

Title VI Fare and Service Equity Analysis for Proposed FY 2015 Fares and Bus Service May 2014

Prepared by Sun Tran for the City of Tucson



In Compliance with Title VI of the Civil Rights Act of 1964 and the Federal Transit Administration Circular 4702.1B, Chapters IV and VI, October 1, 2012 and the Environmental Justice Policy for FTA Recipients Circular 4703.1

EXECUTIVE SUMMARY

Title VI Regulatory Background

This analysis was facilitated by the City of Tucson (COT) and is in compliance with Federal Transit Administration (FTA) Circular 4702.1B – “*Title VI REQUIREMENTS AND GUIDELINES FOR FEDERAL TRANSIT ADMINISTRATION RECIPIENTS*” which prohibits federally-funded programs and services from discriminating on the basis of race, color, or national origin.

FTA Circular 4702.1B requires all transit providers with 50 or more fixed route vehicles in peak services and are located in an urbanized area (UZA) of 200,000 or more in population to perform a fare equity analysis for ALL fare changes (i.e. increase or decrease), and for all major service changes. A major service change is defined by locally-adopted thresholds. The COT’s Sun Tran system meets the criteria established by the FTA requiring fare and service equity analysis. When planning to implement a fare change or a major service change, the COT is required to compare proposed changes, assess the effects of the proposed changes, and determine if the proposed changes would have a disparate impact on minority and/or a disproportionate burden on low income populations. The fare equity analysis compares the fares paid under the change with fares that would be paid through available alternatives. The service equity analysis involves a comparison between the proportion of minority persons and those with low incomes who are adversely affected by the service change and the proportion of non-minority and non-low income persons who are adversely affected. The equity analysis also describes actions to avoid, minimize, or mitigate any adverse effects of the proposed change on minority and low income populations.

Per FTA Circular 4702.1B, TITLE VI REQUIREMENTS AND GUIDELINES FOR FEDERAL TRANSIT ADMINISTRATION RECIPIENTS – CHAPTER IV, 7. – “To ensure compliance with 49 CFR Section 21.5(b)(2), 49 CFR Section 21.5(b)(7), and Appendix C to 49 CFR Part 21, all providers of public transportation to which this Section applies shall develop written policies consistent with the Section to evaluate, prior to implementation, any and all service changes that exceed the transit provider’s major service change threshold, as well as all fare changes, to determine whether those changes will have a discriminatory impact based on race, color, or national origin. The written procedures and results of service and/or fare equity analyses shall be included in the transit provider’s Title VI Program.

Our purpose of conducting fare and service equity analysis prior to implementing service and/or fare changes is to determine whether the planned changes will have a disparate impact on the basis of race, color, or national origin”

“Low-income populations are not a protected class under Title VI. However, recognizing the inherent overlap of environmental justice principles in this area, and because it is important to evaluate the impacts of service and fare changes on passengers who are transit-dependent, FTA requires transit providers to evaluate proposed service and fare changes to determine whether low-income populations will bear a disproportionate burden of the changes.”

“Upon completion of a service or fare equity analysis, the transit provider shall brief its board of directors, top

executive, or appropriate governing entity or official(s) responsible for policy decisions regarding the service and/or fare change(s) and the equity impacts of the service and/or fare change(s). The transit provider shall submit documentation such as a board resolution, copy of meeting minutes, or similar documentation with the Title VI program as evidence of the board or governing entity or official's consideration, awareness, and approval of the analysis."

Current Consideration: Fares

The COT approaches its fiscal year 2015 with a projected budgetary gap originally estimated at \$33. All COT departments, including transportation, were requested to review budgets toward developing financial efficiencies and additional revenues. The COT City Manager's Office proposed a transit budgetary reduction target of \$6 million, to be addressed through internal savings, service efficiencies and potential increases in fare revenues.

Since 2008, the COT and PTM/Veolia Transportation, the contractor providing the Sun Tran and Sun Van service, took major actions to achieve significant cost savings and increase revenues. The COT reallocated federal funds resulting in savings of \$21.2 million during this period. Sun Tran and Sun Van implemented one-time savings during this period totaled \$553,000 and annual internal savings realized since 2011 total \$1,534,070 each year. Additional revenues realized during that period total \$10,150,000 and includes the award of discretionary grant funds. During the current fiscal year, further cost efficiencies of \$1,379,680 are estimated to be achieved and PTM/Veolia provided additional services to the COT valued at \$650,000 without any fees or charges. COT staff and Sun Tran/Sun Van project additional potential internal savings for fiscal year 2015 of \$1,000,000, and increased revenues of \$2,340,000.

The COT Mayor and Council requested that the Transit Task Force (TTF) (an appointed advisory committee to Mayor and Council) work with staff and develop a formal fare policy providing a more strategic approach to fare(s) establishment. The TTF provided its recommended fare policy on December 16, 2013, which included a review of the ratios and multipliers used to establish fare types and period pass usage estimates. Three fare scenarios were presented with the fare policy, two developed by the TTF and one by staff. Previous COT fare increases were implemented in 2009 and again in 2011.

Fares for the paratransit system, Sun Van, were impacted with previous fare changes made to the fixed route system because its fares are based upon those of the fixed route system. Fares for the Sun Link streetcar service will be impacted by any future fare changes because its fares will be the same as those established for the Sun Tran system.

The COT complies with the FTA requirements regarding ADA-paratransit trips by charging twice the fixed route full fare as its paratransit full fare. The COT has also provided additional subsidies to qualified low income persons on all of its transit services, with the Economy fare currently at 33% of the regular full fare.

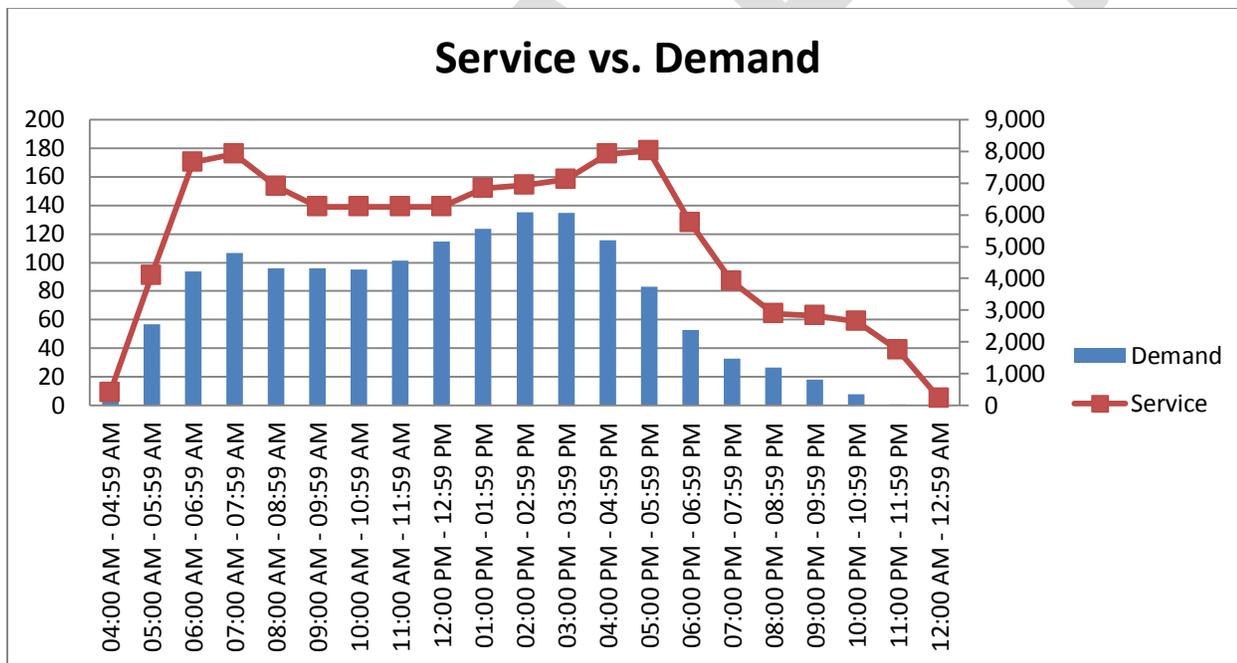
The COT conducts a fare equity analysis when any fare change is considered. The COT utilized the requirements within FTA Circular 4702.1B and the referenced policies as guides in compiling necessary data, synthesizing such data, and facilitating a fare equity analysis based on the comparison of existing fares, proposed fares, minority and non-

minority riders, low income and non-low income riders, and various fare categories. The potential fare change demographic comparison is addressed in Section II.

Current Consideration: Service Changes

Service efficiencies were identified through a Comprehensive Operational Analysis (COA) completed in December 2013. The COA was a market demand-based analysis of ridership data analyzed for individual routes, route segments and in some cases individual bus stops. Due to budgetary constraints over past years, the COT had not conducted a COA since 1997. As part of the COA, a passenger survey was conducted to meet Title VI requirements to gather ridership demographic information and to determine ridership patterns and develop origin to destination mapping.

