



MINUTES

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

Monday, March 3rd, 2025 at 3:00 PM
Park Tucson Conference Room, 110 E. Pennington St., Ste. 150

AGENDA

1. Call to Order/Roll Call – 5 minutes

Those present were:

Those absent were:

Members

-Riley Merline, Ward 1
-Ray Jordan, Ward 2
-Suzanne Schafer, Ward 3
-Mike Sanchez, Ward 4
-Margot Garcia, Ward 6
-Gene Caywood, City Manager

Members

-Mike Milczarek, City Manager
-Nicole Feldt, City Manager

Others

Allen Benz, Public
Richard Mayers, Public
Samuel Platz, Public
Kimberly Sargent-Mason, Public, Sun Tran
Shamara Smith, Sun Tran
Mikel Oglesby, Sun Tran
Shawn Mangan, Sun Van
Lane Mandle, City of Tucson
Ian Sansom, City of Tucson
Monica Landgrave-Serrano, City of Tucson
Rhett Crowninshield, City of Tucson
Ian Wan, City of Tucson
Cesar Acosta, City of Tucson
Ann Chanecka, City of Tucson

2. Approval of Minutes – (Vote) – 5 minutes

Chair Suzanne Schafer

The approval of minutes was moved, duly seconded, and, hearing no objections, Chair Suzanne approved the motion.

3. Call to the Audience (First) – 5 minutes

Richard wants to know where the Route 7 bus stop is going to be located now that they are diverting the route for the construction of the 22nd Bridge Project. Kimberly let Richard know where those bus stops can be found.

Ray introduced himself and mentioned he is representing Ward 2. He is also a member of the Commission on Disability Issues (CODI). He joined TTAC because he does not drive so he uses public transit everywhere he goes and hopes to bring his perspective to the table and to learn from the other members, as well.

4. Updates and Announcements from Committee Members and Staff (Informational Only) – 10 minutes

Suzanne mentioned that she heard from the Mayor's Office and that while the Mayor was not available for the March meeting, her team will look at her schedule and see when she can join. She also talked about her experience attending the South West Transit Association and how complimentary everyone was about the Sun Tran system. Gene showcased the Old Pueblo Trolley Museum to conference attendees and thanked Cindy Glysson for setting it up.

Mikel talked about the Stone/University stop where it was previously brought up in a TTAC meeting that the buses of different routes don't have enough space. Due to the lack of space, the drivers will be making sure they are paying special attention at this stop to make sure they are not missing anyone. Kimberly thinks the bus stop at this location should be moved farther away in order to make more space for the bus stops.

5. Complete Streets Coordinating Council Update – 5 minutes

Riley talked about how the CSCC wrote a letter in support of the Community Corridors Tool. He also mentioned a presentation by Kittelson regarding traffic safety and near-miss data, which he will share with the TTAC.

6. Prop 414 Overview - 20 minutes
Lane Mandle



7. Sun Van Update – 20 minutes
Ian Sansom and Shawn Mangan

Sun Van Comprehensive Operational Analysis (COA) TTAC Update March 2025



What is Sun Van?

- Shared-ride, public transportation service for people who have a disability that prevents them from using Sun Tran or Sun Link
- Must be found eligible before using service
- Service provided to/from destinations within ¼ mile of Sun Tran and Sun Link routes during times these services operate
- Premium service offered to destinations and hours beyond requirements when available



What is a COA?

- The Sun Van Comprehensive Operational Analysis (COA) objectives are to:
 - Evaluate existing Sun Van service, policies, and procedures
 - Identify opportunities for improvement to Sun Van and create a more equitable, effective, and efficient transit system
 - Propose recommendations for future Sun Van service changes or expansions to better serve the community.
- Sun Van COA complements Sun Tran COA

Project Team & Timeline

- Partnership between City of Tucson, RATP Dev, and TMD



- Project Timeline

Community Meetings & Survey
Spring 2024

Feedback on Draft Recommendations
Winter/Spring 2025

Final Report
Spring 2025

Peer Review

- Higher portion of transit budget used for paratransit
- Rides per capita higher
- Productivity similar
- Better cost effectiveness
- Lower On-Time Performance
- Higher Customer Cancellations

Twelve Peer Agencies

Central Ohio Transit Authority (COTA)
City of Albuquerque
City of Colorado Springs
City of El Paso
City of Memphis
City of Phoenix
Greater Dayton Regional Transit Authority
Jacksonville Transportation Authority
Kansas City Area Transportation Authority
Metropolitan Tulsa Transit Authority
Milwaukee County
RTC of Washoe County (Nevada)

Sun Van Service Evaluation

Reservations

- Calls take longer than typical because of how trips are scheduled
- Social service agencies making many trips reservations per call which takes additional time
- Trip negotiation not being used effectively which make schedule less efficient
- Pick-up times round to every five minutes which is also less efficient



Sun Van Service Evaluation

Post-COVID Trends

(2019 vs 2023)

- Monthly boardings by client increased 2%
- No major shift in trips to top destinations
- 33% of clients new since 2019

Eligibility

- Number of applications received unchanged
- Medical verification process overly complicated for staff and customers



