AGENDA

STRATEGIC PLANNING & OPERATIONAL COMMITTEE
Regular Meeting

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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.

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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.

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 RECEIVE & FILE
   (Staff: Rohan Kuruppu, Chief Planning Consultant, and Nicholas Robles, Marketing and Events Manager)
9. ADJOURN
SunLine Transit Agency

DATE: October 28, 2020

TO: Strategic Planning & Operational Committee
    Board of Directors

FROM: Rohan Kuruppu, Chief Planning Consultant
      Nicholas Robles, Marketing and Events Manager

RE: Refueled Implementation Status Report

Recommendation

Receive and file the SunLine Refueled implementation status report.

Background

The Board of Directors approved the Refueled FY21-23 Short Range Transit Plan (SRTP) on June 24, 2020 and subsequently the SRTP was approved by the Riverside County Transportation Commission (RCTC) for funding and grant eligibility. The Refueled plan is fully funded as approved in the FY21 budget, financially sustainable, and within the financial projections for FY22 and FY23. The SRTP laid out short- and long-term initiatives for SunLine Transit Agency (SunLine) to support the local economy, meet the mobility needs of Coachella Valley, expand transit market share, gain new transit users, and recover from the impacts of the COVID-19 pandemic. To support these broader objectives and the economic recovery efforts, SunLine will be transitioning to regular weekday and weekend service, pre-COVID-19 levels of service, effective Sunday, January 3, 2021.

Key Refueled objectives are summarized as follows:

- Streamline the local transit network and routes with enhanced connections to provide faster and more convenient service for existing customers as well as attract new customers. Revenue service will resume Sunday, January 3, 2021, the first day of the spring service change. (Exhibit A. Local Routes 1 – 9)
- Implement new microtransit pilot projects at four locations to test the effectiveness of meeting the mobility needs of hard-to-serve areas of low density or unimproved infrastructure. (Exhibit B. Microtransit Zones)
- Route 10 Commuter Link service operating weekdays between Indio and San Bernardino will begin on Monday, January 4, 2021. This route, which is provided through a financial partnership with Cal State University San Bernardino (CSUSB), will connect the university’s Palm Desert and San Bernardino campuses with bus stops in Beaumont and the San Bernardino Transit Center (SBTC)/Metrolink station. (Exhibit C. Commuter Link Route 10)
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:
  o 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
  o 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
  o 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.
  o 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
AGENDA

Outreach Overview & Summary of Survey Results
Nicholas Robles, Marketing & Events Manager

Implementation Status Report
Rohan Kuruppu, Chief Planning Consultant
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

Engagements: 2,119
Impressions: 37,277
Unique Visitors: 3,025
Press & Paid Advertisements

Newspaper: 382,500 impressions

Radio: 4,552,400 impressions

TV News Hits: $15,416.51 publicity value
Survey Results
Survey Submission Method

- 530 Participants
- 3,373 Responses
- 36% at Street Team Visits
- 9% via Text
- 55% via web
Smartphone Access

Connections to Smartphone Access:
- Booking microtransit trips with SunRide
- Tracking the SunBus with myStop mobile
- Options for contactless payment with Token Transit

Yes | 87.2%
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?

- Very Likely: 52.4%
- Likely: 20.6%
- Somewhat Likely: 18%
- Not Likely: 9%
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
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
Conducted in-person formal public hearings and informal conversations

Conducted formal public hearings online
Field Work
Status Report

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

• Service change – work assignments
• Coach operator training and public information materials
• Program heads signs 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)
Consolidated Fixed Route Network

Jan. 2021

SunRide

Jan. 2021

10 Commuter Link

Jan. 2021

Route IX

May 2021

DRIVING THE FUTURE OF TRANSIT
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
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*
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.
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.