The COA did not recommend any changes in the span of service hours to any routes. A primary determination of the COA is that the entire ridership trend throughout the Sun Tran system had changed from a traditional AM and PM peak service structure to a mid-day plateau from approximately 11:00 am until 3:00 pm. The COA recommended frequencies based upon market demand and usage, increasing some frequencies and decreasing others so that the service provided more accurately reflects service needs. While it was not a goal of the COA to reduce levels of service, the changes in frequencies based upon demand resulted in net efficiencies.



The COT adopted title VI equity policies on August 6, 2013 (Documents, APPENDIX A). Through this policy, a major service change is defined as any change in service that would add or eliminate more than:

- Twenty-five percent (25%) or more of the route revenue miles on any individual route; or
- Twenty-five percent (25%) or more of the route revenue hours on any individual route; or
- Twenty-five percent (25%) or more of the ridership on any individual route (based on the most recent route survey or sample)

Using the adopted thresholds determining a major service change, the service equity analysis was conducted based upon a comparison of existing revenue miles and hours and passenger demographic information with proposed revenue miles, revenue hours, impact upon passengers based upon frequencies and impact upon passengers based upon segment discontinuance.

The COA contains a variety of recommendations, which had to be analyzed to determine which of the recommendations, if any, represented a major service change. To reach a conclusion regarding major service change status, recommendations for each route was reviewed. How each recommendation affected individual routes is addressed in Section I of this report. Through the analysis, recommendations to five (5) routes constitute a major service change, two of which are Sun Tran fixed route and three which are Sun Express routes. The routes are:

- Proposed combined 21/22
- 27
- 103X
- Proposed combined 202X/203X
- 312X

Once it was determined which routes constitute a major service change, the demographics of these routes were compared to the Sun Tran system to determine whether they will result in disparate impact to minorities or disproportionate burden to persons with low incomes. The demographic comparison is addressed in Section III.

Aggressive public outreach activities were utilized to solicit public comments on the proposed fare and service changes, resulting in the receipt of 1375 passenger intercept surveys with 239 comments; 290 online surveys with 161 comments, and 273 comments received via email, telephone calls to Sun Tran's customer service department, or from open house attendees during the public outreach period. As this document was being finalized, an additional 24 comments were received through Sun Tran's customer service. The passenger intercept survey resulted in 1375 unique responses made possible by the methodology used to conduct it. However, some persons attended multiple open houses providing comments, and made duplicative comments through other avenues available. Public comments are summarized in Section IV, and all comments are provided in APPENDIX B.

Conclusion

This fare and service equity analysis uses passenger demographic information to determine the impact of the proposals. To review the three fare scenarios, the greatest potential increase for any fare type was compared to the current fare for that type. The impact of service changes was reviewed on an individual route basis.

This fare equity analysis determines that there is no resulting disparate impact upon minorities or disproportionate burden to persons with low income. The service equity analysis also determines that there is no resulting disparate impact upon minorities or disproportionate burden to persons with low income as a result of the service proposals.

A vigorous public outreach program was conducted to solicit public comments on the proposals, including a customer survey, an online survey, eight (8) public open houses, details posted on the Sun Tran, Sun Van and the City of Tucson websites, strip cards were distributed aboard Sun Tran buses and Sun Van vehicles, posters on buses, media releases, the use of social media, information distributed to 200 nonprofit organizations who distributed passes to students, staff or clients, emails sent to online p and information posted at the transit centers, at the Special Services office and sales outlets.

Even though the proposed changes do not represent a disparate impact or disproportionate burden, the proposals were made pursuant to lessening any negative impact to passengers to the greatest extent possible. This analysis addresses mitigations considered to lessen the impact to all passengers.

The City of Tucson has a legitimate, non-discriminatory rational/decision for implementing fare changes to generate additional revenues and for implementing service changes adjusting frequencies and realigning route segments based upon market demand.

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SECTION I

Service Proposals and Determination of Major Service Change

Market driven recommendations were made through the COA to eighteen (18) Sun Tran fixed routes, and eight (8) Sun Express routes (another Sun Express route was addressed in the COA, but only to add additional stops and it is not addressed further in this report because service levels were unaffected).

Service recommendations included frequency and route segment adjustments. Due to market demand, proposals were made through the COA to change frequencies of some routes, in some cases increasing frequencies during select times of day and reducing frequencies at other times of day. Proposed Frequency Changes are provided in the following table:

Frequency Change	Proposed FY 2015 Service Changes
Fixed	
Route 3 / 28	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. New Rte. 28 would operate every 30 minutes between RTC and Pima College West.
Route 4	Route would operate every 15 minutes in the morning and afternoon between Ronstadt Transit Center & Kolb, (every 30 minutes east and south of Kolb) and during mid-day operate every 10 minutes (every 20 minutes east and south of Kolb). No change to weekend service.
Route 6 / 25	Split into two routes at Ronstadt Transit Center (RTC): Rte. 6 would operate between RTC and Tohono Transit Center with no change in frequency. New Rte. 25 would operate from RTC south to Laos Transit Center and Tucson Airport every 30 minutes weekdays, with alternating trips on weekends.
Route 7	Route would operate every 20 minutes until 1 pm and from 3- 6 pm, and continue to operate every 15 minutes between 1 and 3 pm weekdays. No change to weekend service.
Route 8 /18	Split into two route at Ronstadt Transit Center (RTC). - Rte. 8 would operate from RTC and alternate between Wilmot/Lee and Speedway/Harrison. Service would operate every 15 minutes in the morning and afternoon (every 30 minutes east and north of Wilmot), and from 11:30 am- 4:30 pm would operate every 10 minutes (every 20 minutes east and north at Wilmot). - New Rte. 18 would operate between RTC and Laos Transit Center. On weekdays, route would operate every 15 minutes until 8am and from 6 to 7 pm. From 8 am to 6 pm, route would operate every 7-10 minutes.
Route 15	Service will operate every 20 minutes weekdays. No change to weekend service.
Route 11 / Route 50	Merge Rte. 11 (Alvernon) and 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 and from 4 to 7 pm (every 30 minutes west and south of Ajo/Palo Verde). Between noon and 4 pm, service would operate every 10 minutes (20 minutes west and south of Ajo/Palo Verde). No longer serving Laos Transit Center.

Route 16	Split into two routes at Ronstadt Transit Center (RTC). - Rte. 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/Thornydale every 30 minutes weekdays. Saturday service would operate every 20 minutes from 10:00 am- 4:00 pm, 30 minutes rest of day, no changes to Sunday service. New Rte. 12 would operate between RTC and Laos Transit Center. Service would operate every 15 minutes weekdays and every 30 minutes on weekends.
Route 21 / Route 22	Merge Rte. 21 (Congress/ Silverbell) and Rte. 22 (Grande). The service would operate weekdays every 30 minutes and hourly every evening and weekend.
Route 34	Weekdays from 1 to 4 pm, route would operate every 20 minutes.
Express	
103X	Operate three trips in morning and afternoon.
312X	Route would travel northbound in the AM and southbound in the PM only. Southbound AM and northbound PM passengers would be encouraged to ride Rte. 1 07X or Sun Shuttle Rte. 401.

A review of route productivity by route segment resulted in additional efficiency proposals, with some route segments recommended for discontinuance based upon low levels of usage.

The proposed route segment changes are provided in the following table:

Route Change (Segment)	Proposed FY 2015 Service Changes
Fixed	
Route 1	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.
Route 2	Add travel on S. 6th Avenue between the Ronstadt Transit Center to 36th St. and between S. 6th Ave. and Kino Pueblo Gardens Blvd. Simplified routing through Pueblo Gardens.
Route 3	The route will no longer travel Corondelet or Jessica Roads, creating an abbreviated Route 3
Route 15	The route would no longer be abbreviated on certain trips at the UA Mall.
Route 26	Rte. 26 would travel on Country Club between Drexel and Benson Hwy, no longer serving Masterson Ave.
Route 34	Buses would no longer serve the stop on 30th St. /Craycroft, requiring passengers to board on Craycroft/29th St.
Route 37	Rte. 37 would travel between Pima College East and Tanque Verde/Sabina Canyon, no longer serving Sabino Canyon and Cloud roads.
Express	
102X	Rte. 102X would only operate between the Foothills Mall and UMC via Downtown Tucson. Rte. 103X would serve the discontinued portion along Magee Rd. from Oracle to La Cholla.

103X	Expand route to Rancho Vistoso Park & Ride, but discontinue service between UA Mall and Ronstadt Transit Center. Operate three trips in morning and afternoon.
105X	No longer, serve stops on Kolb/Sunrise, eliminating route segment.
107X	Discontinue service along Lambert and La Canada, which would be provided by Rte. 103X
109X	Route no longer serving Wrightstown to Catalina Hwy.
312X	Route would travel northbound in the AM and southbound in the PM only, beginning at Ronstadt Transit and traveling north on Stone by way of Tohono Transit Center to Rancho Vistoso Park & Ride.

Due to low productivity along corridors of a few routes, coupled by the close proximity of another Sun Tran route to the route, certain recommendations were made to merge routes.

