

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, February 5, 2018 at 3:00 p.m.

Location: 201 N. Stone, 4th Floor
Tucson, AZ 85701

TOPICS	SUGGESTED TIME ALLOTTED
1. Call to Order	
2. Introductions / Roll Call	2 Minutes
3. Approval of January 8, 2018 Minutes	3 Minutes
4. Call to the Audience	5 Minutes
5. Update on Transit/ Announcements/ Chair's Report	20 Minutes
6. Transit Connections Focus Group Representative	10 Minutes
7. Sun Tran No Smoking Policy – Cont'd Discussion	20 Minutes
8. Bicycles on Buses Update	20 Minutes
9. Five-Year Strategic Transit Plan: Subcommittee Update	20 Minutes
10. Call to the Audience	5 Minutes
11. Next meeting Date	3 Minutes
• Monday, March 5, 2018	
12. Future Meeting Agenda Items	2 Minutes
13. Adjourn	

Action may be taken on any item.

(Material, if available, can be provided by contacting Karen Rahn at 520-837-6584)

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 MINUTES

Monday, January 8, 2018, 3:00 p.m.

Location: 201 N. Stone, 4th Floor
Tucson, AZ 85701

1. Call to Order

Meeting was called to order at 3:06 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)
David Heineking (City Manager)
Lisa Shipek, (Mayor)
Robert Medler (Ward 4)
Dale R. Calvert (City Manager)
Brian Flagg (Ward 2)
David Lee Middleton (Ward 5)
James McGinnis, (RTA Advisory Member)
Gene Caywood, (Advisory Member)

Members Absent: Robin Steinberg (City Manager)
Vacant (CTAC or City Manager)
Vacant (Ward 1)

Staff Present: Sam Credio, Transit Administrator
John Zukas, Transit Services Coordinator
Steve Spade, 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 December 4, 2017 Minutes

Dale Calvert moved to approve the Minutes as submitted. The motion was seconded and passed unanimously.

4. Call to the Audience

Allen Benz – Mr. Benz stated that he had trouble with his SunGo card two months in a row. The SunGo card wouldn't register anything. He went to the Special Services Office and they issued a new card and transferred the balance.

Margot Garcia – Ms. Garcia stated that when canceling rides on Sun Van in the morning, there has been a five to ten minute wait. Steve Spade replied that he would check into it.

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

Ms. Garcia – Ms. Garcia also mentioned that the Management Committee meets this Wednesday, and an item on the Consent Agenda states that \$1.1 million is being removed from the High Capacity Transit. James McGinnis answered that the timeline has changed, and if the money is not spent now, it will be lost.

Ronstadt Transit Center Development Update – Sam Credio stated that work is continuing with the developer.

Sun Tran General Manager Update – Sam Credio reported that Marty Burke has moved on to a new position and Steve Spade will be the Interim General Manager of Sun Tran and Sun Van.

Sun Link Spring Semester Service Hours – Eric Sitiko announced that Sun Link will run until 2 a.m. next week.

Regional Marketing Plan – Pat Richter said that the Plan has been updated and will be put on the Transit Task Force web page.

Fare Changes – The fare change for Sun Tran went into effect on January 2, 2018.

Sun Tran Smoking Policy – The City has an Ordinance prohibiting smoking aboard a transit vehicle and within 20 feet of the door, but a policy for smoking at Transit Centers is not clear. A discussion took place on putting a "No Smoking" signs up at Transit Centers or having designated smoking areas.

Transit Working Group – The Transit Working Group is looking at Express Service performance route by route.

Gene Caywood mentioned that Arizona Illustrated did a program on the new Transit Museum on S. 4th and E. 36th Streets.

6. Meeting Attendance and Procedure

Sam stated that the first Monday of the month seemed to work with all Task Force members. The times that worked best would be Monday a.m. or Monday p.m.

Robert Medler moved to keep the meeting day for the Transit Task Force on the first Monday of the month from 3 to 5 p.m. with the exception of September when the meeting will be on the second Monday, September 10. The motion was seconded by Dale Calvert and passed unanimously.

7. Tucson Transit Mobile Applications Information

Steve Spade gave a presentation about the different mobile apps available for Sun Tran And Sun Van. A discussion took place on which apps are good for trip planning, which ones use real time and which one to use for the Streetcar.

Mr. Spade said they were interested in getting feedback on the various apps. Dave Heineking offered to send out a survey to students at the University of Arizona to get their feedback.

8. Security Update for Sun Tran & Sun Link

Steve Spade gave a presentation on Security for Sun Tran and Sun Link. He said the present security consists of Police, G4S and video security at Transit Centers. G4S also provides security on Sun Tran buses and Sun Link vehicles. A discussion took place on whether there might be a way to give change, etc. at the Transit Centers.

9. Five-Year Strategic Transit Plan: Subcommittee Update

Sam Credio stated that the subcommittee had taken a break over the holidays and would be scheduling a subcommittee meeting soon.

10. Call to the Audience

Allen Benz – Mr. Benz stated that three years ago when the City was having discussions on security at the Ronstadt Center, Michael Keith said that TPD reports indicated incidents of crime were ten times greater at the Ronstadt Center than the rest of downtown. Mr. Benz would like to find out if it went up or down.

11. Next Meeting Date

The next scheduled meeting of the Transit Task Force will be Monday, February 5, 2018 at 3 p.m.

12. Future Meeting Agenda Items

Some items mentioned for the next Agenda include:

- *Smoking Policy for Sun Tran*
- *Bike Racks on Buses*
- *Update on 25 for 20*
- *Report on Budget process*

13. Adjourn

The meeting adjourned at 5:01 p.m.

DRAFT



TRANSIT TASK FORCE MEMORANDUM

February 5, 2018

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:

None

Financial Considerations – None

Attachments – None



TRANSIT TASK FORCE MEMORANDUM

February 5, 2018

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:

TDOT Staff Changes
FY19 Budget Update

Sun Link, Sun Tran, and Sun Van Updates:

Sun Tran Management Update

Regional Updates:

PAG – Long Range Transit Plan

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



TRANSIT TASK FORCE MEMORANDUM

February 5, 2018

Item 6: Transit Connections Focus Group Representative

Issue – The Transit Task Force (TTF) has been asked to participate on the Transit Connections Focus Group and needs to select a representative to attend the monthly meetings.

Staff Recommendation – Nominate a TTF representative to attend the monthly Transit Connections Focus Group Representative

Background – The Tucson Department of Transportation is developing a list of recommendations that will make stronger and better connections to our Frequent Transit Network - a network of routes that run buses every 15 minutes or less. The types of recommended actions may include making physical improvements – such as sidewalks, bicycle facilities, first-/last-mile connection options, and car and bicycle parking – as well as policy and procedural changes. A Focus Group reflecting a spectrum of perspectives is being assembled to help accomplish this overarching task.

