Pursuant to A.R.S. § 38-431.02, notice is hereby given to the members of the Mayor and Council Transit Task Force and to the general public that the Mayor and Council Transit Task Force will hold the following meeting which will be open to the public.

Mayor and Council Transit Task Force
AGENDA
Monday, October 9, 2017 at 4:00 p.m.
Location: 201 N. Stone, 4th Floor
Tucson, AZ 85701

<table>
<thead>
<tr>
<th>TOPICS</th>
<th>SUGGESTED TIME ALLOTTED</th>
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<tbody>
<tr>
<td>1. Call to Order</td>
<td>2 Minutes</td>
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<tr>
<td>2. Introductions / Roll Call</td>
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<tr>
<td>3. Approval of August 7, 2017 Minutes</td>
<td>3 Minutes</td>
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<tr>
<td>4. Call to the Audience</td>
<td>5 Minutes</td>
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<tr>
<td>5. Update on Transit/ Announcements/ Chair’s Report</td>
<td>10 Minutes</td>
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<td>6. Transit Fare Policy</td>
<td>20 Minutes</td>
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<td>7. Five-Year Strategic Transit Plan: Subcommittee Update</td>
<td>50 Minutes</td>
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<tr>
<td>8. Current Transit Technology in Tucson</td>
<td>10 Minutes</td>
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<tr>
<td>9. Future Eligible Frequent Transit Network Routes</td>
<td>10 Minutes</td>
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<tr>
<td>10. Call to the Audience</td>
<td>5 Minutes</td>
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<tr>
<td>11. Next meeting Date</td>
<td>3 Minutes</td>
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<tr>
<td>• Monday, November 6, 2017</td>
<td></td>
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<tr>
<td>12. Future Meeting Agenda Items</td>
<td>2 Minutes</td>
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<tr>
<td>13. Adjourn</td>
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Action may be taken on any item.
(Material, if available, can be provided by contacting Karen Rahn at 520-837-6584)
1. Call to Order

Meeting was called to order at 4:05 p.m. with eight (8) of the eleven (11) members present which established a quorum.

2. Introductions / Roll Call

Members Present: Margot Garcia, Chair (Ward 6)
Suzanne Schafer, Vice Chair (Ward 3)
Dale R. Calvert (City Manager)
David Heineking (City Manager)
Lisa Shipek, (Mayor)
Brian Flagg (Ward 2)
Robert Medler (Ward 4)
David Lee Middleton (Ward 5)
James McGinnis, (RTA Advisory Member)
Gene Caywood, (Advisory Member)

Members Absent: Spencer Audilett (City Manager)
Robin Steinberg (City Manager)
Vacant (Ward 1)

Staff Present: Sam Credio, Transit Administrator
Nicholas Scherer, Transit Services Coordinator
Marty Burke, General Manager of Sun Tran/Sun Van
Ginger Stevens, Interim General Manager of Sun Tran/Sun Van
Bob McGee, Sun Tran Scheduling Manager
Pat Richter, Director of Marketing and Communication
Davita Mueller, Sun Tran Planning Analyst
Eric Sitiko, Operations Manager of Sun Link

3. Approval of June 5, and July 10, 2017 Minutes

The minutes were approved as submitted.
4. Call to the Audience

Allen Benz – Mr. Benz said that after his comments at the last meeting, he received an e-mail response from staff and also saw the response in the meeting packet. He said he appreciates the response from staff.

5. Update on Transit/Announcements/Chair’s Report

Sam Credio stated that the August 8 Mayor & Council meeting has an item regarding Transit Management on it for the regular session. There is also an item called Integrated Planning Transportation Focus Group on the Study Session. This would create a Focus Group. The Planning Division is taking the lead on this.

Sam Credio also thanked Transdev for their time and effort in managing the Transit System for Tucson.

Starting next week, Sun Link will again have later hours. On Thursday, Friday and Saturday, Sun Link will run until 2 a.m.

Pat Richter stated that starting on Monday, the Sun Tran Special Services Office will have the following extended hours: Monday 8 – 7, Tuesday through Friday 8 – 5, and on first and third Saturdays, 8 a.m. until noon. This will be a three-month, temporary measure.

The three day pass will start on Tuesday, August 15 and go through February 15. This is a six-month pilot program. The cost will be $10 or $11 for people using the App.

James McGinnis reported that they have been working with HDR on the High Capacity Transit Implementation Plan. Although they originally thought they would wrap it up this summer, they decided to extend the study to include more comprehensive land use analysis. Mr. McGinnis will bring the report to the Task Force in October.

6. Transit Fare Policy

Sam Credio explained that the Transit Fare Policy was approved in 2014. In 2016, the Mayor and Council approved changes to the transit fares; therefore, the Transit Fare Policy no longer applies. The updated Transit Fare Policy will reflect the changes made by the Mayor and Council. The goal is to recommend that the Mayor and Council approve the revised Fare Policy.

Margot Garcia asked about the ADA optional services. Suzanne Schafer also questioned whether there is an additional charge for living outside the area. Ms. Schafer asked whether this section could be clarified without actually adding fare amounts.
Margot Garcia asked about surcharges. Ms. Garcia said the semester pass was 120 trips but Express is based on 160 trips. The Annual pass jumps from 300 trips to 380 trips. Davita Mueller explained that Mayor and Council wanted everything tied to the base fare.

Ms. Garcia suggested adding a footnote to explain that the number of trips is tied to the base fare.

Ms. Schafer said that Period passes are tied to base fare. In January there will be another increase. Monthly passes will go up also. How do we clarify the $10 three-day pass? Ms. Schafer suggested that special promotions like the $10 three-day pass should be handled separately.

Sam Credio stated that the SummerGo Youth Pass and the $10 three-day pass are not tied to the base fare.

Margot Garcia also pointed out that page 9, number 3 should be renamed so that promotional efforts that are successful could be put under this category.

Ms. Garcia also said there is no accounting back for the Sun Van Electronic Voucher system. Ms. Garcia said she has never been able to get an accounting of how the money is used and she would like to see that changed.

Suzanne Schafer said that the U of A pass is an annual pass, tied to the calendar and is the same price as the Annual Pass. She asked why we have two separate products. Marty Burke stated that keeping the passes separate would be a way to track where U of A students are boarding the bus, etc.

7. Five Year Strategic Plan: Mission and Vision

Nicholas Scherer talked about setting up a subcommittee. The purpose of a subcommittee is to develop the draft mission and vision and goals and bring it back to the Task Force by the end of the year. A subcommittee needs at least three and not more than five members. Non-voting members can also be a part of the subcommittee. Margot Garcia, Lisa Shipek and James McGinnis volunteered to be on the committee. Ms. Garcia appointed Robin Steinberg as the third voting member. The subcommittee will meet two times a month beginning in late August and return to the full committee in late October.

8. Call to the Audience

Allen Benz – Mr. Benz stated that he was interested in going to the 4th of July Celebration last month, but even though he could get a bus there, he would not be able to get back home. He said that if the idea is to get people to go to events, even if it is a holiday, there needs to be transportation to get people back home at night.
9. Next Meeting Date

The next meeting will be on Monday, September 11, 2017.

10. Future Meeting Agenda Items

Capital and Operational Procedures to improve Transit functionality in traffic

11. Adjourn

The meeting adjourned at 5:55 p.m.
Item 4: Call to the Audience

Issue – This is a standing agenda item to all members of the audience to make comment to committee members regarding transit.

Staff Recommendation – None. This is an information item.

Background – The memo accompanying this agenda item is intended to provide follow up information to the Transit Task Force regarding the public inquiries, during the call to the audience agenda items, from the previous meeting.

Present Consideration – Staff responses from the questions or comments during the previous Task Force meeting’s Call to the Audience agenda items is provided below:

1st Call to the Audience

No Inquiries

2nd Call to the Audience

Allen Benz

1. If the idea is to get people to go to events, even if it is a holiday, there needs to be transportation to get people back home at night.

While Sun Tran did not have later hours on the 4th of July, Sun Link extended their hours (6/29/17 Media Release):

“… Sun Link will extend its hours of operation on Tuesday, July 4, 2017 until approximately 10 p.m., about 30 minutes following the conclusion of the “A” Mountain fireworks.”

Financial Considerations – None

Attachments – None
Item 5: Update on Transit/Announcements/Chair’s Report

**Issue** – This is a standing agenda item to inform committee members of relevant transit information within the City of Tucson and around the region.

