



# Comprehensive Operational Analysis – Outreach Phase I Summary

*January 23 – April 19, 2023*

**Prepared by:**

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***In cooperation with:***

Sun Tran  
The City of Tucson

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## Introduction

The City of Tucson, in partnership with the Pima Association of Governments (PAG), is conducting a Comprehensive Operational Analysis (COA) study for Sun Tran, Sun Link, Sun Express and Sun Shuttle. The COA will review existing options, access and equity to develop recommendations to implement within the current public transportation services throughout Tucson and the greater Tucson region. The goal of this analysis is to create a more equitable, effective and efficient transit network.

## Outreach

On Jan. 23, 2023, the City of Tucson launched an online meeting website and survey for the COA [www.tucsoncoa.com](http://www.tucsoncoa.com). The survey and online meeting were available from through Apr. 19, 2023. A copy of this survey, in English and Spanish, can be found in Appendix C, *Public Comments*.

Throughout the outreach period (Jan. 23 through Apr. 19, 2023), comments were accepted in the following ways:

- Public meeting: Verbal and/or written comments
- Project website: Online through our survey, comment map and comment form at [www.tucsoncoa.com](http://www.tucsoncoa.com)
- Email: [SunTranInfo@tucsonaz.gov](mailto:SunTranInfo@tucsonaz.gov)
- Phone: (520) 792-9222 | (520) 628-1565 (TDD)
- Mail: Sun Systems COA Project Team | c/o HDR, Inc.  
20 E. Thomas Rd., Suite 2500 | Phoenix, AZ 85012

## Notifications

Notifications were developed and distributed beginning Jan. 23, 2023. Notifications included an overview of the project, public meeting and pop-up event details and instructions on how to provide comments. These were distributed in English and Spanish. Copies of all notifications can be found in Appendix A, *Notifications*.

- **Email Blasts (2).** The email blasts were sent to Sun Tran's full public email list in January and March of 2023. The email blast language was also provided to local agencies to share with their stakeholder lists. Provided below are analytics from each email blast:
  - Email Blast #1: sent on Jan. 26, 2023
    - **53,708 Sent**
    - **15,080 (28%) Opened**
    - 2,089 (4%) Clicks
    - 420 (1%) Bounces
    - 228 (1%) Unsubscribes
  - Email Blast #2: sent on Feb. 8, 2023
    - **53,408 Sent**
    - **14,196 (27%) Opened**
    - 491 (1%) Clicks
    - 442 (1%) Bounces
    - 238 (1%) Unsubscribes
- **News Release.** The news release was distributed by the City of Tucson on January 27, 2023.

- **Social Media.** A social media calendar was created with content and graphics and posted between Jan. 23 and Feb. 21, 2023, using the Sun Tran social media accounts. The social media posts were uploaded on the following dates:
  - Jan. 23, 2023
  - Jan. 24, 2023
  - Jan. 26, 2023
  - Jan. 30, 2023
  - Feb. 2, 2023
  - Feb. 6, 2023
  - Feb. 8, 2023
  - Feb. 9, 2023
  - Feb. 9, 2023
  - Feb. 12, 2023
  - Feb. 14, 2023
  - Feb. 21, 2023
  - Feb. 24, 2023
  - Mar. 2, 2023

Provided below are analytics gathered from the social media posts:

Sun Tran Social Media	Number of Post	Impressions
Facebook	19	4,984 (combined)
Instagram	15	3,779 (combined)
Twitter	11	8,330 (combined)

- **Posters and Strip Cards.** Two hundred seventy (270) posters were developed and distributed on Sun Tran buses and Sun Van vehicles. In addition, 10,000 strip cards were developed and distributed on Sun Shuttle vehicles.

## Agency-Stakeholder Email

An email was created and sent to local agencies and key stakeholders on Jan. 19, 2023, notifying them of the agency and stakeholder virtual meeting held on Feb. 2, 2023.

A copy of the public agency-stakeholder email, as well as the agency/stakeholder list, can be found in Appendix A, *Notifications*.

## Public Outreach Events

### Pop-Up Events

Pop-up events were held on Feb. 7 and 8, 2023 at six locations and various times throughout the day. Staff from the project team were present at each location to pass out information about the project and collect comments and survey responses from transit riders. Locations and dates for the pop-up events are provided below:

#### Feb. 7, 2023

- **Roy Laos Transit Center**  
205 W Irvington Rd, Tucson, AZ 85706 - 8 a.m.
- **Tohono T'adai Transit Center**  
4540 N Stone Ave, Tucson, AZ 85705 - 8 a.m.
- **University of Arizona Mall** - 11 a.m.
- **Ronstadt Transit Center**  
215 E Congress St, Tucson, AZ 85701 - 3 p.m.
- **San Xavier Del Bac**  
Bus Stop #1, Route 440 - 3 p.m.

#### Feb. 8, 2023

- **Pima Community College East, Bus Stop**  
Fred Enke Dr, North of Irvington Rd - 9 a.m.



In addition to the pop-up events, staff members completed onboard surveys starting the week of Apr. 10 on the following routes:

- Route 4
- Route 6
- Route 7
- Route 8
- Route 10
- Route 17
- Route 18
- Route 19

## Public Meetings

The team held three virtual meetings and attended three community events to provide information about the project and to gather public input. The team also attended six elected official briefings to discuss the project and public outreach efforts. The dates, times, locations and attendance are listed below.

### Public Meetings:

Meeting Name	Date	Time	Location	Attendance
Agency-Stakeholder Meeting	Feb. 2, 2023	1 p.m.	Virtual (Webex)	41
Virtual Public Meeting #1	Feb. 9, 2023	6 p.m.	Virtual (Webex)	16
Virtual Public Meeting #2	Feb. 15, 2023	6 p.m.	Virtual (Zoom)	11

### Additional Community Events:

Meeting Name	Date	Time	Location
Open House Event #1	Feb. 11, 2023	10 a.m.	Mission Manor Park
Open House Event #2	Feb. 23, 2023	6 p.m.	Sosa-Carrillo-Fremont House Museum
Open House Event #3	Feb. 25, 2023	11 a.m.	Fred Archer Center

### Elected Official Briefings:

Meeting Name	Date	Time	Elected Official/Office
Meeting #1	Jan. 12, 2023	2 p.m.	Mayor Romero and Staff
Meeting #2*	Jan. 17, 2023	3 p.m.	Ward 1 Staff
Meeting #3*	Jan. 18, 2023	3 p.m.	Ward 6 CM and Staff
Meeting #4*	Jan. 30, 2023	2 p.m.	Ward 3 CM and Staff
Meeting #5	Feb. 3, 2023	8:30 a.m.	Ward 4 Staff
Meeting #6	Feb. 3, 2023	10 a.m.	Ward 2 Staff
Meeting #7*	Feb. 3, 2023	11 a.m.	Ward 5 Staff

(\*) COA was a topic within a monthly ward meeting, not all meeting time was used for COA discussions.

## Public Meeting Materials

All public meeting materials were made available online at [www.tucsoncoa.com](http://www.tucsoncoa.com) and produced in both English and Spanish. Copies of the public meeting materials are included in Appendix B, *Public Meeting Materials*.

## Online Public Meeting Tool

The online public meeting tool was launched on Jan. 23, 2023, at [www.tucsoncoa.com](http://www.tucsoncoa.com) and included the following topics:

- The Project
- The Process
- Current Transit Options
- Goals of the COA
- The Considerations
- The Considerations (Rider)
- The Considerations (Non-Rider)
- What Are We Evaluating?
- Share Your Thoughts
- Next Steps
- Thank you!

A translation widget was included on the site to allow for text to be viewed in multiple languages.

## Handout

A handout was developed and distributed at all in-person and pop-up events. The handout included:

- Project Overview
- What is a Comprehensive Operational Analysis (COA)?
- Goals of Sun Systems
- Timeline
- Ways to Comment and Get Connected

## Presentation

A presentation was shared with attendees at the virtual public meetings. The presentation was recorded during the virtual public meetings (both Webex and Zoom) and uploaded to [www.tucsoncoa.com](http://www.tucsoncoa.com). The presentation included the following slides:

- |                               |                                       |
|-------------------------------|---------------------------------------|
| • Welcome                     | • Frequency vs. Coverage              |
| • The Project                 | • Direct vs. Indirect Service         |
| • The Process                 | • Speed vs. Access                    |
| • Current Transit Options     | • Time allocation                     |
| • The Goals                   | • Fixed-Route vs. Alternative Service |
| • What Are We Evaluating?     | • Next Steps                          |
| • What We've Heard            | • Share Your Thoughts                 |
| • Tradeoffs in Service Design |                                       |

Additionally, there were seven (7) poll questions within the presentation that allowed the public to interact during the presentation. The attendees were notified that the responses to each poll questions would not be included in the final comment results.

## Comment Results

A total of 585 comments were received by Apr. 19, 2023, through the following methods:

- 155 comments were submitted through the interactive public comment map on the study website
- Seven (7) comments were received through the general online comment form
- 386 survey responses from online survey. See *Survey Results* for more details
  - 19 of the survey responses were completed onboard. See *Survey Results* for more details
- 20 verbal comments were received at the virtual public meetings
- 17 written comments were received at the virtual public and agency/stakeholder meetings

A comment matrix highlighting all comments can be found in Appendix C, *Public Comments*.

## Survey Results

The survey consisted of 31 questions in total – 25 questions for riders and non-riders and six (6) questions related to demographics and contact information. In total, there were 387 responses.

Full survey results can be found in Appendix D, *Survey*.

## Next Steps

Following the first outreach phase, the project team will review results and public input to help guide the initial development of service recommendations. Once initial recommendations are developed, they will be shared with agencies, stakeholders and the public for review in summer/fall 2023.

# Appendices

**Appendix A**

**Appendix B**

**Appendix C**

**Appendix D**

# Appendix A

**Email Blasts**

**News Release**

**Social Media**

**Posters**

**Strip Card**

**Agency-Stakeholder Email**

# Comprehensive Operational Analysis



## Sun Systems Comprehensive Operational Analysis (COA) study beginning, public input requested!

*Public is encouraged to attend the pop-up meetings, join the virtual public meeting, and provide comments through February 17, 2023.*

The City of Tucson, in partnership with the Pima Association of Governments (PAG), is evaluating all aspects of Sun Tran, Sun Link, Sun Express, and Sun Shuttle services throughout Tucson and the greater Tucson area to determine potential improvements to create a more equitable, effective and efficient transit network. This analysis is called a Comprehensive Operational Analysis, or a COA. The City and PAG are requesting public input on these systems to ensure the future transit network better responds to community needs.

### How to Get Involved

Whether you are a rider or not, the study team wants your input, and there are several ways you can get involved. Attend a pop-up event, view the virtual meeting or visit the online meeting website to learn more about the COA process, ask questions, and share your thoughts. Comments will be accepted anytime between **January 23 and February 17, 2023**, using any of the options below. You will also be asked to take a quick survey on the current state of Sun Systems and your feedback will be critical to the COA process and the future of transit in the Tucson and greater Tucson area.

### Here's how you can participate:

- **Attend an event:** Attend a pop-up event or join the virtual meeting.
- **Visit the project website:** Take the survey and provide comments at [www.tucsoncoa.com](http://www.tucsoncoa.com)
- **Email the project team:** [SunTranInfo@tucsonaz.gov](mailto:SunTranInfo@tucsonaz.gov)
- **Call the project team:** (520) 792-9222 | (520) 628-1565 (TDD)
- **Send a note:** Sun Systems COA Project Team | c/o HDR, Inc.



## Attend a Pop-Up event

### Tuesday, February 7, 2023:

- Roy Laos Transit Center | 205 W Irvington Rd, Tucson, AZ 85706 | 8 a.m.
- Tohono T'adai Transit Center | 4540 N Stone Ave, Tucson, AZ 85705 | 8 a.m.
- University of Arizona | UA Mall close to the Student Union | 11 a.m.
- Ronstadt Transit Center | 215 E Congress St Tucson, 85701 | 3 p.m.
- San Xavier Del Bac Bus Stop #1 | Route 440 | 3 p.m.

### Wednesday, February 8, 2023:

- Pima Community College East | Sun Tran Bus stop located at Fred Enke Dr. just North of Irvington | 9 a.m.

The virtual Webex meeting, on **Thursday, February 9 at 6 p.m.**, is open to all and will provide an option to participate and learn more about the COA for those who cannot attend an in-person pop-up event. The meeting details and login information are below.

### How to Join the Virtual Public Meeting:

- **Phone:** +1-408-418-9388
- **Link:** [bit.ly/tucson-coa](https://bit.ly/tucson-coa)
- **Webinar number:** 2492 406 9654
- **Password:** TCOA (8262 from phones)

*To request reasonable accommodations, language interpretation, or translated materials, please contact (520) 792-9222 ext. 03 by Jan. 26, 2023.*

*Public transit services are provided without regard to race, color or national origin. If you would like additional information on Sun Tran, Sun Van, Sun Shuttle and/or Sun Link's nondiscrimination obligations or would like to file a complaint, please call (520) 792-9222 (or TDD: (520) 628-1565) or visit [suntran.com/titlevi-ada/](https://suntran.com/titlevi-ada/).*

## Inicio del estudio de Análisis Operacional Integral (COA) de Sun Systems, ¡se solicitan aportes del público!

*Se alienta al público a asistir a las reuniones emergentes, unirse a la reunión pública virtual y proporcionar comentarios hasta el 17 de febrero de 2023.*

La Ciudad de Tucson, en conjunto con la Asociación de Gobiernos de Pima (PAG), está realizando un estudio de Análisis Operacional Integral (COA) para Sun Tran, Sun Link, Sun Express y Sun Shuttle. El COA revisará las opciones existentes, el acceso y la equidad de los servicios de transporte público para desarrollar recomendaciones a implementar en Tucson y el área metropolitana de Tucson. El objetivo de este análisis es crear una red de tránsito más equitativa, efectiva y eficiente, ¡y necesitamos su ayuda para hacerlo! Ya sea que viaje en transporte público o no, sus comentarios son muy importantes para nosotros. A continuación, le explicamos como puede ayudar.

### Participe

¡Hay varias formas de conectarse con nosotros! Únase a uno de nuestros eventos en persona, asista a nuestra reunión virtual o visite nuestro sitio web de reuniones en

línea para obtener más información sobre el proceso del COA, hacer preguntas y compartir sus pensamientos. ¡Puede proporcionar sus comentarios en cualquier momento entre el **23 de enero y el 17 de febrero de 2023**, utilizando cualquiera de las opciones debajo! También se le pedirá que realice una breve encuesta. Sus comentarios se utilizarán para ayudar a guiar el desarrollo de recomendaciones y crear una red de tránsito que responda mejor a las necesidades de movilidad de la comunidad.

Así es como puede conectarse con nosotros:

- **Asistir a un evento:** Asista a uno de nuestros eventos en persona o únase a nuestra reunión virtual.

- **Visite el sitio web de nuestro proyecto:** Responda a nuestra encuesta y proporcione comentarios en [www.tucsoncoa.com](http://www.tucsoncoa.com)

- **Envíenos un correo electrónico:** [SunTranInfo@tucsonaz.gov](mailto:SunTranInfo@tucsonaz.gov)

- **Llámenos:** (520) 792-9222 | (520) 628-1565 (TDD)

- **Envíenos una nota:** Sun Systems COA Project Team | c/o HDR, Inc.  
20 E. Thomas Rd., Suite 2500 | Phoenix, AZ 85012

Asista a uno de nuestros eventos en persona el martes 7 de febrero de 2023:

- Roy Laos Transit Center | 205 W Irvington Rd, Tucson, AZ 85706 | 8 a.m.
- Tohono T'adai Transit Center | 4540 N Stone Ave, Tucson, AZ 85705 | 8 a.m.
- University of Arizona | UA Mall at Student Union | 11 a.m.
- Ronstadt Transit Center | 215 E Congress St Tucson 85701 | 3 p.m.
- San Xavier Del Bac Bus Stop #1 | Route 440 | 3 p.m.

Asista a uno de nuestros eventos en persona **el miércoles 8 de febrero de 2023:**

- Pima Community College East | Sun Tran Bus stop located at Fred Enke Dr. just North of Irvington | 9 a.m.

Si no pudo asistir a una de nuestras reuniones en persona puede asistir a la reunión virtual de Webex el jueves 9 de febrero a las 6 p.m.

Estos son los detalles de la reunión y la información de inicio de sesión.

**Cómo participar en la reunión pública virtual:**

- **Teléfono:** +1-408-418-9388
- **Enlace:** [bit.ly/tucson-coa](http://bit.ly/tucson-coa)
- **Número de seminario web:** 2483 041 6103
- **Password:** TCOA (8262 a partir de un teléfono)

Para obtener más información sobre el proyecto, por favor visite [www.tucsoncoa.com](http://www.tucsoncoa.com)

*Para solicitar una adaptación razonable, interpretación del idioma o material traducido,  
póngase en contacto con (520) 792-9222 ext. 03 antes del 26 de enero de 2023.*

*Los servicios de transporte público se proporcionan independientemente de la raza, el color o el país de origen. Si desea obtener información adicional sobre las obligaciones de no discriminación de Sun Tran, Sun Van, Sun Shuttle o Sun Link, o desea presentar una queja, llame al (520) 792-9222 (o TDD: (520) 628-1565) o visite [suntran.com/titlevi-ada/](http://suntran.com/titlevi-ada/).*





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## Transit Fares

☐ Transit fares will remain free during the first half of the new year. The Tucson Mayor and Council voted to keep rides at no cost at their city council meeting Tuesday December 20, 222. The free fares extension will last through the end of the fiscal year, June 30, 2023.

☐ The City of Tucson chose to provide free transit services in March of 2020 with the onset of the pandemic. The intent is to provide financial relief to community members. Federal grant money was used to cover the loss in fare revenue for the first 15 months. Then, city leaders voted to include free fares in the city budget for the current fiscal year. ☐ The public can enjoy free rides on Sun Tran, Sun Van, Sun Link, Sun Shuttle and Sun On Demand.

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The Sun Tran, Sun Van and Sun Link FY22 Annual Report is available online **now!**

### In this Report ☐☐☐:

Pg 2: RATP Dev's Corporate support  
Pg 3-5: Sun Tran, Sun Van and Sun Link's metrics  
Pg 7-12: Meet the Team that makes the Transit system work  
Pg 12: Innovations and Sustainability  
Pg 13: Our commitment to Tucson  
Pg17: Our commitment to our employees  
Pg 19: Mayor & Council, Regional Transportation Authority and Department of Transportation & Mobility

Full report can be found here: <https://www.suntran.com/about/>

FY22 Annual Report



## Human Trafficking Prevention

Our Drivers are trained to help fight against Human Trafficking.

1(888)3737-888  
National Human Trafficking Hotline

or text "Help" or "Info" to 233733  
24hours,7days a week, English, Spanish, 200+ languages  
<http://humantraffickinghotline.org>

Please click here to watch our Human Trafficking Awareness video

Click here to view the Human Trafficking video in English & Spanish.





The new Sun Shuttle 414 pilot program has launched in Picture Rocks! Check out the route and schedule, then make plans to ride. Need help planning your trip? Call Customer Service!

**Schedule**



**Visit Us Online!**

Log on for schedules, fare information to learn how to ride

**Sun Shuttle**



**Call Us!**

Contact our Customer Satisfaction Center for help planning your trip, or to ask about route information.

**(520) 792-9222  
TDD: (520) 628-1565**



**Download the app!**

Use the free TripShot app to track your shuttle.

**Apple**

**Android**

**Join Our Team!**

Sun Tran, Sun Link and Sun Van are recruiting for multiple positions.  
Browse job openings and fill out an application today!



# WE ARE HIRING

AT

## SUN TRAN & SUN VAN

### JOIN OUR TEAM

#### Open positions

- Marketing & Communications Specialist
- Coach Operator
- Human Resources Director
- Customer Service Representative
- Safety & Security Director
- Sun Van Operator
- Budget Manager

**APPLY NOW**

[suntran.com/opportunities](https://suntran.com/opportunities)



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information to provide services and communicate with you. We do not share or disclose your private information to outside parties.

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## Comprehensive Operational Analysis study

Help us determine improvements for a more equitable and effective transit network!



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**Sun Systems Comprehensive Operational Analysis (COA) study is happening now!**

**Reminder: Sun Systems Comprehensive Operational Analysis Virtual Public Meetings Feb. 9 and Feb. 15 with ASL and Spanish interpreters available at both meetings!**

The City of Tucson, in partnership with the Pima Association of Governments (PAG), is conducting a Comprehensive Operational Analysis (COA) study for Sun Tran, Sun Link, Sun Express and Sun Shuttle. The COA will review existing options, access and equity to develop recommendations to implement within the current public transportation services throughout Tucson and the greater Tucson area. The goal of this analysis is to create a more equitable, effective and efficient transit network and we need your help to do that! Whether you ride or not, your feedback is very important to us. Here's how you can help!

### **Get Involved**

There are several ways you can connect with us! Join us at our virtual meetings or visit our online meeting website to learn more about the COA process, ask questions, and share your thoughts. You can provide your comments anytime between **January 23 and March 3, 2023**, using any of the options below! You will also be asked to take a quick survey and your feedback will be used to guide the development of recommendations to create a transit network that better responds to community mobility needs.

### **Here's how you can connect with us:**

- **Attend an event:** Join our virtual meetings
- **Visit our project website:** Take our survey and provide comments at [www.tucsoncoa.com](http://www.tucsoncoa.com)
- **Email us:** [SunTranInfo@tucsonaz.gov](mailto:SunTranInfo@tucsonaz.gov)
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  - **Send us a note:** Sun Systems COA Project Team | c/o HDR, Inc.  
20 E. Thomas Rd., Suite 2500 | Phoenix, AZ 85012

Didn't make one of our in-person meetings, that's ok, you can attend a virtual Webex meeting on Thursday, February 9 at 6 p.m. or a Zoom meeting on Wednesday, February 15 at 6 p.m. **ASL & Spanish interpreters will be available!**

Here are the meeting details and login information.

**Webex | Thursday, February 9 | 6 p.m.**

**How to Join (English)**

- **Phone:** +1-408-418-9388
- **Link:** [bit.ly/tucson-coa](https://bit.ly/tucson-coa)
- **Webinar number:** 2492 406 9654
- **Password:** TCOA (8262 from phones)

**Cómo unirse (Español)**

- **Teléfono:** +1-408-418-9388
- **Enlace:** [bit.ly/tucson-coa](https://bit.ly/tucson-coa)
- **Número de seminario web:** 2483 041 6103
- **Contraseña:** TCOA (8262 desde telefonos)

**Zoom | Wednesday, February 15 | 6 p.m.**

**How to Join**

- **Link:** [hdrinc.zoom.us/j/92596896110](https://hdrinc.zoom.us/j/92596896110)
- **Phone:** +1-408-638-0968
- **Webinar number:** 925 9689 6110

For more information on the project, please visit [www.tucsoncoa.com](http://www.tucsoncoa.com)

*ASL and Spanish interpreters will be available at each virtual meeting. Translated materials will be available post-meeting (s) by calling (520) 792-9222.*

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**Notificación: Reuniones públicas virtuales de Análisis operativo integral de Sun Systems: 9 y 15 de febrero**

La Ciudad de Tucson, en conjunto con la Asociación de Gobiernos de Pima (PAG), está realizando un estudio de Análisis Operacional Integral (COA) para Sun Tran, Sun Link, Sun Express y Sun Shuttle. El COA revisará las opciones existentes, el acceso y la equidad de los servicios de transporte público para desarrollar recomendaciones a implementar en Tucson y el área metropolitana de Tucson. El objetivo de este análisis es crear una red de tránsito más equitativa, efectiva y eficiente, ¡y necesitamos su ayuda para hacerlo! Ya sea que viaje en transporte público o no, sus comentarios son muy importantes para nosotros. A continuación, le explicamos como puede ayudar.

**Participe**

¡Hay varias formas de conectarse con nosotros! Únase a nuestras reuniones virtuales o visite nuestro sitio web de reuniones en línea para obtener más información sobre el proceso del COA, hacer preguntas y compartir sus pensamientos. ¡Puede proporcionar sus comentarios en cualquier momento entre el **23 de enero y el 3 de marzo de 2023**, utilizando cualquiera de las opciones debajo! También se le pedirá que realice una breve encuesta. Sus comentarios se utilizarán para ayudar a guiar el



desarrollo de recomendaciones y crear una red de transporte público que responda mejor a las necesidades de movilidad de la comunidad.

Así es como puede conectarse con nosotros:

- **Asistir a un evento:** Únase a nuestras reuniones virtuales
  - **Visite el sitio web de nuestro proyecto:** Responda a nuestra encuesta y proporcione comentarios en [www.tucsoncoa.com](http://www.tucsoncoa.com)
- **Envíenos un correo electrónico:** [SunTranInfo@tucsonaz.gov](mailto:SunTranInfo@tucsonaz.gov)
- **Llámenos:** (520) 792-9222 | (520) 628-1565 (TDD)
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  - 20 E. Thomas Rd., Suite 2500 | Phoenix, AZ 85012

Si no pudo asistir a una de nuestras reuniones en persona puede asistir a una reunión virtual de Webex el jueves 9 de febrero a las 6 p.m. o asistir a una reunión virtual de Zoom el miércoles 15 de febrero a las 6 p.m.

Estos son los detalles de la reunión y la información de inicio de sesión.

#### **Webex | el jueves 9 de febrero | 6 p.m.**

##### **How to Join (English)**

- **Phone:** +1-408-418-9388
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##### **Cómo unirse (Español)**

- **Teléfono:** +1-408-418-9388
- **Enlace:** [bit.ly/tucson-coa](http://bit.ly/tucson-coa)
- **Número de seminario web:** 2483 041 6103
- **Contraseña:** TCOA (8262 desde telefonos)

#### **Zoom | el miercoles 15 de febrero | 6 p.m.**

##### **Cómo unirse**

- **Enlace:** [hdrinc.zoom.us/j/92596896110](http://hdrinc.zoom.us/j/92596896110)
- **Teléfono:** +1-408-638-0968
- **Número de seminario web:** 925 9689 6110

Para obtener más información sobre el proyecto, por favor visite [www.tucsoncoa.com](http://www.tucsoncoa.com)

*Habrá intérpretes de ASL y españoles disponibles en cada reunión virtual. Los materiales traducidos estarán disponibles después de la(s) reunión(es) llamando al (520) 792-9222.*

*Los servicios de transporte público se proporcionan independientemente de la raza, el color o el país de origen. Si desea obtener información adicional sobre las obligaciones de no discriminación de Sun Tran, Sun Van, Sun Shuttle o Sun Link, o desea presentar una queja, llame al (520) 792-9222 (o TDD: (520) 628-1565) o visite [suntran.com/titlevi-ada/](http://suntran.com/titlevi-ada/).*





---

## Transit Fares

☑ Transit fares will remain free during the first half of the new year. The Tucson Mayor and Council voted to keep rides at no cost at their city council meeting Tuesday December 20, 2022. The free fares extension will last through the end of the fiscal year, June 30, 2023.

☑ The City of Tucson chose to provide free transit services in March of 2020 with the onset of the pandemic. The intent is to provide financial relief to community members. Federal grant money was used to cover the loss in fare revenue for the first 15 months. Then, city leaders voted to include free fares in the city budget for the current fiscal year. ☑ The public can enjoy free rides on Sun Tran, Sun Van, Sun Link, Sun Shuttle and Sun On Demand.

---

# ANNUAL REPORT FY22



The Sun Tran, Sun Van and Sun Link FY22 Annual Report is available online **now!**

Full report can be found here: <https://www.suntran.com/about/>

FY22 Annual Report

## Join Our Team!

Sun Tran, Sun Link and Sun Van are recruiting for multiple positions. Browse job openings and fill out an application today!



# WE ARE HIRING

AT  
**SUN TRAN & SUN VAN**

## JOIN OUR TEAM

### Open positions

- Marketing & Communications Specialist
- Coach Operator
- Human Resources Director
- Customer Service Representative
- Safety & Security Director
- Sun Van Operator
- Budget Manager

**APPLY NOW**

[suntran.com/opportunitites](https://suntran.com/opportunitites)

**Job Openings**



When you create a SunGO Card account with Sun Tran, you provide some personal information to us. We use this information to provide services and communicate with you. We do not share or disclose your private information to outside parties.

Sun Tran | 3920 N Sun Tran Blvd, Tucson, AZ 85705

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## 1 Dismissed Announcement

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# Sun Systems Comprehensive Operational Analysis study beginning public input

*Posted January 27, 2023*

## Sun Systems Comprehensive Operational Analysis (COA) study beginning, public input requested



The City of Tucson, in partnership with the Pima Association of Governments (PAG), is evaluating all aspects of Sun Tran, Sun Link, Sun Express, and Sun Shuttle services throughout Tucson and the greater Tucson area to determine potential improvements to create a more equitable, effective and efficient transit network. This analysis is called a Comprehensive Operational Analysis, or a COA. The City and PAG are requesting public input on these systems to ensure the future transit network better responds to community needs.

### How to Get Involved

Whether you are a rider or not, the study team wants your input, and there are several ways you can get involved. Attend a pop-up event, view the virtual meeting or visit the online meeting website to learn more about the COA process, ask questions, and share your thoughts. Comments will be accepted anytime between **January 23 and February 17, 2023**, using any of the options below. You will also be asked to take a quick survey on the current state of Sun Systems and your feedback will be critical to the COA process and the future of transit in the Tucson and greater Tucson area.

### Here's how you can participate:

- **Attend an event:** Attend a pop-up event or join the virtual meeting.
- **Visit the project website:** Take the survey and provide comments at [www.tucsoncoa.com](http://www.tucsoncoa.com)
- **Email the project team:** [SunTranInfo@tucsonaz.gov](mailto:SunTranInfo@tucsonaz.gov)

- **Call the project team:** (520) 792-9222 | (520) 628-1565 (TDD)
- **Send a note:** Sun Systems COA Project Team | c/o HDR, Inc.  
20 E. Thomas Rd., Suite 2500 | Phoenix, AZ 85012

### **Attend a Pop-Up event on Tuesday, February 7, 2023:**

- Roy Laos Transit Center | 205 W Irvington Rd, Tucson, AZ 85706 | 8 a.m.
- Tohono T'adai Transit Center | 4540 N Stone Ave, Tucson, AZ 85705 | 8 a.m.
- University of Arizona Mall | 11 a.m.
- Ronstadt Transit Center | 215 E Congress St Tucson, 85701 | 3 p.m.
- San Xavier Del Bac Bus Stop #1 | Route 440 | 3 p.m.

### **Attend a Pop-Up event on Wednesday, February 8, 2023:**

- Pima Community College East Bus Stop | Fred Enke Dr, north of Irvington Rd | 9 a.m.

The virtual Webex meeting, on **Thursday, February 9 at 6 p.m.**, is open to all and will provide an option to participate and learn more about the COA for those who cannot attend an in-person pop-up event. The meeting details and login information are below.

### **How to Join (English)**

- **Phone:** +1-408-418-9388
- **Link:** [bit.ly/tucson-coa](https://bit.ly/tucson-coa)
- **Webinar number:** 2492 406 9654
- **Password:** TCOA (8262 from phones)

### **Cómo unirse (Español)**

- **Teléfono:** +1-408-418-9388
- **Enlace:** [bit.ly/tucson-coa](https://bit.ly/tucson-coa)
- **Número de seminario web:** 2483 041 6103
- **Contraseña:** TCOA (8262 desde telefonos)

*To request reasonable accommodations, language interpretation, or translated materials, please contact (520) 792-9222 ext. 03 by Jan. 31, 2023.*

*Public transit services are provided without regard to race, color or national origin. If you would like additional information on Sun Tran, Sun Van, Sun Shuttle and/or Sun Link's nondiscrimination*

*obligations or would like to file a complaint, please call (520) 792-9222 (or TDD: (520) 628-1565) or visit [suntran.com/titlevi-ada/](https://www.suntran.com/titlevi-ada/).*

## Comienzo del estudio de Análisis Operacional Integral (COA) de Sun Systems, se solicita la opinión del público

*Se alienta al público a asistir a las reuniones emergentes, unirse a la reunión pública virtual y proporcionar comentarios hasta el 17 de febrero de 2023.*

En colaboración con la Asociación de Gobiernos de Pima (Pima Association of Governments, PAG), la Ciudad de Tucson evaluará todos los aspectos de los servicios Sun Tran, Sun Link, Sun Express y Sun Shuttle a lo largo de todo Tucson y el área conurbana de Tucson. El fin es determinar posibles mejoras para crear una red de transporte público más equitativa, eficaz y eficiente. Este análisis se llama Análisis Operacional Integral, o un COA. La Ciudad y PAG están solicitando la opinión del público sobre estos sistemas para garantizar que la futura red de tránsito responda mejor a las necesidades de la comunidad.

### Cómo participar

Ya sea que usted sea un usuario de transporte público o no, el equipo de estudio quiere su opinión y hay varias formas en las que puede participar. Asista a un evento en persona, vea la reunión virtual o visite el sitio web de la reunión en línea para obtener más información sobre el proceso de COA, hacer preguntas y compartir sus opiniones. Se aceptarán comentarios en cualquier momento entre el 23 de enero y el 17 de febrero de 2023, utilizando cualquiera de las opciones a continuación. También se le pedirá que realice una encuesta rápida sobre el estado actual de Sun Systems. Sus comentarios serán fundamentales para el proceso de COA y el futuro del tránsito en Tucson y el área metropolitana de Tucson.

### Para participar:

- **Asista a un evento:** Asista a uno de nuestros eventos en persona o únase a nuestra reunión virtual.
- **Visite el sitio web de nuestro proyecto:** Responda a nuestra encuesta y proporcione comentarios en [www.tucsoncoa.com](https://www.tucsoncoa.com)
- **Envíenos un correo electrónico:** [SunTranInfo@tucsonaz.gov](mailto:SunTranInfo@tucsonaz.gov)
- **Llámenos:** (520) 792-9222 | (520) 628-1565 (TDD)
- **Envíenos una nota:** Sun Systems COA Project Team | c/o HDR, Inc.  
20 E. Thomas Rd., Suite 2500 | Phoenix, AZ 85012

**Asista a uno de nuestros eventos en persona el martes 7 de febrero de 2023:**

- Roy Laos Transit Center | 205 W Irvington Rd, Tucson, AZ 85706 | 8 a.m.
- Tohono T'adai Transit Center | 4540 N Stone Ave, Tucson, AZ 85705 | 8 a.m.
- University of Arizona Mall | 11 a.m.
- Ronstadt Transit Center | 215 E Congress St Tucson, 85701 | 3 p.m.
- San Xavier Del Bac Bus Stop #1 | Route 440 | 3 p.m.

**Asista a uno de nuestros eventos en persona el miércoles 8 de febrero de 2023:**

- Pima Community College East Bus Stop | Fred Enke Dr, north of Irvington Rd | 9 a.m.

La reunión virtual de Webex, el jueves 9 de febrero a las 6 p. m., está abierta a todos y brindará la opción de participar y obtener más información sobre el COA para aquellos que no puedan asistir a un evento en persona. Los detalles de la reunión y la información de inicio de sesión se encuentran a continuación.

**How to Join (English)**

- **Phone:** +1-408-418-9388
- **Link:** [bit.ly/tucson-coa](https://bit.ly/tucson-coa)
- **Webinar number:** 2492 406 9654
- **Password:** TCOA (8262 from phones)

**Cómo unirse (Español)**

- **Teléfono:** +1-408-418-9388
- **Enlace:** [bit.ly/tucson-coa](https://bit.ly/tucson-coa)
- **Número de seminario web:** 2483 041 6103
- **Contraseña:** TCOA (8262 desde telefonos)

*Para solicitar una adaptación razonable, interpretación del idioma o material traducido, póngase en contacto con (520) 792-9222 ext. 03 antes del 31 de enero de 2023.*

*Los servicios de transporte público se proporcionan independientemente de la raza, el color o el país de origen. Si desea obtener información adicional sobre las obligaciones de no discriminación de Sun Tran, Sun Van, Sun Shuttle o Sun Link, o desea presentar una queja, llame al (520) 792-9222 (o TDD: (520) 628-1565) o visite [suntran.com/titlevi-ada/](https://suntran.com/titlevi-ada/).*

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## Examples of Social Media Posts

<  **Sun Tran**  
Jan 23 · 🌐

The City of Tucson, in partnership with the Pima Association of Governments (PAG), is completing a Comprehensive Operational Analysis (COA) on Sun System services. Comments are being accepted now through Feb. 17. We want to hear from you! Visit: [www.tucsoncoa.com](http://www.tucsoncoa.com).




**WE WANT TO HEAR FROM YOU!**

Comments being accepted through Feb. 17

**WWW.TUCSONCOA.COM**


     

 Like  Comment  Share

<  **Sun Tran**  
Jan 31 · 🌐

You're Invited! Join us at the Sun Systems COA pop-up events on Feb. 7 or Feb. 8. Can't make it to the in-person events? Our virtual public meeting will be on Feb. 9, to learn more, provide feedback, and ask questions.







👉 Event details: [www.tucsoncoa.com](http://www.tucsoncoa.com)






**Sun Systems  
Comprehensive Operational Analysis**

<b>Pop-Up Events:</b>	<b>Virtual Public Meeting:</b>
Tuesday, February 7, 2023	Thursday, February 9, 2023
Wednesday, February 8, 2023	

**WWW.TUCSONCOA.COM**

 Like  Comment  Share



Sun Tran created an online event.

Feb 2 · 🌐





## DON'T MISS OUT!

**Virtual Public Meeting: Thursday, Feb. 9**

**How to Join (English)**

- Phone: +1-408-418-9388
- Link: [bit.ly/tucson-coa](https://bit.ly/tucson-coa)
- Webinar number: 2492 406 9654
- Password: TCOA (8262 from phones)

**Cómo unirse (Español)**

- Teléfono +1-408-418-9388
- Enlace: [bit.ly/tucson-coa](https://bit.ly/tucson-coa)
- Número de seminario web: 2483 041 6103
- Contraseña: TCOA (8262 desde telefonos)

THU, FEB 9

**Sun Systems Comprehensive Operational Analysis**

☆ Interested



Like



Comment



Sun Tran

Feb 2 · 🌐



REMINDER: We are one week away from the start of our Sun Systems COA pop-up events. The virtual meeting will be on Feb. 9, from 6-7 p.m. Learn how to join by visiting the project website at [www.tucsoncoa.com](http://www.tucsoncoa.com).



## Sun Systems Comprehensive Operational Analysis

### Pop-Up Events

**Tuesday, Feb. 7**

Roy Laos Transit Center: 205 W Irvington Rd, Tucson, AZ 85706 | 8 a.m.

Tohono T'adaí Transit Center: 4540 N Stone Ave, Tucson, AZ 85705 | 8 a.m.

University of Arizona Mall: In front of Student Union | 11 a.m.

Ronstadt Transit Center: 215 E Congress St, Tucson, AZ, 85701 | 3 p.m.

San Xavier Del Bac Bus Stop #1: Route 440 | 3 p.m.

**Wednesday, Feb. 8**

PCC East Campus Bus Stop: Fred Enke Dr, North of Irvington Rd | 9 a.m.



Like



Comment



Share



Sun Tran

Feb 8 · 🌐

Don't miss out! Tomorrow is the virtual public meeting for the Sun Systems Comprehensive Operational Analysis. Join us using the info below!

How to Join (English)

- Phone: +1-408-418-9388
- Link: [bit.ly/tucson-coa](https://bit.ly/tucson-coa)
- Webinar number: 2492 406 9654
- Password: TCOA (8262 from phones)

Cómo unirse (Español)

- Teléfono +1-408-418-9388
- Enlace: [bit.ly/tucson-coa](https://bit.ly/tucson-coa)
- Número de seminario web: 2483 041 6103
- Contraseña: TCOA (8262 desde telefonos)

We will also have an ASL Interpreter.

The banner features logos for Sun Tran, LINK, Sun Express, Sun Shuttle, and the City of Tucson. The background shows a cityscape with a large 'A' on a hill. The text is centered and reads: 'DON'T MISS OUT! Virtual Public Meeting: Thursday, Feb. 9'. Below this, there are two sections: 'How to Join (English)' and 'Cómo unirse (Español)', each with a list of contact information.

**DON'T MISS OUT!**

**Virtual Public Meeting: Thursday, Feb. 9**

**How to Join (English)**

- Phone: +1-408-418-9388
- Link: [bit.ly/tucson-coa](https://bit.ly/tucson-coa)
- Webinar number: 2492 406 9654
- Password: TCOA (8262 from phones)

**Cómo unirse (Español)**

- Teléfono +1-408-418-9388
- Enlace: [bit.ly/tucson-coa](https://bit.ly/tucson-coa)
- Número de seminario web: 2483 041 6103
- Contraseña: TCOA (8262 desde telefonos)

THU, FEB 9

**Sun Systems Comprehensive  
Operational Analysis**

☆ Interested



Write a comment...







Sun Tran

Feb 13 · 🌐

New opportunity! Join us Feb. 15 at 6 p.m. for an additional virtual public meeting on the Sun Systems Comprehensive Operational Analysis.

Spanish and ASL interpreters will be there!

How to Join

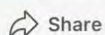
- Link: <http://ow.ly/ZaJp50MR0mJ>
- Phone: +1-408-638-0968
- Webinar #: 925 9689 6110



Like



Comment



Share

TODAY at 6 PM is the virtual public meeting for the Sun Systems Comprehensive Operational Analysis. Join us using the info below!

How to Join:

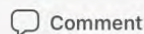
Link: <https://hdrinc.zoom.us/j/92596896110>

Phone: +1-408-638-0968

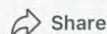
Webinar #: 925 9689 6110



Like



Comment



Share



Sun Tran

Feb 15 · 🌐



Virtual Meeting starts at 6 PM today!



**Sun Systems**  
**Comprehensive Operational Analysis**

**We want to hear from  
YOU!**



WED, FEB 15

**Sun Systems COA Virtual Public Meeting**

☆ Interested



Like



Comment



Share



Sun Tran

Feb 20 · 🌐



REMINDER: Your comments are critical! Don't forget to submit your comments on the Sun Systems COA and take our survey. Public comment closes on Mar. 3.

👉 Visit [www.tucsoncoa.com](http://www.tucsoncoa.com) to learn more.



**YOUR COMMENTS ARE IMPORTANT!**

**Submit your comments and take our  
survey through Mar. 3**

**WWW.TUCSONCOA.COM**






Like



Comment



Share



Sun Tran

Mar 2 · 🌐



LAST CHANCE TO COMMENT: Tomorrow is the last day to provide your comments on the Sun Systems Comprehensive Operational Analysis. Please provide feedback and take our survey before the comment period closes on Mar. 3 at [www.tucsoncoa.com](http://www.tucsoncoa.com).






Sun Systems  
Comprehensive Operational  
Analysis

**LAST  
CHANCE!**

[WWW.TUCSONCOA.COM](http://WWW.TUCSONCOA.COM)

 Like

 Comment

 Share



# Sun Systems Comprehensive Operational Analysis

The City of Tucson, in partnership with the Pima Association of Governments (PAG), is evaluating all aspects of Sun Tran, Sun Link, Sun Express, and Sun Shuttle services throughout Tucson and the greater Tucson region to determine potential improvements to create a more equitable, effective, and efficient transit network.

## 1.) Pop-up Events

**Tuesday, February 7, 2023**

- **Roy Laos Transit Center**  
205 W Irvington Rd, Tucson, AZ 85706  
8 a.m.
- **Tohono T'adai Transit Center**  
4540 N Stone Ave, Tucson, AZ 85705  
8 a.m.
- **University of Arizona Mall**  
11 a.m.
- **Ronstadt Transit Center**  
215 E Congress St, Tucson, AZ, 85701  
3 p.m.
- **San Xavier Del Bac Bus Stop #1**  
Route 440 | 3 p.m.

**Wednesday, February 8, 2023**

- **Pima Community College East, Bus Stop**  
Fred Enke Dr, North of Irvington Rd  
9 a.m.

## Tell us what you think! There are three ways you can join us!

Connect with us at one of our pop-up events, attend our virtual meeting, or visit our online meeting website to learn more about this process, ask questions, and share your thoughts.

Join us anytime between **January 23 and February 17, 2023**, using one or more of the options below! Your feedback will be used to help guide the development of recommendations and help create a more equitable, effective, and efficient transit network.

## 2.) Virtual Meeting Thursday, February 9, 2023 6 – 7 p.m.

### How to Join (English)

- **Phone:** +1-408-418-9388
- **Link:** [bit.ly/tucson-coa](https://bit.ly/tucson-coa)
- **Webinar number:** 2492 406 9654
- **Password:** TCOA (8262 from phones)

### Cómo unirse (Español)

- **Teléfono** +1-408-418-9388
- **Enlace:** [bit.ly/tucson-coa](https://bit.ly/tucson-coa)
- **Número de seminario web:** 2483 041 6103
- **Contraseña:** TCOA (8262 desde telefonos)

## 3.) Online Meeting Website At Your Own Convenience.

### How to Participate

Visit us anytime at [www.tucsoncoa.com](http://www.tucsoncoa.com) to learn more and provide your feedback!



### Attend an event

Join one of our pop-up events or virtual meeting!



### Visit [www.tucsoncoa.com](http://www.tucsoncoa.com)

- Take our survey
- Comment on our interactive map
- Fill out a general comment form



### Email us

[SunTranInfo@tucsonaz.gov](mailto:SunTranInfo@tucsonaz.gov)



### Call us

(520) 792-9222  
TDD: (520) 628-1565



### Send us a note

Sun Systems COA Project Team | c/o HDR, Inc.  
20 E. Thomas Rd., Suite 2500  
Phoenix, AZ 85012

To request a reasonable accommodation, language interpretation, or translated materials, please contact (520) 792-9222 ext. 03 by February 2, 2023.

Public transit services are provided without regard to race, color or national origin. If you would like additional information on Sun Tran, Sun Van, Sun Shuttle and/or Sun Link's nondiscrimination obligations or would like to file a complaint, please call (520) 792-9222 (or TDD: (520) 628-1565) or visit [suntran.com/titlevi-ada/](http://suntran.com/titlevi-ada/).



# Análisis operativo integral de Sun Systems

En colaboración con la Asociación de Gobiernos de Pima (Pima Association of Governments, PAG), la ciudad de Tucson evaluará todos los aspectos de los servicios Sun Tran, Sun Link, Sun Express y Sun Shuttle a lo largo de todo Tucson y el área conurbana de Tucson. El fin es determinar posibles mejoras para crear una red de tránsito más equitativa, eficaz y eficiente.

## 1.) Eventos en persona Martes 7 de febrero de 2023

- **Roy Laos Transit Center**  
205 W Irvington Rd, Tucson, AZ 85706  
8 a.m.
- **Tohono T'adai Transit Center**  
4540 N Stone Ave, Tucson, AZ 85705  
8 a.m.
- **University of Arizona Mall**  
11 a.m.
- **Ronstadt Transit Center**  
215 E Congress St, Tucson, AZ, 85701  
3 p.m.
- **San Xavier Del Bac Bus Stop #1**  
Route 440 | 3 p.m.

## Miércoles 8 de febrero de 2023

- **Pima Community College East, Bus Stop**  
Fred Enke Dr, North of Irvington Rd  
9 a.m.

## ¡Queremos saber lo que piensa, sus comentarios son importantes para nosotros!

Conéctese con nosotros en uno de nuestros eventos en persona, asista a nuestra reunión virtual o visite nuestro sitio web de reuniones en línea para obtener más información sobre este proceso, hacer preguntas y compartir sus ideas.

Comparta sus ideas en cualquier momento entre el **23 de enero y el 17 de febrero de 2023** utilizando una o más de las siguientes opciones. Sus comentarios se utilizarán para ayudar a guiar el desarrollo de recomendaciones y crear una red de tránsito más equitativa, eficaz y eficiente.

## 2.) Reunión virtual del jueves 9 de febrero de 2023 de 6:00 p.m. a 7:00 p.m.

### How to Join (English)

- **Phone:** +1-408-418-9388
- **Link:** [bit.ly/tucson-coa](https://bit.ly/tucson-coa)
- **Webinar number:** 2492 406 9654
- **Password:** TCOA (8262 from phones)

### Cómo unirse (Español)

- **Teléfono** +1-408-418-9388
- **Enlace:** [bit.ly/tucson-coa](https://bit.ly/tucson-coa)
- **Número de seminario web:** 2483 041 6103
- **Contraseña:** TCOA (o marcar 8262 desde un teléfono)

## 3.) Sitio web de reuniones en línea para su propia comodidad.

### Cómo participar

Visítenos en cualquier momento en [www.tucsoncoa.com](http://www.tucsoncoa.com) para obtener más información y proporcionar sus comentarios.



**Asistir a un evento**  
¡Únase a uno de nuestros eventos en persona o reuniones virtuales!



**Visite [www.tucsoncoa.com](http://www.tucsoncoa.com)**

- Responda nuestra encuesta
- Comente en nuestro mapa interactivo
- Complete un formulario de comentarios generales



**Envíenos un correo electrónico**  
[SunTranInfo@tucsonaz.gov](mailto:SunTranInfo@tucsonaz.gov)



**Llámenos**  
(520) 792-9222  
TDD: (520) 628-1565



**Envíenos una nota**  
Sun Systems COA Project Team | c/o HDR, Inc.  
20 E. Thomas Rd., Suite 2500  
Phoenix, AZ 85012

Para solicitar una adaptación razonable, interpretación del idioma o material traducido, póngase en contacto con (520) 792-9222 ext. 03 antes del 2 de febrero de 2023.

Los servicios de transporte público se proporcionan independientemente de la raza, el color o el país de origen. Si desea obtener información adicional sobre las obligaciones de no discriminación de Sun Tran, Sun Van, Sun Shuttle o Sun Link, o desea presentar una queja, llame al (520) 792-9222 (o TDD: (520) 628-1565) o visite [suntran.com/titlevi-ada/](http://suntran.com/titlevi-ada/).





# Sun Systems Comprehensive Operational Analysis Virtual Meeting

The City of Tucson, in partnership with the Pima Association of Governments (PAG), is evaluating all aspects of Sun Tran, Sun Link, Sun Express, and Sun Shuttle services throughout Tucson and the greater Tucson region and we want to hear from you!

For meeting details  
and to learn more, visit  
[www.tucsoncoa.com](http://www.tucsoncoa.com)

## Get Involved

- Pop-up events: Tuesday, February 7, 2023
- Virtual Public Meeting: Thursday, February 9, 2023, 6-7 p.m.



SCAN ME!



# Análisis operativo integral de Sun Systems

En colaboración con la Asociación de Gobiernos de Pima (Pima Association of Governments, PAG), la ciudad de Tucson evaluará todos los aspectos de los servicios Sun Tran, Sun Link, Sun Express y Sun Shuttle a lo largo de todo Tucson y el área conurbana de Tucson. ¡Díganos lo que piensa, nos interesa su opinión!

Para conocer los  
detalles de la reunión y  
obtener más  
información, visite  
[www.tucsoncoa.com](http://www.tucsoncoa.com)



¡ESCANÉAME!

## Participe con nosotros

- Eventos en persona el martes 7 de febrero de 2023
- Reunión virtual del jueves 9 de febrero de 2023 de 6:00 p.m. a 7:00 p.m.



# Comprehensive Operational Analysis



**SCAN ME!**



Sun Tran, Sun Link, Sun Express and Sun Shuttle services are being evaluated and now is the time to give us your feedback. The survey is available now.  
Scan the QR code or visit [TucsonCOA.com](https://TucsonCOA.com)

# Análisis Operacional Integral



SCAN ME!



Los servicios de transporte de Sun Tran, Sun Link, Sun Express y Sun Shuttle se están evaluando y ahora es el momento de darnos su opinión. La encuesta ya está disponible. Escanee el código QR o visite [TucsonCOA.com](http://TucsonCOA.com).



**James Castañeda**  
Transit Services Manager  
Department of Transportation & Mobility  
(520) 373-4063  
James.Castaneda@tucsonaz.gov

January 19, 2023

## Sun Systems Comprehensive Operational Analysis

*Agency and Stakeholder Meeting - February 2, 2023 | 1 - 2 p.m.*

The City of Tucson (City), in partnership with the Pima Association of Governments (PAG) is completing a Comprehensive Operational Analysis (COA) on **Sun Tran**, **Sun Link**, **Sun Express**, and **Sun Shuttle** services. The COA will review existing options, access, and equity, and develop recommendations to improve transit services throughout Tucson and the greater Tucson area (please see map).

The City and the PAG invite you to participate online or over the phone in the virtual stakeholder meeting to inform the development of the COA. At this meeting, the project team will share initial findings from the analysis of existing service and market conditions. You will be asked to share your insights into local conditions that may be important to plan development, as well as your views on the strengths and weaknesses of the current system. In addition, you will be asked to provide input on the key priorities for the project and help shape the guiding principles for network design.

The meeting will take place virtually on **February 2, 2023, from 1 - 2 p.m.** Please plan to join the meeting by using the links to the right to log in/call in on the day of the meeting.

### Attend the Stakeholder Meeting

- Link: [meethdr.webex.com/meethdr/j.php?MTID=m5ff35dd0ab899844d7b3916e9d432689](https://meethdr.webex.com/meethdr/j.php?MTID=m5ff35dd0ab899844d7b3916e9d432689)
- Meeting number: 2495 528 5289
- Call-in: +1-408-418-9388
- Password: TCOA







### COA Goals

- Identify opportunities to improve the efficiency, effectiveness, and equity of current transit options.
- Enhance the transit system to better support the needs of the community.
- Propose recommendations for future service changes or expansions.

### Next Steps

Following the current phase, the project team will review results and public input gathered via the survey, comments, and interactive map feedback to help guide the initial development of service recommendations. Once initial recommendations are developed, they will be shared with stakeholders and the public for review in late spring 2023.

### Thank You

Thank you for your partnership and willingness to be involved in this important process. We value your feedback and look forward to collaborating with you.