Present Consideration – A seat has been saved for one representative from the Transit Task Force to participate in this focus group. It will be expected that the chosen representative will provide an update at the monthly TTF meetings.

Financial Considerations – None

Attachments –

- A. Transit Connections Invitation



**CITY OF
TUCSON**

DEPARTMENT OF
TRANSPORTATION

January 16, 2018

Subject: Invitation to Participate in Transit Connections Focus Group

Greetings!

The Tucson Department of Transportation is developing a list of recommendations that will make stronger and better connections to our Frequent Transit Network - a network of routes that run buses every 15 minutes or less (map at www.suntran.com/FTN.php). The types of recommended actions may include making physical improvements – such as sidewalks, bicycle facilities, first-/last-mile connection options, and car and bicycle parking – as well as policy and procedural changes. A Focus Group reflecting a spectrum of perspectives is being assembled to help accomplish this overarching task.

A professional facilitator will lead a series of ad hoc meetings that will engage the Focus Group on targeted issues and questions. An interdisciplinary team of City staff advisors from Tucson Department of Transportation, Sun Tran, Planning & Development Services, and Tucson Police Department will be involved in this effort. Meetings will involve opportunities to provide feedback that will ultimately help inform the list of recommended actions that will be presented to the Mayor and City Council.

We have saved a seat for one representative from your organization (see attached list of organizations being invited to participate). **By Friday, February 9, please email or call me with your organizational representative's name:** jennifer.toothaker@tucsonaz.gov or 520.837.6648. If there are questions or concerns, please feel welcome to contact me.

Participation Details

- Expected Outcome: A list of Recommended Actionable Items that incorporates the Focus Group's feedback
- 1 person per organization (no alternates, please)
- Commit to attend 5-7 meetings between February 22 – July 2018

First Meeting: Thursday, February 22, 2018
9am-11am
Tucson Department of Transportation, 201 N Stone
4th Floor LARGE Conf Room

We ask Focus Group representatives to complete a Doodle.com schedule poll to confirm attendance at the Feb. 22nd meeting, and to identify future meeting dates:

<https://doodle.com/poll/p79y5ndv8wzh5dy9>

We are looking forward to the conversation with you!

Jennifer Toothaker
Project Manager

Attachment: Transit Connections Focus Group Invitees List

201 N. STONE AVE, 6TH FLOOR TUCSON, AZ 85701
(520) 791-4371 WWW.TUCSONAZ.GOV/TRANSPORTATION

Invitation to Participate in Transit Connections Focus Group

January 16, 2018

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TRANSIT CONNECTIONS FOCUS GROUP

Invitees

A representative from each of the following stakeholders will be invited to participate in meetings to provide input and recommendations:

- 2012 Bond Oversight Commission
- Bicycle Advisory Committee, Tucson-Pima County
- Commission on Disability Issues (or UA Disability Resources Center)
- Park Tucson Commission
- Pedestrian Advisory Committee
- Transit Task Force
- Bus Riders Union
- Downtown Tucson Partnership
- Fourth Avenue Merchants Association
- Living Streets Alliance
- Marshall Foundation / Main Gate Square
- Mercado San Agustin
- Regional Transportation Authority/Pima Association of Governments
- Rio Nuevo Multipurpose Facilities District
- School Districts (TUSD, Amphitheater, Sunnyside, Catalina Foothills, Flowing Wells)
- Southern Arizona Transit Association
- Tucson Metro Chamber of Commerce
- Tucson Young Professionals
- University of Arizona Transportation and Parking Services



TRANSIT TASK FORCE MEMORANDUM

February 5, 2018

Item 7: Sun Tran No Smoking Policy – Cont'd Discussion

Issue – The Transit Task Force (TTF) has requested information from Sun Tran regarding a No Smoking Policy at the Transit Centers.

Staff Recommendation – None. This is an information item.

Background – During the January 8, 2018 TTF meeting, Sun Tran staff provided information regarding a No Smoking Policy at the transit centers. Members of the TTF requested time on the following month's agenda to discuss in more detail how to enforce a No Smoking Policy.

Present Consideration – Sun Tran has been asked to examine the feasibility of designating the transit centers as No Smoking areas. The purpose of the attached memo is to provide more information on this topic.

Financial Considerations – None at this time.

Attachments –

- A. Memo, No Smoking at Transit Centers

MEMORANDUM



To: Sam Credio, P.E., Transit Administrator
From: Steve Spade, Sun Tran/Sun Van General Manager
Date: 2/2/2018
Re: Prohibition of Smoking at Transit Centers

Sun Tran has been asked to examine the feasibility of designating the transit centers as No Smoking areas. The purpose of this document is to summarize Sun Tran’s authority to make the areas non-smoking and then describe the steps and costs necessary to implement a No Smoking policy at transit centers.

Authority

Smoking prohibitions are governed by state law and local ordinances. An examination of the pertinent laws and ordinances indicates it is possible to designate transit centers as non-smoking. A summary of pertinent laws is attached to this memo. There are two key statutes that affect smoking at transit centers.

Smoke-Free Arizona Act – AZ Statute 36-601.01

“A proprietor should not permit smoking within 20 feet of the establishment’s entrances, open windows, or ventilation systems unless defined differently by a local ordinance. The purpose of the 20 foot rule is to prevent smoke from entering into areas where smoking is prohibited.”

According to Arizona Administrative Code, Sun Tran or TDOT can prohibit smoking on transit vehicles and within 20 feet of a transit vehicle.

City of Tucson ordinances allow the prohibition of smoking in any area “placarded as a ‘No Smoking’ area”. According to the City of Tucson legal department *“notwithstanding the state restrictions on smoking, it seems reasonable that an owner of a facility, in this case Sun Tran (or the City of Tucson) may elect to designate a transit center as nonsmoking. In addition to the designation in order to be enforceable, placards need to be posted on the property and at the entrances.”* Below are excerpts from the code.

Tucson, AZ Code of Ordinances: Chapter 30, ARTICLE II. Section 30-7

It is considered a conduct violation to “use tobacco products, or carry any burning or smoldering substance, in any form, including an electronic cigarette, aboard a transit vehicle or within any space where posted signage prohibits smoking.”

Tucson, AZ Code of Ordinances: Chapter 11, ARTICLE III. Section 11-89

“Smoking is prohibited in any public vehicle, any area placarded as a ‘No Smoking’ area, or an enclosed structure.”

Implementation

A number of factors are considered here that relate to the successful implementation of a No Smoking policy at transit centers. The information provided here is related to implementation of the policy at the three transit centers; Ronstadt, Laos and Tohono. Factors considered are location of designated smoking areas, proper signage, cost of facilities or modifications and enforcement.

