

# **City of Tucson**

## **Transit Connections Focus Group**

*Strengthening Tucson's Frequent Transit Network*

**May 17, 2018 Focus Group Meeting**

**9am-11am TDOT, 201 N Stone, 4<sup>th</sup> Floor Conf. Room**



# Agenda

- Welcome and Introductions
- Agenda Review
- Feb. 22, 2018 Meeting Notes Review
- Report: April 19, 2018 Field Observations Tour
- Presentation: Initial Project Team Assessments
- Focus Group Discussion



# April 19, 2018 Field Observations Tour

## Summary of Observations Notes with Pictures



## FIELD OBSERVATIONS TOUR PURPOSE

- To use, observe, and document experiences with Tucson's Frequent Transit Network (FTN) and multi-modal transit system
- To incorporate these experiences and observations into deliberations on actionable items aimed to help grow and strengthen the FTN

## AGENDA

**9am** Welcome and Orientation

**10am** Field Observations Tour

**START FROM:** TDOT @ 201 N Stone Ave, 4<sup>th</sup> Floor Conf Room

### TOUR DESTINATION ASSIGNMENTS:

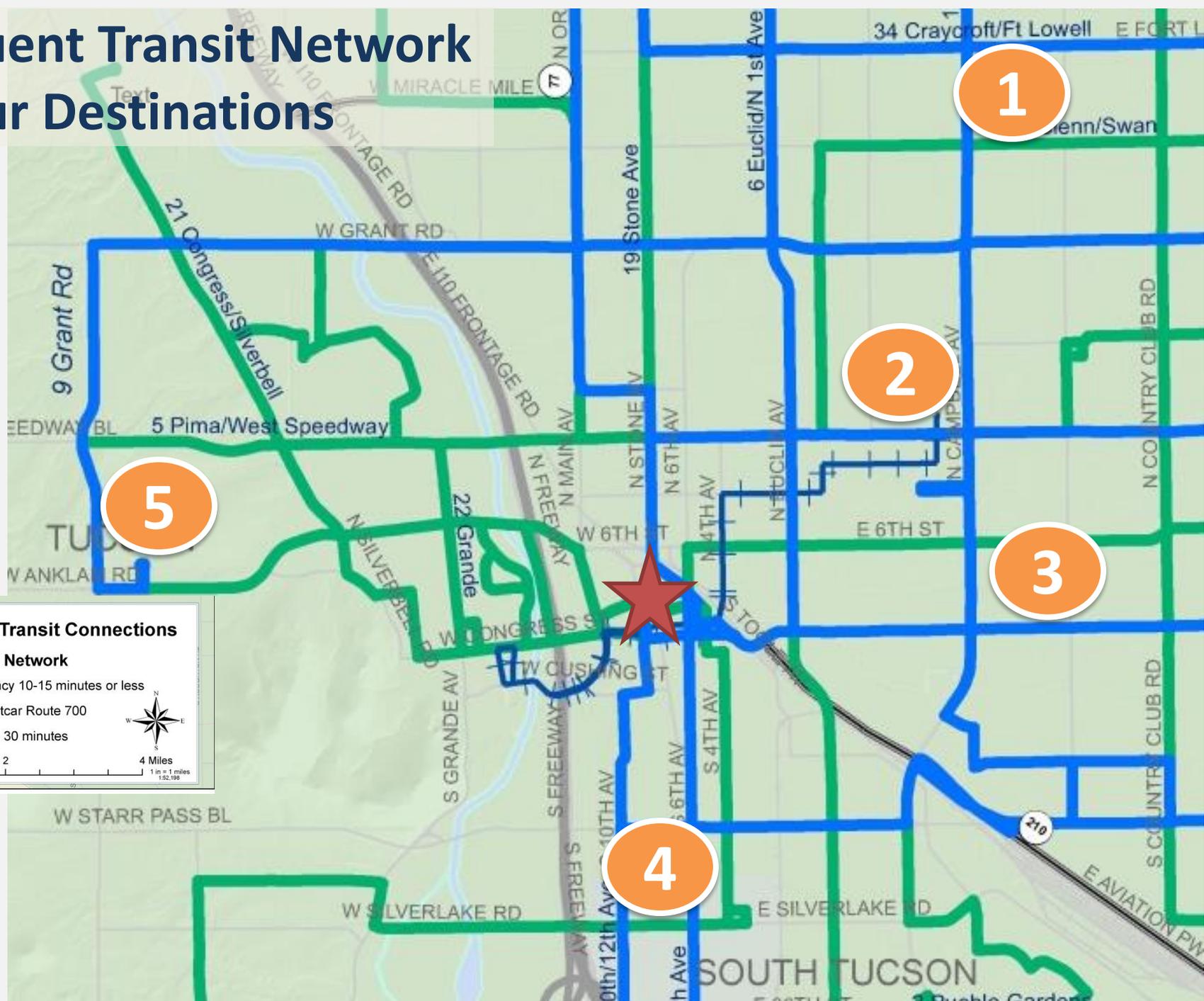
1. Albertson's Grocery Store, 2854 N. Campbell
2. Banner UMC North Tucson Campus, 1501 N. Campbell
3. Himmel Park/Library, 1035 N. Treat Avenue
4. Sam Lena Library-South Tucson Municipal Complex, 1601 S. 6th Avenue
5. Pima Community College, West Campus Library, 2202 W. Anklam Rd.

