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, December 7, 2015 at 4:00 p.m.

Location: 149 N. Stone, 2nd Floor
Tucson, AZ 85701

TOPICS	SUGGESTED TIME ALLOTTED
1. Call to Order	
2. Introductions / Roll Call	2 Minutes
3. Approval of November 9, 2015 Minutes	3 Minutes
4. Call to the Audience	10 Minutes
5. Update on Transit/Announcements	10 Minutes
6. Next Steps: JWA Transit Workshop Report Policy Ideas	45 Minutes
7. SummerGO Youth Pass: Year One	15 Minutes
8. Transit Management Contract Performance Incentives	15 Minutes
9. Call to the Audience	10 Minutes
10. Next meeting date and time/Meeting schedule	5 Minutes
11. Agenda items upcoming meeting	5 Minutes
12. Adjourn	

Action may be taken on any item.

(Material, if available, can be provided by contacting Karen Rahn at 520-837-6584)

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, November 9, 2015, 4:00 p.m.

Location: 149 N. Stone, 2nd Floor
Tucson, AZ 85701

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1. **Call to Order**

   Meeting was called to order at 4:01 p.m. with seven (7) of the eleven (11) members present which established a quorum.

2. **Introductions / Roll Call**

Members Present:	*Eugene Caywood, Chair (Ward 5)* *Suzanne Schafer, Vice Chair (Ward 3)* *Linda Dobbyn (CTAC)* *Margot Garcia, (Ward 6)* *Sami Hamed (CTAC)* *Michael Wall (Mayor)* *Peggy Hutchison (Ward 1)*
Members Absent:	*Brian Flagg (Ward 2)* *David Heineking, U of A Advisory Member* *Vacant (Ward 4)* *Vacant (CTAC)* *Vacant (CTAC)*
Staff Present:	*Jeremy Papuga, Transit Administrator* *Carlos de Leon, Deputy Director of Transportation* *Kate Riley, General Manager of Sun Tran/Sun Van* *Jared Forte, Assistant General Manager of Sun Tran/Sun Van* *Davita Mueller, Sun Tran Planning Analyst*

3. **Approval of October 5, 2015 Minutes**

   Motion: *A motion was made to approve the minutes as submitted.*

   Seconded

   Motion Passed: *Unanimously*

4. Call to the Audience

Richard Mayers –Mr. Mayers expressed his concern over the fact that smoking is still allowed at the Transit Centers. He suggested that with the redesign of the Ronstadt Center, maybe there should be a policy that doesn't allow smoking everywhere in the Transit Center.

Mr. Mayers also asked whether Routes 9 and 3 could stop at 7th street and 6th Avenue.

5. Update on Transit/Announcements

Jeremy Papuga introduced Nick Scherer, the new Transit Services Coordinator.

There will be two Open Houses in regard to the 2045 Regional Transportation Plan. The first will be on November 13 at the Green Valley Library and the other will be November 19 at the U of A Student Union. Comments will be posted online.

Mr. Papuga stated that there was no update on the Transit Visioning Process.

The 2017 Budget Process is getting underway. Mr. Papuga stated that he has not heard from the Budget Department regarding the FY2017 budget schedule.

Margot Garcia said there will be a Transit Working Group meeting tomorrow. Topics will include a High Capacity Transit Study

Jeremy Papuga stated that PAG is looking for a group to enhance public transit.

6. CTAC Committee Restructuring

Carlos de Leon spoke about the restructuring of the Citizens Transportation Advisory Committee (CTAC). He said the committee was originally set up to advise the Mayor and Council, but he suggested that it should advise the Department of Transportation.

Margot Garcia suggested that there be a time limitation on special projects and how long a member would serve as Chair. Discussion followed.

7. Next Steps JWA Transit Workshop Report Recommendations

At the Mayor and Council meeting on October 8, the Mayor and Council authorized direct City Manager to:

1. Proceed with audits of the operations and management of the transit system as provided under the City's management agreement with TransDev/PTM,

2. Engage with Pima Association of Governments (PAG) and other relevant stakeholders to examine alternative management models for transit with a focus on determining appropriate actions and improvements to support the long-term sustainability of the transit system to meet the needs of our community.

