

Pursuant to A.R.S. § 38-431.02, notice is hereby given to the members of the Mayor and Council Transit Task Force and to the general public that the Mayor and Council Transit Task Force will hold the following meeting which will be open to the public.



## Mayor and Council Transit Task Force

### AGENDA

*Monday, October 1, 2018 at 3:00 p.m.*

Location: 201 N. Stone, 4<sup>th</sup> Floor  
Tucson, AZ 85701

TOPICS	SUGGESTED TIME ALLOTTED
1. Call to Order	
2. Introductions / Roll Call	2 Minutes
3. Approval of September 10, 2018 Minutes	3 Minutes
4. Call to the Audience	5 Minutes
5. Update on Transit/Announcements/Chair's Report	15 Minutes
<ul style="list-style-type: none"><li>• City of Tucson: Transit Services Coordinator Position</li><li>• Sun Tran: Articulated Bus, All Souls Procession, Special Services</li><li>• Sun Link: 4 millionth rider, DUSK Festival</li><li>• PAG/RTA: Long Range Regional Transit Plan; Transit Working Group</li></ul>	
6. August Service Changes - Update	15 Minutes
7. Frequent Transit Network Policy: Developing Guidelines for Future Service	30 Minutes
8. Proposed Changes to Route 15 - Update	15 Minutes
9. Proposed Changes to Route 10/17 - Update	15 Minutes
10. Call to the Audience	5 Minutes
11. Next meeting Date	3 Minutes
<ul style="list-style-type: none"><li>• Monday, November 5, 2018</li></ul>	
12. Future Meeting Agenda Items	2 Minutes
13. Adjourn	

**Action may be taken on any item.**

*(Material, if available, can be provided by contacting Amy Sherwood, 520-837-6106)*

Pursuant to A.R.S. § 38-431.02, notice is hereby given to the members of the Mayor and Council Transit Task Force and to the general public that the Mayor and Council Transit Task Force will hold the following meeting which will be open to the public.



## Mayor and Council Transit Task Force MINUTES

**Monday, September 10, 2018, 3:00 p.m.**

Location: 201 N. Stone, 4<sup>th</sup> Floor  
Tucson, AZ 85701

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### 1. Call To Order

*Meeting was called to order at 3:04 p.m. with eight (8) of the eleven (11) members present which established a quorum.*

### 2. Introductions / Roll Call

*Members Present:* Suzanne Schafer, Chair (Ward 3)  
B.J. Cordova, (City Manager)  
Margot Garcia, (Ward 6)  
David Heineking (City Manager)  
Brian Flagg (Ward 2)  
Eric Hahn (Ward 5)  
Lisa Shipek, (Mayor)  
Dale R. Calvert (City Manager)  
Gene Caywood (Advisory Member)

*Members Absent:* Robert Medler (Ward 4)  
Vacant (CTAC or City Manager)  
Vacant (Ward 1)

*Staff Present:* Sam Credio, Interim Deputy Director  
John Zukas, Transit Services Coordinator  
Steve Spade, Interim General Manager of Sun Tran/Sun Van  
John Wilson, Assistant General Manager of Sun Tran/Sun Van  
Pat Richter, Director of Marketing and Communication  
Bob McGee, Sun Tran Scheduling Manager  
Eric Sitiko, Sun Link Operations Manager

### 3. Approval of August 13, 2018 Minutes

*Margot Garcia moved to approve the Minutes. The motion was seconded and approved unanimously.*

#### **4. Call to the Audience**

#### **5. Election of Vice Chairperson**

*Brian Flagg nominated Dale Calvert for vice chairperson and he accepted the nomination. Motion was seconded and unanimously approved.*

#### **6. Update on Transit/Announcements/Chair's Report**

*Sam Credio stated that a new director for the Transportation Department has been selected. Diana Alarcon will start, officially, on October 29. Brian Flagg made a motion to invite Diana Alarcon to the November TTF meeting. This was seconded and approved unanimously. Suzanne Schafer indicated she would draft a letter and send to Sam Credio*

*Sam Credio also stated that: Robin Steinberg is no longer a member of the task force but will continue to participate as an interested citizen; Dave Heineking is moving and will no longer be able to be a member of the committee.*

*Per Steve Spade, the no smoking policy at the transit centers is going well with minimum enforcement.*

*He also stated the non-rider survey is in process and results should be available by November.*

*Eric Sitiko stated that Sun Link ridership is up 10%, primarily from the U of A.*

*Sam Credio stated that the Jarrett Walker visioning workshop and subsequent open houses will be announced soon. Tentative dates are October 16, 17.*

*PAG/RTA Citizen Advisory Committee (CAC) has been added as a stakeholder for updates.*