The proposed route realignments are provided in the following table:

Realignment of Service (merge, change)	Proposed FY 2015 Service Changes
Fixed	
Route 11 / Route 50	Merge Rte. 11 (Alvernon) and 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 and from 4 to 7 pm (every 30 minutes west and south of Ajo/Palo Verde). Between noon and 4 pm, service would operate every 10 minutes (20 minutes west and south of Ajo/Palo Verde). No longer serving Laos Transit Center.
Route 21 / Route 22	Merge Rte. 21 (Congress/ Silverbell) and Rte. 22 (Grande), adding service to Pima College Community Campus and the City of Tucson, Community Resource Center on Bonita. The service would operate weekdays every 30 minutes and hourly every evening and weekend.
Express	
202X / 203X	Merge Route 202X and Route 203X. The new route would no longer operate via the lightest used segment along La Cholla Blvd. The two routes would merge north of Ina Road, traveling to and from the Rancho Vistoso Park and Ride via 1-10/1-19 between Ina and Irvington to Laos Transit Center, Bombardier, and Raytheon.

In addition to the COA, a Bus/Rail Interface Report determined potential considerations of changes to select Sun Tran routes resulting from duplication with the Sun Link streetcar alignment. The impact to users for proposals resulting from the Bus/Rail Interface Report was analyzed separately, in the Title VI Sun Link Pre Revenue Service Implementation Fare and Service Equity Analysis Update Report.

Major Service Changes

To determine if any of the proposed changes represent a major service change, as defined by COT policy, the revenue hours, revenue miles, and impacted ridership of each route was reviewed.

The following table depicts the percentage of change represented by each route's proposal in revenue service hours and revenue service miles.

Route	Revenue Miles				Revenue Hours			
	Current Miles	Proposed Miles	Change	Percent	Current Hours	Proposed Hours	Change	Percent
1	868.32	724.05	(144.27)	-16.61%	73.20	60.65	(12.55)	-17.14%
2	812.88	811.31	(1.57)	-0.19%	59.84	59.79	(0.05)	-0.08%
3/28	1,554.56	1,501.81	(52.75)	-3.39%	126.20	123.74	(2.46)	-1.95%
4	1,804.50	1,733.70	(70.80)	-3.92%	158.95	153.58	(5.37)	-3.38%
5	683.54	683.55	0.01	0.00%	53.77	53.47	(0.30)	-0.56%
6/25	1,467.72	1,339.58	(128.14)	-8.73%	126.64	131.42	4.78	3.77%
7	1,376.71	1,147.44	(229.27)	-16.65%	108.83	92.43	(16.40)	-15.07%
8/18	2,701.28	2,760.86	59.58	2.21%	249.32	238.83	(10.49)	-4.21%
10	577.94	577.94	-	0.00%	47.68	46.12	(1.56)	-3.27%
11/50	1,605.61	1,595.21	(10.40)	-0.65%	134.69	131.88	(2.81)	-2.09%
12/16	2,566.64	2,369.26	(197.38)	-7.69%	227.80	213.34	(14.46)	-6.35%
15	882.67	809.28	(73.39)	-8.31%	74.88	72.45	(2.43)	-3.25%
17	1,404.39	1,404.39	-	0.00%	105.06	106.75	1.69	1.61%
19	319.97	319.97	-	0.00%	34.42	34.35	(0.07)	-0.20%
21/22	639.30	503.46	(135.84)	-21.25%	60.78	42.75	(18.03)	-29.66%
23	762.69	773.10	10.41	1.36%	65.60	55.52	(10.08)	-15.37%
24	274.25	301.24	26.99	9.84%	21.19	28.18	6.99	32.99%
26	641.83	650.32	8.49	1.32%	40.29	37.98	(2.31)	-5.73%
27	1,310.33	852.47	(457.86)	-34.94%	82.18	55.62	(26.56)	-32.32%
29	655.20	625.45	(29.75)	-4.54%	47.05	54.15	7.10	15.09%
34	820.94	903.03	82.09	10.00%	71.53	78.35	6.82	9.53%
37	588.51	459.61	(128.90)	-21.90%	40.42	33.98	(6.44)	-15.93%
61	443.64	443.64	-	0.00%	29.07	29.24	0.17	0.58%
101X	73.30	73.30	-	0.00%	4.05	4.05	-	0.00%
102X	121.56	105.98	(15.58)	-12.82%	6.08	5.45	(0.63)	-10.36%
103X	138.82	136.52	(2.30)	-1.66%	8.40	5.80	(2.60)	-30.95%
104X	78.44	78.44	-	0.00%	3.18	3.23	0.05	1.57%
105X	151.76	114.40	(37.36)	-24.62%	6.85	5.38	(1.47)	-21.46%
107X	121.28	108.48	(12.80)	-10.55%	4.95	5.72	0.77	15.56%
108X	73.21	73.21	-	0.00%	4.25	4.25	-	0.00%
109X	78.61	67.16	(11.45)	-14.57%	4.87	4.30	(0.57)	-11.70%
110X	224.82	224.98	0.16	0.07%	6.00	6.00	-	0.00%
201X	104.45	104.45	-	0.00%	4.57	4.57	-	0.00%
202X/203X	393.38	234.70	(158.68)	-40.34%	13.55	7.10	(6.45)	-47.60%

312X	155.55	107.47	(48.08)	-30.91%	7.20	5.09	(2.11)	-29.31%
	26,478.60	24,719.76	(1,758.84)	-6.64%	2,113.34	1,995.51	(117.83)	-5.58%

The COT adopted title VI equity policies on August 6, 2013 (Documents, APPENDIX A). Through this policy, a major service change is defined as any change in service that would add or eliminate more than:

- Twenty-five percent (25%) or more of the route revenue miles on any individual route; or
- Twenty-five percent (25%) or more of the route revenue hours on any individual route; or
- Twenty-five percent (25%) or more of the ridership on any individual route (based on the most recent route survey or sample)

Based upon proposed changes impacting revenue service hours and revenue service miles, the following route proposals meet the criteria for major service change:

- 21/22
- 27
- 103X
- 202X/203X
- 312X

The preceding table also enables an evaluation regarding the system-wide proposals. The system-wide change in revenue service miles is -5.38% and the proposed system-wide change in revenue service hours is -4.41%. To determine if the numbers of impacted passengers meet the criteria for major service change, further evaluation is necessary, and is separated by Impact by Frequencies and Impact by Routing Segment.

Impact by Routing Segment

The impact to passengers for each route where a segment reduction is proposed is provided in the following table:

<u>Average Weekly Ridership at Affected Bus Stops</u>			
Discontinued stops, even if stop is served by another route.			
<u>Rt.1</u>			
<u>Bus stops eliminated:</u>		<u>boardings</u>	
29th St/Swan NW		4	
29th St/Belvedere NE		7	
29th St/Columbus NE		23	
29th St/Irving NW		7	
Winstel/March PI SW		2	
<u>Rt.50</u>			
<u>Bus stops eliminated:</u>		<u>boardings</u>	
6th Av/Ajo SW		6	
6th Av/District SW		2	
6th Av/Michigan NW		3	
6th Av/Illinois NW		2	

34th St/33rd St SW	0	6th Av/Oklahoma SW	0
34th St/34th PI NW	0	LTC	129
34th St/Layton NE	0	Liberty/Irvington SE	1
Country Club/Silverlake NE	1	6th Av/Irvington NE	0
Country Club/27th St NE	0	6th Av/Oklahoma NE	0
Country Club/23rd St SE	1	6th Av/Illinois SE	1
Country Club/22nd St NE	0	6th Av/Michigan SE	0
Country Club/23rd St SW	47	6th Av/District SE	3
Country Club/27th St SW	0	Total	147
Country Club/30th St NW	4		
34th St/Layton SE	1	<u>Rt.102X</u>	
34th St/34th PI SE	1	<u>Bus stops eliminated:</u>	<u>boardings</u>
Winstel/33rd St NE	1	Magee/Oracle NW	0
32nd St/Winstel SE	21	Magee/Northern NW	1
29th St/Irving SE	59	Magee/La Oesta NW	0
29th St/Columbus SE	64	Magee/La Canada NW	1
29th St/Belvedere SW	13	Magee/La Canada SE	0
Total	256	Magee/La Oesta SE	0
		Magee/Northern SE	0
		Oracle/Magee SW	0
		Total	2
<u>Rt.2</u>			
<u>Bus stops eliminated:</u>	<u>boardings</u>	<u>Rt.103X</u>	
36th St/Campbell NW	1	<u>Bus stops eliminated:</u>	<u>boardings</u>
NB Quincie Douglas Center IS	21	Ina Rd/Cmo de la Cruz SW	1
Forgeus/36th St NE	20	Ina Rd/Oldfather SE	2
Menor Stv/Tucson Av NW	6	Ina Rd/Thornycroft SE	7
33rd St/Plumer NE	25	Ina Rd/Cmo de la Tierra SE	3
Kino/Silverlake NE	13	Ina Rd/3201 W Ina Rd EB	0
22nd St/Sta Rita NW	1	Ina Rd/Shannon SE	0
Park/22nd St NE	9	Ina Rd/Shama Wing SE	0
Park/19th St NE	6	Ina Rd/Mona Lisa SW	4
Euclid/12th St SE	3	Ina Rd/Omar SW	0
Broadway/Euclid NW	14	Ina Rd/La Cholla SW	0
Broadway/4th Av SW	5	River/Campana SE	0
Euclid/12th St SW	23	River/Via Entrada SE	1
Park/18th St SW	4	Campbell/River SW	3
Park/20th St SW	0	Campbell/Allen SW	1
22nd St/Park SE	27	Campbell/Ft. Lowell SW	0
22nd St/Mountain SW	0	Campbell/Copper SW	0
Menor Stv/Norton SW	0	Campbell/Adams NW	0
Menor Stv/Forgeus SW	3	Campbell/Speedway SW	0
Forgeus/36th St NW	6	Speedway/Campbell NW	0
36th St/Plumer NE	3	Speedway/Warren NW	0
36th St/Campbell NW	1		
SB Quincie Douglas Center IS	13		

