



CITY OF TUCSON

Title VI Program



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Introduction

The City of Tucson, Title VI Transit Triennial Program, follows the Federal Transit Administration's Title VI Circular, C 4702.1B checklist as required by the U.S. Department of Transportation's Title VI regulations for transit providers that operate 50 or more fixed route vehicles in peak service and are located in urbanized areas (UZA) of 200,000 or more people. In conjunction with the Title VI Circular, the City of Tucson's Title VI program also follows the Federal Transit Administration's Environmental Justice Circular, C 4703.1 and incorporates environmental justice principles into plans, projects, and activities that receive funding from the Federal Transit Administration. Sun Tran's primary mission is to improve the community's quality of life by providing safe, efficient, dependable, customer-focused public transportation. Access to efficient clean transportation brings equity discussions to the forefront. Reducing the effects of climate change and improving air quality benefit both low-income and minority communities with improved transportation options. This entire program is just one of the many ways that the City of Tucson with Sun Tran, Sun Van, and Sun Link bring equity discussions and solutions to the forefront of public transportation

Sun Tran, Sun Van, and Sun Link are the City of Tucson's public transportation system. In 1969, the City of Tucson agreed to assume control of Tucson Rapid Transit's struggling system. Under the City of Tucson's direction, public transit began to flourish. Ridership increased, new buses were purchased and service rapidly improved. In 1975, a contest was held, and the system was renamed Sun Tran. In 1978, Sun Tran purchased the Roy Laos bus company, which operated on the south and west sides of Tucson, consolidating transit in Tucson to single public transit system. Today, Sun Tran operates 38 fixed routes, 27 local routes and 11 express routes, and the award-winning system remains on the forefront of technology as it has since the beginning. Sun Tran utilizes Compressed Natural Gas, Biodiesel, electric or hybrid technologies for all vehicles in the fleet.

Sun Van is Tucson's award-winning regional paratransit system, providing transportation services to those individuals unable to use Sun Tran's fixed route service due to their disability. Operating since 1987, and originally named Van Tran, Sun Van provides paratransit services in Tucson, Tohono O'odham Nation, Pascua Yaqui Tribe, South Tucson, and part of Pima County in compliance with the Americans with Disabilities Act of 1990 (ADA).

The Sun Link streetcar route is 3.8 miles long, connecting the west side of downtown with the University of Arizona (U of A), and was part of the \$2.1 billion Regional Transportation Plan approved by Pima County voters in May 2006. In 2010, the City of Tucson was awarded a \$63 million Transportation and Infrastructure Generating Economic Recovery (TIGER) grant from the Federal Transit Administration (FTA). The project was completed with multiple federal, state, and local funds. The fixed-guideway electric rail system has eight ADA-compliant vehicles, shares a travel lane with other vehicles, and is compatible with on-street parking. The streetcars accommodate bicycles and have easy roll-on access for mobility devices and strollers.

The City of Tucson receives Federal funding in accordance with Chapter 53 of Title 49 of the United States Code, as amended by the Fixing America's Surface Transportation (FAST) Act. In addition to federal funds from the Low or No Emission Grant Program, Bus and Buses Grant Program and the Federal Transit Agency's 5310 Enhanced Mobility of Seniors and Individuals with Disabilities program [and any other relevant funding opportunity], the City applies for

various types of grants, including transportation, infrastructure, and community development grants. The City also seeks other funding types such as state allocations, private sector partnerships, and local bonds to support its projects and initiatives. As a recipient of these funds, Sun Tran, Sun Van, and Sun Link comply with regulations relative to nondiscrimination in federally assisted programs of the Department of Transportation, Title 49, Code of Federal Regulations, Part 21 (hereinafter referred to as the Regulations), as they may be amended from time to time. As such, the City is required to submit a Title VI Program and follow the requirements and guidelines of FTA Circular C 4702.1B dated October 1, 2012. The Title VI Program must be submitted to the FTA's Office of Civil Rights every three (3) years. Title VI is a Federal statute and provides that no person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

Sun Tran, Sun Van, and Sun Link are committed to the following:

1. Ensuring that the level and quality of transit service is provided without regard to race, color, or national origin, Identifying and addressing, as appropriate, disproportionately high and adverse human health and environmental effects, including social and economic effects of programs and activities on minority populations and low-income populations.
2. Promoting the full and fair participation of all affected populations in transit decision making.
3. Preventing the denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations; and
4. Ensuring meaningful access to programs and activities by persons with Limited English Proficiency (LEP).

Policy Statement

The City of Tucson has hired RATP Dev to manage and maintain its transit services (Sun Tran, Sun Van, and Sun Link). RATP Dev is committed to complying with the requirements of Title VI in all federally funded programs. The City of Tucson Department of Transportation and Mobility (DTM), Transit Services Division follows the DTM's Policy/Procedure Bulletin, Number 12.01, revised/reviewed 9/10/2013, to ensure that public involvement is included in all public transit decisions under the Title VI requirements and the Environmental Justice guidelines. Effective public involvement will enable the City of Tucson to develop systems, services, and solutions to address transit service needs, specifically those of minority and low-income residents and neighborhoods.

Sun Tran, Sun Van, and Sun Link display the Title VI policy (below) on all transit vehicles, public locations of the administrative offices, and brochures, including "how to ride" and schedule ride guides.

Title VI Policy for Sun Tran, Sun Van, Sun Shuttle and Sun Link:

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).

Requirement to Provide an Annual Title VI Certification and Assurance

(CHAPTER III-1, Number 2)

A copy of the Federal Fiscal Year 2025 FTA Certifications and Assurances Signature page is found in **Appendix A** of this document.

Requirement to Prepare and Submit a Title VI Program

(CHAPTER III-1, Number 4)

Fulfilled in this document.

Requirement to Notify Beneficiaries of Protection under Title VI

(CHAPTER III-4, Number 5)

- **Title VI Notice to the Public, including a list of locations where the notice is posted**

The City of Tucson publishes and posts the following statement in English and Spanish to notify beneficiaries of their rights under Title VI at the Sun Tran, Sun Van, and Sun Link Administrative Offices, Special Services Office, all transit centers, on all transit vehicles (bus, paratransit, and streetcar), all transit websites, in bi-annual ride-guides (schedules), and Sun Van brochures.

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_Policy.php

Se proporcionan servicios públicos de transporte sin tomar en consideración raza, color, u origen nacional. Si desea información adicional sobre las obligaciones no discriminatorias de Sun Tran, Sun Van, Sun Shuttle, y/o Sun Link favor de llamar al (520) 792-9222 (TDD: 628-1565) o visite suntran.com/TitleVI_Policy.php

Websites

Sun Tran: http://suntran.com/about_titleVI.php,

Sun Van: <http://www.sunvan.com/title-vi-policy-statement>,

Sun Link: <http://www.sunlinkstreetcar.com/index.php?pg=62>,

DTM: <https://www.tucsonaz.gov/Departments/Transportation-Mobility/Title-VI-Civil-Rights>

Sun Tran:

- Administration Offices Lobby
- Sun Tran each revenue vehicle (40' Buses), two (2) posters
- "Tucson Transit User Guide" how to ... brochure
- "Route Schedules" for fixed route and Sun Express

Sun Link:

- Office Lobby
- Streetcar vehicles, located behind each cab
- "Sun Link Streetcar Destinations Guide" brochure, which is in each car's literature holder

Sun Van:

- Administration Offices near reception desk and Reservations Department
- Sun Van Vehicles:
 - forward panel in revenue cutaways
 - right rear window of revenue sedans
 - left rear window of revenue minivans
- “How to Ride” brochure

Requirement to Develop Title VI Complaint Procedures and Complaint Form

(CHAPTER III-5, Number 6)

- **Title VI Complaint Procedures (i.e., instructions to the public regarding how to file a Title VI discrimination complaint)**

Any individual who feels they have experienced unlawful discrimination under Title VI can submit a complaint at no charge for Sun Tran, Sun Van, Sun Link, or Sun Shuttle. All complaints must be submitted within 180 calendar days of the alleged incident. To access the complaint form, visit Sun Tran’s main office, call customer service, or download the [Title VI Complaint Form / Formulario de queja del Título VI \(Español\)](https://suntran.com/PDF/ADA/Title%20VI%20Complaint%20Form%2017.pdf) online (<https://suntran.com/PDF/ADA/Title%20VI%20Complaint%20Form%2017.pdf>). Please submit complaints or questions to:

By mail or in person:

Sun Tran
Davita Mueller, Title VI Coordinator
3920 N. Sun Tran Blvd.
Tucson, AZ 85705

Call for additional information:

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

Online:

To complete the online complaint form for all services, (https://www.suntran.com/customer_comments.php). Call Customer Service for assistance with the form, or send the complaint via [e-mail to: suntraninfo@tucsonaz.gov](mailto:suntraninfo@tucsonaz.gov).

Title VI Complaint Guidelines

In order for Sun Tran, Sun Van, or Sun Link to investigate a complaint, the following guidelines must be met:

- The issue must be one of discrimination, and specific criteria must be met in order for Sun Tran to investigate the charge of harassment, discrimination and/or retaliation. Sun Tran staff investigates all Title VI complaints regardless of transit mode (e.g. Sun Tran, Sun Van, and Sun Link).
- It is necessary to show that persons of a different group (race, color or national origin) have been treated in a different manner that has led to a refusal or restriction of using public transportation.
- The complaint must be filed within 180 calendar days from the date of the alleged discriminatory act.

Title VI Complaint Internal Process

When customer feedback is received, the information shall be documented in Trapeze (COM) database. When a Customer Satisfaction Representative receives a Title VI complaint the following steps are also followed:

Step A.

Once the complaint is entered in Trapeze (COM), the Customer Satisfaction Representative will immediately send an email to the Director of Customer Satisfaction and Customer Satisfaction Manager making them aware of the complaint.

- If it is a Title VI complaint (e.g. race, color, or national origin), the Director of Customer Satisfaction will immediately notify by email the Title VI Coordinator, the General Manager, and Assistant General Managers of the complaint.
- The Title VI Coordinator has ten (10) business days to provide written acknowledgement of the complaint and if the complaint will be investigated by Sun Tran, Sun Van, Sun Link or Sun Shuttle. The memorandum to the complainant will identify which service will be completing the investigation.
- If a complaint is incomplete, additional information will be requested, and the Complainant will have sixty (60) days to submit the required information.
- If the investigation is delayed for any reason, the Title VI Coordinator will notify the appropriate individuals, and an extension will be requested.

Step B.

Once the investigation is completed, the Title VI Coordinator will immediately send an email to the General Manager and Assistant General Managers letting them know the outcome of the complaint.

- If it is a Title VI complaint, the General Manager will notify the RATP Dev corporate office of the complaint.

Step C.

On a monthly basis, the Director of Customer Satisfaction will include Sun Tran's Customer Satisfaction Department statistics within the Monthly Compliance Report (MCR), which is sent to the Transit Services Coordinator at TDOT. This report also lists all ADA and Title VI complaints received for the month. The Title VI Coordinator will additionally include a summary of the complaint and resolution for the MCR. This information is due to the General Manager by the 10th day of the following month.

Title VI Complaint Form

- **Title VI Complaint Form**

Completing the Title VI Complaint Form

The following information is provided in an effort to assist complainants in the completion of the [Title VI Complaint Form / Formulario de queja del Título VI \(Español\)](#)

1. Complete all sections of the applicable complaint form and either print or type the complaint information. In completing the form, please provide clear and concise information when describing the alleged discriminatory practice(s) and/or act(s). Incomplete forms will be returned without further processing.
2. The complaint form must be signed and dated, where indicated.
3. Please submit the completed form to Sun Tran's Office listed within the compliant form. The complaint will be reviewed and a response will be mailed. Please note the review process may take several weeks.
4. For additional information, contact the Customer Service Center at (520) 792-9222 (TDD: 628-1565).

<https://suntran.com/PDF/Title%20VI%20reports/2020/Title%20VI%20Complaint%20Form%200%20copy.pdf>

TITLE VI & TRANSIT ADA COMPLAINT FORM
Please print this form, complete and sign prior to mailing.

I. Complaint information: Name: _____
Home Address: _____
City: _____ State: _____ Zip: _____
Telephone: _____ E-mail Address: _____

II. Are you filing this complaint on your own behalf? Yes No **If answered yes, go to Section IV*
If no, please supply the name and relationship of the person for whom you are complaining:
Name: _____ Relationship: _____
Please explain why you have filed for a third party: _____
Please confirm that you have obtained the permission of the other party if you are filing on behalf of someone else. Yes No

III. Is your complaint related to:
 Sun Tran Sun Van Sun Link Sun Shuttle
 Sun Shuttle Dial-A-Ride Sun Shuttle Dial-A-Ride (Ciro Valley) On Demand

IV. Is your complaint related to Race, Color, National Origin, and/or Disability?
If you believe this is the basis you are being discriminated against, please check all that apply:
 Race Color National Origin Disability

V. Please describe how you were discriminated against:
Beginning with the most recent incident, please list events in reverse chronological order by date (i.e., most & last # if known) of occurrence. Be specific. Attach additional pages, if necessary.

VI. Have you previously filed a complaint with this agency? Yes No

VII. Have you filed the same/similar complaint with another agency? Yes No
If yes, please list which agencies: _____
Please provide contact information at the agency where the complaint was filed: _____

You may attach any materials that you think is relevant to your complaint. Signature and date required below.
Sign: _____ Date: _____

Please return the completed form with documentation relating to this complaint to:
Email: suntransinfo@tucsonaz.gov Sun Tran/Sun Van/Sun Link
1950 Title VI in subject line Title VI Coordinator - Davita Mueller
Phone: (520) 792-9222 3920 N. Sun Tran Blvd.

Rev. 7/15

TÍTULO VI Y FORMULARIO DE QUEJA DE ADA DE TRÁNSITO
Por favor, imprima este formulario, complete y firme antes de enviarlo por correo.

I. Información del quejante:
Nombre: _____
Domicilio: _____ Estado: _____ Zona Postal: _____
Número de Teléfono: _____ Correo Electrónico: _____

II. ¿Está presentando esta queja por sí mismo? SI NO **Si contestó "SI" a esta pregunta, proceda a Sección IV*
Si no, favor de proveer el nombre y su relación a la persona a quien haga usted esta queja:
Nombre: _____ Relación: _____
Favor de explicar porque usted hace esta queja por otra persona: _____
Por favor confirme que haya obtenido el permiso de la otra persona de hacer esta queja por él/ella: SI NO

III. ¿Su queja está relacionada con:
 Sun Tran Sun Van Sun Link Sun Shuttle
 Sun Shuttle Dial-A-Ride Sun Shuttle Dial-A-Ride (Ciro Valley) On Demand

IV. ¿Su queja está relacionada con Raza, Color, Origen Nacional y/o Discapacidad?
Si cree que esta es la razón por la que está siendo discriminado/a, marque todo lo que corresponda:
 Raza Color Origen Nacional Discapacidad

V. Por favor describa cómo fue discriminado/a:
Comenzando con el incidente más reciente, anote los eventos en orden cronológico inverso por fecha(s), de ocurrencia. Sea específico. Adjunte páginas adicionales, si es necesario. (Fecha y número de autobuses si se conoce)

VI. ¿Ha presentado anteriormente una queja ante esta agencia? SI NO

VII. ¿Ha presentado la misma queja/similar ante otra agencia? SI NO
En caso afirmativo, indique qué agencias: _____
Proporcione información de contacto de la agencia donde se presentó la queja: _____

Puede adjuntar cualquier material que considere relevante para su queja. Firma y fecha requeridas a continuación.
Firma: _____ Fecha: _____

Favor de devolver el formulario completo con la documentación relacionado esta queja a:
Correo Electrónico: suntransinfo@tucsonaz.gov Sun Tran/Sun Van/Sun Link
1950 Title VI en la línea de asunto Title VI Coordinador - Davita Mueller
Número de Teléfono: (520) 792-9222 3920 N. Sun Tran Blvd.

Rev. 7/15

Requirement to Record and Report Transit-Related Title VI Investigations, Complaints, and Lawsuits (CHAPTER III-5, Number 7)

- List of transit-related Title VI investigations, complaints, and lawsuits

There are no active investigations conducted by FTA and entities other than FTA.
There are no Title VI related lawsuits.

Complaints investigated by Sun Tran, Sun Van, or Sun Link related to Title VI:

Feedback Id	Method Received	Date Received	Resolution
95685	Phone	6/25/2022	The complaint was investigated and closed without merit.
96307	Phone	8/18/2022	The complaint was investigated and closed without merit.
97526	Email	11/28/2022	There was a finding of no discrimination based on race, color or national origin for Title VI. In addition, there was no ADA discrimination or other categories of discrimination to include Environmental Justice, which includes income.

98293	Phone	2/1/2023	The complaint was investigated and closed without merit.
100158	Phone	7/13/2023	The complaint was investigated and closed without merit.
103632	Phone	5/1/2024	The complaint was investigated and closed without merit.
103771	Phone	5/15/2024	The complaint was investigated and closed without merit.
104122	Letter	6/14/2024	Was unable to confirm (validate) concerns.
105007	Phone	8/30/2024	The complaint was investigated and closed without merit.
106422	Phone	12/26/2024	The complaint was investigated and closed without merit.

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Promoting Inclusive Public Participation

(CHAPTER III-5, NUMBER 8)

- Public Participation Plan, including information about outreach methods to engage minority and limited English proficient populations (LEP), as well as a summary of outreach efforts made since the last Title VI Program submission

City of Tucson – Transit Public Participation Plan

There are five key goals of the Public Participation Plan for the City of Tucson’s transit systems. These goals outline the importance of inclusion of various populations; the flow of information between the agency and the public, in the form of both outreach and input; the use of public input; and the effectiveness of the public involvement process. For many of the goals, objectives are also included and serve as steps to achieve the associated goals.

Goal 1: Conduct a public involvement process that ensures the opportunity for meaningful participation to all groups, including minority, low-income, disabled, seniors and limited English proficient (LEP) persons.

Objectives

- Develop partnerships with local community groups and organizations to ensure the public involvement process reaches all populations.
- Present information that is accessible to disabled, low-income, seniors and LEP persons.
- Utilize channels that reach beyond the mainstream to traditionally underserved populations.

Goal 2: Conduct public outreach and provide access to timely, relevant, and understandable information.

Objectives

- Provide timely notifications and information to the public, specifically information regarding public activities, events, and meetings.
- Select a variety of methods/techniques effectively communicating information to the public.

Goal 3: Provide opportunities for public input in decision-making.

Objectives

- Provide sufficient notice of opportunities for public involvement that are convenient to individuals who choose to provide public input relative to decision-making.
- Utilize various involvement opportunities, non-traditional engagement, and a variety of formats to encourage participation and feedback from all populations.
- Make reasonable accommodations for populations with disabilities and/or LEP.
- Provide multiple ways for attendees to provide feedback to include mail, phone, email, social media and in-person. Have staff available to write comments for attendees who

are unable to write on their own. Also, have translators available for attendees who are LEP.

Goal 4: Report public involvement results.

Objectives

- Establish a system for recording and organizing feedback.
- Provide decision makers with public input results.
- Provide feedback to participants and the public about how the input has been incorporated.

Goal 5: Periodically review the public involvement process to ensure effectiveness and modify the plan as necessary.

An aggressive public participation process is conducted for all major changes including but not limited to the following:

- Fare Changes (excluding temporary or promotional fare changes).
- Major Service Changes: Any service changes when compared to the previous fiscal year that increases or decreases by twenty-five percent (25%) or more of the revenue route miles or revenue route hours on any individual route or combination of routes. Major Service Changes require community outreach for comments and a public hearing to be held prior to final action on possible changes.

The City of Tucson may hold public community meetings or solicit public feedback on other proposed changes that affect transit service but do not meet the above criteria.

Solicitation of Comments

The community is encouraged to comment on proposed transit fare increases and major service changes in the following ways:

- Attend a public community meeting to learn about the proposed changes and submit comments.
- Via mail or email, or fill out an online comment form
- Post comments on Social Media.
- Call customer service at (520) 792-9222

Other methods for providing comments may be utilized if deemed necessary to gain a more complete overview of the public's opinion on proposed changes. These may include on-board surveys, online surveys, or other methods identified as appropriate and beneficial.

Communication and Outreach Methods

Sun Tran staff utilizes several strategies to reach transit riders and the public-at-large in an ongoing effort to circulate transit-related information. These tools are utilized in addition to community events and public meetings to engage and solicit feedback when a major service change or fare increase is proposed. Notifications to the community will be visible no less than two (2) weeks prior to the first community meeting and/or public hearings, following the City of

Tucson Clerk's Office public notice requirements for Mayor and Council meetings, and may include the following:

- Transit websites – Details about the service and/or fare changes, community and/or public hearing meeting details, and a listing of ways to comment can be found at suntran.com, suntran.com/sunshuttle/index.htm, sunlinkstreetcar.com, and sunvan.com. All information online is available in Spanish for easy accessibility for LEP populations.
- Social Media - Sun Tran and Sun Link social media sites provide an avenue to engage the public and provide input should the public choose.
- Posters and information cards available on all revenue vehicles.
- Printed posters and information available on the digital signage at the three transit centers.
- Distribution of details to local print, television, and radio stations for continued media coverage and updates.
- Communications with SunGO sales outlets, Get On Board Program employers, community-based organizations, and special interest groups (e.g.: Transit Task Force, Friends of Streetcar, Bus Riders Union, Regional Transportation Authority, Pima Association of Governments, etc.)
- Communications with the City of Tucson Manager's Office, Department of Transportation, and Mayor and Council.
- Community Meetings – A minimum of two (2) and as many as eight (8) public meetings will be held, with potentially one (1) in each Ward, as well as the University of Arizona, and tribal lands, to educate the public and obtain public comments on proposed major service changes and fare increases. Every effort is made to hold community meetings at locations with transit service at various hours throughout the day and various days throughout the week. Commonly used locations include public libraries, Ward offices, and community centers to name a few.

The format of the meeting may vary depending on the number of individuals in attendance and the magnitude of the proposed changes. In many cases, a PowerPoint presentation may be provided with English and Spanish speaking staff on-hand to answer questions. There will be information boards and handouts available for individual discussions with staff should additional questions need to be asked. All attendees are required to sign in and comment cards will be made available should the attendees wish to provide written comment.

All public meetings for major service changes and fare changes will meet the following criteria:

- English and Spanish-speaking staff will be always available to explain the proposed changes and allow the public to ask questions.
- All public comments will be captured for the record.
- Meeting materials will be available in Spanish and Braille, or audio recording formats will be available upon request at least one (1) week prior to the meeting.
- All meetings will be held in ADA-accessible locations within the service area.
- Public Hearings will follow any community meetings or other outreach prior to fare changes and/or major service changes. Public Hearing notices will follow the guidance from the City of Tucson Clerk's Office for Mayor and Council meetings.

Consideration of Public Comments

All comments, positive, neutral, and/or negative, concerning major service changes and fare changes received through the public participation process will be compiled and summarized by Sun Tran's Marketing Department staff and provided to the General Manager and Assistant General Manager along with a summary report for review prior to sending all materials to the Tucson Department of Transportation who then forwards the materials to the City of Tucson Mayor and Council. All public comments will be available as received (i.e., unedited).

Responsibilities

Responsibility for the public participation process for fare changes and major service changes are detailed below.

For service changes, the Scheduling & Service Development Department will:

- Develop plans and make recommendations concerning proposed service changes.
- Convene the public participation team (Marketing staff) to assist in the solicitation of public comments.
- Attend and participate in all public meetings regarding proposed service changes.
- Review all comments received and summary report developed by marketing staff.
- If necessary, revise the major service change proposals based on public comments and direction from the City of Tucson.
- Communicate results to the General Manager and Assistant General Manager for consideration and submission to the City of Tucson.

For fare increases, the General Manager will:

- Under the direction of the City of Tucson, work with the Finance Director to make plans and decisions concerning proposed fare changes, including developing fare change scenarios for TDOT staff to review.
- Ensure staff has developed accurate materials and all public meetings are covered.
- Review all fare change-related comments received during the public meeting process.
- Communicate the fare change summary report and all comments to City of Tucson staff for further communication to Mayor and Council.

The Sun Tran Marketing Department will:

- Make all public meeting venue arrangements.
- Maintain all documentation related to the public participation process.
- Use the communication and outreach methods outlined in this document to inform the public of the public meetings and to provide details about the proposed changes and ways to provide comments.
- Prepare fact sheets on the fare scenario(s) listing all current and proposed fares for posting online and distribution at the public meetings.
- Create all documents in English and Spanish, available to create information in accessible formats and provide interpreters if requested at least one (1) week in advance.
- Prepare and/or review the presentation if one will be provided at the public meetings.

- Prepare all materials for the public meeting, such as handouts, display boards, Ride Guides, brochures, etc.
- Attend all public meetings.
- Compile all public comments received via mail, email, and phone or in person, and summarize in a final report for approval by the General Manager and Assistant General Managers and distribution to the City of Tucson.

Summary of Recent Public Involvement and Participation

On behalf of the City of Tucson, Sun Tran staff hosted ten (10) public open house events and one (1) virtual to obtain public input on the following subjects:

- City of Tucson Title VI Policies
 - Major Service Change
 - Disparate Impact
 - Disproportionate Burden
- Sun Tran Service Changes from Comprehensive Operational Analysis (COA)
 - Sun Tran's 2024 COA was conducted to improve service efficiency and accessibility in Greater Tucson.
 - Implementation of service changes will begin in August of 2025.

This report contains only the information obtained on the **Proposed Title VI Policies**. 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 ten (10) public open house events and one (1) virtual event were conducted across the community, including areas with low-income and minority populations. These meetings were held at local libraries, ward offices, tribal facilities, and online. In total, sixty-one (61) individuals participated in the public sessions. Additionally, one (1) internal meeting was held for Sun Tran staff, with twelve (12) attendees.

To maximize community participation, Sun Tran staff implemented a comprehensive and inclusive outreach strategy. Information about the events was posted on all transit vehicles, including Sun Tran, Sun Express, Sun Shuttle, Sun Van, Sun On Demand, and Sun Link. Promotional materials were also displayed at transit centers, published on regional transit websites, and shared across social media platforms. Furthermore, flyers and event information were distributed to ward offices and neighborhood associations for wider community outreach. Multiple email announcements were sent to a contact database of nearly 48,000 individuals, and media outlets were provided with event details to extend outreach to the broader public.

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

Media Outlet	Number of Stories Ran	Audience Reach
KOLD News	13	6,463
Signals AZ Publication	1	N/A
Total	14	6,463

Sun Tran posted several stories to their social media where it was shared by the community:

Sun Tran Social Media	Number of Post	Reach
Facebook	7	1,245
Instagram	9	2,837
Twitter	6	468

All communications were in English and Spanish to ensure the entire population had access to the information.

The open house events, which included the Title VI Policies, and Sun Tran Service Changes from Comprehensive Operational Analysis discussion, dates, times, locations and attendance are listed below:

Public Meeting Schedule – 2025 Title VI Policies for Major Service and Fare Changes			
Date	Time	Location	Number of Attendees
03/24/2025	2:00 – 3:00 pm	Ward 2 Office	7
03/25/2025	12:00 – 1:00 pm	Pascua Yaqui Tribal Chambers	4
03/25/2025	5:30 – 6:30 pm	El Rio Neighborhood Center	3
03/26/2025	12:00 – 1:00 pm	Woods Memorial Library	10
03/26/2025	5:30 – 6:30 pm	Virtual Meeting	5
03/27/2025	12:00 – 1:00 pm	Nanini Library: 7300 N Shannon Rd	1
03/27/2025	5:00 – 6:00 pm	Miller-Golf Link Library	4
03/28/2025	12:00 – 1:00 pm	Quincie Douglas Library	5
03/31/2025	12:00 – 1:00 pm	Joel D. Valdez Main Library	14
04/01/2025	12:00 – 1:00 pm	Student Unions Memorial Center	8
Total Number of Attendees			61

We spoke to a total of sixty-one (61) people, who either attended one of our ten (10) open houses, or one (1) virtual meeting. Spanish speaking staff attended each open house event to provide verbal, and written translation if necessary. The community made comments on all things transit; many different topics were brought up at the public input open houses, in regards to the Title VI policies all comments were positive. A copy of the seventeen (17) comments can be found in **Attachment A**, and the six (6) comments provided by Sun Tran Staff can be found in **Attachment B**.

Public Engagement Process

Actions requiring formal public input process:

1. Changes in fares (except temporary or promotional changes).
2. Major Service Changes: Any service changes when compared to the previous fiscal year that increases or decreases by twenty-five (25%) or more of the revenue route miles or revenue route hours on any individual route or combination of routes. Major Service Changes require community outreach for comments and a public hearing to be held prior to final action on possible changes.

Public Comment Process

The community is encouraged to comment on proposed transit fare increases and major service changes in the following ways:

- Attend a public meeting to learn about the proposed changes and submit comments.
- Via mail or email or fill out an online comment form.
- Post comments on social media.
- Call Customer Service at (520) 792-9222.

Other mechanisms for commenting may be utilized, if deemed necessary, to gain a more complete overview of the public's opinion on the proposed changes. These may include onboard surveys, online surveys or other methods identified as appropriate.

Below are details regarding any public meetings:

- A minimum of two (2) and as many as eight (8) public meetings will be held, with potentially one (1) in each Ward, as well as the University of Arizona and tribal lands, to educate the public and obtain public comments on proposed major service changes and fare increases.
- Every effort will be made to host community meetings at locations impacted by the proposed changes and at a variety of times and days to accommodate the public. All locations will be accessible by transit services, including Sun Tran, Sun Shuttle and/or Sun Link.
- At least two (2) weeks advance notice will be provided to ensure all employees, passengers and the public is well informed. Multiple notifications and feedback techniques will be utilized, which are outlined within this document.

Public Notification Process

Notification of public community meetings and solicitation of comments, at a minimum, will include the following strategies at least one (1) week prior to the first meeting:

- Notices will be posted on the websites impacted by the proposed major service changes and/or fare changes, which include www.suntran.com, www.suntran.com/sunshuttle, www.sunlinkstreetcar.com, and www.sunvan.com.
- Notices posted on social media pages for Sun Tran and Sun Link.
- Media releases distributed to local media print, radio, and television media outlets.

- Posters and information cards available on all transit vehicles
- A public hearing will be held prior to final action by the governing body. Notices of any public hearing will be published fourteen (14) days prior to the hearing and will comply with the City of Tucson guidelines for notice of Mayor and Council meetings.

Other notification strategies may be utilized, such as: posters and information available on electronic monitors at transit centers, emails distributed through listservs, front-end phone messages, information distributed to local Get on Board Program employers, organizations in the pass distribution program, and sales outlets.

Public Community Meetings

- Staff will be available at all public community meetings to explain the proposed changes and allow the public to ask questions. A formal presentation may be provided or discussions with individuals may be best depending on the number in attendance.
- Written materials detailing the proposed changes will be available.
- Meetings will be held in accessible locations.
- All attendees will be asked to sign-in and comment cards will be provided for attendees to submit. Staff is also available to assist attendees who are unable to sign-in or write their own comments.
- Spanish-speaking Staff will be on hand to translate for Spanish-speaking attendees.

Consideration of Public Comments

Staff will prepare a written summary of all comments received and any suggested changes to the proposed major service changes and/or fare changes once the public comment deadline is passed. This summary will be provided to the Sun Tran General Manager and Assistant General Managers for review and approval before forwarding to TDOT. TDOT staff will provide the summary to the City of Tucson Mayor and Council for their review the public hearing to decide whether they approve the changes.

Requirement to Provide Meaningful Access to LEP Persons

(CHAPTER III-6, Number 9)

Language Assistance Plan for providing language assistance to persons with limited English proficiency (LEP), based on the DOT LEP Guidance

City of Tucson – Language Assistance Plan

Introduction

Most individuals in the United States read, write, speak, and understand English. However, there are many individuals whose primary language is not English. Individuals who do not speak English as their primary language and who have a limited ability to read, write, speak, or understand English can be limited English proficient, or “LEP.” This language barrier may prevent individuals from accessing services and benefits.

There are two pieces of legislation that provide the foundation for the development of an LEP plan: Title VI of the Civil Rights Act of 1964, and Executive Order 13166. In some circumstances, failure to

ensure that LEP persons can effectively participate in federally assisted programs may constitute discrimination based on national origin under Title VI. In order to comply with Title VI, agencies should take reasonable actions for competent language assistance. Executive Order 13166 clarifies requirements for LEP persons under Title VI. The Executive Order requires the agency to examine the services it provides and to develop and implement a system by which LEP persons can meaningfully access those services.

This plan outlines five key areas of an effective LEP strategy: Identifying LEP individuals who need language assistance, primarily through Census data; Language assistance measures, including written and oral language services, and responding to LEP persons on the telephone, in writing and in person; Training staff, including coach operators, Customer Satisfaction representatives and management employees; Providing notice to LEP persons through both oral and written communications; and monitoring and updating the LEP plan through a variety of means.

Four Factor Analysis

The U. S. Department of Transportation (USDOT) issued its Policy Guidance Concerning Recipient's Responsibilities to Limited English Proficient (LEP) Persons [Federal Register: December 14, 2005 (Volume 70, Number 239)]. This policy states that DOT recipients are required to take reasonable steps to ensure meaningful access to programs by LEP persons. This coverage extends to the recipient's entire program. There are four factors for agencies to consider when assessing language needs and determining what steps they should take to ensure access for LEP persons: 1) The number or proportion of LEP persons eligible to be served or likely to be encountered by a program, activity or service of the recipient; 2) The frequency with which LEP individuals come in contact with the program; 3) The nature and importance of the program, activity or service provided by the recipient to people's lives; and 4) The resources available to the recipient and costs. A brief description of the self-assessment undertaken in each of these areas follows.

Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered by a program, activity or service.

Based on Languages Spoken At Home for the Population 5 Years and Over (Universe: Population 5 Years and Over) from table C16001 in the American Community Survey 5-year, 2019-2023 using Census Tracts. (**Appendix A**) Stats estimated by geospatial intersection. The study determined the major language groups in Pima County/Tucson, AZ Metro Area besides English are Spanish, Indo-European, Chinese (incl. Mandarin, Cantonese) and Arabic languages and other. The numbers of LEP persons in Tucson are shown in the table below, categorized by the language they speak at home (U.S. Census Bureau, ACS 5-Year Estimate (2019-2023) [Table C1600]).

Table 1: Languages Spoken at Home for Populations - American Community Survey 5 Year Estimates (2019 - 2023) Table C1600

Languages	Speak English "very well"	Percentage of Total	Speak English less than "very well"	Percentage of Total	Total	Percentage of Total
English	356,652	100.00%	-	-	356,652	69.28%
Spanish	94,032	71.46%	37,563	28.54%	131,595	25.56%
French, Haitian, or Cajun:	1,396	76.54%	428	23.46%	1,824	0.35%
German or other West Germanic languages:	1,239	90.11%	136	9.89%	1,375	0.27%
Russian, Polish, or other Slavic languages:	1,254	61.41%	788	38.59%	2,042	0.40%
Other Indo-European languages:	3,052	79.09%	807	20.91%	3,859	0.75%
Korean	946	63.07%	554	36.93%	1,500	0.29%
Chinese (incl. Mandarin, Cantonese)	1,669	53.10%	1,474	46.90%	3,143	0.61%
Vietnamese	947	54.49%	791	45.51%	1,738	0.34%
Tagalog (incl. Filipino)	1,369	74.81%	461	25.19%	1,830	0.36%
Other Asian and Pacific Island languages	1,740	62.41%	1,048	37.59%	2,788	0.54%
Arabic	1,394	58.35%	995	41.65%	2,389	0.46%
Other and unspecified languages	2,808	68.96%	1,264	31.04%	4,072	0.79%

As can be seen from Table 1, 356,652 (69.28%) are considered LEP and respond that they speak English less than “very well”. Of those who consider themselves LEP, 94,032 are Spanish speakers. Of the Spanish-speaking LEP persons 71.46% said they spoke English very well and 28.54% said less than well. By contrast, 0.75% of the Tucson population are LEP persons that Indo European languages, and similarly 0.61% Chinese and 0.54% Pacific Island languages. Other languages spoken than those listed make up 4,072 people or 0.79%. Taken together, LEP persons that speak a language other than Spanish make up 4.76 % of the population surveyed.

Results from 2025 On-Board Survey related to language

The chart below illustrates the percentage of Spanish-speaking LEP persons, LEP persons that speak other languages, and English speakers in Tucson. Clearly Spanish speakers are the primary LEP persons likely to be encountered by Sun Tran and Sun Van.

To compare, the 2025 On Board Survey found 0.9% spoke English less than very well; 96.2% spoke English very well.

Languages spoken at home based on 2025 On-Board Survey:

Twenty-nine percent of riders speak another language at home other than English. The top three other languages spoke at home other than English include 22% Spanish, 1% Vietnamese, and 1% French.

Speak Another Language at Home	Weekday			Weekend			Overall System Totals
	Sun Link	Sun Tran	Weekday Total	Sun Link	Sun Tran	Weekend Total	
Yes	29.4%	28.6%	28.7%	20.2%	31.4%	28.8%	28.7%
No	70.6%	71.4%	71.3%	79.8%	68.6%	71.2%	71.3%

Out of all riders who speak a language other than English at home, one percent speak English less than well while 96% of riders speak English very well.

English Proficiency	Weekday			Weekend			Overall System Totals
	Sun Link	Sun Tran	Weekday Total	Sun Link	Sun Tran	Weekend Total	
Verywell	97.6%	96.3%	96.5%	99.7%	94.8%	95.9%	96.2%
Well	2.2%	2.7%	2.6%	0.3%	3.9%	3.1%	2.8%
Less than well	0.2%	1.0%	0.9%	0.0%	1.3%	1.0%	0.9%
Not at all	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Of the 10,424 surveys collected, 71% of all riders surveyed responded that they speak English at home. 22% of all the riders surveyed responded that they speak Spanish at home. 29% of riders surveyed speak another language other than English at home.

Factor 2: The frequency with which LEP individuals come in contact with the program in Tucson.

Sun Tran, Sun Link and Sun Van assess the frequency at which staff has or could possibly have contact with LEP persons. This includes examining census ACS data, surveys including the On-Board survey, phone inquiries, requests for translated documents, and staff feedback. As discussed above, U.S Census Bureau ACS data indicate that twenty- nine percent (28.54%) of the general population of Tucson who are Spanish-speaking LEP persons. Furthermore, the 2019 – 2023 U.S. Census Bureau ACS data (Table B08113) for Tucson indicates that six percent (5.51%) of those who take public transportation to work are LEP, further illustrating the importance of the service provided by Sun Tran, Sun Link and Sun Van to LEP persons. Phone inquiries and staff feedback also indicate that Spanish-speaking LEP persons have regular contact with the service. As a public transportation provider, it is necessary to recognize this substantial segment of the general population.

Factor 3: The nature and importance of the program, activity, or service provided by the program to people’s lives.

Public transportation is vital to many people’s lives. According to the USDOT’s Policy Guidance Concerning Recipient’s Responsibilities to Limited English Proficient (LEP) Persons, “Providing public transportation access to LEP persons is crucial. An LEP person’s inability to utilize effectively public transportation may adversely affect his or her ability to obtain health care, or education, or access to employment.”

Factor 4: The resources available to the recipient for LEP outreach, as well as the costs associated with that outreach.

Sun Tran, Sun Link and Sun Van assessed their available resources that could be used to provide language assistance. This included identifying bilingual staff, utilizing an existing contract for professional translation services, determining which documents should be translated, and deciding what level of staff training is needed.

After analyzing, the four-factor outlined in USDOT policy guidelines, Sun Tran, Sun Van, and Sun Link developed the following plan for providing language assistance to LEP persons.

Components of the Plan

There are five areas that comprise Sun Tran, Sun Van, and Sun Link's Language Assistance Plan(LAP):

1. Identifying LEP individuals who need language assistance
2. Language assistance measures
3. Training staff
4. Providing notice to LEP persons
5. Monitoring and updating the LAP

1. Identifying LEP individuals who need language assistance

As stated above, U.S. Census Bureau, the 2025 On-Board Survey and 2019-2023 American Community Survey 5 Year Estimate data show that Spanish-speaking LEP persons are the primary group requiring language assistance. This information can also be used to identify concentrations of LEP persons within the service area. Identifying concentrations of LEP persons helps to ensure that they receive the necessary language assistance measures.

There are also several measures that can be taken to identify individual persons who may need language assistance:

- When open houses or public meetings are held, set up a sign-in table, and have a staff member greet and briefly speak to each attendee, in order to informally gauge his/her ability to speak and understand English.
- Have the Translation Assistance cards available at various events. While staff may not be able to provide translation assistance at the time, the cards are an excellent tool to identify language needs for future events/meetings and how to contact Customer Satisfaction to receive translation services via phone.
- Post a notice of available language assistance at open houses/public meetings to encourage LEP persons to self-identify.

2. Language assistance measures

There are several language assistance measures available to LEP persons, including both oral and written language services. There are also various ways in which Sun Tran, Sun Link and Sun Van staff respond to LEP persons, whether in person, by telephone or in writing.

Spanish speaking callers are directed to a bilingual Customer Satisfaction Representative. They ensure that compliments/requests/complaints from LEP persons that could be considered national origin discrimination are forwarded to the Title VI Coordinator Davita Mueller.

Oral

Bilingual Customer Satisfaction Representatives and Marketing Department staffs are available upon call in to the Sun Tran Customer Satisfaction Center at (520)792-9222 and are available during every shift. Bilingual Customer Satisfaction Representatives are also located at the Laos Transit Center and Ronstadt Transit Center Monday-Friday 8:00 a.m. to 5:00 p.m. PST. Sun Tran offers Telecommunications Device for the Deaf (TDD) number for LEP persons who need to reach the Customer Satisfaction Department by calling (520) 628-1565.

