

Short-Range Transit Program Implementation Plan



FY2017 – FY2021
March 2017

**SHORT-RANGE TRANSIT PROGRAM
IMPLEMENTATION PLAN
FY 2017 THROUGH FY 2021**

March 2017

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EXECUTIVE SUMMARY

The Short-Range Transit Program Implementation Plan

Public transportation is a vital part of daily life for many residents of Pima County. Connecting people to employment, education, medical appointments, recreation, and many other goods and services, public transportation not only moves individuals but it also moves our economy. A high-level look at our region reveals a community inextricably linked, not just by roads, but by human connections spanning across boundaries and creating a network of interdependency. Strengthening these connections is the goal of the transit planning efforts described in this document. The Pima Association of Governments Short Range Transit Program (SRTTP) represents the collaborative efforts of all jurisdictions in Pima County to provide reliable, efficient, convenient and seamless regional transit to both residents and visitors.

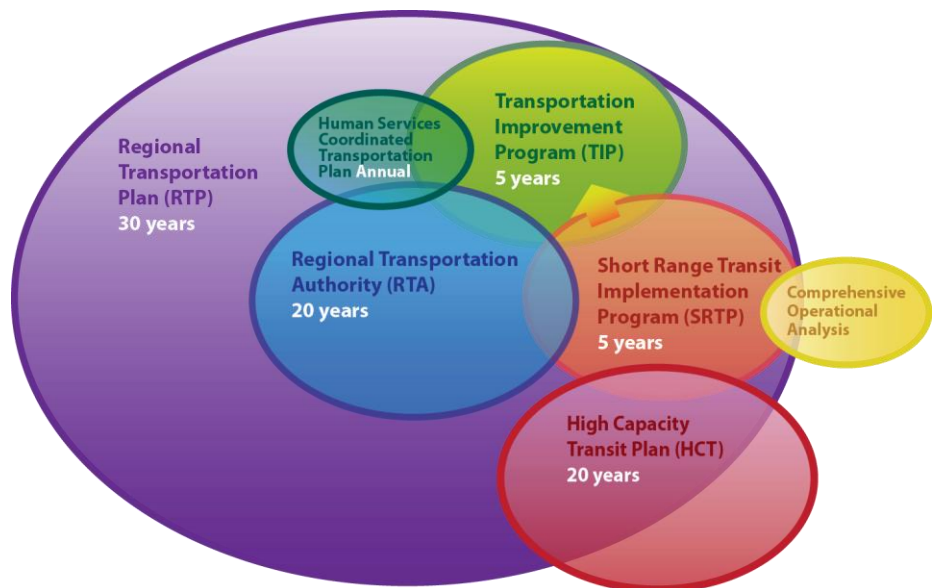
Short Range Transit Program Objectives

- Coordinate transit planning at the regional level
- Describe a five year fiscal schedule
- Provide an objective basis for system evaluation
- Implement strategies from long-range planning documents
- Provide guidance for:
 - Capital expenditures
 - Service optimization and expansion
 - Operation expenditures

Pima Association of Governments (PAG), the Metropolitan Planning Organization (MPO) and Council of Governments (COG) for Pima County, manages federal transportation dollars apportioned to the Tucson region, including funding for regional transit improvements. In 2006, Pima County voters approved the Regional Transportation Authority's (RTA) \$2.1 billion regional transportation plan funded through a ½ cent transaction privilege tax that included \$534 million for regional transit. PAG manages the RTA through a memorandum of understanding. The RTA is the fiscal manager of the 20-year RTA plan.

PAG and the RTA endeavor to foster regional collaboration in all planning efforts as a matter of agency policy and to maintain compliance with federal law. On July 6, 2012, the federal surface transportation program authorization act, Moving Ahead for Progress in the 21st Century (MAP-21), was signed into law. MAP-21 requires MPOs such as PAG to work cooperatively with public agencies to develop Regional Transportation Plans (RTPs) and Transportation Improvement Programs (TIPs) for urbanized areas. The PAG RTP and TIP address a broad spectrum of transportation planning and funding across the region, and include all projects funded by federal transportation dollars and/or the RTA.

The PAG Short Range Transit Program Implementation Plan has two primary functions. The first function is to help coordinate regional transit planning by describing a five-year schedule of regional transit capital and operating expenditures. The second function is to describe transit policies and processes used by regional leadership to reach consensus-oriented decisions at PAG and RTA meetings. This plan also functions as an implementation guide for the goals of regional long-range planning documents.





SECTION ONE: SYSTEM PLAN

Transit has a long history in the Tucson region and the main public transit system has gone through many phases on its way to becoming the award-winning system it is today. Pima County's growing population presents new challenges for transit in the future, and it is important to meet those challenges head on. The SRTP provides guidance to help anticipate and prepare actions to overcome likely transit barriers. Anticipating and preparing for these challenges, however, requires understanding both the history and current conditions of our system. This section provides information relevant to understanding how the current regional transit system operates, and provides an explanation for the policies and standards that help maintain a robust system on a daily basis.

1. SYSTEM OVERVIEW

1.1 History of Transit in the Tucson Region

Public transportation has operated in Tucson from the time before Arizona attained statehood. From 1879 through 1897, service was provided by private operators who transported customers in horse-drawn carriages. In September 1897, a mule-drawn streetcar was introduced by Tucson Street Railway. Eight years later in 1907, Tucson Rapid Transit (TRT) Company formed, purchased the existing streetcar, and began operating an electric streetcar one year later. TRT would later go on to become the first company to introduce buses to the region in the mid-1920s and was soon joined by the Occidental Bus Line in the mid-20s and by Mountain View Bus Lines in 1936. Buses would eventually replace all streetcar transit systems.

1.1.1 Sun Tran

The City of Tucson consolidated existing services and created the first large-scale public transit agency in the region with the purchase of TRT and Occidental Bus Line in 1969 and 1978, respectively, and the adoption of the Sun Tran brand in 1975. Increasing congestion led to the need for new transportation hubs. In 1987, the Roy Laos Center, named for the former owner of the Occidental Bus Line, opened on Tucson's south side.

The adoption of enhanced service amenities, new technologies and the early use of alternative fuels led Sun Tran to be named America's Best Transit System in 1988 by the American Public Transportation Association. Continued system expansion led to the construction of the downtown Ronstadt Transit Center in 1991 and the Tohono Tadaí Transit Center in 1994. Sun Tran continued to provide its award-winning service and was named America's Best Transit System in 2005 and Arizona's Best Transit in 2004 and 2012.

The completion of the Northwest Bus Facility in 2012 provided Sun Tran with a modern, 25-acre facility with storage capacity for 250 buses, 30 bus bays for maintenance, and an administrative building housing a regional transit operation center.



The current Sun Tran system provides over 20 million passenger trips annually utilizing a fleet of 252 buses serving over 2,200 bus stops within a nearly 300 square mile area.

1.1.2 Pima County Transit and Coyote Run

Outside of the service boundaries of Sun Tran, service was historically provided by Pima County Transit (PCT) and Coyote Run. Established in 1980 and managed by Pima County, PCT offered both fixed-route services, as Pima County Rural Transit (PCRT), and Americans with Disabilities Act (ADA) paratransit services, as Pima County Special Needs Transit (PSNT), in unincorporated areas of the county adjacent to the City of Tucson. In the Town of Oro Valley, Coyote Run has provided advance-reservation demand response service for ADA paratransit eligible individuals and adults over 62 years of age. Coyote Run has been managed by Oro Valley since 1996.

1.1.3 The Regional Transportation Authority

Between 1970 and 2000, the population of Pima County increased by over 140 percent, with much of the growth happening in the unincorporated areas of the county and in the jurisdictions surrounding Tucson. Transportation officials understood that the region faced a large funding shortfall over the next 20 years, potentially causing basic transportation system needs to go unmet. Legislation passed in 1990 established Pima Association of Governments (PAG) as the manager of the Regional Transportation Authority for Pima County and authorized PAG to adopt a resolution via the Pima County Board of Supervisors to hold an election for a county-wide excise tax to pay for transportation improvements. Such a resolution was never passed and the RTA's authority to hold an election lapsed.

In 2004, the Arizona Legislature reestablished the RTA's authority to propose a transportation sales tax to voters. With a potential funding source available, PAG and the RTA worked extensively with stakeholders and the public to develop a multi-modal transportation plan. The RTA Board adopted the plan in November 2005, and the Pima County Board of Supervisors voted to place the plan on a special election ballot.

In May 2006, the Tucson region gained a new commitment to regional transportation infrastructure and public transit when Pima County residents voted to approve the RTA Plan, a 20-year, \$2.1 billion regional transportation plan funded by a ½-cent transaction privilege tax.

The RTA is responsible for the fiscal management of the RTA plan and oversees four central elements dedicated to improving regional mobility. The transit specific element of the RTA Plan dedicates \$534 million over the 20-year time period to the expansion of transit services. Since the passage of the 2006 plan, the RTA has made significant progress in expanding the central Sun Tran system and creating regional connections to outlying jurisdictions and communities.

1.1.4 The Regional Transit System

From 2006 through 2008, the first RTA transit improvements were initiated, expanding transit options for Sun Tran customers with the introduction of late night and weekend services as well as additional peak-hour buses for crowded routes.

In 2009, the RTA initiated a substantial effort toward expanding and unifying the regional transit system with the introduction of Sun Express service, the Sun Shuttle fixed-route transit system, a seamless regional branding plan, and a Regional Paratransit Services Plan. The expansion of the fixed-route system continued in February with the launch of Sun Express service to Oro Valley and Rita Ranch, with additional service to the Catalina Foothills and Marana launched in August. A complete listing of Sun Tran service expansions funded by the RTA can be found in **Appendix A**. A list of RTA transit projects yet to be implemented can be found in **Appendix B**.

The May 2009 launch of the new RTA Sun Shuttle neighborhood transit system fixed routes to Marana, Oro Valley, Catalina, Sahuarita and Green Valley greatly expanded the reach of the regional system. In November 2009, the RTA assumed operations of PCT fixed routes in San Xavier, Tucson Estates and Marana. The RTA also assumed operation of the Ajo-Tucson connector and the Ajo/Why Dial-a-Ride services, formerly operated by PCT. Sun Shuttle provides transportation within communities and connects customers to Sun Tran services, providing an important link to the Tucson metropolitan area from the rural and suburban communities.

Launched in tandem with the expansion, the seamless regional transit concept sought to integrate both the styling and functionality of the Sun Tran system with the RTA Transit Services system providing users with a single system that is more convenient and accessible.

The third element initiated in 2009 was the Regional Paratransit Services Plan. Coordination of ADA paratransit service providers was a major theme during the RTA regional transportation planning process. The Regional Paratransit Services Plan explored the feasibility of coordinating both the Pima County Special Needs Transit paratransit service area and the Coyote Run demand response services operating in the Town of Oro Valley. Recommendations from the Regional Paratransit Services Plan helped guide the creation of the RTA Special Needs Transit and Sun Shuttle's Oro Valley Dial-a-Ride service.

Sun Shuttle Dial-a-Ride and RTA Special Needs Transit

In May 2010, after reviewing one year of service performance, three of the RTA's fixed route neighborhood circulator services, Route 402 in Oro Valley and Routes 420 and 425 in Green Valley/Sahuarita, evolved into a general public Dial-a-Ride system. The new Sun Shuttle Dial-a-Ride functioned as a demand response service more appropriate to the needs of customers in the Town of Oro Valley and Green Valley/Sahuarita.

In July 2010, the Town of Oro Valley collaborated with the RTA to consider regional options for its Coyote Run service. In February 2011, the Town of Oro Valley's Coyote Run merged with the regional transit system as part of Sun Shuttle Dial-a-Ride. This merger was cost neutral for the RTA as it removed duplicate optional ADA trips, which were formally being provided by another RTA contractor. The merger also provides greater operational efficiencies for the Town of Oro Valley, which helps the Town sustain its senior transit services.

In 2011, the RTA assumed paratransit services in the former Pima County Special Needs Transit service area, reintroducing the service as RTA Special Needs Transit (SNT). RTA SNT was rebranded as Sun Shuttle Dial-a-Ride in 2014. Sun Shuttle Dial-a-Ride provides advance reservation origin-to-destination transportation service to ADA paratransit eligible individuals who reside within an area comprised of parts of Pima County and portions of Marana and Oro Valley. See **Figure 3** for a map of the RTA Sun Shuttle Dial-a-Ride paratransit service area.

Sun Shuttle System Expansion

Expansions to the Sun Shuttle system include service in southeastern Tucson and integrated intercity service between Ajo and Tucson. In December 2012, the Sun Shuttle system expanded with the introduction of the Route 450 linking the communities of Civano and Rita Ranch in southeastern Tucson with Pima Community College East and with the greater Sun Tran system. Since introduction, Route 450 has seen a steady increase in ridership, demonstrating latent demand for transit in this area.

In May 2013, the existing intercity Ajo - Tucson service along Highway 86 was reintroduced as Sun Shuttle Route 486. This conversion provides increased transit awareness with fully branded vehicles, further integration with the existing regional system, and larger vehicles, increasing comfort and capacity on the well-traveled route.

1.2 Managing Entities

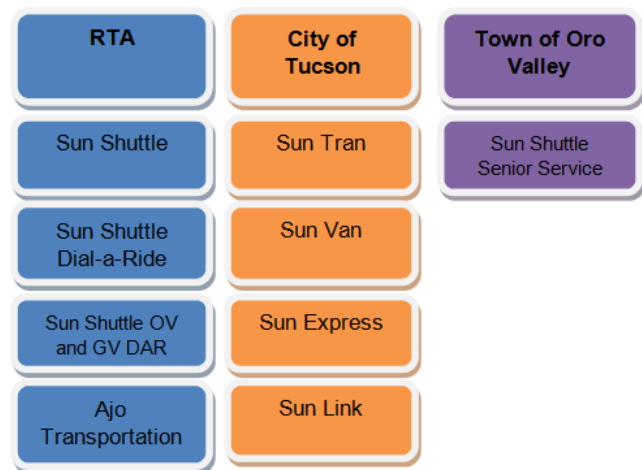
Three primary public agencies provide public transit in the Tucson region: the City of Tucson, the RTA and the Town of Oro Valley. Although managed separately, the operating agencies work closely to ensure that customers can conveniently transfer between systems. Schedules, transfers, and fares are integrated and allow passengers a broad range of destinations without the need for multiple payments in most cases.

Sun Tran, Sun Express, and Sun Van are owned and operated by the City of Tucson. Management of the three services is handled by contract with Transdev (formerly Veolia Transportation), a private transportation company. Sun Link is owned by the City of Tucson and managed and operated under contract with RATP Dev McDonald Transit.

The RTA does not directly manage transit operations. Instead, the RTA maintains operations contracts with third-party transit companies and engages intergovernmental agreements (IGAs) with local jurisdictions for transit service. Financial and operational transit and transit-related improvement decisions of the RTA are made by the PAG/RTA Transit Working Group (TWG). Formed in 2005, the TWG is comprised of representatives from PAG member jurisdictions who meet on a monthly basis. Please refer to **Appendix C** for the PAG/RTA TWG Committee Fact Sheet.

The Town of Oro Valley funds, manages and operates Sun Shuttle Dial-a-Ride senior services. The Town also operates the Sun Shuttle Dial-a-Ride ADA and general public services in Oro Valley. However, these two services are funded and managed through the RTA.

Suite of Sun Transit Services and Managing Entities



1.3 Services and Service Areas

1.3.1 Sun Tran and Sun Express

The Sun Tran fixed-route system consists of 27 local routes and 17 express routes serving the majority of the City of Tucson as well as South Tucson, Marana, Oro Valley and unincorporated Pima County. Sun Tran's 252 bus fleet runs 365 days a year to meet the transportation needs of customers. In order to serve the multi-modal spectrum of passengers, all vehicles are fully accessible to persons with disabilities, equipped with bike racks, and service multiple park-and-ride lots to accommodate a variety of commuting options.

Please see **Figure 3** for a map of the Sun Tran fixed-route system.

1.3.2 Sun Van

The passage of the Americans with Disabilities Act of 1990 (ADA) required public entities operating non-commuter fixed-route transportation services to also operate a complementary paratransit service comparable to the fixed-route service for individuals who do not have the functional ability to use the fixed-route system. Since 1987, Sun Tran has met its complementary paratransit obligation through its paratransit agency, Sun Van. Sun Van currently serves ADA qualified passengers within a ¼ mile of Sun Tran route corridors. In addition, Sun Van provides trips within an “optional” area primarily within the southern portion of the City of Tucson municipal boundaries.

Basic ADA paratransit services provided by Sun Van include trips to and from areas within a ¾ mile radius on either side of Sun Tran fixed routes, not including Express Service routes. Trips provided match the service days and times of those on Sun Tran fixed routes. Trip origins and destinations must be within the Sun Van service area.

Passengers outside the Sun Van service area can still use the service, but it is the responsibility of the passenger to arrange transportation to and/or from the pick-up or drop-off location within the service area. Please see **Figure 2** for a map of the Sun Van service area.

“Optional” paratransit services, where available, include trips to or from areas beyond a 3/4-mile radius and outside of service times available on a Sun Tran fixed route. These services include same-day requests and will-call scheduling. Services outside the Sun Van service area are provided by RTA’s contractor through Sun Shuttle Dial-a-Ride, described in **Section 1.4**.

1.3.3 Sun Link

The Sun Link streetcar service began operation in July 2014, resurrecting a historical service to the community. Approximately 100,000 people live within a half mile of the 3.9-mile Sun Link route, which connects the University of Arizona, Arizona Health Sciences Center, University Main Gate Business District, 4th Avenue Business District, Congress Avenue Shopping and Entertainment District, and the emerging commercial development of the Mercado District of Menlo Park, with 23 stops. Please see **Figure 1** for a map of the Sun Link route. Sun Link is fully integrated with all regional transit services through the use of the SunGo fare payment card, providing Tucsonans with a premier transportation option to traverse downtown, surrounding business districts, and beyond. The fixed-guide way electric rail system has eight US-made ADA-compliant vehicles running with 10-15 minute headways, Monday to Friday, and 15-30 minute headways during late night and weekends. The streetcars also accommodate bicycles and have easy roll-on access for wheelchairs and strollers. The impacts on economic development and business owners have been positive. The success of light rail in Phoenix has led to the extension of several new lines. These connections have helped to clear congestion along packed corridors and changed the face of downtowns. The streetcar in Tucson can lead to other transit technologies such as bus rapid transit and light rail, expanding the high capacity transit network in our region.



Figure 1

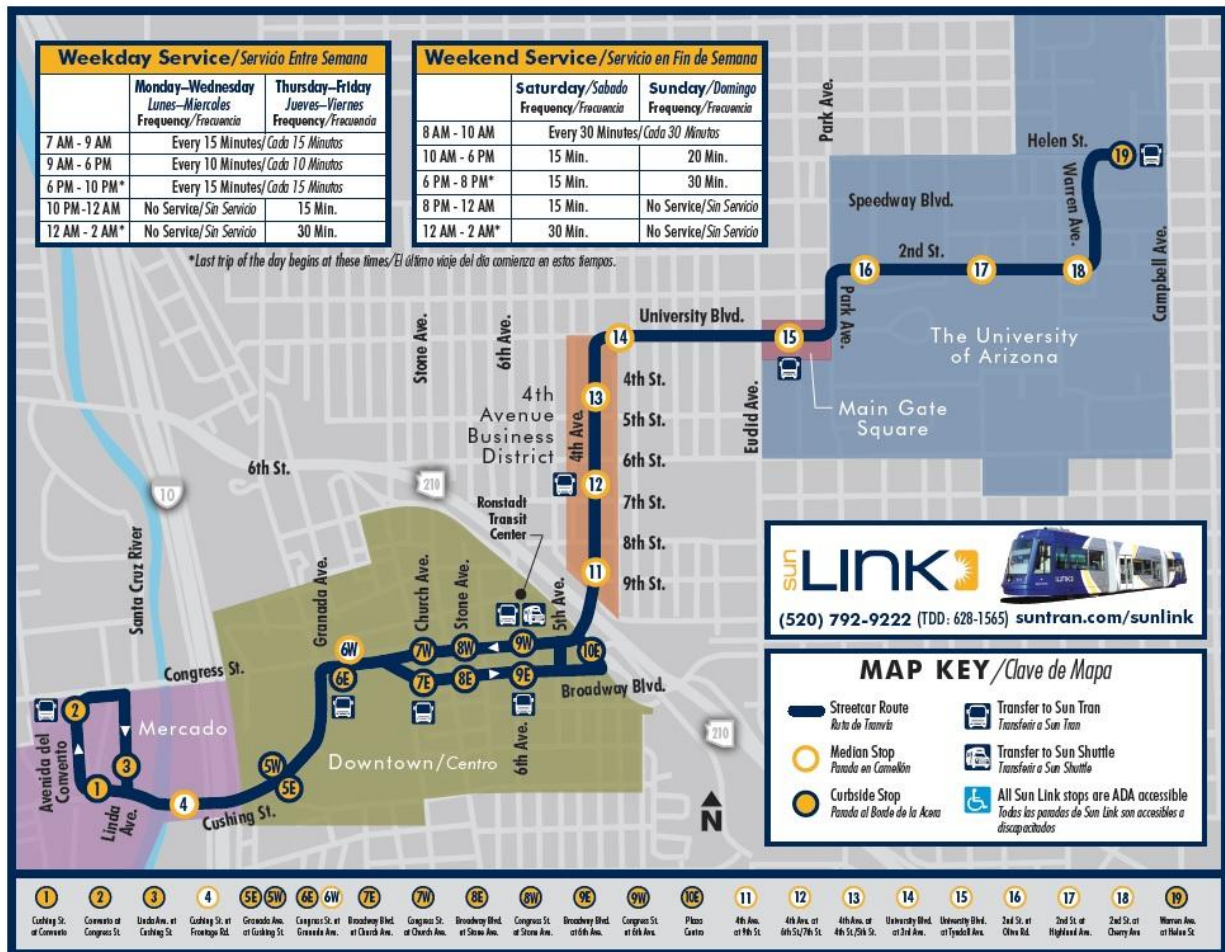
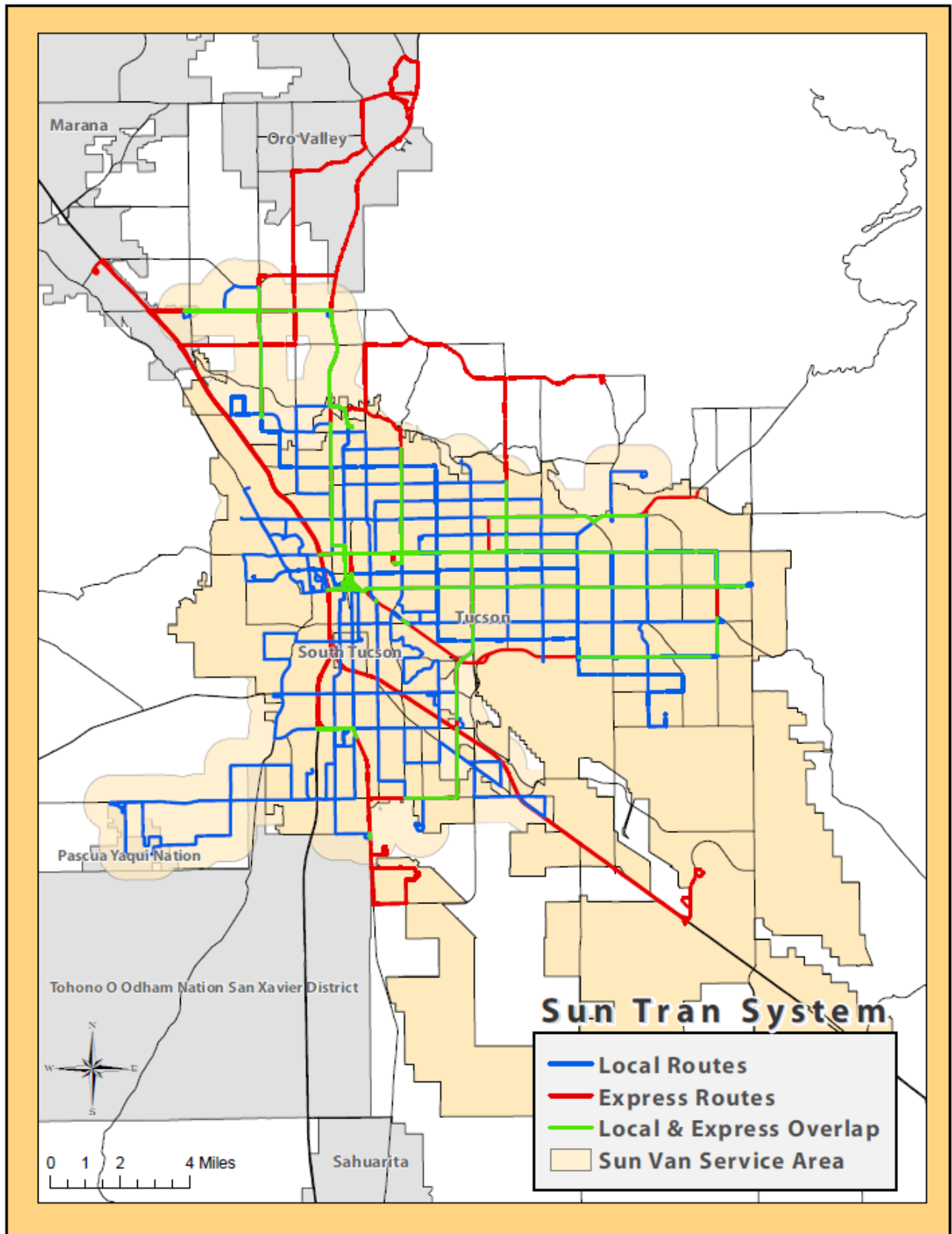


Figure 2



1.3.4 Sun Shuttle

The Sun Shuttle fixed-route system consists of 10 routes connecting the Tucson urbanized area to rural neighborhoods in Marana, Oro Valley, Catalina, Sahuarita, Green Valley, San Xavier, Tucson Estates, Civano, Rita Ranch and in western Pima County, Ajo and communities along the way. Please see the map in **Figure 4**. All routes either connect directly to one of three transit centers or are coordinated with Sun Tran routes providing seamless regional transportation.

Schedules vary widely by route. However, all routes run Monday through Friday with morning, evening and peak period service. Saturday service is generally provided for most routes during morning and afternoon hours with some routes operating into the evening. The system does not operate on Sundays.

Sun Shuttle provides deviated service on Route 410. Passengers can schedule a pick-up or drop-off within 3/4 mile of the route. Deviated service trips require prior scheduling. Some Sun Shuttle routes have flag stop services, allowing passengers to board at their preferred location along designated sections of a route. Passengers wishing to use the Flag Stop service simply wait a safe distance from the street and wave to a driver to indicate they would like a ride. Please refer to **Appendix D** for comprehensive route maps and service times.

Northern Service Area

Sun Shuttle provides five routes and one Dial-a-Ride area serving northern portions of the City of Tucson, Marana, and Oro Valley.

Northern Service Area - Marana (Routes 410, 411, 412 and 413)

The service area is designed to provide access to shopping, medical, governmental and other activities within the Town of Marana and surrounding unincorporated areas. In addition to deviated fixed-route service on Route 410, “optional” ADA paratransit service is also available along the Marana routes in the RTA Sun Shuttle Dial-a-Ride service area.

The Marana Service Area has four separate transit routes. In general, these routes provide roughly seven round trips per day on weekdays. Routes 411, 412, and 413 converge at the intersection of Ina Road and Thornydale Road. The arrival and departure times allow easy connections to and from Sun Tran’s express Routes 102X and 103X and Route 16. Route 102X provides express service from Ina Road to downtown Tucson, the University of Arizona, and the University Medical Center, via Interstate 10. Route 103X provides limited-stop express service from Ina Road to the University Medical Center, the University of Arizona and downtown Tucson. Route 16 provides local service along Ina Road and the Oracle Road-Sixth Avenue corridor.

Northern Service Area (Oro Valley Sun Shuttle Dial-a-Ride and Route 401)

Sun Shuttle Route 401 provides service to Oro Valley primarily along state highway 77/Oracle Highway. Beginning at Ina and Oracle, the route services 10 primary stops that include CDO High School, Oro Valley Marketplace, Oro Valley Hospital and Ventana Medical Systems, and ends at the Golder Ranch Commercial Center. Customers can access the Sun Tran system at stops 1 and 9, and access the Rancho Vistoso/Innovation Park Park-and-Ride lot. The route offers approximately 11 round trips on average during the week and six round trips on Saturday.

