

Public Outreach/Comments on Proposed Bus and Fare Changes, March/April 2014

Public Outreach Publicity

Moore & Associates, On-board intercept survey

On-Line Survey Summary

Public Comments

- Open Houses
 - Comment Cards
- Online Survey
- Customer Service Calls

Public Outreach Publicity

In an effort to ensure the public had ample opportunities to provide their comments on the proposed service changes and fare increase, Sun Tran promoted the eight open house events and ways to obtain details about the proposals and submit comments/survey in the following ways:

- Online (Sun Tran, Sun Van and City of Tucson websites)
- Facebook
- Twitter
- Local media outlets (radio and TV) – TV coverage is listed later in this document
- Information cards on buses and at the Special Services Office
- Posters on buses, at transit centers, sales outlets and the Special Services Office
- Customer Service phone message system
- Emails to passengers who have purchased SunGO products online
- Emails to Get-On-Board employers and nonprofit organizations to inform their students, employees and clients

Ways to Submit Comments

Sun Tran provided multiple ways for passengers and the general public to provide their feedback on the proposed service changes and fare increase March – April 4, 2014:

- On-board survey conducted March 19-22
- Online survey available throughout
- Email
- Phone
- Mail
- Filling out a comment card at one of the eight open house events
- Facebook/Twitter

Television Clips

Local television stations ran multiple stories. In total, there were 34-plus clips that ran March 18-28 to promote the open house events and ways individuals can obtain information and provide feedback on the proposed service changes and fare increase.

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Alert Term: Sun Tran

3/28/2014

Media Filter: ALL Station Filter: ALL



3/28/2014: KMSB (FOX) - Tucson, AZ

KMSB

Daybreak

News



8:20:08 AM:...live in the newsroom carissa planalp fox 11 tucson now. happening today-- another chance to weigh in on proposed changes to tucson)s public transportation system. the city of tucson and **Sun Tran** want to know what you think about changes to routes and increases in fares. it)s the second to last in a series of meetings spanning two weeks. today)s gathering is at woods memorial library from ten in the morning until noon. **Sun Tran** drivers are getting ready to man the street car...."

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3/28/2014: KOLD (CBS) - Tucson, AZ

KOLD

News 13 This Morning

News



6:44:24 AM:...another chance to weigh in on proposed changes to tucson)s public transportation system. the city of tucson and **Sun Tran** want to know what you think about changes to routes and increases in fares. it)s the second to last in a series of meetings spanning two weeks. today)s gathering is at woods memorial library from ten in the morning until noon. **Sun Tran** drivers are getting ready to man the street car...."



3/28/2014: KOLD (CBS) - Tucson, AZ

KOLD

News 13 This Morning

News



5:44:52 AM:...to tucson)s public transportation system. the city of tucson and **Sun Tran** want to know what you think about changes to routes and increases in fares. it)s the second to last in a series of meetings spanning two weeks. today)s gathering is at woods memorial library from ten in the morning until noon. **Sun Tran** drivers are getting...."



3/28/2014: KOLD (CBS) - Tucson, AZ

KOLD

News 13 at 4:30am

News



4:39:20 AM:...to tucson)s public transportation system. the city of tucson and **Sun Tran** want to know what you think about changes to routes and increases in fares. it)s the second to last in a series of meetings spanning two weeks. today)s gathering is at woods memorial library from ten in the morning until noon. **Sun Tran** drivers are getting ready to man the street car...."

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Alert Term: Sun Tran

3/27/2014

Media Filter: ALL Station Filter: ALL



3/27/2014: KOLD (CBS) - Tucson, AZ

KOLD

News 13 at 10pm

News



10:17:36 PM:...sun **Tran** wants to know what you think about a proposed fare increase and other changes that could impact you. find out how you can weigh in during an open house. and if you are traveling by car this weekend, get ready for an i-10 closure. i)m sasha loftis with details on when and where..."

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3/27/2014: KMSB (FOX) - Tucson, AZ

KMSB

Daybreak

News



8:57:10 AM:...sun **Tran** wants to know what you think about a proposed fare increase and other changes that could impact you. find out how you can weigh in during an open house. and, coming up today on kold news 13 live at noon. our sweet 16 coverage continues -- we)ll have much more on tonight)s upcoming wildcats game!..."



3/27/2014: KOLD (CBS) - Tucson, AZ

KOLD

News 13 at 10pm

News



10:05:12 PM:...be in service late this summer. live dt sw k13 ill. happening tomorrow-- another chance to weigh in on proposed changes to tucson)s public transportation system. the city of tucson and **Sun Tran** want to know what you think about changes to routes and increases in fares. it)s the second to last in a series of meetings spanning two weeks. tomorrow)s gathering is at woos memorial library from 10 in the morning to noon. you can find out more about this meeting-- and one..."



3/27/2014: KOLD (CBS) - Tucson, AZ

KOLD

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Alert Term: Sun Tran 3/20/2014

Media Filter: Station Filter:

  
3/20/2014: KOLD (CBS) - Tucson, AZ KOLD

News 13 This Morning **News**



6:43:41 AM:...another chance to weigh in on proposed changes to tucson)s public transportation system. the city of tucson and **Sun Tran** want to know..."

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3/20/2014: KOLD (CBS) - Tucson, AZ KOLD

News 13 This Morning **News**



5:43:52 AM:...another chance to weigh in on proposed changes to tucson)s public transportation system. the city of tucson and **Sun Tran** want to know what you think about changes to routes and..."

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Alert Term: Sun Tran 3/19/2014

Media Filter: Station Filter:

  
3/19/2014: KMSB (FOX) - Tucson, AZ KMSB

Daybreak **News**



8:07:39 AM:...tucson now. suntran riders could soon be paying more to catch a ride. for the average rider who pays cash.. the ticket price could be going up by a quarter. the price of passes will also be going up. **Sun Tran** officials say the fare hikes are necessary because of rising fuel prices and utility costs. **Sun Tran** wants to hear from you about the proposed changes and will hold open houses all over the city through the end of this month. for information on where these..."

[Hide Duplicate Hits](#)

  
3/19/2014: KOLD (CBS) - Tucson, AZ KOLD

News 13 This Morning **News**



6:04:44 AM:...suntran riders could soon be paying more to catch a ride. for the average rider who pays cash.. the ticket price could be going up by a quarter. the price of passes will also be going up. **Sun Tran** officials say the fare hikes are necessary because of rising fuel prices and utility costs. **Sun Tran** wants to hear from you about the proposed changes and will hold open houses all over the city through the end of this month...."

  
3/19/2014: KOLD (CBS) - Tucson, AZ KOLD

News 13 This Morning **News**



5:04:02 AM:...back out here live -- you can suntran riders could soon be paying more to catch a ride. for the average rider who pays cash.. the ticket price could be going up by a quarter. the price of passes will also be going up. **Sun Tran** officials say the fare hikes are necessary because of rising fuel prices and utility costs. **Sun Tran** wants to hear from you about the proposed changes and will hold open houses all over the city through the end of this month...."

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Alert Term: Sun Tran

3/18/2014

Media Filter:

Station Filter:



3/18/2014: KOLD (CBS) - Tucson, AZ

KOLD

News 13 at 10pm

News



10:06:17 PM:...every rider.. officials were on hand to explain the potential changes and answer questions. for the average rider who pays cash.. the ticket price could be going up by a quarter. the price of passes will also be going up. [Sun Tran](#) officials say the fare hikes are necessary. they)ve been hit hard by rising fuel prices and utility prices.. but they do plan to keep their most vulnerable riders in mind.. 3:34:20 "we do have economy fare prices for the disabled.. the senior citizens.. and the lowe income.. they can actually pay less... it will lessen the..."



3/18/2014: KMSB (FOX) - Tucson, AZ

KMSB

FOX 11 News at Nine

News



9:08:48 PM:...amount of taxpayer money needed to keep city buses running. tonight.. the first in a series of open houses on planned fare hikes and route changes for [Sun Tran](#) this is one of many open houses that will be taking place throughout the city. [Sun Tran](#) officials say they)ve been hit hard by rising fuel prices.. utility prices.. and labor costs.. also a 33 million dollar short fall in the..."



3/18/2014: KOLD (CBS) - Tucson, AZ

KOLD

News 13 at 6pm

News



6:00:50 PM:...is a quarter per trip.. those buying economy passes could pay up to ten dollars more for a pass.. a university of arizona semester pass could go up.. almost a \$100 dollars.. if these changes are approved. [Sun Tran](#) wants to hear from you.. open houses like this one will be taking place all over the city.. through the end of this month.. we will..."



3/18/2014: KOLD (CBS) - Tucson, AZ

KOLD

CBS Evening News With Scott Pelley

News



5:59:24 PM:...buy a ticket ... you have something at stake as tucson tries to cut the amount of taxpayer money needed to keep city buses running. happening right now .. the first in a series of open houses on planned fare hikes and service changes for [Sun Tran](#). kold news 13)s sonu wasu is live on the eastside .. sonu , it)s more than just bus fares they are talking about there. dan, teresa.. we)re also talking about route changes. [Sun Tran](#) officials tell me these route changes. [Sun tran](#)..."

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Sun Tran to host open houses on proposed fare increase, service changes

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March 14, 2014 10:04 am • By [Jamar Younger](#)

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Sun Tran will host a series of open houses to solicit public feedback on its proposed fare increase and service changes.

The open houses will be held on the following dates:

- Tuesday, from 5 to 7 p.m. at Clements Recreation Center, 8151 E. Poinciana Drive
- Thursday from 10:30 a.m. to 12:30 p.m. at Joel D. Valdez Main Library, 101 N. Stone Ave. and from 2 to 4 p.m. at the University of Arizona Student Union, Catalina Room, third floor. Parking is available at the Second Street Garage.
- March 22 from 10 a.m. to noon at El Rio Neighborhood Center, 1390 W. Speedway.
- March 25 from 1 to 3 p.m. at El Pueblo Neighborhood Center, 101 W. Irvington Road.
- March 26 from 4:30 to 6:30 p.m. at Ward 2 Council Office, 7575 E. Speedway.
- March 28 from 10 a.m. to noon at the Woods Memorial Library, 3455 N. First Ave.

The proposed service changes and fare increase are part of an effort to help bridge the City of Tucson's projected \$33 million gap in its general fund for fiscal year 2015.

For more information or to provide feedback, call 792-9222 or send a message to suntraninfo@tucsonaz.gov.

An online survey will be available by March 18.

Information is also available at www.suntran.com

CITY SEEKING INPUT ON PROPOSED TRANSIT CHANGES

Public comment period open for proposed Sun Tran service changes and fare increases

The City of Tucson is seeking public comment on proposed service changes and fare increase that could go into effect in July 2014, if approved. The proposed changes would affect 28 of the 40 fixed routes.

These proposals were based on a report developed to help bridge the \$33 million gap predicted in the City's general fund for Fiscal Year 2015, and would decrease the City's general fund contribution to transit. You can email comments to suntraninfo@tucsonaz.gov, call (520) 792-9222, or mail them to:

Sun Tran
Attn: Marketing
3920 N. Sun Tran Blvd.
Tucson, AZ 85711.

There are also several Open House events:

- Tuesday, March 18 – from 5 to 7 p.m. at Clements Recreation Center, 8151 E. Poinciana Drive
- Thursday, March 20 – from 10:30 a.m. to 12:30 p.m. at Joel D. Valdez Main Library, 101 N. Stone Avenue
- Thursday, March 20 – from 2 to 4 p.m. at University of Arizona Student Union, Catalina Room, 3rd floor.
- Saturday, March 22 – from 10 a.m. to Noon at El Rio Neighborhood Center, 1390 W. Speedway
- Tuesday, March 25 – from 1 to 3 p.m. at El Pueblo Neighborhood Center, 101 W. Irvington Road
- Wednesday, March 26 – from 4:30 to 6:30 p.m. at Ward 2 Council Office, 7575 E. Speedway
- Friday, March 28 – from 10 a.m. to noon at the Woods Memorial Library, 3455 N. First Avenue



[Back](#)

Trending: [Daily Wildcat :: Riot on University Boulevard](#) | [Arizona Daily Wildcat ::](#)

Tucson buses to raise fares

By Lauren Niday | Published 03/26/14 10:44pm | Updated 03/26/14 10:49pm

Sun Tran is seeking feedback for its proposed fare increases and services changes.

An open house will be held on next Wednesday in the Student Union Memorial Center in the Kiva Room to discuss the changes. Following a short information session, students and faculty will be encouraged to ask questions and submit a feedback form regarding the proposed changes. An online survey is also available to those who cannot attend the event.

Bill Davidson, manager of public information and marketing at Parking and Transportation Services at UA, stresses the importance of students and faculty giving feedback because about 3,000 users have purchased annual passes from PTS.

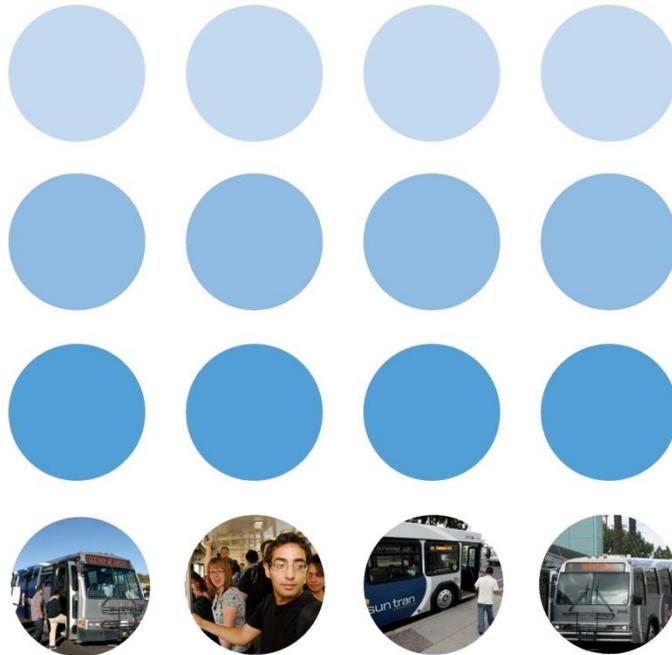
The documents of proposed service changes and fare increases are available on the Sun Tran website.



By Cecilia Alvarez / The Daily Wildcat
The Suntran stops at the University of Arizona mall on Tuesday.

Service changes range from the times that the Sun Tran will pick up on certain routes, additional stops and the merging or splitting of specific routes. The document outlines the routes that could experience changes and allows users of Sun Tran to know if their daily route could be affected.

Fare increases appear in another document on the Sun Tran Website which states the current fare, how it will change in the 2015 fiscal year and how it may change in the future up to 2025. Two of the three options would increase full fare rates by \$0.25, to \$1.75, for 2015. The three options include increases to \$2 or more to be implemented by the 2025 fiscal year.



SUN TRAN

2014 RIDER SERVICE CHANGE AND FARE SURVEY

REPORT

APRIL 2014



2014 Rider Service Change and Fare Survey

Sun Tran

April 2014

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2014 Rider Service Change and Fare Survey

Sun Tran

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Section 1

Executive Summary

In Spring 2014, Sun Tran and the City of Tucson sought to collect responses regarding proposed service changes and fare increase options. The goal of the survey was to evaluate the impact the proposed service changes would have and to determine which of three fare increase options respondents preferred most. The proposed service changes included the following routes:

Sun Tran:

- Route 1 – Glenn/Swan,
- Route 2 – Pueblo Gardens,
- Route 3 – 6th St./Wilmot,
- Route 4 – Speedway,
- Route 6 – S. Park Ave./ N 1st Ave.,
- Route 7 – 22nd St.,
- Route 8 – Broadway/S. 6th Ave.,
- Route 9 – Grant,
- Route 11 – Alvernon,
- Route 15 – Campbell,
- Route 16 – 12th Ave./ Oracle,
- Route 20 – W. Grant/ Ironwood Hills,
- Route 21 – W. Congress/ Silverbell,
- Route 22 – Grande,
- Route 26 – Benson Hwy,
- Route 27 – Midvale Park,
- Route 34 – Craycroft/Ft. Lowell,
- Route 37 – Pantano, and
- Route 50 – Ajo Way.

Sun Express:

- Route 102X – Northwest UA Express,
- Route 103X – Northwest Downtown Express,
- Route 105X – Foothills Downtown Express,
- Route 107X – Oro Valley Downtown Express,
- Route 108X – Broadway Downtown Express,
- Route 109X – Catalina Hwy Downtown Express,
- Route 110X – Rita Ranch Downtown Express,
- Route 202X – Northwest Aero Park Express,

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- Route 203X – Oro Valley Aero Park Express, and
- Route 312X – Oro Valley Tohono Express.

Downtown Loop:

- Downtown Loop.

The survey was conducted in mid-March 2014 onboard transit vehicles and at the three transit centers. A formal sampling plan was developed to achieve statistical validity of the service area based on daily ridership. The following chapters summarize the project. Following the Executive Summary is the project methodology, key findings with exhibits, and an Appendix which includes the survey instrument.

Survey Development

Our project team worked with Sun Tran and the City of Tucson to edit the survey instrument used for this project. The instrument went through multiple rounds of revisions so as to gather input from all parties and produce a survey to achieve optimal results.

We utilized a stratified random-sampling methodology to provide data that accurately represents all rider types on all route services for which the Sun Tran proposed changes. Formal sampling targets were calculated for each route and service using actual average daily ridership data provided by Sun Tran. Our sampling plan was weighted such that individual route sampling targets ensured a confidence level of 95 percent and a ± 5 percent margin of error (based on daily average ridership by route). All sampling targets were met and exceeded.

Survey Administration

We contracted with a local temporary staffing firm to recruit surveyors. All surveyors were screened and trained by our project team. Using the same firm that supplied personnel for the City's 2013 onboard survey, we requested our top candidates return for this project. Training included an overview of the project, discussion of surveyor expectations, familiarization with the transit system and survey instrument, onboard etiquette, protocol for conducting the survey, education on the proposed changes, and a review of individual assignments. Recruitment and training of data collection staff was completed on March 18, 2013. Sampling began that day.

The majority of data collection was accomplished using an intercept methodology. Surveys were distributed onboard buses and at the three transit centers. English and Spanish versions of the survey were available. Bilingual surveyors and supervisors conducted intercept surveys for those who had difficulty filling out the forms themselves.

Surveyors were easily identified by an identification badge worn on a lanyard around the neck and reflective vest. They also carried route maps, surveys, and pencils to distribute during the collection process.

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Surveying took place March 18 through March 22, 2014. The data collection covered the 27 Sun Tran fixed routes and 13 Express routes as well as the three transit centers. A total of 1,325 surveys were collected.

Data Analysis

All data was entered into an Excel spreadsheet using dedicated data entry personnel. Moore & Associates' staff monitored the entire data entry process, reviewing data entry work daily and conducting spot-checks of the process.

Following data cleaning, simple frequencies were developed for each service and posted to Basecamp for review by Sun Tran and the city. Cross-tabulations for comments by route and fare increase option were also posted to Basecamp separate from the simple frequencies.

We created a custom SPSS database for this project. This allowed us to compile simple frequencies as well as data cross-tabulations. Cross-tabulations allow comparisons between major concerns for the route changes and the fare increase indicated by the respondent.

Proposed Route Changes

The following presents a snapshot of respondents' feedback to the proposed route changes for the Sun Tran, Sun Express, and Downtown Loop services.

Sun Tran

The responses for the fixed-route service changes resulted in a fairly uniform pattern wherein most respondents indicating the changes would have "No Impact" or make travel "Less Convenient," followed by fewer respondents who said travel would be "More Convenient" and a small portion indicating they "Would not be able to make trips." There are some variations to these results. For example, Route 50 represents the common distribution of the responses "Less Convenient" (37.5 percent), "No Impact" (32.9 percent), "More Convenient" (16.9 percent), and "Would not be able to make trips" (12.7 percent). However, Route 37 had some significant deviations from the pattern of responses with "Less Convenient" (45.2 percent), "No Impact" (33.6 percent), "More Convenient" (10.0 percent), and "Would not be able to make trips" (11.2 percent). Route 1's proposed changes garnered the most "Would not be able to make trips" responses with 17.6 percent. Route 16 yielded the highest frequency of "More Convenient" responses with 32.8 percent.

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Sun Tran Express

The Sun Tran Express routes produced results radically different from the regular fixed routes. A majority of respondents (ranging from 58.5 percent to 65.7 percent per route) indicated the service changes to the Express route would have "No Impact." The remaining response choices accounted for a mostly even spread ranging from 10.2 percent to 20.2 percent. The contrast in responses from the Sun Tran fixed-route results can be explained by the use of service. Respondent numbers were lower for the Express routes as they are used less in comparison. Therefore, service changes on Express routes would have a higher rate of "No Impact" responses from those who primarily ride fixed-route.

Downtown Loop

The Downtown Loop collection resulted in the greatest "Would not be able to make trips" responses (35.8 percent). This is consistent with the proposed service change for those who use the Downtown Loop the most as the proposed change is to discontinue the service. However, 32.6 percent of respondents indicated this would have "No Impact" and 9.6 percent indicated the service change would be "More convenient."

Transit Fare

The first question below the proposed fare increase table asked the respondent what type of fare they used. The majority use Full Fare Cash (38.8 percent) and Economy Fare Cash (34.2 percent). The U-Pass Annual (0.1 percent) and U-Pass Express Semester (0.1 percent) yielded the lowest responses.

Second, each respondent was asked which fare increase option (see Exhibit 3.59) they would choose. The response by 90.7 percent selecting "Option A" clearly indicates the preferred fare increase. Only 1.8 percent marked "Option C." Included in the key findings are cross-tabulations for proposed route changes by fare increase option.

Finally, each respondent was asked what affect the fare change would have on his/her travel on Sun Tran or Sun Van. Nearly half (47.8 percent) indicated "I'll ride the same." The other responses were "I'll ride less" (26.8 percent), "I'll ride more" (20.1 percent), and "I will no longer ride" (5.3 percent).

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Section 2 Methodology

This section discusses the methodologies by which the survey was developed and administered and the data processed and cleaned. Discussion of the responses specific to individual routes and services is provided in the Key Findings section.

Project Management

A key component of our project management was the use of Basecamp, an online platform which allowed us to share documents and results with Sun Tran and City of Tucson staff as well as document discussions with the project team. This was essential to gain the input of multiple parties on the survey instrument. In addition to Basecamp, telephone conferences between Sun Tran, City staff and our project team were held during the project initiation, survey development, and data collection portions of the engagement. All Moore & Associates' field supervisor contact information was provided to Sun Tran to coordinate communication during the data collection process.

Quality Control

We incorporated multiple quality control measures into our survey methodology. These measures focused on staffing, data collection, and data entry. Outlined in a memo to Sun Tran, they were described as follows:

- **Staffing.** Moore & Associates' staff will be onsite throughout all data collection. These staffers will all have data collection and field supervision experience as employees of our firm. Our supervisory staff will conduct all surveyor staff training and will remove from consideration any surveyor deemed incapable of meeting the necessary project performance standards. Every reasonable effort will be made (including incentive compensation) to retain bilingual (English/Spanish) surveyors for the entire data collection process.
- **Data Collection.** Every surveyor will report to a Moore & Associates' supervisor prior to boarding any revenue vehicle. All materials will be distributed by our supervisors and collected at the conclusion of each day's efforts. A Survey Control Sheet will be filled out by our staff to keep track of surveyor times, data collection targets, and routes. The fielding schedule will be provided to Sun Tran prior to data collection. Our supervisors will review each surveyor packet for completeness, and their time/route tracking paperwork for accuracy and completeness. In addition to pre- and post-shift inspections, our supervisors will conduct unscheduled inspections of surveyors onboard vehicles and at transit centers. This will allow our field supervisory team to either correct inconsistencies in data collection or to remove a surveyor staffer not fulfilling the job requirements. In order to minimize potential disruption to data collection, we will schedule multiple back-up surveyors who will be prepared to cover any shifts where a surveyor may need to be replaced.

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- **Data Entry.** Data entry that is undertaken concurrent with data collection helps ensure timely processing and analysis. Each survey will be uniquely coded in advance of data entry to further protect against data error.
- **Data Cleaning.** All survey data entered is cleaned by a Moore & Associates' supervisor utilizing SPSS. SPSS allows for easy identification of response outliers, invalid responses, and other possible errors in the data. All such inconsistencies will be removed prior to commencement of analysis. Upon completion of all data collection, data entry, and data cleaning, initial response frequencies will be generated and uploaded to Basecamp for review by Sun Tran and City staff.

Survey Development

The development of the survey instrument required input from all project personnel at all levels. Feedback from our project team as well as Sun Tran and City staff resulted in the development of an instrument that would obtain the desired input on the proposed service changes. The Instrument (included in the Appendix) underwent multiple revisions prior to its approval. The survey was subsequently translated into Spanish. Each survey was serialized with a unique identification number to keep track of all surveys.

Given our project team conducted an onboard customer survey for Sun Tran in Fall 2013, we drew on that experience in the development of our survey plan. Our field team discussed the "Lessons Learned" from that engagement to assist in creating the sampling and fielding plans for this project.

The survey instrument for this effort acted as both outreach and collection mechanism. Each proposed service change and fare option was described in the survey. The service changes associated for each route were followed by a rating system for the changes based on convenience. A chart displaying three detailed fare increase options was located on the back of the survey along with several questions related to fare. All field supervisors were trained on the proposed service and fare changes so that they could answer questions about the survey during the collection process.

Sampling Plan

We utilized a stratified random-sampling methodology to provide data that accurately represented all rider types on all fixed-route and Express services for which Sun Tran requested surveying. Since a sample target of 400 would obtain a 95 percent confidence level with a ± 5 percent margin of error, but not necessarily be representative a system with 25,000 unique daily riders, weighted sampling targets were calculated for each route and service using actual average daily ridership data provided by Sun Tran.

Data collection resulted in an overall sample significantly larger than the sampling target of 1,000. Although 1,325 unique surveys were collected, respondents indicated all routes they rode that day. Thus, a rider might indicate they were on Route 8, but also put Route 6 as he/she rode both routes that day. Therefore, that survey was counted as representing both Route 6 and Route 8. Sampling targets,

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as well as the actual sample collected, are represented in Exhibits 2.1 and 2.2. Survey results by route are provided in the Key Findings section. A discussion of the rating of convenience by route is also included in the Key Findings section.

Exhibit 2.1 Sampling by Route for Fixed Routes

| Route | Sampling Goal | Sample Achieved |
|--------------|---------------|-----------------|
| 1 | 25 | 97 |
| 2 | 16 | 129 |
| 3 | 36 | 125 |
| 4 | 63 | 118 |
| 5 | 15 | 80 |
| 6 | 50 | 198 |
| 7 | 30 | 96 |
| 8 | 124 | 284 |
| 9 | 31 | 106 |
| 10 | 19 | 98 |
| 11 | 52 | 116 |
| 15 | 23 | 86 |
| 16 | 75 | 215 |
| 17 | 37 | 70 |
| 19 | 20 | 101 |
| 20 | 5 | 60 |
| 21 | 8 | 94 |
| 22 | 8 | 80 |
| 23 | 20 | 119 |
| 24 | 10 | 85 |
| 26 | 15 | 107 |
| 27 | 17 | 115 |
| 29 | 19 | 86 |
| 34 | 27 | 73 |
| 37 | 9 | 76 |
| 50 | 5 | 85 |
| 61 | 7 | 81 |
| Total | 766 | 2,980 |

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Exhibit 2.2 Sampling by Route for Express Routes

| Route | Sampling Goal | Sample Achieved |
|--------------|---------------|-----------------|
| 101X | 20 | 64 |
| 102X | 21 | 69 |
| 103X | 13 | 68 |
| 104X | 22 | 71 |
| 105X | 13 | 67 |
| 107X | 18 | 78 |
| 108X | 18 | 68 |
| 109X | 14 | 23 |
| 110X | 22 | 67 |
| 201X | 15 | 65 |
| 202X | 28 | 65 |
| 203X | 18 | 65 |
| 312X | 12 | 67 |
| Total | 234 | 837 |

Survey Administration

Staffing/Recruitment

We contracted with a local temporary staffing firm to recruit surveyor candidates. Having developed a relationship with a staffing firm during the City's 2013 system-wide survey project, we sought to recruit the best performing candidates from the last project. Since there was much more defined scope and collection process with specific route targets, recruiting candidates with experience was essential to ensure a quality collection sample. While the staffing firm conducted a background check and ensured each recruit was legally able to work in the United States, our criteria for selection included the following:

- Fluency in English and Spanish (written and oral),
- Ability to read and understand a bus schedule,
- "Common sense" problem solving capabilities,
- Ability to conform with appearance standards ("business casual" dress code – black or khaki pants, polo or collared shirt, and comfortable shoes),
- No facial tattoos or extensive visible piercings,
- The physical ability to board and ride the bus unassisted,
- Punctuality (ability to arrive 15 minutes before the start of the shift),
- Availability of reliable transportation (including public transit, bicycle, or getting dropped off), and
- Possession of a cell phone for communication from the field supervisor only.

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All surveyors were screened and trained by our project team. Training included an overview of the project, discussion of surveyor expectations, familiarization with the survey instrument, onboard and transit center etiquette, protocol for conducting the survey, and a review of individual assignments. Since many of the surveyors were returning from the Fall survey, focus during the training was on educating the team on the proposed changes and questions that might arise from respondents. Although many of the surveyors were returning, our project team reemphasized the following standards that apply to our data collection process.

Unacceptable behavior – which included making or receiving calls from persons other than the Moore & Associates’ field supervisor, listening to music on an iPod or phone, causing any type of disruption onboard the vehicle or at the transit centers, use of profanity, failure to comply with appearance standards, and tardiness – was communicated to all recruits as cause for immediate dismissal.

Recruitment and training of data collection staff was completed on March 18, 2014. Ten surveyors were trained as part of this engagement.

Data Collection

The majority of data collection was accomplished using an onboard intercept methodology. Other methods – including conducting in-person intercept surveys at transit centers – were used to supplement onboard data collection.

All survey questionnaires were printed on 100-pound stock to eliminate the need for clipboards. All survey instruments were printed double-sided. English and Spanish versions were printed on different colored paper so as to make distribution easier for those requesting the survey in Spanish.

Surveyors were easily identified by an identification badge worn on a lanyard around the neck and reflective vest. Prior to boarding the assigned vehicle or conducting intercept surveys at transit centers, each surveyor was provided with a bag containing survey forms, sharpened pencils, a system map, a route-specific map and schedule, and an individual surveyor goal for the route they were assigned. All surveyors were also provided with the cell phone contact information for a field supervisor, who conducted spot-checks of surveyor performance and maintaining a presence in the service area throughout the entire data collection period as a quality control measure.

Surveyors offered the bilingual survey to all customers boarding the vehicle while also making themselves available to answer questions regarding the survey. Respondents were instructed to return the completed instrument to the surveyor or leave it on their seat for later retrieval. At the conclusion of the day’s surveying, all collected surveys, identification badge, and reflective vest were returned to the field supervisor.

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Our project team successfully managed the fielding of a transit rider survey using an onboard intercept methodology during March 18 through March 22, 2014. The data collection covered the Sun Tran and Sun Express fixed routes.

Our field supervisors also participated in the data collection process, specifically with respect to the Express routes. Our experience on the Express routes as part of the 2013 system-wide survey led our project team to be concerned that data collection might be problematic. To mitigate this issue, our supervisor team conducted this data collection personally. Their prior experience with this service was instrumental in achieving and exceeding the sampling targets.

Data Entry

All data was entered into an Excel spreadsheet using dedicated data entry personnel. Moore & Associates' staff monitored the entire data entry process, reviewing data entry work daily, and conducted spot-checks of the process. If questions regarding survey route or times arose, our staff referred to the Survey Control Sheet for the day.

Data Cleaning

Data cleaning was undertaken by trained personnel upon completion of data entry. This addressed differing data formatting and the "Comments" section at the end of the survey. Responses were cleaned to unify identical responses for many of the comments (i.e., Do not want changes and No changes). The cleaned data was then imported into a Statistical Package for the Social Sciences (SPSS) database for further analysis.

Following data cleaning, simple frequencies were developed for each service and posted to Basecamp for review by Sun Tran and the City. Cross-tabulations for comments by route and fare increase option were also posted to Basecamp separate from the simple frequencies.

Analytical Methods

We created a custom SPSS database for this project. This allowed us to compile simple frequencies as well as data cross-tabulations. Cross-tabulations allow comparisons between major concerns for the route changes and the fare increase indicated by the respondent.

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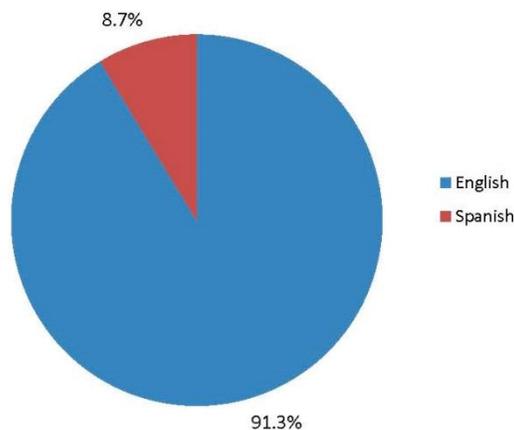
Section 3 Key Findings

This section includes the responses to each route surveyed and the answers to the three questions regarding fare increase and the effects on ridership for Sun Tran and Sun Express routes. The first portion of this section displays a customer's rating of the proposed changes for each route. Customers were asked whether a proposed change was "more convenient," would have "no impact," was "less convenient," or if because of the change the respondent "would not be able to make the trip." The next portion of this section combines data from the type of fare used by a respondent and the preferred fare increase option (Options A, B, and C as detailed in Exhibit 3.59).

Language Surveyed in

We asked respondents to choose which language in which they preferred to take the survey (English or Spanish). Bilingual surveyors and survey supervisors were available to verbally translate the survey to those who stated difficulty in reading or understanding the survey. Fewer than nine percent (115 respondents) elected to take the survey in Spanish.

Exhibit 3.1 Survey Language



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Customer responses by route

Preferred Service Enhancement

Route 1 Proposed Service Changes – All trips would operate between the Ronstadt Transit Center and 29th St./Swan. Service would no longer be provided between Country Club Rd./22nd St. and 29th St./Swan.

Exhibit 3.2 Route 1 – Glenn/Swan: Impact to Riders

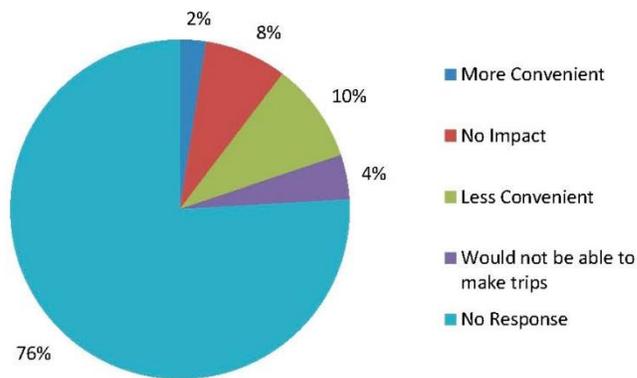
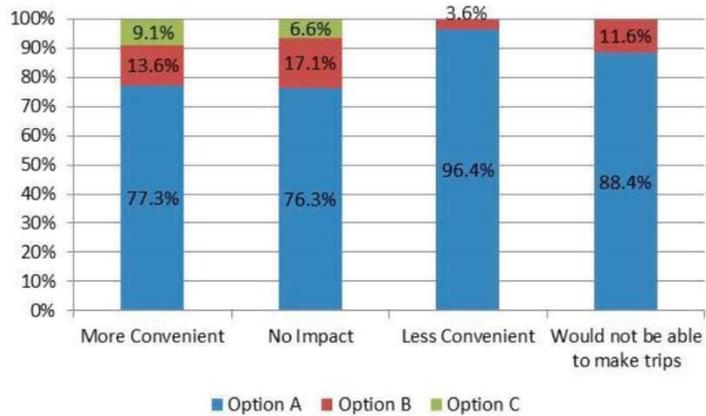


Exhibit 3.3 Route 1 – Glenn/Swan: Impact to Riders vs. Fare Option



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Route 2 Proposed Service Changes – Add travel on South 6th Avenue between the Ronstadt Transit Center to 36th St. and between South 6th Ave. and Kino Blvd. Simplified routing through Pueblo Gardens.

Exhibit 3.4 Route 2 – Pueblo Gardens: Impact to Riders

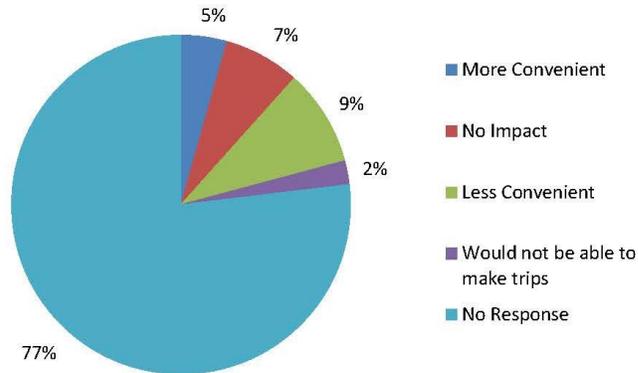
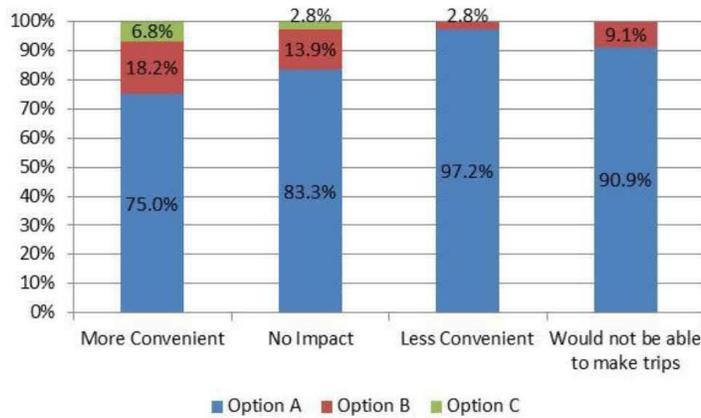


Exhibit 3.5 Route 2 – Pueblo Gardens: Impact to Riders vs. Fare Option



Route 3 Proposed Service Changes – Split into two routes at Ronstadt Transit Center (RTC): **Route 3** would operate every 20 min. on all trips between RTC and Pima College East. **New Route 28** would operate every 30 min. between RTC and Pima College West.

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Exhibit 3.6 Route 3 – 6th Street/Wilmot: Impact to Riders

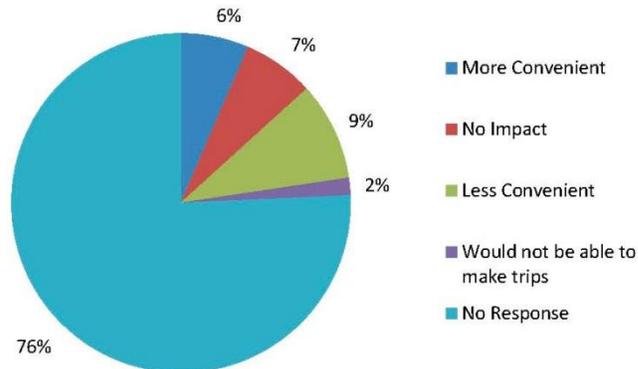
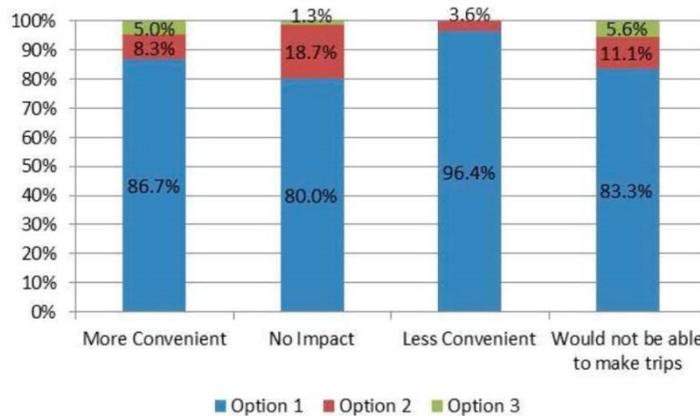


Exhibit 3.7 Route 3 – 6th Street/Wilmot: Impact to Riders vs. Fare Option



Route 4 Proposed Service Changes – Route would operate every 15 min. in the morning and afternoon between Ronstadt Transit Center & Kolb, (every 30 min. east and south of Kolb). During mid-day would operate every 10 min. (every 20 min. east and south of Kolb). No change to weekend service.

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Exhibit 3.8 Route 4 – Speedway: Impact to Riders

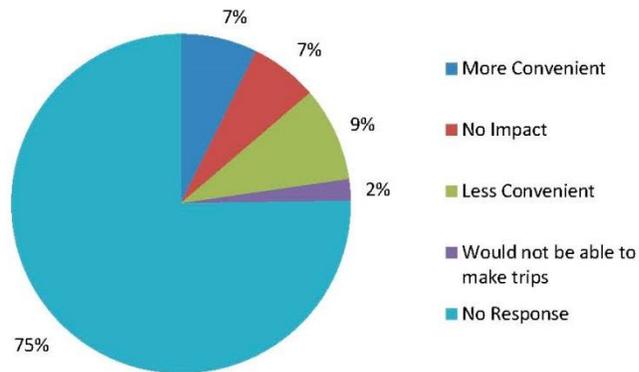
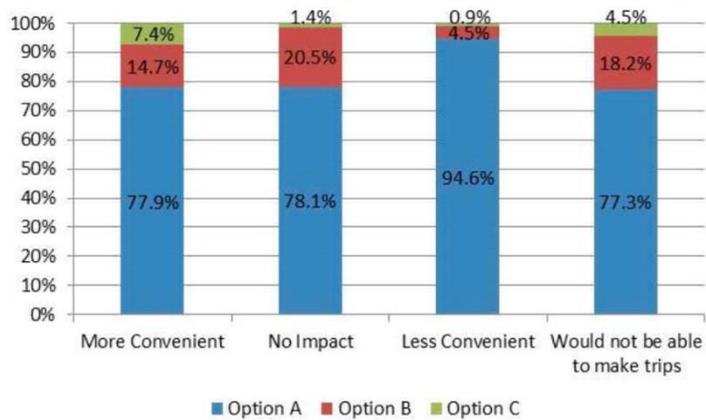


Exhibit 3.9 Route 4 – Speedway: Impact to Riders vs. Fare Option



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Route 6 Proposed Service Changes – Split into two routes at Ronstadt Transit Center (RTC): **Route 6** would operate between RTC and Tohono Transit Center with no change in frequency. **New Route 25** would operate from RTC south to Laos Transit Center and Tucson Airport every 30 min. weekdays, with alternating trips on weekends.