Bilingual staff including Marketing is available for a variety of presentations and events, and as a rule, Spanish-speaking staff should be on hand at public meetings or open houses intended for gathering public input. There are many bilingual transit vehicle operators as well. Spanish-language advertising is also used to promote new and improved bus services. There are (3) three language assistance bus posters located on the Sun Tran fleet with information on languages offered and to call Customer Satisfaction at Sun Tran (520)792-9222 x03) to access the Translation Assistance service number. When requested, an American Sign Language (ASL) Interpreter can be made available for online or in person events.

For riders calling Sun Van, Reservations can be reached at (520) 791-1000 x 11. Those calling this number will need to state their language of choice in English and will be transferred to the contracted vendor United Language Group for a translator in that language. When callers are Spanish speaking callers are directed to a bilingual Reservationist. Any written correspondence in Spanish is translated by an Operations supervisor or the System Administrator and given to the appropriate manager/supervisor; their response is then translated into Spanish.

Sun Tran Bus Operators, Sun Van Operators, Sun Link Operators (when not in the Operators Cab) as well as American Guard Services are the most direct point of contact for LEP persons and have several methods to respond to an LEP individual. However, if the Operator or Guard are not bilingual, they are instructed to ask for assistance from a bilingual passenger. In the few cases where there is no one on the transit vehicle who can offer language assistance, the staff contacts dispatch, and a bilingual supervisor will communicate by radio, phone or in person to assist. Staff can direct LEP persons to any one of the three posters (see Appendices C, D & E) on the Sun Tran buses so they can call Customer Satisfaction, or they can hand them a Language Assistance business card (see Appendices F).

Written

In addition to these oral language services, there are three primary ways that Sun Tran, Sun Link and Sun Van provides written translation. Bilingual Customer Satisfaction Representatives respond to correspondence in Spanish. Bilingual Marketing Department staff members translate brochures, flyers, and posters into Spanish. Translation of more complex and lengthy information is contracted out to a professional translator and utilizing a current contract for a translation service with the selected vendor.

Several written language services are available. Documents that are determined to be vital are

translated into Spanish. When requested, documents such as the Ride Guide can be printed in Braille utilizing a current contract for a Braille service. Any of the transit materials can be printed in large print format via request to Customer Satisfaction. Vital documents are defined as those documents without which a person would be unable to access services.

The following are some examples of the written communications that are printed in both Spanish and English for Sun Tran, Sun Van and Sun Link:

- Transit Schedule booklets and brochures including but not limited to The Ride Guide
- Temporary signs at bus stops and transit centers, streetcar platforms for detours or route changes
- Strip cards containing information about route changes, detours, rider alerts or upcoming Public Input meetings
- ADA Paratransit Eligibility application
- Streetcar Destinations and How to Ride Sun Link Streetcar
- Interior bus posters and stickers displaying safety or system information
- Accessible Bus Service, Ready Set Ride, and Your Route to Independence brochures
- All rider survey's including the Onboard survey
- Streetcar Destinations Guide & How to Ride
- How to Ride Sun Van
- Discrimination Complaint Form (see Appendices G & H)
- Language Assistance posters

The following are some examples of the written communications that can be printed in Braille or large print format:

- The Ride Guide can be printed into Braille (there is a 20-business day wait for the material)
- Large print format: Any transit printed material

Technology

When public instructional videos are created that cover topics considered vital, Sun Tran, Sun Link and Sun Van will produce them in English and Spanish, these instructional videos can be found at suntran.com or on the Sun Tran YouTube Social media channel at SunTran Tucson. Sun Tran, Sun Link and Sun Van websites have been consolidated into one transit website located at Suntran.com and is available in multiple languages translated by Google. The TRANSLATE button is located at the top right of the page to select the language you desire.

Sun Tran, Sun Link and Sun Van Transit Employee Training

There are four primary groups of staff members who are critical to the LEP plan: Vehicle operators, Security staff Customer Satisfaction Representatives, department directors and Marketing staff. Coach operators have the most frequent contact with LEP persons, through daily interaction with passengers. Customer Satisfaction Representatives also have frequent contact with LEP persons, either in-person or by telephone. These two groups are most likely to encounter LEP persons and thus provide language assistance. LEP training for both of these groups occurs during their initial departmental training.

It is important that staff members, especially those having contact with the public, know their obligation to provide meaningful access to information and services for LEP persons. Even staff members who do not interact regularly with LEP persons should be aware of and understand the LEP plan. Properly training staff is a key element in the effective implementation of the LEP plan.

Instructional videos in English & Spanish for employees are located (but limited to) the password protected Driver Connection page on the website, classroom training, safety meetings and monitors located in the Driver lounges at each site as well as the Operators Information Guide.

Training topics for these groups include:

- Understanding the Title VI LEP responsibilities
- What language assistance services Sun Tran, Sun Link and Sun Van offer
- Specific procedures to be followed when encountering an LEP person

Department directors, including the General Manager and Assistant General Managers, are also crucial in implementing LEP policy. Copies of the LEP plan are distributed to all department directors, the General Manager, and the Assistant General Managers, and it is their responsibility to disseminate LEP plan information to appropriate administrative staff. Department directors should ensure their staff understand Title VI responsibilities.

The Marketing department staff are another key element in the implementation of the LEP plan. They produce nearly all written forms of communication to the customer base and community and are instrumental in ensuring that the LEP plan is followed. Copies of the LEP plan are distributed to all Marketing staff to ensure that written communications adhere to the LEP plan guidelines.

Providing notice to LEP persons

There are several ways that Sun Tran and Sun Van provide notice to LEP persons that language assistance measures are available, through both oral and written communications:

- Both the Sun Tran Customer Satisfaction Center and the Sun Van Reservation line use an automated greeting in both Spanish and English, directing callers to select which language they prefer
- The Ride Guide cover provides the title and dates in both Spanish and English, indicating that the publication is accessible to Spanish speakers
- Other documents, including public meeting notices and open house announcements should include a tagline affirming that Sun Tran, Sun Link or Sun Van will make reasonable accommodations to translate any materials into Spanish, or to provide an interpreter
- A statement on suntran.com website indicating that language assistance is available

Monitoring and updating the LEP plan

This plan is designed to be flexible and should be viewed as a work in progress. As such, it is important to consider whether new documents and services need to be made accessible for LEP persons, and also to monitor changes in demographics and types of services, and to update the LEP plan when appropriate. At a minimum, Sun Tran, Sun Link and Sun Van will follow the Title VI Program update schedule for the LEP plan.

Each update should take the following into account:

- How many LEP persons were encountered?
- Is the existing language assistance meeting the needs of LEP persons?
- What is the current LEP population in Tucson?
- Has there been a change in the types of languages where services are needed?
- Have available resources, such as technology, staff and finances changed?
- Were any complaints received?
- Do staff members understand the LEP plan policies and procedures?

There are several methods that can be used to assist in answering these questions. One method is to review customer comments and complaints to determine if services are accessible to Spanish speakers. Feedback from the LEP community will be sought through community outreach events and presentations to determine the effectiveness of the plan in reaching LEP persons. Special consideration will be given to the LEP plan when service enhancements funded through the Regional Transportation Authority (RTA) are implemented, to ensure that LEP persons are aware of these services. Census data will also be reviewed as it becomes available to determine changes in the LEP population.

Future considerations for the LEP plan include:

- Providing all or part of the Sun Tran app in Spanish
- Translating other brochures (Bike and Ride) into Spanish
- Updated Accessibility brochure
- Updated Translation Assistance business cards
- Providing group travel training to LEP persons by working with bilingual staff

Dissemination of the Limited English Proficiency Plan

The LEP Plan is located at suntran.com click on About then click on Reports. Copies of the plan can be provided to any person or agency or LEP persons upon request at info@suntran.com. Any questions or comments regarding the Limited English Proficiency Plan can be directed to either of the following:

Luz Navarrete
Sun Tran, Sun Link and Sun Van
Community Outreach Manager
3920 N. Sun Tran Blvd.
Tucson, AZ 85705
luz.navarrete@tucsonaz.gov
Phone: 520.206.8881
Fax: 520.791.2285

Cindy Glysson
Sun Tran, Sun Link and Sun Van
Marketing & Communications Director
3920 N. Sun Tran Blvd.
Tucson, AZ 85705
cindy.glysson@tucsonaz.gov
Phone: 520.206.8858
Fax: 520.791.2285

Minority Representation on Planning and Advisory Bodies

(CHAPTER III-9, Number 10)

- A table depicting the membership of non-elected committees and councils, the membership of which is selected by the recipient, broken down by race, and a description of the process the agency uses to encourage the participation of minorities on such committees

As part of its Title VI Program submission to the FTA, the City of Tucson must provide a table depicting the racial breakdown of the membership of any transit-related, non-elected planning boards, advisory councils, or committees for which the City of Tucson selects the membership. The City of Tucson has one (1) transit-related, non-elected citizen task force for which it selects the full membership: the Transit Task Force (TTF). The table on the following page depicts the current composition all boards, committees, commissions, and task forces.

In accordance with Resolution 15881 adopted by the City of Tucson's Mayor and Council, it is the policy of the City of Tucson that all appointments to City Boards, Committees, Commissions, Task Forces, and other such appointed bodies, be gender-balanced and reflect the ethnic and racial compositions of the City. Therefore, all interested individuals are encouraged to apply. To obtain this information, the City Clerk's Office requests that each member complete a race/ethnicity category card.

The recruitment for City Boards, Committees, Commissions, Task Forces, and other such appointed bodies, including the TTF, includes:

- Vacancy listing, task force description, functions, and application are made available online through the City Clerk's Office.
- Placement of recruitment information is on the City's "NewsNet," which is distributed internally to all City employees and externally to members of the public and the media.
- General information is provided to service agencies, organizations, and neighborhood associations. Individuals, seniors, people with disabilities, and individuals of all races are encouraged to apply.
- Contacts are utilized from current committee members, as well as the City's Commission on Disability Issues and Human Relations Commission, to identify individuals interested in serving.
- Mayor and Council are provided a gender and racial/ethnicity report to assist and encourage appointments within these categories.
- Accommodations are made for members who are disabled or need interpreter services.



**City of Tucson
 Boards, Committees, and Commissions
 Gender and Racial/Ethnicity
 Monthly Report**

The Mayor and Council of the City of Tucson has directed the City Clerk to record the gender, racial and ethnic categories of those serving on all Boards, Committees, Commissions, task forces and other appointive bodies established by the Mayor and Council. Their goal is to have that membership (taken as a whole) be gender balanced and numerically reflect the ethnic and racial compositions of the City as determined by the current U.S. Census.

Date: June 2025

Total Members 428 **Total Boards** 57

Ethnic and Racial Data:	Composition of Tucson as determined by the 2000 U.S. census	Composition of Boards, Committees, and Commissions	
		This Month	Last Month
American Indian/Alaskan Native	2%	0%	0%
Asian/Pacific Islander	3%	2%	2%
Black	4%	3%	3%
Hispanic	36%	13%	13%
White	54%	49%	49%
Other	1%	2%	2%
Unknown		30%	30%
Gender Data:			
Female	51%	50%	49%
Male	49%	50%	51%
Unknown		0%	0%

Due to rounding, numbers may not add up to 100%
 Prepared by the City Clerk

*Report includes all boards, commissions, committees, and task forces members

Providing Assistance to Subrecipients

(CHAPTER III-10, Number 11)

Pima Association of Governments (PAG), as a Metropolitan Planning Organization (MPO), as a direct recipient of Federal funding completes its own Title VI program, which is available upon request and/or via the PAG website at

<https://pagregion.com/wp-content/docs/pag/2023/11/2023-PAG-Title-VI-Plan-FINAL.pdf>

The Town of Oro Valley receives federal funding via a pass-through agreement with the City of Tucson. Their Title VI Program is available upon request and/or via their website at:

<https://www.orovalleyaz.gov/files/assets/public/v/1/documents/public-works/transit-services/policies-and-ada/title-vi-plan-5310-5307-4.26.pdf>

Monitoring Subrecipients

(CHAPTER III-10, Number 12)

- Primary recipients shall include a description of how the agency monitors its subrecipients for compliance with Title VI, and a schedule of subrecipient Title VI Program submissions

Pima Association of Governments/Regional Transportation Authority of Pima County (PAG/RTA) and the Town of Oro Valley are subrecipients of the City of Tucson pursuant to FTA's 5307 – Urbanized Area Formula Program. Additionally, these two organizations are also subrecipients of the Arizona Department of Transportation (ADOT) pursuant to FTA's 5310 – Enhanced Mobility of Seniors and Individuals with Disabilities Program.

A copy of the PAG/RTA and the Town of Oro Valley's Title VI Program for ADOT, as subrecipients of the State, are available online by following the links below. The City of Tucson and ADOT have reviewed both Title VI Plans.

PAG/RTA:

<https://pagregion.com/wp-content/docs/pag/2023/11/2023-PAG-Title-VI-Plan-FINAL.pdf>

Town of Oro Valley:

<https://www.orovalleyaz.gov/files/assets/public/documents/public-works/transit-services/policies-and-ada/title-vi-plan-5310-5307.pdf>

The City of Tucson engages Intergovernmental Agreements (IGAs) with PAG/RTA and the Town of Oro Valley to solidify the compliance requirements of all aspects of FTA regulations. The IGAs, which are used to pass-through FTA funds to subrecipients, mandate that the subrecipients comply with the FTA's Master Agreement. By entering into the IGA, the subrecipients provide assurances to comply with all Title VI requirements. The IGAs also establish specific obligations for the establishment of a Language Assistance Plan for individuals with limited English

proficiency (LEP) and compliance with FTA Circular 4702.1B.

The City of Tucson assists subrecipients in complying with the general reporting requirements stipulated in FTA Circular 4702.1B, by providing:

- Copies of the City of Tucson's notice to beneficiaries, fare change policy, major service change policy, disparate impact, and disproportionate burden thresholds, complaint procedures, complaint forms, public participation plan, and language assistance plan.
- Demographic information on the race and English proficiency of the residents of the subrecipient's service area; and,
- Any other relevant data that may assist the subrecipient in complying with Title VI requirements.

To ensure that the City of Tucson's subrecipients are in compliance with Title VI requirements, the City of Tucson will undertake any or all of the following monitoring activities, based on circumstances and as required:

- Conduct an initial meeting with the subrecipient to review requirements stipulated in FTA Circular 4702.1B.
- Provide an overview of the City of Tucson's Title VI Program documents, including required notices, procedures, and any additional information that may be relevant to the subrecipient.
- Review the subrecipient's required documents, notices, and other information for compliance with FTA Circular 4702.1B.
- Work with subrecipient's staff to draft and execute IGA.
- Conduct regular meetings, check-ins by email or phone, and site visits, as necessary, and as required to ensure continued compliance with FTA Circular 4702.1B and the IGA.
- Establish a timeframe for collecting and reviewing the subrecipient's Title VI Program and maintain a copy in electronic storage.
- As needed, perform an on-site compliance review. The results of a compliance review will be documented in writing and will include specific findings regarding compliance and recommendations for corrective actions if deficiencies are found. If it is determined that the matter cannot be resolved voluntarily, by informal means, action will be taken to effectuate compliance.
- Forward subrecipient Title VI information to the FTA, if requested: and
- In response to a complaint of discrimination, or as otherwise deemed necessary by the City of Tucson, request that the subrecipient verify that their level and quality of service is provided on an equitable basis.

Determination of Site or Location of Facilities

(CHAPTER III-11, Number 13)

A Title VI equity analysis if the recipient has constructed a facility, such as a vehicle storage facility, maintenance facility, operation center, etc.

The City of Tucson Department of Transportation currently has no plans to construct any new facilities, including vehicle storage facility, maintenance facility, operation center, etc.

Requirement to Provide Additional Information upon Request

(CHAPTER III-12, Number 14)

The City of Tucson, via Sun Tran, Sun Van, and Sun Link, will meet this requirement.

Requirement to Set System-Wide Service Standard and Policies

(CHAPTER IV-4, Number 4)

Overall Fixed Route Design

FTA requires all fixed route transit providers of public transportation to develop system wide service policies to ensure service design and operations practices do not result in discrimination based on race, color, or national origin in addition to quantitative standards for the following indicators.

a) Service Standards

□ Service standards

Individual public transportation providers will set the quantitative service standards; therefore, these standards will apply to each individual agency rather than across the entire transit industry. Additionally, where the service standards for Sun Tran (Fixed Route Bus) and Sun Link (streetcar) differ, both will be included. The standards required under the FTA Circular 4702.1B are listed below.

- Vehicle load for each mode: Generally expressed as the ratio of passengers to the number of seats on a vehicle, relative to the vehicle's maximum load point; for example, on a 40-seat bus, a vehicle load of 1.3 means all seats are filled and there are approximately 12 standees. Transit providers that operate multiple modes of transit must describe the specific vehicle loads for peak and off-peak times for each mode of fixed route transit service.
- Vehicle headways for each mode: The amount of time between two (2) vehicles traveling in the same direction on a given line or combination of lines
- On-time performance for each mode: A measure of runs completed as scheduled.
- Service availability for each mode: A general measure of the distribution of routes within an agency's service area

Vehicle load for each mode

1. Sun Tran defines maximum bus capacity as all available seats plus an average of seventeen (17) standing passengers. With a fleet average of 33 seats per vehicle, the vehicle load for Sun Tran is 1.50.

The table below illustrates the average standing passengers per bus type.

Table 2: Fleet Composition as of March 30, 2025

Total in Fleet	Vehicle Type		Average Passenger Capacities			Maximum Load Factor
			Seated	Standing	Total	
2	2600 Series	GILLIG LOW FLOOR BIODIESEL	34	17	68	1.50
4	2900 Series	GILLIG LOW FLOOR BIODIESEL	32	16	128	1.50
49	3100 Series	GILLIG LOW FLOOR BIO UREA	34	17	1,666	1.50
45	3200 Series	GILLIG LOW FLOOR CNG	34	17	1,530	1.50
23	3300 Series	GILLIG LOW FLOOR CNG	31	16	713	1.50
20	3400 Series	GILLIG LOW FLOOR CNG	31	16	620	1.50
18	3500 Series	GILLIG LOW FLOOR CNG	34	17	612	1.50
20	3600 Series	GILLIG LOW FLOOR CNG	34	17	680	1.50
10	4000 Series	GILLIG LOW FLOOR BIODIESEL/HYBRID	34	17	340	1.50
5	4000 Series	GILLIG LOW FLOOR ELECTRIC	34	17	170	1.50
196		Average:	33	17	502	1.50

2. Sun Link defines streetcar capacity as all available seats plus a maximum of one hundred twenty-seven (127) standing passengers. With a fleet average of 29 seats per vehicle, the vehicle maximum load factor for Sun Link is 5.38.

The table below illustrates the average standing passengers per fleet.

Total in Fleet	Car Numbers	Vehicle Type	Average Passenger Capacities			Maximum Load Factor
			Seated	Standing	Total	
8	101 – 108	United Streetcar- 70% Low Floor Streetcar- USC Series 200	29	127	156	5.38

Vehicle headway each mode

1. Sun Tran policy calls for weekday peak and midday frequencies to be no more than thirty (30) minutes, including route segments (legs), and weekend frequency no greater than sixty (60) minutes. Evening/night frequency is no more than sixty (60) minutes.

Policy headways and periods of operation:

Route Abbr.	Weekday Frequency ¹				Saturday Frequency	Sunday Frequency
	Peak AM (6:00 - 9:00)	Off-Peak	Peak PM (2:00 - 6:00)	Evening / Night		
Regular Routes						
1	30	30	30	60	60	60
2	30	30	30	60	60	60
3	30	30	30	60	60	60
4	15(30)	15(30)	15(30)	30(60)	30(60)	30(60)
5	30	30	30	30-60	60	60
6	20	20	20	30-60	30	60
7	20	20	20	30-60	60	60
8	15(30)	15(30)	15(30)	30	15(30)	20-30(40)
9	20	20	20	30-60	60	60
10	30	30	30	60	60	60
11	15(30)	15(30)	15(30)	30(60)	30(60)	30(60)
12	30	30	30	30-60	60	60
15	30	30	30	30-60	60	60
16	15-30	15	15	30	15-30	20-30
17	30	30	30	60	60	60
19	30	30	30	30-60	30-60	60
21	30	30	30	30-60	30-60	30-60
22	30(40)	30(40)	30(40)	30(40)	60	60
23	30	30	30	30-60	60	60
25	30	30	30	30-60	30	60
26	30	30	30	30-60	60	60
27	30	30	30	30-60	60	60
29	20	20	20	20-60	60	60
34	20	20	20	60	60	60
37	30	30	30	30	60	60
61	30	30	30	30	60	60
62	30	30	30	60	60	60

¹ Parenthesis indicates the frequency of the routes segments also known as legs.

Express Routes					
Route Abbr.	Weekday Frequency			Saturday Frequency	Sunday Frequency
	Peak am	Off Peak	Peak pm	N/A	N/A
101X	2 am trips		2 pm trips		
102X	1 am trip		1 pm trip		
103X	1 am trip		1 pm trip		
104X	1 am trip		1 pm trip		
105X	1 am trip		1 pm trip		
107X	2 am trip		2 pm trip		
108X	1 am trip		1 pm trip		
109X	1 am trip		1 pm trip		
110X	2 am trips		2 pm trips		
203X	2 am trips		2 pm trips		
204X	3 am trips		3 pm trips		

2. Sun Link policy calls for the following:
 - a. Weekday:
 - i. Peak frequency to be an average of 10 min
 - ii. Off peak frequency to be 15 min
 - b. Saturday:
 - i. Peak frequency to be an average of 15 min
 - ii. Off peak frequency to be 30 min
 - c. Sunday:
 - i. Peak frequency to be an average of 20 min
 - ii. Off peak frequency to be 30 min

Sun Link Policy headways and periods of operation:

Weekday/ Entre Semana			Weekend/ Fin de Semana		
	Monday - Thursday <i>Lunes - Jueves</i>	Friday <i>Viernes</i>		Saturday/ Sabado	Sunday/ Domingo
7 AM - 9 AM	Every 15 Minutes/ Cada 15 Minutos		8 AM - 10 AM	Every 30 Minutes/ Cada 30 Minutos	
9 AM - 6 PM	Every 10 Minutes/ Cada 10 Minutos		10 AM - 6 PM	15 Min./ 15 Minutos	20 Min./ 20 Minutos
6 PM - 10 PM	Every 15 Minutes/ Cada 15 Minutos		6 PM - 8 PM	15 Min./ 15 Minutos	30 Min./ 30 Minutos
10 PM - 12 AM	No Service/ Sin Servicio	15 Min./ 15 Minutos	8 PM - 12 AM	15 Min./ 15 Minutos	No Service/ Sin Servicio

Image 1: Sun Link's Summer Schedule (May – August)

Weekday Service / Servicio Entre Semana			Weekend Service / Servicio en Fin de Semana		
	Monday–Wednesday <i>Lunes–Miercoles</i>	Thursday–Friday <i>Jueves–Viernes</i>		Saturday/Sabado	Sunday/Domingo
7 AM - 9 AM	Every 15 Minutes/Cada 15 Minutos		8 AM - 10 AM	Every 30 Minutes/Cada 30 Minutos	
9 AM - 6 PM	Every 10 Minutes/Cada 10 Minutos		10 AM - 6 PM	15 Min.	20 Min.
6 PM - 10 PM	Every 15 Minutes/Cada 15 Minutos		6 PM - 8 PM	15 Min.	30 Min.
10 PM - 12 AM*	No Service/Sin Servicio	15 Min.	8 PM - 12 AM*	15 Min.	No Service/Sin Servicio
12 AM - 2 AM*	No Service/Sin Servicio	30 Min.	12 AM - 2 AM*	30 Min.	No Service/Sin Servicio

Image 2: Sun Link's Winter Schedule (August – May)

On time performance for each mode

1. Sun Tran revenue service vehicles may arrive up to 5 minutes earlier than the scheduled time point or arrive less than five minutes later than the scheduled time point and be considered on-time. If a Sun Tran revenue service vehicle arrives before the associated time point, as included in the Sun Tran route schedule, it shall not leave before the associated time point and still be considered on-time. The City of Tucson and Sun Tran's on-time performance objective (FY 2025 goal) is 92 percent (92%) or greater. Buses operating early should not exceed one percent (1%) nor should late buses exceed seven percent (7%). The City of Tucson continuously monitors on time performance and system results covering all aspects of operations. During Fiscal Year 2025 on-time performance was 88%, including construction delays.
2. Sun Link vehicles uses a headway-based service delivery. Headways (the spacing between vehicles) are monitored, and on-time performance is calculated based on trips completed and if regularly scheduled streetcars arrive at their last station stop less than six minutes behind schedule. During Fiscal Year 2025 on-time performance was 88%.

Service availability for each mode

Bus Stops: City of Tucson, 2021 Street Design Guide², Section 3-19 details guidance on the placement, design, and use of the different types of transit stops.

“The Tucson Department of Transportation and Mobility is responsible for the installation and maintenance of all Sun Tran and Sun Link transit stops within the Tucson city limits, and contracts with private entities to have stops maintained in exchanged for advertising rights” – 2021 Street Design Guide

In order to provide convenient access to public transit, bus stops should be placed every one-quarter ($\frac{1}{4}$) mile on major roadway projects located along existing local transit routes, and every one-half ($\frac{1}{2}$) mile to one mile along express or limited routes. Express routes typically need stops only within the first mile of the route origin (e.g., park-and-ride) and the last mile of the final destination (e.g., downtown or University of Arizona area). Additional stops may be considered to serve major trip generators such as college campuses, high schools, shopping centers, and hospitals. Unless otherwise warranted by overriding safety concerns or passenger convenience issues, bus stops should be located on the far side of the intersection. During project prioritization processes, reviews of the Title VI maps for minority and low-income populations are reviewed regularly to ensure equity in the distribution of transit amenities.

Streetcar Stops: City of Tucson, Department of Transportation determines the location of all streetcar stops as part of the design process of any new rail segments. Each stop location is based on factors related to safety of access and adjacent land-uses.

² https://www.tucsonaz.gov/files/sharedassets/public/v/1/transportation-and-mobility/documents/tucson_street_design_guide_approved.pdf

b) Service Policy

□ Service policies

Bus Stops and Amenities

In accordance with City of Tucson, 2021 Street Design Guide (**Appendix C**; Section 3-19):

Bus stops are usually placed every quarter mile (1/4) along local fixed routes, and every half (1/2) mile to one (1) mile along express or limited routes. Additional stops may be considered to service major trip generators such as college campuses, high schools, shopping centers, and hospitals. Bus stops should be located on the far side of major intersections, putting the crosswalk behind the bus which improves pedestrian visibility and safety. Stops located on the near side of signalized intersections are acceptable where the near side stop is closer to major destinations.

Shelters should be installed at bus stops with 50 or more boardings per day, as part of corridor improvement projects and with the construction of bus pullouts. Shelters may also be installed upon public request based on a Transportation Department review of stop characteristics and available funding.

At a minimum, garbage receptacles should be provided near bus shelters. A maintenance plan or agreement must address regular emptying of the receptacles and other bus stop cleaning needs.

Whenever possible, trees and landscaping should be incorporated into shelter sites to enhance the passenger experience and provide additional shade.

During project prioritization processes for transit shelters or other amenities, the Title VI maps for minority and low-income populations are reviewed regularly to ensure equity in the distribution of transit amenities.

Streetcar Stops: City of Tucson, Department of Transportation determines the amenities based on location of streetcar stops during the design process of any new rail segments.

Vehicle Assignment for each mode

1. Sun Tran vehicles are assigned to one of two storage and maintenance facilities (i.e. Northwest Yard and South Yard) based upon fuel usage type and need. Weekday and Saturday service operates from two (2) facilities to achieve system cost efficiency. Sunday service operates only from the Northwest facility. Buses are spread evenly throughout the transit system so that the average age of buses assigned to each route approximates the average age of the available bus fleet. All buses are equipped equally with air conditioning and automated stop announcement systems and ramps for persons with disabilities.

Vehicles individually are assigned based upon the length (time) of the route block and availability at each facility.

2. Sun Link vehicles are assigned to unique storage and maintenance facility. All streetcars are equipped equally with air conditioning and automated stop announcement systems, and ramps for persons with disabilities. Vehicles are assigned individually based upon the length (time) of the route block and availability. All vehicles are the same age.

Service Development and Expansion Policy of Frequent Transit Network (FTN), and On-Going Evaluation

Service development (Sun Tran and Sun Link) involves the consideration of a number of factors including ridership productivity, transit/pedestrian friendly streets, density of transit dependent population and activities, relationship to the Regional Transportation Authority's transportation plan, relationship to major transportation developments, land use connectivity, and transportation demand management.

The City of Tucson in collaboration with the City of Tucson's Transit Task Force evaluated and determined policy parameters of a Frequent Transit Network (FTN). These policies define performance metrics and criteria for routes to be included or removed from the FTN.

During project prioritization processes, the Title VI maps for minority and low-income populations are reviewed to ensure equity in the distribution for transit expansion. Additionally, service equity analyses are completed if the changes result in a Major Service Change.

Requirement to Collect and Report Demographic Data

(CHAPTER IV-7, Number 5)

□ Demographic and service profile maps and charts

Demographic and service profile maps and charts

The maps of the Sun Tran service area encompass the Sun Link service area. The service area maps include regular fixed bus routes, express fixed bus routes, and the streetcar. In addition, the service area reflects most of the Sun Van complementary ADA paratransit service area. The U.S. Census data used Pima County. The Pima County population and income data was identical to the Tucson Metropolitan Statistical Area.

- The *Amenities – Bus Shelter Amenity* map identifies routes, transit stops and stations, maintenance and garage, and administrative buildings, as well as major activity centers, and major streets and highways. The minority populations are identified by U.S. Census tracts using the American Community Survey (ACS) 5-year estimates data for 2019-2023.
- The *Minority Populations* in Sun Tran Service Area identifies the minority populations by U.S. Census tracts using the ACS 5-year estimate data for 2019 – 2023 and hatching those census areas that were greater than the Pima County averages for the identified populations. Areas equal to or less than the Pima County averages were not symbolized.
- The minority route designations were determined from the 2025 City of Tucson On-Board Survey responses. The system averages for each identified minority population were calculated and used as the threshold in determining minority routes. If any of the identified minority populations was greater than the system average, the route was designated a minority route.
- The *Low-Income Population* map identifies low-income households below the poverty level, using the U.S. Census tracts ACS 5-year estimates data for 2019–2023. Pima County Average is 14.4%. The median family income for Pima County is \$69,929. Sun Tran Special Services Office qualifies economy fare low-income users based on information from the Arizona Department of Economic Security, Social Security, or the U.S. Department of Labor Lower Living Standard Income Level (LLLSIL) table based on family size and income.

□ **Demographic ridership and travel patterns, collected by surveys**

Demographic ridership and travel patterns, collected by surveys

The 2025 City of Tucson On Board Transit Survey Report (Appendix B) was completed by ETC Institute for the City of Tucson/RTA, May 2025. Passengers were interviewed on-board Sun Tran, Sun Link, and the regional Sun Shuttle service. The survey was designed as a face-to-face interview using tablet PCs and if needed, printed surveys. Thirty-three (33) unique questions were asked of each passenger interviewed. The on-screen mapping feature allowed for real-time geocoding and addressing for origin and destination questions as well as helping determine ridership travel patterns. The tablet PC format allowed the surveyor to permit the riders to select answers independently for sensitive demographic questions. For additional details, please see the 2025 City of Tucson On-Board Transit Survey Report.

The survey contractor collected over 10,424 interviews with 8,570 for Sun Tran, including Express Routes, and 1,840 for Sun Link, and 14 for Sun On Demand. Sun Van, paratransit services, was not included in this survey. Based on the total surveys collected, Forty-four percent (44.6%) of riders' origin place type was "Home" and thirty-nine percent (39.0%) of riders' destination place type was "Home," with "Workplace" being only eleven percent (10.5%) of origins and eleven percent (11.8%) of destinations. Seven percent (6.7%) of riders came from school (K-12 and college), and eight percent (8.2%) were going to school (K-12 and college). With the Sun Link going through the University of Arizona campus, it has the highest amount of "College" trips made with twenty-one percent (21.6%) of trips originating from a college and twenty-one percent (21.8%) of trips having a destination at a college. Most passengers walk to their first stop from their origin location (94.2%), and to their destination from their final stop (94.7%). Not only do most passengers walk to and from their first and last boarding and alighting locations, but over half of all passengers interviewed (70.8%) take only one vehicle on their one-way-trip without having to use transfers. Most passengers ride everyday (50.8%), have been riding transit more than 10 years (30.3%), use additional tools to plan their trips (54.4%), and believe adding more weekend service is the most important transit enhancement (52.4%)

Passengers' individual demographic responses show that most riders; do possess a valid driver's license (52.6%), do not have any disabilities limiting their mobility (88.6%), are between 25-34 years of age (21.0%), identify as non- Hispanic White/Caucasian (40%), and male (62.3%). Most riders are also employed (53.3%) and are not a student (75.5%) at the time of survey collection. Regarding passengers' households, fifty-nine percent (59.4%) of passengers do not have any vehicles available to their household. Seventy-six (76.4%) percent live in households with three or less people, thirty-seven percent (37.4%) at least have one employed household members, and fifty-nine percent live in households that make less than \$24,999 annually. For additional details, please see the 2025 City of Tucson On-Board Transit Survey Report available at suntran.com.

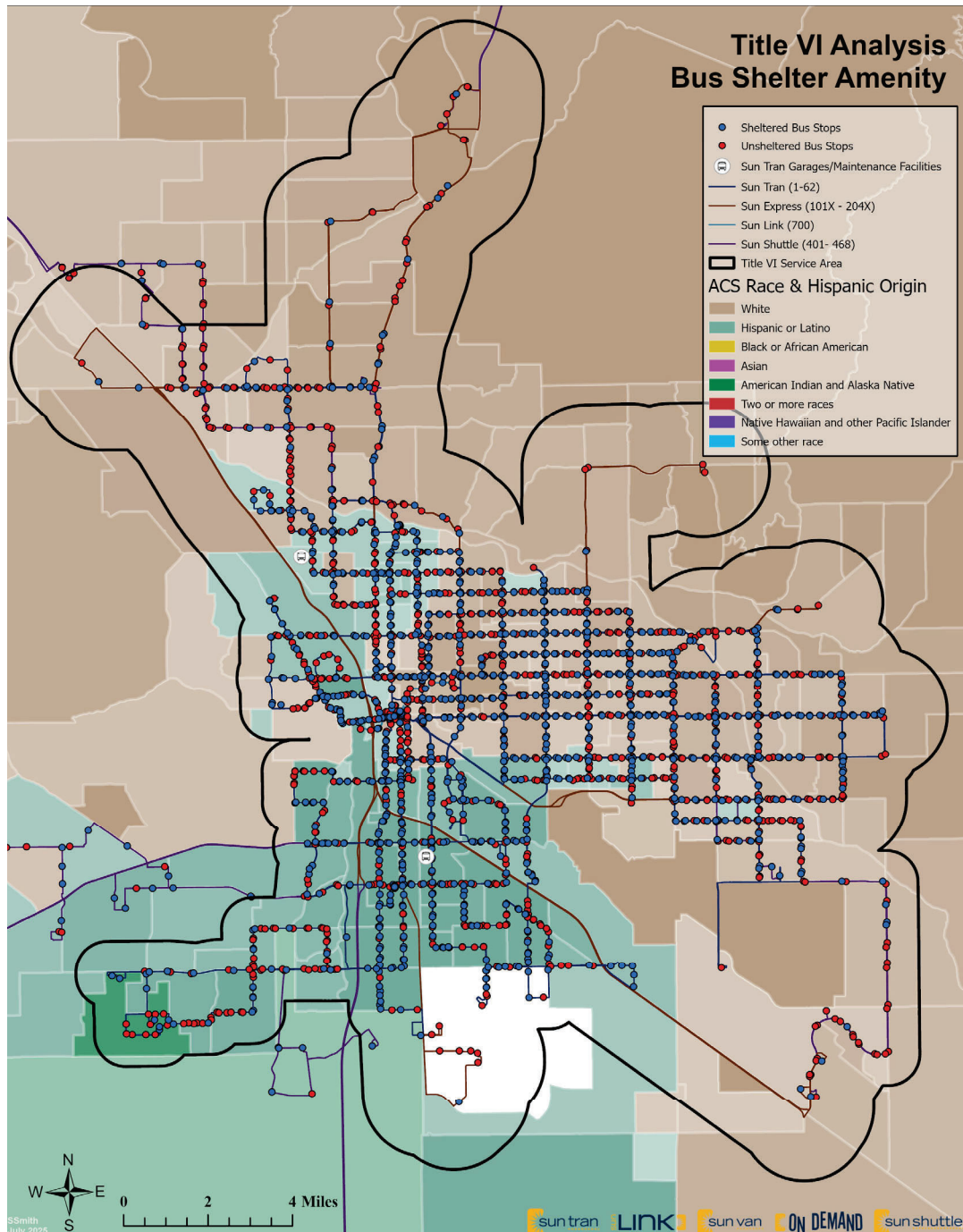
Table 3: Percentage Minority greater than System Average by Route

Routes	American Indian/Alaskan Native	Asian	Black/African American	Native Hawaiian/Pacific Islander	Hispanic	Minority Route
Sun Tran System Average	9.03%	4.61%	12.75%	0.80%	36.50%	-
1	9.19%	4.24%	13.78%	1.77%	33.57%	Yes
2	14.92%	1.66%	14.92%	1.66%	53.04%	Yes
3	6.02%	4.01%	15.76%	0.86%	34.10%	Yes
4	6.69%	1.98%	12.31%	0.61%	32.37%	-
5	5.29%	5.88%	14.71%	0.59%	41.18%	Yes
6	7.14%	7.14%	14.56%	0.00%	30.22%	Yes
7	7.07%	2.88%	15.71%	0.52%	27.75%	Yes
8	7.07%	4.16%	12.21%	0.55%	33.29%	-
9	8.76%	1.81%	17.52%	0.91%	37.16%	Yes
10	7.62%	0.00%	10.00%	0.48%	32.86%	-
11	10.27%	3.65%	17.97%	1.35%	37.84%	Yes
12	15.86%	0.44%	11.01%	0.44%	57.71%	Yes
15	12.43%	11.24%	12.43%	1.78%	31.36%	Yes
16	9.40%	1.85%	12.42%	0.67%	35.40%	Yes
17	7.73%	1.77%	13.02%	1.55%	32.01%	Yes
18	11.09%	0.64%	12.86%	0.48%	51.13%	Yes
19	8.14%	2.33%	18.60%	0.58%	30.81%	Yes
21	11.36%	4.55%	14.77%	0.00%	38.64%	Yes
22	8.70%	2.17%	17.39%	2.17%	56.52%	Yes
23	16.52%	0.45%	10.27%	0.45%	60.71%	Yes
24	13.93%	2.46%	9.02%	0.82%	50.82%	Yes
25	13.44%	1.88%	11.56%	1.25%	50.94%	Yes
26	14.00%	0.00%	10.67%	0.67%	52.00%	Yes
27	17.22%	2.65%	7.95%	0.66%	55.63%	Yes
29	37.56%	0.47%	5.63%	0.00%	43.66%	Yes
34	12.18%	3.12%	14.45%	1.13%	28.90%	Yes
37	5.56%	3.17%	18.25%	0.00%	33.33%	Yes
61	6.41%	2.56%	12.82%	1.28%	43.59%	Yes
Sun Link (700)	3.32%	13.10%	9.35%	0.71%	26.36%	Yes
101X	0.00%	0.00%	0.00%	0.00%	37.50%	Yes
102X	0.00%	0.00%	50.00%	0.00%	25.00%	Yes
103X	0.00%	16.67%	0.00%	0.00%	16.67%	Yes
104X	0.00%	0.00%	0.00%	0.00%	66.67%	Yes
105X	50.00%	0.00%	50.00%	0.00%	50.00%	Yes
107X	0.00%	0.00%	0.00%	0.00%	20.00%	-
108X	0.00%	0.00%	0.00%	0.00%	40.00%	Yes
109X	0.00%	0.00%	0.00%	0.00%	66.67%	Yes
110X	0.00%	0.00%	12.50%	0.00%	37.50%	Yes
201X	0.00%	0.00%	22.22%	0.00%	22.22%	Yes
203X	0.00%	25.00%	0.00%	0.00%	0.00%	Yes
204X	0.00%	16.67%	0.00%	0.00%	83.33%	Yes
SUN ON DEMAND	7.14%	0.00%	14.29%	7.14%	64.29%	Yes

Title VI Analysis Bus Shelter Amenity Map shows the distribution of bus shelter amenity over the most common race/ethnicity per Census Tract within the Title VI Service Area. The sheltered bus stops are blue, the unsheltered bus stops are red. Sun Tran Routes (dark blue), Sun Express Routes (light yellow), Sun Shuttle Routes (light purple), Sun Link Routes (grey), Title VI Service Area, and the Sun Tran Garages/Maintenance Facilities are reflected on the map.

