



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 2nd, 2026 at 2:30 PM
Park Tucson Conference Room, 110 E. Pennington St., Ste. 150

1. Call to Order/Roll Call – 5 minutes

Those present were:

Members

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

Those absent were:

Members

Others

-Preston McLaughlin, non-voting PAG/RTA rep.

Allen Benz, Public
Chaz Gross, Public
Robin Steinberg, Public
Mikel Oglesby, Sun Tran
Andrew Vargas, Sun Tran
Shamara Smith, Sun Tran
William Heath, Sun Tran
James Tewksbury, Sun Tran
Luz Navarrete, Sun Tran
Cindy Glysson, Sun Tran
Davita Mueller, City of Tucson
Ian Sansom, City of Tucson
Elaina Richards, City of Tucson
Monica Landgrave, City of Tucson

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

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

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

No comments from the public.

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

Suzanne requested more information regarding the repair of the streetcar. Mikel said there is a new Sun Link General Manager, Ruben Montenegro, who will be involved in the repair and is getting up to speed. The priority is to first fix up the streetcar with the less damage. There are currently 5 streetcars on the road and 1 is kept as a spare.

Preston mentioned that March 10 is the deadline to vote on Propositions 418 and 419. He encouraged everyone to vote.

Mikel said there are weekly Sun Tran employment open houses at the Northwest Yard on Tuesdays and Fridays from 9 am to 11 am and Thursdays from 1 pm to 3 pm, while Sun Van has monthly employment open houses. Also, the Tucson Transit App usage has been increasing and all bus riders are encouraged to download it and use it because it helps with data collection for the system.

About 30 Sun Tran employees visited the Old Pueblo Trolley and Gene Caywood gave them a tour of the space and showed them the different vehicles.

5. Define TTAC Representative for the Complete Streets Coordinating Council – 5 minutes
Chair Suzanne Schafer

To be postponed.

6. Bus Stop Signage Redesign Process – 20 minutes

Luz and Cindy shared a poster that showed the real-size of the new bus stop signage which is made up of three signs, ideally. Some of the comments they have already received include to add the words “Bus Stop”, the cross streets, and to make the sign reflective at night. Malia said the schedule itself would be very helpful, and Mikel mentioned this could be done with a QR code. Margot thinks the QR code should let you know when the next bus will arrive. Gene says they should add the weekday and weekend frequency. Preston recommends the sign should be double-sided and UV resistant. Mike Milczarek said it would last longer with etchings or metal cutouts instead of paint.

Mike Sanchez asked for more information regarding the Braille sign and Ray asked about the height of the Braille sign. James mentioned that one common request was consistency, that the sign should be in the same spot every time. In terms of the sign for bus rules, Ray said it should let people know what they can and cannot bring with them to the bus. Suzanne said it should be a positive message, and that it should mention there is no parking when applicable. Gene said the Express signs make it hard to know if the regular bus will stop there or not.

7. Sun Van COA and Operations Update– 20 minutes
Ian Sansom and/or Panya Chhoeuy

The image displays a presentation slide and a navigation menu. The slide on the left has a blue background with white and yellow text. It reads: "Sun Van Comprehensive Operational Analysis (COA) 6-month implementation update March 2026". Below the text are four logos: "LINK", "sun van", "sun shuttle", and "sun tran". To the right of the slide is a navigation menu with a blue header labeled "Overview". The menu contains four blue buttons with white icons and text: "Project Overview" (with a bus icon), "Action Items & Progress" (with a magnifying glass icon), "Sun Van Stats" (with a clipboard icon), and "Next Steps" (with a checklist icon).

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
- Service offered to destinations and hours beyond requirements when available



What is a COA?