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<th><strong>959 AUGUST TOTAL INTERACTIONS</strong></th>
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<tr>
<td>Week of 8/3</td>
<td>120 interactions</td>
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<td>Week of 8/10</td>
<td>206 interactions</td>
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<tr>
<td>Week of 8/17</td>
<td>273 interactions</td>
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<td>Week of 8/24</td>
<td>360 interactions</td>
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<td>Week of 9/1</td>
<td>139 interactions</td>
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<td>Week of 9/7</td>
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<tr>
<td>Week of 9/14</td>
<td>237 interactions</td>
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<td>Week of 9/21</td>
<td>729 interactions</td>
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<tr>
<td>Week of 9/28</td>
<td>244 interactions</td>
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<th><strong>1,176 OCTOBER TOTAL INTERACTIONS</strong></th>
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<tr>
<td>Week of 10/1</td>
<td>874 interactions</td>
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<td>Week of 10/12</td>
<td>302 interactions</td>
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<th><strong>2,749 TOTAL INTERACTIONS</strong></th>
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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
- Cenus 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.
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
• 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
SUNLINE TRANSIT AGENCY

REFUELED

SURVEY RESULTS REPORT
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.

530
Participants

3,373
Responses

1,345
Views
Question 1
Do you have a smartphone that you can use to access the internet?

- Yes: 87.2%
- No: 12.8%

Question 2
How often do you ride SunLine buses?

- Daily: 34.5%
- 4-5 times a week: 20.6%
- 2-3 times a month: 16%
- Once a month: 12.7%
- Never: 16.2%
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
<table>
<thead>
<tr>
<th>Question</th>
<th>How often do you ride SunLine buses?</th>
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<tr>
<td>If not, why:</td>
<td>I don't go out often because of COVID-19 so it is not needed.</td>
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<td></td>
<td>Unconvenient for my area. Not enough transfer points.</td>
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<td>Inconvenient due to lack of connecting routes and not enough stops.</td>
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<td>Nearest bus stop is approximately 2 miles away from my home.</td>
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<td></td>
<td>Handicapped and haven't gotten a chance to find out how it works and the cost.</td>
</tr>
<tr>
<td></td>
<td>We have vehicles of our own</td>
</tr>
<tr>
<td></td>
<td>Tengo carro</td>
</tr>
<tr>
<td></td>
<td>No es tenido la suerte pero si me gustaría</td>
</tr>
<tr>
<td></td>
<td>I dont know how</td>
</tr>
<tr>
<td></td>
<td>This is my first semester at CSUSB, so I have not had access to this until now!</td>
</tr>
<tr>
<td></td>
<td>No need for it right now in quarantine.</td>
</tr>
<tr>
<td></td>
<td>I have a personal vehical.</td>
</tr>
<tr>
<td></td>
<td>Drive car</td>
</tr>
<tr>
<td></td>
<td>I have car</td>
</tr>
<tr>
<td></td>
<td>I have a car</td>
</tr>
<tr>
<td></td>
<td>not convenient</td>
</tr>
<tr>
<td></td>
<td>Porque tengo vehiculo</td>
</tr>
<tr>
<td></td>
<td>Retired and drive EV</td>
</tr>
<tr>
<td></td>
<td>I have a car</td>
</tr>
<tr>
<td></td>
<td>I have a car</td>
</tr>
<tr>
<td></td>
<td>I drive a car</td>
</tr>
<tr>
<td></td>
<td>I did used the Sunnis years ago...but if I need it one day I will use it</td>
</tr>
<tr>
<td></td>
<td>I have to transfer.</td>
</tr>
<tr>
<td></td>
<td>Wasn't aware of them</td>
</tr>
</tbody>
</table>
**Question 3**

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

<table>
<thead>
<tr>
<th>Priority</th>
<th>Percentage</th>
<th>Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>Faster, more direct bus service</td>
<td>71%</td>
<td>1.84</td>
</tr>
<tr>
<td>Enhanced cleanliness on board the bus</td>
<td>54%</td>
<td>2.15</td>
</tr>
<tr>
<td>On-time service reliability</td>
<td>52%</td>
<td>2.40</td>
</tr>
<tr>
<td>Improved bus stops</td>
<td>45%</td>
<td>2.94</td>
</tr>
<tr>
<td>Less transfers</td>
<td>38%</td>
<td>2.94</td>
</tr>
<tr>
<td>Use of zero emission buses</td>
<td>24%</td>
<td>3.09</td>
</tr>
<tr>
<td>More choices for on-demand transit/rideshare</td>
<td>26%</td>
<td>3.24</td>
</tr>
<tr>
<td>Contactless payment options</td>
<td>25%</td>
<td>3.28</td>
</tr>
</tbody>
</table>
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?