Total	204	Speedway/Highland NW	0
		Speedway/Olive NE	0
		Stone/Speedway SW	0
<u>Rt.3 - Split into two routes (Rt.28) at RTC</u>			
Carondelet/San Rafael MC SE	0	Stone/Franklin SW	1
Carondelet/Professional Office SE	1	Stone/Alameda NW	0
Jessica/Cascades Apt SW	0	Church/Pennington NW	0
Broadway/Jessica NW	4	6th Av/Pennington NE	3
Broadway/Natachee NW	3	6th Av/6th St SE	0
Total	238	Speedway/6th Av SE	0
		Speedway/Olive SW	3
		Speedway/Highland SW	2
		Campbell/Speedway NE	3
		Campbell/Adams NE	3
<u>Rt.11</u>		Campbell/Copper NE	0
<u>Bus stops eliminated:</u>	<u>boardings</u>	Campbell/Ft. Lowell NE	0
6th Av/Ajo SW	5	Campbell/Allen NE	0
6th Av/District SW	0	River/Campbell NW	0
6th Av/Michigan NW	13	River/Via Entrada NW	0
6th Av/Illinois NW	6	Ina/La Cholla NW	0
6th Av/Oklahoma SW	0	Ina/2300 W Ina Rd WB	0
LTC	302	Ina/Crystal Cave NW	0
6th Av/Irvington NE	3	Ina/Shama Wing NE	0
6th Av/Oklahoma NE	3	Ina/Shannon NW	0
6th Av/Illinois SE	7	Ina/3220 W Ina Rd WB	0
6th Av/Michigan SE	1	Ina/Cmo de la Tierra NW	0
6th Av/District SE	14	Ina/Meredith NW	0
6th Av/President SE	5	Ina/Oldfather NE	0
Total	359	Ina/Cmo de la Cruz NE	0
		Total	37
		<u>Rt.105X</u>	
		<u>Bus stops eliminated:</u>	<u>boardings</u>
<u>Rt.21</u>		SB Sunrise/Swan SE	1
<u>Bus stops eliminated:</u>	<u>boardings</u>	Territory/Kolb SW	5
Silverbell/St. Mary's NE	4	Sunrise/Kolb NW	9
Silverbell/San Jose SE	2	NB Sunrise/Swan SE	1
Silverbell/Riley NE	1	Territory/Kolb SW	0
Silverbell/Speedway NE	4	Sunrise/Kolb NW	0
Silverbell/Albertson IF	3	Total	16
Silverbell/C Campana de Plata NE	1		
Silverbell/Ironwood Hill SW	41	<u>Rt.107X</u>	
Silverbell/Rainbow Ridge SW	26	<u>Bus stops eliminated:</u>	<u>boardings</u>
Silverbell/Lester NW	6	Lambert/Riverfront Park NW	11
Silverbell/C Campana de Plata SW	7		
Silverbell/Albertson SW	6		
Silverbell/Speedway SW	27		
Silverbell/C Mecedora SW	4		

Silverbell/San Jose SE	5	La Canada/Lambert SW	15
Total	137	La Canada/Overton Rd SW	2
<u>Rt.22</u>		Magee/La Canada SE	1
<u>Bus stops eliminated:</u>	<u>boardings</u>	Magee/La Oeste SE	1
Grande/Alameda NE	2	Magee/Northern SE	5
Grande/Emery NE	7	Magee/Oracle NW	0
Grant/Silverbell SE NB trip only	0	Magee/Northern NW	0
Grande St. Mary's SW	23	Magee/La Oeste NE	0
Grande/Emery NW	29	La Canada/Magee NE	0
Grande/Franklin SW	9	La Canada/Hardy NE	0
Total	70	Lambert/La Canada SE	0
		Lambert/Riverfront Park SW	0
		Total	35
<u>Rt.26</u>		<u>Rt.109X</u>	
<u>Bus stops eliminated:</u>	<u>boardings</u>	<u>Bus stops eliminated:</u>	<u>boardings</u>
Masterson/Benson Hy SW	21	WB Catalina Hy/Tanque Verde NW	17
Masterson/Behan SW	27	Tanque Verde/Lutheran Church WB	0
Masterson/Drexel NW	58	Tanque Verde/Woodland NW	0
Drexel/Country Club NE	67	Tanque Verde/Dos Hombres NW	7
Drexel/Country Club SE	8	Pantano/Wrightstown NE	0
Masterson/Drexel NE	1	Tanque Verde/Woodland SE	0
Masterson/Behan SE	3	Tanque Verde/Lutheran Church SE	0
Masterson/Benson Hy SE	6	EB Catalina Hy/Tanque Verde NW	0
Total	191	Total	24
<u>Rt.34</u>		<u>Rt.202X</u>	
<u>Bus stops eliminated:</u>	<u>boardings</u>	<u>Bus stops eliminated:</u>	<u>boardings</u>
30th St/Craycroft	39	La Cholla/Ruthrauff NE	1
Total	39	La Cholla/Sunset NE	2
<u>Rt.37</u>		La Cholla/Rudasill NE	0
<u>Bus stops eliminated:</u>	<u>boardings</u>	La Cholla/Orange Grove NE	1
Sabino Canyon/Tanque Verde NE	5	La Cholla/Ina SW	0
Sabino Canyon/Acoma NE	0	La Cholla/Orange Grove SW	0
Sabino Canyon/Vactor Ranch SE	0	La Cholla/Rudasill SW	0
Sabino Canyon/Shoreline NE	0	La Cholla/Sunset SW	0
Sabino Canyon/Sabino Vista NE	0	La Cholla/Ruthrauff SW	0
Cloud/Sabino Canyon SE	0	Total	4
Cloud/C Poco SE	0	<u>Rt. 203X</u>	

Cloud/Cmo Suerte SE	0	Bus stops eliminated:	boardings
Cloud/Manor SE	1	La Canada/Magee SW	2
Cloud/Pantano SW	1	Total	2
Cmo Los Brazos/Pla Brazos NE	1		
Cmo Los Brazos/Cloud SE	0	Rt.312X	
Cloud/Manor NW	2	Bus stops eliminated:	boardings
Cloud/Cmo Suerte NW	6	SB stops in the morning	5
Cloud/C Poco NW	0	NB stops in the afternoon	9
Cloud/Sabino Vista NE	0	Total	14
Sabino Canyon/Cloud SW	3		
Sabino Canyon/Indian Ruins NW	2		
Sabino Canyon/Arrowhead SW	0		
Total	21		

The potential impact to passengers was determined through review of two data sets. The first was a review of average weekly boardings at stops proposed, that will no longer be served regardless of whether the stop would continue to be served by other route(s). This information is provided in the following table to the left, where the percentage of impact is determined as a gross number. The table on the right shows the potential impact to passengers whose stops will no longer be served, as a net impact determination.

POTENTIAL NEGATIVE IMPACT UPON RIDERSHIP

	Avg. Weekly Ridership FY14 YTD	Impacted by Proposals	% GROSS		Avg. Weekly Ridership FY14 YTD	Proposed Service Lost	% NET
Fixed				Fixed			
1	11,437	256	2.24%	1	11,437	3	0.03%
2	7,377	204	2.77%	2	7,377	35	0.47%
3	18,650	8	0.04%	3	18,650	1	0.01%
11	26,678	359	1.35%	11	26,678	0	0.00%
21	4,985	137	2.75%	21	4,985	55	1.10%
22	4,441	70	1.58%	22	4,441	47	1.06%
26	6,540	191	2.92%	26	6,540	89	1.36%
34	14,093	39	0.28%	34	14,093	16	0.11%
37	4,535	21	0.46%	37	4,535	0	0.00%
50	3,522	147	4.17%	50	3,522	0	0.00%
Express				Express			
102X	502	2	0.40%	102X	502	1	0.20%
103X	321	37	11.51%	103X	321	4	1.24%
105X	355	16	4.50%	105X	355	14	3.94%

107X	527	35	6.65%	107X	527	6	1.14%
109X	337	24	7.13%	109X	337	24	7.13%
202X	565	4	0.71%	202X	565	0	0.00%
203X	312	2	0.64%	203X	312	0	0.00%
312X	281	14	4.99%	312X	281	0	0.00%
Total(s)	105,459	1,566	1.48%	Total(s)	105,459	295	0.28%

No service change impact meets the threshold for major service change determination by impacted ridership whether using gross or net numbers.

