



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, September 14th, 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	Shamara Smith, Sun Tran
Ray Jordan	Ward 2	Present	PAG/RTA Staff Representative	Ian Sansom, COT
Suzanne Schafer	Ward 3	Present		Ben Elias, COT
Mike Sanchez	Ward 4	Present	Allen Benz, Tucson Bus Riders Union	Elaina Richards, COT, W6
Malia Flores	Ward 5	Present	Robin Steinberg, Public, Mitman NA	Hannah Casey, U of A
Margot Garcia	Ward 6	Absent	Joshua Kellog, Teamsters 104	
Gene Caywood	CM	Present	Michelle O'Donnell, Sun Van	
Mike Milczarek	CM	Present		
D.C. Price	CM	Present		

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

The approval of minutes was moved pending minor changes, 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 referenced the previous discussion regarding whether Sun On Demand is less safe than Sun Van because Sun Van riders are pre-authorized. She noted that Sun On Demand also identifies riders because passengers must call or use the app to schedule a trip. She stated that neither service is picking up random members of the public from the street. Second, Robin expressed strong opposition to the idea of providing separate buses for students. She stated that public transportation should be available to students as part of the regular transit system and shared that, although she was initially uncomfortable using public transit as a student, she ultimately had a positive experience.

Joshua, a Sun Tran operator, responded that during school hours, additional buses, or "plugs," can be added to accommodate higher volumes of students. He suggested continuing to add service as needed to accommodate student demand.

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

Preston provided an update on the Short-Range Transit Plan. The KFH Group was selected as the consultant. The first phase of the study will synthesize existing regional public transportation plans and review available data from the past several years. The study will then develop recommendations regarding the use of public transportation funding over the next five years. A stakeholder and public engagement component is anticipated between October and December. The consultant team has requested TTAC participation in future meetings and feedback opportunities. The goal is to complete the final plan by March 2027 so that it can inform the following fiscal year.

Ian Samson provided an update regarding concerns previously raised by Ray Jordan about the location and crosswalks at the Ronstadt Transit Center. Staff have met regarding the issue, are obtaining quotes, and are working to identify a funding source.

5. Report and Q&A on the Schedule and Route Changes Implemented August 16th – 15 min.

Shamara provided an overview of service changes implemented August 16, including changes and combinations involving Routes 4, 8, 9, 92, 102X, 104X, 108X and 124X. The changes appear to have been generally well received, with only a small number of riders expressing opposition. It was noted that riders may need additional time to become accustomed to changes in service.

Suzanne asked about Routes 108 and 8 and whether combining them was affecting capacity and ridership. Shamara reported there have been no capacity issues or complaints associated with the change. Suzanne raised concerns about riders waiting at bus stops for routes that no longer serve those locations. Shamara explained signs are placed before and after service changes, although signs are sometimes removed. Information regarding changes is also available through the Sun Tran website and app. Suzanne said she would advise keeping past information available so that people can see any changes they weren't aware of. Shamara noted that multiple consecutive changes in the updates section can create confusion, but the issue would be discussed with the marketing team.

Vanessa asked if the route changes were impacting ridership on the southside, Shamara said changes took place mostly on the eastside.

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

DC mentioned that the last meeting was held on August 24, and if focused on ADOT and its consulting teams meeting with community members to hear concerns regarding transportation infrastructure, including streets that have been in disrepair for extended periods. Participants discussed potential options and improvements, which ADOT indicated it would evaluate based on available funding and budget constraints. DC noted that she appreciated ADOT's approach of visiting communities and asking what could be done better. The discussion also included transportation connections to other areas.

Gene also discussed the Next Move Arizona initiative and the possibility of improved rail connections between Tucson and Phoenix.

7. Presentation on Copenhagen's Public Transportation System – 20 minutes

Ben Elias presented information about Copenhagen's public transportation system. Some of the lessons he shared with TTAC were:

- Match Land & Use Transportation: Can be changed and should be responsive to new needs
- Reflect a Future We Want to See: Change is necessary and inevitable
- Consistency is Key: Introduce an option and need to have it everywhere and frequent.
- Safety is Encouraged
- Cycling and Transit Culture: PT is supported because it's a way of life.

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

Ian provided an update on the Transit Safety and Security Action Plan (TSSAP). The budget was updated to include funding for driver barricades and to increase the number of Transit Ambassadors from 4 to 6. The proposed expansion of contracted security was reduced. He also provided an update on transit safety outreach meetings, which had positive participation and feedback.

The Safe Routes to School pilot included more than 100 volunteers. Staff are continuing to work with school leadership to better understand where students are waiting for transit. Feedback from the pilot varied by location, with some experiencing large numbers of students and others seeing less.

Six individuals were offered positions as Transit Ambassadors. Staff will travel to Albuquerque to learn about its Transit Ambassador program and transit safety and security practices.

Staff also developed ten performance metrics for ongoing oversight. The metrics include:

1. Total number of transit-related security incidents.
2. Number of assaults on transit workers.
3. Number of security incidents at transit centers.
4. Number of security incidents at the ten highest-incident locations.
5. Number of security incidents by type.
6. Number of transit-related warnings, deflections, citations/referrals, and arrests.
7. Number of referrals made by Transit Ambassadors.
8. Number of people assisted by Transit Ambassadors on transit and at bus stops.
9. Percentage of riders who feel good about on-board safety.
10. Percentage of riders who feel good about bus stop safety.

9. Subcommittee Formation Discussion – 10 minutes

The newly formed subcommittee held its first meeting on September 4. The meeting was primarily organizational and provided an opportunity for members to introduce themselves. No staff presentations or calls to the audience were held. The subcommittee consists of Vanessa, Malia, Mike Sanchez, and Suzanne. The subcommittee plans to meet approximately once per month and will focus on topics that would benefit from more detailed discussion and community feedback. The intent is to help advance issues between full TTAC meetings and report discussions back to the full committee. The next tentative subcommittee meeting is scheduled for October 12 and is expected to include a report regarding the trip to Albuquerque and the Transit Ambassador program.

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

Joshua asked for additional information regarding the expectations and responsibilities of Transit Ambassadors. He stated that, as an operator, he had not yet received information about the program and would like clarification regarding how operators and Transit Ambassadors are expected to work together. He noted that operators already assist riders with information such as when the next bus will arrive and said coordination between operators and Transit Ambassadors would help ensure consistent service to the public.

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

October 5th, 2026: Bus Rapid Transit and RFP Ronstadt Transit Center Update (TBD)

November 2nd, 2026: Sun Van COA

December 7th, 2026: Fare Study by Dr. Nelson

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.