

TRANSIT CONNECTIONS FOCUS GROUP - 4/19/2018 FIELD OBSERVATIONS TOUR NOTES

RAW TRANSCRIPTIONS

ID	Name	Destination	Modes Used	Going To						Other Comments
				Planning	Walkability	Facilities/Waiting Area	Boarding	On the Service	Convenience of Access	
	Pat Richter	Albertsons	Sun Tran	RT 1 Alameda & Grossetta I couldn't restart Google Maps for new trip plan. Then I couldn't get the route our group chose (19 to 34)	Easy to walk	Dirty, cigarette butts, leaves, sleep-proof bench	Easy Bus driver did a good job avoiding truck pulling out in front	Clean-ish	Could have stopped at Pima Downtown Campus	We got off at Stone & Yavapai - where is Yavapai??? System map too small
	Pat Richter	Albertsons	Sun Tran	Sun Link - Rt 19		Hard to figure out we needed to cross the street Stop at Amphi HS was tagged up, map in bad shape		2005 bus or older; trashy, windows dirty, tape on plexiglass Announcement was too quiet Yellow tape - 1/2 mile walk		
	Jan Waukon	Albertsons	Walking Sun Tran	planned a couple of routes and chose the one with the least amount of wait	Easy to walk to Toole & 7th. Used shortcut thru Grossetta. Would not feel safe on that shortcut at night.	Waited at Toole & 7th for Bus 19. Fairly new and nice waiting area. Comfortable. Sidewalks dirty where people spill things.	No problems	The bus was comfortable - always plenty of places to sit or stand. Seasoned riders were very helpful in both helping find our stop but on how to use the bus	At this location, a lot of choices	Apps don't give real detail on which stop to use and gave us alternative to that we used with a long walk
	Rebecca Ruopp	Albertsons	Sun Tran	I think I forgot to put "N" in, so directions I got took me south. Group shared information with me. Seasoned rider often best source of information. 2 of the group used different apps and got different routes.	One of group new a shortcut to 7th/Toole, got there quickly. Talked with Tom Fisher about shelter maintenance - he described challenges with 1,700 shelters (2,200 stops). Bus #19 (Tohono) arrived at 10:20am.	First stop: Fine. Didn't wait long. Second stop: Seats not made for people with shorter legs. Feel like Lily Tomlin. Glass over map in shelter #13748 was marred making it hard to read maps.	Easy	First bus had paper maps; second didn't. I chatted with some passengers who provided some assistance about routes, etc.	Not at transfer stop / residential area	Numbers on shelters are very small - both shelter ID# and Route #.

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Pat Richter	Albertsons	Sun Tran	Rt 15 to 8 Rt 15 to 4 Bike at Campbell & Copper Chose Rt 1 - redid Google Map and found shorter, faster route	The map on Google maps says the stop is on Glenn/Campbell but it is not clear which of the 4 stops you would stand at at this intersection. Easy if you know the route and are oriented.	Can't see Rt 1 on map Plexi-glass "Rt 1" too small on stop sign	Campbell & Grant Starbucks opening - cars will be parked in line by the Starbucks and will really slow down the bus movement			
Pat Richter	Albertsons								
Jan Waukon	Albertsons	Sun Tran	Once on the bus, routing or app very confusing. Hard to know which corner bus stop to use - not intuitive	Good, very few issues. Very close to bus stop	At Five Guys, very comfortable. Bus waiting area was clean and comfortable.	Very easy at this point but confused about where route was going from faded map at stop. Should map route for stop distinctly on map.	Comfortable and easy		This all could be very intimidating to older people. Maybe beginner buddy ride. Better way finding.
Rebecca Ruopp	Albertsons	Sun Tran	Route 1 decision was to take one bus back rather than transferring. Group decision.	Fine. Sidewalk everywhere.	Shelters were OK. Paint old in some places, but not a real problem. Pointed out before -- maps faded out, glass over maps sometimes dirty/damaged - Facility ID# and Rte # on facility too small. Directional signs would be helpful - that is which way is bus traveling (N,S,E,W)	Getting off at Ronstadt was a bit of a jump from bus to sidewalk.	Newer buses cleaner, or just less wear and tear, and stocked with maps. Older bus not.	Lots of services at Campbell Plaza. Started to go to Yogurtland, but wasn't open until 11:30, so went to 5 Guys for drink and peanuts.	Took a couple of hours and believe if we hadn't missed one bus it would have been 15 mins. Faster. There was waiting - we just had to decide where to wait.