**Staff Recommendation** – None. This is an information item.

**Background** – There are several city departments, interest groups, and committees that are discussing various aspects of public transportation. Committee members as well as staff will have the opportunity to share information with the group and give updates on relevant projects.

**Present Consideration** – A list of projects, committees and stakeholders is provided below for a possible update to task force members.

**City of Tucson Updates:**
August 8th Mayor and Council Meeting: Integrated Transportation Planning Focus Group

**Sun Link, Sun Tran, and Sun Van Updates:**
3 Day Pass Pilot Program
Sun Van Fare Account
Special Services Office Hours

**Regional Updates:**
PAG - High Capacity Transit Implementation Plan (HCTIP)

**Committees Updates:**
RTA - Transit Working Group (TWG)

**Stakeholder Group Updates:**
- City Manager’s Transit Stakeholders Group
- Broadway Coalition
- Bus Riders Union
- Bus Friends Forever
- Friends of the Streetcar
- Living Streets Alliance
- Old Pueblo Trolley
- Southern Arizona Transit Advocates
- Boards, Committees, and Commissions Stakeholders

**Financial Considerations** – None

**Attachments** – None
Item 6: Transit Fare Policy

Issue – In November 2014 the City of Tucson Mayor and Council approved the Transit Task Force (TTF) recommended Transit Fare Policy. In September 2016 the City Council voted to change transit fares, and as of January 1, 2017 these new fares went into effect. The updated City of Tucson Transit Fare Policy reflects these changes.

Staff Recommendation – None. This is an information item.

Background – The updated City of Tucson Transit Fare Policy reflects the new transit fares and documents previous action taken by Mayor & Council.

Present Consideration – None. This is an information item.

Financial Considerations – None.

Attachments –

A. Transit Task Force Recommended Transit Fare Policy, with Tracked Changes
B. City of Tucson Transit Fare Policy, Revised June 5, 2017
Transit Task Force Recommended City of Tucson Transit Fare Policy

Purpose

The City of Tucson’s Transit Fare Policy establishes the guidelines for setting and adjusting fares for the public transit system. Along with predictions about transit use throughout the region, the Fare Policy will facilitate the development of long-range fare revenue projections. The Fare Policy includes goals and objectives to support the guiding principles established by the Mayor and Council as part of the Five-Year Strategic Plan. The Fare Policy includes fare payment options, fare structure, target fare box recovery for Sun Tran, Sun Van and Sun Link, requirements for public notice and solicitation of comment, and guidelines for future fare adjustments.

Guiding Principle

In establishing fare levels and fare structure, it is important to consider the benefit of public transit to the community’s overall quality of life. High-quality transit options throughout the community serve to reduce dependence on automobile travel, which enhances mobility and access to desired destinations for all residents, and supports economic vitality while reducing traffic congestion and providing environmental benefits that are shared by users and non-users alike. Thus the fare policy is intended to encourage and facilitate ridership growth while ensuring that total user fees contribute an appropriate proportion of operating costs.

Goals and Supporting Objectives

A. Support the City of Tucson’s sustainability and livability goals by encouraging widespread and diverse use of public transit.

1. Allow for ease of movement between modes operating throughout the metropolitan area including Sun Tran, Sun Shuttle, Sun Van and Sun Link.
2. Establish an easily understood fare structure, widespread availability of fare media, and convenient options for fare payment.
3. Use creative pricing strategies to encourage new users, frequent ridership, and long-term ridership.
4. Minimize barriers to new, occasional and non-resident users.
B. Maintain the economic viability of the transit system by ensuring that total user fees contribute an appropriate proportion of operating costs.

1. Support the goal, established in the Five-Year Strategic Plan, of achieving a target farebox recovery ratio of 25 percent on the Sun Tran local bus system.
2. Use creative pricing strategies to encourage efficient use of transit services, lower the cost of fare collection and promote predictability in the revenue stream.

C. Promote efficient and effective fare collection and fare pass and media sales.

1. Ensure the financial efficiency and effectiveness of fare collection by minimizing the costs of fare collection and administration, reducing the possibility for fraud and abuse, and expediting the boarding process. Efficiency is defined as the simplest fare payment processes for handling fares and fare media by employees.

D. Provide for citizen input as specified in City of Tucson Resolution No. 22127, City of Tucson Policy and Procedure for Solicitation and consideration of Public Comment on Fare Changes and Major Service Changes on Public Transportation [Appendix A] and oversight of fare policy development and implementation. The Mayor and Council's Transit Task Force shall review the fare structure annually in its public meetings. The review will include:

1. System performance indicators, such as cost per mile, cost per passenger and ridership for all modes. Additional factors impacting the cost of operating the various modes will be reviewed as required.
2. Evaluation of marketing and communication strategies to promote and educate members of the community about the public transit system.
3. Progress in achieving ridership goals as provided in the Five-Year Strategic Plan.
4. Quality and effectiveness of technology and customer service with respect to fare payment and pass sales.
5. Cost of living and other economic and demographic variables that could affect price elasticity and thus help to predict the financial and ridership impacts of the current fare policy and any proposed changes.
6. Upon completion of the review, if Mayor and Council recommend a fare change, a Title VI and Environmental Justice Fare Equity Analysis process will be initiated. The outreach and implementation process takes approximately three to six months.

E. Changes to fare structure and fare strategies shall consider the following customer, community and financial objectives.
1. Establish equitable fares for all transit customer groups, while being mindful of the equity of transit riders and non-riders, all who help support the system.

F. Ensure that the Regional Marketing Plan provides a strategy to market and communicate the services and benefits of the transit agencies that make up the regional transit system.

1. Pass Products
   Evaluate current pass product usage and determine through research, evaluation and possible focus groups to implement pilot pass programs.

2. Volume Discount
   Additional evaluation and analysis will be done on group volume discount passes. To increase transit operating revenues and increase ridership, a volume discount group pass program or unlimited access pass program should be evaluated. An unlimited access pass program would provide larger groups of people with unlimited ride transit passes in exchange for a contractual payment by a group’s employer or other organizing body. Unlimited access pass programs have proven to be an innovative way for increasing transit operating revenues. Establishing an unlimited access pass program would allow larger organizations such as the University of Arizona and Pima Community College to purchase large volumes of passes for their members at a discounted rate. By purchasing passes in volume, these organizations can pass along the discounted rates to their members.

3. Community Outreach
   Evaluate community outreach efforts to determine possible events/locations to better market the regional transit systems.

4. Organizational Programs
   Evaluate current employer subsidy programs and develop a strategy to increase awareness and participation in such programs within the metropolitan area.

Fare Pricing Policy and Structure

The following guiding principles will be considered in the development of fare pricing:
Fares will be consistent between Sun Tran and Sun Link for ease of use. Staff will coordinate with the RTA to maintain the seamless regional fare.

Pricing for Sun Express service will account for the premium service being offered.

Pricing of period passes will be based on multiples of the single-trip fare (stored value base fare) and will be priced so as to:
- Encourage their use, which reduces transaction costs for the system and the rider;
- Provide added benefit to regular riders to encourage increased ridership; and
- Incentivize larger purchases to encourage ridership and secure the revenue stream.

Multipliers (number of single rides used to calculate the price of a period pass) will provide for a discount that increases with the time period of the pass (i.e., greater savings are available to customers who buy passes for use over a longer period of time).

Based upon the above principles, the Base Fare and all other fares will have the following specific pricing relationships:

1. Single Trip Fares
   - Sun Tran/Sun Link One-way Cash Stored Value Fare (Base Fare)
     The Sun Tran/Sun Link one-way cash stored value fare is used as the Base Fare. All other fares are established as a ratio of the Base Fare. The Base Fare will be periodically adjusted as described in Fare Implementation and Adjustment Guidelines. Multipliers for period passes may be adjusted and are subject to the same public notice requirements as Base Fare adjustments.

     Note: As of 1/1/2017, cash fares include a surcharge over the Base Fare. The cash surcharge will reduce on 1/1/2018.

   - Sun Express Fare
     The Sun Express Fare will be 133-150 percent of the Sun Tran Base Fare. This ratio is based upon the higher value placed upon this premium service.

   - Sun Tran/Sun Link Economy Fare
     The Sun Tran/Sun Link Economy Fare will be priced at 43-40 percent of the Base Fare in Fiscal Year 2017 and 47 percent of the Base Fare in Fiscal Year 2018. The Sun Tran/Sun Link economy fare consists of two programs:

     1. Half Fare – Disabled, Medicare cardholders, and Senior Program. Federal law mandates that persons with disabilities, Medicare cardholders, and seniors be offered a reduced fare not to exceed 50% of the regular fare during off peak hours. This
program exceeds federal requirements for “Half Fare” for eligible disabled persons, Medicare cardholders, and seniors over the age of 65. Eligibility requirements can be found at http://suntran.com/fares_reduced.php.