Jeremy Papuga passed out copies of the Transit Choices Workshop Report from June 23, 2015. He suggested that the TTF support the frequent network priorities identified in the Jarrett Walker and Associates Transit Choices Report and use those priorities to guide future transit service improvements. The Transit Task Force will discuss possible Frequent Transit Network policies and routes at future meetings

Staff will bring maps and cost estimates to a future meeting.

8. Discussion on SunGO Program

A discussion took place on the SunGO products and some of the issues that have come up in the past.

9. Call to the Audience

10. Next meeting date and time/Meeting schedule

The next meeting will be on Monday, December 7, 2015 at 4:00 p.m.

11. Agenda items upcoming meeting

Items suggested for the next Agenda included an update on the SummerGO Youth Pass.

12. Adjourn

The meeting adjourned at 6:01 p.m.

TRANSIT TASK FORCE MEMORANDUM

Items 4 & 9: 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 information to the Transit Task Force regarding the public comments made in front of the task force during the call to the audience agenda item from the previous meeting.

Present Consideration – Staff responses to the information provided to the Task Force during the Call to the Audience agenda item for the November 9, 2015 meeting is provided below:

Richard Mares:

1. **The Transit Centers are the last bastion of places where you can smoke. RTC is a cloud of smoke, Ajo and 6th (VA stop).**

   Tucson City Code 11-89 notes, *"(2) Smoking is prohibited in any public vehicle, **any area placarded as a "No Smoking" area**, or an enclosed structure, such as, but not limited to, taxicabs, lobbies, hallways, restrooms, stairways, malls, stores, theaters, locker rooms, conference rooms and recreation rooms."*

   Staff will investigate and evaluate the potential costs and impacts of designated the transit centers and bus stops as no smoking areas and will report their findings and a recommendation to the Transit Task Force in January.

2. **Route 9 and 3 - Stop at 7th Street and 6th Ave. Mr. Mares would like to see a stop on the far side of the intersection, both northbound and southbound.**

   Sun Tran staff is looking at the possibility of adding far side stops.

Financial Considerations – None

Attachments – None

TRANSIT TASK FORCE MEMORANDUM

Item 5: Update on Transit/Announcements

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.

Projects:
Ronstadt Transit Center Redevelopment
2045 RTP Process
FY 2017 Budget Process
Mayor and Council
High Capicity Transit
SunGo Program

Committees:
RTA Transit Working Group

Stakeholder Groups:
Bus Riders Union
Bus Friends Forever
Friends of the Streetcar
Living Streets Alliance
Old Pueblo Trolley
Southern Arizona Transit Advocates

Financial Considerations – None

Attachments – None

TRANSIT TASK FORCE MEMORANDUM

Item 6: Next Steps: JWA Transit Choices Report Policy Ideas

Issue – This is an agenda item to discuss the Jarrett Walker and Associates (JWA) Transit Choices Report and how it relates to guiding transit planning decision-making.

Staff Recommendation – None at this time, this is a discussion item.

Background – The Pima Association of Governments (PAG) recently completed a regional transit visioning exercise intended to provide the framework for the development of a transit vision to be included in their 2045 Regional Transportation Plan (RTP). A Transit Choices Workshop was conducted with the goal of collecting input from a variety of stakeholders and members of the public. 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.

Present Consideration – The Jarrett Walker and Associates Transit Choices Report includes a prioritized list of future frequent network improvements. The prioritized list developed by Jarrett Walker and Associates is based on the information that was collected in the stakeholder workshop that were evaluated based on five criteria:

1. **Stakeholder prevalence** – Did many stakeholders agree on a particular segment on their maps?
2. **Development and street pattern** – Is there density? Does the street network allow easy access to people?
3. **Current ridership** – Is there already strong ridership on existing service or corridors?
4. **Network continuity** – Is the segment important to the usefulness of the network?
5. **Major destinations** – Does the segment provide service to a major regional destination?

A similar agenda item to this was discussed at the July Transit Task Force meeting. Task Force members have asked staff to bring the item back to the table for discussion to evaluate the routes included in the prioritized list of frequent network improvements and their ranking in greater detail. Also the task force has indicated a discussion around policies for frequent network routes once they are identified and implemented.

At the November 9 Transit Task Force meeting the TTF indicated that they would like to discuss potential Frequent Transit Network (FTN) policies prior to the evaluation and reprioritization of the identified FTN prioritized list. Staff has prepared a presentation for the December meeting to help facilitate the policy discussion.