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	Chris Ortiz Y Pino	PCC West	Sun Tran	Google Maps	1/2 block	Nice bench in the morning sun Stood in the shade of nearby tree	Super easy	Cool, comfortable	No access	We missed the bus to PCC West. Waited 20 mins. There was a bench in the sun. Stood in the shade of nearby tree. Boarding was super easy. Super fast to PCC.
	Kylie Walzak	PCC West	Sun Tran	We had Pauline in our group and she was really helpful/familiar with all the routes so it was easy to navigate and know our options. NOTE: It would be helpful to see individual stops along a bus/streetcar route so that I could see if there's a nearby TuGo station to ride a bike, instead of walking.	Very nice walk getting to our stop. All on sidewalks.	There was a bench under a shady olive tree so it was a pleasant but long wait - 20 minutes. NOTE: Bus Stop Rte #3 Nice bench, shade tree #3 arrived about 5 mins late so we ended up waiting 20 mins total for the bus.	Driver was helpful, showed me where to tap my card.	Clean, felt safe. The bus interior looks well worn and a little smelly. NOTE: The bus smells a little funny, like that smell well-used public places have. There's quite a few people on the bus. Some are sleeping. Other bus stops on this route have benches, but some have no shade. Looks hot.	I wouldn't know where to go to use a restroom at the #3 bus stop at Alameda/Court. Maybe Tucson Museum of Art?	NOTE: I can't believe we still don't have sidewalks on Anklam to PCC West.  Once we arrived at PCC West, we split into 2 groups. Half of us walked to Tumamoc along Anklam (scary!) and reached the TuGo station, checked out a bike, and biked to Fresno, St. Mary's to Church, and docked the bikes at Main Library.
	James McGinnis	PCC West	Sun Tran	Easy, used Google Maps Smooth planning Would have planned departure for earlier to avoid 15 min wait. Route 3 arrived @ stop at 10:35am	Easy, no barriers Good	Felt safe Bench with shade	Bus Payment - easy with SunGo card	Felt safe Got seat, bus clean, 13 passengers on vehicle	Didn't try to access	
	Cindy Glysson	PCC West	Sun Tran	We used Google Maps to catch the 3 to PCC	Easy walk to the bus stop	Safe, clean, I felt very comfortable	Boarded Sun Tran Rte 3 to PCC	Safe, comfortable - could be a cleaner bus	At PCC - we had access to amenities (though I didn't use them)	To get to PCC West Campus, we used Google Maps. The Rte 3 was available, however we caught it at Alameda/Court. The bus was late and could have been cleaner. There was a bench available & the walk was easy. Paying was easy. I have not seen a TuGo station. PCC? We would have access to restrooms, drink. Bike riders using bike rack. Safety was not an issue.  The shelter @ PCC is nice but the fumes and heat from the bus is a bit much, since they are idling in front of you.