Exhibit 3.10 Route 6 – South Park Ave./North 1st Ave. : Impact to Riders

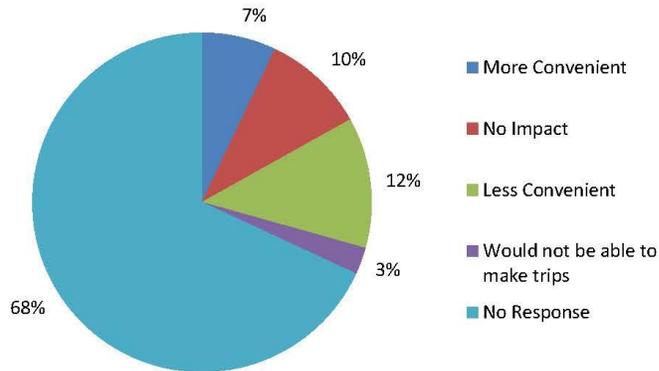
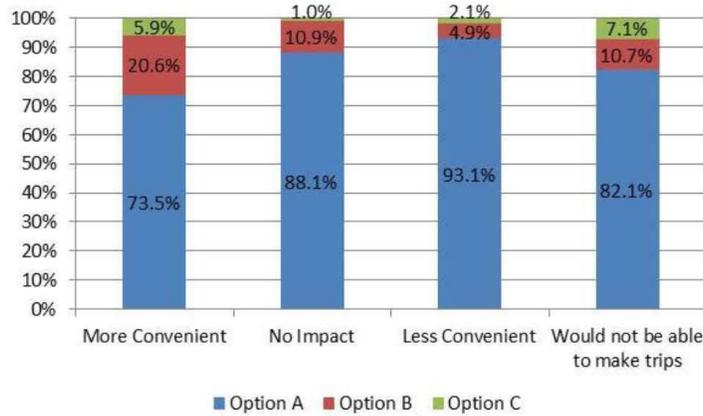


Exhibit 3.11 Route 6 – South Park Ave./North 1st Ave. : Impact to Riders vs. Fare Option



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Route 7 Proposed Service Changes – Route would operate every 20 min. until 1 p.m. and from 3-6 p.m., and continue to operate every 15 min. from 1-3 p.m. weekdays. No change to weekend service.

Exhibit 3.12 Route 7 – 22nd Street: Impact to Riders

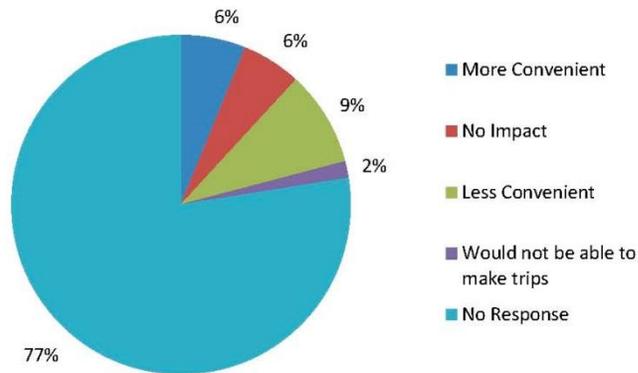
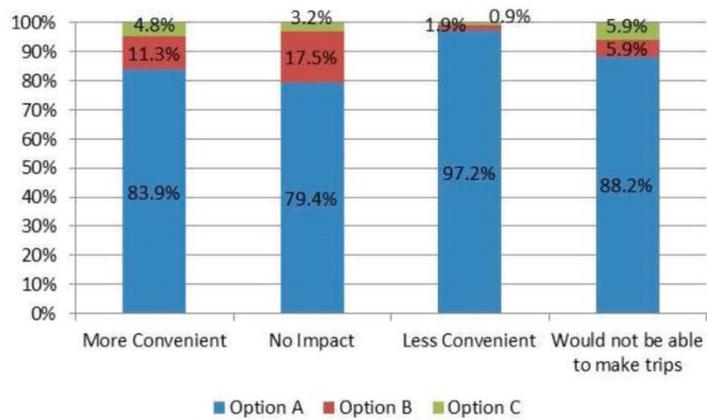


Exhibit 3.13 Route 7 – 22nd Street: Impact to Riders vs. Fare Option



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Route 8 Proposed Service Changes – Split into two routes at Ronstadt Transit Center (RTC): **Route 8** would operate from RTC and alternate between Wilmot/Lee and Speedway/Harrison. Service would operate every 15 min. in the morning and afternoon (every 30 min. east and north of Wilmot), and from 11:30 a.m.-4:30 p.m. would operate every 10 min. (every 20 min. east and north at Wilmot). **New Route 18** would operate between RTC and Laos Transit Center. On weekdays, route would operate every 15 min. until 8 a.m. and from 6 to 7 p.m. From 8 a.m. -6 p.m., route would operate every 7-10 min.

Exhibit 3.14 Route 8 – Broadway/South 6th Ave. : Impact to Riders

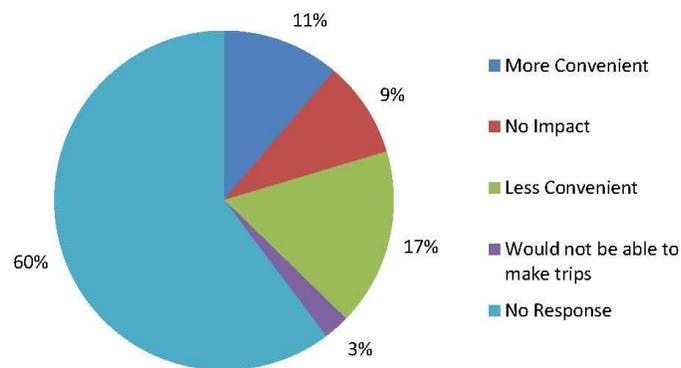
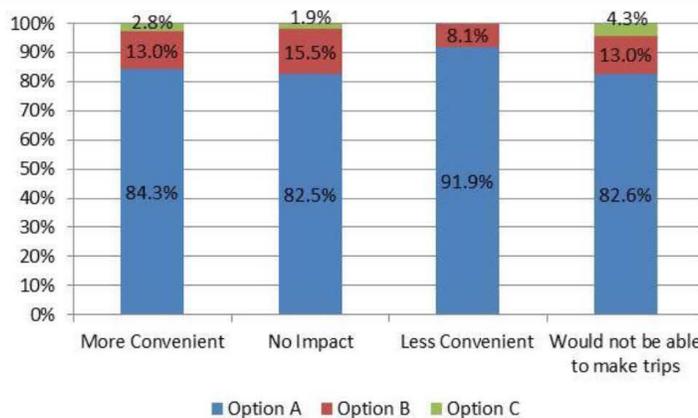


Exhibit 3.15 Route 8 – Broadway/South 6th Ave. : Impact to Riders vs. Fare Option



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Route 9 Proposed Service Changes – Merge with Route 20. Service would operate on Grant from Tanque Verde/Sabino Canyon to Ironwood Hills every 30 min. on weekdays and hourly on weekends. Route would no longer serve UA Mall and Ronstadt Transit Center, which would be provided by the proposed Route 109X.

Exhibit 3.16 Route 9 – Grant: Impact to Riders

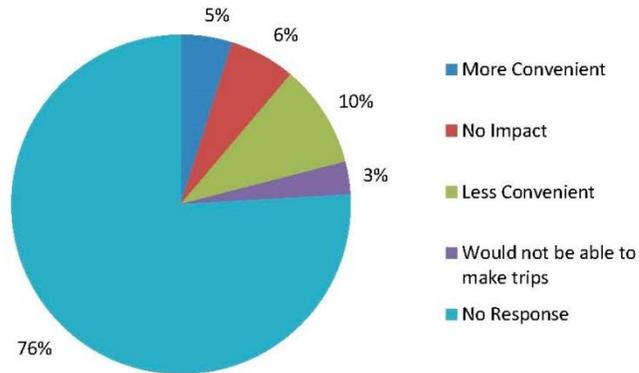
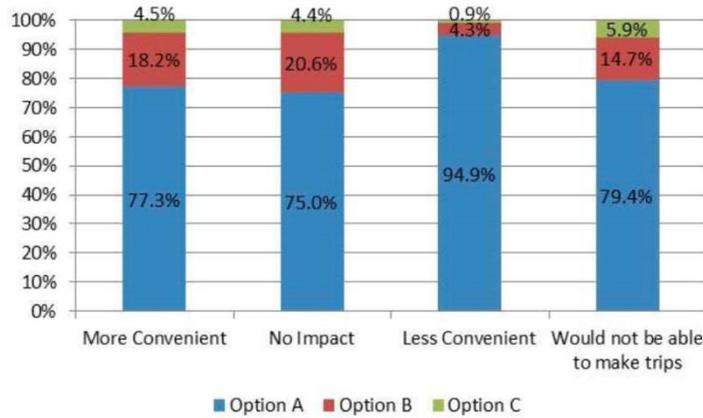


Exhibit 3.17 Route 9 – Grant: Impact to Riders vs. Fare Option



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Route 11 Proposed Service Changes – Merge with Rte. 50 (Ajo Way). Service would operate every 15 min. between Dodge/River and Ajo Way/Palo Verde with alternating trips to Tucson Airport and Ajo/Mission until noon and from 4-7 p.m. (every 30 min. west and south of Ajo/Palo Verde). From 12-4 p.m., service would operate every 10 min. (20 min. west and south of Ajo/Palo Verde). No longer serving Laos Transit Center.

Exhibit 3.18 Route 11 – Alvernon: Impact to Riders

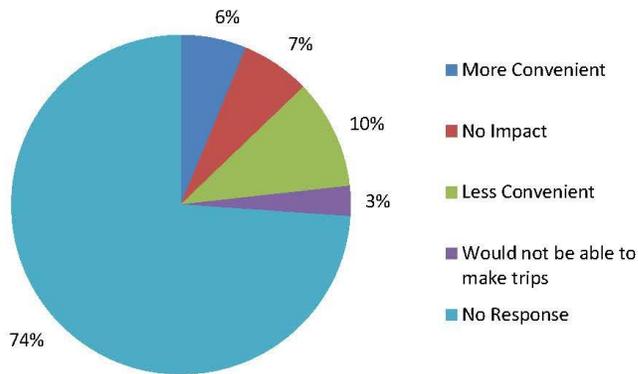
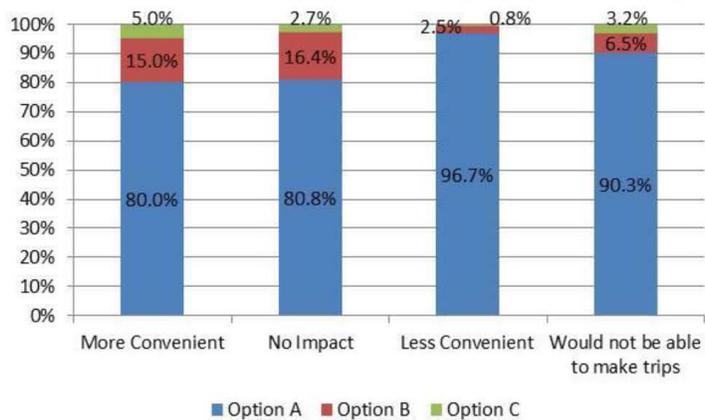


Exhibit 3.19 Route 11 – Alvernon: Impact to Riders vs. Fare Option



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Route 15 Proposed Service Changes – All trips would operate from Tohono Transit Center to 22nd Street/Country Club. Service will operate every 20 min. weekdays. No change to weekend service.

Exhibit 3.20 Route 15 – Campbell: Impact to Riders

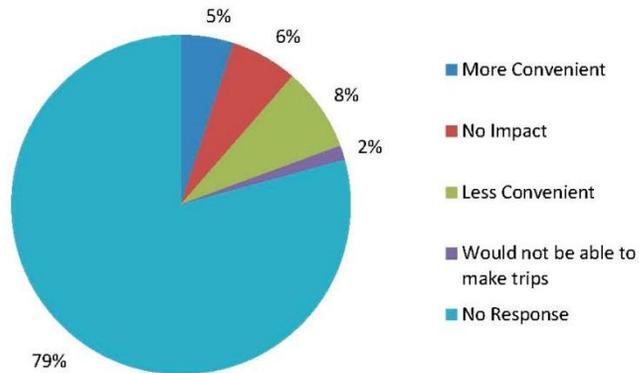
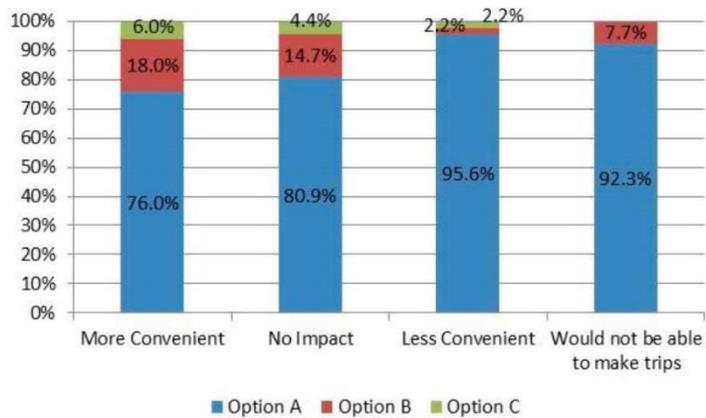


Exhibit 3.21 Route 15 – Campbell: Impact to Riders vs. Fare Option



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Route 16 Proposed Service Changes – Split into two routes at Ronstadt Transit Center (RTC): **Route 16** would operate from RTC and Tohono Transit Center weekdays every 15 min. in the morning and afternoon, 7.5 – 10 minutes midday; extending route to Ina/Thornydale every 30 min. weekdays. Saturday service would operate every 20 min. from 10 a.m.-4 p.m., 30 min. rest of day, no changes to Sunday service. **New Route 12** would operate between RTC and Laos Transit Center. Service would operate every 15 min. weekdays and every 30 min. on weekends.

Exhibit 3.22 Route 16 – 12th Ave./Oracle: Impact to Riders

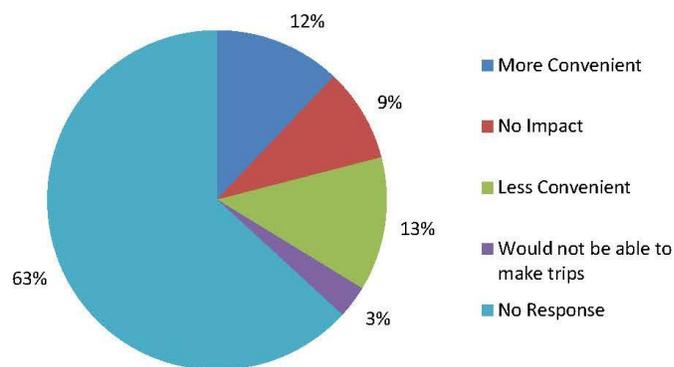
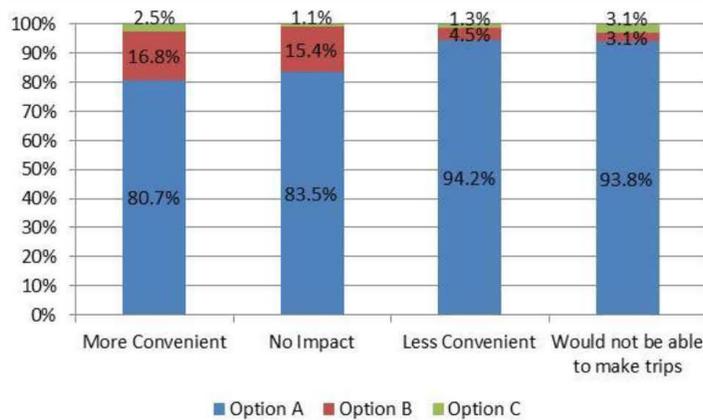


Exhibit 3.23 Route 16 – 12th Ave./Oracle: Impact to Riders vs. Fare Option



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Route 20 Proposed Service Changes – Route would merge with Route 9 and travel on Grant from Tanque Verde/Sabino Canyon to Ironwood Hills every 30 min. weekdays and hourly weekends. No longer serving UA Mall and Ronstadt Transit Center, which would be provided by recommended Route 109X.

Exhibit 3.24 Route 20 – W. Grant/Ironwood Hills: Impact to Riders

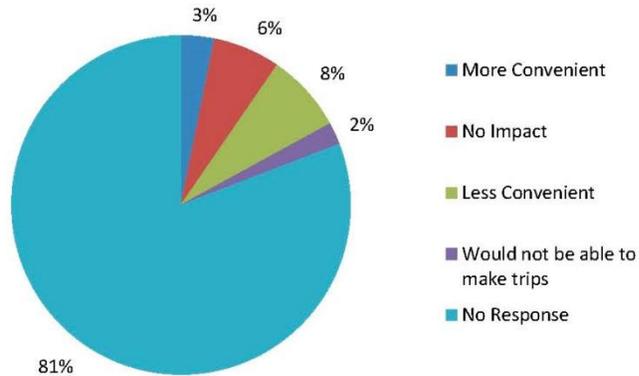
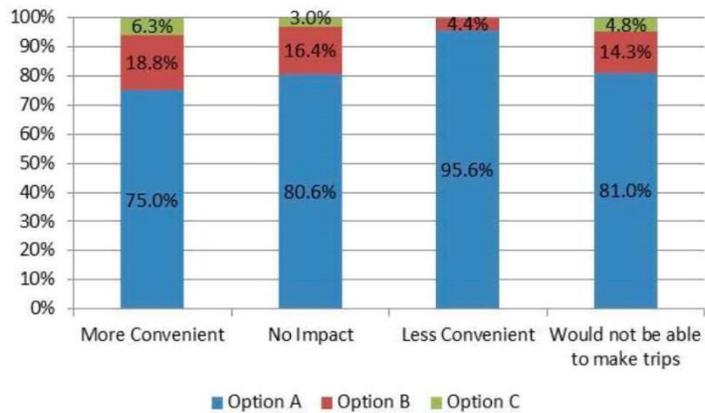


Exhibit 3.25 Route 20 – W. Grant/Ironwood Hills: Impact to Riders vs. Fare Option



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Route 21/22 Proposed Service Changes – Route 21 would merge with Route 22, adding service to Pima College Community Campus and the City of Tucson, Community Resource Center on Bonita. The service would operate weekdays every 30 min. and hourly every evening and weekend.

Exhibit 3.26 Route 21 – W. Congress/Silverbell and Route 22 – Grande: Impact to Riders

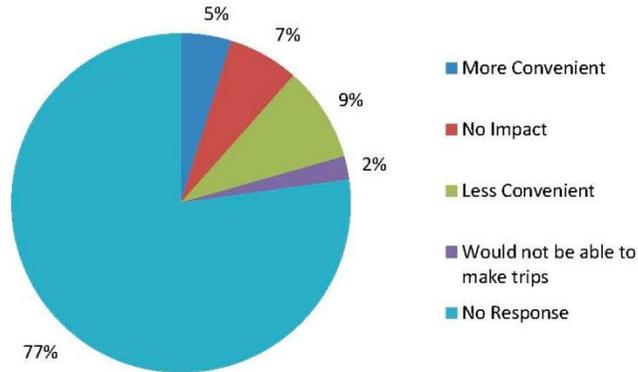
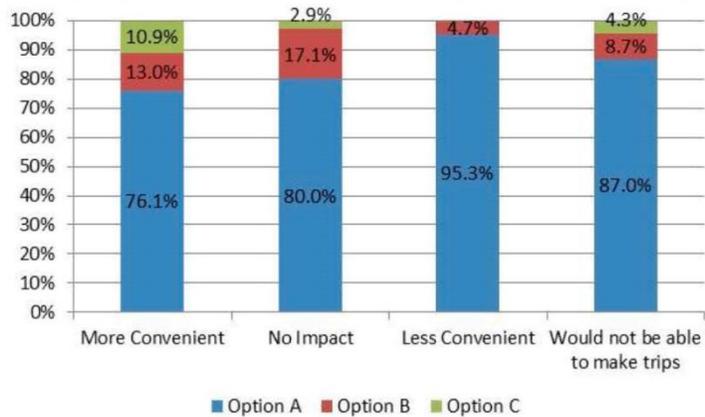


Exhibit 3.27 Route 21 – W. Congress/Silverbell and Route 22 – Grande: Impact to Riders vs. Fare Option



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Route 26 Proposed Service Changes – Route 26 would travel on Country Club between Drexel and Benson Hwy. Discontinue service along Masterson Ave.

Exhibit 3.28 Route 26 – Benson Hwy: Impact to Riders

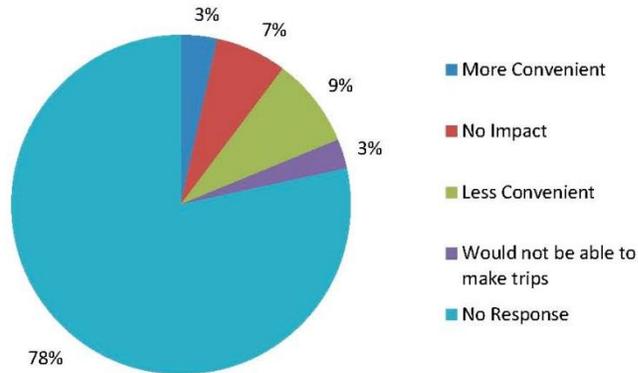
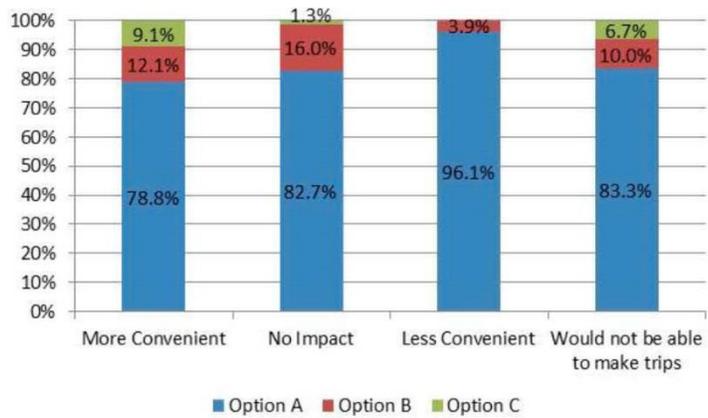


Exhibit 3.29 Route 26 – Benson Hwy: Impact to Riders vs. Fare Option



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Route 27 Proposed Service Changes – Weekday service would operate every 30 min. No changes to weekend service.

Exhibit 3.30 Route 27 – Midvale Park: Impact to Riders

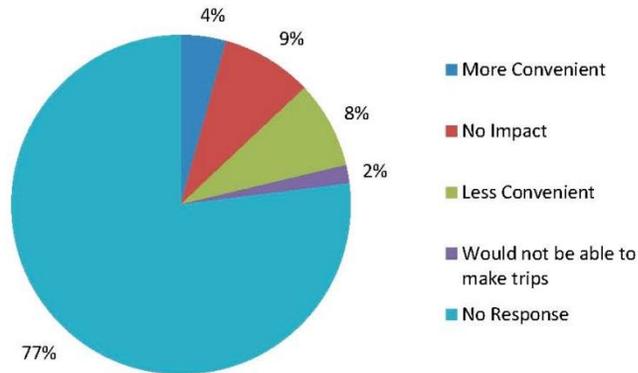
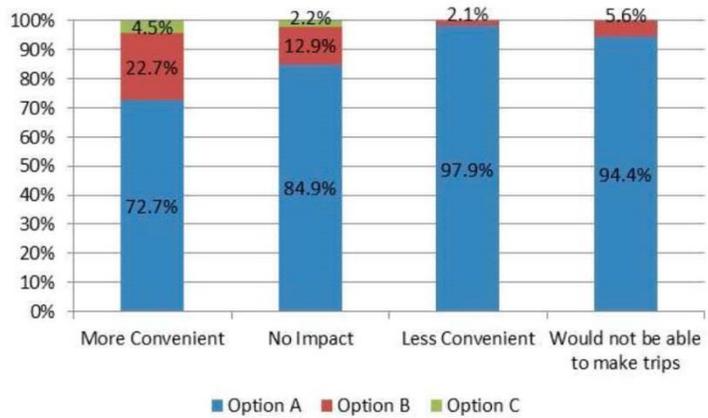


Exhibit 3.31 Route 27 – Midvale Park: Impact to Riders vs. Fare Option



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Route 34 Proposed Service Changes – Weekdays from 1-4 p.m., route would operate every 20 min. Buses would no longer serve the stop on 30th St./Craycroft, requiring passengers to board on Craycroft/29th St.

Exhibit 3.32 Route 34 – Craycroft/Ft. Lowell: Impact to Riders

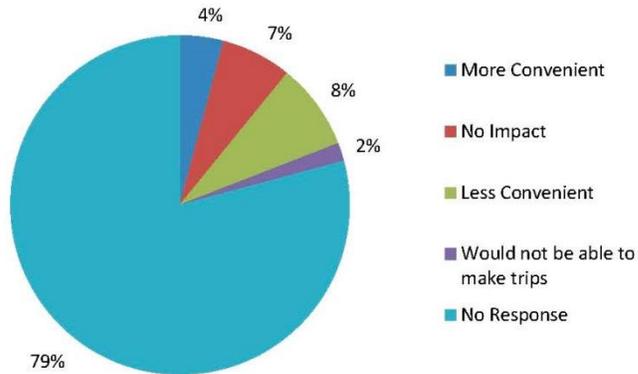
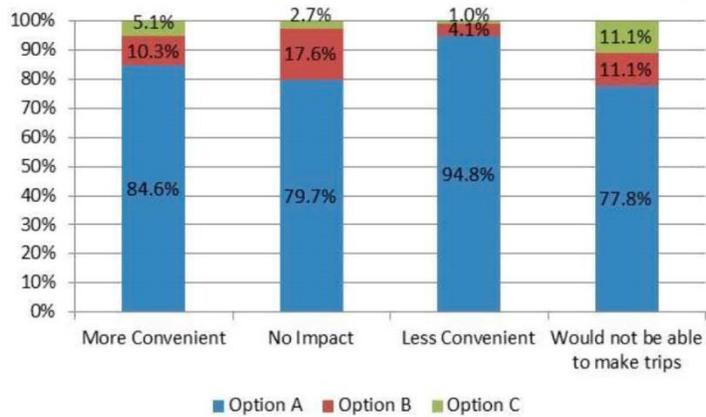


Exhibit 3.33 Route 34 – Craycroft/Ft. Lowell: Impact to Riders vs. Fare Option



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Route 37 Proposed Service Changes – Route 37 would travel between Pima College East and Tanque Verde/Sabino Canyon, no longer serving Sabino Canyon and Cloud roads.

Exhibit 3.34 Route 37 – Pantano: Impact to Riders

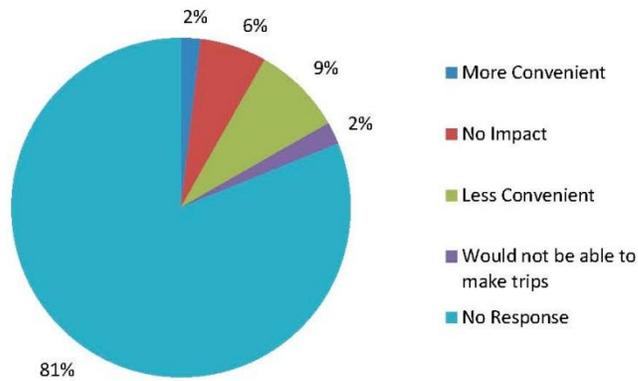
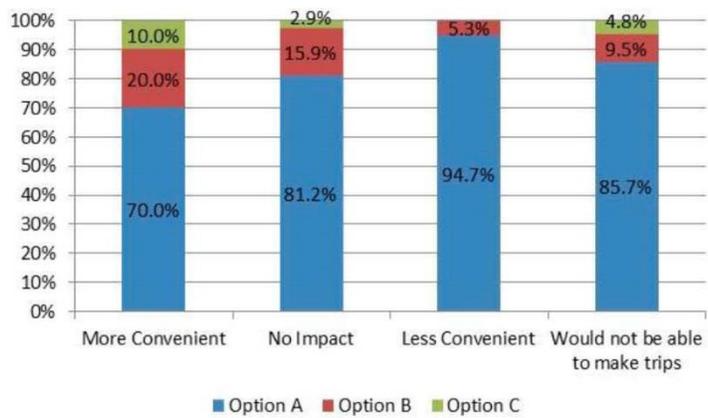


Exhibit 3.35 Route 37 – Pantano: Impact to Riders vs. Fare Option



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Route 50 Proposed Service Changes – Merge with Route 11 (Alvernon). Service would operate every 15 min. between Dodge/River and Ajo Way/Palo Verde alternating trips to Tucson Airport and Ajo/Mission until noon and 4-7 p.m. (every 30 min. west and south of Ajo/Palo Verde). From 12-4 p.m., service would operate every 10 min. (20 min. west and south of Ajo/Palo Verde). Would no longer serve Laos Transit Center.

Exhibit 3.36 Route 50 – Ajo Way: Impact to Riders

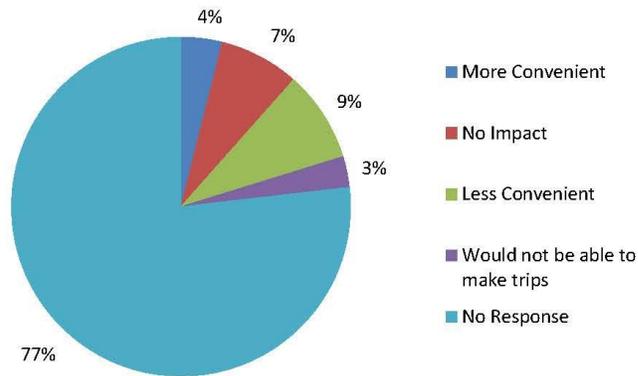
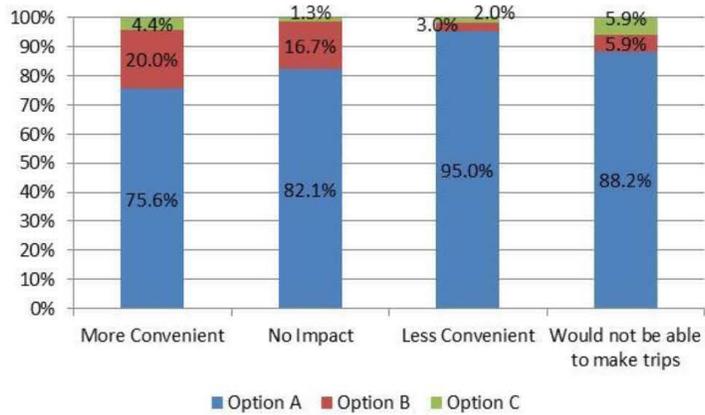


Exhibit 3.37 Route 50 – Ajo Way: Impact to Riders vs. Fare Option



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Route 102X Proposed Service Changes – Route 102X would only operate between the Foothills Mall and UMC via Downtown Tucson. Route 103X would serve the discontinued portion along Magee Rd. from Oracle to La Cholla.

Exhibit 3.38 Route 102X – Northwest UA Express: Impact to Riders

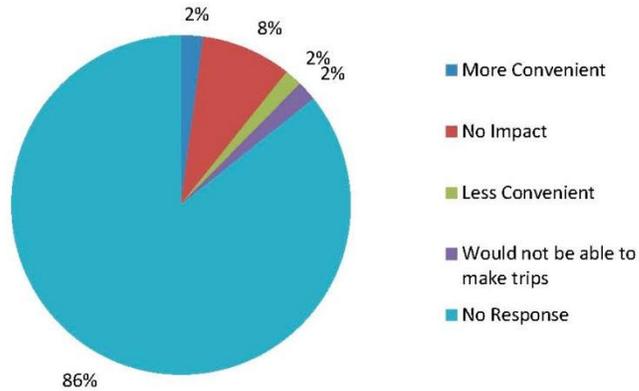
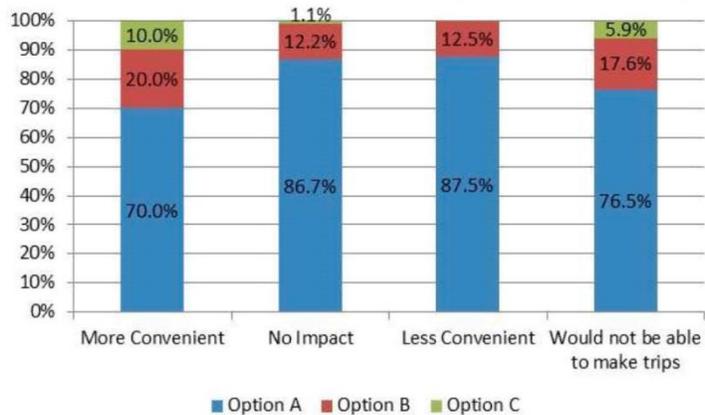


Exhibit 3.39 Route 102X – Northwest UA Express: Impact to Riders vs. Fare Option



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Route 103X Proposed Service Changes – Expand route to Rancho Vistoso Park & Ride, but discontinue service between UA Mall and Ronstadt Transit Center. Provide three trips in morning and afternoon.

Exhibit 3.40 Route 103X – Northwest Downtown Express: Impact to Riders

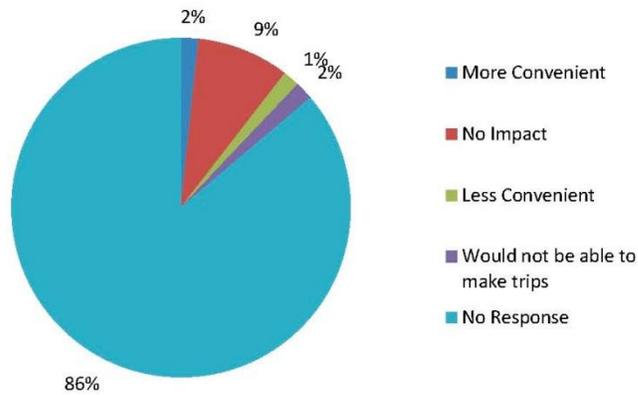
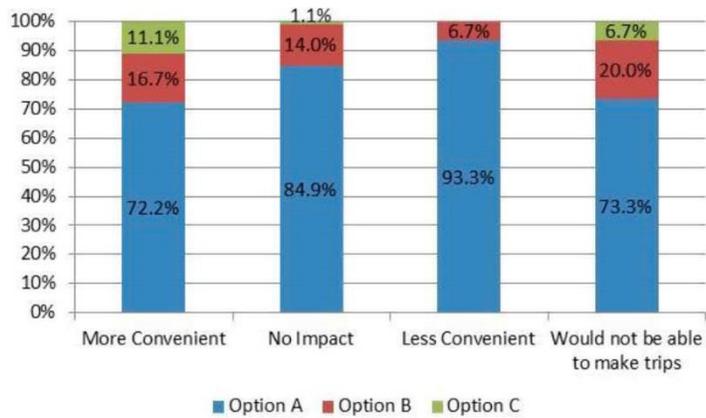


Exhibit 3.41 Route 103X – Northwest Downtown Express: Impact to Riders vs. Fare Option



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Route 105X Proposed Service Changes – No longer serve stops on Kolb/Sunrise.

Exhibit 3.42 Route 105X – Foothills Downtown Express: Impact to Riders

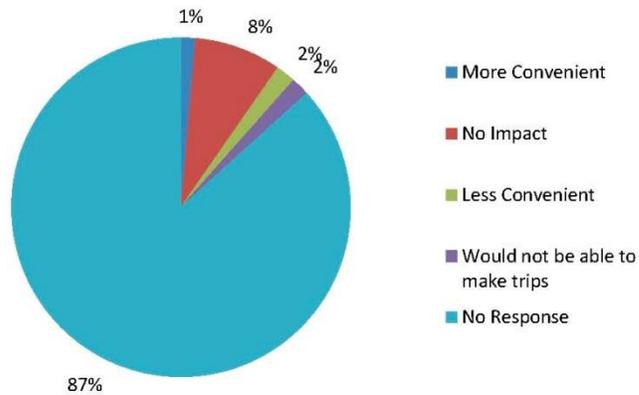
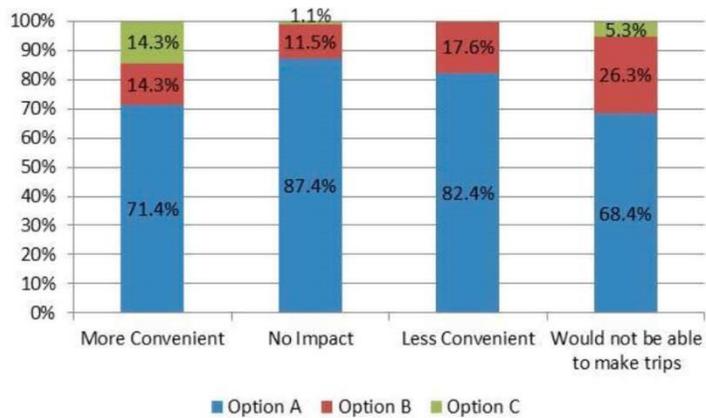


Exhibit 3.43 Route 105X – Foothills Downtown Express: Impact to Riders vs. Fare Option



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Route 107X Proposed Service Changes – Discontinue service along Lambert and La Canada, which would be provided by Route 103X.

Exhibit 3.44 Route 107X – Oro Valley Downtown Express: Impact to Riders

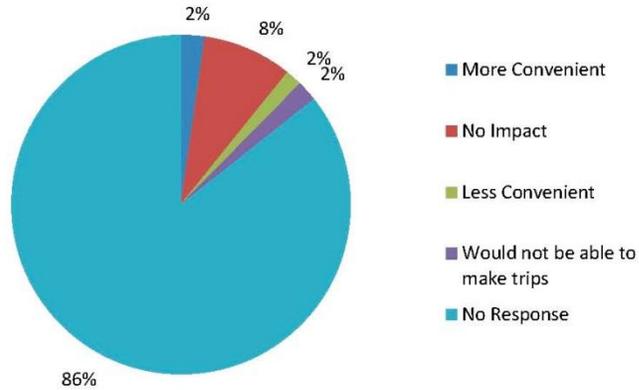
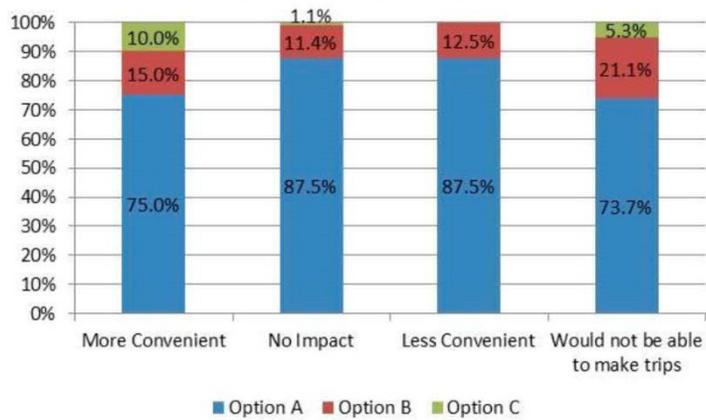


Exhibit 3.45 Route 107X – Oro Valley Downtown Express: Impact to Riders vs. Fare Option



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Route 108X Proposed Service Changes – Introduce additional stops. No routing changes.

Exhibit 3.46 Route 108X – Broadway Downtown Express: Impact to Riders

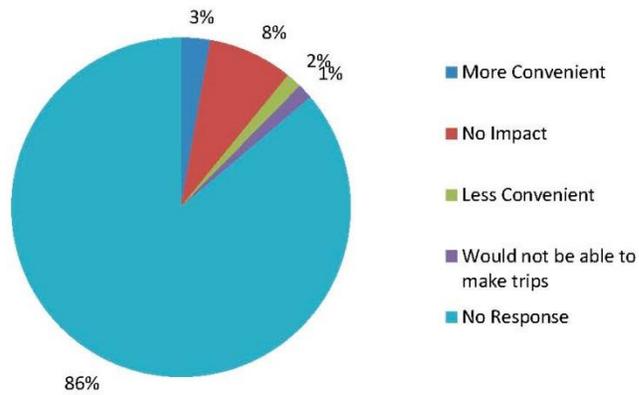
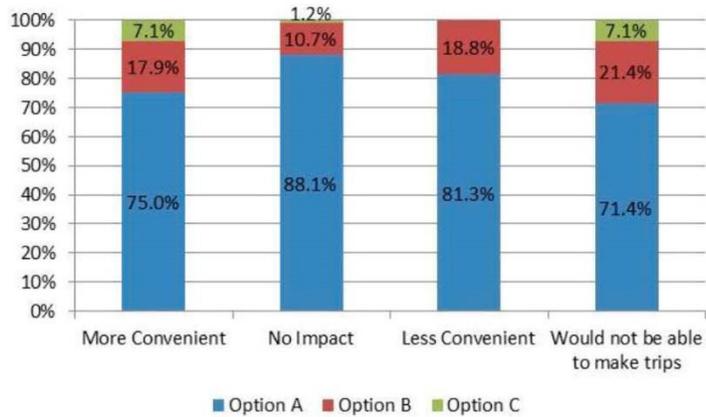


Exhibit 3.47 Route 108X – Broadway Downtown Express: Impact to Riders vs. Fare Option



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Route 109X Proposed Service Changes – Added ability to travel from downtown to Wrightstown/Pantano in the morning and return in the afternoon. There would be four morning and six afternoon trips in each direction. Route no longer serving Wrightstown to Catalina Hwy. Additional stops added to Grant and 6th St. Routing would adjust to better serve UA and no longer serve Swan, Columbus, and Speedway.

Exhibit 3.48 Route 109X – Catalina Hwy Downtown Express: Impact to Riders

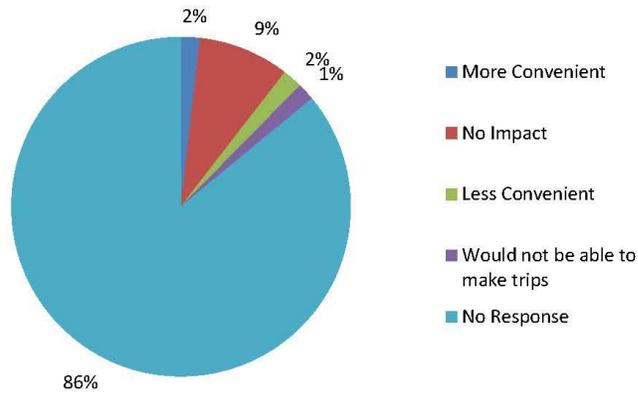
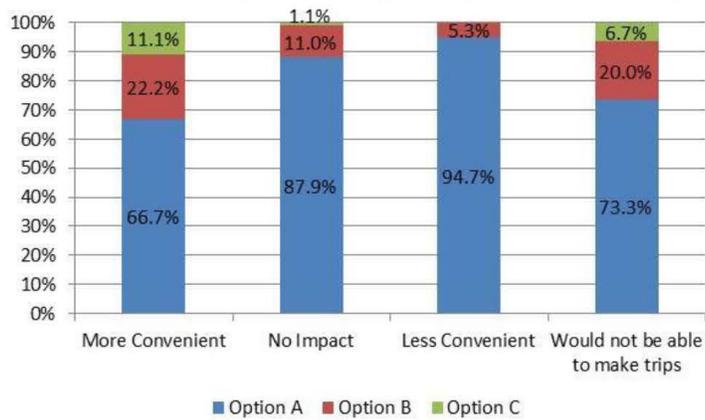


Exhibit 3.49 Route 109X – Catalina Hwy Downtown Express: Impact to Riders vs. Fare Option



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Route 110X Proposed Service Changes – Adjust schedule for better connections to/from other downtown express routes.

