

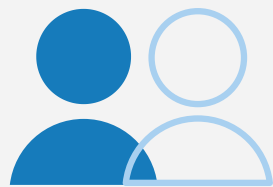
OCTOBER  
2020



SUNLINE TRANSIT AGENCY

**REFUELED**

**SURVEY  
RESULTS  
REPORT**



**530**  
Participants



**3,373**  
Responses



**1,345**  
Views

## REFUELED SURVEY RESULTS

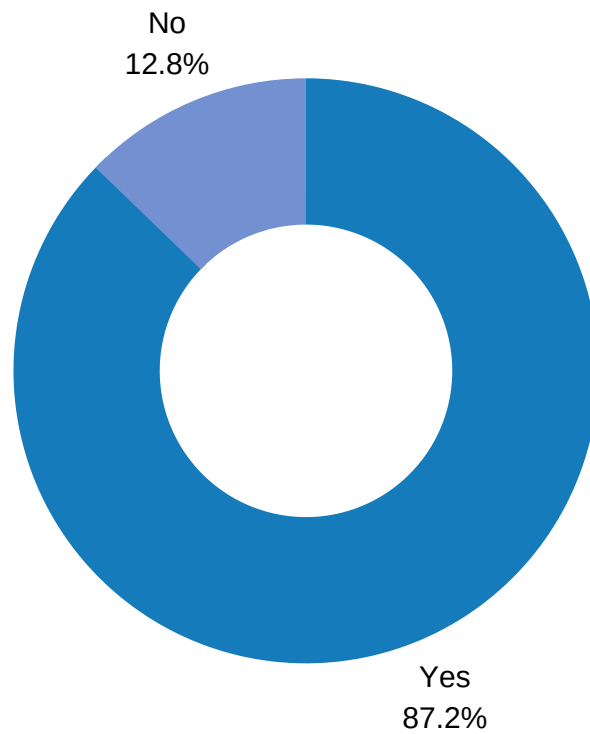
Input and engagement from the public has been an essential part of the development of the SunLine Refueled plan. Beginning in August 2020, SunLine began a robust outreach campaign taking into consideration the challenges of the COVID-19 pandemic.

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

Question

1

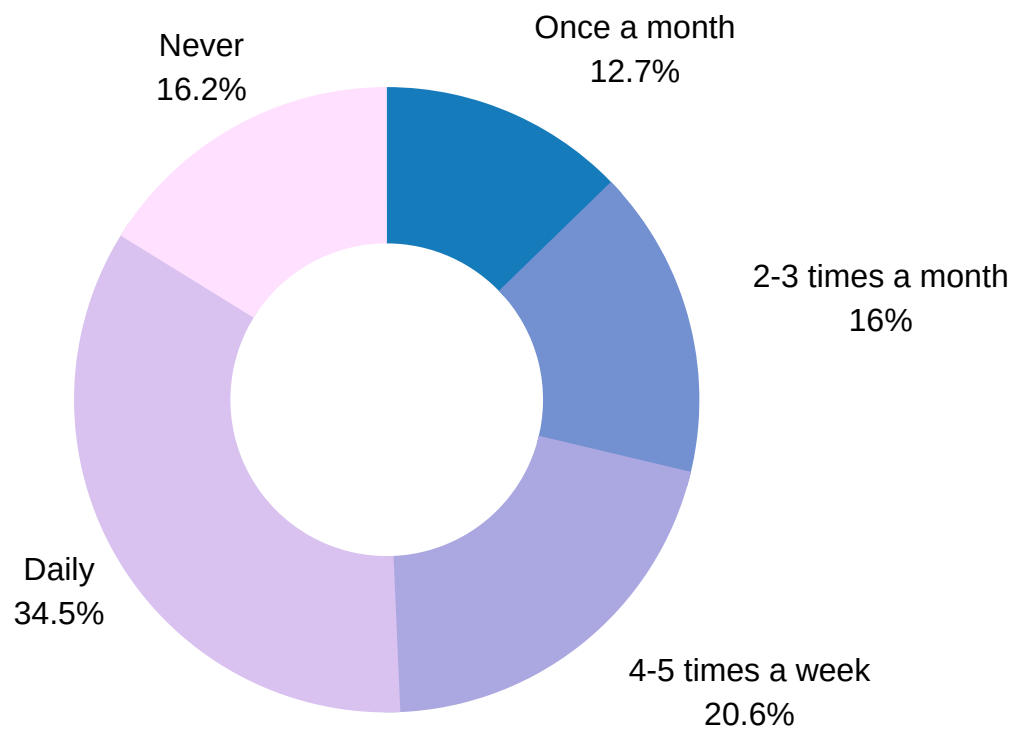
Do you have a smartphone that you can use to access the internet?



Question

2

How often do you ride SunLine buses?



## Question

2

How often do you ride SunLine buses?

If not, why:

I have a car

Currently not an effective way to get to SunLine for work

Have a car

I have a car

I have my car

Bus stop is far from my destination

I do not reside in the Coachella Valley

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

Not convenient

Por que no lo eh necesitado

I have a car.

I live far away

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

No bus stops near my home.

Personal car

I own a car

My anxiety

Not enough service

I have a car

Have a car & there is no service where we live

Sunline does not pick me up at Murray Canyon Dr.

heat wait times lack of routes to goveherevi needk of

I have my own car

I have transportation

New to the area

I have a car

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

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

Use auto.

I live in Portland Oregon just visiting

I have a car

Just haven't needed to use it

I have a car

I have a car and don't need it currently

Hadn't found the need to

Not needed

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

I have a car

I have only ridden 2 times

I have my own car

once in a while

no need

## Question

2

How often do you ride SunLine buses?

If not, why:

I don't go out often because of COVID-19 so it is not needed.  
Unconvenient for my area. Not enough transfer points.  
Inconvenient due to lack of connecting routes and not enough stops.  
Nearest bus stop is approximately 2 miles away from my home.  
Handicapped and haven't gotten a chance to find out how it works and the cost.  
We have vehicles of our own  
Tengo carro  
No e tenido la suerte pero si me gustaria  
I dont know how  
This is my first semester at CSUSB, so I have not had access to this until now!  
No need for it right now in quarantine.  
I have a personal vehical.  
Drive car  
I have car  
I have a car  
not convenient  
Porque tengo vehiculo  
Retired and drive EV  
I have a car  
I have a car  
I drive a car  
I did used the Sunnis years ago...but if I need it one day I will use it  
I have to transfer.  
Wasn't aware of them