**RETURN TO:** TDOT @ 201 N Stone Ave, 4<sup>th</sup> Floor Conf Room

**11:30am** Lunch; Complete Observations Sheets; Transfer Images; Debrief



# Frequent Transit Network & Tour Destinations



**FTN Weekday Transit Connections**

**Frequent Transit Network**

- Route Frequency 10-15 minutes or less
- Sun Link Streetcar Route 700
- Other Routes - 30 minutes

0 1 2 4 Miles  
1 in = 1 miles  
1:52,198

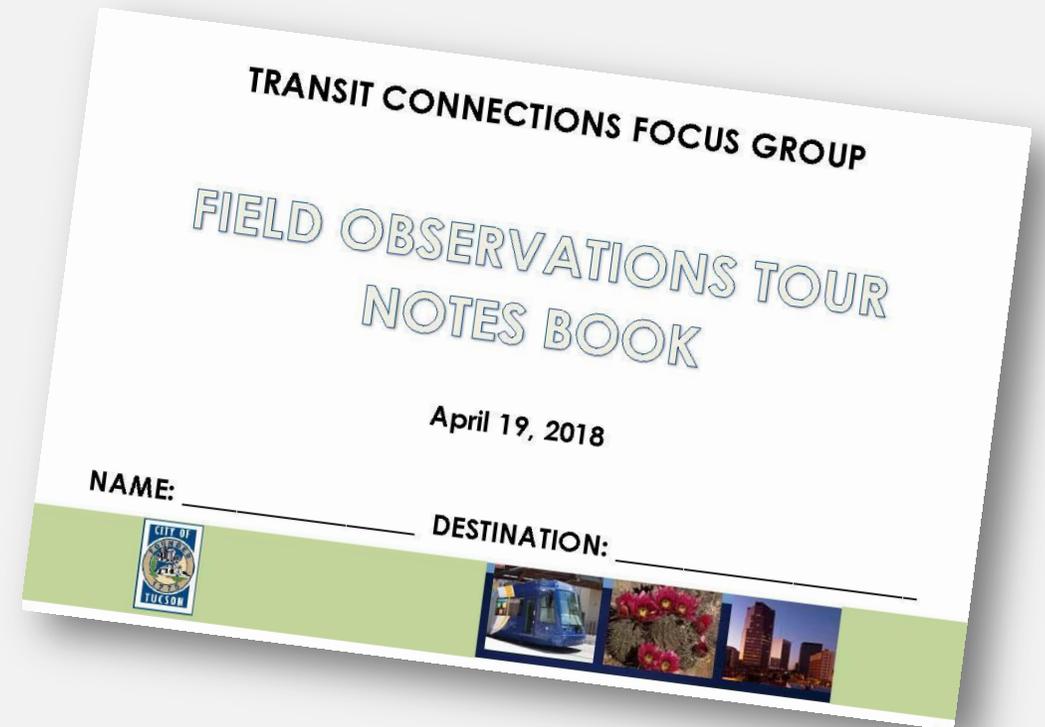
# Tour Instructions

- Plan your tour
- Use a different technology or route returning from your destination
- Take notes and pictures
- **SELFIE / GROUP PICTURE at the destination**
- When you return, use your notes and thoughts to complete your Participant Observation sheets
- **Turn in your Participant Observation sheets and images before you leave!**



# Note Books Overview

- Title Page / Contents / Name / Destination
- Instructions
- Resources & Emergency Numbers
- Blank Note Pages
- Observations Sheets
- Pictures



