



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 A G E N D A

*Monday, February 2, 2015 at 4:00 p.m.*

**Location: 149 N. Stone, Second Floor  
Tucson, AZ 85701**

<b>TOPICS</b>	<b>SUGGESTED TIME ALLOTTED</b>
1. Call to Order	
2. Introductions / Roll Call	5 Minutes
3. Approval of December 15, 2014 Minutes	5 Minutes
4. Call to the Audience	5 Minutes
5. Update on Transit/Announcements	10 Minutes
6. New Fare Product Analysis, Marketing Strategies and Implementation	15 Minutes
7. Continued SunGo Fare Payment System Presentation	15 Minutes
8. Overview of FY16 Budget Process	15 Minutes
9. Call to the Audience	10 Minutes
10. Next meeting date and time/Meeting schedule	5 Minutes
11. Agenda items upcoming meeting (See memo for tentative schedule)	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, January 5, 2015, 4:00 p.m.

Location 201 N. Stone, 6<sup>th</sup> Floor, Public Works Building  
Tucson, AZ 85701

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### 1. Call to Order

*Meeting was called to order at 4:06 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)  
Michael Wall (Mayor)  
Sami Hamed (CTAC)  
Brian Flagg (Ward 2)  
Linda Dobbyn (CTAC)  
Suzanne Schafer (Ward 3)  
Peggy Hutchison (Ward 1)  
David Heineking, U of A Advisory Member*

*Members Absent: Margot Garcia, Vice Chair (Ward 6)  
Vacant (Ward 4)  
Vacant (CTAC)  
Vacant (CTAC)*

*Staff Present: Jeremy Papuga, Transit Administrator  
Kate Riley, General Manager of Sun Tran/Sun Van  
Jared Forte, Assistant General Manager of Sun Tran/Sun Van  
Kandi Young, Marketing & Communications Director for Sun Tran/Sun Van  
Pat Richter, Pass Program Manager  
Rhonda Lugo, Sun Tran Finance Director  
Karen Rahn, TDOT Transportation Program Coordinator*

### 3. Approval of December 15, 2014 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 commented on the fare system in San Diego. Mr. Mayers favors the SunGo card and suggested that they incentivize it in a way that encourages people to use it. Mr. Mayers also said that the streetcar is not transportation because it is a loop. He suggested that there be more products made available online.*

*Camille Kershner – Ms. Kershner commented that the fare structure is not very user friendly.*

#### **5. Election of Officers**

*Gene Caywood was re-elected Chair of the Transit Task Force, and Suzanne Schafer was elected Vice Chair.*

#### **6. Update on Transit/Announcements**

*Jeremy Papuga stated that the Mayor and Council approved the recommendation of the RFP for the Ronstadt Center for staff to move forward with Phase 2. The two proposers were Peach Development and the Alexander Company. The RFP will be released in February, 2015.*

*The 2045 PAG RTP Process has defined four different alternatives:*

*Continue the current investment approach  
Increase funding for bicycle pedestrian and transit  
Preservation of the existing system  
Cross town traffic movement and more high capacity roadway projects*

*The next meeting will be in March.*

*Mr. Papuga described the Transit Visioning Process – PAG Regional Council approved the contract with Jarrett Walker and Associates to develop guidance on a regional transit vision to guide the 2045 RTP and future regional planning process. There are four primary pieces to the work:*

*Framing the questions  
Stakeholder visioning session  
General Public Visioning Exercises  
Elected official workshop*

*PAG is trying to identify a Saturday in April or the last Saturday in March to hold the initial stakeholder workshop. This session will be open to the public, but participants will receive an invitation from PAG.*

*Mr. Papuga mentioned that a public hearing will be held tomorrow, January 6, 2015. Seventeen comments were received on the downtown loop and seven other general comments. These will be presented tomorrow night at the Mayor and Council Meeting.*

*RTA Transit Working Group did finalize their Federal Transit Dollar Allocation. RTA staff provided a presentation on RTA Funding.*

## **7. New Fare Product Evaluation and Proposed Process**

*Kandi Young gave a presentation on new fare products. She talked about what products had been tried in the past and the reasons they were discontinued. Ms. Young listed four pass products that the Transit Task Force will be evaluating:*

- *Youth Summer Pass*
- *Youth Fare*
- *Annual Pass*
- *3, 7 or 10-Day Pass*

*Discussion followed.*

**Motion:** *A motion was made to have staff report on fare product analysis, initial thoughts on marketing and implementation strategy at the February meeting.*