Exhibit 3.50 Route 110X – Rita Ranch Downtown Express: Impact to Riders

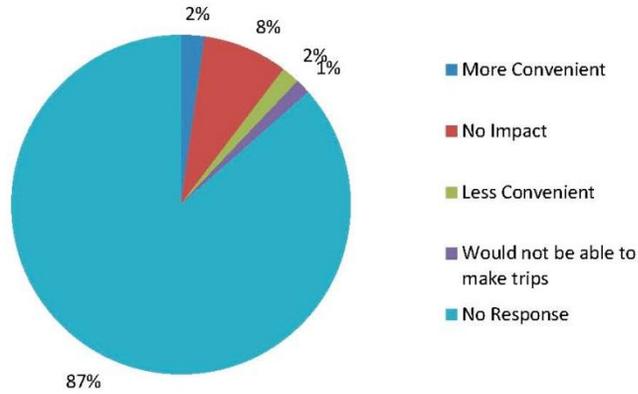
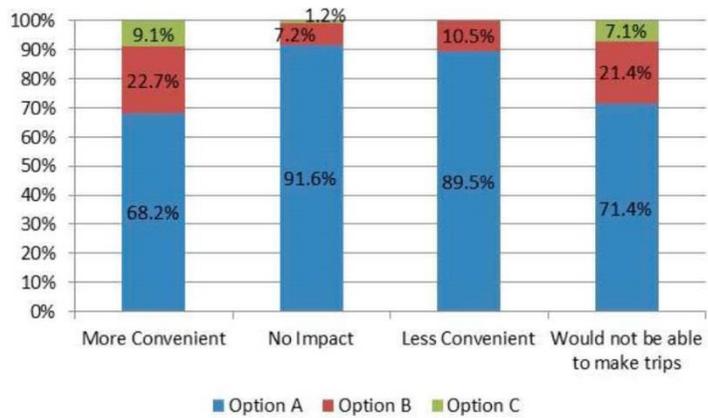


Exhibit 3.51 Route 110X – Rita Ranch Downtown Express: Impact to Riders vs. Fare Option



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Route 202X/203X Proposed Service Changes – Route 202X would not change south of Ina. North of Ina, Route 202X would merge with Route 203X and travel to Rancho Vistoso Park & Ride.

Exhibit 3.52 Route 202X – Northwest Aero Park Express/203 X – Oro Valley Aero Park Express: Impact to Riders

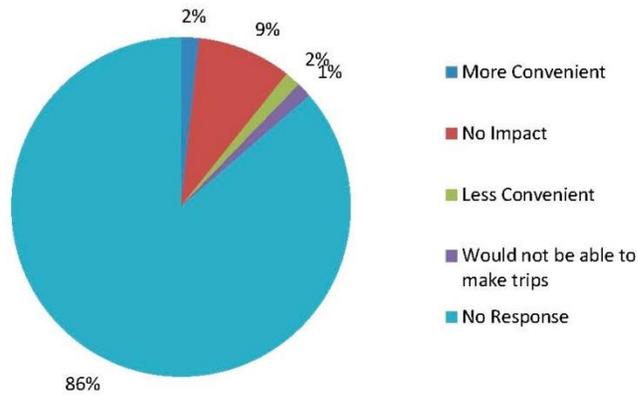
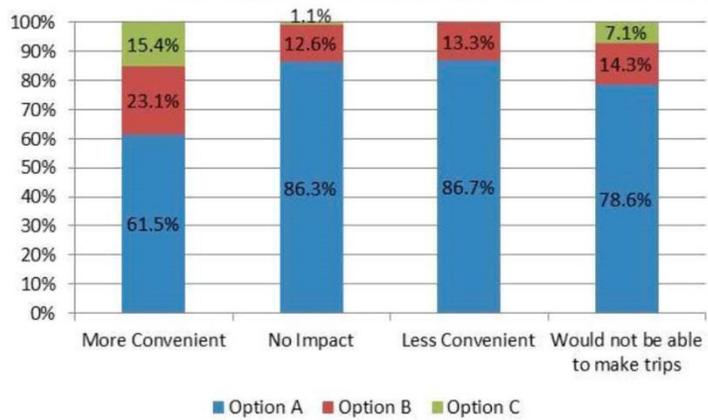


Exhibit 3.53 Route 202X – Northwest Aero Park Express/203 X – Oro Valley Aero Park Express: Impact to Riders vs. Fare Option



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Route 312X Proposed Service Changes – Route would travel northbound in the AM and southbound in the PM only, beginning at Ronstadt Transit Center and traveling north on Oracle to Rancho Vistoso Park & Ride. Southbound AM and northbound PM passengers would be encouraged to ride Route 107X or Sun Shuttle Route 401. Additional stops would be added on Euclid.

Exhibit 3.54 Route 312X – Oro Valley Tohono Express: Impact to Riders

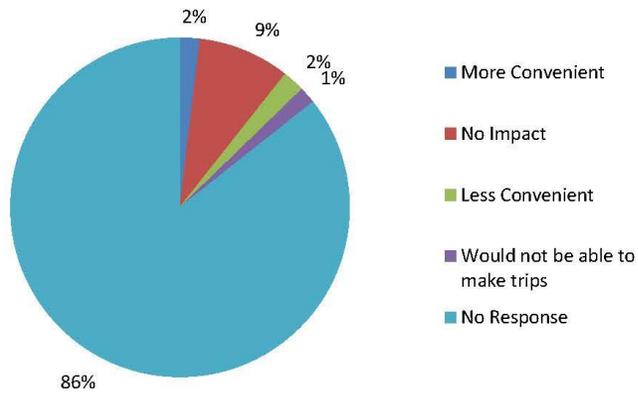
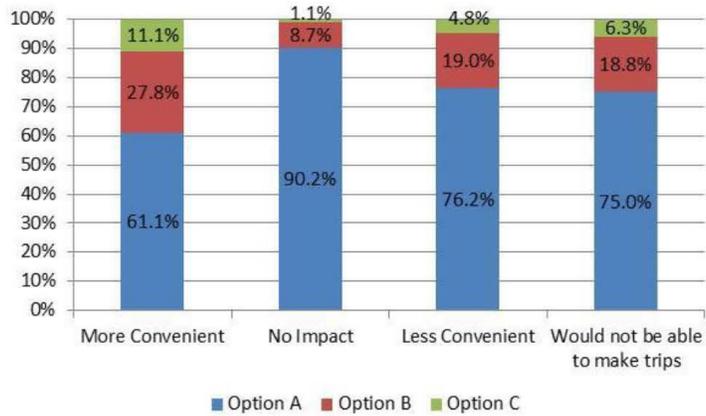


Exhibit 3.55 Route 312X – Oro Valley Tohono Express: Impact to Riders vs. Fare Option



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Downtown Loop Proposed Service Changes – Discontinue service. The recommended Route 21 would serve stops on Bonita.

Exhibit 3.56 Downtown Loop – Downtown Loop: Impact to Riders

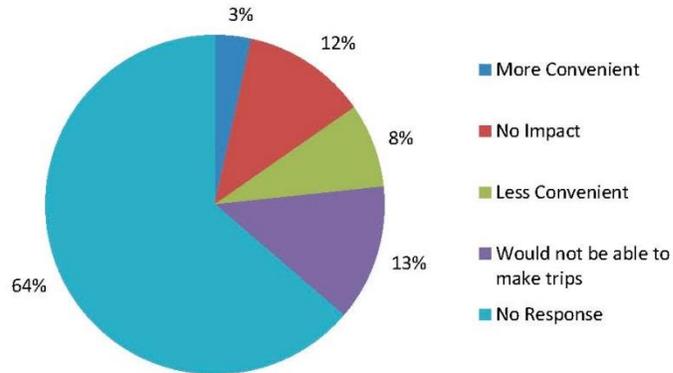
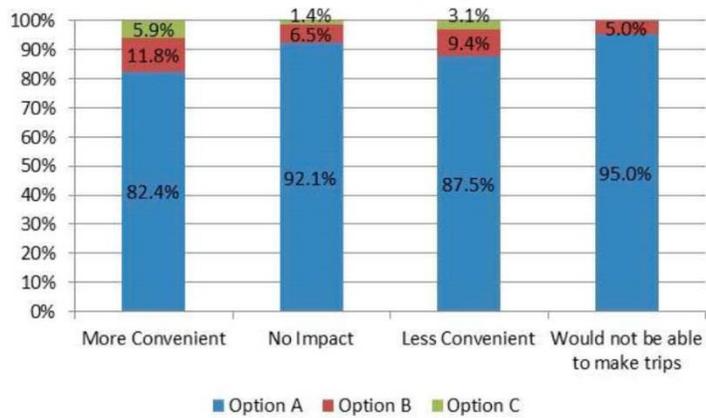


Exhibit 3.57 Downtown Loop – Downtown Loop: Impact to Riders vs. Fare Option



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Customer responses to fare questions

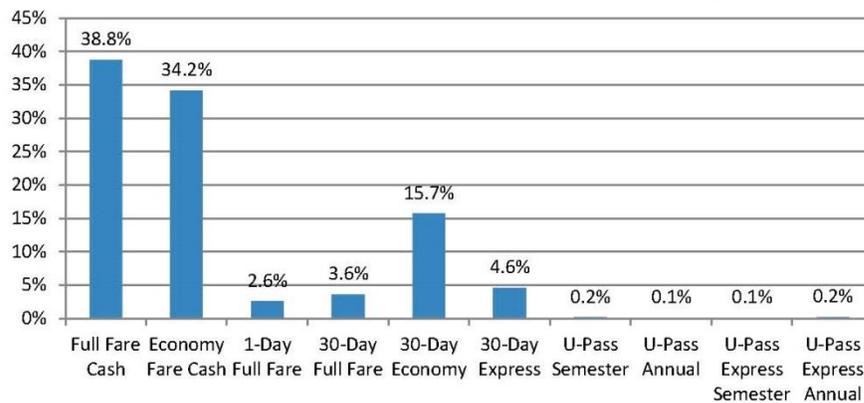
Typical transit fare

Respondents were asked what kind of fare they used when paying for transit. Response options were as follows:

- Full Fare Cash,
- Economy Fare Cash,
- Express Fare Cash,
- 1-Day Pass,
- 30-Day Full Fare,
- 30-Day Economy,
- 30-Day Express,
- U-Pass Semester,
- U-Pass Annual,
- U-Pass Express Semester, and
- U-Pass Express Annual.

Seventy-three percent of respondents cited use either Full Fare Cash or Economy Fare Cash. The least frequent fare types used were U-Pass Annual and U-Pass Semester.

Exhibit 3.58 Typical Transit Fare



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Preferred Fare Increase Option

The back of the survey displayed a chart (Exhibit 3.59) of the proposed fare increase options. Question 2 asked the respondent which fare increase option they would prefer if the Mayor and Council approved an increase.

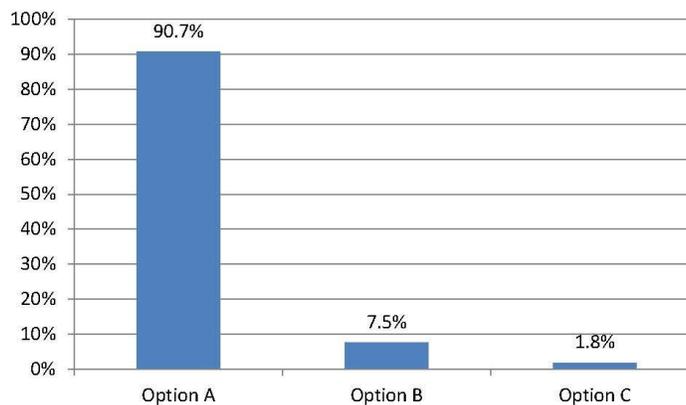
Exhibit 3.59 Fare Increase Options

| | | Current Fare | Option A | Option B | Option C |
|---------------------|-----------------------|----------------|----------|----------|----------|
| Sun Tran & Sun Link | Full Fare - Cash | \$1.50 | \$1.50 | \$1.75 | \$1.75 |
| | Economy - Cash | \$0.50 | \$0.50 | \$0.65 | \$0.60 |
| | Express - Cash | \$2.00 | \$2.25 | \$2.65 | \$2.65 |
| | Day Pass | \$3.50 | \$5.00 | \$6.00 | \$6.00 |
| | 30-Day | \$42.00 | \$54.00 | \$63.00 | \$63.00 |
| | 30-Day Economy | \$15.00 | \$18.00 | \$23.50 | \$21.00 |
| | 30-Day Express | \$56.00 | \$81.00 | \$96.00 | \$96.00 |
| | UA Semester * | \$173.00 | \$230.00 | \$268.00 | \$268.00 |
| | UA Semester Express * | \$230.00 | \$345.00 | \$405.00 | \$408.00 |
| UA Annual * | \$413.00 | \$518.00 | \$605.00 | \$605.00 | |
| UA Annual Express * | \$550.00 | \$778.00 | \$915.00 | \$916.00 | |
| Sun Van | Full Fare | \$3.00 one-way | \$3.00 | \$3.50 | \$3.50 |
| | Economy | \$1.00 one-way | \$1.00 | \$1.30 | \$1.15 |

* Prices listed do not reflect the cost for students, faculty and staff as UA subsidizes these passes.

Survey respondents demonstrated a clear preference for Option A (gradual fare increase). However, many respondents also indicated via the comments section that they did not want any fare increase.

Exhibit 3.60 Preferred Fare Increase



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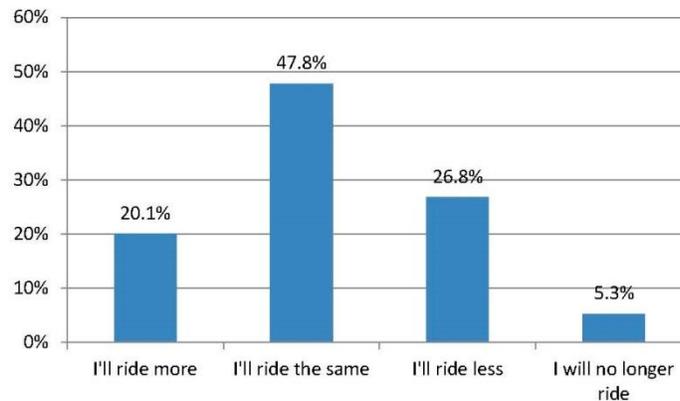
Fare Increase Impact

Respondents were asked how a fare increase would affect their travel on Sun Tran or Sun Van. The four response options were:

- I'll ride more,
- I'll ride the same,
- I'll ride less, and
- I will no longer ride.

The greatest number of respondents (47.8 percent) said they would ride the same. Nearly 27 percent said they would ride less, though 20.1 percent said they would ride more. Only 5.3 percent of respondents said they would no longer ride.

Exhibit 3.61 Fare Increase Impact



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Appendix
Survey Instruments

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Exhibit A.1 English Survey Instrument





Rider Service Change and Fare Survey

A series of potential bus service and fare changes are being proposed to better meet customer demand and to help address budget challenges. **Your input is needed** to determine how these changes would affect your travel.

Service Change Survey
Below is a list of proposed Sun Tran service changes recommended in two recent operational studies which, if adopted, would begin as early as July 2014.

What route are you riding today? _____

Please check the box that best describes the impact each route adjustment would have on you.

| Sun Tran Route | Proposed Service Changes | More convenient | No Impact | Less convenient | Would not be able to make trips |
|---|---|--------------------------|--------------------------|--------------------------|---------------------------------|
| 1 - Glenn/Swan | All trips would operate between the Ronstadt Transit Center and JSP ² St./Swan. Service would no longer be provided between Country Club Rd./22 nd St. and 29 th St./Swan. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2 - Pueblo Gardens | Add travel on South 6 th Avenue between the Ronstadt Transit Center to 30 th St. and between South 6 th Ave. and Kino Blvd. Simplified routing through Pueblo Gardens. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3 - 6 th St./Wilmit | Split into two routes at Ronstadt Transit Center (RTC): Route 3 would operate every 20 min. on all trips between RTC and Pima College East. New Route 28 would operate every 30 min. between RTC and Pima College West. Route would operate every 15 min. in the morning and afternoon between Ronstadt Transit Center & Kolb, (every 30 min. east and south of Kolb). During mid-day, would operate every 10 min. (every 20 min. east and south of Kolb). No change to weekend service. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4 - Speedway | Split into two routes at Ronstadt Transit Center (RTC): Route 6 would operate between RTC and Iohono Transit Center with no change in frequency. New Route 25 would operate from RTC south to Laos Transit Center and Tucson Airport every 30 min. weekdays, with alternating trips on weekends. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6 - S. Park Ave./N 1 st Ave. | Route would operate every 20 min. until 1 p.m. and from 3-5 p.m., and continue to operate every 15 min. from 1-3 p.m., weekdays. No change to weekend service. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7 - 22 nd St. | Split into two routes at Ronstadt Transit Center (RTC): Route 8 would operate from RTC and alternate between Wilmit/Lee and Speedway/Harrison. Service would operate every 15 min. in the morning and afternoon (every 30 min. east and north of Wilmit), and from 11:30 a.m.-4:30 p.m., would operate every 20 min. (every 20 min. east and north at Wilmit). New Route 18 would operate between RTC and Laos Transit Center. On weekdays, route would operate every 15 min. until 8 a.m. and from 6 to 7 p.m. From 8 a.m.-6 p.m., route would operate every 2-10 min. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 8 - Broadway/S. 6 th Ave. | Eliminate Route 20. Service would operate on Grant from Tanque Verde/Sabino Canyon to Ironwood Hills every 30 min. on weekdays and hourly on weekends. Route would no longer serve UA Mall and Ronstadt Transit Center, which would be provided by the proposed Route 109X. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 9 - Grant | Eliminate Route 50 (Ajo Way). Service would operate every 15 min. between Dodge/River and Ajo Way/Palo Verde with alternating trips to Tucson Airport and Ajo/Mission until noon and from 4-7 p.m. (every 30 min. west and south of Ajo/Palo Verde). From 12-4 p.m., service would operate every 10 min. (20 min. west and south of Ajo/Palo Verde). No longer serving Laos Transit Center. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 11 - Alvernon | All trips would operate from Tuhono Transit Center to 27 th Street/Country Club. Service will operate every 20 min. weekdays. No change to weekend service. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 15 - Campbell | Split into two routes at Ronstadt Transit Center (RTC): Route 16 would operate from RTC and Tuhono Transit Center weekdays every 15 min. in the morning and afternoon; 7:5-30 minutes midday, extending route to Ina/Thorndale every 30 min. weekdays. Saturday service would operate every 20 min. from 10 a.m.-1 p.m., 30 min. rest of day; no changes to Sunday service. New Route 12 would operate between RTC and Laos Transit Center. Service would operate every 15 min. weekdays and every 30 min. on weekends. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 16 - 12 th Ave./Gracie | Route would merge with Route 9 and travel on Grant from Tanque Verde/Sabino Canyon to Ironwood Hills every 30 min. weekdays and hourly weekends. No longer serving UA Mall and Ronstadt Transit Center, which would be provided by recommended Route 109X. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 20 - W. Grant/Ironwood Hills | Route 21 would merge with Route 22, adding service to Pima College Community Campus and the City of Tucson, Community Resource Center on Bonita. The service would operate weekdays every 30 min. and hourly every evening and weekend. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 21 - W. Congress/Silverbell | Route 26 would travel on Country Club between Drexel and Benson Hwy. Discontinue service along Masterson Ave. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 22 - Grande | Weekday service would operate every 30 min. No changes to weekend service. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 26 - Benson Hwy | Weekdays from 1-4 p.m., route would operate every 20 min. Buses would no longer serve the stop on 30 th St./Craycroft, requiring passengers to board on Craycroft/23 rd St. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 27 - Midvale Park | Route 37 would travel between Pima College East and Tanque Verde/Sabino Canyon; no longer serving Sabino Canyon and Cloud roads. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 34 - Craycroft/Fl. Lovell | Eliminate Route 11 (Alvernon). Service would operate every 15 min. between Dodge/River and Ajo Way/Palo Verde alternating trips to Tucson Airport and Ajo/Mission until noon and 4-7 p.m. (every 30 min. west and south of Ajo/Palo Verde). From 12-4 p.m., service would operate every 10 min. (20 min. west and south of Ajo/Palo Verde). Would no longer serve Laos Transit Center. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 50 - Ajo Way | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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2014 Rider Service Change and Fare Survey

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| Sun Express Route | Proposed Service Changes | More convenient | No Impact | Less convenient | Would not be able to make trips |
|--|---|--------------------------|--------------------------|--------------------------|---------------------------------|
| 102X – Northwest – UA Express | Route 102X would only operate between the Foothills Mall and UMC via Downtown Tucson. Route 103X would serve the discontinued portion along Magee Rd. from Oracle to La Cholla. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 103X – Northwest – Downtown Express | Expand route to Rancho Vistoso Park & Ride, but discontinue service between UA Mall and Ronstadt Transit Center. Provide three trips in morning and afternoon. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 105X – Foothills – Downtown Express | No longer serve stops on Kolb/Sunrise. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 107X – Oro Valley – Downtown Express | Discontinue service along Lambert and La Canada, which would be provided by Route 103X. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 108X – Broadway – Downtown Express | Introduce additional stops. No routing changes. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 109X – Catalina Hwy – Downtown Express | Added ability to travel from downtown to Wrightstown/Pantano in the morning and return in the afternoon. There would be 4 morning and 6 afternoon trips in each direction. Route no longer serving Wrightstown to Catalina Hwy. Additional stops added to Grant and 6 th St. Routing would adjust to better serve UA and no longer serve Swan, Columbus, and Speedway. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 110X – Rita Ranch – Downtown Express | Adjust schedule for better connections to/from other downtown express routes. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 202X – Northwest – Aero Park Express | Route 202X would not change south of Ina. North of Ina, Route 202X would merge with Route 203X and travel to Rancho Vistoso Park & Ride. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 203X – Oro Valley – Aero Park Express | Route 202X would not change south of Ina. North of Ina, Route 202X would merge with Route 203X and travel to Rancho Vistoso Park & Ride. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 312X – Oro Valley – Tohono Express | Route would travel northbound in the AM and southbound in the PM only, beginning at Ronstadt Transit Center and traveling north on Oracle to Rancho Vistoso Park & Ride. Southbound AM and northbound PM passengers would be encouraged to ride Route 107X or Sun Shuttle Route 401. Additional stops would be added on Euclid. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| Downtown Loop | Proposed Service Changes | More convenient | No Impact | Less convenient | Would not be able to make trips |
|---------------|--|--------------------------|--------------------------|--------------------------|---------------------------------|
| Downtown Loop | Discontinue service. The recommended Route 21 would serve stops on Bonita. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Fare Survey

The City of Tucson General Fund is the single largest funding source for transit services. The Fund is projected to have a funding gap of about \$33 million. An increase in fares would help reduce the City's funding gap while preserving transit services. If approved by Tucson Mayor and Council, fare changes could begin as early as July 2014. Below are three options for fares.

| | Current Fare | Option A | Option B | Option C |
|--------------------------------|----------------|----------|----------|----------|
| Sun Tran & Sun Link | | | | |
| Full Fare - Cash | \$1.50 | \$1.50 | \$1.75 | \$1.75 |
| Economy - Cash | \$0.50 | \$0.50 | \$0.65 | \$0.65 |
| Express - Cash | \$2.00 | \$2.25 | \$2.65 | \$2.65 |
| Day Pass | \$3.50 | \$5.00 | \$6.00 | \$6.00 |
| 30-Day | \$42.00 | \$54.00 | \$63.00 | \$63.00 |
| 30-Day Economy | \$15.00 | \$18.00 | \$23.50 | \$21.00 |
| 30-Day Express | \$56.00 | \$81.00 | \$96.00 | \$96.00 |
| UA Semester * | \$173.00 | \$230.00 | \$268.00 | \$268.00 |
| UA Semester Express * | \$230.00 | \$345.00 | \$405.00 | \$408.00 |
| UA Annual * | \$413.00 | \$518.00 | \$605.00 | \$605.00 |
| UA Annual Express * | \$550.00 | \$778.00 | \$915.00 | \$916.00 |
| Sun Van | | | | |
| Full Fare | \$3.00 one-way | \$3.00 | \$3.50 | \$3.50 |
| Economy | \$1.00 one-way | \$1.00 | \$1.30 | \$1.15 |

* Prices listed do not reflect the cost for students, faculty and staff as UA subsidizes these passes.

How do you typically pay your transit fare?

- Full Fare Cash
 Economy Fare Cash
 Express Fare Cash
 1-Day Pass
 30-Day Full Fare
 30-Day Economy
 30-Day Express
 U-Pass Semester
 U-Pass Annual
 U-Pass Express Semester
 U-Pass Express Annual

If Mayor and Council approves a fare increase, which fare option do you prefer?

- Option A
 Option B
 Option C

If a fare increase is approved, how would this change affect your travel on Sun Tran or Sun Van?

- I'll ride more
 I'll ride the same
 I'll ride less
 I will no longer ride

Comments: _____

Please tell us about you:

Name: _____
 Address: _____ City: _____ State: _____ ZIP: _____
 Phone: _____ Email: _____

Thank you for your opinion! Additional details on the proposed changes and this survey are also available at www.suntran.com.

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2014 Rider Service Change and Fare Survey

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Exhibit A.2 Spanish Survey Instrument





Encuesta de Cambios de Servicio de Pasajeros y Tarifa

Se están proponiendo una serie de cambios posibles a servicios de autobús y de tarifas para satisfacer mejor las necesidades de los clientes y para ayudar a los problemas de presupuesto. **Se necesita su opinión** para determinar cómo estos cambios podrían afectar su viaje.

Encuesta de Cambio de Servicio
A continuación se muestra una lista de cambios propuestos al servicio Sun Tran recomendados en dos estudios recientes operativos que, de aprobarse, comenzarán a partir de julio 2014.

¿En Qué ruta está viajando hoy?
Por favor marque el cuadro que mejor describe el impacto de cada ajuste de ruta tendría en ti.

| Ruta Sun Tran | Cambios de Servicio Propuestos | Más conveniente | No Impacto | Menos conveniente | No sería capaz de hacer viajes |
|--|---|--------------------------|--------------------------|--------------------------|--------------------------------|
| 1 – Glenn/Swan | Todos los viajes circularían entre el Centro de Tránsito Ronstadt y la Calle 29/Swan. No habría servicio entre Country Club Rd./Calle 22 y Calle 29/Swan. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2 – Pueblo Gardens | Agregar servicio en la Sur 6ta Avenida entre el Centro de Tránsito a la Calle 36 y entre la Sur 6ta Avenida y Kino Blvd. Rutas abreviadas que transitan por Pueblo Gardens. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3 – 6 th St./Wilmut | Separar en dos rutas en el Centro de Tránsito Ronstadt (RTC): Rta. 3 circularía cada 20 min. en todos los viajes entre el RTC y Colegio Pima Este. Rta. Nueva 28 circularía cada 30 min. entre el RTC y Colegio Pima Oeste. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4 – Speedway | Ruta circularía cada 15 min. por la mañana y la tarde entre el Centro de Tránsito Ronstadt y Kolb, (cada 30 min. al este y sur de Kolb) y durante medio día circularía cada 10 min. (cada 20 min. al este y sur de Kolb). No habrá cambios en servicio los fines de semana. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6 – S. Park Ave./ N 1 st Ave. | Separar en dos rutas en el Centro de Tránsito Ronstadt (RTC): Rta. 6 circularía entre el RTC y Centro de Tránsito Tohono sin ningún cambio en frecuencia. Rta. Nueva 25 circularía desde el RTC sur al Centro de Tránsito Laos y el Aeropuerto de Tucson cada 30 min. entre semana, con viajes alternantes los fines de semana. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7 – 22 nd St. | Ruta circularía cada 20 min. hasta la 1 p.m. y desde las 3-6 p.m., y continuaría a circular cada 15 min. entre la 1 y 3 p.m. entre semana. No habrá cambio en servicio los fines de semana. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 8 – Broadway/ S. 6 th Ave. | Separar en dos rutas en el Centro de Tránsito Ronstadt (RTC): Rta. 8 circularía desde el RTC y alternaría entre Wilmut/Lee y Speedway/Harrison. Servicio circularía cada 15 min. por la mañana y la tarde (cada 30 min. al este and norte de Wilmut), y de las 11:30 a.m.-4:30 p.m. circularía cada 10 min. (cada 20 min. al este y al norte en Wilmut). Rta. Nueva 18 circularía entre el RTC y Centro de Tránsito Laos. Entre semana, la ruta circularía cada 15 min. hasta las 8 a.m. y de las 6 a 7 p.m. De las 8 a.m. a 6 p.m., la ruta circularía cada 7-10 min. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 9 – Grant | Unir con la Rta. 20. Servicio circularía por Grant desde Tanque Verde/Sabino Canyon a Ironwood Hills cada 30 min. entre semana y cada hora los fines de semana. La ruta no ofrecerá servicio a la UA Mall y al Centro de Tránsito Ronstadt, la cual será reemplazada por la recomendada Rta. 109X. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 11 – Alvernon | Unir con la Rta. 50 (Ajo Way). Servicio circularía cada 15 min. entre Dodge/River y Ajo Way/Palo Verde, alternando viajes al Aeropuerto de Tucson y Ajo/Mission hasta medio día y desde las 4 a 7 p.m. (cada 30 min. al oeste y sur de Ajo/Palo Verde). Entre medio día y 4 p.m., servicio circularía cada 10 min. (20 min. al oeste y sur de Ajo/Palo Verde). Esta ruta no ofrecerá servicio al Centro de Tránsito Laos. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 15 – Campbell | Todos los viajes circularían desde el Centro de Tránsito Tohono a la Calle 22/Country Club. Servicio circularía cada 20 min. entre semana. No habrá cambio en servicio los fines de semana. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 16 – 12 th Ave./ Oracle | Separar en dos rutas en el Centro de Tránsito Ronstadt (RTC): Rta. 16 circularía desde el RTC y Centro de Tránsito Tohono entre semana cada 15 min. por la mañana y por la tarde, 7.5 – 10 minutos en medio día; extender ruta hasta Ina/Thornycroft cada 30 min. entre semana. Servicio los sábados circularía cada 20 min. desde las 10 a.m.-4 p.m. 30 min. el resto del día; no habrá cambio en servicio los domingos. Rta. Nueva 12 circularía entre RTC y el Centro de Tránsito. Servicio circularía cada 15 min. entre semana y cada 30 min. los fines de semana. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 20 – W. Grant/ Ironwood Hills | Ruta se uniría con la Rta. 9 y transitará por Grant desde Tanque Verde/Sabino Canyon a Ironwood Hills cada 30 min. entre semana y cada hora los fines de semana. Esta ruta no ofrecerá servicio a la UA Mall y Centro de Tránsito Ronstadt, la cual será reemplazada por la recomendada Rta. 109X. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 21 – W. Congress/ Silverbell | Rta. 21 se uniría con la Rta. 22, aumentando servicio al Community Campus del Colegio Comunitario Pima y el Centro de Recursos Comunitarios para la Ciudad de Tucson, en Bonita. El servicio circularía entre semana cada 30 min. y cada hora, todas las noches y fines de semana. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 26 – Benson Hwy | Rta. 26 transitaría por Country Club entre Drexel y Benson Hwy; ya no ofrecerá servicio a la Ave. Masterson. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 27 – Midvale Park | Servicio entre semana circularía cada 30 min.. No habrá cambios en servicio los fines de semana. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 34 – Craycroft/ Ft. Lowell | Entre semana de la 1 a 4 p.m. la ruta circularía cada 20 min.. Los autobuses ya no ofrecerán servicio a la parada en la Calle 30ta/Craycroft, que obligará a pasajeros subir a bordo en Craycroft/Calle 29. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 37 – Pantano | Rta. 37 circularía entre el Colegio Pima Este y Tanque Verde/Sabino Canyon, y no ofrecerá servicio a las Calzadas Sabino Canyon y Cloud. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 50 – Ajo Way | Unir con Rta. 11 (Alvernon). Servicio circularía cada 15 min. entre Dodge/River y Ajo Way/Palo Verde, alternando viajes al Aeropuerto de Tucson y Ajo/Mission hasta medio día y de las 4 a 7 p.m. (cada 30 min. al oeste y sur de Ajo/Palo Verde). Entre medio día y 4 p.m., servicio circularía cada 10 min. (20 min. al oeste y sur de Ajo/Palo Verde). Esta ruta ya no ofrecerá servicio al Centro de Tránsito Laos. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

CONTINÚA AL REVÉS →

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2014 Rider Service Change and Fare Survey

Sun Tran

April 2014

| Ruta Sun Express | Cambios de Servicio Propuestos | Más conveniente | No Impacto | Menos conveniente | No sería capaz de hacer viajes |
|--|--|--------------------------|--------------------------|--------------------------|--------------------------------|
| 102X – Northwest – UA Express | Rte. 102X solamente circularía entre Foothills Mall y UMC por vía del Centro de Tucson. Rta. 103X ofrecerá servicio a una parte de la ruta que se suspendió, a lo largo de Mages Rd. desde Oracle a La Cholla. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 103X – Northwest – Downtown Express | Extender la ruta a Rancho Vistoso Park & Ride, pero discontinuar servicio entre el UA Mall y Centro de Tránsito Ronstadt. Hará tres viajes en la mañana y la tarde. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 105X – Foothills – Downtown Express | No ofrecerá servicio las paradas en Kolb/Sunrise. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 107X – Oro Valley – Downtown Express | Descontinuar servicio a lo largo de Lambert y La Cañada, el cual será reemplazado por la Rta. 103X. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 108X – Broadway – Downtown Express | Se han agregado paradas. No habrá cambios en las rutas. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 109X – Catalina Hwy – Downtown Express | Ofrecerá a pasajeros oportunidad para viajar desde el Centro de Tucson a Wrightstown/Pantano en la mañana y regresar en la tarde. Habrá 4 viajes por la mañana en ambas direcciones y 6 viajes por la tarde en ambas direcciones. Ruta no ofrecerá servicio de Wrightstown a Catalina Hwy. Se han agregado paradas a Grant y Calle 6ta. Tránsito se ajustaría para ofrecer mejor servicio a la UA y no ofrecerá servicio a Swan, Columbus, y Speedway. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 110X – Rita Ranch – Downtown Express | Ajustar horario para optimizar transbordos a/de otras rutas expés. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 202X – Northwest – Aero Park Express | Ruta 202X no cambiaría al sur de Ina. Al norte de Ina, Rta. 202X se uniría con Rta. 203X y seguiría a Rancho Vistoso Park & Ride (Estacionar & Viajar). | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 203X – Oro Valley – Aero Park Express | Ruta circularía solamente rumbo al norte por la mañana y rumbo al sur por la tarde, empezando en el Centro de Tránsito Ronstadt y viajando al norte por Oracle a Rancho Vistoso Park & Ride. Recomendamos a pasajeros viajando al sur por la mañana y pasajeros viajando al norte por la tarde que tomen Rtas. 107X o Sun Shuttle Rta. 401. Se agregarían paradas adicionales en Euclid. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 312X – Oro Valley – Tohono Express | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| Downtown Loop | Cambios de Servicio Propuestos | Más conveniente | No Impacto | Menos conveniente | No sería capaz de hacer viajes |
|---------------|--|--------------------------|--------------------------|--------------------------|--------------------------------|
| Downtown Loop | Descontinuar servicio. La recomendada Rta. 21 ofrecerá servicio a paradas en Bonita. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Encuesta de Tarifa
 El Fondo General de la Ciudad de Tucson es la fuente de financiación más grande para el servicio de tránsito. El Fondo está proyectado para tener un déficit de alrededor de \$33 millones. Un aumento en las tarifas ayudaría a reducir el déficit de financiación de la Ciudad, mientras preservando los servicios de transporte. Si es aprobado por el Alcalde y el Concejo de Tucson, los cambios de tarifas podrían comenzar en julio de 2014. A continuación se presentan tres opciones para las tarifas.

| | Tarifa actual | Opción A | Opción B | Opción C |
|-------------------------|------------------------|----------|----------|----------|
| Sun Tran y Sun Link | | | | |
| Tarifa plena - efectivo | \$1.50 | \$1.50 | \$1.75 | \$1.75 |
| Economía - efectivo | \$0.50 | \$0.50 | \$0.65 | \$0.60 |
| Expés - efectivo | \$2.00 | \$2.25 | \$2.65 | \$2.65 |
| Pase de un día | \$3.50 | \$5.00 | \$6.00 | \$6.00 |
| 30-día | \$42.00 | \$54.00 | \$63.00 | \$63.00 |
| 30-día economía | \$15.00 | \$18.00 | \$23.50 | \$21.00 |
| 30-día expés | \$56.00 | \$81.00 | \$96.00 | \$96.00 |
| UA semestre * | \$173.00 | \$230.00 | \$268.00 | \$268.00 |
| UA semestre expés * | \$230.00 | \$345.00 | \$405.00 | \$408.00 |
| UA anual * | \$413.00 | \$518.00 | \$605.00 | \$605.00 |
| UA anual expés * | \$550.00 | \$778.00 | \$915.00 | \$916.00 |
| Sun Van | | | | |
| Tarifa plena | \$3.00 de un dirección | \$3.00 | \$3.50 | \$3.50 |
| Economía | \$1.00 de un dirección | \$1.00 | \$1.30 | \$1.15 |

* Los precios indicados no reflejan el costo para los estudiantes, profesores y personal como UA subsidia estos pases.

Tipicamente, ¿cómo paga su tarifa de tránsito?
 Tarifa plena - efectivo Economía - efectivo Expés - efectivo Pase de un día
 30-día tarifa plena 30-día economía 30-día expés U-Pass semestre
 U-Pass anual U-Pass semestre expés U-Pass anual expés

Si el Alcalde y el Consejo aprueba un aumento de tarifas, ¿cuál opción de tarifa te gusta más?
 Opción A Opción B Opción C

Si se aprueba un aumento de tarifas, ¿cómo afectará este cambio a tus viajes en Sun Tran o Sun Van?
 Voy a viajar más Voy a viajar lo mismo Voy a viajar menos Ya no voy a viajar

Comentarios: _____

Por favor háblenos de usted:
 Nombre: _____
 Dirección: _____ Ciudad: _____ Estado: _____ Código postal: _____
 Teléfono: _____ Correo electrónico: _____

¡Gracias por su opinión! Detalles adicionales sobre los cambios propuestos y de esta encuesta también están disponibles en www.suntran.com.

A-6



Online Survey Summary

April 30, 2014



Introduction

Sun Tran administered an Online Survey from March 7 to April 4, 2014 to gather community input on the Proposed Service Change and Fare Increase of April 2014. This report is a summary of the Online Survey. The questions to the Online Survey were the same as the passenger intercept survey conducted by a third party vendor. Unlike the passenger intercept survey, persons could submit more than one online survey. In order to increase public participation in the community input process for the proposed service change and fare increase, Sun Tran gathered information from riders through a variety of methods. The online survey was placed on the Sun Tran website in English and in Spanish. This report is a summary of the Online Survey only. Community input from other sources can also be found in the Public Comment Report and the On-Board Survey Report. Additional comments from participants that were written out in the Online Survey are included in the Public Comment Report.