Physical locations

Below is a discussion of options at each transit center:

Ronstadt Transit Center

Smoking can be prohibited under the main canopy of the Ronstadt Center. A designated smoking area could be established on the west side between the two west exit walkways. While not necessary consideration could be given to installation of a shelter to provide shade/rain protection for smokers as well as receptacles for cigarette butts and trash. The location of designated smoking area would provide reasonable separation from non-smoking areas. A concrete slab would likely be required for ADA compliance. Currently, there are about 15 small metal butt receptacles at random locations at RTC. Sun Tran will need to remove metal butt receptacles, grinding off anchor bolts.

Facilities changes would require the installation of a shelter/ concrete pad and removal of cigarette receptacles



Tohono Tadaai Transit Center

Smoking can be prohibited at Tohono by locating a designated smoking area in existing ramadas on the north side of the center. Currently, there are about 15 large concrete cigarette receptacles at TTC. Removal and relocation of these receptacles and relocation of the receptacles to LTC and TTC will be necessary. Facilities improvements would include relocation of receptacles.



Laos Transit Center

Location of designated smoking areas at Laos is more problematic than the other two locations. There is no remote location to conveniently locate the site on the perimeter of the Laos Transit Center (LTC). The only feasible location would be in the center of one of the islands as identified in the diagram. It would be possible to install a bus shelter or barricade off a section of one of the ramadas to provide shade/rain protection for smokers. This location would not provide the separation that can be obtained at the other two locations and could lead to enforcement issues. Currently, there are no cigarette containers at LTC.

Facilities modifications would include installation of a barrier or shelter and placement of cigarette receptacles



Signage

It will be necessary to install signage at entrances to the transit centers and a numerous locations throughout each facility. Examples of signs to be posted are shown below. It is recommended that a significant number of signs be placed on site to ensure people are aware of the restrictions as well as designated smoking areas. It is estimated that about 25 No Smoking signs per transit center will be required. Four Designated Smoking Area signs will be needed at each center. In addition it is recommended that signage be considered for the buses as an additional deterrent. Signs would announce that smoking is not permitted within 20 feet of a bus door.

Signage purchases would require 60 “Smoking in Designated Areas Only” signs, 15 “Thank You for Not Smoking” signs, 15 “Designated Smoking Area” signs and 500 “No Smoking within 20 Feet” decals.

Smoking in Designated Areas Only Sign – 60 signs, 7” x 10”, Aluminum.



Thank You for Not Smoking Sign – 15 signs, 7” x 10”, Aluminum



Designated Smoking Area sign - 15 signs, 7” x 10”, Aluminum



No Smoking within 20 feet decal - 500 Decals, 4" x 6",



Enforcement

The most significant challenge will be enforcement. For the smoking prohibition to be successful, it will be necessary to start the program with active enforcement. Two resources could be considered for enforcement, G4S Security and Tucson Police. Sun Tran staff recommends that serious consideration be given to using Tucson Police during at least the first two weeks of implementation. It is recommended that officers be on duty at each center 12 hours daily 7 days per week (84 hours) during the initial two weeks

It will also be necessary to produce public information materials to make the public aware of the upcoming changes.

Timeline for implementation

Sun Tran estimates that implementation could be completed within 90 days. Implementation activities would include public outreach, preparation of public information, installation of signage and relocation of cigarette receptacles. As discussions of the project progress the timeline will be refined.

Attachment

Summary of applicable laws, ordinances & statutes related to smoking at Transit Centers

Tucson, AZ Code of Ordinances: Chapter 30, ARTICLE II. Section 30-7

It is considered a conduct violation to “use tobacco products, or carry any burning or smoldering substance, in any form, including an electronic cigarette, aboard a transit vehicle or within any space where posted signage prohibits smoking.”

Tucson, AZ Code of Ordinances: Chapter 11, ARTICLE III. Section 11-89

“Smoking is prohibited in any public vehicle, any area placarded as a ‘No Smoking’ area, or an enclosed structure.”

Smoke-Free Arizona Act – AZ Statute 36-601.01

“A proprietor should not permit smoking within 20 feet of the establishment's entrances, open windows, or ventilation systems unless defined differently by a local ordinance. The purpose of the 20 foot rule is to prevent smoke from entering into areas where smoking is prohibited.”

AZ Dept. of Health Services website explaining Smoke-Free Arizona law to property owners

“A proprietor may designate the outdoor patio as non-smoking. ‘Proprietor’ means an owner, operator, manager, or other person in control of a public place.”

“Smoke-Free Areas - Proprietors may choose to designate certain areas as smoke-free areas where smoking is prohibited.”

“Designated Smoking Areas - The Act does not require proprietors to provide designated smoking areas; however they may choose to do so. Designated smoking areas must be located at least 20 feet away from entrances, open windows, and ventilation systems. Encouraging residents, visitors, employees or other patrons to smoke in these areas is recommended.”



TRANSIT TASK FORCE MEMORANDUM

February 5, 2018

Item 8: Bicycles on Buses Update

Issue – The Transit Task Force (TTF) has requested information from Sun Tran regarding bicycles on buses. Currently, many of the Sun Tran bus fleet have a 2 position bike rack. When the bike racks are full, passengers have to wait for the next bus.

Staff Recommendation – None. This is an information item.

Background – At the October Transit Task Force meeting the subject of bike riders not having available racks to board the bus was discussed. Questions have been raised about the extent of the problem and potential solutions..

Present Consideration – Sun Tran has evaluated the occurrences of full bike racks in the system. The purpose of the attached memo is to provide data related to the frequency of full bike racks, share industry practices and suggest possible remedies

Financial Considerations – None at this time.

Attachments –

- A. Memo, Bicycles on Buses Update

MEMORANDUM



To: Sam Credio, P.E., Transit Administrator

From: Steve Spade, Sun Tran/Sun Van General Manager

February 2, 2018

Subject: Bikes on Buses

At the October Transit Task Force meeting the subject of bike riders not having available racks to board the bus was discussed. Questions have been raised about the extent of the problem and potential solutions. The purpose of this document is to provide data related to the frequency of full bike racks, share industry practices and suggest possible remedies.

Measuring the problem

In an effort to document the issues Sun Tran staff instructed bus drivers to report any occasions in which they had to refuse a bike due to a full bike rack. The reporting included the date and time of the occurrence as well as the location and route. Reporting has been ongoing since October 10, 2017. During the period of October 10 through January 29, 2018(a period of 112 operating days) 222 incidents of bike racks being full have been reported. Attachments 1-4 summarize the results. Below is a summary of key observations.

- Routes experiencing capacity most often are #4, #11, #16, #8, and #9
- Most capacity issues occur in the afternoon, particularly between 3 pm and 6 pm
- Most prevalent days are Wednesday and Saturday

The reporting data has provided an indication of routes experiencing the problems most frequently. This will allow staff to assign buses to the routes experiencing capacity more often.