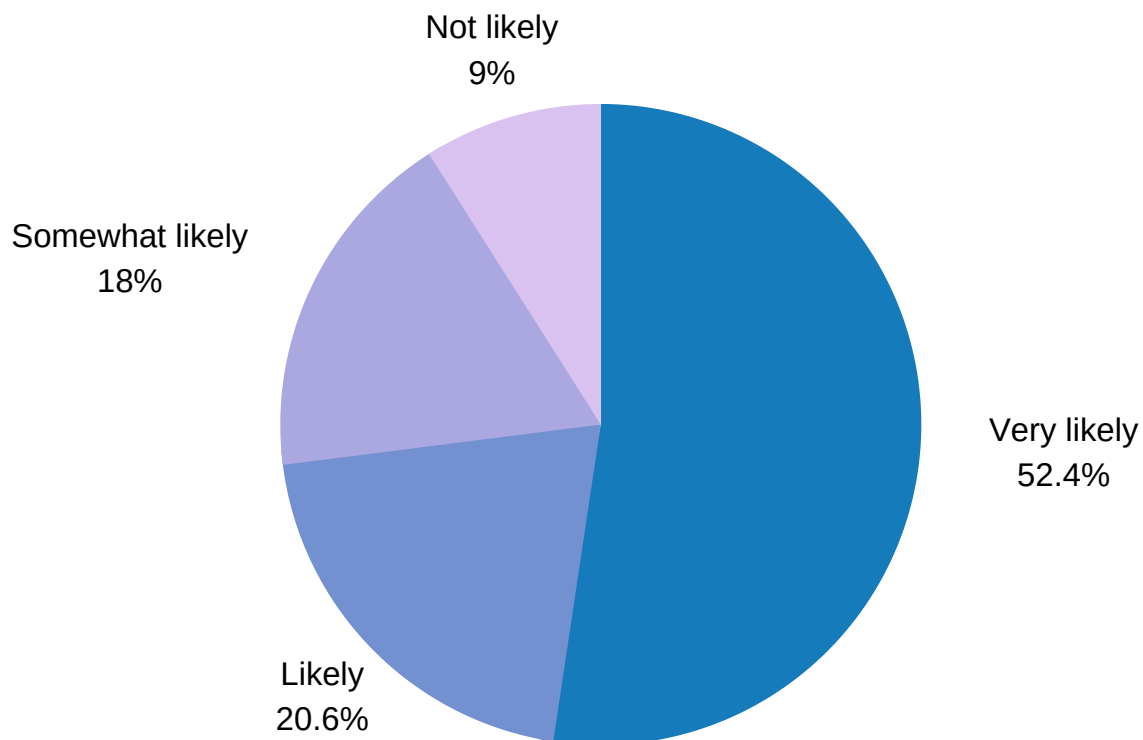
Question  
**3**

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

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

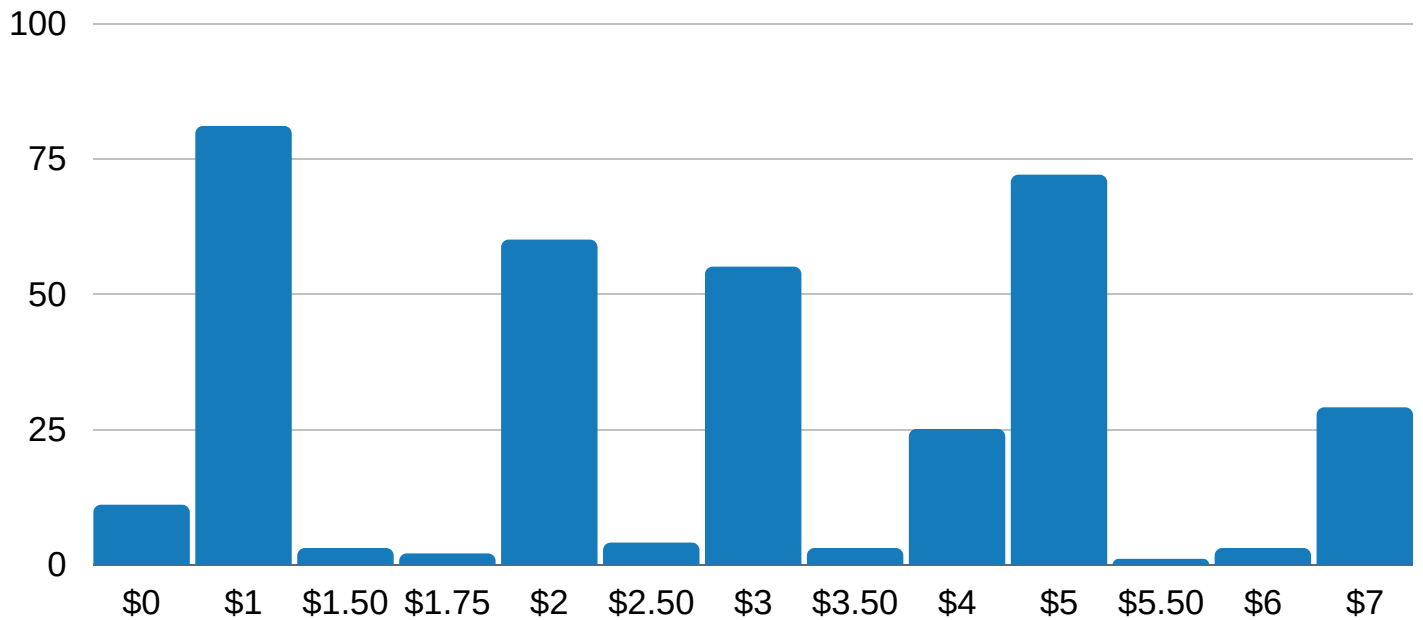
Question  
4

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



## Question 5

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



### Comments:

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

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

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

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

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

No need for that personally

\$5 seems about right.

I would mostly like that service for my elderly mother

its ok for me as is

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

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

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

\$5 depending on where your going

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

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

\$3.50 depending on distance

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

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

\$7 is reasonable

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

Depends on how much gas I'm going to use

Not needed

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



## Question 5

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

### Comments:

7 dollars is cheaper than Uber

How about a set monthly fee??

\$2 each way or \$3 round trip

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

Really consider

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

In my situation not necessary

Pues,no puedes hacer mucho con 8 dolares

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

Its a good idea for the elderly and handycap

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

Don't know

No se

I don't have that service

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

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

Absolutely. I have always wished this service was available.

I'm very close to bus stops

Flying vehicles motor scooters

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

4 dolares en tansfer de todo el dia

No pago, soy estudiante

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

Never used it before so i couldnt give a valid answer

Any price

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

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

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

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

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

minute/short notice

I'll say \$5 for the price

Depends on distance.

Don't have money

Will not use

## Question 6

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

### Comments:

Enhanced bus stops

No metal at bus stops

Drinks/snacks at bus stops

Vending machines

Wanting more shade at bus stop

Tv on bus for the kids

More schedule information at stops

More service options

More security on the buses

I'm very happy with the service.

Enhanced bus stops

Enhanced bus stops

más limpo el autobus

Mass service

Improvement, more user friendly

Enhanced cleanliness

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

Better bus stops

Mas rapido, salidas mas seguidas.

Cleaner buses

More service

Enhanced bus stops

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

Más servicio

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

Cleaner and better bus stops

Better stops

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

Better stops

Nicer bus drivers

Less transfers

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

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

More service

Streamlined service

Faster transit service.

ride share

Better operator attitudes

## Question 6

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

### Comments:

Be more service or enhanced bus stops on depending situation

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

Get rid of homeless at stops and on the bus.

more service

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

More easily linked to regional transit.

Bus stop at Mountain View and hacienda in desert hot springs

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

Si

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

Enhanced bus stops, more routes in the Valley

Better bus stops

Better bus stops more shade

111 should run later until 2am

Operators that will not allow the bus to move while passenger that board sits down communication with local authorities so that passagers who charge their device as they wait to board 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 bye and not be picked up or two buses are delighted to one route and the mostly empty goes on and the one with no six feet social distancing. Drivers careless for the wellness of boarding passangers more that their breaks.

More trees for shade.

Every bus has radio communication with each other.

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

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

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

Más líneas que cubran el valle

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

More service

More service and better bus stops

Enhanced bus stops

Charger accommodations and updated seating.

to make the bus stop better in Desert hot springs ca

Very good

More service

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

Looks good to me

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

More service

## Question 6

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

### Comments:

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

Enhanced services like microtransit

Good plenty of bus on weekdays

Wider service area

More service

More shade

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

Enhanced bus stop

Better bus stops with more shade

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

More service

Better bus stops. Shaded.

All is good more service with later hours

More services

Better stops - misters and more shade

Better stops more shade

Nicer drivers

More service

more service, frequent

More service to residential area

Enhanced Bus Stops

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

More routes

More services

Bus stop at desert arc.

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

More microtransit, more green and sustainable.

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

Hopefully cleaner easier faster rides

None

intercity metro i.e electric train.

Stop outside new county building in DHS

More bus stops

I would like to see more routes

## Question 6

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

### Comments:

more service

Excelente

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

Perfect

Enhanced bus stops

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

Ok with how it is

No problems

Growing big part of the future underground rails

More public transportation

Good

N/a

More service

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

Enhanced bus stops, faster traveling

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

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

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

Enhanced bus stops SHADE

Transfers that meet on time for riders to transfer

bike rental

Less cars on the road

Looks good just have cleaner bus stops

I like it.

More service from Mecca to Indio

More routes within the community

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

On demand availability

Compete with Amtrak bus service to train station

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

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

They need be on time and more stop bus

More service.

Nicer drivers.

Looks like it will be highly accomplished

Service until 11pm

Adecuado



## Question 6

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

### Comments:

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

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

More enhance and improve

More stops

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

Pues muy bien

Favorable para el bien estar de la comunidad

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

Go back to charging fares because the clientele has degenerated

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

Good in order

Increase cleanliness of buses

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

A domicilio o personal

More frequency along routes in north shore

More frequency in service

More service

More accessible

More bus service for people that don't drive

More transit service

Faster service in Indio

Bright

Enhanced bus stops

More service with the sunride

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

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

Mas mejorado

I dont know.

Más servicio y más paradas de autobuses

Very good

More service

More service. More bus stops in my community.

enhanced bus stops

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

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

I rely on Public transportation on a Daily basis

More service

Muchas más paradas Y Puntual

## Question 6

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

### Comments:

- Pues,tal cual como hoy los transportes resonsables no digo que hoy no lo sean,que yegen temprano
- More service When is Sublime resuming weekday schedules?
- I heard our budget is getting cut :(
- A bus stop from where I live is a mile away.
- Enhanced bus stops
- More services
- its okay
- Better bus stops
- Cleaner bus areas
- Routes were stopped
- Rapido y confiable.
- More bus stops
- More service
- More service with late hours
- More Direct service to things like new shopping areas, dining, entertainment. Longer hours in the evening. Improved bus shelters with covers against the elements.
- Me imagino un servicio de primera clase
- A mess the first bus stop on 80 and it stinks
- More service
- cleaner bus stops
- We need more service
- More Services for Sun Dial Riders
- More service
- Cleanliness of bus and during Covid 19 social distancing. Drivers and employees regulating rules on bus and enforcement of them.
- Bus stops more accessible. Less transfers from one bus to another. My community is rural and I would like to see more bus stops in areas where people live near Mobile Home Parks. These bus stops will allow our families to access healthcare, groceries, and other crucial services.
- More stops. More access. More awareness around how easy it is to ride
- more service, easier bus stop places, cleaner
- None what so ever
- Smaller, more efficient, and more frequent bus service. I rarely see many people on a Sunline bus. Is there anything that could be done to reduce the overall operational costs of bus service? I understand only 15% of bus service is paid for by riders. Is there a way(s) to reduce operational costs?
- More bus stops.Within reasonable walking distances.
- Hopefully Ending the fossil fuel uses
- Con más paradas en mi comunidad de North Shore
- Bien
- Good now.
- Move service
- The future transportation community look like a more awareness to the sublime transportation. This will help improve and be more aware about the benefits of the sunline bus.
- More versatility - getting to the destination after getting off the bus is usually the problem.
- More bus stops
- No comment

## Question 6

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

### Comments:

Con mas opciones para los que trabajamos y los que estudian

More service

More service

Faster service, safe & efficient. Over cleanliness.