Financial Considerations – None

Attachments – None

TRANSIT TASK FORCE MEMORANDUM

Item 7: Transit Management Contract Performance Incentives

Issue – This agenda item is to inform committee members of the types performance measures and incentives that exist in Transdev's contract with the City of Tucson.

Staff Recommendation – None. This is an information item.

Background – During a Transit Task Force meeting on 11/9/15, a discussion about Transdev's contract with the City of Tucson was brought up. Inquiries into how Transdev's performance was measured, and what types of incentives exist were questioned.

Present Consideration – A review of contract incentives will be outlined.

Financial Considerations – None.

Attachments –Memorandum from John Zukas

MEMORANDUM

DATE: November 24, 2015

TO: Transit Task Force

FROM: John Zukas
Transit Services Coordinator

SUBJECT: Transit Task Force Meeting – Item 7:
Transit Management Contract – Transdev- Performance Indicators/Liquidated Damages

Background - During the Transit Task Force meeting on November 9, 2015 there was a discussion about the contract between the City of Tucson and Transdev. This discussion included inquiries into how Transdev's performance is measured, and what types of performance incentives exist within Trandev's current contract.

For Sun Tran and Sun Van, the City of Tucson's contract with Transdev is what is considered in the transit industry as a "management contract". Per this management contract, there are only three (3) actual Transdev employees that are assigned to this contract. Those employees are one (1) General Manager and two (2) Assistant General Managers (one at Sun Tran and one at Sun Van). All other employees of Sun Tran and Sun Van are employees of Sun Tran of Tucson, Inc. or PTM Paratransit of Tucson, Inc., respectively.

Transdev's contract term is in effect for two year period and includes renewal options for three additional two-year periods. The total term of the contract is eight years (May 2012 – April 2020). Any termination of the contract requires thirty days written notice. The current annual contract amount: $566,316.

The City's contract with Transdev includes numerous roles and responsibilities within the contract's scope of work (see Attachment A with bullet points). This particular memo focuses only on the section of the contract titled, "Performance Indicators/Liquidated Damages". It should be noted, in future transit contracts, this term will be designated as, "Pay for Performance" and the term "liquidated damages" will be removed.

Currently, there are four (4) standards that are monitored on a monthly basis and each can have a direct impact on the amount of monthly revenue Transdev receives on this contract. Those standards are included in Table 1.

Table 1

Performance Indicators/Liquidated Damages	Measure:
1. Total preventable accidents	Per 100,000 revenue miles.
2. Passenger complaints	Per 100,000 passenger boarding (Sun Tran); and Per 1,000 passenger trips (Sun Van)
3. On-time performance – Preventative Maintenance Plans	On-time performance of maintenance per adopted preventative maintenance plans must be at least 90% on time.
4. Traffic citations	Per each occurrence.

It should be noted that previous transit management contracts had no *pay for performance* measures included, therefore, there was no basis from which to develop a starting point for measures and associated reductions in contractor revenues.

Future transit management contracts will include more specificity on pay for performance, document control, and the inclusion of Safety Management System (SMS) principles.

Transit System Management Services **Attachment A**
Contract Number: 120358
Department: Transportation
Contractor: Transdev

I. Contractor Responsibilities

1. Management of the System
   General Manager and Assistant General Managers
   - Respond to specific requests, Key Personnel assignment, Right to remove GM or AGMs (30-day written notice), Approval of replacement
2. Availability
   Discuses time Key Personnel are to be available

II. General Operations

1. Goals and Objectives Relating to Continual Improvement
2. Development of a System-Wide Five-Year Operational Plan
3. System Personnel, Records, Background Screening and Training
4. System Route, Schedule Improvements/Adjustments, Planning, Budgeting, and Reporting
5. Customer Service
6. Information Technology (IT)
7. Marketing Plan/Program
8. Fleet Maintenance Plans
9. Fleet Management Plans
10. Facilities Maintenance Plans
11. SmartCard Fare Collection Maintenance Plan
12. System-Wide Standard Operating Procedures (SOPs)
13. Wheelchair/Mobility Device Rescues
14. Labor Relations and Labor Negotiating
15. System Safety and Security Plan
16. Disadvantaged Business Enterprise (DBE)
17. Title VI
18. Procedures for Transportation Workplace Drug & Alcohol Testing Programs and Prevention of Alcohol Misuse and Prohibited Drug Use in Transit Operations
19. National Transit Database (NTD) Reports
20. Seamless Regional Fare System
21. Special Services Office
22. Monthly Operations Report
23. Monthly Compliance Report
24. Sun Tran Accessible Rider Training (START)
25. Environmental Management
26. Maintain a self-insurance program as required by the City for the System
27. EEO Reports
28. Warranty Recovery
29. Management Fee/Operating Expenses
30. Sun Van ADA Performance Standards
31. Contractor’s Vehicles