Responses

Route 1:

Proposed Changes to Rt. 1: All Route 1 trips would operate between the Ronstadt Transit Center and 29th St. & Swan. Service would no longer be provided between Country Club Rd/22nd St. and 29th St./Swan.

| Responses to Proposed Changes to Route 1 – Glenn/Swan Route | | | | | |
|--|------------|-----------------|---------------------------------|-------------|----------------|
| More convenient | No Impact | Less Convenient | Would not be able to make trips | No Response | Response Count |
| 3% | 59% | 14% | 9% | 15% | 100% |
| 9 | 170 | 41 | 26 | 44 | 290 |

Route 2:

Proposed Changes to Rt. 2: Route 2 would add travel on South 6th Ave. between the Ronstadt Transit Center to 36th St. and between South 6th Ave. and Kino Blvd. The proposed route included simplified routing through Pueblo Gardens neighborhood.

| Responses to Proposed Changes to Route 2 – Pueblo Gardens Route | | | | | |
|--|------------|-----------------|---------------------------------|-------------|----------------|
| More convenient | No Impact | Less Convenient | Would not be able to make trips | No Response | Response Count |
| 9% | 67% | 4% | 3% | 16% | 100% |
| 27 | 194 | 12 | 10 | 47 | 290 |

Route 3:

Proposed Changes to Rt. 3: Route 3 would split into two routes at Ronstadt Transit Center (RTC): Route 3 would operate every 20 min. on all trips between RTC and Pima College East. New Route 28 would operate every 30 min. between RTC and Pima College West.

| Responses to Proposed Changes to Route 3 – 6th St./Wilmot Route | | | | | |
|--|-----------|-----------------|---------------------------------|-------------|----------------|
| More convenient | No Impact | Less convenient | Would not be able to make trips | No Response | Response Count |
| 14% | 55% | 12% | 4% | 15% | 100% |
| 41 | 160 | 35 | 11 | 43 | 290 |

Route 4:

Proposed Changes to Rt. 4: Route 4 would operate every 15 min. in the morning and afternoon between Ronstadt Transit Center & Kolb, (every 30 min. east and south of Kolb). During mid-day would operate every 10 min. (every 20 min. east and south of Kolb). No change to weekend service

| Responses to Proposed Changes to Route 4 – E. Speedway Route | | | | | |
|---|-----------|-----------------|---------------------------------|-------------|----------------|
| More convenient | No Impact | Less convenient | Would not be able to make trips | No Response | Response Count |
| 22% | 49% | 9% | 2% | 17% | 100% |
| 64 | 143 | 26 | 7 | 50 | 290 |

Route 6:

Proposed Changes to Route 6: Route 6 would split into two routes at Ronstadt Transit Center (RTC): Route 6 would operate between RTC and Tohono Transit Center with no change in frequency. New route 25 would operate from RTC south to Laos Center and Tucson Airport every 30 minutes weekdays, with alternating trips on the weekends.

| Responses to Proposed Changes to Route 6 – S Park Ave. / N 1st Ave. Route | | | | | |
|--|-----------|-----------------|---------------------------------|-------------|----------------|
| More convenient | No Impact | Less convenient | Would not be able to make trips | No Response | Response Count |
| 10% | 59% | 9% | 2% | 19% | 100% |
| 30 | 172 | 27 | 7 | 54 | 290 |

Route 7:

Proposed Changes to Route 7: Route 7 would operate every 20 min. until 1 p.m. and from 3-6 p.m., and continue to operate every 15 min. from 1-3 p.m. weekdays. No change to weekend service.

| Responses to Proposed Changes to Route 7: 22nd St. Route | | | | | |
|--|------------|-----------------|---------------------------------|-------------|----------------|
| More convenient | No Impact | Less convenient | Would not be able to make trips | No Response | Response Count |
| 10% | 63% | 7% | 2% | 18% | 100% |
| 30 | 184 | 20 | 5 | 51 | 290 |

Route 8:

Proposed Changes to Route 8: Route 8 would be split into two routes at Ronstadt Transit Center (RTC): Route 8 would operate from RTC and alternate between Wilmot/Lee and Speedway/Harrison. Service on Route 8 would operate every 15 min. in the morning and afternoon (every 30 min. east and north of Wilmot), and from 11:30 a.m.-4:30 p.m. would operate every 10 min. (every 20 min. east and north at Wilmot). New Route 18 would operate between RTC and Laos Transit Center. On weekdays, Route 18 would operate every 15 min. until 8 a.m. and from 6 to 7 p.m. From 8 a.m. -6 p.m., Route 8 would operate every 7-10 min.

| Responses to Proposed Changes to Route 8 – Broadway/ S. 6th Ave. Route | | | | | |
|--|------------|-----------------|---------------------------------|-------------|----------------|
| More convenient | No Impact | Less convenient | Would not be able to make trips | No Response | Response Count |
| 18% | 47% | 14% | 2% | 19% | 100% |
| 51 | 135 | 41 | 7 | 56 | 290 |

Route 9:

Proposed Changes to Route 9: Route 9 would merge with Route 20. Service would operate on Grant from Tanque Verde/ Sabino Canyon to Ironwood Hills every 30 min. on weekdays and hourly on weekends. The merged route would no longer serve UA Mall and Ronstadt Transit Center, which would be provided by the proposed Route 109X.

| Responses to Proposed Changes to Route 9 – Grant Rd. Route | | | | | |
|--|------------|-----------------|---------------------------------|-------------|----------------|
| More convenient | No Impact | Less convenient | Would not be able to make trips | No Response | Response Count |
| 7% | 42% | 21% | 12% | 18% | 100% |
| 20 | 121 | 61 | 35 | 53 | 290 |

Route 11:

Proposed Changes to Route 11: Route 11 would merge with Rte. 50 (Ajo Way). The merged route would operate every 15 min. between Dodge & River and Ajo Way & Palo Verde with alternating trips to Tucson Airport and Ajo & Mission until noon and from 4-7 p.m. (every 30 min. west and south of Ajo & Palo Verde). From 12-4 p.m., service would operate every 10 min. (20 min. west and south of Ajo & Palo Verde). The route would no longer serve Laos Transit Center.

| Responses to Proposed Changes to Route 11 – Alvernon Way Route | | | | | |
|---|-----------|--------------------|------------------------------------|----------------|-------------------|
| More convenient | No Impact | Less convenient | Would not be able to make trips | No Response | Response Count |
| 7% | 59% | 8% | 7% | 20% | 100% |
| 19 | 171 | 24 | 19 | 57 | 290 |

Route 15:

Proposed Changes to Route 15: Route 15 would operate from Tohono Transit Center to 22nd Street & Country Club. Route 15 service will operate every 20 min. weekdays. No change to weekend service.

| Responses to Proposed Changes to Route 15 – Campbell Route | | | | | |
|---|-----------|--------------------|------------------------------------|----------------|-------------------|
| More convenient | No Impact | Less convenient | Would not be able to make trips | No Response | Response Count |
| 12% | 54% | 12% | 2% | 20% | 100% |
| 34 | 157 | 35 | 6 | 58 | 290 |

Route 16:

Proposed Changes to Route 16: Route 16 would split into two routes at Ronstadt Transit Center (RTC): Route 16 would operate from RTC and Tohono Transit Center weekdays every 15 minutes in the morning and afternoon, 7.5 – 10 minutes midday; extending route to Ina/Thornycroft every 30 minutes on weekdays. Route 16 Saturday service would operate every 20 minutes from 10 a.m.-4 p.m., 30 minutes for the rest of day. There would be no changes to Route 16 Sunday hours. New Route 12 would operate between RTC and Laos Transit Center. Route 12 service would operate every 15 minutes on weekdays and every 30 minutes on weekends.

| Responses to Proposed Changes to Route 16 – 12th Ave./ Oracle Route | | | | | |
|--|-----------|--------------------|------------------------------------|----------------|-------------------|
| More convenient | No Impact | Less convenient | Would not be able to make trips | No Response | Response Count |
| 16% | 54% | 9% | 2% | 20% | 100% |
| 45 | 157 | 26 | 5 | 57 | 290 |

Route 20:

Proposed Changes to Route: Route 20 would merge with Route 9 and travel on Grant from Tanque Verde & Sabino Canyon to Ironwood Hills every 30 minutes on weekdays and hourly on weekends. The merged route would no longer serve UA Mall and Ronstadt Transit Center, which would be provided by recommended Route 109X.

| Responses to Proposed Changes to Route 20 – W. Grant/ Ironwood Hills Route | | | | | |
|---|------------|--------------------|------------------------------------|----------------|-------------------|
| More convenient | No Impact | Less convenient | Would not be able to make trips | No Response | Response Count |
| 8% | 54% | 11% | 6% | 21% | 100% |
| 23 | 156 | 33 | 18 | 60 | 290 |

Routes 21 and 22:

Proposed Changes to Route: Route 21 on Silverbell would merge with Route 22 on Grande, adding service to Pima College Community Campus and the City of Tucson, Community Resource Center on Bonita. The service would operate on weekdays every 30 min. and hourly on evenings and weekends.

| Responses to Proposed Changes to Routes 21 and 22 – W. Congress/ Silverbell and Grande Routes | | | | | |
|--|------------|--------------------|------------------------------------|----------------|-------------------|
| More convenient | No Impact | Less convenient | Would not be able to make trips | No Response | Response Count |
| 9% | 60% | 8% | 3% | 20% | 100% |
| 25 | 174 | 22 | 10 | 59 | 290 |

Route 26:

Proposed Changes to Route 26: Route 26 would travel on Country Club between Drexel and Benson Hwy. Route 26 service along Masterson Ave would be discontinued.

| Responses to Proposed Changes to Route 26 – Benson Hwy Route | | | | | |
|---|------------|--------------------|------------------------------------|----------------|-------------------|
| More convenient | No Impact | Less convenient | Would not be able to make trips | No Response | Response Count |
| 4% | 64% | 8% | 3% | 21% | 100% |
| 13 | 185 | 24 | 8 | 60 | 290 |

Route 27:

Proposed Changes to Route 27: Route 27 weekday service would operate every 30 minutes. No changes to Route 27 weekend service.

| Responses to Proposed Changes to Route 27 – Midvale Park Route | | | | | |
|---|------------|--------------------|------------------------------------|----------------|-------------------|
| More convenient | No Impact | Less convenient | Would not be able to make trips | No Response | Response Count |
| 6% | 64% | 7% | 2% | 21% | 100% |
| 16 | 185 | 21 | 7 | 61 | 290 |

Route 34:

Proposed Changes to Route 34: Route 34 service would operate every 20 minutes on weekdays from 1-4 p.m. Route 34 buses would no longer serve the stop on 30th St. & Craycroft, requiring passengers to board on Craycroft & 29th St.

| Responses to Proposed Changes to Route 34 – Craycroft/ Ft. Lowell Route | | | | | |
|--|------------|--------------------|------------------------------------|----------------|-------------------|
| More convenient | No Impact | Less convenient | Would not be able to make trips | No Response | Response Count |
| 8% | 59% | 7% | 4% | 22% | 100% |
| 22 | 172 | 21 | 11 | 64 | 290 |

Route 37:

Proposed Changes to Route 37: Route 37 would travel between Pima College East and Tanque Verde/Sabino Canyon, no longer serving Sabino Canyon and Cloud roads.

| Responses to Proposed Changes to Route 37 – Pantano Road Route | | | | | |
|---|------------|--------------------|------------------------------------|----------------|-------------------|
| More convenient | No Impact | Less Convenient | Would not be able to make trips | No Response | Response Count |
| 4% | 59% | 10% | 5% | 21% | 100% |
| 13 | 171 | 30 | 14 | 62 | 290 |

Route 50:

Proposed Changes to Route 50: Route 50 would merge with Route 11 (Alvernon). Service would operate every 15 minutes between Dodge & River and Ajo Way & Palo Verde with alternating trips to Tucson Airport and Ajo & Mission until noon and 4-7 p.m. As a result, bus service would run during these hours every 30 minutes to the west and south of Ajo & Palo Verde. From 12-4 p.m., service would operate every 10 min. and every 20 minutes to the west and south of Ajo & Palo Verde. The merged route would no longer serve Laos Transit Center.

| Responses to Proposed Changes to Route 50 – Ajo Way Route | | | | | |
|--|------------|--------------------|------------------------------------|----------------|-------------------|
| More convenient | No Impact | Less convenient | Would not be able to make trips | No Response | Response Count |
| 7% | 59% | 7% | 6% | 21% | 100% |
| 21 | 171 | 20 | 16 | 62 | 290 |

Route 102X:

Proposed Changes to Route 102X: Route 102X would follow its present routing, but would only operate between the Foothills Mall and UAMC via Downtown Tucson. Route 103X would serve the discontinued portion along Magee Rd. from Oracle to La Cholla.

| Responses to Proposed Changes to Route 102X – Northwest – UA Express Route | | | | | |
|---|------------|--------------------|------------------------------------|----------------|-------------------|
| More convenient | No Impact | Less convenient | Would not be able to make trips | No Response | Response Count |
| 5% | 61% | 7% | 6% | 21% | 100% |
| 14 | 177 | 20 | 17 | 62 | 290 |

Route 103X:

Proposed Changes to Route 103X: Route 103X would follow its present routing, but would be expanded to Rancho Vistoso Park & Ride, and service would discontinue between UA Mall and Ronstadt Transit Center. Route 103X would provide three trips in the morning and afternoon.

| Responses to Proposed Changes to Route 103X – Northwest – Downtown Express Route | | | | | |
|---|------------|--------------------|------------------------------------|----------------|-------------------|
| More convenient | No Impact | Less convenient | Would not be able to make trips | No Response | Response Count |
| 6% | 60% | 7% | 8% | 20% | 100% |
| 17 | 173 | 19 | 22 | 59 | 290 |

Route 105X:

Proposed Changes to Route 105X: Route 105X would follow its present routing, but would no longer serve stops on Kolb/Sunrise.

| Responses to Proposed Changes to Route 105X – Foothills – Downtown Express Route | | | | | |
|---|------------|--------------------|------------------------------------|----------------|-------------------|
| More convenient | No Impact | Less convenient | Would not be able to make trips | No Response | Response Count |
| 2% | 63% | 7% | 6% | 22% | 100% |
| 7 | 182 | 19 | 18 | 64 | 290 |

Route 107X:

Proposed Changes to Route 107X: Route 107X would follow its present routing, but with discontinued service along Lambert and La Canada. Service along Lambert and La Canada would be provided by Route 103X.

| Responses to Proposed Changes to Route 107X – Oro Valley – Downtown Express Route | | | | | |
|--|-----------|-----------------|---------------------------------|-------------|----------------|
| More convenient | No Impact | Less Convenient | Would not be able to make trips | No Response | Response Count |
| 3% | 63% | 7% | 4% | 23% | 100% |
| 9 | 183 | 19 | 12 | 67 | 290 |

Route 108X:

Proposed Changes to Route 108X: Route 108X would follow its present route with a few additional stops added.

| Responses to Proposed Changes to Route 108X Broadway Downtown Express Route | | | | | |
|--|-----------|-----------------|---------------------------------|-------------|----------------|
| More convenient | No Impact | Less convenient | Would not be able to make trips | No Response | Response Count |
| 10% | 60% | 6% | 2% | 22% | 100% |
| 29 | 175 | 17 | 5 | 64 | 290 |

Route 109X:

Proposed Changes to Route 109X: Route 109X would follow its present route but would no longer provide service from Wrightstown to Catalina Highway. There would be additional trips from downtown to Wrightstown/Pantano in the morning and for the return in the afternoon. There would be 4 morning and 6 afternoon trips in each direction. There would be additional stops added to Grant and 6th St. Routing would be adjusted to better serve UA and no longer serve Swan, Columbus, and Speedway.

| Responses to Proposed Changes to Route 109X – Catalina Hwy – Downtown Express Route | | | | | |
|--|-----------|-----------------|---------------------------------|-------------|----------------|
| More convenient | No Impact | Less Convenient | Would not be able to make trips | No Response | Response Count |
| 7% | 52% | 10% | 8% | 22% | 100% |
| 21 | 151 | 30 | 24 | 64 | 290 |

Route 110X:

Proposed Changes to Route 110X: Route 110X would follow its present route, but would have an adjusted schedule for better connections to and from other downtown express routes.

| Responses to Proposed Changes to Route 110X – Rita Ranch – Downtown Express Route | | | | | |
|--|------------|--------------------|------------------------------------|----------------|-------------------|
| More convenient | No Impact | Less convenient | Would not be able to make trips | No Response | Response Count |
| 8% | 62% | 3% | 2% | 23% | 100% |
| 24 | 181 | 10 | 7 | 68 | 290 |

Route 202 & 203X:

Proposed Changes to Routes 202X & 203X: Routes 202X and 203X would merge, traveling between Rancho Vistoso Park & Ride and Aero Park. The merged route would follow the 202X routing south of Ina and the 203X routing to the north of Ina.

| Responses to Proposed Changes to Routes 202X & 203X – Northwest & Oro Valley to Aero Park Express Routes | | | | | |
|---|------------|--------------------|------------------------------------|----------------|-------------------|
| More convenient | No Impact | Less convenient | Would not be able to make trips | No Response | Response Count |
| 3% | 66% | 7% | 5% | 19% | 100% |
| 8 | 191 | 20 | 15 | 56 | 290 |

Route 312X:

Proposed Changes to Route 312X: Route 312X would travel northbound in the AM and southbound in the PM only, beginning at Ronstadt Transit Center and traveling north on Oracle to Rancho Vistoso Park & Ride. Southbound AM and northbound PM passengers would be encouraged to ride Route 107X or Sun Shuttle Route 401. Additional stops to Route 312X would be added on Euclid.

| Responses to Proposed Changes to Route 312X – Oro Valley | | | | | |
|--|------------|--------------------|------------------------------------|----------------|-------------------|
| More convenient | No Impact | Less convenient | Would not be able to make trips | No Response | Response Count |
| 3% | 64% | 4% | 4% | 25% | 100% |
| 8 | 185 | 13 | 11 | 73 | 290 |

Downtown Loop:

Proposed Changes to Downtown Loop: Downtown Loop would discontinue service since it will be duplicated almost completely by Sun Link service. The recommended Route 21 would serve stops on Bonita.

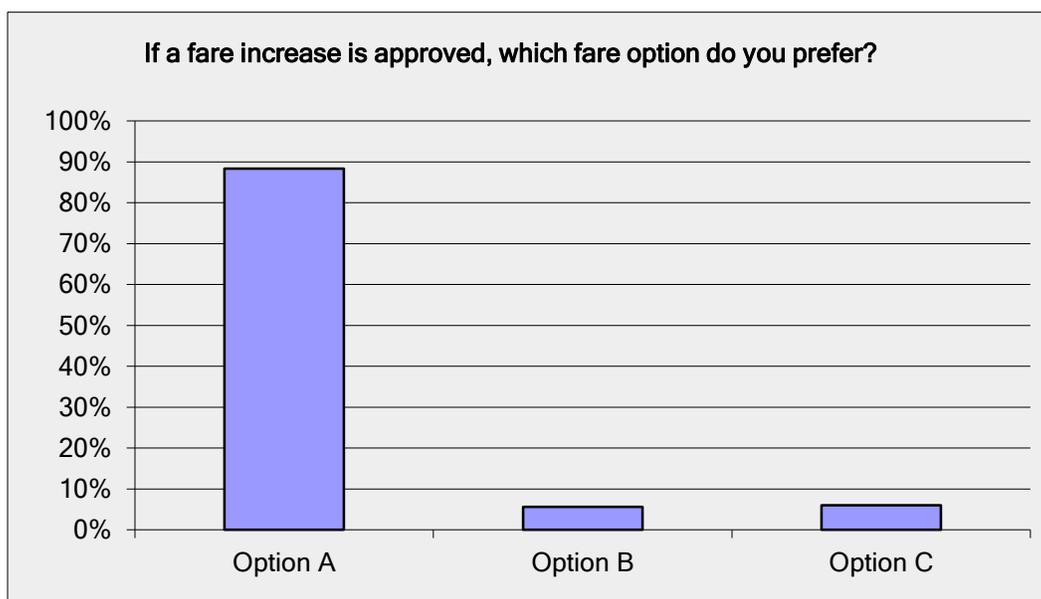
| Responses to Proposed Changes to Downtown Loop | | | | | |
|--|-----------|-----------------|---------------------------------|-------------|----------------|
| More Convenient | No Impact | Less Convenient | Would not be able to make trips | No Response | Response Count |
| 3% | 57% | 11% | 6% | 22% | 100% |
| 8 | 166 | 33 | 18 | 65 | 290 |

Responses to Proposed Fare Increase

There were two questions related to the proposed fare increase. In the first question, three different fare increase options were proposed, and participants were asked to choose between these options. The second question asked how a fare increase would affect their travel.

Summary of responses to first fare increase question: The responses to the proposed fare increase are shown below.

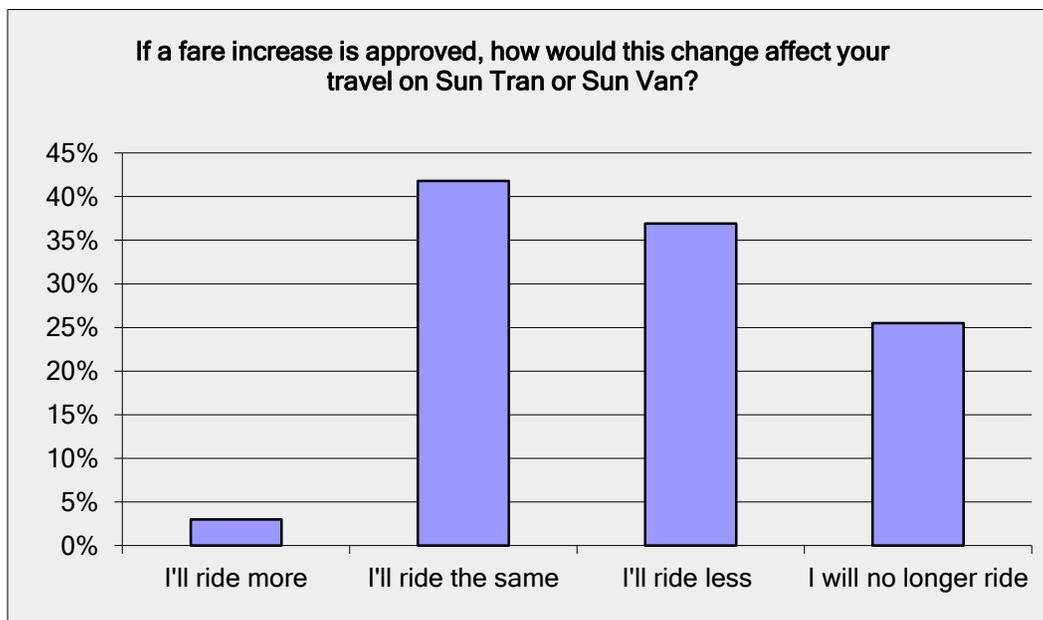
| If a fare increase is approved, which fare option do you prefer? | | |
|--|------------------|----------------|
| Answer Options | Response Percent | Response Count |
| Option A | 76% | 220 |
| Option B | 5% | 14 |
| Option C | 5% | 15 |
| answered question | | 249 |
| no response | 14% | 39 |



Summary of responses to the second fare increase question:

When asked how a potential fare increase would affect participants' travel patterns, 38% indicated they would ride the same and 33% said they would ride less. 23% of participants reported that they would no longer ride, and 3% stated that they would ride more, 9% of the survey participants did not answer this question. These results are shown in the table and chart below.

| If a fare increase is approved, how would this change affect your travel on Sun Tran or Sun Van? | | |
|---|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| I'll ride more | 3% | 8 |
| I'll ride the same | 38% | 110 |
| I'll ride less | 33% | 97 |
| I will no longer ride | 23% | 67 |
| answered question | | 263 |
| No response | 9% | 27 |



Proposed Service Change and Fare Increase Public Comments

Route Comments

| Rte. 1 - Glenn/Swan | |
|--------------------------------|---|
| 1 | Service to Border Patrol a great idea |
| 2 | 29 th /34 th /Country Club segment parallels or duplicates Rt. 17. I suggested this in 2011. |
| 3 | All trips would operate between RTC and 29th St. /Swan service would no longer be provided between Country Club/22nd St. and 29th St. / Swan - Has a study been done on passenger utilization in the proposed discontinued part of the route. |
| Rte. 2 - Pueblo Gardens | |
| 1 | Why are we doing this when it saves less than ½ in weekday revenue hours? COA says “new provision of service to a retail area” – what new retail area???? Duplicates service on S. 6 th with good headways. When will RTA funds extend Rt. 15 to Airport? – any changes to Rt. 2 should be done with that service in mind. |
| 2 | Adopt my 2011 recommendation for crosstown route on Silverlake with accompanying modifications of Rt. 23. Find a way to serve Tucson Marketplace at the Bridges with another route – perhaps extension of revised Rt. 23 S. 4 th Ave. |
| Rte. 3 - 6th St./Wilmot | |
| 1 | <p>I viewed the proposed service change for Route 3. I am opposed to the change because I use this bus to commute to work, and the other route closest to my house (Route 5) does not get me to work on time. Also, Route 5 does not run as frequently as Route 3. The online map was not distinct. It appears that Route 3 does not go west of downtown. If this is not the case, fix the online map.</p> <p>For a year, I have been jacked around by unpublished Route 3 route detours when I go to catch the bus at St. Mary's Road and Granada. There used to be a bus that ran through my neighborhood, Barrio Anita, several years ago. When that Route was eliminated, the City of Tucson said that all we had to do is to go to St. Mary's Road or just up to Speedway. When I catch Route 5, I have to walk almost to Grande Ave. because of the interstate and the river. It is a horrible walk. Motorists do not yield to pedestrians. The walk to Main Ave. is disgusting due to the pigeon population under the railroad bridge. I have to use an umbrella to avoid bird droppings, and I have to walk over dead birds.</p> <p>I am opposed to the fare increases. It is obscene that the city of Tucson proposes to generate revenue from poor, elderly and disabled people as services are proposed to get worse. When I went in to the Special Services office this year, staff was rude and abusive to the people waiting hours for service. This went on for months. Don't tell me that the poor, disabled and elderly caused the system breakdown. Bus commuters need some kind of amnesty from Sun Tran's punishment.</p> <p>Joan Patch 1001 N Anita Ave Tucson AZ 85705 (520) 869-5526</p> |

| | |
|--------------------------|---|
| 2 | <p>The description of the proposed service change. Split into two routes at Ronstadt Transit Center (RTC): - Rte. 3 would operate every 20 minutes on all trips between RTC and Pima College East. Implies that the Route 3 bus would run every 20 minutes, all trips, from beginning of day to end of day, weekdays AND weekends. True? If so, that would be wonderful. Consistency would make coming and going on that route so much easier. If not true, then please add the clarification as is done on other routes.</p> <p>Jan E. Patterson</p> |
| 3 | Worried that if 3 is eliminated it will hinder travel between Grant and downtown. Students will be affected between Pima west and downtown. |
| 4 | Looks like it will be inconvenient to be limited to only streetcar on route 3. |
| 5 | Changing the Rt 3 negatively impacts the students who have to take classes at both campuses if they have to go DT and transfer rather than going straight through. |
| 6 | Agree – but think new route should be #13 – the 28 number should be reserved for additional future service from Laos Transit Center |
| 7 | Acceptable trade off to get service every trip to Stella Rd. and PCC East |
| 8 | Split into two routes at RTC. Rte 3 would operate every 20 minutes on all trips between RTC and Pima College East. New rte. 28 would operate every 30 minutes between RTC and Pima West. |
| Rte. 4 - Speedway | |
| 1 | <p>I catch the #4 that leaves the Golf Links Park & Ride at 5:57 AM between 22nd and Broadway. Several students get off at Broadway, several people get off at Speedway for doctor's office staff and Walmart. The rest of the trip is picking up workers and students, especially Pima College attendees. The bus is usually full as it hits Stone Ave. When I come home AT 4:30, it's OK from the Ronstadt, but by the time it gets to Stone and Speedway it gets to standing room only.</p> <p>Kurt Stemm</p> |
| 2 | Regarding Route 4: 1) It is not clear what "mid-day" means in the proposed schedule. 2) Based on my observations as a regular passenger, I think the proposed schedule is worse than before: There are TOO many riders at about 10am, not too many riders after 6pm, and few buses after 7:30pm. My suggestion based on my 4 years experience is as follows: a) Before 8:30am: every 15 minutes b) 8:30am-11am: every 10-12 minutes c) 11am-3pm: every 15 minutes d) 3pm-6pm: every 10 minutes e) 6pm-8pm: every 15 minutes f) 8pm-midnight: every 20 minutes |
| 3 | This is the kind of creative headway adjustment that gives the most service when needed without reducing overall service during the day |
| 4 | What is really needed here is elimination of the route split at Kolb Rd. IE; all runs go to Harrison Rd. My proposal is to extend route 9 south on Kolb from Tanque Verde, dropping it's termination at Sabino Canyon Rd. |
| 5 | I like the 10 minute frequency during mid-day. |
| 6 | Changes sound reasonable |
| 7 | Is mid-day really more busy than the morning? That seems weird. |
| 8 | The changes seem to be ok, I like the consideration for morning and afternoon and busy mid-day. |

| Rte 6 - S Park Ave. / N 1st Ave | |
|--|--|
| 1 | If this changes in the routes change, you will have made to where I will have no choice but to get up even earlier than I already do just to TRY to be on time to work in the morning. The only change to route six that would truly improve the delays and being over crowded is to add busses and have them run every 15 minutes. I am positive I am not the only passenger that feels this way. Why don't you listen to the passenger and not you had not spent so much on the NEW trolley, you would not need to increase the fares. You have public meetings and ask our opinions , just to disregard them for your needs and desires |
| 2 | Service changes to Route 6 would require me to take 3 buses to get from home to work (UA). This is not more convenient given the infrequent schedule (30 minutes). This change will probably eliminate bus transport as a viable commuting option for me. |
| 3 | I propose continuation of route 6 to Laos Transit center; Route 25 runs directly between RTC and airport via campbell Ave. This eliminates another route split. |
| 4 | Route 6 - Weekdays extend last bus to 8:45pm and also on weekends. |
| 5 | I think the frequency should be 15 minutes |
| 6 | Route 6 is a main UA route, and to have run every 30 minutes during the day is a joke. Hundreds of students depend on it every day, and 30 minutes is too much time for students to wait for a bus. And on top of that, it is too often late and not on time. Since it is a university route, it has to run more often and more accurately. |
| Rte. 7 - 22nd St. | |
| 1 | Would be great that route 7 would run every 30 minutes or less on Saturdays. |
| 2 | Route would operate every 20 minutes until 1PM and from 3-6pm and continue to operate every 15 minutes until between 1-3pm weekdays. No change to weekend service. |
| 3 | Have only one daytime run time weekdays, either 15 or 20. I propose 20. |
| 4 | Don't change bus times from 12 to 20 minutes |
| Rte. 8 - Broadway / S. 6th Ave | |
| 1 | Bus 8 - Wilmot and Pima must run later - maybe up until 9:30pm There is new DV shelter in the area and many of us are very handicapped and must walk up-hill or walk from Speedway and either way it is very dark in places which are potential places for our abusers to find us without anyway for help as well as predators. Ann Ash - 360-4487 |
| 2 | How would you feel if things as passengers decrease because of changes? Will route 8 pass El Con? |
| 3 | I need the 8 bus Laos Center/Wilmot & Pima to keep running. I depend on this bus to get to work! I depend on this route to get home at night. I'm willing to pay fare increase for better service. Run these buses later on the weekend so that people can go out to dinner and help fuel the economy. |
| 4 | If ridership doesn't justify 10, I agree. |
| 5 | COA says: "Additional service will be provided on route 108X to Harrison Rd..." – what? - no additional service is shown in the Revenue Hours table for Rt. 108X. |
| 6 | The proposed changes make it very inconvenient for anyone who travels east to go to work in the morning. All the east west routes are being cut along Speedway and Broadway, and the 108X is only convenient for those going to work downtown. I work at Wilmot and Broadway. So I'd like to see the 8 or the 4 continue to run every 10 minutes. |
| 7 | I like the way Route 8 bus service runs now . I don't like the idea of it changing because it seems to be very confusing and I feel that if it is changed how will it be more effective? |

| | |
|--|---|
| 8 | I have three proposals; 1)Combine new route 18 with route 19, making 19 as its number with 15 minute service. 2) Replace Tanque Verde section of route 8 with extension of route 5 to Broadway-Wilmot using Carondolet-Jessica as turn-around. 3) Retain 10 minute weekday service on Broadway; extend that 10 minute service on Broadway from Wilmot to Speedway - Harrison. |
| Rte. 11 - Alvernon | |
| 1 | I love that the Route 9 is going to merge with the Route 20 |
| 2 | Opposed to the RT 11 not going into Laos Transit Center |
| 3 | Merge with Rte. 50 (Ajo Way). Service would operate every 15 minutes between dodge/River and ajo Way/Palo Verde with alternating trips to Tucson airport and ajo/Mission until noon from 4-7pm and every 30 minutes west and south of ajo/Palo Verde. Between noon and 4pm, service would operate every 10 minutes (20 minutes west and south of Ajo/Palo Verde. No longer serving Laos Transit Center. |
| 4 | I am unsure about loss of service to LTC. This route used to continue on Ajo to Mission after taking the 1 mile detour to it. I think many passengers utilize route 11 to avoid downtown and transfer to routes it crosses. Eliminate the airport section on route 11. This eliminates the split route. I have observed that one route (proposed route 28) would be sufficient airport service. I rarely see people on route 11 with luggage. |
| Rte. 15 - Campbell | |
| 1 | This is a realistic adjustment of headways to reflect ridership demand. When does the RTA extension via Kino to the Airport happen? Do we want to increase frequencies on the UA to Country Club/22 nd section just to take them away when the Kino south extension happens? |
| 2 | This is a realistic adjustment of hdwys. to reflect ridership demand. When does the RTA extension via Kino to the Airport happen? Do we want to increase frequencies on the UA to Country Club/22 nd section just to take them away when the Kino south extension happens? |
| 3 | Relating to Route 15, will this bus route still serve the U of A Mall as it currently does or will there be some stop that passengers could easily connect to the Sun Link (streetcar). Someone had told me a few months ago that the bus could go down Campbell Ave. and then there would be a stop whereby passengers could transfer to the Sun Link Streetcar. I was thinking the stop could be around the Warren Ave. area. It would be very convenient for me if there was some type of stop where I could board the streetcar to either go to the 4th Ave. area of the downtown area. |
| 4 | Finally ... No long waits south of U of Mall. Only Route 4 North assured full service. |
| Rte. 16 - 12th Ave. / Oracle | |
| 1 | This is a realistic adjustment of hdwys. to reflect variations in ridership through the day. The Saturday change in the text doesn't agree with the Frequency Table which says 15-30. |
| 2 | I propose that route 16 be kept 'AS IS'. |
| Rte. 21 - W. Congress/Silverbell - Rte. 22 - Grande | |
| 1 | With a merge of 21 and 22, during the morning and evening commute that will be very crowded. I take the 22 at 5:20 now and it usually has many riders. |
| 2 | Routes 21 and 22 do overlap some of the routes but historic route at that went thru Barrio Anita no longer exists and should be serviced in the future. Please consider adding route changes instead of discontinuing service. |
| 3 | Merging of 21 and 22 would affect employees @ Bonita. Information available states runs can be combined. |

| | |
|---------------------------------------|---|
| 4 | El Rio neighborhood – Combining the 21 and 22 adds quite a bit of time to the travel. Loop into Bonita adds time |
| 5 | I propose that 20 and 21 be combined. |
| 6 | I live in the El Rio Neighborhood, route 22 goes thru my neighborhood. The proposed merger of 21 and 22 will add lots of time because it will go out to Silverbell, Bonita, etc. |
| 7 | Counsilor Romero is concerned about the service cuts to Westside residents and their access to downtown and the UA. Merging 21 and 22 will provide and undue burden. Adding frequency to Route 5 and connecting westside to UA is needed. We are also concerned about the 9 and the 20 and the downtown loop. How will this affect 6 th St./ St. Mary's travelers (Barrio Anita, El Presidio and west)? It also looks like the 21 & 22 eliminates the stop at Ward 1. |
| 8 | Please consider not merging 21 & 22. I use the 22 almost daily. It seems to be a well-used route during the day. That merged route will mean a longer trip from El Rio to downtown. Also, it would be great if #5 ran later in the evening. Right now the last #5 bus leaves the UA around 7 or 7:30, so it makes it hard to use the bus for events at the UA. |
| 9 | Really bad idea – too circuitous, duplicates service on St. Mary's with new Rt. 28. We spent too many years trying to get a logical grid pattern of routes for the west side to have it destroyed by this proposal! Where is the duplication that is supposedly eliminated? – only on Congress and along ½ mile of Silverbell. Reason Rt. 22 perform poorly is the excessively long layover (12 to 15 min.) each trip at RTC. |
| 10 | Recommend retaining both existing routes, but cutting Rt. 22 back from downtown to the end of the streetcar line, terminating in a loop from Grande and St. Mary's via Grande, Congress, Bonita and St. Mary's. |
| 11 | Deviation of this length mid route not acceptable. Serve campus by loop on end of shortened Rt. 22. Recommend loop termination of retained Rt. 22 described above. |
| 12 | Routes 21/22 will be really inconvenient. |
| 13 | Has it been determined what the impact would be from loss of service on Silverbell north of St. Mary's to where service resumes? I think the street is Dragoon. |
| Rte. 26 - Benson Hwy | |
| 1 | Why not run straight through on Drexel since a traffic signal was installed at Palo Verde and Drexel several years ago? |
| Rte. 27 - Midvale Park | |
| 1 | Recommend splitting into 2 routes as proposed by me in 2011: Rt. 27 – Irvington, Midvale Park, Drexel, Cardinal, Los Reales, Tetakusim Rt. 28 – Liberty, Drexel, Calle Santa Cruz, Valencia Reason for poor performance is circuitous routing |
| Rte. 34 - Craycroft/Ft. Lowell | |
| 1 | Agree, except for layover location. Layovers should ALWAYS be at the end of the line. |
| 2 | One block won't hurt. 20 minute service would be nice. |
| Rte. 37 - Pantano | |
| 1 | I see the proposed change to Route 37 and I understand the problem. There must not be a great deal of people who use the bus out to Cloud and Pantano. But the problem is that for any people who do use the bus, changing to Tanque Verde and Sabino Canyon adds another 2+ miles to the trip. I, for example, have to travel a mile just to get to the nearest bus stop and adding the extra part of the trip would mean that using the bus would be nearly impossible and I have no other means to get to work. Alexandra Ulbrich |

| | |
|---------------------------------------|---|
| 2 | From the COA Average Route Ridership table and maps, it appears ridership along Kolb is as good as along many other places along the route. Maintain current routing. I have no idea what the impact of loss service to Cloud Road would be. That said, I propose that route 37 be extended to cover my discontinued route 8 turn-around loop of Wilmot-Grant-Tanque Verde. No loss of stops. |
| Rte. 50 - Ajo Way | |
| 1 | Route 50 arrival time at Mission and Ajo needs to allow me to get off the #23 (going south) and have enough time to walk and catch the #50 going east. Also, the #50 going west to Mission at Ajo barely misses the #23 going south, so I'd have to wait that very long time to get home and that doesn't work for me when I have groceries melting. |
| 2 | Concur – I recommended this in 2011 - Gene Caywood |
| 3 | I suggest that route 50 be discontinued and merged with 11. |
| Rt 102X Northwest - UA Express | |
| 1 | <p>Hello!</p> <p>I have just reviewed the proposed changes to the 102X and 107X routes. Currently the ONLY BUS SERVICE on Magee Road between La Canada and Oracle is provided by the 102X and 107X routes.</p> <p>This length of road is approximately 1.3 miles long.</p> <p>The proposed changes WILL ELIMINATE ALL SERVICE on this stretch of Magee Road. It would be a simple matter to continue the 102X in its current configuration (starting at Oracle and Magee), continuing to provide service to this stretch of Magee Road.</p> <p>Obviously if significant changes are planned for the 107X route, it is not unreasonable to at least keep one route operating on this stretch of Magee Road and it seems simplest to retain the few miles of the 102X for both mornings and evenings that service all the way to Oracle Road.</p> <p>Thank you for your consideration. Pima County Procurement Design & Construction Division 130 West Congress Street, 3rd Floor Tucson, AZ 85701 Direct: 520-724-3723 Main: 520-724-3731 Fax: 520-724-4434 mark.koskiniemi@pima.gov www.pima.gov (http://www.pima.gov/)</p> |
| 2 | I have just learned that there are proposed changes to the 102X route. I currently ride the 102X from Oracle and Magee to downtown (Church and Pennington) for work. It is my understanding from your website that the stops from Oracle and Magee and all the way down Magee to the Foothills Mall will be discontinued. This is very inconvenient. I am slightly disabled and will now have to drive further to get to the Foothills Mall, and hope I can park there without being towed (unless you are having a park and ride put in there) and will have to cross La Cholla Blvd or Ina Road (depending on where I can park), which are both MAJOR streets, where you can only make it across the street, half-way between lights, which basically makes you a bowling pin for the cars going by at 45 MPH (if they're doing the speed limit, if not faster)...which is VERY SCARY. |

| | |
|----|--|
| 3 | <p>I began taking the 102X bus approximately 6 years ago because of the convenience to my home and work (I used to get the bus at LaCanada and Magee, until the bus stop was moved to accommodate the 107X) and then I had to cross that major street, so I moved to Oracle and Magee, and now your proposal will be doing away with that stop as well. I keep driving further and further away from my home in order to catch the bus ... isn't the whole purpose of riding the bus to cut down on gas, emissions, pollution, etc. and to build up car-pooling/bus riding? But it appears that I keep expending more and now your proposal is to move the stops even further still.</p> |
| 4 | <p>I respectfully request that you keep the 102X along Magee from Oracle, or at a minimum from LaCanada and Magee and put the bus stop back on the south side of Magee west of LaCanada (on the side of the St. Mark's Church), so I can at least catch the bus from there and be able to park at the church (they allow that, without towing you, whereas the nursing home facility does not).</p> <p>Thank you for your time and consideration.</p> <p>Here's to a great day, Vicki Thompson 520-724-2759 (daytime - work) 520-861-4045 (nighttime - cell)</p> |
| 5 | <p>Your proposed changes to Routes 102X, 103X and 107X would be very inconvenient for me. Currently I walk 0.5 miles to catch either the 102X or 107X on Magee (between La Canada and Oracle) at La Oesta. The proposals recommend stopping all bus service on this stretch. I would have to walk 50% further (0.75 miles) to La Canada/Magee to catch the 103X to connect with either the 102X or 107X because the 103X would no longer serve downtown. Or, walk even further to the nearest 107X stop. I suspect your data on the stretch of Magee from Oracle to La Cholla is probably skewed due to construction on Magee over the last two years (and will continue for another year from La Canada to Oracle). Add to that, you did not replace the stops on Magee between La Canada and La Cholla after the construction was complete - so yes there is probably a drop off in rider on that section!</p> |
| 6 | <p>Currently the only bus service on Magee between Oracle and La Canada is on the 102X and 107X and it is proposed to remove all service on this segment. It appears that keeping the 102X would be possible or similar to the Route 16 it may be possible to keep 1 of the 3 102X services running from Oracle, perhaps as the last run as a morning "sweeper".</p> |
| 7 | <p>Add an additional bus on 102X to serve a little bit later- UA employees work until 5pm and removing the 103x from serving Ina/Thornydale area, we will have no service to that area.</p> |
| 8 | <p>Magee Rd. isn't served by 103X, but rather by Rt. 107X, but the COA recommendation is to remove it from Magee Rd. too leaving that segment without service. Both 102X and 107X pick up passengers along Magee. Therefore, I can't support removing all service from Magee.</p> |
| 9 | <p>I am disabled and now that you're taking away the 102X from Magee and Oracle, it will be a hardship for me to travel to the Foothills Mall, park (if we're able, without being towed), cross LaCholla Blvd (which is VERY dangerous) and get downtown (Church/Pennington). This change is VERY inconvenient and now I have to drive further to catch a bus, when the whole point of riding the bus is to save on traffic, emissions, gas, pollution, etc. This will be a HUGE hardship for me.</p> |
| 10 | <p>The summary description for the new routes say the 103X will pick up the stops on Magee from Oracle to La Cholla - that's simply not true! It appears the only stop on the stretch may be La Canada. Prior to the start of construction on Magee, the 102X had stops at Maximillion and Zarragoza. Currently the 102X has stops at La Oesta and Northern, which will disappear.</p> |

| Rt 103X Northwest - Downtown Express | |
|---|---|
| 1 | Please keep outbound/northbound trip late afternoon - I catch the 103X at Speedway and Highland at 5:34 and without this time and this stop. I will be unable to keep taking the bus at all. |
| 2 | Dear to the person'(s) I am very concerned about the proposed dropping of the 103X stop at UMC (hospital). I have been a rider of the 103x for the last 9 years. I have been very happy with the service that you provided until now. The 103x is the only bus that I can get to work and on time. I heard part of the reason was about rider ship and bus 102x and 102x stops at the same stop. In regards to the 103x press ridership. I long with other riders have noticed of the increased ridership recently. I would like to ask the person(s) who came up with this proposal how would they fell if this happened to them how to get to work and on time. How would they keep their job? PLEASE DO NOT DROP |
| 3 | Good Morning, I just got back from the last open meeting for the Proposed Service Changes and Fare Increase FY 2015. Thank you for bring it to the UA campus. It was interesting to hear and unfortunately, it is going to impact in my efforts to get to work every day. I was encouraged to let the powers that be know my situation. I walk or bike 2.6 miles from Hardy to ride the 103X every morning. Pick up at Old Father around 6:15, which gets me to the University in time for my 7:00am start. The proposed change will discontinue my stop. My choices are going to be bike (no more walking) 4.6 miles to LaCholla for the 103X or possibly take the 102X. The 102X doesn't pick up in time for me to get to work by 7:00. Will there be adjustments? I'm not terribly happy with the change, but bottom line is that I need to get to the University by 7:00am. Thanks for your time. Karen Bartos |
| 4 | With the proposed route of 103X changing, now which bus would get me to work by 7:00 am at the University? Several (typically 4-5) of us get on at Ina/Meredith at 6:15 to get to UMC or the UA at 7. Which bus other than the 15 goes down Campbell? Even if the 16 is picked up at Lowes at Ina at 6:15, it gets to Oracle at Ina at 6:29, it's too late for picking up the 103X - The 103x leaves Oracle at Ina at 6:23. Don't know if you are planning on changing some of these times so connections can be made or not. Would have to get on the 16 at 5:51 to get to the Tohono at 6:16 to hopefully get the 15 bus at leaves the Tohono at 6:20 to get to UMC close to 6:45. I say hopefully because every time I have been to Tohono for the 15 or 16 the connection is never made. You always have to wait another 20 to 30 minutes because it seems the 15 especially leaves early or the 16 runs late so the connect is not made. Those two route with their connections always been messed. Just want to know what bus I can pick up at Lowes/Ina or Ina/Meredith and get to Oracle for the 103. |
| 5 | Dear: who is in charge of the decision of the proposed change of the dropping of the 103x Campbell Ave bus drop off stops? The stop that I must have is the one that stops in front of UMC. (which is on Campbell Ave). This is my second letter of complaint. I am very upset/angry that this is being proposed when you have many people that rely on this bus to get to work and college U of A students. I have been a rider of this bus/ route for 9 years I have been pleased with the service until now. This is s my only transportation to work and on time I have used this bus. During that time, I along with other riders have seen rider ship gone up. The only time rider ship is down is while UA students are off for break. This bus is the only way for me to get to work and on time; and for medical reasons. I use this bus for my location (north west side). If I do not have this bus, I will end up losing my job. The Bus drop off stop is on Campbell |