Source: U.S. Census Bureau's American Community Survey (ACS) 2019 – 2023 5-Year Estimate, Table B03002

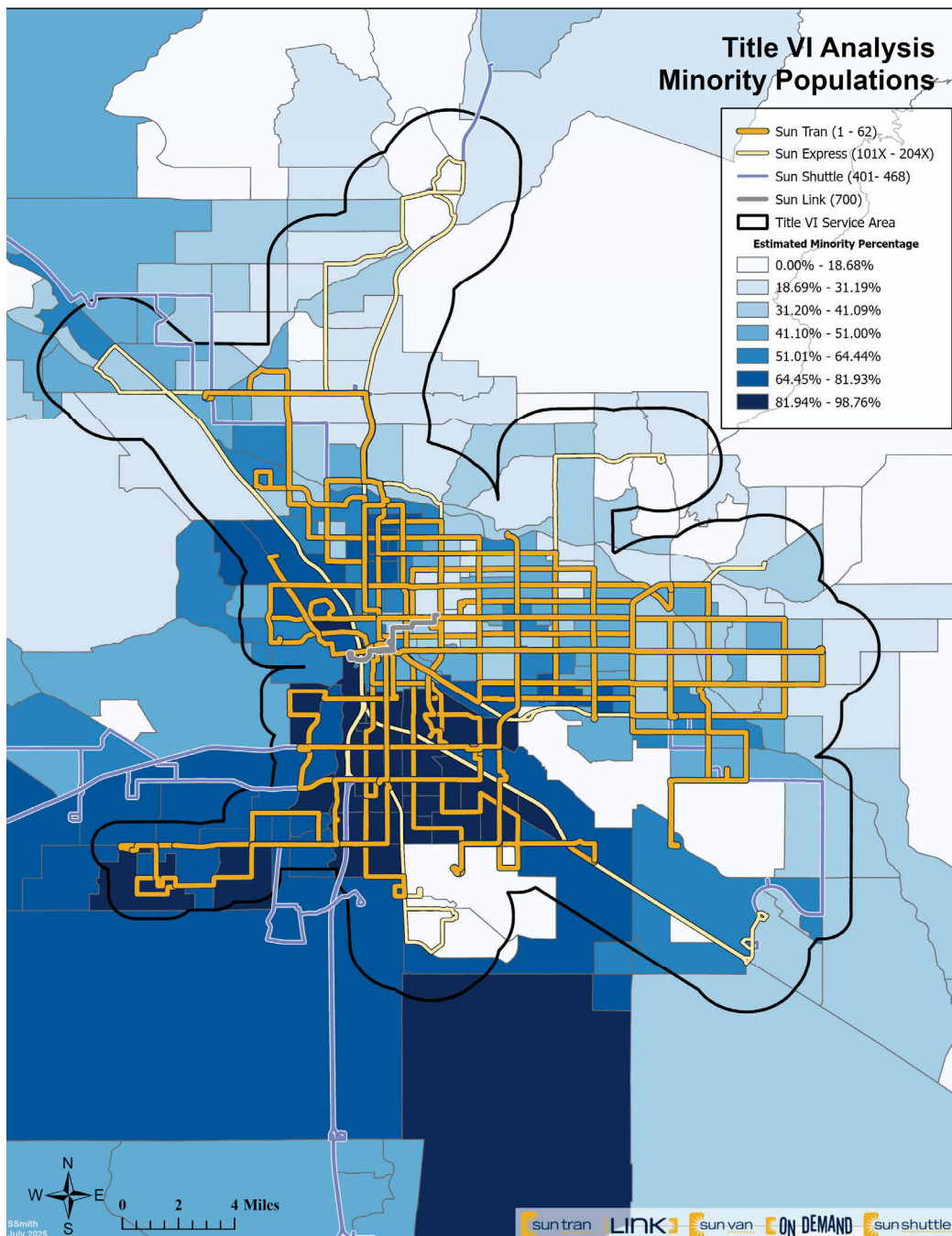
Map 1: Sun Tran Title VI Service Area - Bus Shelter Amenity



Title VI Analysis Minority Populations show the distribution of minority populations per census block within the Title VI Service Area. The darker the color, the greater the minority population. Sun Tran Routes (dark yellow), Sun Express Routes (light yellow), Sun Shuttle Routes (light purple), Sun Link Route (grey), and the Title VI Service Area are reflected on the map.

Source: U.S. Census Bureau's American Community Survey (ACS) 2019 – 2023 5-Year Estimate, Table B03002

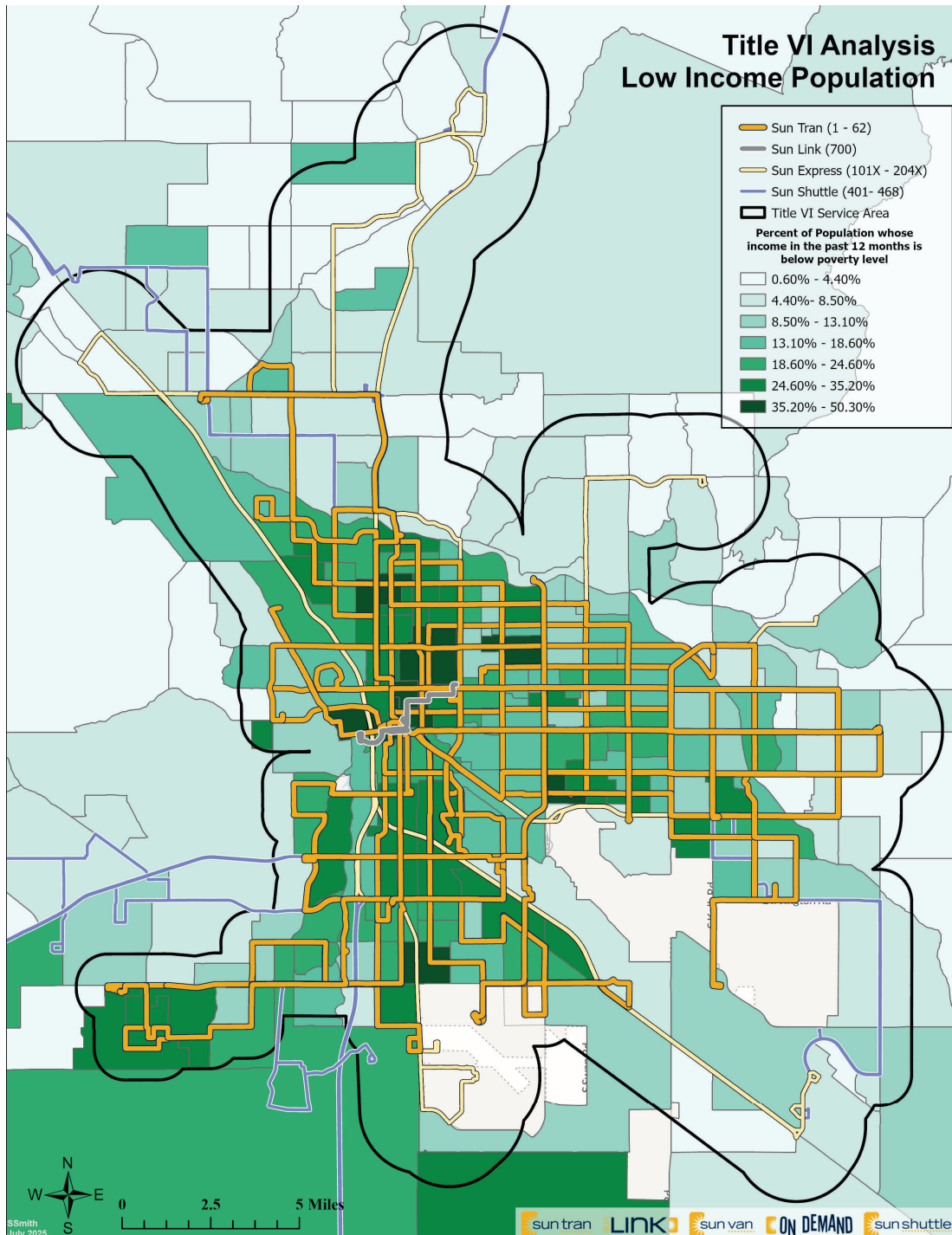
Map 2: Sun Tran Title VI Service Area - Minority Populations



Title VI Equity Analysis Poverty Population Map shows the distribution of those whose income falls below the U.S. Census poverty threshold per census tract within the Title VI Service Area. The darker the color, the greater the low-income population. Sun Tran Routes (dark yellow), Sun Express Routes (light yellow), Sun Shuttle Routes (light purple), Sun Link Route (grey), and the Title VI Service Area are reflected on the map.

Source: U.S. Census Bureau's American Community Survey (ACS) 2019 – 2023 5-Year Estimate, Tables B17020 & C17002

Map 3: Sun Tran Title VI Service Area – Low Income Population



Requirement to Monitor Transit Service

(CHAPTER IV-9, Number 6)

- Results of their monitoring program and report, including evidence that the board or other governing entity or official(s) considered, was aware of the results, and approved the analysis

Monthly Operating Reports (MOR) for Sun Tran, Sun Van, and Sun Link are found in **Appendix D**. City of Tucson, Mayor and Council meeting agendas with Legal Action Reports (LAR) that reflect the Council’s consideration, awareness, and approval of the monitoring program is found in **Appendix E**.

Requirement to Evaluate Service and Fare Changes

(CHAPTER IV-10, Number 7)

- A description of the public engagement process for setting the “major service change policy,” disparate impact policy, and disproportionate burden policy

Title VI Public Engagement Process

The Title VI *Major Service & Fare Change Policy, Disparate Impact, and Disproportionate Burden Policy* (Resolution 23926) was adopted on May 20, 2025 after revisions and public comment was solicited.

There were ten (10) open house meetings and one (1) virtual meeting between March 24, 2025, and April 1, 2025, with a total attendance of 61 individuals.

Public Meeting Schedule – 2025 Title VI Policies for Major Service and Fare Changes			
Date	Time	Location	Number of Attendees
03/24/2025	2:00 – 3:00 pm	Ward 2 Office	7
03/25/2025	12:00 – 1:00 pm	Pascua Yaqui Tribal Chambers	4
03/25/2025	5:30 – 6:30 pm	El Rio Neighborhood Center	3
03/26/2025	12:00 – 1:00 pm	Woods Memorial Library	10
03/26/2025	5:30 – 6:30 pm	Virtual Meeting	5
03/27/2025	12:00 – 1:00 pm	Nanini Library: 7300 N Shannon Rd	1
03/27/2025	5:00 – 6:00 pm	Miller-Golf Link Library	4
03/28/2025	12:00 – 1:00 pm	Quincie Douglas Library	5
03/31/2025	12:00 – 1:00 pm	Joel D. Valdez Main Library	14
04/01/2025	12:00 – 1:00 pm	Student Unions Memorial Center	8
Total Number of Attendees			61

PUBLIC ENGAGEMENT PROCESS

Public comment process

The community was encouraged to comment on the existing Fare Changes and Major Service Change Policies, which included the thresholds for Disparate Impact and Disproportionate Burden Policies:

- Attend a public meeting to learn about the proposed changes and submit comments
- Via mail or email, or fill out an online comment form
- Post comments on Facebook or X (Twitter)
- Call customer service at (520) 792-9222

Below are details regarding the community open house meetings:

- There was a total of ten (10) community meetings held, one in each Ward as well as the Pascua Yaqui Indian Reservation, one was held at the University of Arizona, and a virtual meeting to educate the public and obtain public comments on the Fare Change, Major Service Change, Disparate Impact, and Disproportionate Burden Policies.
- Every effort was made to host public meetings at locations impacted by future proposed changes and at a variety of times and days to accommodate the public. All locations are along transit services, including Sun Tran, Sun Shuttle, and/or Sun Link.
- At least two (2) weeks advance notice was provided to ensure all employees, passengers, and the public was informed. Multiple notifications and feedback techniques were utilized.

Public Notification Process

Notification of public meetings and solicitation of comments included the following strategies at least two (2) weeks prior to the first meeting:

- Notices were posted on the websites, which include suntran.com, sunshuttle.com, sunlinkstreetcar.com, and sunvan.com.
- Notices were posted on social media pages for Sun Tran and Sun Link.
- Media releases were distributed to local media print, radio and television media outlets.
- Posters and information cards were available on all transit vehicles.

Other notification strategies, such as posters and information available on the electronic monitors at each transit center, emails distributed through list serves, were utilized, soliciting public comment.

At the Public Meetings

- Staff was available at all times to explain the policies and allow the public to ask questions. The presentations were informal due to the number of attendees at each meeting and approaching individuals at the transit centers.
- Written materials detailing the policies was available.
- Meetings were held in accessible locations.
- All attendees were asked to sign-in, and comment cards were provided for attendees.

Updating Current Policy and Consideration of Public Comments

Staff prepared a written summary of all comments received and any suggested changes to the Fare Change, Major Service Change, Disparate Impact, and Disproportionate Burden policies once the public comment deadline is passed. This summary was provided to the Sun Tran General Manager and Assistant General Managers for review and approval before forwarding to the City of Tucson's Department of Transportation and Mobility (DTM). DTM provides the summary to Mayor and Council for their review. Staff spoke to a total of sixty-one (61) people, who attended one of our ten (10) open houses. Spanish speaking staff attended each open house event to provide verbal, and written translation if necessary. The community made comments on all things transit; many different topics were brought up at the public input open houses, regarding the Title VI policies all comments were positive. Seventeen (17) written comments were received. An additional six (6) comments were provided by Sun Tran Staff.

Policies were presented to Mayor and Council for review and approval on May 20th, 2025, Resolution #R23926.

Major Service & Fare Change Policy, Disparate Impact, and Disproportionate Burden Policy

City of Tucson Policy and Procedure for Major Service and Fare Changes in Public Transportation

I. Purpose of the Policy

The Federal Transit Administration (FTA) Circular 4702.1 B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients" effective October 1, 2012) requires that all FTA recipients who operate 50 or more fixed route vehicles in peak service and serve a population of 200,000 or greater, evaluate any fare change or any major service change, during the planning and programming stages.

When planning Major Services Changes or Fare Changes, the City of Tucson shall consider if any adverse effect would occur as a result of a Major Services Change or Fare Change. The City of Tucson shall consider the degree of adverse effects (if any), analyze those effects, and discuss any necessary minimization and/or mitigation that need to be considered as a result of the proposed major service change or fare change.

The Major Service and Fare Change Policy defines thresholds for determining whether potential major service or fare changes will have an adverse effect based on possible:

Disparate impact(s) (as determined by an analysis of race, color, or national origin within the service area); or

Disproportionate burden(s) (as determined by an analysis of low-income populations within the service area).

II. Policy Statement

It is the policy of the City of Tucson to solicit and consider public comments from private transportation providers, private citizens, and appropriate boards, committees, and commissions before implementing Major Services Changes and/or Fare Changes pursuant to the City of Tucson's public transportation system. To this end, the Mayor and Council have adopted the following citizen participation related public hearing policies and procedures

III. Requirements

a) Fare Changes:

The FTA requires all City of Tucson transit providers (Sun Tran, Sun Van, and Sun Link) to conduct a Fare Equity Analysis for all proposed fare changes and/or proposed fare media. A public hearing must be held if there is any fare change made for any of the public transportation modes (Sun Tran, Sun Van, or Sun Link).

b) Major Service Changes

For all major service changes, the FTA requires all City of Tucson transit providers (e.g., Sun Tran, Sun Van, and Sun Link) to develop guidelines and thresholds for what it considers a Major Service Change. For Major Service Change, the FTA requires the City of Tucson to conduct a Service Equity Analysis, which includes an analysis of adverse effects relating to possible disparate impacts and disproportionate burden. It is the City of Tucson's policy to conduct a Service Equity Analysis for any proposed Major Service Change.

The following is considered a Major Service Change (unless otherwise noted under “Exemptions”) and will be evaluated in accordance with the regulatory requirements set forth in FTA Circular 4702.1B:

An equity analysis is required for any proposed Major Service Change. A Major Service Change is defined by the criteria below: Major Service Change (thresholds) is defined as any change in service from the previous fiscal year that would add or eliminate more than:

1. When the route revenue miles on any individual route or combination of routes, it increases or decreases by 25% or more when compared to the previous fiscal year.
2. When the route revenue hours on any individual route or combination of routes increases or decreases by 25% or more when compared to the previous fiscal year.

A public hearing must be held if there is any Major Service Change made to any of the public transportation modes (Sun Tran, Sun Van, or Sun Link).

Exemptions:

The major service change thresholds exclude any changes to service that are caused by the following:

- Initiation/Discontinuance of Temporary or Demonstration Services - The initiation or discontinuance of a temporary transit service or demonstration service that will be or has been in effect for less than one year.
- Initiation/Discontinuance of any Promotional Fares that will be or have been in effect for a maximum of six months.
- Natural or Catastrophic Disasters - Forces of nature such as earthquakes, wildfires, or other natural disasters or human-caused catastrophic disasters that may force the suspension of transit service for public safety or technical events.
- Temporary Route Detours – A short-term change to a route caused by road construction, routine road maintenance, road closures, emergency road conditions, fiscal crisis, civil demonstrations, or any uncontrollable circumstance.
- When a segment of one route is moved to another route, but the route miles or hours do not change by 25%.

c) Public Notice Requirements

Prior to the implementation of any fare change or major service change that falls within the levels established above, notices of public hearing will be published at least fourteen (14) days prior to the hearing and will comply with the City of Tucson guidelines for notice of Mayor and Council meetings. The notices will contain the description of the contemplated fare change or major service change, as appropriate, and the time and place of the hearing. Any interested citizen may address the governing body related to the proposed fare change or major service change.

d) Applicability to Third-Party Contract Recipients

Any agency, firm, or governmental jurisdiction, which operates public transit service within the Tucson urbanized area utilizing FTA funds provided through the City of Tucson, shall follow the above process to solicit and consider public comment prior to any fare change or major service change.

IV. Policies

a) Fare Change Policy

It is the City of Tucson's policy to conduct a Fare Equity Analysis for all proposed fare changes. The FTA requires all City of Tucson (Sun Tran, Sun Van, and Sun Link) transit providers to conduct a fare equity analysis for all potential transit fare adjustments for any changes to existing transit fares and/or fare media

b) Major Service Change Policy

It is the City of Tucson's policy to conduct a Service Equity Analysis for any proposed major service changes. FTA requires all City of Tucson transit providers (Sun Tran, Sun Van, and Sun Link) to develop guidelines and thresholds for what it considers a Major Service Change. The FTA also requires the City of Tucson to conduct a Service Equity Analysis, which includes an analysis of adverse effects relating to possible disparate impacts and disproportionate burden.

c) Disparate Impact Policy

The purpose of the Disparate Impact Policy is to establish a threshold, which identifies when adverse effects of any fare change or major service change that is borne disproportionately by minority populations.

For the purpose of this policy, minority population means any readily identifiable group of minority persons who ride the transit system, live in geographic proximity, and/or in residential land use areas within Census tracts where the percentage of minority persons is higher than the Sun Tran service area average. The City of Tucson (Sun Tran and Sun Link) uses the triennial on-board transit demographic survey to determine if ridership is classified as minority persons.

A disparate impact occurs if a proposed fare or major service change requires a minority population to bear adverse effects by twenty percent (20%) or more than the adverse effects borne by the non-minority population.

If the City of Tucson finds a potential disparate impact, the transit agency will take steps to avoid, minimize or mitigate impacts then re-analyze the modified service plan to determine whether the impacts were avoided, minimized or mitigated. If the City of Tucson chooses not to alter the proposed changes, the transit agency may implement the service or fare change if there is substantial legitimate justification for the change and the transit agency can show that there are no alternatives that would have less of an impact on the minority population and would still accomplish the agency's legitimate program goals.

d) Disproportionate Burden Policy

The purpose of this policy is to establish a threshold, which identifies when adverse effects of any fare or major service change are borne disproportionately by low-income populations. The City of Tucson (Sun Tran and Sun Link) uses the triennial on-board transit demographic survey to determine if ridership is classified low-income.

A disproportionate burden occurs if a proposed major service or fare change requires a low income population to bear adverse effects by twenty percent (20%) or more than the adverse effects borne by the non- low income population.

If the City of Tucson finds a potential disproportionate burden, the transit agency will take steps to avoid, minimize or mitigate impacts then reanalyze the modified service plan to determine whether the

impacts were avoided, minimized or mitigated. If the City of Tucson chooses not to alter the proposed changes, the agency may implement the service or fare change if there is substantial legitimate justification for the change and the agency can show that there are no practical alternatives that would have less of an impact on the low-income population and would still accomplish the agency's legitimate program goals.

V. Definitions

Adverse Effects - The City of Tucson shall define and analyze adverse effects related to major changes in transit service. Adverse effects are measured by the change between the existing and proposed service levels that would be deemed significant. Changes in service that have an adverse effect and that may result in a disparate impact include reductions in service (elimination of route, short lining a route, rerouting an existing route, increase in headways). Elimination of a route will generally have a greater adverse impact than a change in headways. Additions to service may also result in disparate impacts, especially if they come at the expense of reductions in service on other routes.

Disparate Impact - Refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where City of Tucson's policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin.

Disproportionate Burden – Refers to a neutral policy or practice that disproportionately affects low-income populations' more than non-low-income populations. A finding of disproportionate burden requires the City of Tucson to evaluate alternatives and mitigate burdens where practicable.

Low-Income Person - Means a person whose median household income is at or below the U.S. Department of Health and Human Services (HHS) poverty guidelines using the Lower Living Standard Income Level Guideline (LLSIL).

Major Service Change - Is any service change from the previous fiscal year that would increase or decrease more than twenty-five percent (25%) of the revenue route miles or revenue route hours on any individual route or combination of routes.

Minority Population – Means any readily identifiable group of minority persons who ride the transit system, live in geographic proximity, and/or in residential land use areas, if circumstances warrant, geographically dispersed/transient populations (such as migrant workers or Native Americans) who will be similarly affected by a proposed DOT program, policy, or activity.

Predominantly Minority Area - Means a geographic area, such as a neighborhood, Census tract, block or block group, or traffic analysis zone, where the proportion of minority persons residing in that area exceeds the average proportion of minority persons in the recipient's service area.

- Results of service and/or fare equity analyses conducted since the last Title VI Program submission, including evidence that the board or other governing entity or official(s) considered, was aware of, and approved the results of the analysis

Title VI – Service & Fare Equity Analysis Completed – City of Tucson Mayor & Council Legal Action Reports (LAR) in Appendix E				
	Service or Fare Equity Analysis Completed	Presented / approved	Resolution Number	Results
1	Major Service Changes Equity Analysis – August 2025 COA	20 May 2025	23925	Approved analysis on Consent Agenda item 7.c.
2	Fare Equity Analysis for Fares	06 Aug 2025	23959	Approved analysis on Consent Agenda item 7.h.
3	Major Service Change Equity Analysis - Route 5 & 22	06 Aug 2025	23959	Approved analysis on Consent Agenda item 7.h

Legal Action Reports for the abovementioned documents are included in **Appendix E**. These documents reflect the Mayor and Council Agenda, reflecting any presentations (awareness), questions, and/or discussions (consideration), and motions or actions taken (approval).

Approval of the Title VI Program

- A copy of board meeting minutes, resolution, or other appropriate documentation showing the board of directors or appropriate governing entity or official(s) responsible for policy decisions reviewed and approved the Title VI Program.

The Title VI Program has been submitted to the City of Tucson Mayor and Council, as the appropriate governing officials responsible for approving this document prior to its submission to the FTA.

1. Board approval of Service Standards	August 19, 2025
2. Board Approval of Major Service Change Policy, Disparate Impact Policy, and Disproportionate Burden Policy Resolution #R23926	05/20/2025
3. Board Approval of service and fare equity analyses	See chart above
4. Board Approval of Title VI Monitoring	August 19, 2025
5. Title VI Program Approved by the Board of Directors Resolution #23967.	August 19, 2025

Appendix A: Federal FTA Certifications and Assurances Signature Page

Certifications & Assurances | FY 2025 C&A Affirmations

Certification and Assurance Information	
Fiscal Year	2025
Assigned Date	5/23/2025
Due Date	8/21/2025
Original Certification Date	6/7/2025
Latest Certification Date	6/10/2025

Published Certifications and Assurances

FTA CERTIFICATIONS AND ASSURANCES

Public Transportation Agency Safety Plan (PTASP)

Applicants and recipients of Section 5307 grants and rail transit agencies that are subject to the State Safety Oversight Program must certify to Category 2: Public Transportation Agency Safety Plans (PTASP). The deadline for certification was July 20, 2020, however, in light of the extraordinary challenges presented by the COVID-19 public health emergency, FTA issued a Notice of Enforcement Discretion for the PTASP regulation (49 CFR part 673). FTA will refrain from taking enforcement action until July 21, 2021 for applicants and recipients unable to certify compliance with the PTASP regulation before July 20, 2021. While applicants and recipients are encouraged to certify compliance as soon as reasonably practicable under the current circumstances caused by the COVID-19 public health emergency, those who do not certify compliance until July 20, 2021 remain eligible for Chapter 53 grant funds.

List of All Applicable Agencies
PTASP Technical Assistance Center

Certifications and Assurances

Certification History

Certification Date: 6/10/2025 | Official: Timothy Thomure | Attorney: Roi Lusk

Category	Title	Certified
01	Certifications and Assurances Required of Every Applicant	✓
02	Public Transportation Agency Safety Plans	✓
03	Tax Liability and Felony Convictions	✓
04	Private Sector Protections	✓
05	Transit Asset Management Plan	✓
06	Rolling Stock Buy America Reviews and Bus Testing	✓
07	Urbanized Area Formula Grants Program	✓
08	Formula Grants for Rural Areas	✓
09	Fixed Guideway Capital Investment Grants and the Expedited Project Delivery for Capital Investment Grants Pilot Program	✓
10	Grants for Buses and Bus Facilities and Low or No Emission Vehicle Deployment Grant Programs	✓
11	Enhanced Mobility of Seniors and Individuals with Disabilities Programs	✓
12	State of Good Repair Grants	✓
13	Infrastructure Finance Programs	✓
14	Alcohol and Controlled Substances Testing	✓
15	Rail Safety Training and Oversight	✓
16	Demand Responsive Service	✓
17	Interest and Financing Costs	✓
18	Cybersecurity Certification for Rail Rolling Stock and Operations	✓
19	Tribal Transit Programs	✓
20	Emergency Relief Program	✓

1 - 20 of 20

Documents

Existing Documents

Document	Description	Uploaded By	Date
No items available			

Affirmation of Applicant

Affirmation of Applicant BY SIGNING BELOW, on behalf of the Applicant, I declare that it has duly authorized me to make these Certifications and Assurances and bind its compliance. Thus, it agrees to comply with all federal laws, regulations, and requirements, follow applicable federal guidance, and comply with the Certifications and Assurances as indicated on the foregoing page applicable to each application its Authorized Representative makes to the Federal Transit Administration (FTA) in the federal fiscal year, irrespective of whether the individual that acted on his or her Applicant's behalf continues to represent it.

The Certifications and Assurances the Applicant selects apply to each Award for which it now seeks, or may later seek federal assistance to be awarded by FTA during the federal fiscal year.

The Applicant affirms the truthfulness and accuracy of the Certifications and Assurances it has selected in the statements submitted with this document and any other submission made to FTA, and acknowledges that the Program Fraud Civil Remedies Act of 1986, 31 U.S.C. § 3801 et seq., and implementing U.S. DOT regulations, "Program Fraud Civil Remedies," 49 CFR part 31, apply to any certification, assurance or submission made to FTA. The criminal provisions of 18 U.S.C. § 1001 apply to any certification, assurance, or submission made in connection with a federal public transportation program authorized by 49 U.S.C. chapter 53 or any other statute.

In signing this document, I declare under penalties of perjury that the foregoing Certifications and Assurances, and any other statements made by me on behalf of the Applicant are true and accurate.

Official's Name Timothy Thomure
 I accept the above

Certification Date Jun 09, 2025

Affirmation of Attorney

Affirmation of Applicant's Attorney As the undersigned Attorney for the above-named Applicant, I hereby affirm to the Applicant that it has authority under state, local, or tribal government law, as applicable, to make and comply with the Certifications and Assurances as indicated on the foregoing pages. I further affirm that, in my opinion, the Certifications and Assurances have been legally made and constitute legal and binding obligations on it.

I further affirm that, to the best of my knowledge, there is no legislation or litigation pending or imminent that might adversely affect the validity of these Certifications and Assurances, or of the performance of its FTA assisted Award.

Attorney's Name Roi Lusk
 I accept the above

Certification Date Jun 10, 2025

CANCEL

Appendix B: **2025 City of Tucson On-Board Survey**



Final Report

2025 Tucson Transit On-Board Survey

June 12, 2025

Prepared For:



Prepared By:



2025 TUCSON TRANSIT ON-BOARD SURVEY

2025 Tucson Transit On-Board Survey

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1. INTRODUCTION

In 2025, The City of Tucson with consultant support from ETC Institute, conducted a regional On-to-Off (O2O) and On-Board Origin Destination (OD) survey of all fixed routes operated by the city of Tucson. This included Sun Tran, Sun Link, and Sun On Demand. The study was conducted in the Sun Tran service area which includes the City of Tucson, the City of South Tucson, Unincorporated Pima County, the Town of Marana, the Town of Oro Valley, the Tohono O’odham Nation, and the Pasqua Yaqui Tribe.

The goal for the OD survey was to obtain at least 9,860 surveys from weekday and weekend riders. To enhance OD trip expansion on heavy demand routes, O2O counts were conducted to capture riders boarding and alighting location pairs on all routes with a minimum average weekday ridership (AWR) threshold of at least 2,000. Based on the established criterion, eleven Sun Tran routes and the Sun Link were selected for the O2O count survey. The goal was to gather a minimum of 8,631 O2O pairs, representing 20% of the total ridership on these routes.

The full data collection was performed from January 22, 2025, through March 30, 2025. The survey yielded a comprehensive dataset, comprising 10,424 OD surveys and 19,600 O2O pairs. This collection surpassed the initial target, indicating a robust sample size that would contribute to the reliability of the subsequent data analysis. Table 1 shows the overall survey goals and the number of surveys collected.

Table 1: Overall Survey Goals and Completions

Survey Type	Goal	Completed
OD Weekday Surveys	8,430	8,980
OD Weekend Surveys	1,141	1,444
Total Surveys	9,860	10,424
O2O Pairs	8,631	19,600

The 2025 survey collected comprehensive data regarding transit ridership, travel behavior and demographics of riders within the Tucson region to support transit planning. In addition, the data collected will be used to:

- Compile statistically accurate information about the use of transit in the region by Sun Tran, Sun Link, and Sun On Demand passengers for future planning.
- Collect and provide valid and current transit rider travel patterns, demographic information for Title VI reporting, and transit service characteristics.
- Provide data for updating the Pima Association of Governments’ (PAG) Regional Travel Model

This report summarizes the survey methods and findings. Chapter 2 provides detailed information on the variables collected during the OD survey and summarizes the data. Chapter 3 provides a description of the sampling approach, survey instrument and procedures, and survey administration. Chapter 4 provides survey weighting and expansion procedures and decomposition analysis.

2025 Tucson Transit On-Board Survey

Included in the appendices are the survey sample goals and collected surveys for the OD survey and the O2O sample goals and O2O pairs collected (**Appendix A**) and the paper survey questionnaire which was used for tablet programming (**Appendix B**).

2. SURVEY FINDINGS

The fully weighted and expanded data were used to create the following analyses which include trip analyses and demographic analysis. The results are based off the survey instrument which is provided in **Appendix B**. All tables were created using linked expansion factors other than system transfers which used unlinked expansion factors. Only fixed routes are included in the analysis.

2.1 Trip Level Analysis

Almost half (48%) of Tucson (Sun Link and Sun Tran) riders begin their transit trip from home. The second most common origin place type for riders is shopping (11%) followed by riders typical workplace (8%). Sun Link has more trips beginning at college and dining out in comparison to Sun Tran while Sun Tran has more trips beginning at home.

Table 2: Trip Origin

Origin Place Type	Weekday			Weekend			Overall System Totals
	Sun Link	Sun Tran	Weekday Total	Sun Link	Sun Tran	Weekend Total	
	Your HOME	32.7%	46.2%	44.6%	47.0%	53.4%	
Shopping	7.2%	11.0%	10.6%	5.4%	12.1%	10.6%	10.6%
Social visit (e.g. friends, relatives)	3.1%	6.2%	5.8%	5.5%	11.6%	10.2%	8.1%
Your usual Workplace	8.9%	10.7%	10.5%	2.7%	6.5%	5.6%	8.0%
Personal Business (e.g. bank, post office)	4.0%	9.3%	8.6%	6.3%	6.1%	6.2%	7.4%
Dining out	15.8%	3.0%	4.5%	14.6%	4.4%	6.8%	5.7%
Recreation / Sightseeing	2.1%	2.8%	2.7%	11.7%	2.8%	4.9%	3.8%
College / University (students only)	21.6%	1.9%	4.3%	5.1%	0.2%	1.4%	2.8%
Medical appointment / doctor visit (non-work)	1.3%	4.3%	3.9%	0.0%	2.0%	1.5%	2.7%
School K-12 (students only)	1.7%	2.5%	2.4%	0.0%	0.1%	0.1%	1.2%
Other business related (e.g. meeting, delivery)	0.3%	0.8%	0.7%	0.9%	0.3%	0.5%	0.6%
Pick up / drop off someone (e.g. school, daycare)	0.2%	0.8%	0.7%	0.0%	0.2%	0.2%	0.4%
Your Hotel / motel / lodging	0.9%	0.2%	0.3%	0.3%	0.1%	0.1%	0.2%
Major sporting event	0.1%	0.0%	0.0%	0.6%	0.0%	0.1%	0.1%
Escorting / accompanying someone	0.1%	0.1%	0.1%	0.0%	0.0%	0.0%	0.1%
Airport (passengers only)	0.0%	0.1%	0.1%	0.0%	0.0%	0.0%	0.0%

2025 Tucson Transit On-Board Survey

Thirty-five percent of riders end their transit trip at home. The second most common destination place type for riders is shopping (13%) followed by riders typical workplace (11%). Sun Link has more trips ending at college and dining out in comparison to Sun Tran while Sun Tran has more trips ending at work.

Table 3: Trip Destination

Destination Place Type	Weekday		Weekend		Overall System Totals
	Sun Link	Sun Tran	Sun Link	Sun Tran	
Your HOME	36.0%	39.4%	28.5%	32.5%	35.2%
Shopping	6.7%	11.9%	10.7%	15.9%	13.1%
Your usual Workplace	5.2%	12.7%	2.8%	13.0%	11.2%
Social visit (e.g. friends, relatives)	5.1%	7.9%	7.3%	15.2%	10.5%
Personal Business (e.g. bank, post office)	5.4%	9.5%	5.7%	8.2%	8.3%
Recreation / Sightseeing	3.0%	2.7%	18.2%	5.9%	5.8%
Dining out	13.7%	2.8%	13.3%	3.7%	5.0%
College / University (students only)	21.8%	3.2%	9.1%	1.7%	4.4%
Medical appointment/ doctor visit (non-work)	1.3%	4.0%	0.0%	2.2%	2.6%
School K-12 (students only)	0.7%	3.1%	0.0%	0.0%	1.4%
Other business related (e.g. meeting, delivery)	0.3%	1.5%	3.1%	0.6%	1.3%
Pick up / drop off someone (e.g. school, daycare)	0.4%	0.7%	0.0%	0.2%	0.4%
No particular destination	0.0%	0.3%	0.0%	0.4%	0.3%
Airport (passengers only)	0.0%	0.2%	0.1%	0.2%	0.2%
Major sporting event	0.1%	0.0%	1.2%	0.0%	0.1%
Escorting / accompanying someone	0.2%	0.2%	0.0%	0.1%	0.1%
Your Hotel/ motel/ lodging	0.1%	0.1%	0.0%	0.0%	0.0%

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Trips that begin or end at home and/or shopping (Home-based shopping trips) make up 17% of all riders trips. Home-based work trips also make up 17% of all rider trips. Non-home-based other trips make up 14% of all rider trips. These trips include instances such as dining to shopping or college to dining out. Sun Link has a higher percentage of Home-based college trips in comparison to Sun Tran.

Table 4: Trip Purpose

Trip Purpose	Weekday		Weekend		Overall System Totals	
	Sun Link	Sun Tran	Sun Link	Sun Tran		
Home-Based Shopping	7.1%	16.6%	15.4%	21.6%	18.8%	17.2%
Home-Based Work	9.2%	21.0%	19.6%	17.9%	14.4%	16.9%
Non-Home-Based Other	26.6%	12.1%	13.8%	12.3%	14.5%	14.2%
Home-Based Social visit (e.g. friends, relatives)	3.0%	8.5%	7.8%	17.4%	14.7%	11.4%
Home-Based Personal Business (e.g. bank, post office)	2.8%	12.5%	11.3%	9.9%	9.2%	10.2%
Home-Based Recreation / Sightseeing	2.8%	3.9%	3.8%	6.5%	9.6%	6.8%
Home-Based Dining out	10.8%	4.2%	5.0%	5.8%	8.1%	6.6%
Home-Based College / University	29.8%	4.6%	7.6%	1.9%	4.0%	5.8%
Home-Based Medical appointment / doctor visit (non-work)	1.0%	6.3%	5.7%	3.4%	2.6%	4.1%
Home-Based School K-12	1.3%	5.0%	4.6%	0.1%	0.1%	2.3%
Non-Home-Based Work	4.7%	2.3%	2.6%	1.7%	1.9%	2.2%
Home-Based Other business related (e.g. meeting, delivery)	0.1%	1.6%	1.4%	0.8%	1.3%	1.4%
Home-Based Pick up / drop off someone (e.g. school, daycare)	0.6%	1.0%	1.0%	0.4%	0.3%	0.7%
Home-Based Major sporting event	0.2%	0.0%	0.0%	0.0%	0.3%	0.2%
Home-Based Escorting / accompanying someone	0.1%	0.2%	0.2%	0.1%	0.1%	0.1%
Home-Based Airport	0.0%	0.2%	0.1%	0.1%	0.1%	0.1%

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The majority (94%) of riders walk to access transit. Two percent of riders bike to access transit, and one percent get dropped off at their very first transit stop. More Sun Link riders drive alone and park in comparison to Sun Tran.

Table 5: Access Mode

Access Mode	Weekday		Weekend		Overall System Totals
	Sun Link	Sun Tran	Sun Link	Sun Tran	
Walk	93.6%	94.2%	87.7%	95.3%	93.8%
Bike	0.6%	2.1%	2.8%	1.6%	1.9%
Was dropped off by someone	0.8%	1.5%	1.0%	1.0%	1.2%
Wheelchair	1.3%	1.0%	0.3%	1.4%	1.1%
Drove or rode with others and parked	0.4%	0.3%	6.4%	0.2%	1.7%
Drove alone and parked	3.0%	0.4%	1.8%	0.1%	0.6%
Other	0.1%	0.2%	0.0%	0.2%	0.1%
E-scooter (e.g. Spin, Razor)	0.2%	0.1%	0.0%	0.2%	0.1%
Uber, Lyft, etc.	0.1%	0.2%	0.0%	0.0%	0.1%
Cat Tran Shuttle	0.0%	0.0%	0.0%	0.0%	0.0%
Taxi	0.0%	0.0%	0.0%	0.0%	0.0%

The majority (95%) of riders walk to egress transit. Two percent of riders bike to access transit, one percent wheelchair, and one percent get picked up by someone at their very last transit stop. More Sun Link riders get in a vehicle and drive alone in comparison to Sun Tran.

Table 6: Egress Mode

Egress Mode	Weekday			Weekend			Overall System Totals
	Sun Link	Sun Tran	Weekday Total	Sun Link	Sun Tran	Weekend Total	
	Walk	92.6%	95.0%	94.7%	90.9%	95.3%	
Bike	0.6%	2.0%	1.8%	2.8%	1.7%	1.9%	1.9%
Wheelchair	1.3%	1.0%	1.1%	0.3%	1.2%	1.0%	1.0%
Be picked up by someone	0.8%	1.2%	1.2%	0.3%	1.0%	0.9%	1.0%
Get in a parked vehicle & drive/ride w/others	1.9%	0.2%	0.4%	4.5%	0.0%	1.1%	0.7%
Get in a parked vehicle & drive alone	2.7%	0.1%	0.4%	1.2%	0.0%	0.3%	0.4%
Uber, Lyft, etc.	0.0%	0.2%	0.1%	0.0%	0.3%	0.3%	0.2%
Other	0.1%	0.2%	0.1%	0.0%	0.2%	0.1%	0.1%
E-scooter (e.g. Spin, Razor)	0.0%	0.1%	0.1%	0.0%	0.2%	0.1%	0.1%
Cat Tran Shuttle	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Over half (55%) of weekday trips are made using one route. Thirty-seven percent of transit trips are made using a total of two routes and 8% of trips are made using three or more routes. Riders who use Sun Link make less transfers than Sun Tran riders and typically just use the Sun Link to make their transit trip.

Table 7: Total Routes Used

Total Routes Used	Weekday			Weekend			Overall System Totals
	Sun Link	Sun Tran	Weekday Total	Sun Link	Sun Tran	Weekend Total	
	1 (One Route)	89.5%	49.5%	53.3%	91.2%	48.9%	
2 (Two Routes)	9.6%	41.9%	38.8%	7.6%	42.1%	35.6%	37.2%
3 (Three Routes)	0.9%	8.0%	7.3%	0.9%	8.4%	7.0%	7.2%
4 (Four Routes)	0.0%	0.6%	0.6%	0.3%	0.6%	0.5%	0.5%

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Nearly three quarters (72%) of riders use transit at least five days per week (51% every day and 21% five days per week). More Sun Tran riders use transit every day in comparison to Sun Link.