Industry Practices

Today Tucson uses bike racks with two bike positions. Passengers are informed that use of the bike racks is first come first served and that if racks are full they must wait for the next bus. Sun Tran does have a policy that allows bikes to be brought onto the bus on the last trip of the day,

It has been suggested that Sun Tran consider converting the fleet from its current 2 position racks to bike racks that have 3 positions. In addition it has been suggested that Sun Tran consider a policy to allow bikes on the buses when the racks are full.

Sun Tran staff researched the bike policies of several transit systems nationwide to determine how many positions are typically employed on a bike rack and to identify the most common policies regarding full bike racks. Information was gathered from 20 transit systems.

The data showed that most systems use 2 position bike racks. In examining policies all systems indicate that there is no guarantee of a vacant space often stating that the bike racks are first come first served. Eighteen (18) of 20 systems did not permit bikes to be brought on the bus.

Based on this research Sun Tran has concluded that our policies are consistent with those of other transit systems. Below is a summary of transit systems researched. The following transit systems have racks that provide 2 bike positions, policies that state racks are first come first served and do not allow bikes on buses.

- Triangle Transit, Durham NC
- Trimet, Portland
- DART, Dallas
- Pace, suburban Chicago
- Jacksonville FL
- Albuquerque NM
- Summit County CO
- Battle Creek MI
- Maui Transit, Maui
- Spokane WA
- Valley Metro, Phoenix
- Mesa AZ
- Chapel Hill Transit, NC
- Palm Beach FL
- COTA, Columbus OH
- Metro, Madison WI

Three systems were found that have alternatives to the standard industry practices.

- Austin TX has 3 position bike racks
- Everett WA allows bikes on buses at the driver's discretion and only on the back of the bus.
- Pierce Transit allows bikes on the last trip only.

Potential Remedies

While the industry standard seems to limit bikes racks to two positions Sun Tran has actively experimented with 3 positions. Currently 13 buses have bike racks to accommodate 3 bikes. An inventory of four - 3 position bike racks is also maintained. As 2 position bike racks become damaged or otherwise need replacement they are replaced with a 3 position bike rack. Sun Tran has approached the change conservatively for a couple reasons;

- The cost of a 3 position bike rack is double that of a 2 position bike rack (\$500 vs \$1000)
- Installation is difficult because the heavier bike rack is attached to the frame of the bus rather than the bumper.
- Manufacturers will not install 3 position bike racks at the factory because the bike racks will limit the coverage of headlights.

Sun Tran has not experienced visibility issues with the 3 position racks and therefore is comfortable continuing to replace 2 position racks with 3 as the opportunity arises. To undertake a more aggressive approach to changing the fleet to 3 positions would require consideration in the budget. The capital cost alone for 250 3 position bike racks would be about \$250,000. Consideration of a multi-year process would be prudent. Another option would be to seek grant funding to purchase and install an adequate number to convert a portion of the fleet.

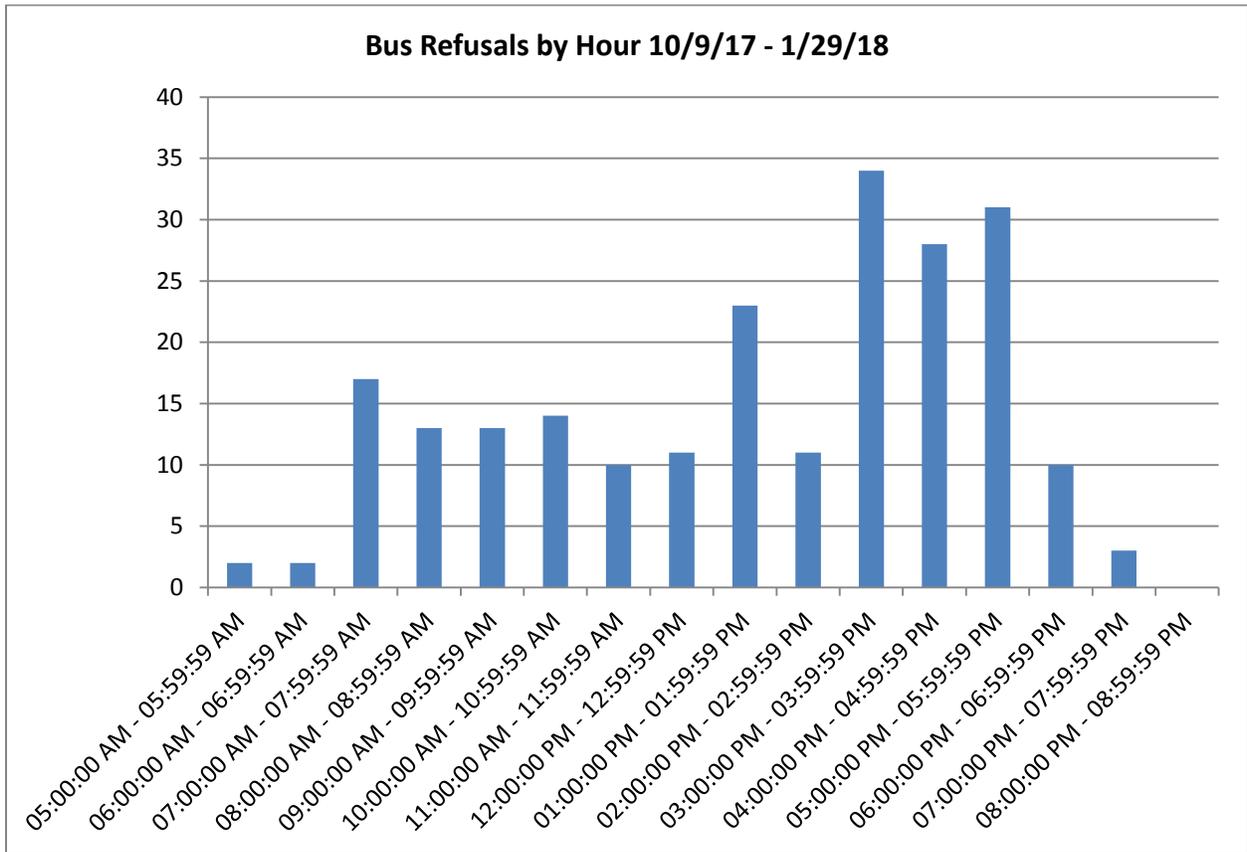
Policy changes have also been considered. Current Sun Tran policy states that bikes should not be brought on buses except if it is the last trip of the day. The exception for last trip of the day is because if a person cannot board the last bus they would be stranded until the next day rather than simply wait until the next bus. Also, the last trip of the day normally has fewer passengers and can more safely accommodate the bike.