Routes to CSUSB and maybe UCR

Later bus times

More stops to get off of

Happy with the services.

The service is good now

Busy

Better services.

More service

More routes better equiped sunbuses

Mas limpio

Faster more direct service

More service

Enhanced bus stops

clean transport with professionalism

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

Enhanced bus stops

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

More services

Mas limpio

More stops and access to buses

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

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

Restrooms available near bus stop or water fountains

Stops with restrooms and water fountains

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

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

Misters at bus stops

More service

Offer broader routes/options and faster service.

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

enhanced bus stops with less transfers

More service and more stops

Enhanced bus stops

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

Better lite stops

Enhanced bus



## Question 6

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

### Comments:

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

More bus routes

More service enhanced bus stops for bad weather

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

More bus stop around the area

Magnifico

More bus stop

More service in Coachella

More bus stops and more access times to public schools

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

Enhanced bus stops

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

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

More riders leading to more buses to ensure distancing onboard

Buses arriving faster, able to transfer easier

Parades mas mejoradas

Better service.

Mas probable.

Mad servicing

More bus stops.

Paradas de autobus mejorada en indio

More bus stops and more service for sure.

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

Better lighting at stops

No transfers

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

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

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

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

Clean and safe

More service and frequency

More service in ecv

More service to avoid traffic

Safety

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

Metropolitano

more service enhanced bus stops

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

Buen futuro en transporte publico.

Service

## 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 cómo tiendas farmacias clinicas
Less wait time at each bus stop
Poor
Muy bueno porqué es muy importante para las personas que no contamos con transporte y esto es muy bueno para nuestra comunidad
More services, faster and direct bus service
The future of public transportation looks like to me, where people can use there phones to pay without using cash, adding a timer when the next bus will come in all bus stops because that will help new riders.
WiFi service more bus stops
Major y agregar mas linear y mas horarios
More bus stops with shade and benches, faster service, on demand rideshare.
En chance bus stops
Mejorando el aire y menos tráfico y usando mejor el transporte público
More services
Yes, looks good

## Question 6

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

### Comments:

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

Igual

Getting from Palm Springs to Morongo Casino

A grand future, prosperous

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

Enhanced bus stops

More Stops

More stops

Fare free service

Mas servicio

More services/stops, comfortable seats.

Mucho major, no habia servicio antes.

Enhanced bus stops, more service, less transfers

## Question 7

What would encourage you to use public transportation more often?

### Comments:

Free fares

Free fares

More respectful passengers

Free fare

More direct routes

More security

Customers are rude to driver.

More accommodations

Faster service

Más servicio

More consistent experience

More buses

Faster service

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

Que no tardara mucho

Free fare

Don't have a car

## Question 7

What would encourage you to use public transportation more often?

### Comments:

NA

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

Si

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

Free fare

Free bus fare

Weekend late night service

Less transfers

Bus drivers who are more friendly

More service

If it was efficient way to commute to work

One additional nighttime bus.

Deviations from routes a few times per day

Drivers with better customer service, careful with braking

I use it everyday anyways

Nothing

see above

If the service ran 24 hours per day.

yes

Bring back Fred Waring and Cook routes please

Closer bus stop to home.

Lower fares

More busses more often

Si

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

More routes around the Valley

Free fare

More frequent bus service

Nothing

if it's more convenience than driving somehow

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

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

A monthly ride membership.

Not sure just yet at the moment

School back in session

More service and free fares

More media advertisement.

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

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

## Question 7

What would encourage you to use public transportation more often?

### Comments:

Faster travel time

faster

If it was more cleaned

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

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

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

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

Very reliable as you are

Clean vehicles and quicker transit time.

More frequent buses

I can't drive as much.

Clean

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

Free fares

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

More direct routes

Better Sunday service

More street teams and better one on one engagement

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 respeful driver's

Cooling system or shade structures at bus stops.

## Question 7

What would encourage you to use public transportation more often?

### Comments:

Need

Convenience

Knowing its safe

Cleaner and less drug addicts on the bus

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

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

Stop in front of more county buildings

More jobs

Earlier start times.

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

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

mas limpieza para darle seguridad a la gente antes de subir

Beautiful drivers and passengers (customer service)

Nothing uses daily

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

10 commuter link more hours

Less expenses

I'm ok right now

Cleaner bus stops well lit and safe bus stops

More rails

I'm set right now

People are nicer the riders

No problems

No problem

Less wait time

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

Less traffic and less contamination

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

More reliable and frequent service

CHARGE RIDERS FARE

FINES FOR NO MASKS BOTH DRIVER AND RIDERS

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

frequency of schedule

More chargers on the bus

Free fare

Have transportation by work areas

Nicer bus drivers.

Route to go shopping



## Question 7

What would encourage you to use public transportation more often?

### Comments:

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

Somewhere fun to go

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

Nicer considerate drivers.

Frequent bus arrival.

More stops along route 24

Lo caro de la gasolina

Frequent service and stops that make waiting easier.

Cleaner, faster buses

Yes

Not having any troublemakers bugging me or anything else

Not having transportation

Tener más salidas

Por que es seguro y confiable

If we had an uber-like service

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

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

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

Relajarse y motivación

More service

Reach your destination quicker

Advertisement in the Eastern Coachella Valley

No more COVID since I can't go anywhere

More options to travel within Indio

Nothing

Long time rider. More shaded bus stops

7 day a week 111x offerings

It is already my primary choice for transportation

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

Tener más paradas cercas

Convenience

Que finalidad del servicio

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

Yes

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

Affordable and reliable

## Question 7

What would encourage you to use public transportation more often?

### Comments:

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

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

More buses

More service

Que el transporte sea más rápido

No,poder manejar

Later route times on Saturday and Sunday.

Faster service, more frequent buses

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

Fellow riders who wear mask and social distance.

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

Less homeless riding the Sunline for free!

yes!!!

In person school

Nothing

Que sea rapido

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

Make schedules later for since bus hours are limited

No more COVID

More service

Load and unliadckages for disabled persons

More service

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

El ahorro en combustible y la comodidad

Gas prices

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

If I could get places faster

later times on night time 111

Si ponen mas horarios para thousand palms ca

More routes

Better communication between drivers and riders

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

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

More stops



## Question 7

What would encourage you to use public transportation more often?

### Comments:

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

Water dispenser maybe bathrooms like greyhound

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

Closer bus stops.

More ways to get around, and faster!

Con mas paradas y mas autobuses

Sy lo uso cuando no tengo disponibilidad de mi carro

Same

More service

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

A failure to have an alternate method of transport.

closer to home

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

El ahorro

Work shopping

Shopping

It being more safe.

Ease of use

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

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

I use it all the time.

Cleaner bus.

Dr appts efficiency

The economy.

No

Comfterable seats

Better seats

Gas allowance

If it was like uber or Lyft

Mas frecuencias

If it was faster or had more rounds

Charging ports

I like the service already provided

benefits for younger population.

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

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

## Question 7

What would encourage you to use public transportation more often?

### Comments:

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

Work, Grocery Run, Aarons

No tengo carro

Seating amount, cleanliness, time of transportation

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

A safe and clean environment.

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

More options of routes near me

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

Shade at each bus stop

Yes

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

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

The ability to get to a bus stop easier.

More air conditioning on the bus

Faster service

Cleanliness of bus and bus stops

It's way easier and reliable

If hours were longer and end by say mid night

Cleanliness, contactless payment

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

Frequent service

Better Bus stops with more lighting and protection from weather conditions

Yes , I would it is better than cars.

The one close to me

Disfrutar el viaje

More cleaning

Better the frequency in service and lower fares

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

Internet access!

More bus stop times

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

## Question 7

What would encourage you to use public transportation more often?

### Comments:

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

Public awareness for the safety onboard to include ample social distancing

If there were more bus stops and faster buses.

If I don't have access to a vehicle.

Trabajo mas

Mad trabajo

Cleaner buses more stops.

Servicio mas tarde y servicio sunrise

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

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

Better stops

Better working Wi-Fi

If there were more bus stops throughout big neighborhoods.