Table 8: Transit Use Frequency

Transit Use Frequency	Weekday		Weekend		Overall System Totals
	Sun Link	Sun Tran	Sun Link	Sun Tran	
Everyday (7 days a week)	40.3%	52.3%	33.4%	57.0%	51.2%
5 days/week	25.0%	24.5%	14.0%	18.7%	21.0%
2-4 days/week	21.4%	17.6%	19.9%	16.8%	17.8%
Once/week	3.2%	2.0%	6.8%	3.7%	3.3%
2-3 times/month	4.7%	1.8%	4.1%	1.4%	2.1%
Once per month	1.6%	0.7%	3.1%	1.1%	1.2%
Less than once per month	3.8%	1.1%	18.7%	1.3%	3.5%

Thirty-one percent of riders have been using transit for ten or more years. Fifteen percent of riders have been using transit for less than one year. Sun Tran has more long-term transit customers in comparison to Sun Link.

Table 9: Transit Use Length

Transit Use Length	Weekday		Weekend		Overall System Totals
	Sun Link	Sun Tran	Sun Link	Sun Tran	
More than 10 years	10.8%	33.0%	15.9%	37.5%	31.4%
5-10 years	7.2%	14.8%	10.7%	14.7%	13.8%
2-5 years	28.6%	21.6%	27.8%	23.2%	23.4%
1-2 years	27.9%	15.0%	16.1%	10.8%	14.2%
Less than 1 year	23.6%	14.7%	21.3%	13.0%	15.3%
First time riding	2.0%	1.0%	8.2%	0.9%	1.9%

If transit services were not available, one quarter (28%) of riders would walk to make their trip, 22% would take a Taxi or Uber, and 18% would not be able to make their trip. More Sun Link riders would drive their own vehicle if transit were not available in comparison to Sun Tran.

Table 10: Mode for Trip if Transit Was not Available

Mode for Trip if Transit Was not Available	Weekday			Weekend			Overall System Totals
	Sun Link	Sun Tran	Weekday Total	Sun Link	Sun Tran	Weekend Total	
	Walk	51.8%	23.0%	26.5%	41.4%	26.6%	
Taxi/Uber	10.2%	25.0%	23.2%	13.1%	23.4%	21.0%	22.1%
Would not make trip	9.9%	19.2%	18.1%	9.4%	21.3%	18.6%	18.3%
Friend/family member	3.7%	15.6%	14.2%	0.0%	13.2%	10.1%	12.1%
Ride bicycle	7.4%	10.4%	10.1%	12.0%	10.5%	10.8%	10.5%
Drive own vehicle	16.2%	5.1%	6.4%	23.8%	3.7%	8.4%	7.4%
Other	0.6%	1.3%	1.2%	0.3%	1.3%	1.0%	1.1%
Sun Shuttle	0.3%	0.4%	0.4%	0.0%	0.0%	0.0%	0.2%

Forty-eight percent of riders do not do any planning to make their trip, 40% plan their trip using a transit App, and 8% plan with the ride guide schedule booklet. More Sun Link riders do not do any trip planning in comparison to Sun Tran riders.

Table 11: How the Trip Was Planned

Planning of Trip	Weekday			Weekend			Overall System Totals
	Sun Link	Sun Tran	Weekday Total	Sun Link	Sun Tran	Weekend Total	
	Did not do any trip planning	59.2%	43.2%	45.2%	63.9%	46.1%	
Transit App	35.5%	41.7%	41.0%	33.7%	41.7%	39.8%	40.4%
Ride Guide (Schedule booklet)	1.8%	10.1%	9.1%	1.1%	7.5%	6.0%	7.5%
Online trip planner (suntran.com)	3.0%	3.7%	3.6%	1.4%	3.6%	3.1%	3.3%
Called customer service	0.1%	0.9%	0.8%	0.0%	0.5%	0.4%	0.6%
Other	0.3%	0.4%	0.4%	0.0%	0.6%	0.4%	0.4%

Out of those riders that plan their transit trip using a transit App, 54% plan with Google maps, 34% plan with the Sun Tran App, and 6% plan with Apple maps. More Sun Link riders that plan their trip with a transit App use Apple maps for trip planning in comparison to Sun Tran.

Table 12: App Used Most Often

App Used Most Often	Weekday			Weekend			Overall System Totals
	Sun Link	Sun Tran	Weekday Total	Sun Link	Sun Tran	Weekend Total	
Google maps	50.6%	52.0%	51.9%	58.8%	56.4%	56.9%	54.4%
Sun Tran	29.0%	36.5%	35.7%	20.9%	35.0%	32.3%	34.0%
Apple maps	18.7%	5.6%	6.9%	13.7%	3.7%	5.7%	6.3%
Transit (Royale)	0.8%	3.0%	2.8%	0.9%	2.7%	2.4%	2.6%
Moovit	0.4%	2.6%	2.3%	0.0%	2.1%	1.7%	2.0%
Other	0.0%	0.0%	0.0%	5.7%	0.0%	1.1%	0.6%
Waze	0.6%	0.1%	0.2%	0.0%	0.0%	0.0%	0.1%
CityMapper	0.0%	0.1%	0.1%	0.0%	0.0%	0.0%	0.1%

The top three service enhancements suggested by riders are more weekend service (53%), more frequent service (43%) and later operating hours (34%). More Sun Tran riders top service enhancement is for more weekend service in comparison to Sun Link riders.

Table 13: Service Enhancements

Service Enhancements	Weekday			Weekend			Overall System Totals
	Sun Link	Sun Tran	Weekday Total	Sun Link	Sun Tran	Weekend Total	
More weekend service	41.2%	54.0%	52.4%	35.4%	61.1%	55.1%	53.8%
More frequent service	50.6%	43.2%	44.1%	37.7%	43.9%	42.4%	43.2%
Later operating hours	27.4%	34.9%	34.0%	19.8%	37.3%	33.2%	33.6%
Earlier operating hours	11.3%	19.6%	18.6%	6.2%	16.9%	14.4%	16.4%
Different destinations	22.0%	9.2%	10.7%	21.7%	9.6%	12.4%	11.6%
Shorter travel time	10.0%	9.8%	9.8%	10.3%	9.5%	9.7%	9.7%

Thirty-one percent of riders receive news information form announcements on board the transit vehicles or at transit stops. Twenty-three percent of riders receive news information by word of mouth.

Table 14: Receive News Information

Receive News Information	Weekday			Weekend			Overall System Totals
	Sun Link	Sun Tran	Weekday Total	Sun Link	Sun Tran	Weekend Total	
Announcements onboard transit vehicle (bus posters, flyers)	27.4%	30.2%	29.9%	18.6%	35.5%	31.6%	30.8%
Word of mouth (Friends, family, colleagues)	26.0%	22.8%	23.2%	24.0%	23.1%	23.3%	23.2%
Online news websites (e.g., New York Times, BBC, etc.)	22.3%	15.3%	16.1%	19.5%	17.6%	18.0%	17.1%
Social media platforms (e.g., Facebook, Twitter/X, Instagram, etc.)	29.0%	16.8%	18.3%	13.0%	14.7%	14.3%	16.2%
News apps (e.g., Google News, Apple News, etc.)	15.1%	11.5%	11.9%	9.6%	13.6%	12.7%	12.3%
Television (News channels like CNN, BBC, etc.)	14.6%	12.9%	13.1%	11.7%	11.2%	11.3%	12.2%
Newsletters (Sun Tran Emails)	1.5%	3.4%	3.2%	0.9%	4.6%	3.7%	3.5%
Newspapers (Printed or digital editions)	2.7%	3.0%	2.9%	2.5%	3.4%	3.2%	3.1%
Radio (Local or national news stations)	2.7%	1.8%	1.9%	0.0%	1.8%	1.4%	1.6%

2.2 Rider Analysis

Eighty-seven percent of riders have a working portable device with internet or data access. More Sun Link riders have portable devices with data plans in comparison to Sun Tran riders.

Table 15: Working Portable Device

Working Portable Device	Weekday		Weekend		Overall System Totals
	Sun Link	Sun Tran	Sun Link	Sun Tran	
Yes	94.1%	85.0%	97.6%	85.8%	88.5%
No	5.9%	15.0%	2.4%	14.2%	11.5%
					12.7%

Fifty-four percent of riders are employed either full time (33%) or part time (21%). Eighteen percent of riders are unemployed and not seeking work and 15% are unemployed but seeking work. Eleven percent of riders are retired. Sun Tran has more riders employed full-time in comparison to Sun Link.

Table 16: Employment Status

Employment Status	Weekday		Weekend		Overall System Totals
	Sun Link	Sun Tran	Sun Link	Sun Tran	
Employed full-time (at least 35 hrs/week)	25.2%	34.2%	40.1%	31.9%	33.8%
Employed part-time (less than 35 hrs/week)	36.4%	18.1%	20.4%	22.1%	21.7%
Not currently employed, but seeking work	11.7%	17.1%	7.7%	14.0%	12.6%
Not currently employed, and not seeking work	20.4%	17.6%	20.9%	18.0%	18.7%
Homemaker	0.2%	1.4%	0.8%	1.1%	1.0%
Retired	6.1%	11.6%	10.2%	13.0%	12.3%
					11.7%

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Out of those riders that are employed, 90% work at their actual work site / work location. Sun Link riders have a higher percentage of riders that work hybrid (both at home and work site) in comparison to Sun Tran riders.

Table 17: Work Location (Work Site, Home, or Hybrid)

Work Location (Work Site, Home, or Hybrid)	Weekday			Weekend			Overall System Totals
	Sun Link	Sun Tran	Weekday Total	Sun Link	Sun Tran	Weekend Total	
Work Site	90.5%	92.9%	92.6%	77.3%	92.1%	88.3%	90.4%
Hybrid	7.0%	3.4%	3.9%	14.4%	4.5%	7.0%	5.5%
Home	2.5%	3.6%	3.5%	8.3%	3.5%	4.7%	4.1%

Over three-quarters (77%) of riders are not students. Thirteen percent of riders are full time college students, 5% are part time college students, and 4% are K-12 students. Sun Link has a much higher percentage of full-time college students in comparison to Sun Tran.

Table 18: Student Status

Student Status	Weekday			Weekend			Overall System Totals
	Sun Link	Sun Tran	Weekday Total	Sun Link	Sun Tran	Weekend Total	
Not a student	30.3%	81.7%	75.5%	52.8%	87.1%	79.1%	77.4%
Yes - Full-time college / university	59.0%	6.6%	12.9%	40.7%	5.3%	13.5%	13.2%
Yes - Part-time college / university	7.8%	4.4%	4.8%	5.3%	4.0%	4.3%	4.6%
Yes - K-12th grade	2.3%	6.9%	6.3%	0.0%	2.6%	2.0%	4.1%
Yes - Vocational / technical / trade school	0.6%	0.5%	0.5%	0.9%	0.9%	0.9%	0.7%
Other	0.0%	0.0%	0.0%	0.3%	0.0%	0.1%	0.0%

Over half (55%) of riders have a valid driver's license. A much greater percentage of Sun Link riders have a valid driver's license in comparison to Sun Tran riders.

Table 19: Driver's License Status

Driver's License Status	Weekday		Weekend		Overall System Totals
	Sun Link	Sun Tran	Sun Link	Sun Tran	
Yes	82.0%	48.7%	82.8%	49.0%	54.8%
No	18.0%	51.3%	17.2%	51.0%	45.2%

Twelve percent of riders have a disability. Sun Tran has a higher percentage of riders that have disabilities.

Table 20: Disability Status

Disability Status	Weekday		Weekend		Overall System Totals
	Sun Link	Sun Tran	Sun Link	Sun Tran	
Yes	5.3%	12.2%	2.7%	15.2%	11.8%
No	94.7%	87.8%	97.3%	84.8%	88.2%

Thirty-nine percent of riders are between the ages of 18 – 34 with 18% of riders being in the age group of 18 – 24 and 21% of riders being in the 25 – 34 age group. A much higher percentage of Sun Link riders are between the ages of 18 – 24 in comparison to Sun Tran.

Table 21: Age

Age	Weekday		Weekend		Overall System Totals
	Sun Link	Sun Tran	Sun Link	Sun Tran	
15 & under	0.6%	1.7%	0.0%	0.2%	0.8%
16-17	1.7%	4.7%	0.0%	2.0%	2.9%
18-24	56.3%	13.3%	38.3%	12.5%	18.5%
25-34	19.4%	21.2%	16.4%	22.0%	20.8%
35-44	7.7%	21.9%	15.6%	21.8%	20.3%
45-54	4.6%	15.3%	10.9%	15.8%	14.4%
55-64	4.2%	13.0%	4.9%	14.4%	12.1%
65 & older	5.6%	8.9%	13.9%	11.4%	10.3%

Sixty-three percent of riders are Male while Females make up 36% of transit riders. Sun Link has a much higher percentage of Female riders in comparison to Sun Tran.

Table 22: Gender

Gender	Weekday		Weekend		Overall System Totals
	Sun Link	Sun Tran	Sun Link	Sun Tran	
Male	46.8%	64.7%	54.1%	66.5%	63.1%
Female	52.4%	34.5%	44.8%	32.7%	36.1%
Non-binary/third gender	0.8%	0.7%	1.2%	0.8%	0.8%
Other	0.0%	0.0%	0.0%	0.0%	0.0%

Thirty-four percent of riders are of Hispanic or Latino origin. Sun Tran has a much higher percentage of riders of Hispanic or Latino origin.

Table 23: Hispanic or Latino Origin

Hispanic or Latino Origin	Weekday		Weekend		Overall System Totals
	Sun Link	Sun Tran	Sun Link	Sun Tran	
Yes	28.6%	37.9%	16.3%	34.8%	33.6%
No	71.4%	62.1%	83.7%	65.2%	66.4%

Sixty-five percent of riders are White / Caucasian. The second most common rider ethnicity is Hispanic / Latino (33%). The third most common rider ethnicity is Black / African American (12%). Sun Tran has more riders that are Hispanic / Latino in comparison to Sun Link. Hispanic / Latino percentages differ from Table 23 due to respondents identifying as multi racial / two or more categories.

Table 24: Race / Ethnicity

Race / Ethnicity	Weekday		Weekend		Overall System Totals
	Sun Link	Sun Tran	Sun Link	Sun Tran	
White / Caucasian	70.9%	63.3%	73.0%	64.5%	65.4%
Hispanic / Latino	28.5%	37.6%	16.2%	34.7%	33.4%
Black / African American	9.0%	13.6%	6.3%	12.2%	11.9%
American Indian / Alaska Native	3.1%	9.3%	1.4%	11.0%	8.7%
Asian	14.1%	2.9%	13.6%	4.0%	5.2%
Other	2.2%	0.9%	1.2%	0.9%	1.0%
Native Hawaiian / Pacific Islander	0.9%	0.9%	0.3%	0.2%	0.5%

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Twenty-nine percent of riders speak another language at home other than English. The top three other languages spoke at home other than English include 22% Spanish, 1% Vietnamese, and 1% French.

Table 25: Speak Another Language at Home

Speak Another Language at Home	Weekday		Weekend		Overall System Totals
	Sun Link	Sun Tran	Sun Link	Sun Tran	
Yes	29.4%	28.6%	20.2%	31.4%	28.7%
No	70.6%	71.4%	79.8%	68.6%	71.3%
					28.8%
					71.2%

Out of all riders who speak a language other than English at home, one percent speak English less than well while 96% of riders speak English very well.

Table 26: English Proficiency

English Proficiency	Weekday		Weekend		Overall System Totals
	Sun Link	Sun Tran	Sun Link	Sun Tran	
Very well	97.6%	96.3%	99.7%	94.8%	96.2%
Well	2.2%	2.7%	0.3%	3.9%	2.8%
Less than well	0.2%	1.0%	0.0%	1.3%	0.9%
Not at all	0.0%	0.0%	0.0%	0.0%	0.0%
					95.9%
					3.1%
					1.0%
					0.0%

2.3 Household Analysis

Sixty percent of riders do not have a vehicle available to their household. One quarter (25%) of riders have one household vehicle, 12% have two household vehicles, and 4% of riders have three or more household vehicles. Sun Tran has a higher percentage of riders that live in households that do not have vehicle availability.

Table 27: Total Household Vehicles

Household Vehicles	Weekday			Weekend			Overall System Totals
	Sun Link	Sun Tran	Weekday Total	Sun Link	Sun Tran	Weekend Total	
	None (0)	42.3%	61.6%	59.3%	47.6%	63.4%	
One (1)	37.8%	23.7%	25.4%	24.1%	24.9%	24.7%	25.0%
Two (2)	13.7%	10.9%	11.2%	24.1%	8.3%	11.9%	11.6%
Three (3)	3.1%	2.7%	2.7%	3.1%	2.3%	2.4%	2.6%
Four (4)	2.0%	0.6%	0.8%	0.3%	0.7%	0.6%	0.7%
Five (5)	0.8%	0.3%	0.4%	1.0%	0.1%	0.3%	0.3%
Six (6)	0.0%	0.1%	0.1%	0.0%	0.1%	0.1%	0.1%
Seven (7)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Eight (8)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Nine (9)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Ten or more (10+)	0.2%	0.1%	0.1%	0.0%	0.2%	0.1%	0.1%

Out of all riders, 15% could have used a household vehicle to make their transit trip. Sun Tran has a much higher percentage of transit necessity riders in comparison to Sun Link.

Table 28: Use Household Vehicle for Current Trip

Use Household Vehicle for Trip	Weekday		Weekend		Overall System Totals
	Sun Link	Sun Tran	Sun Link	Sun Tran	
Yes	38.7%	10.7%	43.3%	8.8%	15.5%
No	61.3%	89.3%	56.7%	91.2%	84.5%
		Weekday Total		Weekend Total	
		14.1%		16.8%	
		85.9%		83.2%	

Thirty-three percent of riders live in single person households. Ten percent of riders live in households with five or more household members.

Table 29: Household Size

Household Size	Weekday		Weekend		Overall System Totals
	Sun Link	Sun Tran	Sun Link	Sun Tran	
One (1)	31.1%	32.3%	26.1%	37.2%	33.4%
Two (2)	30.3%	25.6%	40.5%	28.4%	28.7%
Three (3)	17.5%	18.2%	15.0%	15.5%	16.7%
Four (4)	13.3%	11.3%	14.2%	9.5%	11.0%
Five (5)	4.2%	6.1%	2.8%	4.4%	4.9%
Six (6)	2.7%	2.9%	0.3%	1.9%	2.2%
Seven (7)	0.2%	1.0%	0.0%	0.9%	0.8%
Eight (8)	0.1%	1.0%	0.0%	0.7%	0.7%
Nine (9)	0.0%	0.4%	0.0%	0.1%	0.2%
Ten or More (10+)	0.7%	1.2%	1.2%	1.4%	1.2%
		Weekday Total		Weekend Total	
		32.1%		34.6%	
		26.1%		31.2%	
		18.1%		15.4%	
		11.5%		10.6%	
		5.9%		4.1%	
		2.9%		1.5%	
		0.9%		0.7%	
		0.9%		0.5%	
		0.3%		0.1%	
		1.1%		1.4%	

Twenty-nine percent of riders live in households in which no one is employed. Thirty-seven percent of riders live in households with one employed member, 22% live in households with two employed members, and 12% live in households with three or more members employed.

Table 30: Household Employees Over the Age of 15

Household Employees	Weekday			Weekend			Overall System Totals
	Sun Link	Sun Tran	Weekday Total	Sun Link	Sun Tran	Weekend Total	
None (0)	23.8%	25.9%	25.6%	35.8%	29.8%	31.2%	28.5%
One (1)	32.5%	38.1%	37.4%	25.4%	40.5%	37.0%	37.2%
Two (2)	28.5%	23.2%	23.8%	26.5%	19.0%	20.7%	22.2%
Three (3)	10.3%	7.8%	8.1%	6.5%	5.9%	6.0%	7.0%
Four (4)	3.8%	2.9%	3.0%	4.9%	2.3%	2.9%	3.0%
Five (5)	0.5%	0.9%	0.8%	0.0%	1.3%	1.0%	0.9%
Six (6)	0.2%	0.3%	0.3%	0.0%	0.4%	0.3%	0.3%
Seven (7)	0.0%	0.1%	0.1%	0.0%	0.1%	0.0%	0.1%
Eight (8)	0.0%	0.1%	0.1%	0.0%	0.1%	0.1%	0.1%
Nine (9)	0.0%	0.2%	0.2%	0.0%	0.0%	0.0%	0.1%
Ten or More (10+)	0.3%	0.5%	0.5%	0.9%	0.7%	0.7%	0.6%

Twenty-eight percent of riders live in households that make less than \$10,000 annually. Seventeen percent of riders live in households that make between \$15,000 and \$24,999. Seventeen percent of riders live in households that make over \$50,000. Sun Link riders have higher household incomes in comparison to Sun Tran.

Table 31: Household Income

Household Income	Weekday			Weekend			Overall System Totals
	Sun Link	Sun Tran	Weekday Total	Sun Link	Sun Tran	Weekend Total	
	Less than \$10,000	23.9%	28.9%	28.3%	25.9%	28.9%	
\$10,000 - \$14,999	9.5%	14.0%	13.5%	10.4%	16.2%	14.8%	14.2%
\$15,000 - \$24,999	15.3%	17.6%	17.3%	9.1%	17.7%	15.7%	16.5%
\$25,000 - \$34,999	12.3%	15.5%	15.1%	5.8%	16.0%	13.6%	14.3%
\$35,000 - \$49,999	11.2%	10.4%	10.5%	7.4%	11.0%	10.1%	10.3%
\$50,000 - \$74,999	10.7%	7.6%	8.0%	11.4%	5.9%	7.2%	7.6%
\$75,000 - \$99,999	8.4%	3.3%	3.9%	9.5%	2.3%	4.1%	4.0%
\$100,000 or more	8.8%	2.7%	3.4%	20.5%	2.0%	6.4%	5.0%

3. SURVEY ADMINISTRATION

3.1 Sampling Plans

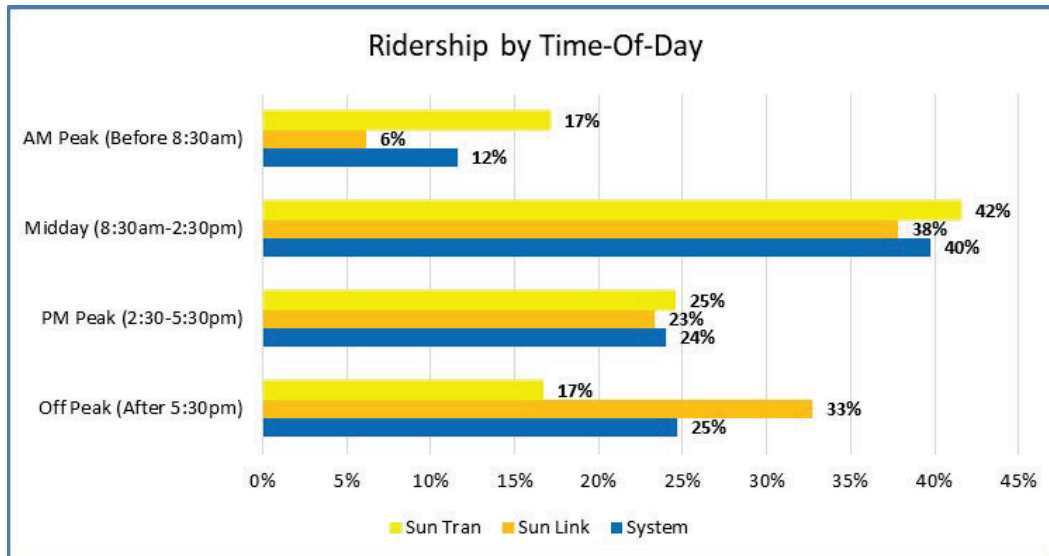
To ensure that the distribution of completed surveys mirrors the distribution of the region’s passengers, ETC Institute, The City of Tucson, and Sun Tran established proportional sampling goals. ETC Institute developed a sampling plan that would ensure the completion of 9,860 total OD surveys and 8,631 O2O pairs. Overall, a total of 10,424 OD surveys and a total of 19,600 O2O pairs were collected.

Table 32 lists the four time periods for survey sampling, which are determined by ridership patterns and time-of-day parameters from Sun Tran. Figure 1 shows the total weekday ridership percentages by time-of-day based off the sample plan to create goals. These cell level sample sizes created by ETC were used to fine tune the collection and conduct the expansion. The ridership used to create the sampling plans was September 3 to October 31, 2024.

Table 32: Project Time Periods

Time Period	Time Range
AM Peak	Before 8:30 a.m.
Midday	8:30 a.m. to 2:30 p.m.
PM Peak	2:30 p.m. to 5:30 p.m.
OFF Peak	After 5:30 p.m.

Figure 1 – Total Ridership Percentages by Time-of-Day



3.2 Origin and Destination Sampling Plans

ETC Institute developed a sampling plan that would ensure the completion of the OD survey by at least 9,860 surveys. The weekday sampling plan for the OD survey was designed to obtain completed surveys from a minimum of 16% of the system level ridership with a 13% sample of ridership on each Sun Tran route and 20% for each Sun Link station and Sun Link as a whole.

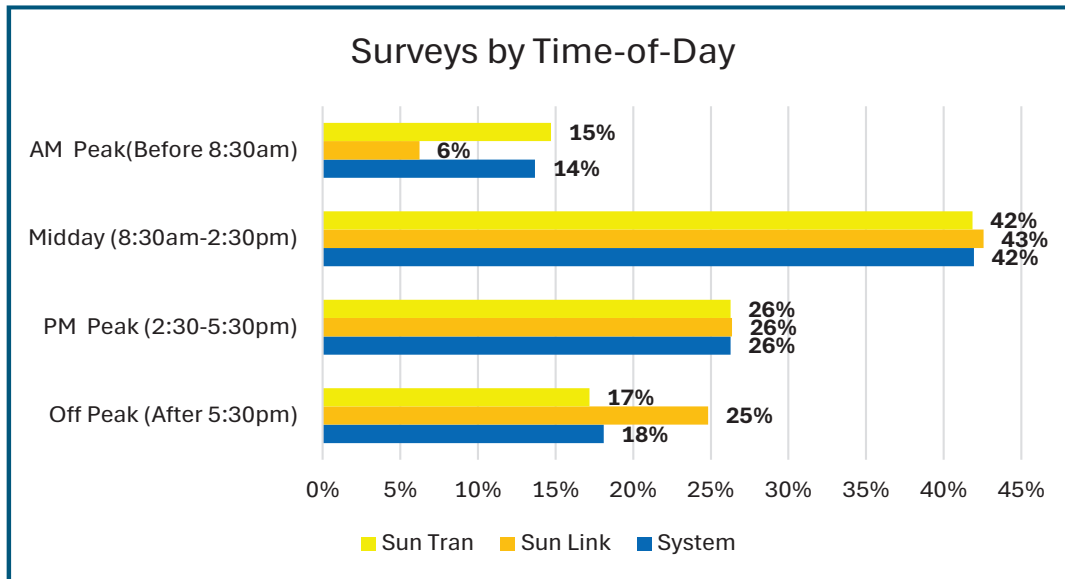
The weekend sampling plan for the OD survey was designed to obtain completed surveys from a minimum of a 2% sample of ridership on each Sun Tran route and 2.5% on the Sun Link. In total, 10,424 OD surveys were collected. The data also includes 14 Sun On Demand questionnaires. Table 33 shows the sample size and number of OD surveys collected by mode and day of week. Figure 2 shows percentages of the weekday OD surveys collected (expanded) by time-of-day and mode (Sun Tran and Sun Link) and systemwide.

Table 33: OD Surveys Collected by Service Type

Service Type	Day Type		
	Weekday	Weekend	Total
Sun Tran	7,320	1,250	8,570
Sun On Demand	14	0	14
Sun Link	1,646	194	1,840
System	8,980	1,444	10,424

Note: Total system sample size is based off total from RFP and is not calculated from adding totals.

Figure 2 – OD Surveys Collected by Time-of-Day



Sampling goals were created to guide the collection by route, time period, and direction. Appendix A contains the sample plans which show the OD survey sampling goals and number of total weekday-surveyed trips collected by time-of-day and direction.

3.3 On-to-Off Sampling Plans

All routes in the Sun Tran system were reviewed to determine if the AWR was sufficient to warrant the O2O counts. A minimum AWR threshold of at least 2,000 was required to be a part of this effort. Based on the AWR ridership used to plan for the survey, eleven Sun Tran routes and the Sun Link rail qualified the criterion and were selected for the O2O survey.

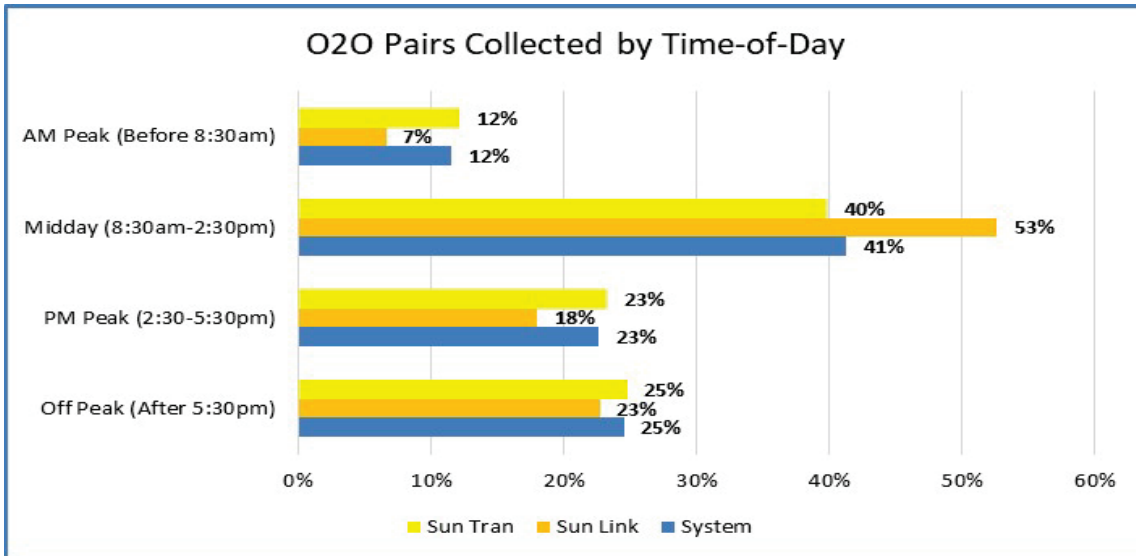
For each route surveyed, 20% of the AWR had O2O pairs collected. All O2O counts were collected on weekdays across the entire service day.

In total, 19,600 boarding and alighting pairs were collected. Appendix B contains the sample plans which show the O2O counts of total boarding and alighting pairs collected by route, time-of-day, and direction. Table 34 shows O2O pairs collected by service type. Figure 3 shows percentages of the O2O data collected by time-of-day and mode (Sun Tran and Sun Link) and systemwide.

Table 34: O2O Pairs Collected by Service Type

Service Type	Sample Size	Pairs Collected
Sun Tran	7,278	17,360
Sun Link	1,353	2,240
System	8,631	19,600

Figure 3 – O2O Pairs Collected by Time-of-Day



3.4 Survey Design

The survey was designed to obtain information in three major categories: OD travel patterns, usage information, and rider demographics. Once the survey questionnaire was finalized, ETC designed a tablet-based intercept interview survey as the primary survey medium.

The OD survey is included as Appendix B. The survey was created to ensure Title VI requirements were met and to provide additional information on riders.

The tablet survey methodology utilized the tablet’s on-screen mapping features allowing for real-time geocoding of addresses and locations using exact address, intersections, and/or place names. The riders would then confirm the geocoded location on the screen map via an indicator icon.

The interviewers used the mapping feature to collect the global positioning system (GPS) coordinates of all survey locations, including home address, origin address, destination address, boarding location(s), and alighting location(s). This allowed the interviewer to answer any questions as well as ensure the accuracy of the data collected. The respondent was allowed to select the answers to some demographic questions directly on the tablet to allow for more privacy, e.g., household income, gender.

3.5 Survey Recruitment and Training

Assembling a team of high-quality survey staff was one of the most important steps in the OD administration process. ETC collaborated with the staffing firms ANIK and Stat Team to provide interviewers for the OD Survey.

ETC Institute conducted two major training sessions for the project (January 28 and February 11, 2025). Training sessions focused on the study purpose and objectives, the survey instruments, scripts on how to respond to riders' questions, how to use data collection tools, instructions on how to conduct themselves when working with the public, and safety training. The survey staff were instructed to understand that while they were not the City of Tucson or Sun Tran employees, they were representing these agencies while on transit vehicles or property and they needed to act in a manner that reflected positively.

Maximizing participation and legitimizing the survey among riders depended on the public response to the survey staff. To support a good public image, ETC Institute imposed strict dress code standards that required survey staff to wear appropriate clean clothing to present a casual, yet neat, appearance that ensured professionalism and comfort. Survey staff were provided with survey badges and vests, identifying interviewers to transit operators and riders to further legitimize their appearance.

As the survey staff are the key ingredient to the success of a project, ETC provided in-depth project specific training to ensure successful data collection. The interviewer training reviewed project specifics and field procedures and provided training on how to actively engage customers (riders). Key highlights in our training focused on courtesy, professionalism, and person-to-person interactions.

The ETC field manager created the necessary training materials for conducting the OD training. The classroom training session included a PowerPoint presentation to explain the purpose and objectives of the survey, procedures and requirements, survey logistics, how to maximize response rates (including difficult-to-survey riders), and the data collection process in a step-by-step format. Other goals of the training included building interview staff confidence, helping interview staff feel that they are an important part of the survey's success and helping them understand the importance of the survey and the long-term benefits to their community.

For the OD training, ETC ensured that the training addressed the following details:

- Tips on intercepting/interacting with non-English speakers and riders with limited English proficiency.
- Importance of understanding the intent of the questions.
- Instructions on conveying the purpose of the survey to riders.
- Importance of adhering to our random sampling protocol at the outset of every survey.

- Procedure for properly recording all refusals and completing a short observational assessment of the refusing rider for internal purposes.
- Importance of data confidentiality and instruction on how to address rider concerns regarding the same.
- Overview of the transit systems covering all topics covered in the tablet questionnaire with route-specific instruction as needed.
- How to manage rider comments and complaints.
- Expectations of Conduct.
- Safety training.

The following day after OD training, interviewers went out for live surveying from the downtown Ronstadt Transit Center. This allowed ETC staff to gauge each interviewer’s comprehension of the survey and instrument and provide feedback as needed.

3.6 Survey Field Administration

Survey staff would report to their assigned locations, which included Sun Link and Sun Tran stations for their shifts. ETC ran two survey shifts that captured surveys between 6am and 10pm. Surveys were conducted every day of the week with the exception of Friday.

OD Survey Procedures

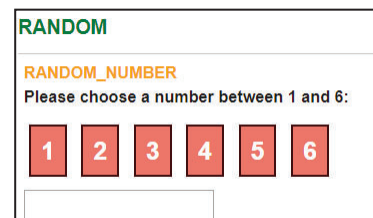
For the OD survey, interviewers boarded their assigned bus and selected riders at random to participate in the survey. While conducting the interview, interviewers asked the respondent each question from the survey tablet and recorded each response provided to them by the rider.

Selection of OD Participants

For the OD interview the tablet generated a random number (shown in Figure 4) to determine which riders were asked to participate in the survey after boarding the vehicle.

If four people boarded a bus, the tablet randomly generated a number from 1 to 4. If the tablet responded “2,” the second rider who boarded the bus was asked to participate in the survey. If the tablet responded “1,” the first rider was asked to participate in the survey, and so forth. The selection was limited to the first six people who boarded at any given stop to ensure the interviewer could keep track of the riders as they boarded.

Figure 4 – OD Survey Random Generator



For example, if 20 people boarded a vehicle, the tablet program would randomly pick one of the first six people for the survey. If the interview was refused by the randomly selected rider, then the rider who boarded before the rider selected would be attempted.

Respondents who did not have time to complete the survey during their trip, or who spoke a different language than the interviewer, were given the option of providing their contact information to conduct the survey at another time. Less than one percent of interviews were conducted by completing the online self-administered survey or by callback. Interviewers who spoke the foreign language of the rider translated the English tablet version during the interview and indicated in which language the interview was conducted.

Tablet interviews were conducted in both English and Spanish. Interviewers carried paper surveys in Spanish that could be distributed for self-administration. The tablets also had the program translated in Spanish allowing the interview to be completed. A total of 81 interviews were collected in Spanish.

Interviewers selected riders in accordance with the sampling procedures previously described. The interviewer then:

- Approached the rider identified and asked the rider to participate in the survey.
- If the rider refused, the interviewer ended the survey, excused themselves, and completed three observational questions (age, race, and gender).
- If the rider agreed to participate, the interviewer asked the rider if they had at least 5 minutes to complete the survey.
- If the rider did not have at least 5 minutes on the bus, the interviewer asked the rider to provide their name and contact information in order to send a link to a self-administered on-line version. This methodology ensured that people who completed short trips on public transit were well represented. The vast majority of records were able to be completed onboard.
- If the rider had at least 5 minutes on the bus, the interviewer completed the survey on the vehicle.

OD In-Field Quality Assurance/Quality Control

ETC Institute field supervisors reviewed each interviewer's data reviewing the following elements to ensure they were administering the interview properly. To accomplish this the field supervisors continually monitored various elements of the data collection on a daily basis. Some of the areas where this monitoring occurred were:

- Distribution of surveys by demographics - There were several demographics monitored including race, gender, and age to ensure that riders were randomly selected. If the percentages of an individual interviewer greatly differed from other interviewers, especially on the same route, this was used to provide feedback to staff.
- Distribution of surveys by trip characteristics - Transfer rates were monitored to ensure data quality. If interviewers showed fewer transfers than average, their trip path was more heavily scrutinized to ensure transfers were being captured accurately. The linked trip decomposition, described later in the report, shows that the transfer rates captured were in line with what was expected.
- Length of each survey in minutes - If the average staff survey time was much longer than others, feedback was provided to staff to help them improve their efficiency. If average times were much shorter data was reviewed to ensure the trip paths and transfers were accurately captured.
- Percentage of refusals - For staff who had received significantly more refusals, additional time was spent training the staff on the survey introduction. If staff showed very few refusals feedback was provided to ensure that they are capturing refusals properly. As mentioned previously, refusals based on gender and race were similar.
- Percentage of short trips – There were two options in the survey when riders indicated they were willing to participate and whether they had at least 5 minutes or not. If a rider did not have at least five minutes, they were able to provide a phone number or email for a self-administered version. In cases where these distributions were slightly off due to riders not

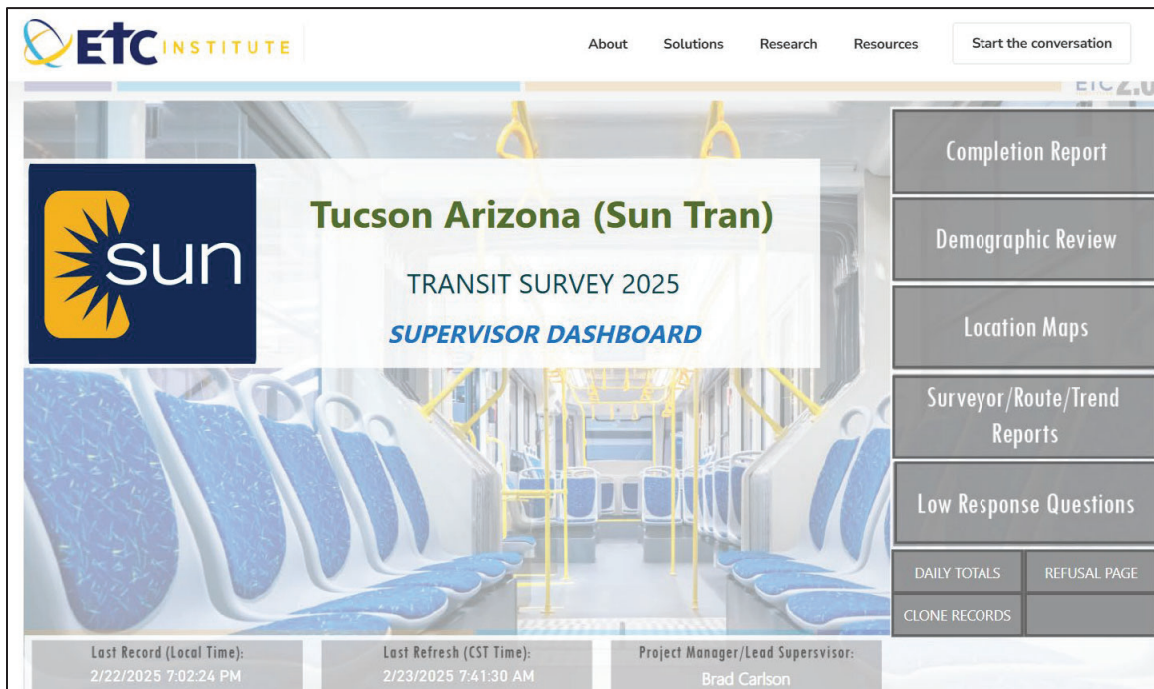
completing a survey due to short trips, the expansion process accounted for any differences.

- Percentage of capturing non-English speakers. Staff responses were reviewed to ensure the attempt to capture non-English speakers occurred.

Data Collection Dashboard

ETC created a data collection dashboard for the team to view the collection productivity, demographics collected, and to visually show locational data on a plot map. The dashboard gave the ability to review the data collected in an interactive fashion rather than relying on traditional static reports. ETC Supervisors monitored data collection with a similar dashboard designed for supervisors to monitor collection goals and quality check interviewer's demographics and other items. The dashboard home screen is shown in Figure 5.

Figure 5 – Data Collection Dashboard



Status Reporting

The whole team was able to view from access to the Data Collection Dashboard which allowed for real time status reporting. The sample collected for each day type was monitored at both the overall route level as well as direction and time of day levels.

