



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

1. Call to Order/Roll Call – 5 minutes

2.

Those present were:

Those absent were:

Members

-Ray Jordan, Ward 2
-Suzanne Schafer, Ward 3
-Mike Sanchez, Ward 4
-Elaina Richards, Ward 5
-Margot Garcia, Ward 6
-Gene Caywood, City Manager

-Preston McLaughlin, non-voting PAG/RTA staff representative

Members

-Mike Milczarek, City Manager
-Diana Moreno, City Manager

Others

Jacob Owens, Public
Hector Macias, Public
Allen Benz, Public
Kimberly Sargent-Mason, Public
Andrew Vargas, Sun Tran
Davita Mueller, Sun Tran
Shamara Smith, Sun Tran
Mayra Ramirez, Sun Tran
Sabrina Herrera, Sun Tran
William Heath, Sun Tran
John Zukas, Sun Link
Shannon Jenkins, City of Tucson
Sam Credio, City of Tucson
James Castaneda, City of Tucson
Brandi Champion, City of Tucson
Ian Sansom, City of Tucson
Monica Landgrave-Serrano, City of Tucson

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

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

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

There were no speakers during the first call to the audience.

5. Updates/Announcements from TTAC Members and Staff (Informational Only) – 5 minutes

Gene Caywood invited everyone to the Trolley Open House Event on November 15 from 10 am to 3 pm at 250 E 36th St, South Tucson. There will be lectures, tours, vendors, food, and music.

Ray Jordan mentioned that he was hoping there would be an update on the Sun Tran website with more information regarding the new app. Davita explained that Sun Tran decided to postpone the app kickoff until December 1st due to training needs, but that there will be a soft launch before then. She also said they will post some information in the interim on the website.

William said that, if necessary, a passenger can call 911 if there is an emergency at a bus stop. If the situation is not an emergency, the public can call Sun Tran Customer Service at 520 792-9222, as well as email the Sun Tran team or send a message through the Sun Tran website.

6. Electric Trolleybus Presentation – 15 minutes

Gene Caywood

ETB Facts & Idea for Tucson

Key points from my first presentation:

1. We should not be spending large sums of money on Battery Electric Buses, which are not capable of staying in service for 16 to 18 or more hours a day;
2. Instead, we should be spending that money on a tried and true electric transit technology which has been in use for some 90 years in the U.S. – the Electric Trolley Bus (ETB).
3. Our heaviest traveled routes should be converted to ETB's. This will require installation of poles, wires and power substations.
4. Currently lacking support for this idea, I proposed we start with a pilot route where some infrastructure is in place, which is the case along about half of S. 6th Ave. between Downtown and Laos Transit Center. There poles were installed years ago to hold overhead conduit wire for future Light Rail.

ETB History – not a new technology

First Trolley Bus – experimental, lasted only about 3 months



ETB History

Photos over the years – 1930's era



Boston

NOTE the dual poles contacting two overhead wires – one positive and the other negative.



Shreveport, LA.

NOTE how far poles can extend to the side

ETB History

Photos illustrating various things

Boston

ETB's can be safely operated in tunnels without the need for extensive exhaust systems



San Francisco

ETB's climb steep hills quickly and easily, unlike diesel, CNG or even battery electric buses.



Today

Given the general lack of knowledge about ETB's, and thus the absence of any support for their use in Tucson, I thought it appropriate to convey:

- Some history using photos
- Answer some questions on how ETB's work
- Show recent photos of North American cities still using ETB's today

ETB History – from Wikipedia

First trolleybuses in revenue service date to 1901 in Europe.

In the U.S., the first non-experimental system was a seasonal municipal line installed near Nantasket Beach in Hull, MA in 1904.

The first year-round commercial line was built to open a hilly property to development just outside Los Angeles in 1910.

ETB History

Photos over the years – 1940's era



Los Angeles

Closest place to Tucson that had ETB's



San Francisco

The only place you can ride all 7 transit modes – cable cars, heritage streetcars, standard motor buses, ETB's, light rail, heavy rail and commuter rail

ETB History

Photos illustrating various things

View of trolley poles mounted on roof



Trolley poles connected to retrievers with ropes



ETB History

Photos illustrating various things

Two sets of wires on each side of Granville Bridge on 8 lane roadway



ETB's Today in North America

Today trolleybuses still operate in 4 U. S. cities,

Dayton
Philadelphia
San Francisco
Seattle

(Boston was on the list until 2023 when the last line was eliminated)

and 1 Canadian city

Vancouver

and 2 Mexican cities

Guadalajara
Mexico City

ETB's Today – UNITED STATES

Dayton, OH – The smallest U.S. city with ETB's, operating 45 buses on 3 or 4 routes.