# Destination 1: Albertson's (Glenn/Campbell)



Left to Right: Pat Richter, Rebecca Ruopp, Tina Marie Wilken, Matt Kopec, Jan Waukon (not pictured)

Going  
Bus Route 19 to 34

Returning  
Bus Route 1

# Destination 2: UMC Banner (Campbell/Speedway)

Going: TuGo, Sun Link  
Bus Route

Returning: Bus Route 15 to 8  
Bus Route 4



From Left to Right: Colby Henley, Davita Mueller, Ned Beman, Glenn Moyer

# Destination 3: Himmel Library

Going: Bus Route 4,  
Sun Link,  
Sun Link to Bus Route 5,  
and walking

Returning  
TuGo to Sun Link  
Bus Route 4



From Left to Right: Tom Fisher, Amanda Valenzuela, Andy Bemis (pictured left); Gene Caywood (center); Jane McCollum, David Heineking (pictured right)

# Destination 4: Sam Lena Library / S. Tucson Municipal Complex

Bicycling, Walking, and Bus Route 7

Going: TuGo

Bus Route 18

Returning: TuGo

Bus Route 18 and Walking



From Left to Right: Alison Miller, Fred Ronstadt (pictured far left); Christina Rock (pictured left center); Robin Steinberg (pictured right center); Donovan Durband (pictured far right)

# Destination 5: Pima Community College, West Campus

Going

Bus Route 3

Returning

Bus Route 5 to 4  
Walking & TuGo



From Left to Right: (Back Row) Christy,  
Chris Ortiz y Pino; (Front Row) Kylie  
Walzak, Pauline Garcia, James McGinnis

# Trip Planning

## Positives

- Google Maps easy to use and provided time of arrival and several mode options and routes
- Used Sun Tran app for planning
- Able to choose route based on my priority: least amount of wait
- Ride Guide made me feel secure
- Seasoned riders provided help
- Campbell Rider alert feature was helpful
- Would have planned departure earlier to avoid a 15 min. wait
- Having the SunGo card made it easier to plan; think it would have been overwhelming without having that

## Issues

- Google Maps did not refresh
- Differences in route information between apps
- Apple Maps not intuitive
- Sun Tran app couldn't find Albertson's
- GoTucson app doesn't get me a map
- Can't add fare from the app
- Confusing and overwhelming for new riders
- Google Maps ran down the battery on my phone
- Hard to know which corner bus stop to use – not intuitive
- Hard to use cell phones/apps in the sun
- Google Maps is different on phone than on the computer
- CycleFinder for TuGo didn't accept a fare

# Comments on Time & Waiting

- Tried using FTN – just show up and wait; handy until you miss a bus
- Planned a couple of routes and chose one with the least amount of wait
- Had to wait 30 mins. at the next stop
- Decided to walk 20 mins to Tumamoc Hill and take a TuGo rather than wait for the bus
- Planning and traveling by bus takes a lot of time
- Worry about missing a bus is stressful; waiting as a result of missing a bus frustrating – particularly if you aren't sure when next one is coming
- A LOT of comments in favor of having more signs at bus stops like at Sun Links stations showing next arrival time



# Facilities / Waiting Areas



# Wayfinding and Signage

## Bus

- Tailor maps to each stop so it is clear to someone where the stop is on the map, what buses serve the stop, and what the route will be
- Make stop signage bigger and easier to see
- Consider “branding” the lines, using a color scheme or cardinal direction of the route, or...
- Include TuGo stations on maps