Those fluffy seats are really comfortable

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

Saving energy

No fares

More frequency

Easier routes

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

Más horarios

Bus activity in North Indio Golf Center and Ave 44

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

Necesidad

Bus make transfers safe

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

Safety with other riders

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

More convenient

Más horarios

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

Economia

Seguridad en el autobus y servicio mas rapido

Fred warning and deep canyon area needs more service

## Question 7

What would encourage you to use public transportation more often?

### Comments:

faster more direct routes

Later service hours

Si no tubiera carro. Necesidad

Keep social distancing.

Si emergencias ocurren

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

Menos trafico

More service

Cleanliness enhancement

Higher gas prices

Cheap and reliable.

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

Closer stops near my house

Friendly service

To be with out a car

Drink services

better schedule

I don't have a car

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

I use it all the time already.

Un poco más de higiene

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

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

Trabajo

Less waitthing time on weekends

Botellas de agua regaladas o vendidas en transporte público

More bus stops

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

Esta buen

Faster service

Friendly driver greeting

## Question 7

What would encourage you to use public transportation more often?

### Comments:

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

Clean interior









Closer Stops

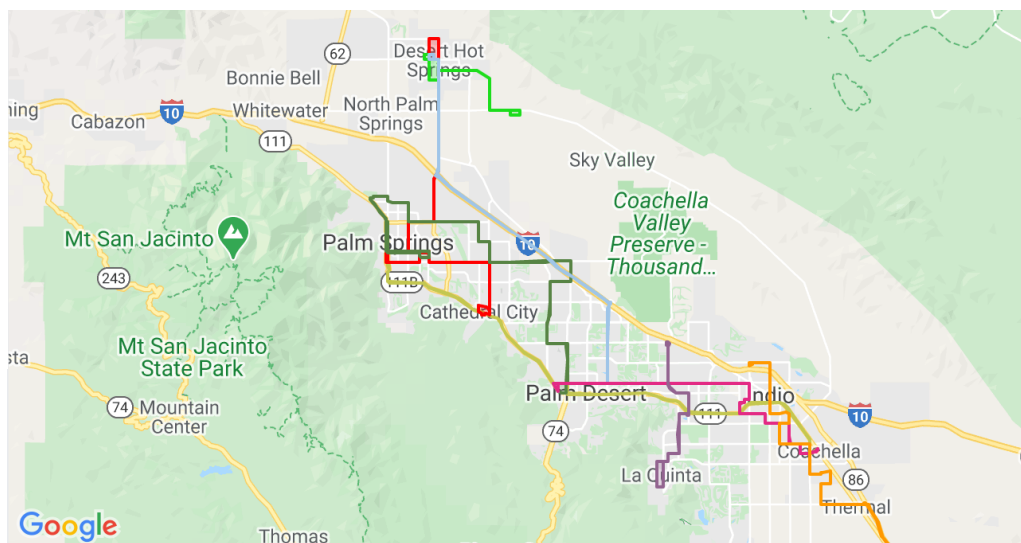
Easy to use

Better quality rides

## Question 8

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

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





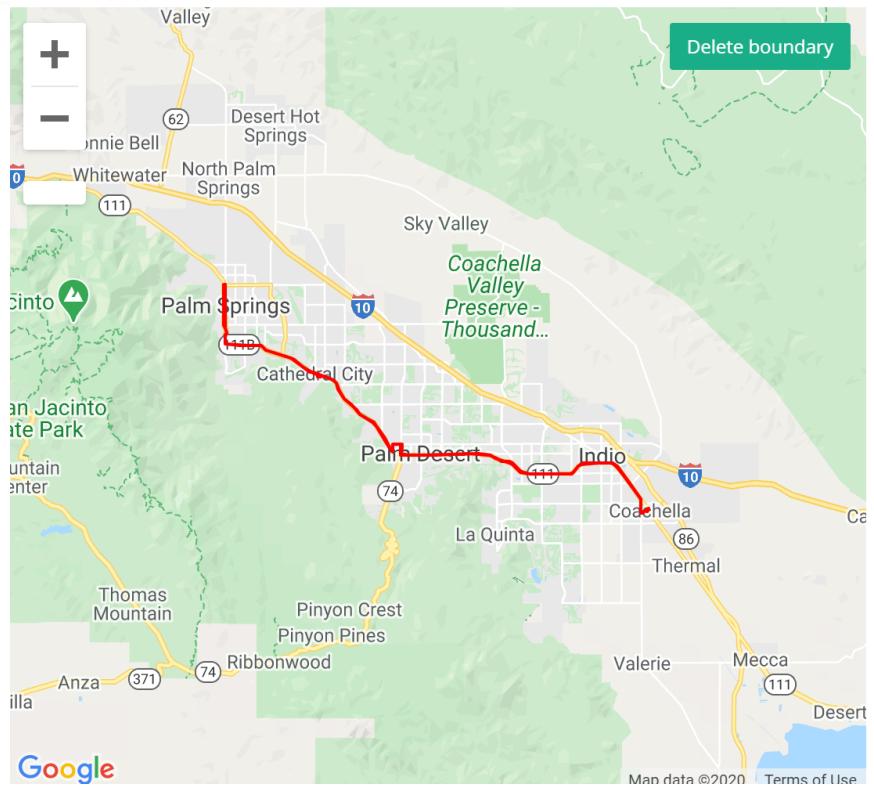
## Question 8

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



### Route 1

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



### Comments:

Que sea con menos paradas

My friends and I go to Palm Springs

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

Love this access!

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

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

It is always late

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

Extend to windy point

Great route. Good service and timing.

Think its fine as is tbh

Would like to see a route on Cook St again.

Looks good

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

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

no suggestions at the moment

Norte de Palm Spring

## Question 8

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



### Route 1

#### Comments:

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

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

This route is not important to me.

i would most likley gi ti palm desert

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

Creo es una de las rutas mas utilizadas

I use the 80

Less stops would be great

add a cross walk light at

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

Muy buena ruta

Didn't know that this was a route.

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

None

Need a route from Mecca to get to the other cities

Could extra and different stops

la quinta would be useful

In favor of

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

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

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

Great buss route !!!

It gets me to my favorite places

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

I don't really use this route.

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

I love how frequently they come

Maybe adding a few more arrival times

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

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

It's awesome,

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

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

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

I think it's great!

Looks good

## Question 8

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



### Route 1

#### Comments:

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

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

Esta today's bien las rutas

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

Recommend thinking of a transit hub closer to the ECV.

#### Why is this route important to you?

Tell us about your interests by marking all that apply.

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



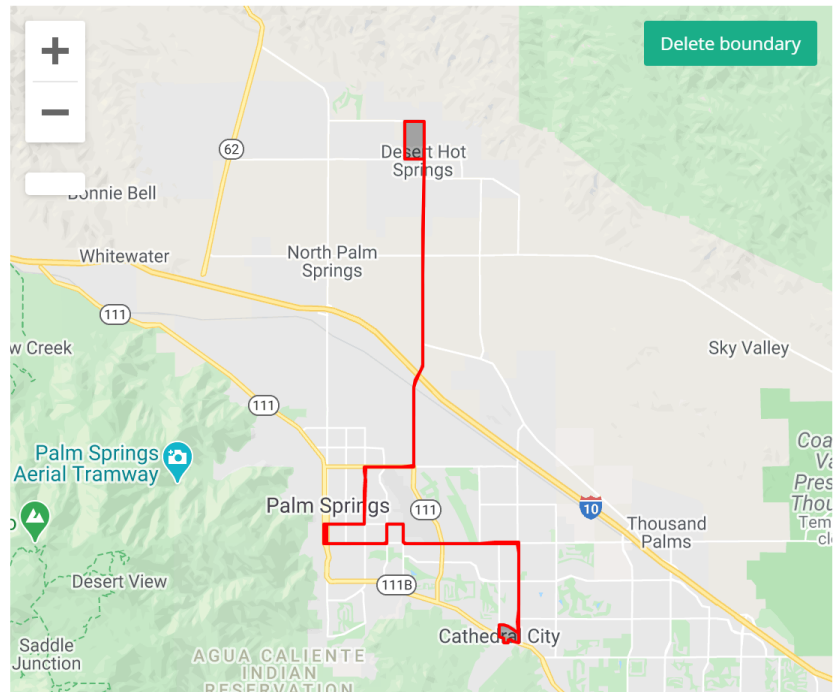
## Question 8

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



### Route 2

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 projects 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.