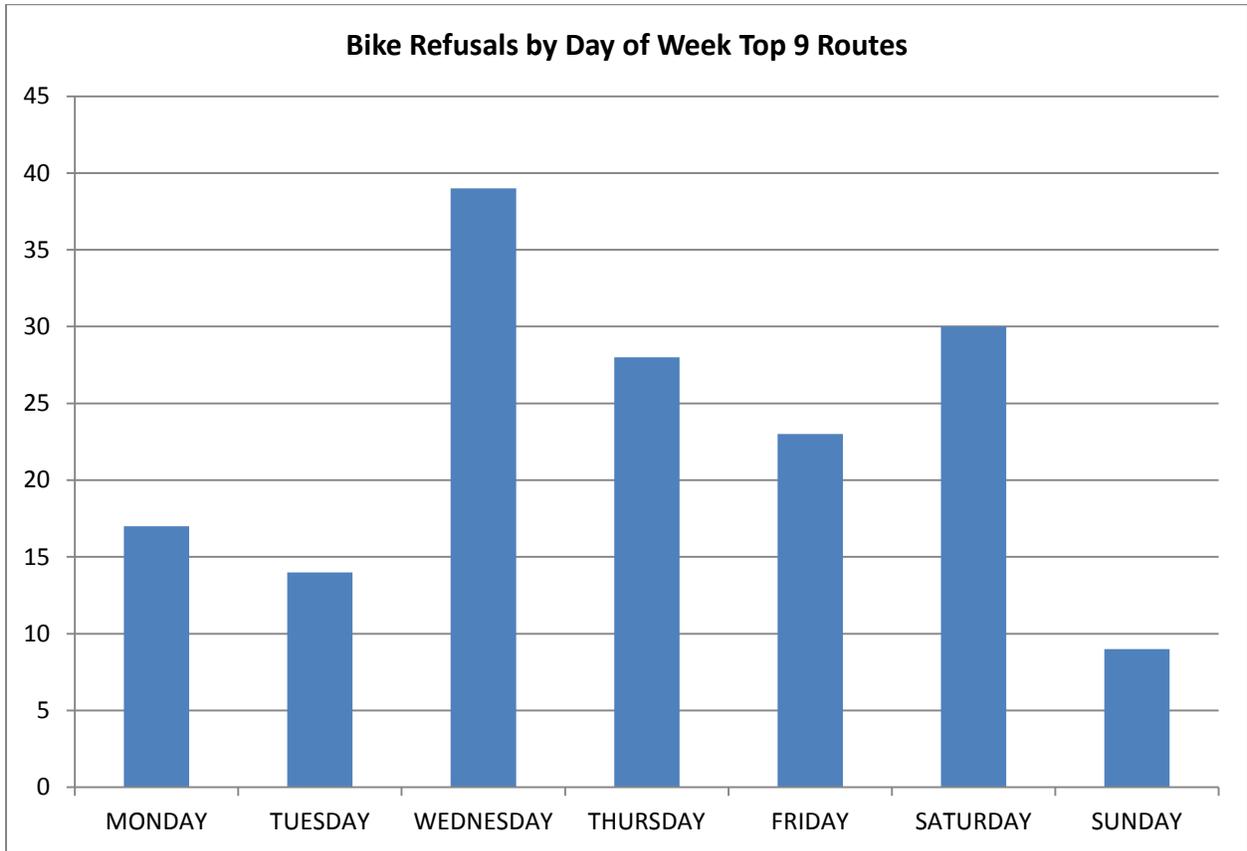
Sun Tran is currently considering a policy that permits items to remain in the bus aisles while the bus is in motion. Sun Tran buses often experience a number of items in the aisles that make it difficult for passengers to get on and off the bus and present a safety hazard. This policy is not consistent with industry practices. Sun Tran is considering a revision of the current policy that allows strollers, grocery carts and other items to be placed in the bus aisles. Sun Tran would not recommend expanding the current policy on bikes but rather consider that option as the overall policy is reviewed.

Attachments 1 - 4

1 Bike Racks full by route and time

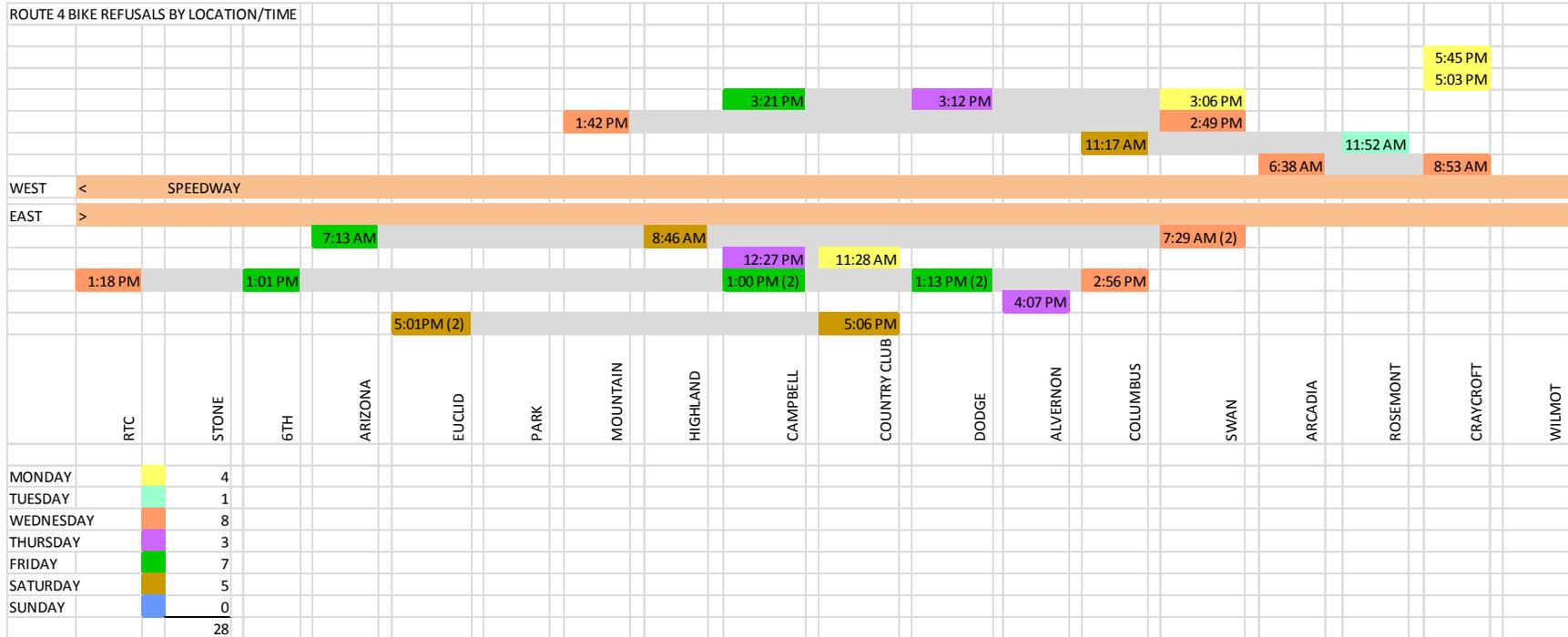
BIKE REFUSALS 10/9/17- 1/29/18																	
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ROUTE	05:59: 59 AM	06:59: 59 AM	07:59: 59 AM	08:59: 59 AM	09:59: 59 AM	10:59: 59 AM	11:59: 59 AM	12:59: 59 PM	01:59: 59 PM	02:59: 59 PM	03:59: 59 PM	04:59: 59 PM	05:59: 59 PM	06:59: 59 PM	07:59: 59 PM	08:59: 59 PM	TOTAL
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4 Route 4 bike racks full by location





TRANSIT TASK FORCE MEMORANDUM

February 5, 2018

Item 9: 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.