- The Sun Van Comprehensive Operational Analysis (COA) objectives:
 - 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

Sun Van COA Final Report

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
- Report available at: Suntran.com/sunvancoa



Short-Term Recommendations

	Category	Action	Responsible Parties	Status
1	Reservations	Offer negotiated trip times	Sun Van	Implemented
2	Reservations	Provide pick-up windows to the minute instead of rounding to every five minutes	Sun Van	Implemented
3	Reservations	Update telephone script with trip negotiation steps.	Sun Van	Implemented
4	Reservations	Conduct training on trip negotiation	Sun Van	Implemented
5	Reservations	Implement Trip Negotiation in Pass Web and App to mirror call-in book parameters	Sun Van	Implemented
6	Reservations	Convert two Reservationist positions to new "Router" positions	Sun Van	Implemented
7	Operations	Conduct software training for Dispatchers on strategic route monitoring	Sun Van	Implemented
8	Operations	Establish on-time performance procedures for Dispatchers, Operators, and Road Supervisors	Sun Van	In Progress
9	Operations	Change On-Board comparability standard to less than 5% of trips exceeding fixed route time plus 25 minutes	Sun Van	In Progress
10	Service Eligibility	Diagnose technology issues that make Trapeze CERT slow for City eligibility staff	City & Sun Van	In Progress
11	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	Hold

Medium-Term Recommendations

	Category	Action	Responsible Parties	Progress
12	Service Eligibility	Develop process to consistently track and enforce No-Show policy.	City Or Sun Van	Implemented
13	Service Eligibility	Update the No-Show policy to reflect ADA requirements and industry best practices.	City or Sun Van	Implemented
14	Reservation	Implement a new phone tree to have dedicated sub-queues for each call category.	Sun Van	Implemented
15	Reservations	Limit calls to no more than ten reservations per call to reduce call hold times.	City & Sun Van	Implemented
16	Operations	Restore paratransit driver shifts to 2019 levels to improve on-time performance and on-board time (180+ total operators).	Sun Van	Implemented
17	Operations	Track and report service performance data by service type (ex. Sun Van and Pima Co) and ADA vs Premium services.	City & Sun Van	Implemented
18	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	In Progress

Long-Term Recommendations

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

Sun Van Service Stats

- **On-Time Performance: 88.3%** (January 2026, up from 86.7% over FY 26 avg)
- **Percentage of Reservations Calls Answered: 90%** (January 2026, up from approximately 82% 6 months ago)
- **Passenger Trip No-Shows: - 4.2%** (FY 26 avg vs FY 25 avg)
- **Eligibility Application Processing Time: ~15 days over past year, up from ~10 days in 2024**

Next Steps

- **Advance Remaining Action Items**
- **Monitor Key Sun Van Stats**
- **Move Forward on Mobility Choices program (funding dependent)**
- **12 Month Review**

8. Transit Safety and Security Action Plan Update – 20 minutes

Mikel mentioned off-duty TPD transit officers should start patrolling soon, there will be 2 police officers on 2 cars a week. Mikel also said the update on police bodycams is that his team now has access to footage, which has been extremely helpful. Sun Tran is looking at the heatmap and this is a moving, ongoing process to see what works. Mikel explained the goal is to really have a positive impact on the people, we want the officers to educate and help. We hope to have the same officers every time. We want to learn, to make this grow and be successful. Next, we will focus on the transit centers.

Suzanne brought up other elements from the plan such as rider feedback and the training of bus drivers. Davita shared how the Transit App has been crucial in obtaining rider feedback.

Elaina mentioned that the Speedway and Alvernon intersection has been identified as a hotspot and that she saw a patrol car parked in that corner, as well as patrol cars roving the area.

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

Robin Steinberg introduced herself and said she is an advocate for transit. She said bringing the bus to the people is the best way to engage with potential riders, to places such as the post office. She says we need to increase public support for transit, and that she just downloaded the Transit App. Cindy mentioned that Learn to Ride is also provided to groups, and that Sun Tran will go wherever they are invited, it's just less cost effective.

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

-April 6th, 2026

11. 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.