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

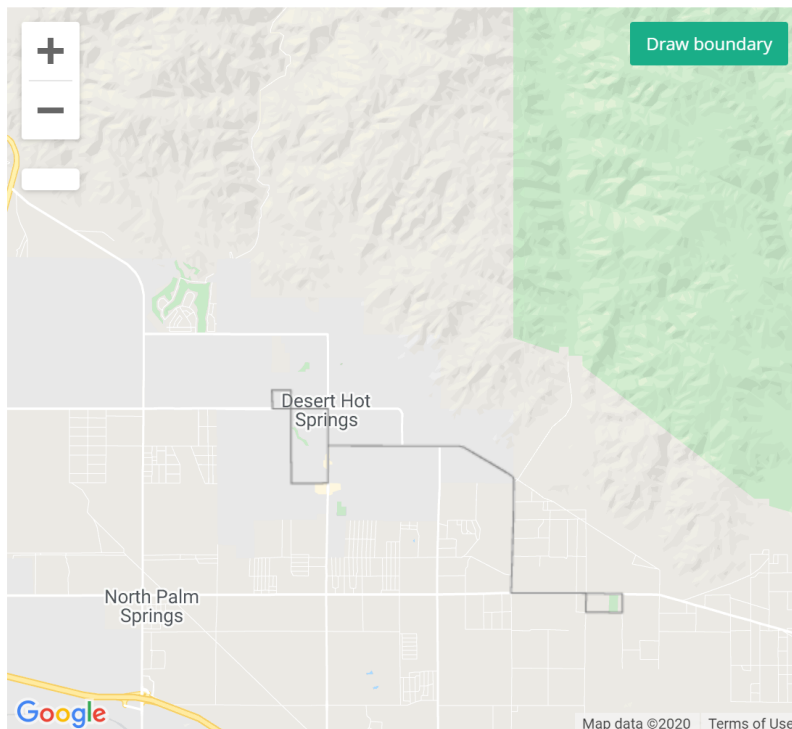
## Question 8

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



### Route 3

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



### Comments:

The female driver is Hispanic and has red hair she always spraying air freshener after a person who has poverty issues also she drive the route 30 and not allow me to stay on the bus because she said someone in the back was smoking and that the bus could only have her I was kicked off the bus and had nothing to do with the 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 😊

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

Great

Nice

## Question 8

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



### Route 3

#### Why is this route important to you?

Tell us about your interests by marking all that apply.

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

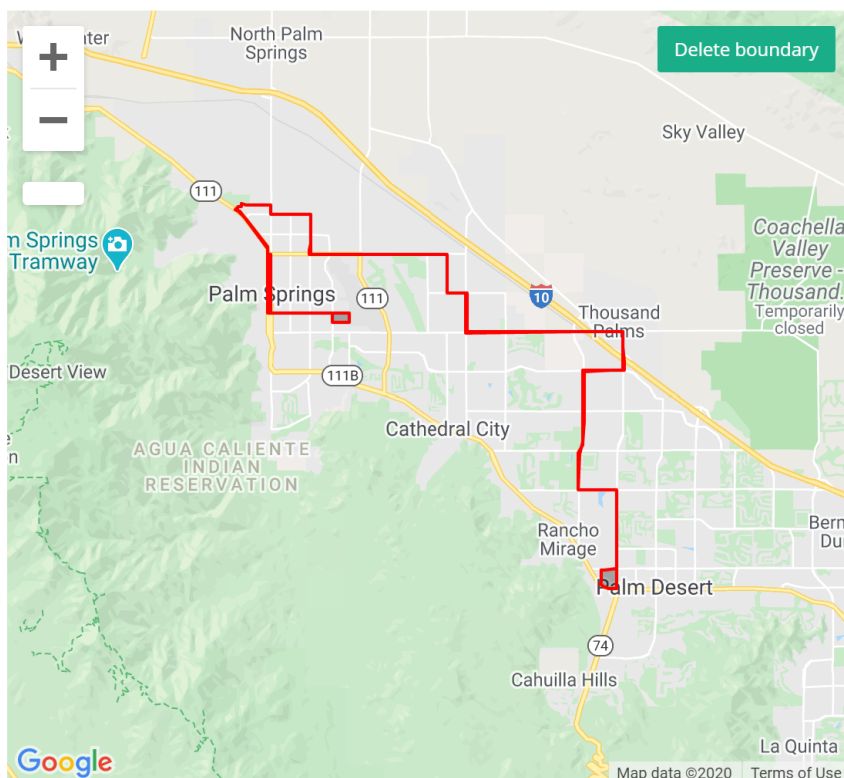
## Question 8

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



### Route 4

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



### Comments:

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

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

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

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

Better transfer points busses that wait for transfers

## Question 8

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



### Route 4

#### Why is this route important to you?

Tell us about your interests by marking all that apply.

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

#### Comments:

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

I fully support expanded service.

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

I ride the 14 in dhs and go to pLm springs

Yes

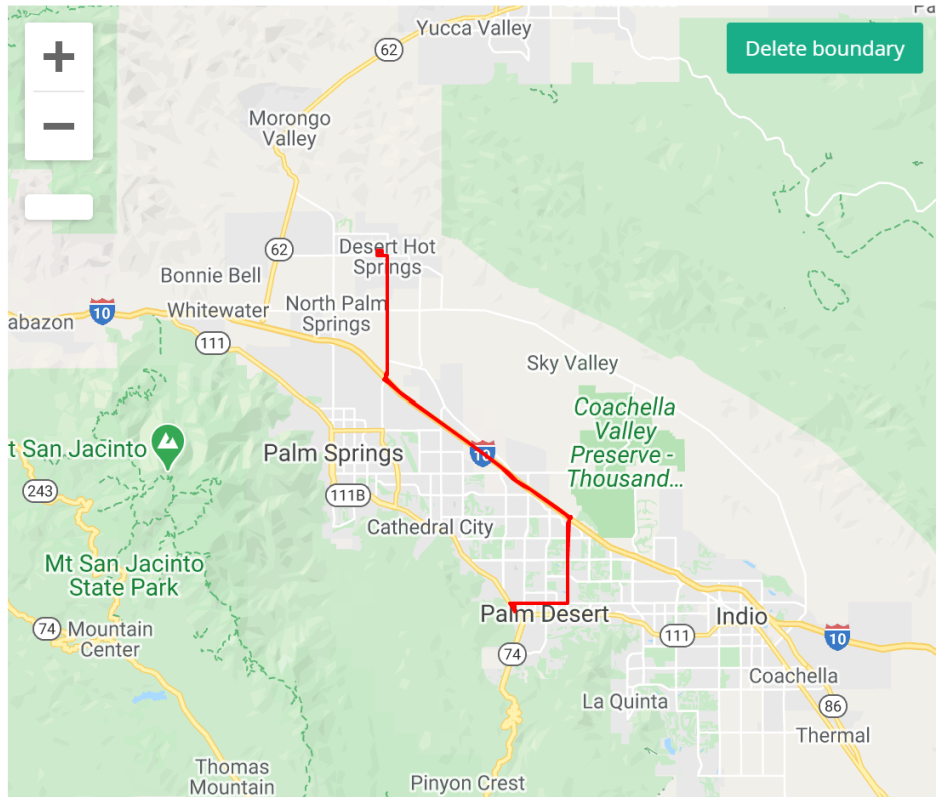
## Question 8

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



### Route 5

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



### Comments:

nice

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

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



## Question 8

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



### Route 5

#### Why is this route important to you?

Tell us about your interests by marking all that apply.

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

#### Comments:

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

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

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



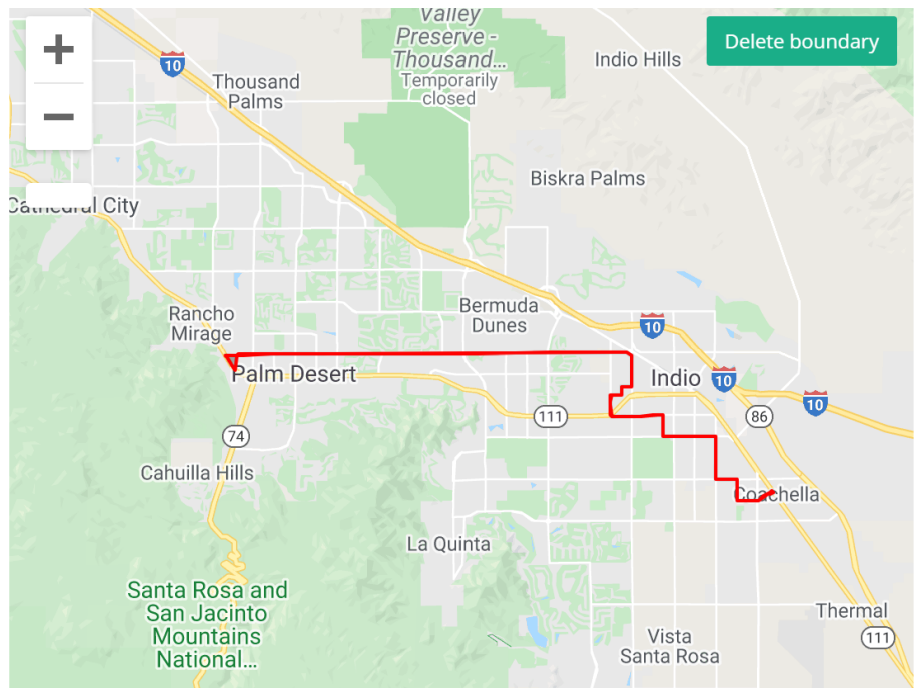
## Question 8

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



### Route 6

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



### Comments:

No tengo comentarios

This would require me to take 2 busses instead of one to get to work. I would not eliminate the 80 loop

## Question 8

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



### Route 6

#### Why is this route important to you?

Tell us about your interests by marking all that apply.