Sun Shuttle Dial-a-Ride in Oro Valley is divided into three operational service areas serving the general public, ADA-qualified passengers, and seniors 65 and older. In the General Public service area, everyone qualifies to ride and the fare is \$3.00. Qualified senior and disabled passengers can travel outside this area, but round-trips must originate in this zone. For ADA certified passengers, their trip must originate in the General Public zone and travel to the ADA service area. The fare is \$3.00, and \$1.50 for low income. For seniors who are 65 years and older, their trip must originate in the General Public zone and travel to the senior service area. For seniors traveling within the General Public service area, the fare is \$3.00. For seniors traveling from the General public area to the smaller senior

service area, and vice versa, the fare is \$6.00. For seniors traveling from the General public area to the larger senior service area, and vice versa, the fare is \$9.00. Fares vary depending on which zone the passenger ends their trip. Average annual ridership in the General Public service area is 15,100. Please see the Oro Valley service brochure in **Appendix D** for complete details on eligibility and service area.

Southern Service Area

Sun Shuttle provides four routes and one Dial-a-Ride area serving southern areas of the City of Tucson, the San Xavier District of the Tohono O'odham Nation, Tucson Estates, Rita Ranch and Civano, the Town of Sahuarita, and the community of Green Valley.

San Xavier Service Area (Route 440)

The route provides service to the San Xavier District of the Tohono O'odham Nation including the San Xavier Mission complex south of Tucson. The route provides fixed-route public transit service between the San Xavier District and the Laos Transit Center in Tucson. The service operates on weekdays and Saturdays, providing 10 round trips per day on weekdays and nine round trips on Saturdays. Riders can access the Sun Tran routes for connectivity throughout the Tucson metropolitan area.

Tucson Estates Service Area (Route 430)

The Tucson Estates route consists of a collector loop that operates as local service along the Kinney Road corridor, the Tucson Estates community, and the rural areas to the south, including the Branding Iron Park subdivision. The feeder route to the metropolitan Tucson area runs along Irvington Road and into the Laos Transit Center. From Laos Transit Center and other points along the route, riders can access the Sun Tran routes for connectivity throughout the Tucson region.

The service operates on weekdays, providing eight round trips a day. Round trip distance on the route is approximately 24 miles and takes an hour and seven minutes.

Green Valley / Sahuarita Regional Connector (Route 421 and Green Valley Dial-a-Ride)

This route was begun as an ADOT-funded Regional Transit Connector Project route. When the three-year funding ended in 2009, the route was funded by the RTA. The connector service provides regional connections between Green Valley, Sahuarita and Tucson for work, medical and shopping trips. The connector service provides five trips per day and serves the Ronstadt Transit Center. Deviated service is available on this route.

A Dial-a-Ride service is also provided by the RTA. Service coverage includes the large majority of the developed Sahuarita and Green Valley area. The service area was expanded in September 2015 due to the fact that the service had been underutilized with ridership hovering around 900 to 1,000 passengers monthly. This resulted in gaps in demand where vehicles sat idle while still accumulating revenue hours. The recent opening of the Green Valley Hospital, along with steady requests for service south of the current service area boundary, provided an opportunity to expand service to fill the existing capacity in the service. The service area has been expanded south from Mission-Twin Buttes to Calle Tres, including the new Green Valley Hospital, and expansion has been implemented with existing vehicles and service hours at no additional cost. Average annual ridership in the General Public service area is 10,200.

Western Service Area

The RTA currently contracts with Ajo Transportation Company to provide both branded Sun Shuttle service to the unincorporated communities of Ajo and Why in western Pima County and non-branded Dial-a-Ride and fixed route service within Ajo and between Ajo and Gila Bend.

Ajo/Why/Tucson Service (Route 486)

The community of Ajo is approximately 130 miles west of Tucson. The RTA provides Ajo to Tucson intercity service and fixed-route service between Ajo and Why. This route is designed to provide people with a way to get to shopping, medical, governmental, and other activities and services not available in the community of Ajo. The route traverses the entire length of the Tohono O'odham Indian Reservation and provides residents of the Nation access to Tucson, Ajo, Sells and all points in between. The route operates daily Monday through Friday, departing from Ajo at 6:00 a.m. and arriving in Laos Transit Center in Tucson at 9:05 a.m. Once at the transit center, passengers can use the City of Tucson's Sun Tran bus system, or Ajo Transportation Company offers continuation service to various destinations in the metropolitan area for an additional fee. The return trip departs the Laos Transit Center at 3:30 pm and arrives back in Ajo at about 6:15 pm. The Ajo to Tucson fare is \$7.50, with lesser fares for connecting trips between the outlying communities such as Why, Sells, and Robles Junction. In 2017, a stop will be added for passengers to make connections at the Greyhound Terminal in Downtown Tucson.

Ajo to Why

In October 1998, service to Why was implemented, with three trips per day. The service has been well received by the community and ridership has slowly increased since implementation. This route has been integrated into the Ajo-to-Tucson Route 486.

1.3.6 Ajo Transportation Contracted Services

With funding from the RTA, Ajo Transportation offers two additional services to the Ajo community. The first is an intra-community Dial-a-Ride in Ajo, the second is an Ajo to Gila Bend intercity fixed route funded through a partnership with Valley Metro/RPTA in Phoenix.

Ajo Dial-a-Ride

The intra-community service operates Monday - Saturday from 8:00 a.m. to 5:00 p.m., on a demand-response basis. Ajo Transportation Company provides the service using a 12-passenger wheelchair accessible van. The current fare for the Dial-a-Ride is \$0.75 per one-way trip within a six-mile radius of the Ajo Plaza. The Dial-a-Ride service is general public transportation and people are encouraged to use it as an alternative to driving a personal vehicle. During special community events, which usually occur during the weekend or on a holiday, Ajo Transportation Company is authorized to provide public transit service using a contractor owned bus.

Ajo to Gila Bend

The RTA provides partial funding for the Route 685 Ajo to Phoenix service through Gila Bend. More details about this route can be found by contacting Valley Metro/RPTA, the administrator and manager of the service. The one-way fare between Ajo and the Desert Sky Mall in Phoenix is \$7.00. Passengers can transfer for free into the Valley Metro system in the Phoenix area.

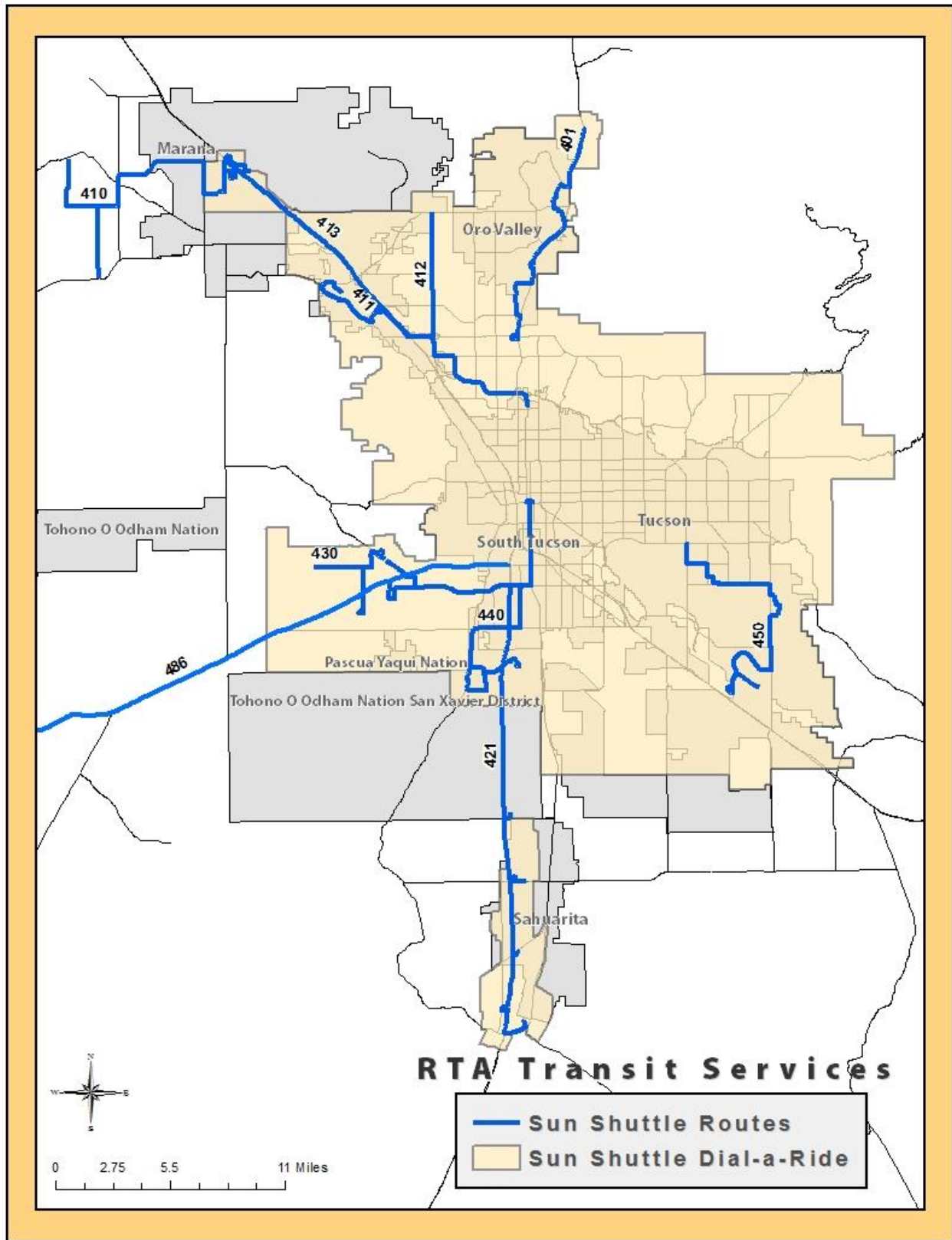
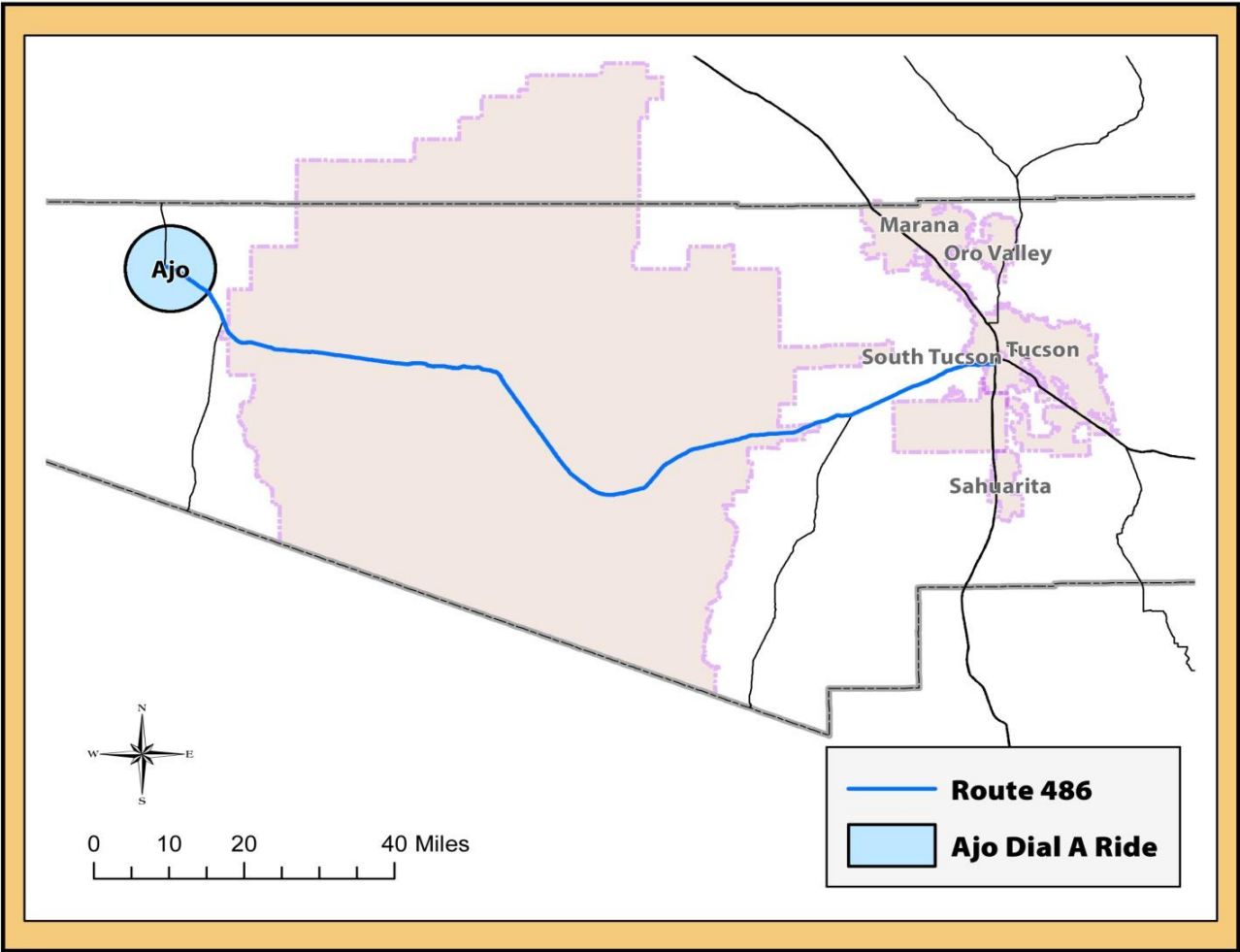


Figure 4



1.3.5 Table of Routes

The following table outlines route type and service area for all Sun Shuttle routes and Sun Shuttle Dial-a-Ride areas. For detailed descriptions of each route including maps and operational times, please see **Appendix D**.

Table 1		
Route	Route Type	Service Area
401	Fixed Route	Town of Oro Valley
410	Deviated Fixed Route	Town of Marana Anway/Trico
411	Fixed Route	Town of Marana Cortaro/Silverbell
412	Fixed Route	Town of Marana Thornydale/River
413	Fixed Route	Town of Marana Marana/I-10
421	Deviated Fixed Route	Green Valley/Sahuarita
430	Fixed Route	Tucson Estates
440	Fixed Route	San Xavier
450	Fixed Route	Civano/Rita Ranch
486	Fixed Route	Ajo/Tucson Intercity
Oro Valley DAR	Dial-a-Ride	Town of Oro Valley
ADA Service	Dial-a-Ride	
General Public Area	Dial-a-Ride	
Senior Service Area	Dial-a-Ride	
Green Valley /Sahuarita DAR	Dial-a-Ride	Green Valley/Sahuarita

1.3.6 Table of Service Hours

Hours of operation vary by route; however, RTA provides service generally between the hours of 5:18 a.m. to 8:07 p.m. Monday through Friday, and 6:15 a.m. and 7:13 p.m. on Saturday.

Table 2		
Route	Monday-Friday	Saturday
401	5:45 am – 6:26 pm	8:42 am – 2:37 pm
410	5:30 am – 7:30 pm	9:00 am – 3:00 pm
411	5:38 am – 6:38 pm	9:00 am – 2:51 pm
412	5:24 am – 6:41 pm	9:00 am – 2:20 pm
413	6:38 am – 7:09 pm	9:20 am -3:20 pm
421	5:18 am – 8:07 pm	8:59 am – 4:32 pm
430	6:15 am – 7:13 pm	
440	6:30 am – 7:25 pm	7:15 am – 6:15 pm
450	5:40 am – 7:00 pm	N/A
486	6:00 am – 6:15 pm	N/A
Oro Valley DAR	Monday-Friday	Weekend & Holidays
ADA Service	6:00 am – 8:00 pm	9:00 am – 6:00 pm
General Public Area	6:00 am – 8:00 pm	9:00 am – 6:00 pm*
Senior Service Area	6:00 am – 8:00 pm	N/A
Green Valley /Sahuarita DAR	6:00 am – 7:00 pm	9:00 am – 3:00 pm (Sat Only)
Current as of December 2016		*ADA certified passengers only

1.4 Paratransit Service

Paratransit service is offered in the Tucson region in several different ways primarily depending on the geographic location and destinations of the ADA-eligible passenger. As described in **Section 1.3**, Sun Van provides complementary paratransit to passengers beginning and ending their trip within the Sun Van service area. Passengers with trips originating or ending or both originating and ending outside the Sun Van service area must use one of three paratransit services offered by the RTA: Sun Shuttle Dial-a-Ride, a scheduled deviated Sun Shuttle pick-up, or a General Public Dial-a-Ride trip if within a General Public DAR area.

Sun Shuttle Dial-a-Ride is the advance reservation origin-to-destination transit service provided to persons who have disabilities and who reside within the expanded ADA eligibility area. The RTA Sun Shuttle Dial-a-Ride service goes above and beyond federal ADA mandates by providing service outside the Sun Van service area but within the greater Tucson metro area. Please see **Figure 4** for a map of the service area. Passengers can be transported anywhere for any purpose within the service area, including central Tucson and portions of Marana and Oro Valley.

Eligible riders include people six years of age or older who live in the Sun Shuttle Dial-a-Ride area and are ADA eligible. ADA eligibility is assessed and ADA Paratransit Eligibility Certification is obtained through the City of Tucson Paratransit Eligibility Office. All passengers using these services must be registered. Identification cards are issued to eligible riders upon ADA certification.

Sun Shuttle Dial-a-Ride service is provided by Total Transit under contract to the RTA. Total Transit was awarded a three year contract in December 2013 to provide RTA's fixed route and dial-a-ride services. Total Transit also operates a cash fare taxi service, Discount Cab. Total Transit's taxi fleet is utilized for the ADA paratransit dial-a-ride service and includes wheelchair accessible vans and Toyota Priuses. These vehicles are not currently co-branded with the Sun Tran/Sun Shuttle regional theme, but each vehicle displays a Sun Shuttle Dial-a-Ride logo. Total Transit's paratransit service model allows for more single passenger trips, shorter on-board trip times and greater flexibility and vehicle availability.

RTA's contract vehicle fixed-route fleet includes those that are wheelchair lift-equipped and are accessible to persons with disabilities. Route 410 will deviate up to 3/4 mile to serve disabled and elderly passengers. The Ajo Dial-a-Ride provides origin-to-destination service for all residents in Ajo.

Please refer to **Appendix E** for a complete list of RTA Dial-a-Ride ADA policies.

1.5 Fare Structure

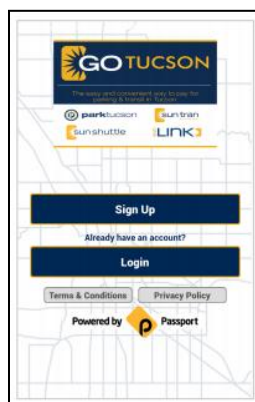
Following the approval of the RTA plan in 2006, the RTA Board adopted policies, objectives and procedures that identify the development of a seamless transit system as a major strategic goal. In addition to rebranding transit services in the region, and the standardization of transit fares, the RTA also undertook the development of a common fare collection system with the future implementation of smart card technology. The contract for a regional smart card-based system was awarded to GFI Genfare in January 2010.

Sun Tran began the transition to the smart card fare payment system with the new SunGO ID & Card issued by the City of Tucson's Special Service Office for qualified economy passengers. The ID and SunGO cards and tickets are embedded with a computer chip, and enabling passengers to travel on Sun Tran, Sun Express, Sun Shuttle, and Sun Link, using a single card.

The SunGO Fare Payment System went live in June 2013. The project launch represented monumental implementation that included the integration of fare equipment, system back office network connections, specially-programmed software, Special Services, all jurisdictional systems, multiple organizations, retail outlets and online activities and support.

The RTA Board sets fare rates for the Sun Shuttle system based on recommendations from the RTA TWG and upon RTA Board approval. Historically, the TWG and RTA Board have favored aligning Sun Shuttle fare rates with rates adopted by Sun Tran and Sun Van in order to create a seamless regional transit system. Sun Tran fare rates are determined by City of Tucson City Council. Under no circumstance will complementary ADA paratransit fares exceed twice that of regular fixed-route fares.

GoTucson Mobile Application



The GoTucson mobile ticketing application can be downloaded, and SunGo passes and single fares purchased through the application. The application is accepted for payment on Sun Tran, Sun Link, and Sun Shuttle (not including Route 486 or Ajo, Oro Valley or Green Valley/Sahuarita Dial-a-Ride services).

Fixed-Route Service

Regular service on Sun Tran and Sun Shuttle routes

Full Fare One-Way Cash Fare	\$1.75
Full Fare One-Way Stored Value	\$1.50
Economy One-Way Cash Fare	\$.75 (with SunGO ID)
Economy One-Way Stored Value	\$.60 (with SunGO ID)
Kids 5 & Under	Free (with paying passenger)

Deviated Service

Deviated Service is available on Route 410.

Full Fare, One-Way Cash Fare	\$3.00
Qualified Low-Income	\$1.50

Sun Shuttle Route 486

Fares vary from \$1 to \$7.50 depending on where the trip starts and ends. For details, please see the Route 486 brochure in **Appendix D**.

Sun Van

General Public Dial-a-Ride Service – Green Valley/Sahuarita

Passengers can utilize origin-to-destination service within the blue zone indicated on the map in **Appendix D**, or travel to and from the optional stops for a more cost-effective trip. All trips require a reservation to be made one to seven days in advance.

Origin-to-Destination Service

Full Fare, One-Way	\$3.00
Economy Fare, One-Way	\$1.50 (with SunGO ID on Dial-a-Ride service)
Sun Van Non-ADA Service, Full Fare One-Way	\$5.00
Sun Van Non-ADA Service, Economy Fare One-Way	\$3.50
Kids 5 & Under	Free (with paying passenger)

Green Valley/ Sahuarita: To/From Optional Stop Service (Yellow stops indicated on the map in **Appendix D**)

Full Fare, One-Way Cash Fare	\$1.75
Full Fare, One-Way Stored Value	\$1.50
Economy One-Way Cash Fare	\$.75 (with SunGO ID)
Economy One-Way Stored Value	\$.60 (with SunGO ID)

Dial-a-Ride Service – Oro Valley

Passengers can utilize origin-to-destination service for those traveling in Oro Valley. Service areas and fares vary for seniors, persons with disabilities, or the general public. Please see **Appendix D** for a map of the Oro Valley dial-a-ride service area.

Oro Valley General Public Service

Full Fare One-Way Cash Fare	\$3.00
Kids 5 & Under	Free (with paying passenger)

Oro Valley Senior Service

Persons 65 years of age and older are eligible to utilize Sun Shuttle's dial-a-ride service in the senior service area as long as a round-trip originates in the General Public service area (blue zone).

Fares vary depending on which zone encompasses a passenger's final destination.

Outbound Trip		Return Trip	
Blue to Blue	\$3.00	Blue to Blue	\$3.00
Blue to Yellow	\$6.00	Yellow to Blue	\$6.00
Blue to Green	\$9.00	Green to Blue	\$9.00

ADA Service :

All ADA qualified passengers must originate round trips in the General Public Service area (blue zone) and can travel to any destination within the ADA Service area (pink zone).

Full Fare, One-Way	\$3.00
Economy Fare, One-Way	\$1.50 (with SunGO ID)
Non-ADA Service, Full Fare One-Way	\$5.00
Non-ADA Service, Economy Fare One-Way	\$3.50

Transfers from Sun Tran

All Sun Shuttle routes will honor Sun Tran transfers. A surcharge is required when boarding Sun Shuttle dial-a-ride service in Sahuarita/Green Valley or general public dial-a-ride service in Oro Valley with a Sun Tran transfer. Transfers are not allowed on Sun Shuttle Oro Valley senior or ADA paratransit dial-a-ride services. Transfers on any service (valid for two hours in any direction) are only allowed with a SunGo card or GoTucson Mobile App payment.

Up-Charges for Premium Service

Full Fare to Express Fare	\$.50
Economy Fare to Express Fare	\$1.40 (with SunGO ID)
Full Fare to Sun Shuttle Deviated and Dial-a-Ride*	\$1.25
Economy Fare to Sun Shuttle Deviated and Dial-a-Ride*	\$0.75 (with SunGo ID)

*Green Valley/ Sahuarita Dial-a-Ride only.

Period Passes

Sun Shuttle honors the following Sun Tran period passes: day pass, monthly (including full fare, economy and express), U-Pass (for students of the University of Arizona), and Pima Community College Pass. A surcharge is required when boarding Sahuarita/Green Valley or Oro Valley's general public Sun Shuttle dial-a-ride service with a Sun Tran pass. Transfers are not allowed on Oro Valley senior or ADA dial-a-ride services.

Full Fare 30-Day Pass	\$45
Economy Fare 30-Day Pass	\$18 (with SunGO ID)
Express 30-Day Pass	\$60
1-Day Pass	\$3.75
1-Day Ticket	\$4.15
1-Day Ticket at Sun Link Stops	\$4.00

Sun Shuttle Dial-a-Ride

Sun Shuttle Dial-a-Ride services are paid in advance through trip vouchers. The City of Tucson Special Services Office handles voucher sales. Vouchers must be purchased in books of ten vouchers. Vouchers are non-refundable but are transferable. The fare structure for Sun Shuttle Dial-a-Ride trips is described in **Table 3**.

Table 3	
Sun Shuttle Dial-a-Ride Voucher Book Schedule	
Full Fare	\$30.00
Economy Fare*	\$15.00
Premium Optional Fare**	\$20.00
Full Fare One-Way	\$3.00 per trip
Reduced Fare One-Way*	\$1.50 per trip
* The City of Tucson Special Services Office will certify if a person is eligible for the Economy Fare.	
** Vouchers are yellow, and Optional Service vouchers are blue.	

Passengers must present their I.D. card and trip voucher to the driver upon boarding a Total Transit vehicle. Passengers with an Optional Service Trip must present one yellow voucher and one blue voucher to the driver upon boarding a Total Transit vehicle. Guests and non-disabled children traveling with the passenger also must present a voucher upon boarding. Personal Care Attendants (PCAs) assisting passengers do not need a voucher to ride if they are certified by the City's ADA Paratransit Eligibility Office.

Sun Link Streetcar Fare Structure

1-Day ticket. Once activated, good for 24 hours: \$4.00

SunGO Card or SunGO ID with loaded cash value:

- One-way full fare: \$1.50
- One-way economy fare: \$.60

Passengers must have one of the following to board Sun Link:

- SunGO Card – loaded with a pass, transfer, or cash value
- SunGO ID – loaded with a pass, transfer, or cash value
- 1-Day SunGO Ticket
- 30-Day SunGO Ticket
- GoTucson Mobile application with pass or single fare
- Children 5 years old and younger ride for free with a paying adult

Passengers **CANNOT** purchase or pay a fare with cash on board Sun Link. There is no fare box and the operator does not accept fares.

Through the GoTucson mobile application a single boarding fare, 1-day pass, and 30-day pass can be purchased and used for transit with a smart phone.

Valid SunGo cards can convert loaded value to a 1-day pass on Sun Tran, Sun Link, and select Sun Shuttle routes. The driver must be informed by the passenger if they would like to purchase a 1-day pass.

1.6 Facilities Overview

1.6.1 Sun Tran Administrative Building & Bus Storage and Maintenance Facility

Completed in 2011, the Sun Tran Administrative Building and Bus Storage and Maintenance Facility was built to store and maintain Sun Tran's expanding fleet of buses, and to allow Sun Tran to continue adding service and resources funded by the RTA. Referred to as the "Northwest Facility," the 25-acre complex has the capacity to operate and maintain a 250 bus fleet. The facility's 50,000 square foot maintenance building houses 17 repair and maintenance bays, a fare retrieval area, fueling station, bus wash, parts storage and employee offices. A separate 12,000-square-foot operations building houses a dispatch center, offices, and a training room. The center also functions as the administrative center for Sun Tran's regional transit operations with executive, marketing, scheduling, information technology, and financial departments located within a 27,000-square-foot administrative building.

Built to LEED (Leadership in Energy and Environmental Design) Silver standards, the facility is part of the City of Tucson's adopted commitment to constructing buildings with lower energy, water and resource needs. The Northwest Facility features solar panels, natural lighting, reclaimed water and water efficient features, and post-industrial recycled content.

The \$56 million facility was constructed with \$21.9 million of RTA funds, \$16 million of FTA American Recovery and Reinvestment Act (ARRA) funds, \$14 million in FTA funds, and \$4 million in 1994 City of Tucson bond funds.

Sun Tran's Northwest Bus Storage and Maintenance Facility is located at 3920 North Sun Tran Boulevard.

1.6.2 Sun Tran Park and Ajo Facility

The Thomas O. Price Center, located at 4004 South Park Avenue, had long served as Sun Tran's primary storage and maintenance hub until the construction of the Northwest Facility. Constructed in 1978, the facility has the capacity to house 150 buses and includes maintenance facilities and a 23,400 square foot administrative office. Between 1995 and 2001, the facility underwent numerous energy-efficiency upgrades including lighting upgrades, occupancy sensors, and a white elastomeric "cool roof." These upgrades resulted in an approximately 55 percent reduction in energy use.