III. Performance Indicators/Liquidated Damages

1. Total preventable accidents per 100,000 revenue vehicle miles
2. Passenger complaints
3. On-time performance – Preventative Maintenance Plans
4. Traffic citations

IV. Fleet Maintenance Requirements

V. Responsibilities of the City of Tucson

VI. Operating Expenses and Method of Payment

VIII. Operating Personnel

IX. Management Fee

X. Accounting Procedures

XI. Road Supervision

XII. Bus, Shelter, and Bench Advertising Policy

XIII. Documents

TRANSIT TASK FORCE MEMORANDUM

Item 8: SummerGO Youth Pass: Year One

Issue – This agenda item is to summarize the first year of the SummerGO Youth Pass for the committee members.

Staff Recommendation – None. This is an information item.

Background – The new SummerGO Youth Pass, which was established as part of a pilot program, provided high school students and those entering high school in the fall of 2015 with unlimited rides on Sun Link, Sun Tran and select Sun Shuttle routes and unliminted access to City of Tuson pools from May 22nd through August 5th. The pass also included special summer discounts at Skate County, Funtasticks Family Fun Park, and Goodness Fresh Food and Juice Bar.

During the March 2, 2015 Transit Task Force meeting, a presentation on a 6 month SummerGO Youth Pass pilot program for FY2016 and FY2017 was given. The program was unanimously approved the Task Force at that meeting and was also unanimously approved by Mayor and Council on March 3rd. .

Year one of the pilot program (FY 2016) sold passes for $45 from April 23rd through June 30th, the pass was valid for users from May 22nd to August 5th. The second year of the pilot program (FY2017) is expected to run during a similar timeframe from the day school ends in the spring to when school begins in the fall.

Present Consideration –

Pass Sales
There were a total of 1,472 SummerGO Passes were sold. Last spring/summer sales and promotion of the pass was done through the high schools and the City of Tucson's Parks & Recreation pool facilities. Comments received from the school staff indicated that most high school students don't widely utilize transit and the public pools and discounts available were not a selling point to that demographic. More parents of younger children aged 6 to 12 were interested in this type of pass and some inquired as to why this was only available for high school students. Children 5 and younger would not require this pass, as they already ride transit at no charge with a paying passenger.

Pass Promotion
Sun Tran staff worked within a short time frame to promote the SummerGO Youth Pass due to the timing of the approval of the pilot program and the immediate need to begin the promotion. Staff coordinated with Tucson Unified and Sunnyside school districts to encourage area high schools to promote the pass, with only four high schools willing to sell passes on campus to their students.

Promotional materials were provided to each high school for display throughout the schools. Staff also worked closely with the City of Tucson Parks & Recreation personnel to promote the pass

and sell at select public pool/recreation center locations. Parks & Recreation included advertising on the back cover of their summer program guide and class catalog, which reaches more than 20,000 homes in the community. Additionally, Sun Tran staff contacted more than 30 organizations such as Youth on Their Own, Boys & Girls Clubs, San Miguel High School, various alternative high schools, YMCA, Big Brother Big Sisters, and many more to promote the pass option to their students/clients.

Advertising was placed in the Tucson Weekly, Explorer, Marana News and Sahuarita Sun to promote this pass option, which was also valid on Sun Shuttle serving some of these communities. A listing in the Arizona Daily Star's Summer Program and Bear Essentials also helped communicate the option to the community. Online advertising was run through iHeart Media with a reach to the younger demographic. This pass was also promoted through transit websites and social media accounts, on board buses and the streetcar, as well as on the mobile app for Sun Link. Information was provided through the City's NewsNet service and Sun Tran's Speaker's Bureau, which regularly meets with groups in the community, as well as at various community events.

Financial Considerations –

When comparing the SummerGO Pass sales to 30-Day Pass sales from the previous year to youth programs and select sales locations, the number of passes decreased by 598 and there was a 27 percent decrease in revenue.

Attachments – None