**Seconded**

**Motion Passed:** *Unanimously.*

## **8. SunGo Fare Payment System Presentation**

*Kate Riley talked about the SunGo system and the different ways to buy or add value to the SunGo card. Ms. Riley also talked about some of the current issues with the SunGo card and some of the solutions they are presently looking at. Discussion followed.*

## **9. Call to the Audience**

*Barbie Urias – Ms. Urias commented on the bus service being her last choice. She suggested putting a day pass on the SunGo card and would like the option of getting change back rather than needing the exact change. She also suggested a separate system for Sun Tran and Sun Link.*

*Richard Mayers – Mr. Mayers suggested that Sun Link offer an interval pass and the use of transfers should be encouraged. The website doesn't have a list of locations where a SunGo card can be purchased. A map of the locations would also be helpful.*

*Alan Benz – Mr. Benz suggested a mobile app to pay the fare; he mentioned that Boston has a similar system.*

*Camille Kershner – Ms. Kershner stated that the streetcar is not really transportation but rather a loop. It is difficult to get from the bus to the streetcar.*

#### **10. Next meeting date and time/Meeting schedule**

*The next meeting was tentatively set for Monday, February 2, 2015. Staff will send out a Doodle Poll to see if there will be a quorum.*

#### **11. Upcoming Agenda Items**

*New Fare Product Evaluation  
Sun Go Fare Payment System  
Sun Tran Marketing  
Update on route changes  
Bus/Street Car Connection*

#### **12. Adjourn**

*The meeting adjourned at 5:42 p.m.*



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# TRANSIT TASK FORCE MEMORANDUM

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**Item 5: Update on Transit/Announcements**

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February 2, 2015

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  
Transit Visioning Process  
ADOT Intercity Rail Study  
What is BRT Presentation

***Committees:***

RTA Transit Working Group

***Stakeholder Groups:***

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

Financial Considerations – None

Attachments: None.



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# TRANSIT TASK FORCE MEMORANDUM

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## **Item 6: New Fare Product Analysis, Marketing Strategies and Implementation**

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Issue – It is the goal of both the Transit Task Force (TTF) and staff to increase transit ridership in our community. It has been discussed in TTF meetings for the need to introduce additional pass products that meet the following goals:

- Increase ridership
- Increase Revenue
- Ensure Customer Convenience
- Limit passenger confusion
- Meet the limitations of the SunGO System

Staff Recommendation – Staff recommends that the Transit Task Force approve the implementation of pilot programs for the Summer Youth Pass and Annual Pass.

The 7-Day Pass has been launched for its six month pilot program through May 2015, so the promotion and sales of that pass will be evaluated once the pilot program is complete to determine whether it should be utilized on a long-term basis. The Summer Youth Pass would launch the pilot program this summer and would work in conjunction with the City of Tucson Parks & Recreation department and select area high schools. And, although the Annual Pass has not experienced a great deal of sales in the past, with the launch of the SunGO system and capabilities of the smart card technology, staff feels it's worth evaluating in a pilot program starting July 1, 2015.

### Background –

#### Current Pass Products Offered:

- 1-Day - \$3.50 (\$4 at Sun Link TVM)
- 30-Day Pass - \$42.00
- 30-Day Express - \$56.00
- 30-Day Economy - \$15.00
- UA
  - Semester - \$173
  - Semester Express - \$230
  - Annual - \$413
  - Annual Express - \$450

#### Current Pilot Pass Programs

- Bulk Purchase Programs
  - Discount given to groups purchasing 100 or more tickets
  - Promote transit to special events
  - Programs evaluated for possible future implementation

- 7-Day Pass
  - \$15 for a new SunGO Card and pass (\$13 for pass loaded on existing SunGO Card)
  - Pre-loaded cards available at select locations near Gem Show, transit center TVMs and online
  - Rolled out in time for Gem Show
- Youth Summer Pass – Staff is currently evaluating

Present Consideration – Now that the Comprehensive Operational Analysis and fare policy items have been completed, the Transit Task Force has an opportunity to address other priorities that have been on hold while the two above-mentioned items were the primary focus. Staff has heard from both the TTF and Mayor and Council that marketing the transit system and diversification of our fare products to increase ridership should be our priority moving forward.

Staff would like input from task force members regarding pass products recommended and prioritization for implementation to be discussed at the January TTF meeting. Additionally, a draft timeline for implementation will be presented for review by task force members.

Staff has also prepared some initial thoughts on how to market the above-mentioned passes for which staff seeks support from the Task Force members. Staff would like feedback from task force members on the initial thoughts before them today in preparation for a final presentation on marketing strategies at the march meeting.