Impact by Service Frequencies

Another process can be used to determine impact upon ridership, using changes in service frequencies, calculated by number of daily trips. The proposals made through the COA increased frequencies along some routes, reduced frequencies along some routes, and adjusted frequencies through additions during part of the service day and reductions in other parts of the service day to other routes. All routes affected by proposed changes in the number of trips provided daily are evaluated through the table below:

Impact of Frequency Changes on Ridership								
Ridership Impact								
Route	Day	Current Daily	Current Trips	Avg # Pass/Trip	Proposed Trips	Change	Impacted Riders	% Impacted Riders
3/28	WK	3,264	81	40	62	-19	-766	-23.46%
4	WK	5,519	151	37	144	-7	-256	-4.64%
6/25	WK	4,181	91	46	90	-1	-46	-1.10%
7	WK	2,965	104	29	88	-16	-456	-15.38%
8/18	WK	10,286	178	58	189	11	636	6.18%
11/50	WK	4,922	170	29	184	14	405	8.24%
15	WK	1,929	109	18	86	-23	-407	-21.10%
12/16	WK	6,877	165	42	135	-30	-1,250	-18.18%
12/16	SA	3,260	56	58	97	41	2,387	73.21%
21/22	SA	740	55	13	28	-27	-363	-49.09%
21/22	SU	530	49	11	26	-23	-249	-46.94%
27	WK	1,297	95	14	61	-34	-464	-35.79%
103	WK	64	8	8	6	-2	-16	-25.00%

There are three routes that have a potential negative impact at or above the threshold for major service determination based upon trips per day. These are the Routes 21/22, 27 and 103X. These routes also meet the threshold to be considered a major service change based upon revenue service hours and miles. The Route 16 has a significant percentage of added service, but only for Saturdays. The weekly average for Route 16 does not meet the major service change threshold.

In conclusion, to the determination of which routes reflect proposed changes at the level established as a major service change, there are a total of five Sun Tran and Sun Express routes meeting this criteria. Two of these routes are fixed and three are express service. They are:

- Proposed combined 21/22
- 27
- 103X
- Proposed combined 202X/203X
- 312X

The demographics of these routes are evaluated further in the Demographic Information section toward determining if a disparate impact upon minorities or a disproportionate burden upon persons with low incomes results from the proposed changes.

SECTION II

Fares

The COT complies with FTA Circular 4702.1B requiring all transit providers with 50 or more fixed route vehicles in peak services and are located in an urbanized area (UZA) of 200,000 or more in population to perform a fare equity analysis for ALL fare changes (i.e. increase or decrease).

The fare policy presented to COT Mayor and Council by the Transit Task Force included three fare scenarios. These are included in APPENDIX B.

An analysis was conducted of the potential fare scenarios, using the highest increase of any of the three scenarios for each fare type.

Count Fare Type	Cost		Change		Usage by Group		
	Current	Proposed	Absolute	%	Low Income	Minority	Overall
FF Cash	\$1.50	\$1.75	\$0.25	14%	2,230,685	2,093,761	3,024,568
Economy Cash	\$0.50	\$0.65	\$0.15	23%	1,954,987	1,804,456	2,606,649
Express Cash	\$2.00	\$2.65	\$0.65	25%	27,717	33,876	46,195
Day Pass	\$3.50	\$7.00	\$3.50	50%	878,165	815,933	1,341,449
Full Fare Monthly	\$42.00	\$63.00	\$21.00	33%	1,798,381	1,671,485	2,612,710
Economy Monthly	\$15.00	\$23.40	\$8.40	36%	3,952,080	3,371,132	5,269,440
Express 30 Day Pass	\$56.00	\$95.40	\$39.40	41%	27,917	74,978	220,147
Transfers					2,157,907	2,877,210	3,543,880
Transfers Express					1,986	2,979	4,965
Total					13,029,825	12,745,810	18,670,003

% of Total Fare Type	Cost		Change		Usage by Group		
	Current	Proposed	Absolute	%	Low Income	Minority	Overall
FF Cash	\$1.50	\$1.75	\$0.25	14%	17.12%	16.43%	16.20%
Economy Cash	\$0.50	\$0.65	\$0.15	23%	15.00%	14.16%	13.96%
Express Cash	\$2.00	\$2.65	\$0.65	25%	0.21%	0.27%	0.25%
Day Pass	\$1.75	\$7.00	\$5.25	75%	6.74%	6.40%	7.19%
Full Fare Monthly	\$42.00	\$63.00	\$21.00	33%	13.80%	13.11%	13.99%
Economy Monthly	\$15.00	\$23.40	\$8.40	36%	30.33%	26.45%	28.22%
Express 30 Day	\$56.00	\$95.40	\$39.40	41%	0.21%	0.59%	1.18%
Transfers					16.56%	22.57%	18.98%
Transfers Express					0.02%	0.02%	0.03%
Total					100.00%	100.00%	100.00%

The greatest level of impact represented by the fare proposals is to the Day Pass and the three categories of Thirty (30) Day period passes, with the largest percentage of potential increase placed upon the Express Thirty (30) day pass. The Express cash, Day Pass and Express 30 Day Pass are those, which are used by the lowest number of minorities and persons with low income. The potential impact from the proposed fare increases do not result in disparate impact upon minorities or disproportionate burden upon person with low incomes.

SECTION III

Description of the City of Tucson

The City of Tucson (Grantee) was incorporated on February 7, 1887, under the provisions of Article 13, Sections 1 through 6 of the Constitution of Arizona and Title 9 of the Arizona Revised Statutes. The COT operates under a Council-Manager form of government. All funds and entities related to the COT are controlled by the Mayor and Council and are included in the basic financial statements. These funds and entities provide a full range of services including General Government, Police, Fire, Environmental Services, Transportation, Parks and Recreation, Golf, and Water.

The COT provides fixed route and complementary paratransit service within the cities of Tucson and South Tucson, unincorporated Pima County and the Towns of Marana and Oro Valley. The COT contracts with Veolia Transportation/Professional Transit Management, Inc. to manage, operate, and maintain its fixed route service, known as Sun Tran, and to manage and operate its ADA complementary paratransit service, known as Sun Van. Ryder, Inc. performs maintenance of the Sun Van vehicles under a separate contract. The COT contracts with RAPT DEV/McDonald (RDMT) to manage and operate the Sun Link streetcar service.

The City of Tucson operates a network of 27 fixed routes and 13 express routes, using a fleet of 252 buses. Complementary ADA paratransit service is provided by using a fleet of 125 revenue vehicles. Sun Link streetcar service will be provided using a fleet of 8 streetcar vehicles. Fixed route and paratransit service is provided weekdays from approximately 4:30 a.m. to 11:50 p.m., with the core weekday service being from 6:00 a.m. until 10:00 p.m. The Sun Link streetcar weekday service hours are from 7:00 a.m. until 10:00 p.m. Monday through Wednesday and from 7:00 a.m. until 2:00 a.m. Thursday and Friday. Sun Tran Saturday service is provided from 5:00 a.m. to 9:45 p.m. Sun Link will operate Saturdays from 8:00 a.m. until 2:00 a.m. Sun Tran Sunday service is operated from 5:30 a.m. to 9:45 p.m. and Sun Link will operate from 8:00 a.m. until 8:00 p.m. The basic adult fare for bus and streetcar service is \$1.50. A reduced fare of \$0.50 is offered to senior citizens, persons with disabilities, Medicare cardholders, and low-income persons. The fare for ADA paratransit service is \$3.00, with a low-income fare of \$1.00. The COT's low income program utilizes a "means tested" approach to qualifying applicants by using the United States Department of Labor's Lower Living Standard Income Level guidelines. These guidelines are updated annually and utilize household income and family size thresholds to determine if applicants can qualify to receive the low income fare.

SECTION III

Minority and Low Income Fare Demographic Information

The total population of the Sun Tran fixed route service area is 640,449 per the US Census Bureau, 2007-2011 American Community Survey. Of this population, 484,849 are identified as White/Caucasian or 75.7%. Of this population, 134,169 are low income, or 20.95%. Further, 255,006 or 39.82% are identified as Hispanic ethnicity.

FTA C.4702.1B defines minority persons to include “Hispanic or Latino, which includes persons of Cuban, Mexican, Puerto Rican, South, or Central American, or other Spanish culture regardless of race.” Therefore, the numbers and percentages reviewed are those identified as Hispanic.

Sun Tran has completed a passenger survey and now has passenger demographic data available.

SUN TRAN FIXED ROUTE RIDERSHIP DATA				
TOTAL PASSENGERS	MINORITY PASSENGERS	PERCENT MINORITY	LOW INCOME PASSENGERS	PERCENT LOW INCOME
20,040,755	12,465,350	62.2%	13,547,550	67.6%

Demographics for the routes representing major service change proposals are depicted in the following table:

Major Service Changes - Comparison to Fixed Route System						
ROUTE	% MINORITY	SUN TRAN % MINORITY	DIFFERENCE	% LOW INCOME	SUN TRAN % LOW INCOME	DIFFERENCE
21/22	69.9%	62.2%	12.4%	68.1%	67.6%	0.7%
27	74.2%	62.2%	19.3%	73.9%	67.6%	9.3%
103X	21.4%	62.2%	-65.6%	21.4%	67.6%	-68.3%
202X / 203X	36.7%	62.2%	-41.0%	0.0%	67.6%	-100.0%
312X	60.0%	62.2%	-3.5%	40.0%	67.6%	-40.8%

SECTION IV

Public Outreach Efforts

Public comment on the proposed fare and service changes were solicited through an aggressive outreach plan that exceeded the COT's public outreach plan.