Cordially,

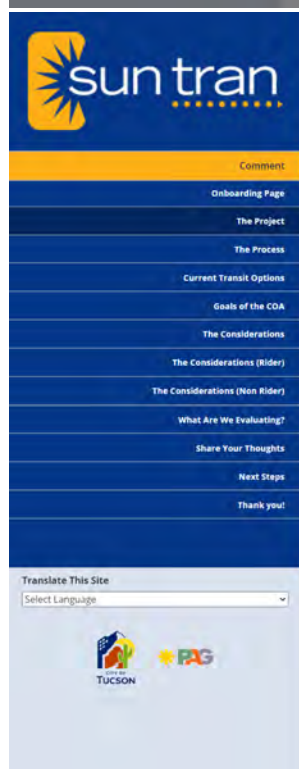
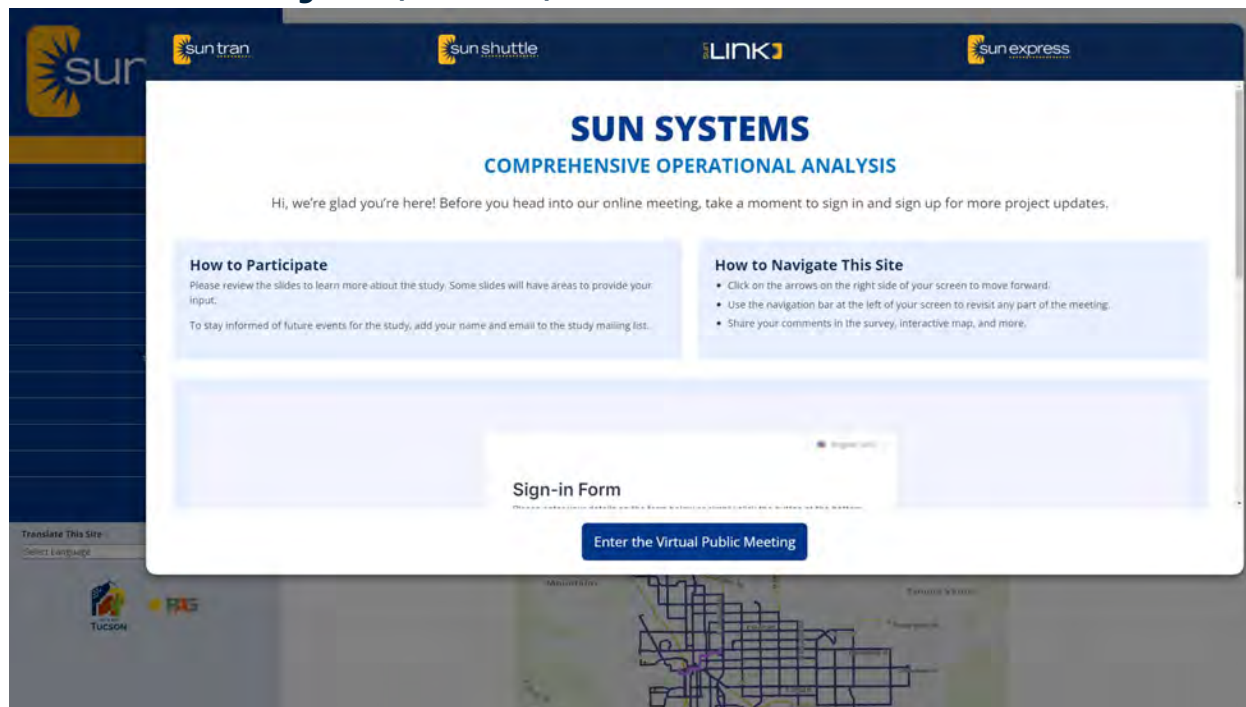
James Castañeda  
Transit Services Manager

# Appendix B

Handout

Presentation

Online Public Meeting Tool (See below)

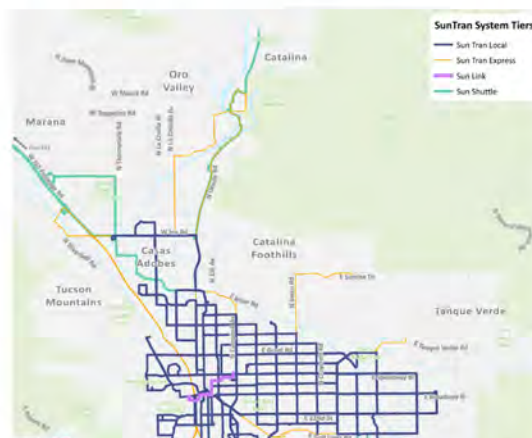


## The Project

The City of Tucson (City), in partnership with the Pima Association of Governments (PAG) is completing a Comprehensive Operational Analysis (COA) on Sun Tran, Sun Link, Sun Express, and Sun Shuttle services.

### What is a Comprehensive Operational Analysis (COA)?

A COA evaluates all aspects of existing transit services, access, and equity to develop opportunities/recommendations for improving the value, efficiency, and performance of current transit options.



# Sun Systems Comprehensive Operational Analysis

The City of Tucson, in partnership with the Pima Association of Governments (PAG), is evaluating all aspects of **Sun Tran, Sun Link, Sun Express, and Sun Shuttle** services throughout Tucson and the greater Tucson region to determine potential improvements to create a more equitable, effective, and efficient transit network. This analysis is called a Comprehensive Operational Analysis, or a COA.

## What is a Comprehensive Operational Analysis (COA)?

A COA evaluates all aspects of existing transit services, access, and equity to develop opportunities and recommendations for improving the value, efficiency, and performance of current transit options.

### Goals of Sun Systems COA



Identify opportunities to improve the efficiency, effectiveness, and equity of current transit options.



Create a transit system that supports the needs of the community.



Propose recommendations for future service changes or expansions.

WE ARE HERE



Data collection

Review of existing conditions/services



Prioritization/  
development of  
guiding principles

Development  
of draft service  
recommendations



Finalization  
of service  
recommendations/  
implementation

*Following the current phase, the project team will review results and public input to help guide the initial development of service recommendations. Once initial recommendations are developed, they will be shared with riders, stakeholders, and the public for review in late spring 2023.*

 Public Outreach Opportunities

## We want to hear from YOU!

If you have input or thoughts on a specific location, route, or service, you can make comments on our interactive map, take our survey, or provide general comments by visiting [www.tucsoncoa.com](http://www.tucsoncoa.com) or by simply scanning the QR Code.



## Want to send comments another way?



**Send us an email:**  
[SunTranInfo@tucsonaz.gov](mailto:SunTranInfo@tucsonaz.gov)



**Call us:**  
(520) 792-9222  
TDD: (520) 628-1565



**Send us a note:**  
Tucson COA Project Team | c/o HDR, Inc.  
20 E. Thomas Rd., Suite 2500  
Phoenix, AZ 85012



## Análisis Operacional Integral de Sun Systems

En colaboración con la Asociación de Gobiernos de Pima (Pima Association of Governments, PAG), la Ciudad de Tucson evaluará todos los aspectos de los servicios Sun Tran, Sun Link, Sun Express y Sun Shuttle a lo largo de todo Tucson y el área conurbana de Tucson. El fin es determinar posibles mejoras para crear una red de transporte público más equitativa, eficaz y eficiente. Este análisis se llama Análisis Operacional Integral, o un COA.

### ¿Qué es un Análisis Operacional Integral (COA)?

Un COA evalúa todos los aspectos de los servicios del transporte público existente, incluyendo acceso y equidad. El fin es identificar oportunidades y desarrollar recomendaciones para mejorar el valor, la eficiencia y el rendimiento de las opciones actuales de transporte público.

### Objetivos del COA de Sun Systems



Identificar oportunidades para mejorar la eficiencia, efectividad y capital de las opciones actuales de transporte público.



Crear un sistema de transporte público que apoye las necesidades de la comunidad.



Proponer recomendaciones para futuros cambios o expansiones en el servicio.

ESTAMOS AQUÍ



Recopilación de datos

Revisión de los servicios y condiciones existentes



Priorización /desarrollo de principios rectores

Borrador del desarrollo de recomendaciones de servicio



Finalización de recomendaciones de servicios/ implementación

*Después de la fase actual, el equipo del proyecto revisará los resultados y los comentarios públicos para guiar el desarrollo inicial de las recomendaciones de servicio. Una vez se desarrollen las recomendaciones iniciales, éstas se compartirán con los usuarios, partes interesadas y al público para su revisión al final de la primavera de 2023.*



Oportunidades de participación pública

### ¡Queremos conocer SU opinión!

Si tiene información o pensamientos sobre una ubicación, ruta o servicio en específico, puede hacer comentarios en nuestro mapa interactivo, tomar nuestra encuesta, o proporcionar su opinión visitando [www.tucsoncoa.com](http://www.tucsoncoa.com) o simplemente escaneando el Código QR.



### ¿Quiere enviar comentarios de otra manera?



Envíenos un correo electrónico  
[SunTranInfo@tucsonaz.gov](mailto:SunTranInfo@tucsonaz.gov)



Llámenos  
(520) 792-9222  
TDD: (520) 628-1565



Envíenos una nota  
Tucson COA Project Team |  
c/o HDR, Inc. | 20 E. Thomas Rd.,  
Suite 2500 | Phoenix, AZ 85012





# Sun Systems Comprehensive Operational Analysis



# Welcome

Hi, we're glad you're here! The meeting will begin shortly. In the meantime, if you would like to listen in Spanish, simply disconnect your audio and call in using the following:

- +1-408-418-9388
- Meeting #: 2483 041 6103
- Password: TCOA

# Bienvenidos

Hola, ¡nos complace contar con su presencia! La reunión comenzará en breve. Mientras tanto, si desea escuchar en Español, simplemente desconecte su audio y llame usando lo siguiente:

- +1-408-418-9388
- Reunión #: 2483 041 6103
- Contraseña: TCOA

# Welcome

- All participants have been muted to avoid background noise.
- This meeting is being recorded.
- Technical difficulties? Call Webex at **866.229.3239**
- Following the meeting presentation, we will take questions and comments online and by phone.

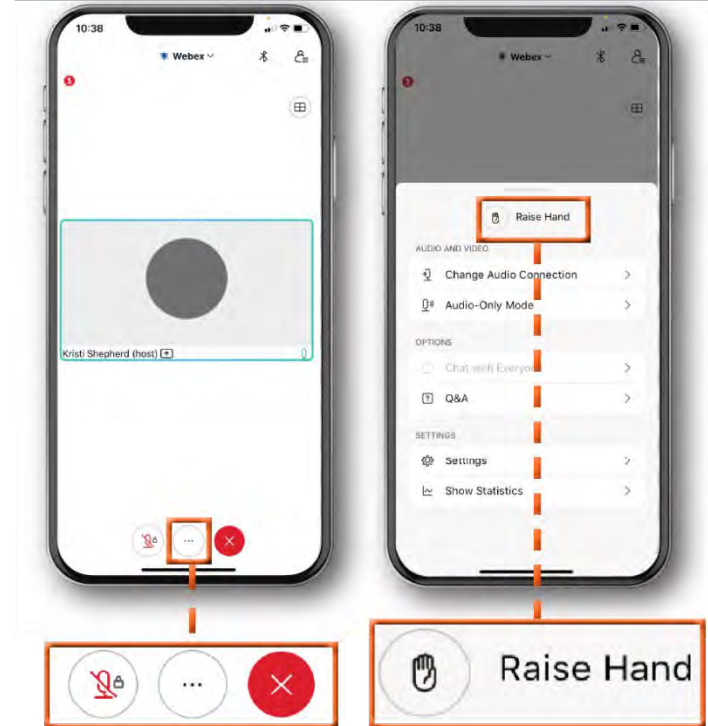
# How to Raise Your Hand

## Webex App & Online



1. Select "Participant" panel
2. Find your name
3. Click on the "hand" icon (raise/lower)

## Mobile App

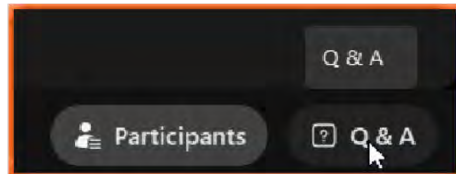


1. Click three dot menu icon
2. Click "Raise Hand" icon
3. To lower, click icon again



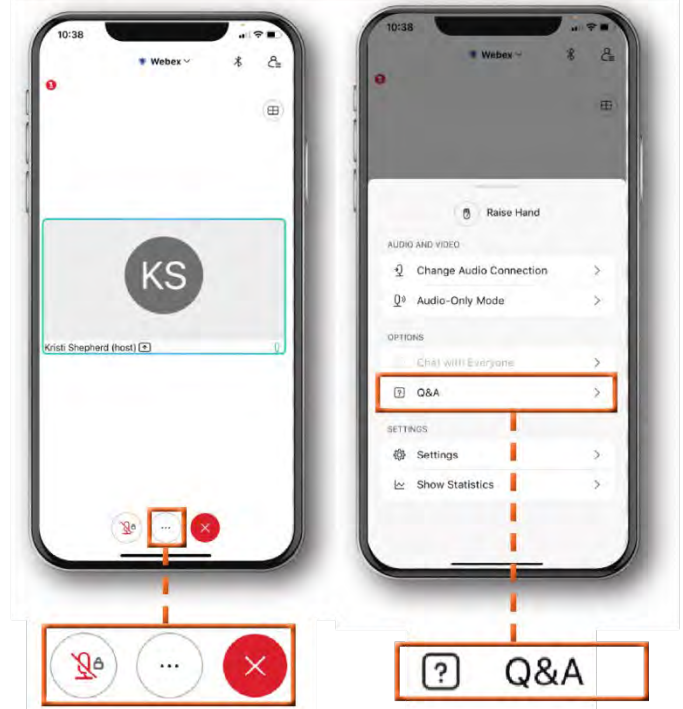
# How to Ask A Question

## Webex App & Online



1. Open the "Q&A" panel
2. "Q&A" panel will pop up
3. Type your question, hit send

## Mobile App



1. Click three dot menu icon
2. Click "Q&A" tab
3. Type your question, hit send

# The Project

The City of Tucson (City), in partnership with the Pima Association of Governments (PAG) is completing a Comprehensive Operational Analysis (COA) on Sun Tran, Sun Link, Sun Express, and Sun Shuttle services.

## What is a COA?

A COA evaluates all aspects of existing transit services, access, and equity to develop recommendations for improving the value, efficiency, and performance of current transit options.



# The Process

The Sun Systems Comprehensive Operational Analysis (COA) will review and evaluate Sun Tran, Sun Link, Sun Express, and Sun Shuttle services to determine potential improvements with the goal of creating a more equitable, effective, and efficient transit network.

## Steps of the COA

We Are Here



Data collection

Review of existing  
conditions/  
services



Prioritization/  
development of  
guiding principles

Development  
of draft service  
recommendations



Finalization  
of service  
recommendations/  
implementation



: Public Outreach Opportunities

# Current Transit Options

Fast fact: These services support nearly 60,000 rides a day within the City and greater Tucson area.

Poll #1: Do you currently use any of the following transit services offered in Greater Tucson?

## Sun Tran

- Daily bus service that travels along 29 identified fixed routes.

## Sun Link

- Streetcar service near downtown Tucson and the University of Arizona.

## Sun Express

- A fast commuter transportation option that makes limited stops from outlying areas to major destinations and operates Monday through Friday during peak commuting hours.

## Sun Shuttle

- A smaller bus option that services suburban and more rural areas and connects to local destinations such as schools, grocery stores and shopping centers.

## Sun Shuttle Dial-a-Ride

- A curb-to-curb, shared dial-a-ride service for those traveling within a designated area. This includes complementary paratransit services as well.



# The Goals



Identify opportunities to improve the efficiency, effectiveness, and equity of current transit options.



Enhance the transit system to better support the needs of the community.



Propose recommendations for future service changes or expansions.

# What are We Evaluating

## Who Rides Transit



**72%** of riders use the system at least five days a week



**58%** of riders have incomes of less than \$25,000



**50%** of riders come from zero-vehicle households



**45%** of riders transfer at least once



**14%** of riders are university/college students

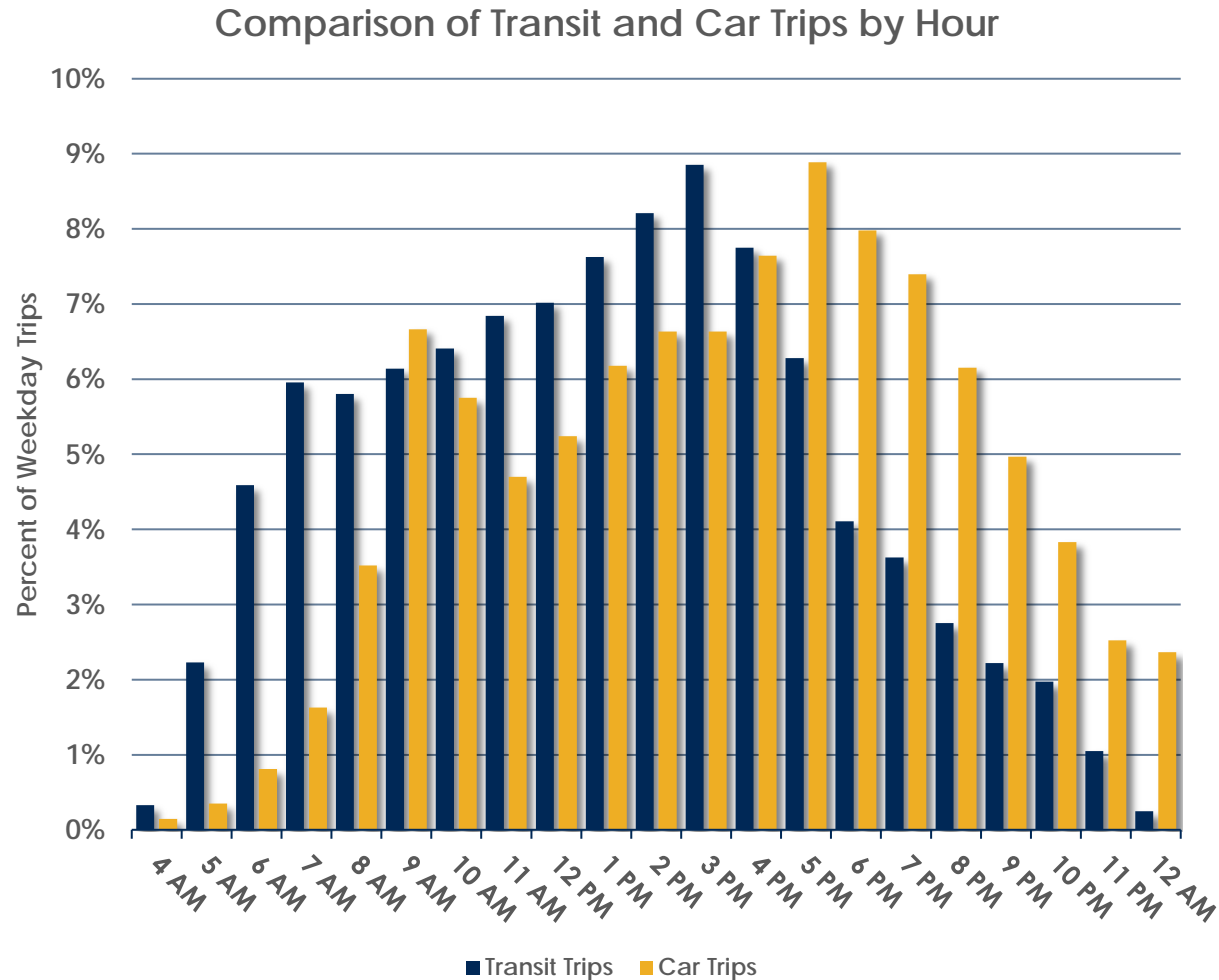


**9%** of riders are K-12 students

# What are We Evaluating?

## When People Travel

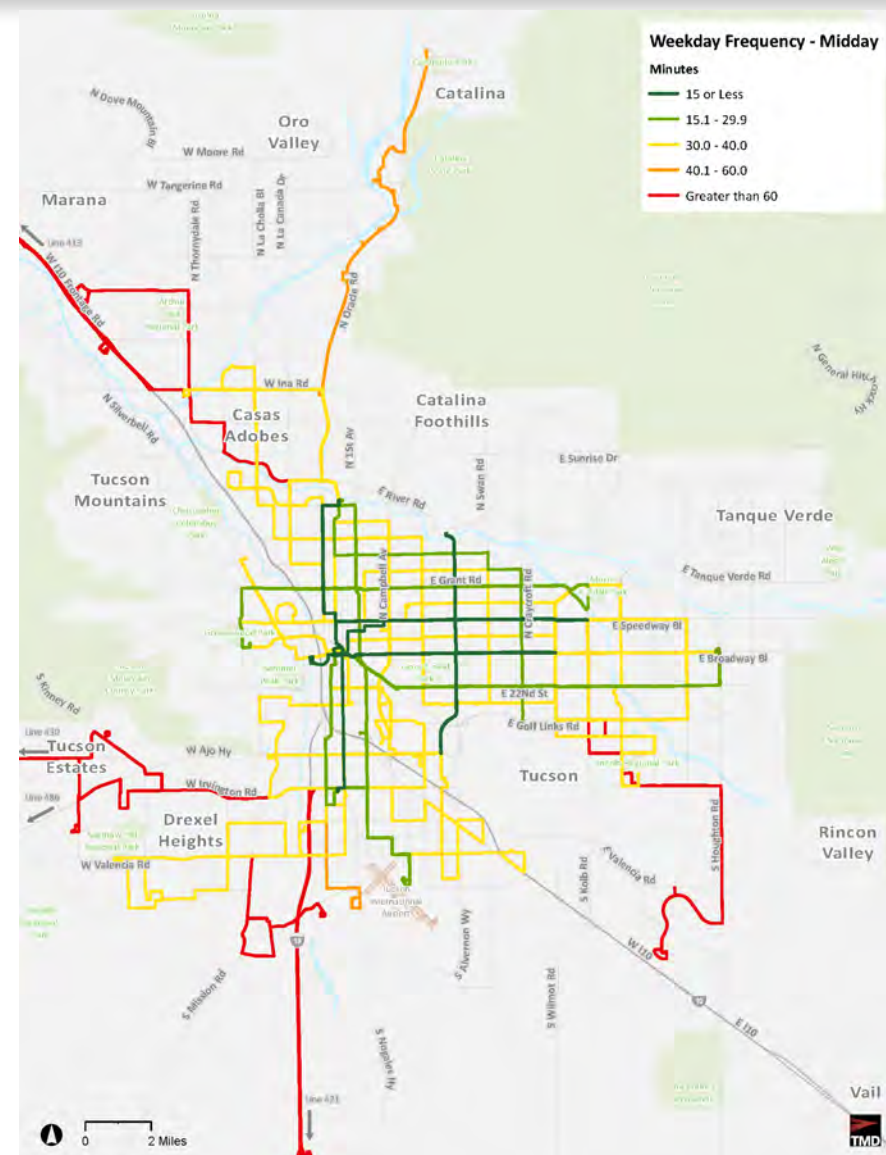
- There is a significant difference in the times of day people travel on transit and by car.
- The COA will look at whether Sun Systems should vary operations from current schedules to better meet the needs of the community.



# What are We Evaluating?

## What Levels of Service are Available

- Most Sun Tran routes operate at regular intervals throughout the day (every 15, 30, or 60 mins)
- Service levels are generally consistent from 6 am to 6 pm
- Considerable drop on weekends
  - Saturdays = 54% of weekday service
  - Sundays = 43% of weekday service

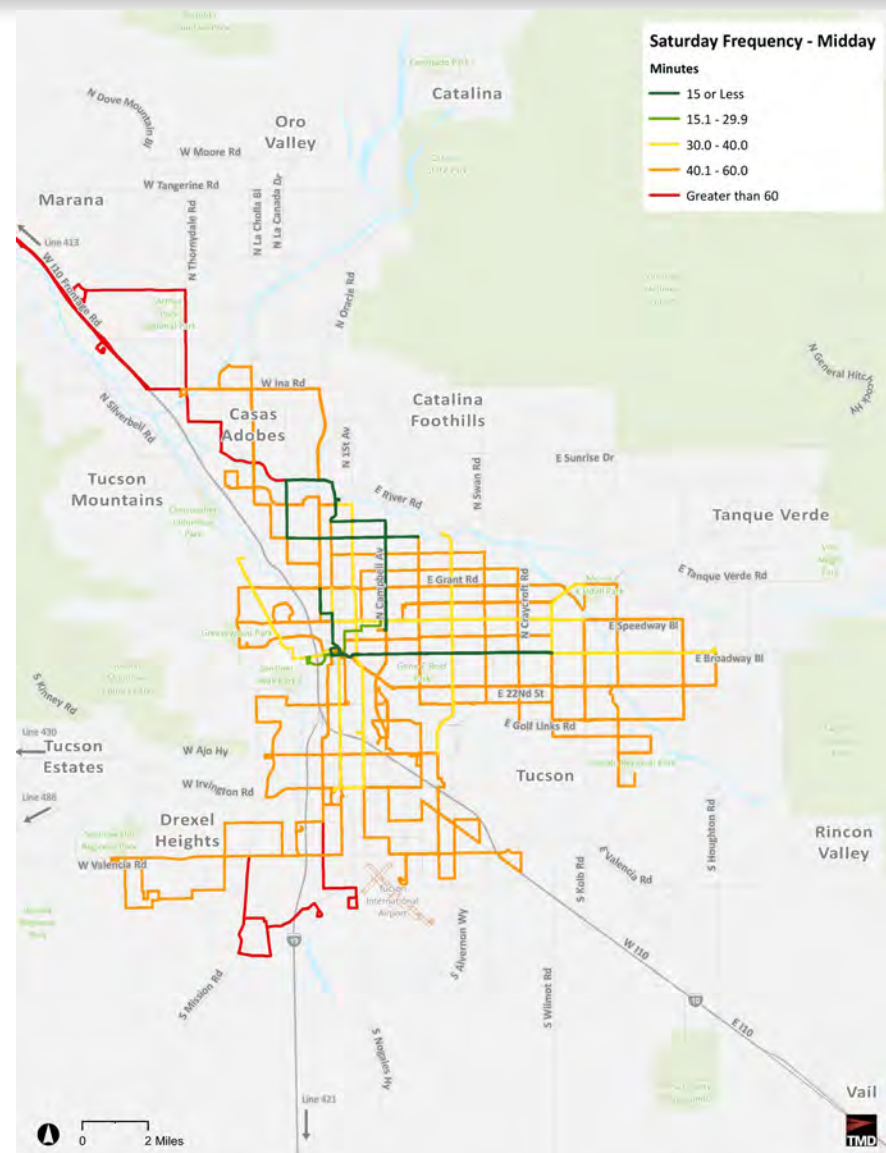




# What are We Evaluating?

## What Levels of Service are Available

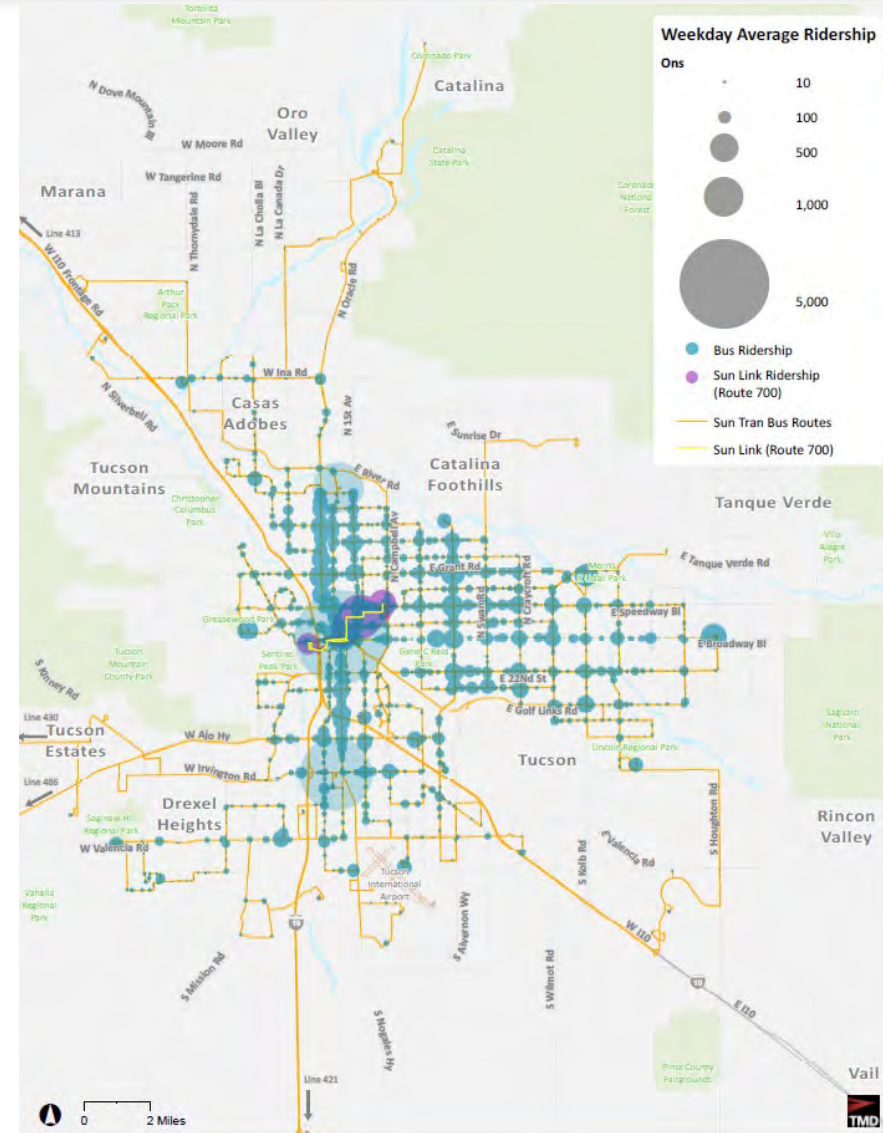
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  - Sundays = 43% of weekday service



# What are We Evaluating?

## Where People Travel

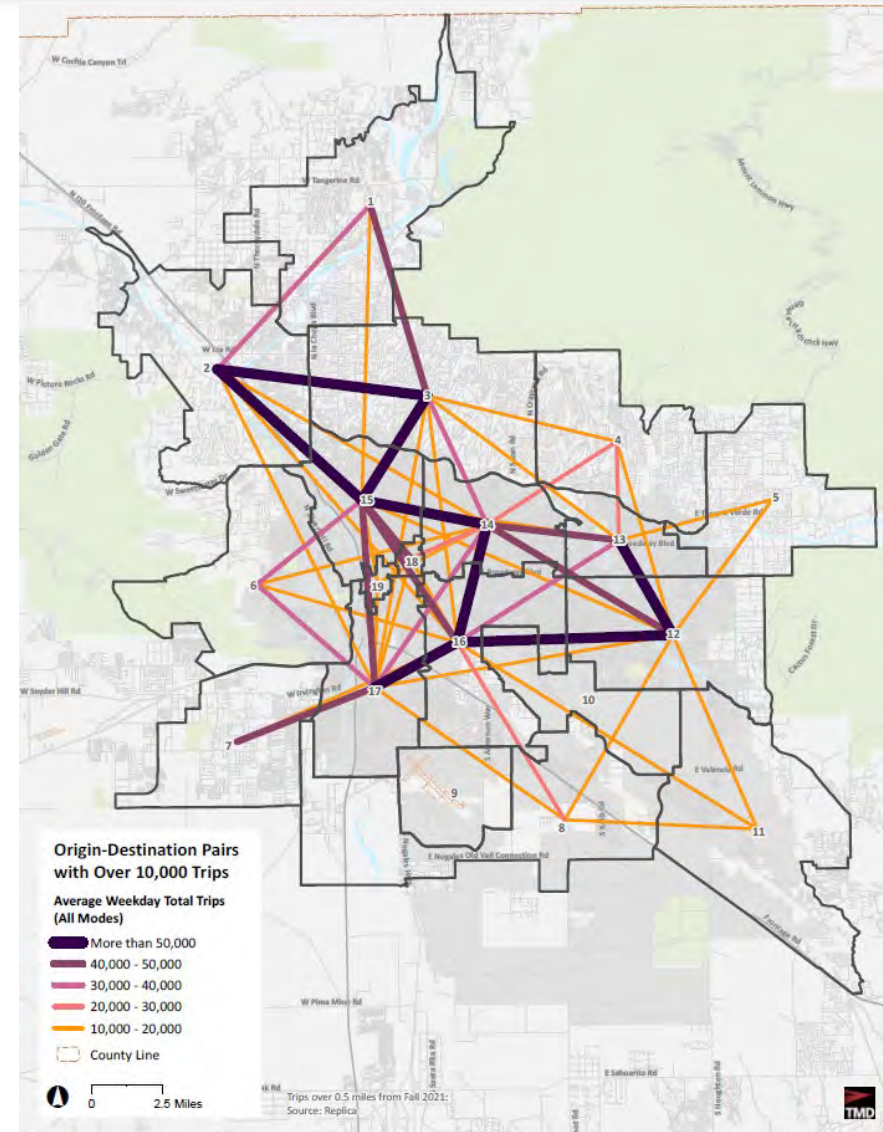
- Stop-level ridership data shows where current bus and streetcar routes carry the most riders.
- Understand where there is higher and lower demand for service.
- The COA will look at redesigning routes to better serve these destinations.



# What are We Evaluating?

# Where People Travel

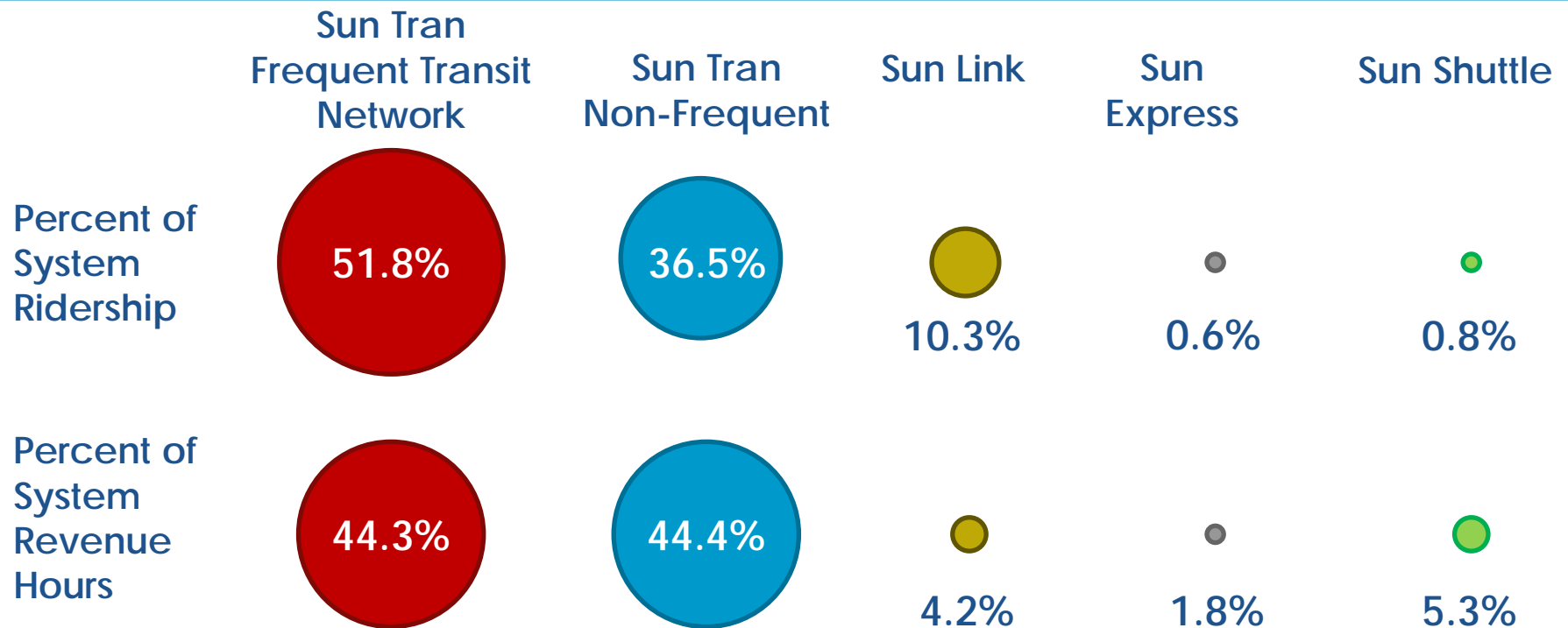
- Location-based services data from Replica shows how people travel throughout Greater Tucson.
- Map shows how many people travel between different parts of the service area.
- The COA will look at redesigning routes to provide faster, more direct connections between major origins and destinations.



# What are We Evaluating?

## How Riders Use the System Today

- Top five Sun Tran routes (Route 16, 8, 4, 11, 18) account for 33% of systemwide ridership.
- Sun Link alone accounts for 10% of systemwide ridership.





# Poll Question #2

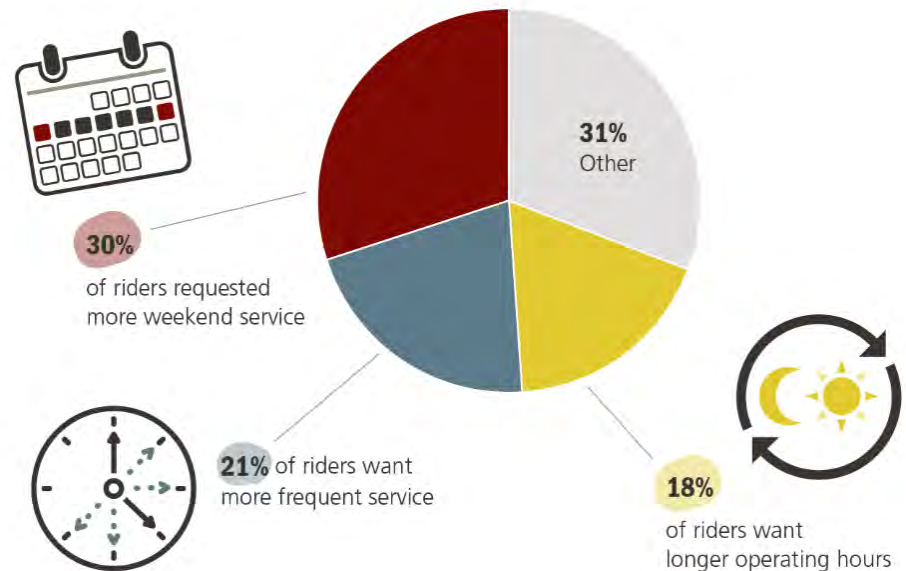
**Which of the following is most important to you when considering whether to use public transit?**

- Frequency of service
- Hours of operation
- Few transfers
- Short overall travel time
- Availability of weekend service
- Cost of the fare
- Short walk to/from bus stops
- Reliable service (few late trips)

# What We've Heard

## Rider Perceptions and Experience – 2022 Survey

- The most important transit service enhancement was “**more weekend service,**” chosen by 30% of respondents.
- Sun Tran service **is reduced by nearly half** on weekends:
  - Saturdays = 54% of weekday service
  - Sundays = 43% of weekday service
- The COA will look at ways to close the gap between weekday and weekend service to provide a more equitable system.



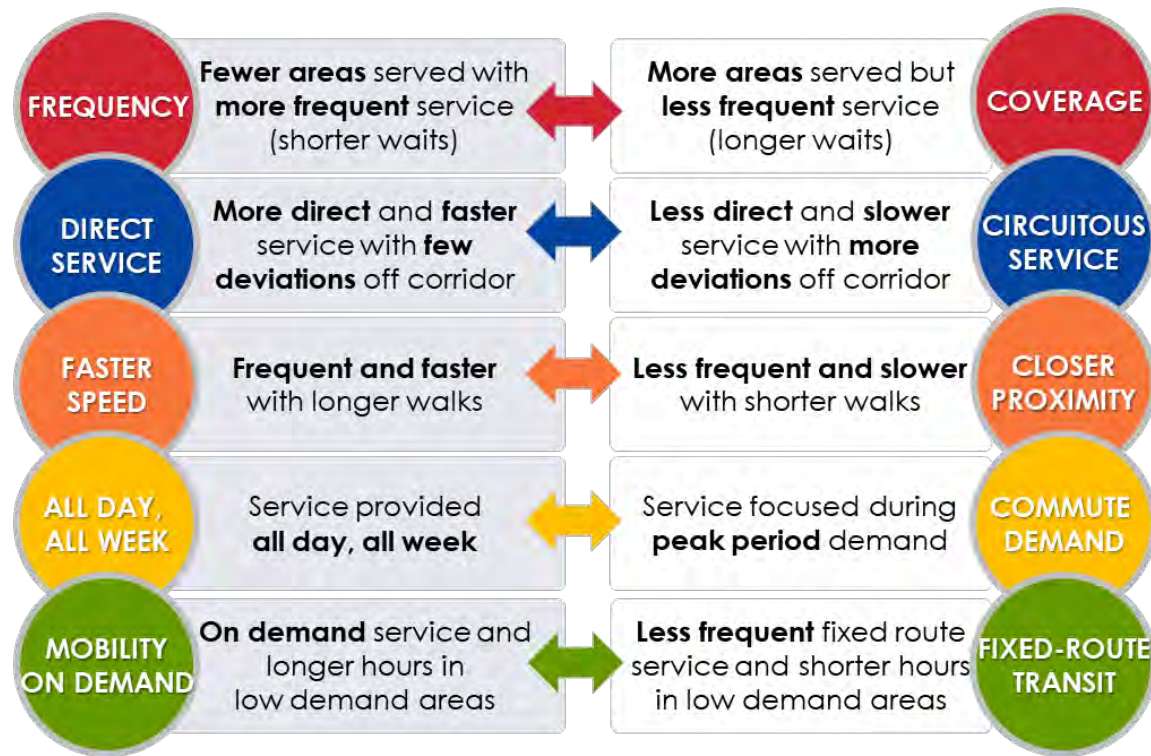
# What We've Heard

## Non-Rider Perceptions and Experience – 2022 Survey

- Nearly **65%** of Tucson residents believe public transportation is **very important but have not used public transit** in the last year.
- **50%** of non-riders say transit **does not take them where they need to go**.
- **Top motivators that would encourage non-riders to use public transit are:**
  - If travel time was the same or less than traveling by vehicle **(44%)**.
  - Buses were scheduled at stops more frequently **(38%)**.
  - If transit stops were located closer to their home, work, and/or places they visit most frequently **(30%)**.
- The COA will strive to make the system more attractive to non-riders by improving transit access and convenience.

# Tradeoffs in Service Design

- We want to better understand your priorities for transit service improvements.
- There are some tradeoffs with design choices – for example, a route that prioritizes speed cannot stop as often as a route that prioritizes access.
- These are spectrums – not absolutes – and will be used to help us prioritize the types of service changes being recommended.





# Frequency vs. Coverage

## Tradeoffs

More Frequent  
Routes

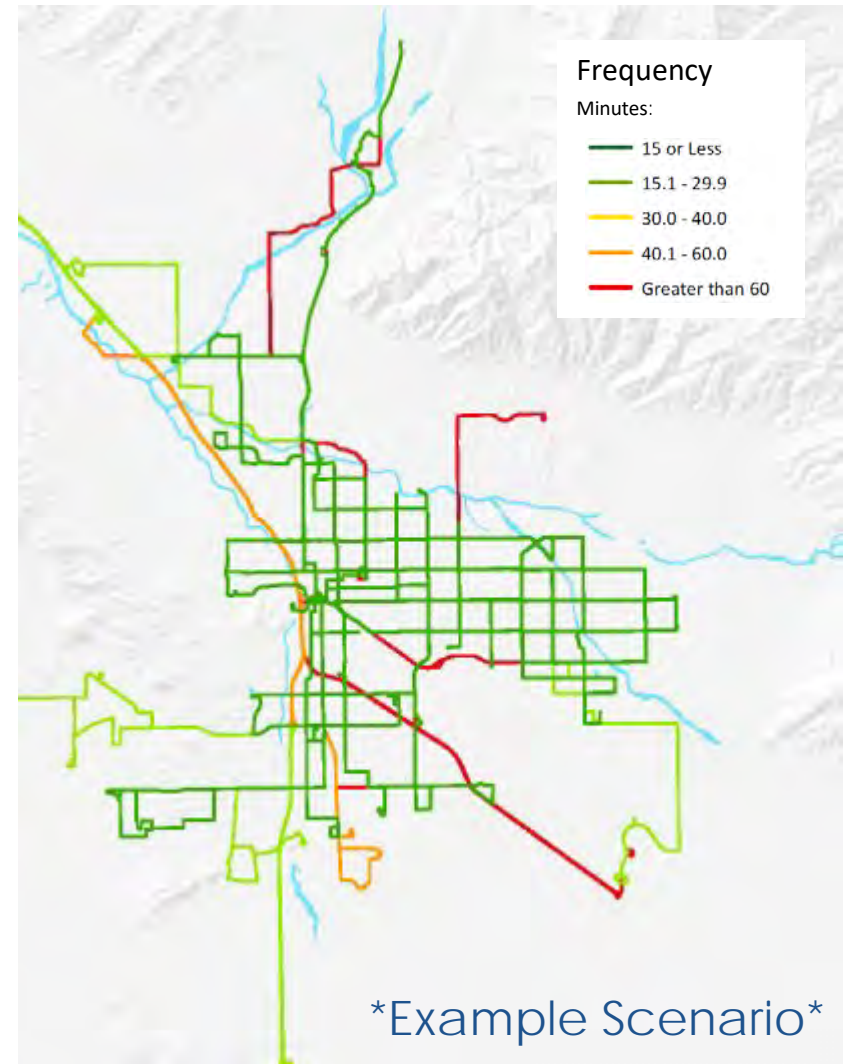
Fewer Frequent  
Routes

Routes Farther  
Apart

Routes Closer  
Together

Faster Travel  
Times

More Localized  
Service



# Frequency vs. Coverage

## Tradeoffs

More Frequent  
Routes

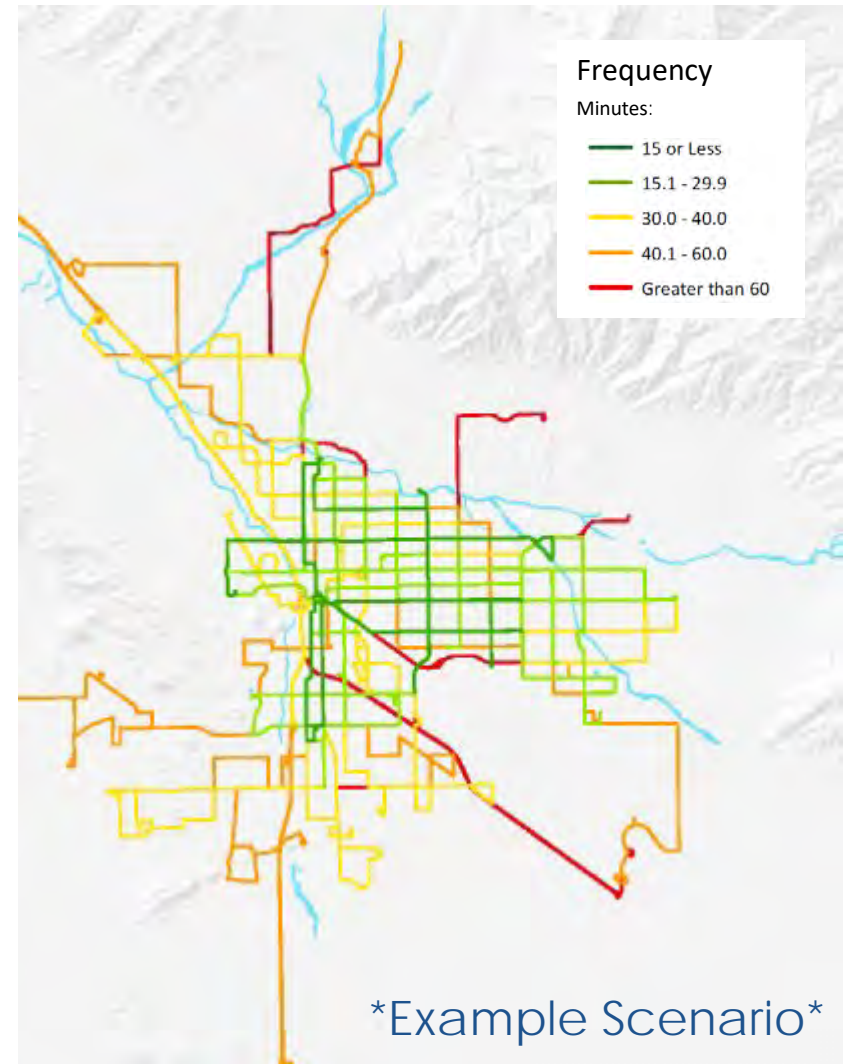
Fewer Frequent  
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Routes Closer  
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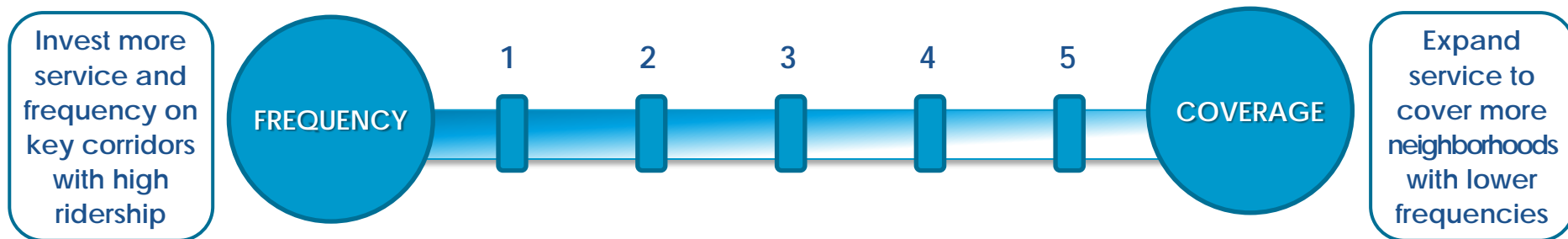
Faster Travel  
Times

More Localized  
Service



# Poll #3: Frequency vs Coverage

Please rank on a scale of 1 to 5 where you stand on the trade-off: frequency vs. coverage.

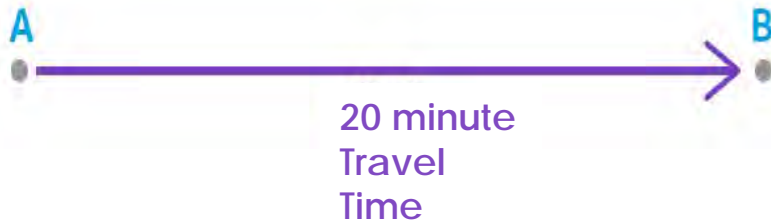


*Please let us know why you made your choice using the chat feature.*

# Direct vs. Indirect Service



Less direct routes require fewer transfers and allow for shorter walks to stops but increase travel time and operate less frequently.

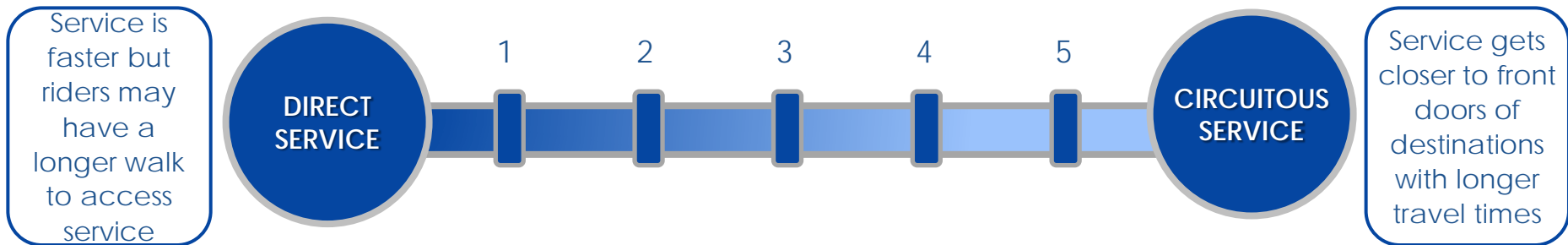


More direct service with few deviations from main corridors provide faster and more frequent service with longer walks to stops.



# Poll #4: Direct vs. Indirect Service

Please rank on a scale of 1 to 5 whether Sun Systems should focus on faster, more direct service or slower, less direct service.

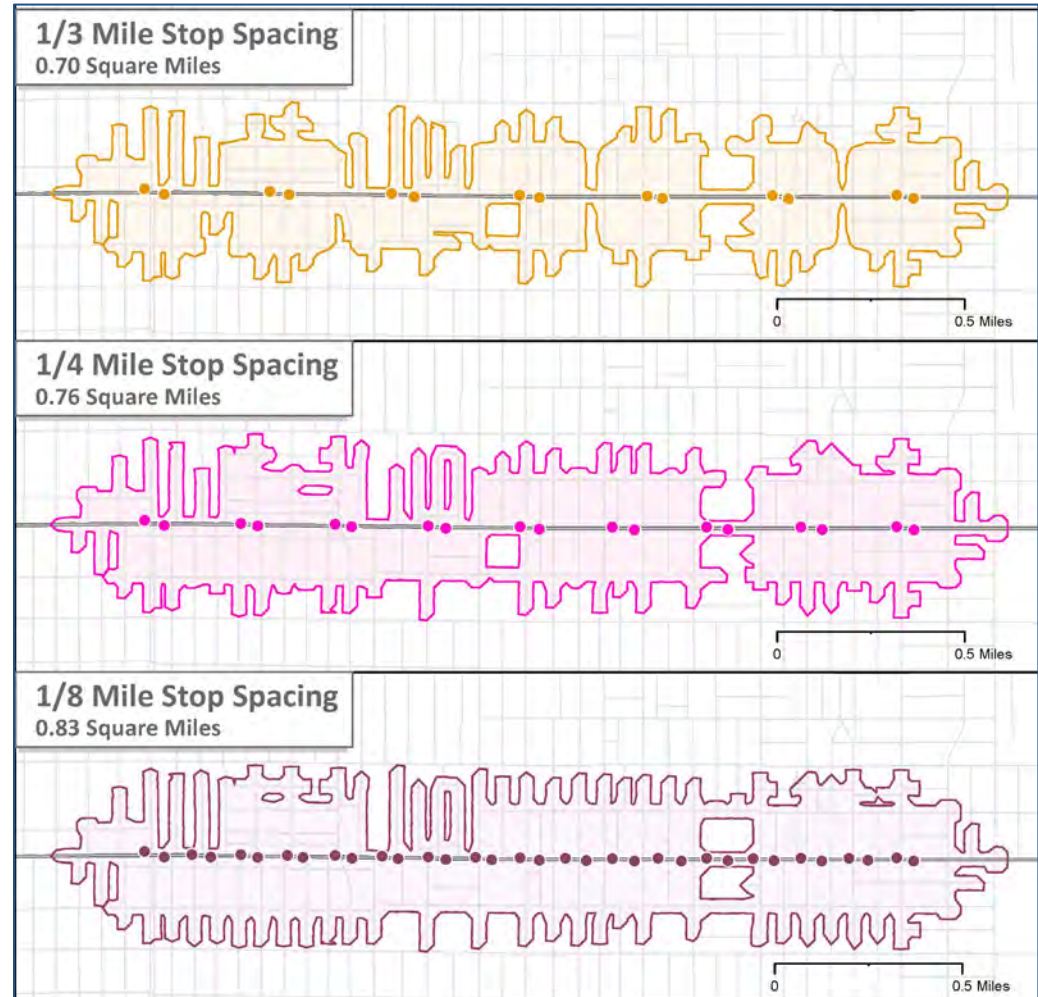


*Please let us know why you made your choice using the chat feature.*

# Speed vs. Access

- **Prioritizing access** – stops closer together shorten walks for riders accessing service but slow down the trip for riders on the bus.
- **Prioritizing speed** – stops farther apart mean longer walks to stops but faster trips on the bus.
- Closer stop spacing **does not** significantly increase the amount of land within a quarter-mile walk of a transit stop.

Land Area within a Quarter-Mile Walk of a Transit Stop



# Poll #5: Speed vs. Access

Please rank on a scale of 1 to 5 whether bus speeds or walk access should be prioritized on Sun Tran bus service.

