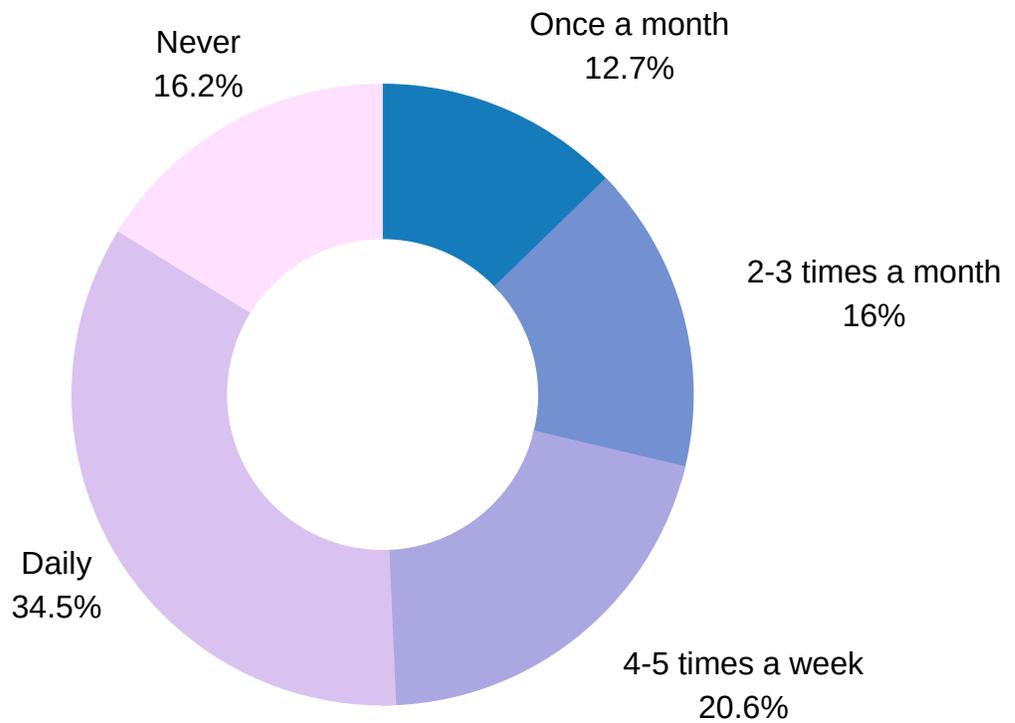
Do you have a smartphone that you can use to access the internet?



Question

2

How often do you ride SunLine buses?



Question

2

How often do you ride SunLine buses?

If not, why:

I have a car

Currently not an effective way to get to SunLine for work

Have a car

I have a car

I have my car

Bus stop is far from my destination

I do not reside in the Coachella Valley

I live in North Shore, and work in Coachella. The hours of operations and non-frequency does not make it possible for me to use it for work, or to go shopping for groceries.

Not convenient

Por que no lo eh necesitado

I have a car.

I live far away

Commute in personal vehicle. Few routes are accessible to where I go in the Valley.

No bus stops near my home.

Personal car

I own a car

My anxiety

Not enough service

I have a car

Have a car & there is no service where we live

Sunline does not pick me up at Murray Canyon Dr.

heat wait times lack of routes to goveherevi needk of

I have my own car

I have transportation

New to the area

I have a car

I have a vehicle and when previously used the routes and different buses to get to one place were confusing

I own a car and imagine taking the bus to the airport would be a hassle.

Use auto.

I live in Portland Oregon just visiting

I have a car

Just haven't needed to use it

I have a car

I have a car and don't need it currently

Hadn't found the need to

Not needed

I have reliable transportation. If I didn't I would use the service

I have a car

I have only ridden 2 times

I have my own car

once in a while

no need

If not, why:

I don't go out often because of COVID-19 so it is not needed.

Unconvenient for my area. Not enough transfer points.

Inconvenient due to lack of connecting routes and not enough stops.

Nearest bus stop is approximately 2 miles away from my home.

Handicapped and haven't gotten a chance to find out how it works and the cost.

We have vehicles of our own

Tengo carro

No e tenido la suerte pero si me gustaria

I dont know how

This is my first semester at CSUSB, so I have not had access to this until now!

No need for it right now in quarantine.

I have a personal vehical.

Drive car

I have car

I have a car

not convenient

Porque tengo vehiculo

Retired and drive EV

I have a car

I have a car

I drive a car

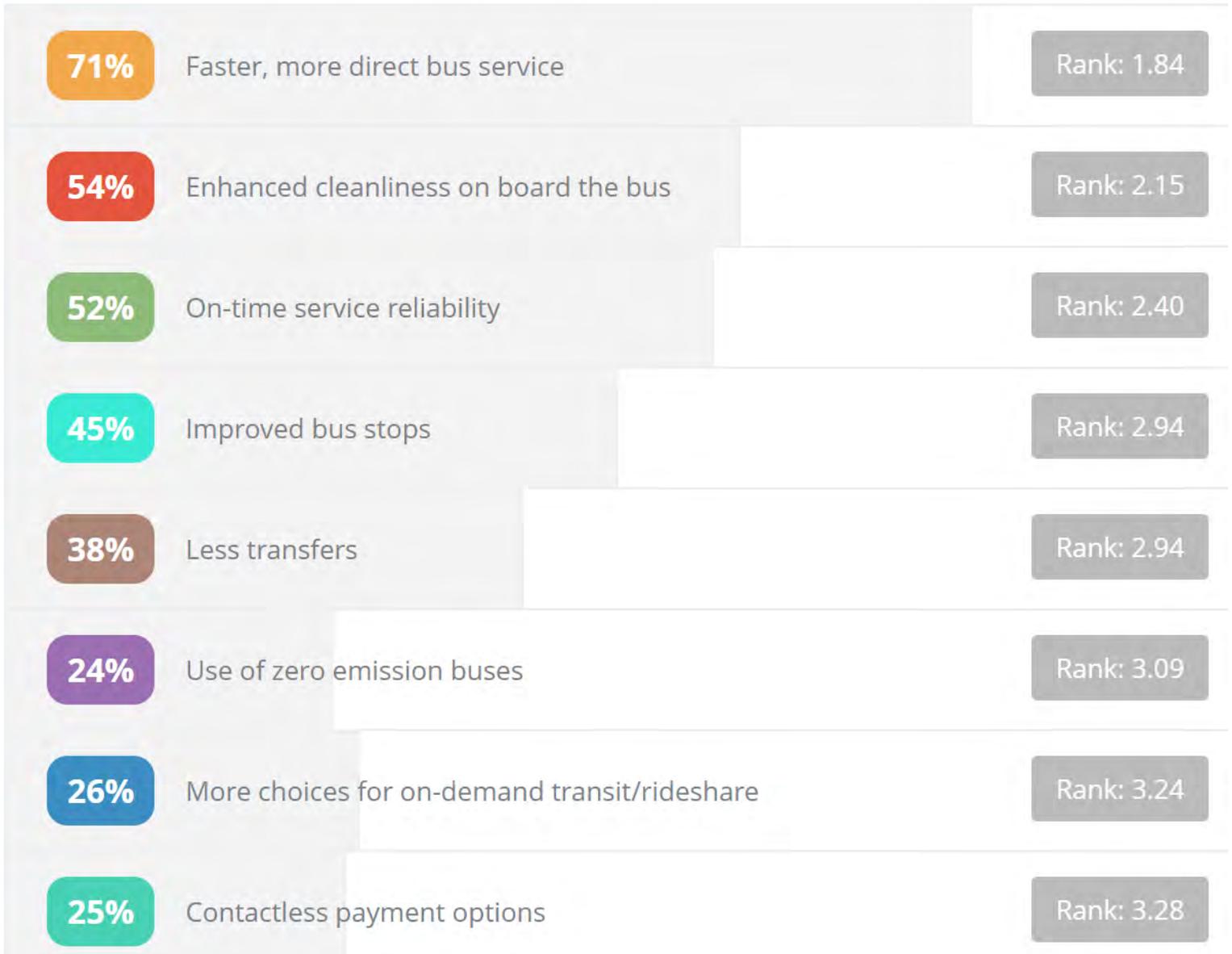
I did used the Sunnis years ago...but if I need it one day I will use it

I have to transfer.

Wasn't aware of them

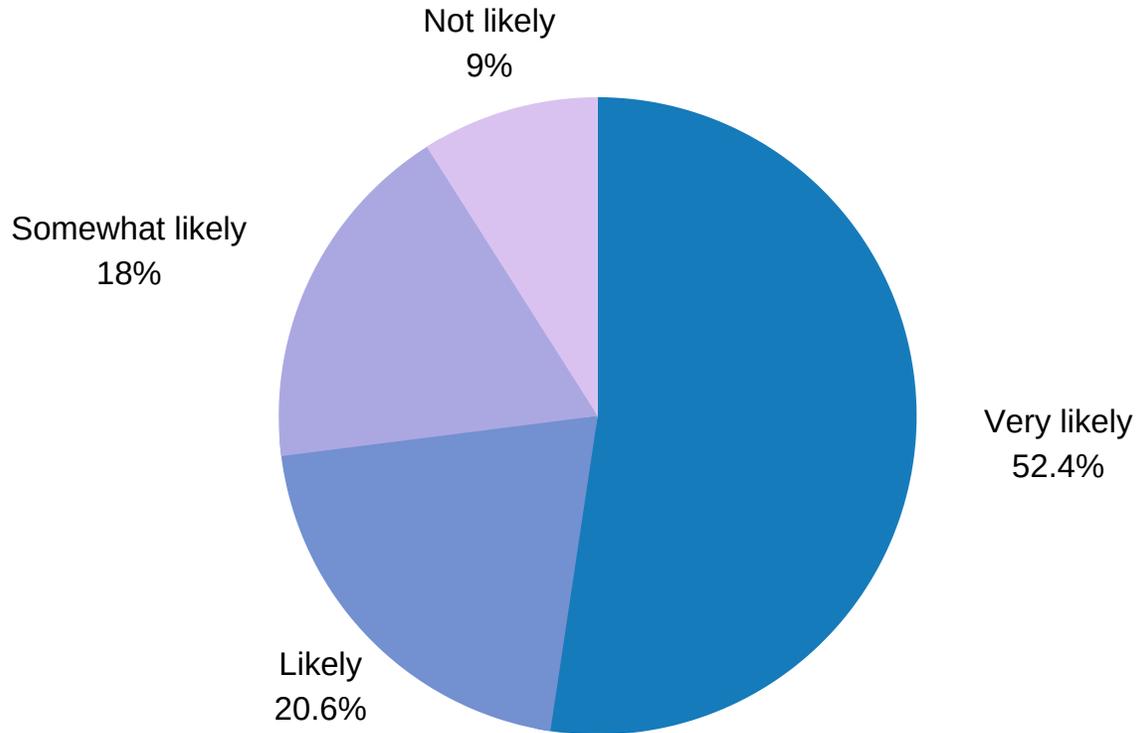
Question
3

Rank your top priorities for SunLine with 1 being the highest and 5 being the lowest:



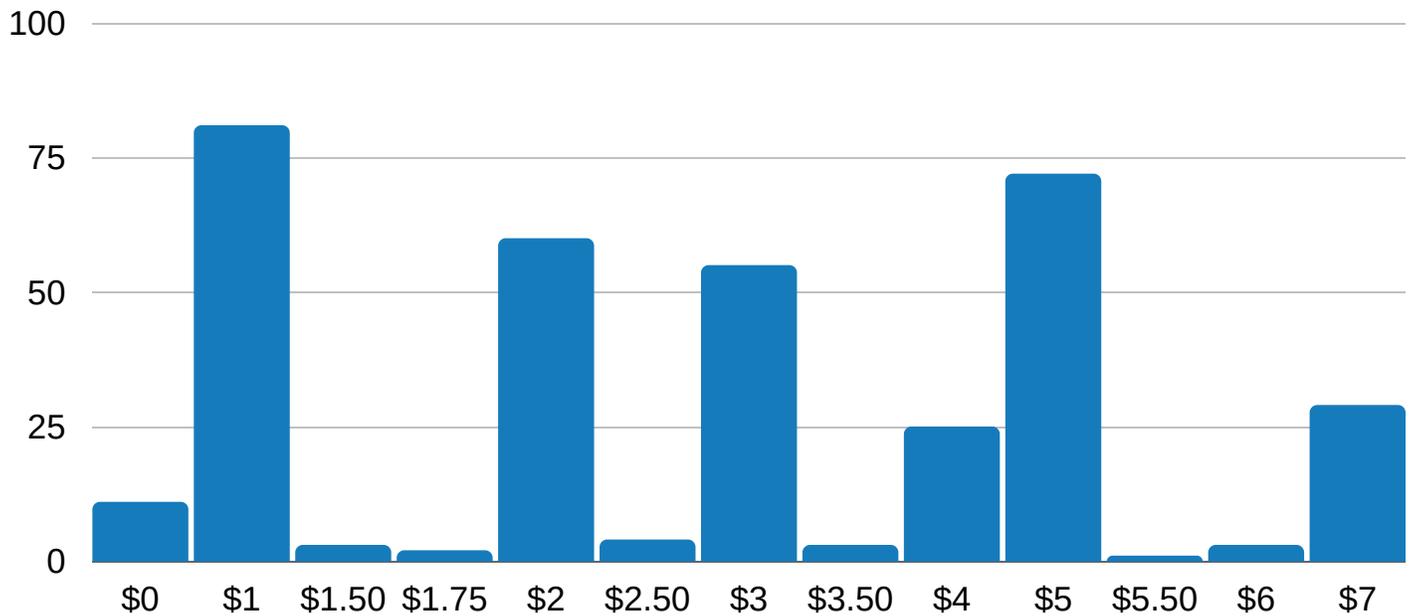
Question
4

Route 111X will offer more rapid service with limited stops along the existing Route 111. When SunLine introduces the 111X, how likely will you be to utilize the service to access work, school or leisure activities?



Question 5

How much would you consider spending on a microtransit service like SunRide where you will be picked up at your home and dropped off at a bus stop (and vice versa)? Please indicate a value between \$1 and \$7.



Comments:

I love that idea of getting picked up from your home and getting dropped off at a bus stop. That would help seniors who are using public transportation, I think seniors should pay 1.25. Everybody else should pay 4.50. I went with 4.50 because you're paying for Luxury and convenience, and also even numbers help buyers to get the service or buy the product because of the number.

I honestly find that very useful since ubers can get very expensive I feel like \$5 would top all of that.

i say about 2.50 to 4 dollars if it's clean and on time.

Not sure I would use it but I can only pay \$1.00

Well where I live there's a stop right there so I wouldn't need this service but it's a good idea

No need for that personally

\$5 seems about right.

I would mostly like that service for my elderly mother

its ok for me as is

5.00 Fortunately I live by four bus tabs within a block my house

Based on the distance from the riders home to nearest bus stop..Each rider should pay differently.. depending on the overall mileage..

Between \$3-\$5 would be considered a fair rate.

\$5 depending on where your going

Depending in how near the stop is. \$2 average.

How much I consider spending on a microtransit service like sunride is \$2.

\$3.50 depending on distance

It depends on where I should go. If the location is 5-10 miles, I am wiling to pay between \$2 to \$4.

If the microtransit could take me to my exact destination and not just the bus stop I would pay \$7

\$7 is reasonable

Not likely iam young and fueld with energy to reach the sunstop

Depends on how much gas I'm going to use

Not needed

I'm close to a bus stop. \$1.00.

Question 5

How much would you consider spending on a microtransit service like SunRide where you will be picked up at your home and dropped off at a bus stop (and vice versa)? Please indicate a value between \$1 and \$7.

Comments:

7 dollars is cheaper than Uber

How about a set monthly fee??

\$2 each way or \$3 round trip

Creo que la rita 111x seria halgo muy adecuado para nuestra comunidad

Really consider

depends on whether it will take me to a route I need

In my situation not necessary

Pues,no puedes hacer mucho con 8 dolares

SunRide should pick me up at home and drop me off at home.

Its a good idea for the elderly and handycap

\$1. I have a car so this needs to be low enough that I use that instead of my car, and cheaper than Lyft and uber.

Don't know

No se

I don't have that service

\$0.00 - this would be an overreach into established Taxi Service.