1.6.3 RTA Contractor Facilities

Sun Shuttle and Dial-a-Ride contractor Total Transit maintains separate facilities for storage and maintenance of the vehicles providing RTA funded services. Their facility is located at 829 West Silverlake Road, and includes administrative offices and dispatch center.

1.6.4 Regional Transit Centers

Three centers serve as the primary transit hubs for the region. Customers can access 23 local Sun Tran routes, 11 Sun Express routes, and 5 Sun Shuttle routes from these centers making connections to nearly every part of the region.

Ronstadt Transit Center

215 East Congress Street
(Downtown Tucson)

Roy Laos Transit Center

205 West Irvington Road
(South)

Tohono Tadaí Transit Center

4540 North Stone Avenue
(Northwest)

1.6.5 Park-and-Ride Facilities

The transit system benefits substantially from the development of Park-and-Ride facilities, particularly in attracting discretionary riders. The RTA plan includes the development of eight new Park-and-Ride facilities at the periphery of the Sun Tran service area. Additionally, brokered parking lots augment fully owned facilities by making use of existing parking infrastructure, and exist through agreements with land and business owners. These lots typically are enhanced with signs or other markings indicating their function.

The following is a list of RTA-funded park-and-ride facilities:

- Broadway Houghton Park and Ride
- Rita Ranch Park and Ride (Temporary lot with planned upgrade)
- Oro Valley Park and Ride x 2
- Sahuarita Park and Ride
- Marana Park and Ride
- Casino Del Sol Park and Ride
- Green Valley Park and Ride

2. SYSTEM EVALUATION

PAG/RTA and regional partners strive to maintain an efficient and financially sustainable transit system while remaining attuned to the needs of customers and expanding regional transit accessibility. The first aspect of this effort entails vigilant oversight of system performance to ensure all aspects of daily operation meet or exceed set standards. The second aspect involves remaining flexible to the changing landscapes within individual communities and throughout the region. Good data and a strong commitment to open dialogue provide key support, and PAG/RTA continually works to find new solutions to address core transit issues.

2.1 Regional Coordination

The size, land use and demographic diversity of Pima County present unique challenges and opportunities that require sustained collaboration between all transit stakeholders. The passage of the RTA Plan demonstrated a strong commitment to addressing regional transportation barriers through projects specifically targeted to increase regional connectivity for a broad spectrum of individuals and communities. Ten years into the RTA Plan, regional coordination has been increased through regional partnerships, additional regional trip options, and efforts to create a seamless regional transit system.

2.1.1 Regional Partnerships

In 2011, The Town of Oro Valley and the RTA began a partnership that has evolved into a premier example of coordinated regional transit. This new service concept replaced three separate transit services with varied policies and service standards. In a selected service area Coyote Run, Handicar (now Total Transit) and Sun Shuttle combined to form Sun Shuttle Dial-a-Ride providing ADA, senior, and general public origin-to-destination transportation services in and adjacent to Oro Valley under a regional brand and policy standards. See map in **Appendix D** for service area details.

During the first year of the partnership, ridership increased 123 percent from 14,373 to 32,061 passenger trips. The combined service now operates over 175,000 more miles and 22,000 more service hours than in the past. Both Oro Valley and the RTA have benefited from the collaboration, recognizing operational savings based on increase efficiency. The RTA also partners with the Pima Council on Aging (PCOA) in the provision of the Neighbors Care Alliance (NCA) program. Since 2007, the NCA supports volunteer drivers providing transportation to seniors and others. Funding under the RTA plan provides mileage reimbursement and insurance coverage by PCOA through the NCA to attract and sustain volunteer drivers. In addition to providing a valuable service to the community, the NCA program helps local governments meet the growing transportation needs of seniors and others.

Between July 2015 and June 2016, NCA programs provided 100,934 rides to 2,178 elders at a cost of \$1.72 (average- both errands and transportation) per trip. This service was provided by 950 volunteer drivers who donated over \$2.1 million in labor.

2.1.2 Regional Trip Options

The funding partnership between the City of Tucson and the RTA for Sun Tran and Sun Van services has extensively broadened transit options throughout the region. Extended night and weekend service hours on the Sun Tran system provides critical connections to customers who work or require access to services outside of standard business hours. In addition, the introduction of Sun Shuttle and Sun Express, both implemented with regional RTA funding, has provided customers in towns and communities surrounding the City of Tucson with inexpensive and reliable transportation options connecting them to the broader metropolitan area.

2.1.3 Seamless Regional System

The seamless regional transit concept integrates both the look and functionality of the Sun Tran system with the RTA Transit Services system providing users with a more convenient and accessible single system. Sun Tran, Sun Express, Sun Van, Sun Shuttle, and Sun Shuttle Dial-a-Ride vehicles are branded with similar logos and paint schemes, unifying the fleets while still allowing enough differentiation for customers to tell which service they are using. Integrated fare payments using the regional smartcard fare payment system make it convenient for customers to transfer between Sun Tran and Sun Shuttle without the need to purchase additional full fare passes in most cases. Easily moving between Sun Tran and Sun Shuttle services provides an important link connecting the Tucson Metropolitan area and the surrounding rural and suburban communities.

2.2 Service Standards

Service standards provide a defined and measurable level of performance that aids objective evaluation and decision making. Effective fixed routes must provide meaningful connections and accommodating levels of service or risk running ridership levels below acceptable levels. It can be difficult when initially planning a new route to accurately gauge how the public will respond. Additionally, changing demographics or land uses in a particular area can affect ridership in new ways as a route ages. Continual service evaluation provides the best remedy to ensure performance remains at effective levels, and service standards provide the tools and justification to quickly remediate under-performing services.

2.2.1 Sun Shuttle Fixed-Route Ridership Threshold

Sun Shuttle fixed routes all follow a standard threshold of two passengers per revenue hour (PPRH). All Sun Shuttle routes regularly meet or exceed this standard with newer routes like Route 450 performing in the 2.4 to 2.9 PPRH range and high-demand mature routes like Route 440 performing in the 9 to 11.5 PPRH range. The average across the fixed-route system as of July 2014 is 5.4 PPRH. Overall, ridership in the system has been steadily increasing since revenue service began in 2009. Please see **Section 2.3** below for a 24-month retrospective detailing fixed route performance by route.

2.2.2 Sun Shuttle Dial-a-Ride Ridership Threshold

Sun Shuttle Dial-a-Ride services follow a standard threshold of one passenger per revenue hour. Since Dial-a-Ride service is defined by boundaries instead of a prescribed route, requires prior reservation, and often serves a population with unique needs, it is not held to the same PPRH as the fixed-route system.

2.2.3 RTA Service Standards

This Plan identifies the need to develop performance measurements for RTA funded transit projects in order to provide effective and meaningful service. Evaluating expanded services requires analyzing different benchmarks than those used to measure standard peak service. Customers served by expanded services often work in industries with non-conventional hours. Providing access to employment is one of the most beneficial functions of public transit, as such standards for expanded services must define success differently than for peak and mid-day services.

Since 2006, the RTA in concert with jurisdictional partners has significantly expanded the transit availability throughout the region, including longer operating hours, crowding relief, frequency improvements, and service extensions. RTA funding for Sun Tran fixed route operations has provided the following from May 2006 – November 2015:

- 21 Sun Tran routes were provided extended evening service
- 25 routes received improved weekend frequency and service hours
- 4 new express routes were added
- 5 express routes added service both morning and afternoon

As of June 2015, the PAG/RTA Transit Working Group approved RTA staff recommendations for performance measure criteria to evaluate Sun Tran expanded services. Applying performance measures to these expanded services will provide the region with a snapshot of the current system, help lay the groundwork for future system enhancements, and provide tools for maintaining system sustainability. The PAG/RTA TWG approved a recommendation to use an evaluation matrix composed of service efficiency, service level, and community benefit measures. The matrix will provide a composite performance measure score to prioritize system improvements.

The following evaluation approaches were adopted:

- A **quality of service evaluation approach** based on the Transit Cooperative Research Program Report 165: Transit Capacity and Quality of Service Manual, 3rd Ed. Quality of Service is the overall measured or perceived performance of transit service from the passenger's point of view. Specifically, a composite of frequency, service coverage, reliability, travel time, and capacity was used for analysis.
- A **density and demographic analysis approach** to analyzing the **community enhancement** potential of the RTA funded services. Broadly, community enhancements are the indirect or secondary benefits of a transit system. These enhancements include increased mobility for a wide demographic, access to jobs, and environmental benefits inherent to decreased vehicular congestion. The goal of the analysis is to provide an objective measure of the indicators of these secondary benefits, specifically the size and composition of the ridership reached by the services currently funded by the RTA. This approach uses a one-half mile area around all routes to evaluate the population and job density served by route, and evaluate demographic characteristics by route.
- A **route diagnostics approach** to analyze **system optimization** of RTA funded services. The route diagnostics approach analyzes financial and productivity measures such as fare box, net cost per route, and passenger measurement ratios to determine a relative measure of route performance against similar type services. Successful routes generally consume fewer resources on a per-passenger basis.

During its June 2016 meeting, the PAG/RTA Transit Working Group approved performance measures and route design guidelines for the Sun Express system. The performance measures were applied to the FY 15 Express System performance data to create a list of routes in need of alignment or service adjustments. Staff recommended a number of changes to the Sun Express system. The recommendations included route realignments, a service reduction and a route discontinuation. Routes 102X, 105X, 107X, 109X, 202X, and 203X were recommended for realignment in order to remove service duplication, remove unproductive route segments, and/or align routing to better serve target customers. Route 312X was recommended to be discontinued, and route 103X reduced from four (4) morning and four (4) evening trips to two (2) trips each, based on poor productivity and service duplication. The majority of the service previously provided by route 312X will continue to be available to customers through the 107X, which will not operate on a reverse commute schedule.

Staff will work with the PAG/RTA Transit Working Group to continue the analysis and performance measure development for Sun Shuttle and extended Sun Tran night and weekend service, and develop performance measures and any service change recommendations in 2017. Staff completed analysis and performance measure development for the RTA funded Sun Express services provided by Sun Tran, and Sun Express service change recommendations were approved by the RTA Board in October 2016. These changes will be implemented in March 2017.

2.2.4 Remediation Policy

Route ridership levels that fall below standard thresholds for six months during a 12 month period will be subject to remediation. An analysis of the route will be conducted to identify, if possible, the cause of poor performance. If a cause can be determined, the TWG will discuss and select strategies to address the issue. Such strategies could include adjusting schedules, rerouting, increased marketing, combining routes, or canceling the route altogether. Most of these measures have the potential to negatively impact existing regular riders who depend on the service; however not acting to correct an underperforming route wastes valuable resources that could be used to benefit portions of the system that have a high-demand for service improvements.

2.3 System Benchmark Monitoring

RTA staff receives monthly statistical data relating the operational levels of all RTA contracted services. Staff analyzes this operational data and provides a monthly status report to the RTA Transit Working Group. Monthly operational data combined with the RTA service standards outlined in **Section 2.2** provides ongoing benchmarks against which services can be evaluated for continuation or for temporary or permanent modification. The PAG/RTA Transit Working Group ultimately decides how system performance should be evaluated and interpreted under the service standards and reserves the right to make recommendations based on information external to this document.

The following section provides a 24-month overview of system performance. Detailed route performance information can be found in **Appendix F**.

2.3.1 Ridership

Ridership on the Sun Shuttle services has continued to mature as many of the routes enter the seventh year of service. Ridership fluctuates seasonally due to the large populations of students and seasonal residents in Tucson, both of which typically depart the region during the summer months. Ridership in 2014-2015 was up 9 percent over 2013-2014 and up 10 percent over 2012-2013. Staff has worked to analyze and track ridership. Ridership in 2015-2016 was down 5 percent over 2014-2015 and up 3 percent over 2013-2014. Passengers-per-revenue-hour has outperformed the benchmark of two PPRH averaging 4.2 PPRH for the last 24 months with the lowest PPRH at 3.7 and the highest at 4.7.

Demographics and geographic location play a large role in determining individual ridership levels among the different routes. A discrepancy of roughly 2,500 passengers per month exists between the most heavily ridden route and the least ridden route. Routes that provide direct connection from outlying areas to one of the three main transit centers, routes that represent the only public transit available in an area, and routes that serve areas with higher transit dependent populations tend to have higher ridership overall. These factors often overlap as is the case with Routes 440, 430 and 421, three of the routes with the highest ridership. A 42-day labor union strike in August 2015 has negatively affected ridership on many routes.

Figure 5
Sun Shuttle Monthly Ridership

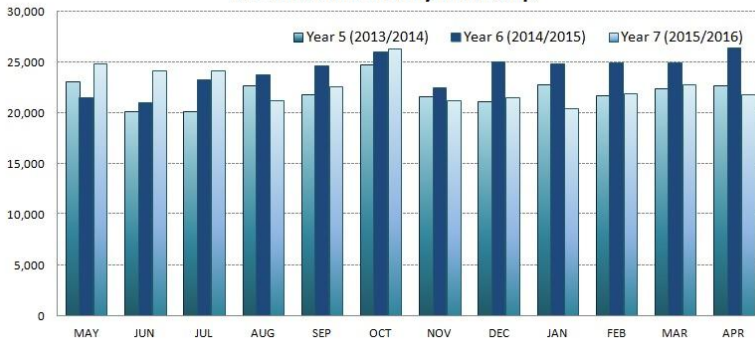


Figure 6
Ridership 2014-2016

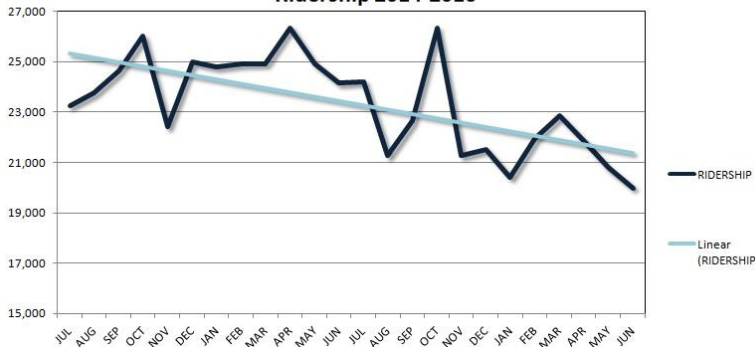


Figure 7
Sun Shuttle 12 Month Average

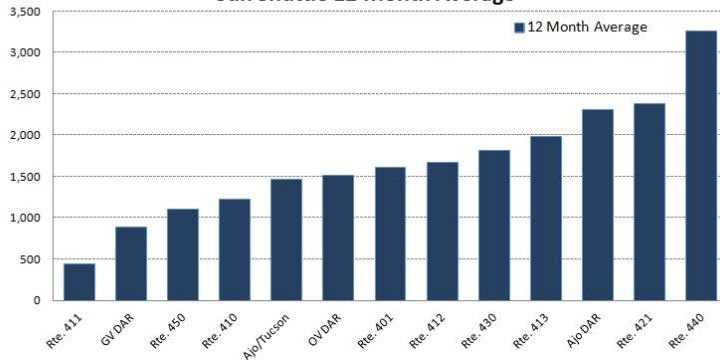
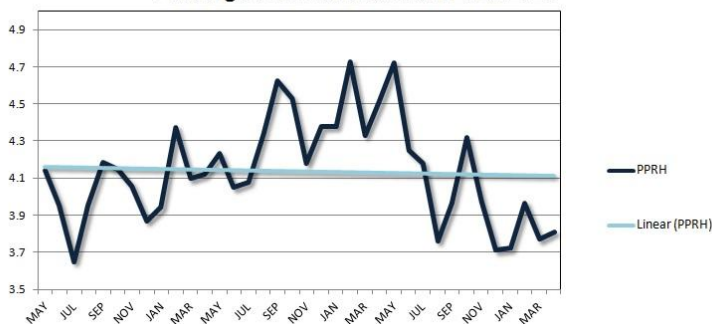


Figure 8
Passengers Per Revenue Hour 2013-2016



2.3.2 Operating Costs

Operating costs are primarily driven by monthly service hours (largely driver pay) and the price of fuel. While service hours fluctuate monthly, the contracted rate per service hour does not change. The result is a predictable increase in total monthly cost correlated to an increase in service hours. **Figure 9** illustrates a steady increase in service hours in the past 24 months.

The price of fuel is highly volatile on a month-to-month basis. Although the amount of fuel to be used in a given month can be forecasted, price volatility makes predicting monthly fuel costs challenging. **Figure 10** shows Sun Shuttle fuel costs over the past 24 months.

Figure 9
Service Hours 2014-2016

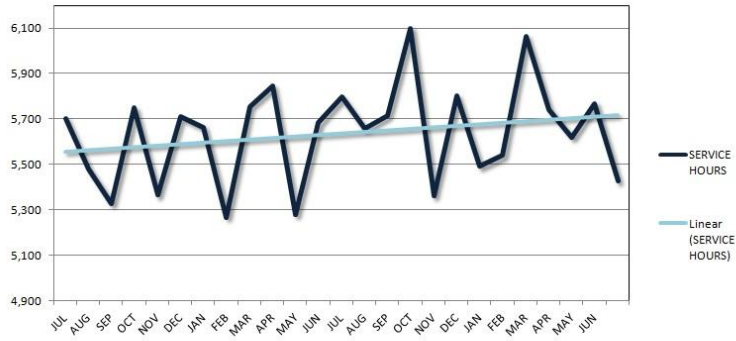


Figure 10
Fuel Costs 2014-2016



Figure 11
Total Monthly Cost 2014-2016

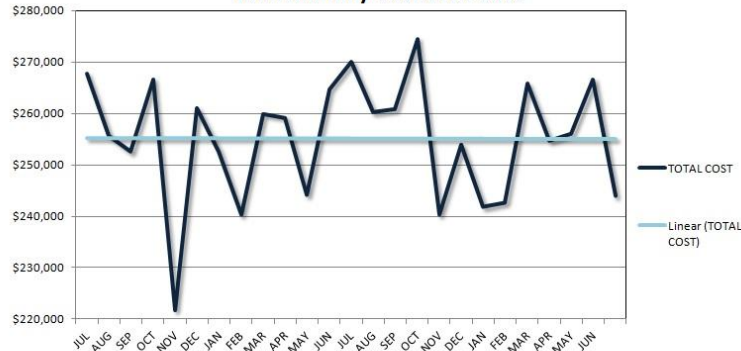


Figure 12
Cost Per Revenue Hour 2014-2016



The total monthly cost of operations, shown in **Figure 11**, has been slowly decreasing over the past 24 months. This demonstrates that service hours are the primary driver of monthly operational costs. Increasing service hours also affect the cost per revenue hour, **Figure 12**, which shows a decrease over the same time period. Fuel costs largely determine any monthly change in the cost per revenue hour because the contracted rate per service hour remains constant. However, as new service has been added, RTA contractors have been able to provide more service for lower hourly rates. Although overall costs increase with additional service, the cost per hour to deliver that service has decreased.

Continual monitoring and periodic evaluation of the Sun Tran and Sun Shuttle system are critical to properly balance funding for existing service against the cost of new demand. Service standards and benchmark monitoring provide defined criteria on ridership and operational costs useful for determining if routes should be maintained, modified or replaced.

2.4 Short-Term Goals

Short-term goals should be specific, measurable, achievable, relevant, and time bound. In holding with the purpose of this plan to implement transit service, the goals outlined below are tailored to create specific outcomes. The PAG/RTA Transit Working Group, as the body designated to represent regional transit interests, will monitor progress on the short-term goals and will consult with and direct PAG/RTA staff to conduct activities necessary to achieve expected outcomes within the fiscal year for which the goals are set. The goals are intended to complement the contents of this plan and use the information it contains to strengthen transit in the region. Financial year 2017 goals are as follows:

Goal 1: Monitor Service Standards and System Benchmarks

PAG/RTA staff will monitor and evaluate existing Sun Shuttle service and provide monthly reports to the TWG. The monthly reports will include information assessing performance as outlined in **Section 2.3** of this plan. The reports will clearly define the performance of individual routes and the system as a whole, and in the case of a deficiency, if further analysis on individual routes is merited. In addition, staff will produce ad-hoc performance reports or presentations as directed by the TWG. This goal is intended to be ongoing and as needed.

Goal 2: Program Regional Federal Funding

On an annual basis, PAG publishes a “call for projects” requesting that local jurisdictions submit requests detailing projects eligible for federal transit funding. PAG/RTA staff will evaluate the project requests to ensure eligibility, and then rank the projects based on predetermined selection criteria established through the TWG. Staff will present the ranked project list to the TWG for discussion and final project selection. The criteria for evaluating projects have been included in this document as **Appendix G**. Upon completion and adoption of a final ranking, staff will update the Transportation Improvement Program (TIP) with current financial information projecting transit expenditures over five years. A complete list of FY 2017-21 transit TIP projects can be found in **Appendix H**.

Goal 3: Evaluate and Implement RTA Service Expansion

The RTA plan calls for improved and expanded transit service throughout the region over the 20-year life of the plan. Transit expansion projects identified as regional priorities during development of the RTA plan are reviewed annually and ranked according to weighted transit performance metrics. Jurisdictional and community requests for transit improvements are also evaluated, and if warranted, included in the ranking process. PAG/RTA staff conducts all new transit project ranking and provides recommendations for expansion to the TWG. Service expansions that fall under this goal include service enhancements to existing routes, new service to underserved areas and paratransit service expansion. **Appendix I** contains a detailed explanation of standards the TWG has adopted for evaluating service expansion.



SECTION TWO: FINANCIAL PLAN

Financial Plan Overview

Quality transit service and the financial health of transit agencies rests on a foundation of sound financial planning. The cornerstone of sound financial planning is a continually updated financial plan. The financial plan provides a clear picture of how past and present actions impact regional commitments to provide high-quality, consistent and reliable transit service. Current economic realities have emphasized the importance of careful planning and budget management as the cost of transit operation has steadily increased while revenue projections in recent years have stayed flat or declined.

Whether enhancing existing service or expanding service to new areas, an understanding of how decisions will impact the system as a whole must be established. This section documents regional transit funding sources, describes current and future operating and capital expenditures and revenues, and forecasts the sustainability of future operating funding.

Transit Funding Sources

The RTA Plan Transit Element

The RTA Plan, a regional transportation plan funded by a half-cent transaction privilege tax, is composed of four primary elements: Roadway Improvement, Transit, Safety, and Environmental and Economic Vitality.

The RTA Plan Transit Element comprises \$533,800,000 of the total \$1,997,689,000 RTA Plan budget, or roughly 27 percent (**Figure 13**). The RTA Transit Element comprises eight distinct transit project categories intended to service differing transportation needs within the Tucson region. In order to maintain conformity with the RTA Plan ballot language, all RTA-funded transit projects must fit one of the eight categories. The eight categories roughly fall under four areas, expanding the Sun Tran system, providing enhanced service for the elderly and people with disabilities, providing transit to outlying residential areas, and the construction of transit infrastructure.

Decisions on the allocation and expenditure of RTA funding are made with the oversight of the TWG and can occur during any month. The majority of funding decisions are made in the Fall when local jurisdictions submit annual project requests. PAG/RTA staff also may make minor financial decisions without TWG approval.

All RTA-funded service is implemented with the intent that it remains in operation throughout the life of the RTA plan unless deemed underutilized or ineffective. In order to maintain existing service, staff follows a budgeting rule that net operating expenditures not exceed 25 percent of overall annual sales tax collections.

Table 4 shows the RTA Transit Element project categories and their associated funding levels.

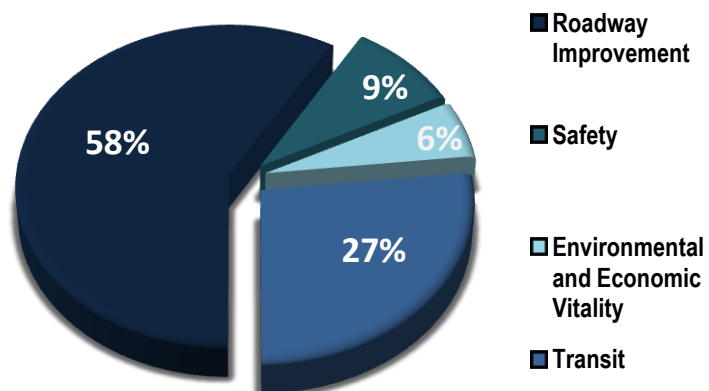


Figure 13

Table 4		
Project Number	RTA Plan Transit Element	RTA Project Budgets (2006 Dollars)
44	Weekday Evening Bus Service Expansion	\$37,717,000
45	Weekend Bus Service Expansion	\$19,169,000
46	Bus Frequency and Area Expansion (includes Maintenance Storage Facility)	\$178,232,000
47	Special Needs Transit for Elderly and Citizens with Disabilities	\$108,836,000
48	Neighborhood Circulator Bus Systems	\$24,859,000
49	Express Service Expansion	\$62,561,000
50	Downtown/University High-Capacity Transit (Streetcar)	\$87,727,000
51	Park & Ride Transit Centers	\$14,700,000

Federal Transit Administration Grants

The Federal Transit Administration (FTA) administers federal public transportation programs based on authorizing legislation approved by Congress. On Oct. 1, 2012, the new federal transportation legislation, Moving Ahead for Progress in the 21st Century (MAP-21), took effect, reauthorizing surface transportation programs through 2014. These programs provide regional formula-based funding apportioned to designated recipients that use the funds directly or can sub allocate funds to eligible entities. MAP-21 consolidated a number of programs available to the Tucson region in previous years, moving many of the grant eligible activities into larger programs. On December 4, 2015, the Fixing America's Surface Transportation (FAST) Act was signed into law—the first federal law in over a decade to provide long-term funding certainty for surface transportation infrastructure planning and investment. The FAST Act is the most recent federal transportation legislation continuing MAP-21's reauthorization of surface transportation programs. The following programs provide funding prioritized by regional need and programmed in the TIP by PAG/RTA staff under the direction of the PAG/RTA Transit Working Group.

5307 - Urbanized Area Formula Grants

This program provides grants to Urbanized Areas (UZA) for public transportation capital, planning, job access and reverse commute projects, as well as operating expenses in certain circumstances. These funds constitute a core investment in the enhancement and revitalization of public transportation systems in the nation's urbanized areas, which depend on public transportation to improve mobility and reduce congestion. Recipients must expend 1% for transportation security projects or certify that it is not necessary to do so.

Funds under the 5307 program are eligible for capital projects, planning, job access and reverse commute projects that provide transportation to jobs, and employment opportunities for welfare recipients and low-income workers. Operating costs, up to certain limits, for grantees in areas with populations greater than 200,000, and which operate a maximum of 100 buses in fixed-route service during peak hours are also eligible.

For areas with populations of 200,000 and more such as the PAG region, the apportionment formula is based on a combination of bus revenue vehicle miles, bus passenger miles, fixed guideway revenue vehicle miles, and fixed guideway route miles, as well as population and population density and number of low-income individuals.

5309 - Bus and Bus Facilities Formula Grants

The 5309 program has been replaced by the 5339 program under MAP – 21. Legacy funding from the 5309 program remains programmed in the TIP as part of the City of Tucson's bus replacement capital funds and so is listed here for explanation.

5310 - Transportation for Elderly Persons and Persons with Disabilities

This program is intended to enhance mobility for seniors and persons with disabilities by providing funds for programs to serve the special needs of transit-dependent populations beyond traditional public transportation services and Americans with Disabilities Act (ADA) complementary paratransit services.

At least 55 percent of program funds must be used on capital projects that are public transportation projects planned, designed, and carried out to meet the special needs of seniors and individuals with disabilities when public transportation is insufficient, inappropriate, or unavailable. The remaining 45 percent may be used for public transportation projects that exceed the requirements of the ADA, public transportation projects that improve access to fixed-route service and decrease reliance by individuals with disabilities on complementary paratransit, and alternatives to public transportation that assist seniors and individuals with disabilities.

Funding apportionment for the 5310 program changed under MAP-21. Funds under the 5310 program are now distributed to states for all small urban and rural areas under 200,000 in population and to designated recipients in large urbanized areas (UZAs) over 200,000 in population. Eligible sub recipients include states or local government authorities, private non-profit organizations, or operators of public transportation that receive a grant indirectly through a recipient. Funds are apportioned for urbanized and rural areas based on the number of seniors and individuals with disabilities.