- Very likely: 52.4%
- Likely: 20.6%
- Somewhat likely: 18%
- Not likely: 9%
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

It’s 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 you’re 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 willing 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 fueled 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.**

<table>
<thead>
<tr>
<th>Comments:</th>
</tr>
</thead>
<tbody>
<tr>
<td>7 dollars is cheaper than Uber</td>
</tr>
<tr>
<td>How about a set monthly fee??</td>
</tr>
<tr>
<td>$2 each way or $3 round trip</td>
</tr>
<tr>
<td>Creo que la rita 111x seria halgo muy adecuado para nuestra comunidad</td>
</tr>
<tr>
<td>Really consider</td>
</tr>
<tr>
<td>depends on whether it will take me to a route I need</td>
</tr>
<tr>
<td>In my situation not necessary</td>
</tr>
<tr>
<td>Pues no puedes hacer mucho con 8 dolares</td>
</tr>
<tr>
<td>SunRide should pick me up at home and drop me off at home.</td>
</tr>
<tr>
<td>Its a good idea for the elderly and handicap</td>
</tr>
<tr>
<td>$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.</td>
</tr>
<tr>
<td>Don’t know</td>
</tr>
<tr>
<td>No se</td>
</tr>
<tr>
<td>I don’t have that service</td>
</tr>
<tr>
<td>$0.00 - this would be an overreach into established Taxi Service.</td>
</tr>
<tr>
<td>$3 under a mile with $.50 incremental rates per mile</td>
</tr>
<tr>
<td>Absolutely. I have always wished this service was available.</td>
</tr>
<tr>
<td>I’m very close to bus stops</td>
</tr>
<tr>
<td>Flying vehicles, motor scooters</td>
</tr>
<tr>
<td>I would be comfortable with $2.00 for the ride.</td>
</tr>
<tr>
<td>4 dolares en transf er de todo el dia</td>
</tr>
<tr>
<td>No paga, soy estudiante</td>
</tr>
<tr>
<td>I think it should be the same price as riding the bus.</td>
</tr>
<tr>
<td>Never used it before so I couldn’t give a valid answer</td>
</tr>
<tr>
<td>Any price</td>
</tr>
<tr>
<td>$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.</td>
</tr>
<tr>
<td>No thanks - just a variation on a theme and it costs far, far too much.</td>
</tr>
<tr>
<td>U need to compare it to minimum wage in CA. 2.50 is a great start</td>
</tr>
<tr>
<td>$7 sounds great. And half of that for people with monthly passes</td>
</tr>
<tr>
<td>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!:-)</td>
</tr>
<tr>
<td>minute/short notice</td>
</tr>
<tr>
<td>I’ll say $5 for the price</td>
</tr>
<tr>
<td>Depends on distance.</td>
</tr>
<tr>
<td>Don’t have money</td>
</tr>
<tr>
<td>Will not use</td>
</tr>
</tbody>
</table>
**Question 6**

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

**Comments:**

<table>
<thead>
<tr>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enhanced bus stops</td>
</tr>
<tr>
<td>No metal at bus stops</td>
</tr>
<tr>
<td>Drinks/snacks at bus stops</td>
</tr>
<tr>
<td>Vending machines</td>
</tr>
<tr>
<td>Wanting more shade at bus stop</td>
</tr>
<tr>
<td>Tv on bus for the kids</td>
</tr>
<tr>
<td>More schedule information at stops</td>
</tr>
<tr>
<td>More service options</td>
</tr>
<tr>
<td>More security on the buses</td>
</tr>
<tr>
<td>I'm very happy with the service.</td>
</tr>
<tr>
<td>Enhanced bus stops</td>
</tr>
<tr>
<td>Enhanced bus stops</td>
</tr>
<tr>
<td>más limpio el autobus</td>
</tr>
<tr>
<td>Mass service</td>
</tr>
<tr>
<td>Improvement, more user friendly</td>
</tr>
<tr>
<td>Enhanced cleanliness</td>
</tr>
<tr>
<td>more bus stops with shade &amp; better lighting &amp; 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.</td>
</tr>
<tr>
<td>Better bus stops</td>
</tr>
<tr>
<td>Más rápido, salidas más seguidas.</td>
</tr>
<tr>
<td>Cleaner buses</td>
</tr>
<tr>
<td>More service</td>
</tr>
<tr>
<td>Enhanced bus stops</td>
</tr>
<tr>
<td>Sin autobuses que expulsen emisiones de carbono al planeta, cambiándolos posiblemente a eléctricos</td>
</tr>
<tr>
<td>Más servicio</td>
</tr>
<tr>
<td>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.</td>
</tr>
<tr>
<td>Cleaner and better bus stops</td>
</tr>
<tr>
<td>Better stops</td>
</tr>
<tr>
<td>Later bus service on the weekends. More bus service in east valley</td>
</tr>
<tr>
<td>Better stops</td>
</tr>
<tr>
<td>Nicer bus drivers</td>
</tr>
<tr>
<td>Less transfers</td>
</tr>
<tr>
<td>Buses need to stop at all stops and not just drive by.</td>
</tr>
<tr>
<td>Improve transfers. For example arriving at a stop, walking over to other bus and the bus leaves before being able to get on.</td>
</tr>
<tr>
<td>More service</td>
</tr>
<tr>
<td>Streamlined service</td>
</tr>
<tr>
<td>Faster transit service</td>
</tr>
<tr>
<td>ride share</td>
</tr>
<tr>
<td>Better operator attitudes</td>
</tr>
</tbody>
</table>
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 passengers 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 incharge 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 by 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 communica 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.
What does the future of public transportation in your community look like? (examples: more service, enhanced bus stops)