\$3 under a mile with .50 incremental rates per mile

Absolutely. I have always wished this service was available.

I'm very close to bus stops

Flying vehicles motor scooters

I would be comfortable with \$2.00 for the ride.

4 dolares en tansfer de todo el dia

No pago, soy estudiante

I think it should be the same price as riding the bus.

Never used it before so i couldnt give a valid answer

Any price

\$5 if we're taking the less fortunate into consideration. It falls between the middle and the elderly/disabled cant always walk that far or fast enough to a nearby bus stop.

No thanks - just a variation on a theme and it costs far, far too much.

U need to compare it to minimum wage in CA. 2.50 is a great start

\$7 sounds great. And half of that for people with monthly passes

This would be so beneficial especially due to limited options and financial hardships...opening back routes such as Fred Waring and Cook St. I would gladly pay more per trip!:-)

minute/short notice

I'll say \$5 for the price

Depends on distance.

Don't have money

Will not use

Comments:

Enhanced bus stops

No metal at bus stops

Drinks/snacks at bus stops

Vending machines

Wanting more shade at bus stop

Tv on bus for the kids

More schedule information at stops

More service options

More security on the buses

I'm very happy with the service.

Enhanced bus stops

Enhanced bus stops

más limpo el autobus

Mass service

Improvement, more user friendly

Enhanced cleanliness

more bus stops with shade & better lighting & mists for the summer months. no loiters who take up bus seats and seats at the stop but never get on the bus. enhance mask wearing. better and faster wifi.

Better bus stops

Mas rapido, salidas mas seguidas.

Cleaner buses

More service

Enhanced bus stops

Sin autobuses que expulsan emisiones de carbono al planeta, cambiándolos posiblemente a eléctricos

Más servicio

More service routes, express buses to and from La and San Diego possibly. Better customer service than you currently have. And that bus drivers care about the safety of their passengers. Less attitude when we call customer service with a complaint.

Cleaner and better bus stops

Better stops

Later bus service on the weekends. More bus service in east valley

Better stops

Nicer bus drivers

Less transfers

Buses need to stop at all stops and not just drive by.

Improve transfers. For example arriving at a stop, walking over to other bus and the bus leaves before being able to get on.

More service

Streamlined service

Faster transit service.

ride share

Better operator attitudes

Question 6

What does the future of public transportation in your community look like?
(examples: more service, enhanced bus stops)

Comments:

Be more service or enhanced bus stops on depending situation

need to work with police to reduce the risk -- currently some routes have higher crime (person ID'd on the bus and others waiting at stops)

Get rid of homeless at stops and on the bus.

more service

I am grateful for this service and all of you still as stated above bringing back some of the main routes would be a Godsend

More easily linked to regional transit.

Bus stop at Mountain View and hacienda in desert hot springs

Bus stop at hacienda and Mountain View in DHS for route 15

Si

With my contribution extensive and expensive and will also fund itself among other things once fully completed. I can transform our entire valley, you just have to trust me. My name is Alejandro C. Hernandez and i would like that to be my entry into the "Dubai Expo Masterplan 2020 " you can find it on youtube.

Enhanced bus stops, more routes in the Valley

Better bus stops

Better bus stops more shade

111 should run later until 2am

Operators that will not allow the bus to move while passenger that board sits down communication with local authorities so that passagers who charge their device as they wait to bord the bus they choose.

Well shaded not shadows but tree shade so those bus stop can be a comfort from having to wait in 119 degrees because the sun bus had to many patrons and no six feet to social distancing.. yet the wait will not be stone hearted as the person that is inchage of saying what and how many buses get sent out on the 111 route at the hottest part the day.

No communication between drivers of each not giving attention to the other so that two passages watch both buses go bye and not be picked up or two buses are delighted to one route and the mostly empty goes on and the one with no six feet social distancing. Drivers careless for the wellness of boarding passangers more that their breaks.

More trees for shade.

Every bus has radio communication with each other.

More radio cummuni caution to notify fellow operators of need to take a certain stop

I have repeatedly told you and I keep getting asked the question I have answered

Enhanced bus stops, shelters that provide better shade. Cards that you can add money to, that don't rely on phones

Más líneas que cubran el valle

More service, better bus stops (all need water fountains)

More service

More service and better bus stops

Enhanced bus stops

Charger accommodations and updated seating.

to make the bus stop better in Desert hot springs ca

Very good

More service

more buses that go where I want to go without zig zaging all over and taking too long to get there.

Looks good to me

It had better be more service - this 40 minute cycle sucks royally.

More service

Question 6

What does the future of public transportation in your community look like?
(examples: more service, enhanced bus stops)

Comments:

Integrated into the virtual reality dynamic for innovation and a more sustainable future. With a healthier play into the use of the drivers in terms of health a more active work integrated and mandatory approach to a fit life style by having a running track at my yet to be taken into consideration, wind energy and emissions research facility and College of the desert culinary culture campus. Drivers will be required to stay under a certain weight towards living a healthier life and have access to more healthier meals and refreshments during their breaks.

Enhanced services like microtransit

Good plenty of bus on weekdays

Wider service area

More service

More shade

Larger bus stops for people who have been walking all day, we all want to sit down and rest. Sometimes it's not big enough for all of us. Also, I'm loving this \$0 emission ride, I'm a single mom who works and a dollar a day is \$30 a month, every penny counts in my situation. Also, I'm ALL for the minimization of stops, my bus ride is 2 hours and if I want to be early to work, the fact that I have to wake up at the butt crack of dawn is not ideal.

Enhanced bus stop

Better bus stops with more shade

I would like to see more geographical coverage because I believe there are some corridors (as an example I am referring to a large corridor around Country Club in Rancho Mirage that is not served at all) and in some cases corridors that have service but the frequency of the bus running is so low that movement is burdensome.

More service

Better bus stops. Shaded.

All is good more service with later hours

More services

Better stops - misters and more shade

Better stops more shade

Nicer drivers

More service

more service, frequent

More service to residential area

Enhanced Bus Stops

More efficient service, currently I see buses going in pairs. A dedicated bus lane on 111 and other wide roads to improve speed (maybe underground?), have service to Imperial valley, that would reduce illegal transportation, provide service to Oasis on Pierce and 76th, improve taxi voucher program to include all low income persons in areas underserved by bus, all bus stops to have shelter,

More routes

More services

Bus stop at desert arc.

Increased frequency of bus at stop, i.e. every half hour as opposed to every hour

More microtransit, more green and sustainable.

Hopefully more safer less drugs on the bus and bus drivers stop those people and kids

Hopefully cleaner easier faster rides

None

intercity metro i.e electric train.

Stop outside new county building in DHS

More bus stops

I would like to see more routes

Question
6

What does the future of public transportation in your community look like?
(examples: more service, enhanced bus stops)

Comments:

more service

Exelente

comprar los pases en tiendas autorizada que duren mas tiempo y solo poner a las personas que necesiten transporte gratis

Perfect

Enhanced bus stops

I would like to see more routes along homes, more service.

Ok with how it is

No problems

Growing big part of the future underground rails

More public transportation

Good

N/a

More service

Buses running every 20 mins, Bus shelters, and enhanced platforms for disabled people

Enhanced bus stops, faster traveling

Benches with back support that have flat benches, without the dividers aimed at preventing people from laying on them across the valley, not just in affluent communities. There needs to be shade at bus stops, especially at remote locations where there may not be shade around for miles.

With an increase in student ridership, bus stops equipped wifi along routes allowing students to maximize time between transfers.

Bus stops with water misters for hot days or shaded areas. Buses with more bike storage capacity. Frequent service in dedicated bus lanes on busy routes. The ability to get to a frequent bus or train option to Riverside and LA

Enhanced bus stops SHADE

Transfers that meet on time for riders to transfer

bike rental

Less cars on the road

Looks good just have cleaner bus stops

I like it.

More service from Mecca to Indio

More routes within the community

More service. For example, I now have to walk 30 minutes to reach a bus stop. That's crazy. There needs to be a bus line on Portola Avenue, which is a major thoroughfare, and more cross-connections. It seems as though the people who plan these routes don't actually use public transit.

On demand availability

Compete with Amtrak bus service to train station

more service, enhanced bus stops, stopping assumptions that everyone has a "smart" phone and/or internet.

I would be very useful if there were more bus stop locations around the more rural areas of the coachella valley since most people there need to use the bus more.

They need be on time and more stop bus

More service.

Nicer drivers.

Looks like it will be highly accomplished

Service until 11pm

Adecuado

Question 6

What does the future of public transportation in your community look like?
(examples: more service, enhanced bus stops)

Comments:

I want safe bus stops that have more heat cooling infrastructure like water misters or more shading so I can leave my car at home more and take transit. I also need frequent service.

More service. Direct service down all the major streets in PS

More enhance and improve

More stops

Que preda pasar el bus mas seguido y que puedan poner mas los bus stop I like the fact that u guys put restrooms because when I used to ride the bus my kids would have to go.

Pues muy bien

Favorable para el bien estar de la comunidad

More micro-transit options with mobile app features to track arrival time and weekend late service to downtown

Go back to charging fares because the clientele has degenerated

hay demasiadotiempoque esperar para hacer transbordo cuando tomo linea 14 y quiero hacer transfer con linea. 30 justo llega y se cruza con este y llego tarde al trabajo ...baristo y Farrel

Good in order

Increase cleanliness of buses

More Service... Right now the bus services are good

A domicilio o personal

More frequency along routes in north shore

More frequency in service

More service

More accessible

More bus service for people that don't drive

More transit service

Faster service in Indio

Bright

Enhanced bus stops

More service with the sunride

More frequent departure times and better stops along with cleaner buses.

Yo me imagino en el futuro del transporte se va ser más mejorado.

Mas mejorado

I dont know.

Más servicio y más paradas de autobuses

Very good

More service

More service. More bus stops in my community.

enhanced bus stops

Bring back the original Buzz (Thursday-Sunday; 11am-1am)

Faster, more reliable service, longer working hours so that people who work late or early hours can still ride the bus (for example people working retail often work until 10 or 11 pm), better access to more places to avoid 20 to 30 minute walks to and from bus stop to work or doctor's offices in 100 plus degree heat.

I rely on Public transportation on a Daily basis

More service

Muchas más paradas Y Puntual

Question 6

What does the future of public transportation in your community look like?
(examples: more service, enhanced bus stops)

Comments:

Pues,tal cual como hoy los transportes resonsables no digo que hoy no lo sean,que yegen temprano

More service When is Sublime resuming weekday schedules?

I heard our budget is getting cut :(

A bus stop from where I live is a mile away.

Enhanced bus stops

More services

its okay

Better bus stops

Cleaner bus areas

Routes were stopped

Rapido y confiable.

More bus stops

More service

More service with late hours

More Direct service to things like new shopping areas, dining, entertainment. Longer hours in the evening. Improved bus shelters with covers against the elements.

Me imagino un servicio de primera clase

A mess the first bus stop on 80 and it stinks

More service

cleaner bus stops

We need more service

More Services for Sun Dial Riders

More service

Cleanliness of bus and during Covid 19 social distancing. Drivers and employees regulating rules on bus and enforcement of them.

Bus stops more accessible. Less transfers from one bus to another. My community is rural and I would like to see more bus stops in areas where people live near Mobile Home Parks. These bus stops will allow our families to access healthcare, groceries, and other crucial services.

More stops. More access. More awareness around how easy it is to ride

more service, easier bus stop places, cleaner

None what so ever

Smaller, more efficient, and more frequent bus service. I rarely see many people on a Sunline bus. Is there anything that could be done to reduce the overall operational costs of bus service? I understand only 15% of bus service is paid for by riders. Is there a way(s) to reduce operational costs?

More bus stops.Within reasonable walking distances.

Hopefully Ending the fossil fuel uses

Con más paradas en mi comunidad de North Shore

Bien

Good now.

Move service

The future transportation community look like a more awareness to the sublime transportation. This will help improve and be more aware about the benefits of the sunline bus.

More versatility - getting to the destination after getting off the bus is usually the problem.

More bus stops

No comment

Question 6

What does the future of public transportation in your community look like?
(examples: more service, enhanced bus stops)

Comments:

Con mas opciones para los que trabajamos y los que estudian

More service

More service

Faster service, safe & efficient. Over cleanliness.

Routes to CSUSB and maybe UCR

Later bus times

More stops to get off of

Happy with the services.

The service is good now

Busy

Better services.

More service

More routes better equiped sunbuses

Mas limpio

Faster more direct service

More service

Enhanced bus stops

clean transport with professionalism

Enhanced Service. Possibility of Large Bus hub in the east valley to service large cities in southern California.

Enhanced bus stops

Enchanted Bus Stops, Buses that don't harm the environment!

More services

Mas limpio

More stops and access to buses

What the future of public transportation in my community look like would be more helpful service/s

Set up information booths at all transfer depots..Folks sometimes don't understand the transfer system found in the bus schedule booklet..

Restrooms available near bus stop or water fountains

Stops with restrooms and water fountains

Maybe there could be an app that helps people who don't fully understand the routes and stuff to help them pick their route the need to go on depending on their destination, and arrival time

I am hoping for added stops along Route 54. Also, a change in route to access Route 111 from Jefferson in Indio.

Misters at bus stops

More service

Offer broader routes/options and faster service.

Enhanced bus stops..Such as Digital Time Tables at more locations.. one preferred location could be at the Buddy Rodgers, transfer bus stop in Cathedral City..The city is building a Casino across the street from this bus stop..

enhanced bus stops with less transfers

More service and more stops

Enhanced bus stops

By paying only cash you, they should pay with debit card

Better lite stops

Enhanced bus

Question 6

What does the future of public transportation in your community look like?
(examples: more service, enhanced bus stops)

Comments:

Maybe how the seats can be spaced in the bus for the safety of people who may carry diseases/ sickness. And more shade when others are waiting for the bus.

More bus routes

More service enhanced bus stops for bad weather

Enhanced bus stops because in some areas the bus stops does not have a shed so we have to wait in the scorching heat.

More bus stop around the area

Magnifico

More bus stop

More service in Coachella

More bus stops and more access times to public schools

I currently live in Anza CA, so public transportation is essentially void here. However, when I am able to attend the campus in person I look forward to use it.

Enhanced bus stops

I'll definitely say enhanced bus stops, and better health safety.

More service. Longer hours. More bus stops. Reduction in time it would take to get from Palm Springs to Palm Desert/Indio.

More riders leading to more buses to ensure distancing onboard

Buses arriving faster, able to transfer easier

Parades mas mejoradas

Better service.

Mas probable.

Mad servicing

More bus stops.

Paradas de autobus mejorada en indio

More bus stops and more service for sure.

I'd say it would look like buses using clean energy

Better lighting at stops

No transfers

App where it knows your current location and you input your destination then it prompts you what to do

Later bus stops. Ex. For there to be later bus times for route 24. Stops that go to at least 10pm instead of 7pm.

More chargers on the bus because sometimes when I go home it's really dark outside and my phone dies on the bus especially for kids some of us would feel unsafe walking home

i hope it's more cleans and smooth also contactless payment

Clean and safe

More service and frequency

More service in ecv

More service to avoid traffic

Safety

Honestly I feel like more buss stops in open views because most buss stops are very hidden

Metropolitano

more service enhanced bus stops

I would hope for there to be a way to press a button and tell the bus im just down the street to catch it, I've missed the bus several times due to it being early at one stop so I have to run to the next, so if there was a way to tell the bus I would be there within minutes I'd appreciate it.

Buen futuro en transporte publico.

Service

Comments:

more service routes, less transfers

Electric golfcarts Free everywhere

Muy bien.

More service

Mas servicio

Más frecuente

Todo bien

More services and more locations

Menos paradas. Mas rapido.

Enhanced stops

more direct or express routes

Enhanced bus stops

N/A No usa servicio

Mas servicio nuevo

More bus stops, more coverage

Bueno

Bus stops close by to other locations and homes

En un futuro yo pienso q es una magnifica forma para ayudar en el medio ambiente y para reducir el calentamiento global meno vehiculos funcionando mas gente usando el transporte publico menos calor

More service

More service

More faster

Bus stop needs to be kept clean of trash

More service

More service more times like run 24 hours

be on time

More transportation

Con más paradas en lugares necesarios cómo tiendas farmacias clinicas

Less wait time at each bus stop

Poor

Muy bueno porqué es muy importante para las personas que no contamos con transporte y esto es muy bueno para nuestra comunidad

More services, faster and direct bus service

The future of public transportation looks like to me, where people can use there phones to pay without using cash, adding a timer when the next bus will come in all bus stops because that will help new riders.