2. City Low-Income Subsidy Program. In addition, the City of Tucson in 1972 enacted the Low Income Subsidy Program to provide additional subsidy from the General Fund to assist qualified persons with low income. Eligibility requirements can be found at http://suntran.com/fares_reduced.php.

- Sun Van Regular Fare

The Americans with Disabilities Act (ADA) of 1990 requires Complementary ADA service. Sun Van provides the paratransit service as required by the ADA in complement to the fixed-route system. Optional service is service that goes above and beyond the complementary service required by the ADA.

ADA Service includes:

- Trips scheduled within ¼ mile of the following routes:
  - Sun Tran regular routes (excludes express/commuter routes)
  - Sun Link Streetcar
  - Sun Shuttle Route 450 in southeast Tucson
- Trips provided during hours the above routes are in operation.

Sun Van's Complementary ADA Fare will be twice the Sun Tran Base Fare, which matches the maximum allowable under federal law. This fare is applied to all ADA paratransit services.

Sun Van Regular Fare will be twice the Base Fare, which matches the maximum allowable under federal law. This fare is applied to all Americans with Disabilities Act (ADA) paratransit and Optional paratransit services.

Additional evaluation and analysis will be done on the pricing for Optional ADA Service. There is currently no additional fare charged for Optional ADA services provided by Sun Van. Federal regulations do not include a limit regarding fares charged for Optional ADA Service (i.e., service that is above and beyond that of the ADA). Consideration could be given to a change in this fare category to be twice that charged for ADA paratransit trips.

- Sun Van Low-Income Fare
The Sun Van Low-Income fare for ADA paratransit service will be one-half (1/2) of the Sun Van Fare, as provided under the City of Tucson subsidy for qualifying persons with low-income.

- **Sun Van Optional ADA Service fare**

  The Sun Van Optional fare is a set price, chosen to offset additional costs of the Optional Service.

  Federal regulations do not include a limit regarding fare charge for Optional ADA Service. Sun Van Optional ADA Service fare is a set price not based on the Base Fare.

  Optional Service Includes:

  - Trips beyond the 3/4 mile limit or beyond the hours of operation for nearby fixed route service for Sun Tran, Sun Link and Sun Shuttle Route 450
  - Same day requests
  - Will Call Scheduling

  The Sun Van Optional ADA service fare price is based on a one-way trip.

  The Sun Van Low-Income fare will be twice the Sun Tran Economy Fare. This matches the additional subsidy provided the City of Tucson to persons with low-income who use Sun Tran.

- **Transfers**

  Transfers within and between Sun Tran and Sun Link will be fare free, and are good for two hours, unlimited trips in any direction. A SunGO ID & Card or SunGO Card is required to load transfers. Transfers from Sun Tran’s regular fixed route buses, Sun Link and Sun Shuttle to Express Service buses will require an upcharge of the difference between the Base Fare and the Express Fare for full fare customers and the difference between the Economy Fare and the Express Fare for economy customers.

- **Children Free Fare**

  Children, age five and under, will be fare free when accompanied by a paying passenger riding Sun Tran/Sun Link.

- **Transfers within and between Sun Tran and Sun Link will be fare free, and are issued to provide the use of up to two additional buses to complete a trip in one**
direction within a two hour time frame. Transfers from Sun Tran’s regular fixed route buses and Sun Link to Express service buses will require an upcharge of the difference between the Base Fare and the Express Fare for Base Fare customers and the difference between the Economy Fare and the Express Fare for Economy customers. Children Free Fare

Children age five and under when accompanied by a paying passenger riding Sun Tran/Sun Link, will be fare free.

2. Period Passes

Period passes are offered to provide convenience to customers and represent a savings that encourages additional ridership, as outlined above. Current period pass pricing ratios are as follows: Period pass pricing ratios are as follows:

- Sun Tran/Sun Link 1-Day Pass
  The Sun Tran/Sun Link 1-Day Pass is priced equivalent to 2.33 2.50 trips at the Base Fare.

- Sun Tran/Sun Link 31-Day Pass
  The Sun Tran/Sun Link 30-Day Pass is priced equivalent to 30 trips at the Base Sun Tran/Sun Link 31-Day Pass is priced equivalent to 28 trips at the Sun Express Fare.

- Sun Express 3130-Day Pass
  The Sun Express 3130-Day pass is priced equivalent to 28 trips of Base Fare.

- Sun Tran/Sun Link Economy 3130-Day Pass
  The Sun Tran/Sun Link Economy 3130-Day Pass is priced equivalent to 30 trips at the single trip Sun Tran/Sun Link Economy Fare.

- Annual Pass
  The annual pass is priced equivalent to 300 trips at the Base Fare as the Annual College Pass; however, it will not be tied to the school year calendar. Annual pass holders can ride Sun Tran Fixed Route bus and Sun Link streetcar but will also pay the upcharge of the difference between the single trip Base Fare and the Express Fare if transferring to an Express service bus.

- University of Arizona (UA)/Pima Community College (PCC) Base Fare Semester Pass*
Semester pass for UA or PCC is valid for either the Fall or Spring semester and is priced equivalent to 120 trips at the Base Fare. Semester pass holders can ride Sun Tran fixed route bus and Sun Link streetcars but will pay an upcharge of the difference between the single trip Base Fare and the Express Fare if transferring to an Express service bus.

Semester pass for UA or PCC is valid for either the Fall or Spring semester and is priced equivalent to five months use based upon the discounted 31-Day pass ratio of 23 trips at the Base Fare. Semester pass holders can ride Sun Tran fixed route bus and Sun Link streetcars but will pay an upcharge of the difference between the Base Fare and the Express Fare if transferring to an Express service bus.

- **UA/PCC Express Fare Semester Pass***

  Semester Pass for UA or PCC Express service is valid for either the Fall or Spring semester and is priced equivalent to 160 trips at the Base Fare.

  Semester Pass for UA or PCC Express service is valid for either the Fall or Spring semester and is priced equivalent to five months use based upon the 31-Day pass use ratio of 23 trips at the Sun Tran Express Fare.

- **UA/PCC Annual Base Fare Pass***

  UA/PCC Annual Base Fare Pass is valid for a period beginning August 1 through July 31 and will be priced equivalent to 300 trips at the Base Fare. UA/PCC annual Base Fare pass holders can ride Sun Tran Fixed Route bus and Sun Link streetcar but will also pay the upcharge of the difference between the single trip Base Fare and the Express Fare if transferring to an Express service bus.

  UA/PCC Annual Base Fare Pass is valid for a period beginning August 1 through July 31 and will be priced equivalent to 12 months use based upon the discounted 31-Day Pass use ratio (23 trips) at the Base Fare. UA/PCC annual Base Fare pass holders can ride Sun Tran Fixed Route bus and Sun Link streetcar but will also pay the upcharge of the difference between the Base Fare and the Express Fare if transferring to an Express service bus.

- **UA/PCC Annual Express Pass***

  UA/PCC Annual Express Pass is valid for a period beginning August 1 through July 31 and is priced equivalent to 380 trips at the Base Fare.
Pass product is currently offered to University of Arizona (UA) students, faculty and staff, with the UA subsidizing a percentage of the cost. Staff will work with Pima Community College (PCC) Administration to make the semester and annual passes available to PCC students, faculty and staff.

UA/PCC Annual Express Pass is valid for a period beginning August 1 through July 31 and is priced equivalent to 12 months use based upon the 31-Day pass use ratio (23 trips) at the Sun Tran Express Fare.

**Nonprofit Discount Fares**

The City of Tucson fare ordinance includes the provision of discount products to organizations in the Nonprofit Program. These discounts would continue with a Nonprofit Day Pass priced at 50 percent of the Base Fare Day Pass and Nonprofit 30-Day pass priced equivalent to the Economy 30-Day pass. The Economy ticket is only available to nonprofit organizations and is only for qualified individuals.

**Limited Period Passes and Promotional Fares**

- **SummerGO**

  The SummerGO Youth Pass is available to students ages 6 to 18. Sales are currently limited to City of Tucson, Parks and Recreation or Sun Tran Administrative Office locations. This pass is good for 76 days between the end of May and beginning of August each year, based on the local K-12 academic calendars. The price of the pass has been established by ordinance. The SummerGO Youth Pass is intended to promote the use of transit by youth and therefore is not tied to the base fare.

