

COA Virtual Meeting Q&A August 30, 2023

Commenter	Question/Comment	Answer
Daniel C.	I have a good suggestion. Keep the Route 33 plan, (PCC East to Udall), and hear me out on this alternate route 3. Years ago, Route 3 served Carondelet Medical Plaza, and Jessica Avenue. You can use this route Monday-Friday to go from Wilmot and Broadway to Downtown via 5th/6th Streets, every 30 minutes. I want to hear your thoughts on this.	Thank you for your suggestion. While Sun Tran did perform the routing suggested, it was eventually decided to reroute buses due to several factors including the roadway conditions on Carondelet Dr/Jessica Av, limited spaces for ADA compliant bus stops/shelters, and noise complaints from adjacent businesses.
Suzanne	For these percentages, what was the total number of respondents? Can you share how many riders, and how many non-riders, completed that survey in the Spring?	74% of survey respondents were riders, 19% former riders, 7% non-riders. 384 respondents answered the question.
Dan S.	Are some BRT routes being considered for this plan (especially with recent and planned major street projects, like Broadway and Grant) or is that outside of the current plan?	This plan does not include BRT as part of the COA. However, BRT routes are being considered under a different process. Thank you for your question.
Daniel A.	How much longer before I can make comments online?	You can make your comments online now thru September 8th.
Gabriella N.	Why cut route 3 down to morning and afternoon express? You have college students that use the route into the night due to night classes.	Thank you for this comment. It will be included as part of the COA draft plan process and any final recommendations.
Diane S.	in a town that is notorious for pedestrian accidents, no sidewalks and limited lighting, how can you propose that increased walking to route as being a beneficial change?	Thank you for this comment. Pedestrian safety has been raised as a part of the COA draft plan, we will be re-evaluating the draft based on these comments to form final recommendations.
Bryce W.	Why did you delete rout 22.?	The COA draft plan maintains Route 22 but removes service on El Rio Dr/Riverview Bl. Transit service in this area will maintain coverage via Sun On Demand zone 1. Route 22 would still operate on W Speedway Bl.
Rose T.	#7 will still go to Ronstadt Center, to connect with buses there.	Yes, you will still go to Ronstadt and connect to other buses.

Penny Z.	How many buses will service the Udall transit center?	There will be four routes that will service the Udall Transit Center with this plan.
Brittany G.	Hello, I am an East Side constituent concerned specifically about Route 3 and the reduced service south of Golf Links, between Pantano and Camino Seco neighborhood. The Bella Tierra development east of Camino Seco is in the process of going in and another development is in the works in the area adding 300+ new homes. How is Sun Tran going to serve this growing neighborhood and the request for expanded services on the southeast side? Route 33 proposal leaves everything east of Pantano unserved. Thank you for taking the time to collect feedback and share these plans before changes are set in stone.	Thank you for your question and comments. We have heard from riders on Camino Seco and are looking at ways to provide service in this area using the Pantano Route 37; however, we have not finished our review and will look at this more closely following the close of the survey.
Daniel A.	I came on this zoom meeting to talk That's what it's for, right? Or is this just for us to leave chat messages? Please answer	Hi Daniel, we will have a Q&A following the presentation. Thanks! Daniel A ... we will have a chance for question and answer following the presentation where you will be able to ask questions. I am trying to answer some questions as they come through the chat as well, so all questions may be covered during the time.
Angelina S.	do we know if busses will have USB charging ports as well	This plan does not address adding USB charging ports. We will add your comment to the record and investigate opportunities to include USB charging ports in the future.
Allyson H.	Why wasn't 109x, the proposed "replacement" for route 3 represented on the frequency slides?	The Express routes were not shown on the frequency slides; however, the Explore the Draft Plan tab on the website www.tucsoncoa.com shows proposed service frequency by clicking on the 109X Route in the Transit Lines pane to the left of the map. Additionally, the Individual Route Profiles note the proposed frequency for 109X as operating four bi-directional trips each weekday, and trip times will be scheduled to align with school bell schedules to accommodate students traveling along E 5th / 6th St.
Rose T.	With the elimination of #19 on Stone what bus will serve that route. I use 19 to get to Stone and Rillito to get to where I need to be a few times a month.	Stone Av would be serviced by the new Route 31 (Swan/Ft Lowell) north of Ft Lowell and the Route 10 south of Ft Lowell.

