



## 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, June 1st, 2026 at 2:30 PM**  
**Park Tucson Conference Room, 110 E. Pennington St., Ste. 150**

1. Call to Order/Roll Call – 5 minutes

<b>Members:</b>	<b>Attendance</b> (Present/Absent)	<b>Others</b>	
Vanessa Gallego	Ward 1 Present	Preston McLaughlin, Non-Voting PAG/RTA Staff Representative	Davita Mueller, Sun Tran
Ray Jordan	Ward 2 Present	Allen Benz, Tucson Bus Riders Union	James Tewksbury, Sun Tran
Suzanne Schafer	Ward 3 Present	Trish Muir, Teamsters Local 104	Shamara Smith, Sun Tran
<i>Mike Sanchez</i>	<i>Ward 4 Absent</i>	Robin Steinberg, Public, Mitman NA Officer	John Zukas, Sun Tran
Malia Flores	Ward 5 Present	Richard Meyers, Public	Ian Sansom, COT
Margot Garcia	Ward 6 Present	Chaz Gross, Public	Andy Bemis, COT
Gene Caywood	CM Present	Andi Medrano, Public	Gabriel Holguin, COT
Mike Milczarek	CM Present		Elaina Richards, COT
D.C. Price	CM Present		

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

Robin Steinberg shared that after attending the May TTAC meeting, she was waiting for a bus at Ronstadt Transit Center when the app incorrectly showed the bus as arriving, boarding, and departing. Customer Service informed her the bus was actually running late and provided an updated arrival time. She suggested that transit centers provide better real-time information and tools to help riders make alternative route connections when needed.

Richard Meyers asked whether streetcar operators could have access to the Transit App. He noted that riders can experience long waits for a streetcar and expressed frustration that the public has not been informed that two streetcars are currently out of service.

Andi Medrano shared her support for fare-free transit, noting that as a non-driver it is a convenient and safe option. She argued that fare collection can cause delays and rider conflicts, based on experiences in other cities, and added that fare-free service improves dignity and access for low-income and unhoused riders. She also emphasized the importance of transit as relief from extreme heat, given limited access to public water and cooling resources.

Trish Muir was glad to see recognition of issues facing drivers in the May minutes. She emphasized the importance of acknowledging safety issues faced by drivers and expressed concern that the Transit Safety and Security Action Plan draft budget allocates significantly more funding to transit ambassadors, including two vehicles for them to use, than to physical barrier improvements and other driver security measures.



4. Updates/Announcements from TTAC Members and Staff (Informational Only) – 10 minutes  
*TTAC members, Sun Tran, City of Tucson, and/or PAG/RTA Staff*

Vanessa Gallego Lujan introduced herself as the TTAC Ward 1 Representative. She noted that she operates a business and that many of her customers access it via the bus system.

Preston McLaughlin provided an update on the Short-Range Transit Plan, noting that the initial step will be to procure a consultant. He also indicated that the scope may need to be adjusted depending on available budget constraints.

Ray Jordan mentioned he rode a bus without advertising on the window and he was able to look outside. Some of the things he saw included non-ADA compliant bus shelters. In his opinion, the wraps that cover the windows are a safety concern.

Andy Bemis said he is happy to announce Ian Sansom is the new Transit Administrator of the Transit Services Division.

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

D.C. Price volunteered to join the Complete Streets Coordinating Council (CSCC). Margot Garcia made a motion to have D.C. Price representing the TTAC at the CSCC. Mike Milczareck seconded the motion. Hearing no objections, Chair Suzanne Schafer approved the motion.

6. Sun Tran COA, 2<sup>nd</sup> Phase: Proposed Changes and Feedback Received– 20 minutes  
*Davita Mueller, James Tewksbury and/or Shamara Smith*

James noted that between April 13 and April 27, Sun Tran hosted 10 public input sessions to present the proposed changes and gather feedback from riders and community members regarding the future of the transit system. He provided an overview of the feedback received.

Davita explained two proposed changes that are not part of the COA for Routes 9 and 12. Route 9, which serves Grant Road, is currently experiencing significant detours due to construction, and an additional bus has been added to maintain service frequency. For Route 12, adjustments were made to weekend service times to provide additional travel time for both riders and operators, reflecting the need to ensure schedules are realistic and well communicated.