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 L.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
- Excelente
- comprar los pases en tiendas autorizadas 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 with 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 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

Adequado
<table>
<thead>
<tr>
<th>Comments:</th>
</tr>
</thead>
<tbody>
<tr>
<td>I want safe bus stops that have more heat cooling infrastructure like</td>
</tr>
<tr>
<td>water misters or more shading so I can leave my car at home more and</td>
</tr>
<tr>
<td>take transit. I also need frequent service.</td>
</tr>
<tr>
<td>More service. Direct service down all the major streets in PS</td>
</tr>
<tr>
<td>More enhance and improve</td>
</tr>
<tr>
<td>More stops</td>
</tr>
<tr>
<td>Que preda pasar el bus mas seguido y que puedan poner mas los bus stop</td>
</tr>
<tr>
<td>I like the fact that u guys put restrooms because when I used to ride</td>
</tr>
<tr>
<td>the bus my kids would have to go.</td>
</tr>
<tr>
<td>Pues muy bien</td>
</tr>
<tr>
<td>Favorable para el bien estar de la comunidad</td>
</tr>
<tr>
<td>More micro-transit options with mobile app features to track arrival</td>
</tr>
<tr>
<td>time and weekend late service to downtown</td>
</tr>
<tr>
<td>Go back to charging fares because the clientele has degenerated</td>
</tr>
<tr>
<td>hay demasiado tiempo esperar para hacer transbordo cuando tomo linea</td>
</tr>
<tr>
<td>14 y quiero hacer transfer con linea 30 justo llega y se cruza con este</td>
</tr>
<tr>
<td>llego tarde al trabajo ...baristo y Farrell</td>
</tr>
<tr>
<td>Good in order</td>
</tr>
<tr>
<td>Increase cleanliness of buses</td>
</tr>
<tr>
<td>More Service... Right now the bus services are good</td>
</tr>
<tr>
<td>A domicilio o personal</td>
</tr>
<tr>
<td>More frequency along routes in north shore</td>
</tr>
<tr>
<td>More frequency in service</td>
</tr>
<tr>
<td>More service</td>
</tr>
<tr>
<td>More accessible</td>
</tr>
<tr>
<td>More bus service for people that don't drive</td>
</tr>
<tr>
<td>More transit service</td>
</tr>
<tr>
<td>Faster service in Indio</td>
</tr>
<tr>
<td>Bright</td>
</tr>
<tr>
<td>Enhanced bus stops</td>
</tr>
<tr>
<td>More service with the sunrise</td>
</tr>
<tr>
<td>More frequent departure times and better stops along with cleaner buses.</td>
</tr>
<tr>
<td>Yo me imagino en el futuro del transporte se va ser más mejorado.</td>
</tr>
<tr>
<td>Mas mejorado</td>
</tr>
<tr>
<td>I dont know.</td>
</tr>
<tr>
<td>Mas servicio y mas paradas de autobuses</td>
</tr>
<tr>
<td>Very good</td>
</tr>
<tr>
<td>More service</td>
</tr>
<tr>
<td>More service. More bus stops in my community.</td>
</tr>
<tr>
<td>enhanced bus stops</td>
</tr>
<tr>
<td>Bring back the original Buzz (Thursday-Sunday; 11am-1am)</td>
</tr>
<tr>
<td>Faster, more reliable service, longer working hours so that people</td>
</tr>
<tr>
<td>who work late or early hours can still ride the bus (for example</td>
</tr>
<tr>
<td>people working retail often work until 10 or 11 pm), better access</td>
</tr>
<tr>
<td>to more places to avoid 20 to 30 minute walks to and from bus stop to</td>
</tr>
<tr>
<td>work or doctor's offices in 100 plus degree heat.</td>
</tr>
<tr>
<td>I rely on Public transportation on a Daily basis</td>
</tr>
<tr>
<td>More service</td>
</tr>
<tr>
<td>Muchas más paradas Y Puntual</td>
</tr>
</tbody>
</table>
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 responsables 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 mas 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 equipped buses
- 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