*Dale Calvert stated that CAC members were asked to fill out surveys with their priorities. Dale spread out his 5 dots: 2 for transit, 2 for streets and 1 for peds.*

#### **7. Security Analysis Review**

*Steve Spade provided data gathered from incidents related to security concerns at bus stops and transit centers and on buses. See attached PowerPoint presentation.*

*There was much discussion about this topic and it was agreed that further discussion of solutions needed to be added to upcoming agendas. Eric Hahn motioned to place this item on the November agenda for 45 minutes. His motion was seconded and approved unanimously.*

#### **10. Frequent Transit Network Policy**

*Item 10 was taken out of order at the request of the TTF Chair. Discussion took place about the Frequent Transit Network (FTN) policy. Suzanne Schafer indicated we should be looking at Phase 2 of the policy. The objectives should be to intensify the network and develop a network of high productivity routes. Gene Caywood indicated Night and weekend service should be the same. He also stated the PAG/RTA Long Range Regional Transit Plan should include the FTN. A suggestion was made that route productivity be evaluated by the TTF on an annual basis prior to budget development.*

**8. Proposed Changes to Route 15-Update**

*Public meetings are being held to gather feedback. The overall response has been favorable thus far. There was much discussion about whether extending the route to include the airport and the Banner Hospital on Ajo Way was a good idea. There was also discussion about the new Geico and Banner UMC Hospital becoming Get On Board participants. At this time, there isn't enough information to make a decision about the route change and this item will be added to a future agenda when there is more data.*

**9. Proposed Changes to Route 10/17**

*Surveys are currently being distributed for feedback. Data is needed to make a decision on the route changes and the change could take place as early as February. This item will be added to a future agenda once data has been gathered.*

**11. 5 Year Strategic Transit Plan Update**

*Progress is being made and this should be available for presentation at a future meeting (October or December).*

**12. Call to the Audience**

*Robin Steinberg is interested to hear from the new transportation director about buss pullouts and to learn about the possibility of professional development opportunities for staff.*

*Dave Heineking stated the U of A will be offering a recommended replacement on the TTF.*

*Eric Sitiko will be leaving Sun Link effective September 21, 2018. No replacement has been announced. Eric was thanked by Sam Credio for his work on the Streetcar.*

**12. Next Meeting Date**

*Monday, October 1, 2018*

**13. Future Meeting Agenda Items**

*Security Analysis and Solutions*

*Route 15 Changes*

*Routes 10/17 Changes*

*5 Year Strategic Transit Plan Update*

*Meeting New Director of Transportation*

**14. Adjourn**

*Meeting was adjourned at 5:04 p.m.*



### Study Purpose

- Analyze transit system security, primarily the interactions with the public at:
  - Transit centers
  - Bus stops
  - On the bus
- Facilities overview
- Issues
- Current security

### Study Purpose

- Outcome:
  - Identify key issues
  - Brainstorm activities and strategies to improve security
  - Prioritize
  - Recommend action plan
- Today:
  - Review facts
  - Share results of brainstorming
    - Issues
    - solutions
  - Solicit Task Force input

### Transit Centers

- Ronstadt
  - 24 routes
  - 15,000 boardings daily
- Tohono
  - 12 routes
  - 3,600 boardings daily
- Laos
  - 16 routes
  - 6,000 boardings daily

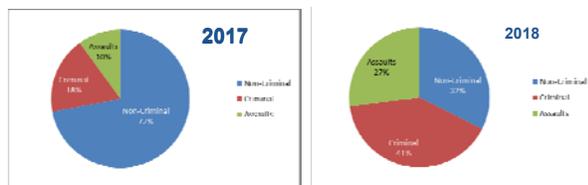
## Security at Transit Centers

- Consists of Police, G4S and video security
- Police at Ronstadt and Laos Transit Centers
  - Monday – Friday: 2 officers from 2:30 - 6:30 p.m.
- G4S Security at Transit Centers
  - Ronstadt Transit Center:
    - Monday – Friday: 1 guard from 6:30 p.m. – 12:00 a.m.
    - Saturday – Sunday: 1 guard from 6:00 – 11:00 p.m.
  - Laos Transit Center:
    - Monday – Friday: 1 guard from 6:30 p.m. – 1:00 a.m.
    - Saturday – Sunday: 1 guard from 6:00 – 11:00 p.m.
  - Tohono Transit Center:
    - 7 Days a week: 1 guard from 6:00 p.m. – 5:00 a.m.

