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, November 5, 2018 at 3:00 p.m.**  
**Location: 201 N. Stone, 4th Floor**  
**Tucson, AZ 85701**

<table>
<thead>
<tr>
<th>TOPICS</th>
<th>SUGGESTED TIME ALLOTED</th>
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<tbody>
<tr>
<td>1. Call to Order</td>
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<tr>
<td>2. Introductions / Roll Call</td>
<td>2 Minutes</td>
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<tr>
<td>3. Approval of October 1, 2018 Minutes</td>
<td>3 Minutes</td>
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<tr>
<td>4. Call to the Audience</td>
<td>5 Minutes</td>
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<tr>
<td>5. Update on Transit/Announcements/Chair’s Report</td>
<td>15 Minutes</td>
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<tr>
<td>• Mayor &amp; Council Study Session Update – December TTF Agenda</td>
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<td>• Transit Services Coordinator Update</td>
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<td>• Election Day Free Rides on Transit System (Sun Tran, Sun Van, Sun Express, Sun Link)</td>
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<td>• PAG/RTA: Long Range Regional Transit Plan; Transit Working Group</td>
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<tr>
<td>6. Tucson Dept. of Transportation Director – Diana Alarcon</td>
<td>30 Minutes</td>
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<tr>
<td>7. Security Analysis Review</td>
<td>45 Minutes</td>
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<tr>
<td>8. Call to the Audience</td>
<td>5 Minutes</td>
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<tr>
<td>9. Next meeting Date</td>
<td>3 Minutes</td>
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<tr>
<td>• Monday, December 3, 2018</td>
<td></td>
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<tr>
<td>10. Future Meeting Agenda Items</td>
<td>2 Minutes</td>
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<tr>
<td>11. Adjourn</td>
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</table>

*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, October 1, 2018, 3:00 p.m.
Location: 201 N. Stone, 4th Floor
Tucson, AZ 85701

1. Call To Order
   Meeting was called to order at 3:08 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)
                   Brian Flagg (Ward 2)
                   Eric Hahn (Ward 5)
                   Dale R. Calvert (City Manager)
                   Robert Medler (Ward 4)
                   Gene Caywood (Advisory Member)

   Members Absent: Lisa Shipek (Mayor)
                   Vacant (CTAC or City Manager)
                   Vacant (Ward 1)

   Staff Present:  Sam Credio, Transit Administrator
                   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

3. Approval of September 10, 2018 Minutes
   Dale Calvert moved to approve the Minutes. The motion was seconded by B.J.Cordova and approved unanimously.

4. Call to the Audience
   -None
5. Update on Transit/Announcements/Chair’s Report

There is a study session planned at the Mayor’s office to include council members on October 9th. The purpose of the session is to discuss ideas for enhancing the transit system, including the possible addition of bulk rate discounts and same day passes. Margot Garcia asked if we were already providing bulk discounts. Information will be posted online. An agenda item will be added for December’s meeting to discuss next steps for this.

The position of transit services coordinator is open and will close in 2 weeks.
Articulated bus service begins on Wednesday on Route 18 and all are invited to ride.
Sun Tran is considering offering services to and from the All Souls Procession again this year.
The information from the non-rider surveys should be collected by mid October and may be available for November meeting, but will definitely be available by December’s meeting.
Sun Link has had its 4 millionth rider.
Sun Link will be providing free rides for the DUSK music festival sponsored by DUSK. James McGinnis reports that PAG is reviewing information for long range transit plan.
There will be an open house on October 17 in the evening and on October 18 in the morning. The transit planning workshop, by invitation only, will be held on October 17.
The transit working group has not met recently but will do so in November.
The transit connections focus group will meet before next TTF in November.
The Mayor’s office has talked about complete streets and will revisit this in January.
The new transportation director has been confirmed to attend the TTF meeting in November.

6. August Service Changes-Update

Two handouts were provided. Steve Spade said the one goal of service changes is to increase efficiency and redirect resources as needed. Route service performance was discussed and there was a summary of overcrowding and scheduling reports. On time and ridership is being measured, and Sun Tran is currently evaluating collected data.
The potential annualized savings on the routes being tracked is one million dollars. On trips averaging less than 5 people, Sun Tran has tried to decrease from 4 to 3 runs.
Schedules are always being refined. Suzanne and Brian spoke. BJ asked if data from previous month could be reported for comparison. Steve indicated that information is provided in the MOR.
Any updates to routes will be shared with the task force.