3.7 On-to-Off Count Administration

On-to-Off Collection Method

ETC Institute implemented a new method of capturing rider boarding and alighting pairs (O2O pairs) using video recording devices that capture pictures of riders from their knees down. By capturing from the knee down the rider's identity remained unknown. Utilizing the devices eliminated using survey staff on board vehicles thus lowering labor costs and human error and allowed for nearly a 100 percent pair count.

The devices provided a stable and accurate GPS record with a refresh rate of 1 second with a recording time up to 16 hours. The recording devices were placed in 3D printed shells and placed at each bus door positioned to capture riders' images when they boarded and alighted. Figure 6 below shows the device used and the positioning of the device on-board of vehicles in different locations (doors).

Figure 6 – On-to-Off Recording Device and Positioning



On-to-Off Collection Administration

Blocks were pre-selected by ETC for all chosen routes for the O2O counts. O2O collection staff reported to the Sun Tran bus garages the hours of 12am to 4am. The collection staff would then:

- Check in with dispatch and provide block numbers.
- Receive individual bus numbers for each block by dispatch.
- In order of bus pull-out time (earliest to latest), install the devices onboard the vehicles
- Devices were installed for each door on the bus.
- Leave a letter in the operator's seat in order to notify them that their vehicle was selected for the study and has devices installed at each door.
- Monitor video capture throughout the day to ensure no devices have turned off or have been removed.
- Return to the depot when buses return to uninstall the devices.
- Upload the device data to ETC's secure system.
- Delete data from the devices and charge for the following day.

Sun Link O2O

The Sun Link O2O was collected using a two-question interview asking the rider at which station they boarded and would alight. The Sun Link O2O program included all stops for the Sun Link.

Figure 7 shows the program used for Sun Link collection O2O.

Figure 7 – Sun Link On-to-Off Collection Program

The figure displays two sequential screenshots of the 'Tucson Rail ON2OFF' mobile application. Both screens feature a blue header with the title 'Tucson Rail ON2OFF' and a status bar at the top right showing 'GPS OFF' and a red location icon. The top screenshot shows the following data entry fields:

- Q. What station did you GET ON this SunLink train?** (En qué estación subiste a este tren?): Granada/Cushing
- Q. What station will you GET OFF this SunLink train?** (En qué estación te bajarás de este tren?): Broadway/Church
- Q. What time did you board this bus/rail line?** (¿A qué hora subiste a este tren?): Four time slots are available: 'Before 8:30 am', '2:30 pm - 5:30 pm', '8:30 am - 2:30 pm', and 'After 5:30 pm'.

Navigation buttons at the bottom of the top screenshot include 'Exit & Clear' (red), 'Previous' (yellow), and 'Next' (green). The bottom screenshot shows the same interface but with the 'GET ON' and 'GET OFF' station fields empty, indicating a transition to a different screen or a reset state.

On-to-Off Processing

Video recordings were uploaded by field staff which went into ETC’s secure filing system. The videos were reviewed for completeness and then sent to ETC’s O2O video review team (VRT).

The VRT would screenshot each boarding and alighting (bottom half of rider) that included the tagged GPS location and GPS time. These screenshots were then paired by the VRT for individual riders boarding and alighting locations, times, route, and direction. Once paired, a secondary review was conducted to ensure accuracy.

3.8 OD Data Review Process

Many of the monitoring processes described previously in the report are essential elements of the overall quality assurance/quality control (QA/QC) process that was implemented throughout the survey. The establishment of specific sampling goals and procedures for managing the goals ensured that a representative sample was obtained.

2025 Tucson Transit On-Board Survey

The geocoding tools embedded in Google map searches, ETC Institute Visual Review program, and Caliper® Maptitude geographic information system (GIS) software, allowed for the geocoding accuracy that was achieved.

The following subsections describe the QA/QC processes that were implemented after the data were collected.

Process For Identifying Complete Records

To classify a survey as being completed, the record must contain all elements of the one-way trip. ETC Institute has classified required trip data as containing complete answers to the following:

- Route/Direction
- Time of trip
- Transfers made
- Home address
- Origin address
- Destination address
- Origin place type
- Destination place type
- Access mode
- Egress mode
- Boarding location
- Alighting location

In addition to the required trip-data questions, an interview must be considered complete by the online survey program. This occurs if the interviewer navigates through all questions from the survey, including demographics.

Online Visual Review Tool

ETC Institute online visual review tool allowed for the review of all completed records. The tool displayed all elements of the one-way trip, as well as a series of distance ratio checks. After directions were finalized, each record went through speed/distance/time checks. Figure 8 shows an example of the online visual review tool.

Figure 8 - Online Visual Review Tool (Editable Version)

The screenshot displays the 'Online Visual Review Tool' interface. On the left, there is a sidebar with a 'VIEW OTHER FIELDS' button and an 'ELVIS VIEW' toggle. Below this, the 'BOARDING LOCATION' section includes a 'Location Search' field, a 'BOARDING TIME' dropdown set to '7:30 am - 8:30', and 'STOP ID / SEQUENCE / CLIENT ID' fields. The 'ACCESS MODE' is set to 'Walk'. The 'FROM TRANSFERS' section shows '(1) One' transfer and a 'Preview 1st-ON Transfer' field. The main area is a map of Tucson, Arizona, showing a route highlighted in blue and red. On the right, a 'ROUTE LIST' table shows 17 stops with checkboxes for selection. At the bottom, there is a 'Remark:' field and a note: '* Data will be saved when you select the status'.

Stop ID	Stop Name	Direction
1	Glenn/Swan	EASTBOUND
2	Glenn/Swan	WESTBOUND
3	Pueblo Gardens	NORTHBOUND
4	Pueblo Gardens	SOUTHBOUND
5	6th St/Wilmot	EASTBOUND
6	6th St/Wilmot	WESTBOUND
7	Speedway	EASTBOUND
8	Speedway	WESTBOUND
9	Pima/West Speedway	EASTBOUND
10	Pima/West Speedway	WESTBOUND
11	Euclid/N 1st Ave	NORTHBOUND
12	Euclid/N 1st Ave	SOUTHBOUND
13	22nd St	EASTBOUND
14	22nd St	WESTBOUND
15	Broadway	EASTBOUND
16	Broadway	WESTBOUND
17	Grant Road	EASTBOUND
18	Grant Road	WESTBOUND
19	Ruthrauff	NORTHBOUND
20	Ruthrauff	SOUTHBOUND
21	Alvernon Way	NORTHBOUND
22	Alvernon Way	SOUTHBOUND
23	10th/12th Ave	NORTHBOUND
24	10th/12th Ave	SOUTHBOUND
25	Campbell Ave	NORTHBOUND
26	Campbell Ave	SOUTHBOUND
27	Oracle/Ina	NORTHBOUND
28	Oracle/Ina	SOUTHBOUND
29	Country Club/29th St.	

Pre-Distance Checks

The series of distance and ratio checks were contained in the online visual review tool for ETC Institute's Transit Review Team (TRT) to systematically approach the reviewing of completed records. The TRT process for editing surveys is described later in this section. Note: The distance and ratio checks described are meant to alert the reviewer that closer evaluation may be needed. However, this does not indicate the record was inaccurate or unusable.

The distances for the checks are created using the great-circle distance formula that is based on a straight line from point A to point B that considers the curvature of the earth. After all transfer reviews were conducted, three QA/QC ratio checks were conducted. First, the distance between the boarding and alighting location was divided by the distance between origin and destination. Second, the distance between origin and boarding location was divided by the distance between origin and destination. Third, the distance between the alighting location and destination was divided by the distance between origin and destination.

Transit Review Team

The TRT reviewed all completed records, paying special attention to records that were flagged by the previously described checks. Typically, around 10 percent of all records receive an automatic flag. The issues listed in Table 35 result in actions that allow about 50 percent of those records that are flagged to be retained.

Table 35 - General Issues

Issue	Description of Issue	Action
Origin/Destination Condition 1	Origin/Destination appears incorrect because the wrong location of a multiple-location organization was selected	If, for example, an Origin/Destination appears illogical based on the college campus that was selected, but an appropriate campus of the same college does appear logical given the other points and answer choices of the trip, then the appropriate campus will be selected.
Origin/Destination Condition 2	Origin/Destination appears to have been geocoded to the incorrect city/state	If for example, an Origin/Destination appears illogical based on the city/state that was geocoded, but the address/intersection is logical within the trip if the city/state are changed. This occurs occasionally because the interviewer selects the wrong choice from the list of address choices that appear in the online survey instrument, then the appropriate address information will be inserted.
Access/Egress Mode	Access/Egress Mode seems illogical based on trip	If the access/egress mode involves the use of a vehicle and the distance from either origin to boarding or alighting to destination is less than 0.2 miles, then the access/egress mode is recoded to walk/walked and that change will be reflected in the database.
Directionality of Record	Boarding and alighting locations indicate that the trip is going in the opposite direction of what was selected by the interviewer	Change direction of route selected and, if necessary, update boarding and alighting locations based on appropriate direction.

Post-Processing Additional Checks

After records were reviewed by the TRT, the next step involves the application of QA/QC non-trip checks. Non-trip related checks included:

- Ensuring the respondents who indicated they were employed reported that at least one member of the household was employed.
- Ensuring the survey completion time was reasonable given the published operating schedule for the route.
- Ensuring that the appropriate fare type was used given the age of respondent.
- Removing personal information to protect the anonymity of the respondents.

Once all records complete the processing and QA/QC checks, those deemed complete and usable are appended to the completion report to ensure that goals are met. After the final review is completed, a data dictionary was created to describe the data in the database.

4. SURVEY WEIGHTING AND EXPANSION

When survey goals are created, they are typically based off a percentage of the AWR for the routes in the system. That is further broken down by time periods and directions. Once a sample percentage is agreed upon, the goals for the survey collection are based off the ridership for each route by time period and direction and then multiplied by the sampling percentage. For “Circular” or “Loop” routes, such as route 24, the ridership is typically only broken down into time period as there are many riders that will board going in one direction but alight going the other direction due to the functionality of the route. This typically is also the case if there are directional routes where many riders travel through the terminus and alight going the opposite direction of initial boarding.

The purpose of developing survey goals is to collect an appropriate number of survey records that will be “expanded” to represent the total of each route by time period and direction. To further increase the specificity of the expansion process, segments were created for each route. Stops were grouped into segments along that route so that boarding segments could be paired with alighting segments when creating the expansion factor. Segmentation occurs on bus routes because it is unrealistic to expand bus survey data at the stop level. Stop, or station, level expansion is generally reserved for rail lines.

Sources of Ridership Data for Expansion

The ridership data used to fine-tune the collection and conduct the expansion was the route level average daily ridership from February through March 2025.

4.1 Route Segmentation with APC Data

ETC Institute primarily creates segments for bus/rail routes based on “boarding/alighting (total ridership)” percentages along the route. The preferred method is to segment routes using Stop-Level Ridership data. Routes with Stop-Level Ridership data are divided into segments based on the “boarding/alighting (total ridership)” patterns. A new segment begins after approximately a specific percentage of the route’s “boarding/alighting (total ridership)” has occurred, and another segment initiates after reaching a similar threshold. The final segment is established after a designated portion of the “boarding/alighting (total ridership)” has taken place. Figure 9 illustrates this segmentation process using stop-level ridership data.

Figure 9 – Segmentation with Stop Level Ridership Example

Segmentation with Stop Ridership Example						
Direction: Eastbound Route: 1		APC DATA		Segmentation		
Stops	Boardings	Alightings	Running Total Ridership [Board+Alight]	Running Percentage of Total Ridership [Board+Alight]	Default Segment	Agency Segments
STOP-1	35	0	35	11.51%	1	1
STOP-2	20	10	65	21.38%	1	1
STOP-3	20	5	90	29.61%	1	1
STOP-4	15	10	115	37.83%	2	1
STOP-5	5	12	132	43.42%	2	2
STOP-6	4	4	140	46.05%	2	2
STOP-7	19	4	163	53.62%	2	2
STOP-8	12	3	178	58.55%	2	2
STOP-9	15	5	198	65.13%	2	2
STOP-10	3	10	211	69.41%	3	2
STOP-11	2	15	228	75.00%	3	2
STOP-12	2	11	241	79.28%	3	3
STOP-13	0	10	251	82.57%	3	3
STOP-14	0	15	266	87.50%	3	3
STOP-15	0	38	304	100.00%	3	3
	152	152				

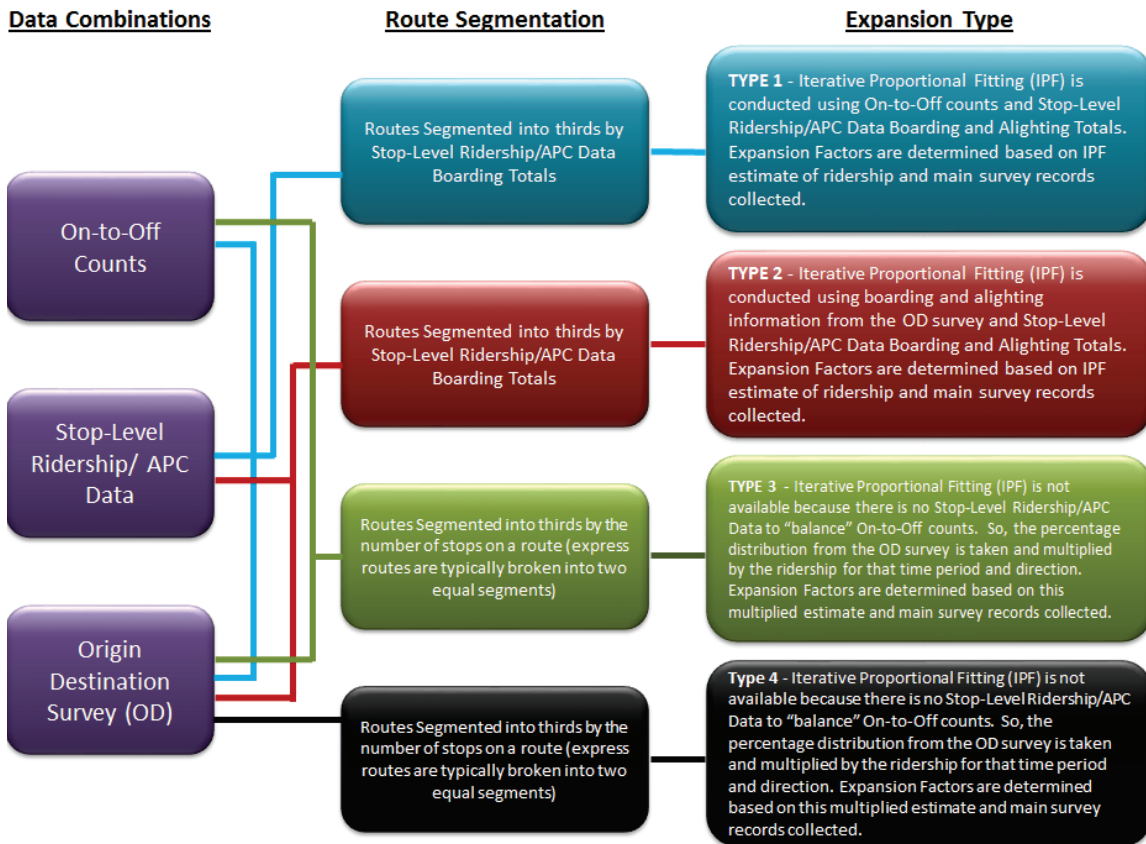
After the default segmentation process is completed, the default segments are forwarded to the respective route agencies for their review and adjustments. These adjustments are made based on specific characteristics of various sections of the route. These new agency segments will be used for the expansion.

(Note: Iterative Proportional Fitting (IPF) is employed in various expansion methods discussed later in this report. To ensure IPF accuracy, "boarding/alighting (total ridership)" figures must match alighting totals. Therefore, adjustments are made to ridership alighting data using a multiplying factor to align it with "boarding/alighting (total ridership)" figures. Typically, these adjustments are nominal. However, if significant disparities exist between "boarding/alighting (total ridership)" figures in different directions of a route, additional review of the route's functionality may be required to ensure that surveys are both collected and expanded appropriately.)

4.2 Types of Data Expansion

The type of bus data expansion conducted depended on the data available for the specific route. The three types of data that created the combinations that guided the type of expansion used were: Automatic Passenger Count (APC) data (from transit providers), O2O counts (collected by ETC Institute), and OD survey data (collected by ETC Institute). Figure 10 shows the data combinations, the corresponding route segmentation, and type of expansion used.

Figure 10 – Segmentation Process with Stop Level Ridership

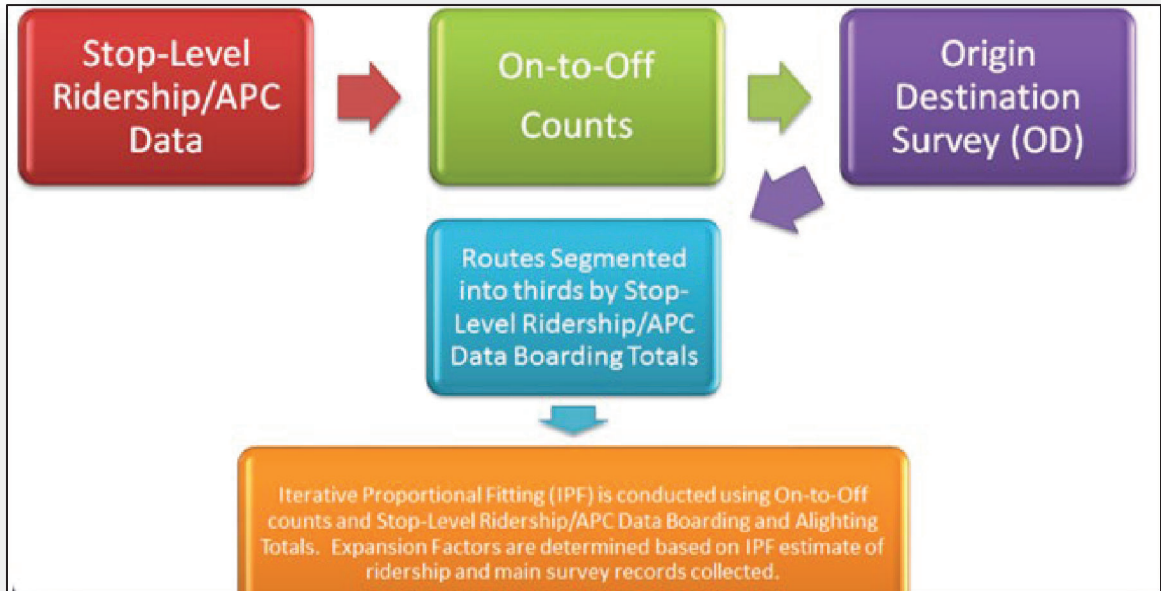


Four data expansion methods have been formulated based on available data. The specifics of each method are outlined below.

Type 1 Expansion: Bus Routes with Stop-Level Ridership / APC Data, O2O Counts, and OD Survey Data

Of the four types of sample expansion discussed, Type 1 expansion was the preferred method as it incorporated all three types of data that were available. This type of expansion was conducted on the more heavily traveled routes in the system and occurred after route stops were divided into three segments based on total boarding distribution by direction, as previously described. The segments were then appended to both the O2O counts and OD data based on the boarding and alighting locations. The process for Type 1 expansion is illustrated in Figure 11.

Figure 11 – Type 1 Expansion



Once the segments were appended to the O2O counts and OD survey databases, the records were ready for expansion. The process for how the data was expanded in Type 1 expansion is explained below. Figure 12 shows the segmented results for the O2O counts that were administered for a certain route, direction, and time period. Each row in the table identifies the segment where riders boarded the bus. The columns in the table identify the segments where people alighted the bus. For example, 20 riders boarded in segment 2 and alighted in segment 3.

Figure 12 – Example of Data Expansion Results of O2O Counts

<u>Route: Example Eastbound (6am-9am)</u>		<u>ACTUAL RIDERSHIP COUNTS FROM THE ON/OFF SURVEY</u>		
Segment	Total	1	2	3
1	60	5	15	40
2	45		25	20
3	10			10
Total	115	5	40	70

Figure 13 shows the distribution of the data in Figure 12 expressed as a percentage of all boardings for the specific time period and direction. Figure 13 was created by dividing each O2O cell in Figure 12 by the sum of all O2O counts Figure 12, which is 115. For example, 20/115 (17.4%) of all trips boarded in segment 2 and alighted in segment 3, as shown in Figure 13.

Figure 13 – Example of Data Expansion Segment Results of O2O Counts

Segment	Total	1	2	3
1	52.2%	4.3%	13.0%	34.8%
2	39.1%	0.0%	21.7%	17.4%
3	8.7%	0.0%	0.0%	8.7%
Total	100.0%	4.3%	34.8%	60.9%

The total APC ridership for the route, time period, and direction was then applied to the O2O distribution percentages in Figure 13. This produced estimated ridership flow between each boarding to alighting segment pair as shown in Figure 14. For instance, applying the actual ridership of 320 created an initial estimate of 56 trips (17.4% x 320) from segment 2 to segment 3.

Figure 14 – Example of Initial Projected Ridership Flows based on O2O Counts

<u>Route: Example Eastbound (6am-9am)</u>		PROJECTED RIDERSHIP BASED ON THE ON-TO-OFF SURVEY			
Segment	Total	1	2	3	
1	167	14	42	111	
2	125	0	70	56	
3	28	0	0	28	
Total	320	14	111	195	

In order to develop a more accurate estimate of the ridership flows between segments on each route, ETC Institute developed an IPF algorithm to balance the differences between the ridership projected from the O2O counts (shown in Figure 14) and the APC ridership for each segment (shown in Figure 15). The IPF process is described below:

Figure 15 – Example of Stop-Level Ridership / APC Data

<u>Route: Example Eastbound (6am-9am)</u>				
Average Weekday Ridership	Total	1	2	3
BOARDINGS	320	100	100	120
ALIGHTINGS	320	20	100	200
DIFFERENCE FROM PROJECTED				
BOARDINGS	0	-67	-25	92
ALIGHTINGS	0	6	-11	5

Step 1: Correction for the Boardings. The estimated ridership from the O2O counts for each route (as shown in Figure 15) was multiplied by the ratio of the actual boardings from stop-level ridership / APC data for each segment by the estimated boardings for each segment. For example, if the actual boardings for Segment 1 were 120 and the estimated boardings were 100, each cell associated with Segment 1 would have been multiplied by 1.2 (120 / 100) to adjust the estimated boardings to match actual boardings.

Step 2: Correction for the Alightings. Once the correction in Step 1 was applied, the estimated boardings would be equal to the actual boardings.

However, the adjustment to the boardings total may have changed the alighting estimates. To correct the alighting estimates, the new values calculated in Step 1 were adjusted by multiplying the ratio of the actual alightings from the stop-level ridership / APC data for each stop by the estimated alightings for each segment from Step 1. For example, if the actual alightings for segment 2 were 220 and the estimated alightings from Step 1 were 200, each cell associated with alighting segment 2 would have been multiplied by 1.1 (220 / 200) to adjust the estimated alightings from Step 1 to actual alightings.

The processes described in Step 1 and Step 2 were repeated sequentially until the difference between the actual and estimated boardings and alightings converged to zero. Figure 16 shows that after seven balancing iterations in this algorithm, there were no differences between the projected distribution and the actual boardings and alightings.

Figure 16 – Iterative Balance Process

7th STEP of ITERATIVE BALANCING TO CORRECT DISTRIBUTION OF RIDERSHIP BY ALIGHTING Location					
Segment	Total	DIFFERENCE FROM ACTUAL BOARDINGS	1	2	3
1	100	0	20	32	49
2	100	0	0	68	32
3	120	0	0	0	120
Total	320	0	20	100	200
DIFFERENCE FROM ACTUAL ALIGHTINGS	0		0	0	0
7th STEP of ITERATIVE BALANCING TO CORRECT DISTRIBUTION OF RIDERSHIP BY BOARDING Location					
Segment	Total	DIFFERENCE FROM ACTUAL BOARDINGS	1	2	3
1	100	0	20	32	48
2	100	0	0	68	32
3	120	0	0	0	120
Total	320	0	20	100	200
DIFFERENCE FROM ACTUAL ALIGHTINGS	0		0	0	0

The final estimate for ridership flows is shown in Figure 17.

Figure 17 – Example of Final Estimate of Ridership Flows between Segments

Route: Example Eastbound (6am-9am)				
Segment	Total	1	2	3
1	100	20	32	48
2	100	0	68	32
3	120	0	0	120
Total	320	20	100	200
DIFFERENCE FROM ACTUAL ALIGHTINGS	0	0	0	0

The actual number of OD records completed for each boarding to alighting segment pair is shown in Figure 18. To calculate the expansion factors, the final estimate of ridership between segments shown in Figure 17 was divided by the actual number of OD records collected listed in Figure 18. This calculation produced the expansion factors shown in Figure 19. For example, the 32 estimated riders projected to board in segment 2 and alight in segment 3 were divided by the 10 OD records to produce an expansion factor of 3.15 to be applied to records that boarded in segment 2 and alighted in segment 3, as shown in Figure 19.

Figure 18 – Number of Completed Onboard OD Interview Surveys (Bus)

Route: Example Eastbound (6am-9am)				
Segment	Total	1	2	3
1	32	3	9	20
2	17		7	10
3	8			8
Total	57	3	16	38

Figure 19 – Weighting Factors (Bus)

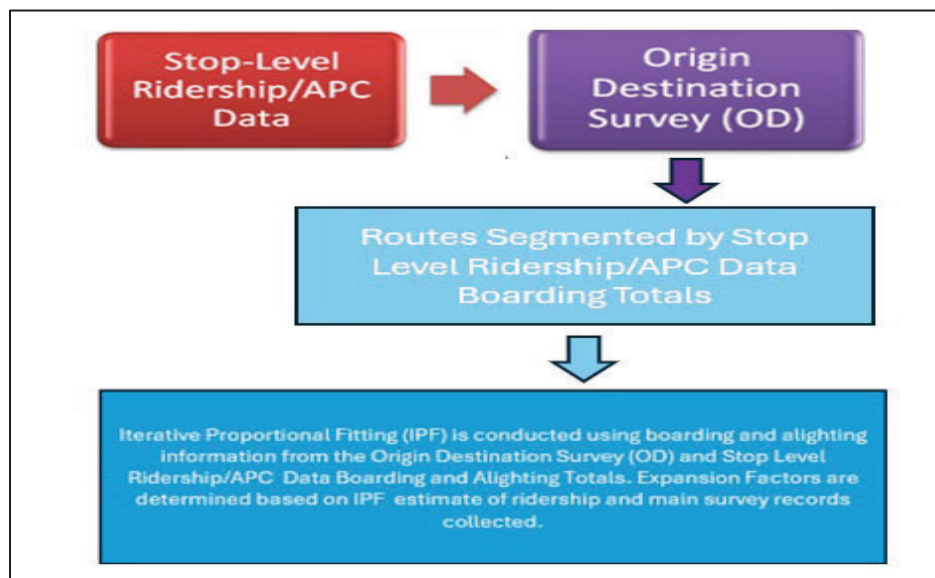
Route: Example Eastbound (6am-9am)				
Segment	Total	1	2	3
1	3.13	6.67	3.50	2.42
2	5.88	0.00	9.78	3.15
3	15.00	0.00	0.00	15.00
Total	5.61	6.67	6.25	5.26

Type 2 Expansion: Bus Routes with Stop-Level Ridership / APC Data, OD Survey Data, but no O2O Counts

O2O counts are not collected for lower ridership routes. However, sometimes these routes will have stop-level ridership / APC data available. In this case, Type 2 expansion is appropriate.

This type of expansion also divided stops into two segments based on total boarding distribution by direction. These segments were then appended to the OD records based on the boarding and alighting locations. The methodology for Type 2 expansion is explained in Figure 20.

Figure 20 – Type 2 Expansion



4.3 Decomposition Analysis

Decomposition analysis measures the overall representativeness of the survey records relative to linked and unlinked trips on an individual route basis.

In transit OD surveys, an unlinked-trip weight is typically derived from the AWR for the route on which the respondent was surveyed. This weight does not account for transfers to or from other routes. Conversely, a linked-trip weight is calculated considering the number of transfers as $1 / (1 + \text{the number of transfers})$. For example, if a rider made one transfer, the linked-trip weight would be $1/2$; if the rider made two transfers, then the linked-trip weight would be $1/3$.

Self-enumeration surveys have historically suffered from substantial errors in route level boarding levels. The advent of personal interviews, coupled with tablet technology, and more effective management of interviewers has reduced this issue. The decomposition analysis examines each record and the recorded sequence of routes and tabulates boardings for each route using this information. After all records have been examined, total boardings by route are summarized and compared with the observed level of boardings. The result of this analysis will help to determine the relationship between observed and estimated boardings by route.

As detailed in Table 36, The decomposition analysis aggregated link factors for surveyed routes. In the table, the “Route Survey” column sums all linked on route trips, while the “Transfer Route” column includes the total number of linked transfer trips from and to each route. “Total Summed Linked” is the summation of the values under “Route Survey” and “Transfer Route.” “Observed Boarding” is the AWR calculated from APC. The analysis indicates the on-board survey closely mirrors actual system usage, with a negligible 0.4% discrepancy between the total boardings from summed linked weight factors and observed ridership.

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While there is not a firm rule when assessing the decomposition, it is expected that the percentage difference would be lower for higher volume routes.

Table 36: Decomposition Analysis by Route

Route	Route Surveyed	Transfer Route	Total Summed Linked	Observed Boardings	Total Difference	% Difference
1 - Glenn/Swan	2268.407	809.431	3077.839	2722.000	-355.839	-13.1%
10 - Ruthrauff	1525.397	740.802	2266.199	2090.000	-176.199	-8.4%
101X - Golf Links-Downtown Express	31.875	0.000	31.875	45.000	13.125	29.2%
102X - Northwest-UA Express	20.000	11.222	31.222	20.000	-11.222	-56.1%
103X - Northwest-Downtown Express	19.000	0.000	19.000	19.000	0.000	0.0%
104X - Marana-Downtown Express	9.000	3.885	12.885	9.000	-3.885	-43.2%
105X - Foothills-Downtown Express	16.026	14.913	30.939	21.000	-9.939	-47.3%
107X - Oro Valley-Downtown Express	17.417	1.146	18.563	22.000	3.437	15.6%
108X - Broadway-Downtown Express	24.000	0.000	24.000	24.000	0.000	0.0%
109X - Catalina Hwy-Downtown Express	10.292	14.625	24.917	13.000	-11.917	-91.7%
11 - Alvernon Way	6366.088	2122.222	8488.310	8536.000	47.690	0.6%
110X - Rita Ranch-Downtown Express	23.000	0.000	23.000	23.000	0.000	0.0%
12 - 10th/12th Ave	1618.979	791.017	2409.996	2819.000	409.004	14.5%
15 - Campbell Ave	1566.325	493.648	2059.973	2057.000	-2.973	-0.1%
16 - Oracle/Ina	6151.288	2359.453	8510.741	8200.000	-310.741	-3.8%
17 - Country Club/29th St.	4746.295	1392.394	6138.689	5909.000	-229.689	-3.9%
18 - S 6th Ave	5242.061	2781.748	8023.809	8232.000	208.191	2.5%
19 - Stone Ave	1566.883	740.340	2307.223	2305.000	-2.223	-0.1%
2 - Pueblo Gardens	1437.048	621.784	2058.832	2161.000	102.168	4.7%
201X - Eastside-Aero Park Express	43.000	0.000	43.000	43.000	0.000	0.0%
203X - Oro Valley-Aero Park Express	27.000	5.359	32.359	27.000	-5.359	-19.8%
204X - Northwest- Aero Park Express	31.000	2.800	33.800	31.000	-2.800	-9.0%
21 - Congress/Silverbell	892.514	377.832	1270.346	1201.000	-69.346	-5.8%
22 - El Rio/W. Speedway	218.021	106.329	324.350	405.000	80.650	19.9%
23 - Mission Road	1879.511	737.540	2617.051	2822.000	204.949	7.3%
24 - S 12th Ave	822.569	708.319	1530.888	1542.000	11.112	0.7%
25 - S Park Ave	2555.710	1258.533	3814.243	3715.000	-99.243	-2.7%
26 - Benson Highway	1008.660	555.380	1564.040	1774.000	209.960	11.8%
27 - Midvale Park	975.410	526.388	1501.798	1582.000	80.202	5.1%
29 - Valencia	1567.027	941.256	2508.283	2553.000	44.717	1.8%
3 - 6th St/Wilmot	3227.053	1136.838	4363.891	4101.000	-262.891	-6.4%
34 - Craycroft/Ft Lowell	3509.503	669.833	4179.336	4449.000	269.664	6.1%
37 - Pantano	839.970	342.558	1182.528	1221.000	38.472	3.2%
4 - Speedway	7028.104	1717.737	8745.841	8870.000	124.159	1.4%
5 - Pima/West Speedway	1504.027	357.986	1862.013	1872.000	9.987	0.5%
6 - Euclid/N 1st Ave	3557.847	1041.081	4598.928	4517.000	-81.928	-1.8%
61 - La Cholla	627.097	268.813	895.911	877.000	-18.911	-2.2%
7 - 22nd St	3406.289	1533.940	4940.229	4577.000	-363.229	-7.9%
8 - Broadway	7445.095	2533.220	9978.314	9880.000	-98.314	-1.0%
9 - Grant Road	3156.168	780.106	3936.274	4054.000	117.726	2.9%
Sun Link	16643.837	225.246	16869.083	17495.000	625.917	3.6%
Totals	93624.79	28725.72	122350.52	122835.00	484.48	0.4%

APPENDIX A SURVEY SAMPLING PLANS

OD Survey Sample Plan Weekday

ROUTE_SURVEYED	Sample Goal				Collection Totals					
	1 = AM [Before 8:30a]	2 = MID [8:30a - 2:30p]	3 = PM [2:30p - 5:30p]	4 = EVE [After 5:030p]	1 = AM [Before 8:30a]	2 = MID [8:30a - 2:30p]	3 = PM [2:30p - 5:30p]	4 = EVE [After 5:030p]	Directional Total	Route Total
1- Glenn/Swan - EASTBOUND	10	25	23	10	16	41	28	29	114	235
1- Glenn/Swan - WESTBOUND	16	27	16	8	16	36	32	37	121	
2- Pueblo Gardens - NORTHBOUND	8	18	10	5	14	33	18	12	77	152
2- Pueblo Gardens - SOUTHBOUND	7	22	13	6	9	40	20	6	75	
3- 6th St/Wilmot - EASTBOUND	17	37	26	12	28	79	30	19	156	297
3- 6th St/Wilmot - WESTBOUND	23	38	18	10	32	67	25	17	141	
4- Speedway - EASTBOUND	24	72	44	37	42	130	64	48	284	564
4- Speedway - WESTBOUND	31	69	33	31	32	113	70	65	280	
5- Pima/WestSpeedway - EASTBOUND	9	17	12	3	15	36	16	9	76	142
5- Pima/WestSpeedway - WESTBOUND	10	19	12	2	13	27	18	8	66	
6- Euclid/N 1st Ave - NORTHBOUND	9	39	26	20	28	53	48	28	157	317
6- Euclid/N 1st Ave - SOUTHBOUND	19	43	23	15	34	55	42	29	160	
7- 22nd St - EASTBOUND	17	43	29	16	34	75	31	22	162	335
7- 22nd St - WESTBOUND	19	40	26	14	28	87	29	29	173	
8- Broadway - EASTBOUND	27	81	47	31	45	140	71	62	318	601
8- Broadway - WESTBOUND	28	77	43	34	35	125	71	52	283	
9- Grant Road - EASTBOUND	14	36	22	14	21	73	38	16	148	298
9- Grant Road - WESTBOUND	16	35	22	19	19	77	33	21	150	
10- Ruthrauff - NORTHBOUND	7	19	15	14	16	37	27	19	99	179
10- Ruthrauff - SOUTHBOUND	10	21	12	8	11	31	21	17	80	
11- Alvernon Way - NORTHBOUND	34	82	46	27	58	153	61	37	309	647
11- Alvernon Way - SOUTHBOUND	35	85	50	36	50	169	66	53	338	
12- 10th/12th Ave - NORTHBOUND	14	20	11	9	15	30	16	27	88	194
12- 10th/12th Ave - SOUTHBOUND	6	19	18	12	13	42	28	23	106	
15- Campbell Ave - NORTHBOUND	7	18	13	4	18	35	14	6	73	149
15- Campbell Ave - SOUTHBOUND	8	20	11	6	19	29	19	9	76	
16- Oracle/Ina - NORTHBOUND	22	71	38	27	46	115	47	39	247	498
16- Oracle/Ina - SOUTHBOUND	21	62	31	30	28	121	46	56	251	
17- Country Club/29th St - NORTHWEST	26	49	25	17	37	101	31	22	191	398
17- Country Club/29th St - SOUTHEAST	23	50	31	22	43	106	35	23	207	

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ROUTE_SURVEYED	1 = AM [Before 8:30a]	2 = MID [8:30a - 2:30p]	3 = PM [2:30p - 5:30p]	4 = EVE [After 5:030p]	Directional Total	Route Total	1 = AM [Before 8:30a]	2 = MID [8:30a - 2:30p]	3 = PM [2:30p - 5:30p]	4 = EVE [After 5:030p]	Directional Total	Route Total
18 - S 6th Ave - NORTHBOUND	25	74	32	28	159	520	60	108	58	45	271	535
18 - S 6th Ave - SOUTHBOUND	20	71	39	31	161		25	145	54	40	264	
19 - Stone Ave - NORTHBOUND	7	17	11	8	41	141	15	28	12	10	65	143
19 - Stone Ave - SOUTHBOUND	7	20	11	8	46		10	47	11	10	78	
21 - Congress/Silverbell - NORTHBOUND	1	9	6	3	19	56	4	15	14	3	36	69
21 - Congress/Silverbell - SOUTHBOUND	3	8	3	1	16		7	18	6	2	33	
22 - El Rio/W. Speedway - NORTHBOUND	0	3	5	2	11	29	3	11	10	4	28	41
22 - El Rio/W. Speedway - SOUTHBOUND	2	3	1	2	7		5	3	2	3	13	
23 - Mission Road - NORTHBOUND	13	22	13	8	56	181	16	49	17	16	98	186
23 - Mission Road - SOUTHBOUND	11	21	14	10	56		20	35	19	14	88	
24 - S 12th Ave - LOOP	8	28	15	12	63	103	17	58	16	15	106	106
25 - S Park Ave - NORTHBOUND	16	39	19	15	89	275	30	66	25	16	137	278
25 - S Park Ave - SOUTHBOUND	12	32	20	16	80		29	69	25	18	141	
26 - Benson Highway - EASTBOUND	5	15	10	9	39	114	9	28	25	9	71	125
26 - Benson Highway - WESTBOUND	6	14	6	5	31		11	24	14	5	54	
27 - Midvale Park - NORTHBOUND	8	15	7	5	35	93	10	45	9	6	70	129
27 - Midvale Park - SOUTHBOUND	2	8	7	5	22		8	33	7	11	59	
29 - Valencia - EASTBOUND	12	18	8	6	44	172	18	30	14	14	76	178
29 - Valencia - WESTBOUND	6	24	18	14	62		20	38	30	14	102	
34 - Craycroft/Followell - NORTHBOUND	17	36	19	13	85	299	18	79	24	29	150	299
34 - Craycroft/Followell - SOUTHBOUND	17	41	26	15	99		28	55	31	35	149	
37 - Pantano - NORTHBOUND	6	11	7	4	28	97	7	33	11	4	55	102
37 - Pantano - SOUTHBOUND	8	11	10	3	32		10	18	15	4	47	
61 - La Cholla - NORTHBOUND	4	8	4	2	17	51	10	13	6	2	31	52
61 - La Cholla - SOUTHBOUND	2	7	4	2	15		2	10	7	2	21	
101X - Golf Links-Downtown Express - EASTBOUND	0	0	1	0	1	6	0	0	2	0	2	8
101X - Golf Links-Downtown Express - WESTBOUND	2	0	0	0	2		6	0	0	0	6	
102X - Northwest-UA Express - NORTHBOUND	0	0	1	0	1	3	0	0	1	0	1	4
102X - Northwest-UA Express - SOUTHBOUND	1	0	0	0	1		3	0	0	0	3	
103X - Northwest-Downtown Express - NORTHBOUND	0	0	1	0	1	3	0	0	1	0	1	6
103X - Northwest-Downtown Express - SOUTHBOUND	1	0	0	0	1		5	0	0	0	5	
104X - Marana-Downtown Express - NORTHBOUND	0	0	0	0	0	2	0	0	0	0	0	3
104X - Marana-Downtown Express - SOUTHBOUND	0	0	0	0	0		3	0	0	0	3	
105X - Foothills-Downtown Express - NORTHBOUND	0	0	1	0	1	4	0	0	2	0	2	6
105X - Foothills-Downtown Express - SOUTHBOUND	1	0	0	0	1		4	0	0	0	4	
107X - Oro Valley-Downtown Express - NORTHBOUND	0	0	1	0	1	2	0	0	2	0	2	5
107X - Oro Valley-Downtown Express - SOUTHBOUND	0	0	0	0	0		3	0	0	0	3	
108X - Broadway-Downtown Express - EASTBOUND	0	0	1	0	1	4	0	0	1	0	1	5
108X - Broadway-Downtown Express - WESTBOUND	1	0	0	0	1		4	0	0	0	4	
109X - Catalina Hwy-Downtown Express - EASTBOUND	1	0	1	0	1	2	0	0	1	0	1	3
109X - Catalina Hwy-Downtown Express - WESTBOUND	1	0	0	0	1		2	0	0	0	2	
110X - Rita Ranch-Downtown Express - NORTHBOUND	1	0	0	0	2	4	6	0	0	0	6	8
110X - Rita Ranch-Downtown Express - SOUTHBOUND	0	0	1	0	1		0	0	2	0	2	
201X - Eastside-Aero Park Express - EASTBOUND	0	0	1	0	1	4	0	0	5	0	5	9
201X - Eastside-Aero Park Express - WESTBOUND	1	0	0	0	1		4	0	0	0	4	
203X - Oro Valley-Aero Park Express - NORTHBOUND	0	0	1	0	1	4	0	0	1	2	3	8
203X - Oro Valley-Aero Park Express - SOUTHBOUND	1	0	0	1	1		5	0	0	0	5	
204X - Northwest-Aero Park Express - NORTHBOUND	0	0	1	0	1	4	0	0	2	0	2	6
204X - Northwest-Aero Park Express - SOUTHBOUND	1	0	0	0	1		4	0	0	0	4	
Sun Link - EASTBOUND	41	197	77	118	433	1382	70	330	197	210	807	1646
Sun Link - WESTBOUND	18	146	126	153	443		40	289	231	279	839	
Sun On Demand	0	0	0	0	0	0	0	0	0	0	0	12
Totals	805	2153	1273	999	5231	8459	1366	3945	2005	1662	8978	8978

