



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, July 6, 2026 at 2:30 PM
Park Tucson Conference Room, 110 E. Pennington St., Ste. 150

1. Call to Order/Roll Call – 5 minutes

Members:	Attendance:	Others	
Vanessa Gallego	Ward 1	Present	Preston McLaughlin, Non-Voting PAG/RTA Staff Representative
Ray Jordan	Ward 2	Present	
Suzanne Schafer	Ward 3	Absent	Allen Benz, Tucson Bus Riders Union
Mike Sanchez	Ward 4	Present	Trish Muir, Teamsters Local 104
Malia Flores	Ward 5	Present	Robin Steinberg, Public, Mitman NA
Margot Garcia	Ward 6	Present	Brandi Champions, COT
Gene Caywood	CM	Present	Leticia Carpio, COT
Mike Milczarek	CM	Absent	Mikel Oglesby, Sun Tran
D.C. Price	CM	Absent	
			Davita Mueller, Sun Tran James Tewksbury, Sun Tran Shamara Smith, Sun Tran John Zukas, Sun Tran Will Heath, Sun Tran Ian Sansom, COT Andy Bemis, COT Gabriel Holguin, COT

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

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

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

Robin Steinberg said the changes made to Route 37 (Pantano) resulted in this route not having a connection to Grant anymore, therefore losing an east-west connection. She brought up that Councilmember Cunningham is not supportive of free fares anymore: he is worried about safety issues, and is in favor of bus cards. Regarding the cards, she wonders what would be required to get one. She also thinks the City is advancing efforts to deal with the real causes of the safety issues.

Allen Benz wanted to commend staff for the repairs on the roofs on some bus shelters, some of which had been without covering for months.

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

Observations by Ray Jordan:

- At Ronstadt, the two pedestrian crossings from the center island to the east have curb ramps that are blocked when buses occupy the adjacent bays; this should be addressed.
- Driver security screen use is inconsistent. Some drivers keep the screens fully closed, others leave them open, and some report the screens cannot be fully closed.
- Wheelchair boarding practices are inconsistent. Some drivers allow rear-door boarding to save time, while others instruct riders using wheelchairs to board through the front door.
- Bathroom conditions at the Ronstadt Transit Center remain a concern from a customer experience perspective.

Malia Flores said her mom is an avid bus rider and that this weekend the bus driver told her she could not board the bus due to the size of her cart, which had groceries. There are inconsistencies between bus drivers, with some allowing it and some not, as well as a lack of a consistent policy on this issue.

Davita mentioned construction is taking place at Sun Tran Blvd, which is where the Sun Tran Northwest Facility is located. She invited everyone to attend the next Learn to Ride trainings that will take place at the Sun Tran Admin Building on July 8th at 11 am and August 24th at 9 am. There will also be a Learn to Ride session at the Ward 6 Office on July 23rd at 5:30 pm.

Preston provided an update on the Short-Range Transit Plan. They obtained two proposals from two different consultants. They will now be reviewing the proposals in order to make a selection.

5. TTAC Representative Report: Complete Streets Coordinating Council– 5 minutes

Gene Caywood read the report shared by DC Price. The Prop 411 funding requests for Silverbell Safety Improvements, Swan Road Sidewalks, and Alvernon Way Sidewalks were fully approved. The next CSCC will take place in August.

6. Sun On Demand Zones 1, 2, and 3 – 30 minutes Davita Mueller

What is Sun On Demand?

Sun On Demand was created in November 2020 to provide a **curb-to-curb service** within two designated "Zones" within the City of Tucson.

Riders can schedule trips 1 – 7 days in advance and when possible, schedule same-day service.

On Demand Riders are able:

- Travel anywhere within each Zone
- Travel between Zone 1 and Zone 2
- Transfer with intersecting Sun Tran routes

Reservationist and services available hours	
Service Days	Service Hours
Weekdays	6:00 AM – 8:00 PM
Saturdays	8:00 AM – 7:00 PM
Sundays	9:00 AM – 5:00 PM

Anyone can use Sun On Demand and services are currently FREE!