- **Promotional Fares**

  Under City code, promotional fares can be implemented for a period of six months under the City Manager’s authority. Based on Federal Transit Administration (FTA) guidance and on adopted City policy, the completion of the Title VI Fare Equity Analysis and the holding of public meetings must be completed prior to Mayor and Council consideration of any permanent fare changes. Future promotional fares may not be tied to the base fare.
TTF Item 6: Attachment A

Tucson City Code (Sec. 2-18) includes the provision of discount products to organizations in the Nonprofit Program. These discounts would continue with a Nonprofit Day Pass price should be priced at 50 percent of the Base Fare and Nonprofit 31-Day pass priced equivalent to the Economy 31-Day pass. The Economy ticket should be available only to Nonprofit organizations and is only for reduced fare qualified individuals. Media for a Nonprofit Two Ride fare is being developed to be priced equivalent to twice the Sun Tran/Sun Link Economy fare, plus any administrative and media fees assessed per the City’s fare ordinance.

Fare Payment (Fare Payment Options)

Customers can use the following fare payment options on the transit system:

- Smart Card (SunGO Cards and Tickets) on board Sun Tran buses, Sun Express buses, Sun Link streetcar and Sun Shuttle vehicles.
- Cash payment on board Sun Tran buses, Sun Express buses and select Sun Shuttle vehicles. Cash payment is not available on Sun Link vehicles, however 1-Day passes may be purchased at all Sun Link stops.
- Sun Van Electronic Voucher system: Sun Van passengers pay for fares using the Sun Van Electronic Voucher system through the Special Services Office. Fares are collected electronically at the time of scheduling. Sun Van passengers must have a sufficient balance available in their Sun Van account prior to scheduling a trip. Drivers cannot accept cash.
- GoTucson (Transit) Mobile Phone Application on board Sun Tran buses, Sun Express buses, Sun Link streetcar and Sun Shuttle vehicles.
- SunGO Cards and Tickets can be purchased online at Sun Tran’s website, at sales outlets, and at each transit center throughout the region using credit or debit cards and cash. For a list of sales outlets, visit http://www.suntran.com/fares_buy.php.

Administrative Processing and Product Fees

- Per Tucson City Code, Sec. 2-18, an administrative processing and product fee, to be determined by the City Manager in conjunction with the Director of the department of transportation, may be added to the cost of each pass type.

Funding Sources

The predominant funding source used to support public transit operations in the Tucson Metropolitan area comes from the City’s General Fund. Additional funding sources include surrounding jurisdictions, the RTA and corporations through the use of Intergovernmental Agreements (IGA’s).
A portion of funding comes from user fees in the form of fares. Generally expressed as a percentage, farebox recovery is the farebox revenue collected, divided by operating expenditures. Farebox recovery is influenced by several factors including the overall ridership on the system and the fare structure as outlined in the previous section. To ensure consistent decision-making is applied over time, Sun Tran will:

- Monitor the farebox revenue of each mode annually and present this information during the budget development and review process for the City of Tucson
- Monitor efficiency of the operations of each mode
- Establish route productivity (performance) goals such as passengers per hour and cost per mile
- Target the overall farebox recovery ratio to approximately 25 percent for the Sun Tran local bus system. When the rate drops below this level, route level analysis will be performed and area of potential improvement will be identified for possible corrective action.

Fare Implementation and Adjustment Guidelines

The following guidelines outline the recommended steps for developing, evaluating and implementing fare adjustments:

- Annual review of usage, farebox recovery and other related data should be conducted and reported, with any recommended fare adjustments being made every two years. The two-year cycle is intended to give customers time to adjust to any changes implemented and allow time for a complete system analysis of the impact from such changes.
- In implementing fare adjustments, the Mayor and Council with Transit Task Force's input may alter the base fare, multipliers, discounts, products available, or a combination of these.
- Decisions on the fare pricing structure are made by the City of Tucson City Council, with advice from its appointed Transit Task Force. Decisions affecting regional fares are coordinated with the RTA for its board approval, per the Intergovernmental Agreement (IGA).

-- Fare changes and consideration of public comments will follow the process outlined in Tucson City Code as shown in Appendix C.

Future Fare Product Considerations

- Future fare products for staff to consider and evaluate include:
  - 3/6/12/month pass(es) available to the public
  - Youth Summer Fare pass
  - Discount on SunGO stored value
Purpose

The City of Tucson’s Transit Fare Policy establishes the guidelines for setting and adjusting fares for the public transit system. Along with predictions about transit use throughout the region, the Fare Policy will facilitate the development of long-range fare revenue projections. The Fare Policy includes goals and objectives to support the guiding principles established by the Mayor and Council as part of the Five-Year Strategic Plan. The Fare Policy includes fare payment options, fare structure, target fare box recovery for Sun Tran, Sun Van and Sun Link, requirements for public notice and solicitation of comment, and guidelines for future fare adjustments.

Guiding Principle

In establishing fare levels and fare structure, it is important to consider the benefit of public transit to the community’s overall quality of life. High-quality transit options throughout the community serve to reduce dependence on automobile travel, which enhances mobility and access to desired destinations for all residents, and supports economic vitality while reducing traffic congestion and providing environmental benefits that are shared by users and non-users alike. Thus the fare policy is intended to encourage and facilitate ridership growth while ensuring that total user fees contribute an appropriate proportion of operating costs.

Goals and Supporting Objectives

A. Support the City of Tucson’s sustainability and livability goals by encouraging widespread and diverse use of public transit.

1. Allow for ease of movement between modes operating throughout the metropolitan area including Sun Tran, Sun Shuttle, Sun Van and Sun Link.
2. Establish an easily understood fare structure, widespread availability of fare media, and convenient options for fare payment.
3. Use creative pricing strategies to encourage new users, frequent ridership, and long-term ridership.
4. Minimize barriers to new, occasional and non-resident users.
B. Maintain the economic viability of the transit system by ensuring that total user fees contribute an appropriate proportion of operating costs.

1. Support the goal, established in the Five-Year Strategic Plan, of achieving a target farebox recovery ratio of 25 percent on the Sun Tran local bus system.
2. Use creative pricing strategies to encourage efficient use of transit services, lower the cost of fare collection and promote predictability in the revenue stream.

C. Promote efficient and effective fare collection and fare pass and media sales.

1. Ensure the financial efficiency and effectiveness of fare collection by minimizing the costs of fare collection and administration, reducing the possibility for fraud and abuse, and expediting the boarding process. Efficiency is defined as the simplest fare payment processes for handling fares and fare media by employees.

D. Provide for citizen input as specified in City of Tucson Resolution No. 22127, City of Tucson Policy and Procedure for Solicitation and consideration of Public Comment on Fare Changes and Major Service Changes on Public Transportation (Appendix A) and oversight of fare policy development and implementation. The Mayor and Council’s Transit Task Force shall review the fare structure annually in its public meetings. The review will include:

1. System performance indicators, such as cost per mile, cost per passenger and ridership for all modes. Additional factors impacting the cost of operating the various modes will be reviewed as required.
2. Evaluation of marketing and communication strategies to promote and educate members of the community about the public transit system.
3. Progress in achieving ridership goals as provided in the Five-Year Strategic Plan.
4. Quality and effectiveness of technology and customer service with respect to fare payment and pass sales.
5. Cost of living and other economic and demographic variables that could affect price elasticity and thus help to predict the financial and ridership impacts of the current fare policy and any proposed changes.
6. Upon completion of the review, if Mayor and Council recommend a fare change, a Title VI and Environmental Justice Fare Equity Analysis process will be initiated. The outreach and implementation process takes approximately three to six months.

E. Changes to fare structure and fare strategies shall consider the following customer, community and financial objectives.

1. Establish equitable fares for all transit customer groups, while being mindful of the equity of transit riders and non-riders, all who help support the system.
F. Ensure that the Regional Marketing Plan provides a strategy to market and communicate the services and benefits of the transit agencies that make up the regional transit system.

1. Pass Products

Evaluate current pass product usage and determine through research, evaluation and possible focus groups to implement pilot pass programs.

2. Volume Discount

Additional evaluation and analysis will be done on group volume discount passes. To increase transit operating revenues and increase ridership, a volume discount group pass program or unlimited access pass program should be evaluated. An unlimited access pass program would provide larger groups of people with unlimited ride transit passes in exchange for a contractual payment by a group’s employer or other organizing body. Unlimited access pass programs have proven to be an innovative way for increasing transit operating revenues. Establishing an unlimited access pass program would allow larger organizations such as the University of Arizona and Pima Community College to purchase large volumes of passes for their members at a discounted rate. By purchasing passes in volume, these organizations can pass along the discounted rates to their members.