Penny Z.	Which routes will serve the Udall transit center?	Based on the draft plan the following routes will serve the Udall Transit Station: Routes 4, 33, 37, and 109X. Please note that we are reviewing returning Route 5 back to Udall.
Gabriella N.	When UA's parking passes are nearly \$1000, you are cutting service down 6th?	Thank you for this comment. Concerns about the proposed elimination of the 5 th /6 th St portions of Route 3 (6 th St/Wilmot) have been raised as a part of the COA draft plan. We will be re-evaluating the draft based on these comments to form final recommendations.
Maria	So, would there still be a route on Swan and Sunrise? If not, can you please keep 105X?	Thank you for this comment. Concerns about the proposed elimination Express Route 105X have been raised as a part of the COA draft plan, we will be re-evaluating the draft based on these comments to form final recommendations.
Debbie S.	Considering the proposed discontinuation of Route 5, has Sun Tran considered the negative effects of asking those who currently ride that route to walk a mile (sometimes more than a mile) to the next nearest bus stop in extreme heat or cold (which we have more than 6 months of the year), or in the dark through poorly lit neighborhoods?	Thank you for this comment. Pedestrian safety has been raised as a part of the COA draft plan, we will be re-evaluating the draft based on these comments to form final recommendations.
Allyson H.	School bell schedules exclude all faculty and students who use the number 3 line to get to U of A.	Thank you for this comment. Concerns about the proposed elimination of the 5 th /6 th St portions of Route 3 (6 th St/Wilmot) have been raised as a part of the COA draft plan, we will be re-evaluating the draft based on these comments to form final recommendations.
Angelina S.	I use route 34 and that takes me to work and drops me right in front of work	Thank you for this comment.
Liv G.	If bus 25 doesn't go to the Roy Laos Transit anymore, my sister will have to take 3 buses to work.	Thank you for your comment. We will add this to comments.
Maria	We need bus service near Swan and Sunrise, most especially since the next nearest bus stop is approximately 3 miles away. Steep hills are also an obstacle and can cause problems. Bus service on Swan and Sunrise would be very helpful and beneficial to others.	Thank you for this comment. Concerns about the proposed elimination Express Route 105X have been raised as a part of the COA draft plan. We will be re-evaluating the draft based on these comments to form final recommendations.

Edwin P.	Hello, I am a student at Pima Community College who uses Route 5 to travel between Pima West and Downtown Pima Campus. I find it deeply concerning that Sun Tran would terminate such a vital service for Pima students and for anyone who uses this extremely useful and efficient route. What alternatives is Sun Tran proposing?	Thank you for your comment and expressing your concern. We have heard and received comments from Route 5 riders and will review this route in the final recommendations.
Kendra L.	Was population density considered in the proposal to shift from a 1/2-mile grid to a 1-mile grid? I ask because the population density in the center of the city is probably higher than on the edges of the city so a smaller grid in Central Tucson makes sense. I'm a Route 3 daily rider concerned about discontinuation of service along 5th/6th.	Population density was considered in review of the network as a whole. Changes from the 1/2 mile to 1 mile grid were based on ridership levels and interest from the community to increase route frequency. Based on concerns about the proposed elimination of the 5th/6th St portions of Route 3 (6th St/Wilmot) that have been raised as a part of the COA draft plan, we will be re-evaluating the draft based on these comments to form final recommendations.
Samantha M.	I have already sent an email requesting my urgency for route 105X to continue operating. However, I ask if you could please remain operating it, because it would help me financially. I am enrolled full- time at the University of Arizona, and do not have a vehicle to transport from Catalina Foothills to campus. Thank you for your support throughout all of this.	Thank you for this comment. Concerns about the proposed elimination Express Route 105X have been raised as a part of the COA draft plan, we will be re-evaluating the draft based on these comments to form final recommendations.
Jana S.	<p>Sun Tran is my only form of transportation.</p> <p>Please, keep in mind that it is SUPER HOT out there, so you need to make sure that people have shade (and shelter) at their bus stops and not have to walk too far in the sun. (30 minutes is too far in the summer sun.)</p> <p>So, I don't suggest having more transfers in the street (instead of at the shaded transit centers). Also, you shouldn't have to walk 30 minutes to the major routes.</p> <p>Also, there should be more timed stops on major routes - so bus drivers don't come early and then you have to stand in the sun for 20 minutes on the weekdays and 35 minutes on weekends.</p>	<p>Thank you for this comment. Pedestrian safety and accessibility have been raised as a part of the COA draft plan, we will be re-evaluating the draft based on these comments to form final recommendations.</p> <p>Thank you for the additional comment about timed stops. Sun Tran will be evaluating these as a part of this process.</p>