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Chris Ortiz Y Pino	PCC West	Sun Tran Bicycling	Google Maps	Walked 20 mins to Tumamoc; no sidewalk; fast cars	tuGo Bike Station was great	Bike Share was easy	Bike Share was easy	None	Walked to Tumamoc tuGo station ~20 mins. No sidewalk along Anklam. Sketchy walk. TuGo Bikes were easy and fun. Head wind. =(  After docking bikes we arrived at the exact same time as the rest of our group who took the bus back from PCC West.
Kylie Walzak	PCC West	Sun Tran Bicycling	We decided to walk 20 mins to Tumamoc Hill and take a TuGo rather than wait for the bus.	Deplorable. No sidewalks, rocky path, totally inaccessible to people in wheelchairs. Very fast traffic. NOT inviting. We saw people walking on the other side of the street (Anklam) with no sidewalk and close to traffic. It was hot, exposed.	Checked out the TuGo bike at Anklam & Silverbell and rode the rest of the way back.	Walking - see other side for comments on walking conditions in this area.	Felt unsafe, exposed, <u>no</u> sidewalk.	No convenience No convenient access to restrooms Only access to fast food near St. Mary's and a Safeway	Seeing that our return trip (approx. 20 mins walking & 15 mins biking) was exactly the same time as taking the bus back, there needs to be discussion about public health and the benefits of Active Transportation.
James McGinnis	PCC West	Sun Tran	Decided to walk from PCC West to avoid bus layover. Took TuGo from Tumamoc stations. Pass worked. Station buttons not intuitive.	Mixed. Some sidewalk, but lots of dirt and bike lane walking too.	Safe, comfortable, clean	TuGo unlocking - app was easy to use. Buttons on station not obvious as touch interface.	Safe, comfortable, clean	Didn't try to access.	
Cindy Glysson	PCC West	Sun Tran	We grabbed a Ride Guide from the bus and took the 5, crossed over Speedway, and caught the 4 to Grosetta/Alameda, then walked to 201 N Stone.	The shelter is within an easy walk.	Stop at Speedway/Stone needs service				





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	Ned Beman	Banner UMC	Sun Link					Easy with pass	Clean	Hospital has restrooms and food	
	Colby Henley	Banner UMC	Sun Link Bicycling	Depart at 10am Just missed streetcar - 10 mins wait	Good	Next arrival sign - LIKE! Good info signage	Ads on streetcar/busses - dislike, too many cover windows  Most UA students ticketed via app  Good ride				NOTES: <u>NEED</u> : - "Next bus arrives" at bus stops similar to streetcar - Official Sun Link real-time tracker only works on desktop, not mobile - Overly complex pass/card system - would be nice to simplify to only a few options (but I also understand need for low-income and cash options)
	Colby Henley	Banner UMC				TuGo station used at 4th & 9th	We took 2 of 3 remaining bikes	Good ride On tugo we arrived 5 min before streetcar	Downtown, good  Streetcar stop - limited, several blocks	- Path from Streetcar stop to Hospital front door is not marked. - Either steps or tiny unmarked sidewalk are options - Walking from trasnit stop through parking lot (dislike) - Once on Banner Campus, nice walkway - Free parking & Valet at Hospital	
	Colby Henley	Banner UMC									
	Glenn Moyer	Banner UMC	Bicycling Sun Link Sun Tran	TuGo + Sun Link + Rt 15 + 4 1.9 miles per Google Maps Cooler to ride to, bus or Sun Link back I already have cards for TuGo & Sun Tran. However having to create an account to use 24 hr tugo pass is, or at least can be, problematic Go Tucson App doesn't get me a map.		Bus doesn't stop at streetcar stops  Streetcar doesn't wait for folks that are close.  "Serial killer" at the Speedway/Warren bus stop	Got to Speedway at 11:03am Sun Link came and went at 11:09 #5 came and went at 11:10	Greeting warm		bridge blocks view of approaching traffic on Speedway Valet parking out front of hospital	