3. Community Outreach

Evaluate community outreach efforts to determine possible events/locations to better market the regional transit systems.

4. Organizational Programs

Evaluate current employer subsidy programs and develop a strategy to increase awareness and participation in such programs within the metropolitan area.

Fare Pricing Policy and Structure

The following guiding principles will be considered in the development of fare pricing:

- Fares will be consistent between Sun Tran and Sun Link for ease of use. Staff will coordinate with the RTA to maintain the seamless regional fare.
- Pricing for Sun Express service will account for the premium service being offered.
- Pricing of period passes will be based on multiples of the single-trip fare (stored value base fare) and will be priced so as to:
  - Encourage their use, which reduces transaction costs for the system and the rider;
o Provide added benefit to regular riders to encourage increased ridership; and
o Incentivize larger purchases to encourage ridership and secure the revenue stream.

Multipliers (number of single rides used to calculate the price of a period pass) will provide for a discount that increases with the time period of the pass (i.e., greater savings are available to customers who buy passes for use over a longer period of time).

Based upon the above principles, the Base Fare and all other fares will have the following specific pricing relationships:

1. Single Trip Fares
   - Sun Tran/Sun Link One-way Stored Value Fare (Base Fare)
     The Sun Tran/Sun Link one-way stored value fare is used as the Base Fare. All other fares are established as a ratio of the Base Fare. The Base Fare will be periodically adjusted as described in Fare Implementation and Adjustment Guidelines. Multipliers for period passes may be adjusted and are subject to the same public notice requirements as Base Fare adjustments.
     Note: As of 1/1/2017, cash fares include a surcharge over the Base Fare. The cash surcharge will reduce on 1/1/2018.
   - Sun Express Fare
     The Sun Express Fare will be 150 percent of the Sun Tran Base Fare. This ratio is based upon the higher value placed upon this premium service.
   - Sun Tran/Sun Link Economy Fare
     The Sun Tran/Sun Link Economy Fare will be priced at 40 percent of the Base Fare in Fiscal Year 2017 and 47 percent of the Base Fare in Fiscal Year 2018. The Sun Tran/Sun Link economy fare consists of two programs:
     1. Half Fare - Disabled, Medicare cardholders, and Senior Program. Federal law mandates that persons with disabilities, Medicare cardholders, and seniors be offered a reduced fare not to exceed 50% of the regular fare during off peak hours. This program exceeds federal requirements for “Half Fare” for eligible disabled persons, Medicare cardholders, and seniors over the age of 65. Eligibility requirements can be found at http://suntran.com/fares_reduced.php.
     2. City Low-Income Subsidy Program. In addition, the City of Tucson in 1972 enacted the Low Income Subsidy Program to provide additional subsidy from the General Fund to assist qualified persons with low income. Eligibility requirements can be found at http://suntran.com/fares_reduced.php.
• Sun Van Regular Fare

The Americans with Disabilities Act (ADA) of 1990 requires Complementary ADA service. Sun Van provides the paratransit service as required by the ADA in complement to the fixed-route system. Optional service is service that goes above and beyond the complementary service required by the ADA.

ADA Service includes:

• Trips scheduled within ¾ mile of the following routes:
  o Sun Tran regular routes (excludes express/commuter routes)
  o Sun Link Streetcar
  o Sun Shuttle Route 450 in southeast Tucson
• Trips provided during hours the above routes are in operation.

Sun Van’s Complementary ADA Fare will be twice the Sun Tran Base Fare, which matches the maximum allowable under federal law. This fare is applied to all ADA paratransit services.

• Sun Van Low-Income Fare

The Sun Van Low-Income fare for ADA paratransit service will be one-half (1/2) of the Sun Van Fare, as provided under the City of Tucson subsidy for qualifying persons with low-income.

• Sun Van Optional ADA Service fare

The Sun Van Optional fare is a set price, chosen to offset additional costs of the Optional Service.

Federal regulations do not include a limit regarding fare charge for Optional ADA Service. Sun Van Optional ADA Service fare is a set price not based on the Base Fare.

Optional Service Includes:

• Trips beyond the ¾ mile limit or beyond the hours of operation for nearby fixed route service for Sun Tran, Sun Link and Sun Shuttle Route 450
• Same day requests
• Will Call Scheduling

The Sun Van Optional ADA service fare price is based on a one-way trip.
• Transfers

Transfers within and between Sun Tran and Sun Link will be fare free, and are good for two hours, unlimited trips in any direction. A SunGO ID & Card or SunGO Card is required to load transfers. Transfers from Sun Tran’s regular fixed route buses, Sun Link and Sun Shuttle to Express Service buses will require an upcharge of the difference between the Base Fare and the Express Fare for full fare customers and the difference between the Economy Fare and the Express Fare for economy customers.

• Children Free Fare

Children, age five and under, will be fare free when accompanied by a paying passenger riding Sun Tran/Sun Link.

2. Period Passes

Period passes are offered to provide convenience to customers and represent a savings that encourages additional ridership, as outlined above. Current period pass pricing ratios are as follows:

• Sun Tran/Sun Link 1-Day Pass

The Sun Tran/Sun Link 1-Day Pass is priced equivalent to 2.50 trips at the Base Fare.

• Sun Tran/Sun Link 30-Day Pass

The Sun Tran/Sun Link 30-Day Pass is priced equivalent to 30 trips at the Base Fare.

• Sun Express 30-Day Pass

The Sun Express 30-Day pass is priced equivalent to 40 trips of Base Fare.

• Sun Tran/Sun Link Economy 30-Day Pass

The Sun Tran/Sun Link Economy 30-Day Pass is priced equivalent to 30 trips at the single trip Sun Tran/Sun Link Economy Fare.

• Annual Pass

The annual pass is priced equivalent to 300 trips at the Base Fare as the Annual College Pass; however, it will not be tied to the school year calendar. Annual pass holders can ride Sun Tran Fixed Route bus and Sun Link streetcar but will also pay the upcharge of the difference between the single trip Base Fare and the Express Fare if transferring to an Express service bus.

• University of Arizona (UA)/Pima Community College (PCC) Base Fare Semester Pass*
Semester pass for UA or PCC is valid for either the Fall or Spring semester and is priced equivalent to 120 trips at the Base Fare. Semester pass holders can ride Sun Tran fixed route bus and Sun Link streetcars but will pay an upcharge of the difference between the single trip Base Fare and the Express Fare if transferring to an Express service bus.

- **UA/PCC Express Fare Semester Pass***
  Semester Pass for UA or PCC Express service is valid for either the Fall or Spring semester and is priced equivalent to 160 trips at the Base Fare.

- **UA/PCC Annual Base Fare Pass***
  UA/PCC Annual Base Fare Pass is valid for a period beginning August 1 through July 31 and will be priced equivalent to 300 trips at the Base Fare. UA/PCC annual Base Fare pass holders can ride Sun Tran Fixed Route bus and Sun Link streetcar but will also pay the upcharge of the difference between the single trip Base Fare and the Express Fare if transferring to an Express service bus.

- **UA/PCC Annual Express Pass***
  UA/PCC Annual Express Pass is valid for a period beginning August 1 through July 31 and is priced equivalent to 380 trips at the Base Fare.

* Pass product is currently offered to University of Arizona (UA) students, faculty and staff, with the UA subsidizing a percentage of the cost. Staff will work with Pima Community College (PCC) Administration to make the semester and annual passes available to PCC students, faculty and staff.

- **Nonprofit Discount Fares**
  The City of Tucson fare ordinance includes the provision of discount products to organizations in the Nonprofit Program. These discounts would continue with a Nonprofit Day Pass priced at 50 percent of the Base Fare Day Pass and Nonprofit 30-Day pass priced equivalent to the Economy 30-Day pass. The Economy ticket is only available to nonprofit organizations and is only for qualified individuals.

3. **Limited Period Passes and Promotional Fares**

- **SummerGO**
The SummerGO Youth Pass is available to students ages 6 to 18. Sales are currently limited to City of Tucson Parks and Recreation or Sun Tran Administrative Office locations. This pass is good for 76 days between the end of May and beginning of August each year, based on the local K-12 academic calendars. The price of the pass has been established by ordinance. The SummerGO Youth Pass is intended to promote the use of transit by youth and therefore is not tied to the base fare.