TC	What is of concern to many is the consideration of not discontinuing the express routes.	Thank you for this comment. Concerns about the proposed elimination of many of the Express Routes have been raised as a part of the COA draft plan. We will be re-evaluating the draft based on these comments to form final recommendations.
Louis F.	How about the streetcar?? It would certainly enhance the system if it was expanded.	As this is a cost and resource neutral analysis, expansion of the Sun Link Streetcar is not included within the scope of this evaluation. However, the City is exploring other ways to help fund high-capacity transit improvements.
Daniel A.	What is your company's / project staff's direct phone number?	Our customer service line is 520-792-9222.
Debbie S.	Related to the Route 5 proposed elimination, I'd also like to know if Sun Tran has taken into consideration the high volume of college students going to U of A and PCC, high school students who go to Catalina High School, and parents taking their kids to elementary and preschools along Pima/Elm. I have also included my comments and thoughts in the survey and on the interactive map that is being shown right now.	Thank you for this comment. Concerns about the proposed elimination of the Pima St portions of Route 5 (Pima/W. Speedway) have been raised as a part of the COA draft plan. We will be re-evaluating the draft based on these comments to form final recommendations.
Wesley D.	Please confirm that there is no plan to remove existing bus stops that are already established along routes that will still exist.	Sun Tran and City Staff continuously review bus stops during redevelopments, road projects, and many other situations outside of our control. Staff cannot promise we would not remove existing bus stops; however, we carefully review the stops whenever it is necessary to make a change along already established routes.
Brittany G.	Thank you to the presenters this has all been very helpful info so far	Thank you for this comment.
Kenneth M.	Can someone elaborate on route 109x? It seems to be a waste to only have it run during school bells considering how the route makes the university, 4th Ave, and downtown easily accessible.	The draft plan includes the 109X operating four bi-directional trips each weekday, and trip times will be scheduled to align with school bell schedules to accommodate students traveling along E 5th / 6th St. The proposed Route endpoints are Ronstadt Transit Center and Udall Transit Station.
Brittany G.	I support the current comment's position. The half-mile is more like 100 miles during summer.	Thank you for this comment. Pedestrian safety and accessibility have been raised as a part of the COA draft plan. We will be re-evaluating the draft based on these comments to form final recommendations.

Kenneth M.	An additional comment: I am heavily reliant on route 3 because of how it connects the barrio Hollywood/Menlo Park to the university.	Thank you for this comment. Concerns about the proposed elimination of the 5 th /6 th St portions and the connection to PCC West for Route 3 (6 th St/Wilmot) have been raised as a part of the COA draft plan. We will be re-evaluating the draft based on these comments to form final recommendations.
Andrew	I'm a county employee who lives on the NW side and have used the Express routes daily since 2014. is there any consideration in keeping some express routes and not discontinuing them? There are many of us who are city, county and UA employees who live on the NW side that relay on NW express routes	Thank you for your comments. We are reviewing all of the Express Routes and make sure your comments are considered. Please give us more information about where you ride from/to and which NW Express you use when you complete the survey.
Suzanne	Even if the 109X runs extra trips how could it be Express if it has to stop at all those schools and drop off students reasonably close to home?	Thank you for the comment. Based on the feedback we are receiving, the project team is re-evaluating the draft plan to utilize Route 109X is an alternate to Route 3.
Brittany G.	<p>I am an east side route 3 user, and I'm glad to hear you're reconsidering the whole route 3 elimination. As you've noted the Pima east campus is a hub for commuters from other parts of town, and I'm concerned about disconnecting West and East campuses (Route 3 connects the two campuses). It seems like routes 33 and 37 are east side north/south routes primarily. Route 39 is a connection I see between the campuses, but it runs along Grant Road which is a huge traffic route. How long will it take if a student needs to go from east campus to west campus? What considerations are being made for PCC students who take classes on multiple campuses and others who regularly crisscross town?</p> <p>The move from a half mile service to a 1-mile service makes sense on paper, but I think the team who makes the final decisions on these routes would be wiser if they were to walk from Pima to Grant or Pima to Speedway themselves before changes are made.</p>	Thank you for this comment. Concerns about the proposed elimination of the 5 th /6 th St portions and the connections between PCC East and PCC West for Route 3 (6 th St/Wilmot) have been raised as a part of the COA draft plan. We will be re-evaluating the draft based on these comments to form final recommendations.
Gabriella N.	I am a University of Arizona student and have full-time and part-time jobs near or on the University. It is concerning that service down 5th and 6th seems to be eliminated in the draft. I do not wish to pay exorbitant prices in order to park so that I can	Thank you for this comment. Concerns about the proposed elimination of the 5 th /6 th St portions of Route 3 (6 th St/Wilmot) have been raised as a part of the COA draft plan. We will be re-

