

Sun Van COA Draft Recommendation Survey

Thank you for participating in the Sun Van COA Draft Recommendations Survey. We value your input which will help us identify priorities for Sun Van moving forward. The survey will close on **May 9, 2025**.

Should you require any assistance in completing the survey, please don't hesitate to reach out to Customer Service at (520) 792-9222 TDD (520) 628-1565.

1. Eligibility Recommendation: Simplify medical verification form and require applicants to provide the medical verification form with the rest of the Sun Van eligibility application for more efficient processing.

Do you agree with this proposed change to the eligibility process?

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree

2. Reservation Recommendation: Offer negotiated trip times, so if rides are requested during peak travel times, an alternative may be suggested to improve on time performance.

Do you agree with this proposed change to the reservations process?

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree

3. Reservation Recommendation: Provide pick-up windows to the minute instead of rounding to every five minutes This change can reduce the delays on the system over the course of many rides and throughout the day.

Do you agree with this proposed change to the reservations process?

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree

4. Reservations Recommendation: Limit calls to no more than four reservations per call to reduce call hold times.

Do you agree with this proposed change to the reservations process?

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree

5. Reservations Recommendation: Implement voice response and/or texting options to receive updates on the status of your ride. This will free up reservations staff and dispatch for other calls.

Do you agree with this proposed change to the reservations process?

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree

6. Operations Recommendation: Implement voice response and/or texting options for five-minute calls before your ride arrives. This will free up reservations staff to better monitor the service.

Do you agree with this proposed change to operations?

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree

7. Optional Service Recommendations: Temporarily narrow Sun Van "Optional" service to before 7am, between 10am-2pm and after 7pm on weekdays until on-time performance and on-board time meet standards. Optional service is for trips beyond 3/4 miles of bus and streetcar routes or outside their operating hours.

Do you agree with this temporary proposed change to Optional Sun Van service?

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree

8. New Mobility Choices Program: Sun Van is considering offering a pilot program to Sun Van clients where they could take same-day trips using a Transportation Network Company like Uber/Lyft or with an accessible transportation provider. Trips would be within the current Sun Van operating area but may be expanded in partnership with regional transit providers. Sun Van is considering charging a \$15 fare for trips of any length or charging a \$12 fare and limiting trips to eight miles or less.

Do you agree that Sun Van should offer this pilot service?

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree

9. If you are a current Sun Van client, how often would you use the New Mobility Choices program if the fare was \$15 for trips of any length?

Provide the number of one-way trips:

- I would not take
- A few times per year

- 1-3 times per month
- 1-4 times per week
- 5+ times per week

10. If you are a current Sun Van client, how often would you use the New Mobility Choices program if the fare was \$12 for trips up to eight miles?

Provide the number of one-way trips:

- I would not take
- A few times per year
- 1-3 times per month
- 1-4 times per week
- 5+ times per week

11. Please provide any additional feedback you have on these recommendations.

Optional:

Name _____

Email _____

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