

PUBLIC INPUT REPORT

2024

For:

City of Tucson

Comprehensive Operational Analysis – Final Phase



On behalf of the City of Tucson, Sun Tran staff hosted seven (7) public walkthrough sessions to share the Final Report recommendations that will be presented to Mayor and Council in regards to the transit Comprehensive Operational Analysis.

The Comprehensive Operational Analysis (COA) which reviewed and evaluated 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.

This report contains only information based on the Final Report recommendations of the COA. All of the comments included in this report came from all sources including; comment cards at public meetings, email, U.S. mail, website, and telephone.

A total of seven (7) public walkthrough sessions were held throughout the community. A total of eighty (80) people attended the meetings hosted in local libraries, ward offices and tribal facilities.

To promote the open house events, staff posted information in transit vehicles, information was posted at transit centers, on the regional transit websites, online, on social media, and distributed to local media outlets for additional outreach to the community at large. Sun Tran also sent out an email invitation to 50,507 people.

Local media ran multiple stories to promote the public input open house events:

Media Outlet	Number of Stories Ran
KOLD	24
KVOA	2
KGUN9	5
KMSB Fox	1
Signals AZ	1
BNN Breaking	1
Arizona Daily Star	1
Total	35

Information was posted on Sun Tran’s social media where it was shared by the community:

Sun Tran Social Media	Number of Post	Reach/ Shares
Facebook	2	1,446 reach (combined), 8 shared
Instagram	2	848 reach (combined), 4 shared
X (Twitter)	2	222 reach (combined)

The COA Walkthrough sessions, showcasing the Final Report recommendations; dates, times, locations and attendance are listed below:

COA Walkthrough Sessions			
01/22/2024	5 pm - 6 pm	Fred Archer Recreation Center	3
01/23/2024	12 pm - 1 pm	Tucson City Council Ward 2 Office	6
01/24/2024	12 pm - 1 pm	Woods Memorial Library	16
01/25/2024	12 pm – 1 pm	Pascua Yaqui Tribal Chambers	2
01/25/2024	4:30 pm – 5:30 pm	Miller-Golf Links Library	9
01/26/2024	12 pm – 1 pm	Quincie Douglas Recreation Center	13
01/29/2024	5 pm – 6 pm	Tucson City Ward 6 Office	31
Total Attendees			80

Staff spoke to a total of eighty (80) people, who attended one of the seven (7) walkthrough sessions. Spanish speaking staff attended each session to provide verbal, and written translation if necessary. The community made comments on all things transit; many different topics were brought up at the walkthrough sessions. A copy of the fifteen (15) comments can be found in **Attachment A**.

Attachment A:

PLEASE PROVIDE YOUR INPUT:

A ROUTE FROM UDALL TRANSIT CENTER TO SABINO -> SERVE THE TUCSON COMMUNITY -> AS AN INITIAL ROUTE

NAME MITZI SASSE NUMBER EMAIL MITZI SASSE @ GMAIL.COM

INPUT CAN ALSO BE SUBMITTED TO CUSTOMER SERVICE AT SUNTRANINFO@TUCSONAZ.GOV 520.792-9222

PLEASE PROVIDE YOUR INPUT:

Jeff Grant jeffengrant@yahoo.com Sun Shuttle RT 413: Will the stops at Arizona Pavillions be restored? Mon, 1.29.2024

NAME NUMBER EMAIL

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*RESTORE :15 frequent network PLEASE PROVIDE YOUR INPUT: Bear Canyon LibRARY

thank you for keeping 189x + making it bidirectional - needs a park-n-ride next step is to extend S/E to the Broadway/Houghton + Rita Ranch park-n-Rides Also good to extend route 9 to cover PCC, E + W

No split Routes please Specially Routes 4 + 8

Need on-demand/micro from the county to the park-n-rides...

clarify on-demand/sun options for ADA users VS general

*TRANSIT signal priority public why should be bidirectional + connect w/loop for SE loop (+do one NW on RIVER)

comprehensive operational analysis *BIKE RACKS

- EXISTING conditions NAME Camille Keshner NUMBER (520) 241-8932 EMAIL camillekeshner@hotmail.com

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m/c-maugh

PLEASE PROVIDE YOUR INPUT:

- Bring Back Football and BASKETBALL SHUTTLES TO U/A (Game Day)
- Bring Back Daily ride Fares - small amount BECAUSE "NOTHING IS FREE" Taking cost off the back(s) of other entity fund (golf?)
- Present to local TV stations POSITIVE Transit data help remove Negativity seen: ie Stabbings, Drug usage, Vandalism any unsafe activity x ALL THE POSITIVE of Transit environment

NAME CAROL KOVALIK
 NUMBER 520-290-9402
 EMAIL _____

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PLEASE PROVIDE YOUR INPUT:

Route 3 to go to Pantano & Broadway
 -connection is difficult to make on busy streets.