WiFi service more bus stops

Major y agregar mas linear y mas horarios

More bus stops with shade and benches, faster service, on demand rideshare.

En chance bus stops

Mejorando el aire y menos tráfico y usando mejor el transporte público

More services

Yes, looks good

Question

6

What does the future of public transportation in your community look like?
(examples: more service, enhanced bus stops)

Comments:

In the community of North Shore, there is a need for fast, efficient, and frequent public transit to connect the East with the West Coachella Valley. As we think of the 111RouteX- how can we include one stop in North Shore, one in Mecca, and continue the route? Currently, residents in North Shore and Mecca go towards Coachella, Indio, La Quinta / West for groceries, shopping, health services etc. As we think of the future, explore the possibility of creating a public transit hub/center in the Mecca area that connects our region.

Igual

Getting from Palm Springs to Morongo Casino

A grand future, prosperous

Would like more service, not to wait so long between buses, better bus stops.

Enhanced bus stops

More Stops

More stops

Fare free service

Mas servicio

More services/stops, comfortable seats.

Mucho mejor, no habia servicio antes.

Enhanced bus stops, more service, less transfers

Question

7

What would encourage you to use public transportation more often?

Comments:

Free fares

Free fares

More respectful passengers

Free fare

More direct routes

More security

Customers are rude to driver.

More accommodations

Faster service

Más servicio

More consistent experience

More buses

Faster service

more stops easier to get around. have more bus drivers drop of people at certain places when it's night time to avoid potential danger

Que no tardara mucho

Free fare

Don't have a car

Question 7

What would encourage you to use public transportation more often?

Comments:

NA

Ya lo uso con frecuencia, pero diría qué tal vez qué hubiera algunas rutas express

Si

Just as I stated as my answer for the previous question.

Free fare

Free bus fare

Weekend late night service

Less transfers

Bus drivers who are more friendly

More service

If it was efficient way to commute to work

One additional nighttime bus.

Deviations from routes a few times per day

Drivers with better customer service, careful with braking

I use it everyday anyways

Nothing

see above

If the service ran 24 hours per day.

yes

Bring back Fred Waring and Cook routes please

Closer bus stop to home.

Lower fares

More busses more often

Si

My construction projects being accepted, and it will bring the value of our area far greater than the vision any other planning Commission has to contribute. I speak in terms of putting us at level to compete in world leadership perhaps in places to visit for its extensive change all around.

More routes around the Valley

Free fare

More frequent bus service

Nothing

if it's more convenience than driving somehow

Reliable schedule and easier payment option. Current mobile ticket doesn't work very well. Maybe have ticketing machines at stations

Conocer el valle, yo no tengo carro y me es más difícil saber que atracciones existen

A monthly ride membership.

Not sure just yet at the moment

School back in session

More service and free fares

More media advertisement.

for bus company to see other companies so the employees can learn about the bus service and to have a game so they can win free bus ride

More stops. Also try adding a bus only lane and adding more routes to Cabazon

Question 7

What would encourage you to use public transportation more often?

Comments:

Faster travel time

faster

If it was more cleaned

If you address the problems associated with what's needed when travelling. How to take the laundry along to do, how to do a week's or more shopping and try to take the bus to and from the supermarket. How to stop these long pauses (20 minutes even) during a single transit.

Faster service and more pay options. Sometimes I need to use the bus as a last minute resource, and I may not have the exact change available, but I do have my Apple pay.

My projects being accepted and actually im a little tired... And its getting more and more dangerous to travel on foot. Im really trying to get a vehicle so i can get more access to work as what im working towards does not exist yet.

Emphasize the green contribution of riding a bus. For every mile ridden, a pound of carbon is not emitted into the atmosphere. And right now, riding is free.

Very reliable as you are

Clean vehicles and quicker transit time.

More frequent buses

I can't drive as much.

Clean

To know that you guys care. I'm so sick of dealing with crappy bus drivers who treat us like we're less than them. They ignore us and have terrible attitudes. (SOME)

Free fares

Not having the burden of getting to the transportation. Most of the valley is what you would call a bedroom community and for many the puzzle is how do I get from my house to public transportation? For many this problem can make it prohibitive to consider public transportation. If I have the opportunity later I will present to you my experience.

More direct routes

Better Sunday service

More street teams and better one on one engagement

Convenience

Nicer greetings from drivers

Free fares

Free fares and usb charging ports

More buses

faster service

Transportation police

Zero Emissions

Well late alot..

yes

Closeness of bus stop, nearest one is a mile away from home.

On demand service

Cleaner busses respectful driver's

Cooling system or shade structures at bus stops.

Question 7

What would encourage you to use public transportation more often?

Comments:

Need

Convenience

Knowing its safe

Cleaner and less drug addicts on the bus

All buses having Wi-Fi. Even the ones with charging plugg ins

Better relations with actual riders and better issue mediation for on-route drivers

Stop in front of more county buildings

More jobs

Earlier start times.

Stops/routes that are closer to where I live and work. Had routes but they don't run that late for the ride home.

fast, on-time service. Routes close to my residence

mas limpieza para darle seguridad a la gente antes de subir

Beautiful drivers and passengers (customer service)

Nothing uses daily

I would use it if we had an express line from Monterey to Thousand Palms

10 commuter link more hours

Less expenses

I'm ok right now

Cleaner bus stops well lit and safe bus stops

More rails

I'm set right now

People are nicer the riders

No problems

No problem

Less wait time

Newer buses. I feel like you can go anywhere on a bus. Simply riding the bus.

Less traffic and less contamination

Having stops closer together. Between extreme weather and chronic pain, I do not find it convenient at this time.

More reliable and frequent service

CHARGE RIDERS FARE

FINES FOR NO MASKS BOTH DRIVER AND RIDERS

111X should stop at the Courts in Indio. Route 70/7 should continue north to Sun City or offer microtransit option.

frequency of schedule

More chargers on the bus

Free fare

Have transportation by work areas

Nicer bus drivers.

Route to go shopping

Question 7

What would encourage you to use public transportation more often?

Comments:

Closer bus stops, more connections. It should be like a real city public transit line, whereas we seem to be a suburban line that specializes in tourists and the homeless. If you make it for everyone, we'll use it more. Remember, the older generations, who use cars and golf carts, are going away and the newer generations don't always drive and don't want to always use crappy Uber.

Somewhere fun to go

For my bus line the 95 I would prefer for there to be more buses available every hour instead of every 3 hours.

Nicer considerate drivers.

Frequent bus arrival.

More stops along route 24

Lo caro de la gasolina

Frequent service and stops that make waiting easier.

Cleaner, faster buses

Yes

Not having any troublemakers bugging me or anything else

Not having transportation

Tener más salidas

Por que es seguro y confiable

If we had an uber-like service

I use it enough now but the free fare attracts a different element.

More space less people on the bus at a time not so many stops

Nothing really but it does help me get to work on time and other locations as well 😊👍

Relajarse y motivación

More service

Reach your destination quicker

Advertisement in the Eastern Coachella Valley

No more COVID since I can't go anywhere

More options to travel within Indio

Nothing

Long time rider. More shaded bus stops

7 day a week 111x offerings

It is already my primary choice for transportation

Lo que me alentaría a usar el transporte público con mas frecuencia sería que hubiera mas estaciones en la área en donde vivo.

Tener más paradas cercas

Conveinence

Que finalidad del servicio

The suggestion I'm being picked up from home and drop off at a bus stop

Yes

I would use public transformation if they picked me up in my community and drop me off in my community.

Affordable and reliable

Question 7

What would encourage you to use public transportation more often?

Comments:

More reliable service, better routes, more buses on routes to reduce wait times (no one wants to leave 2 to 3 hours early to be somewhere on time because the next bus would get there too late)

If Some of Your bus driver's were nice and Friendly

More buses

More service

Que el transporte sea más rápido

No,poder manejar

Later route times on Saturday and Sunday.

Faster service, more frequent buses

Bus stops near my home, carry larger items on the bus

Fellow riders who wear mask and social distance.

Shuttle services to Desert Regional Medical Ctr, recognition that ventilation on buses poses a health risk due to aerosol transmission of virus

Less homeless riding the Sunline for free!

yes!!!

In person school

Nothing

Que sea rapido

What would encourage me to use public transportation is being respectful :)

Make schedules later for since bus hours are limited

No more COVID

More service

Load and unliadckages for disabled persons

More service

Routes that come closer to my home and go more directly to shopping. I'd like to be able to go to Vista Chino and Sunrise, or Sunrise and East Palm Canyon from Sunny Dunes without having to transfer downtown, out of my way.

El ahorro en combustible y la comodidad

Gas prices

Less homeless. Just start with charging fares again because this was not a problem when I paid.

If I could get places faster

later times on night time 111

Si ponen mas horarios para thousand palms ca

More routes

Better communication between drivers and riders

What will happen more often, it is a long time to wait

Reliability. And not having to know what different buses i need to use. I would like to be able to access that information quickly and be able to use it. Also, a way to ensure that a bus stop is nearby when i need it. I am unsure if it is already in place, but having a monthly cost that we can pay to use the bus whenever. Not having to worry about having money on hand is important.

More stops

Question 7

What would encourage you to use public transportation more often?

Comments:

Above reasons...cleaner, watching CDC guidelines, no contact pay, more convenient bus stops.

Water dispenser maybe bathrooms like greyhound

More frequent service. Clean facilities. Bathrooms at the bus stops,

Closer bus stops.

More ways to get around, and faster!

Con mas paradas y mas autobuses

Sy lo uso cuando no tengo disponibilidad de mi carro

Same

More service

What would encourage me to use the public transportation send emails or calls talking about all the benefits that sunline bus.

A failure to have an alternate method of transport.

closer to home

Reliable service with accurate times available on an app - this is presently available and invaluable to me. The consolidation of the routes and the addition of 111X.

El ahorro

Work shopping

Shopping

It being more safe.

Ease of use

Buses that run from Desert Hot Springs to Palm Springs and back until at least 11 pm

It can help me commute to school at a low price for me to continue my education z

I use it all the time.

Cleaner bus.

Dr appts efficiency

The economy.

No

Comfterable seats

Better seats

Gas allowance

If it was like uber or Lyft

Mas frecuencias

If it was faster or had more rounds

Charging ports

I like the service already provided

benefits for younger population.

For the experience to be more private and personal. Large busses are not needed in this area. Public transportations deterrent is having to be so close in contact with complete strangers. It shouldn't be about how many people you can cram onto a bus.

It's as safe and not confusing as it can be

Question 7

What would encourage you to use public transportation more often?

Comments:

If it wasn't so awkward during the bus ride! Music should be playing

Work, Grocery Run, Aarons

No tengo carro

Seating amount, cleanliness, time of transportation

What would encourage me to use public transportation more often is if it was punctual meaning on time

A safe and clean environment.

I appreciate the Sunline Transit..This is the main reason I moved here in the Coachella Valley...I love the ease of getting around town on the bus...I can enjoy the beautiful scenery while riding on your comfortable bus..I also brag about the Sunline Transit system...A friend of mine sold their car and is currently riding the bus and loving it...

More options of routes near me

More comprehensive routes so you don't have to add an hour to your trip due to lack of connecting points.

Shade at each bus stop

Yes

By offering broader routes/options and faster service I would highly consider using the services.

Could the Sunline Bus Schedule be posted and printed in LARGE BOLD PRINT...and put inside a separate lighted stand....at all bus stops.. Some folks really can't read the tiny print..especially in the evening...

The ability to get to a bus stop easier.

More air conditioning on the bus

Faster service

Cleanliness of bus and bus stops

It's way easier and reliable

If hours were longer and end by say mid night

Cleanliness, contactless payment

Better service of bus(air conditioning, spacing of seats.

Frequent service

Better Bus stops with more lighting and protection from weather conditions

Yes , I would it is better than cars.

The one close to me

Disfrutar el viaje

More cleaning

Better the frequency in service and lower fares

Because of covid-19, I haven't use the bus since the beginning of the pandemic. But when I used it, I would use everyday to give to CSUSB PDC and back home. I know some of the classes end at 10 pm and it would help a lot if maybe spreading out some of the existing times from 4-7 (4 rides total) from 4-10 (4 rides total).

Internet access!

More bus stop times

Definitely giving me the opportunity to ride and be able to study or do homework. Also I feel safe in the road so that encourages me to that the sunbus.

Question 7

What would encourage you to use public transportation more often?

Comments:

Clean energy busses with bus pass. More destinations within the valley. More bus stops. I would also like to see more stops in the west valley for the commuter bus to riverside.

Public awareness for the safety onboard to include ample social distancing

If there were more bus stops and faster buses.

If I don't have access to a vehicle.

Trabajo mas

Mad trabajo

Cleaner buses more stops.

Servicio mas tarde y servicio sunrise

I would feel more encourage to use public transportation if there were more bus stops around Palm Springs and more enhanced cleaning especially during this time.

I'd always use public transportation to get to school almost everyday and I wouldn't mind using it again

Better stops

Better working Wi-Fi

If there were more bus stops throughout big neighborhoods.

Those fluffy seats are really comfortable

i'm really big on cleanness only reason why i don't go often is because of that reason. or because of the time it takes.

Saving energy

No fares

More frequency

Easier routes

Well since I don't have a car public transportation has always been the way to go especially for school

Más horarios

Bus activity in North Indio Golf Center and Ave 44

Having mist at every bus stop because, the desert tends to get super hot and alot of the time I don't want to take the bus when it's so hot to wait outside

Necesidad

Bus make transfers safe

Cleanliness. I haven't riden the bus since March (Covid) so it's imperative the all transit services be clean as well as safe at the bus stops. Some stops near downtown Palm Springs do not seem safe.

Safety with other riders

Individual vehicles (no personal interactions with drivers or passengers. The ability to go exactly the route you want exactly hen you want. Maybe driverless taxi?

More convenient

Más horarios

more locations to hit. I'd like to travel to more areas

Economia

Seguridad en el autobus y servicio mas rapido

Fred warning and deep canyon area needs more service

Question 7

What would encourage you to use public transportation more often?

Comments:

faster more direct routes

Later service hours

Si no tubiera carro. Necesidad

Keep social distancing.

Si emergencias ocurren

If I didn't have to walk half an hour to one hour to walk to the nearest bus stop. I still use it when needed nevertheless.

Menos trafico

More service

Cleanliness enhancement

Higher gas prices

Cheap and reliable.

Para que mis hijos y sus hijos de mis hijo no tengan un medio ambiente mas limpio ms saludable esperemos que eso que ustedes piensan implementar sea un granito de arena que apartemos todos en conjunto

Closer stops near my house

Friendly service

To be with out a car

Drink services

better schedule

I don't have a car

ease in getting from point A to point B without more than one transfer.

I use it all the time already.

Un poco más de higiene

Something that would encourage me to use public Tran more often is faster bus services.

What would help a lot would be how you guys maintain the cleanliness overall inside the bus and at the bus stop. The most frequently use bus routes are the one that smell like pee and weed. The buss sets are stained and that makes me not want to set on them or ride the buss because of the odor. The Flors are sticky and dirty, I think there should be a policy who can ride the bus because a ton of people are afraid to speak up. For a example not let people who are high or have consumed drugs because we don't know what they consumed and how that are going to react, that puts everyone who is in the bus at risk and that's a huge liability for you guys, someone can sue you. But also no one wants to put up with that. Next, put Something for the bus to smell good because a ton of homeless people ride the bus and bing in there belongings and they smell disgusting. The odors are so strong too. You want to the people to fell safe at night so increase lighting in all the buss stops because I am a college student and when I would go home late I wold always fear something bad will happen at the bus stop at night.

Trabajo

Less waitthing time on weekends

Botellas de agua regaladas o vendidas en transporte público

More bus stops

More steps towards newer development in North Palm Springs, near I-10

Esta buen

Faster service

Friendly driver greeting

Question 7

What would encourage you to use public transportation more often?