 All vehicles are wheelchair and electric scooter accessible

Where Can I Go?

On Demand Zone 1
Connections to Ronstadt Transit Center, Routes 3, 5, 9, 21, & Sun Link



On Demand Zone 2
Connections to Routes 2, 7, 8, 11, 15, 17, 25, & 29



On-Demand Rider Rules

 Be ready at your scheduled pick up location at least 5 minutes early in a visible location.

 Verify your desired drop off location with the driver.

 Accompanied children under 5 with a car seat

 Except for service animals, keep pets enclosed in small cages or cardboard boxes.

 No Bicycles – vehicles are not equipped with bike racks

 No Smoking/No Vaping

 No open food/drink containers

How To Make A Reservation?

CALL

(520) 798 – 1000
TDD: (520) 884-5100

APP



Information Needed

- Name
- Number of People
- Date of Travel
- Location and Desire Time for Departure and Arrival

If this is a recurring trips with the associated information

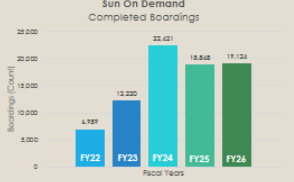
- Download and Open the Sun On Demand APP
- Fill out the information needed to schedule your trip(s)
- Review estimated pick up and drop off time and "Request Ride"

Once booked, receive real-time updates via text or app notification. Track vehicle location, estimated arrival time, and additional vehicle information in the app

Trips can be booked 1 – 7 days in advance. Advanced bookings are recommended as same-day rides are not guaranteed and based on availability.

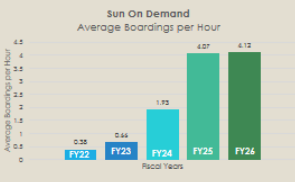
Performance: Boardings

Completed Boardings



Fiscal Year	Boardings (Count)
FY22	4,787
FY23	13,330
FY24	22,421
FY25	18,848
FY26	17,134

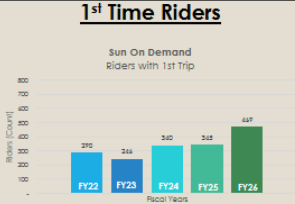
Average Boardings per Hour



Fiscal Year	Average Boardings per Hour
FY22	0.38
FY23	0.44
FY24	1.93
FY25	4.07
FY26	4.13

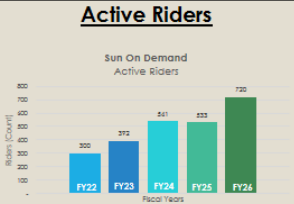
Riders: 1st Time and Active

1st Time Riders



Fiscal Year	Riders (Count)
FY22	310
FY23	246
FY24	340
FY25	318
FY26	469

Active Riders

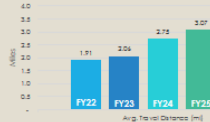


Fiscal Year	Riders (Count)
FY22	300
FY23	312
FY24	511
FY25	533
FY26	720

Travel Distance and Time

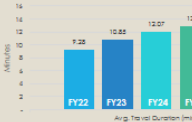
Average Travel Distance

Sun On Demand
Average Travel Distance



Average Travel Time

Sun On Demand
Average Travel Time

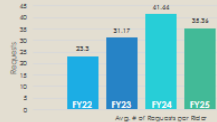


* Data for Zone 1 & 2

Requests and Riders

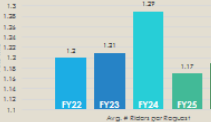
Average # of Requests per Rider

Sun On Demand
Average Requests per Riders



Average # of Riders per Request

Sun On Demand
Average Riders per Request



* Data for Zone 1 & 2

On Demand Zone 3

Launching August 16, 2026



HOSPITALS
Carnegie-St. Joseph Hospital
Dana-Farber Cancer Institute
Northwest Medical Center-Houghton