Feedback from the TTAC included:

- Questions about Route 4 – Kolb, and Route 2 – Quincie Douglas Community Center – long walk to reach bus stop, Malia looking for info on transit access in Western Hills
- Suzanne – wants more info on Sun On Demand Zone 3 – purpose and positives for the zone, curious about fixed route access on Wilmot.
- Ray – are there performance metrics for Sun On Demand
- Gene said the new Route 9 will be the greatest ever, connecting westside and eastside.



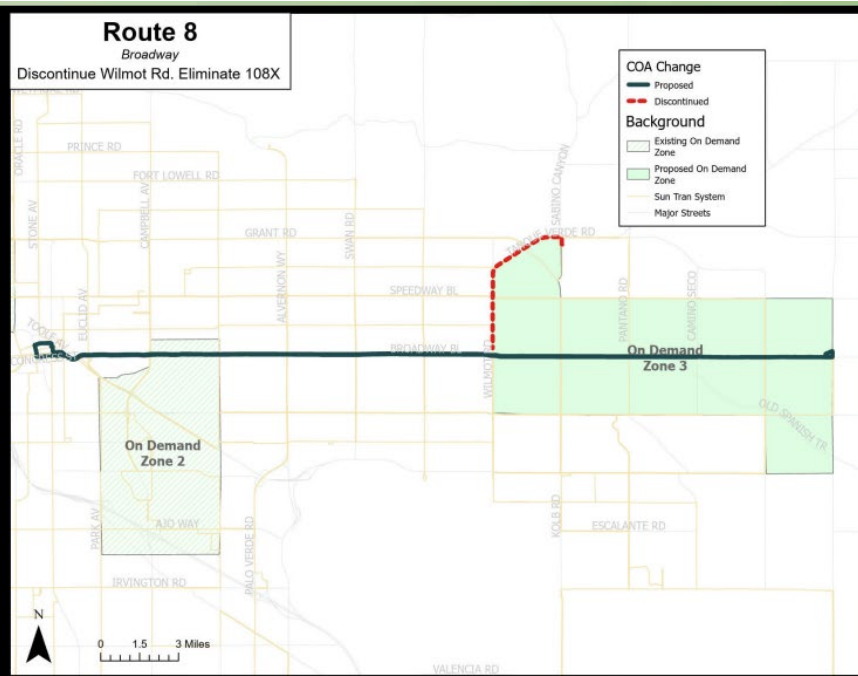
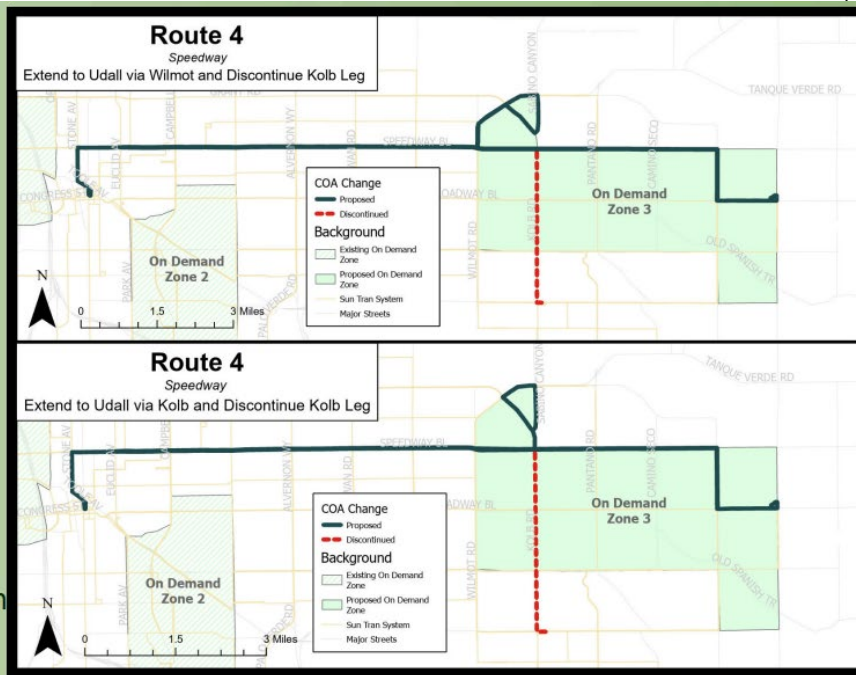
# Route 4 - E.Speedway