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| | Ave. It would be nice that if the person's that are involved with this decision would think how would they survive without public transportation to work; or anywhere along a road. Please keep in mind that this bus route people rely on and if you take it away, you will create great hard ship for many people. Thank you. Mark Youngs |
| 6 | Have they thought about using the shuttle for the gaps? Such as 103X use to go down Ina starting at I-10. It now will start at La Cholla. Would it be effective taking the shuttle from I10 picking up passengers along Ina and dropping them off at la Cholla to pick up the larger bus. What 103X time will go away. Will the 102X or 103X get to the UofA by or before 7 am. 103X and 102 X are not express routes. Changes to the express routes will cause individuals to purchase an additional vehicle . don't change 103x morning times or route going south on Ina Rd. please COA Average Route Ridership table and maps show significant number of passengers at stops along River. Talking about River & Campbell???? |
| 7 | There are 5 people that get on the 103X at Ina/Thornydale so we can get to work at UMC and UA by 7. One is a handicapped. I don't see how we get to work by 7 on an express with the proposed changes. The handicapped person just could lose his job if he cannot get to work by 7 if the bus is not convenient for him. Is 103 going into the UA at all. Has the company thought about a shuttle that would carry about 10-15 people on the routes that have fewer people. I can see doing away with some routes. The 15 coming into the mall at 7 has usually 0 people on it. I see it almost daily. Seems if you run the Express 30 minutes apart vs 10-15 more people would be on them. I would prefer one Express 102 or a 103 start at 6 to go to UMC, UA and downtown. Don't start the next one until 6:30 or 6:45. And then "Corporate SunTran" won't let the ECONOMY or SENIORS ride expresses without paying full fare. They were told they have the regular busses they can take. Sounds almost like the New Health Care plan. Damned either way you go. When the "proposed" changes are made more than likely it will change my plans to get to work. And one more thing about Express busses. High back seats, cloth seats, foot rests and reclining seats certainly did not justify the huge increase. Most foot rests are broken, stains on the seats and if someone puts their seat back you cannot sit behind them because they are in your lap not to mention your trapped in your seat and your knees are hitting the seat in front of you. You may of had Sun tran employees taking a survey on the bus - but why was it always when kids were out of school or close to a holiday when people take vacation. |
| 8 | Although I understand due to the rider volumes, it is unfortunate that the 103 will no longer serve Campbell or downtown. Since there are no other viable bus options in the River/Campbell area, I will have to discontinue riding the bus. |
| 9 | Changes are tough to swallow. With the proposed changes to the 102 / 103x routes I will no longer have an option of how I will get home. If I miss one express bus, I will only have the option of the 102x now. I have tried the Route 15 to 16 at Tohono. I didn't care too much for the 1.5 hours it took to get home, so yes the express buses are about the only option I have to get to Ina/Thornydale from the UA. So thanks, facetiously, for taking away the 103x. And to make matters worse, raising the fare to a point where it will now become financially out of reach for my families budget. You are making decisions for me. I understand that I am not looking at the data you are and I don't understand why these changes need to be made. Ridership on the 103x in the afternoons yes is low. Change that, ok, but the fare? Aren't you trying to encourage people to ride? It seems that those who are riding are making up the difference for SunTran's deficiencies. 70 cents per transfer card with the new Sun Go pass. Really, do we responsible types have to make up for people who lose or could care less about their Sun Go transfer. Ugh! Raise the rates? It could be easier if our employers, mine being the UA, could give us cost of living increases at the same time you are raising your rates. Since they are not, you are probably losing a rider off the now only choice, 102x. Supply and demand? I |

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| | <p>can't see that demand for public transit is increasing. I rode the express because of convenience and a lack of will to pay for UA campus parking. Where as I felt I was saving money by choosing the bus over campus parking, with this fare increase, that gap seems to be closing and the 2025 projected increases definitely closes the gap. I know, you are running a business to. My business is my families budget and these increases don't add up. Sincerely, Steve Riggs, UA employee, current 103x/102x rider, UA Annual Express Sun Go card # 0200005352 until July... then we will see!</p> |
| 10 | <p>The 103X WILL NOT TAKE THE PLACE OF THE 107X. The 103X does not go downtown. The 103X is supposed to connect with 102X - but it won't be there on time. The 103X is supposed to connect with the 107X -it will not be there on time. Change the route and you will force me to buy a car, costing me thousands of dollars a year. It will add another vehicle to the road, more pollution, and deterioration of the already critical roads. DO NOT CHANGE THE 107X.</p> <p>Regarding proposed route changes for X103 and X107. With X107 not servicing Magee Road, I see that X103 will now handle these riders. If this is the case, I strongly recommend the following two changes:</p> <ol style="list-style-type: none"> 1. that X103 have a bus stop at La Canada and Lambert. There is a large number of riders currently being picked up at this location. 2. that X103 needs to do downtown. 99% of all riders of X107 get off downtown at Stone/Alameda (Main Library) and walk in the west and/or South direction. <p>Thank you for your consideration. Ed</p> |
| Rt 105X Foothills - Downtown Express | |
| 2 | I need service to Kolb/Sunrise, please do not discontinue it |
| 2 | <p>To Whom It May Concern,</p> <p>The proposed change to Route 105X would affect my commute to and from work at the UA every day. I walk about 5-6 minutes to the bus stop now at Sunrise and Kolb and it makes it possible for me to get to work and back home every day in an affordable way.</p> <p>Please do not eliminate this part of the route.</p> <p>Sincerely, Rose Audretsch</p> |
| 3 | <p>Hi,</p> <p>I recently heard that the express bus stops on North Kolb may no longer be available in the future.</p> <p>As a University of Arizona employed this will have serious consequences for my ability to get to work. Those stops are very important to some people, myself included, and I really hope they will not be removed in future.</p> <p>Thank you. Dr. Eddy White</p> |
| 4 | <p>I just wanted to stay how much I object to the discontinuance of service to Sunrise / Kolb. At this time, there continues to be increased ridership and the parking situation at Sunrise / Swan makes any type of park/ride situation impossible. The shopping centers at Sunrise and Swan have continually tagged cars and threatened towing. I would suggest instead of cutting service to sunrise / Kolb that Suntran offer only two different Buses to drive the route and not three.</p> <p>Thank you for your consideration. Michelle Whitehead</p> |

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| 5 | <p>Dear Suntran</p> <p>I am writing about the proposed cancelation of the Kolb/Sunrise/Territory stops. I use the bus on a varying schedule to get to the UA. There is a core group who use it daily. I serves as a good option for any in that area that need to get to the UA or downtown. I would suggest you look at reducing the number of times the route is served and reduce it to one stop instead of two as opposed to canceling the whole thing.</p> <p>Thank you for your time.</p> <p>Rita M. Williams 520-955-2854</p> |
| 6 | <p>In regards to the 105X not serving Kolb and Sunrise - Rather than add 4 daily new trips on the 109X, offer a new "North" Route with these programmed trips - 2 morning and 2 afternoon trips that start from Tanque Verde/Sabino Canyon, north on Sabino Canyon/Kolb turn to the established Kolb/Sunrise stop. then west to Craycroft south to a new stop at Craycroft/River, west on Ft. Lowell for additional Express stops until Campbell. Then south for UofA stops and continue on speedway to established 109X route. Try this for 6 months before adding these 4 new trips to regular 105X.</p> |
| 7 | <p>Please do Not eliminate the Kolb/Sunrise stop from the 105X bus route. Eliminating this stop would create undue hardship to me and my fellow riders who utilize this stop. It is likely I will NOT be able to use public transit if this stop is eliminated. Sadly, the "Bus Route Analysis" did not take into account customer convenience, available parking, or future opportunities while doing the computer modeling.</p> |
| 8 | <p>I am a rider of the 105X and board the bus at Kolb and Sunrise. Based on Sun Tran's recommendations you are proposing to increase the fare and do away with my stop. To me this is a lose lose scenerio. Please do not take away my stop it would be tragic. If you do I may add a third lose to the mix and that is I will drop Sun Tran; your loss.</p> <p>"I, along with on average 7 other customers get on the 105X bus at Kolb and Sunrise and doing away with this stop would be a significant hardship. I am requesting that Sun Tran reassess the 105X bus route to keep the Kolb/ Sunrise stop. Specifically I/we would like you to consider:</p> <ol style="list-style-type: none"> 1. Altering the route to make it more efficient by allowing it to travel south on Kolb Road to River Road; 2. Reducing the number of buses (from 3 to 2) that service this area; and, 3. Consider safe legal Park & Ride locations in the analysis. <p>Simply eliminating the 105X stop at Kolb/Sunrise shows no foresight or creativity.</p> |
| 9 | <p>I am not in favor of the proposed route change for bus 105X - Foothills Downtown Express. I use the stop at Kolb and Sunrise every day. I catch the 6:45 or the 7:15 bus. There are usually 5 riders present at the stop at each of those times. I know there are riders at the Kolb/Territory stop as well.</p> |
| 10 | <p>Could you remove the first bus in the morning and the third bus out of downtown in the evening from the service? I have taken those a couple of times and there is usually no one riding. Obviously, I would be very disappointed if Sun Tran removed the Kolb/Sunrise area from the 105X route. A couple comments and questions;</p> <ol style="list-style-type: none"> 1) Did sun Tran investigate removing the first bus in the morning and the last bus in the evening fro the service. Cutting the 105X down to 2 lines a morning and evening. You could even massage the times to try and work with the ridership. The ridership is such a tight group. I would think you could manage some resolution. 2) The removal of Kolb/Sunrise will decrease ridership. There are 6 or so riders at the |

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| | <p>second and third bus down in the morning at the Kolb/Sunrise stop. I believe there are three or four at the Kolb/Territory stop. I am not sure what these people will do if the service is cut.</p> <p>3) The people may just drive to Swan/Sunrise to catch the 105X. This is problematic because the businesses at Swan and Sunrise are not bus patron parking friendly. Tickets have been given to bus riders parking their cars in the private business lots. This is not an issue at Kolb/Sunrise.</p> <p>Thanks. bill mackey 520-664-4847</p> |
| 11 | <p>Today, 7 paying customers boarded the 105X at Sunrise and Kolb at 6:40 AM. No other riders boarded the bus prior to us getting on. Between this location and downtown no stop had this many riders board the bus. Actually the total number of riders that boarded the 105X at all the other stops combined did not exceed the 7 that got on at Kolb and Sunrise.</p> <p>Given this information I ask why is Sun Tran proposing to do away with the Kolb / Sunrise stop? It is certainly NOT because they are interested in customer convenience or satisfaction. As they so pointedly mentioned at the public meetings, their number one goal is "reducing travel time". My question is why bother running a bus system if you don't care about your customers.</p> <p>My second comment, based on this morning's observation is that 4 of the 105X riders got off the bus at Grant and Swan only to board the 109X bus that arrived 3 minutes later. They have been doing this since November 2013. The reason these rider depart the 105X is exclusively because SUN TRAN has refused to modify the 105X morning route in the downtown area. The 109X stops in front of 201 N. Stone Avenue and the old County Courthouse but the 105X goes to Ronstadt. No one on the 105X is interested in going to Ronstadt and we have repeatedly asked Sun Tran to modify this route however they have refused to change this route. Because modifying the 105X's morning route in the downtown area is not part of their recommendation I am left to assume that Sun Tran's attitude is to continue ignoring the customer and do what they choose to do.</p> |
| 12 | <p>Eliminating the Express 105 stop at Kolb and Sunrise, there are about 7 regular folks that catch this stop every morning that would be impacted by this change... many of us walk to the bus stop and would now need to drive four miles to the next stop.</p> |
| 13 | <p>Route 105X: Several people who get on at Kolb/Sunrise work for Sun Tran, have free passes, and do not count when they get on & off the bus. Also some UA riders still have trouble with their cards and do not register when they get on the bus.</p> <p>There is adequate allowed parking at Sunrise & Kolb . There is no parking allowed at Sunrise & Swan. Most people are dropped off or walk to Sunrise & Swan.</p> |
| 14 | <p>Removing 105X stops on Kolb and Sunrise will mean that I will not be able to use Sun Tran to get to/from work.</p> |
| 15 | <p>COA Average Route Ridership table and maps show significant number of passengers at stop at Sunrise and Kolb.</p> |
| 16 | <p>The changes to 105X (eliminating the Kolb/Sunrise stop) would be an inconvenience to me (someone drops me off and picks me up), but there are several UA students who walk to this stop (no other means of transportation) and one student in a wheelchair who travels to the stop in his chair from his home east of Kolb/Sunrise. To them, the elimination of the stop would pose major transportation issues.</p> |

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| 17 | I live near Sunrise and Kolb. I've been a happy bus rider from Kolb and Sunrise for almost four years. I get a half-hour of work done each way to and from the University. As-is, I can walk to the stop or my wife can drop me in a couple of minutes. For several years the bus let us easily be a one-car family. Needing to catch the bus at Sunrise and Swan makes a walk impractical. It would require 12 additional miles of daily driving for my wife to drop me. We'd need to build more padding time into the morning departure to allow for possible traffic issues over the longer distance to the Sunrise and Swan stops. I'm hoping you'll be able to preserve an afternoon and morning trip out to Sunrise and Kolb. If not, you'll possibly turn a bus rider back into a car with one occupant. |
| Rt 107X Oro Valley - Downtown Express | |
| 1 | <p>It has come to my attention that the 107X to Oro Valley may be changing the route it takes, eliminating stops at the Park and Ride on Lambert Lane as well as stops on La Canada and Magee. I really can't believe that would be a good choice as these are the stops where there is ample parking as well as where the greatest number of riders board the bus.</p> <p>When is the decision going to be made and are there going to be any public hearings? Thank you for your time. Jim Wachsning - a loyal 107X rider</p> |
| 2 | <p>I wanted to send my comments regarding the proposed changes. I think it makes great sense to eliminate any stops along Lambert Lane, La Canada, and Magee. I can drive to one of the proposed stops just as easily as I now drive to Riverfront Park. I am hoping by eliminating these other stops, the 107X will become more of an express bus, and that will ultimately shave some time off the drive. As it is now, we seem to make way too many stops within blocks of each other.</p> <p>Additionally, I would really like it if the Council would consider adding an earlier stop to at least one of the routes. Many of us who work downtown take the earliest bus to work, and therefore, can sometimes leave work as early as 4 o'clock. Unfortunately, the earliest pickup heading out of town as far as I am aware is 4:40.</p> <p>Thank you, Donna Hughes 724-8434</p> |
| 3 | <p>Please consider dropping the proposed route change to 107X along Lambert and La Canada. There is a faithful group of folks that depend on those stops to get to and from work. The statement "Discontinue service along Lambert and La Canada, which would be provided by Rte. 103X" is totally false as this does not get us to downtown and back.</p> <p>We will stop riding the bus if we have to do a transfer or get on the bus at a different location, it just does not work for us.</p> <p>Some of us walk or bike to the bus stop, we do not drive so saying that we can just drive further to another stop does not work for us.</p> <p>Thank you, Leslie Carpenter</p> |
| 4 | <p>To whom it may concern:</p> <p>In July of 2010, I purchased a home in Oro Valley. The location I selected was primarily due to the close proximity of the Sun Tran park and ride at Canada del Oro River Front Park, which I</p> |

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| | <p>walk to each day to ride the bus. I have been riding the 107x every weekday to and from downtown since then. My spouse is disabled, and I currently only own one vehicle which I leave to her in case of emergency since I ride the bus.</p> <p>I have recently been informed that there is a proposal to eliminate that stop. If approved, it will be very unfortunate for me, as well as several other riders who I commute with each day. Unlike a lot of individuals who choose to utilize mass transit, I do have no cost parking available to me at my place of business. Although there are other benefits to riding the express bus, If I am forced to drive to a park and ride location, then it negates a significant consideration in moving from downtown Tucson to Oro Valley. If the proposal is approved, I will most likely prefer to drive to work where I could park my vehicle in a secure location, and the convenience factor of having my car at my place of business, in my mind, outweighs any additional cost of driving to work each day. I only ask that you carefully consider perhaps that although this change makes sense to you, and may benefit a few, I doubt more riders will be happy, than the number of riders who will oppose this proposed change. With significant change, there is usually some risk. If you feel the benefit outweighs the potential loss of ridership, and discourse among loyal customers, then I would just comment that as in many governmental and bureaucratic processes, unfortunately the decision is up to those who are not affected. Thank you for taking the time to consider my opposition to this proposed change. Michael E. Sears, (also sent two other communications saying same, once as Mike Sears, msgs04@q.com)</p> |
| 5 | <p>I have been a 107 rider for 3 years now, since the 107 is now scheduled to depart downtown 5 minutes later than previously it will hit even more traffic going north. I think you should have an early bird in the afternoon to accommodate all the passengers that get off work at 4pm. the extra 5 minute will over fill an already full bus, it will be standing room only waiting for the few transfers to pack the bus even more, what would be more accommodating if you are concerned about transfers then start the 401, 30 minutes earlier and run it 30 minutes later so that way passengers getting off at Vistoso will have a viable connection to get to Catalina. like maybe be able to catch the 107 at 6:27 and catch the 401 at 5:45pm to Catalina.</p> |
| 6 | <p>I ride the 107 express bus south in the morning from Orange Grove and Oracle to the library at Stone and Alameda. I catch the bus that is the last run of the morning which leaves Rancho Vistoso Park and Ride at 6:57 AM. That bus has an untimed stop at Orange Grove and Oracle of 7:24 AM. The bus usually arrives between 7:30 and 7:35. The bus is almost full every morning.</p> |
| 7 | <p>With the construction completed that bus now arrives downtown (Stone and Alameda) at about 7:45-7:50. That should be sufficient time for most people who work downtown to get to work. If the bus ran a little closer to schedule, (the untimed stop at Stone and Alameda is 7:41 AM) even more time would be available to get to work. The scheduled time from Orange Grove and Oracle to Alameda and Stone is 17 minutes. The bus usually comes very close to meeting that time limit for that stretch of the route however it is already 6 to 11 minutes behind schedule when it gets to Orange Grove and Oracle. This bus from Orange Grove and Oracle to Stone and Alameda runs very close to schedule and should not be changed. Adjustments to the route north of Orange Grove and Oracle are needed to get the bus running on schedule the full length of the route. It looks to me like your proposed route will accomplish that goal, assuming the departure time remains around 7:24. It appears that your change to the northern most routing of 107X will alleviate any schedule problems.</p> |
| 8 | <p>I support changing the route, as proposed, but leave the departure times the same. This will give bus riders more time to walk from the bus stop downtown (Stone and Alameda) to their place of work.</p> |

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| 9 | I ride the last 107 express bus north in the afternoon to Orange Grove and Oracle. That bus is scheduled to leave Stone and Franklin at 4:40. It then goes directly to a stop at Stone and Alameda. From riding this bus for almost 7 years I have noted that most the riders come from south. Very few come from the north and they are usually at Stone and Franklin several minutes before the bus is scheduled to leave. The few stragglers are usually caught between Alameda and Franklin, trying to board at Franklin. They have the option of just going to the Alameda stop and boarding there. In other words, the 4:40 departure schedule is fine. |
| 10 | Question: Why are you adding an express stop at Ina and Oracle? It doesn't show up on the schedule in effect today. There is a Park and Ride lot at Ina and Oracle but it is on Ina west of Oracle. The stop at Ina and Oracle on Oracle is located adjacent to private, very busy, shopping center. |
| 11 | <p>I would be THRILLED to have the La Canada jog taken out of the 107x route. I live north of the first stop (Rancho Vistoso) but because this jog increases my ride from 10-15 minutes EACH WAY, I choose to drive down to Magee to catch the bus increasing my vehicle mileage 12 miles daily. From Lambert Park thru the Magee stops, there are times it does not seem to be an express route because of all the little stop that are made, some at individual subdivision roads, not main intersections.</p> <p>I would be thrilled if the route would just go down Oracle. It would save a lot of time especially in the evening when the bus tries to make a left on Magee. We have waited thru 3 light rotations on several occasions & waiting 2 is very common. Leaving the Magee/Oracle parking area at WalMart is extremely difficult due to the increased traffic now that the construction is almost finished on Magee. I vote to eliminate the La Canada/Magee jog and vote for the straight Oracle drive!</p> <p>Please change the route to eliminate stops along La Canada & Magee! Denise Waldo, CPPB (combined 2 emails from this respondent, saying basically same thing) Commodity/Contracts Officer Pima County Procurement 130 W Congress St, 3rd Floor Mail Stop #DT-AB3-126 Tucson, AZ 85701 520/724-8458 Fax-520/791-6505</p> |
| 12 | <p>I have been riding the 107X since it was first created - parking at the Rancho Vistoso Park and Ride. I just wanted to provide some feedback about the proposed changes. I think the proposed changes will better serve the riders that want to get downtown in the quickest way possible - keeping the route on Oracle Rd. will definitely make it more of an express route.</p> <p>Thanks for the opportunity to provide feedback. Rosemary Farley 12978 N. Carlsbad Pl. Oro Valley, AZ 84744 520-544-7500</p> |
| 13 | <p>By sending the 107X straight down Oracle without stopping on Lambert will cause some of the downtown workers some grief, especially if the 103X eliminates the downtown loop.</p> <p>If the fare increases to either of the proposals I will consider not riding the bus (107X) any longer.</p> |

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| | <p>Leslie Dekker Arizona Superior Court in Pima County (520) 724-3699 FAX (520) 222-0269</p> |
| 14 | <p>Leave the 107X alone! Unless Sun Tran can guarantee the 102X will wait for the 103X buses in the morning to get to LaCholla/Foothills Mall and Vice Versa at night, you are adding close to 30-45 minutes to each commute. You are forcing one-car families to buy a car, costing thousands of dollars a year and putting more pollution in the air, more cars on the road and causing more financial stress.</p> |
| 15 | <p>Currently the only bus service on Magee between Oracle and La Canada is on the 102X and 107X and it is proposed to remove all service on this segment. It appears that keeping the 102X would be possible or similar to the Route 16 it may be possible to keep 1 of the 3 102X services running from Oracle, perhaps as the last run as a morning "sweeper".</p> |
| 16 | <p>Your proposed changes to Routes 102X, 103X and 107X would be very inconvenient for me. Currently I walk 0.5 miles to catch either the 102X or 107X on Magee (between La Canada and Oracle) at La Oesta. The proposals recommend stopping all bus service on this stretch. I would have to walk 50% further (0.75 miles) to La Canada/Magee to catch the 103X to connect with either the 102X or 107X because the 103X would no longer serve downtown. Or, walk even further to the nearest 107X stop. I suspect your data on the stretch of Magee from Oracle to La Cholla is probably skewed due to construction on Magee over the last two years (and will continue for another year from La Canada to Oracle). Add to that, you did not replace the stops on Magee between La Canada and La Cholla after the construction was complete - so yes there is probably a drop off in rider on that section!</p> |
| 17 | <p>Route 107. Longest single pickup is Riverside Park at Lambert. Replacing that pickup with Routes 102 & 103 does not bring those riders to the Pima Library area</p> <p>Fare increase is acceptable James E Gaston 6200 N Oracle Rd #243 jggmanagement@hotmail.com</p> |
| 18 | <p>My concern/worry is that in re-routing the 107X that it will no longer be accessible for some that do not get dropped off and do not just park & ride. Those sites are along Lambert/ La Canada.</p> <p>The proposed Rt 103 doesn't come downtown- relies on the streetcar- the streetcar may or may not be functional. No idea if additional cost involved for those travelers plus no idea if timing will work between the two for getting to work on time. You will lose riders if they don't work together.</p> <p>Will City & County still receive their half price bus passes? Nothing in report indicates that. Report shows 107X Express Route riders ride 4x a day. No we don't. 1 trip in, 1 trip out. Only runs 3 trips in AM and 3 in PM. No availability during day for that or weekends.</p> <p>Kathy Brown 12331 N Echo Valley Dr., Oro Valley, AZ 85755 kathy.brown@tucsonaz.gov</p> |
| 19 | <p>Changes to the 107X - Increases travel time, doesn't make travel easier</p> <p>Informal Survey done by individuals riding the 107X – only one individual states that they completed a survey.</p> |

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| 20 | need to make connection times work AM & PM from Catalina to 107X & 312X express bus at Rancho Vistoso. A shuttle from Catalina would be very helpful - its +/- 12 miles to the Rancho Vistoso park & ride. great idea extending the 312X to downtown! more options better!! |
| 21 | I have been riding the 107X (La Canada/Lambert) for quite some time. Each morning there are 8 - 15 people that board at that stop. Many are already boarded. About 90% of the bus, including all of the people I have boarded with, unloads downtown at the library and walk to buildings in the area. I transfer to the 110X. Forcing people boarding at Lamber/La Canada to board the 103X and get off at Ronstadt, far from where they are going, is a disservice. It will take longer to travel and does not take the riders any closer to where they want to go. I can understand expanding the 103X but it makes more sense to have the 103X go down Oracle to maybe Tangerine, Naranja or Magee and cross over to La Cholla and join the regular route than to take over the top half of the 107X route. This would allow the 107X to remain intact and get the riders where they want to go. If the proposed routes stay as they are (which I oppose) there must be stops on the 107X on Oracle at First and at Pusch View Lane where parking is available. |
| 22 | The 107X service along Lambert and down La Canada should not be discontinued. 103X does not drop off along Stone/Franklin, so is not the same |
| 23 | To change the 107X and think that the 102/103 would make up for it is ill-conceived and not practical. You are forcing one-car families to buy a car to drive to a stop (I don't see Park 'n Rides at Magee/Oracle), putting more pollution in the air and more vehicles on the road - not to mention costing families who have to buy a car thousands of dollars a year. If this is the plan to eviscerate the 107X and other express routes, it will probably work. Mayor and Council will be informed of the loyal 107X riders displeasure of this plan. |
| 24 | DON'T ELIMINATE 107X DON'T MESS WITH THE 107X ROUTE I WILL CONSIDER RIDING LESS-BUT IF YOU ELIMINATE 107X ON LAMBERT LANE MIGHT DECIDE TO STOP RIDING ALL TOGETHER NEED EARLIER 107X BUS FROM DOWNTOWN. 41:15 PM - KEEP CURRENT ROUTE 107X |
| 25 | Hello! I have just reviewed the proposed changes to the 102X and 107X routes. Currently the ONLY BUS SERVICE on Magee Road between La Canada and Oracle is provided by the 102X and 107X routes. This length of road is approximately 1.3 miles long. The proposed changes WILL ELIMINATE ALL SERVICE on this stretch of Magee Road. Thank you for your consideration. Pima County Procurement Design & Construction Division 130 West Congress Street, 3rd Floor Tucson, AZ 85701 Direct: 520-724-3723 Main: 520-724-3731 Fax: 520-724-4434 mark.koskiniemi@pima.gov www.pima.gov (http://www.pima.gov/) |
| Rt 108X Broadway - Downtown Express | |
| 1 | There are rumors that the 108X route is going to be ELMINATED. I live at 22nd and Houghton and use the express bus to get to work, I WILL NOT ride the 8 from the east side of town to downtown, the 8 bus is not as nice as the express bus and the time the route bus takes would add more than a hour to my daily commute. With the increase in STOPS for the 108X to EVERY major cross street it will increase the time it takes for it to reach down town in the morning. |

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| | <p>On most of the stops there will be riders for the 8 and they want to know where the bus goes and how much it costs. So the stop plus the driver having to explain the route and fees will make the morning riders late to work and a longer ride home.</p> <p>David Oliver Superior Court ITSD 520 724 4304</p> |
| 2 | <p>I REQUEST that you do not end the 108X route.</p> <p>This email is to comment regarding the elimination of the 108x express service. Instead of a total elimination of the 3 108x routes in the morning & evening, maybe the committee can take as a solution to CUT BACK to either 1 or 2 routes both in the am and pm. The 108x express route is very effective for working people to get downtown in a reasonable time frame whereas the normal bus routes and riders are a detriment to getting across town in a timely manner. I live past Houghton & go the Speedway & Harrison bus stop to catch the bus and even trying to ride the normal 4 or 8, the time schedules are not compatible for me to get to work in a timely fashion; ie. working from 8 to 5.</p> <p>And, as you committee personnel working as a exempt employee, I am non-exempt & have to be to work on time. Also, if the express is eliminated, I would also be reducing my monthly bus pass from an express to a regular & thus, you would be receiving less money not just for me but for all who ride all 3 routes of the 108x express.</p> <p>Terri Sexton 724-6919 Pima County Public Defender's Office</p> |
| 3 | <p>I write to you today to provide you a rider's perspective and a suggestion in regards to the possible elimination of Sun Tran Route 108X. I thank you in advance for taking the time to read on and for your diligence in dealing with the difficult financial and social issues with which you are faced.</p> <p>I have been a daily rider of the 108X for the past 6.5 years as the means to and from my home (at Broadway & Kolb) and work for Pima County (at Stone & Alameda). I endure a 2 hour round-trip commute to take the bus, and have never batted an eye at the increases in the bus pass fares (in fact I would gladly pay more to ensure that the route stays running), as I genuinely feel it provides the best option for a cross town commute.</p> <p>The 108X route is traveled primarily by city and county workers such as myself. The people that take this route, like me, have work schedules that cannot be accommodated by planning connections to parallel routes (e.g. the 101X), and taking Route 8 along Broadway would require that we increase our travel time by another 30 minutes at a minimum daily, which tips the scale in favor of driving over such a negative impact to our work/life balance. Simply put, the majority of us would stop riding the bus if you eliminate the 108X route.</p> <p>In light of this, I would ask you to look for alternatives to this financial issue that cut down the number of buses running this route, rather than dissolving the service entirely. Reducing the number of buses from the 3 that run today to only 2 would create a more crowded express route, but at least most of us would continue to ride the bus rather than turn to our gas guzzling automobiles to meet the demands of our commute. That would be truly counterproductive for everyone's interests: it would reduce the revenues for Sun Tran, worsening your financial situation rather than alleviating pressures; it would increase already burgeoning parking issues</p> |

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| | <p>downtown, detracting from the commerce and tourist revitalization in the area; and perhaps worst of all in the long run, it would worsen Tucson's air pollution, which I believe to be counter to Sun Tran's charter, if not detrimental to all of our futures.</p> <p>In conclusion, I want to support the ideals and directives laid out in the Pima County Travel Reduction Ordinance, but I need your help to do it: 17.40.020 Purpose. The purpose of this chapter, recognizing that motor vehicles are the single greatest contributor to air pollution, is to improve air quality and reduce traffic congestion in the incorporated and unincorporated areas of Pima County by increasing alternate mode usage and reducing overall motor vehicle travel for commute trips.</p> <p>I appreciate your consideration as you tackle this important dilemma. Thank you for your attention, Cody Cohn</p> |
| 4 | <p>There is talk of eliminating the 108X route. I have taken this route for many years as I am a State of Arizona employee. I would recommend if you cut costs to eliminate two of the three times and keep at least one. If you were to eliminate the first and third times for both Eastbound and Westbound those who take these times would then be able to gravitate to the middle time.</p> <p>Carina McKee azmckee@gmail.com (mailto:azmckee@gmail.com) (520) 591-9141 cell (520) 628-6408 work</p> |
| 5 | <p>I am a rider of the 108X - with the proposed additional 3 stops and the increase to \$81 a month I can tell you that after being a 20yr + rider I will no longer ride the bus and I also will not promote riding suntran as I have in the past.</p> <p>108X: Changes to put a new stop at Broadway & Craycroft is awesome. Hope your changes go through.</p> <p>Bryan Bowers 642 S. Magnolia Ave, Tucson AZ 85711 520-979-6023 bryanxbowers@gmail.com</p> |
| 6 | <p>I like the idea as it makes the 108X into more of a Limited route rather than an express route, which it would become when BRT or LRT is established along Broadway.</p> |
| 7 | <p>Do not want additional stops for the 108 - I am not opposed to paying more, but you are asking for a 70% increase - more pay for less service</p> |
| 8 | <p>I have several comments. The first is regarding changes in routes 8 and 108. I currently ride both and have to switch mid-town in the am and on Broadway in the evening. This is due to the fact that the 108 does NOT service Ronstadt. With the proposed changes and less frequent buses on the 8 and 108, I may no longer be able to ride at all. I have long felt that this system does not honor those of us who pay full fare. I have been very unhappy with no Ronstadt stop on the 108, which is likely to worsen with the proposed changes. Reducing the frequency of the buses on both 8 and 108 will only compound this problem. The fare increases are astounding. This is a huge increase for a service that is less convenient. At some, point the diminishing returns make this untenable and no longer an option for commuting. I continue to have problems with my SunGo card, so increasing fares seems quite laughable. You should fix the problems with putting money on the Sun Go cards through the website first, before considering an increase. I work for the VA. This is one of the organizations that subsidizes the bus passes. I would have thought there would be a push to try to get more VA employees using Sun Tran and trying to find ways for us to get to work on time, rather than reducing options!!!</p> |

| Rt 109X Catalina Hwy - Downtown Express | |
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| 1 | <p>I travel from the Udall area to the U of A and normally take Route 9. I will sometimes take 5 or 4 if I have an urgent need to get in at an unusual time. I live near Bear Canyon and Snyder Rd. I'd really like Route 9 to remain the same and propose a park and ride at Udall park or somewhere nearby. It appears Route 5 will remain the same and, if so, it would work for me- although not as convenient. A Park and Ride near Udall would make riding the bus from the North-East area much more 'do-able'. The current frequency and/or times make Route 109X not very attractive at all for me. I normally go to work later in the morning and return later in the evening.</p> <p>Thank you for the opportunity to comment on the proposed changes.</p> |
| 2 | <p>Sun Tran, I've been a daily rider of the full Catalina Highway - Downtown express route (now 109X) for over 19 years. We need route 109X to continue to service the Catalina Highway stop rather than ending at Wrightstown and Pantano.</p> <ul style="list-style-type: none"> - The fact is that more 109X riders get on and off at the Catalina Highway stop than any of the other 109X stops. Ending the route at Wrightstown is a disservice to those core 109X riders. You are cutting off a wide swath of northeast Tucson that has no other access to bus service and is geographically isolated by major washes. - The addition of a third 109X trip in each direction a year or so ago was not needed and served to dilute ridership on the original two scheduled trips. Please go back to two westbound 109X trips from Catalina Highway in the morning, and two eastbound 109X trips downtown to Catalina Highway in the evening. Use the savings to preserve the eastern two miles of the route to/from Catalina Highway. - A number of current 109X riders live in large apartment complexes within easy walking distance of the Catalina Highway stop and may not have a way to get to Wrightstown. Approximately 250 round-trips per year (5 days per week for 50 weeks). For those riders with cars who choose to continue riding the bus, they will drive two miles further to get to the Wrightstown terminus. That's four miles a day added to get to and from the bus stop for a total of about 1000 additional car miles per rider per year. At an average overall cost of 40 cents per mile to drive a car, each will spend about \$400 more per year just to get to and from the bus. Double that driving cost increase for those who do not park at the stop are driven to and from the bus by others. Bear the unreasonable fair increases. As their only option is 109X express service, they will see an additional cost to ride Sun Tran of either \$300 or \$480 per year just to pay the 30-day express monthly fare. Add these increases to the \$400 per year additional cost of driving to Wrightstown, they will be paying a total of \$700 or \$880 MORE per year just to ride the bus. Sun Tran is becoming a luxury that many cannot afford. - Using Wrightstown as the 109X terminus adds a significant safety risk for westbound travel. This is due to awkward merging onto Tanque Verde through three lanes of westbound Tanque Verde rush hour traffic coming down off the overpass ramp, negotiating the stoplight at the intersection with Dos Hombres/Camino Pio Decimo and stopping to pick up riders on the northwest corner of that intersection -- all in just 1000 feet. This safety issue is why the Wrightstown stop was dropped from the westbound express route along Tanque Verde a few years ago. In short, please continue to service Catalina Highway on route 109X with affordable fares. Live up to your home page statement that says "Whether you're going to work, to an appointment or just to see the sights, Sun Tran can get you there". We'll save you money and reduce your stress by doing the driving for you. <p>John Dickinson</p> |

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| 3 | <p>SunTran Staff,</p> <p>The proposed changes to the 109X route have just come to my attention, and the changes would prohibit me from continuing to take this route, or any other express bus. I live five miles east of the current first stop at the Catalina Highway, and work at the University of Arizona north of Speedway at the Olive Underpass. The present route is perfect for my needs. The proposed route would mean a longer drive to the bus, IF a shopping center at Wrightstown and Pantano would allow us to park all day, never a guarantee. We've had problems in the past with the old Park 'n Ride at the Catalina Highway. But the owners of the Longhorn Steakhouse, coming in June 2014 to the former McDonalds/former Chuy's at the current bus stop on the Catalina Highway, have been already met with the regular riders of the 109X and expressed cooperation and a willingness for us to park in their south lot between the restaurant and the Bank of America. Furthermore, many of the riders who get on at the first stop walk from apartments either east of the Safeway shopping center or north of the Goodwill shopping center. Others walk from the rental homes near Tanque Verde Lutheran Church and get on at the second stop. If the eastern-most stop was at Pantano, would it be a Park 'n Ride? The proposed new route would also mean a long walk from 6th Street meandering north through the campus (no street directly cuts across it south to north), through the Olive Underpass, or from Campbell west to Park. This would greatly lengthen the time of my daily, year-round commute, and in the summer it would be extremely uncomfortable in the oppressive heat. What makes you so sure these proposed changes would "better serve UA"? On what feedback did you base this statement in your proposal? You already have routes serving Campbell and 6th Street. Please DO NOT re-route the 109X from Speedway Blvd, and DO keep it running east to the Catalina Highway.</p> <p>Respectfully submitted, Barbara Lundquist 81/109X rider for 8 years</p> |
| 4 | <p>The proposed changes of the 109X will be detrimental to those who board the bus at Catalina Hwy. These are long term regular riders. At only 8 years I am a newbie. They are professionals working downtown and at the UA along with some UA students. I live 5 miles east of the Catalina hwy. To get to Wrightstown and Pantano is another 2 miles, then I don't know where I could park or how long it will take to walk from parking to the bus stop. On the UA end, walking from Campbell to Park is 3/4 mile. I work north of speedway. Walking thru campus from 6th is .59 miles. This would add to my commute time on both ends making it worth a close look at whether (especially considering the summers are oppressively hot and in the winter evenings it will be dark) or not the bus is still convenient or a viable option. At the very least I would certainly not pay extra for express service that no longer meet my needs. By driving 7.6 miles to the Udall Center I could take the 5 and still get dropped off at my building. What especially concerns me is the people who walk to the catalina hwy stop from apartments or homes to the north and east. It's really not reasonable to expect them to walk the additional 2 miles to Pantano. The owners of LongHorn Steakhouse, moving from 22nd and Harrison to the former Chuys/McDonalds right at the current bus stop have met with 109X riders to let us know they want to be good neighbors and will allow us 109X riders to park in their south lot between the restaurant and the Bank of America. Please continue to work with shopping center owners to allow buses to turn around here and use the current stop. We really don't want to lose this service to the NE side. Alternately could Sun Tran talk to owners of the Safeway shopping center on the NE corner of TV/Catalina Hwy to see if we could board there? The 109X is removing service from Catalina Hwy without addressing the current riders. Many walk or bike</p> |