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Ned Beman	Banner UMC	Sun Link	Using Google maps ran down battery on phone.  Walking is fun. Would have walked back but not enough time.  Bike rental did not work.  Took Link back.				Attempted to get tugo bike but machine would not take credit card nor password on app.  Got back on Link and walked more.			
Colby Henley	Banner UMC									
Colby Henley	Banner UMC	Sun Link	-Depart at 11am 15 S to Broadway 8 to Ronstadt - Tried using FTN - just show up and wait (10 mins wait) - Campbell Rider alert came through ??? -	Banner: - No direction signs -dislike - Multiple stairs - dislike - Sidewalk ends at road; natural desire is to jaywalk to bus stop NEED direct crosswalk	Banner/Campbell Bus Stop: - Nice benches - Routes served sign (like) - No "next bus arrives" sign (dislike) - HAWK to stop traffic to allow crossing street (like)	Easy to pay	Clean, good A/C (like) Tiny route map (dislike)	Sun Tran Stop at Banner - 2 blocks away Broadway Transfer - within 1 block Ronstadt - within 1 block		
Colby Henley	Banner UMC				Broadway / Campbell Bus stop: - Some trash, graffiti					Transfer at Broadway / Campbell - had to cross Broadway to bus stop Beginning to cross, car was in crosswalk (dislike) Waiting for #8 - 16 mins wait Ronstadt to 201 N Stone - 9 min walk Walk from Ronstadt - no Beg Buttons (like) Need Shade in Jacome Plaza (pic)
Glenn Moyer	Banner UMC	Sun Link				Sun Link came at 11:14 Sun Tran next departure froze at 11:16 Sun Tran #4 came at 11:20				Broke a sweat. Wind coming from DT - glad I'm not on a bike.





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	Tom Fisher	Himmel Park	Sun Tran			Waited 10 mins Bus arrival at 10:22am				10:36 bus arrived at Treat/Speedway 10:38 arrival at Himmel Library
	Andy Bemis	Himmel Park	Sun Tran	Easy! Google Maps recommendation revealed 1 route with minimal walking. If I didn't have a pre-paid SunGo card, I think planning would have been harder.	Very good from office to bus stop. From end bus stop to Park was good for able-bodied but no sidewalk.	Shaded bus stop with bench, at both start and end stops. NO MAP or route info at the stop (7th/Toole). Should have it.	Easy with SunGo card. But I'd be intimidated to try because I don't know where to start	Mostly clean, but full of advertising. Several others on the bus		
	Jane McCollum	Himmel Park	Sun Link Bicycling		Awkward; sidewalk closed signs		Missed streetcar by 2 mins No drinks or water in vicinity	Love the streetcar relatively full	None from last streetcar stop on our path which was 3rd St instead of Speedway due to more shade	HAWK at Treat was great to catch return sidewalks to streetcar from 201 wide and pleasant
	Gene Caywood	Himmel Park	Sun Link	Walked to streetcar NOTE: Trip planning in complicated. Better have lots of time using transit.	Good sidewalks	Good	Streetcar to UMC	Good Would be good to have an exact schedule for the streetcar in the ride guide so you would know if you had to hurry to the stop to not miss the next streetcar	No comment	
	Gene Caywood	Himmel Park	Sun Tran				Transfer to Route 5 to Speedway/Tucson	Bus 3 mins. late Had Rt. 5 been on the FTN, 15 mins would have been saved on trip		Sidewalk needs repair on W. side of Warren between 1st & 2nd St. A sign directing wheelchairs would be helpful on Warren N of 1st St where ramp to Speedway bus stop branches off
	Gene Caywood	Himmel Park	Walking				Walked to Himmel Park Library	Sidewalk on E side of Tucson Blvd N of Speedway needs repair There are no sidewalks on 1st St adjacent to Himmel Park parking lot		
	Dave Heineking	Himmel Park	Sun Link Bicycling		Nice sidewalk downtown. Yes to walkability!  NOTE: Nice walk to streetcar at Broadway/Stone	Construction around streetcar stop @ Stone/Broadway. No stores open. Sidewalks closed. Insulation flying through area.	Great!	Streetcar was pretty full =)	Not really	