## Proposed Schedule Changes:

- Later weekend schedules
  - Saturday night service to 11 pm
  - Sunday night service to 10:00 pm

## Proposed Routing Changes:

- Route 9 proposed to operate the Kolb Rd portion of the route
- Route 4 to travel to Udall Transit Station instead of operating on Kolb Rd.
  - Option 1: Extend along Wilmot Rd.
  - Option 2: Extend along Kolb Rd.



# Route 8 - Broadway

## Proposed Schedule Changes:

- Extend Frequency: 15 Minute Service - Wilmot Rd to Houghton Rd
- Later weekend schedules
  - Saturday night service to 11 pm
  - Sunday night service to 10:00 pm

## Proposed Routing Changes:

- Route to stay on Broadway - does not travel Wilmot to Udall Transit Station (alt: Route 4, Speedway or Sun On Demand service)
- Merge 108X Broadway - Downtown Express with Route 8

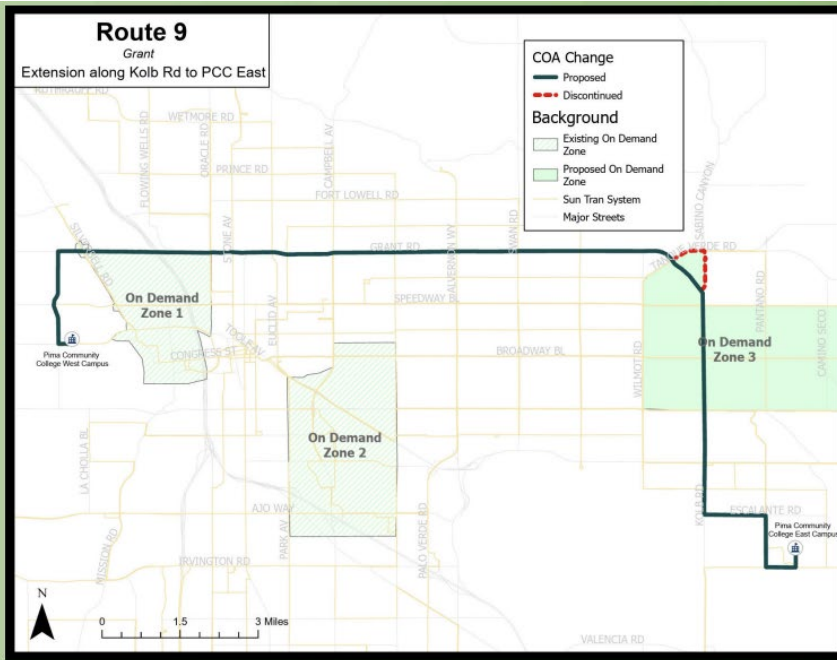




## Route 9 - Grant/Kolb

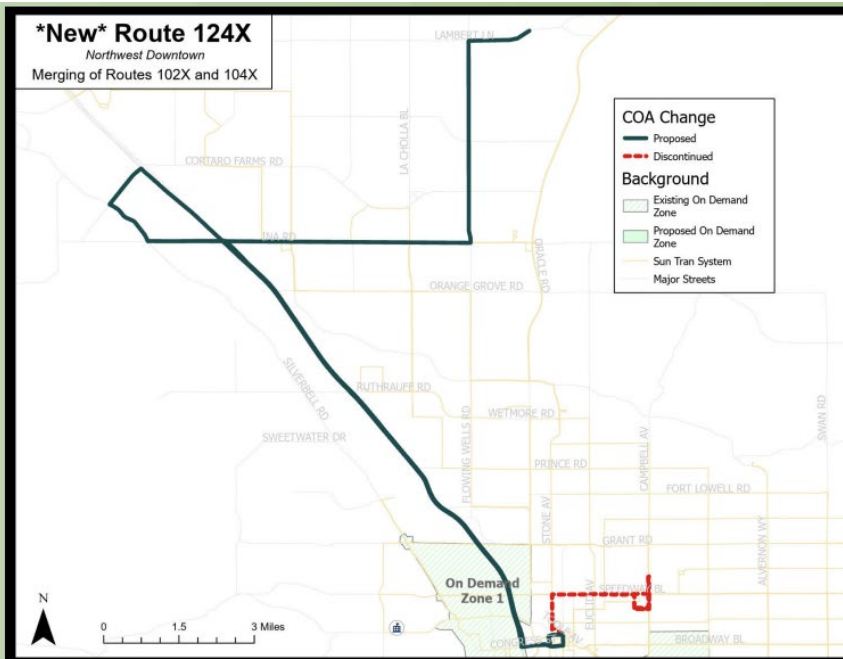
Proposed Schedule Changes:

- Frequency Change: 30 minute weekday service
- Later weekend schedules
  - Saturday night service to 11 pm
  - Sunday night service to 10 pm



Proposed Routing Change:

- Service the Kolb Rd from the Route 4, Speedway.
- Extended the route from Golf Links Rd to PCC East Campus on Kolb and Escalante Roads



## Route 124 X- Northwest Downtown

Proposed Routing and name Changes:

- Merge Express Routes 102X and 104X
- Route 103X will service the Speedway Blvd. portion of 102X to Campbell Ave.
- Rename 103X from Northwest - Downtown Express to Northwest - UA Express





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

**Transit Safety and Security Action Plan (TSSAP) - RTA Next Budget**  
**DRAFT**

Transit Safety and Security Action Plan Element	Category	Subcategory	Unit Cost	Quantity	Total One-Time Cost	Total Ongoing Cost	Assumptions / Notes
E3 – Transit Ambassadors and Outreach Teams	Transit Ambassadors	Salary + Fringe	\$74,880	4		\$299,520	Links to Ambassador Detail Scenario 1 salary/fringe.
E3 – Transit Ambassadors and Outreach Teams	Transit Ambassadors	Field Equipment/Incidentals	\$1,025	4		\$4,100	Links to Ambassador Detail Scenario 1 incidentals costs.
E3 – Transit Ambassadors and Outreach Teams	Vehicles	Maverick Trucks	\$35,000	2	\$70,000		Links to Ambassador Detail Scenario 1 two Maverick hybrids.
E3 – Transit Ambassadors and Outreach Teams	Vehicles	Maverick Maintenance	\$300	2		\$600	Links to Ambassador Detail Scenario 1 maintenance.
E3 – Transit Ambassadors and Outreach Teams	Vehicles	Fleet Fuel	\$5,000	4		\$20,000	Annual fuel estimate per vehicle; adjust as needed.
E3 – Outreach Operations	Outreach	Outreach Tools	\$25,000	1		\$25,000	Field supplies, tablets, materials beyond Ambassador incidental costs.
E1 – Safety Partnerships and Presence	Police	Special Duty Police Officers	\$87,500	8		\$700,000	Off-Duty Management (ODM) contracted officers (assumes each officer is working 25 hours / week.
E1.G – Safety Partnerships	Contracted Security	Contracted Hours	\$93,600	2		\$187,200	Annual hours; 4,160 = ~80 hours/week (2 FTEs).
E1.D / E4.B – CSARC Cameras & CCTV	Trailer-Mounted Cameras	Trailer-Mounted Cameras	\$26,000	4	\$104,000		Up to four (4) trailer-mounted cameras to monitor high-risk areas. Eventually connect these cameras to CSARC.
E1.D / E4.B – CSARC Cameras & CCTV	Technology / CSARC	Bus Camera Upgrades	\$8,000	16		\$128,000	Phase 1 buses; edit quantity as buses are added.
E1.D / E4.B – CSARC Cameras & CCTV	Communications	Radios / Devices	\$2,000	20	\$40,000		Multi-agency communication equipment.
E4 – Operator Safety Enhancements	Operator Safety	Barrier Improvements	\$25,000	1		\$25,000	Incremental operator barrier improvements.
E5 – Operator Safety Policies & Training	Training	Program Delivery	\$50,000	1		\$50,000	De-escalation + refresher training + training on duress system.
E5.E / E6 – Policy Enforcement	Compliance	Repeat Offender Tracking	\$50,000	1		\$50,000	Suspension management / case tracking.
E6.D / E7.D – KPI & Monitoring & E3 – Outreach Operations	Performance	Surveys + Reporting	\$25,000	1		\$25,000	Survey tools / UA partnership / reporting.
E2.C - Implement Crime Prevention Through Environmental Design (CPTED) Improvements	Bus Stop Maintenance / Cleaners	CPTED Assistance	\$100,000	2		\$200,000	General: Cleaning graffiti / Bus Bench / Trash Can Deployments . Cost of two (2) employees (maintenance / cleaners) and equipment.
E2.C - Implement Crime Prevention Through Environmental Design (CPTED) Improvements	CPTED Improvements	CPTED Improvements	\$221,580	1		\$221,580	Increased lighting, Clear sightlines, Landscaping treatments, Removal of obstructions, Signage improvements, Deterrent rocks, Site-specific environmental modifications, Deterrent sleeping benches
<b>Year 1 Subtotal (one-time vs ongoing)</b>					<b>\$214,000</b>	<b>\$1,936,000</b>	
<b>Year 1 TOTAL</b>						<b>\$2,150,000</b>	
<b>Annual Budget Target</b>						<b>\$2,150,000</b>	
<b>Year 1 Surplus / (Gap)</b>						<b>\$0</b>	