Bus stops  
spaced  
farther apart  
with shorter  
travel times

FASTER SPEED

1

2

3

4

5

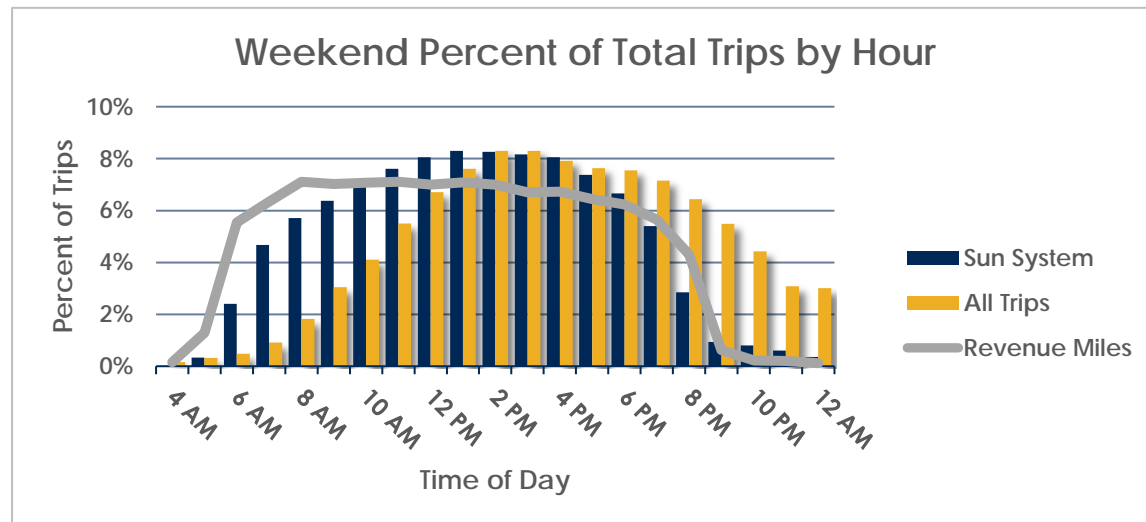
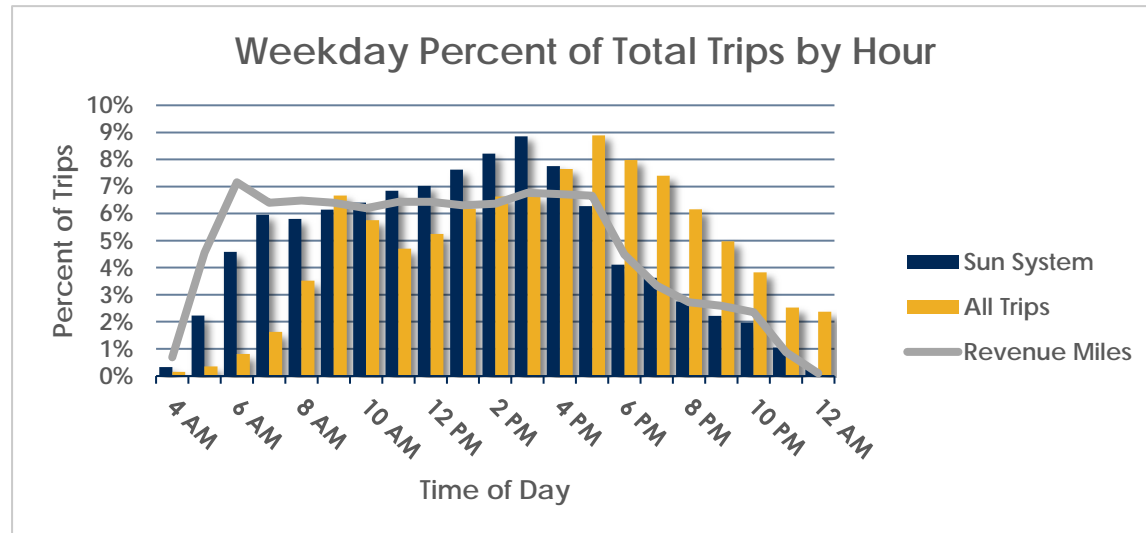
CLOSER ACCESS

Bus stops  
spaced closer  
together with  
longer travel  
times

*Please let us know why you made your choice using the chat feature.*

# Time Allocation

- Ridership generally follows service availability with increased amounts in the afternoons.
- Transit service declines in early evening, despite high levels of general trip making.
- Should transit service be increased at other times of day to make transit more attractive for non-work purposes?

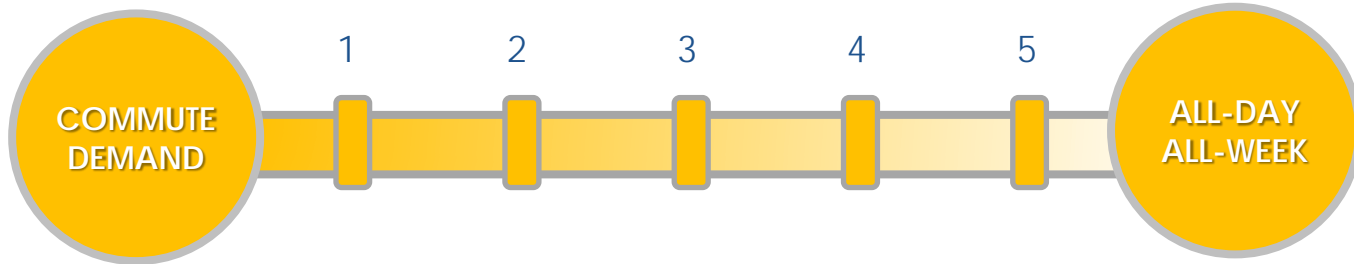




# Poll #6: Time Allocation

Please rate on a scale of 1 to 5 what times of day/week you think Sun Tran should invest in transit service.

Continue to  
focus service  
during  
weekdays  
from 9 am to  
5 pm



Add service  
during the  
evenings and  
on weekends

*Please let us know why you made your choice using the chat feature.*

# Poll Question #7

**What time of the week is it MOST important for Sun Tran to provide longer hours?**

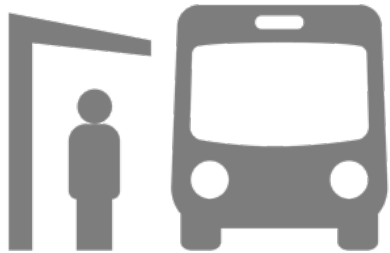
- Earlier on weekday mornings (4:00am – 6:00am)
- Later on weekday evenings (10:00pm – 12:00am)
- Earlier on weekend mornings (5:00am – 7:00am)
- Later on weekend evenings (7:00pm – 10:00pm)

# Fixed-Route vs. Alternative Service



On-demand shared-ride mobility (Microtransit) can effectively increase frequency and shorten walk distances but carries fewer riders.

**VS.**

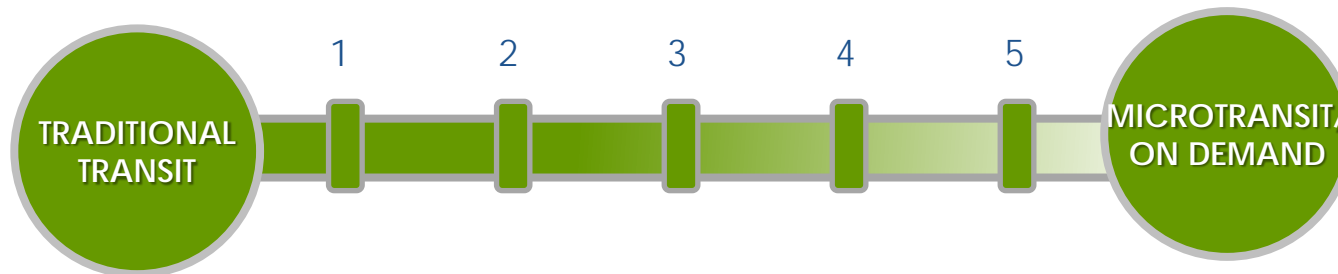


Fixed-route transit usually generates higher ridership and schedule predictability but comes with less geographic coverage.

# Poll #8: Fixed-Route vs. Alternative Service

In areas where fixed-route transit is less successful, please rate on a scale of 1 to 5 whether Sun Tran should continue to invest in fixed-route service or replace with alternative options like Microtransit.

Cover less  
geography  
with fixed-  
route service



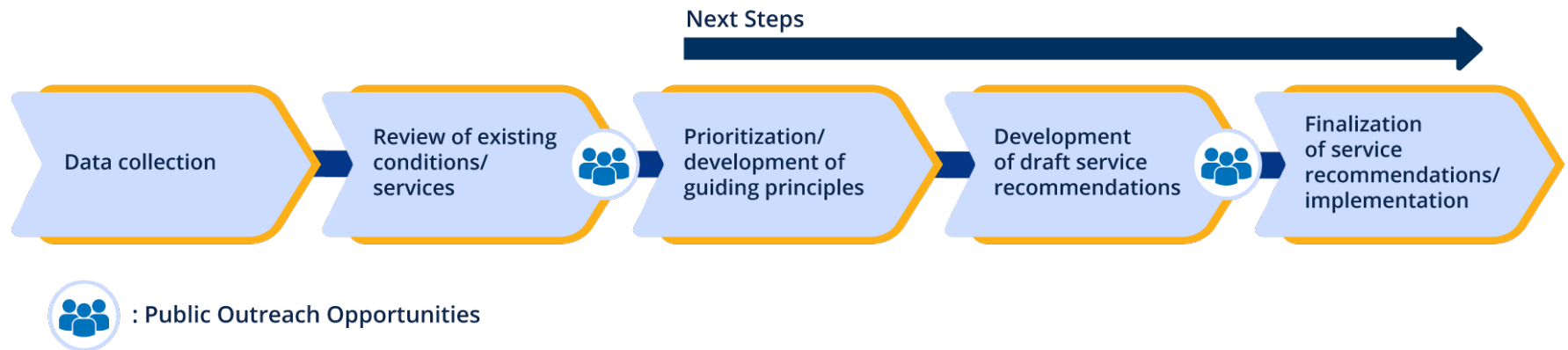
Cover larger  
geography  
with on-  
demand  
service

*Please let us know why you made your choice using the chat feature.*



# Next Steps

Following the current phase, the project team will review the results and use public input to help guide the initial development of service recommendations. Once initial recommendations are developed, they will be shared with stakeholders and the public for review in late spring 2023.



# Share your thoughts.

Ask  
questions or  
make  
comments  
today

Leave  
comments  
on online  
map

Take our  
online survey

Send us an  
email

[SunTranInfo@  
tucsonaz.gov](mailto:SunTranInfo@tucsonaz.gov)

Call us

(520) 792-9222  
(520) 628-1565  
(TDD)

Send us a  
note

Tucson COA Project  
Team c/o HDR, Inc.  
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Suite 2500, Phoenix,  
AZ 85012



[www.tucsoncoa.com](http://www.tucsoncoa.com)

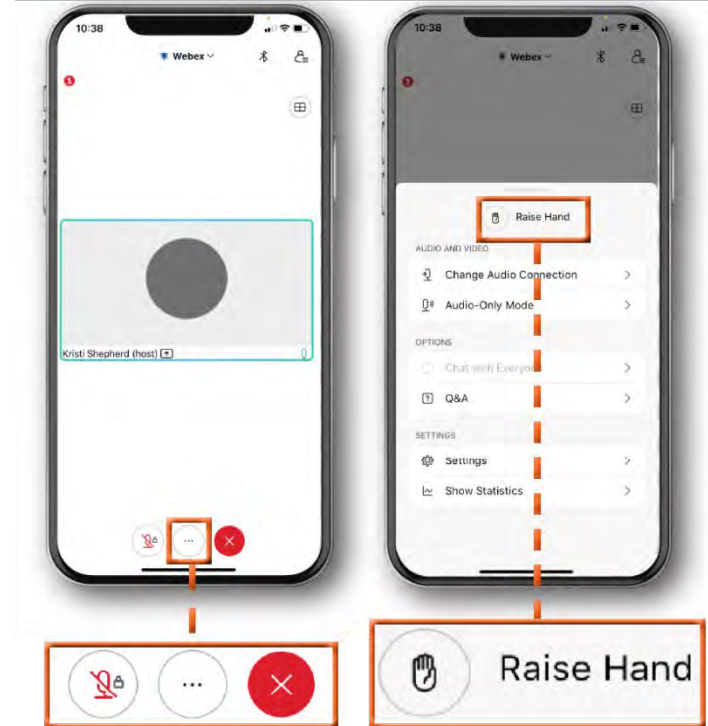
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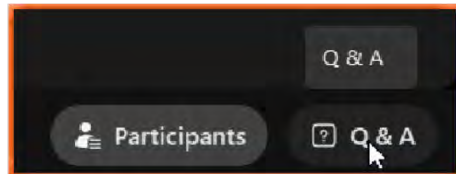
## Mobile App



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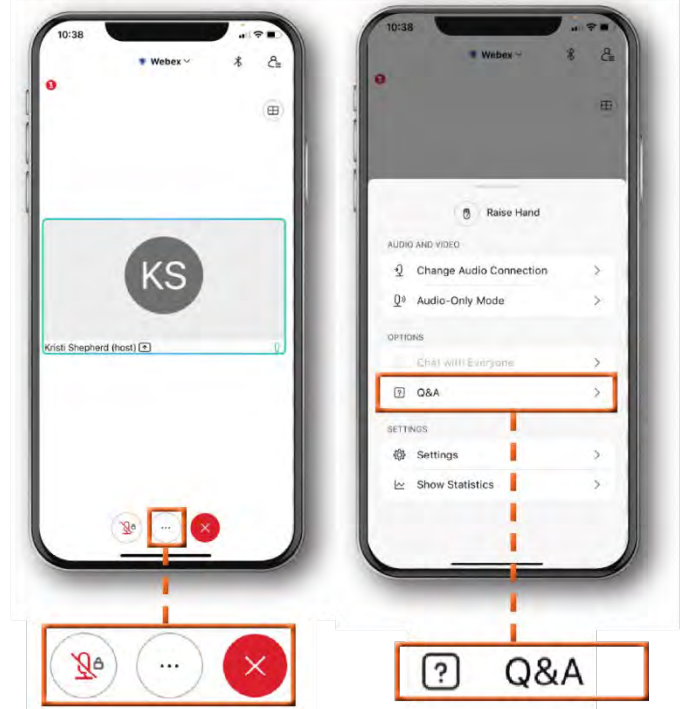
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1. Click three dot menu icon
2. Click "Q&A" tab
3. Type your question, hit send



Thank you!



# Análisis Operativo Integral de Sun Systems



# Bienvenidos

Hola, nos complace contar con su presencia! La reunión comenzará en breve. Mientras tanto, si desea escuchar en español, simplemente desconecte su audio y escuche a través de su teléfono marcando lo siguiente:

- +1-408-418-9388
- Reunión #: 2483 041 6103
- Contraseña: TCOA

# Bienvenidos

- Se ha silenciado a todos los participantes para así evitar ruidos de fondo.
- Esta reunión está siendo grabada.
- ¿Problemas técnicos? Llame a Webex al **866.229.3239**
- Al término de la reunión, responderemos las preguntas y comentarios hechos en línea y por teléfono.



# ¿Cómo levantar la mano?

## Aplicación Webex y En Línea



1. Seleccione el panel "Participante"
2. Busque su nombre
3. Haga clic en el ícono "mano" (levantar/bajar)

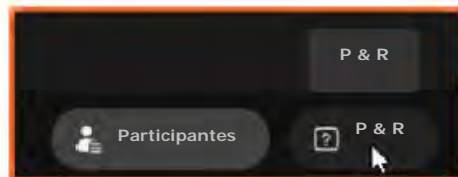
## Aplicación Móvil



1. Haga clic en el ícono de menú de 3 puntos
2. Haga clic en el ícono "Levantar la mano"
3. Para bajarla, haga clic en el ícono otra vez

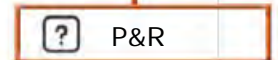
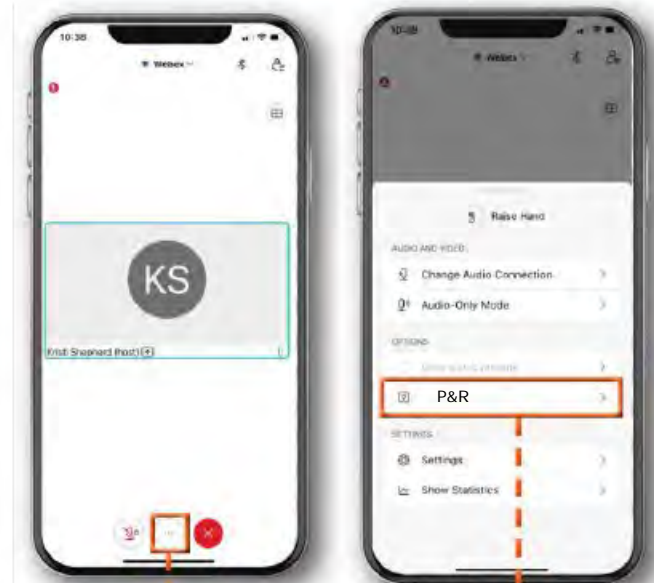
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1. Abra el panel "P&R"
2. El panel "P&R" aparecerá
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## Aplicación Móvil



1. Haga clic en el ícono de menú de 3 puntos
2. Haga clic en la opción "P&R"
3. Ingrese su pregunta y envíela

# El Proyecto

En colaboración con la Asociación de Gobiernos de Pima (Pima Association of Governments, PAG), la Ciudad de Tucson está completando un Análisis Operativo Integral (COA) de los servicios Sun Tran, Sun Link, Sun Express y Sun Shuttle.

## ¿Qué es un COA?

Un COA evalúa todos los aspectos de servicios de transporte público existente, incluyendo acceso y equidad. El fin es desarrollar recomendaciones para mejorar el valor, la eficiencia y el rendimiento de las opciones actuales de transporte público.



# El Proceso

El Análisis Operativo Integral (COA) de Sun Systems se encargará de revisar y evaluar los servicios de transporte de Sun Tran, Sun Link, Sun Express y Sun Shuttle con el objetivo de determinar posibles mejoras en la red de transporte para lograr una mayor equidad, eficacia y eficiencia.

## Pasos del COA



# Opciones de Transporte Público

Dato curioso: estos servicios permiten realizar casi 60.000 desplazamientos diarios en la ciudad y en el área metropolitana de Tucson.

Pregunta#1: ¿Actualmente utiliza alguno de los siguientes servicios de transporte ofrecidos en el área metropolitana de Tucson?

## Sun Tran

- Servicio diario de autobús que recorre 29 rutas fijas identificadas.

## Sun Link

- Servicio de tranvía cerca del centro de Tucson y de la Universidad de Arizona.

## Sun Express

- Una opción rápida de transporte que realiza paradas limitadas desde las zonas periféricas a los principales destinos y que funciona de lunes a viernes durante las horas pico.

## Sun Shuttle

- Una opción de autobús más pequeña que brinda servicio a zonas suburbanas y a más zonas rurales, y conecta con destinos locales como colegios, tiendas y centros comerciales.

## Sun Shuttle Dial-a-Ride

- Un servicio compartido de transporte especial (Dial-a-Ride) de punto a punto, para quienes viajan dentro de un área designada. Incluye también servicios complementarios de paratransito.



# Las Metas



Identificar oportunidades para mejorar la eficiencia, efectividad y capital de las opciones actuales de transporte público.



Crear un sistema de transporte público que apoye las necesidades de la comunidad.



Proponer recomendaciones para futuros cambios o expansiones en el servicio.

# ¿Qué estamos evaluando?

## ¿Quién viaja en transporte público?



**72%** De los usuarios usan el sistema de transporte público al menos cinco días a la semana.

**58%** De los usuarios tienen ingresos por debajo de los \$25.000



**50%** De los usuarios vienen de hogares sin vehículos.



**45%** De los usuarios realizan transferencia al menos una vez.



**14%** De los usuarios son estudiantes de universidad/colegios.

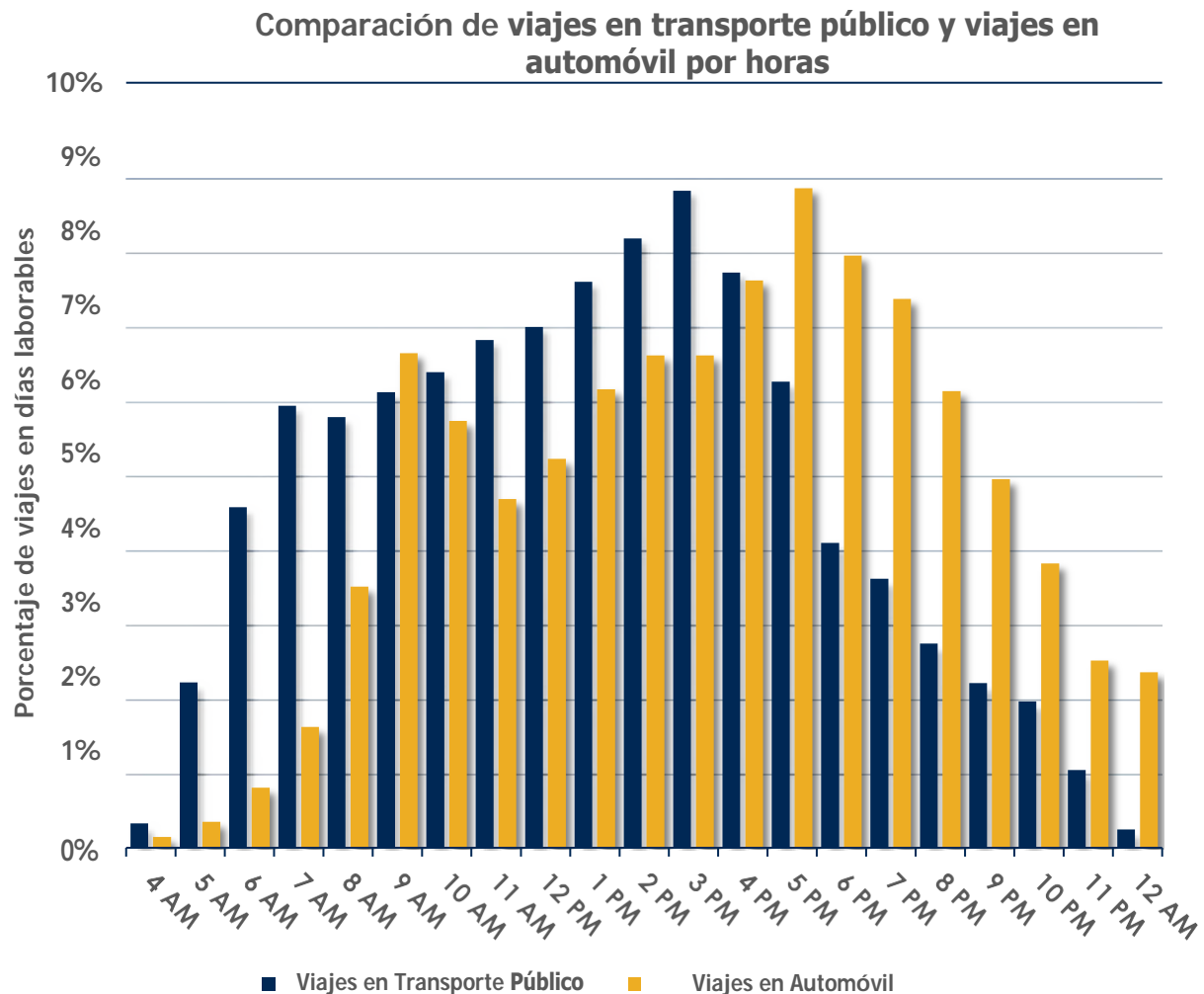


**9%** De los usuarios son estudiantes de educación básica.

# ¿Qué estamos evaluando?

## Cuando las personas viajan

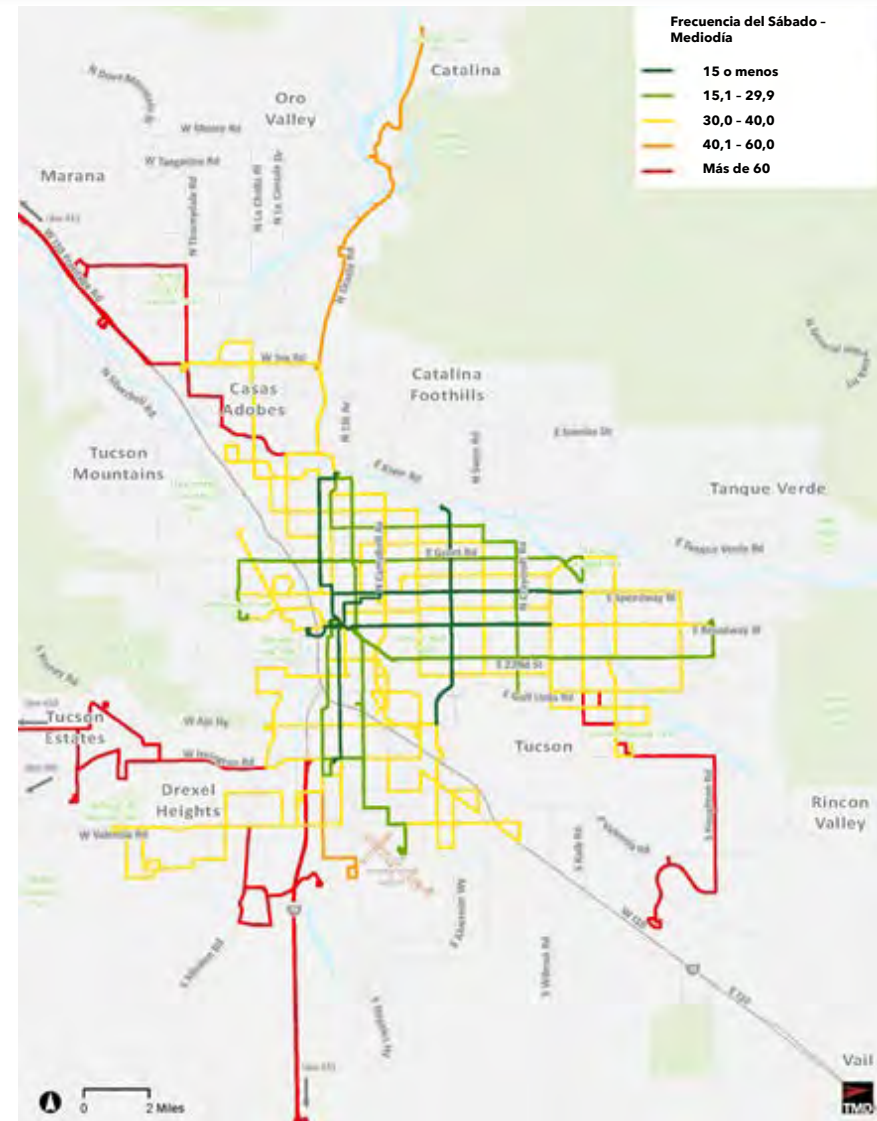
- Existe una diferencia significativa entre las horas del día en que las personas viajan en el servicio de transporte público y en automóvil.
- El COA evaluará si es necesario modificar los horarios actuales de Sun Systems para brindar una mejor respuesta a las necesidades de la comunidad.



# ¿Qué estamos evaluando?

## Qué niveles de servicio están disponibles.

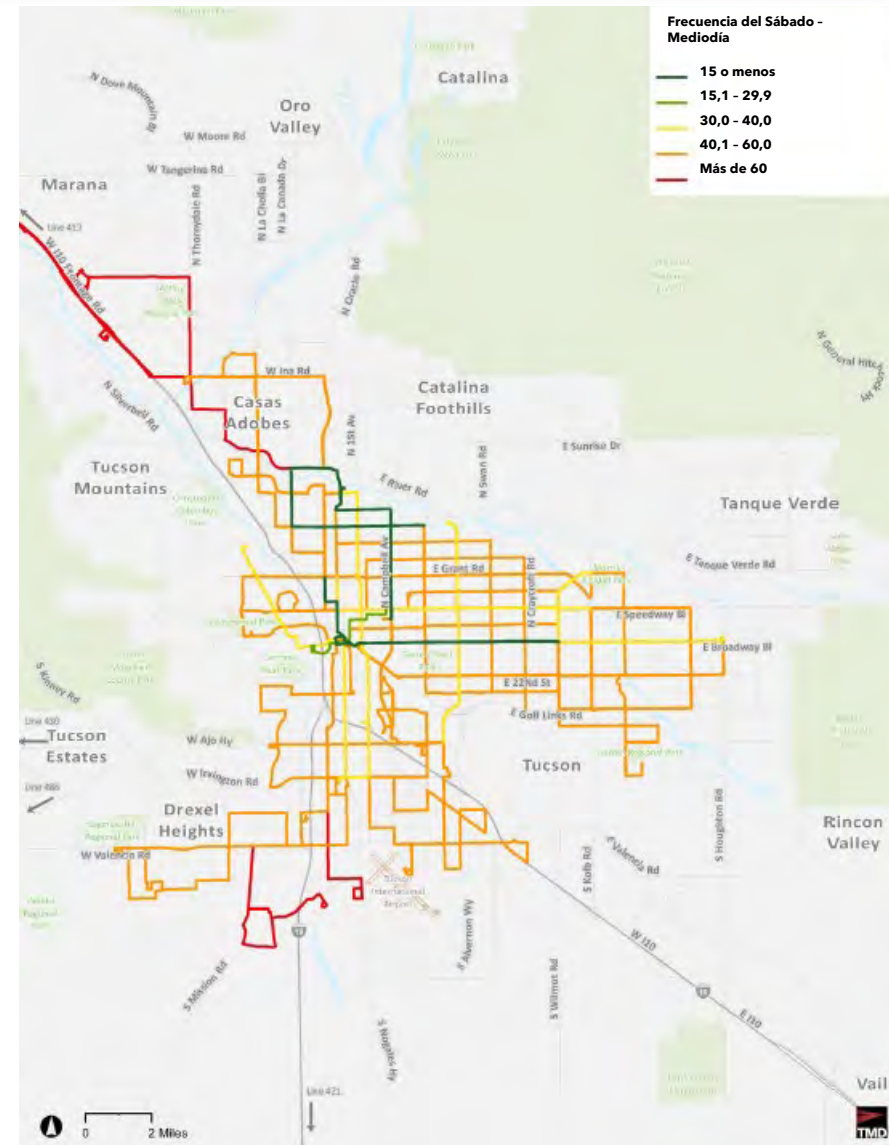
- La mayoría de las líneas de Sun Tran ofrecen un servicio regular a lo largo del día, con intervalos programados de 15, 30 o 60 minutos.
- Generalmente los niveles de servicios son constantes desde las 6 a.m. hasta las 6 p.m.
- La frecuencia del servicio se reduce los fines de semana:
  - Sábados = 54% de servicio en comparación con los días entre semana.
  - Domingos = 43% de servicio en comparación con los días entre semana.



# ¿Qué estamos evaluando?

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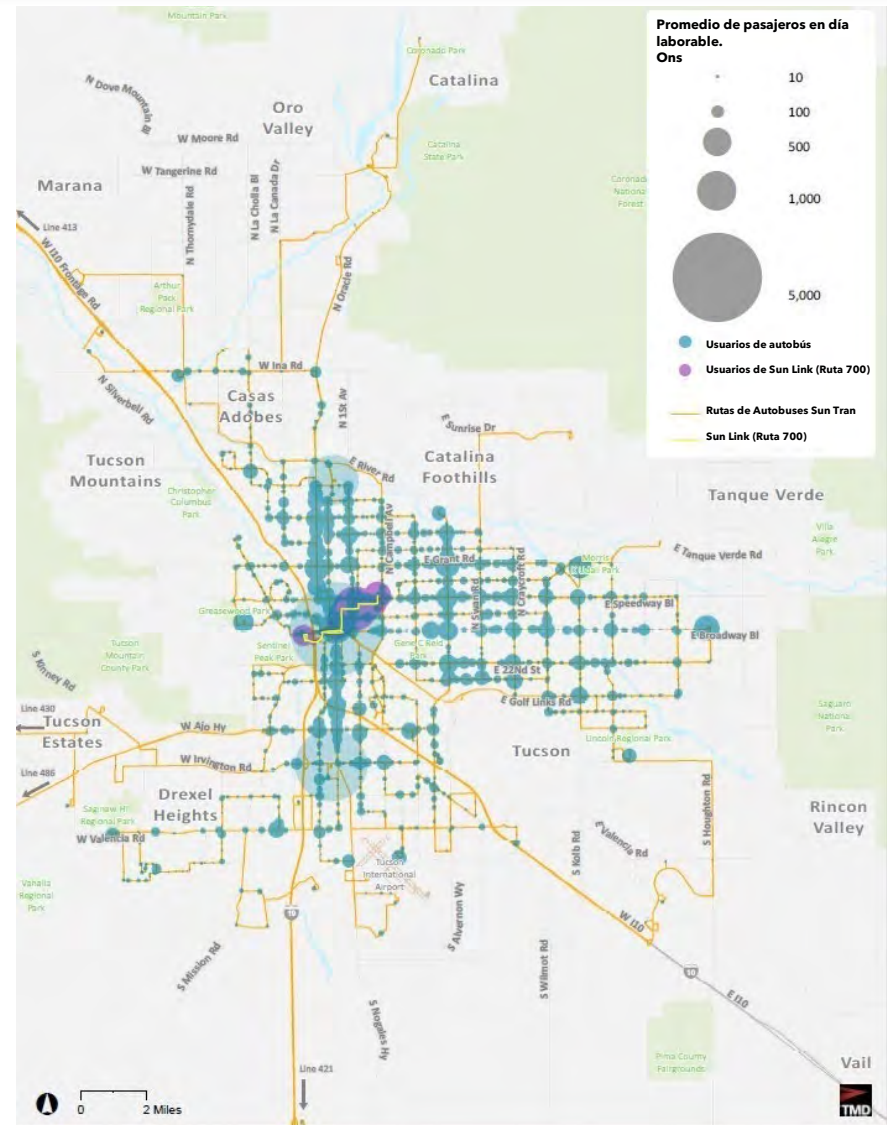




# ¿Qué estamos evaluando?

## De dónde las personas viajan

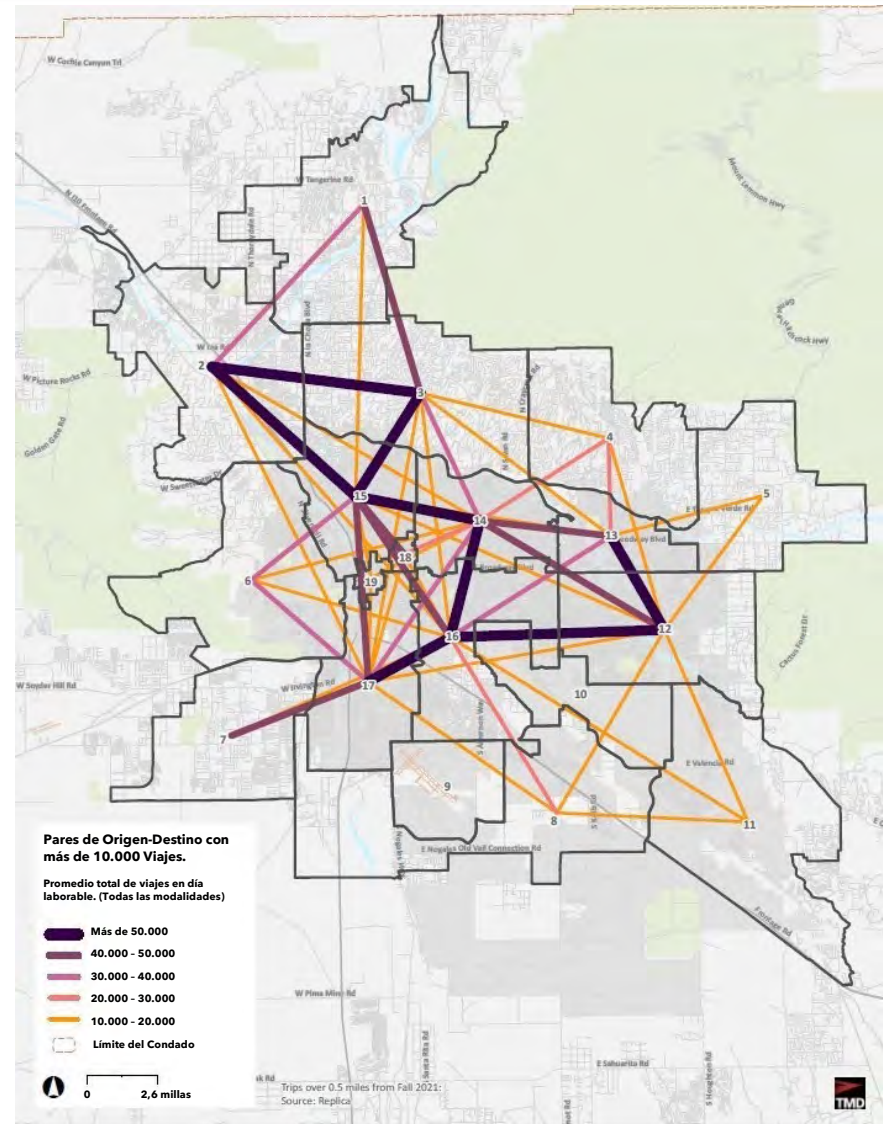
- La información recolectada sobre el número de pasajeros en las estaciones de parada, indica dónde se encuentran los puntos de mayor afluencia de viajeros en las actuales líneas de autobús y tranvía.
- Comprender dónde hay mayor y menor demanda de servicios.
- El COA evaluará la posibilidad de rediseñar las rutas para dar mejor servicio a estos destinos.



# ¿Qué estamos evaluando?

## Hacia dónde las personas viajan

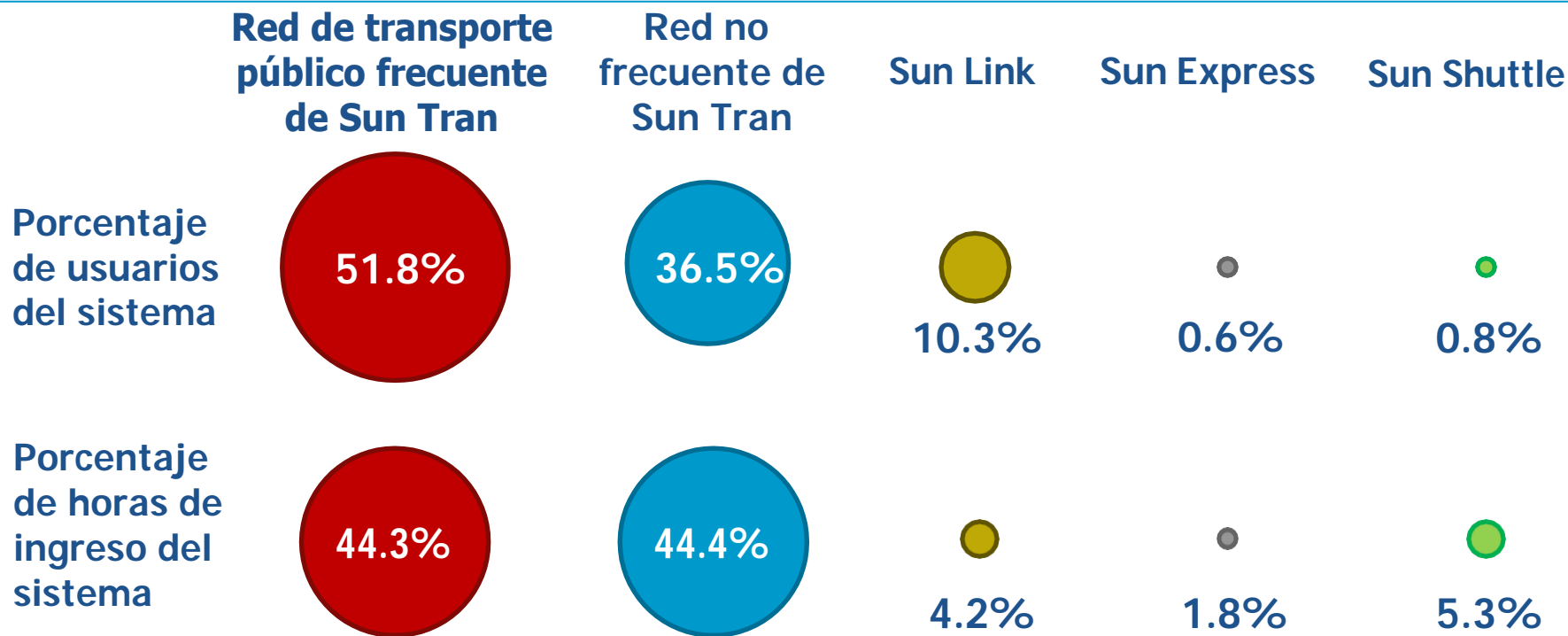
- Los datos obtenidos a través de servicios de localización proporcionan una visión sobre los patrones de desplazamiento de las personas en la zona metropolitana de Tucson.
- El mapa muestra la cantidad de personas que se desplazan entre las distintas partes del área de servicio.
- El COA evaluará la reestructuración de las rutas para brindar conexiones más eficientes y directas entre los puntos de origen y destino más importantes.



# ¿Qué estamos evaluando?

## Cómo los viajeros usan el sistema hoy en día

- Las cinco rutas principales de Sun Tran (rutas 16, 8, 4, 11 y 18) concentran el 33% del número de usuarios de todo el sistema.
- Sun Link representa el 10% del número de usuarios de todo el sistema.



# Pregunta #2 de la encuesta

**¿Cuál es el factor más determinante para usted al momento de elegir utilizar o no el transporte público?**

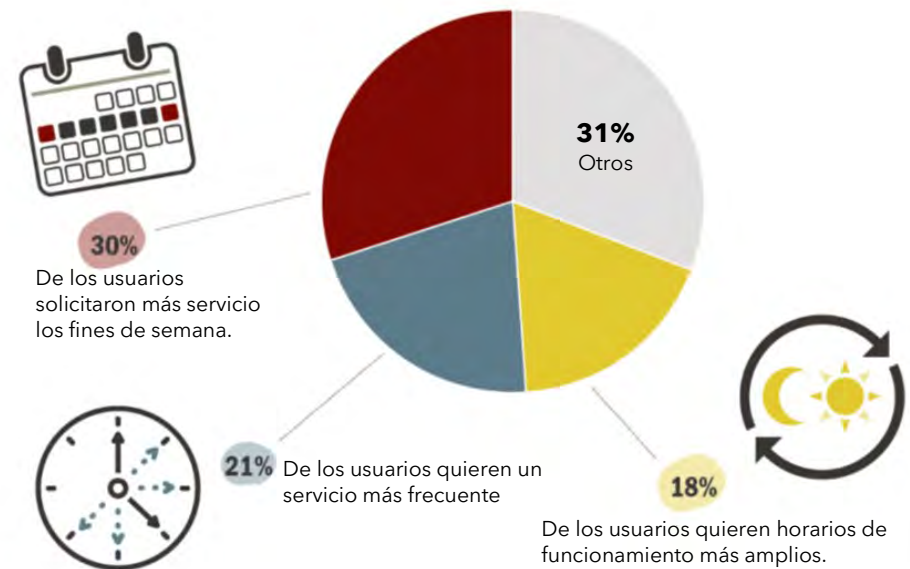
- Frecuencia del servicio
- Horarios de funcionamiento
- Pocas transferencias
- Corta duración del viaje
- Disponibilidad del servicio en fines de semana
- Costo del pasaje
- Corta distancia a pie hasta/de la parada de autobús
- Servicio confiable (pocos viajes con retraso)

# Lo que sabemos

## Percepciones y experiencia de los usuarios - Encuesta 2022

- La mejoría más solicitada del servicio de transporte público fue "**más servicio los fines de semana**", elegida por el 28% de los encuestados.
- El servicio de Sun Tran **se reduce casi a la mitad** los fines de semana:
  - Sábados = 54% de servicio en comparación con los días entre semana.
  - Domingos = 43% de servicio en comparación con los días entre semana.

El COA investigará maneras de acortar la brecha entre el servicio de los días hábiles y los días de fin de semana para brindar un sistema más equitativo.





# Lo que sabemos

## Percepciones y experiencia de los no usuarios – Encuesta 2022

- Cerca del **65%** de los habitantes de Tucson consideran que el transporte público **es muy importante**, pero no lo han utilizado en el último año.
- El **50%** de las personas que no utilizan **el transporte público** indican que éste **no cubre sus destinos necesarios**.
- **Los principales factores que impulsarían a los no usuarios a utilizar el transporte público son:**
  - Si el tiempo de viaje fuera igual o menor al tiempo que se tarda al viajar en automóvil **(44%)**.
  - Si se programara a los autobuses a pasar con mayor frecuencia **(38%)**.
  - Si las paradas de transporte público estuvieran situadas más cerca de su casa, trabajo y/o lugares que visitan con más frecuencia **(30%)**.
- El COA se enfocará en mejorar la accesibilidad y la conveniencia del transporte público para atraer a aquellos que actualmente no lo utilizan.

# Desafíos en el diseño del servicio

- Queremos entender mejor sus prioridades para mejorar el servicio de transporte público.
- Hay ventajas y desventajas dependiendo de las opciones de diseño. Por ejemplo, una ruta que prioriza la velocidad no se podrá detener tan seguido como una ruta que prioriza el acceso con más paradas.
- Estos son rangos, no valores absolutos, y nos ayudarán a darle prioridad al tipo de transporte público solicitado por la comunidad.



# Frecuencia contra cobertura

## Desafíos

Mayor frecuencia  
de rutas y menos  
cobertura

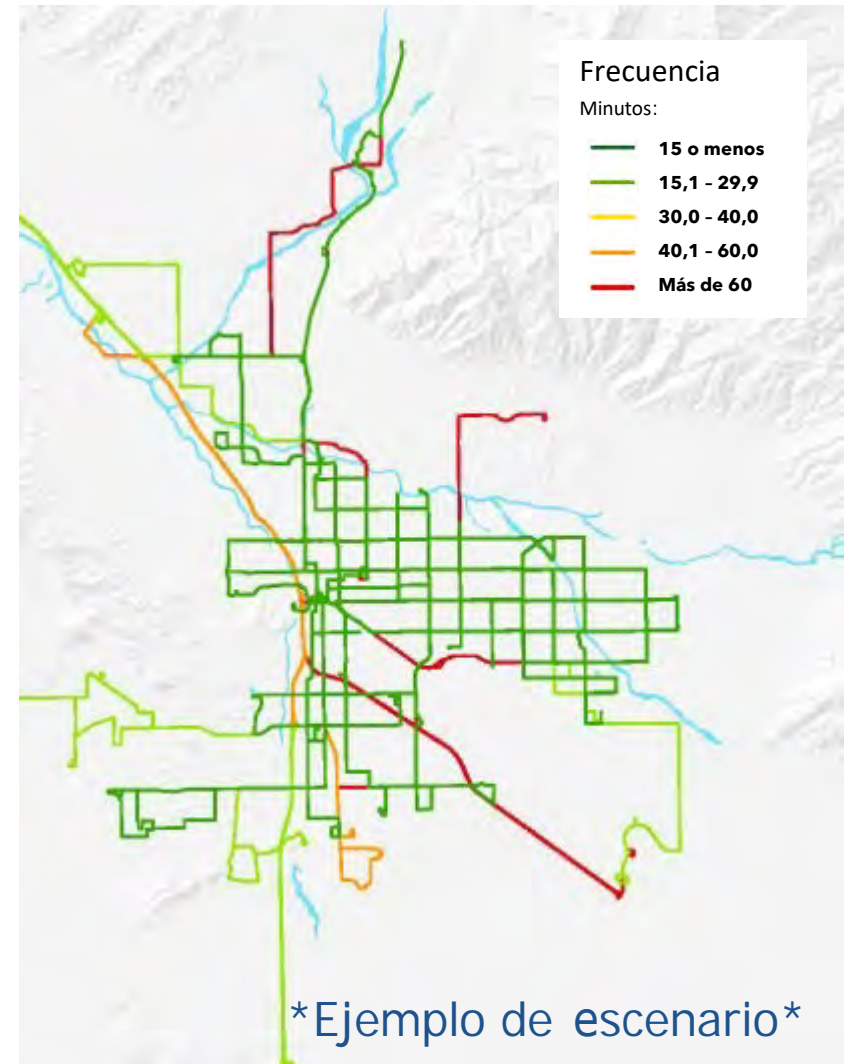
Rutas más  
alejadas

Tiempo más rápido  
de traslado

Menor frecuencia  
de rutas y menos  
cobertura

Rutas más  
cercanas

Servicio más  
localizado



# Frecuencia contra cobertura

## Desafíos

Mayor frecuencia  
de rutas y menos  
cobertura

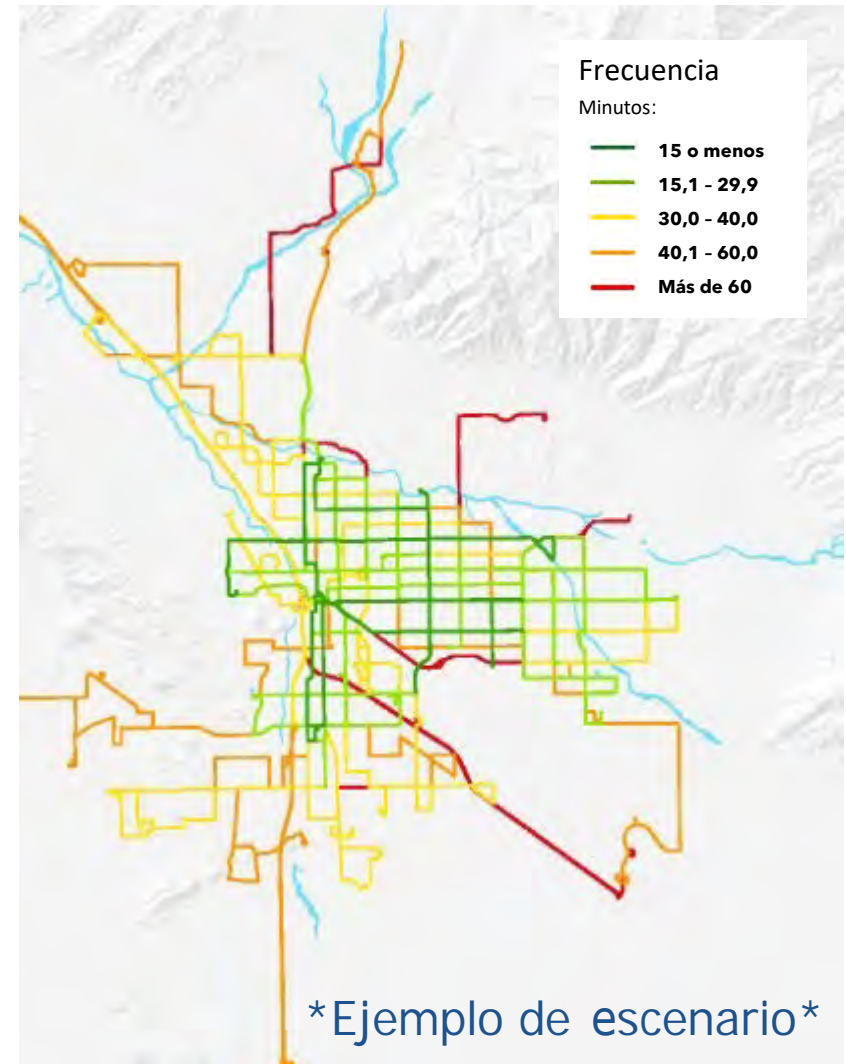
Menor frecuencia  
de rutas y menos  
cobertura

Rutas más  
alejadas

Rutas más  
cercanas

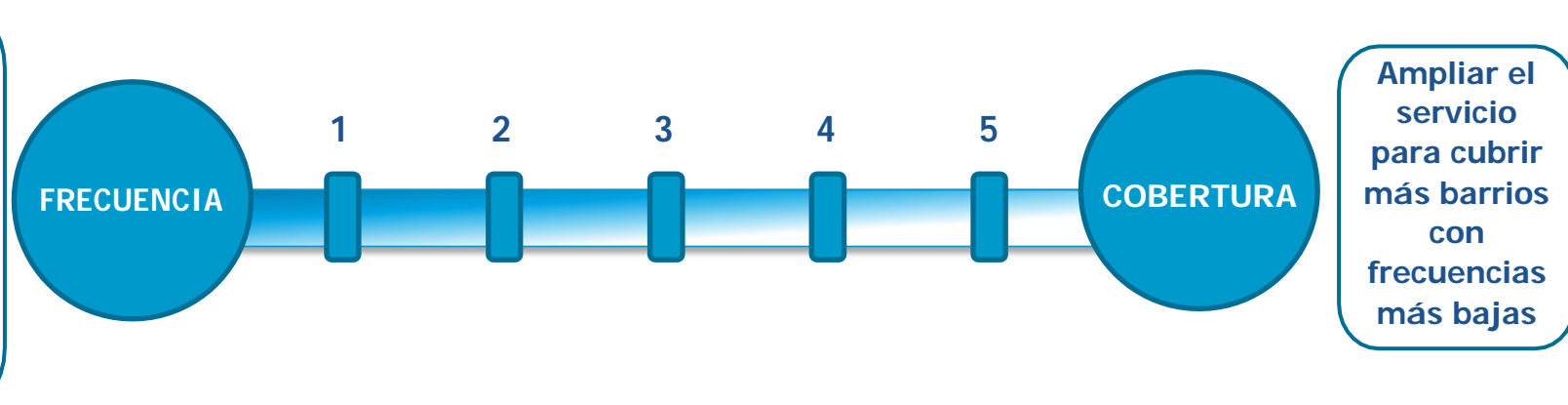
Tiempo más  
rápido de traslado

Servicio más  
localizado



# Pregunta #3: Frecuencia contra cobertura

Por favor, indique en una escala del 1 al 5 en dónde se ubica con respecto al desafío de: frecuencia contra cobertura.



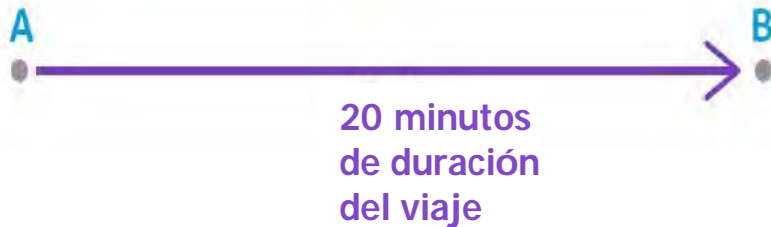
*Por favor, indíquenos la razón de su elección a través del chat.*



# Servicio directo contra indirecto



Las rutas menos directas requieren menos transbordos y permiten caminatas más cortas hasta las paradas, pero aumentan la duración del viaje y funcionan con menos frecuencia.

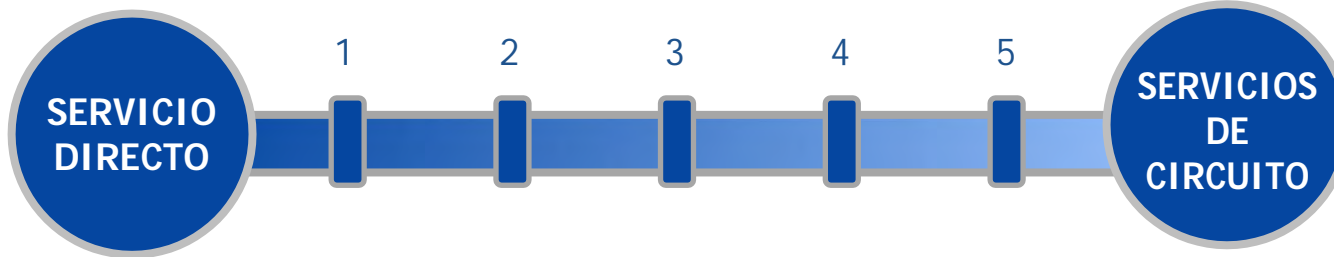


Un servicio más directo con pocas desviaciones de los corredores principales brinda un servicio más rápido y frecuente, pero contiene distancias más largas entre paradas.

# Pregunta #4: Servicio directo contra indirecto

Por favor, califique en una escala del 1 al 5 si cree que Sun Systems debería enfocarse en proporcionar un servicio más rápido y directo o en un servicio más lento y menos directo.

El servicio es más rápido, pero es probable que los usuarios tengan que caminar más para acceder al servicio.