## Incidents reported by G4S: 2017-18

- 2017 – January 1 - December 31, 2017
  - Total reports: 182 incidents
  - Criminal reports: 50, including 19 assaults
  - Medical-related issues: 21
- 2018 – January 1 - June 30, 2018
  - Total reports: 37 incidents
  - Criminal reports: 25, including 10 assaults
  - Medical-related issues: 4

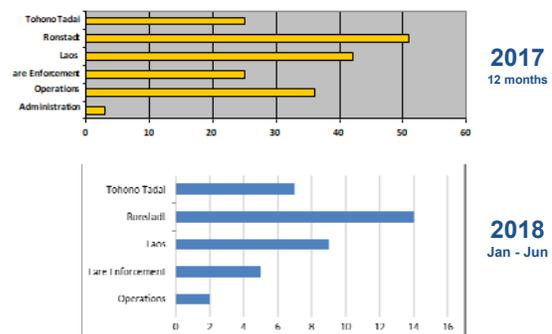
## Types of Incidents by G4S: 2017-18



In 2017, 28% of all Incident Reports were listed as "Criminal" and 10% were directly related to assaults.

In 2018, 69% of all Incident Reports were listed as "Criminal" and 27% were directly related to assaults.

## G4S Incidents by Location



## Bus Stops

- 2,150 bus stops
- 775 benches
- 1,105 shelters
- Average about 1,200 incidents annually at bus stop
  - Loitering
  - Sleeping
  - Alcohol
  - Fighting

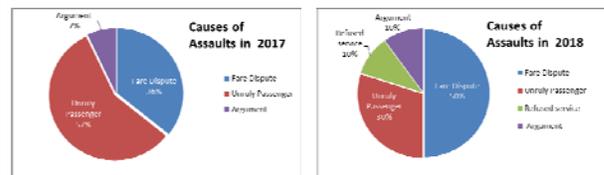
## Key Problem Bus stops

Location	Annual reports
Grant / Oracle	70
Grant / Alvernon	68
Silverbell / St. Mary's	64
1 <sup>st</sup> / Ft. Lowell	32
12 <sup>th</sup> / Ajo	40
Grant / Dodge	38
Speedway / Swan	36
Golf Links - Park and Ride	20
Campbell / Irvington	16
29 <sup>th</sup> / Craycroft	14

## Transit Fleet

- 246 buses
- Security
  - Security cameras on all buses
  - Radio communications
  - Barriers on 94 buses
  - TV monitors
- Support activities
  - G4S Fare enforcement – 70 hours weekly
  - Supervisors

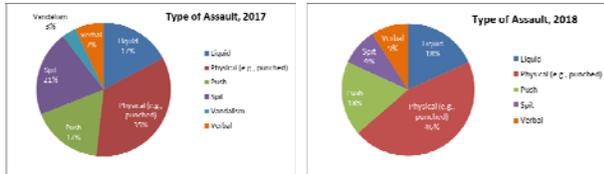
## Causes of Assaults, 2017-18



**2017 --- 28 incidents**  
 Occurred on 12 different routes  
 5 at RTC, 3 at LTC, 1 at TTC

**2018 --- 11 incidents to date**  
 Occurred on 10 different routes  
 0 at Transit Centers, 1 at Udall

## Types of Assaults, 2017 & 18



2017 - 28 incidents

4 required medical attention

2018 (6 months) - 11 incidents to date

2 required medical attention

## August 30<sup>th</sup> Brainstorming

- Reps from operations, bus operators and TPD
  - Identified key issues
  - Brainstormed Solutions
  - Prioritized
  - Suggested options for additional input

## Key Issues

- Unruly passengers
  - Loitering at transit centers/ bus stops
  - Illegal activity
  - Aggressive behavior with operators
  - Homeless population
- Fare policy
  - Zero tolerance or ask once?
- Facilities –
  - Need for improved maintenance
- Operators and conflict management
- Security / response times...TPD, G4S, Supervisors

## Solutions

- Unruly passengers
  - Develop passengers expectations and make visible
  - Hold passengers accountable
  - Post signage with city code
  - Eliminate problem stops
  - Lock restrooms after hours
  - Deal with the homeless population
- Fare Policy
  - Clarify fare collection policy
  - Consistent enforcement
  - Ramp up enforcement

## Solutions

- Facilities
  - Non smoking and customer service seem successful
  - Clean transit centers better and more often
  - Clean shelters
  - Monitors at transit centers
  - Eliminate loitering
  - Build walls at Tohono
  - Post rules
- Operators and conflict management
  - More de-escalation training
  - Clear expectations
  - Supportive policies
  - Incentivize the positive

## Solutions

- Security
  - Ramp up
  - TPD sub-station at Ronstadt
  - Cameras / monitors at transit centers
  - Clarify responsibility
  - Hire transit cops
  - Randomize enforcement
  - Evaluate sub-contractor performance
  - Improve response time
    - Additional radio channel

## Next Steps

- Next Steps
  - Additional input
    - Transit Task Force
  - Prioritize
  - Build action plan



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# TRANSIT TASK FORCE MEMORANDUM

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October 1, 2018

**Item 4: Call to the Audience**

Issue – This is a standing agenda item to all members of the audience to make comment to committee members regarding transit.