ETB's Today – UNITED STATES

Philadelphia, PA – operates 38 New Flyer ETB's on 3 routes.



ETB's Today – UNITED STATES

San Francisco, CA – Has the largest ETB network in the U.S. (15 lines & 278 buses). The system includes the single steepest known grade on any existing trolleybus line in the world (22.8% in one block on Noe Street).

Photo shows a New Flyer XT60 trolleybus



ETB's Today – UNITED STATES

Seattle, WA – has the 2nd largest ETB network in the U.S. with 15 lines and 174 buses. The system contains steep hills with grades up to 19%.

Photo shows a New Flyer ETB



ETB's Today - CANADA

Vancouver, B.C. – operates 262 ETB's on 13 routes, 74 of which are articulated.



Photos show Vancouver's New Flyer ETB's



ETB's Today - MEXICO

Guadalajara – operates 25 ETB's on 1 line, the smallest ETB fleet in North America



Mexico City – operates 425 ETB's on 13 routes, the largest ETB fleet in North America

ETB's – Next Presentation

ETB's for Tucson?

- S. 6th Ave. as a pilot project:
 - What infrastructure is in place and where?
 - What additional infrastructure is needed and where?
- What could an ETB system for Tucson look like?
 - Which routes should be considered and why?
 - Which sections of the routes would require overhead wires?

7. Update from Primavera Foundation on their Transit Outreach – 15 minutes
Jodii Weiner

This topic will be addressed at the December 8th meeting.

8. Sun Van COA Update – 15 minutes
Ian Sansom

ETB's –

THANK YOU FOR LISTENING



Overview



Project Background



Final Report



Survey #2 Results



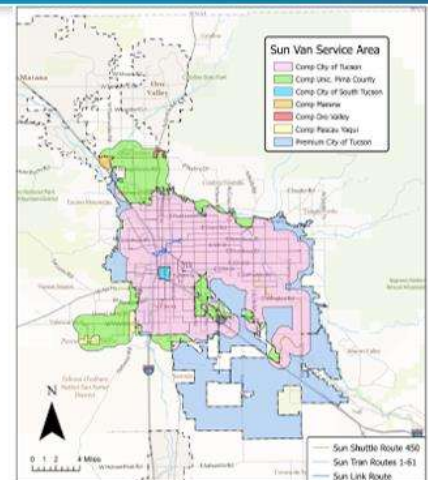
Next Steps

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 ¾ mile of Sun Tran and Sun Link routes during times these services operate
- Premium service offered to destinations and hours beyond requirements when available



Sun Van Service Area



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.

Project Team & Timeline

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



- Project Timeline

Community Meetings & Survey

Feedback on Draft Recommendations

Final Report

Sun Van COA Final Report

Posted To Our Website

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

Full Report Includes

- Data Analysis
- On-Site Evaluation
- Peer Review Findings
- Outreach Summary Included
 - Results from 2 surveys
 - Summary of in-person meetings
 - Transcribed notes from focus groups
- Final Recommendations



Short-Term Recommendations

Category	Action	Responsible Parties	Progress
Service Eligibility	Diagnose technology issues that make Trapeze CERT slow for City eligibility staff	City & Sun Van	
Reservations	Offer negotiated trip times	Sun Van	Implemented Jul-25
Reservations	Provide pick-up windows to the minute instead of rounding to every five minutes	Sun Van	Implemented Jul-25
Reservations	Update telephone script with trip negotiation steps.	Sun Van	Implemented Jul-25
Reservations	Conduct training on trip negotiation	Sun Van	Implemented Jun-25
Reservations	Implement Trip Negotiation in Pass Web and App to mirror call-in book parameters	Sun Van	Implemented Jul-25
Reservations	Convert two Reservationist positions to new "Router" positions	Sun Van	In Progress
Operations	Conduct software training for Dispatchers on strategic route monitoring	Sun Van	Implemented Jun-25
Operations	Establish on-time performance procedures for Dispatchers, Operators, and Road Supervisors	Sun Van	In Progress
Operations	Change On-Board comparability standard to less than 5% of trips exceeding fixed-route time plus 25 minutes	Sun Van	
Premium and Non-ADA Services	Following implementation of above recs and following assessment of progress towards improved OTP, consider temporarily narrowing Sun Van "Optional" service to before 7am, between 10am-2pm and after 7pm on weekdays until on-time performance and on-board time meet standards.	City & Sun Van	