	attend my classes when I already have multiple jobs in order to pay tuition. The current Route 3 is good for students on the East side that need ways to get to campus.	evaluating the draft based on these comments to form final recommendations.
Susan W.	I concur with the prior comments. I also want to point out that a number of the places I can access on #5 are on Pima [3 of my doctors are on or just off Pima, the yoga place, and ACE are on Pima].	Thank you for this comment. Concerns about the proposed elimination of the Pima St portions of Route 5 (Pima/W. Speedway) have been raised as a part of the COA draft plan. We will be re-evaluating the draft based on these comments to form final recommendations.
Ben G.	I am wondering how it provides more services and frequencies to discontinue routes and to also stop transfers at transit centers; it doesn't seem like it's very conducive towards the overall goal when many are disadvantaged as a result. I would say that discontinuing any of the routes that you're planning to discontinue would be a pretty bad idea for a lot of riders involved for several reasons, and I would also like to know how not being able to transfer at the transit centers would actually allow for more travel efficiency for folks who would need to stop at the transit centers for the end of their trips? And while you are reconsidering plans on discontinuing certain routes that have been spoken up for the most, are you also reconsidering the plans to discontinue any routes at all — even the ones that haven't been spoken up for as much as the others? Because I believe discontinuing any of those routes, as well as the way you are planning to consolidate the other ones, is going to disadvantage riders a lot.	Thank you for the comments. All facets of the draft plan will be re-evaluated based on the comments we are receiving, including any routes or portions of routes that are proposed to be eliminated.
Kendra L.	This is a comment, not a question, so no need to respond. My coworker couldn't be here (due to being on the bus haha) and I promised I would mention that he and many other County employees rely on the 102X, 107X and other express routes proposed for discontinuation and wouldn't be able to take transit to work anymore if they were canceled. (I already took the survey and didn't want to submit another one)	Thank you for the comment.
Jane	St. Mary's Hospital can be accessed by route 21 and route 3. Removing those two would also mean that people who do not have a car or money, cannot get to the hospital if necessary.	In the draft plan, Route 21 would still serve St. Mary's Hospital in either option (corner of Silverbell Rd/St. Mary's Rd) as well as a realigned Route 8.