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| | to the stop. This would make it impossible to take the bus and inconvenient for the others who drive. If we don't get on at Catalina Hwy, parking is an issue. Many of the stores at the stop have posted "Customers Only" signs. |
| 5 | I am a student at the University of Arizona and have been riding on Suntran since my family first moved to Tucson, back in 2005. I live on the northeast side of town, and the 109X Route to Catalina Highway is incredibly convenient. I can walk across the street and get transportation to the University of Arizona. I regularly used the bus when younger and have been regularly buying semester express passes for several years now. However, if the proposed service changes are enacted, along with the increase in fares, I may well decide to just drive myself to the University of Arizona, and no longer use Suntran at all. A number of other riders I've talked with also have the full capability of driving to the University or downtown, and may do so as well. If service to Catalina Highway is continued, the fare increases would be acceptable to me. Hopefully this input is helpful for your calculations. |
| 6 | Please do not remove the Catalina Highway stop from the 109 express route. The majority of the riders begin and end at that stop and some have no other form of transportation. If you change the #8 the bus going to the VA hospital needs to run at least every 10 minutes beginning at 0600 am until 6:00 pm. Many VA employees ride the bus. It seems like you unfairly target express bus riders. Why are you trying to eliminate these buses? Wouldn't it help to have more full fare customers? You'll lose many of them if these changes go into effect. Thankyou for your kind consideration. Bert |
| 7 | I have taken the survey, emailed, and attended a community meeting at the UA leaving comments, but I have some information to add. As I mentioned in the first UA comment session during spring break, the management of the Longhorn Steakburger moving to 8995 E. Tanque Verde (right at the current 109X bus stop) met with the riders of the 109X several weeks ago (before the proposed SunTran changes were announced), and told us we would be able to park our cars in the south lot between the restaurant and the Bank of America. So it distressed me to hear this morning that a fellow 109X rider who attended the UA comment session yesterday was told the reason the 109X could no longer have a stop at the Catalina Highway was because we could not park there without being towed. My husband and I are regulars at the current Longhorn Steakhouse at 22nd & Harrison, and today he spoke with the manager again to have the verbal agreement put in writing. The scanned copy of the letter Katy Hooe provided is attached. While there are about twelve riders who park at that lot daily, there are another six or eight riders who regularly walk or ride bikes to the Catalina Highway bus stop from apartments or rented homes. The loss of this stop would cause a hardship to us, many of whom have been riding for 8, 10, 15 years or longer. The managers and owners of the Longhorn Steakburger want to be good neighbors and supportive community members. Please don't let the grumblings of current restaurant owner Don Garrett of Don's Bayou turn away your long time patrons. We value our bus stop and want it to continue to be an option for residents of the Tanque Verde community. Please contact the great staff at Longhorn, and help us fight for our 109X at the Catalina Highway. Thank you so much for your consideration. Barbara Lundquist |
| 8 | Why are you discontinuing the Catalina Highway/Tanque Verde stop on the 109X. Ridership has only increased |
| 9 | Absolutely opposed to the elimination of the Tanque Verde/Catalina Hwy stop. Much needed for downtown employees! do not cut important pick up/drop off point!! 109X is only bus service in that area!! |
| 10 | Please don't end 109X service to Catalina Hwy! |

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| 11 | No No No, please don't get rid of the stop at Catalina Hwy. Without that one, there is no reason to take the 109. It is the only one that goes out there. If it stops going out there and I end up driving into town, there will no longer be a reason to take an express bus and I would just go ahead and take a non-express bus. No reason to spend the money when the service is no longer special. Are you sure that the riders will be allowed to park at that intersection? No matter what, the riders will all have to walk across the street to the bus stops. Depending on where parking is found, probably both. The express bus fee is going up way more than the others. This seems way too much when the bus is no longer even acting like an express bus. |
| 12 | I ride from the first stop on 109X at Catalina Highway/Tanque Verde. If you remove this stop I will no longer be able to ride. This stop is within walking distance from my home. I don't think eliminating this stop is in the best interest, seeing as how majority of the passengers get on and get off on this stop. Have you even looked to see when most passengers get on and off for this? I'm not seeing any logic in your decision to remove what is one of the busier stops on this route. |
| 12 | The proposed removal of 109x service between Wrightstown and Catalina Highway would tremendously impact my ability to commute. As I do not drive a motor vehicle, I am able to walk from my residence to the stop at Catalina Highway. To ride a bicycle from Catalina Highway all the way to Wrightstown would be prohibitively dangerous and I would thus need to examine alternative modes of transportation. Given the number of people I see during my daily commute who rely on this service, I would consider this proposed change to be an impedence for many individuals who regularly ride 109x. |
| 13 | will likely not ride if the 109X Route stops service to Catalina Highway |
| 14 | Do not cancel the 109x service to Catalina. It is the only bus out to this part of town and us a critical part of many professionals commute plan. All of these people will be forced to drive at great expense to them and the city. Furthermore, they all have annual passes which they not not get if service is cut. |
| 15 | If you discontinue service to the Catalina Highway there would be no reason for me to continue to purchase an express pass. If I have to drive more than the five miles to reach Catalina Highway, I might as well drive another two lights from Wrightstown and Pantano and take the #5 from Udall Center. I'm also upset to find the Express routes once again are hit with a higher rate increase than the regular routes - on a monthly pass, double the increase (\$12 v. \$25)! Shame on you. While I may still ride the bus if these changes take place, as I mentioned, I would no longer pay the extra express fare. There's no way it's worth it when it doesn't meet my needs. I also know many riders who walk to the stop at the Catalina Highway. You would lose these riders, or they would have to walk/ride a bike between the Catalina Highway and Wrightstown. The 109X proposal is not a good plan! |
| 16 | I primarily ride the 109 express from Bear Canyon. Please don't discontinue the stop there. Express busses already pay more for their bus passes. The proposed changes make that discrepancy even more |
| 17 | My primary route is the 109x. I ride the bus every day. If the stop at Catalina Highway and Tanque Verde goes away, I will no longer ride the bus as the stop will be so far away that it makes no sense to ride. This change would be a huge disruptance for me and for my family as they would have to provide me with rides, or we will have to buy a second car. The proposed route change is more disrupting to me than the fare increase. |
| 18 | If you drop 109 X to Catalina Highway, I would not be able to ride. I will car pool instead. Also if the fares increase like you want, then there isn't much of a savings for me versus paying for UA parking permit as a car pooler - it would probably end up being cheaper if 3 of us car pool.....and there are A LOT of people who catch the bus at Catalina Highway. You will be losing |

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| | quite a few 109X riders. You are no longer a bargain for UA employees |
| 19 | <p>Good morning</p> <p>Thanks so much for your help and attention in this matter. We, and I know I speak for all the riders of the 109X, are very much opposed to the elimination of the stop at Tanque Verde/ Catalina Highway.</p> <p>I have been riding the bus from that location to downtown since 1997. Ridership has only increased. Why are we being left without bus service at this point in time, when ridership has been established? Doesn't seem fair.</p> <p>Thanks for listening!</p> <p>Have a great day!</p> <p>Heid</p> |
| 20 | <p>To whom it may concern,</p> <p>My name is Katy Hooe, I am one of the managers at Longhorn Steakburger, the restaurant that will be moving in at 8995 E. Tanque Verde Rd. Your bus patrons had discussed parking near our establishment with our owner David Ogle, and he had agreed that they would be permitted to park between the drive through area and Bank of America. If you have any questions or concerns regarding our agreement with your patrons please feel free to contact myself or Angie Lamoreaux at 520-721-5855.</p> <p>Thank you, (signed)</p> <p>Katy Hooe Longhorn Steakburger 9431 E 22nd St., Ste. 157 Tucson, AZ 85710 (Sun Tran has not spoken to Katy to confirm)</p> |
| 21 | <p>PETITION</p> <p>TO: The City of Tucson Mayor & Council</p> <p>WHEREAS: Sun Tran is proposing to change the existing 109 X bus route, thereby creating a hardship for bus riders who live in close proximity of the current Catalina Highway bus stop. WE, the undersigned Sun Tran ridership, petition the Mayor & Council as follows: To direct Sun Tran not to change the 109 X route by eliminating the Catalina Highway service stop as proposed in the Comprehensive Operational Analysis of Transit Services, final report. The proposed route change contradicts the Mayor & Council policy to reduce pollution and traffic congestion by forcing bus riders to commute from the current route with services at Wrightstown/Pantano to Catalina Highway. Of all the stops on the 109 X route, the Catalina Highway stop has by far, the most ridership on this route and has for many years. There is no legal parking area at the proposed initial stop at Wrightstown/Pantano and many bus riders, e.g., students, TEP, City and County employees, currently walk to the Catalina Highway bus stop that serves the present route; altering the route will create a hardship for these riders, forcing many to commute by other means which will add to Tucson's congestion, pollution and further deterioration of the Tucson city streets. Nowhere in the abovementioned report justifies or supplies a rationale to eliminate this critical bus stop on the 109 X route. No alternative express route is proposed to serve the bus riders currently using the 109 X express route affected by this change. Furthermore, no tangible cost savings will be realized by Sun Tran if the change is implemented; the additional distance the bus would travel to Catalina Highway is offset by the numerous riders that utilize Sun Tran at this stop, both in the morning and the evening. WE, the undersigned, respectfully request the City of Tucson Mayor & Council direct Sun Tran to add the initial Catalina Highway stop currently served by the present route to the proposed 109 X Express Route. (There are 90 signatures attached to the above petition)</p> |

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| 22 | COA Average Route Ridership table and maps show significant number of passengers at Tanque Verde and Catalina Hwy. COA says: "This recommendation is made to address operational concerns due to a lack of a Park and Ride (or other suitable bus turn-around point) at Catalina Highway." It is not an acceptable excuse to deny people service for this type of problem. Find or build a suitable turn-around! When the route was originally established, Swan was used to move it to Speedway from Grant because the reversible lanes were still in place on Grant, and no left turns were allowed at Campbell and Grant. This change makes sense so the service follows the same route as Rt. 9. I like this idea – it makes 109X into more of a Limited route rather than an express route, which is more appropriate given the characteristics of Grant Road |
| 23 | <p>I understand from a fellow 109X rider that comments sent to suntraninfo@tucsonaz.gov may not actually be getting to you and your team. This is upsetting, since it is the email address specified for comments regarding the route and rate changes. Riders of the 109X have been fighting parking problems for the last several years, because we need our stop at the Catalina Highway and Tanque Verde. Without it a large section of the northeast side of Tucson is not served by buses.</p> <p>The Longhorn Steakburger restaurant is moving into what used to be a Chuy's, and before that a McDonalds, right at the site of the current 109X bus stop we need to retain. The riders of the 109X, some of whom are already patrons of the Longhorn Steakburger at its current location at 22nd and Harrison, have met with the managers and the out-of-state owners to discuss parking, even before we heard of the proposed changes in the route. We have their assurance that we will be able to park in their south lot, between the drive-through and the Bank of America. That only leaves the matter of the bus turning around. While Don of Don's Bayou does not want any buses going through his parking area (as they do if they go up the Catalina Highway, in the north entrance, out the south entrance and back onto the Catalina Highway), I see no reason why the buses couldn't turn around as they used to, going north on Bear Canyon, turning right behind the shopping center and driving through to the Catalina Highway, where they then turn south again to the bus stop.</p> |
| 24 | Following is the text of the email I sent to suntraninfo@tucsonaz.gov on 4/3/14, and the attachment I sent them is attached here as well. Please carefully consider this information as your team meets to make their recommendations. (Sun Tran has not confirmed with Longhorn Steakhouse). |
| 25 | <p>Hello and thank you for providing a format to discuss the bus's with the people of Tucson who ride the bus.</p> <p>I have lived in Tucson for 12 years on the Northeast side of Tucson off Tanque Verde by Catalina Hgwy and Bear Canyon RD and there has only EVER been one bus route @ 0630 in the morning for my family. There are MANY people in this area especially young working people and students who have to rely on car transportation to get to and from school ...work....day cares..etc. Tucson's Central ...Northern NW South and SW has several bus routes during the day but out here on the Northeast side we have one route . It appears to me that bus services should serve all the people and perhaps a focus on areas in Tucson where there is very little if any service.</p> <p>Maybe even more times on the limited bus schedule we do have out here could provided people on the NorthEast side of Tucson some service at least 4x/day. I do hope SUNTRAN will give some thought and recognition to the Northeast side of Tucson so our residents and families. We really need some service out here. Thank You for your consideration for our NE families and elders for providing a format to voice our opinions and suggestions. Would like to</p> |

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| | get to a meeting....but there are no buses out here to get me there. Katrina Raven Ziegler |
| Route 110X - Rita Ranch | |
| 1 | <p>Here is my input. Route 110 should have one more stop added on i-10 either at Wilmot Rd or Craycroft, just to come off the highway pick up and get back on. It is really inconvenient to drive up the route the bus takes to the Park and Ride at Rita. The 110X bus that leaves Rita at 7:22am is always full. A larger bus is needed or out there or more service. The minimum option I would suggest would be to have a 7:00am (or even 6:45am) and a 7:30 bus</p> <p>ALSO or in addition: With all the Vail expansion and new shopping center at Houghton and Rita, there should be an regular route up and down I-10 to Vail. I think you would find a regular route (or another express) from Colossal Cave to Downtown with stops at the exits before Alvernon would be profitable. Even if it ran 6 times per day (3 morning/evening). It might even relieve the 110X</p> <p>FEEL free to contact me, but I don't need a response. Thanks Darryl R. Norris, MC, LISAC Family Center of the Conciliation Court 32 North Stone, Suite 1704 Tucson, AZ 85701-1416 Work 520.724.5590 dnorris@sc.pima.gov</p> |
| 2 | <p>In the details of the proposed route changes, it says this for route 110X, "Adjust schedule for better connections to/from other downtown express routes". What does this mean? Will the 7:20am Rita Ranch bus still pick up at the same time? Also, will the 5:20pm Alameda and Granada bus still pick up? Heather Romo</p> |
| 3 | <p>If the 110X left the Rita Ranch P&R later than 6:22 AM, I would no longer be able to ride the bus to work</p> |
| Rte. 202X NW - Aero Park Express, Rte. 203X Oro Valley - Aero Park Express | |
| 1 | <p>I have been riding Suntran express busses to work since shortly after I arrived in 1994. I currently ride Express Route 202. Many days the bus runs fairly full. In the past, when gas prices soared, we would generally pick up many new riders for a while and end up with people standing in the aisles. On several occasions when we arrived at Laos Transit center, the drivers would stop and call in because people were standing up and they said they weren't allowed, by state law, to go on the freeway with people standing. I would guess that if route 202 and 203 are combined, there will be many people standing because the faithful riders will continue to ride the bus, regardless of the inconvenience of standing. The large proposed increase in the fares for the 30 day express passes is likely to drive people back to their cars. Donald J. Luke 520.794.0276 office</p> |
| 2 | <p>I strongly object the merge of Rte. 202X with Rte. 203X. It would certainly further reduce the</p> |

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| | <p>number of riders simply because most riders carry a huge back pack with them, crowdedness issue cannot be ignored especially in the early morning unless the number of earliest buses can be increased. Another major concern is the first 203X bus never arrives on the last stop (Bldg 848) on time. We need to have a minimum of 9 straight hours on site to work and not to worry about reporting less work time for ethical issue. Most of the time, the 203X bus did not arrive until 6:50 a.m. with more riders taking time to get on and off the bus just will further delay the arrival time. It will also be better to delay the departure time in the afternoon by 10 minutes to ensure most of the riders have a minimum of 9 hours stay on the working site. The bottom line is to work out a better schedule, a more efficient route, and more comfortable ride to attract more riders instead of increasing fares.</p> <p>Kyle Yen 203X rider</p> |
| 3 | <p>Dear SunTran I vote for a 202X/203X stop at Ina/LaCanada. It will save me 90 hrs a year. I am not for or against the 202X-203X merge, but it would take 20 to 30 minutes off my commute time every work day if the connection to Ina Rd was at La Canada, stopping at the corner bus stop at La Canada/Ina Rd. For 14 years I have had to walk a mile to Ina and take Rt 16 to La Cholla , which I could eliminate if 202X or 203X stopped at Ina/ La Canada. The McGhee to La Cholla jog does not help.</p> <p>Sincerely Mark Seibel Principal EE Raytheon Missile Systems voice mail: 520-794-5820 P.S. Ronnie, please add me to your SunTran rider distribution.</p> |
| 4 | <p>As a regular 203X rider, I am writing this email to voice my displeasure in hearing the proposed plan to combine the 202X and 203X routes. As it stands the 202X route is overcrowded during its first morning run and the combining of the routes will compound this issue. Instead of combining the routes I propose keeping the earliest runs as separate routes and possibly combining the routes that run later in the morning. A similar solution can be applied to the afternoon runs. I feel you will lose many riders if this change takes effect.</p> <p>Alexander J. Yarmolovich Raytheon Missile Systems RF & Microwave Center 520.794.9508 Desk Alexander@raytheon.com</p> |
| 5 | <p>Hello, I am a long time rider of the 203X route and I've recently heard about the proposal to merge the 202X route and the 203X route. I'm writing you today to "vote" for not merging the two routes. I have two primary reasons for this. The main one is that I believe that a merge of the two routes would make the buses overly crowded such that it would necessitate people standing. This is far from being safe especially when we're on the freeway. Extra buses would be required to alleviate this issue and I think that would negate any benefit from a merge. My second reason has to do with ride time. For us 203X riders, I believe it would increase our ride time by a significant amount since we'd have to accommodate all of the stops along Ina Road in both directions. This would either cut into our work time or our time at home. Neither of which is desirable. Please reconsider this merge. Thank you very much for considering my opinion.</p> <p>Regards, Damon Pritchett 520.794.2827 – phone</p> |

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| | 5204895532@myairmail.net - text pager |
| 6 | <p>To Whom It May Conern,</p> <p>The announcement made to combine the 202X and 203X to Rancho Vistoso Park & Ride is quite confusing to the 21 people queried after having them review the flyer. Some people thought if they were traveling to Rancho Vistoso they would take the 203X as they do now. Others thought they would have to take the 202X.</p> <p>Here is the confusing verbiage copied from the flyer:</p> <p>Rte. 202X- Northwest- Aero Park Express Rte. 203X Oro Valley- Aero Park Express Route 202X would not change south of Ina. North of Ina, Rte. 202X would merge with Rte. 203X and travel to Rancho Vistoso Park & Ride.</p> <p>When/If the change goes into effect, there will be standing room only regardless of whether it is the 202X or the 203X that goes to Rancho Vistoso. Most afternoons the 4:40 PM 203X is packed. The 3:40 PM bus is packed numerous days of the week, as well. And, I can't believe that standing room only would not be a safety issue when traveling on a freeway as most express busses do, let alone side streets.</p> <p>Furthermore, in 2011 the 203X bus was observed to be a total of 5 stops between Rancho Vistoso Park & Ride and Raytheon. Between September 2011 and March 2014, there have been 4 more stops added to the route bringing the total to 9 stop the drivers are observing (all with express bus stop signs), 4 more than on the current published route. And, if the 202X merges with the 203X, it appears there will be 12 total stops (along Ina). This means that if one were to take the 4:40 pm bus that travels to Rancho Vistoso Park & Ride, they wouldn't arrive until 6:30 pm or close to 7:00 pm. And, that is all dependent upon traffic congestion and whether or not there is a train that stops traffic on Ina. As of right now, 203X is lucky to arrive by 6:00 pm at Rancho Vistoso. And, when we look at the planned route for the 202X/203X on the SunTran website, it appears that there will be close to 20 stops in all; they'll be lucky to get to Rancho Vistoso Park & Ride by 7:00 or 7:30 pm. Oh, and how is a bus that stops more than 10 times considered an "express"?</p> <p>Another way to think of this is that the current 1.5 hour commute will become 2.5 hours (3 hours per day vs. 5 hours per day) of which your patrons will not be paid (they're not at work) nor are they at home with their families (quality of life issue). So, what you are really asking your patrons is:</p> <ol style="list-style-type: none"> 1) Are you willing to suck it up by being inconvenienced an additional 1 to 1.5 hours of commute time each way, and, 2) Are you will to be inconvenienced as stated above and pay an additional +/- 34% more for less service to offset whatever city issue there is? <p>And, I'll bet most people will see this as "no value" added and seek car pools, van pools, etc. And, for the last point, the "open houses" that are being held are NOT conducive to Raytheon employees attendance, nor anyone else traveling on the 202X and 203X buses (Flight Safety employees, Bombardier Aerospace employees, and ordinary students (yes, there are students that utilize those buses)). It would be an observation that Sun Tran nor the City of Tucson sees any value to receiving input from patrons of the 202X or 203X. Why would Sun Tran on the City of Tucson not hold an "open house" at Raytheon?</p> <p>In looking at what is transpiring, as an analytical person, I see that Sun Tran and the City Of Tucson</p> <ol style="list-style-type: none"> 1) do not value my contributions to this community, 2) will inconvenience me further in extending my commute time by at least 1.5 hours each way |

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| | <p>which will disallow me to participate in further after-school activities with my children and further degrading my families lifestyle,</p> <p>3) increase the fare to offset whatever issue the City Of Tucson is facing, and</p> <p>4) is looking for me to express my opinions to my fellow bus commuters, or not at all.</p> <p>Regards, Patron of 202X/203X</p> |
| 7 | <p>My suggestion is to connect INA rd at LaCanada instead of LaCholla? LaCholla would only make sense if there is a ParknRide in the mall parking lot. Are they planning one?</p> |
| 8 | <p>I am a full time 202X bus rider. The only time I'm not getting on board at 5:32AM at Ruthrauff and La Cholla is when I'm on business travel. It is troubling that you are considering dropping the 202X route and therefore eliminating my stop. I would be forced to drive all the way to Ina Road. The Ruthrauff and La Cholla stop is on the way from the "yard" up to Ina Road anyway. Why would you eliminate the stop? If I was to be forced to drive up to Ina Road, I might just as well drive to work (not my preference).</p> <p>I recommend that you look carefully at the current ridership of the 202X....the first bus is quite full on a daily basis. If you were to combine the first and second bus that arrives just ten minutes later (5:32 AM and 5:42AM @ Ruthrauff and La Cholla) in the morning, that may be appropriate to consolidate those. But don't just eliminate the entire route and combine it with the Oro Valley (203X) route. There would not be adequate space for all riders, I guarantee that. Those currently riding the bus are devoted riders who truly appreciate the opportunity to use the service. And there is no way the route is not profitable. The fees collected from the 40 plus riders plus the subsidy paid by Raytheon must be adequate funding to continue the route. I understand that there is a plan to double the fare as well. That is also troubling. Is Suntran not managing their expenses correctly? Feel free to comment back to me.</p> <p>Best regards- Paul Doyle Raytheon Missile Systems Phone 520-794-7510</p> |
| 9 | <p>We received an email today from Ronnie Gonzales at Raytheon that indicates that currently there appear to be no plans to add additional buses to the route above the current 3. I am very concerned that this is going to result in standing room only on the buses which is not desirable for a 45+ minute ride ... especially if the buses are not allowed on I-19 and I-10 if people are standing. I strongly urge you to consider adding at least one more bus to the route.</p> <p>In discussions with other riders I have learned some things about the 202X stops. First, I still suggest that the number of stops along Ina be reduced to 3-4 strategically placed stops where a majority of the riders are currently getting on the bus and not have stops at every block. Second, you need to ensure that parking is available for the riders at these stops. I have heard that at at least one of the stops on Ina, the business owners have erected signs excluding parking for Express bus riders and gone so far as standing out and watching and having the vehicles towed. While this seems ridiculous given that these parking lots are never filled for their businesses, Sun Tran needs to work with these businesses to ensure parking is available for its riders.</p> <p>Again, thanks for your concern, Jason Blauert</p> |
| 10 | <p>In response to the proposed merger, I want to voice my deep concern. I'm told the reason the 203 was created was because the 202 was so crowded, oftentimes with several people having to stand up during the entire ride. If you merge parts of the 202 with the 203, the same problem will occur. I can't believe it is considered safe practice to have people standing,</p> |

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| | <p>especially for that duration. Oftentimes, drivers have to apply their brakes sharply, which causes the bus to lurch forward. With several people standing, that is a recipe for injury. In the summer months, the buses get hot and stuffy. With extra people on board, there will likely be people overheating, and if they happen to be standing, it could be a very dangerous situation. Please rethink your stance on combining the 202 and 203. It sounds like it could be disastrous. Thank you for letting me voice my concerns.</p> |
| 11 | <p>The proposed route change to the 203X route is unacceptable. We ride this bus because it is an EXPRESS! Going from 5 stops to 17 stops changes this to a regular bus route, it will take much longer, will result in standing room only which is a safety concern, uses Ina as the on/off for I-10 which is a terrible intersection. This change will ruin the route. I will look for alternate transportation if this change goes into effect!</p> <p>Best regards, Jeff Louder</p> |
| 12 | <p>If you change the fare there is no problem but if you change the route so I can't get a seat on the bus I think I will have to drive to work. The proposed route change sounds like a plan to add the 203 riders to the 202 bus and I don't think they will fit, unless you add another bus to the 202 route.</p> |
| 13 | <p>I regularly ride on route 203X. I do not support the change to the 203X route as it is no longer an express route. The point is that 203X has no stops on Orange Grove Rd. is what makes it express. How does adding 12 stops on Ina maintain that "express?" label? I understand from an operating expense perspective that to combine the routes is cheaper and the density of riders would increase, but this also makes it less attractive to ride a bus packed to the gills everyday. Further, doubling the cost seems out of sink and excessive with the typical increase for the rest of the system. If the desire is to make 30% more revenue and reduce ridership, I think the changes will be effective. This however does not serve my interests.</p> <p>Dustin S. Aldridge Raytheon Missile Systems</p> |
| 14 | <p>I have been using Suntran for almost fifteen years and I remember the reasons the Oro Valley 203X was created. When we had only one bus route, the Ina Road bus (now 202X) often became so full that several passengers were required to stand during the ride (this was a consequence of the number of hours a Raytheon employee works each day). I believe when the bus is moving on the Interstate Highway, state or county law does not allow passengers to be standing. At that time, because many of the passengers lived in Oro Valley, Suntran felt it was natural to create a new route that reduced the number of passengers on the Ina Road route and provided a more convenient service for people in Oro Valley. I believe this was an excellent decision. As far as I can tell, combining 202X and 203X basically goes back to the old system, but with a longer route. Furthermore, because of the constraints on the number of hours Raytheon employees must work each day (the vast majority work nine hour work-days), most employees of Raytheon must arrive to work before seven o'clock in the morning or earlier. Consequently, the majority of riders will most likely use the earliest bus in the morning. Combining a typical number of passengers on the 202X and 203X, the bus probably will not have the capacity to hold all passengers unless several people are asked to stand, reverting back to the old problem. If you introduce a second bus arriving at the same time to relieve the crowding, the purpose of combining the two routes is defeated. Although combining the two routes may reduce cost, the service will probably deteriorate resulting in customers who are dissatisfied; they may decide to stop riding the bus all together. Again I remember years ago the many complaints Suntran received concerning the old Ina Road route. I suggest you do not combine 202X and 203X into one, but find another way to make the separate routes more</p> |

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| | <p>economical. Sincerely yours, Gregory Paine</p> |
| 15 | <p>The merger may look good on paper, but there are some major issues with it. The buses are very full and would probably force people to stand. I don't believe that is legal on the freeway. To accommodate this, you would need to send 2 buses along the same route at the same time. No cost savings there!! Another worry is the additional time to ride the bus to work and back with the added stops. As you can see, I am not in favor of this merger!! I have no issue with the cost increase, as long as the merger doesn't happen. Concerned daily Raytheon rider, Ken Albrecht</p> |
| 16 | <p>I have been informed that there is a proposal to combine the 202X and 203X routes. I'm concerned about the travel times with additional stops and additional riders. Currently my ride takes about 1 hour in the AM and 1 hour and 10 mins. on the PM trip. For an express bus this is long enough and adding additional stops, approximately 10 more stops (current stops on the 202X on Ina leg) to the 203X route will add additional time to the overall route. This may not make it as attractive to use public transportation. The second point is a safety concern. I have witnessed the 202X leaving Raytheon and Aero Park and that bus is near full capacity. The 203X leaving Raytheon and Aero Park (especially the 4:30 bus) is near full capacity. How will these two busloads combine and have sufficient seating. Standing for over an hour including highway travel speeds would be considered dangerous. Again, this would not make public transportation as attractive. What is your proposal for my two concerns? Regards, Len Raytheon 545-8498 Office phone</p> |
| 17 | <p>I would like to inform you of my concerns related to the subject bus line merger; 202X and 203X. Not only does this make the "express" bus less so, adding additional time to an already lengthy commute between Rancho Vistoso and Raytheon, it also reintroduces some safety concerns regarding over crowding and people standing on the bus. While I am sure the desire to reduce operating costs is overwhelmingly the reason Sun Tran is considering this merger, be aware that those you are commissioned to serve also have various factors to consider when choosing their transportation options. I for one will have to reconsider using Sun Tran as a result of the multiple concerns with the proposed merger. Tim</p> |
| 18 | <p>Good Morning, I will be affected by having my bus stop removed (202X) but I will make the effort to go to the INA stop. My issue is the number of passengers on the bus. The Old Father stop has many people (10-15) sometimes and the Thornydale has sometimes 8-10. It fills up the bus in the morning and sometimes there is standing room only. With the addition of 203X, I can see some people will not be able to get on the bus at Old Father. Some people may have to clock in and it affects their work schedule if they are delayed and have to take the next bus. The number of people fluctuate during the year. What are the proposed new schedule times morning and afternoon? What are the arrival times so I can determine which bus to take. Thanks, Cynthia - Raytheon</p> |

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| 20 | <p>How many stops are being incorporated into new 202X/203X along Ina? The route map provided on SunTran's website indicates approx. 12 more stops making the route anything but an express (this is an observation).</p> <ul style="list-style-type: none"> · Additionally, the safety issue of having standing passengers (overcrowding) with the combination of the 202X and 203X has not been addressed. Route 202X was split previously and became 202X and 203X due to overcrowding and having standing room only - it was a safety issue then, why is this no longer a safety issue now? · There is a concern of the added stops (12 along Ina) and delay at the rail road crossing making the combined 202X/203X a 2+ hour trip been addressed (observation) along with the increase in fair. · Price increase(s) for a decrease in service is not palatable in any economy; especially with the standing room only safety concern (observation). |
| 21 | <p>Regarding the merging of the 202X and 203X bus routes: The poorly thought out decision to merge the two bus routes will lead first to crowded, standing-room only rides, which will slowly evaporate into significantly reduced usage.</p> <p>The primary issue is that the 202X & 203X buses are currently EXPRESS buses. Combining the routes would change that. The bus rides would take longer, as there would be more stops and longer routes; plus, by not going Orange Grove, which goes under the train tracks, there is always the good chance that there will be delays due to trains. As well, the route on Ina to 10 is longer, with more stop lights than the route on Orange Grove to</p> <p>The group that made the decision to merge these routes and increase the fares, really need to think this through. Why would anyone want to pay more to take a longer time to get to work on overcrowded buses. I don't believe there are many of us that are that stupid; but apparently the people with these great ideas seem to think so. Even with the elimination of the low usage stops, you aren't reducing the certainty of longer, standing room only rides. And standing on rides like this will NOT be something people will want to pay more for.</p> <p>Again... Since the change makes the buses less safe, longer, overcrowded, and no longer "Express," why would any intelligent person pay more to ride? I for one will NOT.</p> <p>There is one more thing you might want to consider should you decide to make this change: currently our company subsidizes the bus passes. If you increase the cost of the passes, and the company decides to cut costs by eliminating the subsidy, the cost to us will more than triple.</p> <p>The likelihood that you will retain the current ridership that you have on these routes is highly unlikely. Again, NO ONE will pay more to ride an overcrowded bus, that takes longer to get us to work.</p> <p>Regards, Charles Schrader - [Currently a 203X bus rider]</p> |
| 22 | <p>Would still like an answer to a situation we had a few years back when gas prices skyrocketed. A few of the bus drivers would either refuse to let any one get on if there were no seats left, telling folks they would have to catch the next bus or they would get to the Laos transit center and call for a bus to carry those who were standing. They quoted state law saying buses couldn't travel on the freeway with people standing.</p> <p>I know the ridership has been somewhat less lately but with the inevitable combining of the 202 and 203 routes, we run the risk of happening this happen again if there is, in fact, a state law like this.</p> <p>Donald J. Luke djlake1@raytheon.com</p> |

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| 23 | <p>I am very concerned that the 202X/203X merger will turn my one-way trip from 1 hour to 1.5 hours. In my opinion, the proposed new route has too many stops on Ina. I am very concerned that the 202X/203X merger will have many passengers standing every trip every day. Is it possible to buy some articulated buses for busy times? Express ridership on 202X/203X is probably reduced on Fridays due to Raytheon's 9/80 work schedule. Perhaps the number of trips on 202X/203X could be reduced on Fridays to save \$.</p> <p>Paul Keidel 1301 W Lanbert Ln, Apt 10205, Oro Valley , AZ 85737 520-468-8241 pkeid7716@yahoo.com</p> |
| 24 | <p>The number of riders once the routes are merged will very likely exceed the available seating. The 202 already has the heaviest ridership of the three Raytheon Express routes. I have been riding the 202 since 2005. This revision is a reversal of the logical decision previously made to allow riders to use the express without having to stand all the way to their destination.</p> <p>Respectfully, Marvin Holland 794-0977</p> |
| 25 | <p>Some times are too crowded now and people don't have seats. Merging the two routes would only make this worse and you would be increasing the time it takes for me to get to work by adding more stops to the 203x route (going down Ina). This is supposed to be an Express Route. It would probably take me an hour from my house to get to work now and that's too long.</p> |
| 26 | <p>merging the 202x and 203x is a bad idea. There are many times it is standing room only on the 202x and bringing more people onto that route would just make it worse. Is it legal to have people standing while driving on the freeway? Is it safe? I would not want to stand for 40 minutes.</p> |
| 27 | <p>By combining 202X and 203X, you are going to have numerous riders having to stand while enroute on both surface streets and I-10, which is extremely unsafe. This was the case prior to the creation of 203X. Why not keep the two separate routes and cut the 203X from 3 busses to 2. Route 203X does not have as many riders as 202X. Also, why can't you schedule an open house at Raytheon -- the scheduled open houses were not convenient for the Raytheon workers.</p> |
| 28 | <p>I ride the 203 express. I ride because of the cost savings over driving and because it give me freedom to do other things like study, read, and work on a laptop while I ride. I also have a family and other commitments, so I need to balance the benefits of riding the bus with the amount of time it takes. The bus ride is already 20-30 minutes longer than driving. I am concerned about adding many more stops to the already long ride. I'm also concerned about introducing another railroad crossing to the route. If the new route takes much longer I will start driving again because the time cost becomes too expensive. In addition, I see the 202x bus every day as I wait for the 203x and it is already packed. Combining these routes may mean I would need to stand and would lose the freedom to conveniently read or work on a laptop. Then the only draw to riding the bus is the cost savings, but some of the proposed fare increases significantly reduce those savings. Here are some suggestions: if you combine routes then run more busses, maybe every 15 or 20 minutes instead of every 30 minutes. Or don't combine the routes and use smaller busses or vans along 203x for the lighter times. The kind of budget shortfalls you are looking at are big and it is obvious to me and the other riders I talk to that common sense is not being used to manage this route. My guess is you could just as easily</p> |

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| | save bunch of money by doing things smarter. I'd be happy to share some of the other solutions we've discussed if you email me. |
| 29 | <p>I am a blind Raytheon employee, and I will soon be taking the Sun Shuttle system (bus 430) to connect to the 202x/203X buses at the Laos center. My only issue about the proposed merger of routes 202X and 203X concern the time they arrive and depart the Laos center.</p> <p>I will catch the first 430 in the morning, and even now, the connections to the 202 or 203 are very tight. If you modify the schedule of the merged routes, or change the schedules, you will make it virtually impossible for me to make it to work using the Sun Tran system.</p> <p>I realize that all riders need to be considered when merging and rescheduling routes. Please just keep in mind, that for some of your riders your system is a necessity, not simply a convenience.</p> <p>Dan Greene</p> |
| 30 | <p>RIDE 202X. I SEE 203 GO BY OUR STOP ON INA (DRIVERS DO THIS TO AVOID CONSTRUCTION ON O.G.). THE BUS APPEARS TO BE 1/2 FULL. 202X IS 3/4 FULL TO FULL WITH PEOPLE STANDING ON 2 SEPARATE TIMES THIS OCCURS IN THE MORNING FROM INA AND MERIDITH AT 6:00AM. THIS MEANS THE BUS WILL BE OVER FILLED AND WILL BE WASTE OF OUR MONEY AS WELL AS INCREASED WEAR AND TEAR ON THE BUS.</p> <p>A CONCERNED BUS RIDER</p> |
| 31 | <p>I ride the 203 and get off and on at Laos station to Raytheon. Does the rider data say that one bus will support all the riders who ride at 5:30 pm for 202 and 203?</p> |
| 32 | <p>My name is Paul Pak and I have been purchasing the 30 day unlimited pass for every month for the past 2 years. So far, I'm enjoying riding the 202X from Ina/La Cholla to Raytheon. In fact, I've encouraged at least 15 co-workers to purchase the 20 ride pass to see if the bus fits their scheduled. At least 5 of them enjoyed it and purchased the unlimited monthly passes.</p> <p>When I heard about 202X and 203X merging, I agree that it would be a sensible solution to cut cost. It's rare to see any riders get off anywhere south of Orange Grove. However, if the 202X and 203X merge, it would undo the intention of creating 203X in the first place. Route 202X was over crowded, so the 203X was create to alleviate congestion and to service Oro Valley residents.</p> <p>If the 202X and 203X were to merge, then another route should be created to service folks from Marana (I-10 and Cortaro Farms). Some of the riders on 202X live in Gladden Farms (I-10 and Tangerine) or in Continental Ranch, and there are number of other Raytheon employees who would express interest in riding the express bus. The total number riders could increase if there was a route from Arizona Pavilions (I-10 and Cortaro Farms) to Raytheon. In addition, it would also alleviate congestion on the merged 202X/203X if there was another route starting at Arizona Pavilions.</p> <p>Thanks, Paul</p> |
| 33 | <p>Alarming is the proposal to combine the 202X and 203X from 12 trips per day down to six. My commute is already 1 hour and 15 minutes due to my drive to the bus stop, waiting, and actual bus travel. Combining both routes will mean additional stops, more miles, and an even longer commute, to the point that I may have to consider driving. My car gets 35 mpg, so don't save that much money taking the bus. But I do enjoy relaxing to/from work, no wear and tear on my car, AND helping the environment. The buses will be standing room only--guaranteed. I had to stand a few times on the 202X when gas prices hit \$4/gallon--not fun swaying on a strap for 45 minutes while the bus hurtles down the freeway at 65 mph. I wonder what the city will do after the first bus accident when the lawsuits start flying.</p> <p>To summarize—increase rates, increased time, and standing all the way home with passengers'</p> |

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| | <p>lives on the line. Where is the upside? If it is to decrease ridership, this will work. If Tucson is trying to save money, why did it waste \$200 million on mobile homeless shelters (aka modern streetcar), or the money to revamp the Ina/Oracle into a Michigan intersection that is no faster than before? When does an express stop being an express? By doing what is currently proposed.</p> <p>Respectfully, Christopher Cooper Raytheon Missile Systems</p> |
| 34 | Since these routes primarily serve Raytheon employees, I have no problem with changing them as long as Raytheon and its employee riders concur. |
| 35 | 202X.The majority of the riders affected are Raytheon. I suggest a meeting should take place on site to inform the specifics of the change. The price change is pretty hefty; it should have been phased in |
| 36 | If Suntran combines the 202 and 203 express routes I will not ride. This would be very inconvenient and dangerous with the longer route and the number of riders having to stand. It already takes 20 minutes longer than driving and this ride change would increase that time substantially. |
| 37 | I ride the 202X in which there is standing room only many times. Combining with 203X will make this even worse. I don't want to stand for the trip. |
| 38 | 202X too crowded in afternoons, people standing, combining with the people on 203X would make it so many people would have to stand in isle. I would not want to stand for 50 minutes |
| 39 | I currently ride the 203X and have a few issues with the proposed combination with the 202X. First, why are there SO many stops along Ina? This it meant to be an express route an this seems excessive. The 203X stops at most every 1-2 miles, the 202X appears to stop every block. This may substantially increase my ride time. If there were only 3-4 major stops along Ina, I would have less of an issue. Second, I see that now the 203X does not fill up a bus so it makes sense to combine, but the 202X is generally near capacity. There is a concern that once combined, there may be standing room only (and apparently not able to get on the freeway?). If approved, it seems like a requirement to not just have the current 3 buses on the route, but to add at least another bus to avoid standing room only. |
| 40 | I have used 202X and 203X routes, on both the early busses are mostly full to full. How will all these passengers fit? Will it go from 6 busses on two routes to 3 busses on one route? Elimination of 203X will make the commute longer for those passengers. Additionally, the route start time would need to be earlier to make it to Raytheon by 7:00 am (for example). With a commute of up to 1.5 hours it makes it not quite an "Express Route". Many times, the first and second busses on both routes have had three bikes. How will 4 or 5 bikes fit with the new 202X route? The bike issue is there regardless of the route merger. Please consider switching to 3 bike racks on the front or 5 bike hanging racks on the rear, as other cities have on their busses. It is unfortunate to remove options for alternate transportation in Pima County, where options are already limited |
| 41 | By eliminating 203x, it will take longer to get to Raytheon on the bus than it would if I rode my bicycle, not to mention standing room only once the Ina stops are made. On 203X, there are often three bikes. By adding 202X riders, the third bike inside is not an option. How will you take 4 or 5 bikes with the new 202x route? What a mess this will be and 1 1/2 hrs on the bus to Oro Valley, vs 45 or 50 min driving my car. I wouldn't continue to ride even if it was free because of the additional time. Also, why not change the route to go from Bombardier, then east to the aeropark Raytheon entrance...it would save 10 or 15 minutes. |

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| 42 | I use the "cash card", but it wasn't an option. Rout 203X combining with 202X will make it too long/too many stops to cal an express for the Oro Valley people. It will add several more minutes to the commute, and with the added cost, will make it much less attractive of an option (for those that have one). |
| 43 | I ride the 203X which will combine with the 202X. My greatest concern is seating availability. I have been told by friends who ride the 202X that it is sometimes full and people have to stand all the way to work. Standing is uncomfortable, unsafe and makes it impossible to work or rest. I anticipate this being a common occurrence once the routes are combined. |
| 44 | Why can't you leave the 203X alone? |
| Route 312X Oro Valley - Tohono Express | |
| | No comments |
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Rate Increase Comments