Comments:

Not waiting so long for buses, people not sleeping at bus stops. Bus stops providing shade.

Clean interior

Closer Stops

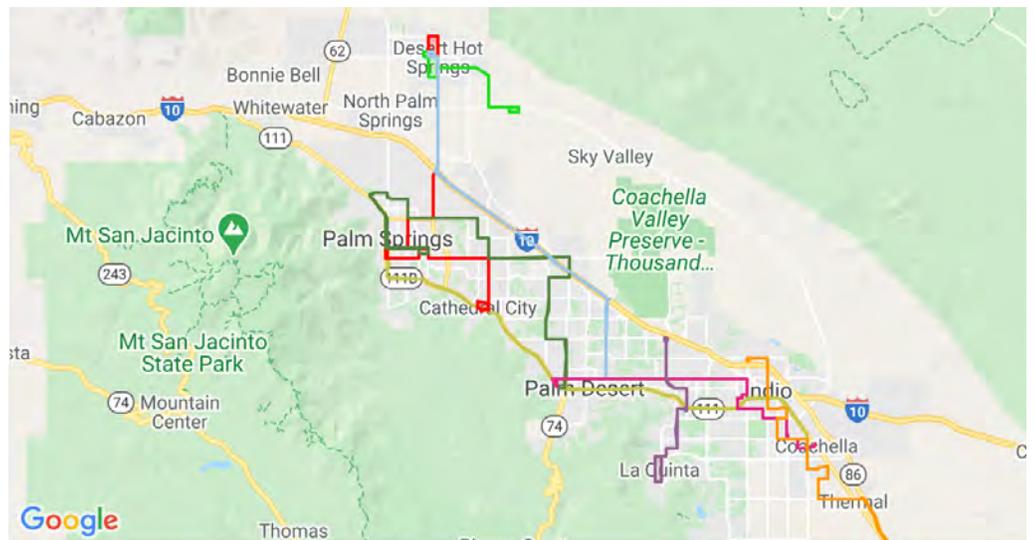
Easy to use

Better quality rides

Question 8

For routes that you ride, please click on the designated color to provide feedback.

-  Route 1
-  Route 2
-  Route 3
-  Route 4
-  Route 5
-  Route 6
-  Route 7
-  Route 8
-  Route 9



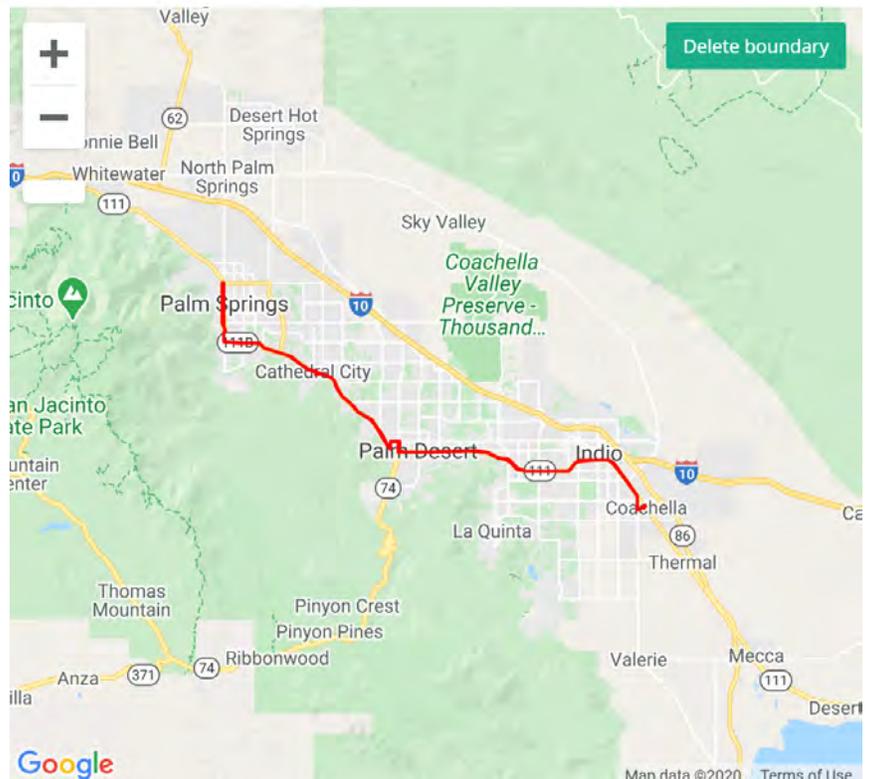
Question 8

For routes that you ride, please click on the designated color to provide feedback.



Route 1

Please provide feedback on proposed Route 1, current Route 111, by sharing your thoughts in the comment box below the map.



Comments:

Que sea con menos paradas

My friends and I go to Palm Springs

One last bus for 11:20 approx. For late nighters who finish work around this time. (Personal preference. Do what you will with this suggestion)

Love this access!

For such a frequently used route, the wait times are still long, late, and usually overcrowded

Me gusta porque abarca muchos lugares y el tiempo de espera es corto

It is always late

It would be nice if the bus stops were all sheltered and larger, and clean like they are consistently in certain areas.

Extend to windy point

Great route. Good service and timing.

Think its fine as is tbh

Would like to see a route on Cook St again.

Looks good

I believe the 111 should be a true BRT. The 111 is the most frequented route in the system and should allow riders to go from Downtown Palm Springs to El Paseo in 30 minutes or less. The bus stops should be more like transit stations with indoor air conditioned waiting boxes or at least misters outside. Most importantly, the line should terminate at or near the site of Coachella as the dedicated bus lanes could be used to allow coaches during festival season to reduce congestion. I think this would build support for a dedicated lane.

This is the number one route in the valley and needs enhanced bus stops to reflect that! Also, I love the closing of traffic on Palm Canyon and think the bus line should be moved to Indian Canyon permanently if the city decides to keep the closed streets

no suggestions at the moment

Norte de Palm Spring

Question 8

For routes that you ride, please click on the designated color to provide feedback.



Route 1

Comments:

My community on Murray Canyon Road is not on this map.

I use sun dial and is a wonderful service when you are disabled I hope that you continue years to come thank you for having the service

This route is not important to me.

i would most likley gi ti palm desert

This feature isn't working. It's not showing the different routes.

Creo es una de las rutas mas utilizadas

I use the 80

Less stops would be great

add a cross walk light at

111 and golf club drive or a side walk where the field is. This is currently very dangerous when using the eastbound 111 bus.

Muy buena ruta

Didn't know that this was a route.

Your map is confusing. Is this the former 14 route?

None

Need a route from Mecca to get to the other cities

Could extra and different stops

la quinta would be useful

In favor of

It looks like an efficient route for people traveling to any part of the valley. It is understandable that the bus will go through the outskirts of the valley to prevent from traffic slowing down on-time bus rides.

This route is one of the best on the road today..

Display an Giant Oversized Poster Map displaying the route of the bus as it is shown in the Sunline Bus Schedule Booklet...at each bus stop..no exceptions.. Smile

Great buss route !!!

It gets me to my favorite places

Son muy indispensables los autobuses porque hay mucha Gente que no tiene carro para ir a sus trabajos y necesidades

I don't really use this route.

Would like to see an express bus that goes down this route.

I love how frequently they come

Maybe adding a few more arrival times

I like how the bus comes every 20 minutes so I dont have to worry too much if I miss one.

i would say it's bad on cleanness but usually it's on time sometimes more than others but sometimes it's clean depends on the day.

It's awesome,

111 route is so easily and accessible although it takes time it still gets me to my designation

A button to stop the bus when im only minutes away.

you should provide more options for patients who need to get to appointments.

I think it's great!

Looks good

Question 8

For routes that you ride, please click on the designated color to provide feedback.



Route 1

Comments:

I think that the proposed of route 1 is a great idea and would improve the bus service and become more Convenient for the public.

I use this route a lot. There is a lot of root traffic, with that comes a lot of problems. One is the odor, homeless people use it and bring a strong odor. People who smoke weed too. I am always afraid when people who are on drugs to board the bus because I don't know how they're going to react to the drive and how they're going to behave around other people be acting crazy. The bus is always dirty and most all sets are stained I have to put a peas of paper to sit.

Esta today's bien las rutas

Overall, more efficient transit options connecting the Mecca and North Shore to shopping centers in Coachella, Indio, and Palm Springs.

Recommend thinking of a transit hub closer to the ECV.

Why is this route important to you?

Tell us about your interests by marking all that apply.

I live near this route	61%
I work near this route	20%
I use this route to commute to work and/or school	33%
I use this route to access services such as healthcare	19%
I use this route for shopping, dining or entertainment	38%
I own a business along this route	2%
I'm interested in transit development	21%

Question
8

For routes that you ride, please click on the designated color to provide feedback.



Route 2

Why is this route important to you?

Tell us about your interests by marking all that apply.

I live near this route	56%
I work near this route	26%
I use this route to commute to work and/or school	41%
I use this route to access services such as healthcare	22%
I use this route for shopping, dining or entertainment	48%
I own a business along this route	0%
I'm interested in transit development	11%

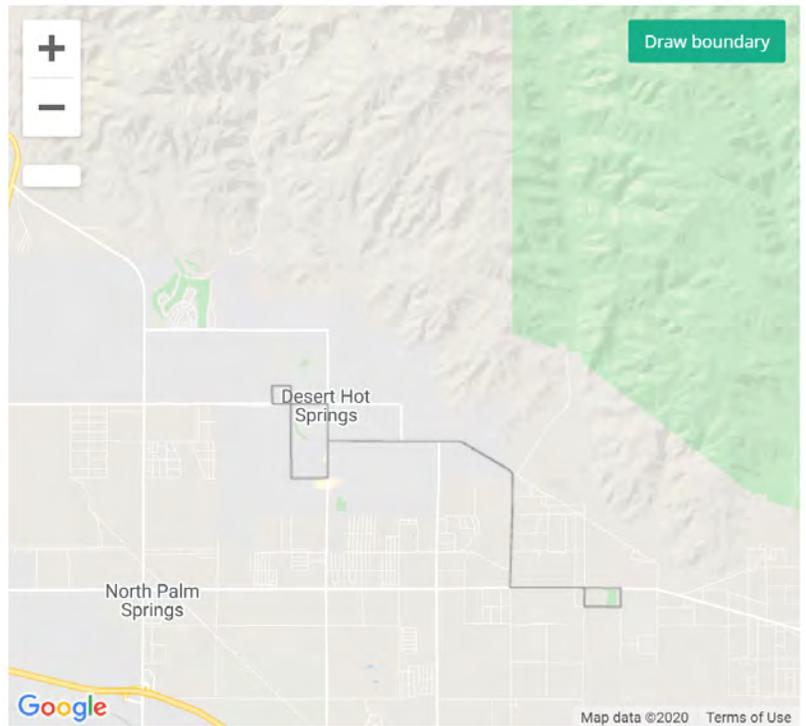
Question
8

For routes that you ride, please click on the designated color to provide feedback.



Route 3

Please provide feedback on proposed Route 3, current Route 15, by sharing your thoughts in the comment box below the map.



Comments:

The female driver is Hispanic and has red hair she always spraying air freshener after a person who has poverty issues also she drive the route 30 and not allow me to stay on the bus because she said someone in the back was smoking and that the bus could only have her I was kicked off the bus and had nothing to do with the passangers she said was smoking.. it was 115 degrees then I am 54 with a hernia and I don't have any help the bus being lowered to aid me

More bus stops near the super foods in DHS

I would love to see your best operators to retrain all others look I know the challenge we face and I will be in your corner 😊

Controvertial, i dont want to be killed. But yes id like to work in area as well

Great

Nice

Question
8

For routes that you ride, please click on the designated color to provide feedback.



Route 3

Why is this route important to you?

Tell us about your interests by marking all that apply.

I live near this route	20%
I work near this route	80%
I use this route to commute to work and/or school	20%
I use this route to access services such as healthcare	20%
I use this route for shopping, dining or entertainment	40%
I own a business along this route	0%
I'm interested in transit development	20%
I live near this route	40%

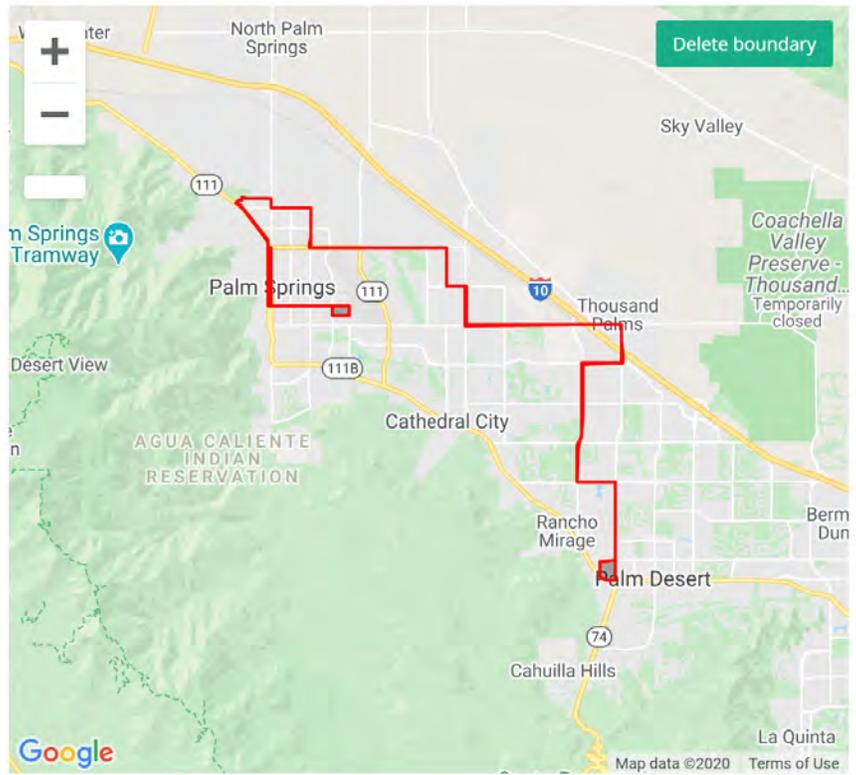
Question
8

For routes that you ride, please click on the designated color to provide feedback.



Route 4

Please provide feedback on proposed Route 4, combining current Routes 24 and 32, by sharing your thoughts in the comment box below the map.



Comments:

Cathedral City is very laid out and takes a long time. Think buses should be on rails.

Very large access to many places I couldn't afford to go to otherwise

No me gusta el tiempo tan largo de la ruta 32, en ocasiones e tenido que ir a la escuela de mi hijo y tardo mucho en esperarlo

I believe that the route will provide a more easier way for residents from Cathedral City and Rancho Mirage to now get a direct route into Downtown Palm Springs Instead of transferring onto another line.

Better transfer points busses that wait for transfers

Question 8

For routes that you ride, please click on the designated color to provide feedback.



Route 4

Why is this route important to you?

Tell us about your interests by marking all that apply.

I live near this route	60%
I work near this route	20%
I use this route to commute to work and/or school	56%
I use this route to access services such as healthcare	16%
I use this route for shopping, dining or entertainment	40%
I own a business along this route	0%
I'm interested in transit development	12%

Comments:

having an express line 4 would benefit people who go to COD and those who work in the surrounding areas.

I fully support expanded service.

I would love to see my favorite line to get an revamp!