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

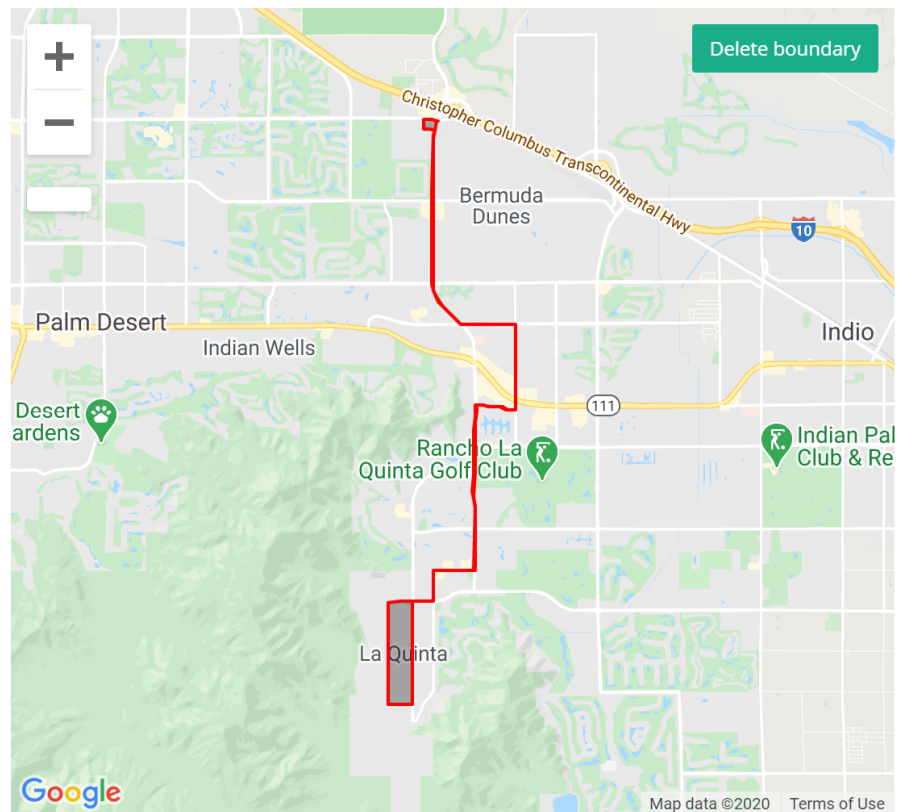
## Question 8

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



### Route 7

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



### Comments:

Have more buses on during the week and weekends

Salidas continuas duro dos horas y media en llegar a mi destino.

Too far

## Question 8

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



### Route 7

#### Why is this route important to you?

Tell us about your interests by marking all that apply.

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

#### Comments:

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

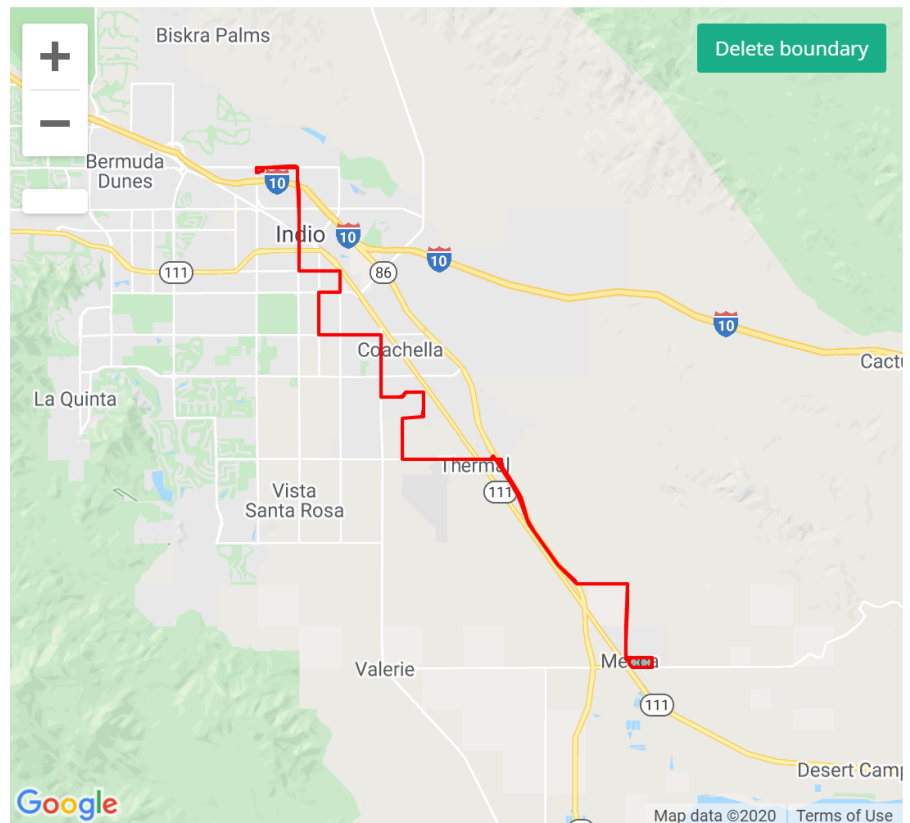
## Question 8

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



### Route 8

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



### Comments:

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

## Question 8

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



### Route 8

#### Why is this route important to you?

Tell us about your interests by marking all that apply.

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

#### Comments:

I like seeing how transit develops.