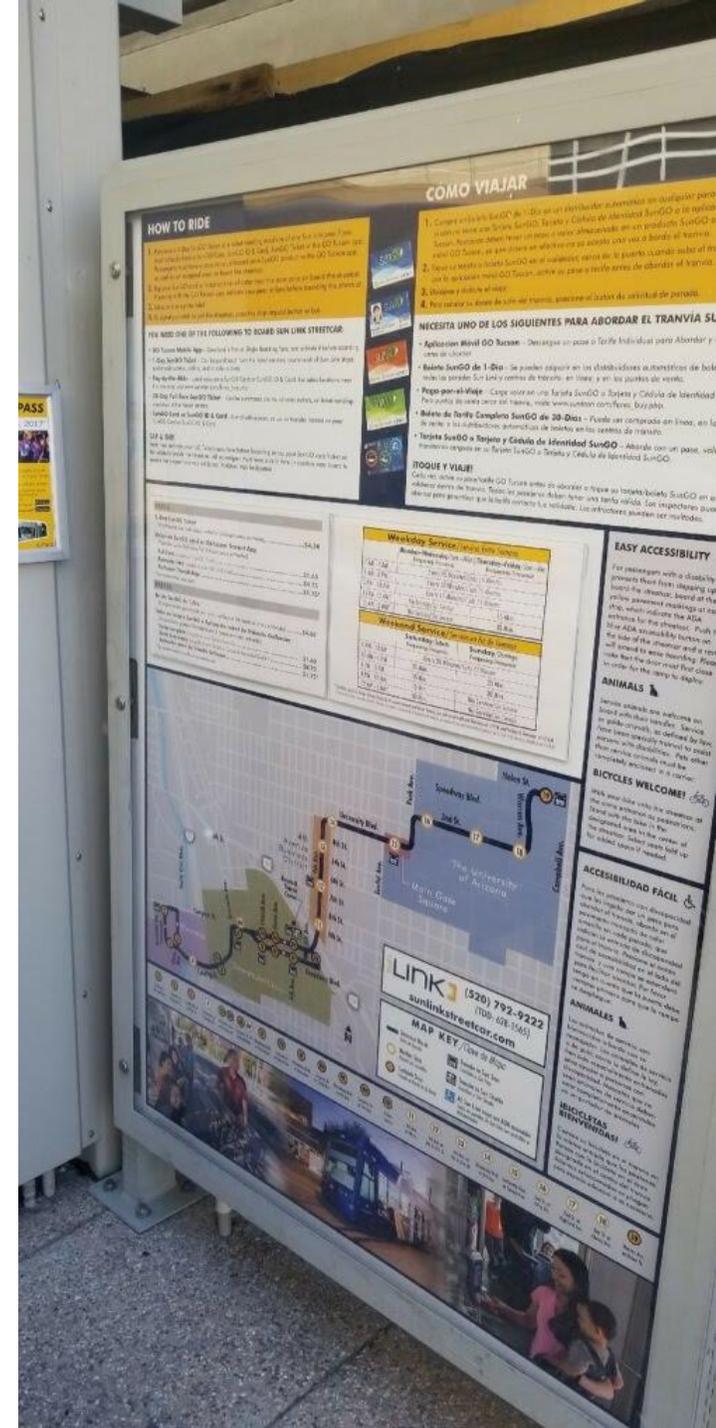
# Walkability



# Walkability – Site Design / Land Use / Transit



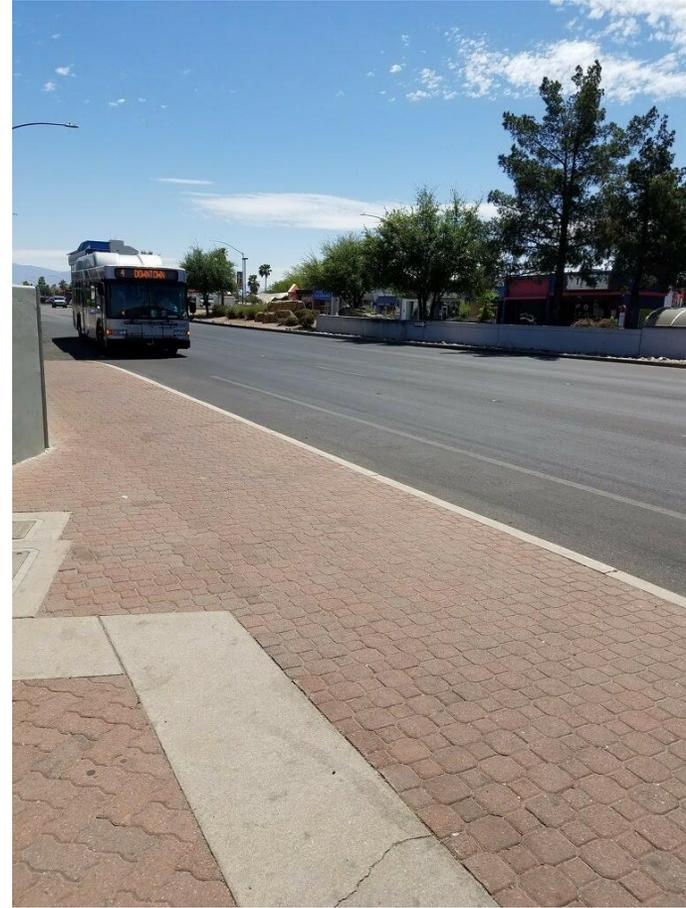