7. Frequent Transit Network Policy: Developing Guidelines for Future Service

Suzanne provided a handout (included as attachment to these meeting minutes) from Gene Caywood with ideas thoughts and suggestions. There was discussion about developing guidelines for future services based on available information and Suzanne shared with the group suggestions from Gene C. that included phasing frequency and other details. Margot asked if the frequency summary was the new FTN criteria for
which routes would be added to the Frequent Transit Network. The response was no, frequency summary was for information purposes only. Frequent Transit Network policy still applies. Gene explained his handout. The point is to focus service on the city’s core where most of ridership exists. Steve said that we can pull ridership information to test Gene’s theory. BJ suggested we look at the system more holistically when considering route changes. Margot supports Gene’s general ideas for keeping it simple and Park and Ride lots. (first/last mile). After a motion was made by Robert Medler to initiate a subcommittee due to the time it was taking in the meeting to review and discuss this information, the motion was seconded by Margot Garcia. Discussion occurred and the motion was retracted. It was agreed to add this topic to a future agenda.

8. Proposed Changes to Route 15 - Update
Steve S. reported that the changes have mostly had a positive reception. The suggestion has been added to move forward with service to the GEICO center and possible include Banner South and Main Campus in FY 2020. Motion was made by Margot Garcia and seconded by Eric Hahn to endorse changes to Route 15. Motion passed by unanimous vote.

9. Proposed Changes to Route10/17 - Update
Discussion occurred about the proposed routes changes. Sun Tran will hold off on making any changes to these routes until more information has been gathered and additional public input has been received.

10. Call to the Audience
Misty, representing the teamsters, commented that route reductions are causing hardships and security issues. She also said that weekend services need to be evaluated. Claudia Cornell, a driver and teamster, also commented that overcrowded conditions lead to angry passengers and the potential for security problems. She also mentioned that drivers on these routes are getting inadequate breaks. Additionally, Nicole Feldt has been added to the membership roster, representing the City Manager’s Office, now that David Heineking is no longer on the committee.

11. Next Meeting Date
Monday, November 5, 2018

12. Future Meeting Agenda Items
Frequent Transit Network Policy Clarifications Non Rider Survey Data

13. Adjourn
Meeting was adjourned at 5:00 p.m.
FREQUENT TRANSIT NETWORK – RECOMMENDATIONS FOR PHASES II AND III
by W. Eugene Caywood, September 23, 2018

KEY IDEAS:
- Bring all existing FTN routes up to the same level of service
- Delay adding additional FTN routes until route changes are made to the entire route system creating a better grid pattern which will increase the options for transferring between FTN routes.

RECOMMENDATIONS:

<table>
<thead>
<tr>
<th>PHASE</th>
<th>PRIORITY</th>
<th>ACTION</th>
<th>RATIONALE</th>
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<tbody>
<tr>
<td>Phase II</td>
<td>Priority 1 is a reallocation of existing resources with no added costs. Priorities 2 and 3 will require relatively small additional annual expenditures and can/should be done prior to RTA reauthorization.</td>
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<td>1a</td>
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<td>Short turn east part of rt. 7. Terminate alternate buses at Pantano Wash turning around via S. Pantano Rd. and S. Eastside Loop</td>
<td>We cannot afford to have more than one FTN route operating clear to Houghton, and the 22nd St. route is the wrong route.</td>
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<tr>
<td>1b</td>
<td></td>
<td>Reallocate resources from rt. 7 short turn to rt. 8 on Broadway running all rt. 8 buses straight out to Houghton Rd.</td>
<td>Broadway is the better street for FTN service as it goes direct from downtown to the Houghton/ Broadway Park &amp; Ride Lot. It is also a high priority HCT route for BRT or LRT.</td>
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<td>1c</td>
<td></td>
<td>Operate the Wilmot/Tanque Verde to Udall Center branch of existing rt. 8 as a separate new rt. 35 with same hours and headways as the branch has now.</td>
<td>This is the first step in creating more of a transit route grid on the eastside east of Craycroft.</td>
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<td>Phase III</td>
<td>Requires significant additional resources – include in the RTA reauthorization.</td>
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<td>1</td>
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<td>Create an equally spaced grid* of FTN routes out 5 to 7 miles from downtown. **</td>
<td>To enhance transferring between FTA routes, and assure the main part of the city has fairly close access to an FTN route</td>
</tr>
<tr>
<td>2</td>
<td></td>
<td>Add additional FTN routes on a merit basis</td>
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* Suggested spacing of grid by areas of the city:
1. **CORE:** Retain dense network of FTN routes around UA/Downtown.
2. **SOUTHSIDE:** Two mile E-W grid south of 22nd and an approximate 1 ½ mile N-S grid as far as Valencia.
3. **WESTSIDE:** Due to irregular street pattern add FTN routes to approximate the grid in other areas of the city.
4. **NORTHSIDE:** The existing grid is adequate east of Oracle Rd. Due to discontinuous grid street pattern west of Oracle Rd., add routes as necessary to approximate the grid in other areas of the city.
5. **EASTSIDE:** Two mile N-S grid east of Campbell and one mile E-W grid as far as Kolb Rd.

