

## SunRide FAQs



### **What is Microtransit?**

Microtransit is an on-demand mobility solution that connects to SunLine's fixed route bus system. The goal is to use microtransit within a defined zone to connect to nearby bus stops. Trips can be scheduled through a mobile application or by phone.

### **What is SunRide?**

SunRide is the name and brand of SunLine's new microtransit pilot project coming to four (4) Coachella Valley areas in January 2021. SunLine bus customers will be able to request microtransit service through a mobile phone app or call Customer Service to book trips.

### **Why is SunLine launching a microtransit service?**

SunLine is dedicated to enhancing mobility options in the Coachella Valley. As part of SunLine's consolidated bus network redesign that will provide straighter routes more frequently, SunLine has identified communities that will benefit from this service that allows greater access to our fixed route bus system.

### **Is this the same as the pilot program at College of the Desert earlier this year?**

After a successful test at College of the Desert, SunLine was able to identify four (4) new zones to continue this pilot program. If you used the service as a student, this will be a similar experience.

### **Where will SunRide be available?**

SunRide will be available in Desert Edge, Cook Street corridor (in Palm Desert), Coachella, and North Shore.

### **Why isn't SunRide available in my neighborhood?**

SunLine identified the chosen neighborhoods based on the greatest need to connect to the fixed route bus system. Please keep in mind that this is a pilot project and SunLine will evaluate the need to expand the service at a later time. We are also seeking additional funding partners to enhance this service if the pilot proves to be successful.

### **How do I book a trip?**

SunRide can be booked by downloading the SunRide app to your smartphone. You will need to setup an account using your name, phone number, email address, and payment information. You may also book your trip by calling Customer Service.

### **When will SunRide Launch?**

The SunRide pilot program plans to start service January 2021.

### **What are the hours of operation?**

When SunRide launches, it will operate Monday through Friday from 5:30 a.m. to 6:30 p.m.

*Updated July 2020*

**What is the expected wait time?**

This is a new service and wait time may vary, especially during peak hours. This service is expected to offer a maximum wait time of no more than 15 minutes.

**Where can I get picked up?**

You may get picked up from any location within the defined geo-fenced zone or at the designated bus stop outside the geofenced zone.

**Where can I get dropped off?**

You may get dropped off at any one of the identified bus stops within or just outside the defined geo-fenced zone.

**Can I travel between SunRide zones using this service?**

No. Each geo-fenced zone is designed to connect riders to the bus route that services each specific zone.

**When should I book my trip? Can I book in advance?**

This is an on-demand service and wait times are not expected to exceed 15 minutes. If you are a planner, no problem, you may also book your trip in advance!

**Can I hop on at any time?**

No, but remember, this is an on-demand service. That means you only need to book your ride within 15 minutes to expect your ride to reach you when you need it to.

**Can I track my ride in real-time?**

Absolutely! One of the great advantages to this new service is that the app will allow you to track your ride in real time so you will know when your ride will be arriving.

**How do I pay the fare?**

You may pay the fare directly through the app when you enter your credit/debit card payment information. If you don't have a credit/debit card you may purchase a reloadable credit card.

**Can I travel with others?**

Yes, however, due to COVID-19 social distancing precautions, when you book your ride – please limit your party to no more than four (4) people. You may indicate the number of people traveling with you in the app when booking your trip. Please remember the fare is per person, per trip.

**Do discounts apply?**

Discounts do not apply. Microtransit is an independent on-demand premium fare per person, per trip.