**Transit Safety and Security Action Plan (TSSAP) - RTA Next Budget**  
**Transit Ambassador Detail**

Category	Line Item	Unit Cost	Quantity	Annual Cost	Assumptions / Notes
Staffing	Community Safety Navigator Hourly Wage	\$24	4	\$199,680	Hourly rate x 2,080 hours x quantity
Staffing	ERE / Fringe Rate	50%		\$99,840	ERE percentage applied to gross salary
Staffing	Salary + Fringe Subtotal			\$299,520	Subtotal used in main budget
Vehicles	Maverick Hybrid Trucks	\$35,000	2	\$70,000	2 Mavericks Hybrid from uploaded Ambassador budget
Vehicles	Annual Vehicle Maintenance	\$300	2	\$600	Estimated annual maintenance per vehicle
Incidental	Annual Cell Phone Cost	\$480	4	\$1,920	Per ambassador
Incidental	Annual Boots Purchase	\$195	4	\$780	Per ambassador
Incidental	Annual Uniform Cost	\$200	4	\$800	Annual hours; 6,500 = ~125 hours/week (3 FTEs)
Incidental	Other Cost	\$150	4	\$600	Per ambassador
<b>TOTAL</b>	<b>Annual Cost</b>			<b>\$374,220</b>	<b>Salary/fringe + vehicles + maintenance + incidentals</b>



Suzanne opened the discussion by emphasizing the importance of ongoing, meaningful rider and driver input into the Transit Safety and Security Action Plan (TSSAP) and its implementation.

Andy Bemis provided an overview of the updated plan, noting it was developed following Mayor and Council direction and structured into three categories: immediate actions requiring little or no funding, near-term investments supported through a one-time \$500K allocation, and longer-term strategies aligned with potential RTA Next funding. The immediate and near-term efforts include bus stop improvements and increased police enforcement, including TPD special deployments and overtime focused on high-priority corridors, scheduled Monday, Wednesday, and Friday from noon to 6 p.m., with activity tracked through a dashboard.

Following the passage of RTA Next, a draft regional safety and security budget has been developed, totaling approximately \$51M regionally over 20 years, with about \$43M allocated to Sun Tran (approximately \$2.15M annually). Andy noted this is a draft budget to be reviewed with Mayor and Council on June 9, and that all expenditures must be eligible for RTA Next reimbursement. Council direction also included continued collaboration with TTAC for feedback, with funding levels still flexible.

Discussion then shifted to specific program elements. Margot raised questions about the use of onboard bus cameras, including whether AI would be used and concerns about the feasibility of monitoring video. She also noted recent improvements in cleanliness at some bus stops. Andy added that the entire fleet has been retrofitted with FlexiGuard barriers, and additional funding is being considered for a pilot of enhanced driver separation barriers, with an intent to maximize federal funding opportunities. A draft first-year budget also includes funding for additional cleaning crews.