I ride the 14 in dhs and go to pLm springs

Yes

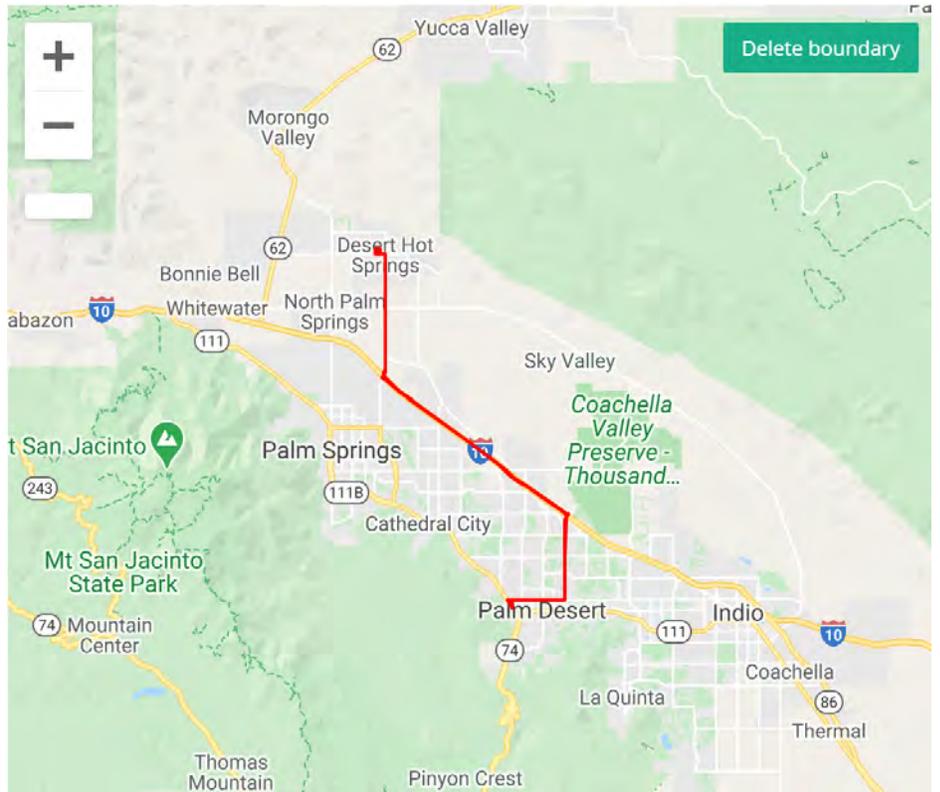
Question 8

For routes that you ride, please click on the designated color to provide feedback.



Route 5

Please provide feedback on proposed Route 5, combining current Routes 20 and 21, by sharing your thoughts in the comment box below the map.



Comments:

nice

Would like to know more about Route 5; was using 20 express to and from work -- when it was running; hope it will return

This route sits in the path of my projects that i wish to contribute. In hopes to being able to attend the Dubai Expo Masterplan 2020. Its key is Opportunity sustainability and mobility. I believe i can boost the value of our area and change into a more new world view to our evolution overall. It is really a good idea to use the sunline bus because it's a wonderful idea and amazing

Question 8

For routes that you ride, please click on the designated color to provide feedback.



Route 5

Why is this route important to you?

Tell us about your interests by marking all that apply.

I live near this route	50%
I work near this route	50%
I use this route to commute to work and/or school	38%
I use this route to access services such as healthcare	13%
I use this route for shopping, dining or entertainment	13%
I own a business along this route	0%
I'm interested in transit development	13%

Comments:

It's really wonderful ideas of the sun line a lot and it's amazing

If I could ride from the Washington/Harris Ave stop in PD to SunLine's Thousand Palms location, I would utilize public transit on most days.

Would like to know more about Route 5; was using 20 express to and from work -- when it was running; hope it will return

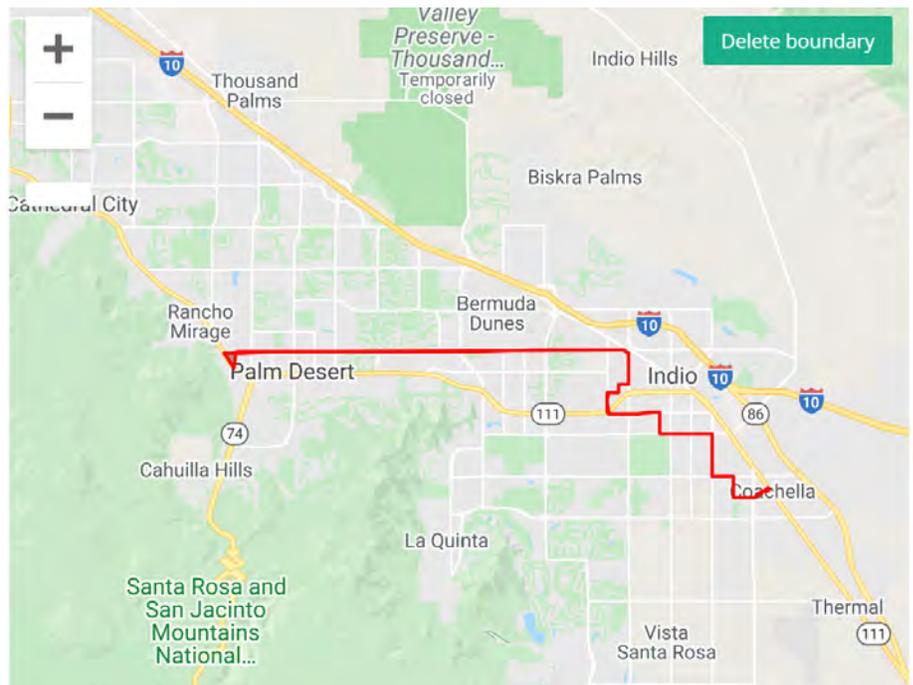
Question
8

For routes that you ride, please click on the designated color to provide feedback.



Route 6

Please provide feedback on proposed Route 6, combining current Routes 80, 81, 90 and 91, by sharing your thoughts in the comment box below the map.



Comments:

No tengo comentarios
This would require me to take 2 busses instead of one to get to work. I would not eliminate the 80 loop

Question
8

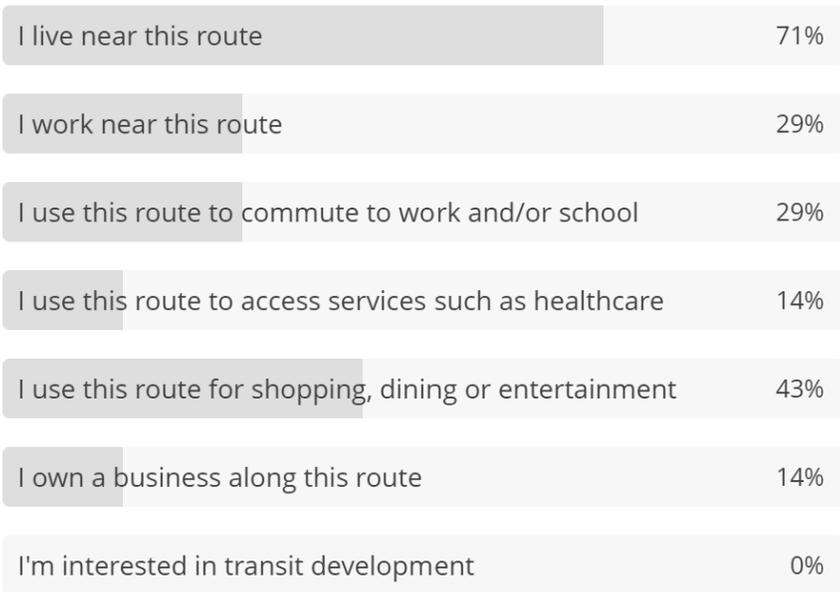
For routes that you ride, please click on the designated color to provide feedback.



Route 6

Why is this route important to you?

Tell us about your interests by marking all that apply.



Comments:

A bit faster route time

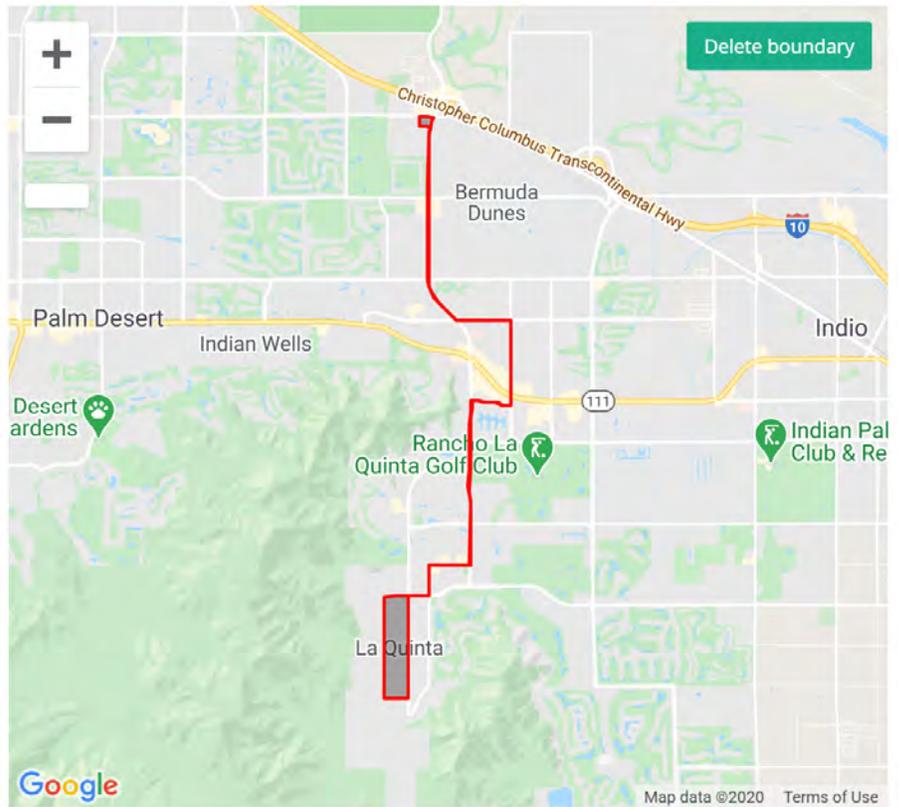
Question
8

For routes that you ride, please click on the designated color to provide feedback.



Route 7

Please provide feedback on proposed Route 7, current Route 70, by sharing your thoughts in the comment box below the map.



Comments:

- Have more buses on during the week and weekends
- Salidas continuas duro dos horas y media en llegar a mi destino.
- Too far

Question
8

For routes that you ride, please click on the designated color to provide feedback.



Route 7

Why is this route important to you?

Tell us about your interests by marking all that apply.

I live near this route	67%
I work near this route	33%
I use this route to commute to work and/or school	17%
I use this route to access services such as healthcare	17%
I use this route for shopping, dining or entertainment	33%
I own a business along this route	0%
I'm interested in transit development	0%

Comments:

I live closest to this route, but not close enough to walk to the stop. I am near Sun City Palm Desert and bus stop is located south of the freeway. Too far to walk.

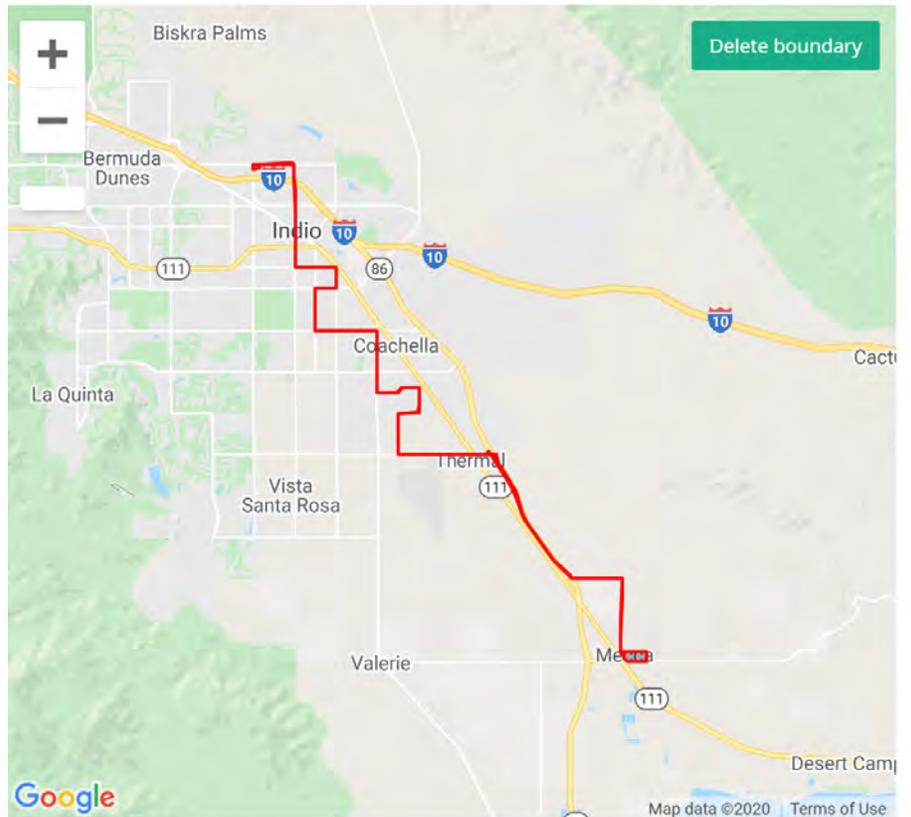
Question 8

For routes that you ride, please click on the designated color to provide feedback.



Route 8

Please provide feedback on proposed Route 8, combining current Routes 80, 81, 90 and 91, by sharing your thoughts in the comment box below the map.



Comments:

well I wish it can take more easier short cuts
Que dure en pasar con menor tiempo

Question 8

For routes that you ride, please click on the designated color to provide feedback.



Route 8

Why is this route important to you?

Tell us about your interests by marking all that apply.

I live near this route	55%
I work near this route	20%
I use this route to commute to work and/or school	30%
I use this route to access services such as healthcare	25%
I use this route for shopping, dining or entertainment	45%
I own a business along this route	0%
I'm interested in transit development	5%

Comments:

I like seeing how transit develops.

My friends and bars

well I wish that's things go easier one day

More services to this area

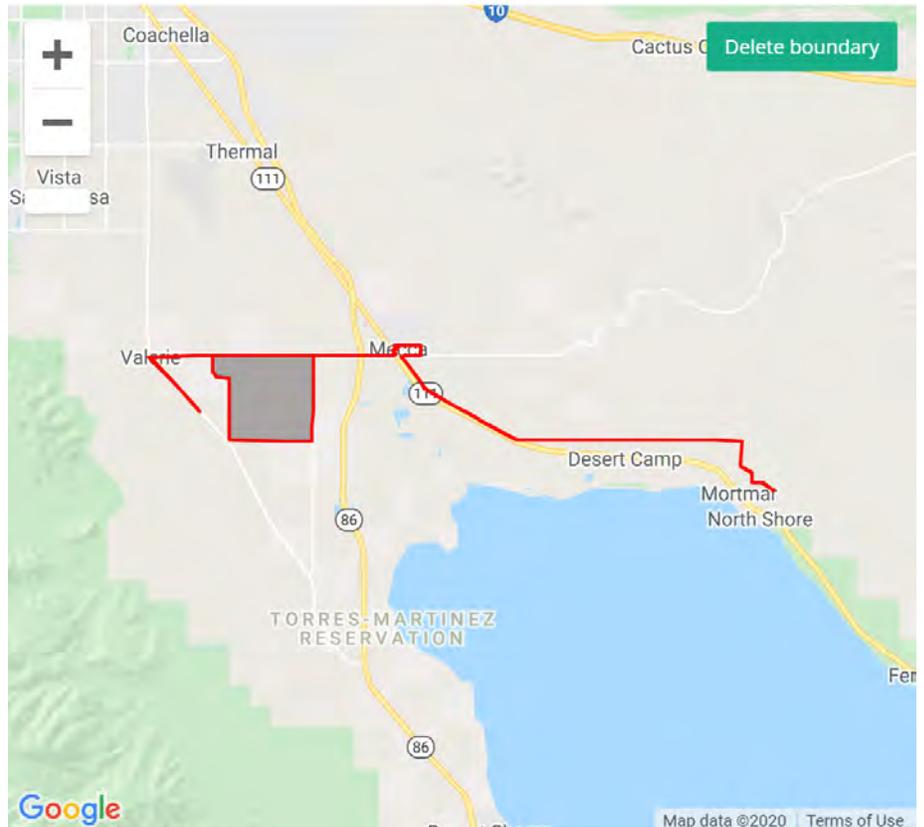
Question
8

For routes that you ride, please click on the designated color to provide feedback.



Route 9

Please provide feedback on proposed Route 9, combining current Routes 91 and 95, by sharing your thoughts in the comment box below the map.



Comments:

Bus stops with shade should be added to some of these locations.