Public outreach was conducted through mid-April 2014, and included the following activities:

- The proposals were posted at www.suntran.com, www.sunvan.com and www.tucsonaz.gov in English and Spanish.
- The proposals were presented and discussed during the City of Tucson's Transit Task Force meetings conducted in February, March, and April 2014.
- The proposals were presented and discussed at the Regional Transportation Authority's Transit Working Group meetings in March and April 2014.
- Sun Tran conducted eight open houses, with at least one in each COT Ward and two at the University of Arizona, beginning March 18 through April 2, 2014.
- A passenger intercept survey was conducted, involving all fixed and express routes, generating 1,325 unique responses and 239 comments.
- An online survey was posted for approximately one month, generating 290 responses with 161 comments.
- Strip cards in English and Spanish were distributed aboard Sun Tran buses and Sun Van vehicles, advising of the open houses.
- Sun Tran's customer service representatives and Special Service office staff were provided talking points regarding the proposed fare increase and were prepared for telephone inquiries and/or comments.
- Sun Tran monitored emails at suntraninfo@tucsonaz.gov for any emailed comments.
- Email blasts were sent to over 2,000 registered SunGO smartcard fare system customers
- Email blasts were sent to 242 agencies, sales outlets, and not-for-profit organizations who are Sun Tran SunGO customers.
- Media releases distributed to local media outlets, which resulted in more than 34 television clips, radio coverage, and articles in the Arizona Daily Star and Daily Wildcat.

Copies of comments received are included in Public Outreach and Comments Received, APPENDIX B, along with a copy of the final passenger survey report.

SECTION V

Mitigations and Additional Considerations to Lessen Impact

The proposed fare and service changes do impact passengers, but do not present disparate impact to minorities or disproportionate burden to persons with low incomes. While not required to include mitigations for proposed changes that do not result in disparate impact or disproportionate burden, the overall impact resulting from the proposals was carefully reviewed to determine any mitigating factors or other considerations.

The primary result of the COA was the change of frequencies to meet the market demand, both increasing and reducing frequencies during periods of the day for certain routes. The alternative to implementing these changes would be to continue to provide unneeded service during part of the day along routes where the ridership pattern has changed overtime, and to operate over capacity along certain routes at other times of the day. This alternative is not considered acceptable.

It is noted that many of the stops in the Bus Stops affected by Proposed Service Changes table, while being proposed for removal from one route remain actively served by other routes. This reduces and/or eliminates the impact to many of the potentially impacted passengers. Of those routes with proposals placing them in major service change classification, the following table depicts those stops not served by other routes:

<u>Bus Stops Eliminated - Proposed</u>		
<u>Rt.21</u>		
<u>Bus stops eliminated:</u>	<u>Avg. Weekly boardings</u>	<u>nearest alternate bus stop</u>
Silverbell/San Jose SE	2	St. Mary's/Silverbell
Silverbell/Riley NE	1	Rt.5 Speedway/Silverbell
Silverbell/Albertson IF	3	Rt.5 Speedway/Silverbell
Silverbell/C Campana de Plata NE	1	Silverbell/Lester NE
Silverbell/Rainbow Ridge SW	26	Grant/Silverbell SE
Silverbell/C Campana de Plata SW	7	Rt.5 Speedway/Silverbell
Silverbell/Albertson SW	6	Rt.5 Speedway/Silverbell
Silverbell/C Mecedora SW	4	Rt.3 St. Mary's/Silverbell
Silverbell/San Jose SE	5	Rt.3 St. Mary's/Silverbell
TOTAL	55	
<u>Rt.22</u>		
<u>Bus stops eliminated:</u>		<u>nearest alternate bus stop</u>
Grande/Alameda NE	2	Congress/Grande
Grande/Emery NE	7	Grande/St. Mary's
Grande/Emery NW	29	St. Mary's/Grande
Grande/Franklin SW	9	Congress/Grande

TOTAL	47	
<u>Rt.103X</u>		
<u>Bus stops eliminated:</u>		<u>nearest alternate bus stop</u>
River/Campana SE	0	1st Av/River SW Rt.34, 103X
River/Via Entrada SE	1	1st Av/River SW Rt.34, 103X
Campbell/River SW	3	Campbell/Roger SW Rt.15
River/Campbell NW	0	Campbell/Roger SW Rt.15
River/Via Entrada NW	0	1st Av/River SW Rt.34, 103X
TOTAL	4	
<u>Rt.107X</u>		
<u>Bus stops eliminated:</u>		<u>nearest alternate bus stop</u>
Magee/La Oeste SE	1	Magee/La Canada NW
Magee/Northern SE	5	Oracle/Magee SW
Magee/Northern NW	0	Oracle/Magee SE
Magee/La Oeste NE	0	La Canada/Magee NE
TOTAL	6	
<u>Rt.109X</u>		
<u>Bus stops eliminated:</u>		<u>nearest alternate bus stop</u>
WB Catalina Hy/Tanque Verde NW	17	Wrightstown/Pantano NW
Tanque Verde/Lutheran Church WB	0	Wrightstown/Pantano NW
Tanque Verde/Woodland NW	0	Wrightstown/Pantano NW
Tanque Verde/Dos Hombres NW	7	Tanque Verde/Pso Rancho Esperanza
Pantano/Wrightstown NE	0	Wrightstown/Pantano NW
Tanque Verde/Woodland SE	0	Wrightstown/Pantano NW
Tanque Verde/Lutheran Church SE	0	Wrightstown/Pantano NW
EB Catalina Hy/Tanque Verde NW	0	Wrightstown/Pantano NW
TOTAL	24	

Proposed bus stop elimination on routes with major service change proposals through route segment adjustments result in a net negative impact to 136 average weekly passengers. Alternative stops have been identified for these passengers.

Another mitigation to proposed fare changes is the generous subsidy provided by the COT to qualified low income passengers on fixed route, streetcar, and paratransit systems. Currently, the fare for qualified persons with low income is 33% of the full cash fare. The largest increase of the three fare scenarios to the Economy (includes low income) fare results in the fare for low income being 37% of the full cash fare.

Appendix A

City of Tucson, Public Transit Policies:

- Fare Change
- Major Service Changes

Service Hours

DRAFT

ADOPTED BY THE
MAYOR AND COUNCIL

August 6, 2013

RESOLUTION NO. 22127

RELATING TO TRANSPORTATION; APPROVING CITY OF TUCSON POLICY AND PROCEDURE FOR SOLICITATION AND CONSIDERATION OF PUBLIC COMMENT ON FARE CHANGES AND MAJOR SERVICE CHANGES ON PUBLIC TRANSPORTATION; RESCINDING RESOLUTION NO. 15460 DATED OCTOBER 8, 1990; AND DECLARING AN EMERGENCY.

WHEREAS, at the start of Federal Fiscal Year 2013, the Federal Transit Administration ("FTA") updated their Title VI requirements and guidelines; and

WHEREAS, as a recipient of FTA financial assistance, the City of Tucson is required to comply with all Title VI requirements; and

WHEREAS, the updated FTA Title VI requirements mandate that transit providers such as the City of Tucson adopt revised policies on Fare Change, Major Service Change, Disparate Impact, and Disproportionate Burden.

THEREFORE, BE IT RESOLVED BY THE MAYOR AND COUNCIL OF THE CITY OF TUCSON, ARIZONA, AS FOLLOWS:

SECTION 1. The Mayor and Council hereby approve the attached "City of Tucson Policy and Procedure for Solicitation and Consideration of Public Comment on

{A0058978.DOC/}

Fare Changes and Major Service Changes on Public Transportation”, attached hereto as Exhibit A.

SECTION 2. Resolution No. 15460 dated October 8, 1990, is hereby rescinded.

SECTION 3. The various City officers and employees are authorized and directed to perform all acts necessary or desirable to give effect to this Resolution.

SECTION 4. WHEREAS, it is necessary for the preservation of the peace, health and safety of the City of Tucson that this Resolution become immediately effective, an emergency is hereby declared to exist and this Resolution shall be effective immediately upon its passage and adoption.

PASSED, ADOPTED AND APPROVED by the Mayor and Council of the City of Tucson, Arizona, August 6, 2013.

MAYOR

ATTEST:

CITY CLERK

APPROVED BY:


CITY ATTORNEY

REVIEWED BY:

CITY MANAGER

 DF/mgs
7/23/13

{A0058978.DOC}

City of Tucson Policy and Procedure for Solicitation and Consideration of Public Comment on Fare Changes and Major Service Changes on Public Transportation

I. Purpose of the Policy:

The Federal Transit Administration (FTA) Circular 4702.1B, "*Title VI Requirements and Guidelines for Federal Transit Administration Recipients*" (effective October 1, 2012) requires that all FTA recipients who operate 50 or more fixed route vehicles in peak service and serve a population of 200,000 or greater, evaluate any fare change or any major service change, during the planning and programming stages.