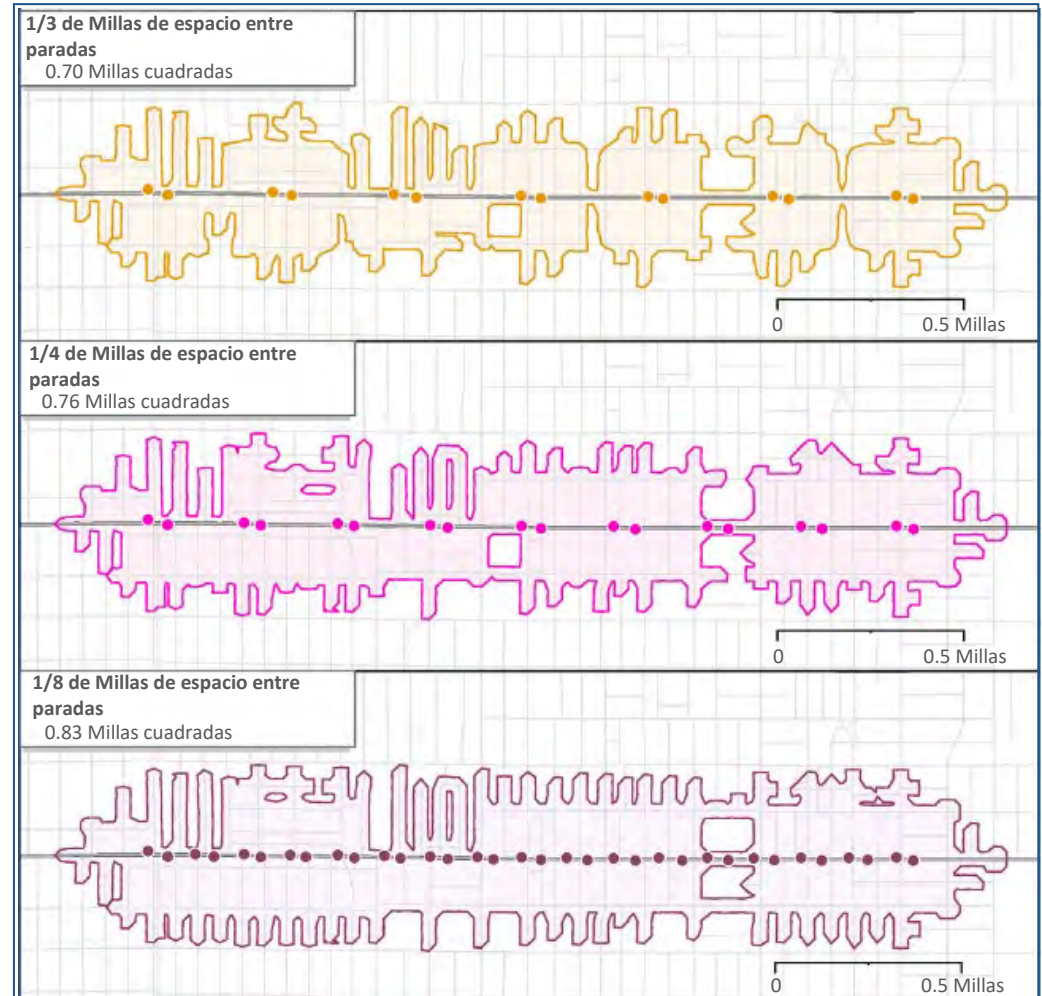
El servicio se acerca más a los destinos, pero requiere más tiempo para llegar a ellos.

*Por favor, indíquenos la razón de su elección a través del chat.*

# Velocidad contra acceso

- **Priorizar el acceso:** las paradas más cercanas acortan los recorridos para los usuarios que acceden al servicio, pero ralentizan el viaje para los usuarios en el autobús.
- **Priorizar la velocidad:** las paradas más alejadas entre sí suponen trayectos más largos para acceder al servicio, pero los viajes son más rápidos en autobús.
- Un menor espacio entre las paradas **no aumenta significativamente** la distancia en un radio de un cuarto de milla de caminata hacia una parada de transporte público.

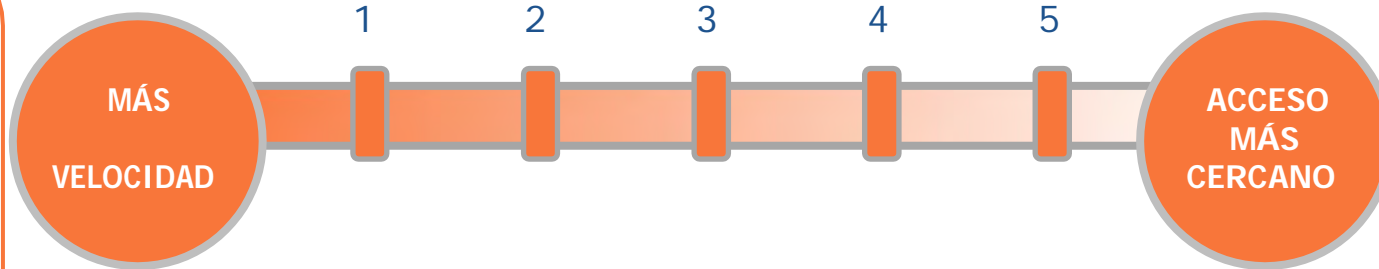
Terreno cercano a una parada de transporte público: distancia de un cuarto de milla a pie.



# Pregunta #5: Velocidad contra acceso

Por favor, califique en una escala de 1 a 5 si Sun Tran debería enfocarse más en aumentar la velocidad de los autobuses o en mejorar el acceso a pie en sus paradas.

Paradas de autobús más alejadas entre sí y servicio con tiempos de viaje más cortos.



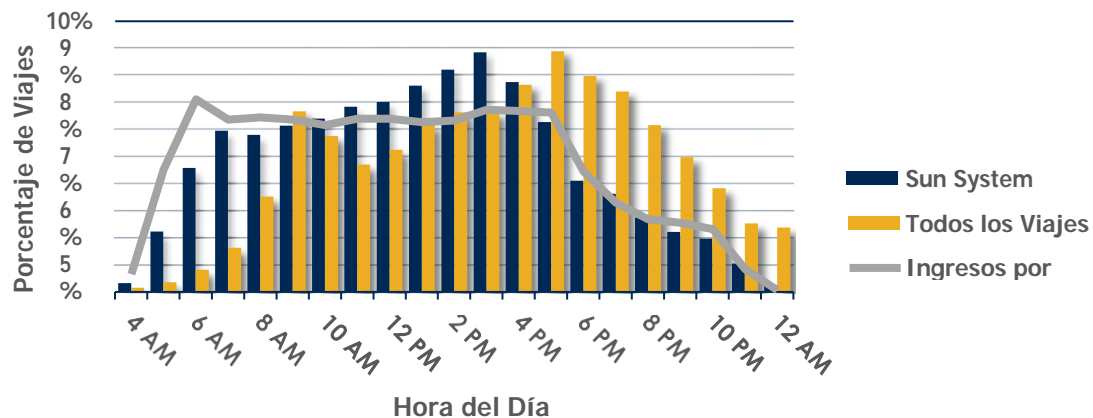
Paradas de autobús más cercanas entre sí y servicio con tiempos de viaje más largos.

*Por favor, indíquenos la razón de su elección a través del chat.*

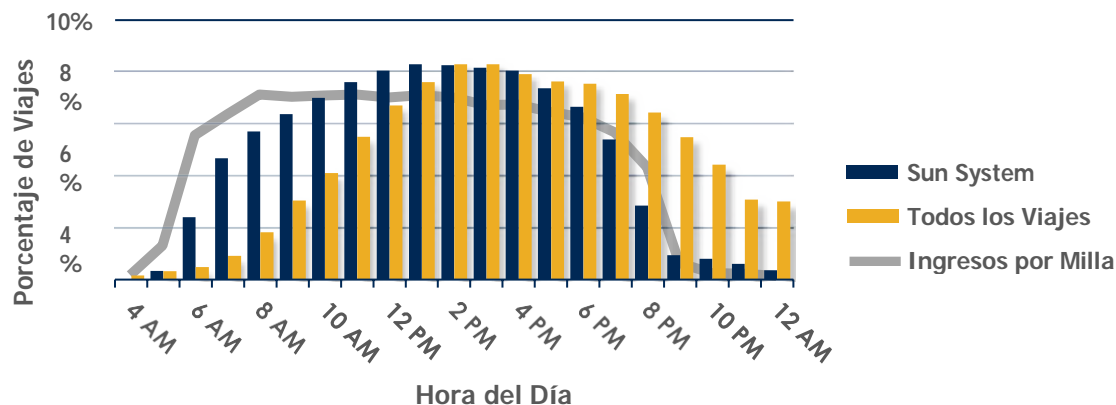
# Asignación de tiempo

- Por lo general, el número de usuarios se ajusta a la disponibilidad del servicio con un incremento por las tardes.
- El servicio de transporte público disminuye en las primeras horas de la noche, a pesar de la alta demanda de desplazamientos en general.
- ¿Debería ampliarse el servicio de transporte a otras horas del día para hacerlo más atractivo para fines no laborales?

Porcentaje de viajes totales por hora en días laborables



Porcentaje de viajes totales por hora en fines de semana





# Pregunta #6: Asignación de tiempo

Por favor, califique en una escala de 1 a 5 en qué momentos del día/semana cree que Sun Tran debería aumentar el servicio de transporte público.

Continuar focalizando el servicio durante los días laborables de 9 a.m. a 5 p.m.

DEMANDA DE DESPLAZAMIENTO

1

2

3

4

5

TODO EL DÍA  
TODA LA  
SEMANA

Ampliar el servicio por las tardes y los fines de semana

*Por favor, indíquenos la razón de su elección a través del chat.*

# Pregunta #7 de la encuesta

**¿En qué momento de la semana es MÁS importante que Sun Tran ofrezca horarios más amplios?**

- Más temprano por la mañana en días laborables (4:00am – 6:00am)
- Más tarde por la noche en días laborables (10:00pm – 12:00am)
- Más temprano por la mañana en fines de semana (5:00am – 7:00am)
- Más tarde por la noche en fines de semana (7:00pm – 10:00pm)

# Ruta fija contra servicio alternativo



La movilidad compartida bajo demanda (Microtransit) puede aumentar eficazmente la frecuencia y acortar las distancias a pie, pero transporta a menos pasajeros.

**Vs**

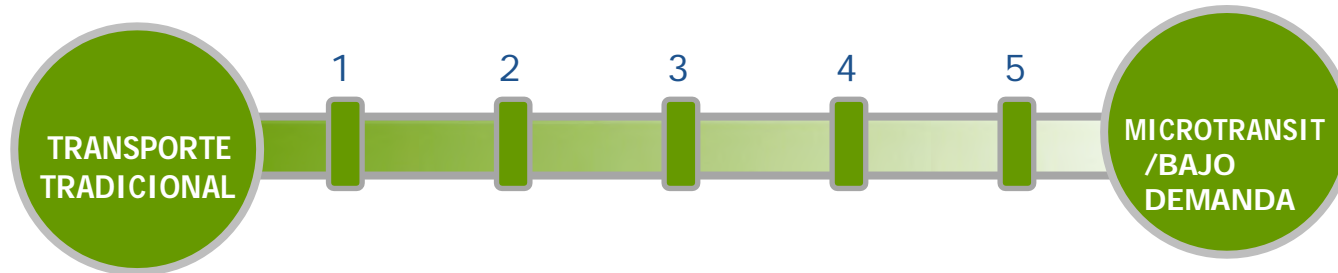


El transporte de ruta fija suele atraer a una mayor cantidad de pasajeros y proporciona horarios predecibles, pero su alcance geográfico es más limitado.

# Pregunta #8: Ruta fija contra servicio alternativo

Por favor, califique en una escala del 1 al 5 si cree que Sun Tran debería continuar invirtiendo en el servicio de ruta fija o considerar alternativas como Microtransit en las áreas donde el servicio de ruta fija no ha tenido un gran éxito.

Cobertura geográfica reducida mediante rutas fijas.



Cobertura geográfica más amplia mediante un servicio bajo demanda.

*Por favor, indíquenos la razón de su elección a través del chat.*

# Siguientes pasos

Una vez finalizada la etapa actual, el equipo encargado del proyecto analizará los resultados obtenidos y tomará en cuenta las sugerencias de la comunidad para establecer las primeras directrices para las recomendaciones de servicio. Una vez se hayan elaborado las recomendaciones iniciales para el servicio, se presentarán a las partes interesadas y al público para su revisión y comentarios a finales de la primavera de 2023.

## PRÓXIMOS PASOS



Recopilación  
de datos

Revisión de los  
servicios y  
condiciones  
existentes



Priorización/  
desarrollo de  
principios rectores

Borrador del  
desarrollo de  
recomendaciones  
de servicio



Finalización de  
recomendaciones de  
servicios/  
implementación



Oportunidades de participación pública



# Comparta sus comentarios

Realice sus  
preguntas o  
comentarios  
hoy

Deje sus  
comentarios  
sobre el  
mapa en  
línea

Realice  
nuestra  
encuesta en  
línea

Envíenos un  
correo  
electrónico a  
SunTranInfo@  
tucsonaz.gov

Llámenos a  
los números:  
(520) 792-9222  
(520) 628-1565  
(TDD)

Envíenos un  
mensaje a:

Tucson COA Project  
Team c/o HDR, Inc.  
20 E. Thomas Rd.  
Suite 2500, Phoenix,  
AZ 85012



**[www.tucsoncoa.com](http://www.tucsoncoa.com)**

# ¿Cómo levantar la mano?

## Aplicación Webex y En Línea



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3. Haga clic en el ícono "mano" (levantar/bajar)

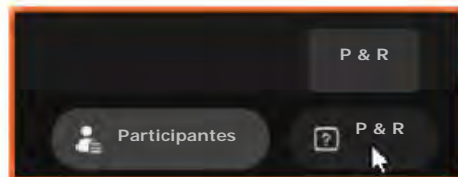
## Aplicación Móvil



1. Haga clic en el ícono de menú de 3 puntos
2. Haga clic en el ícono "Levantar la mano"
3. Para bajarla, haga clic en el ícono otra vez

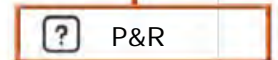
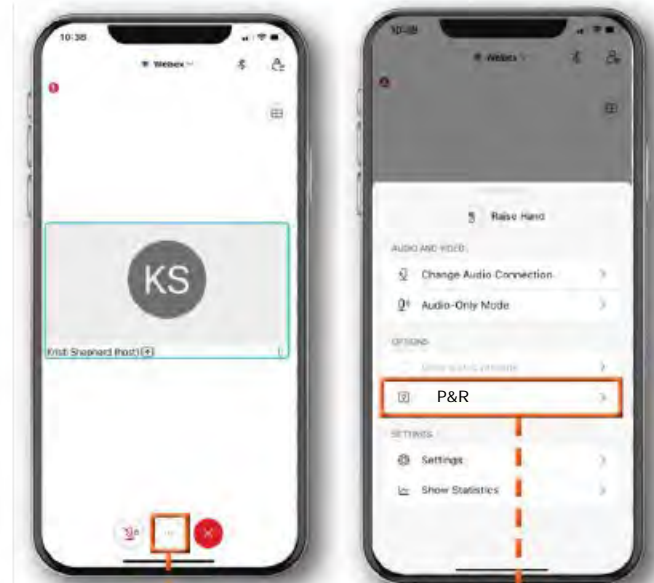
# ¿Cómo hacer una pregunta?

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## Aplicación Móvil



1. Haga clic en el ícono de menú de 3 puntos
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3. Ingrese su pregunta y envíela

¡Gracias!







# Appendix C

## Comment Matrix

## Interactive Public Comment Map

Date	Topic	Comment
1/23/2023	Frequency	I believe frequency for this route (9) should be 15 mins or less, or at least extend the period of "high" frequency (every 20 mins) to 8PM.
1/23/2023	Frequency	This route (1) needs to have its frequency increased to every 15-20 minutes, especially since this route goes in and out of downtown.
1/23/2023	Other	In relation to the transit corridor studies being done in parallel with the Norte-Sur eTOD project, I highly recommend that in order for the transit option to be effective, it needs to have its own dedicated ROW whether its BRT or a streetcar/LRT line. If it does not have its own dedicated ROW, it will get caught in traffic and suffer delays, causing it to be unreliable and not reach its true ridership and equity potential.
1/23/2023	New Destination	Sabino Canyon is a great tourist destination, and I believe a sun shuttle route to Sabino Canyon would be very beneficial for the community.
1/26/2023	Service Hours	Please add later and more frequent trips/routes
1/26/2023	Frequency	Add earlier trip north, like a 4:30 departure heading north
1/26/2023	Frequency	An earlier departure north around 4:30 would be great!
1/26/2023	Frequency	The path here to get to Route 9 is not accessible. The asphalt is very bumpy. A real sidewalk needs to be placed here so users can easily get from Route 15 to Route 9.
1/26/2023	Frequency	It shouldn't take so long to get from midtown/east (Grant/Craycroft area) to UA/downtown. The way things are set-up right now, someone needs to take two-three forms of transit to get to UA/downtown and the trip takes about 45-60 minutes.
1/26/2023	Stop Amenities	The crosswalk buttons are not accessible for wheelchair users.
1/26/2023	Stop Amenities	The crosswalk buttons are not accessible for wheelchair users.
1/26/2023	Frequency	The frequency of Route 3 needs to be increased in the mornings and the late afternoon/early evening to accommodate all the school children and working people who are commuting from East/midtown to UA/downtown/Tucson HS etc.
1/26/2023	Weekend Service	<p>The frequency of busses getting people from Eastside/midtown needs to be increased on the weekends. Think about how long it takes on weekends and evenings for people to get downtown.</p> <p>If you need a financial reason - think about the events i.e. concerts, restaurants etc. that are losing out on business from people who physically can't get there on nights and weekends.</p>

Date	Topic	Comment
1/26/2023	Frequency	TIA wants more people in Tucson to fly out of TIA and not Sky Harbor. Although the number of direct flights TIA offers impacts this - so does actually getting there. There is only one bus that goes to TIA and is infrequent. Think about how long it would take for someone come from any side of town that isn't out Route 1, trying to get to the airport. And does the times of the bus even match up to when most flights are flying in and out?
1/26/2023	Stop Amenities	Route 11 North and South stops at Palo Verde and Benson Highway are very difficult to get to and from. The South stops is extremely dangerous and not disability friendly.
1/26/2023	Other	Taking the 103 from the University to Tohono it arrives just minutes too late to get the 412 to go up to the NW side on Thornydale. It would make commuting from the university more efficient if these could be coordinated better.
1/26/2023	New Destination	30 minutes between rides during common transit hours is horrible. I have to choose between being 25 minutes early or 5 minutes late. Buses should run every ten minutes. If you build it, they will come.
1/26/2023	Other	There are NO stops between Ironwood Hills and Speedway on Greasewood!. I have requested a stop at Colinas de Oro for years. Many people could get to Pima college easily on the 9 if there was just one stop between Ironwood Hills and Speedway.
1/26/2023	New Destination	Extension to shopping along Campbell Ave, between Grant and River Road. Maybe an endpoint station at St Phillip's Plaza?
1/26/2023	Weekend Service	Many times over the last 3 years the shuttle stops running North to the Helen Street stop at 11:30pm on Friday and Saturday's. Per the website, it states the Sunlink will run till 2am on these days. This has not been the case and riders are asked to deboard at the 9th st and 4th Ave stop.
1/27/2023	New Destination	There is no shade at this stop. Very difficult to wait here.
1/27/2023	Stop Amenities	There is no crosswalk for crossing Broadway here. It is difficult and dangerous to cross the road to use this stop.
1/27/2023	Frequency	This stop is important when my vehicle is broken and I need to get my kids into town for school and me into town for work.
1/27/2023	Frequency	Adding another time so there is more than one per day, which would also make it easier for folks working alternative work schedules (9 hour days, for example) to ride the bus.
1/27/2023	Other	This route used to be very full when I started riding it over 10 years ago, but ridership has declined, especially post-Covid. On routes such as this, would it be more efficient for SunTran to use smaller buses? I can see that there would be maintenance benefits to having all one kind of bus though.
1/27/2023	Stop Amenities	No amenities. Last time I was there the homeowner had piled up a bunch of stuff for brush and bulky pick-up at the stop. All stops should have shade, seating, trash service, and a map & bus schedule. Get local artists to doll them up.

Date	Topic	Comment
1/28/2023	New Destination	Golf links rt 17 needs to be extended to Houghton then north to old Spanish trail then west back to Harrison to accommodate the new new medical hosp and complex
1/28/2023	Weekend Service	I have met people in the service industry who have to leave their job early to catch the bus to get home, it is especially hard on Sunday from some of the outlying areas because they have to hit the connections just right.
1/28/2023	On-Time/Late	It is super frustrating that the streetcar is frequently delayed "due to heavy traffic." I would love to see car traffic removed from the streetcar lane, and dedicated bus lanes.
1/28/2023	Service Hours	I am unable to take transit to work every day because service hours do not start early enough. Two days a week I need to arrive at work by 6:35am. I want early and frequent service! Maximum wait of ten minutes starting at 6am or 5:30am.
1/28/2023	Stop Amenities	What happened to the benches at this stop? I want to sit down after work while waiting for the street car. If too many people are on the platform for football games, the solution should be more frequent trains and a larger (longer) platform.
1/28/2023	New Destination	I wish to have a shuttle stop between the corner of Valencia Road and Camino Verde. The community of Star Valley and surrounding area keeps expanding and I have noticed there are now more senior citizens living in the area. Thank you.
1/28/2023	Weekend Service	Would love to have service in Green Valley for 421
1/29/2023	New Destination	Add Link stop at Banner UMC
1/30/2023	Frequency	need additional times for the express route, 104x is mine, so I have flexibility in my schedule for either coming a little later or needing to stay late.
1/30/2023	Stop Amenities	This stop has poor visibility/Line-of-Sight from the road due to a powerline pole due west. The buses frequently either miss a rider standing at the sign, or screech to a halt last minute.  Maybe a larger roadside sign/marker, or brightly colored bench or signage?
1/30/2023		Weekend options to Tucson Mountain Park? Less parking/vehicle congestion at trailheads and more options for those with no or limited vehicle use to access outdoor recreation.
1/30/2023	New Destination	Weekend Mount Lemmon shuttle? Stops at all major trailheads and Summerhaven. Less parking/vehicle congestion at trailheads and more options for those with no or limited vehicle use to access outdoor recreation.
1/31/2023	New Destination	Would be nice to have a bus stop to recreate on public lands.
1/31/2023	New Destination	Would be nice to have a bus stop to recreate on public lands.
1/31/2023	New Destination	Public land access

Date	Topic	Comment
1/31/2023	New Destination	Light Rail should connect the Airport to Downtown
1/31/2023	New Destination	The light rail should be going to places like the River Path / Campbell and also going across town on Speedway.
1/31/2023	Frequency	Potential hourly service on weekdays. Every 2 hours on weekdays is a bit extreme. Believe hourly service may improve usage. Maybe try for 6 months and see if usage increases.
1/31/2023	Frequency	Potential hourly service on weekdays. Every 2 hours on weekdays is a bit extreme. Believe hourly service may improve usage. Maybe try for 6 months and see if usage increases.
1/31/2023	On-Time/Late	Vehicular traffic (with exceptions for service vehicles) should be prohibited along most of the Sun Link route to reduce delays. This would have the dual benefit of improving safety for transit users and other pedestrians. In particular, along 4th avenue between 9th and University and on University between Euclid and Park. These areas are well serviced by transit and have plenty of parking along adjacent streets.
1/31/2023	Other	The streetcar and buses should have dedicated lanes and/or streets downtown to improve efficiency. Both services get delayed during peak times. Additionally, the buses are forced to take strange, indirect routes to escape the downtown core due to having to drive around single occupancy vehicles.
1/31/2023	Other	Add dedicated bus lanes with signal priority on Broadway.
1/31/2023	Other	Add dedicated bus lanes with signal priority on Speedway.
1/31/2023	New Destination	I would love to be able to visit Sabino Canyon on Sun Tran.
1/31/2023	Frequency	With only 1 bus per day, it is not possible to use this bus and participant in the alternate work schedules that the county has implemented. These schedules require the employee to be downtown 9 1/2 hours per day. The bus does not work with either the 7-4:30 or 7:30-5 options. My preference is an earlier bus be added. That buses would need to start the run 1/2 hour earlier than the current bus. As it is, I need to drive from here to the Wilmot library to pick up Bus 3 (at 7:27) to get to work on time. Both routes 3 and 109 have been steadily getting fuller. Please review them and add an earlier Bus 109.
1/31/2023	Other	It is difficult to ride the 109 in the afternoon. The drivers are inconsistent about what stops they stop at and the ones most of them stop at are not the ones that it says on line (or even where the white pins on this map) that they will stop at. The stop at public works is never used because the bus very rarely takes the road that goes by it. When we say anything, we are told that this is how they were told to do the route. There are 2 stop that most of the daily users trust can be used (some only consider 1 safe and even that one was skipped once). With only 1 bus and inconsistent routes through the downtown, some of the riders have given up on this route.



Date	Topic	Comment
1/31/2023	New Destination	<p>Why does the street car end here in the middle of a parking lot? To develop ridership, the streetcar route needs to connect to where people are actually going, not parking lots.</p> <ol style="list-style-type: none"> <li>1. Look into extending the streetcar either North to Campbell/Glenn, or East to Country Club.</li> <li>2. Plan for intermodal connections. Why is there no bus route that directly serves the end of the line? Sun Tran passengers deserve to have at-the-stop transfer to bus routes so people can actually connect to/from the streetcar. I know route 4 and 5 exist, but it's a long walk through a giant parking lot, and if you miss the connection, it's going to be a long wait for the next bus or streetcar. (up to 30 minutes)</li> </ol>
1/31/2023	New Destination	The 6th St garage is a major transit hub for Flixbus, CatTran, and off-campus housing shuttles. The SunTran bus stop should be placed much closer to the 6th St garage bus bay, either inside the bus bay, or on the outer curb which is city property.
1/31/2023	On-Time/Late	<p>Sun Tran buses always get stuck while going in or out of the RTC at these intersections because of consecutive red lights. Transit signal priority at those intersections around the RTC could really boost on-time performance.</p> <p>(or just to make them STOP signs because there is really not that much traffic here)</p>
1/31/2023	New Destination	Why are the bus stops put so far away from the Sun Link stop? It's such a easy fix and we will instantly have intermodal transfers.
1/31/2023	New Destination	There should really be a bus/shuttle service to the A Mountain connecting to the streetcar and RTC. It doesn't make sense that Tucson's most important park has no transit service whatsoever (walking for 40 minutes under the 100-degree sun to reach the nearest transit stop is not how it works. We need direct service.)
1/31/2023	New Destination	In the same spirit as A Mountain, there should be bus stops right outside the Tunamoc trail, another popular Tucson destination. If it's too far away to the nearest transit as it is now, not many people will actually use it. Yes I know Sun OnDemand does exist, but good luck waiting for 1 hour under the sun.

Date	Topic	Comment
1/31/2023	New Destination	<p>It's currently quite difficult to get to TIA by public transit. 30/60-min frequency is simply not enough. Imagine if you're at Sky Harbour, but the SkyTrain only comes once every 30 minutes, it would be unthinkable.</p> <p>If Route 25 should 1) operate on a 15-min frequency 2) Extend to UofA, where a lot of people use transit and do fly out of TIA quite often 3) Redesign the route to make it express and only stops at major intersections. If it's an airport service, it needs to be reasonably fast. Right now, 25 is a really slow bus and that's not good enough to attract airport ridership.</p> <p>4) Rebrand it as Route 747 or something so it's a distinct brand that attracts customers instead of just another Sun Tran numbered slow bus.</p>
1/31/2023	New Destination	<p>UMC Tucson is such an important destination it feels like there really should be a bus stop inside the hospital loop. Imagine going to the hospital (which means you're likely to be physically impaired), but the existing bus stop drops you 500 feet away from the hospital entrance and in the middle of a 6-lane highway. Get the Route 15 into the hospital loop and it would make a ton of difference and people would actually go to hospital by public transit.</p>
1/31/2023	Frequency	<p>Route 1 connects so many important destinations across Tucson that 30-min frequency is really just leaving so many riders behind. When I was living in this area I tried really hard to take the bus, but there were too many close calls. It would be really helpful if it has 15-min frequency so more people would take it.</p>
1/31/2023	Other	<p>Many Sun Tran routes are designed to loop around the downtown so to pick up government employees AND because of one-way restrictions. This is fine. But what could have been improved is that buses always get stuck at traffic lights on the downtown loop (and there are many of them all over downtown)</p> <p>The City &amp; SunTran should really look into transit signal prioritization and maybe bus lanes so SunTran buses can move faster in downtown traffic and avoid wasting time doing the loop thing.</p> <p>Many passengers going East have to experience the downtown loop detour with the bus stuck in traffic, so it can feel frustrating</p>

Date	Topic	Comment
1/31/2023	Frequency	<p>Flixbus Tucson stop is at this gas station on Speedway, where a lot of would-be transit riders would love to have direct SunTran bus stops for a smooth connection.</p> <p>I personally tried (again) to use SunTran to connect with Flixbus, but it's impossible. I'll have to walk 1200 feet, wait 30 min on a stroad (which feels really unsafe for pedestrians), and the bus doesn't even go to where I am going directly so in the end I would just catch an Uber. Most Flixbus passengers currently don't connect to SunTran, not because they don't want to, simply because SunTran system was not designed with inter-modal transfer in mind.</p> <p>Currently, the bus stops are located too far away from the gas station and it's a high-speed thoroughfare so pedestrians don't really feel safe walking.</p> <p>Put the bus stops right at the gas station, as close as possible, and then increase the frequency to 15-min during Flixbus hours. I know it would not be an easy task because Flixbus hours change all the time, but it doesn't have to be exact just around that time range would be great</p>
1/31/2023	New Destination	<p>There are so many businesses in the Tucson Mall area, and yet they are very difficult to reach by public transit.</p> <p>Indeed Tohono Transit Center is nearby, but it's one of the most pedestrian-hostile places in Tucson. From there to the Mall really feels like "a walk of shame" and it's a 15-min walk under the sun. But if there is a stop inside the mall loop, the customer experience would be very different (SunTran could easily add the mall loop as just another stop, but the route still begins/ends at Tohono)</p>
1/31/2023	Stop Amenities	<p>So this is a transfer stop and it's next to PCC Downtown</p> <p>But...look at how far away all 4 bus stops are from each other. It's like whoever designs it was like "we need to make the bus transfer as uncomfortable and inconvenient as possible. Transit riders need to fully experience the beauty of this 8-lane intersection where every car is speeding and they must cross up to 2 times to make the transfer."</p> <p>I might not be an expert, but I do think same-side transfer can make life a lot easier for transit users. (2 bus stops on the NW corner, another 2 on the SE corner) transit signal might be needed because the SB Route 4 would make a left turn in the right lane.</p>

Date	Topic	Comment
1/31/2023	Other	<p>There needs to be a more direct/frequent bus service to the Premium Outlets, with at least all-day service 30-min frequency.</p> <p>My friends and I looked into taking the shuttle, and we need to plan the departure/arrival very carefully because we definitely don't want to miss the shuttle AND it requires a transfer at Tohono, which makes an otherwise enjoyable shopping trip an ordeal that requires extensive planning and it would take 2-3 hours one-way (or 4-6 hours for a round-trip). With this much time, a person can already see the lights from Los Angeles driving West on I-10.</p> <p>Also for some reason, Sun Shuttle does not show on Google Map correctly.</p> <p>Currently the shuttle ends at 2:10 PM on Saturdays and 7:33 PM Monday-Friday, with no service on Sundays. It could have more ridership if the route is actually usable.</p>
1/31/2023	New Destination	<p>There is no bus service to Sabino Canyon, just like Saguaro National Park East. It is kind of ironic because inside is an electric tram system</p> <p>Tucson is missing out on this opportunity to build a tourism-oriented transit service, like a national park shuttle service but outside the park.</p>
1/31/2023	New Destination	There needs to be more service to this area as Rita Ranch and Vail keep growing.
2/1/2023	Frequency	Please bring back more times for the 105x. I can't get to work downtown early enough and have to wait about half an hour for the afternoon bus to go home.
2/1/2023	Frequency	The #1 would be greatly improved if it ran every 15 minutes during peak hours (instead of the current 30), had later service, and was more frequent on weekends. It serves a lot of neighborhoods, schools, and businesses, and is frequently standing room only during rush hours.
2/1/2023	Stop Amenities	The closing of all free parking in this area for the Gem Show and other events hinders the ability of regular riders to depend upon service. One lot was closed without warning. I had to remove a traffic cone to move my car when I arrived at the lot after work. A permanent park and ride lot for Sunlink riders is needed in this area.
2/3/2023	Other	Better options for free park and ride lots in the downtown area would be appreciated. The County does not provide a stipend for parking downtown and it is expensive. I use the streetcar to commute to my work building in downtown. Last year 2-hour parking signs were put up where I parked, and the dirt lot is often used for other things requiring a fee to park.

Date	Topic	Comment
2/3/2023	Frequency	I previously relied on the Express 107x to get me to and from work. I stopped due to the frequency since my schedule varied a different points. Is there any consideration to expanding how often an Express would pick up and drop off?
2/3/2023	Stop Amenities	There is absolutely no cover to protect riders from any elements, sun, rain. I have seen riders standing in the rain or hot sun at this stop. Many residents ride this bus to go to Pima College.
2/3/2023	Frequency	I take the 3 to and from work M-F. I wish it ran more frequently. Buses are getting crowed and dirty and chaotic with so many people on the bus. If it ran more frequently, it could help curb this issue.
2/3/2023	New Destination	I don't feel safe at the Rondstat Transit Center. There are always multiple guards and members of TPD walking around but I rarely see anyone enforcing anything (esp when it comes to non-smoking areas). When the guards or TPD do take action it is always so chaotic. The amount of take-downs and firetrucks there I've seen surpasses the amount I see at home. Also, all the security personnel are always wearing bulletproof vests, which I understand but it makes me feel like a I need one too to be safe. Like the place I'm in isn't safe at all.
2/3/2023	Other	Your "Next Bus reminder" is horribly off the actual schedule. It tells you a bus will arrive 12 mins *After* it has already left.. For instance yesterday at Ronstadt #3 Eastbound stop #14212, the reader at the stop correctly said 4:45, however the reminder said 4:57 and watching the real-time map while riding the bus didn't get there until ~5:15. Is something just off for this bus/stop or are none of these reminders to be trusted? They have been off a number of times in the last 2 weeks. Thanks for looking into this. I'm very happy with this route, but frustrated that the app dosen't give accurate info. Thanks for listening.
2/3/2023	New Destination	I was disappointed when this bus stop was removed. (BTW, there is no service key for me to toggle "at the top right" so I can't actually see anything on this map.)
2/3/2023	Service Hours	I have given up trying to take the bus from downtown to the airport. Most times there is NO service when my flight departs or arrives.
2/4/2023	Frequency	The frequency of northbound and southbound buses on Swan needs to be increased to match the frequency of other major routes, e.g., Craycroft.
2/6/2023	On-Time/Late	I waited at this stop for 30+ minutes on a weekday afternoon and no bus stopped here despite the suntran schedule and google maps saying two stops should have occurred in the time I waited. I ended up walking back home and driving instead.
2/6/2023		I agree with the person who left a comment west of this location. I would love to see reduced / discouraged vehicle traffic along the streetcar route. I ride the streetcar regularly and have experienced issues with drivers on campus, University blvd, and 4th ave. blocking the streetcar, even one collision with the streetcar. Is there an opportunity to integrate (or better integrate if this already exists in some form) city transit with the cat tran?



Date	Topic	Comment
2/6/2023		Used to work over here and always wished there was transit service that wouldn't have me walking the last 2+ miles. Now there's an Amazon distribution center here and it amazes me there is still no transit to this area.
2/7/2023	New Destination	Original Streetcar Plans called for the termination of the streetcar here - COT needs to revisit these plans and consider this extension.
2/8/2023	New Destination	Tucson mall to 4th Ave 8pm-3am route to increase commerce and reduce the number of swerving cars you see at night
2/8/2023	Other	There are bus stops along Country Club that are just a bench and a stop sign. I see people waiting here in the sun. The benches have advertisements for things like human trafficking and domestic violence. While I support awareness campaigns to help those with critical needs like that, the combination of emotional and physical discomfort creates a very unpleasant experience that likely deters riders.
2/8/2023	Other	There needs to be a much safer and easier transfer to and from the sunlink stop at Helen and warren to rt 15 that prioritizes pedestrian and bike safety. Right now transferring is very difficult and not prioritized or advertised at this route. This will make the sunlink system much more accessible to those that see sunlink as something that is not available to them.
2/8/2023	Service Hours	If 105X headed South about 6 minutes earlier, riders would be able to catch the 4 GL in time to head East, possibly increasing its usage factor.
2/8/2023	New Destination	Rincon Valley and Vail are rapidly growing, even a shuttle or express route could make a big difference. In the last census, Rincon Valley had over 50,000 residents, making it one of the top 50 most populous municipalities in the State of Arizona. Perhaps research could be done to see ridership interest at the fronts of neighborhoods, which are popping up each month. Thank you for your consideration!
2/8/2023	Weekend Service	I take the 5 to work every day. On the weekends and on weeknights if I work late, it can be pretty difficult to get home without spending money on a Lyft. I'm a student working in a community organization, and I really don't have the money to lyft as frequently as I do. I'd love to save that money for my studies or homeownership.
2/8/2023	Weekend Service	My roommate takes the 8 to work, and has to use Lyft on the weekends and weeknights. We're all students trying to save money to better our futures. It can be demoralizing to have to spend \$30 to get home from work.
2/8/2023	Other	I lead a youth bike club on the southside of Tucson and have to bike through downtown to get there. It genuinely terrifies me to ride through here. Whatever infrastructure needs to be put in place to make this place safer for the commuters who also use bikes should be prioritized.
2/8/2023	New Destination	We need a shuttle that comes all the way up to the communities here at the end of Valencia. It would be nice to see a stop or 2 on Valencia between Camino Verde and Ajo.

Date	Topic	Comment
2/8/2023		I noticed there are no express routes from the southwest side to downtown. Express routes are almost only offered in more affluent areas and I was wondering why that is.
2/8/2023	New Destination	It would be nice if a north bound bus on Kolb continued on across Speedway so one could reach the Udall center or Costco without having to go around to Wilmot involving 3 routes from Kolb/Speedway.
2/8/2023	New Destination	Start running the bus to the Section 8 office again it never should have stopped.
2/8/2023	Frequency	If there were a faster option to get to the airport from northwest tucson (direct shuttle from Tohono Tadaai Transit Center?) I would like to use that rather than drive and pay for parking.
2/8/2023	On-Time/Late	Every time I have ridden Sun Link, there's some conflict with vehicle traffic. What should be a short trip becomes a drag because of traffic and poor signaling. The streetcar needs to be separated from car traffic to prevent this.
2/8/2023	On-Time/Late	For the most part, I love Tucsons transit system! But I think a few things should be addressed. The Grant bus in particular is HORRENDOUSLY late on the regular, I've sat for over an hour and a half waiting for a bus in the middle of the afternoon and it's not uncommon for the Sun Tran App to say that the bus is due, but 2,3, sometimes 4 "the bus is due" situations, theres still no bus. It'd be fantastic to get ACTUAL updates on a late bus on the App, or if it happens to be shift change, also PLEASE PLEASE *PLEASE* PUT TEMPORARY DETOUR ROUTES, OR BUS ROUTES ENDING EARLY ON THE APP, I've been stranded multiple times due to this!!!
2/8/2023	Stop Amenities	after getting off the bus it is extremely dangerous to cross Speedway north. There is only marked crossing but no lights and cars never stop for pedestrians
2/8/2023	New Destination	Please consider adding some manner of service to the more far flung tourist / recreation destinations. Saguaro NP East has no service at all, nor does SNP West, or Sonoran Desert Museum. Sabino is 'sort of' served by an occasional express (?) line that gets within a mile or so. A route to SNP East Visitor Center and perhaps the popular Broadway and Speedway trail heads would be most welcome.
2/8/2023	New Destination	A regular route direct to Sabino Canyon would probably get quite a bit of use from both residents and tourists.
2/9/2023	Frequency	Add early bus to 110x route. ie.Depart Old Vail Park and Ride 6:20 am arrive Downtown 6:45 am. Depart Downtown 4:10 pm, arrive Old Vail Park and Ride 4:50 pm.
2/9/2023	New Destination	I (UofA employee) have always used the street car and my kids (who attend UofA) have always used the street. It seems to be missing an important link. IMO, connecting it to ElCon mall would be massively beneficial to the students. A connection to groceries/necessities/HiCorbett....

Date	Topic	Comment
2/9/2023	New Destination	I would like to see the No. 15 bus go down to Campbell and Limberlost as that is where the Trader Joe's is located. The No. 15 bus (Campbell Ave.) goes down Campbell and then turns on to Roger Road. If the bus was able to go down to Limberlost, the Trader Joe's is right there and it can then go to Limberlost and 1st Avenue where the LA Fitness and the Sprouts market is located. The way it is now is that I have to get off at Roger Road at Campbell and walk to Limberlost where Trader Joes is located.
2/9/2023	Other	There is no relatively direct north/south route along Campbell Ave / Kino Pkwy that connects the airport, the shopping area at Campbell/Irvington, Tucson Marketplace, near downtown, U of A main campus and medical facilities on N Campbell.
2/9/2023	Service Hours	Please have the streetcar run more frequently + expand hours on weekends. People drink a lot of alcohol in this part of town, and providing safe ways for them to get home without driving is crucial to their safety and everyone else's!!
2/10/2023	Stop Amenities	Stop near 2800 S Mission Rd needs a crosswalk to get to the stop from the apartment and a rest area
2/13/2023	New Destination	The bus stop is regularly littered with trash and cigarettes, and there are rocks from the landscaping on the pad.
2/13/2023	Other	This stop regularly has a filthy pad, trash, and cigarette butts everywhere.
2/13/2023	Other	This stop is unsafe because the bench is just 3 feet from the road and has no pad or curbing separating the bench from the cars. It's a miracle no one has been run over and killed here.
2/13/2023	Other	There is drug dealing at this stop. There is trash and cigarette butts on the ground on any day.

Date	Topic	Comment
2/15/2023	Other	<p>I have been a Sun Tran rider since 1985. Sun Tran has 29 routes and about 250 Gillig buses. However my concern is recruiting drivers and retaining them. Without drivers theres no expansion. For me the go to route is the 3. The 3 is a "non-artery" route but it runs every half an hour on the weekdays and every hour on the weekends. In my opinion the 3 is a hidden gem and should be left alone. I like the newly expanded route 15 but the 22 should be put back to its original route it ran in 2014. I think the 10 should run down Main Street to service Barrio Anita. Other routes that need improvement are the 17, 50, 21. The 17 is basically three routes into one, the old 10, 17 and the old 14 which was killed off to make this mega route.it takes an hour and fourty-five minutes one way. The 50 could be expanded to run on Ajo and the 21 could be expanded to run to Silverbell Park.</p> <p>I ride the bus everyday and don't use the app. The app doesn't give you all the scenarios that you get from the book. We also need to reinstate fares as well to get more "weekday riders." Get people to ride through advocating for our environment. Better marketing. And why are buses numbered differently. Long time ago they were numbered by year and number. Now it's numbered 3301 which is a 2018. I had to research this through talking to drivers. In closing Id just want to see us expand and keep the awards coming in. Tucson maybe the oldest city in AZ but we are at the cutting edge. Go Wildcat!</p> <p>Thank you Steve Dewakuku</p>
2/15/2023	Other	<p>This north bound bus stop for route 34 is too close to a very busy intersection. The bus sits there for a long time if it is running early, causing dangerous backup of traffic turning right onto north bound Craycroft and traffic coming north on Craycroft on a green light. The stop to make up time should be at the next stop- Copper, where it wouldn't cause this dangerous backup into the intersection.</p>
2/16/2023	Service Hours	<p>Not only weekend service, but we need longer service hours. Not just for the Sun Shuttle, but Sun Tran as a whole should run later.</p>
2/16/2023	Service Hours	<p>We need earlier trips to the airport. If a flight leaves before 8am today, sun tran is basically not an option because the routes don't run early enough</p>
2/16/2023	Stop Amenities	<p>We do not need more parking here. To encourage regular use of the streetcar, we should convert the empty lot to mixed used residential development.</p>
2/16/2023	On-Time/Late	<p>At westbound Speedway &amp; Campbell, the late night bus' arrival does not correlate to the app. The app will state that a bus is 8 minutes away, then 4, then 2 minutes, and then it will never show. The app must be on auto-pilot after normal business hours, which makes its information a lie. Why issue the app if it's only accurately operational only certain hours of the day?</p>
2/23/2023	New Destination	<p>Need a sign that show a route number and pick up in another location not front of Walmart. Maybe on main st, front of wells Fargo bank..</p>

Date	Topic	Comment
2/23/2023	New Destination	I've lived in this area for a few years now and I think a train that ran from around here to a connecting route that can get you into down town/inner city area would be a wonderful way to connect our developing suburbs with the rest of Tucson! My siblings and I, potentially even parents, would use this bus to get around as transportation is very difficult here if you do not own a car. I also know of several other friends that would do the same if given the opportunity.
2/23/2023	New Destination	There's many elderly people in this area that can benefit from a tram in this area!
2/23/2023	New Destination	Express stops between UA tech park and areas around midtown would give better options for transit
2/23/2023	New Destination	It is over a mile walk to the nearest bus stop, which makes it impossible to be a primary transportation option. Additionally, frequency of buses is too low, and routes favor bus efficiency instead of rider efficiency; the routes try to cover too much ground in order to get anywhere (and not enough express options thought the day). It's a circular issue: ridership is low because there aren't enough buses/routes, and there aren't added buses/routes because ridership is too low to justify it. The northwest side is just horribly connected to the rest of the system.
2/23/2023	On-Time/Late	The street car runs into massive traffic every day when Tucson high school lets out. This causes massive delays in the street car and jams up 4th Avenue for about an hour, multiple blocks. More needs to be done to ensure that this traffic does not impede the street car.
2/23/2023	Frequency	Street car needs to run more frequently and longer hours. Street cars get jammed full during UA school hours.
2/23/2023	Frequency	What happened to the route 8 rapid plan? 10min service and enhanced stops would be a great benefit to this route
2/23/2023	Other	The light rail should be extended from downtown/University up through Grant. This corridor would actually benefit from more dependable transit instead of having all the rail on the University campus and downtown for rich kids to play on. A rail running through midtown would help working families reduce transportation costs and be able to spend more time with family and poor people would have access services that would otherwise take an entire day to reach. Stop building rails just for the rich and we will finally see our economy grow instead of stagnante as the rich consume out tax dollars and contribute nothing back.
2/23/2023	Other	I often have to go to the central-east side of town from Ina and Oracle, and the bus is rarely convenient. I appreciate that I can go from Ina/Oracle to downtown with one bus, but if I want to get to, say, Swan and Grant, or Campbell and Grant, the trip gets prohibitively difficult and I have to relent and take a car. I dislike driving and would much rather take transit, though. I wish there were routes from Ina/oracle that went to parts of town besides the transit center near the Tucson Mall and downtown Tucson.
2/23/2023	Frequency	Route 5 would be greatly improved if it continued to run later in the evening.



Date	Topic	Comment
2/28/2023	Other	Need direct service from the airport to U of A. Need earlier service to the airport. I am a regular visitor and really like and use SunTran.
2/28/2023	New Destination	Transit option to be added to this popular tourist location.
3/2/2023	New Destination	There are big gaps in providing NB/SB express services
3/2/2023	New Destination	Campbell/Kino Pkwy needs to have an express route connecting as far north and as far south as possible.
3/2/2023	Frequency	i am old. i would like higher frequency on this route. also more frequent on the weekends for sure.
3/2/2023	Other	more frequent weekend trips would make my life hugely less complicated
3/2/2023	Service Hours	It would help me get to the places i need, if there were more weekend frequencies.
3/3/2023	Other	We need to keep public transit free and accessible to all! We deserve easy to use and accessible transit that covers all of Tucson and it must remain free to ride.
3/3/2023	New Destination	My top bus story is the time I was taking a satellite bus (one of those little buses that serve the suburbs) from Oro Valley Marketplace to Tucson to go to class at Pima College after work. There was one bus stop sign in the parking lot of OV Marketplace, in the middle, where the Express Bus picked up commuters in the morning and dropped them off in the evening. There was nothing in the schedule or any physical marking anywhere to show where to catch the satellite bus. I waited until the scheduled time, and two small buses showed up at the same time. One went toward the Walmart, and one went toward the far end of the parking lot. I had to decide which one to check out, and if I picked wrong, I had to wait another hour for the next satellite bus. Yup you guessed it I had to wait another hour for the next bus, I had gone to the Sun Van bus instead of my bus. My driver got to listen to a rant for the first part of my ride about how I just wasted an hour and it's a good thing I had scheduled myself an extra hour of leeway or I would have missed class and there should really be signs or something in the schedule about where to catch the satellite bus and there was only one bus stop sign in the parking lot for the Express Bus and why didn't he go there instead of to some unmarked location at the far end of the parking lot where nobody knew they were supposed to catch the bus. Years later, there is now a bus stop sign for the satellite bus. I don't know what stupid person set up that satellite bus route with no signs.

Date	Topic	Comment
3/3/2023	Other	IMO, time is money and poor people waste TONS of money on buses. I remember bus commutes that took three hours, when they took 25 minutes by car (I left home before 5am on my bike to ride from Campbell/Irvington to Laos Station, took the Bus 16 from start to finish, then rode my bike from the end of the line to my job near Arizona Pavillions Shopping Center in Marana, to be on time for my 8am shift. That's leaving home before 5am for an 8am shift. Seriously!!!). I remember bus routes that zig-zagged all over the city instead of going straight up Campbell to the University, making a 15- minute car commute take up most of an hour (I don't remember which route, but it stopped at Quincie Library and made zero sense, basically just went around in circles through a bunch of little neighborhoods when it could have easily gone straight up Campbell from Valencia all the way north, where there was no bus route on that street. I had to walk 0.9 mile to catch a bus route on Park that would go straight north/south instead of in circles). Buses are crazy ridiculous and only poor people waste time and money on them, IMO. I could get most places faster on my bicycle than on the bus.
3/3/2023	New Destination	This community is full of veterans and people with disabilities. It would be amazingly helpful if route 3 came down Wilmot to Escalante, instead of turning east on Stella.
3/23/2023	Other	crosswalk light is difficult to reach.
3/25/2023	Frequency	Please increase the frequency of route 5 throughout the day. Please also extend the service hours during the weekend, and later into the evenings every day.
4/3/2023	New Destination	sabino
4/5/2023	New Destination	As a transit-dependent person, I have no access to most of the Foothills area, including Mt. Lemon, Encantada Mall, etc). Even a limited shuttle-type service (other than the Express route, which is only really useful if you live in the Foothills) would be welcome.
4/5/2023	Weekend Service	As someone who is both transit-dependent and lower-income, I find the early closing hours on the weekend a major impediment to enjoying the city's cultural life and especially live music. I have a very limited budget for taking Lyfts (whose costs have increased dramatically since I moved here four years ago) home after a show, and have to miss many events on this account. I'm especially confused on why this is done on Saturday, the biggest night of the week for nightlife. Forcing people to drive home from bars late at night has to have a negative impact on the frequency of drunken-driver incidents/fatalities. Even an hourly run from 9 to 2 would be very helpful. Also, extended hours for a "crown jewel" event such the All-Souls Procession (which is always on Saturday, when it is very difficult after the event to get back to Ronstadt in time for the last Saturday bus), would just seem to make sense.
4/6/2023	New Destination	Rapid bus transit. Road diet and take away one of the lanes we don't need to make safe, fast, and effective transit.