2025 Tucson Transit On-Board Survey

OD Survey Sample Plan Weekend

ROUTE_SURVEYED	Saturday Goal	Saturday Collection	Sunday Goal	Sunday Collection	Weekend Total Collected
1 - Glenn/Swan	15	24	12	24	48
2 - Pueblo Gardens	10	15	7	14	29
3 - 6th St/Wilmot	18	33	13	19	52
4 - Speedway	51	52	38	42	94
5 - Pima/West Speedway	8	14	6	14	28
6 - Euclid/N 1st Ave	29	29	17	18	47
7 - 22nd St	25	28	16	19	47
8 - Broadway	66	71	47	49	120
9 - Grant Road	17	18	13	15	33
10 - Ruthrauff	13	20	11	11	31
11 - Alvernon Way	49	54	35	39	93
12 - 10th/12th Ave	11	12	13	21	33
15 - Campbell Ave	10	10	8	10	20
16 - Oracle/Ina	54	57	40	41	98
17 - Country Club/29th St.	29	31	23	24	55
18 - S6th Ave	48	51	37	36	87
19 - Stone Ave	15	17	9	12	29
21 - Congress/Silverbell	7	11	5	8	19
22 - El Rio/W. Speedway	2	2	2	3	5
23 - Mission Road	14	20	10	18	38
24 - S 12th Ave	9	9	7	7	16
25 - S Park Ave	24	24	15	18	42
26 - Benson Highway	10	13	8	12	25
27 - Midvale Park	10	12	6	10	22
29 - Valencia	16	18	11	17	35
34 - Craycroft/Ft Lowell	22	29	16	25	54
37 - Pantano	8	14	6	10	24
61 - La Cholla	5	15	4	11	26
Sun Link	66	121	49	73	194
Totals	660	824	485	620	1444

2025 Tucson Transit On-Board Survey

On-to-Off Sample Plan Sun Tran

Route #	Route Name	Direction	Sampling Goals					Completed O2O Pairs				
			AM Peak (Before 8:30am)	Midday (8:30am- 2:30pm)	PM Peak (2:30- 5:30pm)	Off Peak (After 5:30pm)	Route Total Surveys	AM Peak (Before 8:30am)	Midday (8:30am- 2:30pm)	PM Peak (2:30- 5:30pm)	Off Peak (After 5:30pm)	Route Total Surveys
3	6th St. / Wilmot	EASTBOUND	32	69	49	22	454	172	135	102	135	1,521
			43	72	34	19		191	444	189	153	
4	Speedway	EASTBOUND	44	135	83	69	849	87	263	203	282	1,641
			58	129	62	58		98	330	113	265	
6	Euclid / N. 1st Ave.	NORTHBOUND	18	74	48	38	488	39	255	174	242	1,464
			36	81	44	27		84	307	147	216	
7	22nd St.	EASTBOUND	32	81	54	29	510	74	223	164	84	1,006
			35	76	49	26		79	194	89	99	
8	Broadway	EASTBOUND	51	152	88	58	925	97	197	101	112	1,073
			53	145	81	64		54	222	175	115	
9	Grant	EASTBOUND	27	67	41	26	442	28	108	67	140	808
			29	66	41	35		55	121	112	177	
11	Alvernon	NORTHBOUND	65	154	86	51	986	130	544	227	330	2,299
			66	159	93	67		170	348	333	217	
16	Oracle / Ina	NORTHBOUND	42	132	71	51	754	119	501	279	306	2,279
			40	117	58	56		85	389	303	297	
17	Country Club / 29th St.	NORTHWEST	48	92	47	32	608	97	341	183	247	1,644
			44	93	59	41		75	294	176	231	
18	S. 6th Ave.	NORTHBOUND	47	139	59	52	800	153	629	289	217	2,463
			38	133	73	59		127	545	303	200	
34	Craycroft / Ft. Lowell	NORTHBOUND	32	68	35	25	460	50	264	147	99	1,162
			31	77	48	29		46	255	164	137	
TOTALS			909	2,311	1,304	934	7,278	2,110	6,909	4,040	4,301	17,360

On-to-Off Sample Plan Sun Link

Station	Dir	Sampling Goals						Completed O2O Pairs						Route Total Surveys
		AM Peak (Before 8:30am)	Midday (8:30am-2:30pm)	PM Peak (2:30-5:30pm)	Off Peak (After 5:30pm)	Directional Total	Route Total Surveys	AM Peak (Before 8:30am)	Midday (8:30am-2:30pm)	PM Peak (2:30-5:30pm)	Off Peak (After 5:30pm)	Directional Total	Route Total Surveys	
Av del Convento/Congress St	EASTBOUND	6	20	8	10	44	10	108	34	20	172	172		
	WESTBOUND	0	0	0	0	0	0	0	0	0	0	0		
Cushing/Av del Convento	WESTBOUND	0	2	1	1	4	4	13	7	1	25	25		
	EASTBOUND	0	0	0	1	1	2	3	1	2	8	8		
Cushing/Frontage Rd	WESTBOUND	0	1	0	0	1	0	2	0	1	3	11		
	EASTBOUND	0	0	0	0	1	2	7	6	12	27	31		
Granada/Cushing	WESTBOUND	0	0	0	0	1	0	1	3	0	4	31		
	EASTBOUND	2	5	1	1	9	4	6	4	3	17	17		
Broadway/Granada Av	WESTBOUND	0	1	1	1	3	0	4	3	1	8	8		
Congress/Granada Av	WESTBOUND	0	1	2	1	5	0	5	10	1	16	16		
Congress/Church	EASTBOUND	0	0	0	0	0	2	9	6	7	24	24		
Broadway/Church	EASTBOUND	1	4	3	3	12	1	19	6	3	29	29		
Broadway/Stone	WESTBOUND	1	2	3	2	8	1	6	3	3	13	13		
Congress/Stone	WESTBOUND	1	12	8	10	31	1	21	10	9	41	41		
Congress/6th Av	EASTBOUND	2	11	5	9	27	3	25	11	18	57	57		
Broadway/6th Av	EASTBOUND	3	9	3	5	20	3	14	5	4	26	26		
Plaza Centro-Congress/4th-Toole at Congress	EASTBOUND	6	23	7	23	59	8	40	21	32	101	153		
4th Av/9th St	WESTBOUND	1	10	9	12	32	1	14	22	15	52	141		
	EASTBOUND	5	26	10	25	65	5	52	11	26	94	141		
4th Av/6th St-7th St	WESTBOUND	0	8	10	10	28	0	21	11	15	47	127		
	EASTBOUND	6	23	5	6	41	16	61	7	19	103	127		
4th Av/4th St- 5th St	WESTBOUND	0	5	6	8	18	3	6	6	9	24	124		
	EASTBOUND	4	19	5	5	33	12	51	12	8	83	124		
University/3rd Av	WESTBOUND	1	6	11	10	27	3	18	10	10	41	425		
	EASTBOUND	6	39	20	31	95	8	97	19	42	166	425		
University/Tyndall	WESTBOUND	1	24	32	71	129	3	135	29	92	259	169		
	EASTBOUND	5	26	10	12	52	7	30	15	13	65	169		
2nd St/Olive Av	WESTBOUND	1	26	19	17	63	2	63	16	23	104	224		
	EASTBOUND	4	32	14	11	61	5	39	29	12	85	224		
2nd St/Highland Av	WESTBOUND	2	29	28	24	83	6	77	22	34	139	93		
	EASTBOUND	2	10	5	5	22	3	13	8	4	28	93		
2nd St/Cherry Av	WESTBOUND	2	11	9	14	35	4	29	6	26	65	313		
	EASTBOUND	12	46	18	9	86	30	190	50	43	313	313		
TOTAL		74	429	254	339	1,095	149	1,179	403	508	2,240	2,240		

APPENDIX B SURVEY QUESTIONNAIRE

Tucson 2025 On Board Transit Survey

(for office use only) Route Code: Dir: **N S E W** Time: am / pm Interviewer: Serial #:

Complete the questionnaire and have a chance to win 1 of 5 Transit Goodie Bags!

Are you a visitor to the Tucson area? Yes No

What is your **HOME ADDRESS?** (please be specific, ex: 123 W. Main St):

(If you are visiting Tucson area, please list the **hotel name** or address where you are staying) If you are unhoused, check bubble O

Street Address

City

State

ZIP Code

COMING FROM?

1. What type of place are you **COMING FROM NOW?** (the **starting place** for your one-way trip)

- Your usual Workplace
- Other business related (e.g., meeting, delivery)
- College / University (students only)
- School K-12 (students only)
- Medical appointment / doctor visit (non-work)
- Pick up / Drop of someone (e.g. school, daycare)
- Shopping
- Personal business (e.g. bank, post office)
- Dining out
- Social visit (e.g. friends, relatives)
- Recreation / Sightseeing
- Major sporting event
- Escorting / accompanying someone
- Airport (passengers only)
- Your hotel/motel/lodging → Go to Question #4
- Your **HOME** → Go to Question #4
- Other: _____

2. What is the **NAME** of the place you are coming from now?

3. What is the **EXACT STREET ADDRESS** of this place? (OR Intersection)

City: _____ State: _____ ZIP: _____

4. How did you **GET FROM** the place in Questions #1-3 **TO THE VERY FIRST** vehicle you used for this one-way trip?

- Walk (go to Q5)
- Wheelchair (go to Q5)
- Was dropped off by someone (answer 4a)
- Drove alone and parked (answer 4a)
- Drove or rode with others and parked (answer 4a)
- Uber, Lyft, etc.
- E-scooter (e.g. Spin, Razor)
- Other, specify _____
- Bike (go to Q5)
- Bike share (go to Q5)
- Taxi
- Cat Tran Shuttle

4a. Where did you park/get dropped off **before the FIRST** vehicle you used for this one-way trip (Nearest intersection / Park-N-Ride lot below):

GOING TO?

5. What type of place are you **GOING TO NOW?** (the **ending place** for your one-way trip)

- Your usual Workplace
- Other business related (e.g., meeting, delivery)
- College / University (students only)
- School K-12 (students only)
- Medical appointment / doctor visit (non-work)
- Pick up / Drop of someone (e.g. school, daycare)
- Shopping
- Personal business (e.g. bank, post office)
- Dining out
- Social visit (e.g. friends, relatives)
- Recreation / Sightseeing
- Major sporting event
- Escorting / accompanying someone
- Airport (passengers only)
- Your hotel/motel/lodging → Go to Question #8
- Your **HOME** → Go to Question #8
- No particular destination → Go to Question #9
- Other: _____

6. What is the **NAME** of the place you are going to now?

7. What is the **EXACT STREET ADDRESS** of this place? (OR Intersection)

City: _____ State: _____ ZIP: _____

8. How will you **GET TO** your destination (in Qs #5-7) after you get off the **LAST** vehicle you will use for this one-way trip?

- Walk (go to Q9)
- Wheelchair (go to Q9)
- Be picked up by someone (answer 8a)
- Get in a parked vehicle & drive alone (answer 8a)
- Get in a parked vehicle & drive/ride w/others (answer 8a)
- Uber, Lyft, etc.
- E-scooter (e.g. Spin, Razor)
- Other, specify _____
- Bike (go to Q9)
- Bike share (go to Q9)
- Taxi
- Cat Tran Shuttle

8a. Where will you **get your car/get picked up after the LAST** vehicle you are using for this one-way trip (nearest intersection / Park-N-Ride lot below):

9. Did you transfer FROM another transit vehicle **BEFORE** getting on this transit vehicle? Yes No

10. Where did you **GET ON THIS** vehicle? Please provide the nearest intersection / station name / Park & Ride lot:

11. Where will you **GET OFF THIS** vehicle? Please provide the nearest intersection / station name / Park & Ride lot:

12. Will you transfer TO another transit vehicle **AFTER** getting off this transit vehicle? Yes No

13. Please list all **TRANSIT ROUTES** (Sun Tran, Sun Link, Sun Shuttle, Sun On Demand and Sun Express) in the exact order you use them for this one-way trip.

START → → → → → END

1st Route 2nd Route 3rd Route 4th Route

→ Continue

OTHER INFORMATION ABOUT THIS TRIP

14. What time did you GET ON this vehicle? _____ : _____ a.m. / p.m. (circle one)
15. Will you make a RETURN TRIP today to get you back to the place where you started this one-way trip? No
 Yes, I will make a return trip in exactly the opposite direction today (or this is my return trip) at what time _____ am/pm (circle one)
16. Do you have a working portable device (smartphone or tablet) with internet or data access? Yes No
17. How would you have made this trip if Sun Tran, Sun Link, or Sun On Demand were not available?
 Drive own vehicle Ride bicycle Friend/family member Walk
 Taxi/Uber Would not make trip Sun Shuttle Other _____
18. How often do you ride transit (Sun Tran, Sun Link, Sun On Demand)? Everyday 5 days/week
 2-4 days/week Once/week 2-3 times/month Once per month Less than once per month
19. How long have you been riding public transit in the Tucson area?
 First time riding Less than 1 year 1-2 years 2-5 years 5-10 years More than 10 years
20. What did you use to plan this trip? Called customer service Ride Guide (Schedule Booklet)
 Online trip planner (suntran.com) Did not do any trip planning Transit App Other _____
- 20a. [If #20 is "Transit App"] which transit app do you use most often? Other (specify) _____
 Sun Tran Google maps Transit (Royale) Moovit Waze Apple maps City Mapper

ABOUT YOU AND YOUR HOUSEHOLD

21. How many vehicles (cars, trucks, or motorcycles) are available to your household? _____ vehicles
- 21a. [If #21 is ONE OR MORE] Could you have used one of these vehicles to complete this trip? Yes No
22. Including YOU, how many people live in your household? _____ people
23. Including YOU, how many people (over age 15) in your household are employed full/part-time? _____ people
24. What is your employment status? (check the one response that BEST describes you)
 Employed full-time (at least 35 hrs/wk) Employed part-time (less than 35 hrs/wk) Retired
 Not currently employed, but seeking work Not currently employed, and not seeking work Homemaker
- 24a. [If #24 is Employed full or part-time] Do you work only at work site, at home, or hybrid?
 Work Site Home Hybrid
25. What is your student status? (check the one response that BEST describes you)
 Not a student Yes - Full-time college/university Yes - Part-time college/university
 Yes - Vocational/technical/trade school Yes - K-12th grade Yes - Other _____
26. Do you have a valid driver's license? Yes No
25. Do you have a disability that limits your mobility? Yes No
26. What is your Age? 15 & under 16-17 18-24 25-34 35-44 45-54 55-64 65 & older
27. Are you Hispanic, Latino, or Spanish origin? Yes No Choose not to answer
(includes: Mexican/Mexican American, Puerto Rican, Cuban/Cuban American, Columbian, Nicaraguan, Guatemala, etc.)
28. What is your Race? (check all that apply)
 American Indian / Alaska Native Asian Black/African American
 Native Hawaiian / Pacific Islander White / Caucasian Other: _____
29. Do you speak a language other than English at home? No Yes - Which language? _____
- 29a. [If #29 = Yes] How well do you speak English? Very well Well Less than well Not at all
30. What is your gender? Male Female Non-binary/third gender Prefer not to say
 Other / Please self-describe (_____)
31. Which of the following BEST describes your TOTAL ANNUAL HOUSEHOLD INCOME in 2024 before taxes?
 Less than \$10,000 \$15,000 - \$24,999 \$35,000 - \$49,999 \$75,000 - \$99,999
 \$10,000 - \$14,999 \$25,000 - \$34,999 \$50,000 - \$74,999 \$100,000 or more
32. What is the service enhancement that is of most importance to you (select all that apply)?
 More frequent service Earlier operating hours Later operating hours
 More weekend service Shorter travel time Different destinations Other _____
33. How do you typically get your news, about Sun Tran and in general (select all that apply)?
 Announcements onboard transit vehicle (bus posters, flyers) Radio (Local or national news stations)
 Television (News channels like CNN, BBC, etc.) Newspapers (Printed or digital editions)
 Online news websites (e.g., New York Times, BBC, etc.) News apps (e.g., Google News, Apple News, etc.)
 Social media platforms (e.g., Facebook, Twitter/X, Instagram, etc.) Newsletters (Sun Tran Emails)
 Word of mouth (Friends, family, colleagues) Other (Please specify): _____

REGISTER TO WIN 1 of 5 Transit Goodie Bags

People who submit an accurately completed survey will have the option of being entered in a random drawing for one of five Transit Goodie Bags. You must provide your home address at the beginning of the survey to be eligible.

Name: _____
 Phone Number: (____) _____
 Email: _____

Are you willing to participate in future Tucson transit research and may we email/text you? Yes No

Thank you for your help!

Appendix C: | Bus Stops Excerpt from City of Tucson 2021 Street Design Guide

Bus Stops

OVERVIEW

Bus stops provide a space for people to get on and off the bus. Stops should be comfortable, accessible, and safe for people waiting for the bus. Bus stops can range from a simple sign on a level concrete boarding area, to a bench, to a full shelter with lighting (discussed in the following section).

APPLICATION AND USE

- In Tucson, bus stops are usually placed every $\frac{1}{4}$ mile along local fixed routes.
 - Additional stops may be considered to serve major trip generators such as college campuses, high schools, shopping centers and hospitals.
 - Stops can be placed less frequently where adjacent land uses are vacant or sparsely populated.
- Bus stops should be located on the far side of major intersections. Locating on the far side of the intersection puts the crosswalk behind the bus which improves pedestrian visibility and safety.
 - Stops located on the near side of signalized intersections are acceptable where the near-side stop is closer to major destinations, such as schools, shopping centers, hospitals, senior centers, parks, and other generators.
- On the far side of major intersections, bus stops should be located as close as is safely practical to the nearest crosswalk, usually within 100 feet for single bus storage and 200 feet for the storage of two buses. **Locating stops too far from crosswalks requires pedestrians to travel farther out of their way to make a safe crossing.**
- Bus stops should not be placed in the sidewalk zone. They can be located either in the planting/amenity zone or in the frontage zone, depending on space available for the bus boarding area.
- Bus stops should be connected both to the sidewalk and to the street.
- Stops should be located in the public right-of-way, not on private property.
- Pedestrian access should be maintained around and through the bus stop loading area.
- Bus stops should not be located too near driveways where the standing bus will block visibility and access to or from major destinations.
- Bus stops should be kept clear of obstacles between the sidewalk and the stop and between the stop and bus boarding area. Avoid placement of stops in front of storm drains and other obstacles.

DESIGN AND OPERATION

- A concrete or asphalt level landing pad should be provided at all new stops per ADA standards. **The minimum dimensions to deploy a lift are 5 feet wide parallel to curb and 8 feet deep from the back of the curb. If sufficient space is available, a 30-foot wide by 10-foot deep level landing pad is preferred.** The landing pad allows the bus to deploy its ramp so that passengers in wheelchairs may board and alight on a level surface.
- In addition to the ADA-required landing pad where the ramp deploys, bus stops should also provide a paved surface at the rear door of buses so passengers can safely exit onto a firm and stable surface.
- Stops and shelters should post critical information on an official bus stop sign that includes route number, stop number, direction or destination, and system logo.
- Bus stops should be well-lit to give a sense of security and so that operators can see waiting passengers. Stops can be located near existing streetlights or additional lighting can be installed as needed.
- Stops should provide seating to waiting passengers. Benches must be designed to discourage people from lying down.



³⁻⁴ National Association of City Transportation Organizations. Transit Street Design Guide. 2016

OTHER CONSIDERATIONS

- Shade makes bus stops more comfortable during the heat of the day in Tucson and should be incorporated into stop design. Shade can be provided by street trees, nearby buildings, or through the installation of a bus shelter (discussed on the following pages.) Street trees and landscaping should not obstruct the visibility of the stop.
- For guidance on how to accommodate bicycle lanes through bus stops, refer to NACTO's Transit Street Design Guide.³⁻⁴

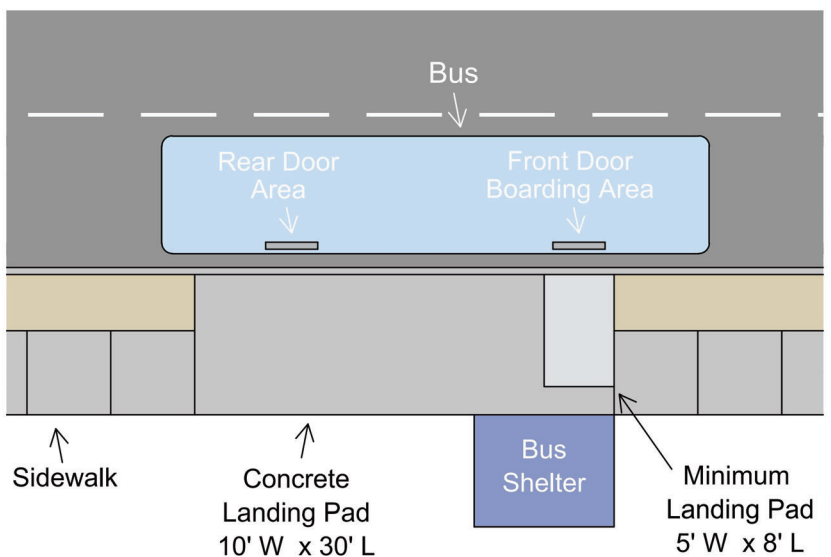
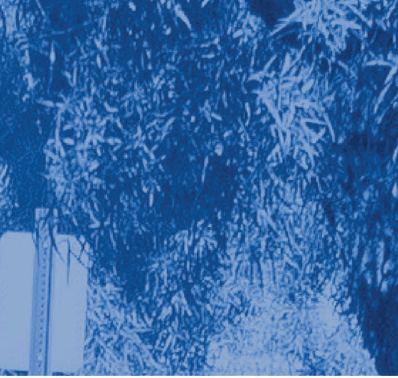


Image 3.10
Bus Stop
Design





³⁻⁵Yingling Fan, Andrew Guthrie, and David Levinson. Perception of Waiting Time at Transit Stops and Stations. University of Minnesota (2015).



Bus Shelters

OVERVIEW

Bus shelters are durable shade structures attached to concrete foundations that should be installed at high-use bus stop locations. Shelters provide shade and cover from the rain and may also include other amenities. Shelters can also reduce perceived waiting time for passengers, particularly at stops where wait times exceed 10 minutes.³⁻⁵

APPLICATION AND USE

- Shelters should be installed at bus stops with 50 or more boardings per day, as part of corridor improvement projects and with the construction of bus pullouts.
- Shelters may also be installed upon public request based on a Transportation Department review of stop characteristics and available funding.
- Shelters may be located behind the sidewalk or between the sidewalk and the curb—space permitting—but may not reduce clear sidewalk width below the minimum dimension.
- The level boarding area should be connected to the shelter by an accessible pedestrian route.
- Shelter placement should avoid blocking visibility of driveway ingress and egress as well as pedestrian movements in the public sidewalk area. Sight Visibility Triangles (SVT) for each proposed shelter location are reviewed by Tucson Transportation Engineering before installation is granted.

DESIGN AND OPERATION

- Shelters should be designed so that waiting passengers can be seen from outside of the shelter.
- In shelters where seating is provided, a 2.5-foot wide by 4-foot deep minimum clear space should be located entirely within the shelter to allow wheelchair users to wait under cover.
- Shelters should be well-lit to give a sense of security and so that operators can better see waiting passengers in the dark.
- Shelter benches should comply with ADA regulations.
- Shelter size and capacity can be determined based on stop usage conditions.

OTHER CONSIDERATIONS

- At a minimum, garbage receptacles should be provided near bus shelters. A maintenance plan or agreement must address regular emptying of the receptacles and other bus stop cleaning needs. If funding is available, opportunities should also be pursued to include recycling receptacles.
- Advertisements at shelters should not block sightlines between waiting passengers and drivers.
- Whenever possible, trees and landscaping should be incorporated into shelter sites to enhance the passenger experience and provide additional shade. The visibility of the shelter should not be obstructed.
- The sidewalk can serve as the accessible landing pad where shelters are placed on the building-side of the sidewalk.
- Accessible boarding areas and clear paths may be partially under the shelter canopy as long as the shelter structure does not obstruct the boarding area and accessible route.
- Shelters serving enhanced or high-capacity transit (HCT) routes, such as Bus Rapid Transit (BRT) or streetcar, should include a greater level of amenities or features. BRT or streetcar stops should be branded to give a unique sense of identity and to emphasize their special nature. Additional treatments at these locations may include platform-level boarding, off-board fare payment systems, real-time vehicle arrival information, enhanced system information and wayfinding, special paving or landscaping, premium materials, and others.
 - o HCT shelters or stations may be located in the pedestrian realm or in the median zone depending on how the system is designed to operate.

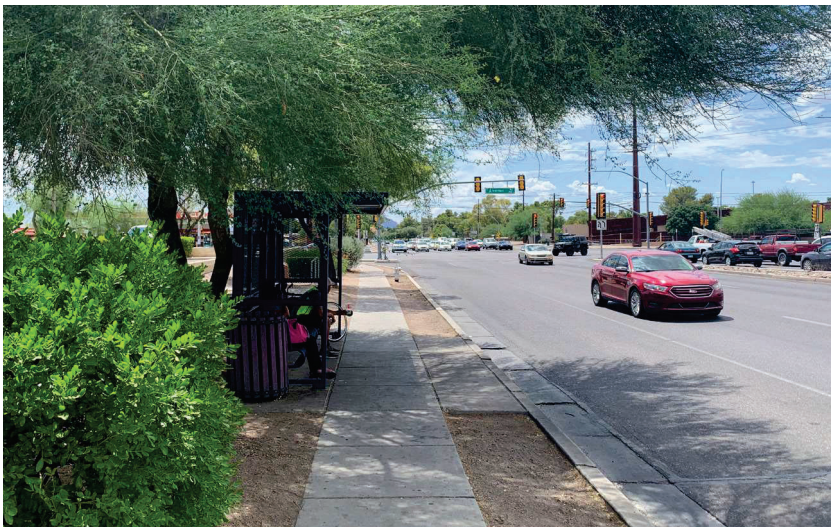


Image 3.11
Bus Shelter

Appendix D: Monthly Operating Report (MOR)

Monthly Operations Report May 2025



PUBLIC INPUT

Route 5 & 22 Public Outreach

This month the Tucson community was encouraged to participate in a series of public input meetings regarding proposed elimination of Route 5 and extension of Route 22. These meetings were part of a broader effort by the City of Tucson's Department of Transportation and Mobility (DTM) and Sun Tran to evaluate the transit system and identify the lowest performing routes. Community members were encouraged to attend one of the scheduled one-hour public meetings between May 12 through May 22 to learn more and share their feedback. The public comment period for the proposed changes has now closed. Comments were accepted through May 31, 2025. The proposed changes are scheduled to go before the Mayor and Council on August 6, 2025.



Sun Link: Record May Ridership, Zero Accidents

Sun Link continues to prioritize safety and service excellence, celebrating a significant milestone of zero preventable accidents since September 2024. This achievement reflects the dedication of Sun Link operators and the commitment to maintaining a safe environment for all riders.

In addition to this safety success, Sun Link recorded its highest May ridership since service began, with **117,791** riders. This growth highlights Sun Link's vital role in connecting the Tucson community and supporting mobility throughout the Mercado, downtown and university area.

IN THE COMMUNITY

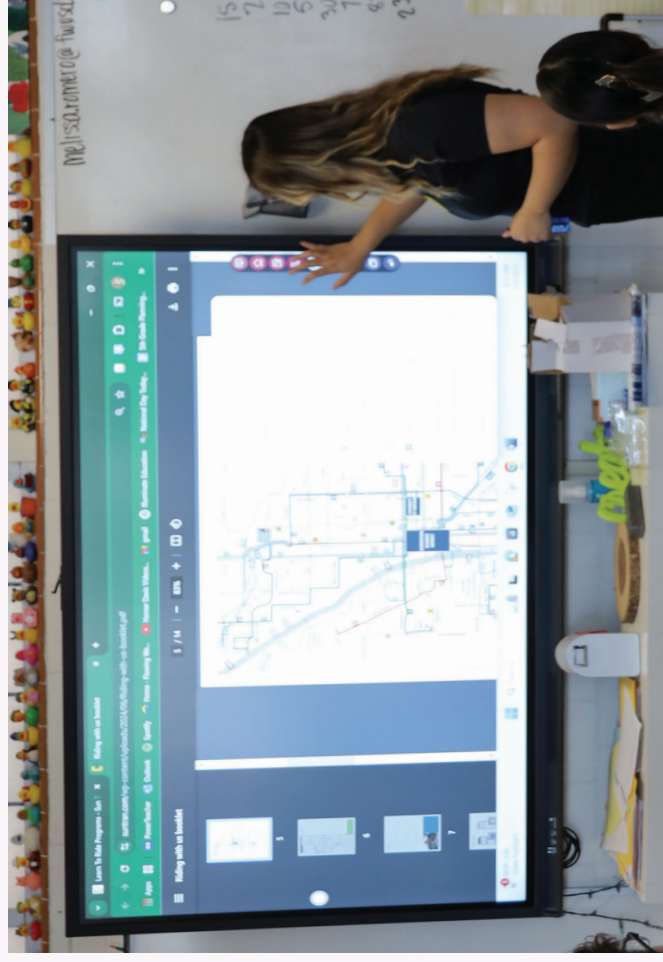
In the Community

Sun Tran recently hosted a Learn to Ride session at Sierra Middle School, where approximately 30 students participated in a hands-on transit education experience. During the session, students learned how to ride the bus, read route maps, and understand transit safety and etiquette. The interactive event was a great success, sparking confidence among the students. Following the session, Sun Tran staff were delighted to receive thank-you letters from the students, expressing their appreciation for the opportunity to learn about Sun Tran.



Learn to Ride Session

Sun Tran held its monthly Learn to Ride session at the Sun Tran Administration building to help new and returning riders feel confident using public transit. Attendees learned how to plan trips, read schedules, board and exit safely, use accessibility features, and follow bicycle safety tips. These free sessions are open to all ages and will continue throughout the summer, with one upcoming class scheduled June 12 at noon. To RSVP participants can email SunTranMarketing@tucsonaz.gov or show up day of the event.



HEALTH FAIR & RECRUITMENT

Udall Health Fair

Sun Tran participated in the Udall Health Fair held at the Udall Park Recreation Center, connecting with community members to share information about transit services and the benefits of using public transportation. Attendees had the opportunity to speak with Sun Tran staff, pick up a Ride Guide, and Sun Tran merch. The event provided a valuable opportunity to engage with riders and encourage them to explore sustainable and accessible transportation option.



Recruitment		
	New Hires	Promotions
Sun Tran	7 - Coach Operator (s)	3 - Student to Coach Operator 1 - Customer Service Rep. to Customer Service Rep. Lead
Sun Van	9 - Van Operator Trainees	9 - Van Operator Trainee to Full-Time Van Operator
Sun Link	1 - Right of Way Technician 1 - Streetcar Operator	0 - Promotions

PERFORMANCE STATS



-1.59%

Year to Year Ridership

May 2024 - 1,393,923

May 2025 - 1,371,913



89.07%
On time performance



Passengers per Revenue Hour

27.30



14

Customer Compliments



+17.62%

Year to Year Ridership

May 2024 - 98,709

May 2025 - 117,793



85%
On time performance



Passengers per Revenue Hour

59.60



-0.09%

Year to Year Ridership

May 2024 - 45,327

May 2025 - 45,286



83.88%
On time performance



Passengers per Revenue Hour

1.94



+0.65%

Year to Year Ridership

May 2024 - 2,299

May 2025 - 2,314



84.28%
On time performance



Trips Booked through App:



60.46%

Transit All-Stars



Shamean R. Coach Operator

“She was very nice and knew where to park so I wouldn’t have trouble boarding the bus. Thank you!”



Kimberly C. Coach Operator

“The driver was extremely nice and patient when there was a difficult passenger on the bus. Great job staying calm.”



Ramon F. Coach Operator

“He is an excellent, well mannered, professional driver. He is awesome and is a great asset to Sun Tran. Thanks for hiring him!”



Paula D. Coach Operator

“They were very helpful advising me of route changes and detours. Very nice and accommodating.”



Andres J. Coach Operator

“He helped me get my bike on and off the bus rack. Thank you so much!”



Cynthia G. Sun Van Dispatcher

“Thank you for responding to my request to pick me and another passenger up earlier than scheduled! We both appreciate you for going out of your way.”

Mission:

Working together to improve the community’s quality of life by providing safe, secure, efficient, and reliable customer-focused public transportation.

Vision:

Sun Tran, Sun Link, and Sun Van enhancing lives through mobility.

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Performance Indicators – Sun Tran



System Indicator	Current Month	Prior Year	FY25 YTD	FY24 YTD
1 Ridership	1,371,913	1,393,923	15,358,607	14,580,473
2 Passenger per Revenue Mile	2.25	2.23	2.29	2.17
3 Passenger per Revenue Hour	27.30	27.58	28.20	26.79
4 Cost per Passenger	3.95	3.88	4.13	4.09
5 Cost per Revenue Mile	8.89	8.64	9.47	8.87
6 Cost per Revenue Hour	107.79	106.92	116.39	109.61
7 Miles Between Road Calls	20,324	15,632	18,913	18,636
8 Miles Between Bus Inspections	5,819	6,144	5,987	6,104
9 Vehicle Accidents per 100,000 Miles	0.29	0.42	0.55	0.56
10 Complaints per 100,000 Passengers	18.95	14.49	16.19	16.59
11 Vehicles Operated in Maximum Service	145	142	145	155

System Summary - Sun Tran



Month to Date	2025		May Current	Prior Year	Variance		May Budget		Variance	
	Revenue	Expenses			Amount	Percent	Amount	Percent	Amount	Percent
RIDERSHIP										
Weekday	1,119,216	1,174,866	\$	1,174,866	(55,650)	-4.7%	965,958	(153,258)	-15.9%	
Saturday	139,925	111,972		111,972	27,953	25.0%	224,070	84,145	37.6%	
Sunday	87,772	82,936		82,936	4,836	5.8%	179,256	91,484	51.0%	
Holiday	25,000	24,149		24,149	851	3.5%	44,814	19,814	44.2%	
Total Route Passengers	1,371,913	1,393,923		1,393,923	(22,010)	-1.6%	1,414,098	42,185	3.0%	

Expenses		May Current	Prior Year	Variance	Percent	May YTD Budget	Variance	Percent
Total Expenses	\$	5,417,508	\$ 5,404,110	13,398	0.2%	\$ 5,568,033	\$ (150,526)	-2.7%
Miles								
Revenue Miles		609,707	625,278	(15,571)	-2.5%	614,000	4,293	0.7%
Deadhead Miles		67,302	68,262	(960)	-1.4%	99,811	32,509	32.6%
Total Service Miles		677,009	693,540	(16,531)	-2.4%	713,811	36,802	5.2%
Non-Route Miles		12,799	14,004	(1,205)	-8.6%	7,325	(5,474)	-74.7%
Total Miles		689,808	707,544	(17,736)	-2.5%	721,136	31,328	4.3%
Revenue Hours		50,262	50,546	(283)	-0.6%	50,000	(262)	-0.5%
Service Hours		53,611	53,953	(343)	-0.6%	53,000	(611)	-1.2%

Year to Date	May YTD Current		Prior Year	Variance		May YTD Budget		Variance	
	Revenue	Expenses		Amount	Percent	Amount	Percent	Amount	Percent
RIDERSHIP									
Weekday	12,859,467	12,252,922	\$	12,252,922	606,545	5%	10,272,013	(2,587,454)	-25%
Saturday	1,369,130	1,336,695		1,336,695	32,435	2%	2,119,759	750,629	35%
Sunday	1,006,678	876,712		876,712	129,966	15%	2,072,797	1,066,119	51%
Holiday	123,332	114,144		114,144	9,188	8%	260,962	137,630	53%
Total Route Passengers	15,358,607	14,580,473		14,580,473	778,134	5%	14,725,531	(633,076)	-4%

Expenses		May YTD Current	Prior Year	Variance	Percent	May YTD Budget	Variance	Percent
Total Expenses	\$	63,402,605	\$ 59,689,919	3,712,686	6%	\$ 61,248,367	\$ 3,413,795	5%
Miles								
Revenue Miles		6,697,770	6,726,587	(28,818)	0%	6,672,000	(25,770)	0%
Deadhead Miles		733,624	743,463	(9,838)	-1%	1,097,921	364,297	33%
Total Service Miles		7,431,394	7,470,050	(38,656)	-1%	7,769,921	338,527	4%
Non-Route Miles		152,812	189,265	(36,453)	-19%	80,575	(72,237)	-90%
Total Miles		7,584,206	7,659,315	(75,109)	-1%	7,850,496	266,290	3%
Revenue Hours		544,726	544,554	172	0%	543,000	(1,726)	0%
Service Hours		581,467	581,455	13	0%	576,000	(5,467)	-1%

Route Ridership – Sun Tran



	FIXED ROUTE	Ridership					Totals
		Weekdays	Saturdays	Sundays	Holiday		
1	GLENN/SWAN	32,802	3,455	2,348	647	39,252	
2	CHERRYBELL	25,662	2,515	1,476	585	30,238	
3	6TH STREET / WILMOT	47,313	4,985	2,644	684	55,626	
4	SPEEDWAY	89,124	12,070	7,628	2,060	110,882	
5	PIMA STREET / WEST SPEEDWAY	20,832	1,990	1,256	343	24,421	
6	EUCLID/ NORTH FIRST AVENUE	46,347	6,300	3,024	778	56,449	
7	22ND STREET	53,151	5,465	3,472	1,040	63,128	
8	BROADWAY	92,547	14,890	9,060	2,581	119,078	
9	GRANT ROAD	49,329	4,940	2,980	860	58,109	
10	FLOWING WELLS	15,624	2,745	2,312	645	21,326	
11	ALVERNON	93,786	11,380	7,252	2,083	114,501	
12	10TH / 12TH AVENUE	29,694	3,110	2,516	717	36,037	
15	CAMPBELL AVENUE	21,840	2,450	1,616	469	26,375	
16	ORACLE / INA	78,813	11,875	8,072	2,276	101,036	
17	COUNTRY CLUB / 29TH STREET	67,284	7,010	4,644	1,386	80,324	
18	S. 6TH AVENUE	85,428	11,520	7,848	2,295	107,091	
19	STONE	22,785	3,650	1,772	544	28,751	
21	WEST CONGRESS / SILVERBELL	12,306	2,055	1,164	298	15,823	
22	GRANDE	4,095	480	340	132	5,047	
23	MISSION ROAD	31,143	3,450	1,980	587	37,160	
24	12TH AVENUE	16,401	1,955	1,600	482	20,438	
25	S. PARK AVENUE	41,370	5,415	2,872	822	50,479	
26	BENSON HIGHWAY	18,438	2,210	1,744	507	22,899	
27	MIDVALE PARK	15,246	2,330	956	276	18,808	
29	VALENCIA	26,943	3,695	2,172	501	33,311	
34	CRAYCROFT / FT LOWELL	53,235	5,270	3,308	928	62,741	
37	PANTANO	12,684	1,665	972	283	15,604	
61	LA CHOLLA	9,681	1,050	744	191	11,666	
TOTAL FIXED ROUTE		1,113,903	139,925	87,772	25,000	1,366,600	
EXPRESS ROUTE							
101X	GOLF LINKS EXPRESS	966				966	
102X	INA ROAD EXPRESS	378				378	
103X	OLDFATHER EXPRESS	294				294	
104X	MARANA EXPRESS	315				315	
105X	SUNRISE EXPRESS	378				378	
107X	ORO VALLEY/DOWNTOWN EXPRESS	441				441	
108X	BROADWAY EXPRESS	525				525	
109X	TANQUE VERDE EXPRESS	210				210	
110X	RITA RANCH/DOWNTOWN EXPRESS	399				399	
203X	ORO VALLEY/AEROPARK EXPRESS	651				651	
204X	NW / AEROPARK EXPRESS	756				756	
TOTAL EXPRESS ROUTE		5,313				5,313	
TOTAL S		1,119,216	139,925	87,772	25,000	1,371,913	