Financial Considerations – None

Attachments: Analysis and Recommendation of Additional Pass Projects

**Background:**

The Transit Task Force, as part of their recommendation for Mayor and Council consideration of the Transit Task Force Fare Policy, requested that staff review the pass products currently available and recommend what additional passes could be offered to transit customers.

The members of the Transit Task Force (TTF) were asked to provide their list of pass products to be considered. Three task force members responded, and staff reviewed and prioritized four of the TTF suggested pass products. The four pass products are; Youth Summer Pass, Youth Fare, Annual Pass and a 3, 7, or 10-Day pass.

It was discussed during the January TTF meeting that new pass products need to meet the following goals and criteria:

- Increase ridership
- Increase revenue
- Ensure customer convenience
- In regards to the total number of pass products, the following considerations must be made:
  - Limit passenger confusion.
  - Understand the limitations of the SunGO System – Total of 48 TTPS and 8 are currently available.

**Current Pass Products Offered:**

- 1-Day - \$3.50 (\$4 at Sun Link TVM)
- 30-Day Pass - \$42.00
- 30-Day Express - \$56.00
- 30-Day Economy - \$15.00
- UA
  - Semester - \$173
  - Semester Express - \$230
  - Annual - \$413
  - Annual Express - \$450

**Current Pilot Pass Programs**

- Bulk Purchase Programs
  - Discount given to groups purchasing 100 or more tickets
  - Promote transit to special events
  - Programs evaluated for possible future implementation

- 7-Day Pass
  - \$15 for a new SunGO Card and pass (\$13 for pass loaded on existing SunGO Card)
  - Pre-loaded cards available at select locations near Gem Show, transit center TVMs and online
  - Rolled out in time for Gem Show and available through May 2015
- Youth Summer Pass – Staff is currently evaluating

**Product Recommendations:**

Staff is recommending that the following additional pass products be considered for a pilot program:

- Summer Youth Pass
- Annual Pass

On January 7, 2015 staff initiated a pilot program on the 7-Day Pass – the impetus was the Gem Show, however the product is available for anyone to purchase. Purchase locations are limited at this time to TVM's, the Special Services office, Sun Tran's Administrative office, online, phone sales and select special sales locations.

**Pass Products not Recommended by Staff****1. 3 and 10-Day Pass Products**

Staff recommends delaying consideration of 3 and 10-Day product until after the 7-Day Pass pilot has been evaluated.

In researching a youth fare, this is typically utilized in communities where a low-income fare is not available but a reduced fare for seniors and disabled is an option. Staff has provided an analysis based on current usage by schools, the amount of revenue that would be lost and the additional ridership increase that would be necessary to remain revenue-neutral.

**2. Youth Fare**

Sun Tran had a Youth Fare prior to 1997 for 12th graders and younger. The fare was \$0.60, (a 29% discount from the full fare base price of \$0.85). Sales and ridership information are not available.

Through November of last year, 9,685 of 30-Day Full Fare passes were purchased from Sun Tran by schools and nonprofit schools. This is 52 percent of the 18,773 31-Day Full Fare passes sold year-to-date. The year-end projection for unit sales of 30-Day Full Fare passes is 56,240. If 52 percent of these were sold at \$28.00 rather than \$42.00, the reduction in revenue would be

approximately \$417,000 (53% x 56,240 x \$14.00). To be revenue-neutral, an additional 15,000 youth passes would need to be sold annually, a 50 percent increase over current projected sales to schools.

There would be additional reductions to Full Fare passes currently purchased through other outlets and lower cash fares for qualifying passengers.

<b>Increase/Decrease in Ridership</b>	<b>Increase/Decrease in Revenue</b>	<b># of additional pass sales required to maintain current revenue.</b>
52% of current 30-Day passes are student passes purchased through schools and nonprofit schools.	(\$417,000)	15,000 additional passes; a 50% increase over current projected sales.

### **Staff Recommended Pass Products**

#### **1. Summer Youth Pass (8<sup>th</sup> – 12<sup>th</sup> grade students)**

Staff recommends that this pass product be approved as a pilot product. Sun Tran would work in partnership with the City of Tucson's Parks and Recreation department to provide pool access by showing the pass. Additionally, a partnership with student council groups at up to eight of the local TUSD high schools would be established to sell the passes to students. As this would be a pilot program and costs should be minimized, the recommendation is that staff works with SPX Genfare to provide a software change to add the product to the mix, and that at this time it would be loaded onto a SunGO card, similar to the pilot program for the 7-Day pass. The time period for use would be May 22 through August 5, a 76 day period. The charge for the pass is still being analyzed, but at this time the cost is anticipated to be in the \$45 to \$55 range.