October 18, 2017

Subcommittee Meeting #5: Members continued to discuss goals.

November 13, 2017

Review goals matrix.

November 15, 2017

Subcommittee Meeting #6: Members continued to discuss goals.

December 4, 2017

Review updated Mission language and Goals matrix.

January 25, 2018

Finalized Vision and Mission. Finalized Goals and Objectives Matrix. Staff will complete S.M.A.R.T. Section of Matrix. Staff has begun updating the body for the plan.

Present Consideration – Discussion on the next steps the TTF would like to take regarding strategic plan.

Financial Considerations – None

Attachments –

- A. Vision and Mission
- B. SMART Goals Matrix Updated
- C. DRAFT Transit Five Year Strategic Plan

Transit Task Force Subcommittee
Five-Year Strategic Transit Plan: Vision and Mission Statement

The City of Tucson will ensure these five mission statements are pursued from 2018-2022:

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. Have an affordable, environmentally and economically sustainable transit system that provides reliable transportation choices.
5. Promote an understanding of the value of transit to the economic vitality of the region.

Name: _____ Date: _____

Mission Statement	Draft Goals	Draft Objectives	Specific Goals should be simplistically written and clearly define what you are going to do.	Measurable Goals should be measurable so that you have tangible evidence that you have accomplished the goal.	Achievable Goals should be achievable; they should stretch you slightly so you feel challenged, but defined well enough so that you can achieve them.	Results-Focused Goals should measure outcomes, not activities.	Time-Bound Goals should be linked to a timeframe that creates a practical sense of urgency, or results in tension between the current reality and the vision of the goal.
1 Develop a comfortable, attractive, and convenient transit network that serves all customers, maintaining current and adding new ridership.	1.1 Improve service delivery to enhance customer experience so they choose transit.	1.1.1 Maintain, improve, and add to high frequency network.	Maintain (How?) Improve Frequency (How many routes?) Add more FTN routes (How many?)	Maintain, improve frequency, and add more frequent transit network routes.	Just started HFN, so will be challenge to maintain, improve, and add more routes.	Outcome is a HFN that enhances ridership and encourages economic demand.	5 Years
		1.1.2 Reduce travel time on route for transit rider.	At least two routes have shorter travel time than that existing in 2017.	Shorten means that travel time on route is less.	There are a variety of methods to achieve this and they need to be evaluated and tried.	Outcome is shorter time on route for transit rider, encouraging and enhancing transit experience.	5 Years.
		1.1.3 Keep vehicle, transit centers, bus stops and shelters safe, attractive, and clean.	Safe= Less crime than in 2017. Attractive= Painted (?). Clean= No trash or graffiti.	Safe, attractive, and clean.	Will be a financial challenge, but doable.	Outcome is ridership satisfaction with these aspects of system	2 Years.
		1.1.4 Improve communication at station stops and transit centers					
	1.2 Achieve a seamless transportation network	1.2.1 Accommodate bicycles on vehicles so as to have seamless travel between	Less bikes left behind compared to 2017 data.	Survey bike riders to see experience; assess adding more bike accommodations to transit.	Need more information about issue before can set implementable action.	Outcome is more bike riders can use system reliably	4 Years
		1.2.2 Improve connections to other networks such as bikeways, rideshare, parking,					
		1.2.3 Improved integration of mobile application technology for all modes of					
	1.3 Retain current customers and attract new riders	1.3.1 Present Annual Regional Transit Marketing Plan to TTF					
		1.3.2 Include increasing ridership incentives in future management contracts					
		1.3.3 Keep fares affordable and maintain economy fare.					
2 Build, operate, and maintain a safe and efficient transit system that incorporates best practices and technologies.	2.1 Share & review monthly public distribution of transit system performance standards	2.1.1 Report on riders per revenue hour.					
		2.1.2 Report on-time performance.					
		2.1.3 Report costs.					
		2.1.4 Report on vehicle maintenance					
		2.1.5 Report on safety record.					
		2.1.6 Report on farebox recovery.					
	2.2 Provide useful Realtime information.	2.2.1 Develop mobile application with real time data					
2.2.2 Update website to be more user friendly							
2.2.3 Utilize Social Media reach							
3 Create innovative public and private partnerships to promote and support a robust transit system.	3.1 Identify strategic partners to expand Pass Providers Program	3.1.1 Target businesses along the Frequent Transit Network routes					
		3.1.2 Identify and engage ambassadors to champion pass provider program					
		3.1.3 Expand the Get on Board Program					
		3.1.4 Work together with PAG Travel Reduction Program to promote pass					
4 Have an affordable, environmentally and economically sustainable transit system.	4.1 Maintain cooperation between transit agencies in the region	4.1.1 Maintain a region-wide fare policy					
		4.1.2 Establish integrated scheduling					
	4.2 Identify and adopt a sustainable funding strategy	4.2.1 Continue to advocate for regional transit funding in extension of RTA					
		4.2.2 Search for and apply for grants					
		4.2.3 Establish at least 2 public private partnerships in 2 years					
		4.2.4 Identify all revenue streams and project for 5 years					
		4.2.5 Continue work on concept of regional governance model					
	4.3 Positive impact on environmental sustainability of region	4.3.1 Develop creative ways to promote transit use					
		4.3.2 Continue to invest in alternative fuel vehicles					
		4.3.3 Create and promote a "Bus to work" Day					
5 Promote an understanding of the value of transit to the economic vitality of the region.	5.1 Create a public advisory board.	5.1.1 Establish Transit Advisory Committee by City Code					
		5.2.1 Identify champions to promote transit					
	5.2 Stimulate economic development with transit	5.2.2 Engage Office of Economic Development to identify transit benefits					
		5.2.3 Include benefits of economic development in Regional Transit					
		5.2.3 Collaborate with University of Arizona researchers to quantify transit benefits					

City of Tucson

Five-Year Strategic Transit
Plan

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Executive Summary

To be completed at later date

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Community Profile

Pima County, located in southern Arizona, covers an area of approximately 9,200 square miles. Over 85 percent of the county's land is federal, state or Native American owned. The San Xavier, Pascua Yaqui and Tohono O'odham reservations together account for ownership of 42 percent of land located in Pima County. The state of Arizona owns 15 percent; the U.S. Forest Service and Bureau of Land Management, 12 percent; other public lands, 17 percent; and individual or corporate ownership, 14 percent.