Date	Topic	Comment
4/6/2023	Stop Amenities	Shade and cross walks here. Crossing from one bus stop to the other is dangerous and difficult. Add a button activated crosswalk and more shade. Euclid is noisy, hot, and aggressive.
4/6/2023	Frequency	Road diet and add a dedicated bus lane. Grant is awful to drive, bike, walk, or take transit. Let's make this road actually multi-modal instead of a slow freeway.
4/7/2023	On-Time/Late	5th st bus frequently 8 minutes late, does not come often enough.
4/10/2023	Stop Amenities	There should really be some shade here. There's enough traffic to warrant 3 benches. It gets blasted by the afternoon sun.
4/10/2023	New Destination	Routes 1,3,7,9, and 15 need to run every half hour on the weekend, at least during the summertime. Perhaps increase frequency on the weekend also, on route 17, even though it's the longest route in town. The money spent on the stupid free buses could be better used on increasing frequency on the weekend! I thought you were for a voucher system for the genuinely needy and the drug addicts and other dangerous passengers would not be able to board! I have lived in Tucson since the 1950's and have never felt as unsafe as I do now! I use a walker since being hit by a car in a pedestrian right of way six and a half years ago, and while on the way to my VA eye appointment in June 2022, I was stalked by a young male transient who kept circling my walker. Tucson buses are unsafe while free; by the way, I have used public transit in 47 states, in Calgary Canada, Montreal Canada, Oslo, Norway, Stockholm Sweden, Copenhagen Denmark, Venice and Rome Italy, Brussels Belgium, Berlin Germany, Amsterdam Holland, Barcelona Spain, Dublin Ireland, London Inverness Portsmouth Southampton Edinburgh United Kingdom, Prague Czech Republic, Bratislava Slovakia, Budapest Hungary, Vienna Austria, Zurich Switzerland, Monaco, Liechtenstein, Andorra, and in 1992, St. Petersburg Russia, and Moscow Russia, on public transportation, and have never felt unsafe in all those cities, but I feel very unsafe on the free buses in Tucson.
4/10/2023	New Destination	Stop making those of us who live in the city pay for services we don't want or need. Return to fares for transport and stop taxing working people to pay for UofA students bar hopping trips on a trolley.
4/11/2023	Other	University Ave should be closed to vehicle traffic, especially the area East of Euclid
4/11/2023	New Destination	More consideration should be given to the Amtrak station here. Multi-modal transit will become exponentially more important in the future. When, not if, travel on Amtrak improves, connection to this station will be vital for the city.
4/14/2023	Weekend Service	I work weekends which I depend on bus 16 or 17 going northbound. These 2 buses stop at River/Oracle about same time every hr. Why not have time on 1 bus earlier? Sometimes I wait an hr for next bus to get home. It would be great to have shorter time - Thank you

## Verbal and Written Comments (Online Comment Form and Public Meetings)

Comment	Type of Comment	Comment Platform
I wonder how accesible microtransit would be to our broader community ? Traditional transit is familiar and comparitively easy to navigate.	Written	Agency/Stakeholder Meeting
is the online survey the same questions we just answered? Or is it set up differently?	Written	Agency/Stakeholder Meeting
All these changes and transportation costs money to do. Why and How are the rides still free? I know we all get funding but that has to dry up quickly. \$9M to \$12m in collected fares is alot of money to give up	Written	Agency/Stakeholder Meeting
Better access for folks with limited mobility, better lighting	Written	Agency/Stakeholder Meeting
Need to fund more...from where? 2 to 3% efficiency gain in any system is huge. 10% funded via fare collection is a lot of \$\$ for maintenance, more frequent routes, etc	Written	Agency/Stakeholder Meeting
Express buses have been reduced since COVID. I continue to ride an express bus, but know a couple riders who can no longer ride with the limited routes. Would be great to go back to 3 in the am and 3 in the pm.	Written	Agency/Stakeholder Meeting
Is that a partnership that could be built out? designated scooter parking at stops/mobility hubs, improvements to stops, maybe advertising as well	Written	Agency/Stakeholder Meeting
Was there a reason that this platform was used as opposed to more familiar? I know that I jumped on at 1 and realized I needed to download a new app to do it and it just seems like in terms of accessibility and equity, we'd want to have something that's not a brand new thing. I'm sure there are things that this offers, but I wondered how this was weighed against something that's familiar that people already have most likely downloaded and they're familiar with so they're not learning a new app in order to participate.	Verbal	Agency/Stakeholder Meeting
Along those same lines, I want to mention, it sounds like this is already live for the public in general, or is this sort of a test situation where it'll then be expanded after this process?	Verbal	Agency/Stakeholder Meeting

Comment	Type of Comment	Comment Platform
I would love to see, just as a suggestion, there's a new office in the city - the office of equity - who has 1 staff member in particular, Laura Sharp, who's really great about data collection and looking at data collection through an equity lens. Our ward 3 office we've met with them and I was very impressed with her. And I think I would love to see if it's not already happening some collaboration there and to really have that perspective, because there were a few times throughout this where I just thought this is something that could have been caught with somebody where that's their whole specialty. In particular, some of the questions were framed in a way that I thought didn't really use the equity lens - saying that we have limited resources and so we can't do anything more about this unless we take away from this. I think that's kind of problematic, I mentioned in the chat. So I would love to just see some ways that we could sort of inject some more equity into this and and have that in mind.	Verbal	Agency/Stakeholder Meeting
Last thing and then I would like to hear from more people, but I did just want to suggest is there a way to have some of this be rank choice? There were a number of times where I thought, well, 4 or 5 of these are important to me and just choosing 1 feels a little artificial in terms of actually representing the need and the preferences of folks. And so I wanted to throw that out there as well. Thank you so much for doing all of this.	Verbal	Agency/Stakeholder Meeting
I definitely found some of the polls to be trading because it felt very much like this or that and not a more comprehensive thing. It felt really hard to feel like I was imagining what the system would look like, or what would make me want to ride more often. I'm kind of wondering if that can be engaged more in the dreaming of the scarcity model that, like, we will not be able to do all of these things because we can phase up and the city can find funds for things. We have a solid dream plan of what the citizens are looking for and what would help us really invest in that transit system. It's really hard to be excited about investing in transit system that isn't frequent and you have to walk really far, all of these things. So it's hard to be like, what is the 1 thing that would be better and I also wonder if you guys have a plan for analyzing differently opinions of folks who are already current frequent bus riders and people who we're trying to maybe increase their ridership so that those are may be looked at a little bit differently. People from certain neighborhoods might not be riding very often because there's no route over there now and they would have different issues from people who aren't riding because they own 2 cars. Those are different kind of like why people are or why it's inconvenient for them really, I think affects a lot of the opinions that are coming down the line.	Verbal	Agency/Stakeholder Meeting



Comment	Type of Comment	Comment Platform
<p>Rene with Pima Community College, more of a request and a question following up on the surveys and the data that was presented. Would it be possible to collaborate and maybe see some more details of the data? Like some of the maps that you have because we have also conducted some of our own surveys and have heat maps of where our students are located. The main thing that I'm looking at is the equity, making sure that everybody has access to our programs, especially with some of the programs being more focused at our centers of excellence at particular campuses. So, as an example, we're about to launch our advanced manufacturing facility at our downtown campus and that's a specialized program that can benefit the whole community, but it's only at that 1 campus. So it'd be really helpful to see your data versus ours and maybe even help us develop different schedules that work with students along with the schedules that you have.</p>	Verbal	Agency/Stakeholder Meeting
<p>Great presentation. I just wanted to say that I do share some of the concerns that CJ had on an equitable standpoint. I did think it was a little saddening that the presentation started with having to sacrifice some of the things instead of how can we incorporate a robust transit system, what is a solution to that bigger picture? One of the ways that I can just recommend something is I saw specific data on ridership throughout the various Sun services, but, specific data, for example, the Sun Tran or Sun Link, how many students from the University of Arizona or from Pima Community College are using those services. A way that we can fund an entire transit system is by going to stakeholders, like the University of Arizona, like Pima Community College, with specific data saying, hey, this is how much of your students are riding these Sun services, put a little money in so we can create a system that can provide all these things for everybody. So, that was just something I recommend.</p>	Verbal	Agency/Stakeholder Meeting

Comment	Type of Comment	Comment Platform
Hi, I work in aging services with the Pima Council on Aging and our clients mostly use Sun Van so these changes wouldn't apply to them too much, unfortunately. What we're hearing from them it's not that there's a lack of service, it's the inconvenience of using the service that they're often made to wait a long time for a ride. And then when the driver shows up, then they're rushed to get in, and if they're not prepared to go, for instance, if they're standing in line at a pharmacy, the van leaves without them. That's the feedback we're getting. They think the system for the most part is, is there for them, but the inconvenience of it and their perspective is the lack of respect for the riders is what needs to be improved. It doesn't look like what you're looking at least in this survey would affect Sun Van unfortunately, but that's who our riders are looking to, or where our riders are looking for improvements as specifically Sun Van.	Verbal	Agency/Stakeholder Meeting
I'll just say real quick one thing that didn't come up in the survey, but I hope might get addressed is I understand there's the possibility of live tracking buses. Something that's come up for me and other folks that I know that ride sometimes, you're watching on the app and the bus goes by but the bus didn't actually go by and I don't know why that happens or how that happens - I call it ghost bus, I don't know what other folks call it. It seems like a thing that we could eliminate just to make sure that the tracking is actually accurate to where the bus is.	Verbal	Agency/Stakeholder Meeting
Karen wrote her question - I'm going to read it out loud. Her comment: Express buses have been reduced since COVID I continue to ride an express bus, but know a couple riders who can no longer ride with the limited routes. Would be great to go back to 3 in the AM and 3 in the PM.	Verbal	Agency/Stakeholder Meeting
I have a question. I didn't quite make a comment of the expresses, but I would throw in the question that the express ridership has never been that strong historic. If we don't have enough ridership to really sustain the express route, are there other options that we can use that continue to provide a reliable service to people that need it, but are more reflective of the demand we've got.	Verbal	Agency/Stakeholder Meeting
I just wanted to say that when we chose the places for the bicycle units we did try to get as close to tons of stuff as possible. We just had a very limited amount of those bike share facilities that we could put in. I think the scooters might be more possible because they don't have actual stations to put in because then we can probably hit more locations and we could work with the scooter companies.	Verbal	Agency/Stakeholder Meeting

Comment	Type of Comment	Comment Platform
All routes should be open throughout the weekend and run with more frequency as well as run until later like 12am.	Written	General Comment Form
I think that one of the following regular Sun Tran routes should serve the Tanque Verde and Catalina Highway area. Either Routes 5, 8, or 37 would be one of my three choices.	Written	General Comment Form
Special Event Bus Routes should be utilized more often for major events, such as Festivals, UA Basketball/Football Events, DM Air Show, etc... where there are multiple Park & Rides scattered around town to a centralized event where parking is difficult to find. The final half mile to the event should also consider a dedicated bus only lane to help smooth out operations and make these routes more viable.	Written	General Comment Form
It feels pretty wasteful to have Sun Express buses run routes where they are only used for inbound or outbound once (per bus) each weekday and sit idle the rest of the hours. If these buses could be reused during the midday like a Rapid Bus layered system throughout the rest of the time, at least the equipment is much better utilized.	Written	General Comment Form
Route 6 heading toward UA could be more frequent. It often becomes extremely full once it gets to the stop at the CVS on Euclid. Concerningly crowded. I had to start taking a different bus because it made me so uncomfortable and feel so unsafe, so now I have to walk longer in the cold to get home after work.	Written	General Comment Form
need to bring more light rail to Tucson with more wide range of location so new venders and customers can come in to Tucson and have one stop to get around town and back out of town from one location getting from hotel to airport street fair and gem shows this will bring more money and wide range of people form out side location	Written	General Comment Form
Everyone riding the bus should pay something. It is not right or fair that the taxpayers should foot 100 percent of the cost of operating the Sun Tran. User should pay. Discounts for elderly, disabled, and students is acceptable, but NOBODY should ride for FREE.	Written	General Comment Form
Any plans for a route to Sabino Canyon?	Written	Virtual Public Meeting #1
Any plans for a route to Sabino Canyon and increased service on Eastside?	Written	Virtual Public Meeting #1
Hoping to see line from Houghton to Udal!	Written	Virtual Public Meeting #1
BTW, I don't think are signs for bus lines at Houghton.	Written	Virtual Public Meeting #1

Comment	Type of Comment	Comment Platform
I have 2 things on my mind. The first is if there is faster buses, is there an opportunity to have super fast buses that would run - I use the number 8 as an example - on the number 8 line, versus the slower bus, that maybe takes half the time to get downtown from out and all the way into downtown. Is there an option for that, in other words, not one for commuters but one that runs all day long? I don't fully understand this other thing about these micro things, but isn't there a test area of the city where that has been done? I heard about that, and maybe you can tell us a little bit about that, how that's worked out. My final thing is about that survey, I need that in the chatter. If you could put that back on the screen, I'll capture the screen because I couldn't read it, I'm the blind guy.	Verbal	Virtual Public Meeting #1
Hi there, I'm the Sun Shuttle and Sun Shuttle dial-a-ride user out in the West Avra Valley area. One question because you were mentioning this is all that PAG, RTA and everything else, one thing that's been kind of a question here for the last couple of years is the way that the fares are collected with the different systems. Right now it's entirely possible in theory for me to be charged on a Sun Go card for 1 ride, be using tickets for Pima County dial-a-ride, get into town, and then have to have an account set up with Sun Van. Is there any plans to actually rationalize the billing system and lose the multiple redundancy and lack of efficiency, to go with just a single payer system for all of the Pima County transit systems?	Verbal	Virtual Public Meeting #1
Thank you and as far as the gentleman earlier was asking about the Micro, this year Marana went to a demand model for what used to be the 410 fixed route and that seems to be working out pretty well as far as talking to other riders and the drivers. It does work for right here in the middle of nowhere. You guys have a good day. Cheers.	Verbal	Virtual Public Meeting #1
I was wondering about if you have any plans that you've already like, service changes, or, like, whatever. Basically, like plans that you've already planned out kind of. For example, I heard about that Broadway rapid route thing if that's ever going to happen now that Broadway is done between Euclid.	Verbal	Virtual Public Meeting #1
But besides this year, did you have any plans, because I would love a route up Sabino Canyon. I saw that plan, but I have no idea if that actually went anywhere.	Verbal	Virtual Public Meeting #1
Thanks. I saw on the map that I'm not the only one that wants the services to Sabino Canyon, so that's a good sign. Okay, thank you.	Verbal	Virtual Public Meeting #1

Comment	Type of Comment	Comment Platform
I just had another question. I'm just thinking, I'm not trying to give you false hope or anything, I don't see how even if there's a bus service that run for every 5 minutes, you still have to wait 2 minutes at the bus stop or something or however you'd still have to wait two minutes at the bus stop or whatever. If you're driving a car, you can just drive that car to downtown or wherever you're going. The bus is really great but I have one thing that they were thinking of for Broadway improvement thing that I saw about a year ago was the bus gets the priority signal, and that would definitely help.	Verbal	Virtual Public Meeting #1
Let's say with a stop, there's this bus that runs from Houghton on Broadway, then stops on Avalon and then stops at Downtown, even if somebody lives from Broadway to Houghton, the bus would still be slowed down by having to stop at that place on Avalon before going to downtown. So, even if it's just one stop, it seems unless it's a priority signal or a bus-only lane, it's not going to work.	Verbal	Virtual Public Meeting #1
Is there any consideration for the sun-safety of bus stops? So many - even sheltered stops - have effectively zero shade	Written	Virtual Public Meeting #2
Are there considerations for transit out to public lands / state and national parks surrounding Tucson? Tucson Mountain Park, Saguaro East/West, Sabino Canyon, etc.	Written	Virtual Public Meeting #2
Is the survey the same that was available before?	Written	Virtual Public Meeting #2
Good website link to find routes?	Written	Virtual Public Meeting #2
How do we improve visibility of bus stops? Many stops with a single sign or are poorly lit, resulting in buses passing stops at dawn, dusk, and at night.	Written	Virtual Public Meeting #2
Does Dept. of Transportation coordinate with SunTran on crosswalk locations? Any thoughts on improving crossing options between bus stops? Midblock crossings are a high pedestrian accident/fatality occurrence.	Written	Virtual Public Meeting #2

# Appendix D

Survey

Survey Results





English (US) ▼

# Sun Systems Comprehensive Operational Analysis Online Survey

January - February 2023

I am a...

- ☐ Resident
- ☐ Business owner
- ☐ Transit rider
- ☐ University/College student
- ☐ University/College staff
- ☐ Other

What is your home zip code?

Postal / Zip Code

Do you currently use any of the following Sun Systems transit services in Tucson?  
Please select all that apply.

- ☐ Sun Tran
- ☐ Sun Link
- ☐ Sun Express
- ☐ Sun Shuttle (Including Dial a Ride)
- ☐ Sun On Demand
- ☐ Sun Van
- ☐ No, but I used to ride transit services in the past
- ☐ No, I have never used transit services in Tucson

## Previous Transit Riders

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Which of following transit services did you use to ride? Please select all that apply.

- ☐ Sun Tran
- ☐ Sun Link
- ☐ Sun Express
- ☐ Sun Shuttle (Including Dial a Ride)
- ☐ Sun On Demand
- ☐ Sun Van

Select the option that best describes how frequently you previously used Sun Systems transit services.

- ☐ Everyday
- ☐ 5-6 days/week
- ☐ 2-4 days/week
- ☐ Once/week
- ☐ 2-3 times/month
- ☐ Once/month
- ☐ Less than once/month

How are you currently making the trip you used to make by Sun Systems transit services? (Select all that apply)

- ☐ Walk
- ☐ Bike
- ☐ Drive alone
- ☐ Carpool
- ☐ Uber/Lyft/Taxi etc.
- ☐ I no longer make that trip
- ☐ Other

In a few words, please let us know why you stopped using transit services.

## Current Transit Riders

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What routes do you most frequently ride?

What is the main purpose of your most frequent trip taken on Sun Systems transit services?

- ☐ Work
- ☐ College/University
- ☐ School (K-12)
- ☐ Shopping/errands
- ☐ Recreation/dining
- ☐ Medical appointment/visit
- ☐ Social visit (e.g., friends, relatives)
- ☐ Entertainment (e.g., concerts, sports games)
- ☐ Airport
- ☐ Other

**Do you have a valid driver's license?**

- ☐ Yes
- ☐ No

**Do you have a car available for regular use?**

- ☐ Yes
- ☐ No

**Of the following, which is the primary reason you choose to ride Sun Systems transit services instead of drive?**

- ☐ Convenience
- ☐ Driving is too expensive (gas, parking, etc.)
- ☐ Parking is unavailable or difficult
- ☐ Traffic/do not like driving
- ☐ Car is unreliable
- ☐ Environmental concerns
- ☐ Other

**As a Sun Systems rider, what service improvements are most important to you?  
(Rank in order of importance from 1 to 8 where 1 is the most important and 8 is the least important)**

As a Sun Systems rider, what capital improvements are most important to you?  
(Rank in order of importance from 1 to 5 where 1 is the most important and 5 is the least important)

What time of the day is it MOST important for Sun Systems transit to provide frequent service?

- ☐ Early morning (4:00am - 6:00am)
- ☐ AM peak (6:00am - 9:00am)
- ☐ Midday (9:00am - 3:00pm)
- ☐ PM peak (3:00pm - 6:00pm)
- ☐ Early evening (6:00pm - 9:00pm)
- ☐ Late evening (9:00pm - 12:00am)

What time of the week is it MOST important for Sun Systems transit to provide longer hours?

- ☐ Earlier on weekday mornings (4:00am – 6:00am)
- ☐ Later on weekday evenings (10:00pm – 12:00am)
- ☐ Earlier on weekend mornings (5:00am – 7:00am)
- ☐ Later on weekend evenings (7:00pm – 10:00pm)

## Non-Riders

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Aside from driving, what are the primary reasons you do not ride Sun Systems transit services? Please select up to three.

- ☐ Riding the bus takes too long
- ☐ Too many transfers
- ☐ Buses do not operate frequently enough
- ☐ Buses do not operate at the time I need them
- ☐ There are no bus stops near my destination
- ☐ Safety and security
- ☐ Routes and schedules are too confusing
- ☐ Other

Based on your response in the previous question, how likely would you be to ride Sun Systems transit services if the conditions you identified were improved/resolved?

- ☐ Very likely
- ☐ Somewhat likely
- ☐ Neither likely nor unlikely
- ☐ Somewhat unlikely
- ☐ Very unlikely

If you were a Sun Systems transit services rider, what service improvements would be most important to you? (Rank in order of importance from 1 to 8 where 1 is the most important and 8 is the least important)

If you were a Sun Systems transit services rider, what capital improvements would be most important to you? (Rank in order of importance from 1 to 5 where 1 is the most important and 5 is the least important)

If you were to ride Sun Systems transit services, what purpose would you use it for? (Select top 3)



- ☐ Work
- ☐ College/University
- ☐ School (K-12)
- ☐ Shopping/errands
- ☐ Recreation/dining
- ☐ Medical appointment/visit
- ☐ Social visit (e.g., friends, relatives)
- ☐ Entertainment (e.g., concerts, sports games)
- ☐ Airport
- ☐ Other

**Which of the following is the most important role of public transit?**

- ☐ Providing everyone in the community access to public transit service, even if that service comes infrequently during limited hours of the day
- ☐ Providing areas with the highest demand for public transit service with fast, frequent, and reliable transit options

**Which would you prefer?**

- ☐ A 5-minute walk to a route that comes every 60 minutes.
- ☐ A 10-minute walk to a route that comes every 30 minutes.

**Some areas do not have enough rider demand to support frequent service. In these areas, which type of service would you prefer?**

- ☐ A route that comes every 30 minutes with a fixed schedule and designated stops.
- ☐ An on-demand service, similar to Uber/Lyft, that can be requested on your phone (through an app or call center) with up to 30-minute wait times.

**What new places/destinations should be served by transit services?**

List any places or destinations.

If Sun Systems were to expand Sun Link streetcar or add new bus rapid transit lines in dedicated lanes, what destinations should be served by these new routes?

## Demographics

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Email

example@example.com

What is your age?

- ☐ Under 18 years
- ☐ 18-24 years
- ☐ 25-34 years
- ☐ 35-44 years
- ☐ 45-54 years
- ☐ 55-64 years
- ☐ 65+ years

**Which of the following categories best describes the ethnic or racial group with which you identify yourself? Select all that apply.**

- ☐ Hispanic or Latino
- ☐ African American or Black
- ☐ Caucasian or White
- ☐ Asian
- ☐ American Indian/Alaska Native
- ☐ Native Hawaiian/Pacific Islander
- ☐ Prefer not to answer
- ☐ Other

**Would you say your total annual household income is:**

- ☐ Under \$10,000
- ☐ \$10,000-\$14,999
- ☐ \$15,000-\$24,999
- ☐ \$25,000-\$34,999
- ☐ \$35,000-\$49,999
- ☐ \$50,000-\$74,999
- ☐ \$75,000-\$99,999
- ☐ \$100,000 or more

**Thank you for your participation! Do you have any other comments you would like to share?**

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Español ▼

# Sun Systems COA: Encuesta En Línea

Enero – Febrero de 2023

Soy un...

- ☐ Residente
- ☐ Dueño de mi propia empresa
- ☐ Usuario de transporte público
- ☐ Estudiante de universidad/college
- ☐ Empleado de universidad/college
- ☐ Otro

¿Cuál es el código postal de su hogar?

Código Postal

¿Utiliza actualmente alguno de los siguientes servicios de transporte público de Sun Systems en Tucson? Por favor, marque todas las opciones que correspondan.

- ☐ Sun Tran
- ☐ Sun Link
- ☐ Sun Express
- ☐ Sun Shuttle (Incluyendo Dial a Ride)
- ☐ Sun On Demand
- ☐ Sun Van
- ☐ No, pero solía usar los servicios de transporte público en el pasado.
- ☐ No, nunca he usado los servicios de transporte público en Tucson.

## Usuario de transporte público anteriores

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¿Cuál de los siguientes servicios de transporte público utilizó para viajar? Por favor, marque todas las opciones que correspondan.

- ☐ Sun Tran
- ☐ Sun Link
- ☐ Sun Express
- ☐ Sun Shuttle (Incluyendo Dial a Ride)
- ☐ Sun On Demand
- ☐ Sun Van

Elija la opción que mejor describa la frecuencia con la que utilizó anteriormente los servicios de transporte público de Sun Systems.

- ☐ Diaria
- ☐ De 5 a 6 días por semana
- ☐ De 2 a 4 días por semana
- ☐ Una vez a la semana
- ☐ De 2 a 3 veces por mes
- ☐ Una vez al mes
- ☐ Menos de una vez al mes



¿Cómo está haciendo actualmente el viaje que solía hacer con los servicios de transporte público de Sun Systems? (Elija todas opciones las que correspondan).

- ☐ Caminando
- ☐ Bicicleta
- ☐ Conduzco solo(a)
- ☐ Comparto el vehículo (Hago ronda o me dan raite)
- ☐ Uber/Lyft/Taxi, etc.
- ☐ Ya no hago ese viaje
- ☐ Otro

En pocas palabras, por favor háganos saber por qué dejó de usar los servicios de transporte público.

## Usuario de transporte público

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¿En que rutas viaja con mayor frecuencia?

¿Cuál es el propósito principal de su viaje más frecuente realizado en los servicios de transporte público de Sun Systems?

- ☐ Trabajo
- ☐ College/Universidad
- ☐ Escuela (De K a 12)
- ☐ Compras/quehaceres
- ☐ Recreación/comer
- ☐ Cita/visita médica
- ☐ Visita social (por ejemplo, amigos, familiares)
- ☐ Entretenimiento (por ejemplo, conciertos, juegos deportivos)
- ☐ Aeropuerto
- ☐ Otro

**¿Tiene una licencia de conducir válida?**

- ☐ Sí
- ☐ No

**¿Tiene un vehículo disponible para uso regular?**

- ☐ Sí
- ☐ No

**De las siguientes, ¿cuál es la razón principal por la que usted elige utilizar los servicios de transporte público de Sun Systems en lugar de conducir?**

- ☐ Conveniencia
- ☐ Conducir es muy costoso (gasolina, estacionamiento, etc.)
- ☐ El estacionamiento no está disponible o es difícil de acceder
- ☐ Tráfico/No me gusta conducir
- ☐ Mi carro no es confiable
- ☐ Preocupación medioambiental
- ☐ Otro

**Como pasajero de Sun Systems, ¿qué mejoras de servicio son más importantes para usted? (clasifique en orden de importancia del 1 al 8, donde 1 es la más importante y 8 es la menos importante).**

Como usuario de Sun Systems, ¿qué mejoras de capital son más importantes para usted? (clasifique en orden de importancia del 1 al 5, donde 1 es el más importante y 5 es el menos importante).

¿A qué hora del día es MÁS importante que el transporte público de Sun Systems brinde un servicio frecuente? (seleccione una opción – o haga una clasificación).

- ☐ Temprano en la mañana (De 4:00am a 6:00am)
- ☐ Hora pico AM (De 6:00am a 9:00am)
- ☐ Mediodía (De 9:00am a 3:00pm)
- ☐ Hora pico PM (De 3:00pm a 6:00pm)
- ☐ Temprano en la noche (De 6:00pm a 9:00pm)
- ☐ Tarde por la noche (De 9:00pm a 12:00 am)

¿En qué momento de la semana es MÁS importante para el transporte público de Sun Systems proporcionar más horas?

- ☐ Temprano en las mañanas de lunes a viernes (De 4:00am a 6:00am)
- ☐ Más tarde en las noches de lunes a viernes (De 10:00pm a 12:00am)
- ☐ Temprano en las mañanas de fin de semana (De 5:00am a 7:00am).
- ☐ Más tarde en las noches de fin de semana (De 7:00pm a 10:00pm).

## Usuario no transporte público

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Además de conducir, ¿cuáles son las principales razones por las que no utiliza los servicios de transporte público de Sun Systems? Por favor, seleccione máximo tres.

- ☐ Viajar en autobús toma mucho tiempo
- ☐ Demasiadas transferencias
- ☐ Los autobuses no operan con suficiente frecuencia
- ☐ Los autobuses no operan en el momento en que los necesito
- ☐ No hay paradas de autobús cerca de mi destino
- ☐ Seguridad y protección
- ☐ Las rutas y horarios son demasiado confusos
- ☐ Otro

Basándose en su respuesta en la pregunta anterior, ¿qué probabilidad tendría de viajar en los servicios de transporte público de Sun Systems si las condiciones que identificó se mejoraran/resolvieran?

- ☐ Muy probable
- ☐ Algo probable
- ☐ Ni probable ni improbable
- ☐ Algo improbable
- ☐ Muy poco probable

Si usted fuera un pasajero de los servicios de transporte público de Sun Systems, ¿qué mejoras en el servicio serían más importantes para usted? (clasifique en orden de importancia del 1 al 8, donde 1 es la más importante y 8 es la menos importante).

Si usted fuera un pasajero de los servicios de transporte público de Sun Systems, ¿qué mejoras de capital serían más importantes para usted? (clasifique en orden de importancia del 1 al 5, donde 1 es el más importante y 5 es el menos importante).

Si usted fuera a utilizar los servicios de transporte público de Sun Systems, ¿para qué propósito lo usaría? (seleccione los 3 motivos principales).

- ☐ Trabajo
- ☐ College/Universidad
- ☐ Escuela (De K a 12)
- ☐ Compras/quehaceres
- ☐ Recreación/comer
- ☐ Cita/visita médica
- ☐ Visita social (por ejemplo, amigos, familiares)
- ☐ Entretenimiento (por ejemplo, conciertos, juegos deportivos)
- ☐ Aeropuerto
- ☐ Otro

¿Cuál de los siguientes es el papel más importante del transporte público?

- ☐ Proporcionar a todos en la comunidad acceso al servicio de transporte público, incluso si ese servicio llega con poca frecuencia durante las horas limitadas del día.
- ☐ Proporcionar a las áreas con la mayor demanda de servicio de transporte público opciones de tránsito rápidas, frecuentes y confiables.

¿Cuál preferiría?

- ☐ 5 minutos a pie de una ruta que viene cada 60 minutos.
- ☐ 10 minutos a pie de una ruta que viene cada 30 minutos.

Algunas áreas no tienen suficiente demanda de pasajeros para soportar el servicio frecuente. En estas áreas, ¿qué tipo de servicio preferiría?

- ☐ Una ruta que viene cada 30 minutos con un horario fijo y paradas designadas.
- ☐ Un servicio bajo demanda, similar a Uber/Lyft, que se puede solicitar en su teléfono (a través de una aplicación o por teléfono) con tiempos de espera de hasta 30 minutos.

¿Qué nuevos lugares/destinos deben ser atendidos por los servicios de transporte público?

Enumere cualquier lugar o destino.

Si Sun Systems ampliara el tranvía Sun Link o agregara nuevas líneas de tránsito rápido de autobuses en carriles dedicados, ¿A qué destinos deberían servir estas nuevas rutas?

## Demográficos

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Email

ejemplo@ejemplo.com

¿Qué edad tiene?



- ☐ Menos de 18 años
- ☐ De 18 a 24 años
- ☐ De 25 a 34 años
- ☐ De 35 a 44 años
- ☐ De 45 a 54 años
- ☐ De 55 a 64 años
- ☐ Más de 65 años

**¿Cuál de las siguientes categorías describe mejor el grupo étnico o racial con el que se identifica? Marque todas las opciones que correspondan.**

- ☐ Hispano o latino
- ☐ Afroamericano o Negro
- ☐ Caucásico o blanco
- ☐ Asiático
- ☐ Indios americanos/Nativos de Alaska
- ☐ Nativo de Hawái/de las Islas del Pacífico
- ☐ Prefiero no responder
- ☐ Otro

**Usted considera que su ingreso familiar anual total es:**

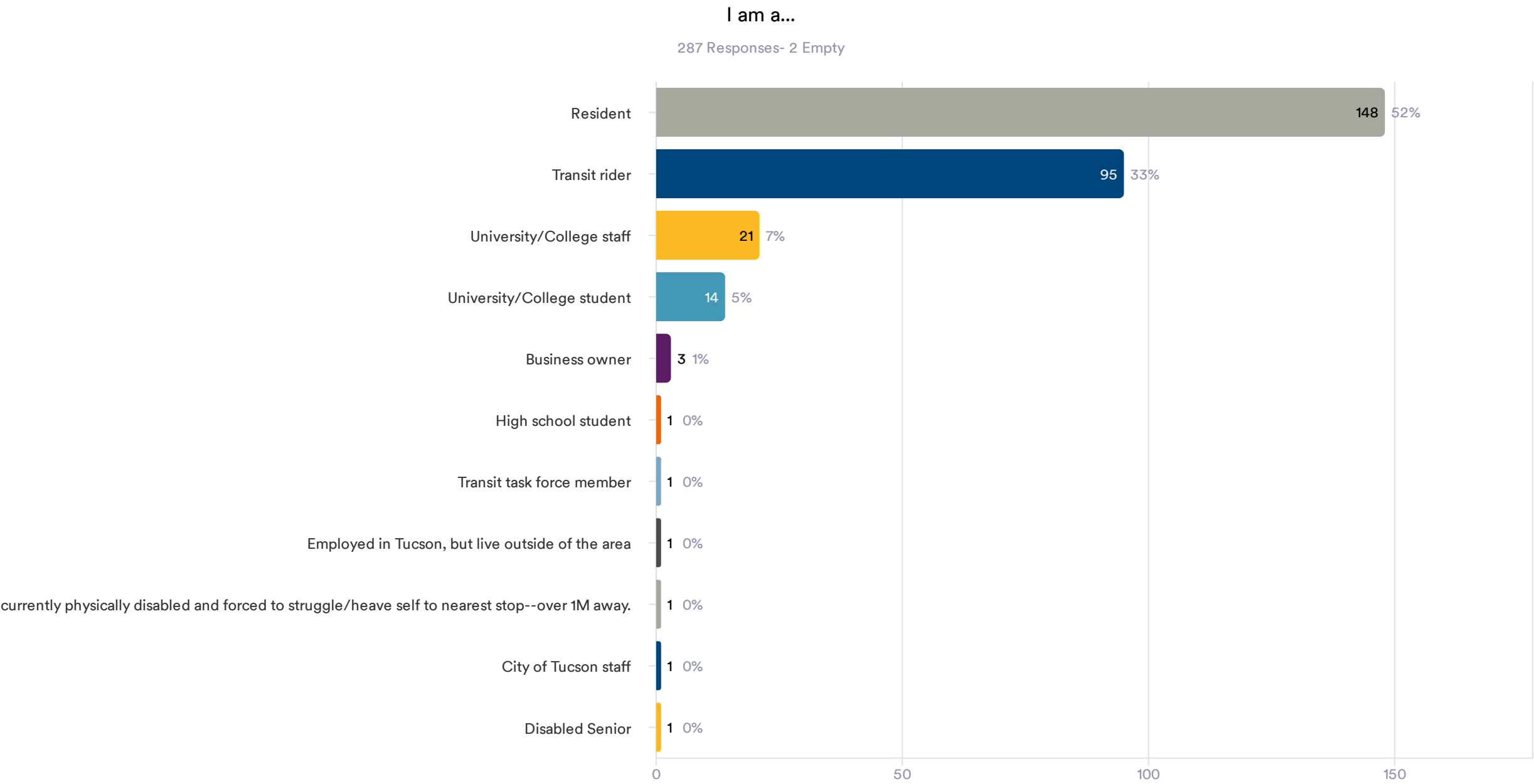
- ☐ Menos de \$10,000
- ☐ De \$10,000 a \$14,999
- ☐ De \$15,000 a \$24,999
- ☐ De \$25,000 a \$34,999
- ☐ De \$35,000 a \$49,999
- ☐ De \$50,000 a \$74,999
- ☐ De \$75,000 a \$99,999
- ☐ \$100,000 o más

**¡Gracias por participar! ¿Tiene algún otro comentario que le gustaría compartir?**

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# **Sun Systems Comprehensive Operational Analysis Online Survey**

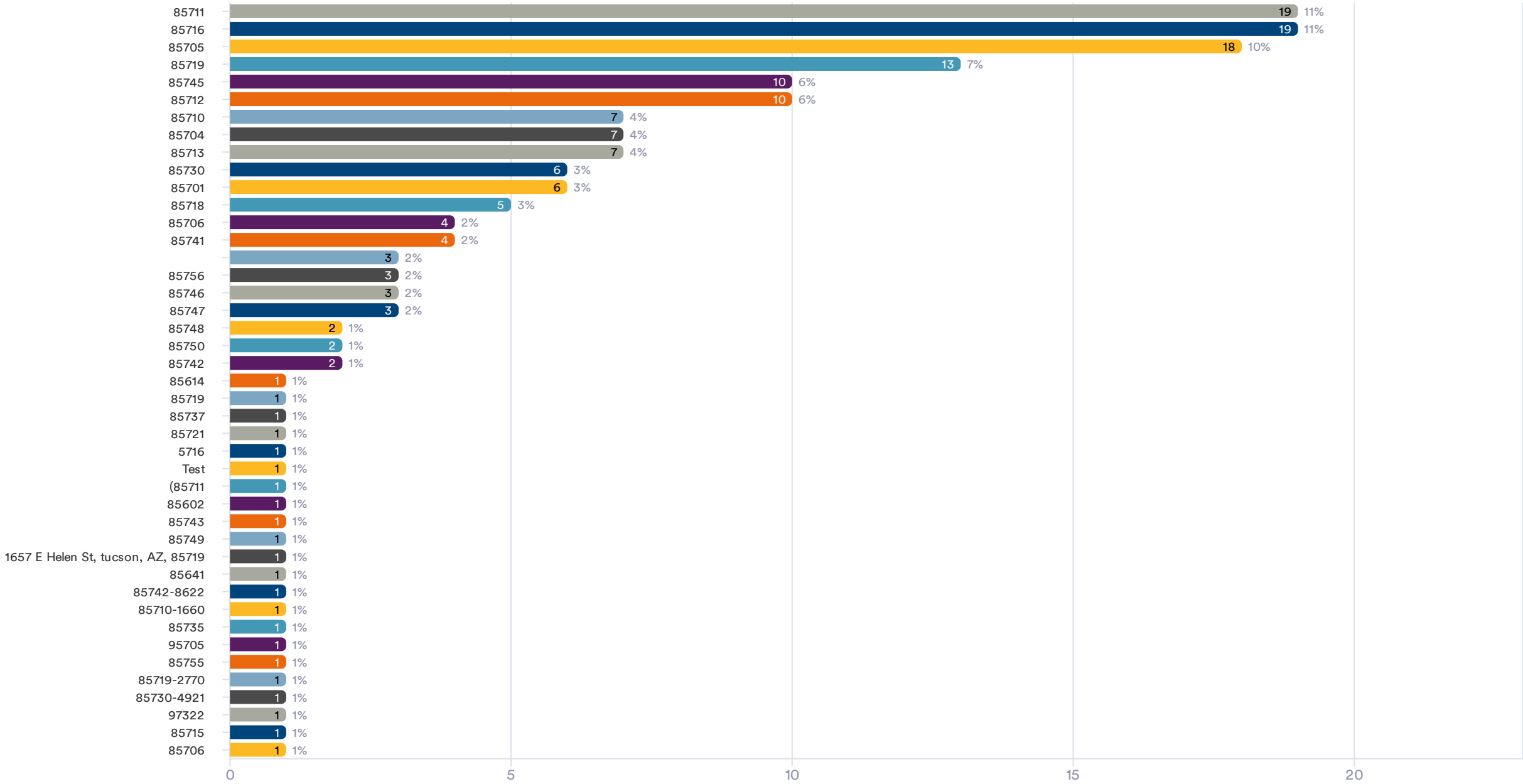
# Sun Systems Comprehensive Operational Analysis Online Survey



# Sun Systems Comprehensive Operational Analysis Online Survey

## What is your home zip code?

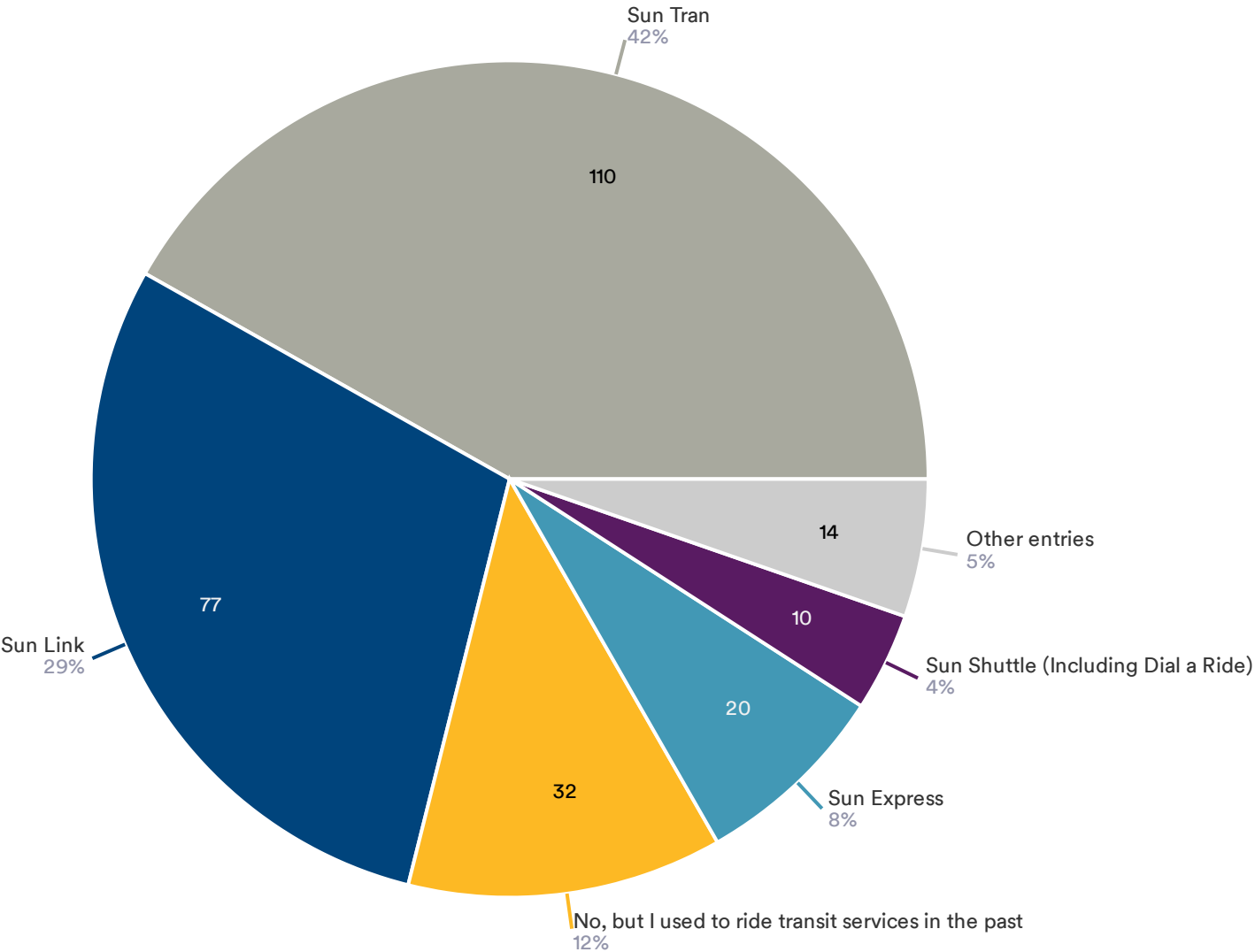
175 Responses- 3 Empty



# Sun Systems Comprehensive Operational Analysis Online Survey

Do you currently use any of the following Sun Systems transit services in Tucson? Please select all that apply.

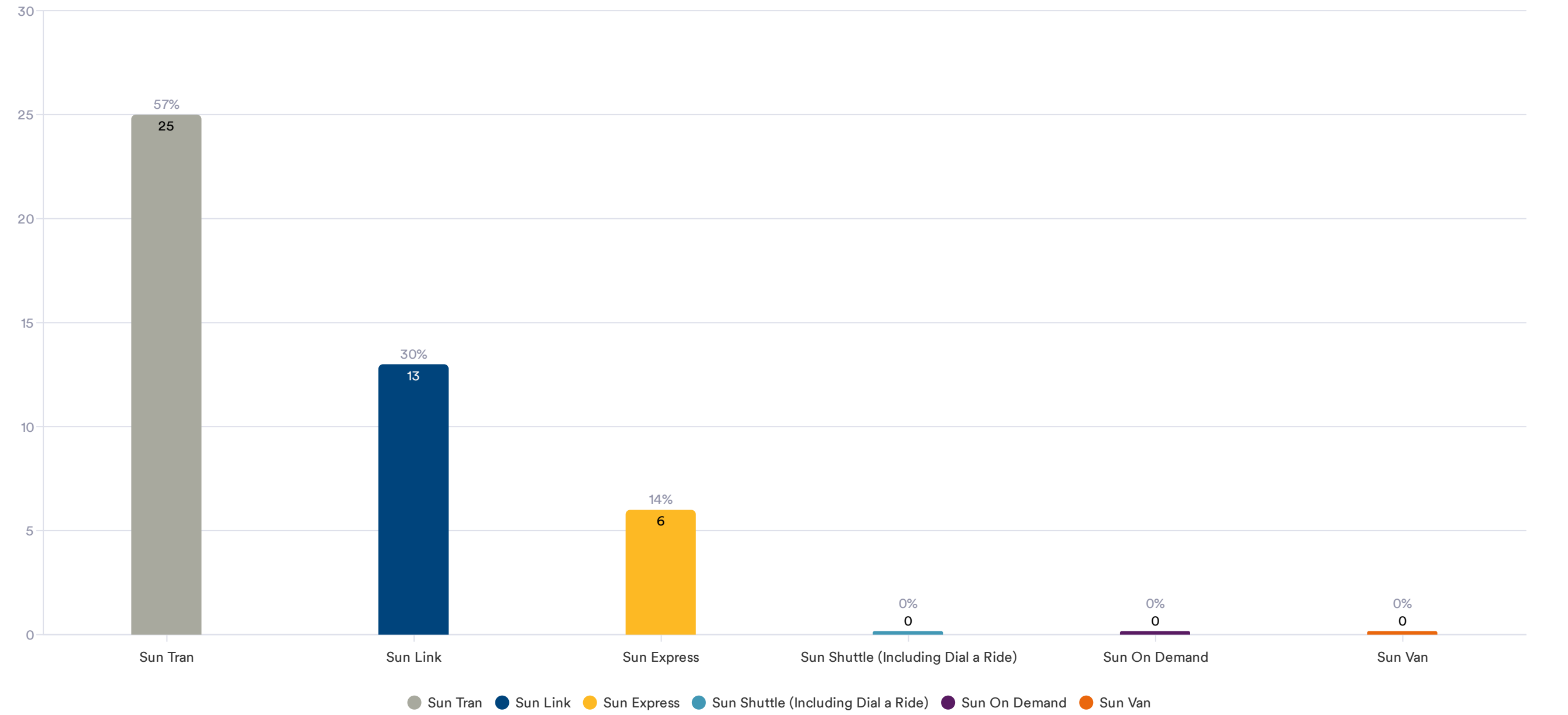
263 Responses



# Sun Systems Comprehensive Operational Analysis Online Survey

Which of following transit services did you use to ride? Please select all that apply.

44 Responses- 147 Empty

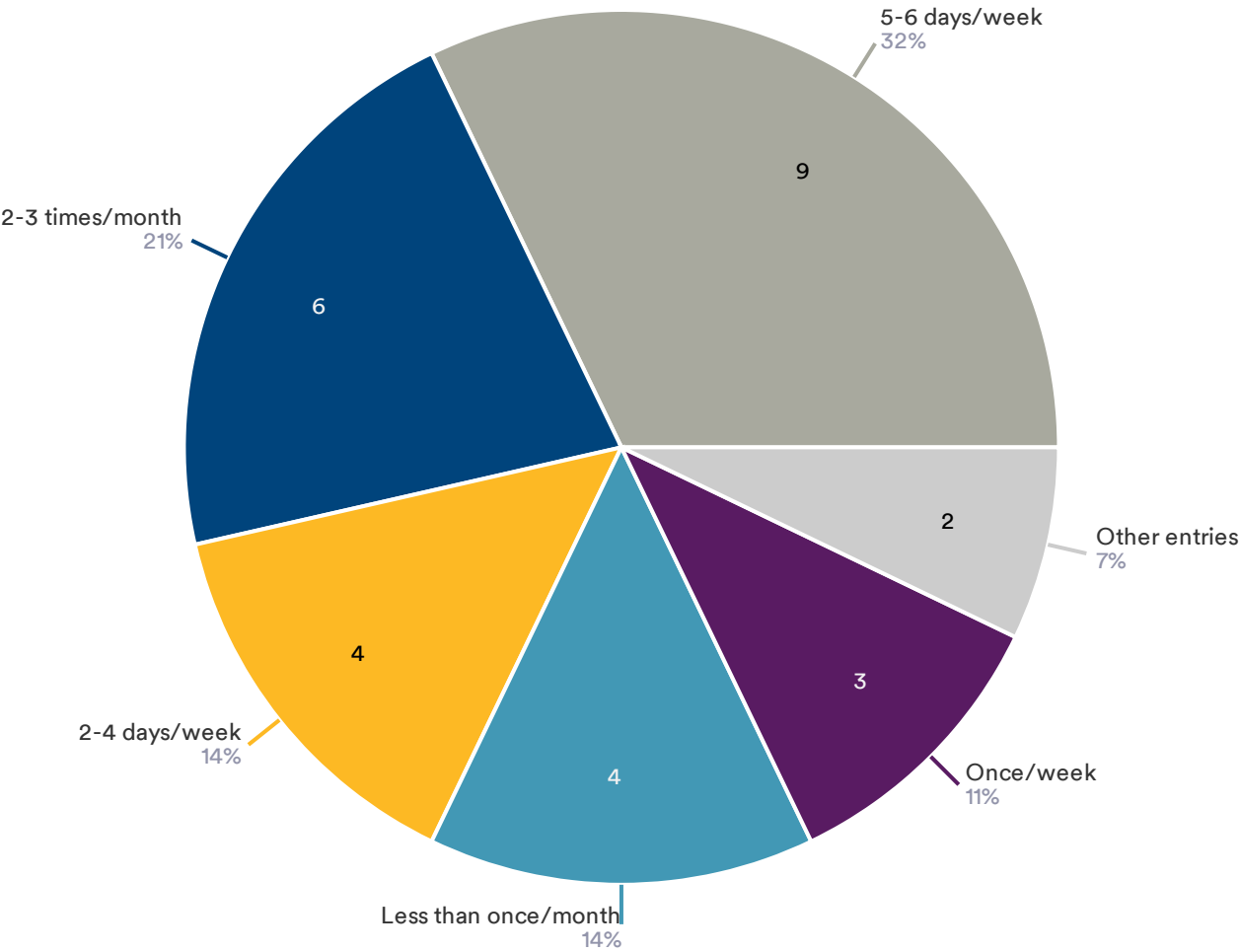




# Sun Systems Comprehensive Operational Analysis Online Survey

Select the option that best describes how frequently you previously used Sun Systems transit services.

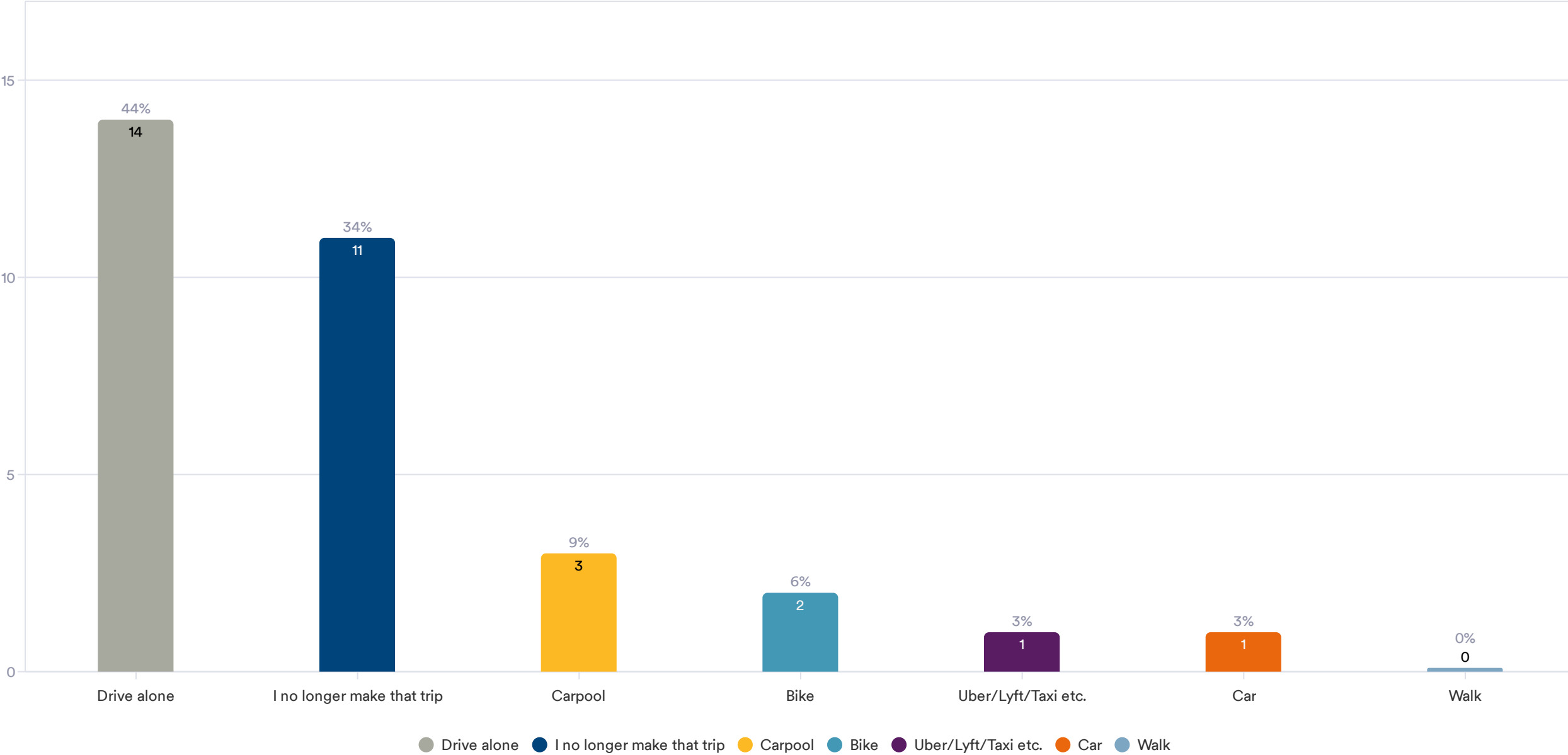
28 Responses- 147 Empty



# Sun Systems Comprehensive Operational Analysis Online Survey

How are you currently making the trip you used to make by Sun Systems transit services? (Select all that apply)

32 Responses- 147 Empty



**In a few words, please let us know why you stopped using transit services.**

My wife needed the car to take care of the kids. I ended up using Suntran. Glenn to downtown and then after work to a second job at TEP. Occasionally I would take the 11 to TEP. I always tried to ride early to avoid the druggies, bums and gangbangers. I never did feel safe. The bus stops were locations where transients would hang out and solicit money. The Ronstadt center was like entering a third world country. Bums and garbage all over. No one was in charge. The people were out of control. I would not use SunTran again unless there was no other alternative. Even though walking and bike riding are also dangerous means of travel in Tucson. We need to enforce the laws and take the city back for hard working people. We do not need any more "guests" here. We should not be a sanctuary city, welcoming any and all transients. We need to welcome hard working people who will be law abiding and help the city, not all the "guests" that are coming here now. They are not the guests of the people of Tucson. They are the guests of the mayor and city council.

I moved out of city limits

With the free fare, the buses ate extremely filthy and unsanitary with homeless and/or tweakers taking advantage of the free fares. The buses smell, are not safe to be in, and I would rather drive myself. Even the newer buses are vandalized and unsanitary. Start charging fares again, so decent people that really need bus transit may be comfortable and safe. I feel bad for the drivers and your employees that have to clean and clean the buses. Not safe and very unsanitary. Tell our mayor and city council to start charging fares again and take better care of your employees. Your drivers and maintenance employees are a valuable frontline asset to our community and they obviously are not taken care of by sun tran, the company. Start charging fares, take care of your employees, and clean up you buses, please.

I moved to an area that doesn't have any public transport. Which is stupid. Give people public transport

No service to my address that works with my work schedule

No transit options offered to location of new occupation.

Not convenient, a 30 minute car ride is an hour and 15 minutes by bus. Also didn't enjoy seeing and smelling pills being smoked on the bus, or said pill smokers passed out on the bus.

There were too infrequent stop times and transit took far too long

Don't run frequently enough, no weekend service, too hard to plan a trip

Express routes had too limited hours and not enough buses running during those hours. Non-express buses take too darn long to get anywhere from the NW side as they take very circuitous routes (which is great if you are going only a couple stops), and are too far from home (1mi+ to the nearest stop).

It's a circular issue: ridership is low or dropping because the service is too limited to be useful (3+ hr daily round trip commute by bus is just ridiculous for what takes 1hr to drive), but additional routes and frequency aren't being added because there isn't ridership to justify it.

I did not feel safe, there were lots of homeless. I live 85812 but commuted downtown. It made me nervous as a young lady, alone.

I moved to a suburb just a little outside of town, off the highway, and services don't come down here

Takes too long.

No convenient service to Bear Canyon or Tanque Verde.

No services stop near my home after I moved.

It is much more convenient (speed and proximity) to drive verse use public transportation.

The main reason I stopped riding was being chased by aggressive dogs one too many times walking to/from the bus stop.

I was car free for well over 10 years. That was fine when I worked and lived near the UofA. Then I started to work at the Sheriff's Dept main administration building at 1750 E Benson Hwy. For some inexplicable reason there is no bus on Benson Hwy which means I have to walk to/from bus stops at Ajo Way or Park Ave. It takes about 20 minutes. That walk can be dangerous due to loose dogs in the day and no streetlights at night. It would be amazing if there was bus service directly on Benson Hwy.

However, the other other main reason I cannot use transit services is because I work nights AND weekends. I currently work 5PM to 1AM. You know perfectly well there are no transit services at 1AM and buses stop running even earlier on the weekend.

Then all transit services are centered around going toward downtown in the morning and away from downtown in the evening. It is incredibly frustrating for the majority of riders who don't want to go downtown for our needs to be constantly ignored. Years ago I worked nights in the Sunrise/Swan area. No buses north of River Road back then and still none now. So much money spent on Sun Express which is a service that is useless to the majority of riders. When will you stop pandering to the rich who have vehicles and provide transportation to the working poor who actually need your services??

Another huge drawback is the time it takes with all the walking. It takes me an hour and a half to get to work on the bus as opposed to 15 minutes by car. I used to ride my bike to/from the bus thinking that would save me time but it did not because I would have to take an earlier bus just in case I had to wait another half hour or use an alternate bus because the bike rack was full. Happens a lot when my stop is right after a transit center stop.

Don't get me started on the lack of protection from the weather. Most of the time Tucson isn't that bad. Until it's 20 minutes walking to the bus stop in a monsoon/100 degree weather. Waiting at an unprotected bus stop during a monsoon/100 degree weather. (I have seen bus stops in other countries have plexiglass facing toward the street to prevent riders from getting splashed). Then walking another 20 minutes in a monsoon/100 degree weather once I get off the bus. It's really unprofessional to arrive at work drenched in rain water or sweat.

I can't imagine having to do this when I'm older or have a chronic illness or breathing problems or mobility issues. Taking the bus in Tucson is only for people who are physically able to do so. This needs to change.

Recently my car was in the shop for repairs and I took the bus for a couple weeks. Luckily I have a nice boss who let me temporarily adjust my schedule to work M-F from 2PM-10PM so I could take the bus. It was a hardship on my weekend coworkers who needed my presence and few people have nice bosses who will accommodate them.

I looked into other services. Sun On Demand doesn't run late enough and the zones are incredibly small. Zone 2 inexplicably cuts off on a diagonal right where my home is located. I still would have had to make the dangerous walk after dark to get closer to Ajo Way.