Rose T.	I'm still waiting for an answer to both of my questions.	<p>Hi Rose, I apologize I missed your questions:</p> <p>Question: With the elimination of #19 on Stone what bus will serve that route. I use 19 to get to Stone and Rillito to get to where I need to be a few times a month.</p> <p>Answer: Stone Ave would be serviced by the new Route 31 (Swan/Ft Lowell) north of Ft. Lowell and the Route 10 south of Ft. Lowell.</p> <p>Question: #7 will still go to Ronstadt Center, to connect with buses there.</p> <p>Answer: Yes, you will still go to Ronstadt and connect to other buses.</p>
Susan W.	The COA Draft Plan is well crafted and well presented. I know it represents long hours and dedicated individuals. I agree with the majority of the plan. I appreciate the lengthy feedback window and the multiple venues for providing input.	Thank you for this comment.
Ben G.	Has there been consideration about adding more busses and drivers instead of discontinuing routes in order to provide more frequency and extended bus times?	As this is both a cost and resource neutral plan, adding additional buses/bus operators is unfortunately outside the scope of this analysis.
Kenneth M.	When can we expect an updated route plan?	The final recommendations will be completed during the fall and is anticipated to be completed for the Mayor and Council meeting November/December.
Sharon F.	IF THE PROPOSED ROUTE CHANGES ARE ADJUSTED; WILL THE PUBLIC SEE THEM BEFORE THEY ARE PRESENTED TO THE CITY?	The final recommendations will be available for review when it is posted for the Mayor and Council meeting that it is being presented as part of their agenda.
Rose T.	Will I be able to connect to route 31 from the Ronstadt Center.	No, in the draft plan, Route 31 would go to Tohono Transit Center. Route 10, which connects with the Route 31 at the Stone and Fort Lowell intersection will continue to travel to Ronstadt.
Diane S.	Can you also post this: Although Sun Van is a wonderful service, it is under employed already. So how will Sun Van be able to pick up the riders who will no longer have access to their bus routes?	Thank you for the comment, this analysis is limited in scope to Sun Tran, Sun Express, Sun Link and Sun Shuttle operations. The City has a goal of pursuing a separate analysis to look specifically at Sun Van paratransit operations following the conclusion of this analysis.

Ben G.	Would the feedback you're getting regarding the proposed route changes assist in supporting the argument for increasing funding for more efficient services without cutting other services?	The attention and feedback from this Comprehensive Operational Analysis will undoubtedly demonstrate to the community the criticality of transit operations and the desire for increased funding through regional initiatives such as RTA Next.
Natasha	I have another suggestion regarding scheduling of numerous routes. I often see buses I and others would like to transfer to, arriving at connecting point intersections at the same time. Examples: The Northbound 11 arrives at Broadway within 1-2 minutes of the Eastbound 8, if not the same time. There's usually not enough time to disembark one bus, get to the crosswalk, cross the intersection, and get to the stop to make your connection. I've seen riders, including seniors running across traffic trying to catch their connecting bus because of that scenario. Lastly, I catch the 5 on weekends to take my kids and neighborhood kids to Catalina HS to use the outdoor skating rinks and tennis courts. Without the route, those trips for the kids stop.	Thank you for the comment regarding scheduling. Sun Tran staff will continue to take these types of concerns into account when drafting bus schedules. Thank you for the additional comment regarding Route 5. Concerns about the proposed elimination of the Pima St portions of Route 5 (Pima/W. Speedway) have been raised as a part of the COA draft plan. We will be re-evaluating the draft based on these comments to form final recommendations.
Skip R.	I'm a retiree (75yo) who lives very near a Bus 1 stop. The next closest route is Bus 6 on 1st Ave, a little less than 1/4 mile away. Crossing 1st Ave is very dangerous and getting there with bad knees and this hot and humid heat could be deadly. If Bus route 1 has to be eliminated, can a smaller shuttle be used?	Thank you for the comment regarding Route 1. Concerns about the proposed elimination of the Glenn St portions of Route 1 (Glenn/Swan) have been raised as a part of the COA draft plan. We will be re-evaluating the draft based on these comments to form final recommendations.
Kendra L.	Related to the previous comment, the #3 arrives downtown at 8:01 am if it's on schedule. More people might ride it to work if it got there a little bit earlier. Thank you all for this opportunity and for your work to improve Tucson transit!	Thank you for this comment.
Skip R.	Increasing the frequency on bus routes like 4, 8, etc. seems stupid. I've traveled those routes during very busy times, and it's very rarely been packed elbow to elbow.	Thank you for this comment.
Christine	How will an already overburdened Sun Van system accommodate the riders displaced by Z canceled the route?	Thank you for the comment, this analysis is limited in scope to Sun Tran, Sun Express, Sun Link and Sun Shuttle operations. The City has a goal of pursuing a separate analysis to look specifically at Sun Van paratransit operations following the conclusion of this analysis.

Gabriella N.	After Council review and approval, when would the final decision be implemented?	We anticipate any potential changes to Sun Tran, Sun Express, and Sun Shuttle services to happen well into Spring/Summer of 2024.
Skip R.	Keep the existing routes and their lower frequencies is preferable. The monthly charge cards are also preferable.	Thank you for this comment.