Staff Recommendation – None. This is an information item.

Background – The memo accompanying this agenda item is intended to provide follow up information to the Transit Task Force regarding the public inquiries, during the call to the audience agenda items, from the previous meeting.

Present Consideration – None

Financial Considerations – None

Attachments – None



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# TRANSIT TASK FORCE MEMORANDUM

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October 1, 2018

**Item 5: Update on Transit/ Announcements/ Chair's Report**

Issue – This is a standing agenda item to inform committee members of relevant transit information within the City of Tucson and around the region.

Staff Recommendation – None. This is an information item.

Background – There are several city departments, interest groups, and committees that are discussing various aspects of public transportation. Committee members as well as staff will have the opportunity to share information with the group and give updates on relevant projects.

Present Consideration – A list of projects, committees and stakeholders is provided below for a possible update to task force members.

***City of Tucson Updates:***

Transit Services Coordinator Position  
Mayor & Council Study Session Item – October 9, 2018

***Sun Tran, Sun Link and Sun Van Updates:***

Articulated Bus (Sun Tran)  
All Souls Procession (Sun Tran)  
Special Services Office (Sun Tran)  
4 Millionth Rider (Sun Link)  
DUSK Festival (Sun Link)

***Regional Updates:***

Long Range Regional Transit Plan (PAG)

***Committees Updates:***

Transit Working Group (RTA)

***Stakeholder Group Updates:***

- Broadway Coalition
- Bus Riders Union
- Bus Friends Forever
- Friends of the Streetcar
- Living Streets Alliance
- Old Pueblo Trolley
- Southern Arizona Transit Advocates
- Boards, Committees, and Commissions Stakeholders
- Transit Connections Focus Group
- PAG/RTA Citizens Advisory Committee

Financial Considerations – None

Attachments – None



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# TRANSIT TASK FORCE MEMORANDUM

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October 1, 2018

**Item 6: August Minor Service Changes**

Issue – Time has been set aside for staff to explain in more detail the minor service changes that took place in August 2018

Staff Recommendation – None. This is an information item.

Background – In May 2018, Mayor & Council were notified of minor service changes that would be made by Sun Tran in August 2018. These service changes represent a citywide effort to develop operational savings as part of the Fiscal Year (FY) 2018/2019 budget process.

Present Consideration – Staff will provide an update on the minor service changes implemented in August 2018

Financial Considerations – These minor service changes represent over \$1M in operational savings in the FY 18/19 budget based on implementation in August 2018.

Attachments –



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# TRANSIT TASK FORCE MEMORANDUM

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October 1, 2018

**Item 7: Frequent Transit Network Policy: Developing Guidelines for Future Service**

Issue – The Transit Task Force Chair has requested an agenda item to review and discuss the Frequent Transit Network Policy and developing guidelines for future service improvements.

Staff Recommendation – None. This is an information item.

Background – The Pima Association of Governments (PAG) approved the contract with Jarett Walker and Associated (JWA) on 12/11/14, and completed a regional transit visioning exercise titled ‘Framing the Questions’ on 4/23/15. This was intended to provide the framework for the development of a transit vision to be included in their 2045 Regional Mobility and Accessibility Plan (RMAP).

The ‘Transit Choices Workshop Report’ was conducted with the goal of collecting input from a variety of stakeholders and members of the public, and completed on 6/11/15. Participants took part in three primary activities that included - answering transit specific questions using silent polling devices, playing a transit planning game with a fictional city to learn basic concepts of transit planning, and lastly performing the same transit planning activity using the City of Tucson. The primary outcomes of the session were a prioritized list of future frequent network improvements, a set of potential study corridors for future High Capacity Transit investment and several study areas for future coverage expansion.

Staff, with the help of the Transit Task Force, developed a Frequent Transit Network (FTN) Policy. The purpose of the FTN policy is to support the long-term goal of developing and maintaining a frequent service grid as a basis for providing high quality transit services for the City of Tucson. The policy also provides criteria for which routes should be considered for inclusion in the FTN. Routes included in the FTN are those that operate with a frequency of 15 minutes or less during the hours of 6 a.m. to 6 p.m. This policy was adopted by Mayor and Council on 4/19/17. A copy of the policy is attached.

Present Consideration – This agenda item is an opportunity for Task Force members to become familiar with the FTN Policy, review route frequency data and begin a discussion on guidelines for future service improvements.

Financial Considerations – None at this time.