My friends and bars

well I wish that's things go easier one day

More services to this area



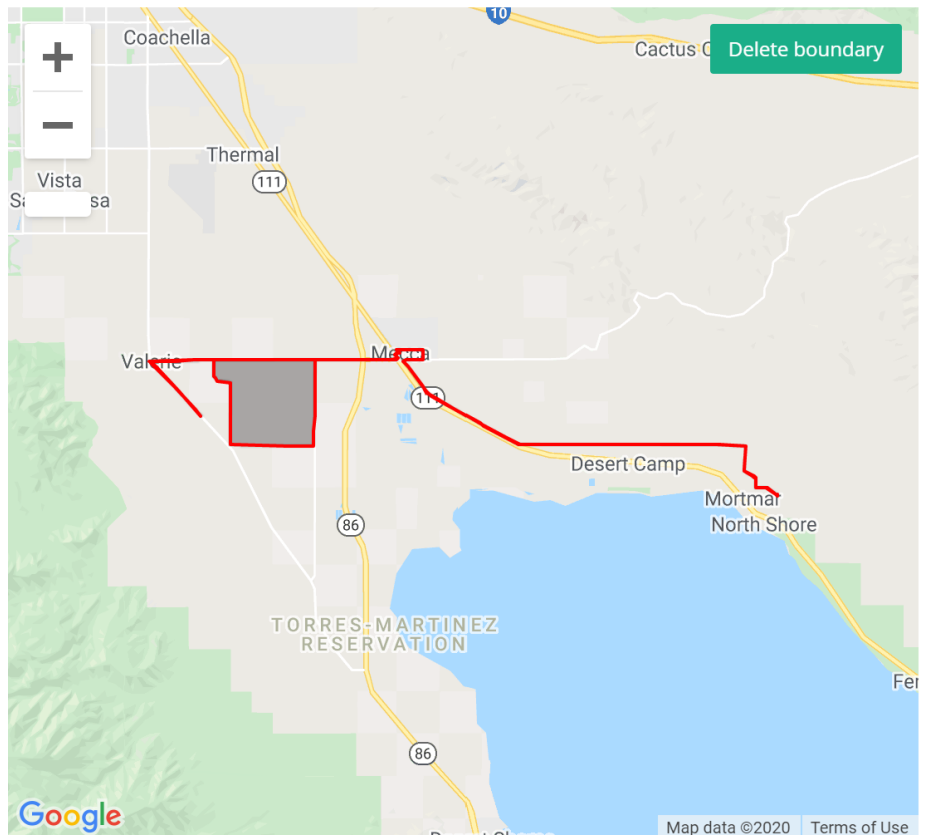
## Question 8

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



### Route 9

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



### Comments:

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

Sure

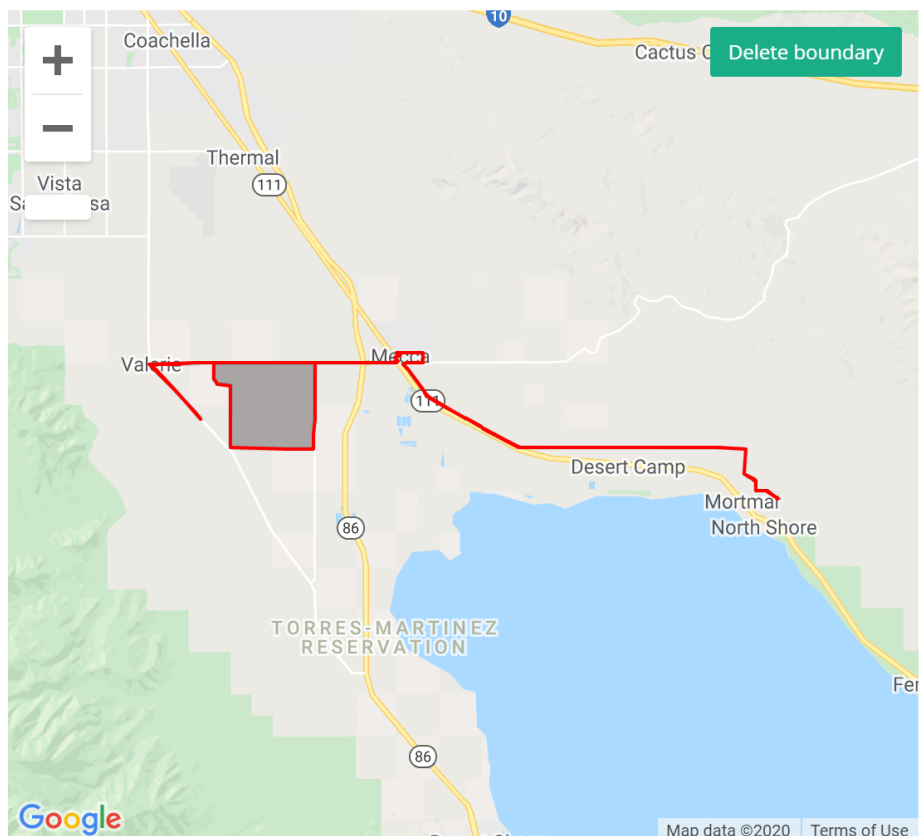
## Question 9

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

## Question 9

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

### Comments:

nice

You guys are doing great

Better security

Install cell phone charging ports on bus.

Nada más

None, thanks!

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

I appreciate the rides

No

Good job

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

Muy bien

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

Keep free fares

Better bus stops with more shade

Less transfers

Keep the buses cool

Overall just the drivers braking

111 be on time, courteous operators

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

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

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

Have buses that have charge outlet for devices.

Do a monthly membership

Always reliable.

I think its doing great so far.

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

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

Good changes...onward and upward

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

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

Should have a later bus ride to riverside

Drivers need to provide better service.

Drivers with commen curtisy. Faster commute.

## Question 9

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

### Comments:

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

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

Note:

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

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

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

So better service in dhs

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

None I can think of

Route 14 wait time has increased

Estan muy bien los servicios propuestos

Going to DHS could use improvements

Link 10 better than the riverside trip

No you're doing. Good job

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

Great job best drivers

On bus security needed.

I'm glad you're doing this

Great job

Easier online trip planning

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

The system needs more frequency to be effective.

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

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

More routes

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

Keep up the good work!

More training for drivers to accommodate the needy.

## Question 9

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

### Comments:

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

Have more reliable services on route 70

Don't let trouble makers on the bus

The drivers are a little rude sometimes

Es ta muy bien el transporte seguro para biajar

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

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

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

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

Answered with the posters. Good to know

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

Se me hace un buen servicio.

No tengo nada que comentar

Main route

More USB ports to charge portable devices.

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

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

Please provide Sunline proposed service for Murray Canyon Dr.

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

...

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

Looking forward to the new services on highway 111.

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

Gracias

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

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

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

Thank you for all you do

drivers are very nice especially considering these pandemic times.

No thanks

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

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

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

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



## Question 9

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

### Comments:

muy bien

On time

More bus stop locations

Very interesting didn't know about all this

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

More buses near more houses.

None

No comments

ID membership card with codes.

Later buse routes please!

I like the services the way they are now.

Spree out the busses.

We have good service.

Personal descresion

None

Thanks

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

Más limpieza

N/a

I have no comments at the moment thank you.

This project is innovative.

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

Buses connecting to other buses easier

More stops

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

To more clean

Somewhat clean

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

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

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

Safer and faster service.

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

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

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

## Question 9

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

### Comments:

Frequently cleaned bus stops

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

Bien, she necesita.

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

You guys are doing a great job.

Todo bien

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

Todo bien.

15 minutes service

I think it's awesome

Muy buenos

They should refuse service to disorderly people

Branch out to the houses surrounding the route

I think the new buses look fantastic.

Great!

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

Shorter wait period for the next bus

Really love the friendly bus drivers

I love to use the bus my kids and I

The propositions sound fantastic.

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

At the moment I don't have idea

Cleaner buses, more stops

Mas horarios

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

Everething is a good service riding it

Making 111 faster

Stop near North Palm Springs

Todo bien

Want more service to Morongo Casino

live lite

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

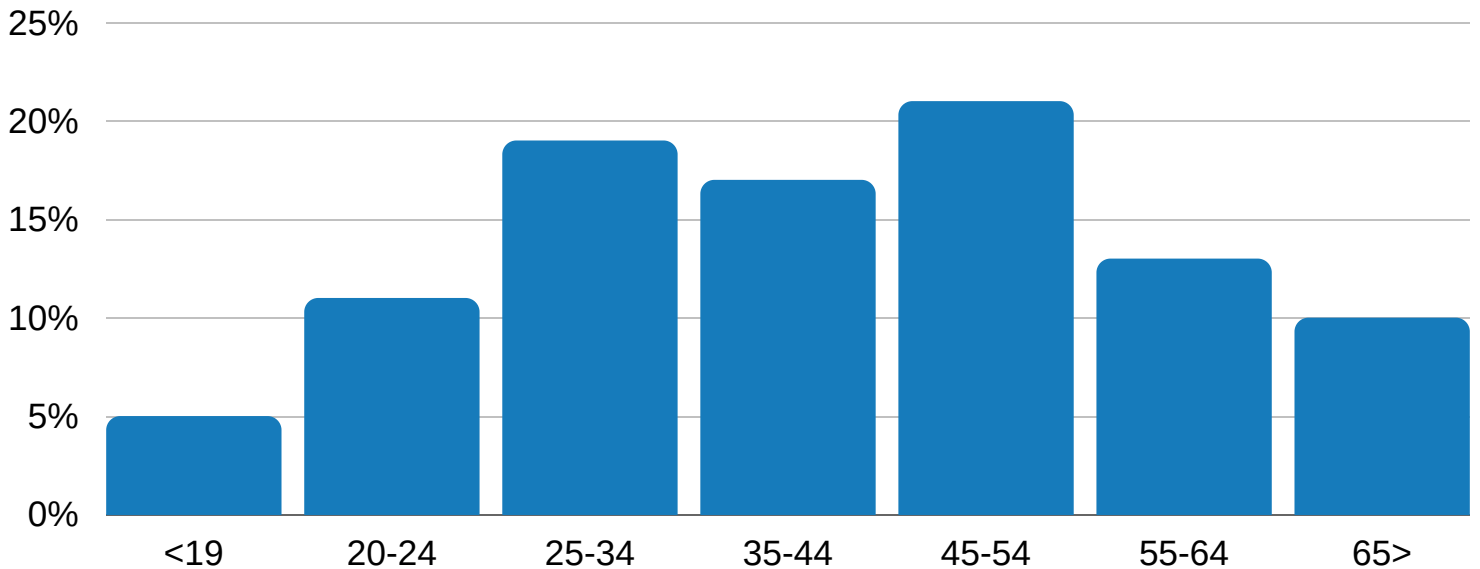
You all are very nice

## Question 10

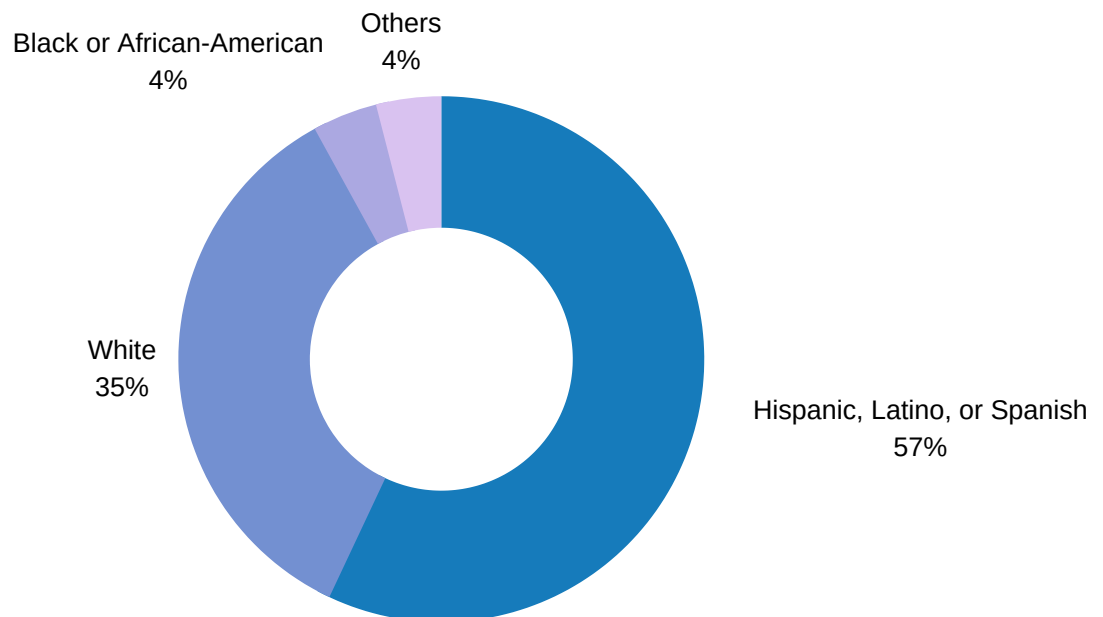
Would you be willing to share some information about yourself so we can ensure we're hearing from a broad set of voices?