# Facilities / Waiting Areas



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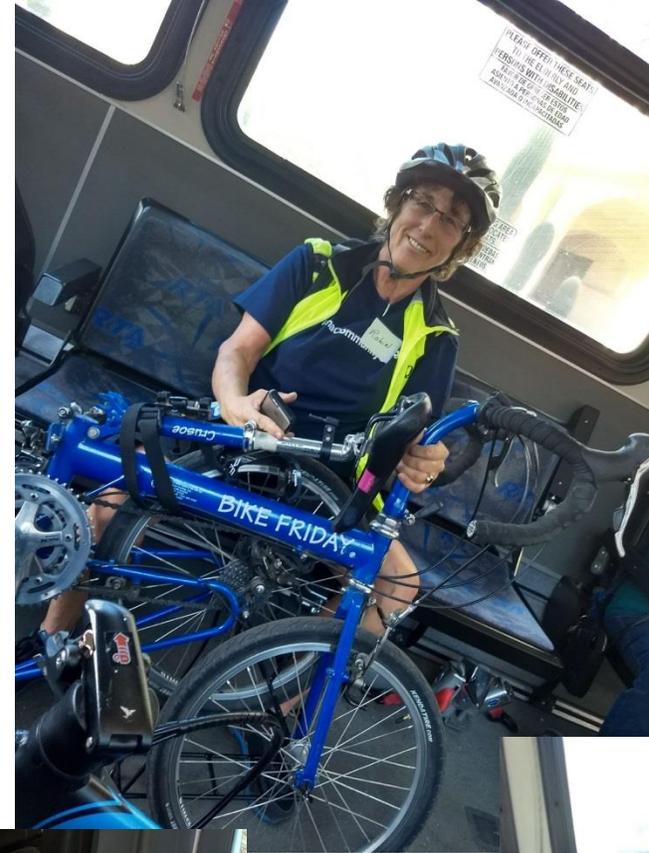
# Facilities / Waiting Areas