- Promotional Fares

Under City code, promotional fares can be implemented for a period of six months under the City Manager’s authority. Based on Federal Transit Administration (FTA) guidance and on adopted City policy, the completion of the Title VI Fare Equity Analysis and the holding of public meetings must be completed prior to Mayor and Council consideration of any permanent fare changes. Future promotional fares may not be tied to the base fare.

Fare Payment (Fare Payment Options)

Customers can use the following fare payment options on the transit system:

- Smart Card (SunGO Cards and Tickets) on board Sun Tran buses, Sun Express buses, Sun Link streetcar and Sun Shuttle vehicles.
- Cash payment on board Sun Tran buses, Sun Express buses and select Sun Shuttle vehicles. Cash payment is not available on Sun Link vehicles, however 1-Day passes may be purchased at all Sun Link stops.
- Sun Van Electronic Voucher system: Sun Van passengers pay for fares using the Sun Van Electronic Voucher system through the Special Services Office. Fares are collected electronically at the time of scheduling. Sun Van passengers must have a sufficient balance available in their Sun Van account prior to scheduling a trip. Drivers cannot accept cash.
- GoTucson (Transit) Mobile Phone Application on board Sun Tran buses, Sun Express buses, Sun Link streetcar and Sun Shuttle vehicles.

SunGO Cards and Tickets can be purchased online at Sun Tran’s website, at sales outlets, and at each transit center throughout the region using credit or debit cards and cash. For a list of sales outlets, visit: [http://www.suntran.com/fares_buy.php](http://www.suntran.com/fares_buy.php).

Administrative Processing and Product Fees

Per Tucson City Code, Sec. 2.18, an administrative processing and product fee, to be determined by the City Manager in conjunction with the Director of the department of transportation, may be added to the cost of each pass type.
Funding Sources

The predominant funding source used to support public transit operations in the Tucson Metropolitan area comes from the City's General Fund. Additional funding sources include surrounding jurisdictions, the RTA and corporations through the use of Intergovernmental Agreements (IGA’s).

A portion of funding comes from user fees in the form of fares. Generally expressed as a percentage, farebox recovery is the farebox revenue collected, divided by operating expenditures. Farebox recovery is influenced by several factors including the overall ridership on the system and the fare structure as outlined in the previous section. To ensure consistent decision-making is applied over time, Sun Tran will:

- Monitor the farebox revenue of each mode annually and present this information during the budget development and review process for the City of Tucson
- Monitor efficiency of the operations of each mode
- Establish route productivity (performance) goals such as passengers per hour and cost per mile
- Target the overall farebox recovery ratio to approximately 25 percent for the Sun Tran local bus system. When the rate drops below this level, route level analysis will be performed and area of potential improvement will be identified for possible corrective action.

Fare Implementation and Adjustment Guidelines

The following guidelines outline the recommended steps for developing, evaluating and implementing fare adjustments:

- Annual review of usage, farebox recovery and other related data should be conducted and reported, with any recommended fare adjustments being made every two years. The two-year cycle is intended to give customers time to adjust to any changes implemented and allow time for a complete system analysis of the impact from such changes.
- In implementing fare adjustments, the Mayor and Council with Transit Task Force’s input may alter the base fare, multipliers, discounts, products available, or a combination of these.
- Decisions on the fare pricing structure are made by the City of Tucson City Council, with advice from its appointed Transit Task Force. Decisions affecting regional fares are coordinated with the RTA for its board approval, per the Intergovernmental Agreement (IGA).
- Fare changes and consideration of public comments will follow the process outlined in Tucson City Code as shown in Appendix C.
Item 7: Five Year Strategic Transit Plan: Subcommittee Update

Issue – Staff will update the Transit Task Force (TTF) on the Five Year Strategic Transit Plan.

Staff Recommendation – None. This is an information item.

Background – Staff was tasked with developing a Five Year Strategic Transit Plan. The plan was developed to provide a roadmap for Mayor and Council, while City Staff were provided the means to evaluate the performance of the transit system, determine the direction the community wants to move in the future, and outline a process to achieve set objectives.

The Five Year Strategic Transit Plan was drafted by Sun Tran/Sun Van staff and presented, reviewed and revised by the TTF. It was presented to the City Council in November of 2012. Council suggestions were included in the revised plan, released January 28, 2013.

February 6, 2017
Sun Tran presented a review of the Five Year Strategic Transit Plan. It was decided that a few TTF members would meet with staff before the next TTF meeting and discuss the process and timeline for updating the strategic plan.

February 28, 2017
The TTF Chair and staff met to create an outline on how to proceed with updating the strategic plan.

March 6, 2017
Planning for the first steps of the SWOT (strengths, weakness, opportunities and threats) analysis took place. The Task Force also discussed future plans on when to set the goals and objectives of the strategic plan.

April 3, 2017
Suggestions were taken from TTF, staff, and members of the public for each of the four SWOT categories. After this information was compiled each participant selected the top suggestions in each SWOT category. The final selections were tallied and ranked against each other.

June 5, 2017
The TTF, staff, and members of the public participated in an exercise to analyze the present Goals and Objectives contained in the Strategic Plan. Each goal was examined and voted on to keep the goal, modify the goal, or eliminate it altogether.

June 23, 2017
The TTF Chair and staff met to create an outline on how to proceed with the Mission and Vision.
July 10, 2017
A vision statement exercise was conducted with task force members, staff, and audience members. Each person provided a vision statement for the City of Tucson transit system.

August 7, 2017
Wrap-up the vision statement and review submitted mission statements.

August 25, 2017
Subcommittee Meeting #1: Members drafted a vision statement, and decided on key words to help frame the mission statement.

September 1, 2017
Subcommittee Meeting #2: Members drafted mission statements, and began to discuss goals.

September 15, 2017
Subcommittee Meeting #3: Members updated the draft vision and mission statements, and continued to discuss goals.

October 6, 2017
Subcommittee Meeting #4: Members continued to discuss goals.

October 9, 2017
Review subcommittee draft vision, mission, and goals.

Present Consideration – Discussion on the next steps the TTF would like to take on future strategic plans.

Financial Considerations – None

Attachments –
A. Transit Task Force Subcommittee, Five-Year Strategic Transit Plan, Draft Vision and Mission
Five-Year Strategic Transit Plan: Draft Vision

A public transit system vital to the community as the highly used core* of an integrated regional transportation system.

Five-Year Strategic Transit Plan: Draft Mission

1. Develop a comfortable, attractive, and convenient transit network that serves all customers, maintaining current and adding new ridership.*

2. Build, operate, and maintain a safe and efficient transit system that incorporates best practices and technologies.

3. Create innovative public and private partnerships to promote and support a robust transit system.

4. Strive for an affordable, environmentally, and economically sustainable transit system.

To be reviewed by the Transit Task Force:

5. Promote an understanding of the value of transit to the economic vitality of the region.

*Updated during 9/15/17 subcommittee meeting.
Item 8: Current Transit Technology in Tucson

Issue – What technology is currently being used to inform riders of real-time transit arrivals in Tucson?

Staff Recommendation – None. This is an information item.

Background – Task Force members have requested this item be agendized.

Present Consideration – None. This is an information item.

Financial Considerations – None.

Attachments –

A. Current Transit Technology in Tucson (presentation at the meeting)
**Item 9: Future Eligible Frequent Transit Network Routes**

**Issue** – Now that the Frequent Transit Network has been established and policy has been created, what are the next routes, and features of current routes to be added to the Frequent Transit Network?

**Staff Recommendation** – None. This is an information item.

**Background** – Task Force members have request this item be agendized.

**Present Consideration** – None. This is an information item.

**Financial Considerations** – None.

**Attachments** –

A. Future Eligible Frequent Transit Network Routes (*presentation at the meeting*)
B. Frequent Transit Network Policy
C. Frequent Transit Network Map
A. The Purpose of a Frequent Transit Network (FTN) Policy is to support the long-term goal of developing and maintaining a frequent service grid as a basis for providing high quality transit services in the densely populated areas of Tucson where transit demand is strong.

1. A FTN in the densely populated areas makes most efficient use of the community’s resources by making transit a truly viable option for a large portion of the population.

2. The first phase of the FTN allows for the riders to experience the enhanced transit opportunity, and then support its future improvement and growth. Routes currently in the FTN must remain at FTN service levels for a minimum for four years in order for the network’s full impact on land use and therefore on transit demand to unfold.

3. New routes may be added if they meet the criteria listed in Appendix D. Routes may be considered for inclusion based on other factors such as increased density in underserved areas or the need to improve connections between existing FTN routes.