Sun Van Service Evaluation

Operations

- Not currently meeting On-Time Performance (OTP) goal which is lowest on weekdays from 3-5pm
- Five-minute call outs to customers take too much time for dispatchers
- Sun Van travel time compared to Sun Tran travel time exceeds current policy on 15% of weekday trips



Satisfaction/Importance

- Exceeding expectations for cost, comfort, and safety
- Not meeting expectation for the on-time performance and ride scheduling

Service Attribute	Average Importance (1 to 5)	Average Satisfaction (1 to 5)	Importance / Satisfaction Gap
Ability to schedule a ride when you want it	4.77	3.76	(0.99)
On-time drop-off at your destination	4.83	3.94	(0.89)
On-time pickup within the 30-minute window	4.75	3.88	(0.86)
Where service is available to	4.74	4.02	(0.72)
Length of the ride time	4.28	3.77	(0.51)
Hours when service is available	4.70	4.24	(0.46)
Reservation call answer time	4.31	3.94	(0.37)
Sun Van App	3.64	3.28	(0.37)
How far in advance trips reservation are accepted	4.40	4.06	(0.34)
Professionalism of reservations staff	4.40	4.43	(0.17)
Comfort of ride	4.23	4.17	(0.07)
Professionalism of driver	4.56	4.53	(0.04)
Safety onboard vehicle	4.67	4.67	-
Cost of riding	4.42	4.64	0.22

Emerging Mobility Options

- 37% of existing Sun Van clients used rideshare companies such as Uber or Lyft in the previous month.
- About half of clients indicated that they would use a rideshare company if it was offered. Most would use the service less than three times per month.



Example Recommendations

Eligibility

- Simplify medical verification form and require applicants to provide with rest of application for more efficient processing

Reservations

- Offer negotiated trip times for more efficient and on-time scheduling
- Provide pick-up windows to the minute instead of rounding to every five minutes
- Limit to four trip reservations per call to reduce hold time

Example Recommendations

Operations

- Implement voice response and/or texting for call outs, allowing dispatch to better monitor service

New Mobility Choices Program

- Piloting program for existing Sun Van clients for one year with a 6-month assessment
- Service would use combination of TNC and ADA accessible providers
- Seek feedback on fare options

Getting Involved

Visit Our Website for Updates

- suntran.com/sunvancoq/
- Improved accessibility for screen readers

Planning March/April Outreach

- Focus groups
- Survey #2
- In-Person Events
- Virtual Meetings



Thank You!



- Plan Tucson Update - 20 minutes
Cesar Acosta and Ian Wan

Plan Tucson 2025 Revised Draft: What's New?

The revisions, from the Preliminary Draft to the Revised Draft, were informed by over 800 feedback comments from the public and City of Tucson Board Committees and Commissions, demonstrating a comprehensive and collaborative approach to updating the city's plan.

In the revised draft the most significant changes included:

- Language changes to 1 goal, 44 policies and 19 development guidelines
- Additional context added to goal narratives, Tucson history, and projection explanations
- Modifications to Future Growth Scenario Map to reflect feedback from phase

Other changes to the revised draft include formatting changes to allow for greater legibility and clarity as well as 6 additional appendices

- Appendix B: ARS matrix
- Appendix C: Goal and Policy List
- Appendix D: Future Growth Scenario Map Technical Details Memo
- Appendix E: Planning History Spotlight: La Calle and the Tucson Convention Center
- Appendix F: Plan Tucson Website Reference

Plan Tucson Timeline

- **Phase 1: Listen, Discover, Reflect (January 2023 - Spring 2023)**

Plan Tucson 2025 Revised Draft has finished this stage

Learn community members' top priorities for Tucson and begin to create a shared vision(s) for the future.

- **Phase 2: Define and Plan our Future (Fall 2023 - Spring 2024)**

Plan Tucson 2025 Revised Draft has finished this stage

Develop policies to support our community vision(s), explore different growth scenarios, and consider tradeoffs.

- **Phase 3: Review and Refine (Fall 2024 - Spring 2025)**

Plan Tucson 2025 Revised Draft is currently at this stage

Share the preliminary draft General Plan Update, provide opportunities for comment, and refine it based on community feedback into a final draft for adoption.

- **Phase 4: Inform and Educate (Fall 2025)**

This is an upcoming stage for Plan Tucson 2025 Revised Draft

Educate voters and the general public about the ballot proposition to ratify General Plan Update ahead of the election.

- **Voter Decision (November 2025)**

This is an upcoming stage for Plan Tucson 2025 Revised Draft

City of Tucson voters can approve or deny the General Plan Update, expected to be on the ballot in November 2025.

For more information, as well as access to all the revised Plan Tucson documents, please visit <https://www.plantucson.org/>.

9. Call to the Audience (Second) – 5 minutes

Allen Benz wanted to know how long it takes to get bus stops repaired, and he mentioned he requested a bus shelter get its roof tiles replaced in September and it has not happened yet.

10. Items and Date for Next Meeting(s) – 5 minutes

Date: April 7th, 2025
-Budget Update

11. Adjournment