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Tom Fisher	Himmel Park					Had trouble with TuGo bike app 10:55 Andy purchased a second bike for me and we			11:30 arrival at Congress/Stone 11:30 arrival at TDOT office
Andy Bemis	Himmel Park	Bicycling Sun Link	Easy. Biked to Sun Link. Cycle Finder had glitches and one of our group wasn't able to check out a bike. =(	Gravel path. Ok, but no sidewalk.	Lots of seating and shade at the stop. (Main Gate)	Rode bikes to Sun Link. Boarding Sun Link was easy.	Air conditioned, comfortable, clean, lots of other riders		- Get TuGo on Google Maps and Sun Tran app - Want to see intermediary bus stops on Google - Real-time bus arrival info would be great
Jane McCollum	Himmel Park	Sun Tran Bicycling				Bush at stop - bus almost didn't stop at Treat & Speedway	Wonderful - cool, nice driver New bus, liked seating configuration	Okay returning - restaurants, cafes, library	Sidewalks in good shape but narrow in Sam Hughes due to age, WPA built are great
Gene Caywood	Himmel Park								
Gene Caywood	Himmel Park								
Gene Caywood	Himmel Park	Sun Tran Walking		Walked to bus stop Good sidewalk		Bus on time Took Rt 4 Downtown			Walked from bus stop to 201 N Stone
Dave Heineking	Himmel Park	Sun Tran	Turn on locations on phone!	HAWK crossing at Speedway was great.	Bush hid us and bus almost passed us.  NOTE: Bush on Speedway @ Treat	Very nice driver.		Yes but afraid to leave stop. Didn't want to miss the bus.	





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	Donovan Durband	Sam Lena Library	Bicycling						I found the first bike to be over-sensitive with the steering and wanted to try another.  southbound 6th Avenue just inside the City of South Tucson boundary. The sign has graffiti.		When I stopped at the Sam Lena Tugo station, I parked my bike so that I wouldn't go over 30 minutes  weeds and trash between the curb and the old TV appliance store next to St. Vincent de Paul, on southbound 6th Avenue at 19th Street. Definitely not attractive.
	Alison Miller	Sam Lena Library	Sun Tran	Used Google Maps - walked to Ronstadt Center, rode 18 to Sam Lena	Easy, accessible quarter mile walk. Streetscape was no terribly enjoyable along Alameda.	Lots of shade and seating areas. Signage to know where to wait.	Easy peasy	Clean bus, plenty of open seats Crossing 6th Ave to get to Sam Lena: liked the HAWK with covered median	Restrooms available inside Sam Lena (did not go inside) Food and drink available a couple of blocks away	Watched Donovan at the 6th Ave/22nd St intersection on TuGo. Bus had to wait behind him as he rode through section with no bike lane. Bus driver gave him space, but still scary!	
	Fred Ronstadt	Sam Lena Library	Walking Bicycling Sun Tran	Very easy on Google Maps Was able to select several routes/modalities	Simple walk across the street	Very standard - clean and accessible The Sun Tran app did not show the stop at Alameda/Grosetta - Google did	Very easy -driver was helpful and friendly	Used my folding bike and was able to walk it on with no issues.  All good. Bus was old but well maintained.	No access to restrooms Several fast food	When getting off the bus at 22nd/6th Ave, the driver warned us to be alert as we were in a "very dicey area"	
	Robin Steinberg	Sam Lena Library	Sun Tran Bicycling	Sun Tran app no help NOTE: The main, and really the only problem, was the Sun Tran app.	NOTE: It was easy to walk to the #7 (not listed in Sun Tran app as an option).		NOTE: I boarded with my bike folded. There was a clearance problem due to 2 bikes facing each other and a walker. The driver sensibly asked us to get on the same side as the walker.			NOTE: We got off at 6th & 22nd and rode down to Sam Lena Library. No problems.	
	Christina Rock	Sam Lena Library	Sun Tran	I had a buddy system - Alison and we walked to Ronstadt Transit Center	The sidewalk was wide & pleasant We walked EB on Alameda, south on 6th Ave to RTC.	Ronstadt was clean (we only waited approximately 5 minutes to get on 18SB). There was appearance of security at Ronstadt.	Very convenient to take one bus to our destination.	Bus was very clean - the bus was half way full when we left Ronstadt.			