Paradas 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 env

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
Question 6
What does the future of public transportation in your community look like? (examples: more service, enhanced bus stops)

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 como tiendas farmacias clinicas
Less wait time at each bus stop
Poor
Muy bueno porque 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 había servicio antes.
Enhanced bus stops, more service, less transfers

Question 7: What would encourage you to use public transportation more often?

Comments:
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 que tal vez 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
- Convience
- 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 plug 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
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 manejarse
- 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 unloading 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 sunride

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 cleanliness 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 ridden 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 when 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
**Comments:**

<table>
<thead>
<tr>
<th>Comment</th>
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<tbody>
<tr>
<td>faster more direct routes</td>
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<td>Later service hours</td>
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<td>Si no tubiera carro. Necesidad</td>
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<td>Keep social distancing.</td>
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<td>Si emergencias ocurren</td>
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<td>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.</td>
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<td>Menos trafico</td>
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<td>More service</td>
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<td>Cleanliness enhancement</td>
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<td>Higher gas prices</td>
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<td>Cheap and reliable.</td>
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<td>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</td>
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<td>Closer stops near my house</td>
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<td>Friendly service</td>
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<td>To be with out a car</td>
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<td>Drink services</td>
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<td>better schedule</td>
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<td>I don't have a car</td>
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<td>ease in getting from point A to point B without more than one transfer.</td>
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<td>I use it all the time already.</td>
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<td>Un poco más de higiene</td>
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<td>Something that would encourage me to use public Tran more often is faster bus services.</td>
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<td>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 feel 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 would always fear something bad will happen at the bus stop at night.</td>
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<tr>
<td>Trabajo</td>
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<td>Less waitting time on weekends</td>
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<td>Botellas de agua regaladas o vendidas en transporte público</td>
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<td>More bus stops</td>
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<tr>
<td>More steps towards newer development in North Palm Springs, near I-10</td>
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<tr>
<td>Esta buen</td>
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<tr>
<td>Faster service</td>
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<tr>
<td>Friendly driver greeting</td>
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</tbody>
</table>
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.
For routes that you ride, please click on the designated color to provide feedback.

Question 8

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

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.

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

Please provide feedback on proposed Route 2, combining current Routes 14 and 30, by sharing your thoughts in the comment box below the map.

Comments:

What are you trying to propose here? Your map is indecipherable.
Good idea simpler than two routes that alternate
I am for it.
Northbound route should make a right on 20th Ave, go up on bubbling Wells, left on Dillon and right onto Palm, southbound same as I described, between dillon and the freeway there is no population. This way more people could be served.
Will be nice to have a route traveling from vista chino to Ramon on caballeros
Better transfers, busses that wait for transfers, more ghost busses, do not combine 14 & 30
Good idea simpler than two routes that alternate
I have extensive and expensive prohets for these areas completely. Dubai expo is all about Opportunity Mobility and Sustainability
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.