Medium-Term Recommendations

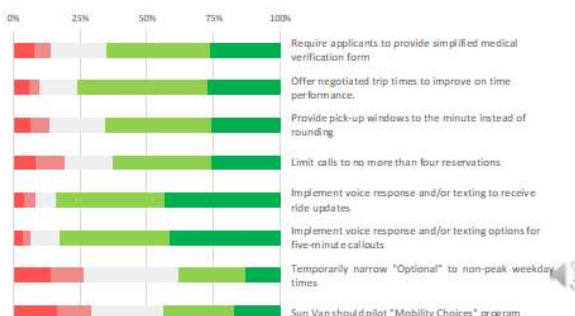
Category	Action	Responsible Parties	Progress
Service Eligibility	Develop process to consistently track and enforce No-Show policy.	City Or Sun Van	In Progress
Service Eligibility	Update the No-Show policy to reflect ADA requirements and industry best practices.	City or Sun Van	In Progress
Reservation	Implement a new phone tree to have dedicated sub-queues for each call category.	Sun Van	Implemented Jul-25
Reservations	Limit calls to no more than ten reservations per call to reduce call hold times.	City & Sun Van	
Operations	Restore paratransit driver shifts to 2019 levels to improve on-time performance and on-board time (180+ total operators).	Sun Van	In Progress
Operations	Track and report service performance data by service type (ex. Sun Van and Pima Co) and ADA vs Premium services.	City & Sun Van	
Premium and Non-ADA Services	Negotiate premium trip rates with social service agencies or require these trips to be handled the same way as non-agency trips.	City & Sun Van	

Long-Term Recommendations

Category	Action	Responsible Parties	Progress
Service Eligibility	Explore moving eligibility process within Sun Van.	City	In Progress
Service Eligibility	Simplify medical verification form and require applicants to provide the medical verification form with the rest of application.	City	In Progress
Reservations	Implement voice response and/or texting options for clients to receive updates on the ride status.	Sun Van	
Operations	Implement voice response and/or texting options for five-minute calls before your ride arrives.	Sun Van	
Premium and Non-ADA Services	Consider offering Alternative Transportation pilot program to Sun Van clients for same-day trips.	City & Sun Van	
Premium and Non-ADA Services	Evaluate co-mingling of premium service trips with Sun On-Demand service where there are overlaps.	City & Sun Van	
Premium and Non-ADA Services	Sunset premium ADA service 12 months after implementation of Alternative Transportation pilot program.	City & Sun Van	

Recommendation Sentiment

- All but two of the recommendations had more than 50% of the responses in the "agree" and "strongly agree" categories



Next Steps

- Continue implementation of recommendations
- Evaluation of progress through quantitative and qualitative data
- Further refine "Mobility Choices" program

9. Transit Safety and Security Action Plan – 30 minutes
Sun Tran and DTM Staff

Sam Credio explained how the Transit Safety and Security Action Plan is structured around the motion made at the Mayor & Council meeting of October 8th. He brought up how the City is exploring opportunities to collaborate both in-house and with other organizations that can provide people with resources, when possible. One of the things mentioned by bus drivers was the lack of lighting. At the same time, copper wiring is being stolen at unprecedented levels. DTM currently has solar light poles at three bus stops, which helps with the copper wiring situation but brings other challenges, such as battery maintenance issues. A topic that was also discussed with bus drivers was a policy for banning bus riders causing issues or being disruptive on the transit system.

Discussion ensued between TTAC members about different safety issues that either involve or impact the public transit system, such as public health, traffic speeding, the relationship between hotspots and areas lacking transit service, bus stop amenities, police patrols, loitering, vandalism, bus pullout etiquette, etc.

10. Call to the Audience (Second) – 5 minutes
Chair Suzanne Schafer

Hector would like to thank the TTAC for recognizing how private vehicles negatively impact the transit system. He also said how removing transit time, such as the Route 22, is a snowball effect that affects the bus drivers and bus riders. Sam explained that originally Route 5 was considered for removal in an effort to save money, but there was a lot of public pushback, so an alternative was developed, which included removing Route 22 and reducing frequencies in other routes.

Shannon thanked the TTAC members for the time and effort they dedicate to ensure the public transit system in Tucson works well.

Allen mentioned that he takes the bus everyday, and he has never seen people selling illegal substances, but that he has seen people drinking alcohol at the back of the bus.

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

Meeting: December 8th

- Primavera Foundation Update
- Transit Safety and Security Action Plan
- TTAC Representative for the Complete Streets Coordinating Council (invite Riley)
- Suzanne said we need to consider starting the meeting at 2:30 pm instead of 3:00 pm.

12. Adjournment

For further information, contact: Monica Landgrave-Serrano, (520)-780-0635, monica.landgrave@tucsonaz.gov. Persons with a disability may request reasonable accommodation, such as a sign language interpreter, by contacting Transit Services at 520 791-5409. Requests should be made as early as possible to allow time to arrange the accommodation.