The Arizona Department of Transportation (ADOT) has historically been the designated recipient for 5310 funding and coordinates with PAG to distribute funding awards in the region. The change in funding apportionment rules under MAP-21 required PAG recommend a new designated recipient for the Tucson UZA. After consultation with state and local entities, the local consensus was that ADOT remain the designated recipient on a transitional basis with PAG acting as the local 5310 program planning entity.

Mobility Management has been a central focus for the 5310 grant program and its recipients. PAG's objective in undertaking the development of a regional mobility management program is to maximize the effective use of 5310 funding. Specific goals for the program include:

- Supporting operational effectiveness of non-profit organizations in human-services transit delivery
- Assisting with improving program compliance among participant agencies
- Identifying barriers and opportunities in improving service coordination
- Expanding technical capacity of program participants
- Improving regional understanding of different human-services transit models
- Creating a needs assessment and short-range plan for establishing an effective Mobility Management program in the region

In 2014, the PAG was awarded 5310 Mobility Management grant funding to hire a consultant to make recommendations for a mobility management plan for the PAG region. In 2015, the consultant led an assessment of local sub-recipients and their transportation programs and the local volunteer driver programs. Through site visits the consultant worked with agencies to analyze current operations and assist in the development of consistent performance measures and data reporting. Additionally, the consultant was requested to provide mobility management implementation strategies for the region. The consultant collected and analyzed information about specialized transportation services in the region to evaluate the feasibility of several mobility management strategies. In March 2016, the consultant delivered the final drafts of three technical memos which included 1) Summary of existing services and key findings 2) Summary of capacity building training 3) Mobility Management Plan with final mobility management strategy recommendations. In June 2016, PAG was awarded 5310 Mobility Management grant funding to implement these mobility management strategies over the next few years.

5311 - Formula Grants for Rural Areas

This program provides capital, planning and operating assistance to states to support public transportation in rural areas with populations less than 50,000, where many residents often rely on public transit to reach their destinations.

Funds under the 5311 program are eligible for planning, capital, operating, job access and reverse commute projects, and the acquisition of public transportation services.

FTA apportions Section 5311 funds to the States using a statutory formula incorporating the most current U.S. decennial census data. In 2013, the urbanized area was expanded to include several of the Sun Shuttle routes that had previously been funded under this grant program. Land area and population in rural areas determine 83.15 percent of funds apportioned and 16.85 percent of funds are apportioned based on land area, revenue-vehicle miles, and low-income individuals in rural areas. In Arizona, funds are distributed to sub recipients through a competitive grant application process.

Transit Asset Management is a strategic and systematic approach to managing physical assets. Through MAP-21, FTA is required to implement an asset management system with policies and procedures that move toward determining how to best restore and replace aging transportation infrastructure. FTA is tasked with defining “state of good repair” and creating objective standards for measuring the condition of capital assets including equipment, rolling stock, infrastructure, and facilities. All FTA recipients will then be required to set performance targets and report on the progress toward meeting those targets.

FTA Circular 5300.1, State of Good Repair Grant Program was published in February 2015. This FTA grant program focuses on the repair, rehabilitation, and replacement of transit capital assets (codified in 49 USC 5337). It also provides funds for the implementation of Transit Asset Management (TAM) plans. Once Section 5326 TAM rulemaking is in effect, projects to be funded under the State of Good Repair program must be include in a Transit Asset Management plan in order to receive funding.

In July 2016, FTA published a Final Rule for Transit Asset Management. The rule requires FTA grantees to develop asset management plans for their public transportation assets, including vehicles, facilities, equipment, and other infrastructure. In 2012, the Moving Ahead for Progress in the 21st Century Act (MAP-21) mandated—and in 2015 the Fixing America’s Surface Transportation Act (FAST) reauthorized—FTA to develop a rule to establish a strategic and systematic process of operating, maintaining and improving public transportation capital assets effectively through their entire life cycle. FTA’s national Transit Asset Management System Rule:

- Defines “state of good repair”
- Requires grantees to develop a TAM plan
- Establishes performance measures
- Establishes annual reporting requirements to the National Transit Database
- Requires FTA to provide technical assistance

TAM requirements in this Final Rule are part of a larger performance management context.

Initial TAM plans must be completed no later than 2 years after the effective date of the Final Rule. As a Tier 1 provider, the City of Tucson must develop and adopt a TAM plan. The RTA (considered a Tier 2 provider by the FTA) must either: (1) choose to be a part of the City of Tucson’s Plan, (2) choose to be a part of ADOT’s State Plan, or (3) choose to formally adopt their own TAM Plan. The RTA has chosen to be a part of the City of Tucson’s Plan for the management of its FTA assets.

5339 - Bus and Bus Facilities Formula Grants

The 5339 program provides capital funding to replace, rehabilitate and purchase buses and related equipment and to construct bus-related facilities.

Funding is available to designated recipients and states that operate or allocate funding to fixed-route bus operators. Sub recipients under this program include public agencies or private nonprofit organizations engaged in public transportation, including those providing services open to a segment of the general public, as defined by age, disability, or low income.

Funding in the amount of \$65.5 million will be allocated, with each state receiving \$1.25 million and each territory (including D.C. and Puerto Rico) receiving \$500,000. Funds are available for three years after the fiscal year in which the amount is apportioned. The remaining formula is based upon population, vehicle revenue miles and passenger miles.

Funding can be used for capital projects to replace, rehabilitate and purchase buses, vans, and related equipment, and to construct bus-related facilities.

Jurisdictional Maintenance of Effort Intergovernmental Agreements

Two jurisdictions, Pima County and the Town of Marana, currently have in place Maintenance of Effort Intergovernmental Agreements (MOEs) with the RTA for transit services. The MOEs outline necessary funding contributions to continue providing 2004 levels of service along routes and in areas that were formally funded and managed by the County and the Town. This ensures that all RTA funds contribute only to projects expanding levels of service as they were in 2004, the year the RTA was reestablished. Funding amounts in the MOEs are determined by taking the 2004 base share of service costs formerly carried by the jurisdictions and adjusting the funding annually based on the percentage change in GDP from the previous calendar year. This arrangement allows the jurisdictions to continue funding services while also recognizing the efficiency gains of allowing a single entity, the RTA, to provide seamless regional service. MOE funds are considered pass-through revenue by the RTA because the dollars are dedicated to contractually specified services with Sun Tran, Sun Van, and Total Transit.

The City of Tucson and the Town of Oro Valley also have MOE agreements in place with the RTA. These agreements, however, do not require a transfer of pass through funds to the RTA. Instead, the City and the Town must maintain contributions to transit operations at pre-RTA levels.

Farebox Revenue

Farebox revenue represents a small but important source of transit funding. Farebox revenues are usually described in terms of a farebox recovery ratio, or the ratio of the total operating costs of a transit system to the total fares collected. Looking at farebox revenue in terms of a ratio to operating costs provides a window into operating efficiency. Transit operators can use the ratio as one means of determining if they are providing high quality service at a low price to customers while incurring minimal operating costs. While it is unreasonable to expect that most public transportation systems could ever be self sufficient, it is reasonable to use the farebox recovery ratio as a guidepost to help self-correct inefficiencies and maintain a predictable revenue stream.

Advertising Revenue

Sun Tran collects advertising revenue from interior bus advertisements and limited bus-wrap advertisements. As part of their strategic five-year plan, Sun Tran is considering ways to increase advertising revenues by reaching new clients and diversifying their product mix, including advertisements on the Sun Link system. At the regional level, Sun Tran and Sun Link are currently the only operators using advertising as a funding source.

3. OPERATING PLAN & BUDGET

The operating plan and budget summarizes funding sources, anticipated expenditures, and revenue projections for RTA transit projects and regional FTA programs. Also included are funding sources and anticipated expenditures for jurisdictional transit funds. While best efforts are made to correctly forecast an accurate financial outlook, operating expenditures are subject to a number of factors including ridership demand and fuel prices that are difficult to predict.

3.1 Operating Funding Sources

Regional transit operational funding is derived from local jurisdictional general funds (including jurisdictional MOEs), the RTA Plan Transit Element, and FTA grants.

General Funds

The City of Tucson, the Town of Oro Valley, the Town of Marana, and Pima County all make general fund contributions to regional transit operations. The majority of the Sun Tran and Sun Van operating expenses are paid directly from the City of Tucson general fund. The Town of Oro Valley also makes direct general fund contributions to regional transit through the Oro Valley ADA and DAR senior service. General fund outlays by the Town of Marana and Pima County are paid through MOEs, as described below.

RTA Funding

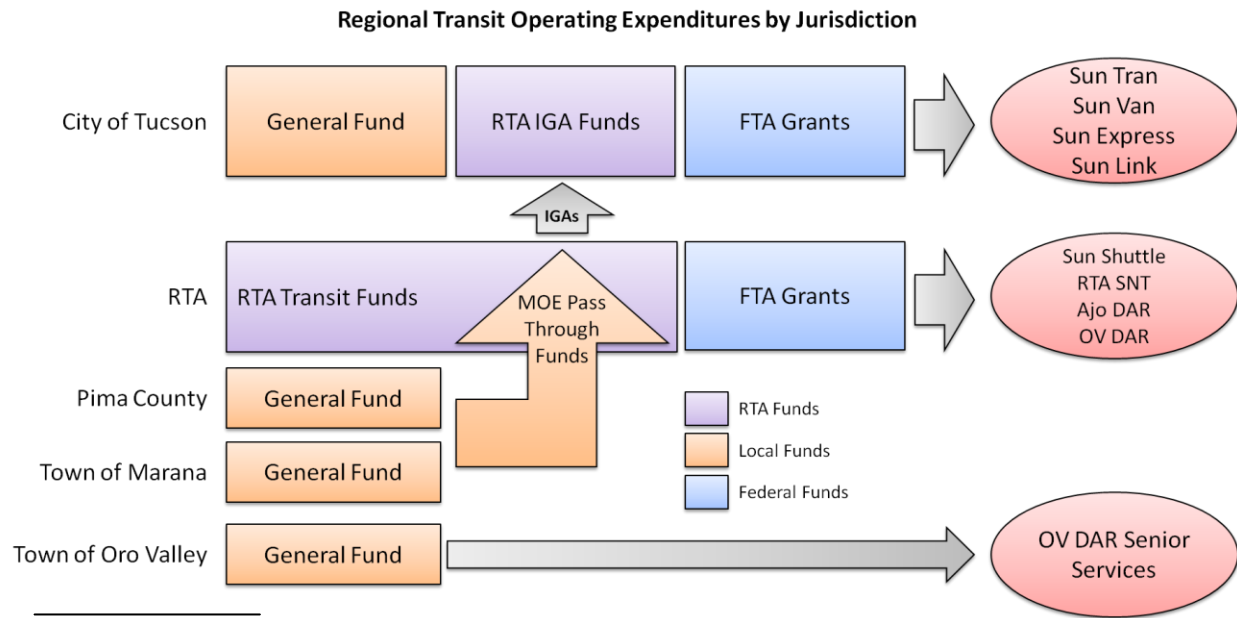
The RTA Plan Transit Element provides part or all of the funding for nearly every transit service in Pima County. Operations funded under the RTA include Sun Tran local and express service and service area expansion, Sun Van service, ADA Sun Shuttle Dial-a-Ride, regional and rural Sun Shuttle circulator service, and committed operational funding for the Sun Link streetcar.

FTA Grants

FTA 5311 grants provide partial funding for Sun Shuttle routes running primarily in areas designated as rural by the U.S. Census. These include Routes 410, 421, 440, Green Valley/ Sahuarita general public dial-a-ride service area, the Ajo/Tucson intercity route 486, and the Ajo Dial-a-Ride area. FTA 5307 grants provide some preventative maintenance funding for Sun Tran, Sun Express, and Sun Van vehicles as well as funding for bus purchases for all regional partners. FTA 5310 grants provide capital, operating, and mobility management funding for services provided to the elderly and persons with disabilities.

Jurisdictional MOEs

As mentioned in the previous section, jurisdictional MOEs are engaged between the RTA and Pima County and the Town of Marana to continue funding services previously paid directly to the City of Tucson via IGAs for services provided by Sun Tran and Sun Van. IGAs between the RTA and the City of Tucson oblige the RTA to pass the MOE funds through to the City as the financial manager of Sun Tran, centralizing and simplifying the IGA process.

**Figure 14**

3.2 Operating Revenue Projections and Planned Expenditures

3.2.1 RTA Plan Forecast

RTA Plan transit revenue projections are made by taking the total RTA Plan sales tax revenue for the previous fiscal year, calculating 25 percent of that total for allocation to transit, and adding 3 percent in future years as a conservative estimation of revenue growth. Sales tax revenue projections are based on the University of Arizona Eller College of Management estimates.

- Total RTA Plan Sales Tax Revenue x 25% = RTA Transit Operations Budget (TOB)
- (RTA TOB x 3%) + Previous FY Revenue (Actual or Projected) = RTA Transit Operation Budget in each subsequent year

Table 5						
RTA Five-Year Transit Operating Financial Forecast						
	FY 2017 Projected	FY 2018 Projected	FY 2019 Projected	FY 2020 Projected	FY 2021 Projected	Total
Sales Tax Revenue	\$19,533,121	\$20,384,198	\$21,241,384	\$22,156,048	\$23,079,537	\$106,394,288
Grant & MOE Revenue	\$7,724,826	\$7,835,249	\$7,947,771	\$8,062,444	\$8,179,319	\$39,749,609
Revenue Total	\$27,257,947	\$28,219,446	\$29,189,155	\$30,218,492	\$31,258,857	\$146,143,897
Budgeted Expenditures	\$27,086,821	\$27,899,425	\$28,736,408	\$29,598,500	\$30,486,455	\$143,807,609
Difference	\$171,126	\$320,021	\$452,747	\$619,992	\$772,402	\$2,336,288

3.2.2 City of Tucson Operating Forecast

Table 6						
City of Tucson Five-Year Transit Operating Forecast						
	FY 2017 Projected	FY 2018 Projected	FY 2019 Projected	FY 2020 Projected	FY 2021 Projected	Total
Revenue	\$89,768,570	\$91,264,950	\$101,916,060	\$99,407,830	\$101,159,780	\$483,517,190
Expenditures	\$89,768,570	\$91,264,950	\$101,916,060	\$99,407,830	\$101,159,780	\$483,517,190

*From the FY2017-21 forecast. Forecasted amounts pending approval by City Council and subject to change.

3.2.3 Town of Oro Valley Operating Forecast

Table 7						
Town of Oro Valley Five-Year Transit Operating Forecast						
	FY 2017 Projected	FY 2018 Projected	FY 2019 Projected	FY 2020 Projected	FY 2021 Projected	Total
Revenue	\$1,408,000	\$1,429,120	\$1,450,557	\$1,472,315	\$1,509,123	\$7,269,115
Expenditures	\$1,617,395	\$1,657,830	\$1,699,276	\$1,741,758	\$1,802,719	\$8,518,977
Difference	(\$209,395)	(\$228,710)	(\$248,719)	(\$269,442)	(\$293,596)	(\$1,249,862)

*The Town of Oro Valley typically addresses operational deficits with general fund appropriations. This is projected to continue and is subject to Council approval.

3.2.4 Pima County and Town of Marana MOE Forecast

Pima County and Town of Marana MOE contribution levels are calculated each fiscal year. The amount owed is adjusted by the annual percentage change from the previous calendar year in the gross domestic product (GDP) price deflator, defined by Arizona Revised Statue, and made part of the MOE agreements by formal amendment. Such amendments are executed in writing by the Executive Director of the RTA and representatives appointed by the respective jurisdictions.

3.3 Current and Anticipated Service Levels

Table 8 summarizes the services, modes and mode types that will be operated during the life of the plan. For a complete description of services and service areas, please refer to **Section 1.3**.

Table 8		
Service	Mode	Mode Type
Sun Tran	Bus	Fixed Route/Express
Sun Van	Bus/Van	Demand Response
Sun Link	Modern Streetcar	Fixed Guideway
Sun Shuttle	Bus/Van	Fixed Route
Sun Shuttle DAR General Public ¹	Bus/Van	Demand Response
RTA Sun Shuttle DAR ADA ²	Bus/Van	Demand Response

¹Includes Ajo DAR

²Includes Oro Valley ADA service

3.4 Planning for Service Level Changes

3.4.1 Service Frequency Improvements and Service Area Expansions

On an annual basis, the PAG/RTA TWG reviews and evaluates Sun Tran and Sun Shuttle routes for service frequency improvements and/or service area expansion. Proposed route changes are ranked using existing ridership data, in the case of frequency improvements, or estimated demand based on a GIS analysis of population within a half mile of a fixed-route line, for service area expansion.

Once the initial ranking is complete, additional factors such as vehicle availability or service refusals are taken into account. The final step is a fiscal constraint analysis to ensure the sustainability of any proposed improvement/extension. High ranking projects that pass the fiscal constraint analysis and are approved by a vote of the TWG are implemented once any logistical considerations are resolved. For a more detailed explanation of the service frequency improvements and service area expansion process, please see **Appendix I**.

In 2013, the City of Tucson conducted a Comprehensive Operational Analysis (COA) of the transit services provided by the City and other regional partners. The COA includes conclusions and specific recommendations toward the continual improvement of the transit services. The COA has studied strengths and weaknesses and developed recommendations for improvement. Reasons for conducting the COA included: the need for innovation and investment in the transit system and limited funding resources. The last COA was conducted in 1997. The COA process and final report addressed the following: Market Assessment, including an onboard customer survey; Ridership analysis resulting in route profiles; Sun Tran key performance indicator peer review; Sun Tran fare review; Sun Tran runcutting procedures review; Review of current service structure; service standards; recommended service plans; long range planning and next steps; and conclusions and costs savings estimates. The COA process has allowed for initial analysis into customer satisfaction and areas for improvement in the region's system. The approved recommendations that come out of the COA will help to guide future service expansion, cuts and additional efficiency improvements.

3.4.2 Sun Shuttle ADA Dial-a-Ride Area Expansion

The PAG/RTA TWG also conducts evaluations to determine how best to expand the Sun Shuttle ADA Dial-a-Ride Service area. This process involves initially determining areas without service, developing potential transit implementation strategies for those areas and then making recommendations for expansion based on fiscal constraints.

During the 2012 process, three areas were identified and a two-phase implementation process was developed. The first phase involved implementing service for the top ranked service expansion area during FY 2012-13. The second phase involved improving the efficiency of services and implementing as much expansion as possible during the next contract service rebidding process. RTA Transit Services anticipates this process, conducted on an annual basis, will meet the continuing and future ADA demand of the community. For a more detailed explanation of the Sun Shuttle ADA Dial-a-Ride Service area expansion process, please see **Appendix I**.

4. CAPITAL PLAN & BUDGET

Vehicles are the principal asset of every transit fleet and provide the primary point of interaction with transit customers. Additionally, vehicle replacement constitutes the bulk of the projected capital outlay for the region. Given these factors, the importance of maintaining a resilient and vital fleet is paramount. With proper maintenance, transit vehicle life expectancy can be predicted with a reliable degree of accuracy, helping operators budget future resources efficiently. When it comes time for vehicle replacement, an accurate fleet inventory and sound capital plan are critical for operators to provide a consistently high level of service.

4.1 Fleet Inventory

4.1.1 Sun Tran

The City of Tucson owns and operates, and Sun Tran manages, the principal fleet of transit vehicles in the Tucson region. Sun Tran's 246 active-vehicle fleet is composed of 246 Gillig buses of which 190 are biodiesel fueled vehicles, 45 are compressed natural gas (CNG), and 11 are hybrid vehicles. All vehicles are 40 feet in length, seat between 36 to 40 passengers, are equipped with bike racks and with hydraulic lifts to accommodate wheelchairs and passengers with ambulatory difficulty.

4.1.2 Sun Van

Also managed by the City of Tucson and Sun Tran, the Sun Van fleet of paratransit vehicles is composed of 138 active vehicles. All Sun Van vehicles seat between 3 to 12 passengers, are equipped with hydraulic lifts, and all but 11 can accommodate wheelchairs. There are 5 vans on the Ford E-450 chassis with diesel engines, 113 vans on the Ford E-350 chassis with gasoline engines, 10 Dodge Braun mini-vans with gasoline engines, and 10 Ford Taurus sedans with gasoline engines.

The current Sun Van fleet by manufacturer:

1. There are 5 diesel engine vans, 25 feet long, manufactured by Starcraft.
2. There are 24 gasoline engine vans, 21.6 feet long, manufactured by Elkhart.
3. There are 89 gasoline engine vans, 21 feet long, manufactured by both Starcraft, and Glaval.
4. There are 10 gasoline engine mini-vans, manufactured by Entervan.
5. There are 10 gasoline engine sedans, manufactured by Ford.

4.1.3 Sun Shuttle, Sun Shuttle Dial-a-Ride, and Ajo Dial-a-Ride

Sun Shuttle fixed-route, Sun Shuttle Dial-a-Ride general public and ADA, and Ajo Dial-a-Ride fleets are a mix of RTA and contractor owned vehicles. 9 Sun Shuttle routes and the Sahuarita/Green Valley DAR, all operated through contract with Total Transit, is served by a fleet consisting of 18 RTA owned vehicles. The Sun Shuttle DAR fleet serving the Town Oro Valley and surrounding areas is composed of 26 vehicles owned by the Town. The vehicles serving the RTA Sun Shuttle DAR ADA area are owned and operated by Total Transit under contract to the RTA. Finally, the Sun Shuttle and Ajo Dial-a-Ride fleet used on Route 486 between Ajo and Tucson and within the Ajo DAR area, operating under contract with Ajo Transportation, is composed of 2 RTA-owned vehicles, 1 Pima County-owned vehicle, and 3 vehicles owned by Ajo Transportation.

Table 9				
Regional Transit Current Active Fleets				
Service Provider	Service	Number of Active Vehicles	Vehicle Class	Average Fleet Age
City of Tucson	Sun Tran	246	Heavy-duty	5.5
City of Tucson	Sun Van	138	Light-duty	2
RTA	Sun Shuttle/ SS Dial-a-Ride	17	Light-duty	1.8
RTA/Oro Valley	Sun Shuttle Dial-a-Ride	26	Light-duty	5.5
RTA/Ajo	Sun Shuttle/ Ajo Dial-a-Ride	6	Light-duty	6.3

4.2 Fleet Replacement Policy

Many factors must be considered when making the decision to replace fleet vehicles. Most transit operators make retirement decisions based on a determination of a vehicle's "useful life" or the amount of utilization after which a vehicle is deemed "no longer fit for use." Vehicle age is the simplest determinate of useful life and provides a baseline to evaluate other data. Mileage provides the second most important useful vehicle life data and usually must be combined with vehicle age to gauge an accurate picture of vehicle health. Other important factors in determining retirement age are perceived service quality and funding availability, the first because a vehicle may be seen as "unfit" by passengers before it becomes functionally inoperable, the second because some operators may be financially constrained and must operate vehicles longer than they might otherwise.

The FTA has established guidelines in order to aid fleet operators with replacement decisions and to ensure the lifetime value of fleet vehicles is fully recognized. These guidelines must be followed by any operator receiving federal funding to purchase vehicles. FTA guidelines provide service-life categories based on vehicle age or mileage for all standard transit vehicle classes from heavy- to light-duty. The service-life categories represent the *minimum* service life each vehicle class must attain prior to retirement in order to avoid FTA penalties. It is important to note that the FTA sets the service-life minimum requirement such that some useful vehicle life does remain but the majority of useful life has been exhausted. This minimum service life is when an operator *can* retire a vehicle. Optimal useful life, or when an operator *should* replace a vehicle, must therefore occur after this minimum. **Table 10** lists the FTA minimum service life vehicle categories (referred to as "12-year vehicles," "10-year vehicles," etc.).

Table 10		
FTA Minimum Service Life Vehicle Categories		
Category	Minimum Service Life (Whichever Comes First)	
	Years	Miles
Heavy-Duty Large Bus	12	500,000
Heavy-Duty Small Bus	10	350,000
Medium-Duty Bus	7	200,000
Light-Duty Mid-Sized Bus	5	150,000
Light-Duty Small Bus, Cutaways, and Modified Vans	4	100,000

Sun Tran and the RTA adhere to FTA guidelines for minimal service life. Beyond minimal service life requirements, vehicle retirement and replacement decisions are made on a per-vehicle basis and take into account ongoing maintenance requirements and capital replacement costs.

4.3 Fleet Replacement Schedule

The following table represents expected amounts and dates for vehicle replacement, and anticipated costs based on current vehicle market prices.

Table 11							
Service Provider							Totals
Service		2017	2018	2019	2020	2021	
City of Tucson	Vehicles	0	0	21	19	14	54
Sun Tran	Cost	\$0	\$0	\$11,696,000	\$10,907,000	\$8,280,000	\$30,883,000
City of Tucson	Vehicles	19	0	22	22	31	94
Sun Van	Cost	\$1,743,000	\$0	\$2,154,200	\$2,220,500	\$3,831,300	\$9,949,000
RTA	Vehicles	10	7	0	8	8	33
Sun Shuttle	Cost	\$1,100,200	\$712,300	\$0	\$1,008,600	\$797,800	\$3,618,900
RTA/Oro Valley	Vehicles	5	5	5	5	5	25
Sun Shuttle DAR	Cost	\$375,000	\$375,000	\$375,000	\$375,000	\$375,000	\$1,875,000
RTA/Ajo	Vehicles	0	0	3	0	0	3
Ajo Sun Shuttle	Cost	\$0	\$0	\$480,000	\$0	\$0	\$480,000
Vehicle Total		34	12	51	54	58	209
Cost Total		\$3,218,200	\$1,087,300	\$14,705,200	\$14,511,100	\$13,284,100	\$46,805,900

4.4 Capital Funding Sources

Regional capital funding is derived from local jurisdictional general funds, the RTA Plan Transit Element, and FTA grants. Unlike operating budgets, FTA grants and RTA funds provide a larger portion of regional capital budgets than general fund contributions. FTA grant funding rules are generally structured to provide a larger contribution from the federal government when funds are used for capital projects over operating funds. Therefore it benefits transit managers to use federal funding for capital projects and pay for operations through other means.

FTA Grants

The RTA has used 5316, 5317 and 5311 federal grants to purchase Sun Shuttle vehicles. The 5316 and 5317 programs have been consolidated under MAP-21, so after FY 2013-14, the RTA now purchases vehicles using 5311 and RTA transit funds. The RTA will also start using 5307 funds for vehicle purchases in 2017.

The City of Tucson, as the designated recipient of the 5307 and 5339 grant programs, uses these funds to purchase replacement and expansion buses, as well as fund maintenance as minor requirements of the 5307 funding.

5310 funding is awarded to various recipients around the region providing vans to transport the elderly and people with disabilities. The City of Tucson is a recipient of 5310 operational funding for its Sun Van Optional Area service. The Town of Oro Valley has used 5310 capital funding as one means of acquiring vehicles.

4.5 Capital Revenue Projections and Planned Expenditures

The following capital forecasts are projected using a combination of current vehicle use from existing and planned service levels, FTA fleet replacement policy, and projected FTA grant funding and projected RTA sales tax revenue.