From a population of 395 in 1820, Pima County now has a population of slightly more than 980,000, by the 2010 Census count. The population is projected to reach 1.4 million by 2041. The 2012-2016 American Community Survey (ACS) 5-Year Estimates for Pima County notes the median age for residents is 38.1 years. The ethnicity and race breakdown in Pima County is Hispanic/Latino, of any race, 36.1%; Not Hispanic, White alone, 53.3%; Black alone, 3.2%; American Indian alone 2.4%; or Asian alone 2.6%. Aside from our vibrant multicultural diversity, we're also unique in that we're a very urbanized County, with more than a third of the County population lives outside of any incorporated city or town and the majority of the population lives in the eastern half of the county, which contains all five incorporated jurisdictions and two Native American tribal reservation areas.

Because this region lies at an ecological crossroad where habitats and species from the neotropics meet the Rocky Mountains and the Sonoran Desert, visitors and residents alike can share in a remarkable diversity of flora, fauna, and geology. Given its wealth of pre-Columbian archeology, history and historic routes, such as the Anza Trail, as well as the living cultures of Native American tribes, Pima County is a hub for those looking for a unique sense of place and many learning opportunities.

There's no better way to experience the authentic Southwest than to breathe it in. That's why Pima County has taken significant steps to make sure to retain for future generations what drew our ancestors to settle this rugged area. To that end, Pima County has purchased thousands of acres to preserve and protect our stunning landscapes and historic and cultural sites.

The County has led the effort to create "The Loop," which will provide 55 miles of multi-use paths that link diverse parts of the community, including Marana and Oro Valley. Cyclists, joggers, walkers and others with active lifestyles can experience



paths that meander through some of our most scenic landscapes.

The County has established dozens of parks and many miles of trails, allowing visitors to explore varied ecosystems, from Mount Lemmon's forests at 9,000 feet to our lower desert mountain parks, including the Tortolitas and the Tucson Mountains.

A major commercial and academic hub, Pima County is home to Tucson, the second largest city in Arizona and the capital of the Arizona Territory from 1867 to 1877.

Tucson Metropolitan Area

The 2010 Census listed a population of 520,116 for the City of Tucson, making it the 33rd largest city in the nation. Since its incorporation in 1877, Tucson has grown from two square miles to over 227 square miles in area and to a metropolitan area of over 400 square miles.

The 2012-2016 American Community Survey (ACS) 5-Year Estimates for the City of Tucson projects a population of 527,586 with a median age for residents as 38.1 years. The ethnicity and race breakdown in the City of Tucson is Hispanic/Latino, of any race, 42.6%; Not Hispanic, White alone, 45.5%; Black alone, 4.6%; American Indian alone 1.8%; or Asian alone 2.9%.

As the primary transportation alternatives to the motor vehicle, our public transit system plays a vital role in the reduction of air pollution in the Tucson metropolitan area. Information obtained by Pima Association of Governments illustrates that riding transit can positively affect air pollution levels in our area. In Pima County, motor vehicle emissions are the major humanmade source of air pollution.

“Currently, air quality in the Tucson region is good and meets all of the federal environmental health standards. However, several air pollutants (ground-level ozone, particulate matter, carbon monoxide) are of key significance in our area. Of these three, ground-level ozone is of the greatest concern since increasing levels may exceed the total concentrations recommended by the federal health standard. Although air pollutants are emitted from commercial and industrial sources, the majority of manmade air pollution in the county comes from motor vehicle use.”

Description of Existing Services

Sun Tran – Fixed Route Service

With more than 640 employees and a fleet of 243 buses, Sun Tran provides award-winning fixed route service within the City of Tucson, and through intergovernmental agreements, delivers service to unincorporated Pima County, the City of South Tucson, the Town of Marana, the Town of Oro Valley, the Tohono O’odham Nation, and the Pascua Yaqui Tribe. The system’s 29 fixed routes and 12 express routes cover 296 square miles.

Sun Tran remains committed to the environment by using alternative fuels. In 2007, Sun Tran reached a significant milestone with the entire bus fleet running on cleaner-burning fuel technologies. Currently, 133 buses run on B5 biodiesel with an additional 57 using B5/Urea, 45 run on Compressed Natural Gas (CNG), and 11 hybrid biodiesel/electric vehicles. Hybrid technology helps to reduce emissions and saves on fuel by combining a conventional internal combustion engine propulsion system with an electric propulsion system. The current average age of the fleet is just over 6.9 years as of July 2017.

In FY 2009, Sun Tran’s annual ridership peaked at 21.6 million passenger trips. Consistent with national trends, transit ridership has declined in recent years. A number of factors have contributed to the decline including low gas prices, service changes, fare increases and labor stoppages. Sun Tran provided 16.4 million passenger trips in FY 2017. Despite the decline, transit system productivity remains good. The system averages more than 21 passengers per hour which is also consistent with national averages.

In February 2012, Sun Tran assumed management of the Special Services Office downtown. The Special Services Office sells bus passes, qualifies individuals for the Economy Pass Program, and adds value to Sun Van passenger accounts. This change provides consistent communication to all transit passengers and reduces the number of bus passes sold at City department locations. With a focus on improving customer service, the average phone wait time decreased and abandoned call rates declined dramatically.

On June 30, 2013, Sun Tran launched SunGO, the smart card fare payment technology designed to make transferring throughout the region easier. Valid on Sun Tran, Sun Express, Sun Shuttle and Sun Link, SunGO allows transit passengers unlimited transfers in a two hour period between systems. The SunGO smart card serves as the fare payment card that can store cash value or passes for passenger convenience and boarding ease. Additional benefits to users include balance protection for registered cards, allowing for card and value replacement if the card is lost or stolen.