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# Boardings

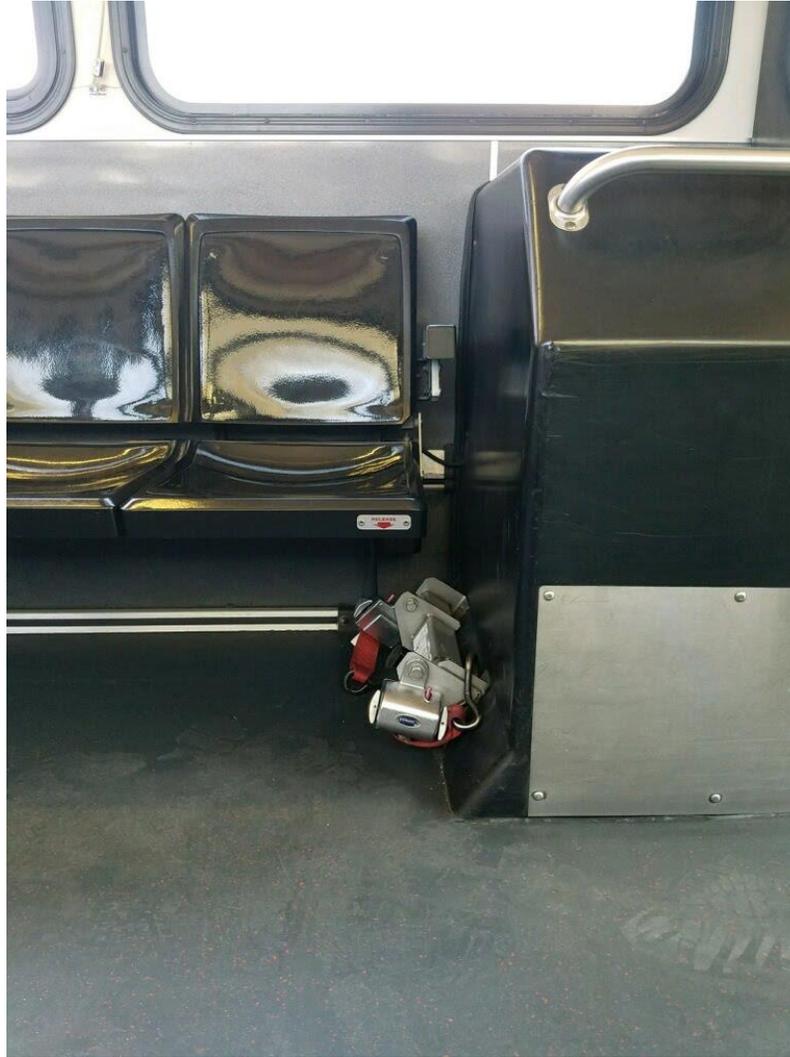
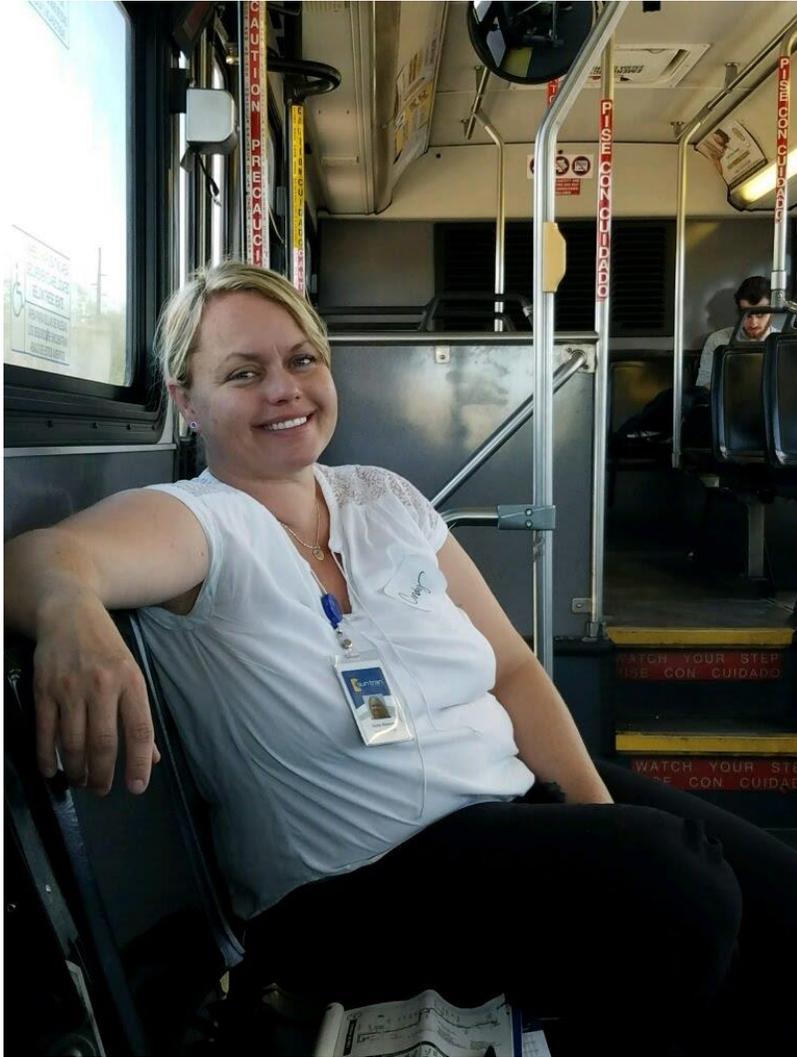


# On Service





# On Service – Open Door Policy



# On Service



# Other - Infrastructure



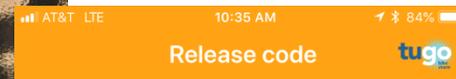
# Other - Infrastructure



# Other - Infrastructure



# TuGo



Choose a bike  
and enter the code to release the  
bike from its docking station.

**31312**

Expires in 4:56 seconds

This code does not guarantee that a bike will  
be available. This code can be used for up to 1  
bike.

Got it!