Attachments – A. Sun Tran Route Frequency Summary Table

# Route Frequency Summary

Route	Weekday Frequency (August 2018)					Weekday Service Period		Frequency	
	Peak am (6:00 - 9:00)	Midday (9:00 - 2:00)	Peak pm (2:00 - 6:00)	Evening (6:00 - 9:00)	Night (9 pm & later)	1st Time Point	Last Time Point	Saturday	Sunday
Frequent Transit Network (FTN) Routes have 15 minutes or greater weekday frequency from 6:00 am to 6:00 pm (branch/leg segments)									
4	15(30)	15(30)	15(30)	15-30(30-60)	30(60)	4:50 AM	12:23 AM	30(60)	30(60)
6	15	15	15	30-60	60	5:00 AM	12:04 AM	30	60
7	15	15	15	30-60	60	5:16 AM	11:25 PM	60	60
8	15(30)	15(30)	15(30)	30(60)	30	4:19 AM	12:13 AM	15(30)	20-30(40)
9	15	15	15	30-60	60	4:40 AM	11:27 PM	60	60
11	15(30)	15(30)	15(30)	30(60)	30(60)	4:45 AM	12:20 AM	30(60)	30(60)
12	15	15	15	30	30	5:03 AM	12:19 AM	30	30
15	15	15	15	30-60	60	5:35 AM	11:31 PM	60	60
16	10-15(30)	10(30)	10-15(30)	30(60)	30(60)	5:04 AM	11:55 PM	15-30(60)	20-30(60)
18	10-15	10	10-15	30	30	4:38 AM	12:19 AM	15-30	20
34	15	15	15	30-60	60	5:22 AM	11:25 PM	60	60

Route	Peak am (6:00 - 9:00)	Midday (9:00 - 2:00)	Peak pm (2:00 - 6:00)	Evening (6:00 - 9:00)	Night (9 pm & later)	1st Time Point	Last Time Point	Saturday	Sunday
Other Core Routes									
1	30	30	30	60	60	5:38 AM	10:55 PM	60	60
2	30	30	30	30-60	60	5:13 AM	11:22 PM	60	60
3	20-30	20-30	20-30	30-60	60	5:03 AM	12:00 AM	60	60
5	30	30	30	30-60	---	5:46 AM	7:30 PM	60	60
10	30	30	30	30-60	60	6:00 AM	11:32 PM	60	60
17	30	30	30	30-60	60	5:00 AM	11:03 PM	60	60
19	30	30	30	30-60	60	5:45 AM	11:35 PM	30-60	60
21	30	30	30	30-60	60	6:15 AM	11:29 PM	30-60	30-60
22	30	30	30	30-60	60	6:00 AM	11:24 PM	60	60
23	30	30	30	30-60	60	4:57 AM	11:10 PM	60	60
24	30	30	30	30-60	---	4:20 AM	9:21 PM	60	60
25	30	30	30	30-60	60	4:14 AM	12:25 AM	30(60)	60
26	30	30	30	30-60	60	5:05 AM	11:36 PM	60	60
27	30	30	30	30-60	60	5:20 AM	11:00 PM	60	60
29	30	30	30	30-60	60	5:35 AM	11:50 PM	60	60
37	30	30	30	30	---	5:32 AM	7:37 PM	60	60
50	30	30	30	30-60	---	5:52 AM	9:23 PM	60	60
61	30	30	30	30-60	---	5:47 AM	8:07 PM	60	60

*after midnight*

Ridership Fiscal Year 2018 (July 1, 2017 - June 30, 2018)					
Route	Annual Route Total	Average Weekday	Average Saturday	Average Sunday	TOTAL COST ALLOCATION
Frequent Transit Network (FTN) Routes have 15 minutes or greater weekday frequency from 6:00 am to 6:00 pm					
4	1,194,801	4,013	402	263	\$ 4,103,307
6	582,610	1,951	227	106	\$ 1,844,719
7	787,092	2,744	186	154	\$ 3,208,556
8	1,329,935	4,332	530	342	\$ 4,193,593
9	608,413	2,119	160	105	\$ 2,827,981
11	1,024,889	3,405	358	247	\$ 3,551,125
12	432,431	1,435	145	111	\$ 1,510,889
15	396,328	1,372	106	75	\$ 2,171,326
16	1,206,691	3,931	455	332	\$ 3,591,959
18	1,112,637	3,662	423	267	\$ 2,201,542
34	715,888	2,493	191	122	\$ 2,780,304