<table>
<thead>
<tr>
<th>Interest</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>I live near this route</td>
<td>56%</td>
</tr>
<tr>
<td>I work near this route</td>
<td>26%</td>
</tr>
<tr>
<td>I use this route to commute to work and/or school</td>
<td>41%</td>
</tr>
<tr>
<td>I use this route to access services such as healthcare</td>
<td>22%</td>
</tr>
<tr>
<td>I use this route for shopping, dining or entertainment</td>
<td>48%</td>
</tr>
<tr>
<td>I own a business along this route</td>
<td>0%</td>
</tr>
<tr>
<td>I'm interested in transit development</td>
<td>11%</td>
</tr>
</tbody>
</table>
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 passengers 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 😊

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

Great

Nice
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%
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 tarde 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.

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

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 of 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.

<table>
<thead>
<tr>
<th>Interest</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>I live near this route</td>
<td>50%</td>
</tr>
<tr>
<td>I work near this route</td>
<td>50%</td>
</tr>
<tr>
<td>I use this route to commute to work and/or school</td>
<td>38%</td>
</tr>
<tr>
<td>I use this route to access services such as healthcare</td>
<td>13%</td>
</tr>
<tr>
<td>I use this route for shopping, dining or entertainment</td>
<td>13%</td>
</tr>
<tr>
<td>I own a business along this route</td>
<td>0%</td>
</tr>
<tr>
<td>I'm interested in transit development</td>
<td>13%</td>
</tr>
</tbody>
</table>

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

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
Why is this route important to you?
Tell us about your interests by marking all that apply.

- I live near this route: 71%
- I work near this route: 29%
- I use this route to commute to work and/or school: 29%
- I use this route to access services such as healthcare: 14%
- I use this route for shopping, dining or entertainment: 43%
- I own a business along this route: 14%
- I'm interested in transit development: 0%

Comments:
A bit faster route time
For routes that you ride, please click on the designated color to provide feedback.

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
## Why is this route important to you?
Tell us about your interests by marking all that apply.

<table>
<thead>
<tr>
<th>Interest</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>I live near this route</td>
<td>67%</td>
</tr>
<tr>
<td>I work near this route</td>
<td>33%</td>
</tr>
<tr>
<td>I use this route to commute to work and/or school</td>
<td>17%</td>
</tr>
<tr>
<td>I use this route to access services such as healthcare</td>
<td>17%</td>
</tr>
<tr>
<td>I use this route for shopping, dining or entertainment</td>
<td>33%</td>
</tr>
<tr>
<td>I own a business along this route</td>
<td>0%</td>
</tr>
<tr>
<td>I'm interested in transit development</td>
<td>0%</td>
</tr>
</tbody>
</table>

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

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
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
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
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
Question 8

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.

- I live near this route 69%
- I work near this route 38%
- I use this route to commute to work and/or school 8%
- I use this route to access services such as healthcare 8%
- I use this route for shopping, dining or entertainment 15%
- I own a business along this route 0%
- I’m interested in transit development 0%

Comments:

Need buses to go to work
Like it
### 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. Passengers get on the bus without a mask, the bus driver tells them to put on 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 messages 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 jehovah's 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 common courtesy. Faster commute.
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 BUSSES, 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 junior 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.
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 bajar

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

Volantes 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 sus 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 first 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!
### Comments:

- may 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 bus 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 busses 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 7 pm?
- 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
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 borders 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 necesitamos transporte para acudir al medico y para comprar comida de interno de mi parte muchas gracias sun line
Shorter wait periods 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 esta bien y gracias por siempre servir al 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 life
Having a 14A and 14B one that goes to P.S. the other to Cat City.
You all are very nice
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:

Age

- <19: 25%
- 20-24: 20%
- 25-34: 15%
- 35-44: 10%
- 45-54: 5%
- 55-64: 0%
- 65+: 0%

What is your race/ethnicity?

- Hispanic, Latino, or Spanish: 57%
- White: 35%
- Black or African-American: 4%
- Others: 4%
Demographics Data:

Home Zip Code

*Not all respondents provided demographics data.
Exhibit A
Local Routes 1-9
Route 1
COACHELLA - VIA HWY 111 - PALM SPRINGS
Final Draft 10/20/20
Route 6

COACHELLA - VIA FRED WARING - WESTFIELD PALM DESERT

Final Draft 10/20/20
Exhibit B
Microtransit Zones
Exhibit C
Route 10
Commuter Link
Exhibit D
Route 1X
Express to Indio-
Express to Palm Springs