** Pantano Wash on the east, Rillito River on the north and Valencia Rd. on the south.
TRANSIT TASK FORCE MEMORANDUM

November 5, 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
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:
Mayor & Council Study Session Update – December TTF Agenda

Sun Tran, Sun Link and Sun Van Updates:
Election Day Free Rides on Transit System (Sun Tran, Sun Van, Sun Express, 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
TRANSIT TASK FORCE MEMORANDUM

November 5, 2018

Item 6: Tucson Dept. of Transportation Director – Diana Alarcon

Issue – This agenda item is an introduction to the new TDOT Director, Diana Alarcon

Staff Recommendation – None.

Background – The Task Force requested an opportunity to meet the new Transportation Department Director.

Present Consideration – Thirty minutes has been set aside for TDOT Director, Diana Alarcon, to meet the Transit Task Force and answer any questions they may have for her.

Financial Considerations – None.

Attachments – None.
Item 7: Security Analysis Review

Issue – The Transit Task Force requested a follow-up agenda item to continue the discussion on Safety and Security on buses and at the transit centers and bus stops. Staff has prepared a brief presentation to review action plan recommendations.

Staff Recommendation – None. This is an information item.

Background – Sun Tran staff conducted an analysis of security issues experienced in bus operations with the goal to recommend actions that will improve the rider experience and safety for passengers and transit employees.

Present Consideration – Sun Tran is responsible to provide safe, reliable and attractive public transportation for residents of the Tucson area. One of Sun Tran’s primary goals is to increase ridership. This effort requires Sun Tran to retain current riders and attract new ones. System security is a key element to both retaining riders and attracting new customers. Sun Tran has undertaken an analysis focused on transit system security as it relates to interactions of transit personnel with the public in three areas:

1. At transit centers
2. At bus stops
3. On the buses

This analysis was intended to identify and quantify key issues related to each one of these areas and suggest additional activities to improve transit system security. Sun Tran will present a list of actions items for review and discussion.

Financial Considerations – None at this time

Attachments – Transit Security – Action Plan Recommendations Presentation
Transit Security
Action Plan Recommendations

Transit Task Force
Monday November 5, 2018

Study Purpose

• Goal: Provide a safe and welcoming environment for the public and transit employees

• Analyze transit system security, primarily the interactions with the public at:
  – Transit centers
  – Bus stops
  – On the bus

• Outcome:
  – Identify key issues
  – Recommend actions to improve system security
Key Issues

• Sun Tran Fare Policy
  – Fare policies are unclear or inconsistent
  – Fare disputes are primary cause of negative interactions

• Passenger Actions
  – Aggressive behavior
  – Illegal activity
  – Loitering

• Operators and Conflict Management
  – Operators can control much of what happens

• Facilities
  – Facility condition and hours can contribute

• Security Staffing
  – Skills and resource allocation

Action steps

• Sun Tran Fare policy
  – “Ask once but don’t challenge” policy
  – Develop supervisory/security support mechanism
  – Establish penalties for those who do not pay
**Action steps**

- Facilities
  - Transit Centers
    - Expand customer service to Tohono
    - Replace / upgrade security cameras
    - Improve lighting (Tohono)
    - Expand cleaning
    - Close restrooms after hours
    - Replace benches with smaller seats
    - Post rules

- Facilities
  - Shelters
    - Post No Smoking / No Loitering signage
    - Expand cleaning
    - Establish regular inspections
    - Modify benches to deter sleeping
Action steps

• Passenger Actions
  – Develop passenger expectations – rules
  – Post rules and city ordinance at transit centers and on buses

Action steps

• Bus operators
  – Training
    • Fare box operations and fare collection
    • Fare dispute strategies
    • Customer service and de-escalation
  – Procedures
    • Incident reporting
Action steps

• Security Staffing
  – Private
    • Reallocate resources to meet greatest need
    • Reduce private security and hire Transit Police
    • Examine possibility of Downtown Tucson Partnership at RTC
  – Sun Tran Supervisors
    • Same training as bus operators
    • Supervisor de-escalation and communication training
    • Supervisor response procedure
    • Procedures for inspection and reporting of incidents

Action steps

• Buses
  – Continue use of security cameras
  – Partitions
<table>
<thead>
<tr>
<th>Keys to Success</th>
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<tbody>
<tr>
<td><strong>Public Education</strong></td>
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<tr>
<td>- Clear expectations for passengers</td>
</tr>
<tr>
<td>- On buses</td>
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<tr>
<td>- At transit centers and key shelters</td>
</tr>
<tr>
<td>- Public Image</td>
</tr>
<tr>
<td>- Stress that transit is safe but we want it safer</td>
</tr>
<tr>
<td>- Clean and welcoming</td>
</tr>
<tr>
<td><strong>Enforcement</strong></td>
</tr>
<tr>
<td>- Fare enforcement</td>
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<tr>
<td>- Maintenance</td>
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