On post-incident driver support, Suzanne asked whether more therapeutic resources are available beyond operational coaching. John noted that operators receive coaching and training following incidents, including debriefs when appropriate, though Suzanne emphasized a need for more mental health and trauma support mechanisms for drivers.

Mike asked how the plan is performing. Andy responded that TPD deployments have only been active for a couple of months, so outcomes are not yet fully measurable, though key performance indicators are being tracked. He noted that reported incidents may initially increase due to higher enforcement presence. Mike expressed concern that current staffing levels and investments may be insufficient to achieve meaningful safety and cleanliness outcomes, and emphasized the need for a clearer staffing analysis and benchmarking against successful transit systems. He also highlighted that sustained presence at transit centers is critical to rebuilding rider confidence and equity in transit access.

Malia supported the ambassador concept, noting that a visible presence would help riders and that de-escalation experience is important. Ray questioned whether ambassadors would require vehicles, emphasizing that visibility on transit itself should be the priority. Suzanne discussed whether the program should mirror models like Primavera, but with a broader, transit-focused structure potentially including volunteers. Andy confirmed that ambassadors are intended to be present on buses and within the system, and also invited feedback on how to balance specialization with existing outreach protocols.

Suzanne raised concerns about the balance between de-escalation efforts and suspension management policies, noting that suspension protocols appear underdeveloped in comparison. D.C. requested more clarity on the scope of ambassador authority, including whether they can intervene, restrain, or remove individuals, and what mechanisms exist for contacting them.



Margot reiterated the original context for the Transit Safety and Security Plan and emphasized the importance of keeping that context in mind during implementation discussions. She supported ambassadors as a non-police, on-bus presence that could provide both information and support, and suggested expanding the program. She also noted improvements in stop cleanliness. Mike added that different tools, including vehicles, may serve different operational purposes across the system.

The committee ultimately supported the Transit Safety and Security Action Plan and draft budget in concept, with a motion by Mike, seconded by Gene, approved unanimously, while requesting continued involvement in the development, implementation, and evaluation of the transit ambassador program, driver protocols, suspension policies, and related safety measures.

Motion: The Tucson Transit Advisory Committee supports, in concept, the draft budget and the program of the Transit Safety and Security Action Plan. However, it requests continued involvement in the development of policies for the Transit Ambassador Program, as well as in the monitoring framework and performance metrics for evaluating success.

#### 8. Interior Transit Vehicle Information Space – 20 minutes

Ian explained that currently, approximately 30% of interior card advertising is also managed through Lamar under DTM oversight. The remaining approximately 70% of interior card space is maintained and controlled directly by the Sun Tran/Sun Link Communications team. Also, 100% of Sun Tran, Sun Link and Sun Van exterior advertising is managed through Lamar under DTM oversight.

The interior content maintained by the Sun Tran/Sun Link Communications team is regularly updated and may include route and service changes, rider education campaigns, promotional messaging, safety awareness initiatives, departmental announcements and community outreach efforts.

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

Andi expressed strong support for the ambassador program but raised concerns about the balance between cameras and staffing, noting that relying on only four ambassadors could lead to burnout and potentially impact program effectiveness. She also suggested that peer support groups among bus operators could be valuable for driver wellbeing. Andi added that she does not support having police officers stationed at bus stops.

Richard shared that, as an older rider, he is not afraid to ride the bus and emphasized that transit has its own culture that is best understood through lived experience. He noted that Tucson's bus ridership is relatively high compared to other cities. He also explained that, due to his limited vision, the most concerning part of his trip is walking home, particularly because of fast-moving private vehicle traffic.

Trish said much of the discussion feels reactive and expressed a need for more real-time, in-the-moment interventions, given her role representing operators. She said the ambassador program sounds promising but is still unclear in scope and whether ambassadors will provide direct services. While she supported increased roving and cleanliness efforts, she noted there are still not enough immediate measures on routes with known issues.



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

July 6, 2026

Potential agenda items:

- Transit Safety and Security Plan Update
- Adopt-A-Stop Program
- Interior Space in Bus Stop

11. Adjournment

For further information, contact: Monica Landgrave-Serrano, (520)-780-0635, [monica.landgrave@tucsonaz.gov](mailto: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.