Route	Annual Route Total	Average Weekday	Average Saturday	Average Sunday	TOTAL COST ALLOCATION
Other Core Routes					
1	442,078	1,472	144	111	\$ 1,664,146
2	266,283	918	77	48	\$ 1,451,526
3	724,459	2,561	181	99	\$ 3,167,552
5	237,762	839	50	43	\$ 1,327,011
10	321,815	1,083	111	66	\$ 1,122,033
17	719,843	2,439	237	142	\$ 3,046,837
19	339,278	1,143	120	66	\$ 910,735
21	163,857	502	79	59	\$ 819,848
22	146,668	509	31	34	\$ 765,462
23	334,533	1,130	102	77	\$ 1,530,897
24	180,461	600	68	38	\$ 557,536
25	455,498	1,529	160	95	\$ 1,682,844
26	214,867	710	67	62	\$ 1,055,759
27	257,456	864	76	68	\$ 1,474,221
29	363,496	1,178	148	94	\$ 1,517,535
37	171,532	596	41	35	\$ 1,083,176
50	154,005	565	24	16	\$ 585,010
61	153,053	498	50	49	\$ 798,676

Totals \* 15,205,419    51,246    4,951    3,328

\* includes Express Routes and Bus Bridge for Sun Link

## Route Frequency Summary

as of: September 2018

Route	Weekday Frequency (August 2018)					Weekday Service Period		Frequency	
	Peak am (6:00 - 9:00)	Midday (9:00 - 2:00)	Peak pm (2:00 - 6:00)	Evening (6:00 - 9:00)	Night (9 pm & later)	1st Time Point	Last Time Point	Saturday	Sunday
Route	Peak am (6:00 - 9:00)	Midday (9:00 - 2:00)	Peak pm (2:00 - 6:00)	Evening (6:00 - 9:00)	Night (9 pm & later)	1st Time Point	Last Time Point	Saturday	Sunday
<b>Express Routes</b>									
101X	3 am trips		3pm trips						
102X	3 am trips		3pm trips						
103X	2 am trips		2 pm trips						
104X	3 am trips		3pm trips						
105X	3 am trips		3pm trips						
107X*	8 am trips		8 pm trips						
108X	3 am trips		3pm trips						
109X	3 am trips		3pm trips						
110X*	6 am trips		6 pm trips						
201X	2 am trips		2 pm trips						
202X	3 am trips		3pm trips						
203X	3 am trips		3pm trips						

\*includes reverse commute (bi-directional route)

Ridership Fiscal Year 2018 (July 1, 2017 - June 30, 2018)					
Route	Annual Route Total	Average Weekday	Average Saturday	Average Sunday	TOTAL COST ALLOCATION
Route	Annual Route Total	Average Weekday	Average Saturday	Average Sunday	TOTAL COST ALLOCATION
101X	10,572	81			\$ 213,626
102X	17,472	65			\$ 263,303
103X	12,897	60			\$ 129,340
104X	9,699	44			\$ 153,670
105X	13,152	53			\$ 215,373
107X*	15,751	52			\$ 500,809
108X	16,892	59			\$ 228,221
109X	11,547	54			\$ 237,635
110X*	11,079	40			\$ 228,234
201X	12,574	75			\$ 225,676
202X	12,499	33			\$ 376,462
203X	14,692	43			\$ 534,311

\*includes reverse commute (bi-directional route)



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# TRANSIT TASK FORCE MEMORANDUM

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October 1, 2018

## **Item 8: Proposed Changes to Route 15 – Update**

Issue – Sun Tran is considering Minor Service changes to Route 15 and is requesting TTF input on the proposed changes. During this agenda item Staff will provide an update on public input regarding the service changes.

Staff Recommendation – It is recommended these service changes be endorsed by the TTF for implementation in February 2019.

Background – Sun Tran has recommended the realignment of Route 15 to serve The Bridges/Marketplace development area. Currently the ridership on Route 15 south of Broadway is concentrated north of Eastland. This recommendation would split the 15 route at Kino and Winsett providing 30-minute service to the Eastland neighborhood and introduce 30-minute service to the Bridges. Route segments north of Eastland would continue to have 15-minute service. This recommendation maintains and increases opportunities for transit access to employment, education by serving the Bridges and new development including Geico. This recommendation adjusts service levels on a segment that has low ridership and concerns about operating a bus at this frequency in a residential neighborhood.

Present Consideration – Sun Tran has sought public input regarding the recommendation. Sun Tran held Open House meetings to share information and receive public input on the proposed changes to Rt. 15 on 9/6 at Quincie Douglas Library and on 9/11 at Ward 5. Below is a summary of the input.

Comments were received communications from 24 different individuals regarding the proposed changes to Rt. 15.

- 11 comments favored the change
- 3 comments were opposed
- 12 comments provided alternative suggestions most frequently related to extending beyond the Bridges

The most frequent suggestion was extending the route to Banner Hospital South. This extension would provide improved connectivity with routes 11 and 2 as well as connect banner hospital on Campbell with Banner South. Sun Tran investigated two options to extend service to Banner South. Both options would follow the same route to banner south via Ajo. One option would operate service levels comparable to FTN service: 15-minute peak and 30 minute service on the extensions all day. A second option would operate 15-minute service during the peak and the 20 minute service during midday hours. Both options would result in increased costs. Option 1 would cost an additional \$172,800 annually while option 2 would cost \$82,600. The original recommendation would not result in increased cost.