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| 1 | I would agree for fare adjustment based upon the inflation index. A 44% hike from \$56 to \$81 is excessive and 71% hike to \$96 is ridiculous. |
| 2 | I can understand an increase but I am opposed to option B, option A is OK |
| 3 | I believe that a minimal fare increase on single trips might be feasible, but the monthly rate should stay as it currently is for both handicap/low income riders and regular riders. The cost of a day pass should rise to \$6. If the monthly pass is kept a little lower (if the single ride increases), then more people would be inclined to purchase a monthly pass which would provide Sun Tran with a more reliable cash-flow. |
| 4 | I do not think the economy fare should go up in fare because we only got a 1% increase in are disability. |
| 5 | I have seen several fare increases for the normal SunTran routes while the express route fare has not increased. |
| 6 | As such I feel that an increase for the Express routes from the current\$56.00 to \$81.00 in welcome and quite frankly, overdue. Thank you, Paul Rogers Senior Electrical Engineer II Raytheon Missile Systems 1151 East Hermans Road / P.O. Box 11337 Building 808, Mail Station 22 Tucson, Arizona 85734-1337 (520) 794-3609 (520) 446-1935 Gerald_P_Rogers@raytheon.com |
| 7 | I'm a senior, disabled and low income I can't afford more than \$.50 |
| 8 | "You are increasing your rates and changing, you all need to take lessons from San Francisco transit, your system here is horrible" |
| 9 | Regardless of whether we, individually, use Sun Tran services, these changes will affect us because they influence people to use cars rather than public transit—if they can afford to drive cars. Many of those who must take the bus will use it less frequently if the fare increases. We need to serve the increasing number of elderly and disabled people who cannot drive cars. We need buses as feeders to the streetcar on which we are spending so much money. We need service increases and fare decreases, not the opposite. We need buses to run more frequently and for longer hours; otherwise, more cars will flood downtown streets and parking spaces. Furthermore, taxpayers will spend more money on road repairs if more people use cars. Susan Klement |
| 10 | The proposed increase seems unfair to Express riders. The 30 Day fare is increasing from \$42 to \$63 (50%) while the Express 30 Day is increasing from \$56 to \$96 (71%). Donald E Burton Senior Property Appraiser Pima County Assessor's Office (520) 724-7426 (520) 724-7455 FAX Donald.Burton@asr.pima.gov<mailto:Donald.Burton@asr.pima.gov> |
| 11 | I think they should make the bus service better before they raise the price is raised up so i am against the raise right now |
| 12 | I don't think their should be a fare increase |

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| 13 | I don't think their should be a fare increase |
| 14 | I will be going to a meeting about the increase that I do not agree with. |
| 15 | To whom it may concern: I am voicing my opinion on the rate increase and vote no. I live paycheck to paycheck and make too much money for an economy fare pass. Any increase would take food off of my table. Please consider this when you vote. Melissa Brown |
| 16 | Have a heart and don't screw the poor people. Delay the modern? street car. Thanks BK |
| 17 | <p>Boy, oh boy! First they want us to conserve and now they are making it impossible for us! ... Raising the Express rates to almost \$100 a month for only 20-21 days that we ride. It doesn't run on holidays or weekends but we always seem to bear the brunt of the raises! Oh yes, we can use it on the regular bus on those days but that is a lower rate even though we have paid for a higher service. The rates are only going up \$.15 cents for some, but the express by \$.65. Not fair. I work for the County and I didn't get a raise for 8 years. Then this winter we got a 3% raise. Going from \$56 @ month to \$81-\$98 @ month eats more than that up. Do they assume that we all make high salaries here? Well, not me. Even after my 3% I don't get \$13.00. I ride the bus because it used to save me some money by not having to pay for gas and parking downtown. None of us on my 108X would mind if someone would look at dropping it down to 2 buses not 3. We didn't ask for these fancy buses. We didn't ask for the "stupid" streetcar that will service a particular population. We aren't asking for bus driver wage increases (as I said we didn't get anything for 8 years). We aren't asking to move the Ronstadt Center. Yet someone thinks that we should bear the largest portion of any increase. And this is not the only bill that is increasingly eating up my pay.</p> <p>Gail TeBockhorst Pima County Department of Transportation/EIM 201 N. Stone, 5th Floor 724-6332</p> |
| 18 | <p>Michael Wagner You know that the majority of the riders are from the different government entities, City, State, County and Federal employees and that they're all subsidized for the bus travel, this is like targeting a certain type of group of riders.</p> |
| 19 | <p>Just wanted to voice my concerns about fare and schedule changes. I work for the County Attorney's office. Believe it or not, I don't make a whole lot of money. That's partly why I take the bus in the first place. I get assistance from my employer to ride, plus it makes me feel good about doing my part to help the environment not to mention it saves me gas and wear and tear on my vehicle. All good things. I have adjusted my life so I don't do errands that require driving on my lunch hour anymore. Great. Without knowing greater detail about what sort of fare increase you propose, what types of schedule changes you plan to make, and what your budget is in the first place, it's hard for me to make suggestions. My concern though is you are planning to increase fares in a mode of transportation that I am assuming is mostly used by lower income groups such as students. Again, perhaps there is different data that proves me wrong on this. I'm just going by my own observations. Judging from the clientele on the number nine, some of these people hardly have bus fare in the first place. It seems like a punishment again on those who can least afford to absorb increases. It's the have nots paying for the haves. Before this step is taken, have all other options been explored? What is driving the fare increase? Is it to pay for the street car?</p> |

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| | <p>Wish I could attend the meeting to hear all the details. There was certainly a lot of buzz this morning on the bus.</p> <p>If you could point me to a site that would outline your talking points, that would be appreciated.</p> <p>Kim Kloes Pima County Attorney's Office (520) 740-5772 Kimberly.kloes@pcao.pima.gov<mailto:Kimberly.kloes@pcao.pima.gov></p> |
| 20 | <p>I am against a fare increase. I do not use Sun Tran as I mostly bicycle, but it has long been my belief that the bus fare should be minimal or even free as that would encourage usage, get cars off the road and thereby reduce pollution, congestion and road wear. Do notice that Paris and other European cities are offering free public transportation to, belatedly, address pollution "issues".</p> <p>David Armet</p> |
| 21 | <p>hello,</p> <p>i'm a concerned regular suntran rider. i don't think any fares should be increased or route services diminished. if anything we need more service, especially on weekends.</p> <p>it seems to me that this is more discrimination against poor people and minorities. why not make some investments in smaller buses or vans for the less crowded routes? why not make suntran so effective and attractive that middle class people will want to ride? why not face energy policies down with a campaign about reducing carbon footprints.</p> <p>and of course if only all of the bus drivers were as kind and courteous as the few i have found to be so, that would be a big plus as well. pls let me know where to find the online survey referred to by the online tucson news, as i'm unable to join the meetings because of previous commitments. hoping my comments will be taken seriously,</p> <p>Certified Bones For Life® Teacher Tucson,Arizona 520 624-1009 www.tucsonfeldenkraisteachers.com</p> |
| 22 | <p>I have reviewed the proposed fare changes and route changes. The Economy fare remains far too low and should be increased sooner rather than later. The fact remains that the Economy fare is less than what it costs to purchase a soda from most vending machines (approximately \$0.75 to \$0.85). \$0.85 should be the minimum fare increase considered for Economy passengers-if they can afford to buy a soda at a vending machine at the Transit Center, they can afford \$0.85 cents for the bus fare.</p> |
| 23 | <p>Regarding the increase in Fair, frankly I am against it. I think the cost should be kept intentionally low to encourage people to use BUS. People who drive the Bus should see some savings in doing so. The cost of commuting with BUS should be so low, in my opinion, to have some savings for someone who has a 4 cylinder car. Otherwise he/she would rather drive his/her car to work & not to deal with the BUS!</p> |
| 24 | <p>Could you look at other ways to increase your revenue? Look into getting some money from the Government, possibly federal Gov.</p> <p>Mojtaba Mosallai (520) 591-0876</p> |
| 25 | <p>As a rider of the 101X, I certainly don't mind a fare increase. I would even support only the express buses receiving a fare increase in order to allow the express buses to cater to the working professional.</p> |

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| | <p>Increasing the regular bus lines may be problematic for people on minimal wage and with no other means of transportation. I say put all of your required increases where it can be afforded most, on the express buses.</p> <p>I also propose increasing the number of express buses. I know our line (101X 3rd trip in the AM and 2nd trip home) are both extremely full. I would also propose changing the timing of the 101X 3rd trip in the AM. If it ran FIVE MINUTES earlier in the morning I would be on-time for work every day. As it is, I only make it to work on time a few days a month. My only option is to catch a bus that is 30 minutes earlier! No thank you. I'm also surprised there isn't a 4th AM bus for the 101X.</p> <p>Ann Gloye Department of Finance & Risk Management (520) 724-9949</p> |
| 26 | no to raise fares make time longer |
| 27 | Raise the fares, but don't cut routes or change routes |
| 28 | <p>Dear Mayor Rothschild & Council members,</p> <p>Let me preface this by saying that I didn't vote most of you. That being said, onto the issue of this e-mail. I have a condition called Dysphasia[difficulty in speaking], so that is why when I can send e-mails or take surveys I do. I have seen the proposed bus fare increases, taken the 11 page survey, and will give you my proposal; you can call it Option D:</p> <p>I know a lot of riders are worried about fare increase but I feel that in the long run it will help the buses operate better, help with cost of everything going up in price... Everything goes up in price. I hope this happens and show everyone it will work out.</p> <p>FULLFARE-2.00[NO ADDITIONAL INCREASES] ECONOMY-.50[.75 BY 2025] EXPRESS-3.00[NO ADDITIONAL INCREASES] DAY-4.00[6.00 BY 2025] 30 DAY-47.00[60.00 BY 2025] ECON 30 DAY-23.50[40.00 BY 2025] SUN VAN EACH WAY:4.00 [NO ADDITIONAL INCREASES] SUN VAN ECON EACH WAY:1.25 [NO ADDITIONAL INCREASES] PROPOSED NEW FARES & FEES CHILD FARE (2-6) ff/econ .10 [NO ADDITIONAL INCREASES] CHILD FARE (2-6) EXPRESS .25[NO ADDITIONAL INCREASES] FEES COMMERCIAL OUTFIT SELLING PASSES [\$100 A YEAR][NO ADDITIONAL INCREASES])}{MAXIMUM CHARGE .50 A TICKET} CARD FEE-3.00 [5.00 BY 2025] CARD FEE WITH PICTURE 4.00 [NO ADDITIONAL INCREASES]1.50 RENEWAL</p> <p>While it may look like you're taking \$ from those who don't have a lot, remember: they take up the same amount of space once fares for this group remained the same while other groups were increased not everyone meets the guidelines in reference to Sun Van, the service is door to door and not everyone can qualify This is something else to consider.</p> <p>Douglas Eickhoff</p> |
| 29 | <p>FARES:</p> <p>The present fare box recovery rate in Tucson is among the highest in the country, fairly steady at +- 20%. We have the admirable distinction of maintaining an Economy Fare, which allows working families and low-income individuals access to transit and an improved quality of life. Many working families, however, are above the quite low income guidelines for Economy, and</p> |

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| | <p>therefore must pay Full Fare.</p> <p>Increasing any of these fares without corresponding increases in minimum wages and a higher standard of living for transit users, places an undue burden on bus riders, who depend on public transportation for work, school, job retraining, church, family visits and entertainment (yes, the poor are also interested in going out as money permits). Even a small increase represents a large chunk out of meager income, cutting into basics and eliminating any activities outside the home.</p> <p>Until there are tangible changes in income for transit users, NO FARE INCREASES.</p> |
| 30 | <p>Dear Mayor Rothschild,</p> <p>I am starting up a new group called Bus Friends Forever (BFF), to help support the bus system in Tucson and do some of the marketing that Sun Tran simply isn't able to do, particularly outreach to potential new riders. I will be finalizing some marketing materials soon and would like to meet with you and or your staff soon to discuss this effort.</p> <p>In the meantime, I know that you are seriously considering the various city manager fare proposals. I have put together a spreadsheet, which I'm attaching, that shows the various proposals. It also includes a fare proposal from BFF that I think is perhaps more reasonable. I understand the desire of the city to have a fare policy based on the base fare, so that any change in the base fare will automatically spread through the various passes. However, I believe that all three of the city proposals simply increase the fares too much, too soon. What I am proposing are fare increases in the 10% range. This will still bring in additional revenue, but will not cause the drop in ridership that I think the city's proposals will do.</p> <p>Thank you for your consideration.</p> <p>Sincerely, Jim Hannan</p> |
| 31 | <p>First, I have little issue with the fare increase, even though it is 40 percent. Not thrilled, but I haven't seen a fare increase since I began riding several years ago.</p> |
| 32 | <p>We totally oppose a public transport fare increase on the poor. They suffer more than enough under current economic conditions. Please remember that Tucson is the sixth poorest large city in the United States. Businesses and wealthy residents should shoulder the burden of public services that serve the dignity and prosperity of one and all in this city.</p> <p>Respectfully, Lawrence and Sylvie Robertshaw</p> |
| 33 | <p>I believe that option A is the best choice out of 3 poor choices</p> |
| 34 | <p>I am currently a Pima County Employee and use the bus to commute downtown from Oro Valley daily. As my wife and I share one vehicle, the bus has offered me an affordable and easy way to get downtown and back without racking up the miles and expense on our personal vehicle.</p> <p>The proposed increase of between \$25-\$35, for some of us, is a hard amount of money to give up per month and may deter many from renewing their passes while simply creating a financial hardship for others who do not have alternate means of transportation. I fail to see the logic in raising these rates and urge the powers that be to reconsider raising these rates as it would have a negative impact on many individuals who use this service because it is a cheaper and more environmentally conscious choice when compared to driving our personal vehicles.</p> <p>Sean Kewin</p> |
| 35 | <p>To whom it may concern,</p> <p>I rode the bus to and from work for years. It took 2 hours one way to ride the bus and 23</p> |

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| | <p>minutes one way to drive. However, the cost of the bus ride with rising gas prices more than made up for the time differences.</p> <p>The last time the prices were raised on the bus fares I calculated that it was no longer cost effective for me to ride the bus.</p> <p>Now I hear the prices are going up again. I fear the city of Tucson and Sun Tran are taking advantage of the lower income community and those who have to live on a strict budget by raising the price on the bus fare yet again. Please reconsider this decision, I find it is ill advised and out of touch with the Tucson community's needs. If the City of Tucson and Sun Tran are having a budget crises of their own it's time for the City of Tucson and Sun Tran to start making smarter and more logical decisions in their spending habits.</p> <p>Just because your money comes from the Tucson tax payers does not mean that money is unlimited. Nor does it mean that money should go to frivolous and unneeded projects such as the "Modern Trolley". In looking around at the "Improvements" that have been made in Tucson in the past ten years, particularly anything involving down town Tucson, I can't help but notice how those "improvements" seem to mimic very closely changes that were made in Phoenix. A city that is much larger, better planned, and has a much better infrastructure and need to support those changes.</p> <p>I have called Tucson my home for nearly 30 years now. I have, in the course of my career moved to other cities but always I return to Tucson because I love this town and its distinctive qualities. However, I have to say, I am deeply disappointed in the decisions this City's council and supporting infrastructure have been making in the past decade.</p> <p>With great sadness, Julie Marshall-Liechti Pima County Clerk of the Superior Court Software Engineer 520-724-3594 jmarshall@sc.pima.gov<mailto:jmarshall@sc.pima.gov></p> |
| 36 | <p>If the rate needs to increase you need to do it gradually not a sharp jump as proposed . Those of us who use the bus do so for many reasons, not the least it helps make a smaller carbon footprint.</p> <p>Those that usually ride the bus don't always have another means of transportation and they rely on your services. Most times they are working paycheck to paycheck and have no discretionary funds to pay for additional costs to ride the bus. Which most need to get back and forth to work.</p> <p>It is all good for Sun Tran and their employees to want more money but most of Tucson has not got a pay raise. With all the utilities cost going up and up and food costs right there with them. You are forcing people to chose to eat or go without to get to work. To cover the basics like a shelter over their heads.</p> <p>You really need to a wage survey of the average rider and figure out what people can afford not come off with a cost that is beyond most people's means. Then come back to the table with a more realistic price increase.</p> <p>I just wanted to write a note to express my displeasure over hearing the proposed route changes for 107X. I was so excited about being able to take public transportation to work from Oro Valley. The current stops makes it possible to walk from my home to the stop, eliminating the necessity for a second car. I happen to know that there are many riders of 107X who also</p> |

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| | <p>walk to their stop. Changing the stop to Oracle would be a horrible inconvenience for me as well as a majority of the riders. I for one, cannot walk 5 miles to the bus stop!</p> <p>I also wish to say that the idea of eliminating the Lambert & La Canada stops because it is no big deal since the new 103X route will make those stops is ridiculous - the 103X is not an express bus even with the X on it. It makes a stop at almost every intersection on Ina from La Cholla to Oracle, then several stops on River and it doesn't even come downtown where everyone on the 107X is headed! It would really make more sense for the 103X to start its route on Magee. In closing, I just want to say, in my opinion - Bad Idea. It is working wonderfully the way it is - what ever happened to "if it ain't broke, don't fix it"?</p> <p>Thank you, The rate increase proposal for the 30 day express pass will be cost prohibitive for me and I will no longer be a SunTran passenger. Susan Gould GVIcook@cs.com</p> |
| 37 | <p>My position is to keep the existing Express routes in operation, and do the rate increase My exception in your statement of rate increase is the single increase to 2.25 per ride and the \$25 increase (\$56 to \$81) to the monthly express pass cost . If you ride every day the .25 increase twice a day is .50 X 5 days is 2.50 X 4.2 (weeks a month) = \$10.50. but the monthly pass is increasing \$25 Increase the single ride to \$2.50, with full fair + \$1.00 and Economy + 2.00 David Oliver Superior Court ITSD 9th Floor, Room W951 520 724 4304</p> |
| 38 | <p>I reviewed your proposed rate increases and discussed with other express riders and it will be cheaper to drive to work than have to pay these large increases. Express riders took a substantial hit just a little while back which was a \$20 per month increase. Wages have not gone up but 3% in the last year for those of us at the County so not sure why we have to bear the brunt of these increases. You seem determined to get people off the buses and back into their cars. Having lived in Tucson for 49 years I fully understand this mentality from your organization because it never changes. Take one step forward and three back is the City of Tucson philosophy has been and apparently always will be.</p> |
| 39 | <p>i do not approve im on a fixed income</p> |
| 40 | <p>I don't think it would be wise to raise fares because the talk around my office, and many others, is that a lot of riders find the cost of a bus pass the same price as a parking pass down town so they really wouldn't be saving that much more, especially if they car pool. They would then split the parking and the gas making it even more cost efficient. This would the put the Streetcars, Buses and their need for drivers out of work. YOU have a lot of people at the City and County and other places downtown that take the bus every day and pricing them out of a convenience they love just not right or smart. I strongly suggest you take the people seriously in their concerns on not increasing the fares, you may not be happy with the result you think you will get. Thanks for taking my opinion into consideration. Laurie Amato Atomickitten041@yahoo.com<mailto:Atomickitten041@yahoo.com> 520-304-3967</p> |

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| 41 | <p>I ride the Express bus #104X or #102X 3 times per week. I am not opposed to the fare changes as the bus is a tremendous bargain. I do feel that Suntran could do a better job of matching the equipment with the number of riders. It's extremely unfortunate that ridership is so low, but it is and there is no need to run a 40 passenger bus on a route with 4 riders. Are there ways to increase ridership rather than raise prices? Call me if I can help.</p> <p>I would be very willing to help with publicity or working with businesses to encourage riding the bus. Please let me know how I can help. Thanks.</p> <p>Arne Kesler, CPA Industrial Tool, Die & Engineering 4765 S. Overland Dr. Tucson, AZ 85714 520-745-8771 520-571-0894 fax</p> |
| 42 | I support fare increase Option A while economy is still recovering. |
| 43 | Please minimize fare increase for express as much as possible. Too much of an increase would also make it impossible for me to continue riding. |
| 44 | I will no longer be able to be a Sun Tran rider as the cost for Express will be prohibitive. We plan to stop our passes and plan a carpool. We cannot afford to subsidize the streetcar that will cost taxpayers. This increase creates a large burden and we do not get regular pay increases. |
| 45 | The nearly double fare will cost me about the same as parking so I would stop using the buss because I'm not saving anything and just adding a hassle factor not worth it anymore. |
| 46 | It's no fair that there is an increase on no money or low income folks. Those of us that are unemployed or low income CANNOT afford rate increases. |
| 47 | I am against fare increases for economy folks. |
| 48 | I want Fare Increase Option A! |
| 49 | My purpose of riding the bus is cost and convenience. A significant raise in cost would be detrimental in the original purpose of riding. |
| 50 | I put \$15.00 a month on a 30 day pass. Is there going to be an increase in the SunGo ID card fare? I'm on a fixed income and it would be very hard on me every month. I do take the Sun Van for other things. |
| 51 | Now I pay \$6.00 tound trip round trip everytime I use them. That's very hard for me also. Will there be an increase in that too? I do have a lot of medical bills and a new hospital bill to pay every month. I take #15 to UMC Hospital for tests, Dr's appts, when I need to. If it comes to it and there will be \$18 a month |
| 52 | I will have to use the Sun Van which I don't want to because I have to pay \$30 a month and that is hard for me as well. |
| 53 | Why is the increase so much more for the express 30 day than the regular day pass? \$42 to \$96 this is a huge increase! |
| 54 | The caller does not want Sun Tran to raise the economy fares. |
| 55 | Why did the express fare increase more than the regular fare? |
| 56 | Do full/economy fare passengers pay an upcharge on express buses? |
| 57 | 36 trips for express passes are not how express routes are used |
| 58 | attendee does not understand options A, B and C |
| 59 | Is the 30 day economy pass going to stay at \$15.00? |
| 60 | Why are the fare increases higher on options B and C? Will the service stay the same? |
| 61 | On the 30 day pass, a \$12.00 increase seems like a very high jump. |
| 62 | I am writing in regards to the Sun Tran proposed fare increases for the 2014-2015 fiscal year. |

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| | <p>My fiancée and I are employed by Pima County and we both work downtown as productive members of society. We commute everyday on the 101X. The reasons we both agreed to take the bus were to avoid the wear and tear on our vehicles, heavy traffic downtown, monthly parking fees, and high gas prices. My fiancée and I both get off at 5:00 p.m., but do not get home until 6:00 or later on some occasions. We deal with the fact we won't get home until later in the evening because it benefits us financially. By choosing to increase the monthly express bus fare, we will most certainly be looking for other ways to commute to work such as carpooling with other downtown employees or parking in a lot that has cheaper monthly rates and only requires a short walk to our place of employment. Sun Tran also helps us and the other bus drivers "go green" and decrease our petroleum use but the proposed bus fare increases cancel out that desire entirely. Furthermore, some employees' only form of transportation to work is the bus. An increase this substantial would negatively affect them financially. The proposed fare increases may discourage individuals from obtaining employment at a business or agency downtown, or cause people who are already employed downtown to leave and go elsewhere. My fiancée and I ride the bus to and from work Monday through Friday. We do not ride at any other time and will be finding other means of commuting to work if the if the new rates are approved.</p> <p>Additionally, we have not been satisfied with Sun Tran management. With the extensive construction occurring on Golf Links and Sun Tran's frequent driver rotations we have observed what can only be described as a complete and utter lack of communication and training. New bus drivers are not instructed where to go in order to arrive at the usual stop at a reasonable time. We have been taken well out of our way and remained on the side of the road for lengths of time only to pull an unsafe u-turn across two lanes of traffic. We have even had a bus driver call out "does anyone have any suggestions?". How embarrassing for Sun Tran! Bus drivers more often than not have no idea what to do at the intersection of Golf Links and Harrison. Management should have recognized this problem by now and be helping drivers arrive at the final destination with ease and confidence. If I was completely satisfied with Sun Tran's service an increase of this amount might be warranted. An increase and poor service is intolerable.</p> <p>Dennis Vroegh</p> |
| 63 | <p>I understand the need for increased revenue, but please also consider that some state employees, city and county too I am sure, have not had pay increases in some time. Fares have increased twice I believe since my last increase in take home pay. I am also not certain why the express routes are targeted for the largest increases. They (at least the 104X) seem fairly full most days, and must certainly save fuel by minimizing stops. I also would think the 4 would be better served by having the every 10 minute schedule morning and evening and the every 15 minute through the midday when fewer people are travelling to work.</p> <p>Paul D. Scarce Information Technology Support Analyst, Sr. – SASG 1618 E. Helen Street, Rm. 117 Tucson, AZ 85719 phone: 520-419-2159 pscarce@email.arizona.edu</p> |
| 64 | <p>An express is that - an express - adding additional stops is not what you should do! Especially if you are going to ask us to pay \$81 per month I would be willing to pay more but not that much more!</p> |
| 65 | <p>Since 2007 it has been up 3 x's the fare and the city council did not have a proposal on the Sun Link so now the passengers have to pay for that.</p> |
| 66 | <p>Good morning,</p> |

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| | <p>I'm concerned about the idea that a fare increase on an express bus pass would be at least double the current price of an express pass. This seems excessive and unnecessary. I believe this will penalize those of use that are attempting to use this service, even while subsidized by the University.</p> <p>I'm concerned about the proposed changes to the 102X and 103X routes. Currently, I ride the 102X into work at the University campus in the mornings and ride the 103X home in the evenings. This prevents me from having to cross busy intersections that are prone to accidents (Ina/Thornydale and Speedway/Mountain) and dangerous for pedestrians.</p> <p>Thank you. Sarah Swanson Program Coordinator</p> |
| 67 | Sun Tran should not be raising the fares when they are cutting the service or to help out with the funds of the SunLink. Routes should also run later on the weekends, I can not even go to evening events on the weekend. Show me something worth paying for. |
| 68 | Raising our express bus fares by as much as you are proposing, this would be a significant financial burden on many of us on fixed incomes. |
| 69 | We are all very disappointed that you would be not only increasing our commute time but also substantially increasing our costs. Please take our concerns into account. Also, many of us never got to provide any feedback in the surveys taken last summer. |
| 70 | With the huge proposed rate increase for the Express to downtown, it will no longer be cost effective for me and several other Sun Tran passengers so your ridership will decrease. I will be better served to carpool and split parking costs. Just because we work downtown does not mean our income is huge, so alternative ways of transportation will be necessary as opposed to using Sun Tran. |
| 71 | <p>I am contacting you to express my concerns regarding the proposed Sun Tran fare increase and route changes.</p> <p>I have been a Sun Tran bus rider for over 10 years.</p> <p>Regarding proposed fare increases - I have my monthly bus fare subsidized by my employer Pima County. I would like to know how much my portion of the monthly bus fare will increase. Currently I pay \$28 a month for an Express bus.</p> |
| 72 | I am a regular Express bus rider who only drives to work perhaps once or twice a month. I ride my bike all the way home some days, so sometimes I only use the bus in the morning, and not in the evening. Even with my regular use of the Express bus, the fare increase for the 30 day Express pass would make no sense for me, as it would be cheaper for me to pay for individual trips than to buy the pass. It's actually already cheaper for me to pay for individual trips, but the difference is small enough that the convenience of the monthly pass is worth it for me. It won't be if you increase the monthly pass that much more on a percentage basis than the individual trip fare. I fail to understand why the single trip fare is increasing 12.5% while the monthly pass fare is increasing 44.6%. |
| 73 | I am a senior – can't afford to "douse fare" If no chance in service, no fare increase |
| 74 | Increasing the fare for Sun Van's full fare would make things more difficult for 1. Social security is my only source of income! |
| 75 | Please do not reduce services or raise fares. Increase of service will increase ridership. |
| 76 | This is a fare increase and a service decrease. We shouldn't have to pay more for less services. We can't afford this. Scheduling fore the meetings makes it difficult for working people to go. |
| 77 | I understand the need to raise fares and pricing on the 30 day bus passes. HOWEVER, I do not understand why Express Riders are being singled out for the greatest increases and will be the |

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| | <p>only group affected by an increase to the base fare on all three options.</p> <p>If the base Express fare must be raised it should be incremental at the same rate as low- income to get to the rate of ½ full fare, and 1 ½ full fare.</p> <p>Express Riders should NOT have the same multiplier. Most Express Riders use their pass only on weekdays. There is not usually an option for a regular route if you are using Express. Also there are a Maximum of 22 days in a 30 day period and so, if an express Rider drives one or two days - - they are paying for all trips as if they used cash at the full express costs.</p> <p>3. ALL riders no matter if they are low-income or senior discount pay the Full Express Rider Price for every trip.</p> <p>If you drive and buy parking in a garage or Parkwise lot – ONLY the Main Librry Garage and Pennington Garage cost more than the proposed Express Pass. City/State & Centro Garage = \$55 – Depot Lot = \$65 – Pennington Garage/Main Library = \$85</p> <p>Why should I or anyone continue to ride the Express Bus, unless I have no other option?</p> |
| 78 | <p>The proposed changes to route 20 are duplication.</p> <p>Sun Go Low income 30 day economy should stay at \$15.</p> |
| 79 | <p>Caller commented he is from out of state and was paying higher rate so he is ok with price increase.</p> |
| 80 | <p>If the county wants to make an effort to be more "green", raising bus fares seems pretty counterproductive. Most employees won't be able to afford the increase, causing more drivers/parkers, etc, increasing air pollution and decreasing efficiency and convenience. This will force people to stop riding the bus and contrary to the effort of increasing revenue, will decrease revenue because few people will choose to pay the ridiculous price. Our income isn't increasing along-side, so this seems like a slap in the face.</p> |
| 81 | <p>Unless and until Sun Tran is willing to address the competence level of their drivers and mechanics, I will never support fare increases.</p> |
| 82 | <p>I like Option A of the proposed fare changes.</p> |
| 83 | <p>As for the fare increase, I can understand the \$.70 for the low-income, but a \$10.00 increase for the month will cause hundreds of us low-income citizens a truly hardship. Consider maybe a \$5.00 increase.</p> |
| 84 | <p>No bus fare raise</p> |
| 85 | <p>Graduate student make an average of 16 thousand a year. Many of us have children and spouses and are living in poverty. All of these scenarios will make it hard for us to afford the bus even w/UA's subsidy.</p> |
| 86 | <p>Mary did a good job on her presentation. Fare changes need to be directly tied to route service change proposals.</p> |
| 87 | <p>Objection: Just price increase . I am strapped financially.</p> <p>I use Rts 4, 34, 37, 8</p> <p>Barbara at Sun Tran is Customer Service personified! So are your drivers.</p> <p>Sylvia G Clevenger 6042 E Rosewood 548-7282</p> |
| 88 | <p>Please do not increase Sun Tran fares. Most people who ride the bus are not well off and the increase in passes will hurt their already frayed budgets.</p> <p>For those of us who work downtown, why not make it more expensive or competitive with parking? When I drove downtown, I paid \$85 for library parking and the proposed fare for the Express pass is \$81. My incentive to ride the bus diminishes if the costs is almost the same.</p> <p>This raise will cause more people to drive and use up more available parking.</p> |

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| | <p>Bus service is a public good like roads and schools, everyone who rides or does not ride the bus benefits from bus service. If I drove that would be one more car on the road during rush hour. The city benefits from the cleaner air and less wear and tear on the roads.</p> <p>Kurt Cooper 2440 E Glenn, Tucson AZ 85719 520-331-3783 kxrc@msn.com</p> |
| 89 | Is the 2M dollars that is being mentioned as a savings include Fare changes also? |
| 90 | Who determines what option of the fare increase gets passed? |
| 91 | Fares – In regards to express fare, 41 – 50% increase in express fares is disproportionate. Who came up with 36 rides. At the proposed increase why would anyone purchase an express pass. |
| 92 | Which fare increase are you favoring? |
| 93 | Will County subsidize the pass at the same amount if the fare is raised. |
| 94 | How will these changes affect those individuals carrying a monthly pass |
| 95 | Do not want fares increased as am on a fixed income. |
| 96 | Fare Change comments: in this time of growth need to sponsor the bus. Fare increase will decrease ridership. At this time there the City should not go with any fare increase or service reduction. |
| 97 | I think ridership will decrease more permanently if fares are increased or service is cut. Increase ridership, build it up which will help us to avoid fare changes. We need a more positive image. The \$33 million shortfall can be addressed by other means. |
| 98 | I am 62 and would prefer lowest 30 day economy fare (\$18). The other higher fares (b&C) would be a hardship. |
| 99 | I sold my truck in 2005 because it was too expensive for me as a student. I am now a teacher and still cannot afford to support my family and a vehicle so I rely on Sun Tran. I no longer quality for the economy rates which has caused me to ride less. If you raise rates again, I do not know how I will be able to continue riding Sun Tran to get to work. I do know that I would no longer be taking trips to go out and do anything other than work |
| 100 | The continued increasing waste & unnecessary funding of city employee/mgmt. "expenses" can't justify a 'rate increase' with the teamster run transit system in Tucson. |
| 101 | Limited income due to visual impairment. |
| 102 | i think the rates should go up a little more but not a lot more . i would still continue to use sun tran no matter what |
| 103 | I noticed that comparing the different fair increase options that column A was cheaper in all categories. Thus, there really is no fair option. I also noticed that for fair to increase for any group other than express riders, express riders would pay exorbitantly more. If you make the express riders pay enough (to subsidize the rest), many will stop riding the express buses and you will have the same budget problems. Fair should be increased across the board in a more appropriate manner than the options that are listed in the survey. |
| 104 | I think a modest increase is OK but I suggest that instead of cutting a route -that the number of buses be cut-keeping the route open.ie every two hours instead of every hour. I think people would adapt. |
| 105 | Maybe higher fares would help the city free money up to dedicate on other areas of the budget |
| 106 | I am really getting tired of the Express taking the hits. The economy fare needs to be raised more. It's not fair to the rest of us. And NO my bus pass is not subsidized. I PAY for the whole thing. I am really tired of listening to the County Employees who say the fare hike isn't that bad because the County pays for 50% of their Monthly Pass. Well, maybe the County should pay for |

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| | mine too! Riding the bus is getting too expensive. I ride the express because the regular bus is too ghetto. The language is terrible and the bus is dirty. Riding the bus use to be nice, but not anymore. It's really too bad the drivers don't kick more people off the bus. Too bad Tucson doesn't have Transist Police. |
| 107 | The day pass fare hike is pretty high |
| 108 | After all the problems with the SunGo card, which I still have, I am not happy that you are wanting to raise the fares and change service. If anything, you should be adding service to get a fare increase instead of wanting to take away service. Also, you should have better service on the weekends. Once an hour on many routes is not often enough. It makes it VERY difficult to get around if you just missed a bus you needed to have to wait a full hour. If you want higher fares, then offer better service!!!! |
| 109 | I am one of the few people on the Express Bus that pays full fare; it's all county, city and state workers, and they all get discounts. Why don't you charge them more and not give them as much of a discount, since they are basically the only ones riding the bus!! It will not be cost effective for me to ride the bus anymore. Giving a discount to everyone that rides the bus is part of the reason you have a deficit. The ones who pay full fare will no longer ride. |
| 110 | I think the semester pass for students is already too high. If this were my transportation to school and the price were raised as much as proposed (even option A, the lowest increase for students) I would definitely not ride the bus anymore. |
| 111 | I feel the cost on the Bus is already outrageous. The express bus is not that much more a convenience. I can see doing away with some of the routes. I rarely see anyone on the 15 in the am at the UA mall. |
| 112 | If the fare increases as proposed, I will drive instead of riding the bus. |
| 113 | I don't object to a fare increase over 10 years, however, fares should reflect the median income of the riders, and a majority of riders who aren't students, are financially strained. |
| 114 | I live on the east side of town, and work downtown, so I'll continue to ride, but it seems like these rate changes unfairly target the ones who actually already pay the most to ride. Why should the express jump from 56 to as high as 90 something? It isn't equitable. The City could see more revenue if they would charge more to ride the Tran Vans, or to charge for the street car (I've heard that our bus pass will work on that as well). The City encourages us to use public transit and then keeps raising the rates to where I've heard some people say they'll just drive. I have driven in the past, and yes I get home sooner, but the comfort of riding the bus is better than the stress of driving. Raise the rates for the lower fares the same percentage, if you have to raise rates. |
| 115 | You need to raise economy fares to half full fare. You raise 30 day pass to \$63, a 50% increase I will allow my 30 day pass to expire and never renew. Don't know if I could even go to the \$54 mark. You are making car travel look good with some of these large increases to full fare people. |
| 116 | rather than raise fare costs on the poorest people in the city, who are not recieving any pay raises or added hours to their jobs but are filling the pinch with higher living costs for rent , groceries, utilities , etc, I would recommend a city wide increase in the minimum wage. Having a \$11 minimum wage would knock all the economy fare riders minus the elderly and disabled riders to full fair. leave the fare prices alone and recommend the city increase the minimum wage. by the way I am unable to make any of the hearings this is why I choose the online format |
| 117 | I do not like any of the fare increase options because the Express Fare increases no matter which option is chosen. Option A should have had just increases to the passes and with no |

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| | increases to any of the fares - the Express Fare increases every-time even if other fares do not increase. IT does not matter if you are disabled, senior, or low-income you still pay the full Express Fare. AND even though I can afford to pay the full Express Fare my resources are also finite and I feel that Express riders are being asked to continuously increase their fares - soon it will not be a cost difference (or will be less expensive) to drive and park. I still have to pay the for my personal vehicle expenses (i.e. insurance, new tires, etc.) whether I drive or ride the bus |
| 118 | Im disabled living on a fixed income.I can hardly afford the fare now. Matter of fact I have to walk to my shorter appointments as I cant afford to ride when I need to and with my bum knee, and siatica walking some days are excrusiating |
| 119 | Northwest to Campus should be more convenient and more frequent. We appreciate the reduced fare for university personnel, but an increase in rate would make it less financially convenient, and I would switch to driving. |
| 120 | Sun Tran does not deserve a fare increase. As it is, your busses are often dirty (even on the first run of the day), many of your drivers are downright mean and rude, think they're driving in a NASCAR race, don't care to be on time, do not enforce the policies for passengers, are so busy shooting the breeze with riders that they pass up stops, etcetera! Many of your employees have an attitude of indifference that could only come from top management. Your public service is anything but. Your new pay system is still not fully operational, you went live without testing it in the field, and I challenge you to prove that you even saw it operational anywhere in the world before you bought it. You even changed the time on the first 17 south bus of the day because the driver was always late, came later when everyone complained to him that we were all missing our connections on our way to work. We then complained to you and you did nothing. We had to make other arrangements to get to work on time, and when you lost many of the passengers on the first run south, you simply changed the time to coincide with fewer riders. You are charging too much for the terrible service you give. To ask us to pay more is just yet another slap in our face. SHAME ON YOU FOR EVEN ASKING ... MY RESPONSE IS TO STOP DREAMING AND START WORKING TO IMPROVE YOUR SERVICE. |
| 121 | The significant in crease in day passes and UA passes in general is going to cause a lot of problems. |
| 122 | Most bus riders canNOT afford a fare increase at this time! You guys need to come up with OTHER ways to save money |
| 123 | it looks like you are providing less service but increasing (tentative) the fare. It is not correct as you did not mention the quality of the service. For example, have a GPS online on the buses similar to Catran, also make possible to do connection without waiting 30 min for each transfer. Finally, clean the buses more often and added a better windows sun filter. Suntran has too much room to improve before increasing the fare and reducing the frequency and routes.. |
| 124 | Which group had costs increase 100%???? I have been riding the bus for 22 years. I'm tired of paying for other people. I make choices in my life every day. Do I go out to lunch today or do I save my money to buy my bus pass to get to work. While I see the majority of people saying how they flunked their drug test, smells of alcohol, cigarettes and has a better cell phone than I do and pay 40 cents to ride. I can't tell them how to spend their money. They can make the choice to buy cigarettes, alcohol or a bus pass like I do. <2008 2008 2011 Full Fare \$1.00 \$1.25 \$1.50 Monthly pass \$28 \$35 \$42 Express \$1.00 \$2.00 Monthly ? \$56 Economy \$0.40 \$0.50 Monthly \$12 \$15 |
| 125 | i have been riding the bus and the buses are really old, break down often, and AC not always working. If the fare increases, I will go back to carpooling like I did for years, it would be the same cost of carpooling without the additional travel time of being on the bus |

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| 126 | why should we be held responsible for the city mis management of their budget and then they give their employees a extra holiday that we as tax payers have to foot the bill and get screwed over at the same time |
| 127 | I use the "cash card", but it wasn't an option. Rout 203X combining with 202X will make it too long/too many stops to cal an express for the Oro Valley people. It will add several more minutes to the commute, and with the added cost, will make it much less attractive of an option (for those that have one). |
| 128 | While I prefer Option C - this preference is for the cash and economy fares. I think the proposals are too high for express. I also request one additional afternoon trip on the 101. |
| 129 | WHY INCREASE THE FARES FOR THE PAYING CUSTOMERS? IF THERE WERE MORE PARKING DOWNTOWN I WOULD DRIVE. WE ARE ENCOURAGED TO SAVE GAS BUT YOU RAISE THE FARES TO WHERE IT IS CHEAPER TO DRIVE YOUR CAR. |
| 130 | The fares must remain affordable for low-income riders |
| 131 | In understand a slight fare increase but added too much of an increase and adding more stops on an already crowded business would prevent me from riding the bus any longer. Might consider the 203X bus from Rancho Vistoso to Dove Mountain (as you are missing a lot of Raytheon people who live in Dove Mountain). |
| 132 | rather than raise fare costs on the poorest people in the city, who are not recieving any pay raises or added hours to their jobs but are filling the pinch with higher living costs for rent , groceries, utilities , etc, I would recommend a city wide increase in the minimum wage. Having a \$11 minimum wage would knock all the economy fare riders minus the elderly and disabled riders to full fair. leave the fare prices alone and recommend the city increase the minimum wage. by the way I am unable to make any of the hearings this is why I choose the online format |
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| 140 | \$25 more a month is a steep increase. This will be the second large increase for the express routes versus the regular routes. The last express fare increase was disproportionate as compared to the regular and economy fares (which only saw a .10 increase). Once again, the City of Tucson and Sun Tran want to put more hardship on the folks to take the bus to work. This proposed change will not incourage continued ridership nor will it incourage new riders to ride. Numerous people on my route will begin carpooling if this takes effect. I do not mind an increase, however, \$81 per month is not reasonable. This rate may be the going rate for Phx buses, however, wages are higher in Phx. I urge Sun Tran and the City of Tucson to reconsider the steep increase. |
| 141 | You want me to pay more for my pass, while decreasing service on Route 4 (Harrison) during morning and afternoon commutes? Those buses are already standing room only during rush hour, and yet, you will decrease the number of buses on that route. I might as well drive. |
| 142 | Maybe put the money that you spent on that "Beer Wagon" (Streetcar) into the buses, This would be a non issue! |
| 143 | 54 is an awful price on option A for a full afre 30 day pass! and please don't mess up route 1! I cant wait to win the lottery so that I can move to Phoenix! Phoenix has true light rail-20 mile starter line! I have been on the Phoenix light rail-it is fantastic! please don't pay for Tucson's pathetic 4 mile Uof A students silly trolley, on the backs of the bus passengers, by messing up routes and raising fares! If I could afford a car, I would not ride the bus in Tucson, but I would ride the bus (and light rail) in Phoenix! |
| 144 | Another increase, people are trying to make ends meet! Why such a gap? Where is the money currently going? Is the City of Tucson robbing the people blind again for their corruption. Enough is enough. The increase would make no difference if I started driving again and pay for parking & gas & maintenance. Yet the City wants to go "green", then stop bleeding the people who are struggling dry! |
| 145 | If I have to pay more for a bus system that is already too slow, I would rather just buy a car, if the bus fare is increased. Having a car would be faster and cost just a little bit more than riding a bus that is too expensive and inconvenient simultaneously. |
| 146 | A 100 percent increase in express fees seems a bit draconian. |
| 147 | I would support option A for Express fares but feel it's unfair not to raise regular fares by .25 as well. Why should the Express be increased in 2014 but not regular fares? |
| 148 | I am disabled and cannot drive so sun tran is my only option but I still need to be able to get everywhere including to and from u of a mall as well as still be able to afford it. |
| 149 | I think the fares should stay the same. The increase is too much for most people to pay |
| 150 | I love the transit system, but an increase as large as proposed and the change of routes for the NW side would make it out of my reach! |