Sure

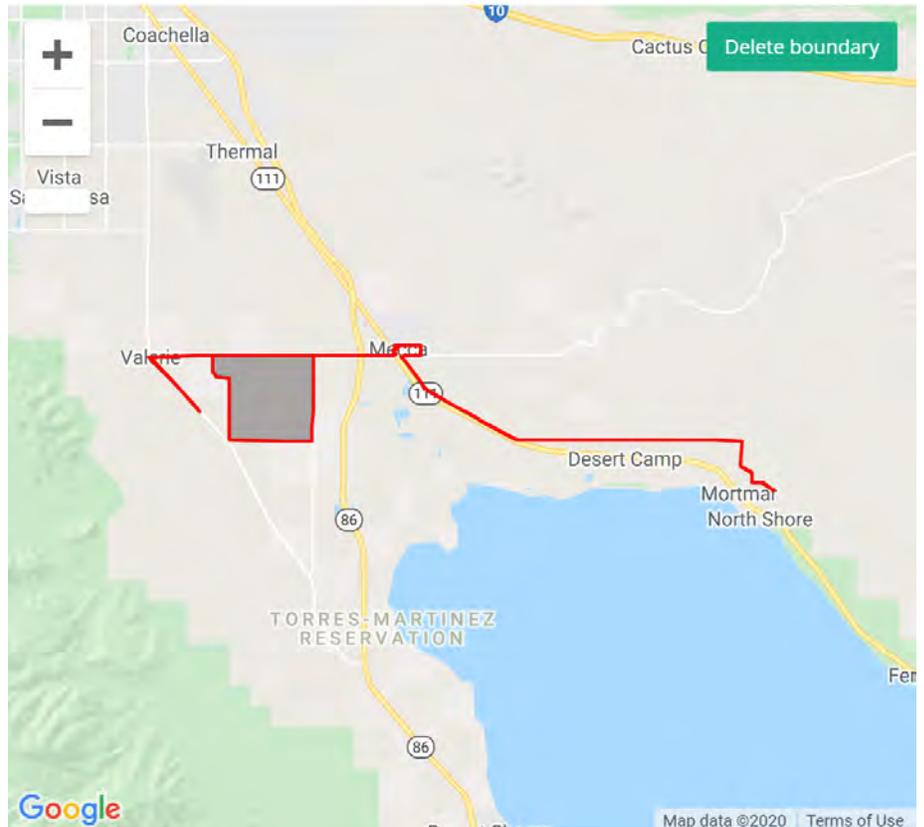
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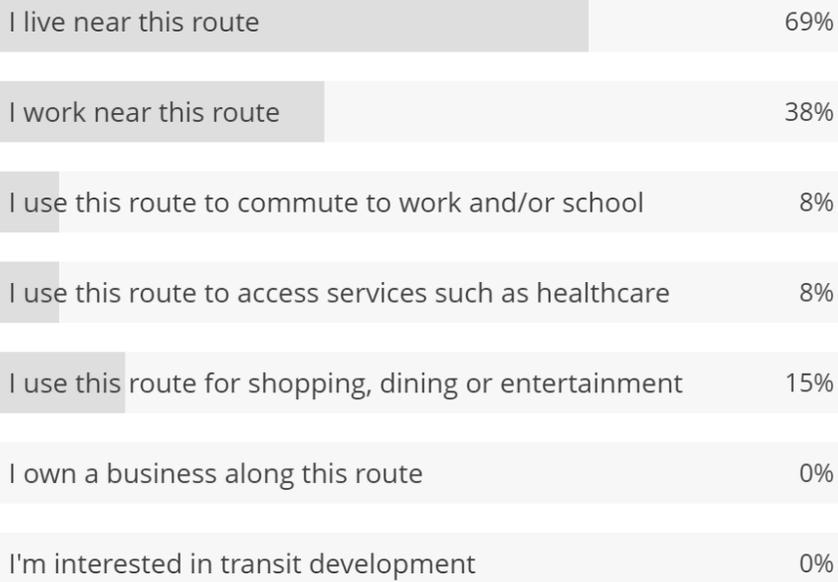
For routes that you ride, please click on the designated color to provide feedback.



Route 9

Why is this route important to you?

Tell us about your interests by marking all that apply.



Comments:

Need buses to go to work

Like it

Question 9

Please provide any additional comments or suggestions related to SunLine's proposed services.

Comments:

nice

You guys are doing great

Better security

Install cell phone charging ports on bus.

Nada más

None, thanks!

have a vending machine near the stop with water and less loiters

I appreciate the rides

No

Good job

Limpio, a tiempo, confiable, uso el autobús a diario así que buen trabajo

Muy bien

Better customer service and customer awareness. Passengere get on the bus without a mask, the bus driver tells them to put in their mask after they came on the bus without one potentially already infecting us on the bus. Passengers should not be allowed to even come on the bus without having a mask on.

Keep free fares

Better bus stops with more shade

Less transfers

Keep the buses cool

Overall just the drivers braking

111 be on time, courteous operators

View messegas i sent thru facebook. <https://www.facebook.com/habacus.awholenewworld>

Equip more buses with usb power stations to charge phones on the go!

I love being able to have a positive experience with all on the bus..

Have buses that have charge outlet for devices.

Do a monthly membership

Always reliable.

I think its doing great so far.

You need to explain what it is that you propose. Your map is indecipherable. Are you changing something, planning to change something? How about a list to tell us where you propose routes to go.

Let the jehovas witness play a bigger role in evolving our valley into a valuable asset to the world.

Good changes...onward and upward

Don't get rid of the bike rack on the bus I use it every day

Lake Arrowhead has the MARTA service that provides rides for those not living close to a fixed route. Similar to Sun Dial but available to all with advanced reservations and it cost about \$7-8 to go one way within a zone. Very helpful!

Should have a later bus ride to riverside

Drivers need to provide better service.

Drivers with commen curtisy. Faster commute.

Question 9

Please provide any additional comments or suggestions related to SunLine's proposed services.

Comments:

I could offer you numerous suggestions and comments but for now, here, I will mention just one comment.

Some drivers when arriving earlier than scheduled at a "timed stop" would not have the courtesy of turning around (our using the PA system) to notify their passengers what is going on about the approximate wait they should expect. By not extending those types of courtesies it is clearly sending a message that they do not matter.

Note:

I don't believe that I would have enough space here to give you my experiences and difficulties of getting from point A to point B on various bus trips I have taken using SunLine).

SunLine should offer service to San Diego and Los Angeles and the Palm Springs Airport

I think you are doing an excellent job. Keep up the great work! :)

So better service in dhs

Driver's should be More observant when approaching a stop and stopping at the stop.

None I can think of

Route 14 wait time has increased

Estan muy bien los servicios propuestos

Going to DHS could use improvements

Link 10 better than the riverside trip

No you're doing. Good job

I hope moving forward we can provide service that is courteous to customers and is well needed

Great job best drivers

On bus security needed.

I'm glad you're doing this

Great job

Easier online trip planning

My second job is on 111 and gene autry, it usually take me a while to get, need a faster route

The system needs more frequency to be effective.

I like microtransit options, I use Lyft when I miss a bus or need a ride. Also More GHOST BUSES, some busses are PACKED FULL. Transfers that transfer, drivers that WAIT FOR THE TRANSFERRING RIDERS! I literally ride SunLine 7 days a week for work and errands.

The 111X is a good idea, but should stop at the Indio Court to encourage juror ridership.

More routes

The Commuter Express service into Riverside Metro is okay. I can't use it during the summer, because it's too far to walk to, and it's ridiculous to have to drive somewhere and park in the hot sun for a day, just to catch a bus. Again, please think about ALL the areas we live in here in the desert. And if you want us to drive to catch a bus, then create parking spaces under solar-carports, so the cars are shaded. It's the desert, not the coast.

Keep up the good work!

More training for drivers to accommodate the needy.

Question 9

Please provide any additional comments or suggestions related to SunLine's proposed services.

Comments:

I really don't understand how, as someone who wants to use my car less, I am supposed to get to the Commuter 10 route. The stops are too far from downtown Palm Springs and Palm Desert. Has anyone considered merging the service with the 111x? Obviously every 111x shouldn't be running to San Bernardino, but if one every few hours continues on to Metrolink that would make our connections so much more useful and could really get me out of my car.

Have more reliable services on route 70

Don't let trouble makers on the bus

The drivers are a little rude sometimes

Es ta muy bien el transporte seguro para biajar

Just some passengers do get on the bus without wearing the masks and make scenes when the Driver tells to put it on that's the only thing so far that could be better

Volantines y para muchas personas que no tienen información sobre el medio de transporte.

Que son un equipo y son también muy responsables de su labor asta los días mas difíciles apoyando al Peatón Gracias .

Un poco más de publicidad para las personas que no tienen información sobre su servicios . Ya que son un equipó de de apoyo para la comunidad y responsables de su labor gracias a qui una servidora

Answered with the posters. Good to know

First time seeing people physically talking about our services. Like the simplified route numbering system.

Se me hace un buen servicio.

No tengo nada que comentar

Main route

More USB ports to charge portable devices.

It's already a great names for transportation this just makes it even more convenient

Well my comment will be the sun line service was really great and really amazing a lot

Please provide Sunline proposed service for Murray Canyon Dr.

Keep up the Good work. Have the buses run every 15 to 20 minutes

...

Many of the buses are very dirty and many of the homeless use the bus and their appearance is somewhat disturbing.

Looking forward to the new services on highway 111.

honestly for a rude i think it has low prices and helps get a ride

Gracias

I couldn't get the routes to display, so I can't comment.

I would like to see a route in Palm Springs that goes up and down Sunrise from north of Vista Chino to Smoketree shopping area, direct. There's going to be a new post office and medical center on Sunrise, so that would increase the convenience.

I live by the 80 but the fist stop of the 80 it stinks bad

Thank you for all you do

drivers are very nice especially considering these pandemic times.

No thanks

Also routes from Palm Desert at 111 to Country Club . So many places on CClub that we can't access currently

SunLine does an incredible job with their services, forward thinking, and overall leadership. Truly an impressive organization.

Thousand Palms needs more improved bus stops within reasonable walking distance.Needs more direct routes.Improved schedules.

The barcode scanner just brought me to this annoying home page when all I wanted was the real time bud schedule.....ugh!

Question 9

Please provide any additional comments or suggestions related to SunLine's proposed services.

Comments:

muy bien

On time

More bus stop locations

Very interesting didn't know about all this

Your pages have not told me what your proposals are. Merely listing a route is insufficient.

More buses near more houses.

None

No comments

ID membership card with codes.

Later buse routes please!

I like the services the way they are now.

Spree out the busses.

We have good service.

Personal descresion

None

Thanks

SunLine's New 'Refueled' Plan will be successful! I used to hate riding the bus because of all the different stop names! They would really confuse me, but now with the Route renaming it will gain more attraction

Más limpieza

N/a

I have no comments at the moment thank you.

This project is innovative.

It would be helpful for the P A System on board the buses to announce the upcoming route stops on a more consistent basis...I would suggest everyday on all of the Coachella Valley Bus Transit Routes.to have a working P A System....This would be a great help for all of the riders..

Buses connecting to other buses easier

More stops

I like the MyStop app which helps me know what times the bus will be passing

To more clean

Somewhat clean

I'm excited when we have in person classes to be able to use the line going from CSUSB Palm desert to CSUSB San Bernardino.

I'm attending CSUSB at pdc, awesome service you guys have.

I would like to have route 20 to have an afternoon schedule as I have to wait 6 hours in school for 4:20 pm or take 3 hours transferring from routes 21, 111, and 14 to arrive back home. Also I would appreciate if route 20 had later hours as it would facilitate whenever I have to stay in school at night.

Safer and faster service.

Service hours lasting a little bit longer and working with your drivers just make them seem more pleasant because at times some are not friendly

Why is the last stop for Route 24 at 7pm?

i think there should be free wifi on all of the buses incase people are running late or don't have service because there were times when i was in school when i was running late and clean air conditioning as well

Question 9

Please provide any additional comments or suggestions related to SunLine's proposed services.

Comments:

Frequently cleaned bus stops

I feel like SunLines services needs to get better at there security and boarders safety cause there is always something happening on the bus

Bien, she necesita.

I believe safety and cleanliness are most important. Often times, there are certain customers that should not be allowed onto the bus for other passengers safety.

You guys are doing a great job.

Todo bien

I am not familiar with Sunline's proposed services. But I have a positive impression of the Sunline

Todo bien.

15 minutes service

I think it's awesome

Muy buenos

They should refuse service to disorderly people

Branch out to the houses surrounding the route

I think the new buses look fantastic.

Great!

Yo pienso que sun line ya no esta ayudando demasiado no cobrando por el uso por lo del covi 19 ya que el trabajo esta escaso y nesitamos transporte para acudir al medico y para comprar comida de ntemano de mi parte muchas gracias sun line

Shorter wait period for the next bus

Really love the friendly bus drivers

I love to use the bus my kids and I

The propositions sound fantastic.

En general todo está bien y gracias por siempre servir ala comunidad

At the moment I don't have idea

Cleaner buses, more stops

Mas horarios

There should be more zones for the sunrise program for oasis and thermal and Mecca.

Everthing is a good service riding it

Making 111 faster

Stop near North Palm Springs

Todo bien

Want more service to Morongo Casino

live lite

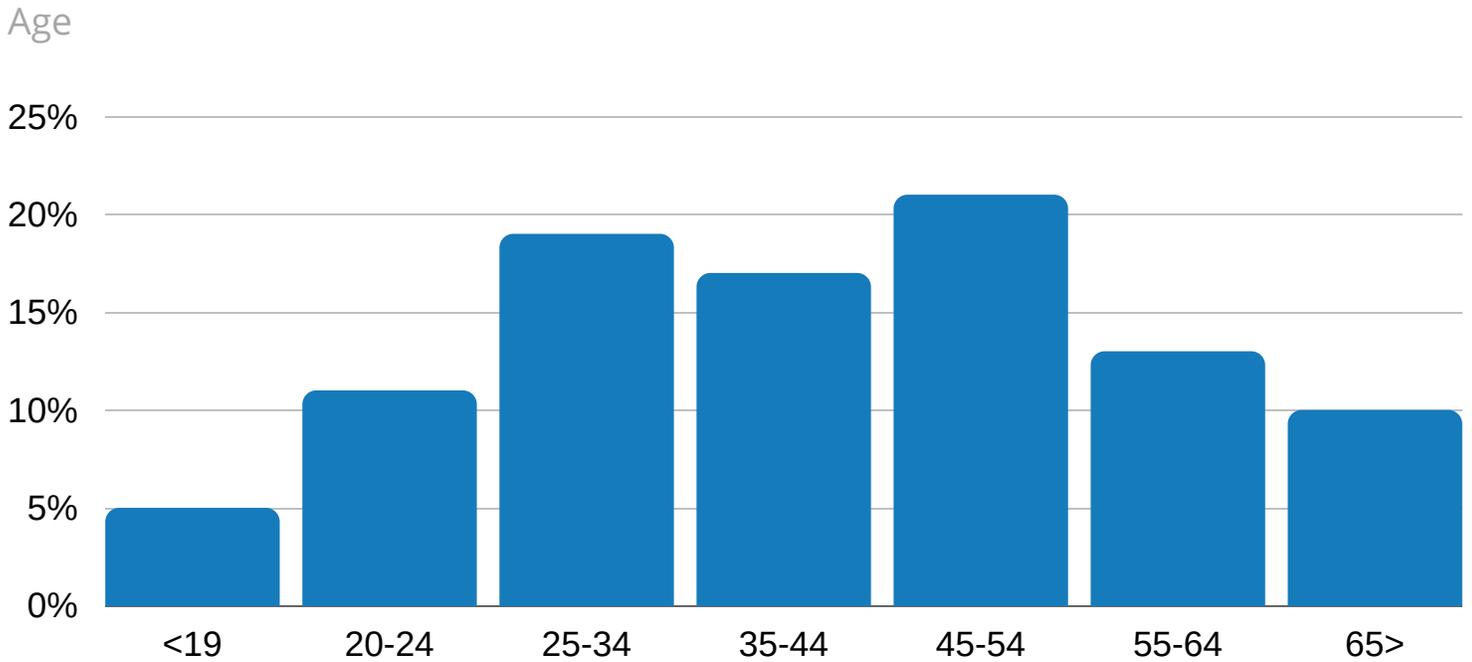
Having a 14A and 14B one that goes to P.S. the other to Cat City.