### Demographics Data:

#### Age

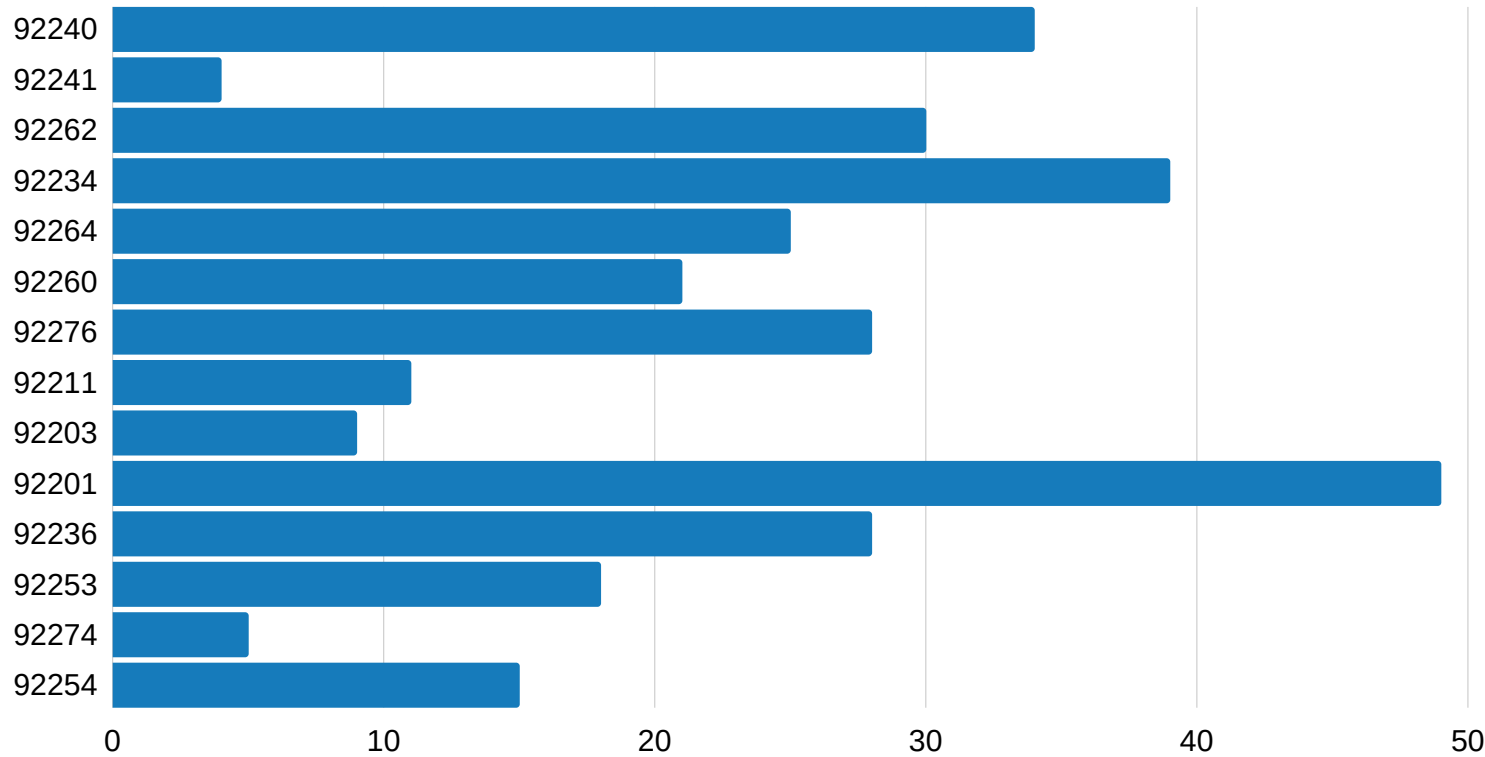
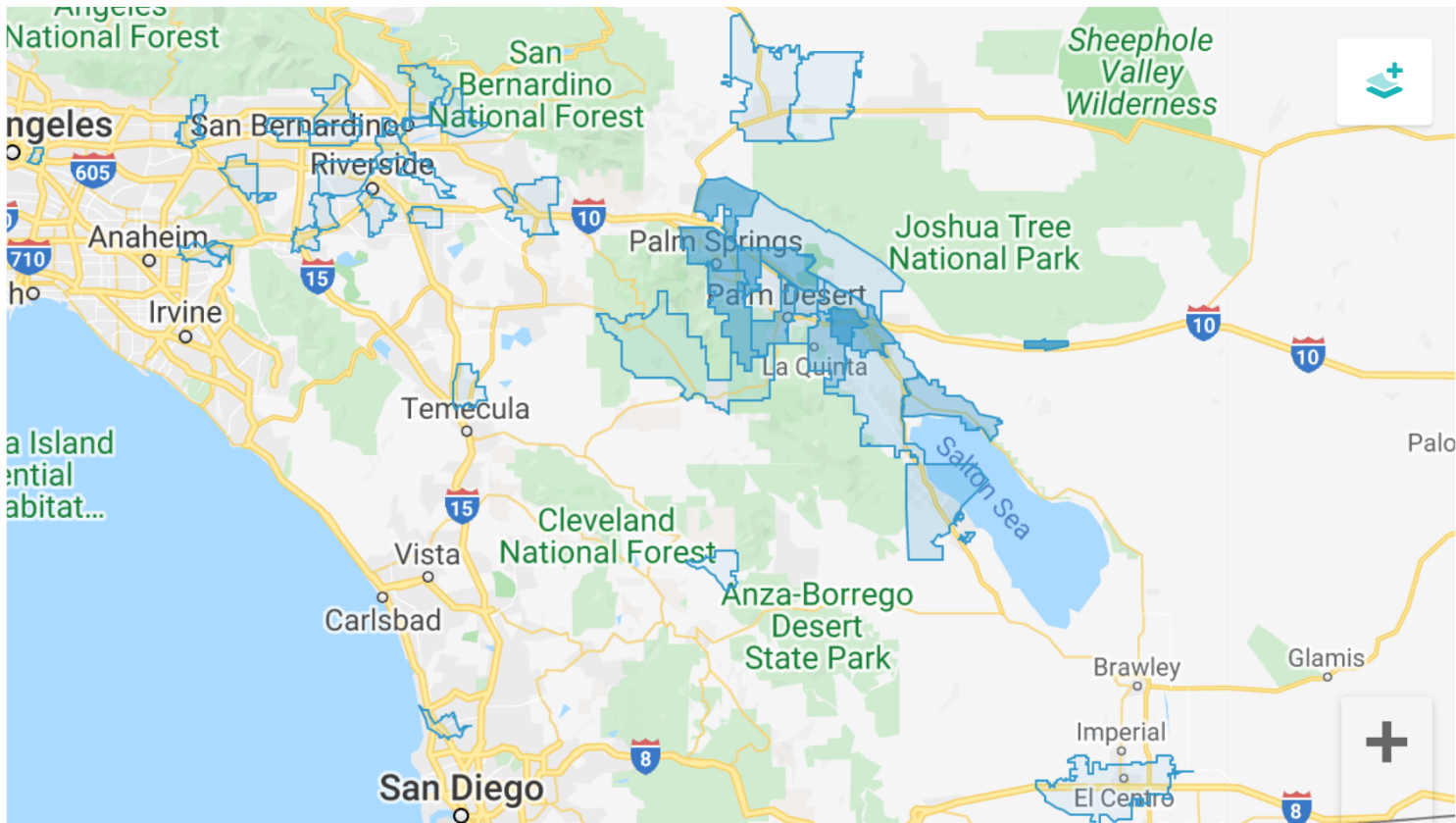


#### What is your race/ethnicity?



Demographics Data:

Home Zip Code



\*Not all respondents provided demographics data.



# SURVEY RESULTS REPORT

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October 2020



32505 Harry Oliver Trail  
Thousand Palms, CA 92276