4.5.1 RTA Capital Forecast

Table 12						
RTA Five-Year Transit Capital Financial Forecast						
	FY 2017 Projected	FY 2018 Projected	FY 2019 Projected	FY 2020 Projected	FY 2021 Projected	Total
Revenue	\$1,100,200	\$712,300	\$0	\$1,008,600	\$797,800	\$3,618,900
Expenditures	\$1,100,200	\$712,300	\$0	\$1,008,600	\$797,800	\$3,618,900

4.5.2 City of Tucson Capital Forecast

Table 13						
City of Tucson Five-Year Transit Capital Financial Forecast						
	FY 2017 Projected	FY 2018 Projected	FY 2019 Projected	FY 2020 Projected	FY 2021 Projected	Total
Revenue	\$8,113,150	\$5,436,100	\$18,654,200	\$13,441,500	\$12,465,300	\$58,110,250
Expenditures	\$8,113,150	\$5,436,100	\$18,654,200	\$13,441,500	\$12,465,300	\$58,110,250

*From the FY2017-21 forecast

4.5.3 Town of Oro Valley Capital Forecast

Table 14						
Town of Oro Valley Five-Year Transit Capital Financial Plan						
	FY 2017 Projected	FY 2018 Projected	FY 2019 Projected	FY 2020 Projected	FY 2021 Projected	Total
Revenue	\$300,000	\$372,000	\$372,000	\$372,000	\$372,000	\$1,788,000
Expenditures	\$400,000	\$400,000	\$400,000	\$400,000	\$400,000	\$2,000,000



Appendices

Appendix A	RTA Funded Sun Tran Service Expansion 2006 - 2013
Appendix B	Remaining RTA Expansion Projects
Appendix C	PAG Transit Working Group Committee Fact Sheet
Appendix D	Sun Shuttle Route Maps and Schedules
Appendix E	RTA Transit Policies
Appendix F	Sun Shuttle and Sun Shuttle Dial-a-Ride Service Record
Appendix G	Prioritization Process for Programming Regional Transit Funds
Appendix H	FY 2017 – 2021 Proposed Transit Funding
Appendix I	Evaluation of RTA Bus Service Improvements and Expanded Special Needs Service Area Analysis
Appendix J	FY 2016 – 2017 Sun Tran Route Changes

Appendix A: RTA Funded Sun Tran Service Expansion 2006 - 2013

May 16, 2006	Pima County voters approved the Regional Transportation Authority's (RTA) 20-year, \$2.1 billion regional transportation plan.
August 14, 2006	Sun Tran was pleased to launch the first project of the RTA plan with additional bus trips scheduled to serve passengers where overcrowding had occurred on a regular basis for several years. Additionally, stand-by buses were positioned throughout the service area on a daily basis, assisting with overcrowding situations where possible. Sun Tran continues to provide its best effort to relieve overcrowding with the resources provided by the RTA. Due to Sun Tran's continuing ridership growth, it is possible that some overcrowding may continue to occur.
February 2007	Eight of Sun Tran's routes received later weeknight service. Specifically, Routes 4, 8 and 16 received later weeknight service to midnight and Routes 3, 6, 7, 9 and 11 received later weeknight service until 11 p.m.
May 2007	Sun Tran launched later weeknight service on seven more routes funded by the RTA. Routes 1, 10, 15, 17, 19, 22 & 34 received weeknight service until 11 p.m.
August 2007	Sun Tran extended weeknight service hours on Routes 2, 21, 23, 26, 27 and 29. Weekend service hours were also extended on Routes 3, 4, 6, 7, 8, 9 and 11. Route 16 now serves Ina Road and has extended hours on Sundays.
November 2007	With funding from the RTA, Sun Tran launched extended weekend service hours on seven more routes.
August 2008	Sun Tran launched weekend service hours for Routes 20 and 37, neither having weekend service before. Also, extended weekend service hours were provided for an additional six routes.
February 2009	Sun Tran placed 11 replacement buses and 36 new express buses into service. Three new express routes serving Oro Valley and Rita Ranch also were launched.
August 2009	Sun Tran extended service on Routes 27 and 312X, with improved frequency from 30 to 15 minutes also on Route 27. Routes 103X and 105X added two morning and two afternoon trips each weekday, and Routes 1, 3, 5, 6, 7, 9, 16, 17, & 23 had trips added to accommodate seasonal demand.
February 2010	Sun Tran added morning and afternoon trips for Routes 101X and 109X to better meet passenger needs.
August 2010	Supplemental service was added to Routes 3, 5, 7, 9, 16, 17 and 23 to accommodate seasonal demand. Also, Route 27 added a bus stop at the Casino del Sol's north entrance to better serve passengers visiting the casino.
August 2011	Supplemental service was added to Routes 1, 3, 5, 7, 8, 9, 16, 17, and 23 to accommodate seasonal demand.
August 2012	Supplemental service was added to Routes 1, 3, 7, 9, 16, 17 and 23 to accommodate seasonal demand.
February 2013	Additional weekday trips were added for Routes 7 and 16. Specifically, 42 trips were added to Route 7 and 43 trips to Route 16. Additionally, supplemental service was added to Routes 1, 3, 7, 9, 16, 17 and 23 to accommodate seasonal demand.
June 2013	RTA funds were utilized to launch the SunGO smartcard fare payment system, providing the ability for passengers to travel between Sun Tran, Sun Express, Sun Shuttle and eventually the Sun Link modern streetcar with just one card.
August 2013	Supplemental service was added to Routes 1, 3, 5, 9 and 17 to accommodate seasonal demand.

Appendix B: Remaining RTA Expansion Projects

Service Frequency Projects					
ROUTE	ROUTE NAME	IMPROVEMENT TYPE	RECOMMENDED RANK	BUSES REQUIRED	PROJECTED ANNUAL COST
19	Stone	Service Frequency	1	2	\$377,100
11	Alvernon	Service Frequency	2	3	\$674,000
6	S. Park Ave/N. 1st Ave	Service Frequency	5	0	\$895,600
3	6th St/Wilmot	Service Frequency	6	3	\$511,200
9	Grant	Service Frequency	7	2	\$503,400
10	Flowing Wells	Service Frequency	8	3	\$534,900
4	Speedway	Service Frequency	9	0	\$702,600
15	Campbell	Service Frequency	10	2	\$332,300
Totals				15	\$4,531,100

New Route and Route Extension Projects					
ROUTE	ROUTE NAME	IMPROVEMENT TYPE	RECOMMENDED RANK	BUSES REQUIRED	PROJECTED ANNUAL COST
15	Campbell	Route Extension	1	5	\$737,700
11	Alvernon	Route Extension	2	3	\$575,400
N/A	Houghton	New Route	4	4	\$1,480,900
4 S	Speedway	Route Extension	5	2	\$15,700
Totals				14	\$2,809,700
Grand Total				29	\$7,340,800

Appendix C

PAG Transit Working Group Committee Fact Sheet

PAG/RTA Transit Working Group

Type: Working Group

Committee Established: 2011

Expected Sunset: Ongoing

Form Updated: Fall 2016

Purpose: The PAG Transit Working Group was formed in 2011 to recommend, prioritize and program federal transit funds for the region. The working group also will serve as an evaluation committee for the planning of future transit capital projects and system operations of regional significance.

Reporting Requirements: The PAG Transit Working Group reports to the PAG Transportation Improvement Program Subcommittee and Transportation Planning Committee.

	Official Representative	Representative's Position	Designated Alternate(s)
Membership: <i>PAG Member Jurisdictions:</i> Pima County City of Tucson Town of Oro Valley Town of Marana ADOT City of South Tucson Town of Sahuarita Pascua Yaqui Tribe Tohono O'odham Nation	Jonathan Crowe Sam Credio Jon Hawbaker Lisa Shafer Joel Gastelum Anna Casadei Ian Geitner Steve Tipton	Principal Planner, Transportation Transit Administrator Transit Crew Leader Community Development Director Planning and Zoning Director Senior Planner Infrastructure Project Manager Planner	John Zukas or Nicholas Scherer Aimee Ramsey Rick Robinson Maria Arvayo
Ex-Officio Members (nonvoting):			
University of Arizona Sun Tran/ Sun Van PAG/RTA	Jessica Hersh-Ballering Jared A. Forte James McGinnis	Alternative Modes Coordinator Assistant General Manager Transit Services Manager	Kate Riley

Chair: Served by PAG staff **Vice Chair:** None.

Quorum: Simple majority of voting members at which a quorum is present shall rule on issues where consensus is unattainable.

Operating Procedures: PAG's Guidelines and Recommendations for Committee Chairpersons. Policies and Administrative Procedures dated Jan. 5, 2000.

Meeting Schedule: Second Tuesday of the month.
Meeting Minutes: Legal Action Report.
PAG Staff Lead: James McGinnis, Transit Services Manager
PAG Staff Attendance: Katharine Mitchell. Other PAG staff as assigned.

Appendix D

Route Maps and Schedules

ROUTE 401 · N. ORACLE/CATALINA

P Park & Ride Lot

Rancho Vistoso/Innovation Park

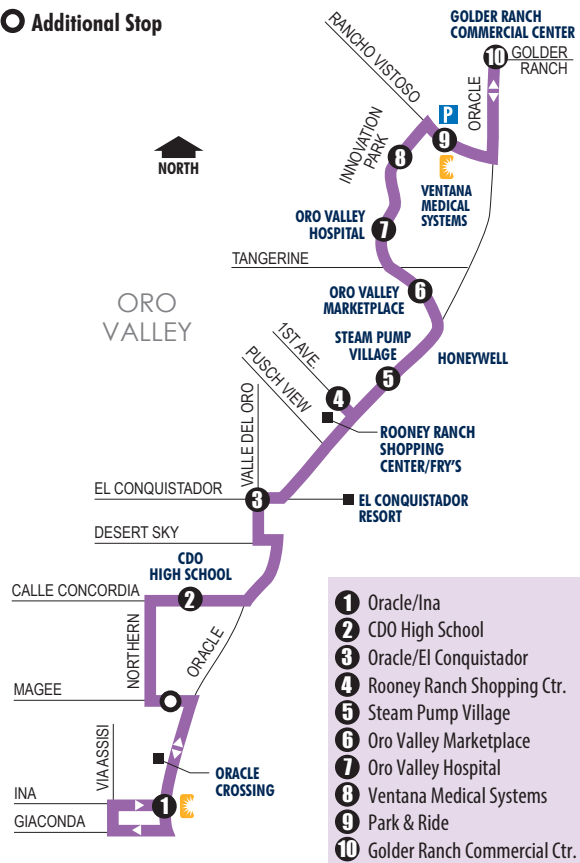


Connect to Sun Tran:

Routes 16, 103X, 107X—Stop **1**

Routes 107X, 203X—Stop **9**

O Additional Stop



MONDAY-FRIDAY / NORTHBOUND

1	2	3	4	5	6	7	8	9	10
5:45	5:56	5:59	6:05	6:06	6:14	6:19	6:21	6:23	6:32
6:45	6:56	6:59	7:05	7:06	7:14	7:19	7:21	7:23	7:32
7:45	7:56	7:59	8:05	8:06	8:14	8:19	8:21	8:23	8:32
8:45	8:56	8:59	9:05	9:06	9:14	9:19	9:21	9:23	9:32
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3:45	3:56	3:59	4:05	4:06	4:14	4:19	4:21	4:23	4:32
4:45	4:56	4:59	5:05	5:06	5:14	5:19	5:21	5:23	5:32

MONDAY-FRIDAY / SOUTHBOUND

10	9	8	7	6	5	4	3	2	1
6:37	6:46	6:48	6:50	6:54	7:02	7:04	7:10	7:12	7:26
7:37	7:46	7:48	7:50	7:54	8:02	8:04	8:10	8:12	8:26
8:37	8:46	8:48	8:50	8:54	9:02	9:04	9:10	9:12	9:26
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10:37	10:46	10:48	10:50	10:54	11:02	11:04	11:10	11:12	11:26
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12:37	12:46	12:48	12:50	12:54	1:02	1:04	1:10	1:12	1:26
1:37	1:46	1:48	1:50	1:54	2:02	2:04	2:10	2:12	2:26
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3:37	3:46	3:48	3:50	3:54	4:02	4:04	4:10	4:12	4:26
4:37	4:46	4:48	4:50	4:54	5:02	5:04	5:10	5:12	5:26
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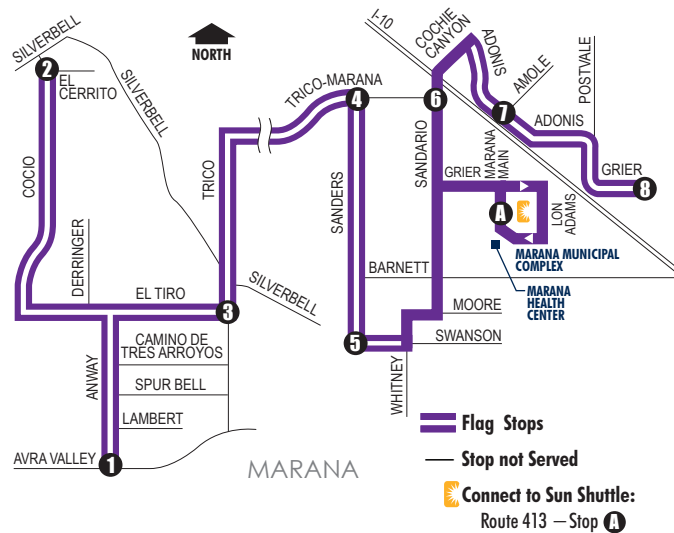
SATURDAY / NORTHBOUND

1	2	3	4	5	6	7	8	9	10
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12:50	1:01	1:04	1:10	1:11	1:19	1:24	1:26	1:28	1:37
1:50	2:01	2:04	2:10	2:11	2:19	2:24	2:26	2:28	2:37

SATURDAY / SOUTHBOUND

10	9	8	7	6	5	4	3	2	1
8:42	8:51	8:53	8:55	8:59	9:07	9:09	9:15	9:17	9:31
9:42	9:51	9:53	9:55	9:59	10:07	10:09	10:15	10:17	10:31
10:42	10:51	10:53	10:55	10:59	11:07	11:09	11:15	11:17	11:31
11:42	11:51	11:53	11:55	11:59	12:07	12:09	12:15	12:17	12:31
12:42	12:51	12:53	12:55	12:59	1:07	1:09	1:15	1:17	1:31
1:42	1:51	1:53	1:55	1:59	2:07	2:09	2:15	2:17	2:31

ROUTE 410 · ANWAY/TRICO



MONDAY-FRIDAY / EASTBOUND

1	2	3	4	5	A	6	7	8
5:30	5:45	5:55	6:04	6:07	6:10	6:13	—	6:19
7:30	7:45	7:55	8:04	8:07	8:10	8:13	—	8:19
9:30	9:45	9:55	10:04	10:07	10:10	10:13	—	10:19
11:30	11:45	11:55	12:04	12:07	12:10	12:13	—	12:19
1:30	1:45	1:55	2:04	2:07	2:10	2:13	—	2:19
3:30	3:45	3:55	4:04	4:07	4:10	4:13	—	4:19
5:30	5:45	5:55	6:04	6:07	6:10	6:13	—	6:19

MONDAY-FRIDAY / WESTBOUND

8	7	6	A	15 minute wait	A	5	4	3	2	1
6:19	6:23	6:26	6:31		6:46	6:50	6:54	7:03	7:14	7:30
8:19	8:23	8:26	8:31		8:46	8:50	8:54	9:03	9:14	9:30
10:19	10:23	10:26	10:31		10:46	10:50	10:54	11:03	11:14	11:30
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4:19	4:23	4:26	4:31		4:46	4:50	4:54	5:03	5:14	5:30
6:19	6:23	6:26	6:31		6:46	6:50	6:54	7:03	7:14	7:30

SATURDAY / EASTBOUND

1	2	3	4	5	A	6	7	8
9:00	9:15	9:25	9:34	9:37	9:40	9:43	—	9:49
11:00	11:15	11:25	11:34	11:37	11:40	11:43	—	11:49
1:00	1:15	1:25	1:34	1:37	1:40	1:43	—	1:49

SATURDAY / WESTBOUND

8	7	6	A	15 minute wait	A	5	4	3	2	1
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ROUTE 411 · CORTARO/SILVERBELL

MONDAY - FRIDAY / NORTHBOUND

C	1	B	2	3	4	5	6	7	8	9
6:09	6:12	6:21	6:23	6:27	6:28	6:29	6:31	6:35	6:37	6:38
—	—	7:21	7:23	7:27	7:28	7:29	7:31	7:35	7:37	7:38
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—	—	5:21	5:23	5:27	5:28	5:29	5:31	5:35	5:37	5:38
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MONDAY - FRIDAY / SOUTHBOUND

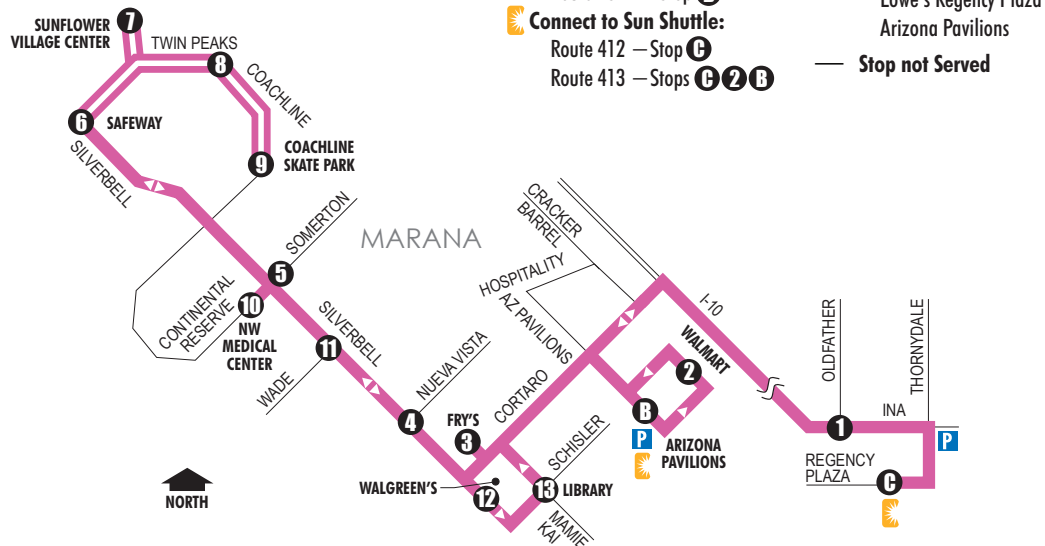
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SATURDAY / NORTHBOUND

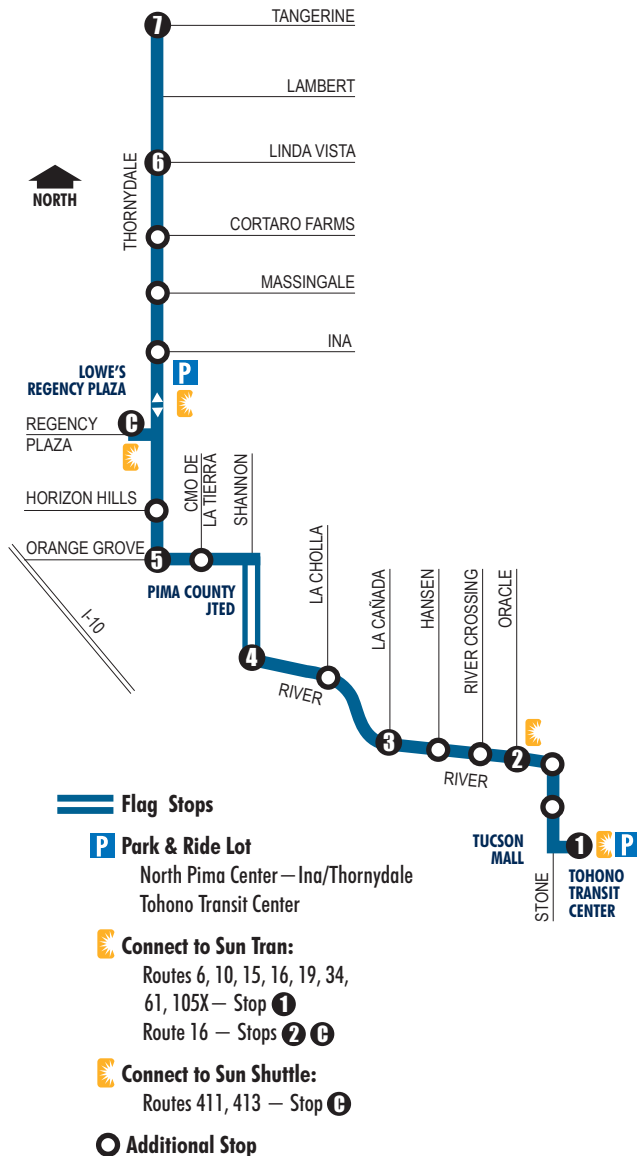
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—	—	10:30	10:32	10:36	10:37	10:38	10:40	10:44	10:46	10:47
—	—	11:15	11:17	11:21	11:22	11:23	11:25	11:29	11:31	11:32
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—	—	12:45	12:47	12:51	12:52	12:53	12:55	12:59	1:01	1:02
—	—	1:30	1:32	1:36	1:37	1:38	1:40	1:44	1:46	1:47
—	—	2:15	2:17	2:21	2:22	2:23	2:25	2:29	2:31	2:32

SATURDAY / SOUTHBOUND

9	8	7	6	10	11	12	13	B	1	C
9:17	9:18	9:20	9:24	9:29	9:30	9:31	9:33	9:36	—	—
10:02	10:03	10:05	10:09	10:14	10:15	10:16	10:18	10:21	—	—
10:47	10:48	10:50	10:54	10:59	11:00	11:01	11:03	11:06	—	—
11:32	11:33	11:35	11:39	11:44	11:45	11:46	11:48	11:51	—	—
12:17	12:18	12:20	12:24	12:29	12:30	12:31	12:33	12:36	—	—
1:02	1:03	1:05	1:09	1:14	1:15	1:16	1:18	1:21	—	—
1:47	1:48	1:50	1:54	1:59	2:00	2:01	2:03	2:06	—	—
2:32	2:33	2:35	2:39	2:44	2:45	2:46	2:48	2:51	—	—



ROUTE 412 · THORNYDALE/RIVER



MONDAY - FRIDAY / NORTHBOUND

1	2	3	4	5	6	7
5:24	5:28	5:31	5:36	5:41	5:47	5:58
6:54	6:58	7:01	7:06	7:11	7:17	7:28
8:24	8:28	8:31	8:36	8:41	8:47	8:58
9:54	9:58	10:01	10:06	10:11	10:17	10:28
11:24	11:28	11:31	11:36	11:41	11:47	11:58
12:54	12:58	1:01	1:06	1:11	1:17	1:28
2:24	2:28	2:31	2:36	2:41	2:47	2:58
3:54	3:58	4:01	4:06	4:11	4:17	4:28
5:24	5:28	5:31	5:36	5:41	5:47	5:58

MONDAY - FRIDAY / SOUTHBOUND

7	6	5	4	3	2	1
6:05	6:12	6:18	6:24	6:29	6:34	6:37
7:35	7:42	7:48	7:54	7:59	8:04	8:07
9:05	9:12	9:18	9:24	9:29	9:34	9:37
10:35	10:42	10:48	10:54	10:59	11:04	11:07
12:05	12:12	12:18	12:24	12:29	12:34	12:37
1:35	1:42	1:48	1:54	1:59	2:04	2:07
3:05	3:12	3:18	3:24	3:29	3:34	3:37
4:35	4:42	4:48	4:54	4:59	5:04	5:07
6:05	6:12	6:18	6:24	6:29	6:34	6:37

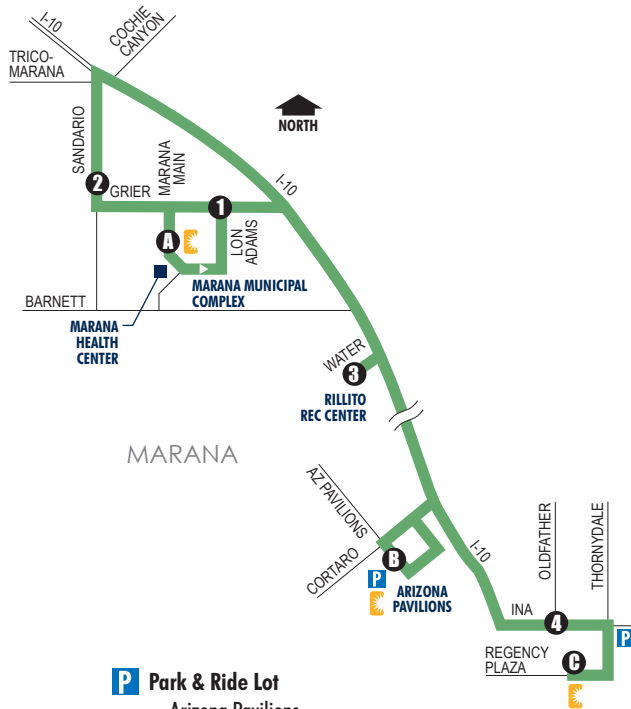
SATURDAY / NORTHBOUND

1	2	3	4	5	6	7
9:00	9:04	9:07	9:12	9:17	9:23	9:26
10:20	10:24	10:27	10:32	10:37	10:43	10:46
11:40	11:44	11:47	11:52	11:57	12:03	12:06
1:00	1:04	1:07	1:12	1:17	1:23	1:26

SATURDAY / SOUTHBOUND

7	6	5	4	3	2	1
9:45	9:54	9:57	10:03	10:08	10:13	10:16
11:05	11:14	11:17	11:23	11:28	11:33	11:36
12:25	12:34	12:37	12:43	12:48	12:53	12:56
1:45	1:54	1:57	2:03	2:08	2:13	2:16

ROUTE 413 · MARANA/I-10



MONDAY - FRIDAY / NORTHBOUND

C	4	B	3	2	1	A
7:09	7:12	7:21	—	—	—	7:38
—	—	8:21	—	—	—	8:38
9:09	9:12	9:21	—	—	—	9:38
—	—	10:21	—	—	—	10:38
11:09	11:12	11:21	—	—	—	11:38
—	—	12:21	—	—	—	12:38
1:09	1:12	1:21	—	—	—	1:38
—	—	2:21	—	—	—	2:38
3:09	3:12	3:21	—	—	—	3:38
—	—	4:21	—	—	—	4:38
5:09	5:12	5:21	—	—	—	5:38
—	—	6:21	—	—	—	6:38

MONDAY - FRIDAY / SOUTHBOUND

A	1	2	3	B	4	C
6:38	6:40	6:42	6:48	6:58	7:07	7:09
7:38	7:40	7:42	7:48	7:58	—	—
8:38	8:40	8:42	8:48	8:58	9:07	9:09
9:38	—	9:42	9:48	9:58	—	—
10:38	—	10:42	10:48	10:58	11:07	11:09
11:38	11:40	11:42	11:48	11:58	—	—
12:38	12:40	12:42	12:48	12:58	1:07	1:09
1:38	1:40	1:42	1:48	1:58	—	—
2:38	2:40	2:42	2:48	2:58	3:07	3:09
3:38	3:40	3:42	3:48	3:58	—	—
4:38	4:40	4:42	4:48	4:58	5:07	5:09
5:38	—	5:42	5:48	5:58	—	—
6:38	6:40	6:42	6:48	6:58	7:07	7:09

SATURDAY / NORTHBOUND

C	4	B	3	2	1	A
9:51	9:54	10:03	—	—	—	10:20
10:51	10:54	11:03	—	—	—	11:20
—	—	12:03	—	—	—	12:20
12:51	12:54	1:03	—	—	—	1:20
—	—	2:03	—	—	—	2:20
2:51	2:54	3:03	—	—	—	3:20

SATURDAY / SOUTHBOUND

A	1	2	3	B	4	C
9:20	9:22	9:24	9:30	9:40	9:49	9:51
10:20	10:22	10:24	10:30	10:40	10:49	10:51
11:20	—	11:24	11:30	11:40	—	—
12:20	12:22	12:24	12:30	12:40	12:49	12:51
1:20	—	1:24	1:30	1:40	—	—
2:20	2:22	2:24	2:30	2:40	2:49	2:51

ROUTE 421 · GREEN VALLEY/SAHUARITA-TUCSON CONNECTOR

P Park & Ride Lots

Laos Transit Center/Irvington
Sahuarita Town Hall—Sahuarita/Desert Gem
Green Valley Village—Front/Trader

Connect to Sun Tran:

Routes 1, 2, 3, 4, 6, 7, 8, 9, 10, 12, 16, 18, 21,
22, 23, 25, 103X, 105X, 107X, 109X, 110X —Stop **8**

Routes 2, 11, 12, 18, 23, 24, 25

26, 27, 29, 50, 202X, 203X —Stop **7**

Connect to Sun Shuttle:

Routes 430, 440, 486 —Stop **7**

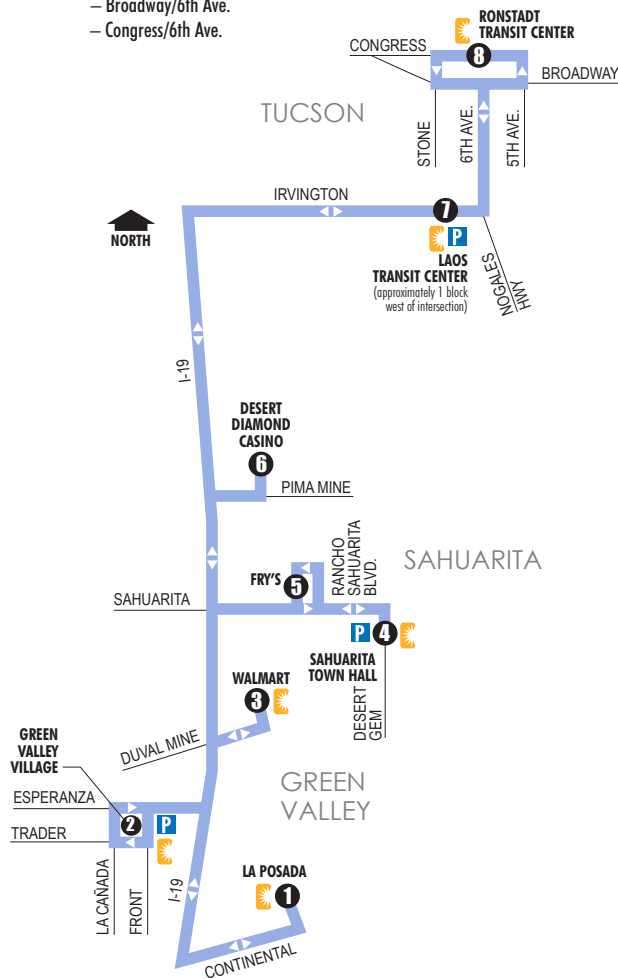
Dial-a-Ride —Stops **2 3 4 5**

Connect to Sun Link Streetcar:

—Stop **8**

—Broadway/6th Ave.