When planning fare changes or major services changes, the City of Tucson shall consider if any adverse effect would occur as a result of the fare change or major service change. The City of Tucson shall consider the degree of adverse effects (if any), analyze those effects, and discuss any necessary minimization and/or mitigation that need to be considered as a result of the proposed fare change or major service change.

The Fare Change and Major Service Change Policy defines thresholds for determining whether potential fare and major service changes will have an adverse effect based on possible:

- **Disparate impact(s)** (as determined by an analysis of race, color, or national origin within the service area); or
- **Disproportionate burden(s)** (as determined by an analysis of low-income populations within the service area).

II. Policy Statement:

It is the policy of the City of Tucson to solicit and consider public comment from private transportation providers, private citizens, and appropriate boards, committees, and commissions before implementing fare changes and/or major service changes pursuant to the City of Tucson's public transportation system. To this end, the Mayor and Council have adopted the following citizen participation related public hearing policies and procedures.

III. Requirements:

a) Fare Changes:

A public hearing must be held if there is any fare change to any of the public transportation modes (e.g., Sun Tran, Sun Van, or Sun Link). For changes to existing transit fares, the FTA requires all City of Tucson transit providers (e.g., Sun Tran, Sun Van, and Sun Link) to conduct a Fare Equity Analysis for all proposed fare changes.

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b) Major Service Changes:

A public hearing must be held if there is any major service change to any of the public transportation modes (e.g., Sun Tran, Sun Van, or Sun Link).

For all major service changes, the FTA requires all City of Tucson transit providers (e.g., Sun Tran, Sun Van, and Sun Link) to develop guidelines and thresholds for what it considers a “major” service change to be. For major service changes, the FTA requires the City of Tucson to conduct a Service Equity Analysis, which includes an analysis of adverse effects relating to possible disparate impacts and disproportionate burden. It is the City of Tucson’s policy to conduct a Service Equity Analysis for any proposed major service changes.

The following is considered a major service change (unless otherwise noted under “Exemptions”) and will be evaluated in accordance with the regulatory requirements set forth in FTA Circular 4702.1B:

A major service change (thresholds) is defined as any change in service that would add or eliminate more than:

1. Twenty-five percent (25%) or more of the route revenue miles on any individual route; or
2. Twenty-five percent (25%) or more of the route revenue hours on any individual route; or
3. Twenty-five percent (25%) or more of the ridership on any individual route (based on the most recent route survey or sample).

Exemptions:

The major service change thresholds *exclude* any changes to service that are caused by the following:

- Initiation/Discontinuance of Temporary or Demonstration Services - The initiation or discontinuance of a temporary transit service or demonstration service that will be or has been in effect for less than one year.
- Initiation/Discontinuance of any Promotional Fares.
- Natural or Catastrophic Disasters - Forces of nature such as earthquakes, wildfires, or other natural disasters or human-caused catastrophic disasters that may force the suspension of transit service for public safety or technical events.
- Temporary Route Detours – A short-term change to a route caused by road construction, routine road maintenance, road closures,

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emergency road conditions, fiscal crisis, civil demonstrations, or any uncontrollable circumstance.

c) **Public Notice Requirements:**

Prior to the implementation of any fare change or major service change that falls within the levels established above, notices of public hearing will be published in the newspaper of general circulation in the urbanized area. Two notices will be published at least thirty (30) days prior to the hearing and the second one at least five (5) days prior to the hearing. The notices will contain the description of the contemplated fare change or major service change, as appropriate, and the time and place of the hearing. Public transportation users will be notified through placards or notices on the vehicles, all outlets selling bus passes, and all transit centers. Any interested citizen may address the governing body related to the proposed fare change or major service change.

d) **Applicability to Third-Party Contract Recipients:**

Any agency, firm, or governmental jurisdiction which operates public transit service within the Tucson urbanized area utilizing FTA funds provided through the City of Tucson shall follow the above process to solicit and consider public comment prior to any fare change or major service change.

IV. **Definitions:**

Adverse Effects - The City of Tucson shall define and analyze adverse effects related to major changes in transit service. Adverse effects are measured by the change between the existing and proposed service levels that would be deemed significant. Changes in service that have an adverse effect and that may result in a disparate impact include reductions in service (e.g., elimination of route, shortlining a route, rerouting an existing route, increase in headways). Elimination of a route will generally have a greater adverse impact than a change in headways. Additions to service may also result in disparate impacts, especially if they come at the expense of reductions in service on other routes.

Disparate Impact – Refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where City of Tucson's policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin.

Disproportionate Burden – Refers to a neutral policy or practice that disproportionately affects low-income populations more than non-low-income

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populations. A finding of disproportionate burden requires the City of Tucson to evaluate alternatives and mitigate burdens where practicable.

Low-Income Person - Means a person whose median household income is at or below the U.S. Department of Health and Human Services (HHS) poverty guidelines.

Minority Population – Means any readily identifiable group of minority persons who live in geographic proximity and, if circumstances warrant, geographically dispersed/transient populations (such as migrant workers or Native Americans) who will be similarly affected by a proposed DOT program, policy, or activity.

Predominantly Minority Area - Means a geographic area, such as a neighborhood, Census tract, block or block group, or traffic analysis zone, where the proportion of minority persons residing in that area exceeds the average proportion of minority persons in the recipient's service area.

V. Policies:

a) Fare Change Policy

For changes to existing transit fares, the FTA requires all City of Tucson (e.g. Sun Tran, Sun Van, and Sun Link) transit providers to conduct a fare equity analysis for all potential transit fare adjustments. It is the City of Tucson's policy to conduct a Fare Equity Analysis for all proposed fare changes.

b) Major Service Change Policy

For all major service changes, the FTA requires all City of Tucson transit providers (e.g. Sun Tran, Sun Van, and Sun Link) to develop guidelines and thresholds for what it considers a "major" service change to be. For major service changes, the FTA requires the City of Tucson to conduct a Service Equity Analysis, which includes an analysis of adverse effects relating to possible disparate impacts and disproportionate burden. It is the City of Tucson's policy to conduct a Service Equity Analysis for any proposed major service changes.

c) Disparate Impact Policy

The purpose of the Disparate Impact Policy is to establish a threshold which identifies when adverse effects of any fare change or major service change that is borne disproportionately by minority populations.

For the purpose of this policy, minority population means any readily identifiable group of minority persons who live in geographic proximity and in residential land use areas within Census tracts where the percentage of minority persons is higher than the Sun Tran service area average.

A disparate impact occurs if a proposed fare or major service change requires a minority population to bear adverse effects by twenty percent

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(20%) or more than the adverse effects borne by the non-minority population.

If the City of Tucson finds a potential disparate impact, the transit agency will take steps to avoid, minimize or mitigate impacts then re-analyze the modified service plan to determine whether the impacts were avoided, minimized or mitigated. If the City of Tucson chooses not to alter the proposed changes, the transit agency may implement the fare or service change if there is substantial legitimate justification for the change and the transit agency can show that there are no alternatives that would have less of an impact on the minority population and would still accomplish the agency's legitimate program goals.

d) **Disproportionate Burden Policy**

The purpose of this policy is to establish a threshold which identifies when adverse effects of any fare or major service change are borne disproportionately by low-income populations.

A disproportionate burden occurs if a proposed fare or major service change requires a low income population to bear adverse effects by twenty percent (20%) or more than the adverse effects borne by the non-low income population.

If the City of Tucson finds a potential disproportionate burden, the transit agency will take steps to avoid, minimize or mitigate impacts then reanalyze the modified service plan to determine whether the impacts were avoided, minimized or mitigated. If the City of Tucson chooses not to alter the proposed changes, the agency may implement the service or fare change if there is substantial legitimate justification for the change and the agency can show that there are no practical alternatives that would have less of an impact on the low-income population and would still accomplish the agency's legitimate program goals.