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| 151 | If you plan on raising the fares and making changes to the routes you need to make the drivers reliable. Right now the buses are constantly running late. I am not going to pay more for an unreliable service. |
| 152 | I like the fact more buses will be more convenient, but bus prices are getting too expensive for economy fares. |
| 153 | Proposed changes make it harder for UA students, who often don't have cars and are on tight budgets, to commute via bus from off-campus housing. Lower bus fares also help low-income people who can't afford a car of their own to commute to work and shopping, while fare increases negatively affect these people the most. |
| 154 | If the goal is to push riders off the bus and into a car resulting in more congestion and parking problems downtown, then a fare increase would work. I know many riders who don't drive their own car because the 30-day express is less than gas and parking, but a fare increase may push us to driving in if it is no longer cost effective. |
| 155 | All 3 options for the fee increase are stupid. Why don't you increase the fee on the riders that ride for free. It will be cheaper to drive and park in a parking garage. You will lose riders!! |
| 156 | At an increase of this much money at one time I would join a car pool instead. Just because I have a job I have not gotten an pay increases to offset an increase in fare of this much. |
| 157 | I can certainly understand the financial situation, but these proposed increases will come at the expense of your riders who are already feeling the pain of cost increases. If you continue to raise your rates, you will lose ridership as your riders will seek other alternatives for their travel needs. I don't agree with the extent of your fee change schedule. You should look at other means to fill the budget gap and perhaps a less dramatic fee change schedule. |
| 158 | Rates and service should be equal. There have been too many days that drivers failed to show up or were so late that riders had to drive into town on their own. If consistent service could be achieved, then a rate increase would be more acceptable. |
| 159 | i dont mean to sound mean or anything against the poor. but you really should stop the economy fair.almost all citys dont even have it like suntran i bet a good part of your fares are economy fares 60 to 70% id say thate where the company is loosing a lot of revinue. |
| 160 | This is stupid, why increase prices when everything is fine the way it is?. |
| 161 | please do not increase the bus fare |
| 162 | \$5 is outrageous for a day pass. Who do you think makes up MOST of your riders???? Poor people, that is who!!!! You are pricing MOST of your customer base right out of the bus door. You will actually lose money because you will lose customers. So what will happen then but you will have to raise fares again and lose more customers. My sister rides this bus system almost everyday. She does not have the luxury of a UA Pass as I do. She will LITERALLY be unable to afford to go to work and to go about her business. |
| 163 | i very much oppose the fare increase and the propose route changes. especially with the 109 express, that's a bus i've ridden for 5 years!!! i take it all the way to the end of the line on catalina hwy. i think you should keep the 109 express just the way it is. |
| 164 | The monthly exprerss rate increase is outrageous with a 45 to 70% increase. This may cause me to stop riding and drive to work downtown. If the fare is going up to equal or exceed the cost of driving in and paying downtown parking then what is the benefit? |
| 165 | We need more revenue |
| 166 | Leave pricesw alone |
| 167 | no raising fares |
| 168 | no raise fare |
| 169 | I am disabled and cannot afford increase |

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| 170 | Leave prices alone |
| 171 | No jacking up prices |
| 172 | Don't raise prices |
| 173 | no fee increase |
| 174 | can't afford more money |
| 175 | Don't have money to pay more |
| 176 | Option B |
| 177 | Leave fares as is |
| 178 | I cant pay more |
| 179 | No increase |
| 180 | less fare |
| 181 | low income - cant pay more will have to adjust rides |
| 182 | insane increases |
| 183 | no fair fares same cost as driving now |
| 184 | Please don't raise fares |
| 185 | Stop picking on those of us with no money |
| 186 | No increase |
| 187 | Don't raise prices |
| 188 | no more taking more money |
| 189 | no econo raise |
| 190 | Leave prices all alone |
| 191 | we are not rich, leave us alone |
| 192 | stop taking our money |
| 193 | What happened to free rides |

GENERAL COMMENTS

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| 1 | Perhaps we should have an informational card on "Troubleshooting" for the customers, ie: <ul style="list-style-type: none"> - Payment made online, but is not reflected on the card - Go to nearest turn and tap card to force the overload. - What do I do if my card is lost or stolen - Etc. |
| 2 | Is there any route from Catalina Hwy to 2800 E. Ajo way Thanks Steve Gelumbauskas |
| 3 | Hi I live in La Reserve Subdivision. The current bus route is not working well for me. The closest bus stop is at River front park & it's too far for me. I propose to have a stop in front of La Reserve Subdivision, like Oracle & La Reserve Drive OR Oracle & First Ave. |
| 4 | The Gold Links bus that was supposed to be at campbell & speedway @ 9:47 am today never came. I was 1/2 hr late for work and I am VERY ANGRY! It is inexcuseable to have busses that people depend on to take them to work not running when they should be running. You've got a lot of nerve trying to charge \$1.75 for this horrible, unreliable bus service. I'm contacting my city council person and complaining about the terrible service you provide. If you can't make the busses run when they're supposed to run then maybe we need another bus company in Tucson! |
| 5 | The caller said the loop is free and now we are going to have to pay. |
| 6 | The forced dependancy of riders to use sun link rail since route from Rondstadt to UA Mall would be nullified stops of rail require riders to reach destination not directly. The end of line-SunLink rail ends at Warren and Helen Streets with no connecting service with existing transit stops. |
| 7 | Your changes are effecting lots of riders. This new system is not going to work with the riders. Look into the ethnicity of who rides the buses. Too many bus routes and too much walking to route stops. |
| 8 | A city is only as viable as its public transportation. Weekend service is adbominal! Hourly service is prohibitive and has prevented me from getting out and about and shopping. There must be an investment made in a city's future. Better bus service on the weekends may increase ridership as it will give citizens more of a desire to step out. While trying to build up downtown on weekends why not consider how people can get there. |
| 9 | Are we going to add SS routes to the brochure? |
| 10 | If you discontinued a route and add that to an express route, how is that going to help people when expresses only run 3 times (AM/PM) |
| 11 | Why do we not have an annual/semester pass for the general public like they do for the UofA? |
| 12 | Are there any proposals to extend weekend service? |
| 13 | A park and ride service that would run later on the weekends would be nice. |
| 14 | Driver feedback: Passengers are always asking for more late night and weekend service. |
| 15 | Are the changes because of the Streetcar? |
| 16 | Can we have routes go to different areas (streets) than what they are currently operating on? |
| 17 | Drivers do not take the farebox seriously. |
| 18 | There is a lot of discrimination on the bus? |
| 19 | We need to do away with the 30 day pass and make it a 31 day pass. |
| 20 | When the COT schedules the public hearing, it is better for people to go there to leave comments? |
| 21 | We need to improve system efficiencies and service |

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| | 520-724-8464 Susan.gould@pima.gov |
| 22 | Sun Tran should consider working on better connections. Buses always miss each other and passengers are forced to wait long periods of time for the next bus. Thank you for your consideration. Carol Van Gelder |
| 23 | 2 hour time limit for transfer is too short, especially weekends, which is every 1 hour time table. |
| 24 | Northwest – where I live – is growing population. It requires more bus service. Especially weekends, need more services. |
| 25 | What routes would be used from Laos going to W. Orange Grove & N. La Cholla? What route would be used going to W. Ajo @ S.Mission? What route will pass the UMC from downtown? Walk a mile in my shoes, you will see what I see, hear what I hear. Here is something thought I'd give to those who are on the board of the Proposed Service: How many of you depend on the bus to get to: Dr.'s Appointments – work – college course – get groceries – or do a variety of errands? I'd suggest you think about a few of these things before making the final decision! How do I get from the Laos Transit Center to 707 N. Alvernon when route 11 will no longer be serving Laos? Will route 9 still pass by the UAMC? What is the fastest/easiest way I get to Ajo @ Mission from the Laos when route 50 will no longer serve Laos? |
| 26 | Global warming dictates radical action to transportation options. We need to focus on increasing ridership & getting people out of single-occupancy vehicles. Most bus riders would be happy with a working clock, clean & well-functioning restrooms, shaded bus stops & a human being in the info booth. Make Ronstadt ore welcoming with greenery, benches & tables, & artwork – putting in consumer-driven business will not benefit the majority of Tucsonans. (And I noticed the meetings for the developers had tasty snacks while the meeting for explaining changes to rider had none.) Who do you serve? Planet? Rich? People? Self? |
| 27 | Bus scrolling sign needs to tell the time all the time is not saying something. |
| 28 | Give out free SunGO cards to full fare passengers to get their transfers. |
| 29 | Could you do anything about the filthy floors and windows on the various buses. Picking up trash at night is not the same as scrubbing a floor or using Windex on the windows so you can see out. |
| 30 | Also, do all of us have to put up with foul language, especially from the teenagers to people on the bus that seem to annoy them. The drivers used to warn them once, the put them off the bus at the second stop if they didn't stop it. Now most of the drivers ignore it. How about when driver ignores the beginning of a physical fight between two passengers and does nothing to stop it. He still drove on and didn't call Sun Tran or TPD. It was a long #8 bus at night going to Laos and was frightening to some of us. |
| 31 | I need the #23 to run more frequently, especially on Saturday and Sunday. You need to change it so the northbound #23 and southbound #23 don't leave Mission and Ajo at the same time. |
| 32 | Biggest concern, efficient route from Rancho Vistoso Park to UofA |
| 33 | Hidden demand. I would ride down from Campbell to Alvernon and back on Sunday morning if the route has scheduled every 30 minutes instead of hourly. |
| 34 | Kudos to Mary and staff for presentation at Main Library. However, I don't understand the information that weekend buses are underutilized. Input got skewe3d? Also, does Teamsters |

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| | union have outsized influence on weekend schedules? For routes I ride/fare I pat: proposed changes to schedules routes are a must. Should alleviate chronic delays on 6, 16, and 8. Proposed increase in fare to my class (Economy 30-Day) is totally reasonable. |
| 35 | Urban Sprawl brings ridership from outlying communities such as Catalina (Recreation Center) 2 miles up the road from Golder Ranch, a 40 minute to 1 hours walk. Only 1 additional stop at the recreation center at 6:30 am (where the bus driver initially starts from) than an evening return to the recreation center by 6 pm (or sooner based on the current last stop at Golder Ranch at 5:32 pm M-F) Even with a disembarking of rider of the shuttle to stop an fill gas (circle K) en routes, the saving in time still substantial for riders. |
| 36 | Longer bus times on weekends for all routes that go to and from Loas transit center 10PM cut off would be understandable time to shut down. People who work far from home do have trouble getting home on weekends and forced to find unnecessary means of transportation to get home. |
| 37 | Why are annual passes only availab to UA/PCC students? (for semenster - annual for UA)- There are other scholastic participants and some go only over summer/winter break. Will the general public have such an option? Why not integrate with public parking garages/ park & Ride lots, Sun Link to allow better accessibility for these options? some shift work begins / ends before/after 6-7 AM on 10-11 PM seven days a week. Even on holidays and we still need to be able to get to home from work on those days. Make public transit worth the investment by giving us that option- such as hourly service 24/7 sto and from each Park & Ride so we all have the flexibility to get where we need to go and back home again. Consider contracting with TEP to shade those lots with solar panels to lower the Sun Link operating costs allowing greater funding possiblities for public transit- no fluctuating gas prices. All bus stops should have shade/bench & trash/ recycling facilities available. Wouldn't need "please respect private property" signs if there was a proper bus stop (ex. 5th/Craycroft, Country Club south of Grant...) Camille Kershner camillekershner@hotmail.com |
| 38 | Why does all the buses don't run on weekends. I feel it will be better for every body because I can't go anywhere due to the bus stopping early on the weekends. Why don't you look into that? Why do you raise the fare every year? Some people can't pay that fare. Roseline Johnson 1262 S Craycroft, B-E, Appt 117, Tucson AZ 85711 398-4783 |
| 39 | Bus Passes – Can they be used on the Street Car? |
| 40 | Parking Fees – Aren't they used to pay for the Downtown Loop? |
| 41 | How often will rail service run and what are the hours |
| 42 | What was considered in regards to additional Park and Rides |
| 43 | Trolley is a waste of time and money |
| 44 | How will Greasewood be serviced. |
| 45 | Much more convenient to take the bus. So if I want to go from DT to U of A I have to take the Streetcar |
| 46 | Don't think that there should be any changes to the current bus service. |
| 47 | Senior Center at Bonita and Convent – how will the COA recommendations affect those centers. |
| 48 | When will streetcar be up and running |

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| 49 | What will the fares be on the Streetcar |
| 50 | Sun Tran does a good job. |
| 51 | If these changes happen, How am I supposed to get around? I use the 4, 9, 17, 23, 8 34, 37 |
| 52 | Does any bus go down Greasewood? |
| 53 | Severing downtown for Grant Rd doesn't make any sense. |
| 54 | How are monthly pass holders affected? |
| 55 | I live in Armory Park, it's convenient to take the bus to UA. Do I have to take the streetcar now? |
| 56 | The streetcar sounds like a scary thing to me. |
| 57 | I would like the streetcar to go to the Senior Housing at Congress and Bonita. |
| 58 | I have a hard time loading my monthly pass at the transit centers. |
| 59 | Taking out the customer service reps. at the transit centers really hurt. |
| 60 | Does Sun Tran advertise much to remind people about the bus service? |
| 61 | Has ridership increased? |
| 62 | A new college may be moving into the Rio Nuevo complex on Bonita and all of the Seniors at Sentinel Plaza and planned development on westside are burdened by the above changes. We also need increased service too. – Diana Rhoades/Ward 1 |
| 63 | Barrio Hollywood – Rte 5 stops at 7:00 at night. Have to transfer to a 22 which only runs 1 time an hour. Route 7 needs to be more night friendly. Needs added frequency. |
| 64 | I propose that route 6 go to Harrison only and route 20 goes to Kolb/Golf Links |
| 65 | What changes will there be on route 29? Will it no longer be in service? |
| 66 | Will route 27 continue going to PCC Desert Vista campus? |
| 67 | I hope that my comments, as well as others', are actually taken into account. If not, it just demonstrates the careless nature of those in charge of Suntran. The 30 day pass increase in each option is extreme. The price does not match the quality of services. Buses will still not run later at night nor will they run more frequently on the weekends. The new train is transit I will not take because it is not on a frequently taken route. It would make more sense to increase the 30 day pass (and any other pass) by 15% every 3-5 years, not by 50%, which is too extreme. With this drastic fare increase, Suntran will be looking at drivers asking for a wage increase by next year. Either offer more frequent night and weekend service, where the fare increase would make sense, or just raise it by 15% every 3 to 5 years. By the way, comparing yourselves to city transit systems such as those in Los Angeles or Chicago is ridiculous. Those cities offer wider service routes and late evening services. In fact, Los Angeles had several bus lines that run on a 24 hour basis and reach a wider population in L.A. County, which makes their fare increases more reasonable. Also, Los Angeles does a 15% to 18% increase every 3 to 5 years. They also have lines that make better time connections than those here in Tucson. In Tucson, the buses never make a good time connection to one another and passengers are left waiting for 30 minutes because they missed a bus by 2-5 minutes. |
| 68 | More Sun Shuttles would be a good idea, as well as adjusting the 450 to better connect with arriving buses in the morning. Also, having more outlets to buy 30 day passes would be good. |
| 69 | I depend on the bus for transportation during my frequent trips to Tucson. |
| 70 | This is a realistic adjustment of hdwys. to reflect variations in ridership through the day. Congratulations, you will finally be getting headways on S. 6 th back to the level provided by Tucson Rapid Transit Company in 1950!!! |
| 71 | Doesn't agree with Frequency Table which says 20 instead of 30. If necessary to reduce hwy., service should not be cut from 15 to 30 min., but should go to 20 min. instead. |
| 72 | I wish Sun Tran would have a deal with middle schools like they do with high schools where |

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| | they provide bus passes to TUSD students |
| 73 | I do computer consulting, and I am currently able to service the Tucson Metro area. These proposed cuts will make this difficult, if not impossible, without losing clients by being unable to reach them in the hot summer, or by having to pass increase travel expenses on to them. This is not going to help anyone, and your revenues will go down due to decreased ridership. You are doing it backwards. If you make the bus service easy and cheap, everyone will use it and your revenues will go WAY UP. Stop doing it backwards! |
| 74 | Negative impact on students, Raytheon Riders. use of public Trans |
| 75 | Busses need to run more frequently later, particularly on Friday and Saturday nights. People don't take the busses at those times because of safety-- waiting at a poorly lit stop for a long period of time is simply not safe. If there was less wait time for the next available bus as night, I would ride to downtown more frequently, as would my friends |
| 76 | I JUST GOT A JOB AFTER SIX MONTHS OF UNEMPLOYMENT!! I live near Wilmont and Grant and take the 8 which leaves at about 0600, and this gets me to work at the Department of Veterans Affairs on time. To eliminate this service and having to transfer would threaten my employment!!! If you're going to increase fares, and not increase frequency of service--don't change the routes!! The transfers DO NOT even CONNECT because of the damned hourly service and sometimes half hour waits during the week!! THIS IS BULL&*^&^%!!!! I really am considering transferring out of this city if these services cuts go into effect. This city is basically DEAD as it is!! With busses running so infrequent, it's helping to discourage people who ride the bus to go out and patronize businesses because they can't get home!! |
| 77 | While I do not like the reductions in service I do like the shift to disconnecting routes and emphasizing n-s, e-w routes that take advantage of grid letting more riders to only transfer once to get to there destination. |
| 78 | You should put the route changes on the buses that will be affected so more people will be aware. |
| 79 | When are they going to stop handing out FREE passes at the El Rio and other places??? NOBODY should be riding for FREE. This nonsense has got to stop. I understand why they need to increase fare, but why are they still handing out FREE passes?? Why isn't there an increase in fare to the FREE passes?? |
| 80 | One thing that would make my life much easier was if there was a bus that stopped closer to the Oro Valley Public Library for my commute. I now take the shuttle, and would love it if I could simply hop on a bus. The closest stop on the express from Tohono to Oro Valley is at Oracle/1st Ave, which is a three mile walk to the library. Also, the transfers from the bus to the shuttle STILL do not work most of the time. |
| 81 | you could use the extra funds to change all seating to non-cloth. it is easier to clean and longer lasting. |
| 82 | Please put a 103x bus stop at Lambert and La Canada which is a significant collector intersection. |
| 83 | Seats at all bus stops. 30 minutes standing at bus stop very difficult. |
| 84 | I live at Campbell and Grant and commute regularly to the UA Mall. If the service changes are enacted, my commute options will go from 8 bus options per hour (9,15,20) to 3 bus options per hour (just rt 15). If the fare increase is enacted, it will significantly affect me as a UA student. I will probably not buy a subsidized pass, but rather minimize my bus riding and pay full fare when I ride. |
| 85 | Regarding Route 4,it would be a boon to downtown if buses ran until midnight on Saturdays |
| 86 | I have been riding the bus for 28 years and have seen lots of changes, most notably, three |

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| | transit centers and accessibility especially for the mobility challenged. |
| 87 | Can the transit centers, particularly RTC and LTC, accommodate all these proposed new routes? Several years ago, 5 bus bays were lost in RTC thans to that new apartment building to the east of it which forced regular routes (1 and 6) out onto 6th Ave. The only place to expand is to the north, eliminating a parking lot for which the company may get two more bus bays. |
| 88 | I have observed that longer routes get more riders; empty buses cost the company money and possibly add to polution. Cutting up our long routes is not a good idea. |
| 89 | Split routes should be eliminated ie; those which go to an intersection, half turning onto the cross-street, the other half continuing on the street of origin. Routes 4, 8 and 11 are case in point. |
| 90 | Multiple routes on a given street should be kept as few and / or as short as possible. I, for instance, cannot read head signs until the bus almost has to stop; this slows the bus down, possibly making it run late. Case in point is proposal for route 2; while south 6th Ave. is one of the busiest passenger sources, one route (currently route 8) running frequently enough should cover it. |
| 91 | EARLIER TIME FOR #104 IN A.M. ~ 6:00 AM |
| 92 | FIRST 27 IN MORNING ALWAYS LATE, NEEDS TO BE ON TIME. |
| 93 | TRY HARDER TO MAKE BUSES BETTER |
| 94 | DON'T TAKE ANYTHING AWAY |
| 95 | CLEAN BUSES DAILY |
| 96 | LEAVE ROUTES ALONE, NO CHANGES |
| 97 | LEAVE ROUTES THE SAME NO CHANGES |
| 98 | MORE SANITIZING |
| 99 | MORE RIDES ON WEEKENDS |
| 98 | 24 HOUR BUS SERVICE. EVERYONE ELSE HAS IT |
| 99 | NEED A BUS THAT GOES DOWN ORANGE GROVE AND BUSES RUN LATER ON SUNDAY. NO HOUR WAITING, REGULAR SCHEDULE ALL DAY LONG. |
| 100 | ENDLESS SUGGESTIONS |
| 101 | BETTER SEATS |
| 102 | IMPROVE BY ENFORCING RULE , SPECIFICALLY IN REGARDS TO BEER DRINKERS |
| 103 | SAME SCHEDULE ON WEEKENDS, 24 HR SERVICE |
| 104 | BUSES ALWAYS LATE, DON'T LIKE NEW TRANSFERS NO TIME DEFINITION |
| 105 | NO WHEELCHAIR SERVICE ON DAVIS NO #7 BEEN REQUESTING FOR 3 YEARS |
| 106 | NO WHEELCHAIR ACCESS ON CURTIS & DAVIS NO #17 3 YEARS REQUESTING |
| 107 | HAVE BUSES RUN EARLIER ON WEEKENDS |
| 108 | DON'T ENFORCE RULES ON BUS, PUT STROLLERS UNDER THE SEAT CLEANER BUSS |
| 109 | NO ENFORCEMENT OF PEOPLE DRINKING ON THE BUS |
| 110 | LATER HOURS AND WEEKENDS |
| 111 | BUS DRIVERS HAVE BAD ATTITUDES |
| 112 | TURNED AWAY WHILE IN WHEELCHAIR |
| 113 | LATER HOURS AND WEEKENDS |
| 114 | LEAVE EVERYTHING AS IS |
| 115 | SUN 60 CARDS NEED TO TELL YOU ON DAILY TRIPS HOW MANY TRIPS ARE LEFT. |
| 116 | DRIVERS SHOULD HAVE BETTER ATTITUDES ESPECIALLY WITH KIDS. WANT 3 BIKE RACKS INSTEAD OF 2. MORE POLICE OFFICERS AT NIGHT |
| 117 | SOFTER SEATS, FIX BETTER BUS ALWAYS BREAKING DOWN, NO VAPOR SMOKING ON BUS? |

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| | MORE INFORMATION BOOTH, LAZY DRIVERS PUT OFF PEOPLE IN WHEELCHAIRS |
| 118 | EARLIER HOURS ON WEEKENDS |
| 119 | CHANGES ARE GOOD SOMETIMES, BUT NOT ALWAYS |
| 120 | PEOPLE THAT RIDE THE TROLLEY SHOULD PAY FOR ALL OF IT |
| 121 | SUN TRAN HAS ALWAYS BEEN EXCELLENT |
| 122 | NEED MORE BUSES ON WEEKENDS |
| 123 | STAY THE SAME |
| 124 | NEW BUSES |
| 125 | IMPROVE BUSES |
| 126 | MORE SERVICE ON WEEKENDS / SAME SCHEDULE |
| 127 | MACHINE AT BUS STOP DO NOT WORK, PUT PEOPLE BACK IN THE OFFICE'S |
| 128 | 24 HOUR BUSES / SAME SCHEDULE |
| 129 | 24 HOURS ON WEEKENDS |
| 130 | QUIT HIRING NEW BUS DRIVERS |
| 131 | RUN LATER ON WEEKENDS |
| 132 | THE 104 EXPRESS JUST PASSED RIGHT BY ME |
| 133 | BE ON TIME |
| 134 | FIND A BETTER WAY TO MANAGE THE MONEY |
| 135 | BETTER ATTITUDES OF DRIVERS / PREJUDICE |
| 136 | PAPER IN BATHROOMS |
| 137 | NO SMOKING AT TRANSIT CENTERS |
| 138 | WHEN THERE MONEY ON MY SUN GO CARD EVERY NOW AND THEN IT WILL READ NO VALUE OR NOT VALID. SOMETIMES IT ONLY WORKS ON SOME ROUTES. |
| 139 | FEEL LIKE PEOPLE ARE WATCHING US |
| 140 | YOU ARE DOING GREAT SERVICE |
| 141 | THIS IS PROBABLY THE CHEAPEST TRANSIT FARE IN THE COUNTRY. |
| 142 | PUT MORE ROUTE AT RONSTADT FOR NEAR MY JOB |
| 143 | NOTHING |
| 144 | SANITITIZE MORE FREQUENTLY |
| 145 | 75 YEARS RIDING SUN TRAN DRIVERS DO NOT LOWER LIFTS FOR ELDERLY AS MUCH AS THEY SHOULD, AND THIS MAKES THIS PERSON VERY ANGRY. |
| 146 | NEEDLESS MONEY SPENT ON TROLLEYS WHEN BUS IS FOLLOWING RIGHT BEHIND IT. THAT MONEY COULD BE SPENT FIXING BUSES. LEAVE IT ALONE, IF IT AIN'T BROKE DON'T TRY TO FIX IT. A LOT MORE WORTHY CAUSES COULD USE THIS MONEY. |
| 147 | DAY PASS'S BACK FOR \$3, DRIVERS NEED TO BE ON TIME, MISLEADING PEOPLE ABOUT BUS SCHEDULES. NEVER ON TIME, MAKING PEOPLE LATE FOR WORK OR APPOINTMENTS. |
| 148 | MORE CONSIDERATE OF SERVICE ANIMALS ON BUSES, PEOPLE TURNED AWAY MANY TIMES. EVERY 30 MINUTES ON WEEKENDS. EVERY 30 MINUTES; NEED TO HAVE SHADED BUS STOPS ON SOUTHSIDE. |
| 149 | LEAVE EVERYTHING THE SAME. |
| 150 | DRIVERS DO NOT RESPECT PEOPLE WHEN RUNNING FOR THE BUS; THEY TAKE OFF. |
| 151 | DRIVERS ARE ALWAYS LATE. |
| 152 | TRANSFERS GO IN TWO DIRECTIONS; TRANSFERS DO NOT TRANSFER WEEKENDS RUN LATER, WEEKEND START EARLIER |
| 153 | TIME OF TRANSFERS ON TRANSFERS SHOULD ALWAYS BE THE 2 RIDES, REGARDLESS OF THE TIME YOU BUY IT. |

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| 154 | MORE BUSES ON WEEKENDS |
| 155 | COMPANY TO PAY FOR PHONES |
| 156 | ROUTE 27 NEEDS A BUS EVERY 30 MINUTES ON WEEKENDS - EVERY 20 ON WEEKDAYS. |
| 157 | MORE BUSES ON WEEKDAYS; DO NOT RAISE BUS PASS'S ANYMORE. ROUTE 27 EVERY HOUR ON WEEKENDS; EVERY 20 MIN WEEKDAYS. |
| 158 | MORE BIKE RACKS. |
| 159 | MORE BIKE RACKS! MORE BUSES. |
| 160 | EARLIER HOURS ON WEEKENDS |
| 161 | WOULD LIKE DRIVERS TO MAKE CHANGE |
| 162 | TURN IN OVER TO RTA. (REGIONAL TRANSPORTATION AUTHORITY!) |
| 163 | BUS DRIVERS SHOULD BE MORE COURTOUS, BETTER MANNERS BE AWARE OF SURROUNDINGS, AND NOT SLAM DOORS ON PEOPLES FACES |
| 164 | MORE BUSES FREQUENTLY. MORE BUSES ON WEEKENDS & LESS HOURS; MAKE 20 TO 30 MINUTE WAIT ON WEEKENDS. |
| 165 | BUS DRIVERS NEED TO GREET PEOPLE AND TREAT PEOPLE NICER MOST ARE REAL MEAN, AND PUT A LOT MORE PASSION INTO YOUR JOB. |
| 166 | FIX SUNTRAN MACHINES AT CENTERS |
| 167 | FIX MACHINES, PEOPLE LOOSE MONEY ALL THE TIME, THIS YOUNG MAN LOST \$248.00 TODAY REAPEATING TRANSACTION. IT NEEDS MORE BUSES EVERY 20 MINUTES ALSO WEEKENDS 20 MINUTES. |
| 168 | HAVE BATHROOM OPEN UNTIL LAST BUS LEAVES |
| 169 | NOT JUST 30 DAYS, 1 MONTH |
| 170 | MORE CONSIDERCATE DRIVERS THEY CLOSE DOORS ON YOU WHEN YOU ARE AT THE DOOR AND LEAVE THEM STANDING THERE. EVERY 30 MINUTES ON WEEKENDS; NEED TO HAVE SHADE AT STOPS. |
| 171 | HAVE SYSTEM AS A WHOLE RUN ALOT BETLER. |
| 172 | UNIVERSITY SUNTRAN WASTE OF TIME & MONEY. IT CAUSES A LOT OF PROBLEMS |
| 173 | TROLLEY IS A WASTE OF TIME AND MONEY! WHERE DOES ALL THE EXTRA MONEY GO THAT SUN TRAN GETS FROM 1000'S OF PEOPLE WHO DO NOT HAVE EXACT AMOUNT OF MONEY? MONEY SHOULD BE USED TO FIX BUSES. MORE ROUTES, EARLIER HOURS. |
| 174 | BUSES EARLIER ON WEEKENDS |
| 175 | SANITITIZE |
| 176 | KEEP SERVICES |
| 177 | I AM NOT HAPPY ABOUT THAT I DON'T LIKE THE TROLLEY HAVING ALL THE TRANSIT DOLLARS. WHO WAS THE LAME BRAIN THAT ORDERED THE TROLLEY? ASK HIM OR HER TO FIND THE MONEY TO GIVE US BACK OUR BUS SYSTEM |
| 178 | INVEST IN MORE COMFORTABLE BUSES |
| 179 | STOP MAKING ALL THESE CHANGES |
| 180 | HAVE BUSES RUN EVERY 20 OR 30 MINUTES, NOT EVERY HOUR. |
| 181 | THERE ARE SOME MEAN DRJVERS THAT WOULDN'T LET ME ON BECAUSE I AM DISABLED. BAD PEOPLE GET ON THE SUN TRAN. NEED TO BE MORE SAFE. NEEDS MORE BUSES ON 16. |
| 182 | MAKE SURE TIME IN BOOK YOU GIVE TO PASSENGERS IS THE TIME YOU GIVE DRIVERS. MADE SEVERAL COMPLAINTS ALREADY NOTHING DONE |
| 183 | BAD PROPOSAL ALL AROUND |
| 184 | YOU NEED TO EXTEND MORE TIMES GOING NORTH FROM TOHONO |
| 185 | HAVE ROUTE 11 GO TO FOODBANK; PLEASD WITH DRIVERS. |

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| 186 | MUSIC ON BUS |
| 187 | YOU SHOULD JUST KEEP THE BUSES AS THEY ARE |
| 188 | Bus Drivers are rude |
| 189 | NICE SELECTION IN ROUTE CHANGES. MONTHLY PASS WOULD STILL BE AFFORDABLE |
| 190 | BUSES BE ON TIME |
| 191 | MORE EXPRESS BUSSES, AND 16N SHOULD GO FARTHER |
| 192 | BETTER BUSES, LOWER FARES, BUSES RUN LATER ON WEEKENDS |
| 193 | MORE BUS BENCHES AT BUS STOPS |
| 194 | 24 NEED TO RUN UNTIL 11:10PM |
| 195 | VERY SATISFIED WITH SUN TRAN |
| 196 | SQUEEZE THE CITY MORE |
| 197 | NEED TO ABLE TO PAY FOR DAY PASS'S ON BUS. |
| 198 | WOULD LIKE SUNLINK TO BE OPTION SAME AS CURRENT EXPRESS OPTION |
| 199 | 24 NEED TO RUN UNTIL 11:10PM |
| 200 | KEEP AS IS |
| 201 | I LIKE THE SUN TRAN SERVICE THANK YOU |
| 202 | IN THE MORNING 27 IS ABOUT 5 MINUTES LATE. NEED TO BE ON TIME ESPECIALLY BECAUSE IT IS THE 1ST RUNNING OF THE DAY! |
| 203 | COME EVERY 2 HOURS ON WEEKENDS |
| 204 | I LOVE RIDING SUN TRAN |
| 205 | SEPARATE BUSES FOR STUDENTS |
| 206 | FIX MACHINES AT ALL CENTERS. MORE BUSES ON WEEKENDS, EARLIER HOURS ON WEEKENDS. LEAVE ROUTES AS THEY ARE WHERE IS ALL THE EXTRA MONEY GOING THAT SUN TRAN GETS WHEN YOU DO NOT HAVE EXACT CHANGE? |
| 207 | EARLIER HOURS, FIX MACHINES AT CENTERS |
| 208 | I WANT TO KEEP IT THE SAME |
| 209 | BUS IS ONLY TRANSPORTATION |
| 210 | 24 HOUR BUSES LIKE THEY DO IN PHOENIX |
| 211 | SUN TRAN CARD WORKS BETTER |
| 212 | ALL BUSES ON 30 MINUTE TIMETABLES. MORE ROUTES ON WEEKENDS. |
| 213 | MORE FREQUENT BUSES ON ROUTE 3, LIKE TO SEE A BUS SHELTER ON ESCALANTE, CAMINE SECO 7 OR DE LAS PALMAS STOP |
| 214 | BUS SYSTEM IS NOT THAT GOOD |
| 215 | GET KIDS TO RIDE |
| 216 | EARLIER HOURS ON WEEKENDS |
| 217 | ADDITIONAL STOP AT RANCHO VISTA/FIRST AVE AT SAFEWAY STORE. BE MORE CONVENIENT |
| 218 | DRIVERS HAVE ATTITUDES |
| 219 | BUS ON SUNDAY SOULD RUN EVER 15 MIN |
| 220 | THANKS, APPRECIATE SUN TRAN |
| 221 | THANK YOU |
| 222 | ADJUST THE TIME ON ROUTE 412 SUN SHUTTLE, 80 MINUTES IS TOO LONG |
| 223 | THERE SHOULDN'T BE A CHANGE |
| 224 | THEY SHOULDN'T CHANGE THE BUS ROUTES/TIMES |
| 225 | MORE BUSES ON WEEKENDS |
| 226 | EXTEND HOURS ON BOTH WEEKENDS & WEEKDAYS & (LEAVE ROUTES ALONE) HAVE A GRAVEYARD SHIFT, MAKE NEW ROUTES ON COLUMBUS, IF YOU RAISE FAIR MAKE NEW ROUTES |

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| | SO AT LEAST THERE WOULD BALANCE. |
| 227 | COME EVERY 2 HOURS ON WEEKENDS |
| 228 | EXTEND TIMES ON ROUTES ESPECIALLY WEEKENDS |
| 229 | SERVICE IS GOOD |
| 230 | I'D LIKE TO EXPRESS THAT MOST DRIVERS' ARE COURTEOUS, CONSIDERING THE FLACK THEY USUALLY RECEIVE |
| 231 | THANK YOU |
| 232 | CLEAN BUSES MORE |
| 233 | WHY MAKE THINGS DIFFICULT |
| 234 | ALWAYS LATE |
| 235 | THERE SHOULD BE A ROUTE ALONG THE MISSION ROAD |
| 236 | KEEP SAME SCHEDULE AT ALL TIMES |
| 237 | TROLLWY GOES WHERE NO ONE NEEDS TO GO |
| 238 | HAVE NICER AND MORE PROFESSIONAL DRIVERS |
| 239 | BUY DAY PASS'S ON BUS! |
| 240 | LATER RUNNING BUSES AT NIGHT; BRING BACK DAY PASS'S ON BUS TRANSFERS NEED TO BE IMPROVED; THEY TEAR TOO EASILY. |
| 241 | MAKE TRANSFERS BOTH WAYS |
| 242 | <p>To Mayor Council & Suntran I don't support this Fare increase and Changes to Routes. There is other ways of Making Changes that wouldn't upset people. Example 1 Combine Route 5 & 37 as one big Route. Example 2 Do Away with 2 Route 8's and Make 1 Big Route 8 and Maybe Every 30 Mins. Route 8 Broadway To Wilmot and Make a Left at Wilmot, Left on Pima, Right On Wilmot, Right on Grant, Right on Tanque Verde, The Time Point for the Break would be a Regular Time Point, Left Turn on Broadway, Left on Harrison to the Park and Ride. (No More Confussion) The New 8 Would Be Based out of South Yard. Route 9 Should Remain The Same Due to Observing alot of Passengers Going to Downtown. a Alternative Would be. Reroute #15 To Mountain for a Example. What Can be Done also is Have the 9 Goto UofA Mall and Left on Campbell to Grant Left on Grant To Silverbell Then Left on Silverbell To Congress Then Downtown. By Doing that Would cover the 20, 21 and Still have Passengers going Downtown and UofA Mall. This Would be Bassed out of North Yard Since its Closer. Have the Route 3 PCC East-Wilmot/Broadway Have them Make a Left at Campbell to UofA Mall as a Transfer to Route 9/15 then Make a Right onto Campbell and a Left onto 6th Street and Resume Route. Going to PCC West, Make a Right onto Campbell from 6th St To UofA Mall then Make a Right onto Campbell, Then a right onto 6th St and Resume Route to Downtown/PCC West RTC To Laos: Route 6,8 & 16 Should be Route #'s That are More Easy to Remember and Have the #s Very Close Example 1,2 Not 1,4. Lets Make this System More Easier Not Complicated. I would Leave Route 9 Alone Thats Just Other Ideas that I could Come up with. Lets Get Buses That Take Us Places. Example Sabino Canyon, Bear Canyon, Pima Air Museum, Old Tucson, Desert Museum, Breakers Water Park. Lets Get People to Come to Tucson and Not Have a Bus System That dosen't take us to Interesting Places. Lets Reroute a Bus to Drop us and Pick us up infront of the Greyhound Bus Station That would be Nice Reopen Garage 1 for Customer Service also. Garage 2 is way to far and not accessible. No Offense I really don't want to smell crap from the suage Treatment center. maybe Reopen the Booths to 1 Person Per Booth at LTC, RTC and Tohono. I would like to see also Cleaner Bus Stops and I would like to see a NEW GREYHOUND BUS DEPOT THAT WAS PROMISED NOT A PIECE OF CRAP TRAILOR. I think that any bus that ends at Laos Should return to Garage 1. If Suntran Can't Manage having 2 Yards Maybe its time to Sale Garage 2. I know some Companies that would be Most Likely Interested Example Maybe</p> |

Greyhounds Bus Yard. Sorry Suntran its the Truth. I don't know where this Advertisement money is going But I haven't seen any great improvements and I think alot of the Improvements are Embarassing. 30 Day Pass Should be Did away with and Changed to 33 Day Pass. It gives People 2 Extra Days To get there Bus Pass and Not Get Left in the Dark. There should be Rules Enforced. I have Found that Suntran Buses are Very Filthy and Not getting there Proper Maintence. Day Passes Should be reprogramed into the Farebox. "Show ID" Should be Did away with Due to Privacy and Descrimation. The Economy Cards are Very Descrimating as to what I have Observed. No Privacy and According to Suntran We were told that we could have a Day pass, Full Fare or express 30 Day Pass Programed onto a Economy Card, Thats Not True. They only get 2 Options what I saw. Value or 30 day pass. Thats it. Thats Not Fair and right. alot of operators are Letting people on for free. Suntran or someone that is contracted with Suntran is still giving out Bogus Cards.

It takes me to let the GM know that one of the buses have a Bus out License plate light. It would be nice if Suntran wouldn't be Inconsidered and Would add SunShuttles Information onto the Farebox & Ride Guides. Just to let you people know. Suntran Operators have Stated that The company dosen't care about there Employees. I have found that Very True. One of the times It was on a Express. Suntran needs to get a better Dispatcher and Be Serious. Safety comes 1st and you people are suppose to be Professional Not talking to your Operator on the Interstate. Just so you know in some states its Illegal to be on the phone or texting, When was the last time there was Sushi Garden on a Route 1, 3, 5, 15, 34 & 37 (Never)Suntran has been Taking a garage 1 CNG 2028 Up to Garage 2 on Friday Night when Garage 2 Has No CNG Then what gets Interesting is They will drive it passed A Sushi Garden on Saturday but they don't take it back to garage 1 after there done. They use it for some route that has no Sushi Garden on it on a Sunday. Makes No Since to me. I would of Took it back to Garage 1. Can we say a Waste of Money. Then They use during the Weekdays out on the Southside Garage 2's Suntran likes Wasting Gas I guess. The Talking Bus Dosen't work right. Your Drivers alot of them don't like Handicap People and Have refused a few times to lower the Ramp. or they have a Poor Attune. I guess My Point is There has to be a Change The people that are Drunk Shouldn't Allowed on the bus. Anyone that Misses up a Bus should be removed off the bus and Banded and Should take a weekend and Meet the bus and Clean there crap up. Valley Metro in Phoenix Dosen't put up with that crap. Why is it Phoenix Has there stuff under control and here Suntran has no clue. Maybe Suntran is smelling too much crap. so I vote No on the Fare increase and changes to the Plan until Suntran can Prove themselves that they Deserve This fare increase. I think that there should be a Place where the Public can put there input into this 1st. LET US DESIGN THIS SYSTEM. As to the City of Tucson You people need to Show us Improvements. again no greyhound except in a long term tempary falling apart HAUNTED Trailor that I can't be in there and my Friend that works for them has to get a hold of me by Intercom to let me know my Bus is here. Lets Look at whats wrong with this picture. Lets take a trip to albuquerque where you have regular Transit and greyhound and amtrak in the same location. IN A BUILDING and a Beautiful building. I know I been there. We couldn't use RTC as a RTC, Greyhound, parking, a Few Useful Shops as to Taco Bell, McDonalds, Burger King, Pizza Hut, KFC, Churches, Carls Jr and Maybe Circle K or QT without a Gas Station. Some Well known Place Not Like Maynards What was a Waste. PLEASE NO MORE STUDENT HOUSING AND BARS DOWNTOWN Have a nice day Brendon