—Congress/6th Ave.



MONDAY-FRIDAY / SOUTHBOUND

8	7	6	4	5	3	2	1
5:18	5:33	5:56	6:03	6:06	6:15	6:23	6:30
7:15	7:30	7:53	8:00	8:03	8:12	8:20	8:27
7:53	8:08	8:31	8:38	8:41	8:50	8:58	9:05
9:50	10:05	10:28	10:35	10:38	10:47	10:55	11:02
12:25	12:40	1:03	1:10	1:13	1:22	1:30	1:37
2:40	2:55	3:18	3:25	3:28	3:37	3:45	3:52
3:00	3:15	3:38	3:45	3:48	3:57	4:05	4:12
5:15	5:30	5:53	6:00	6:03	6:12	6:20	6:27
5:35	5:50	6:13	6:20	6:23	6:32	6:40	6:47

MONDAY-FRIDAY / NORTHBOUND

1	2	3	4	5	6	7	8
6:00	6:07	6:15	6:24	6:27	6:34	6:57	7:12
6:38	6:45	6:53	7:02	7:05	7:12	7:35	7:50
8:35	8:42	8:50	8:59	9:02	9:09	9:32	9:47
9:13	9:20	9:28	9:37	9:40	9:47	10:10	10:25
11:10	11:17	11:25	11:34	11:37	11:44	12:07	12:22
1:45	1:52	2:00	2:09	2:12	2:19	2:42	2:57
4:00	4:07	4:15	4:24	4:27	4:34	4:57	5:12
4:20	4:27	4:35	4:44	4:47	4:54	5:17	5:32
6:35	6:42	6:50	6:59	7:02	7:09	7:32	7:47
6:55	7:02	7:13	7:22	7:25	7:29	7:52	8:07

SATURDAY / SOUTHBOUND

8	7	6	4	5	3	2	1
8:59	9:14	9:37	9:44	9:47	9:56	10:04	10:11
10:18	10:33	10:56	11:03	11:06	11:15	11:23	11:30
11:32	11:47	12:10	12:17	12:20	12:29	12:37	12:44
12:51	1:06	1:29	1:36	1:39	1:48	1:56	2:03
2:05	2:20	2:43	2:50	2:53	3:02	3:10	3:17

SATURDAY / NORTHBOUND

1	2	3	4	5	6	7	8
9:00	9:07	9:15	9:24	9:27	9:34	9:57	10:12
10:14	10:21	10:29	10:38	10:41	10:48	11:11	11:26
11:33	11:40	11:48	11:57	12:00	12:07	12:30	12:45
12:47	12:54	1:02	1:11	1:14	1:21	1:44	1:59
2:06	2:13	2:21	2:30	2:33	2:40	3:03	3:18
3:20	3:27	3:35	3:44	3:47	3:54	4:17	4:32

ROUTE 430 · TUCSON ESTATES

MONDAY - SATURDAY / WESTBOUND

1	2	3	4	5	6	7
—	—	6:15	6:21	6:24	6:27	6:33
7:28	7:38	7:45	7:51	7:54	7:57	8:03
8:58	9:08	9:15	9:21	9:24	9:27	9:33
10:28	10:38	10:45	10:51	10:54	10:57	11:03
11:58	12:08	12:15	12:21	12:24	12:27	12:33
1:28	1:38	1:45	1:51	1:54	1:57	2:03
2:58	3:08	3:15	3:21	3:24	3:27	3:33
4:28	4:38	4:45	4:51	4:54	4:57	5:03
5:58	6:08	6:15	6:21	6:24	6:27	6:33

MONDAY - SATURDAY / EASTBOUND

7	8	9	10	11	2	1
6:33	6:45	6:48	6:55	6:57	7:08	7:13
8:03	8:15	8:18	8:25	8:27	8:38	8:43
9:33	9:45	9:48	9:55	9:57	10:08	10:13
11:03	11:15	11:18	11:25	11:27	11:38	11:43
12:33	12:45	12:48	12:55	12:57	1:08	1:13
2:03	2:15	2:18	2:25	2:27	2:38	2:43
3:33	3:45	3:48	3:55	3:57	4:08	4:13
5:03	5:15	5:18	5:25	5:27	5:38	5:43
6:33	6:45	6:48	6:55	6:57	7:08	7:13

P Park & Ride Lot
Laos Transit Center/Irvington

Flag Stops

— Stop not Served

Connect to Sun Tran:
Routes 2, 11, 12, 18, 23, 24, 25,
26, 27, 29, 50 — Stop **1**
Route 23 — Stop **2**

Connect to Sun Shuttle:
Route 421, 440, 486 — Stop **1**

- 1** Laos Transit Center
- 2** Irvington at Mission
- 3** Calle Don Miguel at Camino de Oeste
- 4** Kinney at Bopp
- 5** Western Way Circle
- 6** Bopp at Donald
- 7** Bopp at San Joaquin
- 8** Camino Verde at Ajo Way
- 9** Lazy H Lightning at Branding Iron Park
- 10** Sunset at Irvington
- 11** Irvington at Sheridan



ROUTE · 440 SAN XAVIER

P Park & Ride Lot
Laos Transit Center/Irvington

Flag Stops

— Stop not Served

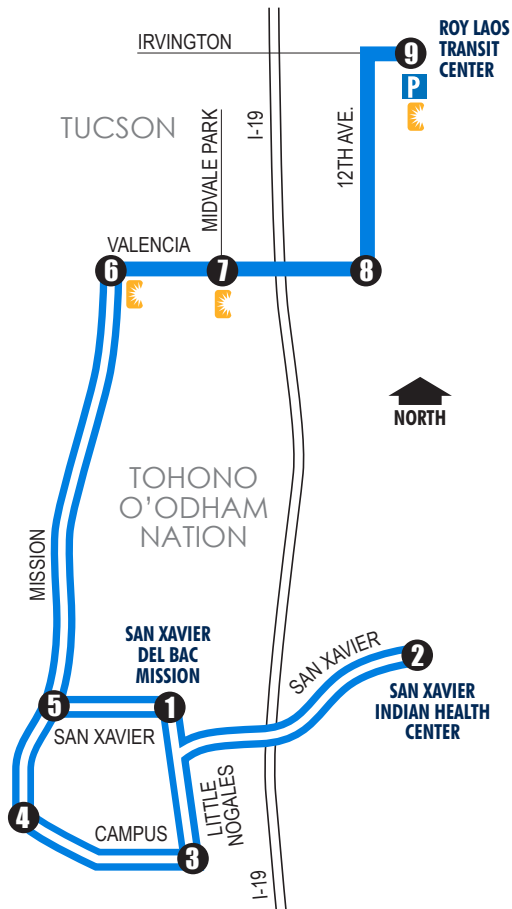


Connect to Sun Tran:
Routes 2, 11, 12, 18, 23, 24, 25,
26, 27, 29, 50 — Stop ⑨
Route 27, 29 — Stop ⑦
Route 29 — Stop ⑥



Connect to Sun Shuttle:
Routes 421, 430, 486 — Stop ⑨

- ① San Xavier Mission
- ② Health Center
- ③ Little Nogales at Campus
- ④ Campus at Mission
- ⑤ Mission at San Xavier
- ⑥ Mission at Valencia
- ⑦ Valencia at Midvale Park
- ⑧ Valencia at 12th Ave.
- ⑨ Laos Transit Center



MONDAY-FRIDAY / NORTHBOUND

①	②	③	④	⑤	⑥	⑦	⑧	⑨
6:30	—	6:33	6:35	6:40	6:43	6:47	6:50	6:56
7:40	7:46	7:54	7:56	8:01	8:04	8:08	8:11	8:17
8:50	8:56	9:04	9:06	9:11	9:14	9:18	9:21	9:27
10:00	10:06	10:14	10:16	10:21	10:24	10:28	10:31	10:37
11:10	11:16	11:24	11:26	11:31	11:34	11:38	11:41	11:47
12:20	12:26	12:34	12:36	12:41	12:44	12:48	12:51	12:57
1:30	1:36	1:44	1:46	1:51	1:54	1:58	2:01	2:07
2:40	2:46	2:54	2:56	3:01	3:04	3:08	3:11	3:17
3:50	3:56	4:04	4:06	4:11	4:14	4:18	4:21	4:27
5:00	5:06	5:14	5:16	5:21	5:24	5:28	5:31	5:37
6:10	6:16	6:24	6:26	6:31	6:34	6:38	6:41	6:47
7:20	—	7:23	7:25	—	—	—	—	—

MONDAY-FRIDAY / SOUTHBOUND

⑨	⑧	⑦	⑥	⑤	①
7:21	7:29	7:33	7:35	7:39	7:40
8:31	8:39	8:43	8:45	8:49	8:50
9:41	9:49	9:53	9:55	9:59	10:00
10:51	10:59	11:03	11:05	11:09	11:10
12:01	12:09	12:13	12:15	12:19	12:20
1:11	1:19	1:23	1:25	1:29	1:30
2:21	2:29	2:33	2:35	2:39	2:40
3:31	3:39	3:43	3:45	3:49	3:50
4:41	4:49	4:53	4:55	4:59	5:00
5:51	5:59	6:03	6:05	6:09	6:10
7:01	7:09	7:13	7:15	7:19	7:20

SATURDAY / NORTHBOUND

①	②	③	④	⑤	⑥	⑦	⑧	⑨
7:15	—	7:18	7:20	7:25	7:28	7:32	7:35	7:41
8:20	—	8:23	8:25	8:30	8:33	8:37	8:40	8:46
9:19	—	9:22	9:24	9:29	9:32	9:36	9:39	9:45
10:18	—	10:21	10:23	10:28	10:31	10:35	10:38	10:44
11:17	—	11:20	11:22	11:27	11:30	11:34	11:37	11:43
12:16	—	12:19	12:21	12:26	12:29	12:33	12:36	12:42
1:15	—	1:18	1:20	1:25	1:28	1:32	1:35	1:41
2:14	—	2:17	2:19	2:24	2:27	2:31	2:34	2:40
3:13	—	3:16	3:18	3:23	3:26	3:30	3:33	3:39
4:12	—	4:15	4:17	4:22	4:25	4:29	4:32	4:38
5:11	—	5:14	5:16	5:21	5:24	5:28	5:31	5:37
6:10	—	6:13	6:15	—	—	—	—	—

SATURDAY / SOUTHBOUND

⑨	⑧	⑦	⑥	⑤	①
8:00	8:08	8:12	8:14	8:19	8:20
9:00	9:08	9:12	9:14	9:18	9:19
9:59	10:07	10:11	10:13	10:17	10:18
10:58	11:06	11:10	11:12	11:16	11:17
11:57	12:05	12:09	12:11	12:15	12:16
12:56	1:04	1:08	1:10	1:14	1:15
1:55	2:03	2:07	2:09	2:13	2:14
2:54	3:02	3:06	3:08	3:12	3:13
3:53	4:01	4:05	4:07	4:11	4:12
4:52	5:00	5:04	5:06	5:10	5:11
5:51	5:59	6:03	6:05	6:09	6:10

ROUTE 450 · SOUTHEAST TUCSON/RITA RANCH

- 1 Kolb at Golf Links Park & Ride
- 2 Escalante & Pantano
- 3 PCC East
- 4 Seven Generations at Thunder Sky
- 5 Bilby at Courtland
- 6 Valencia at Houghton
- 7 Rita at Houghton
- 8 Nexus at La Palma
- 9 Rita Ride at Old Vail
- 10 UA Tech Park

P Park & Ride Lot
Kolb/Golf Links
PCC East
Old Vail Road

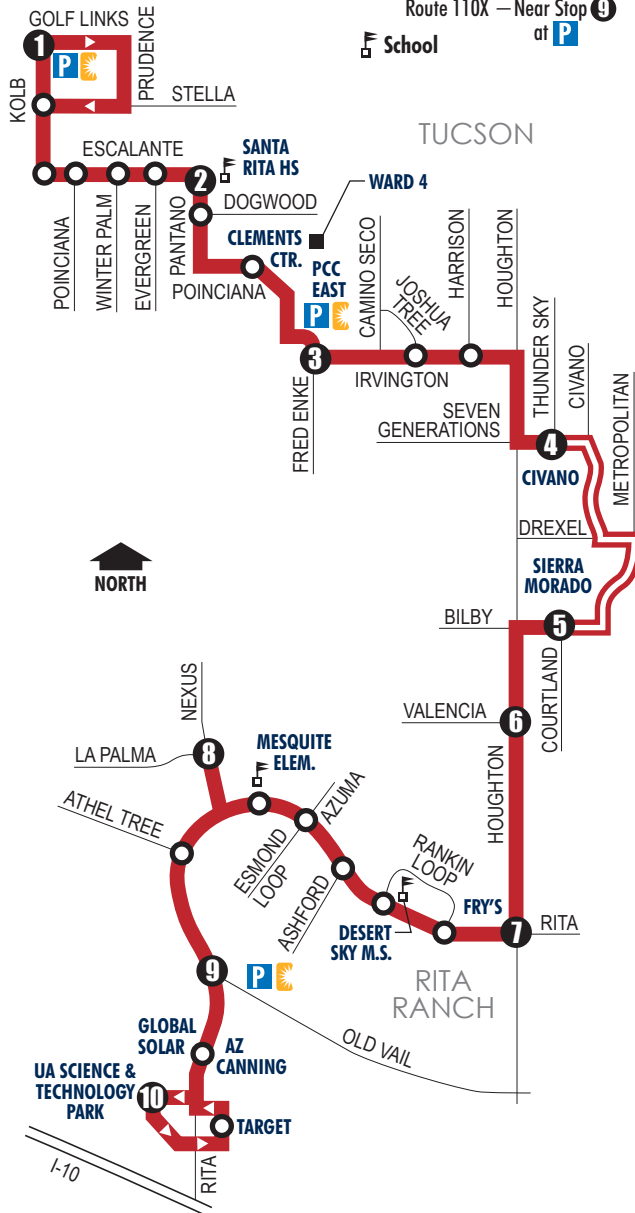
Flag Stops

Additional Stop

Stop not Served

Connect to Sun Tran:
Routes 4, 17, 101X — Stop 1
Routes 3, 37 — Stop 3
Route 110X — Near Stop 9
at **P**

School



MONDAY-FRIDAY / NORTHBOUND

10	9	8	7	6	5	4	3	2	1
5:40	5:47	5:53	5:57	5:59	6:04	6:10	6:15	6:20	6:25
7:20	—	7:26	7:30	7:32	7:37	7:43	7:48	7:53	7:58
8:55	—	9:01	9:05	9:07	9:12	9:18	9:23	9:28	9:33
10:30	—	10:36	10:40	10:42	10:47	10:53	10:58	11:03	11:08
12:05	—	12:11	12:15	12:17	12:22	12:28	12:33	12:38	12:43
1:55	—	2:01	2:05	2:07	2:12	2:18	2:23	2:28	2:33
3:30	—	3:36	3:40	3:42	3:47	3:53	3:58	4:03	4:08
5:15	5:22	5:28	5:32	5:34	5:39	5:45	5:50	5:55	6:00

MONDAY-FRIDAY / SOUTHBOUND

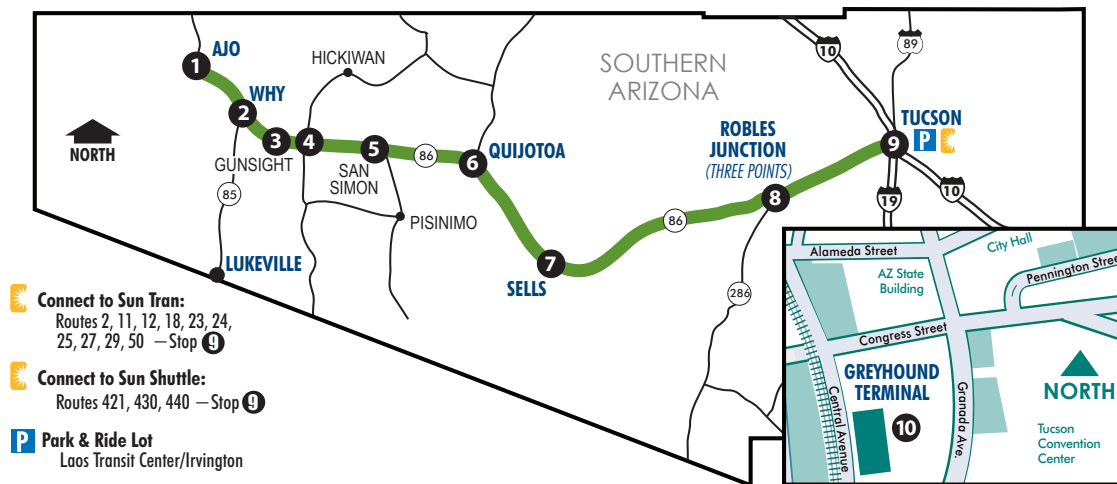
1	2	3	4	5	6	7	8	9	10
6:35	6:40	6:45	6:50	6:56	7:01	7:03	7:07	7:14	7:19
8:15	8:20	8:25	8:30	8:36	8:41	8:43	8:47	—	8:53
9:50	9:55	10:00	10:05	10:11	10:16	10:18	10:22	—	10:28
11:25	11:30	11:35	11:40	11:46	11:51	11:53	11:57	—	12:03
1:15	1:20	1:25	1:30	1:36	1:41	1:43	1:47	—	1:53
2:50	2:55	3:00	3:05	3:11	3:16	3:18	3:22	—	3:28
4:25	4:30	4:35	4:40	4:46	4:51	4:53	4:57	—	5:03
6:15	6:20	6:25	6:30	6:36	6:41	6:43	6:47	6:54	7:00

ROUTE · 486 AJO-TUCSON

AJO-TUCSON ONE-WAY FARE									
	1 AJO	2 WHY	3 GUNSIGHT TURNOFF	4 HICKIWAN TURNOFF	5 SAN SIMON	6 QUIJOTOA	7 SELLS	8 ROBLES JUNCTION	9 10 TUCSON
AJO		\$1.00	\$1.00	\$1.00	\$2.00	\$3.00	\$4.00	\$6.00	\$7.50
WHY	\$1.00		\$1.00	\$1.00	\$2.00	\$3.00	\$4.00	\$5.00	\$7.00
GUNSIGHT TURNOFF	\$1.00	\$1.00		\$1.00	\$2.00	\$2.50	\$3.50	\$4.50	\$6.50
HICKIWAN TURNOFF	\$1.00	\$1.00	\$1.00		\$1.00	\$2.00	\$3.00	\$4.00	\$6.00
SAN SIMON	\$2.00	\$2.00	\$2.00	\$1.00		\$1.00	\$2.50	\$3.50	\$5.00
QUIJOTOA	\$3.00	\$3.00	\$2.50	\$2.00	\$1.00		\$2.00	\$3.00	\$4.50
SELLS	\$4.00	\$4.00	\$3.50	\$3.00	\$2.50	\$2.00		\$2.00	\$4.00
ROBLES JUNCTION	\$6.00	\$5.00	\$4.50	\$4.00	\$3.50	\$3.00	\$2.00		\$2.00
TUCSON	\$7.50	\$7.00	\$6.50	\$6.00	\$5.00	\$4.50	\$4.00	\$2.00	

*Exact change required. Value on SunGO cards accepted. Children 5 years old and younger ride free.

** Fares and passes subject to change.



AJO-TUCSON SCHEDULE

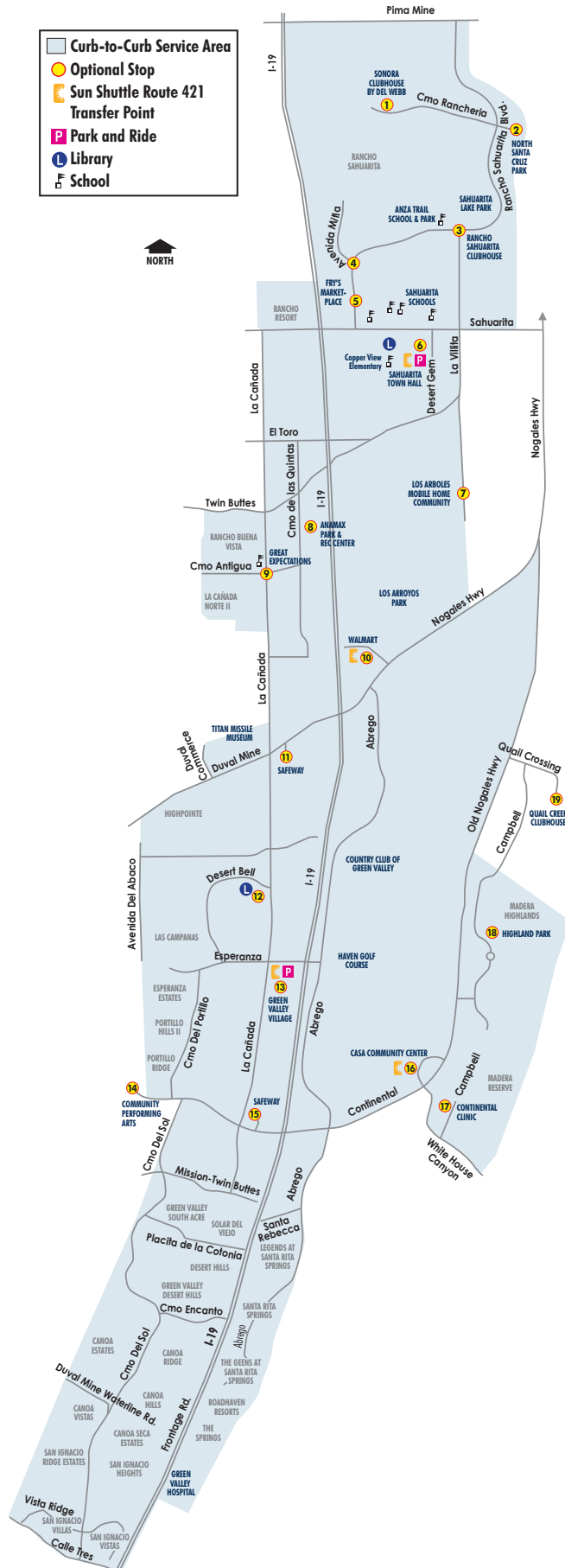
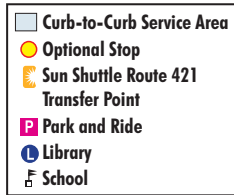
AJO TO TUCSON Monday-Friday	
BUS STOP	TIME (A.M.)
1 AJO (Ajo Transportation, 1248 N. 2nd.)	6:00
2 WHY (Coyote Howls Park)	6:35
6 QUIJOTOA (Trading Post)	7:15
7 SELLS (hospital)	7:50
8 ROBLES JUNCTION (store)	8:35
9 TUCSON (Laos Transit Center S. 6th Ave. & Irvington)	9:05
10 TUCSON (Greyhound terminal)	10:30

TUCSON TO AJO Monday-Friday	
BUS STOP	TIME (P.M.)
10 TUCSON (Greyhound terminal)	2:00
9 TUCSON (Laos Transit Center S. 6th Ave. & Irvington)	3:30
8 ROBLES JUNCTION (store)	4:00
7 SELLS (hospital)	4:40
6 QUIJOTOA (Trading Post)	5:15
2 WHY (Coyote Howls Park)	5:50
1 AJO (Ajo Transportation, 1248 N. 2nd.)	6:15

AJO-WHY SCHEDULE

AJO TO WHY Monday-Friday	
AJO	WHY
7:00 A.M.	7:15 A.M.
11:30 A.M.	11:45 A.M.
5:30 P.M.	5:45 P.M.
WHY	AJO
7:30 A.M.	7:45 A.M.
12:00 P.M.	12:15 P.M.
6:00 P.M.	6:15 P.M.

GREEN VALLEY/SAHUARITA — DIAL-A-RIDE



DIAL-A-RIDE FARES *(Exact change required)*

Fares vary depending on where you start and end your trip and whether or not you qualify for a reduced fare. Service provided to or from any location other than the stops is considered curb-to-curb service and will be charged accordingly.

ONE-WAY CURB-TO-CURB SERVICE *(Blue Zone)*

Full Fare	\$3.00
5 years and under	FREE <i>(with paying passenger)</i>
Economy* Fare	\$1.50* <i>(with SunGO ID & Card)</i>

ONE-WAY FROM STOP TO STOP

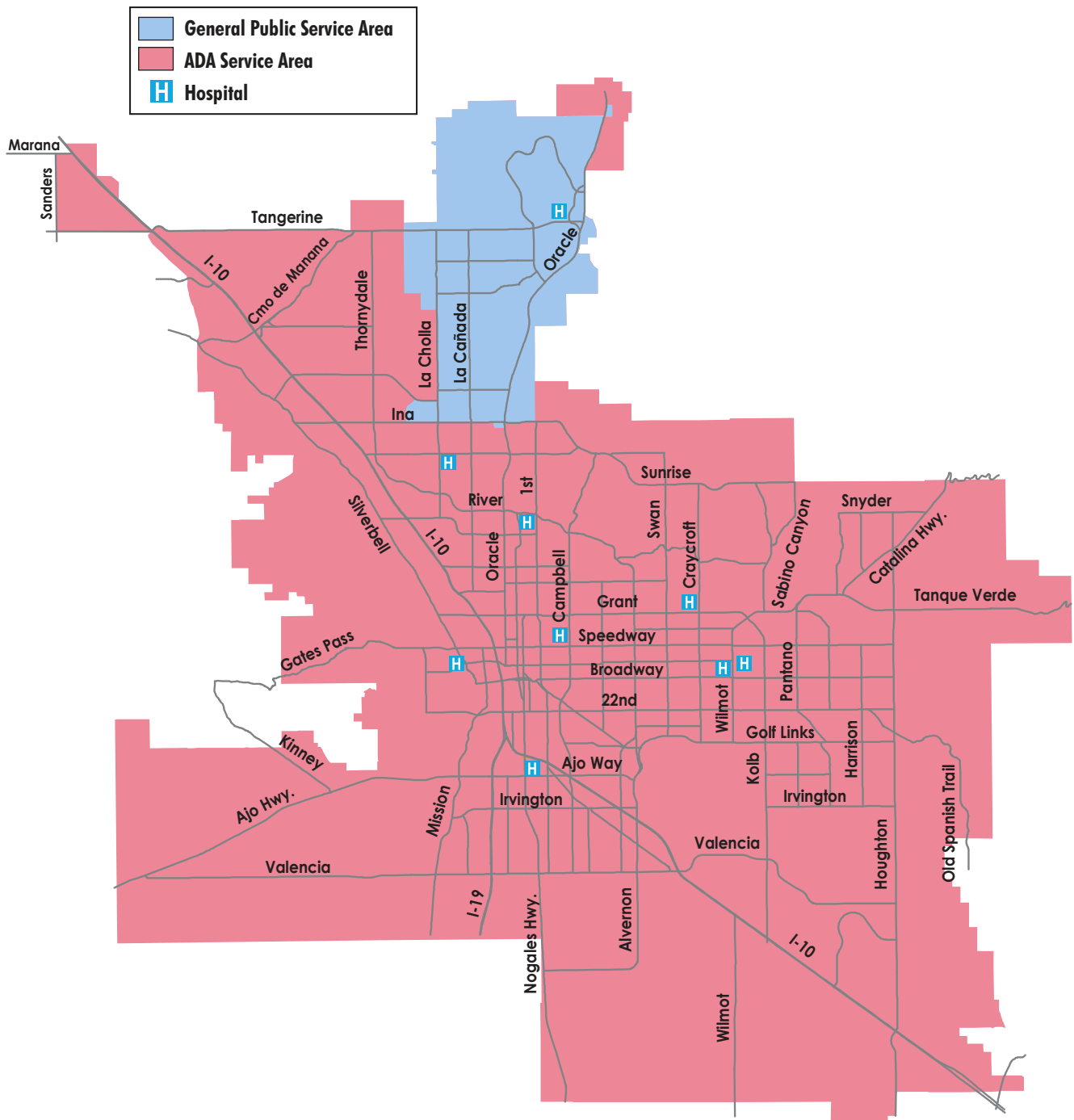
Full Fare, Cash	\$1.75
Full Fare, Stored Value	\$1.50
Economy* Fare, Cash	\$.75* <i>(with SunGO ID & Card)</i>
Economy* Fare, Stored Value	\$.60* <i>(with SunGO ID & Card)</i>

* To pay the economy fare, passengers must have a SunGO ID & card as proof of qualification. To apply, visit the Special Services Office at 35 W. Alameda.