I looked into Tugo bike share but while I can easily access bikes near my home, there is nothing near my workplace.

It is difficult for me to use rideshares or taxis at 1AM. Since I'm requesting a ride from the Sheriff's Dept (which is also right next to a mental health facility) drivers think I'm a psycho who just got out of jail and won't pick me up. Too many times I have had to walk the five miles home. I had a doctor's appt in Oro Valley when my car was in the shop and looked into Sun Shuttle. It is impossible to use the online map. It looks like I can get to Oro Valley Hospital but the route numbers are not marked. Hovering the mouse over the route or clicking on it doesn't tell me the route number. There is a blue line that goes down Tangerine. I never learned what route that was. It's easier to rent a car than figure out the routes.

**In a few words, please let us know why you stopped using transit services.**

And the last reason why I don't want to use transit services is with all the unleashed/uncrated dogs on the bus. I've ridden the bus in Phoenix. They actually enforce the rules there. No food. No drinks. No uncrationed animals. They deny boarding to anyone with food, drinks or animals. One of the worst things about riding the bus in Tucson is drivers let anyone on with a loose dog. Get more than one on the crowded bus and you're trapped with fake emotional service animals wanting to kill each other. No thanks.

No routes serve the area where I live

I was without a personal car for about 2 years. But I now have a car and don't need to rely on public transportation anymore.

Long walk from home to stop, took longer to get to destination than driving

Bought a car, moved a lot farther to work

Home office

I never used them on a regular basis, and still don't mostly because the services don't seem to fit well into my life. I make as many short-medium trips as I am able by bicycle (including with my children or cargo), and use a car for longer crosstown trips. For short trips biking is more fun, fast and efficient. For long trips, driving is much faster and more convenient, especially with kids.

I have been work from home since 2020. Before that I had shifted from commuting to the office by bus to commuting by bike.

Mostly because I don't make the same trips anymore and I have alternate transportation modes available to me that work better. If/when I go back to commuting to downtown, I will probably go back to riding a bike most of the time and taking transit on occasion and when the weather is unfavorable for bicycling.

driving a car gave me more flexibility in getting around on my schedule and was faster. Plus, I didn't have to stand in the heat waiting for a bus.

Elderly

I got a car bc transport is easier.

I moved. Now I have different transit needs that are not being met. I can no longer drive, so I need to be able to get to the grocery store. I also frequently have to travel over to Palo Verde/Irvington and there is just no way to do that in a timely fashion.

Because the area I moved to is not served by any public transportation services I can actually use. I'm on River and Campbell, and having only the Sun Express as an option significantly impedes my ability to make use of this cities' wonderful transportation system.

The buses don't run early enough and no longer go to my work.

Unreliable arrival times, Long waits between buses, very scary people. It became very dangerous at stops and on the buses as well. Sun link is much better but way too small an area is serviced by it. Study Portland or Honolulu's excellent public transit systems.

After work, I had other commitments which were not easily accessible by transit

I have a car now. I ride my bike.

**In a few words, please let us know why you stopped using transit services.**

My car was fixed. Aside from that, transit trips take \*significantly\* longer, even short trips. My average commute is roughly 25 minutes each way. When taking the bus, it would routinely take 60-90 minutes \*EACH\* way.

Transit arrivals are often not on schedule which then causes missed connecting trips, making the trip take even longer. Busses and bus stops are routinely unclean and unpleasant to be at. Bus stops often have no protection from the sun (which is a HUGE problem in TUCSON the MAJORITY of the year.)

While not directly a Sun Tran issue, because of Tucson's poor infrastructure, my daily commute when taking the bus would pick me up and drop me off at stops where there is neither sidewalks nor streetlights. Walking the remainder of the way home from a bus stop in the dark with no sidewalk in a city where pedestrian deaths are growing, is pretty nerve-wracking.

I used to take the 102 pre-COVID. There were three times in the morning and afternoon. Now there is just one and it no longer works with my schedule. At least one more time would be great!

Have currently put on hold attending in person events at the UofA and Fox Theatre downtown. Used to ride the streetcar from the Mercado or from downtown.

I live in Mescal/J6 and it would take way too long to drive to Vail and then take the express bus. Not too mention that I would be gone from home for 12+ hours for an 8 hr work day. The current set up would more than double my commute time and not save me money. I'd need more frequent service to even consider it. Perhaps suntran isn't the one to do it, but we need a regional bus service.

It was inconvenient for my lifestyle.

stoppage of service

Car repairs, no choice.

Took too long to get to work.

Because there is not an easy way to get to work from my house. I would have to walk a lot more and the transfer times are more complex.

A 20-25 minute drive to and from work was over an hour by bus and forced me to get up at 5am just to be at work by 8.

purchased a vehicle.

From 1994 through 2014 I usually rode the Express bus to Raytheon. I rode every weekday unless my hours were shifted. I rode to the Ina/Thornsdale area where I could park and ride. The ride was mostly on the I10 and I19

When I retired, I no longer had a need for transit services.

I graduated from the U of A and moved to a new home where it's difficult to use Sun Tran to get to work.

I moved to a location where the bus stop has no shade and the times are not as frequent (every 20 minutes instead of every 10). I tried using it a few times but it was too difficult and inconvenient. I moved from the Pima and Palo Verde stop to 5th and Irving.



**In a few words, please let us know why you stopped using transit services.**

Transit treats it's riders with contempt. In a desert, with temperatures in the 100s during the summer, there's nothing at the stops to shade anyone from the sunlight, or rain during monsoons. Just a bloody sign stuck out in the middle of nowhere.

It makes use of the system a miserable experience and shows the sort of contempt transit ""professionals"" for people who actually use the service.

How many of you actually use it yourselves? Or does the city county or state supply you with cars and gas?

Good enough for ""them"". Not us, right?

I've taken it. Not pleasant. Surly driver. Complicated.

It was slow and extremely unreliable.

Result of Covid had consequences on my travel to areas downtown or in university district. I don't explore events and locations around Tucson as much due to health issues.

No stops are conveniently close by.

Inconvenient scheduled times. Express Route 107x (before COVID) had 3 morning and 3 evening times to/from downtown. I loved riding the Express Bus! But the current, one time in the morning and evening does not get me to work on time. Is it possible to add another route on the 107x to get the riders downtown by 7:00 AM and leave downtown around 4:30 - 4:45 PM?

The homeless and drug user presence increased in the downtown area, along with on the transit service, which is why I stopped (along with going downtown frequently).

I retired

My husband and I took Sun Tran for 6 years while working downtown. We're no longer working.

Covid, not convenient to my home

Working from home

Safety, the amount of drug addicts and homeless on the bus routes seeking refuge from the weather has made it unsafe to ride the buss currently due to free fares.

**What routes do you most frequently ride?**

sunlink

3

101X & 108X and SunLink throughout downtown

19, 35, 8, 16, 17

10, 1, 19

24, 12, 18, 29

the bus

4, 8, 7, 17

4, 15, 8

kolb to grant!

9, 5, 34

4, 8, 18, 7

4, 37, 11, 15, 17, 16, 7, 5, 25, 18

4, 5, sun link

4

4, 18, 10, 16

1, 7, 8, 19

all of them

4, 16, 18

7, 8, 4

to casino, downtown, VA

I ride route 34 to Tohono transit center, then 19, or 16 which ever comes first to downtown. Then repeat the process all over back home. 5 days a week M-F

21 and sunlink

8, streetcar

I most often ride SunLink. I sometimes ride Route 3 and Route 4 if needed.

University to downtown and west side.

UA to downtown but I normally ride a bicycle.

University to fourth ave

101x

The SunLink and any SunTran routes that go to grocery stores.

Mostly the streetcar routes (occasionally), not so much anymore.

**What routes do you most frequently ride?**

Sun link, route 8 (Broadway), route 4 (speedway)

101x 17 sun link downtown

26

Streetcar, 4, 5, and 8

SunTran 4, 5, 8, 3, 16 and Sun Link

17 Houghton and tohono center 16 thornydale 11 dodge and river 203x

downtown

9, 11, 4, 5, 1, 15

4,5,3,8,16,17, 18

SunLink, 17, and airport

2, 11

I used #8 the most for my visit. It was constant. I also used #1 and #34. I also used the streetcar and would have used it more if I had time as it was great fun.

9, 3, 16, 22, 8, 4

1

The #3 and the #8.

speedway/craycroft - swan, alvernon, ronstadt center ,,,, Speedway/craycroft - wilmot, kolb ,,,,,, speedway/craycroft - 5th street, broadway, 22nd. street,, speedway/craycroft with transfer to UofA 6th street parking.

Mayor mente viajo por numero 23, 18, 21, 8, 12, 16, 10

23-21-18-8-12

1, 6, 9

R+7, R+8, R+9, R+10, R+16

8 - 27 - 24 - 15

Varies by my appointment

8, 4

I really do not know tge route number. I take the Sun Van either to my doctor on west Ina, or on west River Road to Basha's store and home. I had to go to Basha's today. The thing today is they kept changing the time the van was to pick me back up for home. I have a very bad back and hard for me to stand around and wait, something has got to be done about this. Get your times straightened out as I know there are other people worse off then I am on this matter.

Sun Link downtown/university

37,8,9

29, 16, 8 25 and Sun Van to work

**What routes do you most frequently ride?**

8, 108X

Downtown to the University and back

Routes 5 and 4, Sun Link

10, 8, 16, 61

I typically use the street car downtown on the weekends.

16

Sun link and sun Tran route 4

I ride the sun link daily to and from class and to and from work. I also ride the bus or route 4 and route 6 fairly often

9

21

22

5

15

#1

34

Sun link

Sun Link, #8, #3

3, 4, 5, 11, 17, 34, 37.

7, 34, 37

8 Broadway

3, 17, 4, 5

Sun link

route 700 west/east

SunLink both ways

Sun link

Sun Tran 6 to school and back

Sunvan for scheduled rides, Grant line, sun link

Routes 4, 12, 2, 19, 1, 8 and the streetcar.

7, 8, 4, 15, 12

25, 29, 16, 18, 12

15

6, 9, 16

What routes do you most frequently ride?
8, 37, 7, 12, 10, 18, 16,
4th Ave to olive
the streetcar route
5, 1, and 4
421
8, 7, 15, 17
19 4
1, 34, 17, 4, 11
25
11
18
I have only recently started occasionally using the bus and the SunLink. I use 5 & 9 when I do.
UA/downtown Sun Link
I would like to reduce my carbon footprint and ride more if a route came within walking distance of my home.
Unfortunately, the survey will not allow me to do the ranking exercises. I would rank expanding routes to new locations as number 1.
7, 17, 8, 182
from UA Medical Center to downtown -- occasional rider. Generally to go to a concert in the evening
number 1
number 34
#8 #2 #12 #18
Route 3, 5 and 8
3 (6th St./ Wilmot)
6 (Euclid/N. 1st)
5, 22, Sun Link, and On Demand Zone 1
Sunlink
9, 15
27 24 23 2
4 & 23
1, 3, 4, 5, 6, 9, 11, 15, 16, 19, 34, 700
Streetcar, Rte 19, 6
21, 22, Link through downtown and up 4th ave
107X

What routes do you most frequently ride?
3, 7, 10, 17, 101X, 110X
10, 19, 61, 16
3 and 4
Sun Link
I use the entire Sun Link trolley route when downtown on weekends. I park in the Banner south parking lot next to the SL terminus.
16
Between 2nd Street on campus and Congress downtown
From Flowing Wells area to destinations south, east, north and west.
15
Bus 5 to the stop near Speedway/Cherry and back to Pima Community College
Sun Link streetcar line from start to finish
the no.1, the route on Speedway, the route on 5th street, the route on Broadway
4 and the express on speedway to UA
Route 4 and route 8
8,18,21,7,3
5
Sun Tran Routes 3 and 4 and SunLink. Most often SunLink.
8,15,34
8, 37, 17
1, 9, 16
University area to downtown
I frequently ride the 4, 11, 2 and the alvernon bus
3,5
4, 8, 16, 18, 23, 25
I ride bus 16 bus 23 bus 2 bus 10 bus 6 and bus 11 and bus 18 and bus 12
The Tram
6, 4, 1, 8,
421
Routes 11, 8, 17
37 and 7
101X
Many



**What routes do you most frequently ride?**

1 2 3 4 5 6 7 8 10

8. 4. 11. 34.

Bus 18 bus 16 bus 6 bus 26

Any of them

Route 7, 6 and 1

16 4 8

8-Houghton

10-Tucson mall

61-La Cholla

My daughter rides sun sun daily and I make reservations for another sun an rider.

I just routes 18,7,6,16,19,165

26, 18, link

1, 9, 6

8 and 9

15 bus

Sun tran

Sun Link Streetcar, sometimes Express Bus to/from Oro Valley

From campus to downtown

I take the link to work u of a 3 times a week. I love the link and I love that it's free! I think it should be free for all

15 8

To get around campus and round Tucson

No. 7 and no. 4

16, 34 9

61 and 19 and 16

34 01 17 04

10 and 16 and 6

27 2

34,4,8,7,11,9,3

Route 6 and Route 4/5

8,4,37,9

4, 8, 7, 11

#7,#34,#4,#8

**What routes do you most frequently ride?**

Sun link both west and east

Suntran 8 and 21

San Augustine Plaza to downtown area

Route #34

Sunlink, though its service area is small enough that it's quicker to bicycle.

I used to try to take the bus from downtown or a park and ride to the airport, but there never seems to be service when my flight departs/arrives, so I gave up.

I also gave up riding the bus to my boyfriend's house, when the NB stop at Oracle and Cresta Loma was removed.

110X

#3; 109x; #4

8, sun link

3, 34, 8

From the stop in front of Mercado San Agustin to downtown

104X

108X, 8

110X Rita Ranch

I ride the streetcar regularly to attend downtown events

11, 34, 3

Route 8 almost exclusively

mercado to downtown or University

29 25 11

Mercado to downtown to UA

Currently, I use sun link from Avenida del Convento into downtown. I have used the 21, but the sun link is more flexible and convenient with my work schedule and cuts my commute time drastically over trying to catch the bus.

From my home to work. Route 22

11, 9, 5, 4

#1

4, 105x

### What routes do you most frequently ride?

Streetcar  
Route 4  
Route 1  
Route 25  
Route 8  
Route 3

Sun Tran routes 3, 4, 1 and the SunLink.

7  
8  
9  
16  
4

Sunlink downtown to UA  
#3  
109X

9, 4, SunLink

16, 10, 25

Route 23 and the street car from Ronstadt Transit Center to the University

4,5,34,17,street car

I normally bike to UofA and then take the lightrail. I do not like the traffic of downtown/parking battles.  
It is hard to do this because so few places down town have ample bike parking

Sun Link Alignment.

Sun Link Streetcar, Campbell Ave, Country Club Rd, Broadway Blvd.

1

8,4, and SunLink on UofA Campus. Occasionally Route 3

7, 4, 8, 15

1, 16, 61, 204X, 412

route 12 and sun link downtown / to university

1, 15, 34, 4, SunLink

1, 3, 4, 8, 9, 15, 16, 17

From Helen/Warren into downtown.

Route 19

**What routes do you most frequently ride?**

1,8, 17 & 4

#4 - Speedway

#8 - Broadway

#37 - Pantano

Sun Link

#4 4-5 times per week, #1/3/6 1 time per week, #8, #17, and #5 1-3 times per month

Use sunlink to move in the downtown/UofA area. When convenient, I will use Suntran for other trips.

Mercado to downtown, Mercado to 4th Av

16,19,34,6,4

5

17, 11,4

16, 10, 23

17,15,6,19,16,4,1

Sunlink, 3, 4, 8

29, 11, 23, 26

#1, #15, #17

Sun Link

Sun Tran: 6, 5, 4, and 1

10

#3, #4, #8, Sun Link

Helen/Warren to various downtown stops

3

11,17,34,4,8

Dial-a-ride does not have routes. I request rides most often for medical appointments or shopping.

There is only one route for SunLink. I usually travel from the Mercado to the UA.

6, 16

Various routes to get to the Tucson Airport.

8, 4, 9

21

15,1

34, 17, routes on tohono ctr, connecting routes in downtown ronstaadt ctr

16 and 17

**What routes do you most frequently ride?**

21 and the 700 streetcar 5days/week. Also the 3.

Express 103/102 before the pandemic but Route 6 since the 103/102 route discontinued the early stops.

1, 15, 34, 16, 4

7, 11, 8, 4

11, 9, 26

8 and 3

Route 3, 9, 15, and 34.

8 and 17

17, 4, 3, 7

Sunlink

To & From 1st & Walnut to anywhere from 4th (to do to the co-op store) to downtown to go to the Museum of Art, shop, dine and walk around.

107X

I ride 10 from Romero to Rondstadt as I am a county employee...they drop me right behind 240 N Stone.

Sun Tran 15 and 1

16, 103X, 15

SunLink

Sun Tran #3

11, 4, 3

I ride the sun link multiple times, daily.

I take Sun Link from UA to downtown and back.

Usually bus 4 (Golflinks and Kolb to UA) and bus 3 (Stella and Kolb to UA). Sometimes I use bus 5 (UA to Pima and Craycroft)

3 from mid-town to downtown and back

11 and 4

Sun link campus-downtown

The 17 to the 8 to downtown Ronstadt Transit Center.

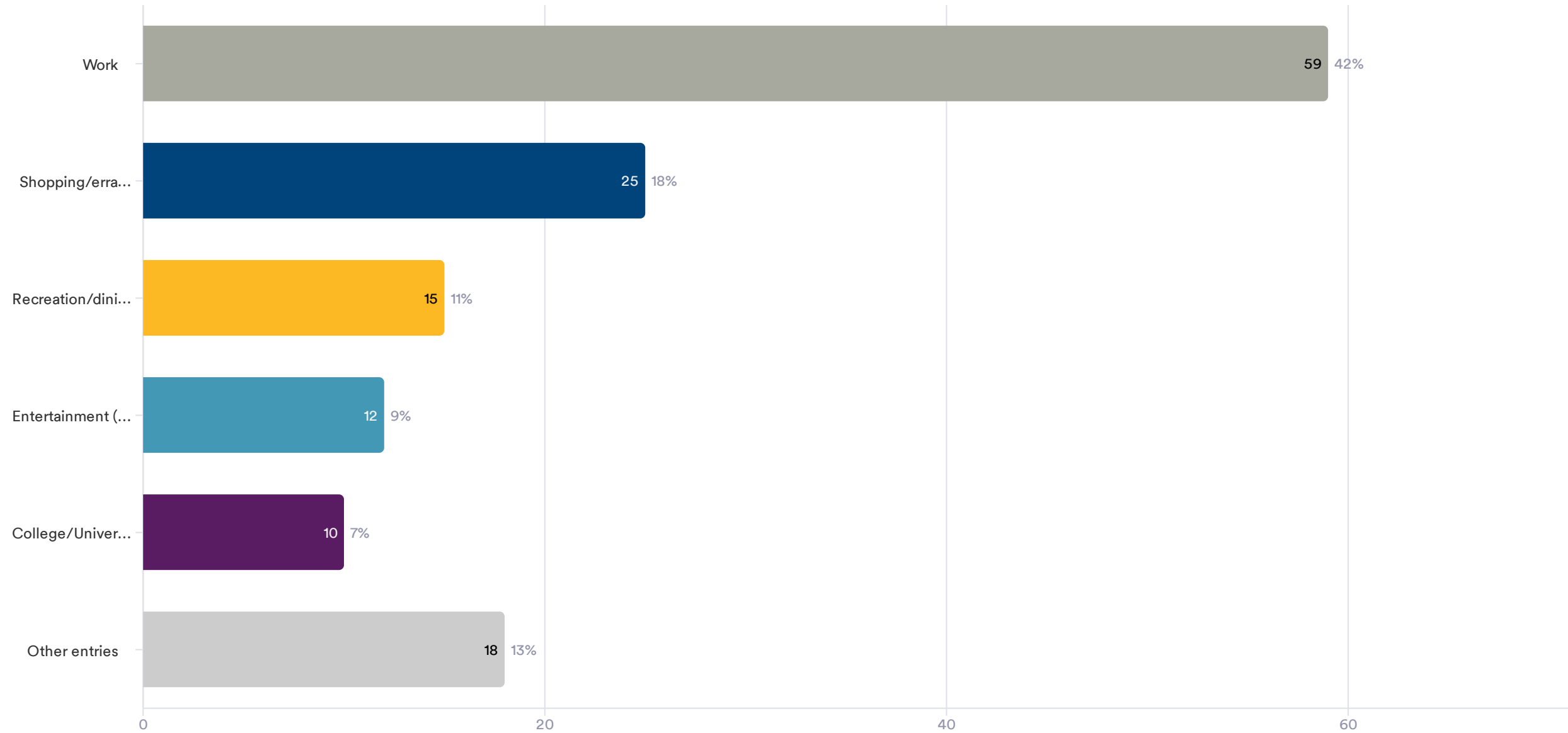
Route 4

16, 19 , 34 ,15

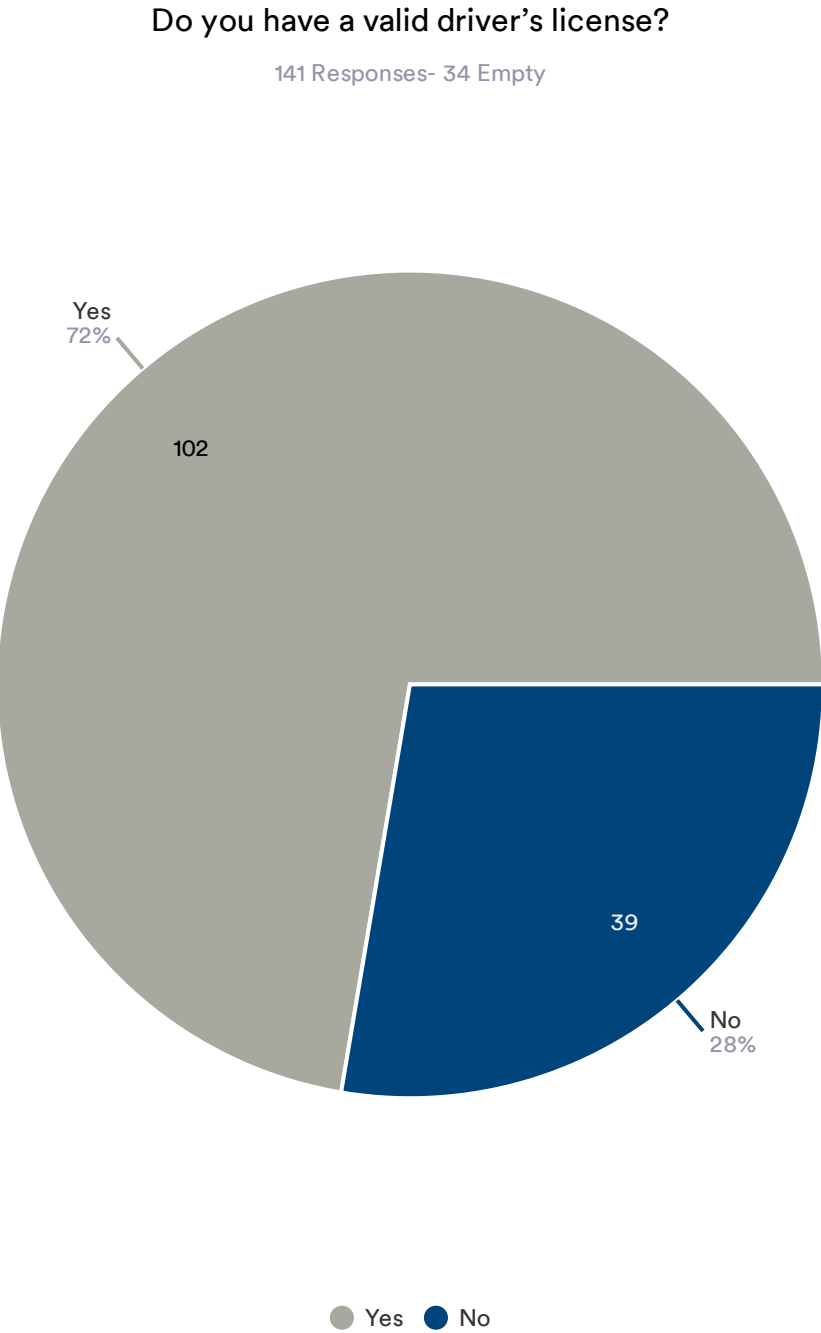
# Sun Systems Comprehensive Operational Analysis Online Survey

What is the main purpose of your most frequent trip taken on Sun Systems transit services?

139 Responses- 36 Empty

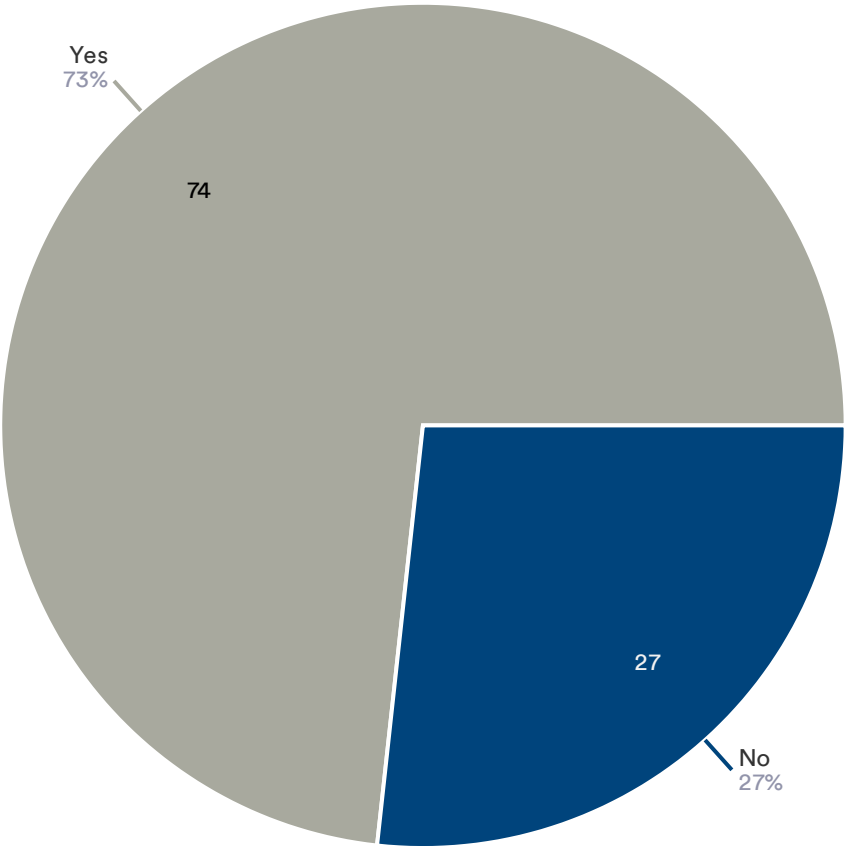






Do you have a car available for regular use?

101 Responses- 74 Empty

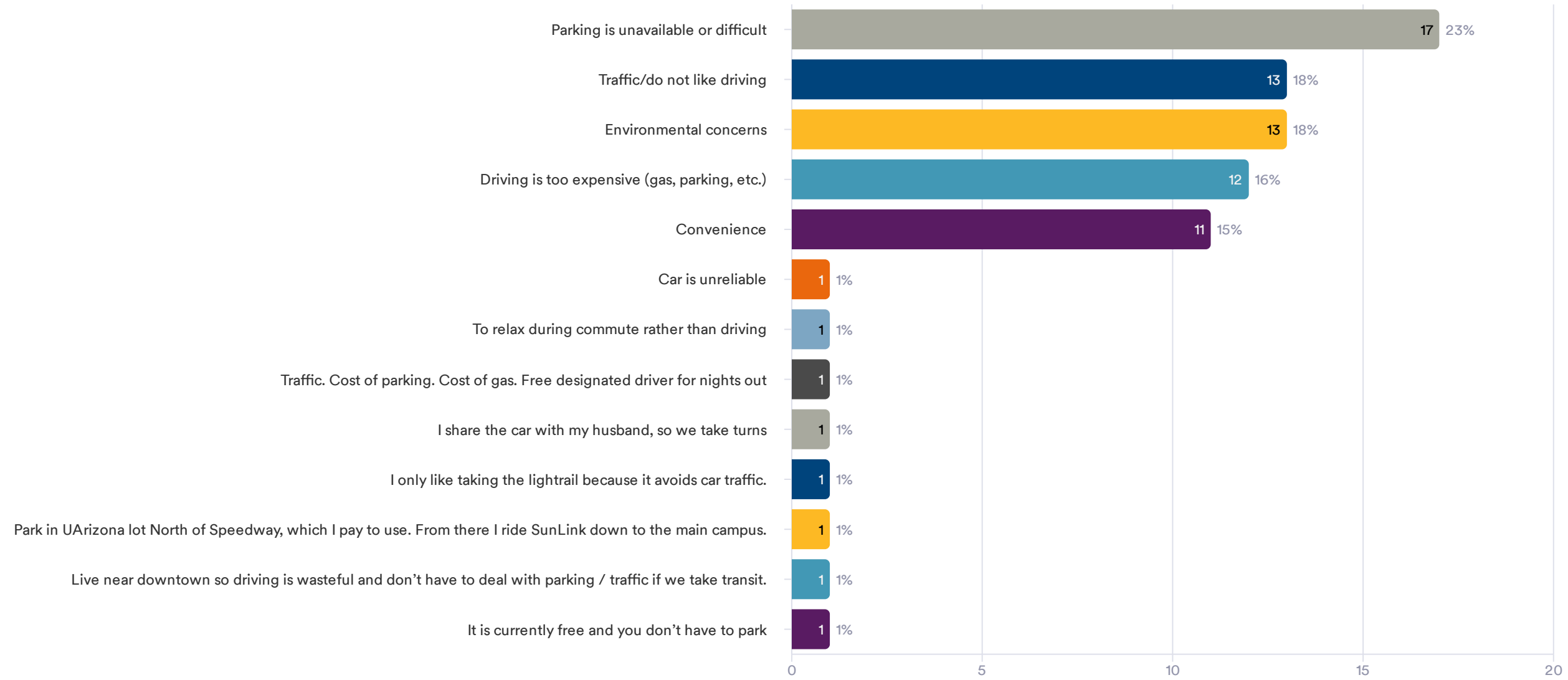


Yes No

# Sun Systems Comprehensive Operational Analysis Online Survey

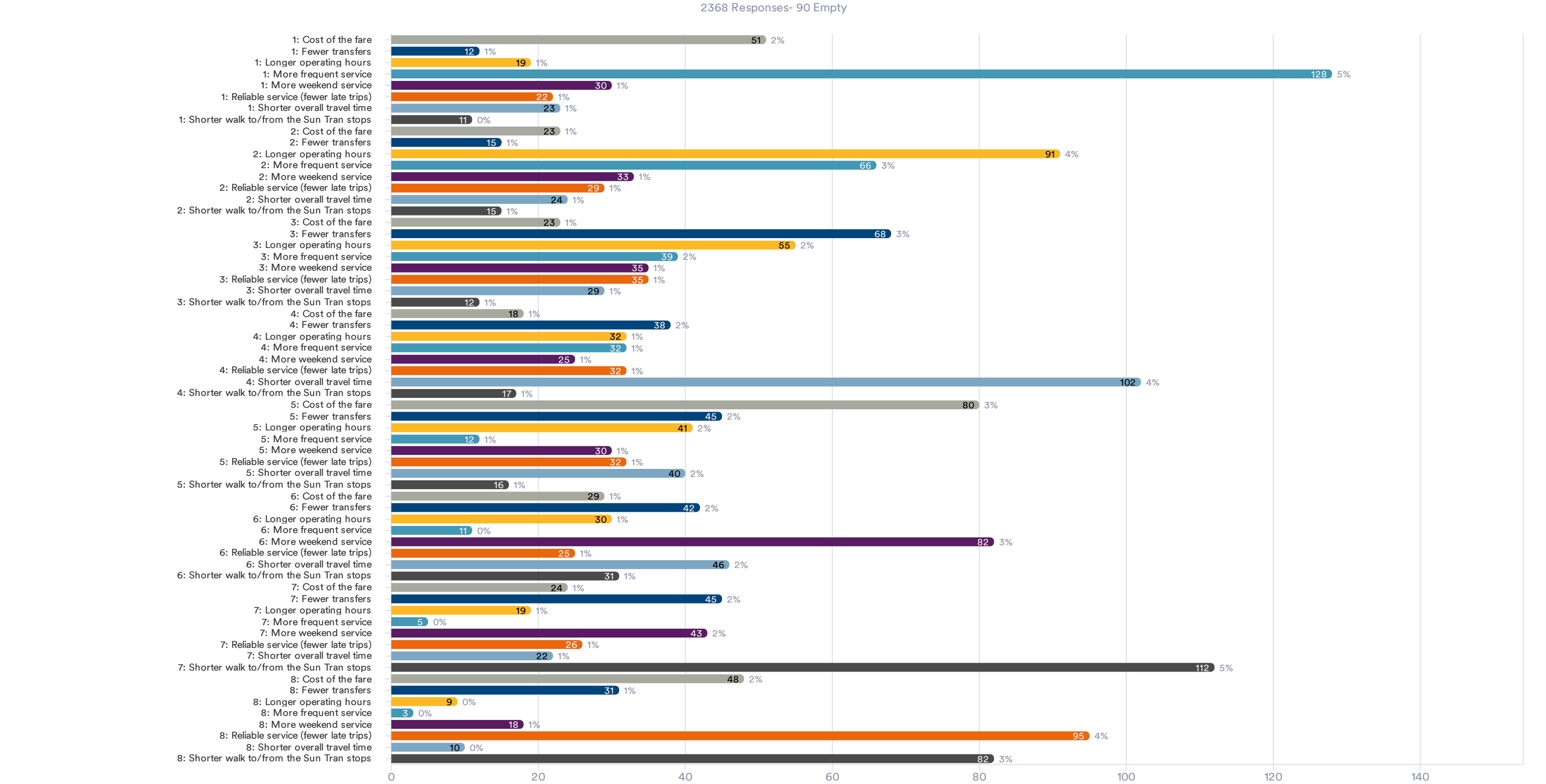
Of the following, which is the primary reason you choose to ride Sun Systems transit services instead of drive?

74 Responses- 101 Empty



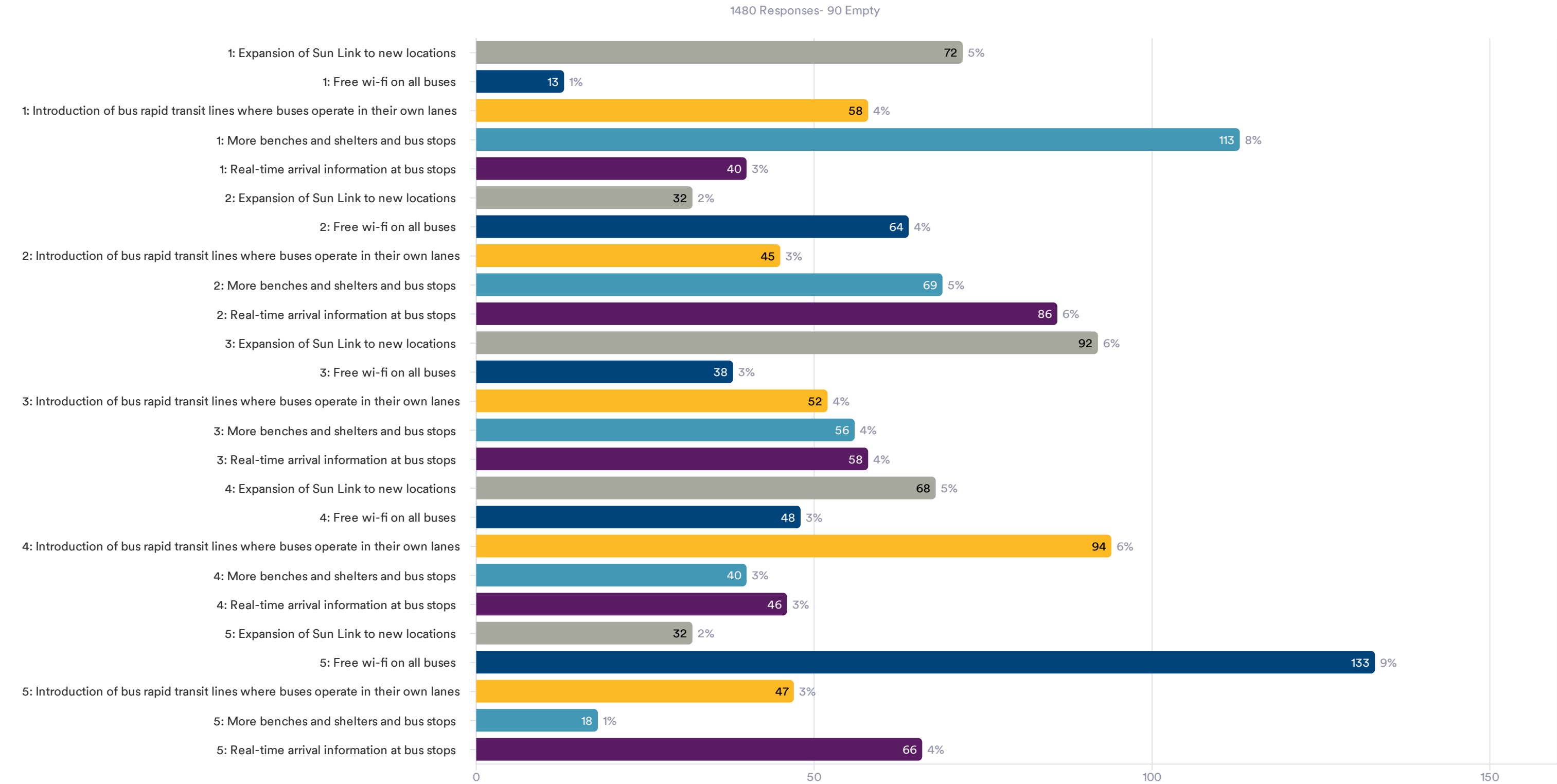
# Sun Systems Comprehensive Operational Analysis Online Survey

As a Sun Systems rider, what service improvements are most important to you? (Rank in order of importance from 1 to 8 where 1 is the most important and 8 is the least important)



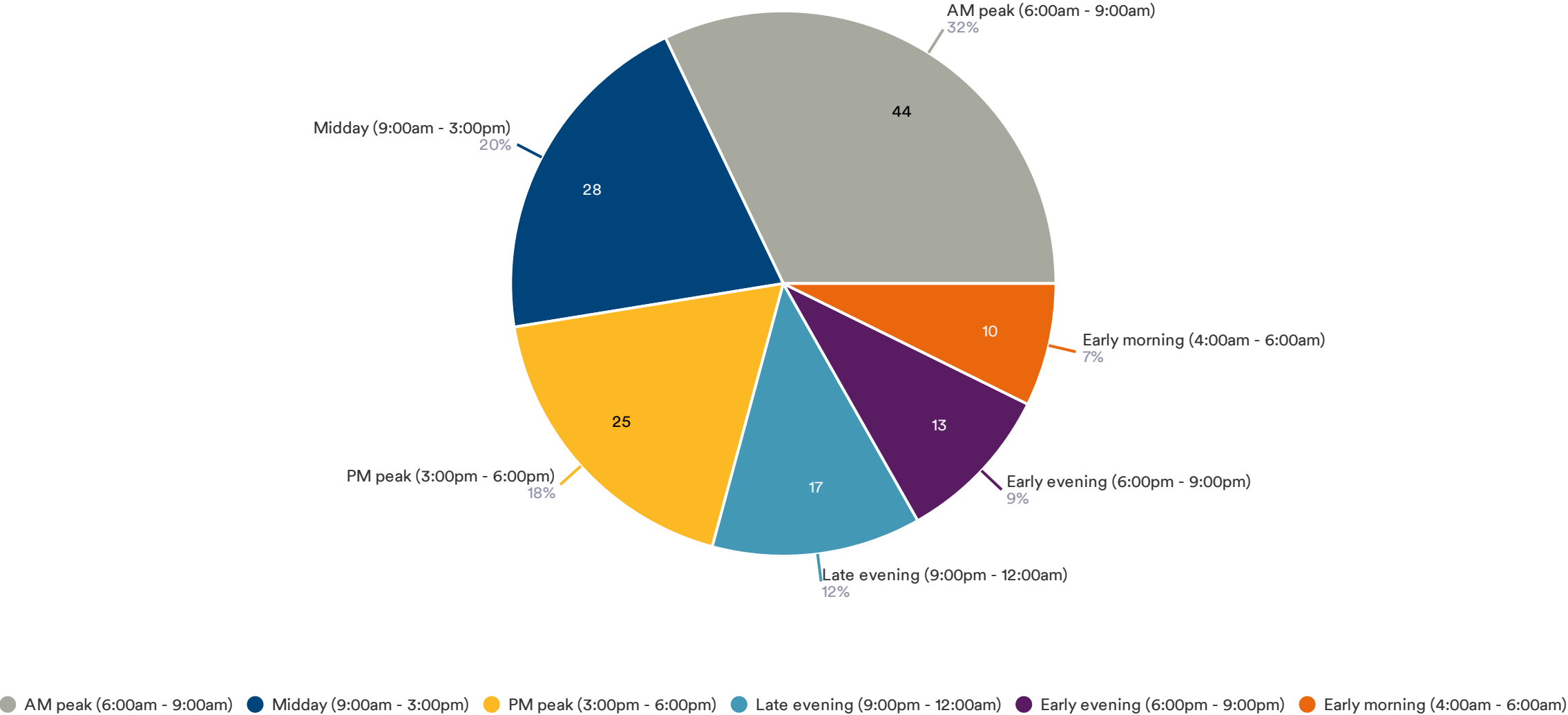
# Sun Systems Comprehensive Operational Analysis Online Survey

As a Sun Systems rider, what capital improvements are most important to you? (Rank in order of importance from 1 to 5 where 1 is the most important and 5 is the least important)



What time of the day is it MOST important for Sun Systems transit to provide frequent service?

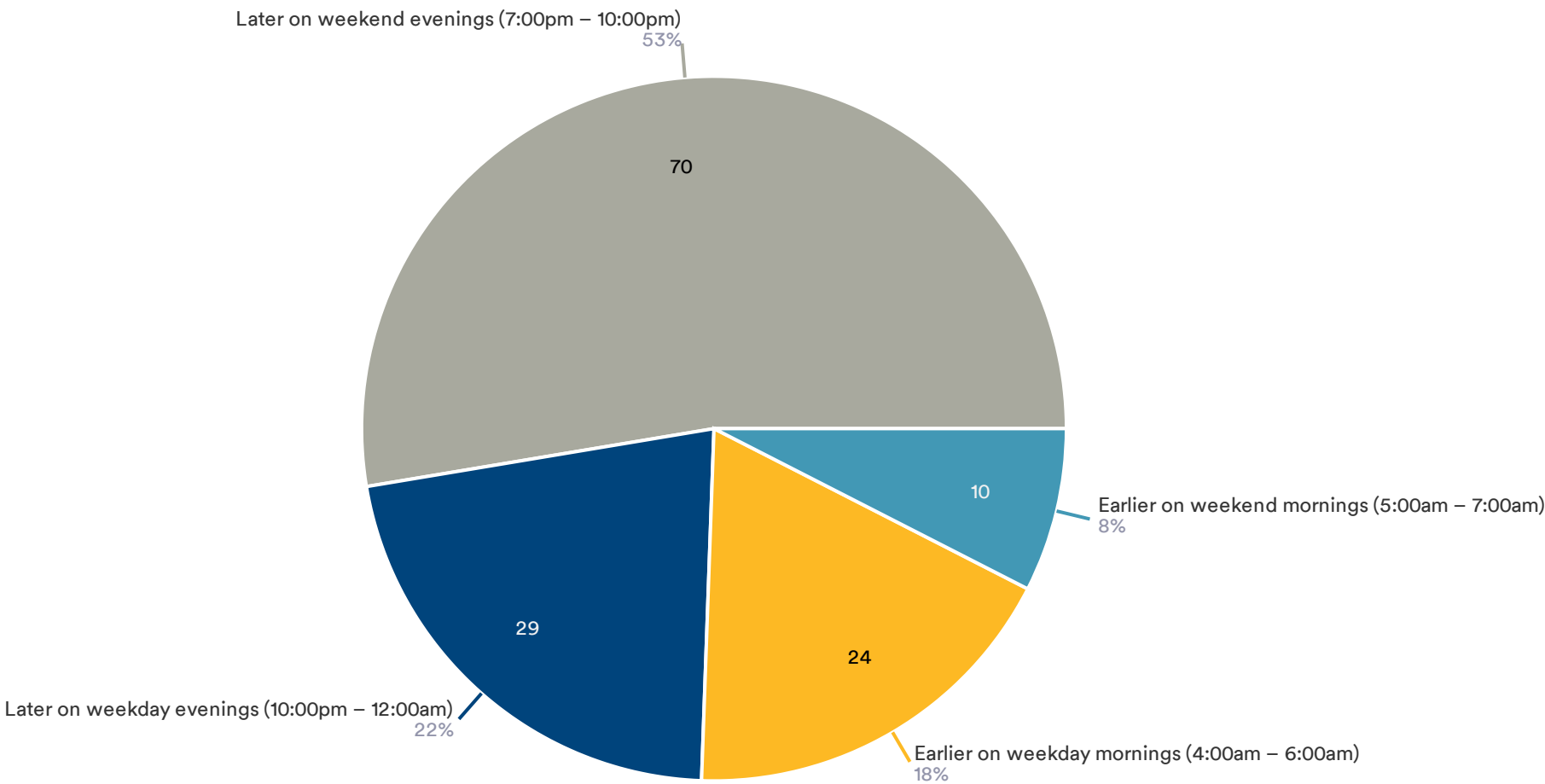
137 Responses- 38 Empty



# Sun Systems Comprehensive Operational Analysis Online Survey

What time of the week is it MOST important for Sun Systems transit to provide longer hours?

133 Responses- 42 Empty



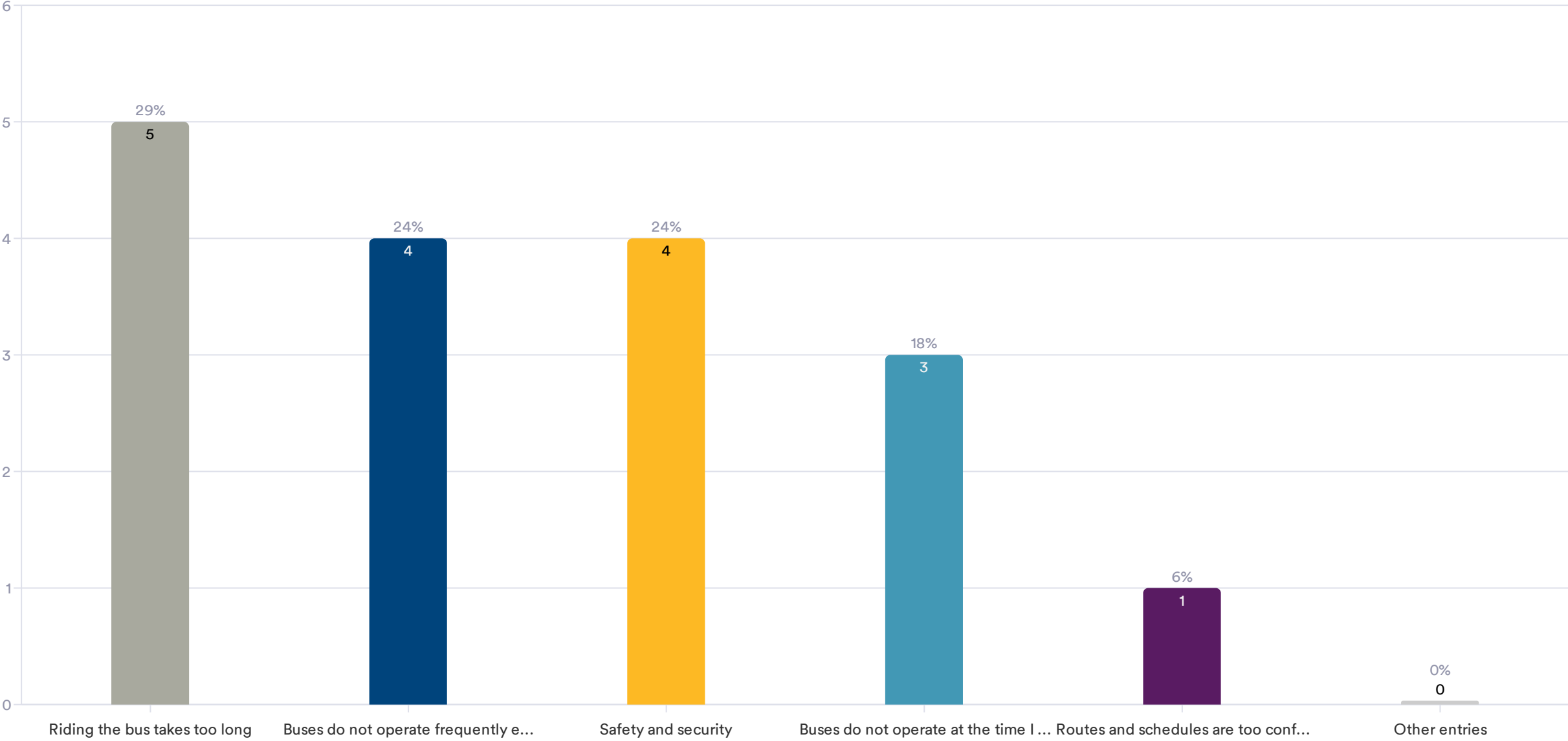
● Later on weekend evenings (7:00pm – 10:00pm) ● Later on weekday evenings (10:00pm – 12:00am) ● Earlier on weekday mornings (4:00am – 6:00am) ● Earlier on weekend mornings (5:00am – 7:00am)



# Sun Systems Comprehensive Operational Analysis Online Survey

Aside from driving, what are the primary reasons you do not ride Sun Systems transit services? Please select up to three.

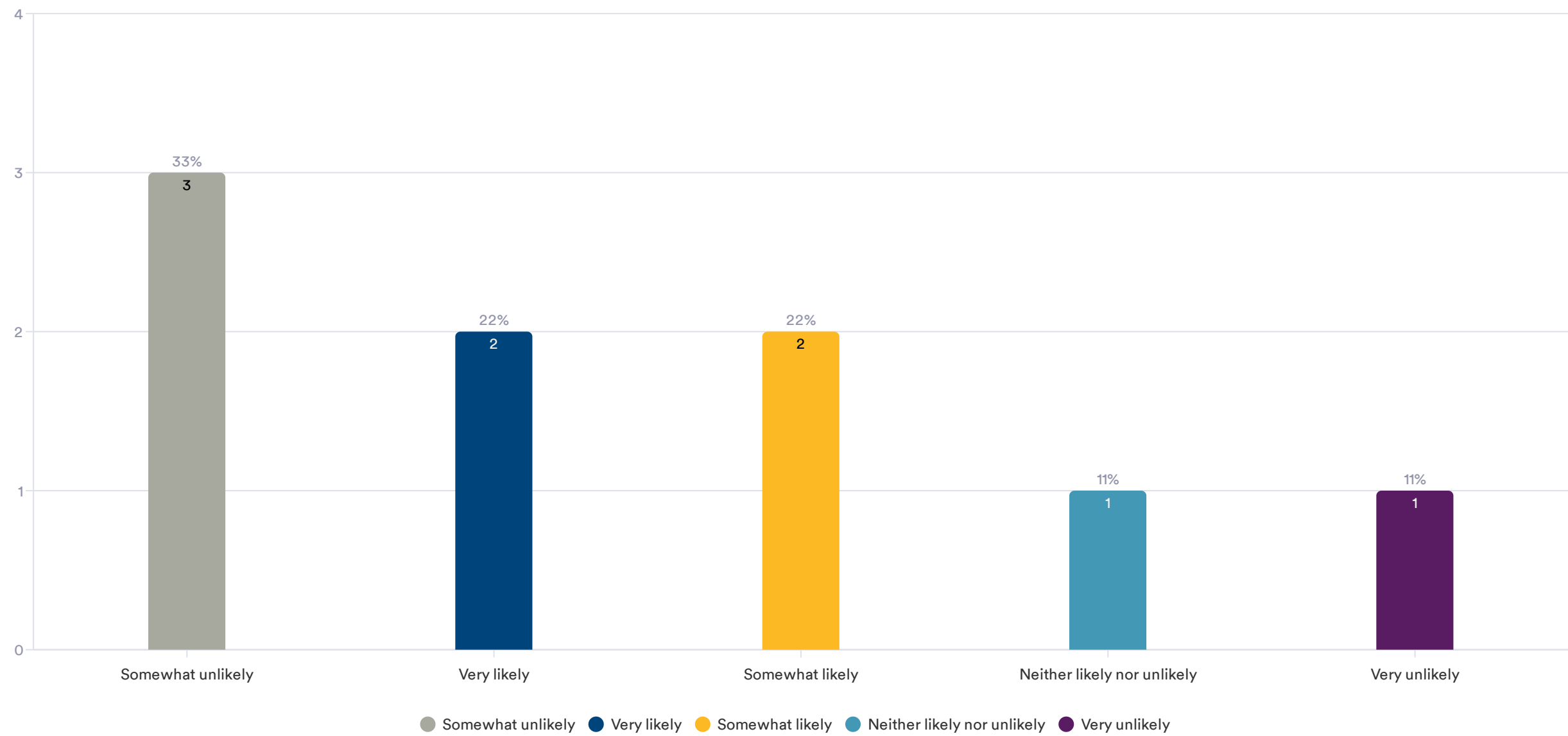
17 Responses- 166 Empty



# Sun Systems Comprehensive Operational Analysis Online Survey

Based on your response in the previous question, how likely would you be to ride Sun Systems transit services if the conditions you identified were improved/resolved?