Parks and Receptions would allow those youths with the Youth Summer Pass unlimited access to the City's pools during the program period. Sun Tran will work with Parks and Recreation to develop a sticker that could be placed on the front of the purchased card to identify who is eligible for free pool access. Student Councils could assist in promoting, selling and distributing the passes to students.

Selected high schools would be able to sell up to 500 passes. Promotional material and order forms could be produced for the use of the Student Councils. They would send their order forms and purchase payment to Sun Tran where the passes would be loaded and returned to the schools for distribution.

## Revenue Analysis:

The revenue analysis for this item will be available once the transit cost per pass is finalized.

Although it is difficult with the information that staff has to project revenue increase or decrease, the objective of offering a Summer Youth Pass is to provide current non-riders with an opportunity to try the transit system. The pass would be valid on Sun Tran, Sun Link and select Sun Shuttle routes.

### 2. Annual Pass

Sun Tran had an Annual Pass prior to 2009. It was priced at \$275.00, an 18 percent discount from 12 Full Fare Monthly passes (12 x \$28.00=\$336.00). The yearly sales of the product were:

2003	19 passes
2004	27 passes
2005	22 passes
2006	11 passes
2007	26 passes
2008	42 passes

### Revenue Impacts

The current annual college pass is \$413.00, which is an 18 percent discount from purchasing twelve 31-Day passes. Through November of 2014, 914 Annual College passes have been sold (FF and Express). If a Full Fare Annual pass was available, it would appeal to existing passengers who use the transit system intensively, which could negatively impact 31-Day pass sales to a degree, depending on the additional discount offered.

Staff recommends that if offered, it be at the base fare rate with the discount applied and that an Economy version not be considered. The Economy qualification is only valid for one year, so the pass would have to be purchased at the same time as their qualification is confirmed. It may also be difficult for these customers to budget the initial outlay

### Timelines associated with the above

#### Variables

- Tickets

- a. Four month lead time. This includes quotes, proofs, system preparation (changes initiated by Genfare, Productive Solutions and changes to the TVMs, APOS and RPass devices) testing and product delivery time.
- Loading on a SunGO card- three month lead time.
  - a. Product preparation (TTP, designator and other specification changes). Also, changes to the TVMs, APOS, and RPass devices along with testing.

### **Summary**

If staff's recommendation meets with Transit Task Force approval, a memorandum would be written requesting that the Interim City Manager approve a six month pilot program for the Summer Youth Fare and an Annual Pass product at a cost of to be determined. The Youth Summer Pass for a 76 day period beginning on May 22, 2015 and ending on August 5, 2015 and the Annual Pass to be effective July 1, 2015, in conjunction with the change from a 30-Day to a 31-Day pass.

Staff needs the approval no later than February 2, 2015 in order to move forward with discussions with TUSD/Parks and Recreation/ Genfare/Productive Solutions, as well as determining tasks associated with the implementation of pass production and promotion.

## **Marketing Strategies to be used to promote pass product mix**

**Below is a list of typical ways Sun Tran’s marketing staff informs passengers and the general public about new products, services, service changes, etc.**

- Ride Guide – What’s New and appropriate section of the publication
- Website
  - Hot Topics – short-term
  - Appropriate pages within the existing site
  - Can add a button to the home page for long-term information to be prominently located
  - Work with COT and TDOT staff to post on their sites
- Social Media
  - Facebook
  - Twitter
- Posters
  - On buses
  - At transit centers
  - At Special Services Office
- Outreach to Organizations (so they can educate their populations)
  - Sales outlets
  - Get On Board/Nonprofits/Schools, Misc. Orgs
  - Organizations with 100 or more employees through PAG’s Travel Reduction Program
  - Speaker’s Bureau
- Media Release
  - Promote to local media outlets (TV, print, radio)
- Information cards in buses
  - This is done if additional information is needed for passengers to be able to take with them
- City of Tucson Information options
  - Website – main page and TDOT pages
  - NewsNet (list serve distribution)
- Outreach/Education
  - Provide information at events and START training sessions
- Customer Service/Drivers/Special Services/Data Collectors
  - Make sure internal employees are aware of the information so they can educate passengers

**Below is a list of other possible ways to promote a new service or product to passengers/general public. How a product or service is promoted depends on what's being introduced.**