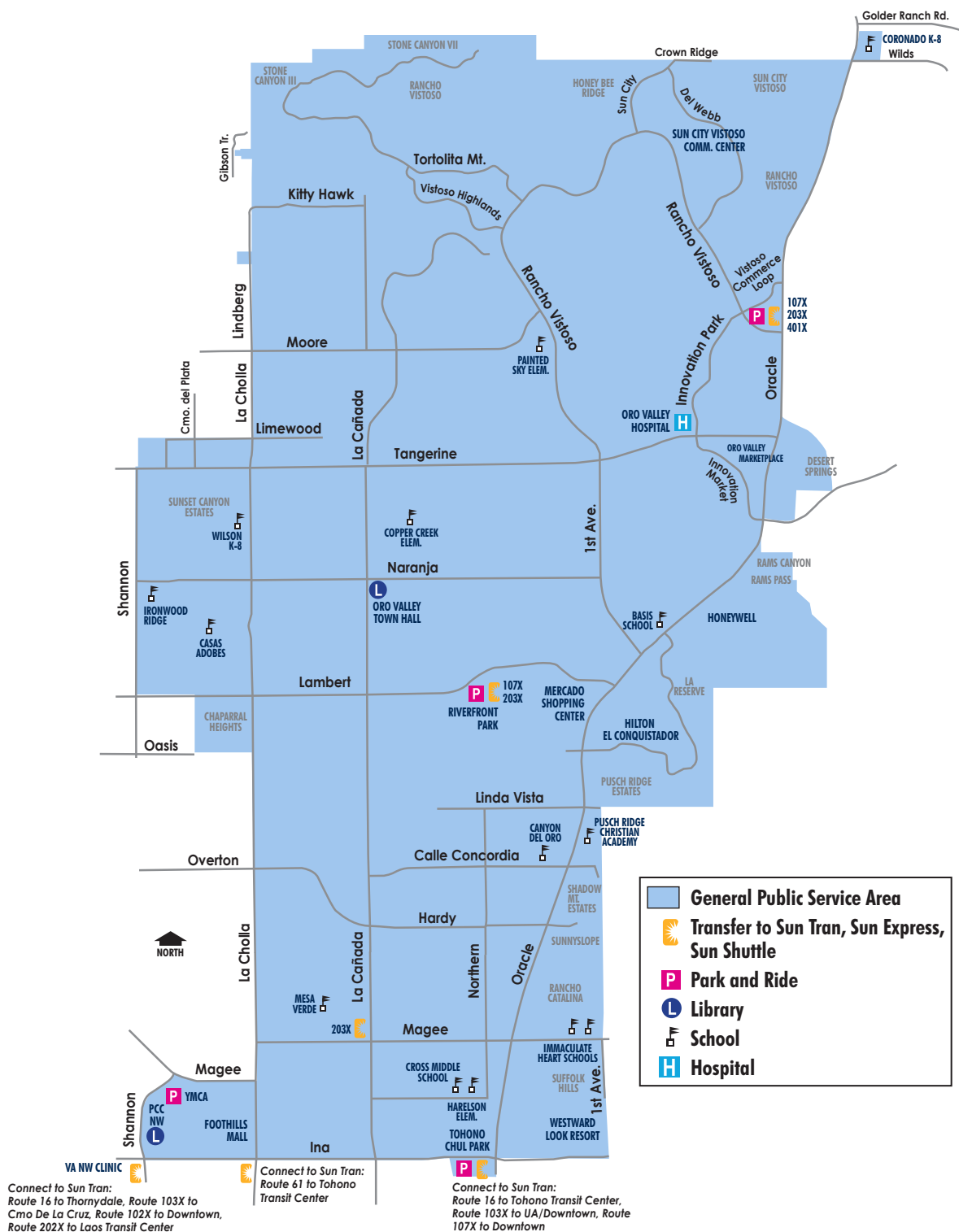
** Fares and passes subject to change.

ADA SERVICE AREA FOR PERSONS WITH DISABILITIES

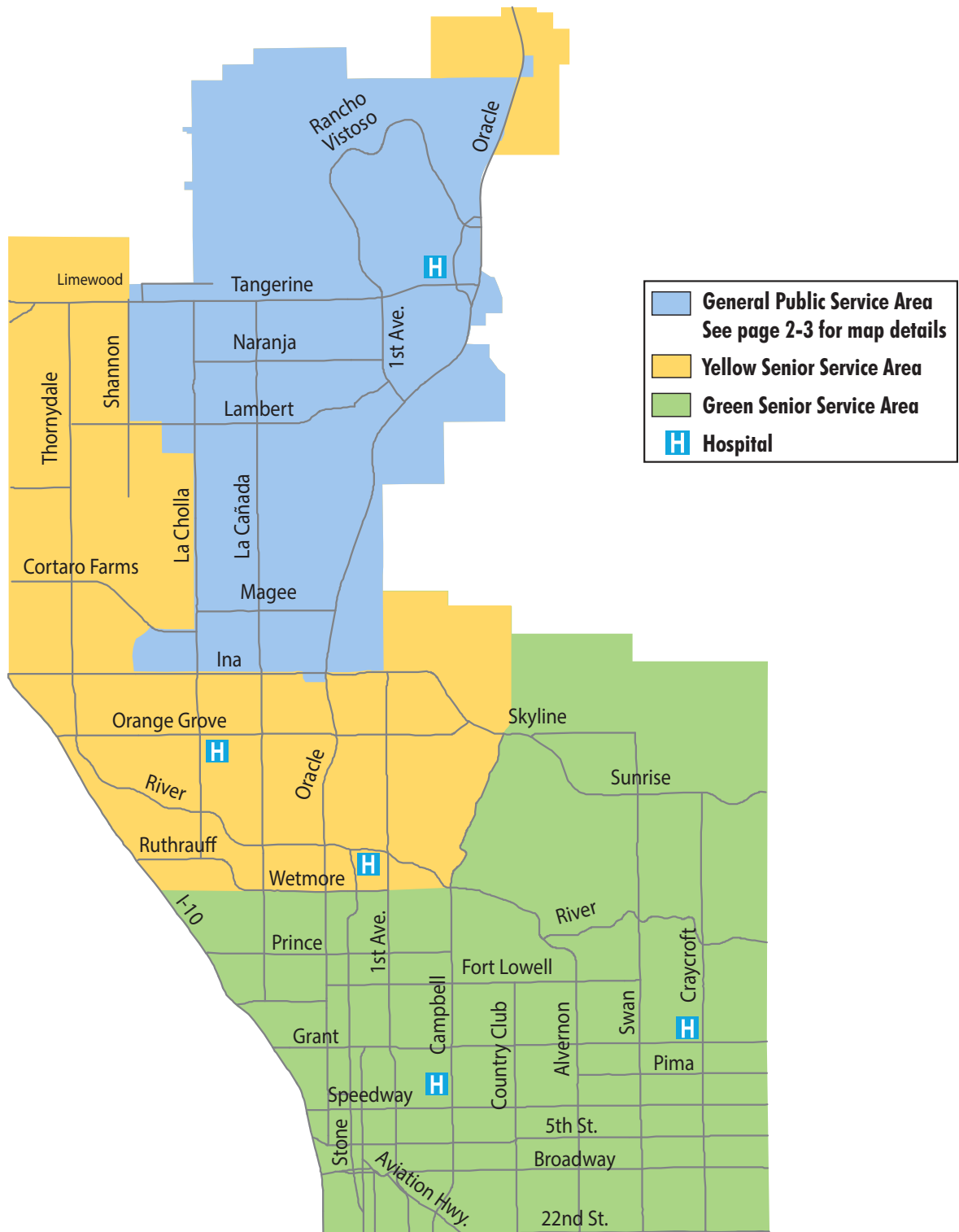
Contractor will provide trips with destinations in the blue area, but will not provide trips originating in the blue area.



GENERAL PUBLIC SERVICE AREA — DIAL-A-RIDE



SENIOR SERVICE AREA



Appendix E

RTA Transit Policies



Sun Shuttle ADA Dial-a-Ride Policies

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Sun Shuttle ADA Dial-a-Ride Policies

RESERVATIONS

Description of Dial-a-Ride Services

Sun Shuttle provides regional ADA paratransit service provided by contract with Total Transit and the Town of Oro Valley, and general public dial-a-ride service in Oro Valley and Green Valley/Sahuarita. For details about the various service area boundaries, see the maps included below.

Sun Shuttle Dial-a-Ride – Available to Americans with Disabilities Act (ADA) certified clients
Service provided by **Total Transit/Discount Cab**

- Call (520) 792-9222 to schedule a ride.
- Trip cancellations must be made by 4 p.m. the day before a scheduled trip.
- [Sun Shuttle ADA dial-a-ride service area map \(from current brochure\)](#)
- Reference service brochures for service hours and reservation hours here:

LINKS:

[Sun Shuttle GV General Public](#)
[Sun Shuttle ADA DAR](#)
[Oro Valley DAR](#)

Green Valley/Sahuarita – Available to the General Public

Service provided by contractor Total Transit

- Call (520) 792-9222 to schedule a ride.
- Trip cancellations must be made by 6 p.m. the day prior to a scheduled trip.
- [General Public dial-a-ride service area map](#)

Oro Valley Dial-a-Ride – Available to seniors, persons with disabilities, and the general public
Service provided by the Town of Oro Valley

- Service areas vary for seniors, persons with disabilities, and the general public.
- Call (520) 229-4990 to schedule a ride.
- Trip cancellations must be made by 4 p.m. the day prior to a scheduled trip.
- Visit Oro Valley Dial-a-Ride Policies for additional details.
- [Oro Valley Sun Shuttle dial-a-ride map of service areas](#)

Time Between Scheduled Trips

Minimum thirty (30) minutes between scheduled trips

Customers must schedule a minimum of thirty (30) minutes between the end of one trip and the beginning of another trip. [A trip is defined as origin to destination.] Customers cannot make intermediate stops between their origin and destination.

Trips in Progress

No redirection of a trip in progress

Drivers are required to complete the trip to the assigned destination with no deviations from the assignment. Customers can assist drivers to locate destinations but an entirely new destination cannot be accommodated.

Maximum Ride Time

2 hour maximum ride time for Optional ADA and Senior customers

90 minute maximum ride time for General Public Dial-a-Ride customers

Maximum ride time for complementary ADA customers should be comparable to a fixed route trip, plus 10%

Travel times need to be estimated correctly to set pickup times in a way that ensures on-time performance. A substantial number of trips with excessive lengths is a prohibited ADA capacity constraint.

ADA Service Trips without Denial Policy

Sun Shuttle Dial-a-Ride will accommodate customers on an advance reservation basis.

No denials are permitted for Sun Shuttle ADA Dial-a-Ride services.

Subscription Service Policy (Standing Trips)

Customers may request subscription trips (standing trips). If the customer no longer needs the subscription trips, the customer should notify Sun Shuttle Dial-a-Ride.

Subscription trip reservations can be set-up for a maximum of one year. Subscription trips must be renewed annually by December 31. While efforts will be made to contact customers and remind them to renew subscription service, it is ultimately the customer's responsibility to ensure subscription trips continue beyond December 31.

Fare Policy

The RTA Board sets fare rates for the Sun Shuttle system based on recommendations from the RTA Transit Working Group (TWG). Historically, the TWG and RTA Board have favored aligning Sun Shuttle fare rates with rates adopted by Sun Tran and Sun Van in order to create a more regional and seamless transit system. Sun Tran and Sun Van fare rates are determined by City of Tucson City Council. Under no circumstance will

ADA paratransit service fares exceed twice that of regular fares.

Visitor Policy

Sun Shuttle Dial-a-Ride follows ADA requirements regarding visitors requesting to use our services. A visitor providing certification from another public entity as ADA paratransit eligible may ride Sun Shuttle Dial-a-Ride for 21 days. If a visitor cannot provide ADA paratransit eligibility, they will be deemed to have presumptive eligibility for 21 days. After 21 days, visitors may be required to have their eligibility determined through the City of Tucson ADA Paratransit Eligibility Office. Visitors are encouraged to contact the City of Tucson's ADA Paratransit Eligibility Office (520) 791-5409 upon arrival in the area if services will be needed.

Capacity Constraints Policy

Sun Shuttle Dial-a-Ride operates under a policy of no denials. If a General Public Dial-a-Ride vehicle has reached capacity and additional customers need service, an additional vehicle will be dispatched to provide that service.



DEFINITION OF SERVICES

Origin-to Destination Service

Sun Shuttle ADA Dial-a-Ride provides "Origin-to-Destination" services unless the customer specifies that they need assistance while booking their reservation.

The service goes from the user's point of origin to his or her destination point. It is reasonable to think that service for some individuals or locations might be better if it is door-to-door, while curb-to-curb might be better in other instances. This is exactly the

sort of detailed operational decision best left to the development of paratransit plans at the local level. (56 FR 45604; September 6, 1991; emphasis added.)

In the local paratransit planning process, it would be consistent with this provision for a transit provider to establish either door-to-door or curb-to-curb service as the basic mode of paratransit service. Where the local planning process establishes curb-to-curb service as the basic paratransit service mode, however, provision should still be made to ensure that the service available to each passenger actually gets the passenger from his or her point of origin to his or her destination point. To meet this origin to destination requirement, service may need to be provided to some individuals, or at some locations, in a way that goes beyond curb-to-curb service.

Because arranging for assistance beyond the curb may require additional time on the transit provider's part, we believe that it would be reasonable for the transit provider to ask for advance notice from the passenger of a need for this assistance. This would give the provider the opportunity to evaluate how to meet the need, as well as potential obstacles to providing it. In the case of a passenger who sought this assistance on a regular basis, this notice could be provided as part of the application process for paratransit eligibility or at the time that a change in circumstances made regular provision of assistance necessary. In the case of a passenger who sought this assistance on an occasional basis, we think that asking for advance notice at the time of reservation for the trip would be reasonable and consistent with the next-day service requirement of the rule. If a passenger did not provide this notice, the transit provider would still need to make its best efforts to provide the needed assistance.

It should be emphasized that the regulation does not require a general change in a provider's basic mode of service from curb-to-curb service to door-to-door service. It should also be emphasized that transit providers are

not required to take actions to accommodate individual passengers' needs that would fundamentally alter the nature of the service or create undue burdens.

For example, the Department does not view transit providers' obligations as extending to the provision of personal services. Drivers would not have to provide services that exceed "door-to-door" service (e.g., go beyond the doorway into a building to assist a passenger). Nor would drivers, for lengthy periods of time, have to leave their vehicles unattended or lose the ability to keep their vehicles under visual observation, or take actions that would be clearly unsafe (e.g., back a vehicle down a narrow alley in specific circumstances that would present a direct threat to safety). These activities would come under the heading of "fundamental alteration" or "undue burden."

Under the ADA rule, it is not appropriate for a paratransit provider to establish an inflexible policy that refuses to provide service to eligible passengers beyond the curb in all circumstances. ***On an individual, case-by-case basis, paratransit providers are obliged to provide an enhancement to service when it is needed and appropriate to meet the origin-to-destination service requirement.*** We recognize that making individual, case-by-judgments may require additional effort, but this effort is necessary to ensure that the origin-to-destination requirement is met.

Door-to-Door Service

Notifying customers of driver arrival, and assistance as needed to help customers to and from the door of their origin and destination, and into and out of the vehicle.

Drivers are trained to ask the customer whether or not they need door-to-door service. A notice requesting this service can be given at the time of the reservation over the phone.

Door-to-Door – Upon arrival at the pick-up location, drivers will exit the vehicle and attempt to locate the customer. Drivers will knock on doors to announce their presence. Customers

are to be provided assistance from their place of origin to the vehicle and from the vehicle to the door of their destination. Assistance includes helping clients with bags, assisting with stairs or other obstacles, assistance with walking balance or wheelchair locomotion, and assistance getting into or out of the vehicle. Customers can decline assistance if they wish.

Hand-to-Hand service

Hand to Hand – Caregiver at origin acknowledges driver and transfers customer to driver for transport. The driver must take the customer to destination and transfer customer to a caregiver at the destination.

Hand-to-Hand service must be requested in advance at the time of the reservation. This service is offered to customers with a disability that requires that they be accompanied by a caregiver or driver at all times. *Customers should seek in advance the assistance of their own Personal Care Attendant during travel, if possible.

Hand-to-Hand – Customers identified as hand-to-hand receive the same treatment as door-to-door customers, but with one important addition. At the destination, hand-to-hand customers will not be left alone but will be transferred to the care of a designated caregiver. In the case that the caregiver cannot be located, clients will be transported to a safe location until a caregiver can be located.

Will Call Service

Will Call Standard – On-time within two (2) hours

Will Call Return Trips are intended to provide flexibility to customers if they are unsure of an exact pick-up time for their return trip. When reserving trips, customers should provide a general time they expect to call for a return trip. Will call pick-ups are considered on-time within a two-hour window.

Passengers may request no more than one Will Call for each scheduled one-way trip.

Same Day Service

Same-day service is subject to availability – On-time within two (2) hours

Same-day service is defined as a trip that is requested to be performed on the same calendar day that the trip was requested. Sun Shuttle Dial-a-Ride will make reasonable efforts to accommodate same-day service requests. However, all same-day service is based on availability and service is not guaranteed. Same day service is considered on-time within a two-hour pick-up window.



PICK-UP POLICIES

Pick-Up/Drop-Off Times

Since traffic conditions may prohibit Sun Shuttle Dial-a-Ride from meeting precise pick-up times, trips will be scheduled to include a thirty (30) minute time frame "Pick-Up Window" to accommodate unexpected or minor interruptions in the schedule.

Pick-Up Window

Sun Shuttle Dial-a-Ride trips are considered on-time within a thirty (30) minute pick-up window. This window is 15 minutes before and 15 minutes after a client's requested pick-up time.

Once a driver arrives within the pick-up window, will attempt to contact the customer. If the driver cannot contact the customer, the driver will wait five (5) minutes before departing. If a driver arrives at the pick-up location early, they will wait until the pick-up window begins before the five (5) minute grace period begins.

If a client does not board the vehicle during this period during the pick-up window, the driver can leave and the client will be considered a

no show. Please see the policy on no shows (hyperlink) for more details.

Upon arrival, drivers will attempt to contact clients that their ride has arrived. Clients need to be ready to depart within the pick-up window.

Designated Pick-Up Location

To provide safe and on-time service, the customer must designate a location where he/she will be waiting.

Apartments/Office Complexes

A customer who lives in a large, multiple unit apartment complex must meet the vehicle at the curb closest to his/her address (unless assistance is needed). If the apartment complex is inaccessible, the customer must meet the vehicle at the main entrance to the complex. If the facility has a guarded gate or limited access, the customer should inform the security staff of the scheduled pick-up and return times. It is the customer's responsibility to notify the dispatcher of security procedures when the reservation is made and to arrange quick access for the vehicle.

A customer traveling from a large office complex, medical facility or other similar area must meet the vehicle at the curb closest to the main reception desk or lobby entrance.

Nursing Homes/Adult Day Centers

Customers traveling to/from a nursing home or adult day center should meet the vehicle at the curb closest to the main lobby, unless instructed otherwise.

Vehicles Arriving Early

Sun Shuttle Dial-a-Ride vehicles should arrive during the customer's 30 minute pick-up window quoted by the dispatcher when the trip was confirmed. Unless the vehicle arrives before the 30 minute pick-up window, customers must board the vehicle when it arrives. If the vehicle arrives earlier than the pick-up window, the driver must wait with the vehicle until five (5) minutes beyond the beginning of the pick-up window.



NO-SHOW POLICIES

Driver No Waiting Policy

Please note that drivers cannot wait while a client conducts business at his/her destination. The client must always schedule a return trip reservation, with the option of will-call available if an exact time is not known at the time of the reservation. Customers must be ready to depart at any time during the thirty (30) minute pick-up window described when the reservation was made. If a customer has not boarded the vehicle within the five (5) minute grace period, the vehicle will depart, the trip will be canceled and recorded as a "No-Show." It is the customer's responsibility to be prepared to board when the vehicle arrives.

Failure to Show Up For a Scheduled Trip

Customers failing to notify us that they will not be using a scheduled trip causes the vehicle to be dispatched unnecessarily to their location. For Sun Shuttle Dial-a-Ride to provide on-time performance, the number of late cancellations and No-Shows must be kept to a minimum.

No Show Policy

A No Show exists when the customer (or customer's representative) has:

- Scheduled Sun Shuttle dial-a-ride service, AND
- The Sun Shuttle vehicle has arrived at the scheduled pick-up point within the specified 30-minute pickup window, AND
- The driver has waited at least five (5) full minutes beyond the beginning of the 30-minute pickup window, but the customer failed to board the vehicle, AND

- The driver (while sitting in the driver's seat) cannot reasonably see the customer approaching the vehicle.

OR

There has been no call by the customer or their representative to cancel the scheduled trip two or more hours prior to the start of the scheduled pick-up time, or the customer calls to cancel, but it is not two or more hours prior to the scheduled pick-up time.

No Show Penalties

Calculations for penalties begin effective after the customer's 20th trip.

Sun Shuttle Dial-a-Ride maintains a record of each trip a customer has requested, scheduled, taken, cancelled and/or "no showed." When a *No Show* occurs, the percentage of *No Shows* for that customer's scheduled trips for the preceding six (6) months is calculated. This will be calculated as follows:

(No Shows/ (Scheduled Trips - Cancelled Trips)) x 100 = % of No-Shows.

All penalties imposed under this policy are first subject to the appeals process listed below. Penalties for No Shows based on a percentage of rides scheduled are:

1. **3% - verbal contact, copy of policy mailed**
2. **5% - five (5) consecutive days suspension**

For each successive *No Show*, the percentage will again be calculated. If the percentage is greater than or equal to 5%, each successive *No Show* (within six months of the last suspension and/or after the customer has completed a minimum of 20 trips) will be given a suspension as follows:

1. **2nd Occurrence: fifteen (15) consecutive days suspension**
2. **3rd Occurrence: thirty (30) consecutive days suspension**

Sun Shuttle Dial-a-Ride will use a rolling six-month time period for the Scheduled Trips, Cancelled Trips and No Show categories. Any

trips and No Shows older than 182 days or that resulted in a suspension will not be used in the No Show percentage calculation.

"No Strand" Policy

If the Sun Shuttle Dial-a-Ride takes a customer to a destination, the customer won't be left stranded there, even if he/she no shows for the scheduled return ride. Return service will be set up similar to a "will-call" and provided as soon as possible, but without a guaranteed on-time window.

It is Sun Shuttle Dial-a-Ride policy that if a customer is taken to a destination, every possible effort will be made not to strand the customer, even if he/she no shows. If a customer is a no show for a trip originating at his/her home, no vehicle will be sent back for that ride. If a customer is a no show for a ride originating somewhere other than at home and Sun Shuttle Dial-a-Ride took him/her to the location, an agent will schedule a return ride upon request, and as the schedule permits, but will not guarantee a return time. The exception to this policy is that if a customer is a no-show and Sun Shuttle Dial-a-Ride did not take the customer to his/her present location, in which case Sun Shuttle Dial-a-Ride will not return.



CUSTOMER AND DRIVER RESPONSIBILITIES

Customer's Responsibilities

The following rules of conduct are provided to ensure the safety and comfort of all Sun Shuttle Dial-a-Ride customers:

Customer Rules of Conduct:

- Sun Shuttle Dial-a-Ride is public transportation service and a fare is required when the customer boards the vehicle.
- Each customer must adhere to the rules of conduct. Actions of misconduct, including violent, seriously disruptive behavior, or illegal behavior, will be grounds for suspension of service.
- A customer requiring physical assistance outside the vehicle (e.g., to or from his/her door or assistance up stairways or difficult grades) is encouraged to notify the dispatcher when making their reservation and/or notify the driver.
- Administering medication is the customer's responsibility. Sun Shuttle Dial-a-Ride is not responsible for, nor can schedules be adjusted to accommodate, the administration of medications once the vehicle is en route.
- A customer requiring assistance in the administration of medications or oxygen while on the vehicle must travel with a Personal Care Attendant. Should the administration of medications or oxygen become necessary while on the vehicle,
- The use of alcoholic beverages or riding under the influence of intoxicating drugs or alcohol is prohibited at all times.
- Customers may not operate or tamper with any equipment while on the vehicle. This rule includes operation of the hydraulic lift and attempts to remove wheelchair tie-downs and customer seatbelts.

Driver's Responsibilities

Drivers are expected to obey the same rules as customers.

Driver's Rules of Conduct:

- Drivers cannot leave their vehicles unattended for lengthy periods of time.
- Drivers can provide assistance to and from their door. However, customers are encouraged to request this with the dispatcher at the time the reservation is made.

Drivers will be trained to offer door-to-door assistance to and from their vehicle but are not allowed to enter a customer's residence.

- Drivers may provide limited assistance loading/unloading packages for customers. (SEE Transporting Packages and Animals)
- Drivers are responsible for the operation of the hydraulic lift and for securing mobility devices safely in the vehicle.
- Drivers may not accept tips or gratuities or act in any manner that would suggest that tipping is appropriate.



CUSTOMER CONDUCT

Customer Conduct with Dispatchers

While Sun Shuttle Dial-a-Ride dispatchers will make every effort to assist customers in an efficient and friendly manner, the following customer conduct will be considered disruptive.

- 1) *Customers who use abusive language, specifically swearing, personal insults, or other profanity, will be given a warning that they need to discontinue, and that if they continue being abusive, the dispatcher will end the call. If the abusive behavior persists, dispatchers will request the customer call back once they can maintain a dialogue without using abusive language. Elevated voice volume or complaints about the service will not be considered abusive language.*

Any threats of violence to the dispatcher will be taken seriously. Threats of violence may result in service suspension and authorities will be contacted regarding the incident.

- 2) *Customers who refuse to provide the basic*

level of information necessary to perform a trip will be informed that their trip cannot be accommodated. This will not be considered a denial of service, and the trip will be executed once the customer has provided the necessary information.

Customer Conduct on Vehicles

When riding Sun Shuttle Dial-a-Ride, customer conduct will not be accepted nor allowed that is violent, seriously disruptive, or illegal.

Sun Shuttle may refuse service to an individual with a disability who engages in violent, seriously disruptive, or illegal conduct, using the same standards for exclusion that would apply to any other person who acted in such an inappropriate way.

Sun Shuttle will not refuse to provide service to an individual with disabilities solely because the individual's disability results in appearance or involuntary behavior that may offend, annoy, or inconvenience employees of the entity or other persons.¹

Pursuant to all incidents involving violent, seriously disruptive, or illegal conduct, the driver will complete an incident report detailing the situation and forward it to his or her assigned Operations Supervisor upon returning to the office.

If a Sun Shuttle customer engages in violent, seriously disruptive, or illegal conduct, the offending customer will:

- 1) *Immediately be asked by the driver to stop or correct the disruptive behavior. If the customer continues to engage in a violent, seriously disruptive, or illegal behavior, police assistance will be sought as necessary; and*
- 2) *Be issued a letter detailing the incident. The letter will also outline the subsequent "refusal to provide service" to the offending customer and will include the reason for such determination. A copy of the letter will also be sent to an offender's guardian or caretaker.*
- 3) *A copy of the Suspension Letter will be sent to*

the City of Tucson's ADA Paratransit Eligibility Office so that an appeal hearing can be scheduled.



ACCOMPANYING CUSTOMERS ON-BOARD

Mobility Devices

Sun Shuttle Dial-a-Ride will transport all wheelchair types as defined by ADA regulations. Sun Shuttle Dial-a-Ride may refuse to board customers traveling in mobility devices that do not conform to the regulated dimensions and weight. For the customer's safety and comfort, the following ADA requirements must be met:

Wheelchairs:

The FTA no longer uses the definition of "common wheelchair" (e.g. 30 inches by 48 inches and 600 pounds). If the customer's mobility device is 750 pounds (user's weight inclusive), and the provider's lift is rated at 800 pounds; the provider is still required to take the passenger. This also applies to wheelchair length and width dimensions.

- The wheelchair regulation dimension minimums are 30 inches in width and 48 inches in length when measured two inches above the ground.
- For safety purposes, it is strongly recommended that wheelchairs back onto the hydraulic lift.
- Wheelchair brakes must be locked while on the lift.
- Wheelchair electric power must be turned off until the driver instructs the customer to re-engage.