You all are very nice

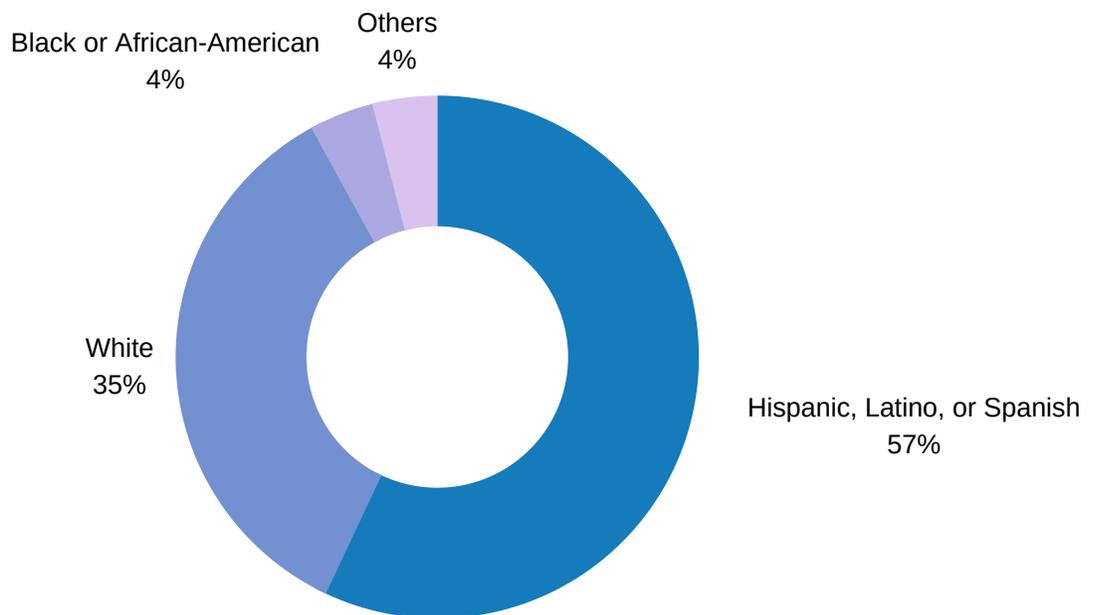
Question
10

Would you be willing to share some information about yourself so we can ensure we're hearing from a broad set of voices?

Demographics Data:

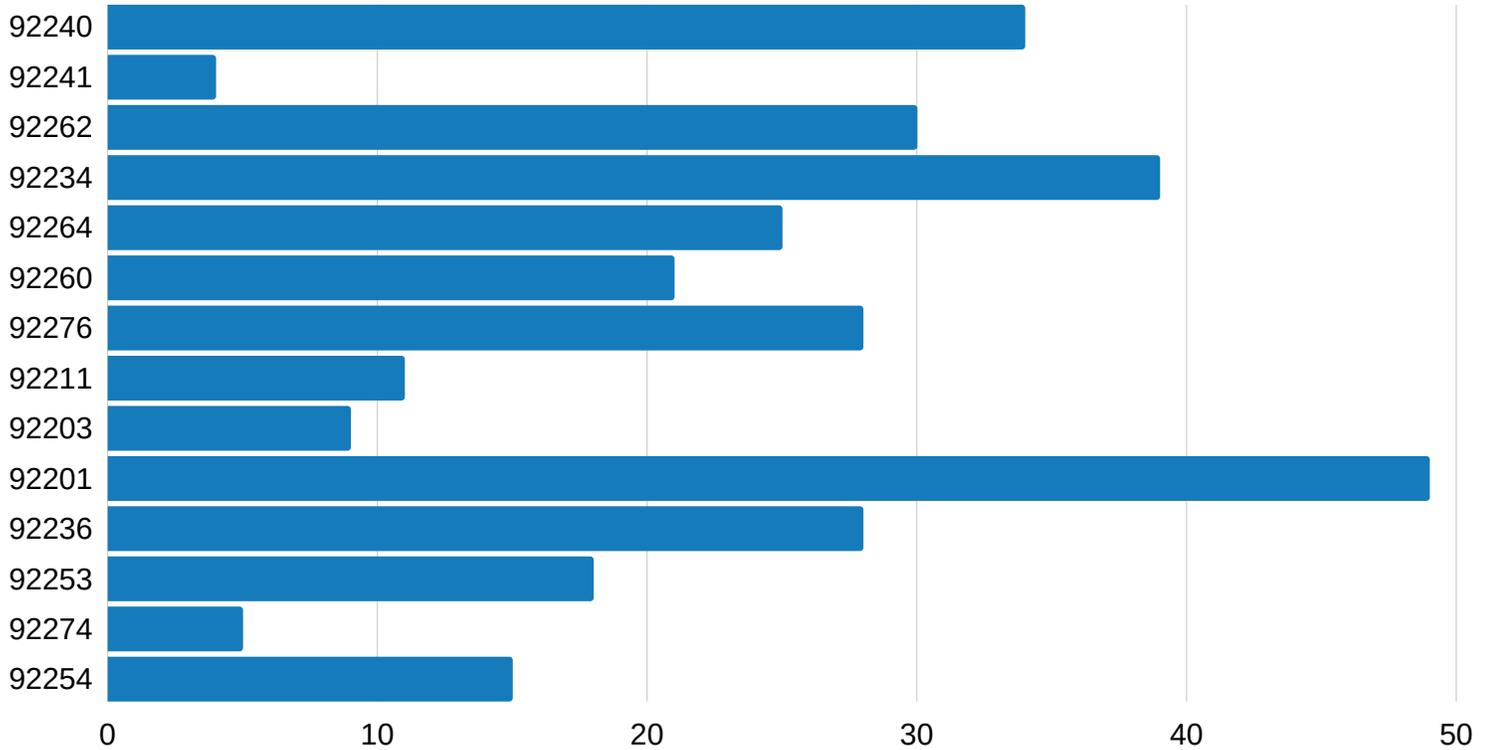
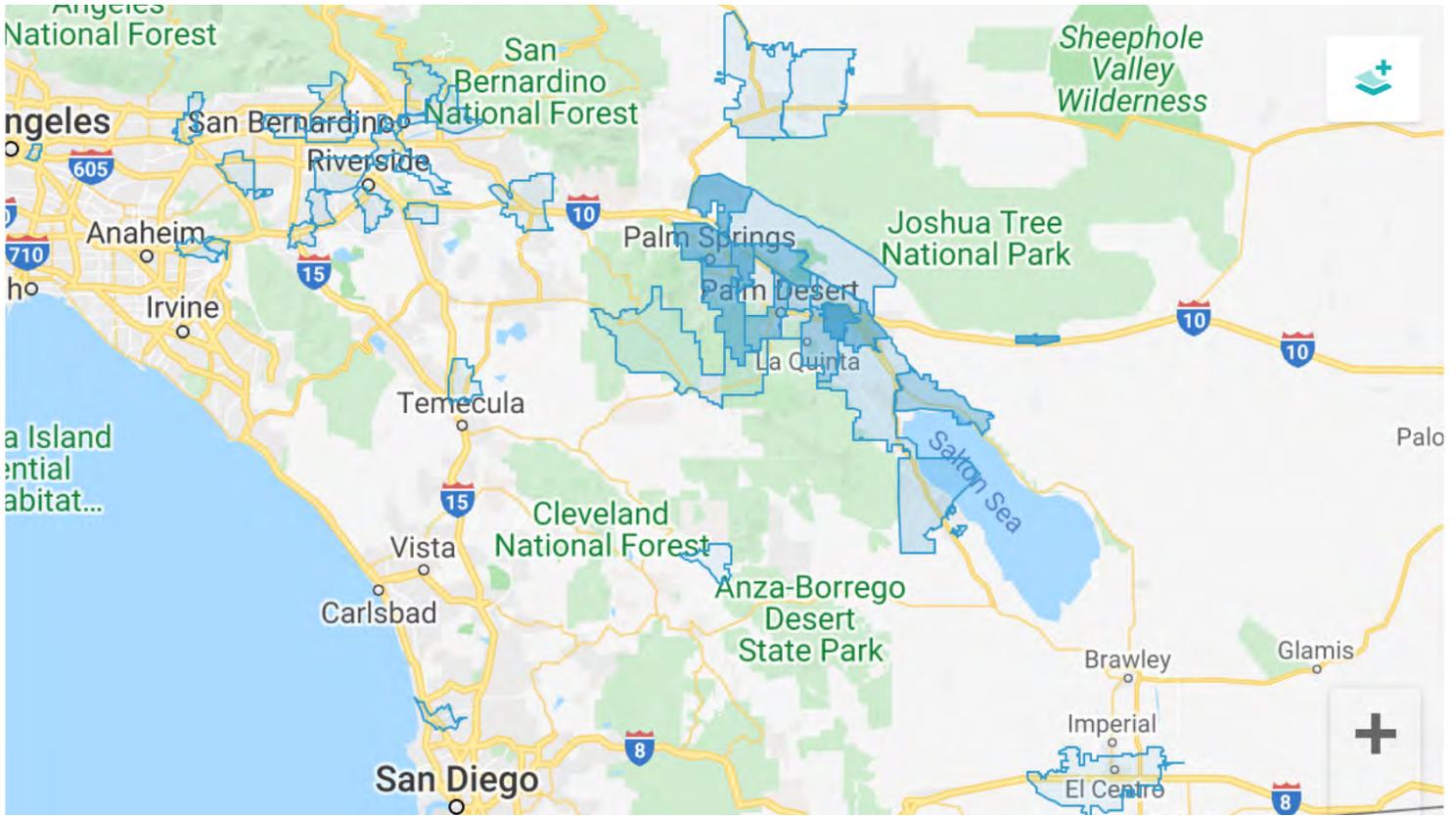


What is your race/ethnicity?



Demographics Data:

Home Zip Code



*Not all respondents provided demographics data.