Route Productivity – Sun Tran



FIXED ROUTE	WEEKDAY PRODUCTIVITY			SATURDAY PRODUCTIVITY			SUNDAY PRODUCTIVITY			HOLIDAY PRODUCTIVITY		
	Passenger Per Hour	Passenger Per Mile	Passenger Per Trip	Passenger Per Hour	Passenger Per Mile	Passenger Per Trip	Passenger Per Hour	Passenger Per Mile	Passenger Per Trip	Passenger Per Hour	Passenger Per Mile	Passenger Per Trip
1 GLENN/SWAN	29.0	2.2	26.5	26.5	1.9	23.0	26.1	1.9	22.6	28.6	2.1	24.9
2 CHERRYBELL	23.9	1.6	20.7	20.4	1.3	18.0	19.6	1.3	17.6	30.9	2.1	27.9
3 6TH STREET / WILMOT	29.4	2.0	36.3	25.0	1.7	31.2	19.9	1.4	25.4	20.7	1.5	26.3
4 SPEEDWAY	37.2	2.7	34.2	42.6	3.0	38.9	39.1	2.8	36.0	42.5	3.0	38.9
5 PIMA STREET / WEST SPEEDWAY	22.8	1.5	19.1	20.2	1.2	14.8	17.2	1.0	12.6	18.7	1.1	13.7
6 EUCLID / NORTH FIRST AVENUE	46.5	3.6	23.0	42.9	3.4	21.7	55.0	4.4	28.0	58.2	4.5	28.8
7 22ND STREET	38.0	2.1	29.4	48.9	2.6	36.4	44.4	2.3	33.4	53.3	2.8	40.0
8 BROADWAY	44.6	3.1	34.4	39.9	2.6	28.1	37.9	2.6	28.3	43.3	3.0	32.3
9 GRANT ROAD	29.1	1.9	25.0	40.2	2.5	32.9	33.5	2.1	27.6	38.6	2.4	31.9
10 FLOWING WELLS	20.6	1.4	12.0	33.0	2.1	18.3	36.9	2.4	20.6	41.6	2.7	23.0
11 ALVERNON	41.7	2.6	35.7	46.9	2.7	37.9	38.6	2.2	31.3	44.3	2.5	35.9
12 10TH / 12TH AVENUE	36.4	2.6	14.6	28.0	1.9	11.1	30.3	2.1	12.1	34.5	2.4	13.8
15 CAMPBELL AVENUE	22.6	1.4	17.1	23.8	1.4	16.3	22.4	1.3	15.5	26.3	1.5	18.1
16 ORACLE / INA	43.6	3.1	31.5	42.5	3.0	25.3	43.4	3.0	27.3	47.5	3.3	30.8
17 COUNTRY CLUB / 29TH STREET	32.9	2.0	50.1	31.9	1.9	46.7	30.4	1.8	44.7	37.3	2.2	53.3
18 S. 6TH AVENUE	85.4	7.0	32.0	60.6	4.8	21.9	69.5	5.5	25.2	81.2	6.5	29.4
19 STONE	45.4	3.5	17.2	38.3	3.0	14.6	41.7	3.2	15.8	51.4	4.0	19.5
21 WEST CONGRESS / SILVERBELL	24.9	1.9	10.1	20.0	1.3	7.2	15.7	1.0	5.7	16.2	1.1	5.9
22 GRANDE	14.9	1.0	3.3	14.6	0.9	3.1	14.4	0.9	3.0	22.4	1.4	4.7
23 MISSION ROAD	28.3	2.0	22.8	31.9	2.2	24.6	25.4	1.7	19.8	30.0	2.1	23.5
24 12TH AVENUE	42.9	2.5	26.0	44.7	2.5	26.1	52.7	2.9	30.8	63.6	3.5	37.1
25 S. PARK AVENUE	36.2	2.6	29.4	29.3	2.1	18.4	32.1	2.2	25.6	36.9	2.6	29.4
26 BENSON HIGHWAY	26.5	1.4	14.4	25.8	1.4	13.8	30.7	1.7	16.8	36.5	2.0	19.5
27 MIDVALE PARK	20.5	1.1	12.1	28.0	1.4	16.1	15.9	0.8	9.2	18.0	0.9	10.6
29 VALENCIA	27.4	1.7	21.4	31.2	1.9	23.8	25.3	1.5	19.4	24.0	1.4	17.9
34 CRAYCROFT / FT LOWELL	33.1	2.3	29.5	40.6	2.8	35.1	36.5	2.5	31.8	41.1	2.8	35.7
37 PANTANO	18.1	1.1	11.0	17.4	1.0	10.4	13.0	0.7	7.8	15.0	0.9	9.2
61 LA CHOLLA	18.3	1.0	8.2	17.2	0.9	7.5	16.2	0.9	7.2	16.6	0.9	7.4
AVERAGE TOTAL	34.7	2.3	24.8	35.6	2.3	22.7	33.4	2.2	22.2	39.2	2.5	25.3
EXPRESS ROUTE												
101X GOLF LINKS EXPRESS	19.4	0.9	11.5									
102X INA ROAD EXPRESS	8.9	0.4	9.0									
103X OLDFATHER EXPRESS	6.1	0.4	7.0									
104X MARANA EXPRESS	14.8	0.5	7.5									
105X SUNRISE EXPRESS	9.7	0.6	9.0									
107X ORO VALLEY/DOWNTOWN EXPRESS	6.6	0.3	5.3									
108X BROADWAY EXPRESS	19.0	1.0	12.5									
109X TANQUE VERDE EXPRESS	6.5	0.4	5.0									
110X RITA RANCH/DOWNTOWN EXPRESS	7.9	0.3	4.8									
203X ORO VALLEY/AEROPARK EXPRESS	6.0	0.2	7.8									
204X NW / AEROPARK EXPRESS	6.7	0.2	6.0									
AVERAGE TOTAL	8.9	0.4	7.4									



Month to Date	2025		May Current	Prior Year	Variance		Monthly Budget	Variance	
					Amount	Percent		Amount	Percent
OPERATOR WAGES	\$	1,744,391	\$	2,002,724	\$	(258,333)	1,858,892	(114,501)	-12.9%
MAINTENANCE WAGES		383,180		441,218		(58,038)	388,658	(5,478)	-13.2%
SALARIES		542,334		619,788		(77,455)	553,467	(11,133)	-12.5%
FRINGE BENEFITS		1,305,263		1,183,915		121,348	938,817	366,446	10.2%
SERVICES		692,573		395,240		297,332	561,858	130,714	75.2%
UTILITIES		73,292		28,061		45,231	90,750	(17,458)	161.2%
VEHICLE MAINTENANCE		418,994		390,442		28,551	566,500	(147,506)	7.3%
MATERIALS AND SUPPLIES		40,461		35,288		5,173	91,692	(51,231)	14.7%
CNG FUEL		0		114,872		(114,872)	189,792	(189,792)	0.0%
DIESEL FUEL		99,984		63,109		36,874	176,625	(76,642)	58.4%
UNLEADED FUEL		0		12,077		(12,077)	12,875	(12,875)	0.0%
ELECTRICITY FUEL		9,530		9,868		(338)	9,167	364	-3.4%
CAPITAL OUTLAY		0		0		0	0	0	0.0%
INSURANCE		107,506		107,506		0	128,942	(21,435)	0.0%
LABOR CREDIT S/EXP TRANSFERS		0		0		0	0	0	0.0%
Total Expenses		\$ 5,417,508		\$ 5,404,110		\$ 13,398	\$ 5,568,033	\$ (150,526)	0.2%

Year to Date	May YTD		Prior Year	Variance		Annual Budget	Budget Balance		
	Current Year			Amount	Percent		Amount	Percent	
OPERATOR WAGES	\$	20,986,411	\$	20,186,165	\$	800,245	22,306,700	1,320,289	4.0%
MAINTENANCE WAGES		4,573,934		4,450,728		123,206	4,663,900	89,966	2.8%
SALARIES		6,548,007		5,827,579		720,429	6,641,600	93,593	12.4%
FRINGE BENEFITS		13,755,565		13,226,174		529,391	11,265,800	(2,489,765)	4.0%
SERVICES		7,286,469		5,537,362		1,749,107	6,742,300	(544,168)	31.6%
UTILITIES		960,661		860,647		100,014	1,089,000	128,339	11.6%
VEHICLE MAINTENANCE		4,660,056		4,220,736		439,320	6,798,000	2,137,944	10.4%
MATERIALS AND SUPPLIES		584,279		613,867		(29,588)	1,100,300	516,022	-4.8%
CNG FUEL		1,305,507		1,306,821		(1,315)	2,277,500	971,993	-0.1%
DIESEL FUEL		1,185,479		1,502,766		(317,287)	2,119,500	934,021	-21.1%
UNLEADED FUEL		127,289		139,905		(12,616)	154,500	27,211	-9.0%
ELECTRICITY FUEL		104,349		57,171		47,179	110,000	5,651	82.5%
CAPITAL OUTLAY		28,916		569,649		(540,733)	0	(28,916)	-94.9%
INSURANCE		1,182,570		1,190,350		(7,780)	1,547,300	364,730	-0.7%
LABOR CREDIT S/EXP TRANSFERS		113,114		0		113,114	0	(113,114)	0.0%
Total Expenses		\$ 63,402,605		\$ 59,689,920		\$ 3,712,685	\$ 66,816,401	\$ 3,413,795	6.2%

System Summary – Electric Bus



Month to Date	2025	May Current	Prior Year	Amount	Variance Amount	Percent	May Budget	Variance Amount	Percent
Expenses									
Vehicle Maintenance	\$	-	-	\$ -	-	0.0%	10,000	10,000	100%
Services		2,122	15,917	13,795		86.7%	-	(2,122)	0%
Materials & Supplies		-	-	-		0.0%	-	-	0%
Electricity		9,530	9,868	338		3.4%	9,167	(364)	-4%
Total Expenses		11,652	25,785	14,133		54.8%	19,167	7,514	39%
Miles									
Total Miles		19,538	26,923	7,385		27%			
KWH									
Total Miles		27,884	22,638	(5,246)		-23%			

Year to Date	May YTD Current	Prior Year	Amount	Variance Amount	Percent	May YTD Budget	Variance Amount	Percent
Expenses								
Vehicle Maintenance	\$	-	673	\$ 673	0.0%	120,000	120,000	100%
Services		13,883	37,940	24,057	63.4%	-	(13,883)	0%
Materials & Supplies		-	-	-	0.0%	-	-	0%
Electricity		104,349	57,171	(47,178)	-82.5%	110,000	5,651	5%
Total Expenses		118,233	95,784	(22,449)	-23.4%	230,000	111,767	49%
Miles								
Total Miles		233,463	203,974	(29,489)	-14%			
KWH								
Total Miles		328,616	236,460	(92,156)	-39%			

System Indicator		Current Month	Prior Year	FY25 YTD	FY24 YTD
1	Ridership	117,793	98,709	1,627,653	1,609,689
2	Passengers per Revenue Mile	7.64	5.98	9.67	9.34
3	Passengers per Revenue Hour	59.60	44.50	73.63	69.66
4	Cost per Passenger	3.08	3.65	2.98	2.66
5	Cost per Revenue Mile	23.53	21.82	28.81	24.87
6	Cost per Revenue Hour	183.68	162.31	219.24	185.50
7	Miles Between Streetcar Inspection	955.00	964.00	953.18	951.27
8	Total Preventable Accidents per 100,000 Miles	0	0	0.59	1.14
9	Total Complaints per 100,000 Passengers	1.70	0	0.12	0

Month to Date	2025		May Current	Prior Year	Variance		May Budget	Variance	
					Amount	Percent		Amount	Percent

Ridership									
WEEKDAYS	91,959	77,303	14,656	19.0%	78,076	13,883	17.8%		
SATURDAY	18,766	14,863	3,903	26.3%	15,012	3,754	25.0%		
SUNDAY	6,041	5,742	299	5.2%	5,799	242	4.2%		
HOLIDAY	1,027	801	226	28.2%	809	218	26.9%		
Total Route Passengers	117,793	98,709	19,084	19.3%	99,696	18,097	18.2%		

Expenses									
Total Expenses	\$ 363,037	\$ 360,010	\$ 3,027	0.8%	\$ 471,392	\$ (108,355)	-23.0%		

Miles									
Revenue Miles	15,428	16,496	(1,068)	-6.5%	16,496	(1,068)	-6.5%		
Deadhead Miles	248	248	-	0.0%	248	-	0.0%		
Total Service Miles	15,676	16,744	(1,068)	-6.4%	16,744	(1,068)	-6.4%		

Revenue Hours									
Revenue Hours	1,977	2,218	(242)	-10.9%	2,218	(242)	-10.9%		

Service Hours									
Service Hours	2,008	2,249	(242)	-10.7%	2,249	(242)	-10.7%		

Year to Date	May		Variance YTD		May YTD		Variance YTD	
	Current	Prior Year	Amount	Percent	Budget	Amount	Percent	

Ridership									
WEEKDAYS	1,295,228	1,284,823	10,405	0.8%	1,297,671	(2,443)	-0.2%		
SATURDAY	232,274	227,348	4,926	2.2%	229,621	2,653	1.2%		
SUNDAY	92,977	91,626	1,351	1.5%	92,542	435	0.5%		
HOLIDAY	7,174	5,892	1,282	21.8%	5,951	1,223	20.6%		
Total Route Passengers	1,627,653	1,609,689	17,964	1.1%	1,625,786	1,867	0.1%		

Expenses									
Total Expenses	\$ 4,846,644	\$ 4,286,536	\$ 560,109	13.1%	\$ 5,185,308	\$ (338,664)	-6.5%		

Miles									
Revenue Miles	168,252	172,333	(4,081)	-2.4%	172,333	(4,081)	-2.4%		
Deadhead Miles	2,680	2,688	(8)	-0.3%	2,688	(8)	-0.3%		
Total Service Miles	170,932	175,021	(4,089)	-2.3%	175,021	(4,089)	-2.3%		

Revenue Hours									
Revenue Hours	22,107	23,109	(1,002)	-4.3%	23,109	(1,002)	-4.3%		

Service Hours									
Service Hours	22,442	23,445	(1,003)	-4.3%	23,445	(1,003)	-4.3%		

Month to Date	2025		May		Variance		Monthly		Variance		
			Current	Prior Year	Amount	Amount	Budget	Percent	Amount	Percent	
OPERATOR WAGES	\$	86,419	\$	71,236	\$	(15,183)	\$	94,608	\$	8,189	8.7%
MAINTENANCE WAGES		26,061		30,003		3,942		63,108		37,047	58.7%
SALARIES		78,762		77,137		(1,625)		69,133		(9,629)	-13.9%
FRINGE BENEFITS		64,359		77,815		13,456		65,992		1,633	2.5%
SERVICES		60,035		30,143		(29,891)		101,467		41,432	40.8%
UTILITIES		13,195		15,141		1,946		18,250		5,055	27.7%
VEHICLE MAINTENANCE		12,617		2,598		(10,019)		3,267		(9,350)	-286.2%
MATERIALS AND SUPPLIES		6,782		40,958		34,176		22,100		15,318	69.3%
FUEL-ELECTRICITY		14,807		14,977		170		15,742		934	5.9%
CAPITAL OUTLAY		-		-		-		1,667		1,667	100.0%
INSURANCE		-		-		-		16,058		16,058	100.0%
TOTAL EXPENSES	\$	363,037	\$	360,010	\$	(3,027)	\$	471,392	\$	108,355	23.0%

Year to Date	May		Variance		Annual		Budget		Variance		
	Current Year	Prior Year	Amount	Amount	Budget	Percent	Amount	Percent	Amount	Percent	
OPERATOR WAGES	\$	957,640	\$	885,054	\$	(72,586)	\$	1,135,300	\$	177,660	15.6%
MAINTENANCE WAGES		398,517		348,403		(50,114)		757,300		358,783	47.4%
SALARIES		996,000		1,014,694		18,695		829,600		(166,399)	-20.1%
FRINGE BENEFITS		779,235		667,104		(112,132)		791,900		12,665	1.6%
SERVICES		731,528		664,754		(66,775)		1,217,600		486,071	39.9%
UTILITIES		161,252		177,143		15,891		219,000		57,748	26.4%
VEHICLE MAINTENANCE		257,670		146,620		(111,050)		39,200		(218,470)	-557.3%
MATERIALS AND SUPPLIES		95,221		171,658		76,437		265,200		169,979	64.1%
FUEL-ELECTRICITY		186,926		183,958		(2,967)		188,900		1,974	1.0%
CAPITAL OUTLAY		63,047		-		(63,047)		20,000		(43,046)	-215.2%
INSURANCE		219,609		27,148		(192,461)		192,700		(26,909)	-14.0%
TOTAL EXPENSES	\$	4,846,644	\$	4,286,536	\$	(560,109)	\$	5,656,700	\$	810,056	14.3%

Performance Indicators – Sun Van



System Indicator	Current Month	Prior Year	FY25 YTD	FY24 YTD
1. Ridership	45,286	45,327	497,164	464,855
2. Demand	62,654	63,490	690,242	643,245
3. Cancellations	12,877	13,733	142,805	133,416
4. No-Shows	4,490	4,430	50,261	44,964
5. Passengers per Revenue Hour	1.94	1.89	1.91	1.90
6. Passengers per Service Hour	1.68	1.66	1.65	1.66
7. Cost per Trip	\$ 46.90	\$ 43.05	\$ 44.99	\$ 42.65
8. Vehicles Operated in Maximum Service	113	114	123	114
9. Trip Time, Sun Tran	83.02%	81.98%	82.43%	81.17%
10. Trip Time 110% + 5 Minutes	90.84%	88.81%	90.25%	89.48%
11. Pick-Ups	84.04%	88.19%	84.71%	87.15%
12. Pick-Ups Before Significantly Late	99.07%	99.59%	98.96%	99.33%

System Summary- Sun Van



Month to Date	2025		May		Prior Year		Variance		May		Variance	
	Current Year	2025	Current Year	2025	Prior Year	2025	Amount	Percent	Budget	Amount	Percent	
Ridership												
Weekday	38,640		39,770	(1,130)	39,770	-2.8%						
Saturday	3,584		2,658	926	2,658	34.8%						
Sunday	2,546		2,469	77	2,469	3.1%						
Holiday	516		430	86	430							
Total Passengers	45,286		45,327	(41)	45,327	-0.1%						
Total Booked Passengers												
Missed Trips	62,654		63,490	(836)	63,490	-1.3%			47,710	14,944	31.3%	
Cancellations	1		-	1	-	0.0%			-	1	0.0%	
No Shows	12,877		13,733	(856)	13,733	-6.2%			10,810	2,067	19.1%	
Total Passengers	4,490		4,430	60	4,430	1.4%			2,580	1,910	74.0%	
Total Passengers	45,286		45,327	(41)	45,327	-0.1%			33,800	11,486	34.0%	
ADA Passengers												
ADA Passengers	42,115		42,384	(269)	42,384	-0.6%						
Optional ADA Passengers	3,171		2,943	228	2,943	7.7%						
Percentage of Optional	7.0%		6.5%		6.5%							
Trips												
ADA Trips	38,947		39,284	(337)	39,284	-0.9%						
Optional ADA Trips	2,917		2,775	142	2,775	5.1%						
Total Trips	41,864		42,059	(195)	42,059	-0.5%			32,160	9,704	30.2%	
Expenses												
Total Expenses	\$ 1,963,595		\$ 1,810,824	\$ 152,771	\$ 1,810,824	8.4%			\$ 1,793,892	\$ 169,704	9.5%	
Miles												
Revenue Miles	318,545		325,506	(6,961)	325,506	-2.1%			261,287	57,258	21.9%	
Deadhead Miles	54,878		56,881	(2,003)	56,881	-3.5%			44,683	10,195	22.8%	
Total Service Miles	373,423		382,387	(8,964)	382,387	-2.3%			305,970	67,453	22.0%	
Non-Route Miles	6,952		-792	7,744	-792	-977.8%			3,201	3,751	117.2%	
Total Miles	380,375		381,595	(1,220)	381,595	-0.3%			309,171	71,204	23.0%	
Revenue Hours												
Revenue Hours	23,291		23,981	(690)	23,981	-2.9%			18,652	4,639	24.9%	
Service Hours	26,939		27,287	(348)	27,287	-1.3%			21,428	5,511	25.7%	

System Summary- Sun Van



Year to Date	2025		May YTD		Variance		May YTD		Variance	
	Current Year	Prior Year	Amount	Percent	Amount	Percent	Budget	Amount	Percent	
Ridership										
Weekday	430,906	405,075	25831	6%						
Saturday	33,561	30,115	3446	11%						
Sunday	30,082	27,553	2529	9%						
Holiday	2,615	2,112	503	24%						
Total Passengers	497,164	464,855	32,309	7.0%						
Total Booked Passengers										
Missed Trips	12	10	2	20.0%	46,997	7.3%	410,440	279,802	12	68.2%
Cancellations	142,805	133,416	9,389	7.0%	9,389	7.0%	93,010	49,795	49,795	53.5%
No Shows	50,261	44,964	5,297	11.8%	5,297	11.8%	22,240	28,021	28,021	126.0%
Total Passengers	497,164	464,855	32,309	7.0%				201,974		68.4%
ADA Passengers										
ADA Passengers	461,371	435,574	25,797	5.9%						
Optional ADA	35,793	29,281	6,512	22.2%						
Percentage of Optional	7.2%	6.3%								
Trips										
ADA Trips	427,148	405,061	22,087	5.5%						
Optional ADA Trips	33,063	27,641	5,422	19.6%						
Total Trips	460,211	432,702	27,509	6.4%				262,600	197,611	75.3%
Expenses										
Total Expenses	\$ 20,705,886	\$ 18,455,983	\$ 2,249,903	12.2%	\$ 239,801,540	\$ (219,095,654)				-91.4%
Miles										
Revenue Miles	3,516,560	3,327,729	188,831	5.7%	1,985,500	1,531,060				77.1%
Deadhead Miles	627,279	567,182	60,097	10.6%	362,700	264,579				72.9%
Total Service Miles	4,143,839	3,894,911	248,928	6.4%	2,348,200	1,795,639				76.5%
Non-Route Miles	42,691	38,032	4,659	12.3%	14,400	28,291				196.5%
Total Miles	4,186,530	3,932,943	253,587	6.4%	2,362,600	1,823,930				77.2%
Revenue Hours										
Revenue Hours	260,740	244,811	15,929	6.5%	140,880	119,860				85.1%
Service Hours	301,807	279,771	22,036	7.9%	161,180	140,627				87.2%

Expenses – Sun Van



Month to Date	2025		May		Variance		Monthly		Variance	
	Current Year	Prior Year	Current Year	Prior Year	Amount	Percent	Budget	Amount	Amount	Percent
OPERATOR WAGES	\$ 749,303	\$ 707,737	\$ 41,566	5.9%	\$ 692,208	5.9%	\$ (57,095)	-8.2%		
OTHER BU WAGES	340,568	324,758	15,811	4.9%	126,358	4.9%	(214,210)	-169.5%		
SALARIES	133,500	117,655	15,845	13.5%	117,600	13.5%	(15,900)	-13.5%		
FRINGE BENEFITS	335,724	293,628	42,096	14.3%	352,525	14.3%	16,801	4.8%		
SERVICES	66,799	40,538	26,261	64.8%	100,267	64.8%	33,467	33.4%		
CONTRACT VEHICLE MAINT.	117,133	169,681	(52,547)	-31.0%	158,333	-31.0%	41,200	26.0%		
UTILITIES	18,095	18,530	(436)	-2.4%	15,792	-2.4%	(2,303)	-14.6%		
MATERIALS AND SUPPLIES	19,529	25,328	(5,798)	-23%	14,767	-23%	(4,762)	-32.3%		
UNLEADED FUEL	130,806	70,930	59,876	84.4%	163,125	84.4%	32,319	19.8%		
CAPITAL OUTLAY	-	-	-	0.0%	-	0.0%	-	0.0%		
LIABILITY INSURANCE	52,138	42,040	10,098	24.0%	52,917	24.0%	779	1.5%		
TOTAL EXPENSES	\$ 1,963,595	\$ 1,810,824	\$ 152,771	8.4%	\$ 1,793,892	8.4%	\$ (169,704)	-9.5%		

Year to Date	May YTD		Variance		YTD		Variance	
	Current Year	Prior Year	Amount	Percent	Budget	Amount	Amount	Percent
OPERATOR WAGES	\$ 7,289,553	\$ 6,344,960	\$ 944,593	14.9%	\$ 8,306,500	\$ 1,016,946	12.2%	
OTHER BU WAGES	3,203,632	2,997,326	206,306	6.9%	1,516,300	(1,687,332)	-111.3%	
SALARIES	1,219,048	1,069,191	149,856	14.0%	1,411,200	192,152	13.6%	
FRINGE BENEFITS	3,471,074	3,155,176	315,898	10.0%	4,230,300	759,226	17.9%	
SERVICES	1,084,476	815,051	269,425	33.1%	1,203,200	118,724	9.9%	
CONTRACT VEHICLE MAINT.	1,988,077	1,743,241	244,836	14.0%	1,900,000	(88,077)	-4.6%	
UTILITIES	192,219	206,437	(14,219)	-6.9%	189,500	(2,719)	-1.4%	
MATERIALS AND SUPPLIES	154,814	149,024	5,790	3.9%	177,200	22,386	12.6%	
UNLEADED FUEL	1,529,480	1,496,343	33,137	2.2%	1,957,500	428,020	21.9%	
CAPITAL OUTLAY	-	16,797	(16,797)	-100.0%	-	-	0.0%	
LIABILITY INSURANCE	573,513	462,435	111,078	24.0%	635,000	61,487	9.7%	
TOTAL EXPENSES	\$ 20,705,886	\$ 18,455,983	\$ 2,249,903	12.2%	\$ 21,526,700	\$ 820,814	3.8%	

Month to Date	2025	Current Year	May	Prior Year	Amount	Variance	Percent
Ridership							
Weekday		1,817		1,881	(64)		-3.4%
Saturday		285		220	65		29.5%
Sunday		165		160	5		3.1%
Holiday		47		38	9		23.7%
Total Passengers		2,314		2,299	15		0.7%

Ridership							
Total Demand		3,234		3,459	(225)		-6.5%
Missed Trips		-		-	-		0.0%
Cancellations		826		1,086	(260)		-23.9%
No Shows		94		74	20		27.0%
Total Passengers		2,314		2,299	15		0.7%

Trips							
Total Trips		2,036		1,882	154		8.2%

Miles							
Revenue Miles		9,976		9,581	395		4.1%
Deadhead Miles		1,774		1,755	19		1.1%
Total Service Miles		11,749		11,336	413		3.6%
Non-Route Miles		-647		213	(860)		-403.5%
Total Miles		11,103		11,549	(446)		-3.9%

Revenue Hours		791		742	49		6.6%
Service Hours		942		932	10		1.1%

Year to Date	May YTD		Variance		
	2025	Current Year	Prior Year	Amount	Percent
Ridership					
Weekday	19,411	18,405	1,006	5.5%	
Saturday	2,455	2,496	(41)	-1.6%	
Sunday	2,025	1,940	85	4.4%	
Holiday	207	173	34	19.7%	
Total Passengers	24,098	23,014	1,084	4.7%	
Total Demand					
Missed Trips	35,349	33,317	2,032	6.1%	
Cancellations	-	-	-	0.0%	
No Shows	10,401	9,619	782	8.1%	
Total Passengers	24,098	23,014	1,084	4.7%	
Trips					
Total Trips	20,661	17,895	2,766	15.5%	
Miles					
Revenue Miles	104,176	92,971	11,205	12.1%	
Deadhead Miles	20,243	18,968	1,276	6.7%	
Total Service Miles	124,420	111,939	12,481	11.1%	
Non-Route Miles	-3,084	1,909	(4,993)	-261.6%	
Total Miles	121,335	113,847	7,488	6.6%	
Revenue Hours	8,337	7,975	362	4.5%	
Service Hours	10,109	9,889	220	2.2%	

Customer Service – Sun Tran, Sun Link, Sun Van and On Demand

SUN TRAN CUSTOMER INFORMATION CENTER	
May 2025	
Total Service Reports:	313
Inquiries	35
Compliments	14
Complaints	260
Chargeable	60
Non-chargeable	198
Pending/Incomplete	6

SUN LINK CUSTOMER INFORMATION CENTER	
May 2025	
Total Calls & Emails Received	5
Inquiries	3
Compliments	0
Complaints	2
Non-Chargeable	2
Chargeable	0
Pending/Incomplete	0

SUN VAN CUSTOMER INFORMATION CENTER	
May 2025	
Total Calls/E-mails Received	17
Inquiries	2
Compliments	1
Complaints	14
Non-Chargeable	8
Chargeable	6
Pending/Incomplete	0

ON DEMAND CUSTOMER INFORMATION CENTER	
May 2025	
Total Calls/E-mails Received	0
Inquiries	0
Compliments	0
Complaints	0
Non-Chargeable	0
Chargeable	0
Pending/Incomplete	0

Glossary of Terms

Cancellations (Sun Van)	When the passenger or the passenger's representative cancels the reservation two or more hours prior to the beginning of the scheduled pick-up time.
Complaints per 100,000 Passengers	Equals total complaints divided by total passengers times 100,000.
Cost per Mile	Equals total operating expenditures divided by total miles.
Cost per Service Hour	Equals total operating expenditures divided by total service hours.
Cost per Trip (Sun Van)	Total operating expenses divided by total trips.
Deadhead Miles and Hours	Miles that a vehicle travels when out of revenue service. Deadhead includes leaving or returning to the garage or yard facility, changing routes or when there is no expectation of carrying revenue passengers. Deadhead does not include operator or maintenance training.
No-Shows (Sun Van)	When the passenger does not board the Sun Van vehicle when the vehicle arrives at the pick-up location within the pick-up window and the driver waits two minutes, or when the customer does not cancel the reservation within two hours of the scheduled pick-up time.
Optional ADA (Sun Van)	Passenger trips outside 3/4-mile corridors around Sun Tran fixed routes or beyond times available on a Sun Tran fixed route, a same day request, and will calls.
Passengers per Mile	Equals total passengers divided by total revenue miles.
Passengers per Service Hour	Equals total ridership divided by total service hours.

Glossary of Terms

Pick-Ups Before Significantly Late (Sun Van)	Pick-ups 30 minutes outside of the originally scheduled pick-up window.
Revenue Miles and Hours	The miles and hours that vehicles travel while in revenue service. Vehicle revenue miles and hours (VRM and VRH) include layover/recovery time but exclude deadhead, operator training and maintenance testing.
Ridership (Unlinked Passenger Trips)	The number of passengers who board public transportation vehicles. Passengers are counted each time they board vehicles no matter how many vehicles they use to travel from their origin to their destination.
Ridership (Unlinked Passenger Trips) Sun Van	Equals Total passengers actually transported. A one-way trip taken by an ADA paratransit-eligible passenger, a personal care attendant (PCA) or companions from the pick-up point to the destination.
Service Miles and Hours	Miles and hours that vehicles travel while in revenue service plus deadhead miles/hours. Service miles/hours does not include operator or maintenance traing.
Total Demand (Sun Van)	Total number of passenger trips requested.
Total Cost per Passenger	Equals total operating expenditures divided by total passengers.
Trip (Sun Van)	A one-way trip taken by an ADA paratransit-eligible passenger from the pick-up point to the destination (excludes PCA's and companions).
Trip Time (Sun Van)	The percentage of ADA trips with a trip time less than the comparable Sun Tran fixed route trip.
Trip Time 110% + 5 Minutes (Sun Van)	When an ADA trip length exceed 110% + 5 minutes of the comparable Sun Tran fixed route trip.

Appendix E: City of Tucson, Mayor and Council meeting agenda(s) with LAR(s)

Title VI – Service & Fare Equity Analysis Completed – City of Tucson Mayor & Council Legal Action Reports (LAR) in Appendix E				
	Service or Fare Equity Analysis Completed	Presented / approved	Resolution Number	Results
1	Major Service Changes Equity Analysis – August 2025 COA	20 May 2025	23925	<i>Approved analysis on Consent Agenda item 7.c.</i>
2	Major Service Change Equity Analysis - Route 5 & 22	06 Aug 2025	23959	<i>Approved analysis on Consent Agenda item 7.h.</i>
3	Fare Equity Analysis for Fares	06 Aug 2025	23959	<i>Approved analysis on Consent Agenda item 7.h.</i>

1. Board approval of Service Standards	August 19, 2025
2. Board Approval of Major Service Change Policy, Disparate Impact Policy, and Disproportionate Burden Policy Resolution #R23926	05/20/2025
3. Board Approval of service and fare equity analyses	See chart above
4. Board Approval of Title VI Monitoring	August 19, 2025
5. Title VI Program Approved by the Board of Directors Resolution #23967.	August 19, 2025



Agenda

Summary

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MAYOR AND COUNCIL – REGULAR MEETING

LEGAL ACTION REPORT

TUESDAY, MAY 20, 2025

MAYOR AND COUNCIL CHAMBERS

CITY HALL, 255 W. ALAMEDA, TUCSON, AZ

1. ROLL CALL: 5:33 p.m.

OFFICIAL MEMBERS PRESENT: Mayor Pro Tempore/Vice Mayor Lane Santa Cruz, Council Members Paul Cunningham, Kevin Dahl, Nikki Lee, Rocque Perez and Karin Uhlich.

OFFICIAL MEMBERS ABSENT/EXCUSED: Mayor Regina Romero

STAFF MEMBERS: Timothy M. Thomure, City Manager; Mike Rankin, City Attorney; and Yolanda Lozano, Chief Deputy City Clerk

AGENDA ITEM / MAYOR AND COUNCIL ACTION	DEPARTMENT
2. INVOCATION, PLEDGE OF ALLEGIANCE, AND APPOINTMENTS TO BOARDS, COMMITTEES AND COMMISSIONS	

- a. INVOCATION - Reverend Jessica Braxton, Saguario Christian Church
- b. PLEDGE OF ALLEGIANCE – Mayor and Council and public in attendance.
- c. PRESENTATIONS
 - 1. Proclaiming May 2025 to be "Building Safety Month
 - 2. Proclaiming the month of May 2025 to be "Older Americans Month"
- d. APPOINTMENTS TO BOARDS, COMMITTEES AND COMMISSIONS (CITY WIDE) MAY20-25-157
 - 2. City Magistrates Merit Selection Commission (CMMSC): Appointment of Sharon Matlack
 - 3. Veterans' Affairs Committee (VAC): Appointment of John Curtis

CITY CLERK

It was moved by Council Member Cunningham, duly seconded, and CARRIED by a voice vote of 6 to 0 (Mayor Romero absent/excused), to appoint Sharon Matlack to the City Magistrates Merit Selection Committee (CMMSC) and John Curtis to the Veterans’ Affairs Committee (VAC).

Mayor Pro Tempore Santa Cruz asked if there were any personal appointments to be made at this time.

No personal appointments were made.

- 3. CITY MANAGER'S REPORT: SUMMARY OF CURRENT EVENTS (CITY WIDE) MAY20-25-137

CITY CLERK

Comments were made by Mayor Pro Tempore Santa Cruz, Council Members Cunningham, Dahl, and Perez.

<p>4. <u>MAYOR AND COUNCIL REPORT: SUMMARY OF CURRENT EVENTS (CITY WIDE) MAY20-25-138</u></p> <p>Comments were made by Timothy M. Thomure, City Manager.</p>	<p><u>CITY CLERK</u></p>
<p>5. <u>LIQUOR LICENSE APPLICATION(S) (CITY WIDE) MAY20-25-139</u></p>	<p><u>CITY CLERK</u></p>
<p>b. Liquor License Application(s)</p> <p>New License(s)</p> <p>There are no new licenses for this meeting.</p> <p>c. Special Event(s)</p> <p>1. <u>Hermitage No-Kill Cat Shelter</u>, Ward 3, City #T36-25</p> <p>d. Agent Change/Acquisition of Control/Restructure</p> <p>Note: The local governing body of the city, town or county may protest the acquisition of control within sixty days based on the capability, reliability and qualification of the person acquiring control. (A.R.S. Section 4-203.F)</p> <p>1. <u>Nevada Smith's Saloon</u>, Ward 3, City #AC4-25</p>	
<p>It was moved by Council Member Dahl, duly seconded, and CARRIED by a voice vote of 6 to 0 (Mayor Romero absent/excused), to forward items 5c1 and 5d1 to the Arizona State Liquor Board with a recommendation of APPROVAL.</p>	
<p>6. CALL TO THE AUDIENCE</p> <p>Comments were made by Allen Benz, JD Butler, Russell Lowes, Chris Giokaris, Suzanne Schafer, Dennis Molnar, Ben Lucero, Jerrad McMurrich, Jeanne Lukasko, Clifton May, Dax Shtraus, Juliana Oppenheimer, Glen Voyles, Cara Bissell, Lee Ziesche, Derek Funckes and Robert Cook</p>	<p><u>CITY CLERK</u></p>
<p>7. CONSENT AGENDA ITEMS A THROUGH N</p>	<p><u>CITY CLERK</u></p>

<p>a. <u>APPROVAL OF MINUTES (CITY WIDE) MAY20-25-131</u></p>	
<p>b. <u>EXTENSION OF INTERGOVERNMENTAL AGREEMENT (IGA): WITH PIMA COUNTY FOR STREET NAMING AND ADDRESSING SERVICES (CITY WIDE) MAY20-25-147</u></p> <p>Resolution No. 23923</p>	<p><u>PLANNING AND DEVELOPMENT SERVICES</u></p>
<p>c. <u>TITLE VI EQUITY ANALYSIS AND PUBLIC OUTREACH REPORT FOR MAJOR SERVICE CHANGES TO SUN TRAN ROUTES 2, 12, 16, 18, 21, 23, 24, 25, 26, 27, 29, AND 62 (CITY WIDE) MAY20-25-149</u></p> <p>Resolution No. 23925</p>	<p><u>TRANSPORTATION AND MOBILITY</u></p>
<p>d. <u>TITLE VI COMPLIANCE POLICIES FOR MAJOR SERVICE CHANGES FOR SUN TRAN (CITY WIDE OR OUTSIDE CITY) MAY20-25-151</u></p> <p>Resolution No. 23926</p>	<p><u>TRANSPORTATION AND MOBILITY</u></p>
<p>e. <u>INTERGOVERNMENTAL AGREEMENT (IGA): FOR TRANSPORTATION FUNDING WITH THE CITY OF TUCSON AND THE ARIZONA DEPARTMENT OF TRANSPORTATION (ADOT) FOR SCOPING SERVICES FOR PROJECT T0677, VARIOUS LOCATIONS TO INSTALL TRAFFIC CONTROL DEVICES THAT ASSIST PEDESTRIANS IN SAFELY CROSSING BUSY ROADWAYS (WARDS 3, 6) MAY20-25-153</u></p> <p>Resolution No. 23927</p>	<p><u>TRANSPORTATION AND MOBILITY</u></p>
<p>f. <u>INTERGOVERNMENTAL AGREEMENT (IGA): FOR TRANSPORTATION FUNDING BETWEEN THE CITY OF TUCSON AND THE ARIZONA DEPARTMENT OF TRANSPORTATION (ADOT) FOR SCOPING SERVICES FOR PROJECT T0678, VARIOUS LOCATIONS, 8 (WARDS 1,2,3, AND 5) MAY20-25-156</u></p>	<p><u>TRANSPORTATION AND MOBILITY</u></p>

Resolution No. 23928

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| <p>g. <u>INTERGOVERNMENTAL AGREEMENT FOR TRANSPORTATION FUNDING BETWEEN THE CITY OF TUCSON AND THE ARIZONA DEPARTMENT OF TRANSPORTATION (ADOT) FOR SCOPING SERVICES FOR PROJECT T0679, VARIOUS LOCATIONS, 386 TO INSTALL TRAFFIC CONTROL DEVICES (CITY WIDE) MAY20-25-158</u></p> | <p><u>TRANSPORTATION AND MOBILITY</u></p> |
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Resolution No. 23929

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| <p>h. <u>LEASE RENEWAL WITH T-MOBILE WEST LLC DBA T-MOBILE FOR PROPERTY LOCATED AT 961 W. SPEEDWAY BOULEVARD (LF 0448, RP 568) (WARD 1) MAY20-25-144</u></p> | <p><u>TRANSPORTATION AND MOBILITY</u></p> |
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Resolution No. 23921

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| <p>i. <u>IMPACT RESIDENTIAL DEVELOPMENT, LLC – LARIAT VILLAGE - IMPACT FEE SUBSIDY REQUEST (WARD 5) MAY20-25-141</u></p> | <p><u>HOUSING AND COMMUNITY DEVELOPMENT</u></p> |
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Resolution No. 23920

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| <p>j. <u>INTERGOVERNMENTAL AGREEMENT (IGA): BETWEEN THE PUBLIC SAFETY COMMUNICATIONS DEPARTMENT AND TUCSON UNIFIED SCHOOL DISTRICT (CITY WIDE) MAY20-25-146</u></p> | <p><u>PUBLIC SAFETY COMMUNICATIONS</u></p> |
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Resolution No. 23922

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| <p>k. <u>RENEWAL OF THE INTERGOVERNMENTAL AGREEMENTS (IGA): BETWEEN PIMA COUNTY AND THE CITY OF TUCSON FOR THE FISCAL YEARS 2026-2028 HOME CONSORTIUM AND SUBAWARD (CITY WIDE AND OUTSIDE CITY) MAY20-25-148</u></p> | <p><u>HOUSING AND COMMUNITY DEVELOPMENT</u></p> |
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Resolution No. 23924

<p>i. <u>INITIATION OF EL PRESIDIO NEIGHBORHOOD PLAN UPDATE (WARD 1) MAY20-25-150</u></p>	<p><u>PLANNING AND DEVELOPMENT SERVICES</u></p>
<p>m. <u>INTERGOVERNMENTAL AGREEMENT (IGA): WITH ARIZONA MUTUAL AID COMPACT BETWEEN THE CITY OF TUCSON AND THE ARIZONA DEPARTMENT OF EMERGENCY AND MILITARY AFFAIRS (CITY WIDE) MAY20-25-154</u></p> <p>Resolution No. 23932</p>	<p><u>CITY MANAGER</u></p>
<p>n. <u>INTERGOVERNMENTAL AGREEMENT (IGA): BETWEEN THE CITY OF TUCSON AND THE ARIZONA DEPARTMENT OF FORESTRY AND FIRE MANAGEMENT (CITY WIDE AND OUTSIDE CITY) MAY20-25-152</u></p> <p>Resolution No. 23930</p>	<p><u>FIRE</u></p>
<p>It was moved by Council Member Cunningham, duly seconded, and PASSED by a roll call vote of 6 to 0 (Mayor Romero absent/excused), that Consent Agenda Items a – n, be passed and adopted and the proper action taken.</p>	
<p>8. <u>PUBLIC HEARING: PROPOSED COMPREHENSIVE OPERATIONAL ANALYSIS (COA) MAJOR SERVICE CHANGES TO SUN TRAN ROUTES 2, 12, 16, 18, 21, 23, 24, 25, 26, 27, 29, AND 62 (CITY WIDE) MAY20-25-159</u></p> <p>Comments were made by Suzanne Schafer and J.P. Salvatierra.</p> <p>It was moved by Council Member Dahl, duly seconded, and CARRIED by a voice vote of 6 to 0 (Mayor Romero absent/excused), to close the public hearing.</p> <p>Comments and questions were made by Council Member Uhlich.</p> <p>Resolution No. 23931</p>	<p><u>TRANSPORTATION AND MOBILITY</u></p>

It was moved by Council Member Dahl, duly seconded, and PASSED by a roll call vote of 6 to 0 (Mayor Romero absent/excused), to pass and adopt Resolution 23931.