GROCERIES & SHOPPING CENTERS
Walmart Supercenter-Houghton & Golf Links
Horton & 22nd Street
7-Eleven/Target Old South Mall Marketplace
Sprinkles-Broadway & Houghton
Safeway-Broadway & Houghton
Wegmans-Broadway & Houghton
CVS Pharmacy-Speedway & Wilmet

PARKS & RECREATION
Sheldon Gable Park
Jesse Owens Park
Pondosa Park
Morse K. Uddell Park & Recreation Center

LIBRARIES
Murphy-Wilmet Library
Miller-Golf Links Library

THANK YOU!



Any Questions?

<https://suntran.com/on-demand/>

Davita Mueller presented an overview of the Sun On Demand program. She brought up the following:

- The initial service zones were modified during the pandemic to accommodate Slow Streets.
- The average wait time is approximately 20 minutes from the time a ride is requested.
- Sun Tran is exploring bike racks for Sun On Demand vehicles due to increasing demand.
- Staff clarified that riders can travel between Zones 1 and 2, but not Zone 3.
- Zone 3 is intended to supplement, not replace, fixed-route transit service.
- First-time riders, active riders, and average trip lengths are increasing.

Discussion ensued and included the following:

- A question was raised about whether Sun Van union members operate Sun On Demand service. Staff confirmed that they do, as specified in the contract.
- Sun Van and Sun On Demand use the same vehicle type but with different branding.
- Zone 3 service will begin with two vehicles.
- Members asked about funding for future expansion. Staff said additional vehicles will be needed and that grant opportunities are being pursued alongside replacement of the aging Sun On Demand and Sun Van fleets.
- Members asked whether smaller vehicles are being considered. Staff said the agency plans to continue using its current ADA-accessible vehicles and is focused on fleet replacement.
- Members asked about the program's budget given the higher cost of on-demand service.

7. Transit Safety and Security Action Plan Update – 30 minutes

Andy presented updates to the Transit Safety and Security Action Plan (TSSAP) budget following presentations to Mayor and Council and Sun Tran operators. He announced that four TSSAP meetings will be held in August, modeled after the Safe City Initiative meetings. Dates and times will be finalized the following week. He reported that Transit Police deployment has expanded from three to six days per week, with flexibility to respond to other corridors as needed. Andy also shared before-and-after photos of recent safety improvements. He mentioned funding for operator barriers increased to \$400,000. Other unfunded items remain in the budget in case they are funded in future years.

Andy reported that the Transit Ambassador Program has expanded from four to six ambassadors. Brandi Champion and Leticia Carpio provided an overview of the City's Coordinated Homeless Street Outreach (CHSW) program and discussed how Transit Ambassadors will complement existing outreach efforts. Staff explained that Tucson's ambassador program is intended to combine rider assistance, outreach, and crisis response. Ambassadors will primarily ride buses and spend time at bus stops, with vehicles remaining an option if needed. Staff said ambassadors will ideally have lived experience and receive Sun Tran and situational awareness training. A site visit to Albuquerque is planned to learn from its transit ambassador program, after which the TSSAP will be updated.

Members expressed strong support for the ambassador program and suggested that six ambassadors is a good starting point but that additional staffing would be ideal. They asked about Albuquerque's transit police program, emergency response times, and the potential use of volunteer ambassadors. Staff said ambassadors will have a direct line to police and that Albuquerque's volunteer model will be evaluated. Members also asked how program success would be measured and how repeat disruptive behavior would be addressed. Staff said these topics are still being developed.

Gene proposed creating a Safety and Security Subcommittee to discuss transit safety issues in greater detail and gather input from drivers, riders, and the public. Several members expressed interest in participating.

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

No comments from the audience.

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

Next meeting date: Monday, August 3rd, 2026

Potential item: Sun Van COA Status Update

10. 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.