Sun Tran Service Hours

Weekday			
Route	Service Begins	Service Ends	Span (hours:min)
1	6:05 AM	10:56 PM	16:51
2	5:15 AM	11:32 PM	18:17
3	4:46 AM	11:49 PM	19:03
4	5:03 AM	12:16 AM	19:13
5	5:46 AM	7:30 PM	13:44
6	4:22 AM	11:57 PM	19:35
7	6:05 AM	11:25 PM	17:20
8	4:31 AM	12:20 AM	19:49
9	4:27 AM	11:40 PM	19:13
10	5:25 AM	11:31 PM	18:06
11	5:15 AM	11:05 PM	17:50
15	5:32 AM	11:37 PM	18:05
16	5:03 AM	12:25 AM	19:22
17	5:14 AM	11:10 PM	17:56
19	5:44 AM	11:05 PM	17:21
20	6:31 AM	6:27 PM	11:56
21	6:05 AM	11:19 PM	17:14
22	5:19 AM	11:10 PM	17:51
23	4:59 AM	11:10 PM	18:11
24	4:24 AM	9:24 PM	17:00
26	5:08 AM	11:31 PM	18:23
27	5:38 AM	11:09 PM	17:31
29	5:44 AM	11:15 PM	17:31
34	6:02 AM	11:23 PM	17:21
37	5:37 AM	7:45 PM	14:08
50	5:15 AM	9:26 PM	16:11
61	5:47 AM	8:07 PM	14:20
Average Service Span			17:23

Saturday			
Route	Service Begins	Service Ends	Span (hours:min)
1	6:30 AM	9:25 PM	14:55
2	7:05 AM	8:57 PM	13:52
3	4:46 AM	9:56 PM	17:10
4	6:05 AM	9:50 PM	15:45
5	5:34 AM	7:20 PM	13:46
6	6:02 AM	9:21 PM	15:19
7	6:00 AM	8:55 PM	14:55
8	5:23 AM	9:34 PM	16:11
9	6:00 AM	8:55 PM	14:55
10	6:21 AM	9:21 PM	15:00
11	6:05 AM	9:20 PM	15:15
15	6:34 AM	9:12 PM	14:38
16	5:38 AM	9:32 PM	15:54
17	6:05 AM	9:57 PM	13:52
19	6:49 AM	9:36 PM	14:47
20	5:50 AM	6:39 PM	12:49
21	6:10 AM	9:03 PM	14:53
22	6:12 AM	9:30 PM	13:18
23	7:04 AM	9:21 PM	14:17
24	5:52 AM	9:09 PM	15:17
26	6:34 AM	8:55 PM	14:21
27	7:05 AM	9:46 PM	14:41
29	6:20 AM	9:51 PM	15:31
34	6:32 AM	9:21 PM	14:49
37	6:15 AM	8:15 PM	14:00
50	6:31 AM	7:59 PM	13:28
61	5:57 AM	6:50 PM	12:53
Average Service Span			14:41

Sunday			
Route	Service Begins	Service Ends	Span (hours:min)
1	7:30 AM	8:25 PM	12:55
2	8:16 AM	6:57 PM	10:41
3	6:30 AM	8:14 PM	13:44
4	7:05 AM	8:50 PM	13:45
5	6:44 AM	7:26 PM	12:42
6	6:19 AM	8:50 PM	14:31
7	7:00 AM	7:55 PM	12:55
8	6:10 AM	8:55 PM	14:45
9	7:00 AM	8:41 PM	13:41
10	7:00 AM	8:36 PM	13:36
11	6:44 AM	8:30 PM	13:46
15	7:38 AM	8:16 PM	12:38
16	5:38 AM	8:55 PM	15:17
17	7:06 AM	8:57 PM	13:51
19	6:45 AM	8:42 PM	13:57
20	6:20 AM	6:39 PM	12:19
21	7:10 AM	8:33 PM	13:23
22	7:00 AM	8:36 PM	13:36
23	8:04 AM	8:21 PM	12:17
24	7:52 AM	8:52 PM	13:00
26	6:36 AM	7:36 PM	13:00
27	6:05 AM	7:46 PM	13:41
29	7:17 AM	8:49 PM	13:32
34	7:32 AM	8:22 PM	12:50
37	6:15 AM	7:15 PM	13:00
50	7:48 AM	5:59 PM	10:11
61	5:57 AM	6:50 PM	12:53
Average Service Span			13:12

Appendix B

Public Outreach Publicity

Public Comments

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

DRAFT

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.

Media Monitoring Suite



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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..."

[Hide Duplicate Hits](#)



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 ll. 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: ALL **Station Filter:** ALL

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: ALL **Station Filter:** ALL

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...."

Media Monitoring Suite



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Power Search | My Clips | Log Out

Alert Term: Sun Tran

3/18/2014

Media Filter: ALL

Station Filter: ALL



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 low 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..."

Print Articles

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

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Respond: Write a letter to the editor | Write a guest opinion

March 14, 2014 10:04 am • By Jamar Younger 3

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



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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.

Proposed Service Change and Fare Increase Public 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	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. Kurt Stemm
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	Councilor Romero is concerned about the service cuts to Westside residents and their access to downtown and the UA. Merging 21 and 22 will provide an 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	Hello!

	<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	<p>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.</p>
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. Here's to a great day, Vicki Thompson 520-724-2759 (daytime - work) 520-861-4045 (nighttime - cell)</p>

5	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!
6	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".
7	Add an additional bus on 102X to serve a little bit later- UA employees work until 5pm and removing the 103x from serving Ina/Thornycroft area, we will have no service to that area.
8	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.
9	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.
10	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.
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.

	<p>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.</p> <p>Thanks for your time.</p> <p>Karen Bartos</p>
4	<p>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.</p>
5	<p>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 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</p>
6	<p>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????</p>
7	<p>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</p>

	<p>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.</p>
8	<p>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.</p>
9	<p>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/Thornycroft 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 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

	<p>Stone/Alameda (Main Library) and walk in the west and/or South direction.</p> <p>Thank you for your consideration.</p> <p>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,</p> <p>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.</p> <p>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.</p> <p>Michelle Whitehead</p>
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</p>

	not take into account customer convenience, available parking, or future opportunities while doing the computer modeling.
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 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. 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>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>
17	<p>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.</p>
<p>Rt 107X Oro Valley - Downtown Express</p>	
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</p>

	<p>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 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, msg04@q.com)</p>

5	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.
6	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.
7	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.
8	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.
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	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. I would be thrilled if the route would just go down Oracle. It would save a lot of time especially

	<p>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> <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</p>

	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!
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 droffped 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>
20	<p>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!!</p>
21	<p>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.</p>
22	<p>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</p>

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. 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. David Oliver Superior Court ITSD 520 724 4304
2	I REQUEST that you do not end the 108X route. 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

	<p>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 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. 108X: Changes to put a new stop at Broadway & Craycroft is awesome. Hope your changes go through. 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	
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. 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. - 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.</p>

	<p>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.</p> <ul style="list-style-type: none"> - 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>
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</p>

	<p>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 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.</p>
5	<p>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.</p>
6	<p>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</p>

	kind consideration. Bert
7	<p>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.</p> <p>Thank you so much for your consideration. Barbara Lundquist</p>
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!
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 impedance

	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 quite a few 109X riders. You are no longer a bargain for UA employees
19	Good morning 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. 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. Thanks for listening! Have a great day! Heid
20	To whom it may concern, 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. Thank you, (signed)

	<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 TO: The City of Tucson Mayor & Council 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>
22	<p>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</p>
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</p>

	<p>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	<p>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).</p>
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 get to a meeting....but there are no buses out here to get me there.</p> <p>Katrina Raven Ziegler</p>
Route 110X - Rita Ranch	
1	<p>Here is my input.</p> <p>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.</p> <p>Thanks</p> <p>Darryl R. Norris, MC, LISAC</p> <p>Family Center of the Conciliation Court</p>

	<p>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>
<p>Rte. 202X NW - Aero Park Express, Rte. 203X Oro Valley - Aero Park Express</p>	
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 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. 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. 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. Regards, Damon Pritchett 520.794.2827 – phone 5204895532@myairmail.net - text pager</p>
6	<p>To Whom It May Conern, 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. Here is the confusing verbiage copied from the flyer: 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. 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</p>

	<p>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 which will disallow me to participate in further after-school activities with my children and further degrading my families lifestyle, 3) increase the fare to offset whatever issue the City Of Tucson is facing, and 4) is looking for me to express my opinions to my fellow bus commuters, or not at all. <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.</p>

	<p>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.</p> <p>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, 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</p>

	<p>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 economical.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>The second point is a safety concern. I have witnessed the 202X leaving Raytheon and Aero</p>

	<p>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.</p> <p>What is your proposal for my two concerns?</p> <p>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.</p> <p>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.</p> <p>What are the proposed new schedule times morning and afternoon? What are the arrival times so I can determine which bus to take.</p> <p>Thanks, Cynthia - Raytheon</p>
19	
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</p>

	<p>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. 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 djluke1@raytheon.com</p>
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 Lambert 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	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.
26	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.
27	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.
28	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 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	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. 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. 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. Dan Greene
30	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. A CONCERNED BUS RIDER

31	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?
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 on202X 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 the202X 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' 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.
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

Rate Increase Comments	
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

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>

	<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>

	<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>

	<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>

	<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>

	<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>

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.

	<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>

	<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

	<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>

	<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

	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 Transit 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 receiving 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

	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

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!

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

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	
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 dependency 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 520-724-8464 Susan.gould@pima.gov
22	Sun Tran should consider working on better connections. Buses always miss eachother 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 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 accessiblity 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

	<p>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...)</p> <p>Camille Kershner camillekershner@hotmail.com</p>
38	<p>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?</p> <p>Why do you raise the fare every year? Some people can't pay that fare.</p> <p>Roseline Johnson 1262 S Craycroft, B-E, Appt 117, Tucson AZ 85711 398-4783</p>
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
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 hdwy., 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 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 at 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 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 thanks 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 pollution. 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? 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; TRANFERS 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.
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 COURTIOS, 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 CONSIDERATE 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 DRIVERS 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; PLEASED WITH DRIVERS.
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 BUSES, 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 BE 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	EALIER 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 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	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 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 Sense 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