- Sun Tran Listserve
  - As part of the ePay system, there was to be a feature allowing ePay users to opt-in to receive information/notifications. This has not been implemented and would be a great way to reach more passengers.
  - The Community Outreach Manager also has an email list of contacts interested in transit issues. Emails can be sent to these contacts informing them of new products.
    - What would this take: Discussion with Procurement/Information Technology departments about where this stands and working with SPX/Genfare to have this feature functioning
- Targeted advertising (print/radio/online/geo-fencing)
  - This would depend on the product and who might be using it
  - If there was a specific population we were targeting with a particular pass option, we could bring the message to them (similar to working with off-campus student housing for the U-Pass promotion)
  - Geo-fencing (targeted mobile phone connection)
- Partnerships with community groups
  - Visit Tucson
  - Downtown Tucson Partnership
  - Bus Riders Union
  - Friends of the Tucson Streetcar
  - Others
- Bus Wrap/Michael Angelo/Bus Stop Shelters
- Information for City Councilmember newsletters
- Push information through mobile app
  - Not an option currently with Trapeze system
  - Possible with mobile ticketing app?
  - Tucson Streetcar App – Dallan Porter
- Monitors at Transit Centers
  - Ability to post PowerPoint slides (like driver's lounges) to provide immediate information to passengers at the centers from our desktop



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# TRANSIT TASK FORCE MEMORANDUM

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**Item 7: Continued SunGO Fare Payment System Presentation**

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Issue – This is a continuation of the discussion on the SunGO Fare Payment System.

Staff Recommendation – None. This is an information item.

Background – Sun Tran transitioned to the SunGO Fare Payment System on July 1, 2013. At the January 2015 Transit Task Force (TTF) meeting staff provided an update on the system implementation.

Present Consideration – Members of the Transit Task Force requested that time be scheduled at the February meeting to ask questions and have further discussion. Following are a list of questions that have been forwarded to staff to respond to in addition to questions and/or comments raised during the meeting.

1. What has been the overall cost of implementing the SunGO system and where does it show up in the city budget (and over what period of time)? Are ongoing costs predictable? Do we expect the cost of fare collection, as a proportion of operating cost, to change?
2. How many full-fare transfer tickets are being used in an average week or month?
3. Regarding driver intervention needed in relation to fare payment: Do transfers load automatically and if so why do some drivers ask you to tap your card a second time if you want a transfer? Is there any way to eliminate the need for several steps when economy fare users pay with cash and when they use economy 30-day tickets?
4. What's the status of efforts to implement on-board purchase of day passes? At last meeting it sounded like this was not being done, but in August we received this information from Kate in response to a query (quoted here from handout at TTF meeting):

*Day Passes Sold on Bus- We have worked with the vendor and have completed the changes required to implement the ability to purchase a day pass on a bus using value from a SunGO card. This has been tested internally, but not yet implemented. We are still working with the vendor to have accurate reporting for the accounting department to fully track and record these "purchases". In addition the impact on boarding time would have to be tested and evaluated since one of the original goals of switching to smart card technology was to reduce cash transactions on the bus and decrease boarding time. We will also need to train drivers and distribute information to the public before full implementation.*

Was a decision made to stop that process?

5. Does the current system allow for bonus value or discounts on bulk purchase of stored value? I'm a little confused as to why that topic would need to be postponed until after the

other marketing and new product issues are resolved. Maybe it's more complicated than I am understanding.

6. Does the Genfare system allow the possibility of integrating the parking smart card with the SunGO card in the future?

Financial Considerations – None.

Attachments: None.



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# TRANSIT TASK FORCE MEMORANDUM

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**Item 8: Overview of FY16 Budget Process**

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Issue – This is an agenda item to inform committee members of the FY16 Budget Process.

Staff Recommendation – None. This is an information item.

Background – The budget process began in 12/8/2014 with a kick off meeting to review the overall process and parameters with appropriate department and division staff. The actual process to develop the budget is approximately six months in length, culminating with Final Approval from Mayor and Council.

Present Consideration – The schedule of the budget process is provided below.

12/8/2014 through 2/2/2015 Division/Department Performance Budget system entry  
1/16/2015 Department CIP request due  
1/23/2015 Department Revenue Projections due  
2/2/2015 Department Expenditures request due  
1/20/2015 through 2/20/2015 Budget Office review  
2/2/2015 FY 2015 Financial Monitoring Team meeting  
March/April 2015 Performance Measures Due  
4/22/2015 Recommended CIP and Operating Budget submitted to Mayor and Council  
5/19/2015 Tentative FY 2016 Budget adoption by Mayor and Council  
6/2/2015 Final FY 2016 Budget adoption by Mayor and Council

Financial Considerations – None.

Attachments: None.