B. Criteria for Routes within the FTN.

1. To qualify for inclusion in the FTN based current performance, a route must meet the following Performance Measures:
   a. The route has had a regular occurrence and/or consistent overcrowding throughout the day on weekdays.
   b. The route runs on a corridor of the city with at least one of the following characteristics:
      3. The route serves major trip generators.
   c. The route has a grade of at least “M” in 3 of 5 “Performance Indicators” described in Appendix D & E.

2. Requirements and process for changes to the FTN
   a. All routes are to be reviewed annually according to Performance Indicators listed in Appendix E.
   b. Routes Graded with “M” or better in 3 of 5 Performance Indicators are deemed to be meeting expectations.
c. Routes not meeting expectations will be considered “under review” and will be given three years to meet expectations.
   1. After three years of not meeting expectations, routes will either be augmented to improve the route or extended one more year.
   2. If still failing to meet FTN expectations after four years, the route may be reduced in frequency to reflect demand.

d. Routes not currently in the FTN can transition to the FTN after the annual review if they meet the required criteria.

C. Public Outreach for the FTN.
   1. The current FTN will be marketed to the public as the routes that meet or exceed the following service objectives:
      a. Frequency: Interval of 15 minutes or less between buses.
      b. Hours of Service: 6:00 a.m. to 6:00 p.m. Monday through Friday.

      Note: Routes in the FTN may operate at varying frequencies outside the 6 am to 6 pm hours of service and on weekends.
Appendix A: Criteria for Expanding Frequency and Span

The objective of the FTN is to create a cost-effective, high-ridership fixed-route transit network by improving frequency and span of service. Analysis of the current FTN (Appendix B) reveals how FTN routes can be viewed in three different tiers, based on the following features, and how incremental improvements can be made:

1. Weekday daytime service: Features 1 & 2.
2. Weekday evening service; Feature 3 & 4.
4. Saturday evening service: Features 8, 9 & 10.

In the interest of developing the overall utility of the routes in the FTN and thus of the whole transit network, evening and weekend service is emphasized alongside Monday through Friday daytime frequency in defining the tiers of frequent service.

This approach leaves room to upgrade a route within the FTN by improving its evening or weekend frequency or span, as well as to expand the FTN, either by upgrading existing routes to FTN status or by extending the FTN service level area covered by existing FTN routes.
## Appendix B: FTN Tier Levels and Features

<table>
<thead>
<tr>
<th>Tier One routes have 7 or more features</th>
<th>Tier Two routes have 4 to 6 features</th>
<th>Tier Three routes have 1 to 3 features</th>
<th>FTN Route Number:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>FTN Features:</strong></td>
<td></td>
<td></td>
<td>4 6 7 8 9 11 12 15 16 18 34 700</td>
</tr>
<tr>
<td>1. Weekday, daytime service, from 6:00 am to 6:00 pm, at 15 minute frequency.</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>2. Weekday, daytime service, from 6:00 am to 6:00 pm, with better than 15 minute frequency.</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Weekday, evening service, from 6:00 pm to 12:00 am, at 30 minute frequency.</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>4. Weekday, evening service, from 6:00 pm to 12:00 am, at 15 minute frequency.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Saturday, daytime service, from 8:00 am to 4:00 pm, at 30 minute frequency.</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>6. Saturday, daytime service, from 8:00 am to 4:00 pm, better than 30 minute frequency.</td>
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<td></td>
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<tr>
<td>7. Saturday, daytime service, from 8:00 am to 4:00 pm, at 15 minute frequency.</td>
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<td></td>
</tr>
<tr>
<td>8. Saturday, evening service, from 4:00 pm to 10:00 pm, at 30 minute frequency.</td>
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<td></td>
</tr>
<tr>
<td>9. Saturday, evening service, from 4:00 pm to 10:00 pm, at 30 minute frequency.</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>10. Saturday, evening service, from 4:00 pm to 10:00 pm, at 15 minute frequency.</td>
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<td></td>
</tr>
<tr>
<td>11. Sunday, daytime service, from 8:00 am to 4:00 pm at 30 minute frequency.</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>12. Sunday, daytime service, from 8:00 am to 4:00 pm, better than 30 minute frequency.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>13. Sunday, daytime service, from 8:00 am to 4:00 pm, at 15 minute frequency.</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>14. Sunday, evening service, from 4:00 pm to 8:00 pm, at 30 minute frequency.</td>
<td></td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>15. Sunday, evening service, from 4:00 pm to 8:00 pm, better than 30 minute frequency.</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>16. Sunday, evening service, from 4:00 pm to 8:00 pm, at 15 minute frequency.</td>
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<td></td>
<td></td>
</tr>
</tbody>
</table>

**Total ‘X’:** 6 2 1 8 1 4 5 1 8 8 1 8
1. Tier One FTN route offers the following service level:
   a. Weekday frequency of 15 min or better from at least 6:00 am to 6:00 pm; 30 min or better from 5:00 am.
   b. Weekday evening frequency of 30 min or better until midnight (i.e., two scheduled bus runs in the 11:00 pm hour).
   c. Saturday frequency of 15 min or better from at least 8:00 am to 5:00 pm (i.e., four scheduled bus runs in the 4:00 pm hour); 30 min or better from at least 6:00 am to 8:00 pm.
   d. Sunday frequency of 20 min or better from at least 8:00 am to 5:00 pm (i.e., three scheduled bus runs in the 6:00 pm hour); 30 min or better from at least 6:00 am to 8:00 pm.

   Currently the criteria for Tier One are met or exceeded by Routes 8 (Broadway), 16 (Oracle/Ina), 18 (S. 6th Avenue), and 700 (Sun Link Streetcar).

2. Tier Two FTN route offers the following service level:
   a. Weekday frequency of 15 min or better from at least 6:00 am to 6:00 pm
   b. Weekday evening frequency of 30 min or better until at least 7:00 pm.
   c. Saturday frequency of 30 min or better from at least 6:00 am to 8:00 pm.
   d. Sunday frequency of 30 min or better from at least 7:00 am to 8:00 pm.

   Currently the criteria for Tier Two are met or exceeded by Routes 4 (Speedway), 11 (Alvernon), and 12 (10th/12th Avenue) in addition to the Tier One routes.

3. Tier Three FTN route offers the following service level, which is the minimum service level for inclusion in the Frequent Transit Network:
   a. Weekday frequency of 15 min or better from at least 6:00 am to 6:00 pm; 30 min or better until at least 7:00 pm.
   b. Weekday evening frequency of 30 min or better until at least 7:00 pm.
   c. Saturday frequency of 60 min or better from at least 7:00 am to 8:00 pm.
   d. Sunday frequency of 60 min or better from at least 7:00 am to 8:00 pm.

   Currently the criteria for Tier Three are met or exceeded by Routes 6 (Euclid/N. 1st Avenue), 7 (22nd Street), 9 (Grant), 15 (Campbell), and 34 (/Craycroft/ Ft. Lowell) in addition to the Tier One and Tier Two routes.
## Appendix D: FTN System Performance Metrics

### Frequent Transit Network System Performance Metrics

<table>
<thead>
<tr>
<th>Route</th>
<th>Passengers</th>
<th>Total Hours</th>
<th>Total Miles</th>
<th>Passenger Revenue</th>
<th>Total Cost</th>
<th>Performance Indicators</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>112,844</td>
<td>4,112</td>
<td>52,336</td>
<td>$56,635</td>
<td>$320,305</td>
<td>Pass/Mile: 2.16, Grade: M</td>
</tr>
<tr>
<td>8</td>
<td>126,000</td>
<td>4,159</td>
<td>61,180</td>
<td>$62,045</td>
<td>$321,193</td>
<td>Pass/Mile: 2.43, Grade: M</td>
</tr>
<tr>
<td>11</td>
<td>90,643</td>
<td>2,919</td>
<td>57,211</td>
<td>$48,682</td>
<td>$227,790</td>
<td>Pass/Mile: 2.67, Grade: M</td>
</tr>
<tr>
<td>12</td>
<td>61,704</td>
<td>1,504</td>
<td>49,790</td>
<td>$131,928</td>
<td>$321,193</td>
<td>Pass/Mile: 2.26, Grade: M</td>
</tr>
<tr>
<td>15</td>
<td>114,186</td>
<td>3,827</td>
<td>53,681</td>
<td>$284,933</td>
<td>$147,313</td>
<td>Pass/Mile: 2.61, Grade: M</td>
</tr>
<tr>
<td>18</td>
<td>106,922</td>
<td>2,421</td>
<td>32,866</td>
<td>$170,404</td>
<td>$320,305</td>
<td>Pass/Mile: 4.48, Grade: M</td>
</tr>
</tbody>
</table>