SURVEY RESULTS REPORT

October 2020



32505 Harry Oliver Trail
Thousand Palms, CA 92276



Exhibit A

Local Routes 1-9

Route 1

COACHELLA - VIA HWY 111 - PALM SPRINGS

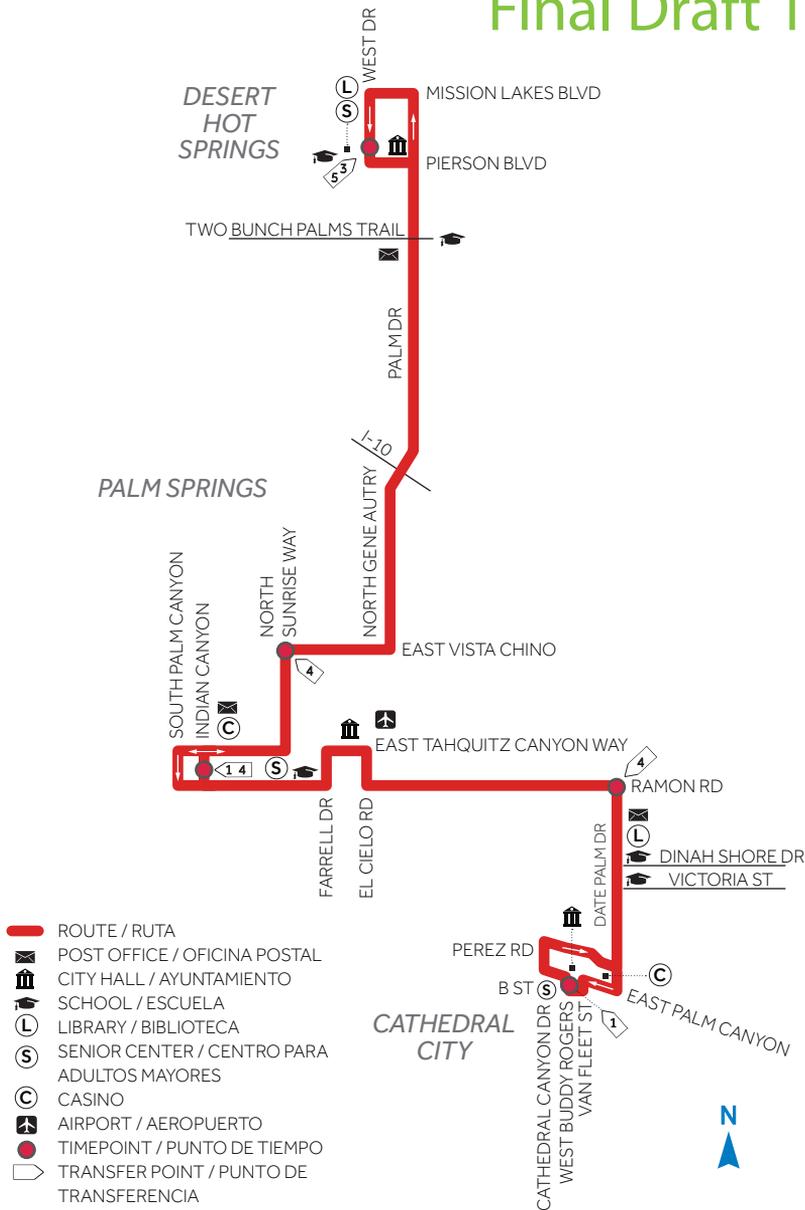
Final Draft 10/20/20



Route 2

DESERT HOT SPRINGS - PALM SPRINGS - CATHEDRAL CITY

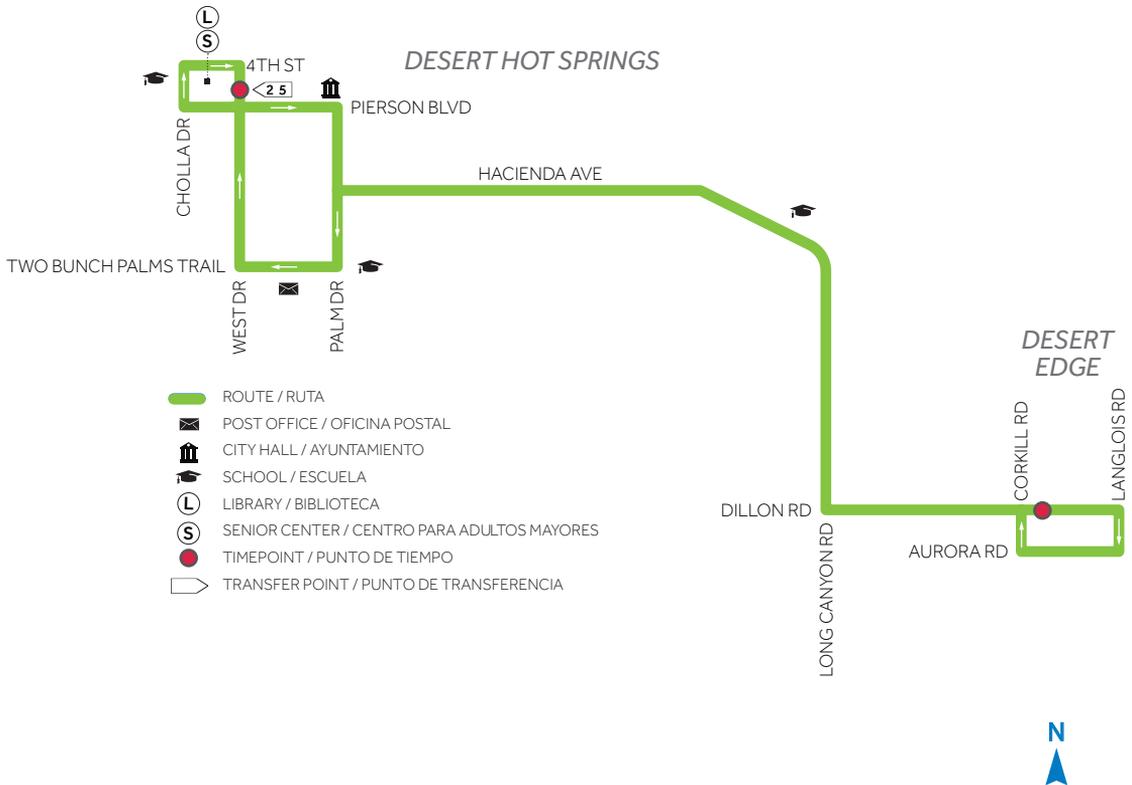
Final Draft 10/20/20



Route 3

DESERT EDGE - DESERT HOT SPRINGS

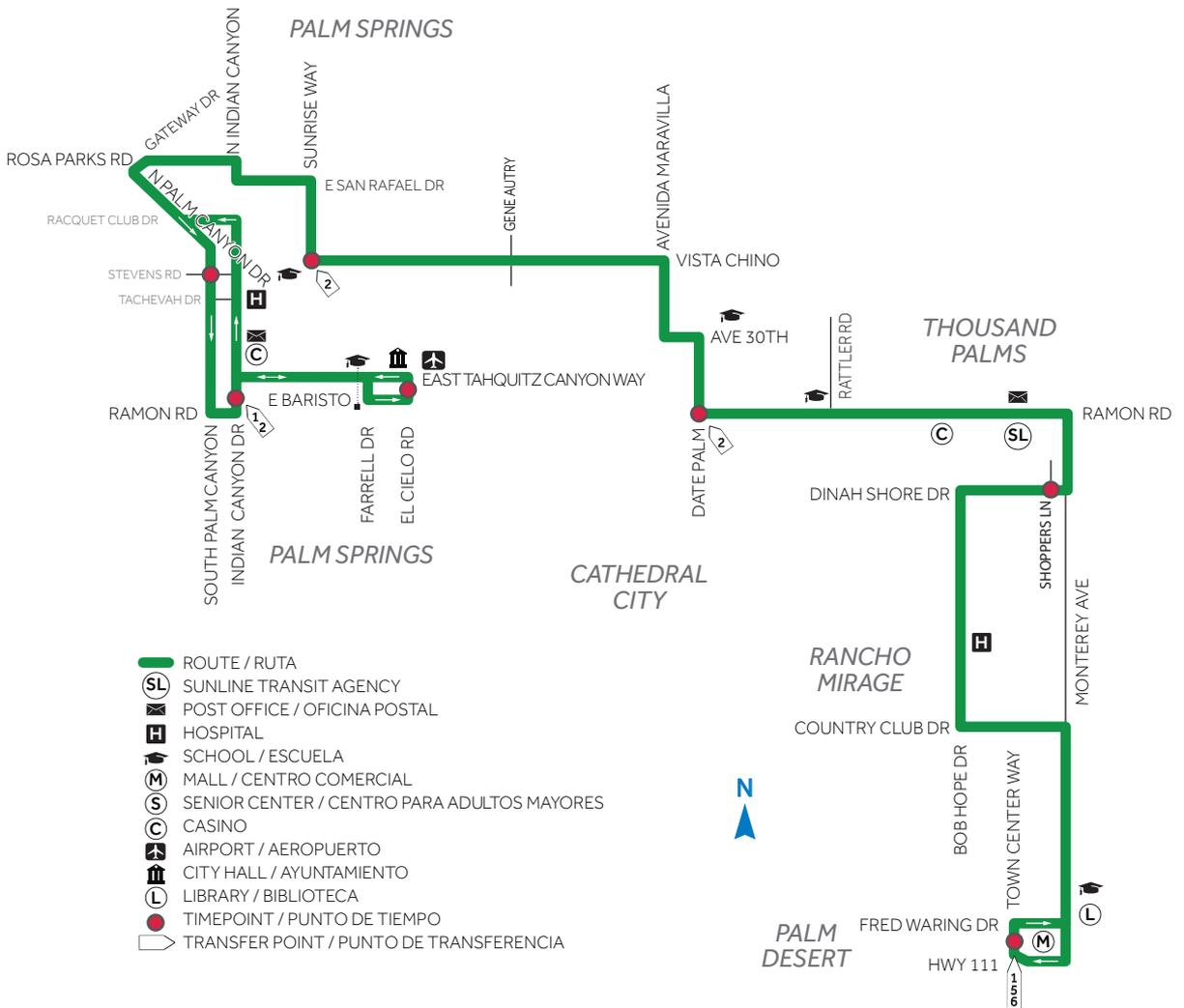
Final Draft 10/20/20



Route 4

WESTFIELD PALM DESERT - PALM SPRINGS

Final Draft 10/20/20



Route 5

DESERT HOT SPRINGS - CSUSB PALM DESERT -
WESTFIELD PALM DESERT

Final Draft 10/20/20



Route 6

COACHELLA - VIA FRED WARING - WESTFIELD PALM DESERT

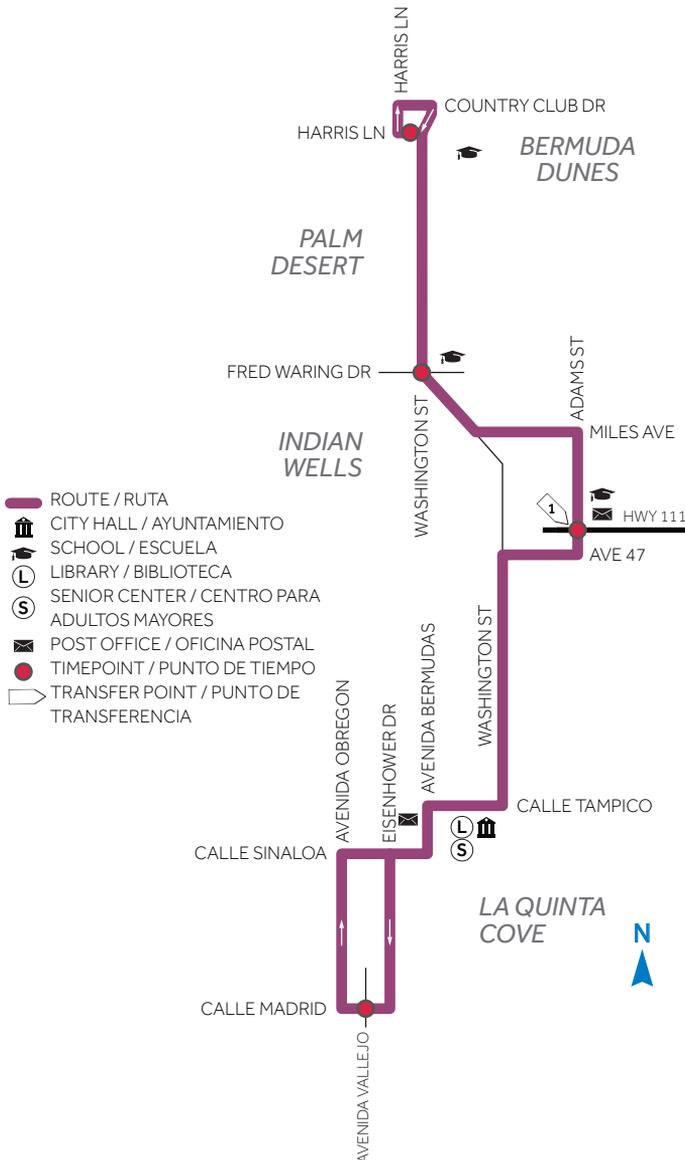
Final Draft 10/20/20



Route 7

BERMUDA DUNES - INDIAN WELLS - LA QUINTA

Final Draft 10/20/20



Route 8

NORTH INDIO - COACHELLA - THERMAL/MECCA Final Draft 10/20/20



Route 9

NORTH SHORE - MECCA - OASIS
Final Draft 10/7/20





Exhibit B

Microtransit Zones



Cook St. Corridor

Microtransit Map



Route 1 connection throughout the valley
Route 4 connection to Palm Springs
Route 5 connection to Desert Hot Springs
Route 6 connection to Coachella

Route 1 east connection

- Route 1
- Route 4
- Route 5
- Route 6
- Transfer Connection
- Servicing Bus Stops



Coachella

Microtransit Map



- Route 1
- Route 6
- Route 8
- Transfer Connection
- Servicing Bus Stops
- Authorized SunRide Stop



Mecca/North Shore

Microtransit Map



- Route 8
- Route 9
- Transfer Connection
- Servicing Bus Stops

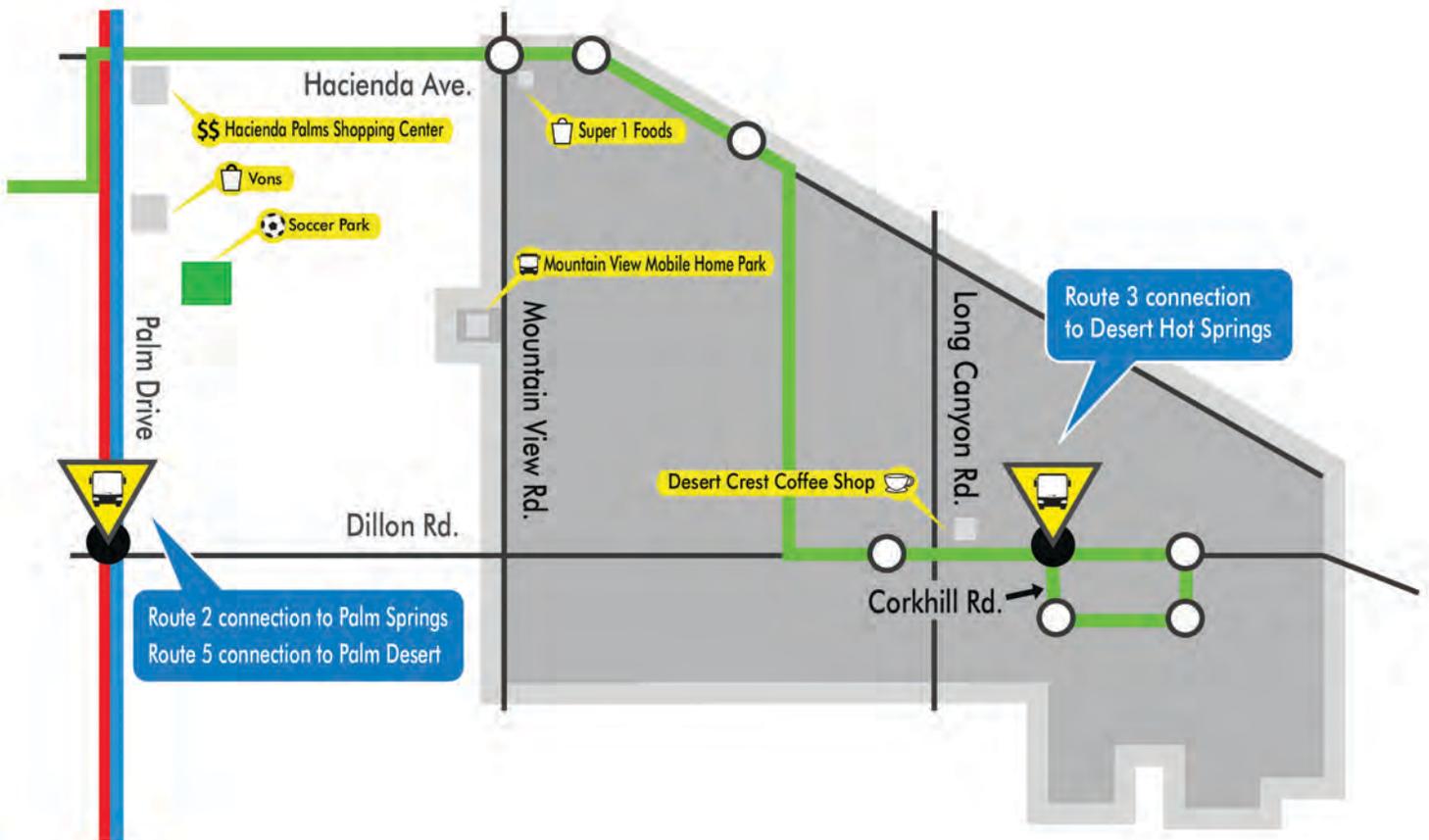
SunLine
Refueled
DRIVING THE FUTURE OF TRANSIT

www.SunLineRefueled.org



Desert Edge

Microtransit Map



Route 2 connection to Palm Springs
Route 5 connection to Palm Desert

Route 3 connection to Desert Hot Springs

- Route 2
- Route 3
- Route 5
- Transfer Connection
- Servicing Bus Stops



www.SunLineRefueled.org



Exhibit C

Route 10 Commuter Link

Route 10

INDIO - CSUSB - SAN BERNARDINO - METROLINK

Final Draft 10/7/20

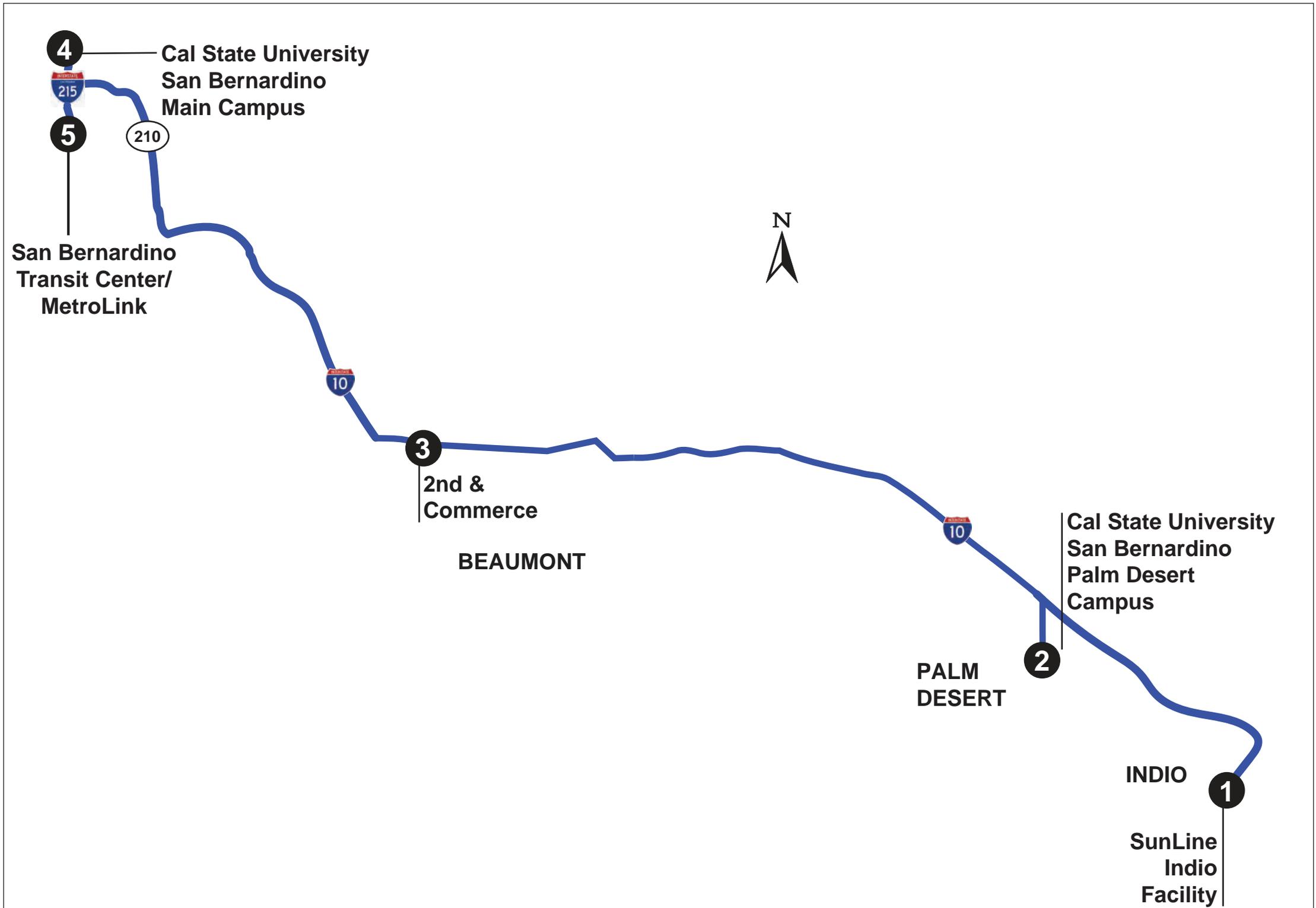




Exhibit D

Route 1X

Express to Indio-
Express to Palm Springs

Route 1X

EXPRESS TO INDIO - EXPRESS TO PALM SPRINGS

PROPOSED START DATE
5/3/2021