Sun Tran recommends that Route 15 be changed as was originally proposed, turning around at the Bridges. Sun Tran believes that the suggestion for the extension has merit however neither extension option be considered at this time due to cost. Sun Tran would propose the extension of Route 15 to Banner South be included in the proposed FY 2020 operating budget.

Financial Considerations – The recommended service changes will save approximately \$39,000 per year.

Attachments – Sun Tran Memorandum – Route 15 Public Input Summary and Recommendation



To: Sam Credio, Interim Deputy Director

September 27, 2018

From: Steve Spade, General Manager

Route 15 public input summary and recommendation

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Below is a summary of activities related to the Route 15 extension to Geico.

Sun Tran has recommended the realignment of Route 15 to serve The Bridges/Marketplace development area. Currently the ridership on Route 15 south of Broadway is concentrated north of Eastland. This recommendation would split the 15 route at Kino and Winsett providing 30-minute service to the Eastland neighborhood and introduce 30-minute service to the Bridges. Route segments north of Eastland would continue to have 15 minute service. This recommendation maintains and increases opportunities for transit access to employment, education by serving the Bridges and new development including Geico. This recommendation adjusts service levels on a segment that has low ridership and concerns about operating a bus at this frequency in a residential neighborhood.

Sun Tran has sought public input regarding the recommendation. Sun Tran held Open House meetings to share information and receive public input on the proposed changes to Rt. 15 on 9/6 at Quincie Douglas Library and on 9/11 at Ward 5. Below is a summary of the input.

Comments were received communications from 24 different individuals regarding the proposed changes to Rt. 15.

- 11 comments favored the change
- 3 comments were opposed
- 12 comments provided alternative suggestions most frequently related to extending beyond the Bridges

The most frequent suggestion was extending the route to Banner Hospital South. This extension would provide improved connectivity with routes 11 and 2 as well as connect banner hospital on Campbell with Banner South. Sun Tran investigated two options to extend service to Banner South. Both options would follow the same route to banner south via Ajo. One option would operate service levels comparable to FTN service: 15 minute peak and 30 minute service on the extensions all day. A second option would operate 15 minute service during the peak and the 20 minute service during midday hours. Both

options would result in increased costs. Option 1 would cost an additional \$172,800 annually while option 2 would cost \$82,600. The original recommendation would not result in increased cost.

<b>Description</b>	<b>Miles</b>	<b>Hours</b>	<b>Cost Change</b>
Current Service	1,119.10	101.52	\$ -
Service to the Bridges	1,093.61	98.63	\$ (34,074)
Service to the Bridges plus Banner UMC South Campus	1,281.32	115.08	\$ 172,849
Service to the Bridges plus Banner UMC South Campus (Midday Service Operated Every 20 Minutes)	1,227.57	106.97	\$ 82,658

Sun Tran recommends that Route 15 be changed as was originally proposed, turning around at the Bridges. Sun Tran believes that the suggestion for the extension has merit however neither extension option be considered at this time due to cost. Sun Tran would propose to include the extension of Route 15 to Banner South be included in the proposed FY 2020 operating budget.

## **Public comments received on proposed changes to Route 15**

Sun Tran held Open House meetings to share information and receive public input on the proposed changes to Rt. 15 on 9/6 at Quincie Douglas Library and on 9/11 at Ward 5. We received communications from 24 different individuals regarding the proposed changes to Rt. 15. Communications were received in person, by phone and email. Some communications contained multiple discrete messages. Out of the communications received:

- 11 comments are for the proposed changes
- 3 comments are against the proposed changes
- 12 additional comments provided additional information related to Rt. 15 changes

### **Excerpts of comments FOR the proposed changes**

- It is a good option for low income people. Good idea, Thank you.
- This will be a wonderful addition to the Quincie Douglas Community Center bus stop.
- This is a great improvement and very needed in the community. I support the extension and hope it will become a reality.
- Strongly support the new proposed routes. UA and other partners at The Bridges have initiated new development that will house 3,000 employees. These employees need bus access to the worksite.
- I think this is a good idea as it provides people a way to Costco without transferring.
- GEICO is thrilled about the proposed service change; it will benefit many employees at the new site.
- The proposed change to Route 15 would be a great addition for the 75 residents in the Senior Center by Quincie Douglas. Many of the seniors currently walk across the desert to the Walmart.
- If it's about going to the Market Square or the shopping center by Ajo, close to Quincie Douglas, that has Walmart.... I would love to have a bus there
- I think that the proposed extension of Route 15 to Tucson Marketplace is an excellent idea.