NAME Pat (Ward 2)
 NUMBER _____
 EMAIL _____

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PLEASE PROVIDE YOUR INPUT:

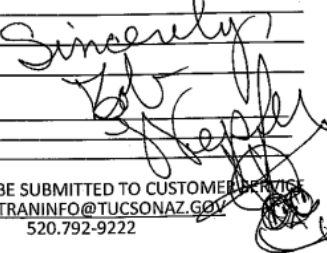
Could you PLEASE SEE what you can do to TRY AND Bring Back Route 414P that went to picture rocks EVEN IF IT'S ONCE OR TWICE A WEEK PLEASE -
 Thank you for KEEPING Routes 41 & 5

NAME William Villa
 NUMBER 720 400 2870
 EMAIL Wdella@G-mail.com

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PLEASE PROVIDE YOUR INPUT:

THE #7 SCHEDULE
LEAVIN' KONSTADT
HAS BEEN WRONG
LAST TWO TIMES?
IT DOESN'T HIT
ALVERNON AT 12
MINUTES AFTER FULL-
OUT. THAT'S WHEN IT
GETS TO COUNTRY
CLUB. ALVERNON 16
MINUTES. THANK YOU
MAYOR ROMERO FOR
~~KEEPING~~ HELPER TO
KEEP THE BUSES
FREE!

Sincerely,


NAME _____
NUMBER _____
EMAIL _____

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PLEASE PROVIDE YOUR INPUT:

Elimination of Route
22 nearest bus stops
are more than 1/2 mile
away from all of
Silvercrafft and most
of El Rio

Will there be an
increase in Sun Van
availability and
increase in bus
frequency

Encourage business
to subsidize passes
for employees

NAME _____
NUMBER _____
EMAIL _____

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PLEASE PROVIDE YOUR INPUT:

I do quite like the modified service for
route 19, as well as the extended hours.

Because the new route 62 is taking over
16's northern section, I'm okay with that.
I'm a big fan of the extended hours for the
16, and at some point in the future I'd enjoy
increased service frequency, though I suppose
the TRT on Stone may be replacing that.

~~If~~ If the TRT/BRT takes over the 19's
route, I'm okay with getting rid of the 19's
service.

Very big fan of the 25's proposed
change.

The more I think about the 34's
proposed changes, the more it grows on me.

I like the 401's proposed extended length
down Stone.

NAME Bacon Turner
NUMBER 720 331 1314
EMAIL bturn@budgetbrunnie.com

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520.792-9222

PLEASE PROVIDE YOUR INPUT:

If greater frequency becomes possible later on please prioritize week-end buses that currently run only every hour.

Thank you for saving #s 1, 3, and 5! ♥

Future, if #23 changes, I would love the Greasewood choice,

and please retain the Chella / 36th St. corner.

Thank you

MAIL PRESENTATION

U.S. Postal address:

NAME Francis Sommer
NUMBER 3232 N Olsen Ave
EMAIL Tucson, AZ 85719

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PLEASE PROVIDE YOUR INPUT:

450 - Sun Shuttle

* bus stop

→ customer service

* more frequency

→ community is growing

→

NAME
NUMBER
EMAIL

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PLEASE PROVIDE YOUR INPUT:

This is not what discussed bus 3 was to have no changes and now they are starting the 37 will come to my house. This means that the service will end earlier and that it will have to take 2 buses to get to the park mall and no services to the libraries and Carondelet hospital unless

NAME Sheila Maginsky
NUMBER
EMAIL 1959 guardians st

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gmail.com com

PLEASE PROVIDE YOUR INPUT:

I am driver Kirk Wines, badge 1890, and drive the afternoon/night portion of run 3-01. Two regular passengers ride the last eastbound 3 that I drive Mon. through Thur. One boards at S/B Wilmot at Carondelet and rides to Wilmot and Golf Links. He rides almost every night and boards at 11:25 p.m. A second passenger works nights periodically at the Loft Cinema, boards at 5th St. and Miramonte, and rides to Stella and Mann. Depending on his schedule, he sometimes boards my eastbound 3 at 11:16 p.m. Ending weekday service on the 3 one hour earlier would deprive these regular riders of transportation they need for their work.

It is important to incentivize working people to ride Sun Tran by providing service that meets the needs of their work schedule.

NAME Kirk Wines
NUMBER 520-596-4602
EMAIL kirkw3@yahoo.com

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PLEASE PROVIDE YOUR INPUT:

It took a lot of time and hard work to get hours extended for many reasons. To cut back on how late buses run is counter productive, harms/reflects many people who have become learned to depend on the bus service. Also taking some thing away always is hard to get back.

Making the buses safer for riders and have "leader ship" actually take buses (leading by example) and education on making the advantages to all in taking buses making it the (safer) thing. Reducing how often buses run also effects whether people find it easier more or less convin. But than taking a car. Safety must be addressed to increase ridership.

NAME Bery
NUMBER
EMAIL

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PLEASE PROVIDE YOUR INPUT:

need map of changes & booklet of new route changes

Mary Rosaire Anderson
4019 E. Sylvane Dr
Tucson, AZ 85711

Mary Rosaire Anderson
4019 E. Sylvane Dr.
Tucson, AZ 85711

* Mail packet of maps -

NAME Mary Rosaire Anderson
NUMBER
EMAIL

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