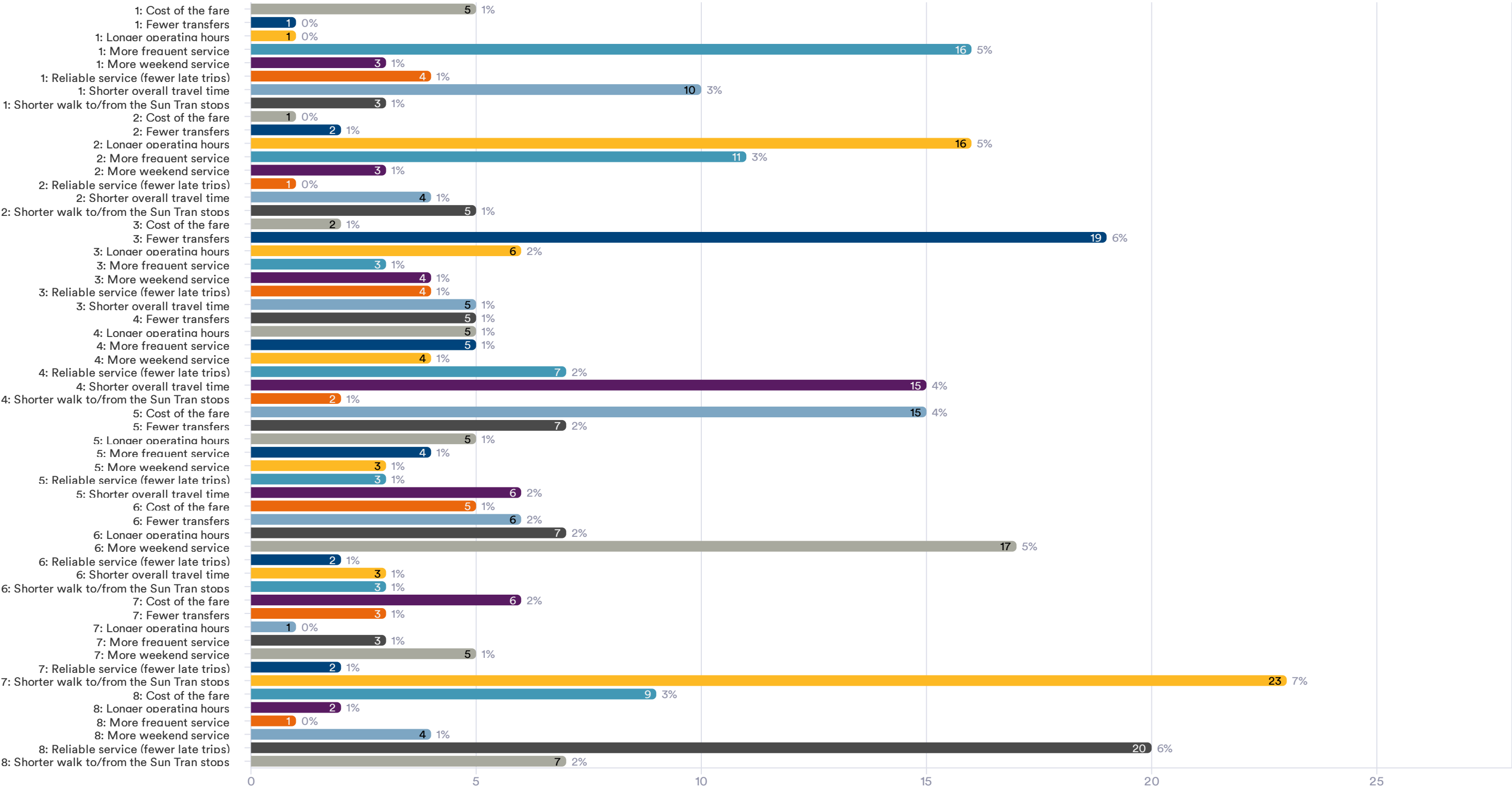
9 Responses- 166 Empty



# Sun Systems Comprehensive Operational Analysis Online Survey

If you were a Sun Systems transit services rider, what service improvements would be most important to you? (Rank in order of importance from 1 to 8 where 1 is the most important and 8 is the least important)

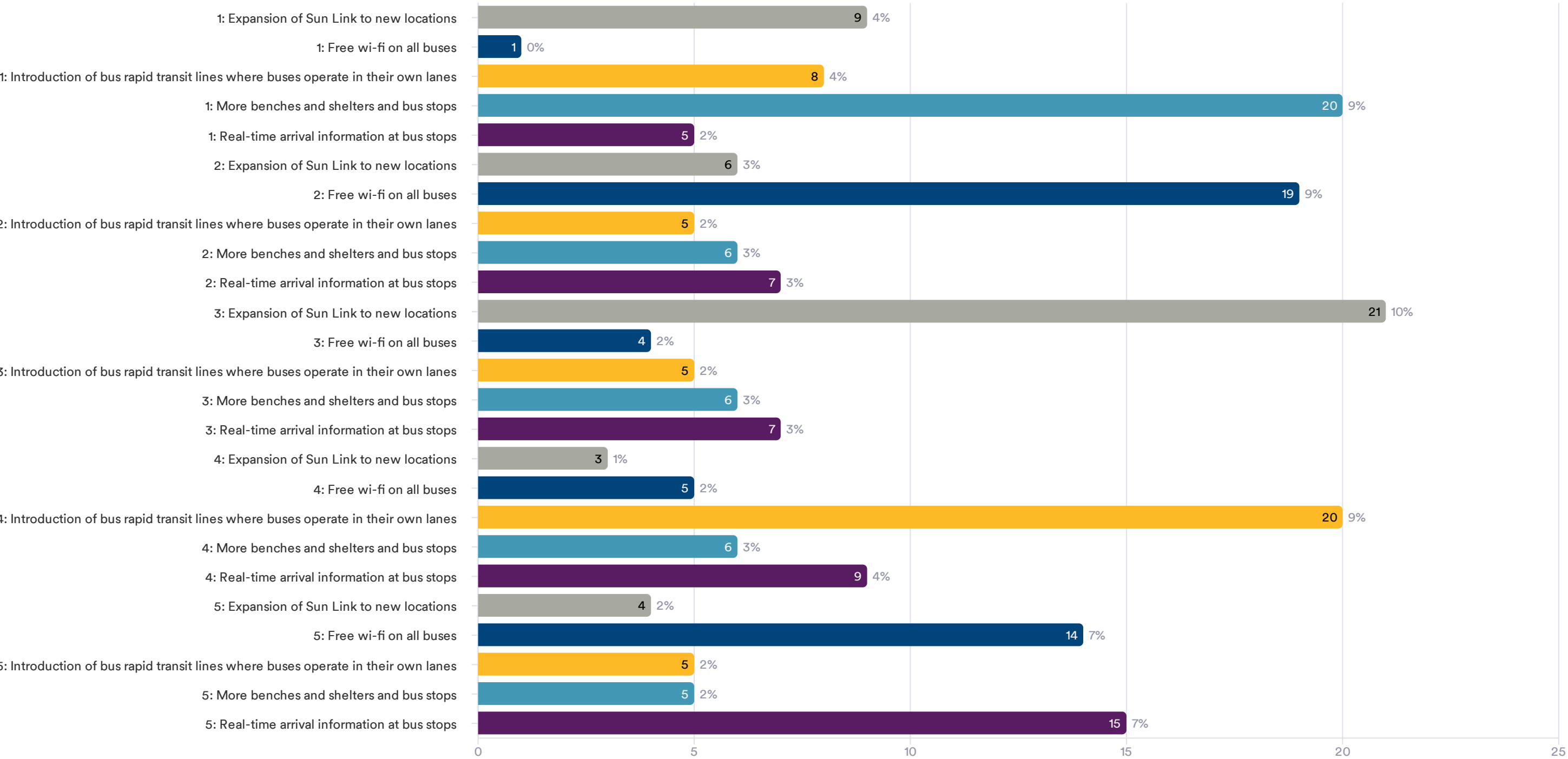
344 Responses- 343 Empty



# Sun Systems Comprehensive Operational Analysis Online Survey

If you were a Sun Systems transit services rider, what capital improvements would be most important to you? (Rank in order of importance from 1 to 5 where 1 is the most important and 5 is the least important)

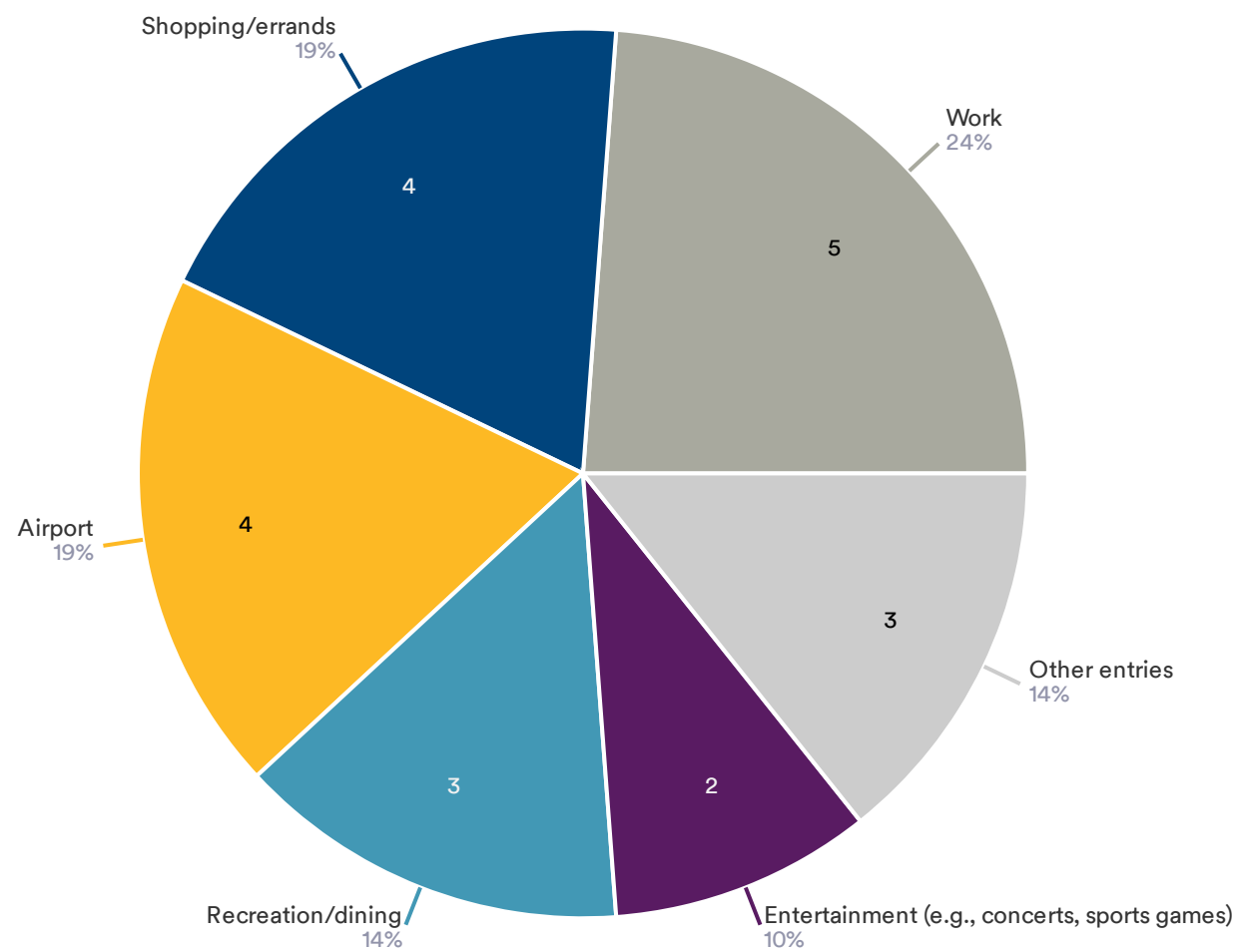
215 Responses- 343 Empty



# Sun Systems Comprehensive Operational Analysis Online Survey

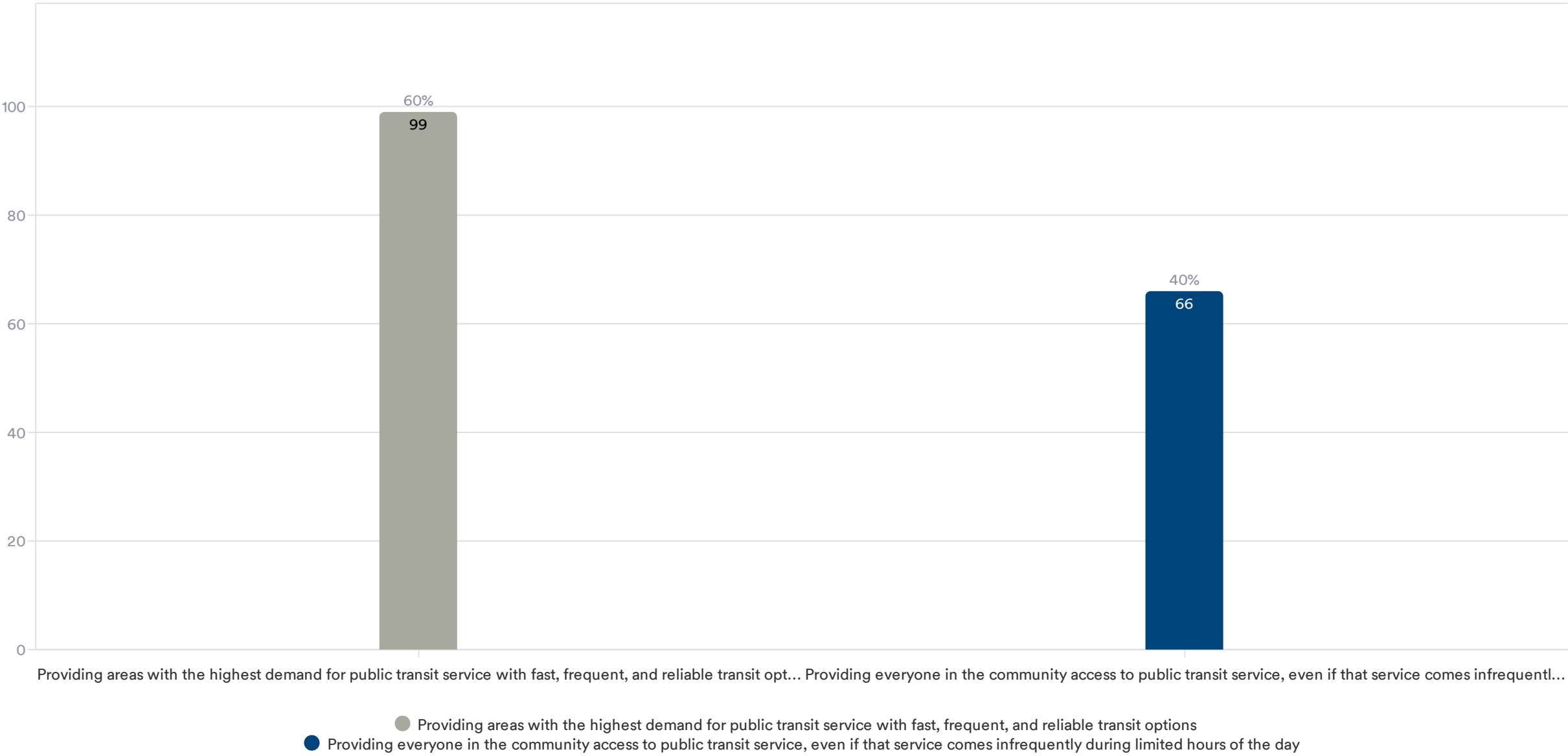
If you were to ride Sun Systems transit services, what purpose would you use it for? (Select top 3)

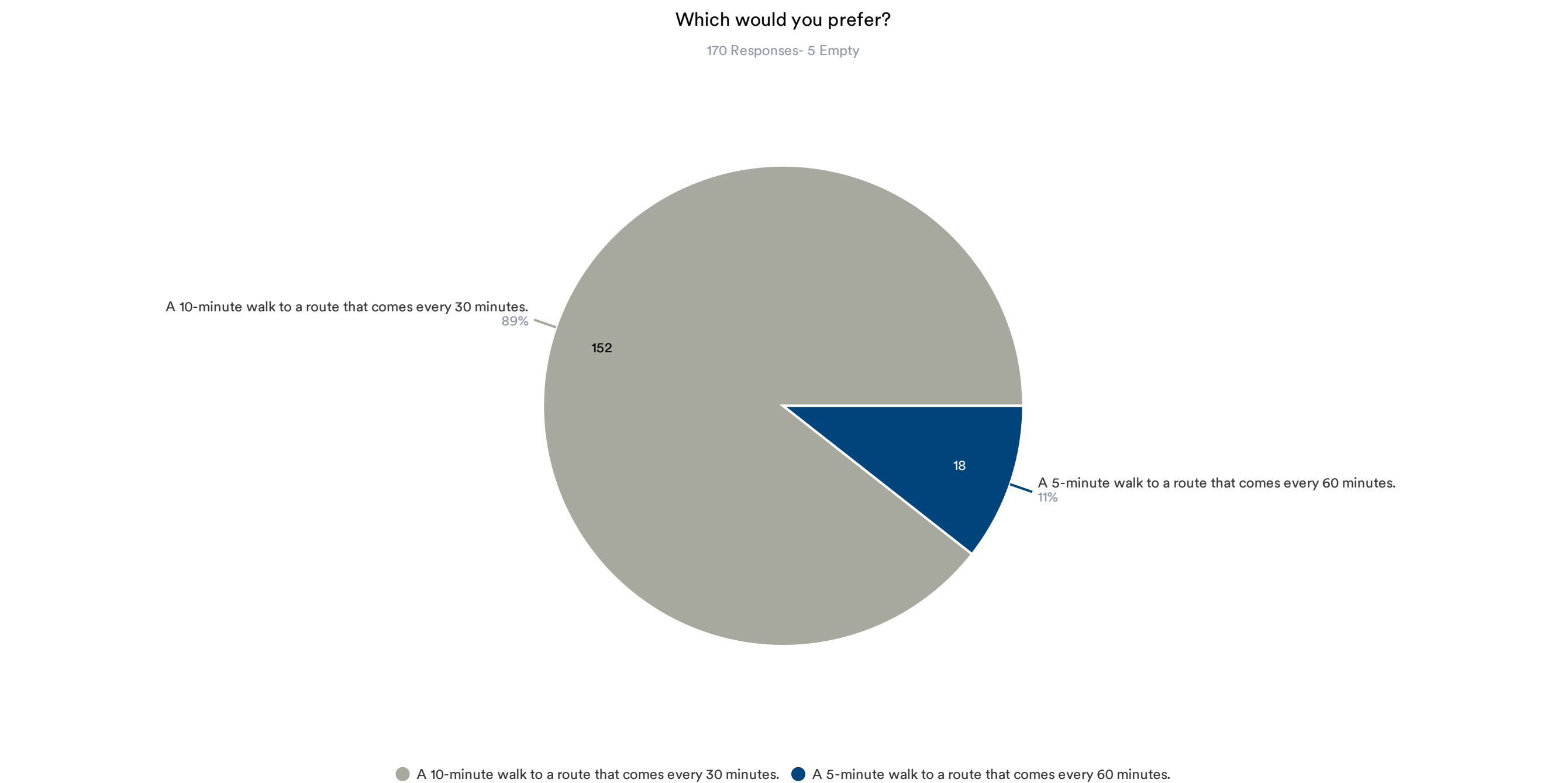
21 Responses- 165 Empty



## Which of the following is the most important role of public transit?

165 Responses- 10 Empty







# Sun Systems Comprehensive Operational Analysis Online Survey

Some areas do not have enough rider demand to support frequent service. In these areas, which type of service would you prefer?

167 Responses- 8 Empty

A route that comes every 30 minutes with a fixed schedule and designated stops.

71%

119

48

An on-demand service, similar to Uber/Lyft, that can be requested on your phone (through an app or call center) with up to 30-minute wait times.

29%

- A route that comes every 30 minutes with a fixed schedule and designated stops.
- An on-demand service, similar to Uber/Lyft, that can be requested on your phone (through an app or call center) with up to 30-minute wait times.

**What new places/destinations should be served by transit services?**

Los Reales Sustainability Campus

Need more transportation further out into the west,east and north area of residences. And a bus route on Orange Grove to I-10, would be Great.

ok

marana

kolb grant

all

everywhere around the city

airport from downtown and back

northside

wherever demand is high enough but isn't being given

bear canyon

At the moment I'm not sure.

The problem is that, while most places in Tucson are covered by transit, it just doesn't offer the quality of service needed. Increasing frequency and adding infill stops to the lines that already exist should come first.

Hard to say. I most ride a bicycle.

Picture Rocks (I know they offer a route, however, it is not practical) and Marana

Shuttle up to my lemmon.

Mt Lemmon

The Tucson Mall, and the Tucson International Airport for the Sun Link Streetcar.

River rd, wrightstown, sunrise/skyline/Catalina foothills, marana/oro valley to a greater degree

to more of our hiking areas. I would honestly love rapid transit rail that went to downtown from the far east side. the far east side is largely forgotten with transit options for North and South. I think that's unfair. many more of us would take an express thing downtown if it was offered more then once a day. instead we're forced to drive when we're coming from much further away than north or south Tucson.

Campbell and benson

Our own roads. Road diets giving a bus a dedicated lane that make transit a viable option. If we want people to use transit, it needs to be comparable to driving in ease and time.

More recreational options - I don't think it's possible to get to any hiking trails currently on Sun Tran. Sabino Canyon or Saguaro NP East seem like they could be reasonably reached with extensions on current routes. Catalina State Park is so close to being on Route 16 but the bus actually gets off Oracle and pulls into the mall there instead of stopping in front of the park.

All areas before "the pandemic". Get back how it was before. Come on, everything is back to normal. Get more buses out there and start charging fares.

**What new places/destinations should be served by transit services?**

Ina and old father

far east

Green spaces.

Tucson Marketplace - routes 2 and 15 go through the area but do not stop near the major attractions.

I had to take a LYFTE to 6872 E. Sunrise Drive and from the airport to Swan and Broadway. That cost me a bit. I was informed about the on call bus and I have a handicapped sticker, but was told it would be a long process and I was only staying a week

You guys literally are manipulating the questions. Japan has easily accessible public transit and so does china. Your questions are an "either or" to, I guess, protect capital? Eff that. You guys get our tax dollars. Give people fast public transit. It's not that hard. There's literally a blueprint for it.

all the places i need to go, are available to the sun systems

-mas por el lado ""west"" de tucson y por el sur (more on the ""west"" side of tucson and on the south)

-sun on demand to expand the map/zones

-safety prioritized at bus stops

12 ave

The casino

Can't get to airport for early flights.

Anywhere

In my case, a direct rout between Houghton/Broadway bus terminal to Udal Terminal (senior center). Also, a route heading north / south on Houghton could become handy as that area expands. Finally, I have asked for additional stops for the #7 line between Houghton @ Broadway and down to 22nd, along with more stops between Houthon and Harrison on 22nd street.

Orange Grove middle school

Downtown, high cost of living areas, and tech centers.

Northwest, Marana/Casas Adobes area is extremely lacking. Even a park and ride service into mid-town would be nice. Raytheon, the U of A, and the military base are major employers in town, there could be park and rides in low-demand areas that have lines leading to these locations plus stops along the way at major business parks

All areas not currently serviced

Bio dome and south tucson

North of River Rd on Campbell Ave to Skyline

Oro Valley and Marana

Airport

The Marana and Oro Valley region need services

Rita Ranch

**What new places/destinations should be served by transit services?**

All the way down 22nd, Broadway and speedway every 15 minutes

More buses on streets not served. More express buses on existing routes to expand hours and perhaps frequency. Add express buses on local routes, ex. Rt16 (accommodating those going to/from origin/destination and transit centers), allowing those going far to get there faster, and those going near to get closer.

There's a a ton of urban development going on and that will continue happening on tangerine right off the highway, gladden farms and the likes!

Tanque Verde, Bear Canyon and other outlying areas.

Transit expansion should always focus on the areas where it is most needed: low-income first, new routes second.

Oro valley La Canada route

Airport

Downtown

UA Tech Park

Raytheon @ the airport

All casinos

Tanque verde

The Arroyo Chico neighborhood has almost no service, even one stop in the middle (say 15th and Tucson) would be a huge improvement.

Desert museum, Pima air space

Hiking areas (Camino de Oeste trailhead)

"La Encantada. High Paying jobs like Apple with tuition reimbursement that fledges nicely with Eller stewardship and pipeline that's already noted in Arizona alumni magazine; please consider assisting students in UA to succeed with retention by having a ""good paying job"" in this complex by having transit from UA if not only by a shuttle then by actual Sun Fleet services. However it happens let it happen. Tech Launch is too little too late for getting talent out to what amounts to a tech talent park. Our kids brain drain if they can't get to a training ground. Lulu is not a simple waste of money shopping zone; it's a multinational brand that let's young people be presentable and savvy in business literacy that has them level up to be worthy of academic airlift if that is what they want. Because kids from South Tucson are not the ones I see in Apple Training nor are they the ones not getting followed around in the various stores at La En. Sadly, you might want to ask Lane Santa Cruz to explain to you why the contrapositive of Elaine Yee not working is exactly why getting a pathway for transit to and from south of grande and 12th to la encantada is what's the driving rage behind MTBA being hostile about this writer, Elaine Yee's MTBA blanket never going smooth. Council person Santa Cruz has a PhD in let's get this sorted out into a narrative of ""we can figure this out."" She did after all, help improve community housing at University of Arizona when equity in it was not r really mentionable. She and I overlapped by that much. I recall that about her tenure there as a graduate student.

So if you think I'm an unreliable complainer .... go to Lane. And check in with the donors who already put in the cash for Eller, and the Apple Store that I know for a fact because it's public record they are searching for students to work there.

Elaine Yee. I sign all my survey.

### What new places/destinations should be served by transit services?

Tucson mall by a train from downtown with dedicated right of way.

A train between downtown and the airport.

A train loop that services east to park place mall, south to desert diamond casino, west to grant and silverbell, north to tuscon mall.

These need to be grade sperated services that do not have to run along side cars.

Davis-Monthan does not have any on-base transit, which makes SunTran completely useless to the vast majority of the Airmen that work there. I have seen military bases that operate city-run bus systems for base employees and residents, such as Scott AFB in Southern Illinois. A very simple loop through the areas of Davis-Monthan with the highest residential and employment density would transform the quality of life for many Airmen who are too low-ranking to be able to afford a car. Another important destination is my house (19th and Plumer). I live a 20-minute walk from two useful transit lines, which means that it is a huge risk for me to walk all the way to a bus stop without knowing exactly when the bus will show up. My house is not remote at all, in fact, a bus route used to pass one block away from my house until it was inexplicably terminated in 2021. A third bus route stops at a location 10 minutes away from my house, but it does not go to any useful destinations unless I transfer, which takes longer than walking to the more useful lines.

Attractions like Desert Museum and San Xavier from downtown.

Near the SE/NW corner of Tanque Verde and Pio Decimo/Dos Hombres

Developing neighborhoods such as the northwest and the southwest. Areas where population density is increasing and neighborhoods are not walkable. Also where lots of commuting drivers live. My schedule varies so my carbon footprint is much larger than I would prefer.

NORTH OF THE RILLITO RIVER and anywhere but downtown

Rita Ranch

River Road west of La Canada all the way to Ina.

Healthy skin dermatologist on Ina

Sabino Canyon, Saguaro National Monument East and West, Desert Museum, Mount Lemon, Kit Peak,  
You could rotate through these destinations monthly."

JW Marriott and northwest side of town

More connections to recreation. Mount Lemmon, Gates Pass, Sabino Canyon, Other hiking trails,

I would use a route that comes to Corona de Tucson, but I understand that's likely not practical.

phoenix, i10, pima fair grounds, mountain areas, skyline dr, sonoran desert museum, desert areas, rural areas

Poorer communities and outlying areas

River Road between First Ave and Campbell (at least)

Swan/Sunrise area

West Irvington Rd

Connection via Mission Rd westside south to north

Starr Pass Rd to Greasewood

### What new places/destinations should be served by transit services?

Popular natural recreation areas, like Sabino Canyon, Saguaro National Park, and Mount Lemmon should have service even if it's infrequent or has limited (but useful) hours. People without cars have very limited access to this sort of thing.

I'm actually impressed with the coverage across the entire area, but walking a half mile to get to a major street is just difficult for those with mobility issues and the uncertainty of a bus with a spot for a bike on it.

Sabino Canyon and other attractions around the Tucson area.

Vail

Better service to and from the airport that results in a faster overall trip (i.e. fewer transfers and/or more express service)

Neighborhoods north of Speedway & Grant

Neighborhoods east of the university

Northeast Tucson and Marana

Extend the street car!!

Parks

Grande Av

It's a long shot, but maybe have buses running later so people that go to bars might be able to use them to get home. Maybe until midnight. It might encourage lower DUI rates.

Pima Community College

Reid Park

Tucson Mall

More of South Tucson

Tucson Amtrak Station

Airport

Light rail from UA to airport, more light rail stops in area neighborhoods, light rail to Phoenix/Vegas/LA would be an absolute dream come true!

Emphasis on getting people to places they go often: groceries, doctors, pharmacies, farmer's markets, parks, stores that sell school supplies and children's clothes, etc. GROCERY STORES. The US Citizenship and Immigration Service.

River/Campbell desperately needs a NON express line. Gosh, even if it was just once every 60 minutes, that would be better than one trip out and one trip back per day.

Section 8 office that used to get service.

Trailheads, national and state parks, more destinations in Casas Adobes and Oro Valley

These questions are silly. There isn't rider demand because people have had to find alternatives, even when it has been free. You will create more rider demand when you provide safe and reliable transportation options.

I believe that the downtown area should have more service on weekends and late at night. And these shuttles should be able to drop residents off near their residences. This would allow for more of us to use the transit when we need it most, when we can't drive.

What new places/destinations should be served by transit services?
Houghton and Rita
Mt. Lemmon, national parks
Sabino canyon
Mission garden
A bathroom
Westbound so much transit so route it to i10, the cars slow down transit
N/A
All around Tucson
Orlando valley to downtown
Marana
Civano area
NA
Just moved here
To the casino
It is fine as is
Airport, hiking trails
South Tucson and Broadway going east
North Tucson - Light Rail from Downtown to Ina/Oracle. If Phoenix can do it why can't we do it.
Hiking trails
Maybe University to Ina and Oracle route
Through campus
Fun places like Mt Lemmon
Reservations
None
Picture rocks
The above questions are ridiculous. ""Which underwhelming, unsatisfying option would you prefer?"" Aren't there generally, y'know, professionals who study these things and can determine which should take priority? Also, shouldn't these be temporary? Shouldn't you strive for both option in each scenario presented?
How about a direct route from your downtown station (a significant one) to UMC? I gotta transfer when I'm trying to get to the hospital?
The Northwest area of town. Close to Marival and east of Alvernon and Ajo and areas in south Tucson that doesn't have service that people could work in.
Tucson tourist attractions. Examples Arizona Sonora Desert Museum, Old Tucson, Sabino Canyon.



**What new places/destinations should be served by transit services?**

An easy route to Sabino Canyon.

Not sure. The routes now serve my needs.

Oro valley creo pero no lo usaría mucho. Es un destino del fin de semana

All routes should be served

N/A

Rosemont connects a lot of places including TMC, shopping plazas, and grocery stores. I would love to see a bus that runs on Rosemont.

Outlying areas like Benson, Three Points, Green Valley, etc. With frequent enough service so that it actually makes sense to use the services (if you make it too infrequent, of course there won't be any rider demand). Ideally, frequent service with enough stops so that even if it takes a bit longer than driving, it actually works for people's schedules. Think central Mexico.

Public lands access should also be provided. Frequent enough service on the weekends to trailheads at the outskirts of town and on Mt. Lemmon.

That's what would help me, but I'm sure I'm not someone who needs the most help. People without any cars should have their needs prioritized.

Areas from Ina Rd to Avra Valley

Tanque Verde area east of Houghton Rd.

Rita Ranch needs more service/ stops.

Charter schools without bus lines.

An express route between the University of Arizona and the Tucson Airport

Special routes out to Sabino Canyon, Mount Lemmon, the state fair, the desert museum, etc

I don't ride enough to know - I really only rely on the bus to get most of the way across town; I live on the east side and bus west towards work or downtown and then back east in the evenings. Because I travel the north / south portion of my commute by bike so that I don't have to switch lines.

Extend streetcar to PCC West campus

Airport to downtown

Sabino Canyon

South Tucson

Museums and cultural centers that are not within the city limits.

I don't have an opinion.

Locations in the foothills along River Rd. There are many businesses up there that are inaccessible if you don't have a car or can't get a ride. It also is difficult for youth in that area to get around if they don't have a car.

### What new places/destinations should be served by transit services?

- A Mountain
- Tunamoc Hill Trailhead
- Tucson Premium Outlets (the existing shuttle is too infrequent/transfers take too long)
- Sabino Canyon
- Saguaro National Park East

Sabino Canyon, The Desert Museum. But other than that, I'd rather have more frequent service and more weekend service on regular routes which cover Tucson pretty thoroughly.

More areas in unincorporated Pima County. Tribal reservations.

direct transit to university/midtown from areas outside downtown, i.e. the westside and south Tucson

Public lands, Saguaro NP or Sabino Canyon. Weekend service to Mt Lemon

Sun Link from the Airport up to the Tucson Mall.

Weekend service popular outdoor recreation areas: Tucson Mountain Park, Saguaro National Park, Sabino Canyon, Major trailheads/Vistas on Mt. Lemmon and the Catalina Highway, Agua Caliente Park.

It would be best to expand SunLink with a Streetcar route either down Broadway or Speedway from Downtown to the Eastside.

PCC should, like all the teaching units, get shuttle dedicated to the new hospital on the Eastside, --infra should get into place, as TMC is soon building its own hospital in the area too within a few years, so its a good now and near investment in the kids and pivots that people like the Lundgrens are rolling dollars and hope into with donations like analogy retail from PCC to UA via his/their 5M gift to Ellen/retail family consumer sciences. Getting shuttles out to link the medical students at all ranks in Tucson in dedicated lines to the hospitals esp Northwest Houghton that has only Harrison and 22nd I mile away on foot and jaywalking is not a donor smile and nod come hither. To end on a positive - the Robertson Shuttle like the one we could get in Tucson anchors around a Walmart in Chapel Hill, NC and we have a Wallyworld here, too.

Doesn't matter, Bus Rapid Transit should be your priority, period. Transit Oriented Development all but requires some kind of consistent, fast, and reliable form of public transit option such as BRT, and TOD should be the overall priority.

would hope that one day the tram routes can be expanded to broadway, the airport and north to tucson mall /north oracle road areas

Light rail / sun link to the airport where you exit directly into the terminal. Link downtown to Tucson and La Encatada malls with rail or bus with fewer stops.

Light rail / sun link / express, comfortable electric (quiet) bus from east side to downtown to reduce traffic.

Expand electric bus service as rapidly as possible on routes running through residential neighborhoods to reduce noise and pollution.

Pima Air and Space Museum

Kolb/Valencia area and south of it

**What new places/destinations should be served by transit services?**

Parks and wildlands. A rotating weekend loop could be fairly easily made that starts at Rondstadt, heads West to Kennedy Park and the Tucson Mountains, then over to the AZ-SON Desert Museum, up to Saguaro West, around to Tohono Chul and Catalina SP, further East to Sabino, then up at least part of Lemmon (especially important to help low-income people get out of the heat of the summer), then to Saguaro East and potentially Colossal Cave before returning to Rondstadt and continuing that loop all day, 8-6PM both weekend days. An opposite-direction could run simulateneously, too, that picks up riders and takes them the other way so they don't have to do the entire loop in one direction to get back to Rondstadt if it is quicker that way. Access to public lands is as much a human right as access to public transit so let's have them work together!

Saguaro National Park – East  
Sabino Canyon

Airport and Oracle shopping corridor

Key grocery stores, particularly from Southside areas. Hiking trailheads and other outdoor recreation destinations.

None.

Recreation sites such as hiking trails.

I suggest data would be better than consumer input.

Airport

Extend Golflinks( route 17) to Nw hospital complex on Houghton.

Malls, zoo, parks, la encantada shopping mall. Old tucson arizona desert museum.

I live in midtown, so I have adequate access to transit services. But I think having services up in the foothills area would be amazing, especially to trailheads (Sabino Canyon, Finger Rock, etc.) and Mount Lemmon. Ina/Sunrise could really use a route. (Are those not serviced because they're not within Tucson city limits?)

Marana has on-demand service which is helpful for those who no longer drive. I believe City of Tucson has the same on-demand service. However, I live in Pima County between Marana and Tucson and those on-demand services di bit appear to be available.

Rita Ranch/Vail

Need to be able to get to all of the "bedroom" communities: Vail, Oro Valley, Casas Adobes, Sahuarita. Get to whatever is considered downtown for these places only. They need to get their own mass transit amenities. But, really, I can only say that until the transit system works well on weekends; you won't get a meaningful conversion rate from single user motor vehicles. Make the stops beautiful. Encourage musicians and food vendors to haunt the transit centers. Build sidewalks for goodness sakes. Have 24/7 service. And you want people to use the system because the single user vehicles are more and more hazardous, dirty, and elitist.

three points - Sahuarita mountain road area.

Old Tucson, Desert Museum, Saguaro monument west

Pima Air and Space Museum  
Sabino Canyon

I would like Dial-a-Ride to restore service to areas cut during COVID, such as the airport.

**What new places/destinations should be served by transit services?**

I don't know.

Marana

There should definitely be a bus that goes to the sonoran desert museum as well as mt lemmon. but more importantly there should be bus stops at all major intersections in the city to allow people to reach their work locations, there are many work locations that fall outside of transit maps and it makes finding a suitable job harder for people who cannot drive.

Up Thornydale road North of Ina

River Road

Desert Museum

Golf Links/Houghton

You already serve Ina & Oracle but don't extend east or west. Please extend west toward Thornydale, and east toward Swan.

Extend Sunlink to the east

Add more scheduled times to the 107x!

Along E 6th St. to Reid Park/

Pima Animal Care on Silverbell Road.

Downtown to the Ajo Corridor (Ajo/Country Club - Abrams Public Health Center).

Airport, All of the malls, Sabino canyon. Saguaro National Park, Catalina State Park

Not familiar with the places or destinations currently served (apologies, I did not examine the map), but I recommend considering popular places or destinations, especially employers.

maybe Sabino Canyon

Literally everywhere outside of central Tucson needs more transportation.

S Wilmot rd

Expansion of Sun Link to the airport would be fantastic.

n/a

The rest of tucson not just down town and the express runs being semi safe.\

orange grove and thornydale area (costco nw)

Sabino Canyon!

**If Sun Systems were to expand Sun Link streetcar or add new bus rapid transit lines in dedicated lanes, what destinations should be served by these new routes?**

To airport
It would be nice to have Sun Link service branch out to some of the "main arteries" in town (Broadway, Oracle, 6th Ave, etc)
Routes/stops for Orange Grove, and add routes/stops for northern Ina Road going east bound. Needing more routes/stops for the Southern area of Ajo road and Mission.
yes
downtown/midtown
kolb grant
all
everywhere around the city
airport from downtown and back
only downtown
same as above
bear canyon
The most demanded route or heavy populated areas.
Jobs, services and educational opportunities alongValencia road, east/west.
Connecting major transit hubs, like tohono t'dai in the north to downtown, downtown to the el pueblo transit center/airport. Downtown to east side, utilizing BRT or streetcar to connect to broadway villiage area, phase 2 connect to Park mall area. This expansion would be an economic driver for the sunshine mile UOD and support increased infill housing development along the corridor.
Anza Park The Library TCC along Church Historic Courthouse Tucson Amtrak Tucson High School Children's Museum and Armory Park Borderlands Brewing 6th Ave and 6th St The base of Sentinel Peak The area between 22nd, Speedway, Campbell, and I-10 should be crisscrossed with SunLink lines. Proper BRT lines should extend along every major road, especially Broadway and Oracle
Tucson botanical gardens, libraries, central tucson generally
Streetcar should go north (maybe to River) and east (maybe to Wilmot) and south (maybe to airport).

**If Sun Systems were to expand Sun Link streetcar or add new bus rapid transit lines in dedicated lanes, what destinations should be served by these new routes?**

Down Broadway

North on Campbell, east on Broadway, South on Campbell

Destinations that are currently busier than the average stops. Perhaps one going far east to west and north to south.

Eastside to downtown

Park Place Mall, El Con Mall

Anything along Grant Road needs a separate lane. It seems ridiculous in 2023 to have bus stops cause an entire lane of a 2 lane road to back up. Also, bus stops just after an intersection causes rear end collisions and seems to be a bad idea. For example, heading East or West on Craycroft, stops are immediately after very busy intersections.

Park Place Mall, Tucson Mall, and the Tucson Airport for Sun Link.

Main entrance to Banner, Campbell from Grant to ft Lowell, South Tucson (?)

22nd-Houghton

golf links-Houghton

Broadway-Houghton

stop at the parkplace mall

at Reid park

at Target or Petco on old Spanish trail/22nd

and of course have it connect to downtown

South

Light rail or streetcar along Broadway paired with a new overlay of high density, Rapid bus with dedicated lanes on Speedway, Grant, Oracle, Country Club, and any other three lane road.

The Speedway, Broadway, 6th Street, and Oracle corridors would be well served by either of these options.

Speedway and Broadway Boulevards.

Oro valley

Houghton

SunLink streetcar needs to CONNECT with SunTran buses around the Campbell area. If SunLink can be expanded, I'm all for that, but I don't know what is needed re tracks etc. in the various parts of town.

SunLink streetcar should be expanded to go to the airport and should be expanded to include more frequent times before 9 PM to provide more frequent service for jury service participants.

SunLink streetcar service frequency should be expanded on Weekday and Sunday evenings to provide transportation to and from theatrical shows and other live shows and events that occur in the evenings on weekdays and Sunday evenings.

**If Sun Systems were to expand Sun Link streetcar or add new bus rapid transit lines in dedicated lanes, what destinations should be served by these new routes?**

Expand the streetcar up Campbell to Limberlost and then over to the Tucson Mall.

BRT can route down Oracle Rd or Stone to downtown and then south the the Laos transit center.

Ideal plan:

BRT on each arterial roads with regular bus service on the connector streets. Light rail on major arterials such as Broadway, Speedway, Grant, 22nd, Campbell, Alvernon, 1st, etc.

No opinion.

To the airport and to the city would be great even if there was a nominal fee.

Close to anywhere. Pay your bus drivers more and hire more of them

ronstadt center, the courthouse, wilmot library on 550 n. wilmot.

por el lado oeste, por la 12th avenue  
(on the west side, on 12th avenue)

More line to South Tucson

450 south rosemont

I purchased my home at the end of the busiest routes, #8. I would like to see Sun Link or the Rapid Transit along this route, or Sun Link coming out to at least Wilmot on Speedway, with connections to #4 and #8.

North University, Samos, Hedrick Acres

Route 8,

Downtown and recreational centers

North and south tucson

downtown and the university

Bus Rapid Transit should serve major boulevards such as Grant, Broadway and 22nd st as well as Oracle, 1st ave and/or Cambell.

Sun Link streetcar, ideally could stretch up Cambell and across Speedway, providing economic relief for some of Tucson's best independent businesses.

Any low-income areas or areas with a high population of seniors would help. For example, the are around Silverbell and Speedway has a high population of seniors who would benefit from better public transit. Low-income areas such as Midtown would also benefit from public transit; I know several people in the area who are on a low income because they can't access any jobs around town. Many of these people cannot save for a car due to the limited physical access to jobs and currently must rely on expensive Uber trips.

airport

The airport, campbell Ave businesses, perhaps Tucson mall

Neighborhoods north of the university

Any that give access to more residential customers



**If Sun Systems were to expand Sun Link streetcar or add new bus rapid transit lines in dedicated lanes, what destinations should be served by these new routes?**

I think there is multiple way thus could be done, but the priority is between between Broadway and River, via 1st. If the tram were to travel this route, many accident would be avoided, and places like the Sunday farmers market at rillito Park would become available to larger number of low income tucsonans.

As for the bus lanes, all of major streets."

Pima community college

University of Arizona

Hospitals and medical office buildings

Airport and greyhound bus station

University of Arizona

Hospitals and medical office buildings

Airport and greyhound bus station"

Tucson Mall, Park Place Mall

Ironwood Estates

Sun link up north to the mall

The Broadway area, further east and west

St. Mary's medical center, Broadway Blvd

Rita ranch

Hospitals, major employers, Broadway and 22nd and speedway all the way down the street

Northwest to midtown/downtown, and east town to midtown/downtown

My own home located on the street West Hayward Drive, there's a quick trip that's right off the highway on tangerine that's near here that can serve as a bus location

All areas East of Harrison and West of Houghton.

Sun Link is a permanent route that can't be changed. As is such, it makes sense to expand it to hit as many popular destinations as possible close to major business/traffic arteries.

Golf Links/Wilmot, or East Tucson more generally

Continuing route to Banner Hospital

East up Broadway to Park Place

South to airport

Pima CC West

Casas Adobes

Street car should only be expanded if in dedicated lane. North south tranist to oro valley and east west transit along speedway

**If Sun Systems were to expand Sun Link streetcar or add new bus rapid transit lines in dedicated lanes, what destinations should be served by these new routes?**

The Sun Link should be expanded east of the University. Ideally, I'd like to see stops at Reid Park/Elcon Mall, and as far as the Park Place Mall.

Up Euclid/1st Ave

Grant road

Never again close off Safeway grocery store when the bus 7 is already an embattled bus route given it's status as on the eastern end of it, the only walkable route in 110+ heat to UA with one transfer. Who is urban planning that. OMG. Safeway closes off food deserts but they made themselves into a food sales desert, which is wrong for profits.

U of A, hospitals, healthcare clinics, grocery stores. Bus stops and street car stops need to be in relevant places, not just spaced equally distanced from each other. Riders want to walk the least amount to get to their stops for the most frequent service. Have stops before stoplights. If a bus or streetcar has to stop at a red light, it might as well unload and load passengers

Grant road, speedway and Broadway

East side

Airport!!! All the malls feel like well located (with the landing at Irvington somewhat counting as a mall) places to be a terminus destination for streetcar branches

These types of services need to run within half mile of houses so people can easily jump on the slower service to then get on a train to their destination.

A north-south line from Tucson Mall to the airport and a further east line down Broadway to Park Mall. I think it important to include retail centers as destination anchors on the ends of lines and also provide connectivity of linking the airport. A link to the airport would also provide great PR to visit Tucson efforts and the line south would help with equity transit spending. The line north on Stone would also help serve lower socioeconomic groups.

The most important routes for new service in a dedicated right-of-way is any East-West major road, including River Road, Grant, Speedway, Broadway, and 22nd St. Tucson is infamous for having limited transportation options for East-West crosstown travel, and it incentivizes some residents to support destructive solutions such as new freeways. The only solution to traffic is to take cars off the road by providing transit routes that are faster than driving, which is only possible in a dedicated right-of-way. Another great potential streetcar expansion location is Campbell Ave between Grant and Fort Lowell, because the streetscape is already primed for pedestrianization and is located near the current terminus of SunLink. Also, downtown should become a transit-only zone after Downtown Links is complete to make our urban core safer for pedestrians and more business-friendly.

South Sixth Ave to Casino

Downtown areas and areas with the highest ridership, although I do not live in those areas.

The streetcar could service the airport and points north and east. I really enjoy riding the streetcar - it is a wonderful addition for the community!

N/A

Absolutely should be dedicated lanes. Norte-Sur is good. Also going east down Broadway and maybe Grant.

**If Sun Systems were to expand Sun Link streetcar or add new bus rapid transit lines in dedicated lanes, what destinations should be served by these new routes?**

Albertsons on Glenn and Campbell

I'm glad that SunLink travels from downtown to the UA, since many students now live downtown. However, Sun Link is useless for people who want to travel to and from UA from nearby areas north, east, and west of the university. Many people who work at or attend the UA live in Sam Hughes and east, Blenman-Elm and east and north, and locations NW of the university. For example, for people like me who live near the intersection of Country Club and Grant, the nearest Sunlink station is on Helen south of the medical school. It's a 20-30 minute brisk walk to that station. That's useless in terms of taking Sunlink to work.

More transit to the airport.

JW Marriott, Dove Mountain, resorts hiring individuals with disabilities.

Hospitals, schools, universities, grocery stores, recreation, links to downtown

Airport, grocery store

El Con Mall; Tucson Mall; Grant; Speedway; Campbell. I'd prefer streetcar expansion, as this electrified method can theoretically be solar powered, without the need for lithium batteries. I like the idea of dedicated bus lanes, which could incentivize people to take public transit instead of driving. Ideally, we could turn existing lanes into dedicated bus lanes where there are two or more lanes in the same direction. This would simultaneously incentivize public transit, disincentivize driving, and would not require road widening. I worry additional lanes and road widening will encourage additional individual vehicle traffic and create additional noise and emissions pollution.

east, south, west, north all sides of tucson

South Tucson to River Rd

downtown, university, the mercado, airport

East Speedway

South Sixth

North Campbell Ave as an extension of existing route.

**If Sun Systems were to expand Sun Link streetcar or add new bus rapid transit lines in dedicated lanes, what destinations should be served by these new routes?**

Rapid transit connections to the three transit centers would seem to make a lot of sense, and a rapid airport connection would also be great. At least one east-west route on a corridor with lots of opportunities for TOD would also be good if coupled with proper zoning changes. East Speedway with its car dealerships and outdated shopping centers, and their giant parking lots, seems like a good place to start if the right kind of redevelopment can be encouraged.

Other than that, I would suggest anywhere that already has high transit ridership or that is (or has high potential to become) a high-density residential or employment area. It's unclear from the question whether the streetcar expansions would have dedicated lanes or not. If so, then either BRT or a rapid streetcar concept would be good, although the cost of a rapid streetcar compared to BRT with our current land use patterns doesn't seem worth it. If streetcar extensions would be running (mostly or all) in mixed traffic, then they should probably be very limited as the slow service doesn't provide a competitive transportation option and the cost is extremely high.

Campbell Ave north of Grant has a lot of potential to become a walkable, transit-oriented area, and could benefit from a streetcar extension, whether in dedicated or shared lanes. South 6th Ave could also be good although gentrification concerns are greater there. Broadway Blvd to Alvernon could make sense if El Con and the north side of the Randolph golf complex could be redeveloped to support transit-oriented development, but as they are now the demand would be very low.

downtown to Tohono Tadaí

downtown to eastside via Broadway and/or River

downtown to airport

East-west on Grant, Speedway, 6th, and Broadway; North-south on Oracle, Stone, First, and 6th AND direct route between downtown and the Ajo corridor

Doctor's offices, hospitals, grocery stores, major workplaces...

The main part of the city

Lowest income areas, areas with high student population, areas with high senior citizen population

areas near Tucson Medical Center

Destinations of high economic impact to the community and destinations that offer higher density, lower cost housing.

Central Tucson

airport, downtown, U of A

Areas with food deserts and no safe bike lanes. Again, north of Grant, many places north of Speedway, and the entire East half of the city.

university of arizona and downtown

Campbell corridor

No more street cars

Tucson Mall, el con mall

East side of Tucson

**If Sun Systems were to expand Sun Link streetcar or add new bus rapid transit lines in dedicated lanes, what destinations should be served by these new routes?**

Sabino Canyon. Tanque Verde Swap Meet.  
22nd street to Reid Park Zoo.

Street car to the east side would be amazing!

This has already been covered somewhat by the Move Tucson plan, but the single best thing this city could do for its transit is a rail line from the center of the city traveling north along Stone or 6th Avenue. If this is to be a streetcar route, then it should end at the Pima Community College Downtown campus at Speedway and Stone; otherwise, the route would be too slow to compete with driving. I would recommend a separated LRT that reaches up to the Tohono Tadaí Transit Center; the higher speeds would keep the system competitive with driving. Such a system could also be planned for future extension south to serve South Tucson and the Airport. Either way, an electrified rail line would be great. A BRT should only be considered as a measure of last resort. Severe Climate Change is rapidly approaching, and we are already seeing the effects of severe wildfires, flooding, and other disasters. While a BRT system would be better than nothing, a polluting bus system would be a spit in the face to those of us who will have to live through the repercussions. Electric buses are not the answer either: while they may not have tailpipe emissions, wheel and road degradation are still excessive and inefficient.

Sam Hughes, Airport, Tucson Mall

The airport, for sure. Grocery stores. Maybe Campbell Ave? North to South? Maybe South 6th?

Lots of Apartments and Senior living is along River Rd. this area is almost entirely devoid of usable services. I would like to see a River Rd. route that goes from Orange Grove and down Alvernon to connect with the rest of the system.

Honestly, everywhere...increasing the frequency and speed of transit encourages more people to use it, which gets cars off the road. This, in turn, helps make transit run even faster and makes it easier to add more.

I'd like to become a city where public transportation is so frequent and reliable that you don't need to check a schedule or start planning your commute 30-60 minutes ahead of time. I'd like to be a city where our public transit system doesn't just serve those with no better options, and low-income people face additional barriers to better employment due to poor transit options. But rather, where our transit is as convenient, comfortable, reliable, and fast as personal vehicles. Where our transit is so good it gets cars off the roads, reduces pollution and traffic, and provides everyone fast and equal access to places of employment, medical care, shopping, and recreation 24/7.

None

Highest served routes, north to Tohono Tadaí, south to La Osa, out to TIA, east along Broadway, west out to PCC West Campus

It would be wonderful to see a Sun Link route on a thoroughfare closed to traffic or at least with limited traffic flow. For example, Mountain Avenue could become a bike/pedestrian/street car only route - very safe for travel between the University area and the Loop.

I don't know

Broadway/Speedway and a N/S route

Norte-Sur Corridor, Broadway Corridor

The airport and east side of town

Express routes from downtown to Oro Valley, South East, and West Tucson.

**If Sun Systems were to expand Sun Link streetcar or add new bus rapid transit lines in dedicated lanes, what destinations should be served by these new routes?**

broadway, oracle, to the airport
Houghton and Rita
light rail connecting Eastside to downtown 24/7.
Sidewalk
Light rail system northwest to the southeast side
Any
Main lines
Along Broadway from downtown to park place
Malls.
Just moved here
Downtown to Airport going by the Kino Sports Park East on Broadway to Park Mall North on Stone to Laos Center
Shopping centers
Ina/Oracle or to Oracle/Pusch Ridge.
Tucson and speedway
Airport
The university
Eastside
Bus rapid transit linking the airport, University, downtown area, Tohono Ta'dai, New Pascua
All of them
None
Any beach area
Airport. East side. Just go east on Broadway and don't stop. Or why not on the frontage road of the freeway? How about outdoor attractions, like A-Mountain, Tumamoc, Sabino Canyon, etc?
The casinos or areas that aren't serviced right now that are hard to get to and take hours.
Main east/west, north/south routes. For me these would be Broadway, Speedway, 22nd, Swan, Alvernon, Country Club or Tucson Blvd, Campbell.
Same thing routes now serve my needs.
una tranvía de speedway y Broadway a Kolb sería muy conveniente
Yes

**If Sun Systems were to expand Sun Link streetcar or add new bus rapid transit lines in dedicated lanes, what destinations should be served by these new routes?**

Sunlink to Airport, out E. B'way, up Oracle

I think general public much more willing to ride street car vs. BRT

broadway corridor

Sun Link to Tucson International Airport!

The airport, Tucson Mall, Park Place, and Sabino Canyon.

Downtown, Park & Ride locations, University of Arizona, Pima Community College campuses, major shopping centers/malls

Ideally, places that don't have routes, but, possibly schools, like charter schools that don't benefit from school buses. The less kids wait around for a bus, the less trouble they can get in to.

Also high traffic areas would make sense, for distant areas, example, extreme East and Northeast (High traffic shopping centers) to travel West (like downtown)

The airport - please!

Sun link routes down major streets like Broadway, Campbell, speedway, Alvernon

Not sure. They should probably do BRT where it serves the most folks - like where Norte-Sur is being considered. I'd love to have an east - west BRT along Broadway, but that's just because I'd like it for me. Obviously, for a big investment, BRT should go where it's most needed.

PCC West Campus

Tucson Mall would also be nice

Airport and downtown

Downtown to Tucson mall

Downtown to park place mall

Sun Link from Ronstadt to the airport.

Bus rapid transit lines should be on the major East-West and North-South corridors.

It is also important to service colleges, hospitals, and dense areas."

South Tucson, Hospitals,

Streetcar MUST connect to buses, like the Campbell or Speedway buses.

New rapid lanes could be employed on Speedway, BUT not sure that anywhere in town could "sacrifice" a dedicated lane to a bus."

Cross-town routes (on major arterials) and connections from the far south to downtown. Major arterials should not have lanes added for BRT, they should instead be taken from a current travel lane.

Downtown, UofA, job-heavy areas such as the call center conglomerations and the engineering areas near the airport.



**If Sun Systems were to expand Sun Link streetcar or add new bus rapid transit lines in dedicated lanes, what destinations should be served by these new routes?**

Sun Link

North-South Line: Tucson Mall, Miracle Mile Historic District, Downtown, Armory Park Neighborhood, South Tucson, VA Hospital, Rodeo Park, Airport.

East-West line: (Westbound extension) PCC West, St. Mary's hospital or Barrio Hollywood

(Eastbound extension) to Midtown

BRT:

on Speedway, 6th St, Broadway, 22nd St, Campbell/Kino Parkway

Broadway at minimum from Downtown to Park Place. Extend the current line up Campbell to the river. Downtown to the airport.

East Broadway, north Oracle, airport

As many major bus routes as possible...