- I like the proposal...

**Excerpts of comments AGAINST the proposed changes (two from same person)**

- Currently, the bus is every 15 minutes, so I am assuming it would now be every 30 minutes to Reid Park, if the proposal goes through. Count me against the proposal.
- Another consideration, bus 15 brings people to Banner Hospital on Campbell. If a pickup is only intermittent from the Reid Park area, those folks could not make it to the hospital in time.
- Why add yet another split route to the transit network, further shortening the Frequent Network?

**Excerpts of additional comments RELATED to the proposed changes**

- I suggest that the proposal go further and extend Route 15 to Banner Hospital South Campus. This would provide alternative access to the hospital and its clinics, a direct bus connection between the two Banner hospital facilities, and a connection with Route 11.
- This is a nice suggestion. But why not travel to Ajo and connect to the Route 11?
- I think it would be nice if the proposed is connected with 2 and 11 at Banner. Or even extend to area of Campbell/Irvington shopping area.
- It would be even better if the 15 would go to Banner South for a better connection to Route 2 and 11.
- Connect with Route 25 on Park. Travel to Park via 36<sup>th</sup> St. then the Tucson Marketplace Drive.
- Travel on Kino and 36<sup>th</sup> to MLK Jr Way to Tucson Marketplace to Kino, then to the exit ramp, then to Ajo to Park. Then take Park to 36<sup>th</sup> and back to Kino.
- The splits to Routes 11 and 15 could instead be combined into the circulator service needed to serve the nearby neighborhoods, Laos Transit Center, airport and nearby industrial employment complexes, including Raytheon/Bombardier
- Switch to smaller bus (Sun Van type) to use as neighborhood circulation.
- Add a stop at Eastland and Treat off of 22<sup>nd</sup>

- Route 15 wastes tax money while sitting and waiting for 15 to 30 minutes intervals at 22<sup>nd</sup> and Country Club Rd. Change the route and bring it to a more effective working slot for riders.
- Do not route the bus to the traffic circle near Costco. It could further congest traffic already there, specifically during the holidays. And talk to the developer about putting in a bus pullout wherever there's a stop in the Tucson Marketplace area. Otherwise, traffic could back up at the stop as riders board and get off the bus.
- I would be for the proposed changes to Rt. 15 if the weekend frequency for the route was increased to every 30 minutes. Currently it runs every hour, which means it would only go to Eastland every 2 hours and to the Costco every 2 hours.



# TRANSIT TASK FORCE MEMORANDUM

October 1, 2018

## Item 9: Proposed Changes to Routes 10/17 - Update

Issue – Sun Tran is considering Minor Service changes to Routes 10 and 17. During this agenda item, Staff will provide an overview for the proposed changes for TTF Input.

Staff Recommendation – None at this time.

Background – Sun Tran Staff was asked to review all routes for proposed improvement, efficiencies, and opportunities to increase ridership.

Present Consideration – Below is a summary of activities related to proposed changes to Routes 10 and 17. Sun Tran has recommended the realignment of Routes 10 and 17. Proposed changes are shown by the maps on the next page. The purposes behind the proposed changes were to:

1. Connect Route 17, which travels across the city, to a Transit Center
2. Provide a direct route from Downtown Tucson to Sun Tran Administrative Offices

Sun Tran sought public input regarding the recommendation. Sun Tran held two Open House meetings to share information and receive public input on the proposed changes to Routes 10 and 17 at Ellie Towne Flowing Wells Community Center on 9/25. And Sun Tran staff rode Routes 10 and 17 on multiple occasions near the area of the proposed changes to share information about the changes and to gather passenger input via survey and interviews. Below is a summary of the input.

Comments were received communications from 62 different individuals regarding the proposed changes to Routes 10 and 17:

- 14 people favored the change
- 48 people raised concerns about the change

One of the things that came up was that many of the riders raising concerns were opposed to change in general. In fact, for at least 17 of the riders who raised concerns, their travel times and number of transfers would not increase at all with the changes.

Some of the remaining individuals were concerned about needing to transfer at Flowing Wells and Prince from one route to the other. Part of that concern could be mitigated if Sun Tran is able to facilitate convenient transfers at this location.

Sun Tran recommends studying the situation further to investigate the following:

- If transfers at this location could be provided in such a way that travel times are not significantly affected
- If the benefits from the proposed changes could outweigh the perceived disadvantages

In the meantime, Sun Tran recommends no changes to Routes 10 and 17 in February 2019.

Financial Considerations – Under the current configuration annual costs could increase by up to \$37,000 for the Routes 10 and 17, maintaining current interlining of routes. Costs could be mitigated as the final schedules are assembled.

Attachments – None