Frequent Transit Network

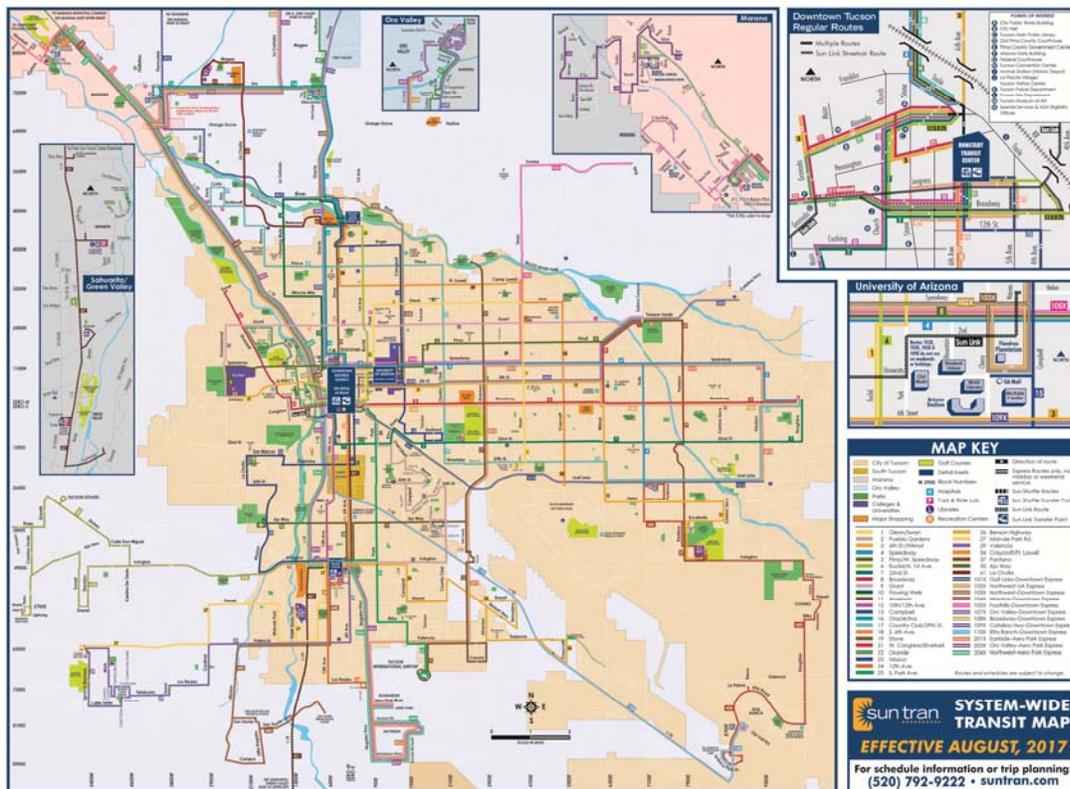
The Frequent Transit Network (FTN) was initially created by routes that had progressively overtime increased frequencies to 15 minutes or less for most of the weekday. Transit Task Force (TTF) and Staff worked together, developing a policy for the FTN in 2016 using the priorities that came out of the Jarrett Walker and Associates workshops and reports. The policy supports the long-term goals of developing and maintaining a frequent transit service grid as a basis for providing high quality service in the more densely populated areas of Tucson and asking the most use out of the community’s resources for transit as a viable transportation option.

The FTN was formally adopted by the City of Tucson Mayor and Council, April 19, 2017. Sun Tran now has 11 routes that run every 15 minutes or less between 6 a.m. to 6 p.m. on weekdays. These routes and the Sun Link streetcar make up the Frequent Transit Network.

Sun Link – Modern Streetcar

On July 25, 2014, Tucson introduced the Sun Link streetcar to the public, becoming Tucson’s largest and most complex transportation construction project in the City’s history. Construction began in March 2012 and was substantially completed in just over 19 months. The Sun Link streetcar consists of eight vehicles and 24 streetcar stops. The 3.9-mile route connects passengers to restaurants, shops, and entertainment venues at Main Gate Square, 4th Avenue, Downtown, and Mercado San Agustin, as well as attractions and medical facilities at the University of Arizona.

The Sun Link streetcar is the first American made streetcar system in the United States in 60 years. The Sun Link streetcar serves roughly one million of Tucson’s population each year.



Sun Van – Paratransit Service

Sun Van provides accessible transportation service to individuals unable to use Sun Tran’s fixed route service due to their disability. Sun Van provides complementary ADA service to the Sun Tran system with 238 employees and a fleet of 125 ADA accessible vehicles. This service which began operation in 1987 meets the requirements of the Americans with Disabilities Act (ADA) of 1990. To use the service individuals must submit an application to certify their eligibility and obtain an ADA Paratransit Eligibility Letter issued by the City of Tucson. Serving the Tucson Metropolitan area and portions of Pima County in accordance with the ADA, Sun Van provides service to and from points within three quarters of a mile along each Sun Tran fixed route,

excluding express routes, during the days and times that Sun Tran operates. Sun Van also provides optional service, which is paratransit service that goes beyond the stipulations of the ADA regulations. Sun Van's optional service is provided in areas of the city without fixed route Sun Tran service, the largest area being southeast Tucson.

During FY 2017, Sun Van recorded ridership of 529,426 passenger trips, as well as 4.5 million total system miles. Total passenger ridership transported in FY 2017 was 569,637.

Additional Transportation Services Provided by Jurisdictional Partners (for informational purposes only):

A copy of the System map of the fixed route services, including Sun Tran, Sun Link and Sun Shuttle provided by jurisdictional partners is provided in [Appendix I](#).

Sun Shuttle

Sun Shuttle is the neighborhood transit service in Marana, Oro Valley, Catalina, Sahuarita, Green Valley, San Xavier, Tucson Estates and Southeast Tucson/Rita Ranch. Sun Shuttle is part of the regional transit system. Funding is provided by sales tax collected from the Regional Transportation Authority (RTA). Since launching the first routes in May 2009, Sun Shuttle has added service and continued to increase ridership. Sun Shuttle exceeded 234,000 passenger trips in the period of May 2011 through April 2012. Though Sun Shuttle is an RTA service contracted through a separate private transit operator, Sun Tran staff provides integrated marketing, planning, communications and customer service functions to ensure a seamless regional transit system. The cost to Sun Tran for providing these services is reimbursed to the City of Tucson through an Intergovernmental Agreement with the RTA.

Sun Shuttle Dial-A-Ride

Sun Shuttle provides dial-a-ride service for individuals traveling in Oro Valley. Service areas vary for seniors, persons with disabilities, or the public. Currently this service is provided by the Town of Oro Valley.

Ajo Transit Service

Weekday service is provided within the Ajo community via Ajo Dial-a-Ride. Connector service from Ajo to Tucson and Ajo to Why allows persons living in the rural areas improved access to the metropolitan area. All services are currently provided by Ajo Transportation Company and funded through the Federal Transit Administration and the RTA.

RTA Special Needs Transit

RTA Special Needs Transit is the advance reservation door-to-door transportation service provided by the RTA to persons who have disabilities and who reside within the special needs eligibility area. The eligibility area comprises parts of Pima County including Central Tucson and portions of Marana and Oro Valley. Currently, this service is handled by Handi-Car and is funded through the Federal Transit Administration and the RTA.

Transportation Services in Development:

Transit Expansion

Over the years, Sun Tran and Sun Van's greatest challenge has been to fund service to meet the increasing demand for transit. Transit expansion became a reality in May 2006, when Pima County voters enacted a half-cent sales tax to fund transportation improvements. Through 2026, the Regional Transportation Authority Plan earmarks nearly \$533 million for transit improvements, including expanding service hours, new service areas, greater weekday frequency, more express service, fleet expansion, and the creation of the Sun Link streetcar.

Transit Performance Trends and Issues

Xxx

Xxxx

Xxxx

Xxxxx

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