**Total**

604,299 | 19,278 | 228,147 | 286,307 | 1,456,562 | $2,475 | $1,315 | 19.7% | $1,940

### Potential Frequent Transit Network Routes - Currently Not 15 Minutes or Greater

<table>
<thead>
<tr>
<th>Route</th>
<th>Passengers</th>
<th>Total Hours</th>
<th>Total Miles</th>
<th>Passenger Revenue</th>
<th>Total Cost</th>
<th>Performance Indicators</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>68,712</td>
<td>3,096</td>
<td>43,482</td>
<td>$33,993</td>
<td>$251,827</td>
<td>Pass/Mile: 1.58, Grade: M</td>
</tr>
<tr>
<td>6</td>
<td>48,935</td>
<td>1,659</td>
<td>51,145</td>
<td>$24,541</td>
<td>$114,297</td>
<td>Pass/Mile: 3.17, Grade: M</td>
</tr>
<tr>
<td>7</td>
<td>63,300</td>
<td>2,253</td>
<td>31,916</td>
<td>$32,163</td>
<td>$183,944</td>
<td>Pass/Mile: 1.98, Grade: M</td>
</tr>
<tr>
<td>11</td>
<td>51,790</td>
<td>2,039</td>
<td>23,644</td>
<td>$24,794</td>
<td>$152,782</td>
<td>Pass/Mile: 2.19, Grade: M</td>
</tr>
<tr>
<td>15</td>
<td>28,414</td>
<td>1,744</td>
<td>20,023</td>
<td>$14,025</td>
<td>$130,178</td>
<td>Pass/Mile: 1.42, Grade: M</td>
</tr>
<tr>
<td>34</td>
<td>48,213</td>
<td>1,952</td>
<td>22,681</td>
<td>$25,499</td>
<td>$146,373</td>
<td>Pass/Mile: 2.13, Grade: M</td>
</tr>
</tbody>
</table>

**Total**

303,395 | 12,705 | 157,161 | 155,015 | 978,401 | 1.87 | 24.28 | 3.17 | 15.8% | 2.66

### Route 19 - For Consideration (Example of application of metrics)

<table>
<thead>
<tr>
<th>Route</th>
<th>Passengers</th>
<th>Total Hours</th>
<th>Total Miles</th>
<th>Passenger Revenue</th>
<th>Total Cost</th>
<th>Performance Indicators</th>
</tr>
</thead>
<tbody>
<tr>
<td>19</td>
<td>32,712</td>
<td>1,001</td>
<td>18,464</td>
<td>$16,155</td>
<td>$81,810</td>
<td>Pass/Mile: 1.22, Grade: M</td>
</tr>
</tbody>
</table>

### Remaining Sun Tran Routes

<table>
<thead>
<tr>
<th>Route</th>
<th>Passengers</th>
<th>Total Hours</th>
<th>Total Miles</th>
<th>Passenger Revenue</th>
<th>Total Cost</th>
<th>Performance Indicators</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>37,512</td>
<td>1,540</td>
<td>18,890</td>
<td>$19,747</td>
<td>$118,091</td>
<td>Pass/Mile: 1.99, Grade: M</td>
</tr>
<tr>
<td>2</td>
<td>24,740</td>
<td>1,453</td>
<td>19,580</td>
<td>$12,676</td>
<td>$116,010</td>
<td>Pass/Mile: 1.26, Grade: M</td>
</tr>
<tr>
<td>5</td>
<td>21,760</td>
<td>1,403</td>
<td>19,164</td>
<td>$10,581</td>
<td>$112,685</td>
<td>Pass/Mile: 1.14, Grade: M</td>
</tr>
<tr>
<td>10</td>
<td>29,085</td>
<td>1,154</td>
<td>14,342</td>
<td>$14,836</td>
<td>$88,969</td>
<td>Pass/Mile: 2.03, Grade: M</td>
</tr>
<tr>
<td>17</td>
<td>71,730</td>
<td>2,076</td>
<td>38,157</td>
<td>$39,662</td>
<td>$220,478</td>
<td>Pass/Mile: 1.88, Grade: M</td>
</tr>
<tr>
<td>20</td>
<td>8,560</td>
<td>606</td>
<td>7,699</td>
<td>$4,398</td>
<td>$47,163</td>
<td>Pass/Mile: 1.11, Grade: M</td>
</tr>
<tr>
<td>21</td>
<td>14,452</td>
<td>968</td>
<td>10,233</td>
<td>$6,401</td>
<td>$65,479</td>
<td>Pass/Mile: 1.41, Grade: M</td>
</tr>
<tr>
<td>22</td>
<td>14,278</td>
<td>773</td>
<td>9,982</td>
<td>$6,489</td>
<td>$60,566</td>
<td>Pass/Mile: 1.43, Grade: M</td>
</tr>
<tr>
<td>23</td>
<td>33,265</td>
<td>1,614</td>
<td>19,401</td>
<td>$16,963</td>
<td>$122,744</td>
<td>Pass/Mile: 1.71, Grade: M</td>
</tr>
<tr>
<td>24</td>
<td>14,654</td>
<td>586</td>
<td>7,155</td>
<td>$7,721</td>
<td>$44,848</td>
<td>Pass/Mile: 2.05, Grade: M</td>
</tr>
<tr>
<td>25</td>
<td>43,088</td>
<td>1,708</td>
<td>21,058</td>
<td>$22,132</td>
<td>$131,241</td>
<td>Pass/Mile: 2.05, Grade: M</td>
</tr>
<tr>
<td>26</td>
<td>22,294</td>
<td>976</td>
<td>16,255</td>
<td>$12,442</td>
<td>$86,025</td>
<td>Pass/Mile: 1.37, Grade: M</td>
</tr>
<tr>
<td>27</td>
<td>28,891</td>
<td>1,906</td>
<td>30,135</td>
<td>$15,140</td>
<td>$163,803</td>
<td>Pass/Mile: 0.96, Grade: M</td>
</tr>
<tr>
<td>29</td>
<td>37,129</td>
<td>1,566</td>
<td>20,030</td>
<td>$21,771</td>
<td>$122,239</td>
<td>Pass/Mile: 1.85, Grade: M</td>
</tr>
<tr>
<td>37</td>
<td>15,957</td>
<td>1,045</td>
<td>17,314</td>
<td>$9,078</td>
<td>$91,912</td>
<td>Pass/Mile: 0.92, Grade: M</td>
</tr>
<tr>
<td>50</td>
<td>8,275</td>
<td>641</td>
<td>9,972</td>
<td>$4,364</td>
<td>$43,950</td>
<td>Pass/Mile: 1.41, Grade: M</td>
</tr>
<tr>
<td>61</td>
<td>10,101</td>
<td>791</td>
<td>11,287</td>
<td>$5,869</td>
<td>$64,779</td>
<td>Pass/Mile: 0.89, Grade: M</td>
</tr>
</tbody>
</table>

**Total**

435,781 | 21,333 | 286,553 | 230,268 | 1,700,982 | 1.52 | 20.43 | 3.90 | 13.5% | 3.37
Appendix E: Performance Indicators and Grades Defined

Performance Indicators:

1. Passengers per Mile
2. Passengers per Hour
3. Fare Box Recovery

Grades Defined:
A = At or above the FTN average. (Above Performance)
M = 75% of the FTN average up to the average. (Meets Performance)
U = Below 75% of the FTN average. (Under Performance)

4. Cost per Passenger
5. Subsidy per Passenger

Grades Defined:
A = At or below the FTN average. (Above Performance)
M = From 133% of the FTN average down to the average. (Meets Performance)
U = Above 133% of the FTN average. (Under Performance)
City of Tucson Frequent Transit Network Map

Frequent Transit Network

In A Hurry? Sun Tran’s Frequent Transit offers 11 routes providing service every 15 minutes or less from 6 a.m. to 6 p.m. on weekdays.

Route 4 – Speedway (to Kolb)
Route 6 – Euclid/N 1st Ave
Route 7 – 22nd Street
Route 8 – Broadway (to Wilmut)
Route 9 – Grant
Route 11 – Alvarado (to Ajo)
Route 12 – 10th and 12th Ave
Route 15 – Campbell
Route 16 – Oracle (to Tohono Transit Center)
Route 18 – S. 8th Ave
Route 34 – Craycroft and Ft. Lowell
Sun Link Streetcar (Starts at 7 a.m.)