# Other - Infrastructure



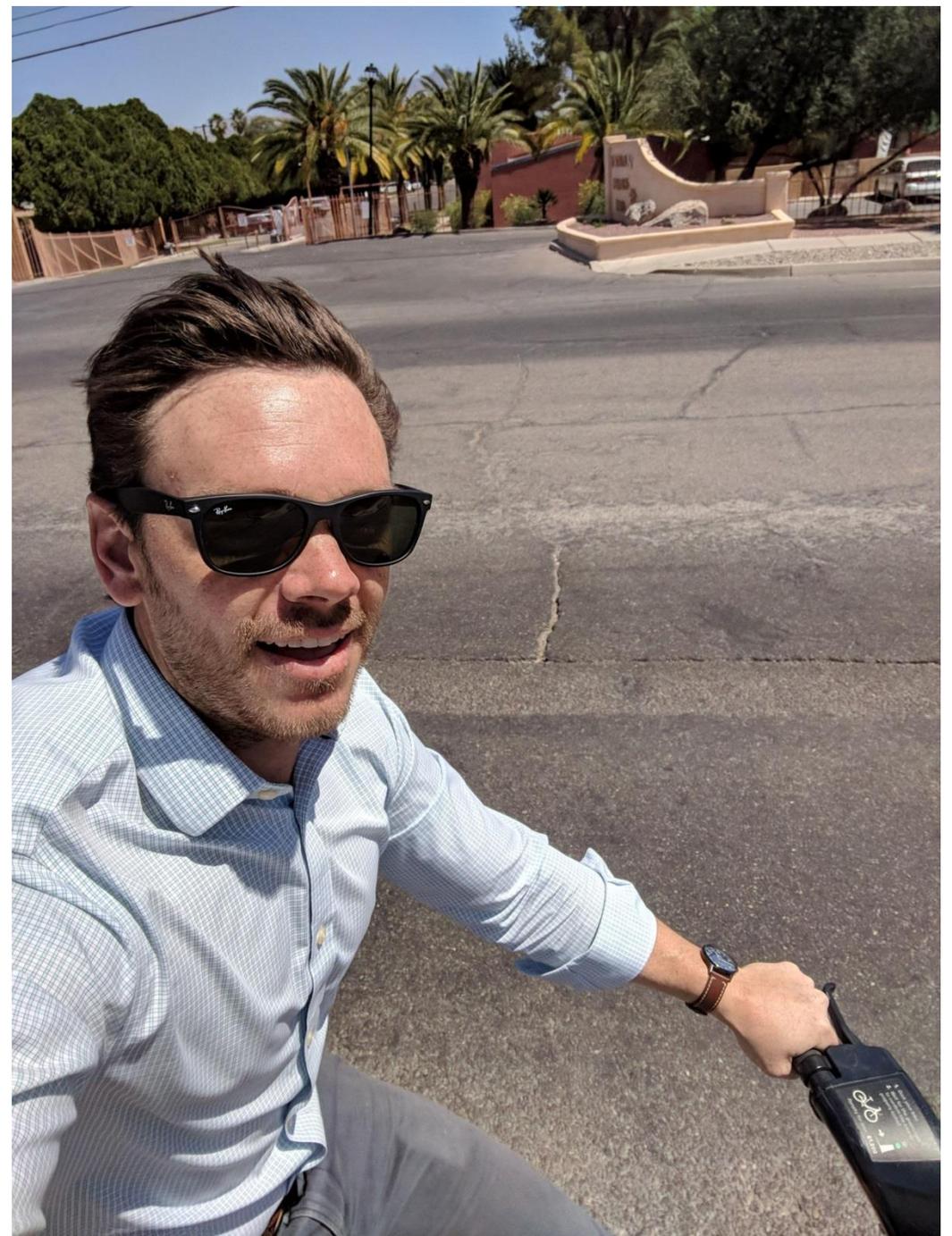
# Other - Infrastructure



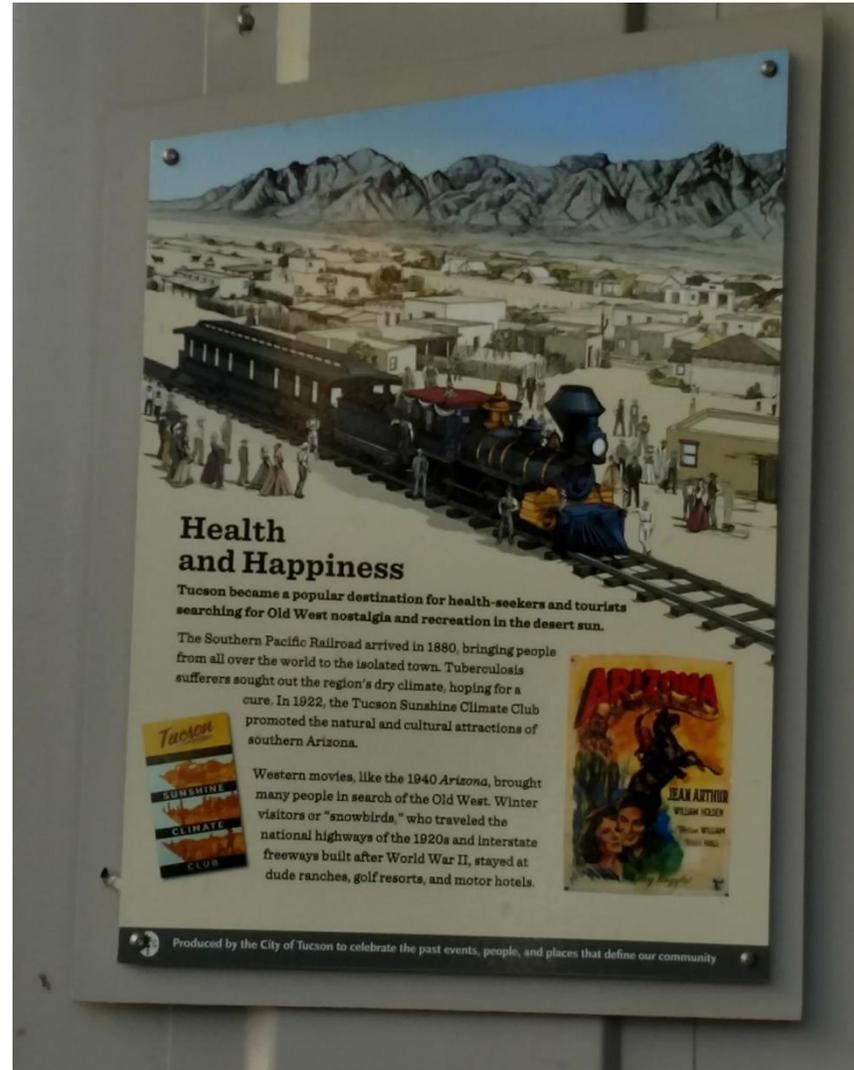
# Other - Infrastructure



# Other - Infrastructure



# Other – Art and Cultural



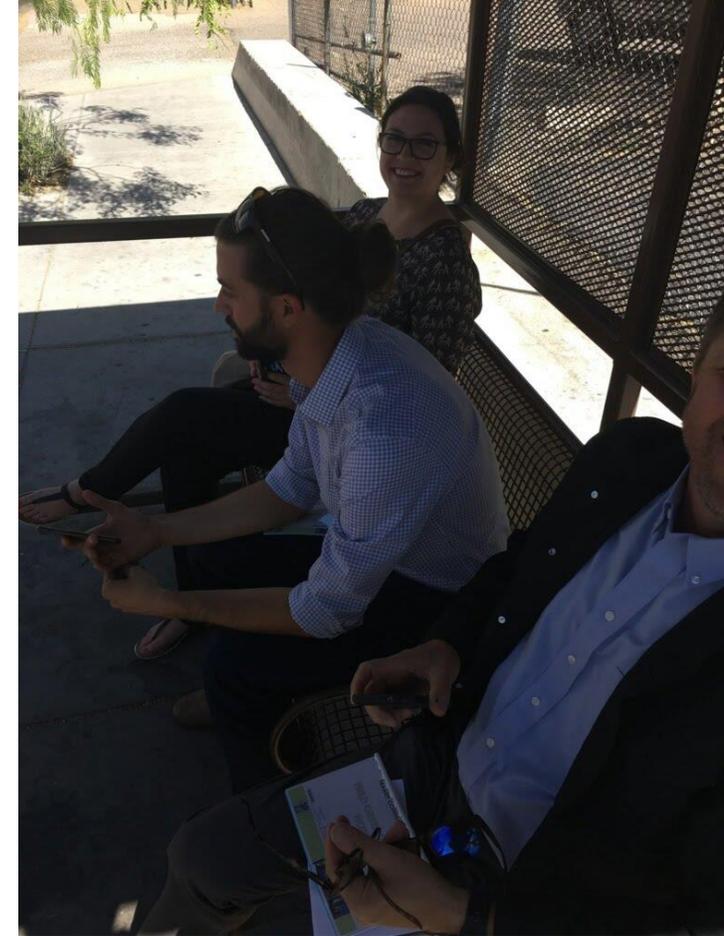
# Access to Services



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# Other – Social Interaction



# SUGGESTIONS

- "Next bus arrives" at bus stops similar to streetcar
- 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)
- Going to UMC, how do you find the entrance to the hospital?
- Too little shade
- 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
- 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.