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Donovan Durband	Sam Lena Library	Bicycling				I looked to the screen on the station (rather than re-opening the Cycle Finder app) for instructions to check out another bike. I wanted another bike. The message below the screen says, "Ready to ride again? Select "Request New Ride Code" from the touch screen to unlock another bike." The touch screen did not display such a message or option, however. I then thought to reopen the app, selected the Sam Lena station from the map, obtained another code, and unlocked another bike.	When I was riding the Tugo bike and stopped at 6th Ave/22nd St, a Sun Tran bus was behind me as I waited at the red light. Knowing that it would be passing me on its way to the bus stop just south of 22nd, I pedaled as hard as I could once the light turned green, but the lack of a defined bike lane by Santa Cruz Church made the experience intimidating. Also, since I assumed some of my colleagues would be on that bus headed to the Sam Lena building, I didn't want to chicken out and wait for the bus to pass---but I probably could have been excused for doing so!		defined bike lane is diminished approaching 13th Street at Armory Park and then increases in width again after the intersection, after the pedestrian bulb-out.  lack of a defined bike lane south of 22nd Street, on northbound 6th Avenue.
Alison Miller	Sam Lena Library	Walking Sun Tran	Used Google maps again Was planning to take another bus back but the timing didn't work out. Wait times for Route 7 were longer.	Bus stop directly north of Sam Lena	Clean. Lovely tree and shade structure.  Helpign Donovan get bike out of docking station. There was no shade so viewing phone screens and figuring out instructions was difficult.	No problems	Still a few seats available. Clean.		Got off the bus at 5 Points and walked up Stone the rest of the way. Accessible sidewalks the whole way. Some shade.
Fred Ronstadt	Sam Lena Library	Bicycling	Very simple	N/A - just jumped on bike and went	N/A	Very simple - had my own bike	N/A	Stopped at Downtown Post Office to pick up my mail on the way back.	
Robin Steinberg	Sam Lena Library	Sun Tran	Sun Tran app was no help	Easy	Fine	Fine	Fine, but a bit cramped with 2 bikes and a walker.	At departure and destination	NOTE: Came back on the 18. No problems, but again, poor directions given by Sun Tran app.
Christina Rock	Sam Lena Library	Sun Tran	We weren't dressed for the biek ride - we took the Route 18NB and got off at 6th Ave & 5 Points and walked north on Stone to 201 N Stone Ave.	North on Stone - had to cross the street at Ochoa and continue our walk to public works. Great day to walk.	The bus stop on 6th Ave & 27th NB was a sheltered stop - it was clean - had a trash can and a beautiful tree - gave a lot of shade.				

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	<b>GROUP DISCUSSION</b>									<ul style="list-style-type: none"> <li>- 1-hour each way is a hard sell to get people to use transit...</li> <li>- Sun Tran app useless - Ride Guide hard copy was better</li> <li>- Hard to use cell phones/apps in sun</li> <li>- Going to Hiimmel was easy!</li> <li>- Going to UMC, how do you find the entrance to the hospital?</li> <li>- Getting on the bus was fast and easy</li> <li>- Riding TuGo, the road was sketchy</li> <li>- Where the sidewalks were was great!</li> <li>- Too little shade</li> <li>- The bus was a nice smooth ride</li> <li>- The crossing across the street was good</li> <li>- Lots of people riding the bus and streetcar this time of the day</li> <li>- The driver was really nice and pleasant</li> </ul>

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<b>GROUP DISCUSSION</b>			<ul style="list-style-type: none"> <li>- Google Maps is different on the phone than on the computer</li> <li>- FTN handy when you don't miss the bus</li> <li>- More planning would help</li> <li>- Incredible grid system</li> <li>- Link tells you how long before next vehicle comes</li> <li>- Noticeable difference in amenities between Links and Sun Tran</li> <li>- Info is not as intuitive</li> <li>- Confusing at first</li> <li>- Distinguish FTN and routes at bus stop</li> <li>- Ride Guide made me feel secure</li> </ul>						