9. PUBLIC HEARING: CITY OF TUCSON’S GENERAL PLAN, PLAN TUCSON 2025 (CITY WIDE) MAY20-25-155

PLANNING AND DEVELOPMENT SERVICES

Information and a presentation were provided by Cesar Acosta, Planning and Development Services.

Comments were made by Kate Hotten, Marta Lynne, John Schwarz, J.P. Salvatierra, Helen Erickson, Brendon Lyons, and Stella Mae Smith.

It was moved by Council Member Cunningham, duly seconded, and CARRIED by a voice vote of 6 to 0 (Mayor Romero absent/excused), to close the public hearing.

Resolution No. 23933

Discussion ensued, comments and questions were made by Council Members Dahl, Uhlich, and Cunningham.

It was moved by Council Member Uhlich, duly seconded, and carried by a roll call vote of 6 to 0 (Mayor Romero absent/excused), to consider and integrate the final round of feedback into a document for Mayor and Council final consideration at a meeting in June.

(NOTE: Council Member Cunningham departed at 7:03 p.m. and returned at 7:08 p.m.).

10. TENTATIVE BUDGET ADOPTION FOR FISCAL YEAR 2026 (FY26) (CITY WIDE) MAY20-25-160

BUSINESS SERVICES DEPARTMENT

Comments were made by Council Members Cunningham.

It was moved by Council Member Cunningham, duly seconded, and PASSED by a roll call vote of 5 to 0 (Mayor

Romero absent/excused and Council Member Perez recused), to pass and adopt the Metropolitan Education Commission (MEC) portion of the tentative budget.

Resolution No. 23918

It was moved by Council Member Cunningham, duly seconded, and PASSED by a roll call vote of 6 to 0 (Mayor Romero absent/excused), to pass and adopt Resolution 23918.

Mike Rankin, City Attorney, requested a motion authorizing the City Manager to execute any agreement with Pima County regarding \$250,000 in funding for the Pima Early Education Program Scholarships (PEEPS) program.

It was moved by Council Member Cunningham, duly seconded, and PASSED by a roll call vote of 6 to 0 (Mayor Romero absent/excused), to authorize the City Manager to execute any agreement with Pima County regarding \$250,000 in funding for the PEEPs program.

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- 11. ZONING – ORDINANCE ADOPTION TP-ENT-1224-00028 IRVINGTON DISPENSARY – W IRVINGTON RD C-2 (MARIJUANA DISPENSARY) (WARD 1) MAY20-25-145

PLANNING AND DEVELOPMENT SERVICES

Ordinance No. 12167

It was moved by Council Member Cunningham, duly seconded, and PASSED by a roll call vote of 6 to 0 (Mayor Romero absent/excused), to pass and adopt Ordinance 12167.

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- 12. ZONING – ORDINANCE ADOPTION TP-ENT-1224-00030 MILAGROS TOWER – S 16TH AVE (MH-1) WIRELESS COMMUNICATIONS FACILITY (WARD 1) MAY20-25-142

PLANNING AND DEVELOPMENT SERVICES

Ordinance No. 12166

It was moved by Council Member Dahl, duly seconded, and PASSED by a roll call vote of 6 to 0 (Mayor Romero absent/excused), to pass and adopt Ordinance 12166.

13. ZONING – CITY MANAGER’S REPORT TP-ENT-1024-00020, E 22ND ST, 10041 E 22ND ST, SR TO RX-2 (WARD 2) MAY20-25-143

PLANNING AND DEVELOPMENT SERVICES

It was moved by Council Member Cunningham, duly seconded, and PASSED by a voice vote of 6 to 0 (Mayor Romero absent/excused), to approve the request as recommended by the Zoning Examiner with the proposed conditions.

14. ZONING – CITY MANAGER’S REPORT TP-ENT-1224-00029 PCCLT – N LINDA AVE, R-2 TO O-3 (WARD 1) MAY20-25-140

PLANNING AND DEVELOPMENT SERVICES

It was moved by Council Member Cunningham, duly seconded, and PASSED by a voice vote of 6 to 0 (Mayor Romero absent/excused), to approve the request as recommended by the Zoning Examiner with the proposed conditions.

15. ADJOURNMENT – 8:03 p.m.

The next regularly scheduled meeting is on Tuesday, June 17, 2023, at or after 5:30 p.m.



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Agenda

Summary

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MAYOR AND COUNCIL – REGULAR MEETING

LEGAL ACTION REPORT

WEDNESDAY, AUGUST 6, 2025

MAYOR AND COUNCIL CHAMBERS

CITY HALL, 255 W. ALAMEDA, TUCSON, AZ

1. ROLL CALL: 5:49 p.m.

OFFICIAL MEMBERS PRESENT: Mayor Regina Romero, Vice Mayor Lane Santa Cruz, Council Members Paul Cunningham, Kevin Dahl, Nikki Lee, Rocque Perez II and Karin Uhlich.

OFFICIAL MEMBERS ABSENT/EXCUSED: None

STAFF MEMBERS: Timothy M. Thomure, City Manager; Mike Rankin, City Attorney; and Suzanne Mesich, City Clerk

AGENDA ITEM / MAYOR AND COUNCIL ACTION	DEPARTMENT
2. INVOCATION, PLEDGE OF ALLEGIANCE, AND APPOINTMENTS TO BOARDS, COMMITTEES AND COMMISSIONS	

- a. INVOCATION – the invocation was given by Rabbi Avi Alpert, Congregation Bet Shalom.
- b. PLEDGE OF ALLEGIANCE - Mayor and Council and public in attendance.
- c. PRESENTATIONS – there were no presentations made at this time.
- d. APPOINTMENTS TO BOARDS, COMMITTEES AND COMMISSIONS (CITY WIDE) AUG06-25-218
 - 2. Citizens' Water Advisory Committee (CWAC): Appointment of Claire Zucker
 - 3. Public Art and Community Design Committee (PACDC): Appointment of Wesley Fawcett Creigh
 - 4. Metropolitan Education Commission (MEC): Appointment of Rocque Perez

It was moved by Council Member Lee, duly seconded and CARRIED by a voice vote of 6 to 0 (Council Member Perez, abstained) to appoint Claire Zucker to the Citizens' Water Advisory Committee (CWAC), Wesley Fawcett Creigh to the Public Art and Community Design Committee (PACDC), and Rocque Perez to the Metropolitan Education Commission (MEC).

3. MAYOR AND COUNCIL REPORT: SUMMARY OF CURRENT EVENTS (CITY WIDE) AUG06-25-209

CITY CLERK

Current event reports were made by Mayor Romero, Vice Mayor Santa Cruz and Council Members Cunningham and Dahl.

4. CITY MANAGER'S REPORT: SUMMARY OF CURRENT EVENTS (CITY WIDE) AUG06-25-210

CITY CLERK

Current event report was made by Tim Thomure, City Manager.

5. LIQUOR LICENSE APPLICATIONS (CITY WIDE) AUG06-25-219 CITY CLERK

b. Liquor License Application(s)

New License(s)

NOTE: State law provides that for a new license application, "In all proceedings before the governing body of a city...the applicant bears the burden of showing that the public convenience requires and that the best interest of the community will be substantially served by the issuance of a license". (A.R.S. Section 4-201)

1. Redbird Scratch Kitchen + Bar, Ward 6, City #22-25, Series: 12
2. Welcome Diner, Ward 5, City #31-25, Series: 12
3. Taqueria El Pueblito, Ward 3, City #32-25, Series: 12
4. Kintoki Sushi House & Bar, Ward 3, City #34-25, Series: 12
5. Bag O'Crab, Ward 3, City #36-25, Series: 12

Person and Location Transfer(s)

NOTE: State law provides that for a person and location transfer, Mayor and Council may consider both the applicant's capability, qualifications, reliability and location issues. (A.R.S. Section 4-203; R19-1-102)

6. Miss Lee's Bar & Grill, Ward 6, City #35-25, Series: 6

c. Special Event(s)

1. Children's Museum Tucson, Ward 6, City #T39-25
2. Children's Museum Tucson, Ward 6, City #T40-25
3. Ronald McDonald House Charities of Southern Arizona, Ward 3, City T41-25
4. Tucson Jewish Community Center, Ward 3, City #T42-25
5. The Mini Time Machine Museum, Ward 3, City #T43-25
6. Saint Augustine Cathedral, Ward 1, City #T44-25
7. Perimeter Bicycling Association of America, Inc., Ward 3, City #T45-25

d. Agent Change/Acquisition of Control/Restructure

NOTE: There are no new license application(s) scheduled for this meeting.

It was moved by Council Member Perez, duly seconded, and CARRIED by a voice vote of 7 to 0 to forward items 5b1 thru 6, and 5c1 thru 7, to the Arizona State Liquor Board with a recommendation for APPROVAL.

6. CALL TO THE AUDIENCE

CITY CLERK

Comments were made by Hector Macias, JP Salvatierra, Roxann Gagnon, Alan Blumberg, Hector Macias, J. P. Salvatierra, Raymundo Aguirre, Reyez Suarez, Carissa Sipp, JD Butler, Dan Hunt, Garrett Newell, Reed Spurling, Elaina Richards, Sochi McKenna, Athena Schmidt, Allen Benz, Jason Smith, and Maddie Griffith.

7. CONSENT AGENDA ITEMS A THROUGH J

a. APPROVAL OF MINUTES (CITY WIDE) AUG06-25-211

CITY CLERK

<p>b. <u>FIFTH AMENDMENT EXTENDING THE MANAGEMENT AGREEMENT FOR THE TEMPLE OF MUSIC AND ART (WARD 6) AUG06-25-224</u></p> <p>Resolution No. 23961</p>	<p><u>PARKS AND RECREATION</u></p>
<p>c. <u>SALE OF SELECT EL PORTAL PROPERTIES (CITY WIDE) AUG06-25-222</u></p> <p>Ordinance 12184</p>	<p><u>HOUSING AND COMMUNITY DEVELOPMENT</u></p>
<p>d. <u>INTERGOVERNMENTAL AGREEMENT (IGA): WITH PIMA COUNTY FOR THE 2024 EDWARD BYRNE MEMORIAL JUSTICE ASSISTANT GRANT PROGRAM AWARD (CITY WIDE) AUG06-25-212</u></p> <p>Resolution No. 23957</p>	<p><u>TUCSON POLICE</u></p>
<p>e. <u>INTERGOVERNMENTAL AGREEMENT (IGA): FOR PARTICIPATION IN THE ARIZONA CHILD ABDUCTION RESPONSE TEAM (CITY WIDE) AUG06-25-220</u></p> <p>Resolution No. 23958</p>	<p><u>TUCSON POLICE</u></p>
<p>f. <u>SUBAWARD AGREEMENT FOR FY23-THE SMART POLICING INITIATIVE GRANT PROGRAM (CITY WIDE) AUG06-25-225</u></p> <p>Resolution No. 23962</p>	<p><u>TUCSON POLICE</u></p>
<p>g. <u>FINAL PLAT FOR (TD-DIV-1124-00084) CIELO RESERVE LOTS 1-51 AND COMMON AREA 'A' (WARD 5) AUG06-25-213</u></p>	<p><u>PLANNING AND DEVELOPMENT SERVICES</u></p>
<p>h. <u>TITLE VI FARE EQUITY ANALYSIS FOR MASS TRANSIT (CITY WIDE AND OUTSIDE CITY) AUG06-25-221</u></p> <p>Resolution No. 23959</p>	<p><u>TRANSPORTATION AND MOBILITY</u></p>

<p>i. FINANCIAL PARTICIPANT AGREEMENT: STRATEGIC FRAMEWORK COMMUNITY REINVESTMENT (CITY WIDE) AUG06-25-227</p> <p>Resolution No. 23964</p> <p>(This item was considered separately.)</p>	<p><u>CITY MANAGER</u></p>
<p>j. <u>INTERGOVERNMENTAL AGREEMENT (IGA): AMENDMENT WITH PIMA COUNTY FOR ANIMAL CARE AND ENFORCEMENT SERVICES (CITY WIDE) AUG06-25-226</u></p> <p>Resolution No. 23963</p>	<p><u>BUSINESS SERVICES DEPARTMENT</u></p>
<p>It was moved by Council Member Perez, duly seconded, and PASSED by a roll call vote of 7 to 0, that Consent Agenda Items a – h, and j, with the exception of Item i, which was considered separately, be PASSED and ADOPTED and the proper action taken.</p>	
<p>7. CONSENT AGENDA ITEMS I</p>	
<p>i. <u>FINANCIAL PARTICIPANT AGREEMENT: STRATEGIC FRAMEWORK COMMUNITY REINVESTMENT (CITY WIDE) AUG06-25-227</u></p> <p>Resolution No. 23964</p> <p>(This item was considered separately at the request of Council Member Perez.)</p> <p>Opening remarks were made by Council Member Perez. Information was presented by Timothy M. Thomure, City Manager.</p>	<p><u>CITY MANAGER</u></p>
<p>It was moved by Council Member Perez, duly seconded, and PASSED by a roll call vote of 7 to 0 that Consent Agenda Item i be passed and adopted and the proper action taken.</p>	

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| <p>8. <u>PUBLIC HEARING: APPEAL OF ZONING EXAMINER SPECIAL EXCEPTION LAND USE DECISION, TP-ENT-1024-00022 TEP PERPENDICULAR CROSSING – ORACLE AND GRANT INTERSECTION, C-2 (WARD 3) AUG06-25-214</u></p> | <p><u>PLANNING AND DEVELOPMENT SERVICES</u></p> |
| <p>9. <u>PUBLIC HEARING: APPEAL OF ZONING EXAMINER SPECIAL EXCEPTION LAND USE DECISION, TP-ENT-1024-00024 TEP PERPENDICULAR CROSSING – EAST 36TH AND SOUTH KINO PARKWAY INTERSECTION, PAD-15 AND R-2 (WARD 5) AUG06-25-215</u></p> | <p><u>PLANNING AND DEVELOPMENT SERVICES</u></p> |
| <p>10. <u>PUBLIC HEARING: APPEAL OF ZONING EXAMINER SPECIAL EXCEPTION LAND USE DECISION, TP-ENT-1024-00023 TEP PERPENDICULAR CROSSING – BROADWAY AND EUCLID INTERSECTION, C-3, R-3, AND I-1 (WARDS 5 AND 6) AUG06-25-216</u></p> | <p><u>PLANNING AND DEVELOPMENT SERVICES</u></p> |

(Items 8, 9 and 10 were considered together.)

Information and presentation were provided by Tucson Electric Power (TEP) representatives Steven Eddy, Clark Breiner and Adam Melton.

Comments were made by Henry Werden, Daniel Dempsey, Mike Atwood, Kathie McLaughlin, Bernice Vanover, Aaron Paxton, J.P. Salvatierra, and Betsy Larson.

It was moved by Council Member Uhlich duly seconded, and CARRIED by a voice vote of 7 to 0, to close the public hearing.

Discussion ensued.

It was moved by Council Member Perez, duly seconded, to approve the appeal request with any additional conditions the Mayor and Council deem necessary.

Discussion continued. Comments were made by Council Members Cunningham, Dahl, Lee, Perez and Uhlich.

(Vice Mayor Santa Cruz departed at 7:14 p.m. and returned at 7:21 p.m.)

Council Member Perez withdrew his original motion that was 36th and Kino Parkway specific.

It was moved by Council Member Lee, duly seconded, and PASSED by a roll call vote of 5 to 2 (Council Members Cunningham and Uhlich voted No) to grant the appeals with respects to 36th and Kino, to Grant and Oracle subject to all the conditions as recommended in the Planning Development and Services Department recommended conditions in the report and the additional condition that no relief is sought by Tucson Electric Power with respect to Broadway and Euclid.

Tucson Electric Power representative, Adam Melton confirmed they will withdraw their special exception relief with regards to Broadway and Euclid.

11. PUBLIC HEARING: AMENDMENT TO GRANT ALVERNON AREA PLAN (WARDS 3 AND 6) AUG06-25-223

PLANNING AND DEVELOPMENT SERVICES

Resolution No. 23960

Comments were made by JP Salvatierra, Vicki France, and Ronnie Kotwitka.

It was moved by Council Member Cunningham, duly seconded, and CARRIED by a voice vote of 7 to 0, to close the public hearing.

Discussion ensued.

It was moved by Council Member Dahl, duly seconded, and PASSED by a roll call vote of 7 to 0 to pass and adopt Resolution 23960.

12. ZONING: CITY MANAGER'S REPORT, ORDINANCE ADOPTION, TP-MOD-0924-000009 LOS REALES PAD – MAJOR CHANGE, MH-1, R-1 TO PAD-14 (WARD 5) AUG06-25-217

PLANNING AND DEVELOPMENT SERVICES

Ordinance No. 12183

Ordinance No. 12183

It was moved by Council Member Perez, duly seconded, and PASSED with a roll call vote of 7 to 0 to pass and adopt Ordinance 12183.

Discussion ensued.

13. ADJOURNMENT – 8:39 p.m.

The next regularly scheduled meeting is on Tuesday, August 19, 2025, at or after 5:30 p.m.



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Agenda

Summary

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MAYOR AND COUNCIL – REGULAR MEETING

LEGAL ACTION REPORT

TUESDAY, AUGUST 19, 2025

MAYOR AND COUNCIL CHAMBERS

CITY HALL, 255 W. ALAMEDA, TUCSON, AZ

1. ROLL CALL: 5:40 p.m.

OFFICIAL MEMBERS PRESENT: Mayor Regina Romero, Vice Mayor Lane Santa Cruz Council Members Paul Cunningham, Kevin Dahl, Nikki Lee, Rocque Perez II, and Karin Uhlich.

OFFICIAL MEMBERS ABSENT/EXCUSED: None

STAFF MEMBERS: Timothy M. Thomure, City Manager; Mike Rankin, City Attorney; and Suzanne Mesich, City Clerk

AGENDA ITEM / MAYOR AND COUNCIL ACTION	DEPARTMENT
2. INVOCATION, PLEDGE OF ALLEGIANCE, AND APPOINTMENTS TO BOARDS, COMMITTEES AND COMMISSIONS	
a. INVOCATION – the invocation was given by Pastor Randy Reynolds, Community Renewal	

- b. PLEDGE OF ALLEGIANCE – Mayor and Council and public in attendance.
- c. PRESENTATIONS
 - 1. Proclaiming August 23, 2025 to be "Tucson 250+ Celebration Year"
 - 2. Mayor Romero and Council Member Cunningham presented a plaque to the Ridenour Family in honor of the naming Field #3 at Udall Park after Chase Ridenour.

7. CONSENT AGENDA – ITEM 7cc

cc. NAMING FIELD #3 AT UDALL PARK AFTER CHASE RIDENOUR (WARD 2) AUG19-25-261, WARD 2

PARKS AND RECREATION

Resolution No. 23984

(This item was taken out of order.)

Comments were provided by Council Member Cunningham.

It was moved by Council Member Cunningham, duly seconded, and CARRIED by a voice vote of 7 to 0, to approve Resolution No. 23984.

d. APPOINTMENTS TO BOARDS, COMMITTEES AND COMMISSIONS (CITY WIDE) AUG19-25-256

CITY CLERK

2. Commission on Equitable Housing and Development (CEHD): Appointment of Anne Miskey

3. Commission on Equitable Housing and Development (CEHD): Appointment of Logan Havens

<p>It was moved by Council Member Perez, duly seconded, and CARRIED by a voice vote of 7 to 0, to appoint Ann Miskey and Logan Havens to the Commission on Equitable Housing and Development (CEHD).</p>	
<p>3. <u>MAYOR AND COUNCIL REPORT: SUMMARY OF CURRENT EVENTS (CITY WIDE) AUG19-25-228</u></p> <p>Comments were made by Vice Mayor Santa Cruz, Council Member Uhlich and Mayor Romero.</p>	<p><u>CITY CLERK</u></p>
<p>4. <u>CITY MANAGER'S REPORT: SUMMARY OF CURRENT EVENTS (CITY WIDE) AUG19-25-229</u></p> <p>Comments were made by Timothy M. Thomure, City Manager</p>	<p><u>CITY CLERK</u></p>
<p>5. <u>LIQUOR LICENSE APPLICATIONS (CITY WIDE) AUG19-25-263</u></p>	<p><u>CITY CLERK</u></p>
<p>b. Liquor License Application(s)</p> <p>New License(s)</p> <p>NOTE: State law provides that for a new license application, "In all proceedings before the governing body of a city...the applicant bears the burden of showing that the public convenience requires and that the best interest of the community will be substantially served by the issuance of a license". (A.R.S. Section 4-201)</p> <ol style="list-style-type: none"> 1. <u>Time Market</u>, Ward 6, City #37-25 2. <u>The Saddle</u>, Ward 6, City #38-25 3. Lomo Grill, Ward 6, City 39-25 <p>(This item was considered separately.)</p> <p>Location Transfer(s)</p>	

NOTE: State law provides that for a location transfer, Mayor and Council may consider whether the public convenience requires and that the best interest of the community will be substantially served by the issuance of a license at that location. (A.R.S. Section 4-203; Rule R19-1-102)

4. Circle K Store #9598, Ward 2, City #40-25

(This item was considered separately.)

c. Special Event(s)

1. Watershed Management Group, Ward 6, City #T46-25
2. Tucson Botanical Gardens, Ward 6, City #T47-25
3. Tucson Celtic Festival Association, Ward 3, City #T48-25
4. Reveille Men's Chorus, Ward 1, City #T49-25
5. United Way of Tucson and Southern Arizona, Ward 1, City #T50-25
6. Second Sky, Ward 5, City #T51-25
7. Sonoran Glass School, Ward 1, City #T54-25

d. Agent Change/Acquisition of Control/Restructure

NOTE: The local governing body of the city, town or county may protest the acquisition of control within sixty days based on the capability, reliability and qualification of the person acquiring control. (A.R.S. Section 4-203.F)

1. 3602 Chevron, Ward 3, City #AC8-25

It was moved by Council Member Uhlich, duly seconded, and CARRIED by a voice vote of 7 to 0, to forward 5b1, 5b2, and 5c1 through 5c7 to the State liquor board with a recommendation of approval.

It was moved by Council Member Dahl, duly seconded, and CARRIED by a voice vote of 7 to 0, to forward 5d1 to State liquor board with a recommendation of approval.

5. LIQUOR LICENSE APPLICATIONS

5.

b. New License(s)

3. Lomo Grill, Ward 6, City 39-25

(This item was considered separately.)

It was moved by Council Member Uhlich, duly seconded, and CARRIED by a voice vote of 7 to 0, to forward to the State Liquor Board with a recommendation for DENIAL, but the denial would be withdrawn, and approval would be granted if they came into compliance with the PDSD requirements.

5. LIQUOR LICENSE APPLICATIONS

5.

b. Location Transfer(s)

4. Circle K Store #9598, Ward 2, City #40-25

(This item was considered separately.)

City Attorney Rankin read into the record the various elements of the applicable administrative regulation that set out the criteria for the basis for a recommendation for denial. The implicated sections of the administrative rule are 1, 2, 6, 7, 8, 9, and 12 and those refer to the petitions and testimony from persons in favor or opposed to the license. Who reside in own or lease property in close proximity.

He said the testimony that was offered here tonight was by people who follow within that category. Other bases that were raised tonight and are factors in your recommendation are the number and series of licenses already in close proximity, the evidence concerning the nature of the proposed business, its market and its likely customers, the effect of vehicular traffic in close proximity, and the compatibility of the proposed business with other activity.

He said in close proximity, the effect or impact of the proposed premises on businesses or a residential neighborhood is activities may be affected by granting the license and finally, proximity to licensed childcare facilities.

It was moved by Council Member Cunningham, duly seconded, and CARRIED by a voice vote of 7 to 0, to forward to the State Liquor Board with a recommendation for DENIAL.

<p>6. CALL TO THE AUDIENCE</p> <p>Comments were made by Dale Maneshiro, April Putney, Jose Valladares, Luke Felix-Rose, Vivek Bharathan, Erica Braymen, Brie Ainsworth, Roslyn Norman, Rolande Baker, Tom Adang, J.P. Salvatierra, Lia Caldwell.</p>	<p><u>CITY CLERK</u></p>
<p>7. CONSENT AGENDA</p>	
<p>a. <u>APPROVAL OF MINUTES (CITY WIDE) AUG19-25-258</u></p>	<p><u>CITY CLERK</u></p>
<p>b. APPROVING THE EXPENDITURE OF BUDGETED WARD OFFICE FUNDS FOR VARIOUS PROGRAMS AND PROJECTS (CITY WIDE) AUG19-25-266</p> <p>Resolution No. 23987</p> <p>(This item was considered separately.)</p>	<p><u>BSD</u></p>
<p>c. TERMINATION OF THE FUNDING AGREEMENT AMONG THE UNIVERSITY OF ARIZONA, PIMA COMMUNITY COLLEGE DISTRICT, PIMA COUNTY, AND THE CITY OF</p>	<p><u>ECONOMIC INITIATIVES</u></p>

TUCSON FOR THE SOUTHERN ARIZONA COALITION FOR CLIMATE ADAPTATION AND RESILIENCE COALITION MANAGER POSITION (CITY WIDE) AUG19-25-255

Resolution No. 23981

(This item was considered separately.)

<p>d. <u>AMENDMENT 1 TO IGA WITH PIMA COUNTY BJA FOR THE FY22 EDWARD BYRNE MEMORIAL JUSTICE ASSISTANCE GRANT (JAG) PROGRAM (CITY WIDE) AUG19-25-264</u></p> <p>Resolution No. 23985</p>	<p><u>TUCSON POLICE</u></p>
<p>e. <u>CITY OF TUCSON TRANSIT SERVICES TITLE VI 2025 PROGRAM (CITY WIDE AND OUTSIDE CITY) AUG19-25-231</u></p> <p>Resolution No. 23967</p>	<p><u>TRANSPORTATION AND MOBILITY</u></p>
<p>f. <u>FINAL PLAT FOR (TD-DIV-1223-00135) 120 E YAVAPAI RD, LOTS 1-3 (WARD 3) AUG19-25-234</u></p>	<p><u>PLANNING AND DEVELOPMENT SERVICES</u></p>
<p>g. <u>FINAL PLAT FOR (TD-DIV-0824-00067) NORTH COLUMBUS DUPLEX LOTS 1 AND 2 (WARD 6) AUG19-25-235</u></p>	<p><u>PLANNING AND DEVELOPMENT SERVICES</u></p>
<p>h. <u>FINAL PLAT FOR (TD-DIV-0624-00055) SOUTH PARK VILLAS RESUB #2 LOTS 1-5 (WARD 5) AUG19-25-236</u></p>	<p><u>PLANNING AND DEVELOPMENT SERVICES</u></p>
<p>i. <u>FINAL PLAT FOR (TD-DIV-0624-00052) TUCSON MEDICAL CENTER LOT 13 (WARD 2) AUG19-25-238</u></p>	<p><u>PLANNING AND DEVELOPMENT SERVICES</u></p>
<p>j. <u>FINAL PLAT FOR (TD-DIV-0425-00053) KOSTKA MINOR SUBDIVISION, LOTS 1-4 (WARD 1) AUG19-25-239</u></p>	<p><u>PLANNING AND DEVELOPMENT SERVICES</u></p>

<p>k. <u>FINAL PLAT FOR (TD-DIV-1124-00089) CASITAS ON PARK AVENUE, A CONDOMINIUM (WARD 5) AUG19-25-240</u></p>	<p><u>PLANNING AND DEVELOPMENT SERVICES</u></p>
<p>l. <u>FINAL PLAT FOR (TD-DIV-0624-00053) SAN FERNANDO HEIGHTS, LOTS 1-15 (WARD 1) AUG19-25-241</u></p>	<p><u>PLANNING AND DEVELOPMENT SERVICES</u></p>
<p>m. <u>REQUEST FOR APPROVAL OF LEASE AMENDMENT TO LF071 WITH TUCSON INTERNATIONAL MODELPLEX PARK ASSOCIATION (TIMPA) FOR PROPERTY LOCATED WITHIN RP 1440 & RP 1730, LOCATED AT 3250 N. RESERVATION ROAD. (OUTSIDE CITY), RES# 2024-094 (OUTSIDE CITY) AUG19-25-257</u></p> <p>Ordinance No. 12186</p>	<p><u>TUCSON WATER</u></p>
<p>n. <u>INTERGOVERNMENTAL AGREEMENT FOR THE CITY TO PROVIDE BASIC TRAINING FOR THE ARIZONA DEPARTMENT OF CORRECTIONS, REHABILITATION & REENTRY'S (ADCRR) PEACE OFFICER RECRUITS AT THE SOUTHERN ARIZONA LAW ENFORCEMENT TRAINING CENTER (SALETC) (CITY WIDE) AUG19-25-242</u></p> <p>Resolution No. 23970</p>	<p><u>TUCSON POLICE</u></p>
<p>o. <u>INTERGOVERNMENTAL AGREEMENT FOR THE CITY TO PROVIDE BASIC TRAINING FOR THE ARIZONA DEPARTMENT OF TRANSPORTATION, MOTOR VEHICLE DIVISION'S (ADOTMVD) PEACE OFFICER RECRUITS AT THE SOUTHERN ARIZONA LAW ENFORCEMENT TRAINING CENTER (SALETC) (CITY WIDE) AUG19-25-243</u></p> <p>Resolution No. 23971</p>	<p><u>TUCSON POLICE</u></p>
<p>p. <u>INTERGOVERNMENTAL AGREEMENT FOR THE CITY TO PROVIDE BASIC TRAINING FOR THE ARIZONA GAME AND FISH DEPARTMENT'S (AZG&FD) PEACE OFFICER</u></p>	<p><u>TUCSON POLICE</u></p>

RECRUITS AT THE SOUTHERN ARIZONA LAW ENFORCEMENT TRAINING CENTER (SALETC) (CITY WIDE) AUG19-25-244

Resolution No. 23972

q. INTERGOVERNMENTAL AGREEMENT FOR THE CITY TO PROVIDE BASIC TRAINING FOR THE CITY OF NOGALES POLICE DEPARTMENT'S PEACE OFFICER RECRUITS AT THE SOUTHERN ARIZONA LAW ENFORCEMENT TRAINING CENTER (SALETC) (CITY WIDE) AUG19-25-245

TUCSON POLICE

Resolution No. 23973

r. INTERGOVERNMENTAL AGREEMENT FOR THE CITY TO PROVIDE BASIC TRAINING FOR THE PIMA COMMUNITY COLLEGE POLICE DEPARTMENT'S PEACE OFFICER RECRUITS AT THE SOUTHERN ARIZONA LAW ENFORCEMENT TRAINING CENTER (SALETC) (CITY WIDE) AUG19-25-247

TUCSON POLICE

Resolution No. 23975

s. INTERGOVERNMENTAL AGREEMENT FOR THE CITY TO PROVIDE BASIC TRAINING FOR THE TOWN OF SAHUARITA POLICE DEPARTMENT'S PEACE OFFICER RECRUITS AT THE SOUTHERN ARIZONA LAW ENFORCEMENT TRAINING CENTER (SALETC) (CITY WIDE) AUG19-25-249

TUCSON POLICE

Resolution No. 23976

t. INTERGOVERNMENTAL AGREEMENT FOR THE CITY TO PROVIDE BASIC TRAINING FOR THE SANTA CRUZ COUNTY SHERIFF'S OFFICE'S PEACE OFFICER RECRUITS AT THE SOUTHERN ARIZONA LAW ENFORCEMENT TRAINING CENTER (SALETC) (CITY WIDE) AUG19-25-250

TUCSON POLICE

Resolution No. 23978

- u. INTERGOVERNMENTAL AGREEMENT FOR THE CITY TO PROVIDE BASIC TRAINING FOR THE TUCSON AIRPORT AUTHORITY POLICE DEPARTMENT'S PEACE OFFICER RECRUITS AT THE SOUTHERN ARIZONA LAW ENFORCEMENT TRAINING CENTER (SALETC) (CITY WIDE) AUG19-25-252

TUCSON POLICE

Resolution No. 23980

- v. INTERGOVERNMENTAL AGREEMENT FOR THE CITY TO PROVIDE BASIC TRAINING FOR THE UNIVERSITY OF ARIZONA POLICE DEPARTMENT'S PEACE OFFICER RECRUITS AT THE SOUTHERN ARIZONA LAW ENFORCEMENT TRAINING CENTER (SALETC) (CITY WIDE) AUG19-25-251

TUCSON POLICE

Resolution No. 23979

- w. INTERGOVERNMENTAL AGREEMENT FOR THE CITY TO PROVIDE BASIC TRAINING FOR THE PASQUA YAQUI POLICE DEPARTMENT'S PEACE OFFICER RECRUITS AT THE SOUTHERN ARIZONA LAW ENFORCEMENT TRAINING CENTER (SALETC) (CITY WIDE) AUG19-25-248

TUCSON POLICE

Resolution No. 23977

- x. INTERGOVERNMENTAL AGREEMENT FOR THE CITY TO PROVIDE BASIC TRAINING FOR THE TOHONO O'ODHAM NATION POLICE DEPARTMENT'S PEACE OFFICER RECRUITS AT THE SOUTHERN ARIZONA LAW ENFORCEMENT TRAINING CENTER (SALETC) (CITY WIDE) AUG19-25-246

TUCSON POLICE

Resolution No. 23974

- y. INTERGOVERNMENTAL AGREEMENT FOR THE CITY TO PROVIDE BASIC TRAINING FOR THE CITY OF CASA

TUCSON POLICE

GRANDE POLICE DEPARTMENT'S PEACE OFFICER RECRUITS AT THE SOUTHERN ARIZONA LAW ENFORCEMENT TRAINING CENTER (SALETC) (CITY WIDE) AUG19-25-237

Resolution No. 23969

z. INTERGOVERNMENTAL AGREEMENT FOR THE CITY TO PROVIDE BASIC TRAINING FOR THE TOWN OF MARANA POLICE DEPARTMENT'S PEACE OFFICER RECRUITS AT THE SOUTHERN ARIZONA LAW ENFORCEMENT TRAINING CENTER (SALETC) (CITY WIDE) AUG19-25-233

Resolution No. 23968

TUCSON POLICE

aa. INTERGOVERNMENTAL AGREEMENT FOR THE CITY TO PROVIDE BASIC TRAINING FOR THE TOWN OF ORO VALLEY POLICE DEPARTMENT'S PEACE OFFICER RECRUITS AT THE SOUTHERN ARIZONA LAW ENFORCEMENT TRAINING CENTER (SALETC) (CITY WIDE) AUG19-25-232

Resolution No. 23966

TUCSON POLICE

bb. INTERGOVERNMENTAL AGREEMENT (IGA): WITH PIMA COUNTY FOR THE INCARCERATION OF CITY PRISONERS FOR FISCAL YEAR 2026 (CITY WIDE) AUG19-25-267

Resolution No. 23988

BSD

cc. NAMING FIELD #3 AT UDALL PARK AFTER CHASE RIDENOUR (WARD 2) AUG19-25-261, WARD 2

Resolution No. 23984

PARKS AND RECREATION

(This item was considered separately and considered after Item 2c.)

<p>dd. <u>DESIGNATING CHILDREN'S PLAY AREAS IN PARKS (CITY WIDE) AUG19-25-262</u></p> <p>Ordinance 12187</p> <p>(This item was considered separately.)</p>	<p><u>PARKS AND RECREATION</u></p>
<p>ee. <u>YOUNG TREE ACCELERATOR GRANT PARTNERSHIP (CITY WIDE) AUG19-25-265</u></p> <p>Resolution No. 23986</p>	<p><u>CITY MANAGER</u></p>
<p>ff. <u>FINANCIAL PARTICIPATION AGREEMENT (FPA) AMENDMENT: WITH THE PRIMAVERA FOUNDATION FOR THE PRIMAVERA WORKS PROGRAM (WARD 6 AND CITY WIDE) AUG19-25-268</u></p> <p>Resolution No. 23989</p>	<p><u>BSD</u></p>
<p>gg. <u>VICTIMS' RIGHTS PROGRAM (VRP) GRANT AWARD (CITY WIDE) AUG19-25-259</u></p> <p>Resolution No. 23982</p>	<p><u>CITY ATTORNEY</u></p>
<p>hh. <u>MAYOR AND COUNCIL AUTHORIZATION TO APPROVE A CONFLICT OF INTEREST WAIVER IN RELATION TO FORMER CITY MANAGER MICHAEL ORTEGA'S APPOINTMENT AS THE EXECUTIVE DIRECTOR FOR THE PIMA ASSOCIATION OF GOVERNMENTS (PAG) AND THE REGIONAL TRANSPORTATION AUTHORITY (RTA) (CITY WIDE) AUG19-25-260</u></p> <p>Resolution No. 23983</p>	<p><u>CITY ATTORNEY</u></p>
<p>It was moved by Vice Mayor Santa Cruz, duly seconded, and PASSED by a roll call vote of 7 to 0, that Consent Agenda Items a – hh, with the exception of Items b, c, cc and dd, which were considered separately, be passed and adopted and the proper action taken.</p>	

7. CONSENT AGENDA

- b. APPROVING THE EXPENDITURE OF BUDGETED WARD OFFICE FUNDS FOR VARIOUS PROGRAMS AND PROJECTS (CITY WIDE) AUG19-25-266

Resolution No. 23987

(This item was considered separately.)

It was moved by Council Member Perez, duly seconded, and PASSED by a roll call vote of 7 to 0, that Consent Agenda Item 7b, be passed and adopted and the proper action taken.

- c. TERMINATION OF THE FUNDING AGREEMENT AMONG THE UNIVERSITY OF ARIZONA, PIMA COMMUNITY COLLEGE DISTRICT, PIMA COUNTY, AND THE CITY OF TUCSON FOR THE SOUTHERN ARIZONA COALITION FOR CLIMATE ADAPTATION AND RESILIENCE COALITION MANAGER POSITION (CITY WIDE) AUG19-25-255

Resolution No. 23981

(This item was considered separately.)

It was moved by Council Member Lee, duly seconded, and PASSED by a roll call vote of 7 to 0, that Consent Agenda Item 7c, be passed and adopted and the proper action taken.

- dd. DESIGNATING CHILDREN'S PLAY AREAS IN PARKS (CITY WIDE) AUG19-25-262

Ordinance 12187

(This item was considered separately.)

Discussion was held; No action was taken.

<p>8. <u>ORDINANCE: AMENDING CHAPTER 27 OF THE TUCSON CODE TO ESTABLISH REGULATIONS AND REQUIREMENTS FOR LARGE QUANTITY WATER USERS (CITY WIDE AND OUTSIDE CITY) AUG19-25-269</u></p> <p>Ordinance No. 12188</p> <p>City Attorney Mike Rankin reiterated the modifications he read into records for the ordinance during study session item 14.</p> <p>It was moved by Council Member Lee, duly seconded, and PASSED by a roll call vote of 7 to 0, to pass and adopt Ordinance 12188, and that the City Manager, the Chief Resilience Officer and Tucson Water schedule and complete not less than six months of public engagement that will include relevant stakeholders and the Citizens Water Advisory Committee to allow for public comment on the ordinance and possible revisions or additions to the regulations.</p>	<p><u>CITY ATTORNEY</u></p>
<p>9. <u>REZONING – MAJOR CHANGE TO MODIFY CONDITIONS AND PRELIMINARY DEVELOPMENT PLAN – ORDINANCE ADOPTION, TP-MOD-1023-000024 (C9-95-10) – ALVERNON LEE COMMERCIAL PLAZA – ALVERNON AND LEE, C-1 (WARD 6) AUG19-25-253</u></p> <p>Ordinance No. 12185</p> <p>It was moved by Council Member Uhlich, duly seconded, and PASSED by a roll call vote of 7 to 0, to pass Ordinance 12185.</p>	<p><u>PLANNING AND DEVELOPMENT SERVICES</u></p>
<p>10. <u>ADJOURNMENT – 8:13 p.m.</u></p> <p>The next regularly scheduled meeting is on Tuesday, September 9, 2025, at or after 5:30 p.m.</p>	



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