Sun link should go to the airport and down speedway or Broadway to Midtown or east.

Rapid lines to all major quads of the city.

Along Speedway and Broadway - creating a big loop and another loop along Campbell and 1st. The another connection to the airport

Sun Link from the Airport up to the Tucson Mall.

Sun Link:

1. Stone Ave from Tucson Mall/Tohono Tadaí to Downtown/Ronstadt.

2. Downtown to Tucson Airport (South 6th Ave., South Tucson access).

3. Broadway Blvd along the Sunshine Mile Corridor to El Con Mall and Reid/Randolph Park.

4. Campbell Ave UMC to St. Philips Plaza.

Bus Rapid Transit:

1. Oracle from Downtown to Tucson Mall. Possibly up to Ina or Magee.

2. Downtown to Tucson Airport.

3. Park Avenue UA to Airport, stops at Tucson Marketplace/The Bridges.

3. Broadway Blvd along the Sunshine Mile Corridor to Park Place Mall.

As listed above, Either Speedway to the Park and Ride on Houghton Rd. And/Or Broadway to the Far Eastside (Houghton, Camino Seco area etc.). Also new routes to Southeast Tucson (Rita ranch area etc.)

do doctors want to have more talent? yes. I never heard of top talent being elitist. This makes a small town a talent town. And we have atop Law School for Native graduating lawyers. The punctuation can't stop.

Possibly to the airport, but the streetcar would need to be faster

The Oracle corridor north of Downtown is the most logical place to begin BRT efforts. I've already seen that your transit studies have already told you this, so don't wait and get it done. Once it is seen how well BRT works for Tucson, start building out the other routes your already robust analytics tell you are good options.

**If Sun Systems were to expand Sun Link streetcar or add new bus rapid transit lines in dedicated lanes, what destinations should be served by these new routes?**

see previous answer

Light rail / sun link to the airport where you exit directly into the terminal. Link downtown to Tucson and La Encatada malls with rail or bus with fewer stops.

Light rail / sun link / express, comfortable electric (quiet) bus from east side to downtown to reduce traffic.

Expand electric bus service as rapidly as possible on routes running through residential neighborhoods to reduce noise and pollution.

As far north, Tucson mall

As far east, el con or park place

As far south, the bridges and the airport

Expand SunLink to PCCWest (thru St. Mary's Hospital) and NE at least to Samos or Hedrick Acres to be able to have quicker access for many homes in that area.

Sun Link Streetcar should be expanded to Campbell and Grant area. This would likely increase ridership substantially and really should have been the east terminus during the original build.

Broadway should be converted to a RT transit route from Country Club to Wilmot. This section reviews heavy ridership and the required lane already exists. This is doable as an E/W solution and as a way to test BRT in Tucson.

There is not an easy solution for a N/W route but Stone from Tucson Mall/Tohono Station area to Downtown is probably the best option - lower car volume but still providing reasonable walking access to Oracle Rd.

North on Campbell up to River (link all those restaurants and shopping districts, to downtown) + Southeast to Tucson Intl Airport

Banner UMC should be connected to the Sun Link streetcar.

Bus Rapid Transit in dedicated lanes should serve key east-west and north-south routes and not only aiming for downtown. At least two east-west and two north-south routes.

Far east side to far west and crosstown.

No opinion.

Tucson Mall area for people who live on the north side to get to downtown easier.

Airport-Downtown.

Downtown-Campbell North.

Airport

19,34,17,1

University area, Speedway, Broadway, Grant, Campbell

Eastside, north east.

Downtown/University area, along Speedway.

**If Sun Systems were to expand Sun Link streetcar or add new bus rapid transit lines in dedicated lanes, what destinations should be served by these new routes?**

In California, some of the public transit lines used the center of the freeway for their electric transit lines. By doing so, they didn't have to cope with traffic and stop-and-go traffic that would impede them on surface streets. By using the center of the freeway, public transit services could reach locations outside the traditional areas served by Sun Link

Wouls like to see it go to all areas of town similar to an L-Train.

BRT: Speedway (UA) <--> Harrison, Broadway (Downtown) <--> Houghton

Sun Link: you cannot afford to expand this.

My guess is Tucson is too spread out to expand streetcar destinations but I do use the street car as much as possible on all routes it does take since I am in walking distance to Helen/Warren stop.

Tucson Mall, Reid Park, Park Place Mall

Don't.

I don't know.

Mid-town

it already serves most of the downtown area, the only other areas i can think of are maybe potentially grocery store stops

SUN LINK should be planned to extend out Broadway to the East, as well as, out Oracle Rd. N. to at least Magee Rd.

The streetcar continuing up Congress to Silverbell, up Silverbell to Grant, east on Grant to Campbell.

Also more east-west routes that don't connect at Ronstadt.

Out to the Airport

More destinations to the Northwest

El con to downtown

airport; connecting the different parts of town to the center i.e. a way to get from West side to downtown, a way to get from East side to downtown etc.

Broadway

Destinations? Restaurant Row north of Oracle & Ina, La Encantada, Plaza Palomino, RoadHouse Cinemas at Grant & Swan, and the restaurants on Grant between Swan and Tucson including Kingfisher, Culinary Dropout, Postino, and more.

Sunlink: Reid Park, El Con Mall, Park Mall, Udall Park

It would be great to have a bus rapid transit lines in dedicated lanes on the main streets, such as Oracle Road, Broadway, Grant, Speedway, etc.

A way to get from the Sun Trans stops near Campbell & Speedway. I am 79 years old and afraid to walk home in the dark from the two last stops in that area. It is also scary to walk from a concert or opera performance to the nearest SUN Tran stop downtown. I feel very vulnerable but I do it.

Businesses along Speedway and/or Broadway.

**If Sun Systems were to expand Sun Link streetcar or add new bus rapid transit lines in dedicated lanes, what destinations should be served by these new routes?**

Tucson Airport; Sabino Canyon, Tucson Mall, El Con Mall, Park Place Mall, Randolph Park, Kino Sports Complex.

Ideally, the Sun Link streetcar should extend to the malls, especially Tucson and Park Place, but also La Encantada.

North (Campbell or Oracle)

Eastside (Broadway)"

Broadway headed east to Park Ave Mall --streetcar

I don't believe I have enough data to provide a knowledgeable answer. I'd like to see Tucson get more involved in light rail solutions (like Phoenix has, or even the streetcar) before we have an even bigger issue with land availability for such a network.

Central Tucson, especially downtown.

Airport

UA, Banner University Medical Center, TMC, St. Joseph's Hospital, St. Mary's Hospital, PCC Campuses, Raytheon, TIA

East/West on Speedway or Broadway

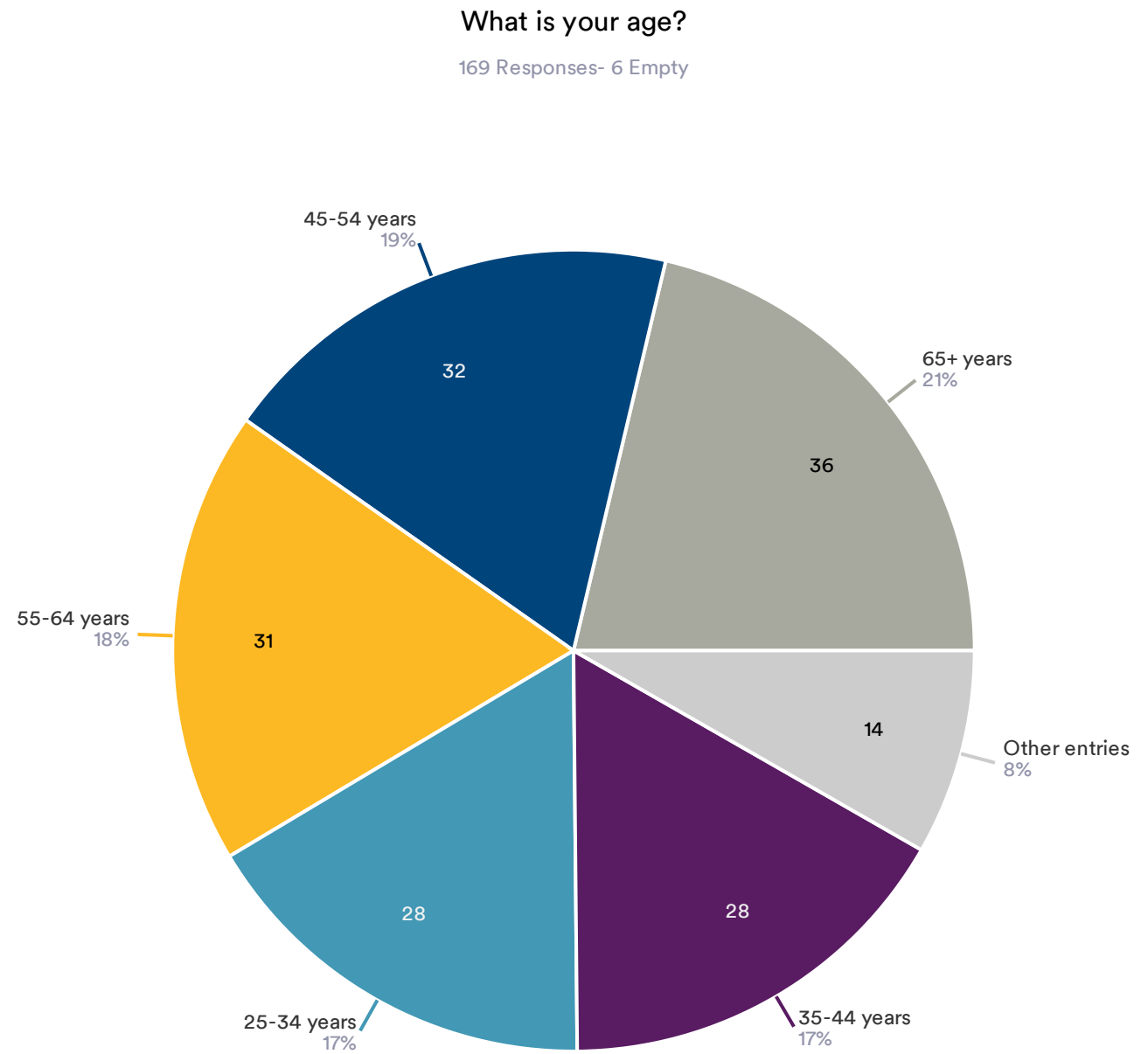
North/South on Cambell"

Northwest Tucson

Sun link streetcar is a total wast of resources it should have been an elevated between transit centers and the air port

the el con shopping center and park place mall

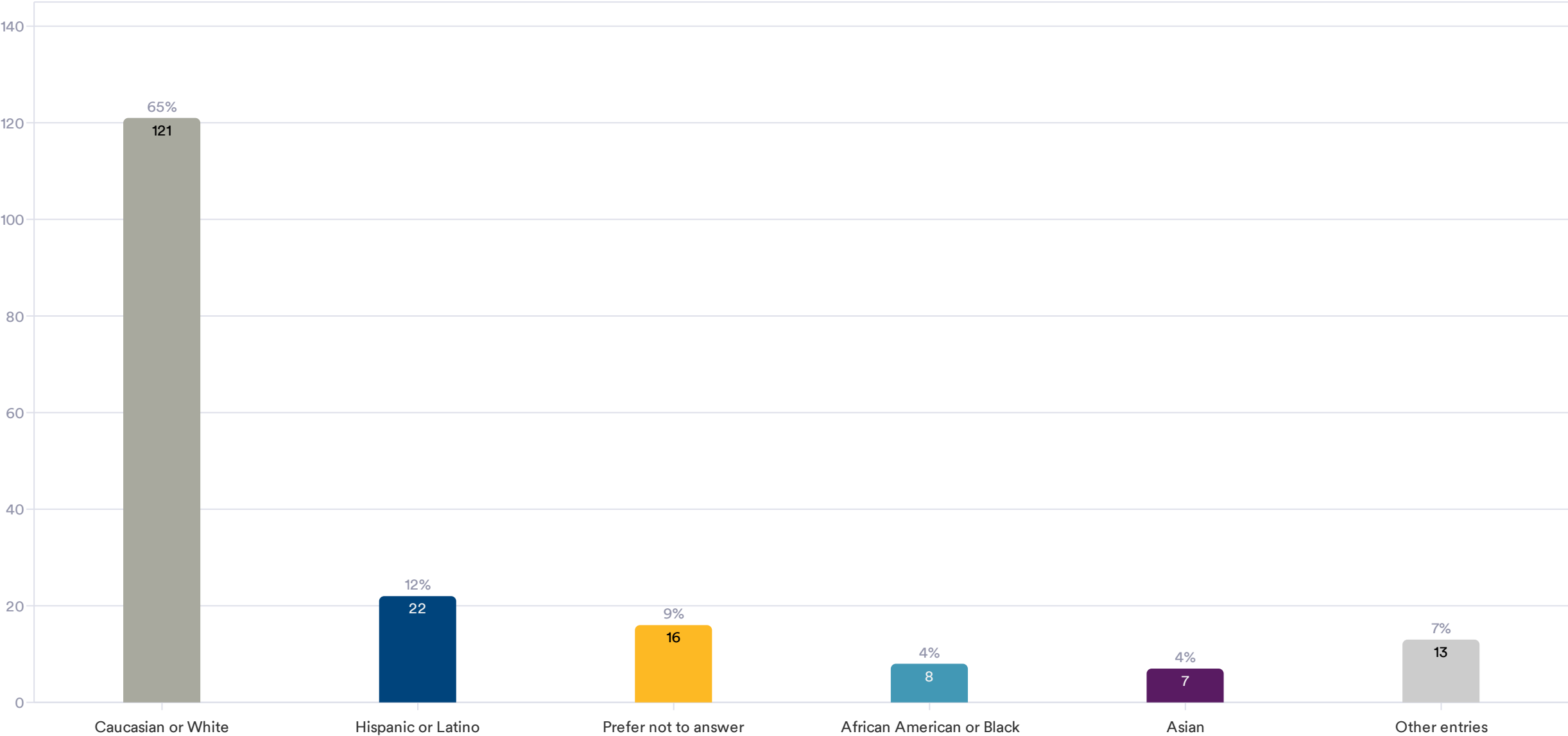
Broadway Boulevard, Oracle, Park Place Mall, Randolph Park, Tucson Mall.



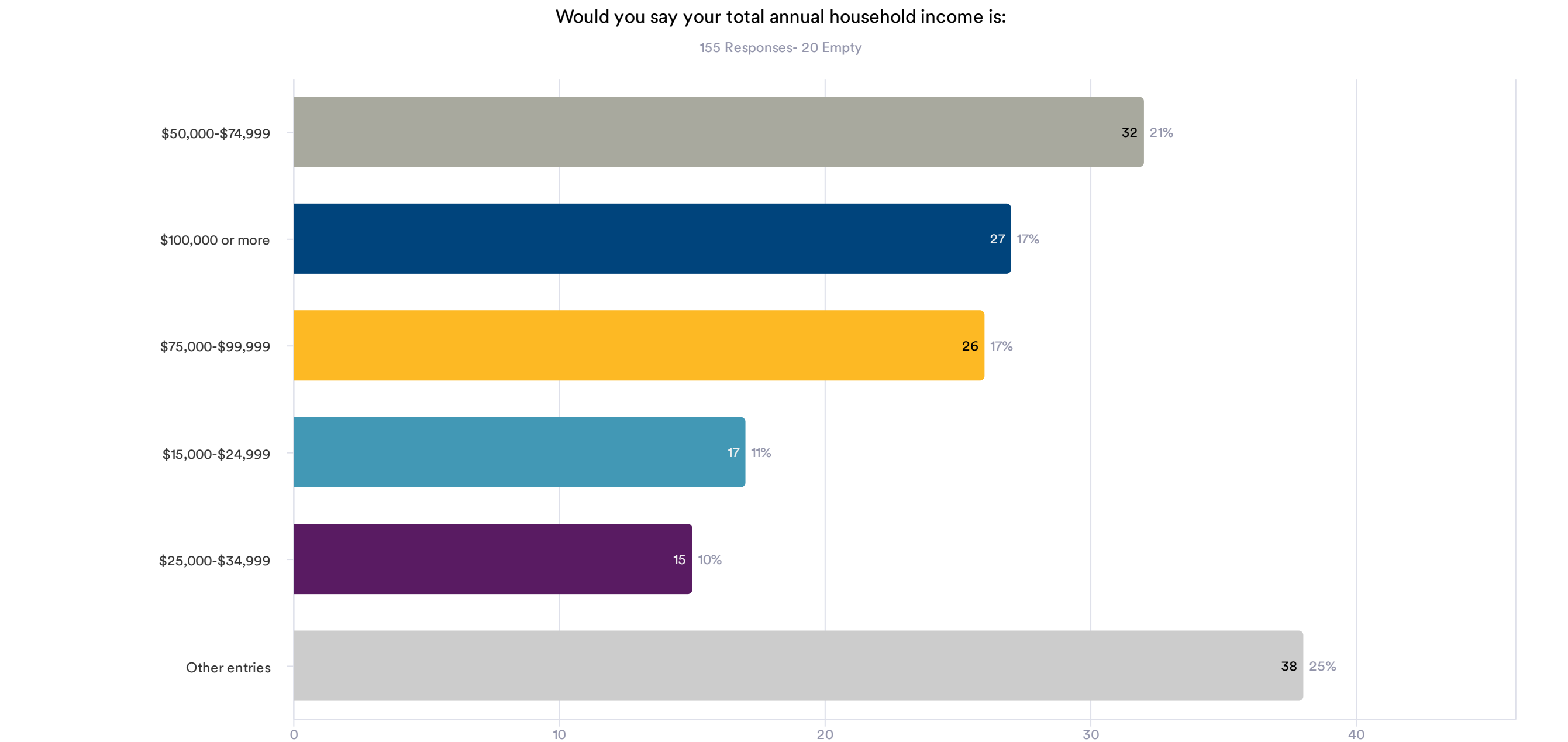
# Sun Systems Comprehensive Operational Analysis Online Survey

Which of the following categories best describes the ethnic or racial group with which you identify yourself? Select all that apply.

187 Responses- 8 Empty



# Sun Systems Comprehensive Operational Analysis Online Survey





**Thank you for your participation! Do you have any other comments you would like to share?**

Unfortunately, many people are forced to ride Suntran which is bleeding the budget dry. Increasing fees would be appropriate to offset the costs. At a minimum, it should be a safe ride. Too often, I see a lady waiting for a bus, probably going to work, standing away from the bus stop because it is occupied by the "guests" the city welcomes. The city needs to enforce the laws on the books and move these people along to some other town. That video of the lady pooping and putting it in the mailbox (see TMZ Tucson somewhere around April 6-8) really speaks volumes about what the mayor and city council are doing to our city. This woman probably gets money and resources from the city. Please people, open your eyes before Tucson becomes another city like San Francisco, Chicago and New York.

Thanks for keeping it free. I'm on a fixed income/budget. Having the buses free makes my life more easier and economical. Please keep the buses free 😊🌻

ok

more courteous drivers

love my drivers

thank you for your service and services

i live on the eastside and work on the north side more stops and buses would be nice

some bus drivers have to say nasty things to people

Yes, I feel some bus drivers should be less rude. Majority of my route drivers that are men are really polite and pleasant but a few of the women drivers are hateful, rude, and the way they talk back to a rider is uncalled for. I know they have stressful jobs but for some reason they think they can say whatever they want to you and it should be ok. Well its not! I respect all drivers male or female, but when I ask a female driver what time are they leaving and they say "Cant I use the F'in bathroom? Is that alright with you? I explained I wasn't asking that all I wanted to know is what time your leaving? Then the female driver after that is the most rudest, hateful driver they can be. Every time I use there route. I cant afford to get kicked off this route, because its the only one going the direction I need to get to another bus route. Its not right!!

This city desperately needs higher densities and more transit options. The fact that I need a car to access food and all other amenities is a travesty. I should be able to live a comfortable life without owning a vehicle.

Tons of scholarship shows that reliable 15 minute or less wait times is one of the biggest factors on whether folk will use public transit or not.

Please keep the buses running free to support our community.

Best thing for all is electric or hybrid fleets.

Fare should be taken even if it is at a reduced rate.

Keep bus fares free! Keep another car off the road.

Thank you

I'm not a fan of the fee being free for everyone. I would support free fares for people going to and from work, but medical transport for AHCCCS is already provided and I don't think University students need free fares. I tend to think people see no value in free. I would prefer fees that can cover a safer and cleaner environment on the buses, for the drivers, and at the stops.

No.

**Thank you for your participation! Do you have any other comments you would like to share?**

I love sun tran and would love options from Harrison/Houghton and golf links that only take about .5-1hr to get to downtown on a more frequent basis. currently only express lines do so and those are infrequent

People will not take transit until we make transit as easy or easier than driving. As long as we refuse to encroach on our already massive roadways dedicated exclusively to cars, we will not get a meaningful shift to transit.

We really need improved service for the airport. Current routes take way too long from downtown due to he volume of stops and detours. Late night service is poor - a lot of flights come in later in the evening, close to midnight, and by that time the only bus routes are running hourly or not at all.

Thank you all for putting this survey out there. I really enjoy our transit system here and it serves me quite well, but there's definitely room for improvement and I really appreciate that you all are working hard to accomplish that."

Charge fares! Stop allowing homeless and tweakers ride for free please! Many of your buses are unsanitary and vandalized.

Yes! Bus stops need to be located AT intersections, not in the middle of a block. Often I have to walk up to a half-block away from an intersection to reach a stop. When I am transferring, this adds to my exhaustion as I am a disabled senior and am often rolling a heavy cart, and many times I have missed my transfer bus because of all the extra walking involved.

Bus shelters need to be designed so that they are protected from DIRECT SUN. Often, the shelter is facing into the sun and there is no protection. You need to install awnings or shades to protect from direct sun.

Sometimes buses do not show up AT ALL. WHY? Please hire adequate drivers, increase your marketing campaign for them or whatever is necessary to adequately staff buses.

It's so very critically important to maintain free fares for public transportation to help encourage more people to use public transportation and to reduce air pollution and traffic congestion from automobiles and motorcycles.

This survey asked questions of limited scope and limited the range of answers that could be provided. It doesn't ask any questions on the subject of accessibility for persons with disability - something that should be included in a comprehensive analysis.

Yes, I saw 2 buses with free Covid masks and not others. I didn't understand why or why not. Some buses clearly announced upcoming stops, some not, or garbled. I really liked it when a bus stop had written updated information when bus was coming. The buses are covered on the outside with some posters or something, making it impossible to see when your stop/the street signs are coming up. I sat close to the front, being a senior and handicapped, but it was very difficult to read signage of streets. The online website was not easy to use, especially to plan ahead, like the next day, what time bus would leave and/or arrive at a location. It just didn't work. My #8 bus got gets good reviews from me and my LYFTE local drivers and was frequent. The bus drivers did help me when I messed up. I didn't go far out of east side of Tucson. Having free bus was a big benefit for me...not the cost, but not having to get tickets from machine, get a picture done, etc. a couple times I was mixed up and was on buses for 3 hours but finally got to where I needed to be. I did not understand the "x" meant express and one bus only went 2x a day. Thus, I had to get a LYFTE.

Yeah, I clicked a random number on household income because that question is stupid as fuck. I own a house in oro Valley but my opinion shouldn't mean more because of my wage. Give people public transit. Full stop

ALWAYS HAVE HANDICAP ACCESSIBILITY ON BUSES OR SUN LINK, no broken lifts or ramps

**Thank you for your participation! Do you have any other comments you would like to share?**

Have the Customer Service open until the last bus is done for the night.

That way if a bus hasn't shown up say at 9:30pm which would be it's scheduled time then those waiting at that particular bus stop can call Suntran and find out what has happened. Which could be either the bus is running late or the bus had to return to a garage for whichever reason.

That way one could know if they'd be waiting a few more minutes or if they'd be waiting an hour til the next bus.

The free fare helps my brain work better! As of now, while i qualify for another transit program, there are times i can get a neighbor to walk with me to the sun tran stop; they stay with me so i get on and off at the right place. Awesome as I won't EVER have a 'lost moment' and end up in New Jersey & with what resources. The free fare makes it where i can become More independent rather than Less. I'm really not enjoying my unexpected catapult to 'old age', it sort of just snuck up on me. Using sun tran gives me the courage and freedom to AT WILL make the trek to the bus-stop, sit, watch the world, then ring the bell when I've had enough of an adventure.. and with a reliable way to get back where i started. Yes, a fascinating adventure and always a wonderful option to be spontaneous while feeling a level of safety. To make a ride trip exercises my brain: from what do i wear, what do i need, what is my time frame, what is the weather, how to not look like an old-lady target, etc. By the time i get home, I have a nice long journal entry am willing to soak in a hot bath, then sleep beautifully! The greatest advantage is I don't have to know 3 days ahead- what moment I will need to arrive at SAID LOCATION and schedule how long I'll be at SAID LOCATION.

That whole little experience is less than stress-free, I assure you! Sun tran is a wonderful option! I prefer it over going nowhere but acquiring a list of things I'd do if I could GET AROUND! It's the price of fares that would make this progressive medical effort of mine a non-option.

<3 thank you

estoy contento porque x 3 o 4 years no nos an cobrado autobu (I am happy because for 3 or 4 years they have not charged us for the bus)

I feel that the weekend hours should be extended and more frequent times. I love that the service is free and I feel it should remain so.

Have better gps and sunvan dispatch

Looking forward to more Sun on Demand regions. Certainly hoping this make it out to my neighborhood as it would reduce my need to use Sun Van for local shopping.

Your van drivers are very nice and helpful, but you need to get the times right and not make disabled people wait on rides. If there is a set time stick to those times, not keep changing them.

Transit being more accessible and used by more will change public attitude which will overall make increasing taxes to further provide services more possible in the future. Thank you.

Widening roads does not work in the long term, please do not spend our money on worthless ideas.

Increase bus and public transit funding so that there are less drivers on the road, that way if YOU want to drive then YOU can have less traffic, while those who dont want to drive can sit in a bus.

The morning is chaos. Before the morning rush hour the sun tram arrives faster than expected. Following the morning rush hour, the sun tram arrives much later than expected.

Thank you!

**Thank you for your participation! Do you have any other comments you would like to share?**

Please keep fees free, it's the best for the community

I found some of the options for responses to questions in this survey to be very, very leading, particularly the answers for "Which of the following is the most important role of public transit?" and "Which would you prefer?".

Real cities need real transportation.

Reducing access because of less demand is a self fulfilling prophecy. If you want more demand, more access needs to be available beyond midtown (this is especially true for the street car).

Need to start charging fares for everyone. I'm tired of tax dollars going to free rides.

Absolutely do not, under any circumstances, decrease the operation of this public good! With the current state of the world, doing so would be an absurd and harmful choice.

Also, it goes without saying but the people in charge of this public good should be either publicly elected, or the public should have the veto power."

Keep it free, but enforce rules on the bus while protecting drivers.

Please don't reduce these vital services.

An effective public transport system is essential to the ongoing development of Tucson.

The choices of solutions offered to vote on are terrible! We want public transit for everyone in tucson every 15 minutes. Less road expansion, more Tucson control of public transit

Just want a connecting route or anything down here, even if it's just a few times a day the bus will come here

Need more direct North to South routes that don't change busses and also implement a Subway system. Would ride Streetcar if it came out further East.

Free public transportation is a game changer. Please do whatever possible to keep it that way, especially for folks with low incomes. Consider a tiered fare system if it can't be free - e.g., any household with an income under \$40k gets free passes, 41-60k reduced fare passes, etc.

solid reliable public transit is necessary for a thriving city.

Public transit is very important to me. I would not be able to get to my classes or work without it; this is true of many other people as well.

Please keep free or low-cost transit for as long as you can. Maybe enabling free transit for certain times of year could be a possibility?

Early bus service is so important for people who need to get to work before dawn.

Bus shelters and plenty of seating at stops are a must, but don't resort to making benches inaccessible by installing separate seats.

I hope we can keep the free cost - or as close to free as possible.

Transit should EASILY connect areas of high wealth with areas of low wealth

Please focus on dedicated lanes that neither impede traffic nor are part of it.

Please continue to increase funding and support for SunVan. May individuals with disabilities who are SSI dependent can only rely on this service for transportation to mostly all life events. It's terribly isolating to be stuck at home all the time, please consider and give dignity to our disabled community.

Keep public transit free!

**Thank you for your participation! Do you have any other comments you would like to share?**

The electrification of the bus fleet is good, and the bus drivers are friendly, professional, and kind to the servicemembers. I like all that. elaine Juliana yee

Please consider giving the drivers the latitude to kick off the passengers who are naughty and rude, a group of 3 girls busted onto the bus 7 just the other day and basically bullied their way onto the bus and delayed everyone because they just were not timely. They used the kids card, and were rude, and said not a word of thanks to the lady driver. --elaine Juliana yee

Keep the drug users off the bus so our kids don't need to see or ask the questions about them

BRT would be much appreciated

I like your transit system, I think you need more busses in the weekends considering more people work weekends, like right now, i have to eirk, but i have to wait 45 minutes for the bus because its knky every hour. Itll take me about an hour to travel 2 1/2 miles. Also your website is not user friendly, unless one knows the bus stop #. I don't n I'm a frequent rider. It's very hard to understand. It's taken me about a month to figure it out, I almost have it, I've got years experience at pcs n laptops, programing n making a laptop. Your website definitely needs some work.

Thank you for this opportunity to voice my opinion.

Your drivers are great btw!

big streetcar fan! would love to see it expand.

Either improve the entire operational-hours accuracy of the app, or get rid of it. Quite often, on various routes, it will state the minutes until a bus is to arrive, only for the bus to never arrive.

This is quite frustrating, and amounts to a deliberate deception of your customer base.

Please continue to provide free bus services as long as possible. I have many students who would not be able to access their needed services without it. Thank you for your hard work.

Grade seperated transit would be able to acheive high speeds and therefore shorter travel times then any additional roadway bus routes would.

I've used mass transit in may places around the world and always found it works best when it is the best option: speed vs car traffic, times of service, frequency of service, and if it goes to the locations you need. When even one of those criteria is not met then I will find another method of travel. These criteria are not met locally so I use my own car. If my child is sick at school I don't want to have to take an hour with a couple transfers to get to his school vs a 15-20 min drive. Mass transit is less than ideal for families. Because these criteria are not met leaves mostly only enthusiasts, commuters, and captive riders locally and not gaining larger ridership numbers.

Keep them free!!!!

**Thank you for your participation! Do you have any other comments you would like to share?**

Tucson should immediately stop making transit-related sacrifices like the either-or questions offered in this survey. Every year, Tucson's population grows, traffic worsens, climate change worsens, and prices for cars and gas increase. Transit becomes a more urgent priority every year, and yet, transit seems to be the one area of government to constantly make sacrifices in service reliability. This cannot continue to happen, especially in a time when there is a once-in-a-generation federal investment in infrastructure. SunTran has decades of disinvestment to make up for, so drastically increasing service immediately needs to be the top priority. More bus routes, more new bus infrastructure, more frequency. Do whatever it takes; raise my taxes, I am glad to pay a small cost to bring our city out of the 20th century. Also, the survey asked a few questions about the time frame for daily transit service to end. The latest option was midnight, but obviously, transit should be available after the bars close, at least 3 AM, to deter patrons from driving to and from bars. This is a no-brainer for public safety and is even more important on weekends than on weekdays.

Get a dedicated funding source. Revisit Transit utility legislation.

Thank you for your hard work!

Investing in more public transit is a key tool in reducing harmful air pollution, protecting public health and safety, and reducing our carbon footprint as we adapt to climate change. We need more dedicated funding to programs such as these and staff to implement them appropriately. They should be job creators as well.

I appreciate that buses are still free and you allow dogs to ride with their owners.

Riding public transportation should remain FREE! It benefits so many people, students, families, people with disabilities, the elderly. It's one less cost to have to plan for.

Currently students are able to access their community for free via public transportation, which has made a HUGE positive impact on their connection and preparation for the community. Students are also accessing work and volunteer opportunities, and the ability to get there for free is imperative to their access to these opportunities. In addition, former students who are working or receiving employment services are able to get where they need to be.

I would also like to see route maps and schedules posted at the bus stops. This would make it much easier for people who don't have a smart phone.

The Sun Van App has not been loading for several of my students who have downloaded it on their phones. Can the Sun Van app provide notifications when the driver is about to arrive like it does on the Sun on Demand App? Often people have to wait in unsafe locations, so it is safer for them to go to the waiting location closer to when the driver is about to arrive.

For the Sun on Demand App, can there be a function of adding a note to the driver? It could help both the driver and rider find one another. The pin function on the map does not always work. Often it gives an address or cross street where the pin is not even located and then there is confusion between the rider/driver.

For bus stops, uniformity in design would be helpful for visually impaired travelers and everyone looking for a bus stop. Also it creates a better bus riding culture if bus stops are all easily identifiable. For example, a pole, a sign, and a bench/shelter.

Bus drivers being required to have their automated audio announcements for bus stops along with announcing the bus number upon approaching a bus stop. It is inconsistent and blind travelers rely on this information.

**Thank you for your participation! Do you have any other comments you would like to share?**

The 4th avenue street fair ruins commuting twice a year. A 30 minute trip becomes a 60 minute trip. Instead of the "bus bridge" which means waiting for three separate transit vehicles, the streetcar route should be switched over to bus service for the street fair. Just a bus, which visits all the streetcar stops and goes from one end to the other. That bus bridge has ruined my day SO MANY TIMES.

Public transit should be a major pillar in the City's climate plan. We need to encourage and incentivize public transit use and try to discourage and disincentivize individual vehicle use. I think we should be trying to address the noise pollution (in addition to smog emissions) for neighborhoods near major thoroughfares caused by loud engines (whether this is due to speeding, or engine modification, or removing mufflers with the aim of sounding loud and obnoxious). I think we should take a page from European cities that also limit or prohibit vehicles from their downtowns and other areas. I'd love to see more or wider sidewalks along major roads (or even well-kept dirt paths which would allow rainwater to soak into the ground as well as help break up and reduce the "urban heat island" effect) ideally with climate appropriate trees and shade, increased bus lanes, decreased traffic lanes. I wouldn't mind making it less convenient for personal vehicle use in a way that encourages public transit, cycling, walking (also healthier modes of transport). Could the city somehow also encourage alternative, smaller electric vehicles (such as the Arizona developed SOLO single-passenger electric vehicle by ElectricaMeccanica) by creating narrower, dedicated lanes for this type of traffic, ideally at the expense of conventional, gas-powered vehicles, or through other means?

The buses need to be clean they should have the buses cleaned and be cleaned when people are riding them there needs to be a way where the buses are clean when people ride them and they need new buses brand new in good shape if there are none that are

I think it's important to keep the bus stops clean. Too often, when I walk, bike or drive by bus stops, they're enveloped in trash, cigarette butts, and litter. I don't think this encourages ridership by those who have alternative means of transportation (i.e. own their own cars).

Why are the numbers on the bus stop signs so tiny? Even on the signs where the stop serves 4+ routes there is plenty of room for bigger numbers.

I am disappointed that the COA outreach events did not have system maps to orient people and stimulate discussion.

Let's address safety/comfort issues with rider-based solutions (rider participation); stop removing seats at bus stops.

I am impressed with the overall reliability and on-time service of the system as a whole. I count on it and am only very rarely disappointed.

The streetcar arrival-time system is VERY unreliable; most people say real-time arrival info is important and we want it at bus stops. But if it's wrong, it's worse than useless.

Thank you for doing this. I hope you get a large response. SunTran should be sure to partner with COT transportation because crosswalks across 6 lanes of traffic to get to a bus stop or walking 1/4 - 1/2 mile to get to a crosswalk with a light makes it pretty difficult to want to choose public transit over driving a car.

I would ride public transit way more often if it didn't TRIPLE the length of the trip. The bus pullouts were the worst idea because traffic in Tucson is terribly congested and the buses just have to wait for all the cars.

Express buses are running at a reduced frequency compared to pre-COVID schedule. If the cost of using full-size buses for additional express bus runs is prohibitive considering the lesser amount of riders that use them, what about using smaller vehicles to supplement, similar to the shuttle vehicles, but running the whole express route? Please keep at least one full-size bus per express route at the current times and consider adding additional times using smaller vehicles.



**Thank you for your participation! Do you have any other comments you would like to share?**

I would like to see the free service extended indefinitely.

Keeping the bus fares Free has been a game changer on so many levels. Especially for the populations I serve who are Blind and have other disabilities. Dealing with the payment process adds so many extra frustrating steps. Not having those steps has made huge positive impacts for my students. Public transit has been key in teaching independence and confidence in my students life.

Would love to see Tucson not only incentivize travel by public transit by making these improvements, but also make it more difficult for car traffic to occur in the first place. We need road diets, bike lanes that are fully separated from traffic lines (with more protection than paint), and safe passageways for pedestrians. We also need to keep public transit accessible for people who are unable to bike or walk to their destinations.

I'd like more bus pull-outs so buses aren't stopped in the main traffic lane and causing traffic back-ups.

I believe all ridership programs should be paid from the general fund, i.e, fare free service. Such as police, fire, schools, parks and libraries. I believe the funds are already available but are spent on items that are less essential than the public transit system. Riders pay for service when they pay sales tax and in some cases their rent is higher because of available bus service.

It is up to the elected leadership of the city and county to figure this out now. Direct service to the public should not be pay as you go when it comes to a bus ride - that was not OK in the last century, but now we must reject the car-centric lifestyle and embrace the need to change our travel habits to conform to the existential threat of global warming.

Not having mass transportation where I live, this is the one thing about Tucson that is hard to get use to. I hope that one day you will not need a car to live in Tucson.

Please continue to expand public transportation!

Keeping Sun Tran fees gratis is a great way to keep more cars off Tucson surface streets. Riders aren't looking as grim these days, knowing that the city isn't nickel and diming them to death just because they need to get to Albertson's. Jumping on a bus to get where you need to go is almost fun. I thank the mayor and city council for their egalitarian actions.

It would be nice to upgrade the app so that it shows actual bus locations in real time instead of where they should be based upon schedule. Also the plan a route portion of the app is very user unfriendly because you have to know the stops you want before you can plan a trip. It should allow the user to pick stops from a map instead of the way it's done now.

I really appreciate the direction Tucson has gone providing free ridership on all public transport. It makes me more proud of our city and I hope that it will become a permanent benefit to residents & visitors alike!

in general I think you are doing well for the community

Keep stops clean

Hope you can keep rides free but if going back to fares, please announce this early so we have time to budget and purchase passes. Thank you

I don't think Uber like transit at outer bus stops is condusive to older people or people without phones. Unless you make it dial in and not app serviced.

More bus, streetcar, and bike infrastructure please! Here's to less car dependence in Tucson!

Climate Change is already here. We need bold, transformative action to ensure our survival.

**Thank you for your participation! Do you have any other comments you would like to share?**

Having lived in train-heavy parts of the country, I have seen tremendous benefit from light rail transit--Arizona definitely would benefit from this.

Thanks!"

Hey, sure would be nice if this were in Spanish, right?

Tucson is doing a lot of things right, but we need to go further. The biking infrastructure is also crumbling and not having a robust transportation network in North Tucson is a real barrier to the old, young, and poor.

Make Tucson a model city for public transportation in the US, as other cities globally have done. Prove we can do it here too.

The buses need to run earlier a lot of people need to be at work before the buses start.

I would happily use public transportation if it were safe, convenient and reliable.

With good transit must come better zoning laws. Denser mixed use developments more and destinations - support a 15 minute city!

Bus rapid transit, such as Mexico City's Metrobus system, is very effective and relatively rapid to put in place. Current general traffic lanes can be changed to bus rapid transit lanes. Long service hours seven days a week are very important to get people to use Suntran as their primary means of transportation.

We need to go back to fair prices they were low and there is community resources through Codac, La Frontera community partners that do bus fare free for individuals if they go to classes for substance abuse and treatment this was the way it was before so it's basically free if they do four classes in these programs having free bus fare is not convenient because I have seen drug abuse on the bus of fentanyl and also people stealing from Home Depot Lowe's and other stores to get on the bus and sell their stolen products on the bus. I have seen bus drivers be assaulted and also riders that has been really ugly and I am not okay with smelling fentanyl on the bus because it's dangerous for children and families to be inhaling that stuff and also the bus driver it is very unsafe now ever since it's become free and the drug addicts and the people that are committing crime that are violent are able to take the buses to do their crimes now. Go back to the old way. The homeless and the people that are low income can go to these resources of these agencies that I stated if they do four contact visits of group therapy or social abuse or case management they get a free bus fare for 30 days from these agencies this is the way it was before the covid pandemic. Bus fares have always been low in Tucson. Respectfully Ban. A resident of Tucson Arizona and a bus rider since 2014.

I think that all of our buses should be electric. In the end it would save money, and promote a healthier environment for all of us.

Keep transit free. Not having to pay to get to work is the American dream.

More rider input needed

Way to go Drivers on 45 footers

I love ♥ you Krystal she is a great driver

Created more shelters for the homeless and more jobs

Thank you

Rail Expansion should become a priority serving points north of Downtown. Please consider light rail instead of Streetcar or BRT.

Public transportation needs to be accessible to everyone!!!!

**Thank you for your participation! Do you have any other comments you would like to share?**

Thank you!

I would like to not have so many people using the bus as shelter .

How long are the fares free.

Rapid bus

TVs with real time information

The buses should run 24/7

I used to like riding the bus, but I don't now. The drug abuse and smell is horrible.

For decades during the 4th Ave street fair Sun Tran riders could go to the fair using buses that had a stop at 4th Ave and 6th street. This stop dropped riders off right in the middle of the fair. This is very convenient because it gives the riders the option of what part of fair they want to see. Whether the rider just has time to see the northern part or southern part of the fair or if they have time to see the entire fair. Now the number 3 route, that has this stop, is detoured and if someone wants to take public transportation, for example from downtown, they must take the streetcar to the stop on 9th street and then take a city bus that connects the 2 Sunlink stops on 4th Ave. This bus leaves riders off almost a block, if not more past 4th Ave. For people like myself, who uses a walker, this adds extra walking just to get to the fair. It is very helpful for people like myself and all other people going to the 4th Ave street fair to have the option to easily catch public transportation in the middle of the fair. I believe Sun Tran should do away with the detour for the #3 route and go back to riders using that route to be able to get off as close to 4th Ave and 6th street as possible.

I noticed that the evening expansion hours were limited to 10pm as the latest ride while weekday hours ran until midnight. I would like to be able to get to or from downtown on the weekend until at least midnight. When I lived in larger cities having later bus schedules available made it easy to go out, have fun and get home safely.

Also, park and ride needs to be utilized more widely. If someone with a car has to drive 3 miles to a park and ride, they will likely just finish the ride in their car, even if it would be ultimately easier to take the bus given traffic, etc. However, if the drive is 2 miles or less I think people may be more willing to consider using the bus service.

The free rides are good for the poor, low income, homeless and everyone else. Take some money from the marijuana tax and some from the gambling tax ?

Yes the bus drivers should not have attitude

Bus drivers, can they be given a class on customer service and manners?

This might not be the place, but...

Your ""Next Bus reminder"" is horribly off the actual schedule. It tells you a bus will arrive 12 mins \*After\* it has already left.. For instance yesterday at Ronstadt #3 Eastbound stop #14212, the reader at the bus stop correctly said 4:45, however the reminder I got said 4:57 and watching the real-time map while riding the bus, it didn't get there until ~5:15. Is something just off for this bus/stop or are none of these reminders to be trusted? They have been off a number of times in the last 2 weeks. Thanks for looking into this. I'm very happy with this route, but frustrated that the app doesn't give accurate info. Thanks for listening."

Please keep fares \$0 and integrate more electric buses into the fleet

**Thank you for your participation! Do you have any other comments you would like to share?**

No route takes me directly to my work location without bus transfers. I have a hard enough time getting to work on time without having to build more time in my day to catch a bus at a designated time. However, I am very mindful of the benefit of mass transit (I did ride the bus intermittently for many years while I lived at a different location) and applaud efforts to increase its efficiency and reach. It is a very important resource for the community!

Keep the free fare program! This is one of the few programs that benefits those that need it the most, with a low chance of abuse or loss of value.

We love the free bus transportation! We do not use it ourselves, but are very happy to support this service with our tax dollars, forever! We can see how big of an impact it makes to so many in Tucson and wish for this service to remain in place, or expand, even if it means paying more in taxes!

I ride the streetcar often to attend events downtown. It is particularly difficult on Sunday nights when the streetcar stops running at 8pm, and on Monday-Wednesday nights when the streetcar stops running at 10pm. I either can't take the streetcar on those occasions or I have to sprint to the stop after the event ends and hope I make it. I would love for there to be service until at least 10:30 every night of the week, even if it's infrequent.

I also love that the fares are free. I hope that can be continued.

Please work on expanding transit hours, everyone should be able to bus to and from work, regardless of how early it late they work, I shouldn't have to wait 5 hours in the airport after flying on because I missed the last bus of the night, people coming home from bars should have easy access to public transit so they don't drive. More public transit could, I believe, save people so much money and make the city safer and better to live in

I love riding Sun Tran, and I've had the pleasure of interacting with some really great drivers.

Please keep the bus system free!

In the last month or two, even frequently running buses like on Speedway have been VERY late, or just did not show up. This is unacceptable and has happened to me more than 5 times, some of those instances when I HAD to make a medical appointment (I had to take a Lyft). Is there a lack of drivers? If so, you need to put out a HUGE push to get more drivers.

Weekend service is THE PITS. I do not own a car and must rely on the bus. Many times, I just stay home on weekends because the service is so bad.

I know it's a tough ask, but expanding bus frequency can be done while keeping the bus fare free. We can find the money elsewhere. We need to get more people out of cars and onto buses for our safety and climate future.

Thank you for your time.

The Sun Tran coverage in central Tucson is great, frequency just needs to be expanded with longer days and higher frequency throughout the week and especially at the weekends. Just because i don't drive doesn't mean I want to be stuck at home all weekend!

Please consider expanding Sunlink or BRT to high traffic areas, such as Broadway and Oracle.

I might, but I don't remember all of the questions I was asked...

**Thank you for your participation! Do you have any other comments you would like to share?**

Would love to see more direct transit to university/midtown from areas outside downtown, i.e. the westside and south Tucson, without having to transfer at Ronstadt Center

I take SunTran everyday. I've been riding for over 10 years. I would love to see our transit system come on par with other cities.

**Keep Fares Free**

Hopefully funding for a streetcar expansion is able to be found and a equitable route is selected. Whether BRT or Streetcar, please have as much of a dedicated lane as possible to make it a more viable option for reasonable and consistent travel times.

Very excited to see more (quiet) electric buses and other low-emission vehicles.

**More options for disabled riders, and easier access to SunVan etc.**

I might get to work for my old hood via a Jack in the Box apron. 22nd and Craycroft. another Walmart anchor. not a Whole Foods rss squeeze the seniors.

Transit Oriented Development, Complete Streets, & overall transit investment to a much greater extent and on a much larger scale. Just make sure to align to those principles for every decision you make, and we might just actually save this city, state, country, & planet.

Riding buses needs to be made more pleasant for riders who depend on them daily. This would be a huge quality of life improvement and would attract more ridership. Current non-electric buses have a cold, hard, and sterile feel to them. They are very loud inside and out, making it unpleasant for riders and angering residents who live along routes where they are used. Rapid expansion in the use of modern, comfortable, and quieter (electric) buses would be a huge improvement for everyone.

An expanded light rail / train link to popular malls and to the airport (directly into the terminal area) would also be a fantastic way to expand service and would pull people travelers directly into downtown from the airport."

Expand the FTN network to capture more lines. Waiting 30 minutes on a weekday or 60 minutes on a weekend for some of the busiest lines is unacceptable. A progressive transit-oriented city will have a maximum wait of 20 minutes 24/7 on the busiest lines. I forgot to talk about the rapid bus lanes but the busiest lines could operate in separate bus lanes to help decrease ride time and increase frequency to shoot for that 20-24/7 goal.

I am fortunate to be able to choose to live car-free. Most riders aren't so lucky. Sun Tran is a great service, as-is. It's much better than other peer cities, but it'd be great to see Tucson improve the service, setting an even higher standard and better serving the needs of those who depend on it. The best way to do that is to add more city-center routes to the ""frequent transit network"" without reducing the current coverage area, which is very good. It's a difficult challenge. Routes to consider are 1, 3, 15, and 17. I also think a BRT along Broadway connecting the eastside to midtown should be a high-priority.

Thanks much and good luck!

There need to be later services near typical 24 hour workplaces such as hospitals and emergency services. These facilities usually run three shifts and even the buses that stop right outside quit running at 9 or 9:30.

I really hope the fares come back because there are some really scary people that have been allowed on the busses for the last couple of years. Please enforce the Rider Rules and don't allow people that are absolutely filthy and disgusting on the bus. Other than that, you are doing a good job and have provided me with very reliable transportation. :)

**Thank you for your participation! Do you have any other comments you would like to share?**

The times to select for more bus service did not reflect the times that I actually would prefer to see more service. While I'd like to see major capital improvements to the system such as expanded Sun Link and a Rapid Bus System, the lack of shade structures at stops is a pressing issue. It is dangerous to stand along a hot busy street for up to an hour waiting for a bus on a Sunday afternoon in July. Water bottle filling stations, better lighting, and benches made of less heat absorbing materials would also be much appreciated and make waiting the long times between service safer.

Love the streetcars while they are free  
not presently.

Only solution, is more frequent rides. People do not want to wait more than 15 minutes. Friendlier bus drivers.

Investing in transit for our communities will help with overall safety for all road users (especially bicyclists) and it is essential to the long-term survival of Tucson in the face of climate change. We need to do more to get cars off the road! There are several high-profile social media accounts that are getting this information out there. As people get more exposure to the damage caused by individual car use (to the environment, to city budgets, and to people using other methods of transportation), they will naturally look for reliable and frequent public transit as an alternative. Additionally, the announcement of new transit options will likely induce interest and demand in those transit options. I also enthusiastically support continuing to keep Suntran fares free!

When I was riding the Sun Tran Express routes to Raytheon, I really enjoyed the chance to relax and not have to fight traffic.

Thank you for your service.

Rider safety should also be a top priority. While the drivers are tucked away in their cages the rest of the riders have to deal with people with aggressive mental disorders, gang members and everyday punks that just want to be aggressive. I would suggest ACTIVE Security on the buses and other routes like the shuttle which takes the drunk indians to the reservation. It would make it more enjoyable for those who are disabled and senior citizens to use public transportation.

Sun Tran operators are delightfully rude.

People do not appreciate free service. There should be some nominal charge for rides.

Many of these questions and the available choices for answers do not pertain to Sun Shuttle Dial-a-Ride. Maybe you should issue another surveys more pertinent to the various transportation services.

I am glad the City Council chose to offer free rides on the street car during the COVID outbreak. It is obvious that some people use the street car as a place to sleep, harass riders, defecate, and use drugs and alcohol. The Council needs to reinstate fees and to police the street cars so that a safe, clean environment is maintained for its riders.

The service is quite good when it is available for the trip one wants to make.

Sun Tran is a great public service. It should be free for students, people with special needs, and senior citizens/residents. :D

As stated earlier, it'd be nice to have real-time arrivals for buses (like they do in Portland, OR).  
Also expand SunLink to the airport."

Thank you for providing this service. Another improvement I would like to see is improved accuracy in the "Where's my bus" tracking map.

**Thank you for your participation! Do you have any other comments you would like to share?**

I think some of the survey questions were too limiting. there were options that i didn't like the answer of either. like either having a stop that has shorter walks but longer waits or longer walks but shorter waits, i think these kind of ignore the disabled community's inability to take long walks for stops, we shouldnt have to suffer longer wait times if we are physically unable to walk as far as other people. i understand you're working with limited resources but the accessibility of the transit system for disabled people should be at the forefront of all upgrades or changes.

I know the expansion of mass transit is most controversial, but our environment requires that we accept other, more equitable, models of transit. Stop playing into the hands of the fossil fuel industries. Tucson deserves the backbone of political will to move forward on the long-term benefits of mass transit.

Tucson deserves modern solutions to public transportation issues.

Keeping the fees at \$0 has been a lifesaver.

I work on the weekends and the bus I use usually stop running around 8 on Sundays. Not everyone has a Monday - Friday 9-5 job the infrequency of the weekend schedule is difficult for some.

Keep public transit free. Increasing ridership will decrease automobile traffic

Tucson is a large city. The fact that there is not frequent service in the evenings and weekends is disappointing.

I'm an avid Sun Van rider. I wouldn't need to use it as much if it was easier for me to get around town using the bus. When I visit other cities i.e. Phoenix, I don't need to use their paratransit. When I go to Phoenix I'm able to rely solely on the light rail to get to most of the places I want to.

All bus drivers should lower their buses when they see a 63 year old man using a cane! Common Courtesy!

I think Sun Tran is very good.

I think your teams do an excellent service. The City pitching in to cover the costs during and after the pandemic is awesome. Your drivers are great. The only thing I miss is availability of stops near my residence or my destinations, both outlined in previous answers on this survey. Give yourself a big pat on the back -- you're better than a lot of city transportation systems. Just not yet in my backyard :)

Thank you for all the hard work you are doing to improve Tucson transit.

Thank you for the opportunity to comment and thank you especially for the SUN Tran service. That free service gives me access to places I would not visit without it and I enjoy riding with the students.

I appreciate the efforts Sun Tran and the City of Tucson are taking to improve transit service and make it more equitable.

Romero road is tearing up your busses...I know that you know this...

Love my driver at 700 am he is kind and on time and very nice to all of his riders.

The connecting route times can be optimized further to reduce the wait time in between.

Only to thank you for accepting comments! And I hope the streetcar extends to the malls - that would make it easier to visit downtown Tucson and/or other malls now and then. Also, please have security!



**Thank you for your participation! Do you have any other comments you would like to share?**

Everyone should have to pay something to ride the bus. Apply a sliding scale if necessary.

Security on the bus is an issue. I was mugged right when I got off the #3 East bus at Alvernon/Fifth Street after work (5:30 PM or so). Full bus. No one on the bus did a thing as I struggled with the purse snatcher, including the bus driver. The door to the bus was closed, although the bus sat there and people watched. The person who mugged me followed me off of the bus to do it and jumped on me immediately--and everyone on the bus saw him. I was yelling--still no help. Why couldn't the bus driver at least hit the horn to attract more eyes on what was happening?

Further, the bus stops are deplorable thanks to the increase of people who hang out in the shelters, leave shopping carts, urinate in some cases there, etc. It's a real deterrent to riding the bus. I spoke to a custodial person who drove up to empty the trash can at my stop one morning early. He was wonderful, and from our conversation, it was clear to me that he did the job conscientiously--but he was so discouraged by the disrespectful way the shelters were left with trash and worse--left for him clean up. I felt sorry for him. And for commuters! This problem needs its own attention from SunTran. Maybe a ""treat your transit with respect"" campaign?

I would like to use public transportation more because I think it's important to get out of our cars. But Tucson makes it really difficult to remain committed to that idea when it doesn't take care of its own infrastructure adequately, including the roadways (potholes galore, flooding after rains galore) and bus stops.

Finally, the streetcar proved a real boondoggle. It transports hardly anyone at an astronomical cost that could have been put into state-of-the-art buses, additional buses, new routes, etc.

Keep public transportation free. There is no need to charge for a public service. That's how public services work. They're for the public. Even those that can't pay. They're still part of the public and they deserve mobility within their community.

I appreciate the service and our drivers. They often put up with a lot and are both courteous and efficient. There have been several times when Sun Tran has allowed me to get to work or to family emergencies when my car was out of service and I am grateful.

Free transit makes sense both for serving less affluent residents of Tucson and for the future of our biosphere!!!

If sun tran bus was safer to ride and on a btter scheduel so it lined up with workplace open and closing better it would be usefull..bring back fares please..

nope, thanks so much!