- Wheelchairs must wait for the driver's assistance and follow instructions for entering the vehicle.
- It is strongly recommended that a customer using a manual wheelchair have attached footrests.
- Customers with inoperative mobility devices cannot be transported.

Scooters:

Scooters are often unstable on lift equipment, and they may exceed the ADA allowable dimensions and weight. Some scooters also come with a warning from the manufacturer that they should not be used as seats on moving vehicles. Customers may ride standard scooters on the lift, but it is strongly recommended that our customers transfer to a seat in the vehicle, whenever possible. Customers traveling on scooters should adhere to the same safety procedures listed for wheelchairs.

Wheelchair Securement and Seat Belt Policy:

It is the driver's responsibility to ensure that mobility devices are properly secured. Wheelchair/scooter customers are required to be secured at all times while riding the vehicle, unless they are able to sit in a vehicle seat. Operators are required to secure the lap and shoulder belts to ensure the customer's safety. Failure to cooperate with safety related policies may result in a loss of services.

For General Public and Oro Valley non-ADA Dial-a-Ride services:

Ambulatory Customers:

Customers unable to use the steps to enter the vehicle may stand on the hydraulic lift to be lifted into the vehicle. Customers who stand on the lift must be able to stand without assistance and to hold the rails with both hands.

Transporting Packages or Animals

Packages

Each customer is allowed to carry on four (4) packages, (i.e., what the customer can carry on or off in one trip). Drivers do not provide assistance loading or unloading groceries or luggage, unless requested at the time of the reservation.

Excessive luggage and large boxes cannot be accommodated. The maximum combined weight of all packages cannot exceed twenty-five (25) pounds. If your packages exceed the above limits or any one package weighs more than 40 pounds, you may be refused transportation.

Customers may be required to secure their packages at their seats, as storage space on the vehicle is limited.

Packages cannot block the vehicle entrance or the driver's view, or pose a safety hazard to the driver and/or customers on board the vehicle.

Service Animals

- Drivers are not permitted to handle service animals.
- A service animal must be under the command of its owner at all times. Procedures for traveling with service animals involve loading the animal first and unloading the animal last.
- For the safety and comfort of the driver and other customers, service animals are required to be clean, well groomed, completely under the control of their handler and absolutely non-aggressive.
- Sun Shuttle Dial-a-Ride will transport authorized service animals



APPEALS PROCESS

Appeals Process

Before an ADA paratransit eligible customer is suspended from Sun Shuttle service, Sun Shuttle will attempt to call the person, and will notify the person in writing of Sun Shuttle's intention to suspend service. If the customer's file shows a caregiver, guardian or advocate, then a copy of the warning, suspension, and appeals process will be sent to that person also. The suspension notice will document the specific, verified occurrences of No Shows. The individual will have fourteen (14) days from the date of the letter to file an appeal with the ADA Appeals Coordinator. Once the letter requesting an appeal is received, an appeals hearing will normally be facilitated within the calendar month following the receipt of the appeal, pending the meeting schedule of the ADA Appeals Board. Trips on Sun Shuttle to attend the appeals hearing will be provided free of charge and the customer will be able to schedule and ride Sun Shuttle as usual during this appeals period. The customer, caregiver, guardian or advocate will receive a written decision from the ADA Appeals Coordinator informing the customer of the decision within thirty (30) days. If the customer does not file an appeal to the notice of suspension, then the suspension will become effective at the end of the 14-day period.

Service Suspension Appeals Process

All customers who are issued a "refusal to provide service" letter will have the right to appeal the suspension, as described below:

¹ 49 CFR, Part 37.5 "It is not discriminatory

under this part for an entity to refuse to provide service to an individual with disabilities because that individual engages in violent, seriously disruptive, or illegal conduct. However, an entity shall not refuse to provide service to an individual with disabilities solely because the individual's disability results in appearance or involuntary behavior that may offend, annoy, or inconvenience employees of the entity or other persons."

Last Revised 10/19/11

The individual will have sixty (60) calendar days from the date of the notification letter to file an appeal with the ADA Appeals Coordinator. The information concerning the appeals process will be included in the correspondence sent to the offending customer, caregiver, guardian or advocate. Sun Shuttle will provide transportation to the appealing party to and from the hearing free of charge.

If during the ADA appeals process it has been determined that Sun Shuttle has legitimately refused service to someone who has engaged in violent, seriously disruptive, or illegal conduct, either the ADA Appeals Coordinator or the ADA Appeals Board may choose to provide conditional service to him or her on actions that would mitigate the problem. For example, the ADA Appeals Coordinator or the ADA Appeals Board could choose to require an attendant as a condition of providing service it otherwise had the right to refuse.² Examples of the violent, seriously disruptive, or illegal conduct resulting in "refusal to provide service" include but are not limited to the following:

- Disrupting the driver while he/she is driving the vehicle.
- Engaging in any conduct or activity that represents a danger to himself/herself, to other customers or to the driver.
- Making physical or verbal threats to the driver or to other customers.
- Damaging or destroying vehicle equipment or any employee's or customer's property.

- Getting out of the seat while the vehicle is in motion or while the trip is underway.
- Refusing to wear a seat belt.
- Smoking, consuming alcoholic beverages or any illegal substance while on board the Sun Shuttle vehicle.
- Disrupting other customers.
- Disrobing.
- Swearing, name calling and/or abusive language.
- Personal Hygiene condition, resulting in a public health hazard.
- Lewd and/or lascivious acts directed toward the driver and/or other customers.

RESPONSIBILITY FOR REVIEW

The suspension procedures remain subject for periodic review and update.

²49 CFR, Part 37.5 (App.D) "If an entity may legitimately refuse service to someone, it may condition service to him on actions that would mitigate the problem. The entity could require an attendant as a condition of providing service it otherwise had the right to refuse."



Sun Shuttle ADA Dial-a-Ride Policies

Frequently Asked Questions (FAQs)

What is Sun Shuttle Dial-a-Ride (DAR)?

Sun Shuttle DAR is a transit service, funded by the Regional Transportation Authority of Pima County (RTA), and operated by Total Transit/Discount Cab, that provides trips for those who are eligible under the Americans with Disabilities Act (ADA) whose disability prevents them from riding the fixed route bus system (Sun Tran).

What is Sun Shuttle Dial-a-Ride (DAR) Oro Valley?

Sun Shuttle DAR Oro Valley is a transit service, for Oro Valley residents that provides trips for those who are eligible under the Americans with Disabilities Act (ADA) whose disability prevents them from riding the fixed route bus system (Sun Tran).

How does a person qualify for ADA paratransit eligibility?

In order to qualify for ADA paratransit eligibility an individual must have a disability that prevents them from riding the fixed route bus system (Sun Tran). If an a person feels that they may qualify, they may contact City of Tucson's ADA Paratransit Eligibility Office at (520) 791-5883 or in person at 35 W. Alameda St., Tucson, AZ 85701

Once approved for ADA paratransit services who does the customer call to schedule a ride?

- A customer's ADA paratransit eligibility determination letter will tell them which provider they are eligible for.
- If their determination letter says, "Sun Shuttle Dial-a-Ride" call (520) 792-9222 and ask to schedule a ride with Sun Shuttle Dial-a-Ride. If their determination letter says, "Sun Shuttle Dial-a-Ride Oro Valley" call (520) 229-4990

Where does Sun Shuttle ADA Dial-a-Ride operate?

*Sun Shuttle ADA Dial-a-Ride provided by contractor **Total Transit/Discount Cab** available to Americans with Disabilities Act (ADA) certified customers:*

- [Sun Shuttle ADA DAR service area map \(from current brochure\)](#)
- Trip cancellations must be made by 4 p.m. the day before a scheduled trip.
- Visit Sun Shuttle DAR Oro Valley Policies for additional details.

Where does Sun Shuttle Dial-a-Ride Oro Valley operate?

- [Sun Shuttle DAR Oro Valley service area map \(from current brochure\)](#)
- Trip cancellations must be made by 4 p.m. the day before a scheduled trip.
- Visit Sun Shuttle DAR Oro Valley Policies for additional details.

Oro Valley Sun Shuttle ADA Dial-a-Ride provided by the Town of Oro Valley- Available to Americans with Disabilities Act (ADA) certified customers:

- Call (520) 229-4990 to schedule your ride.
- Trip cancellations must be made by 4 p.m. the day prior to a scheduled trip.
- Visit Oro Valley Dial-a-Ride Policies for additional details.
- [Sun Shuttle Oro Valley DAR service area map](#)

How do I ride Sun Shuttle ADA Dial-a-Ride?

All customers wishing to use Sun Shuttle Dial-a-Ride ADA paratransit service must be certified through the City of Tucson ADA Paratransit Eligibility Office.

For the ADA eligibility application, ADA certification card/number, temporary ADA status, and application denial appeals:

Contact: Judie Martinez

For more information visit:

<http://www.tucsonaz.gov/transit/ada-paratransit-eligibility-office>

Or in person at:

City of Tucson ADA Eligibility Office
35 West Alameda
Tucson, AZ 85701
(520) 791-5883



How do I pay for Sun Shuttle ADA Dial-a-Ride or Sun Shuttle DAR Oro Valley services?

Customers must present a voucher to the driver for each one-way trip.

Voucher sales are managed by the City of Tucson's Special Services Office, at 35 West Alameda Street. Voucher orders can be made by phone at (520) 791-4100, or in person. A book of full fare vouchers is \$30. A book of economy fare vouchers is \$10. Both full fare voucher and economy fare vouchers are valid for 10 one-way trips. Customers should keep track of their vouchers to ensure they have enough available for each reserved trip.

What are the service hours?

Sun Shuttle ADA Dial-a-Ride service is available within the service area and service hours listed in the current service brochure.

Monday – Friday 6 a.m. – 8 p.m.

Weekends and Holidays* 9 a.m. – 6 p.m.

*New Year's Day, Thanksgiving, Christmas

When can I make a reservation for my trip?

Reservations must be made one to seven days in advance. Reservations are accepted seven days a week: 7a.m. – 4 p.m.*

Checking on the status of a customer's ride:

**Dispatchers are available to speak to customers over the phone about pre-scheduled trips 24 hours a day.*

What information do I have to give a dispatcher?

Whenever a reservation is made, the customer should give the dispatcher the following information:

- Name (first and last). The exact addresses of both the departure and destination points.
- The drop-off time the customer must arrive at his/her appointment OR the time the customer wishes to be picked up. The customer's request for a drop-off time or a pick-up time will determine their on-time thirty (30) minute pick-up window.
- Indicate when they will travel with an authorized Personal Care Attendant (PCA).
- Indicate the type of mobility aid they will use, or if they will need to use the lift.
- When a return trip is needed, indicate the desired pick-up or drop-off time, or request a will-call pick up.

What if the Vehicle Arrives Early?

Sun Shuttle Dial-a-Ride vehicles should arrive during the customer's on-time thirty (30) minute pick-up window quoted by the dispatcher when the trip was confirmed. Customers must board the vehicle when it arrives. If the vehicle arrives earlier than the pick-up window, the driver must wait with the vehicle until five (5) minutes beyond the beginning of the pick-up window.

Will the Driver Wait if I Am Late?

Customers must be ready to depart at any time during the thirty minute pick-up window described when the reservation was made. If a customer has not boarded the vehicle within the five (5) minute grace period, the vehicle will depart, the trip will be canceled and recorded as a "No-Show." It is the customer's responsibility to be prepared to board when the vehicle arrives. Please note that drivers cannot wait while a customer conducts business at his/her



destination. The customer must always schedule a return trip reservation, with the option of will-call available if an exact time is not known at the time of the reservation.

What If I Fail To Show Up For A Scheduled Trip?

Customers failing to notify their transit provider that they will not be using a scheduled trip causes the vehicle to be dispatched unnecessarily to a customer's location. For Sun Shuttle Dial-a-Ride to provide on-time performance, the number of late cancellations and No-Shows must be kept to a minimum.

What Is Considered a No-Show?

A No Show exists when the customer (or customer's representative) has:

- Scheduled Sun Shuttle dial-a-ride service, AND
- The Sun Shuttle vehicle has arrived at the scheduled pick-up point within the specified 30-minute pickup window, AND
- The driver has waited at least five (5) full minutes beyond the beginning of the 30-minute pickup window, but the customer failed to board the vehicle, AND
- The driver (while sitting in the driver's seat) cannot reasonably see the customer approaching the vehicle.

OR

There has been no call by the customer or their representative to cancel the scheduled trip two or more hours prior to the start of the scheduled pick-up time, or the customer calls to cancel, but it is not two or more hours prior to the scheduled pick-up time.



How much time is required between scheduled trips?

A minimum of thirty (30) minutes must be scheduled between the end of one trip and the beginning of another trip. A trip is defined as origin to destination and there can be only one destination per customer. Customers may not make intermediate stops between their origin and destination.

What are Will-Call services?

Scheduled will-call trips are on-time within two (2) hours.

Will Call Return Trips are intended to provide flexibility to customers if they are unsure of an exact pick-up time for their return trip. When reserving trips, customers should provide a general time they expect to call for a return trip. Will call pick-ups are considered on-time within a two-hour window.

Can I schedule Same Day service?

Same-day service is subject to availability. Same-day service is defined as a trip that is requested to be performed on the same calendar day that the trip was requested. Sun Shuttle Dial-a-Ride will make reasonable efforts to accommodate same-day service requests. However, all same-day service is based on availability and service is not guaranteed. Same day service is considered on-time within a two-hour pick-up window.

What are my responsibilities when riding a Sun Shuttle Dial-a-Ride vehicle?

The following rules of conduct are provided to ensure the safety and comfort of all Sun Shuttle Dial-a-Ride customers:

- Sun Shuttle Dial-a-Ride is public transportation service and a fare is required when the customer boards the vehicle.
- Each customer must adhere to the rules of conduct. Actions of misconduct, including violent or disruptive behavior, will be grounds for suspension of service. Anyone found to be acting in an unsafe or illegal manner which might endanger himself/herself, other customers, the driver or the vehicle will be terminated from the service immediately. Appeals for said suspension of service will be considered on a case by case basis.
- A customer requiring physical assistance outside the vehicle (e.g., to or from his/her door or assistance up stairways or difficult grades) is encouraged to notify the dispatcher when making their reservation and/or notify the driver.
- Administering medication is the customer's responsibility. Sun Shuttle Dial-a-Ride cannot be responsible for, nor can schedules be adjusted to accommodate, the administration of medications once the vehicle is en route.
- A customer requiring assistance in the administration of medications or oxygen while on the vehicle must travel with a Personal Care Attendant. Should the administration of medications or oxygen become necessary while on the vehicle, Sun Shuttle Dial-a-Ride will contact emergency medical assistance to administer the required medication at the customer's expense.
- The use of alcoholic beverages or riding under the influence of intoxicating drugs or alcohol is prohibited at all times.
- Customers may not operate or tamper with any equipment while on the vehicle. This rule

includes operation of the hydraulic lift and attempts to remove wheelchair tie-downs and customer seatbelts.

What are the driver's responsibilities while operating a Sun Shuttle Dial-a-Ride vehicle?

Drivers are expected to obey the same rules as our customers. The following additional rules also apply:

- Drivers cannot leave their vehicles unattended for lengthy periods of time.
- Drivers can provide assistance to and from their door. However, customers are encouraged to request this with the dispatcher at the time the reservation is made. Drivers will be trained to offer door-to-door assistance to and from their vehicle, but are not allowed to enter a customer's residence.
- Drivers may provide limited assistance loading/unloading packages for customers.
- Drivers are responsible for the operation of the hydraulic lift and for securing mobility devices safely in the vehicle.
- Drivers may not accept tips or gratuities or act in any manner that would suggest that tipping is appropriate.

Who can travel with me?

Personal Care Attendants:

- A Personal Care Attendant (PCA) is someone designated or employed specifically to help an ADA paratransit eligible customer meet his or her personal needs. This individual may either be an employee of the customer, a relative, a friend, or a care provider.
- The ADA applicant should indicate whether they will travel with a PCA during the application process.
- PCAs travel at no cost when accompanying the eligible customer.

Travel Companions:

- A customer may travel with one companion (such as a friend or family member) as long as they have the same ride origin and destination. In most cases, children are considered companions.
- If the customer travels with a PCA, they may travel with one companion in addition to their PCA.
- A reservation must be made for the companion to ensure space is available.
- Additional companions will be allowed on a space available basis.
- Travel Companions pay the same regular fare as Sun Shuttle Dial-a-Ride customers.

Children:

- Children age five and under ride free of charge.

The customer must inform the dispatcher when the reservation is made whether travel companions, or a PCA will be accompanying them to ensure an accurate count of the individuals included in the trip.

To be viewed as "accompanying" the eligible customer, the PCA, and travel companions must have the same origin and destination points as the eligible customer.

How Do I Board A Sun Shuttle Dial-a-Ride Vehicle With A Mobility Aid?

Sun Shuttle Dial-a-Ride will transport all wheelchair types as defined by ADA regulations. Sun Shuttle Dial-a-Ride may refuse to board customers traveling in mobility devices that do not conform to the regulated dimensions and weight. For the passenger's safety and comfort, the following ADA requirements must be met:

Wheelchairs:

The FTA no longer uses the definition of "common wheelchair" (e.g. 30 inches by 48

inches and 600 pounds). If the customer's mobility device is 750 pounds (user's weight inclusive), and the provider's lift is rated at 800 pounds; the provider is still required to take the passenger. This also applies to wheelchair length and width dimensions.

- The wheelchair regulation dimension minimums are 30 inches in width and 48 inches in length when measured two inches above the ground.
- For safety purposes, it is strongly recommended that wheelchairs back onto the hydraulic lift.
- Wheelchair brakes must be locked while on the lift.
- Wheelchair electric power must be turned off until the driver instructs the customer to re-engage.
- Wheelchairs must wait for the driver's assistance and follow instructions for entering the vehicle.
- It is strongly recommended that a customer using a manual wheelchair have attached footrests.
- Customers with inoperative mobility devices cannot be transported.

Scooters:

Scooters are often unstable on lift equipment, and they may exceed the ADA allowable dimensions and weight. Some scooters also come with a warning from the manufacturer that they should not be used as seats on moving vehicles. Customers may ride standard scooters on the lift, but it is strongly recommended that our customers transfer to a seat in the vehicle, whenever possible. Customers traveling on scooters should adhere to the same safety procedures listed for wheelchairs.

Wheelchair Securement and Seat Belt Policy:

It is the driver's responsibility to ensure that mobility devices are properly secured. Wheelchair/scooter customers are required to be secured at all times while riding the vehicle, unless they are able to sit in a vehicle seat. Operators are required to secure the lap and shoulder belts to ensure the customer's safety. Failure to cooperate with safety related policies may result in a loss of services.

May I transport packages or animals?

Packages:

Each customer is allowed to carry on four (4) packages, (eg., what a customer can carry on or off in one trip). Drivers do not provide assistance loading or unloading groceries or luggage, unless requested at the time of the reservation. Excessive luggage and large boxes cannot be accommodated. The maximum combined weight of all packages cannot exceed twenty-five (25) pounds.

Customers may be required to secure their packages at their seats, as storage space on the vehicle is limited.

Packages cannot block the vehicle entrance or the driver's view, or pose a safety hazard to the driver and/or customers on board the vehicle.

Service Animals:

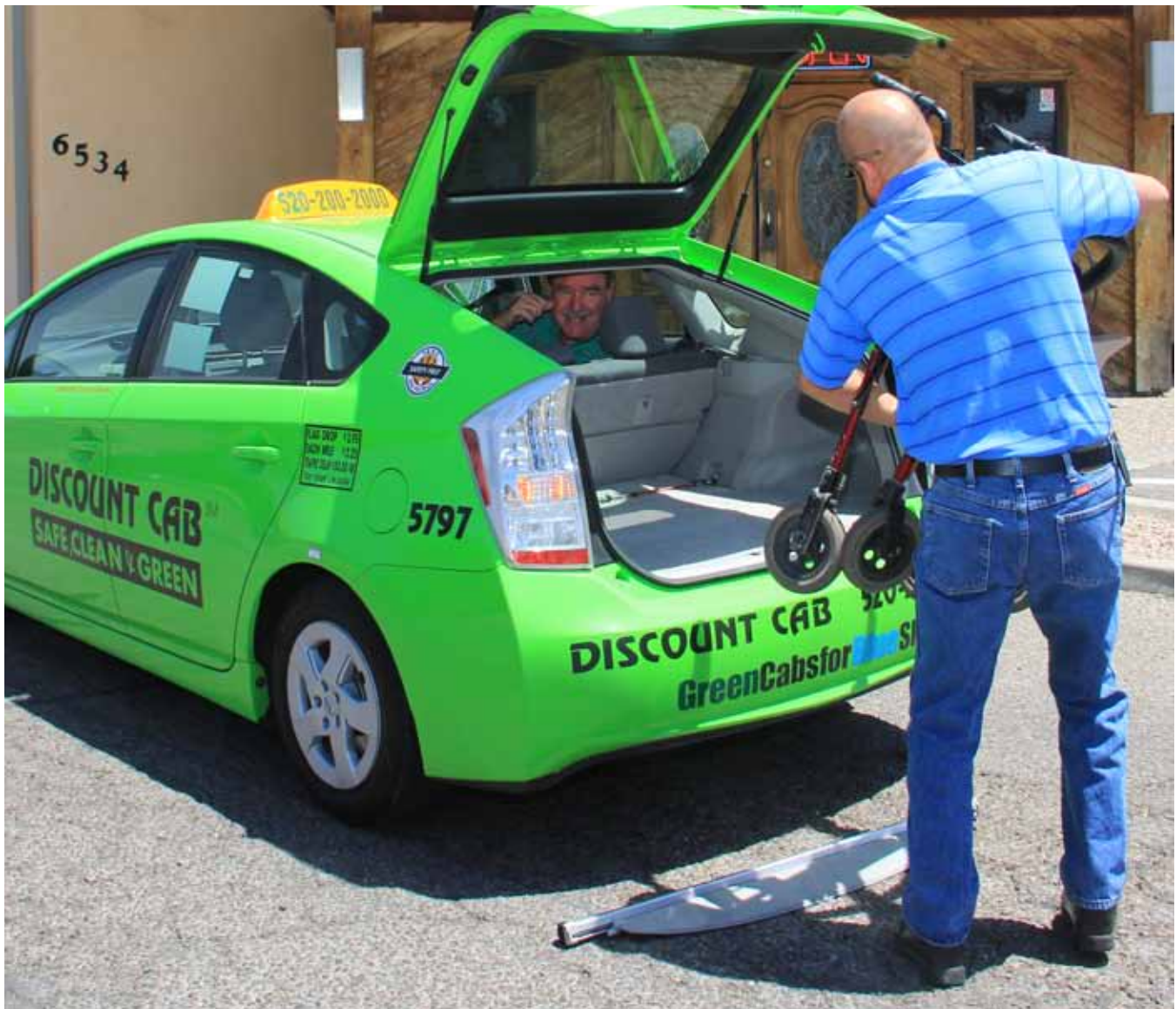
- Drivers are not permitted to handle service animals.
- A service animal must under the control of its owner. Procedures for traveling with service animals involve loading the animal first and unloading the animal last.
- For the safety and comfort of the driver and other customers, service animals are required to be clean, well groomed, completely under the control of their handler.
- Sun Shuttle Dial-a-Ride will transport authorized service animals

How can I make a suggestion or comment?

Sun Shuttle Dial-a-Ride seeks to provide our customers with safe, reliable and efficient transportation. If a customer has a suggestion or a comment about our services, they should call Sun Tran's Customer Service Center at (520) 792-9222.

Specific details help the contractor thoroughly address suggestions and comments. Please include the following information when calling:

- Name, address and telephone number
- Day and time of trip or experience
- Vehicle number and/or driver's name, if applicable
- Dispatcher's name, if concerning a telephone conversation
- Explanation of incident, suggestion or comment



Appendix F

Sun Shuttle and
Sun Shuttle Dial-a-Ride
Service Record

FY 2015/2016 PASSENGER BOARDINGS													
	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	TOTAL
Sun Shuttle DAR Green Valley	819	746	708	692	779	786	809	894	823	954	968	1,086	10,064
Sun Shuttle ADA Dial a Ride	13,242	13,400	13,554	13,577	13,499	14,402	13,302	13,313	13,185	13,555	13,800	13,179	162,008
TOTAL	14,061	14,146	14,262	14,269	14,278	15,188	14,111	14,207	14,008	14,509	14,768	14,265	172,072

FY 2014/2015 PASSENGER BOARDINGS													
	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	TOTAL
Sun Shuttle DAR Green Valley	821	697	738	790	916	1,134	1,055	1,114	1,248	998	974	966	11,451
Sun Shuttle ADA Dial a Ride	12,366	12,441	13,646	13,325	13,891	15,444	12,709	13,401	13,554	13,010	13,718	14,355	161,860
TOTAL	13,187	13,138	14,384	14,115	14,807	16,578	13,764	14,515	14,802	14,008	14,692	15,321	173,311

FY 2013/2014 PASSENGER BOARDINGS													
	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	TOTAL
Sun Shuttle DAR Green Valley	731	645	655	766	810	930	704	736	805	732	788	951	9,253
Sun Shuttle ADA Dial a Ride	13,164	12,520	12,949	13,503	12,578	14,344	12,474	12,510	13,441	13,013	13,773	13,623	157,892
TOTAL	13,895	13,165	13,604	14,269	13,388	15,274	13,178	13,246	14,246	13,745	14,561	14,574	167,145

FY 2012/2013 PASSENGER BOARDINGS													
	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	TOTAL
Sun Shuttle DAR Green Valley	934	749	601	808	819	893	765	569	711	661	759	912	9,181
Sun Shuttle ADA Dial a Ride	11,354	10,501	10,719	11,486	10,146	11,937	11,188	10,769	12,247	11,790	12,919	13,510	138,566
TOTAL	12,288	11,250	11,320	12,294	10,965	12,830	11,953	11,338	12,958	12,451	13,678	14,422	147,747

FY 2015/2016 SERVICE HOURS													
	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	TOTAL
Sun Shuttle DAR Green Valley	508	584	568	559	565	592	502	571	551	564	593	536	6,694
Sun Shuttle ADA Dial a Ride	11,746	11,814	12,026	12,032	12,347	12,629	11,704	10,967	10,991	11,599	12,118	11,572	141,545
TOTAL	12,254	12,398	12,594	12,591	12,912	13,221	12,206	11,538	11,542	12,163	12,711	12,108	148,239

FY 2014/2015 SERVICE HOURS													
	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	TOTAL
Sun Shuttle DAR Green Valley	551	520	584	564	552	555	465	527	525	534	551	559	6,488
Sun Shuttle ADA Dial a Ride	12,373	11,820	12,707	12,048	12,518	13,296	12,843	12,949	12,511	9,873	10,877	11,062	144,877
TOTAL	12,924	12,340	13,291	12,612	13,070	13,851	13,308	13,476	13,036	10,407	11,428	11,621	151,365

FY 2013/2014 SERVICE HOURS													
	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	TOTAL
Sun Shuttle DAR Green Valley	552	471	520	566	529	593	514	528	548	524	561	565	6,472
Sun Shuttle ADA Dial a Ride	10,891	10,332	10,805	11,064	10,534	11,808	10,275	10,464	10,858	10,417	11,077	11,233	129,758
TOTAL	11,443	10,803	11,325	11,630	11,063	12,401	10,789	10,992	11,406	10,941	11,638	11,798	136,230

FY 2012/2013 SERVICE HOURS													
	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	TOTAL
Sun Shuttle DAR Green Valley	500	562	548	587	511	596	556	523	546	490	551	549	6,519
Sun Shuttle ADA Dial a Ride	10,495	9,438	9,323	9,618	8,418	10,047	9,589	9,348	10,372	9,870	10,870	11,127	118,515
TOTAL	10,995	10,000	9,871	10,205	8,929	10,643	10,145	9,871	10,918	10,360	11,421	11,676	125,034

FY 2015/2016 REVENUE MILES													
	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	TOTAL
Sun Shuttle DAR Green Valley	6,119	6,909	6,107	5,961	6,792	7,393	7,142	7,240	7,491	8,217	7,726	7,892	84,989
Sun Shuttle ADA Dial a Ride	148,825	155,290	155,863	156,731	155,594	165,025	151,572	154,679	152,203	157,014	157,943	145,111	1,855,850
TOTAL	154,944	162,199	161,970	162,692	162,386	172,418	158,714	161,919	159,694	165,231	165,669	153,003	1,940,839

FY 2014/2015 REVENUE MILES													
	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	TOTAL
Sun Shuttle DAR Green Valley	7,549	6,934	6,625	6,142	7,719	8,147	7,651	7,353	7,294	7,069	7,296	7,320	87,099
Sun Shuttle ADA Dial a Ride	145,715	145,229	158,615	148,835	155,692	169,141	133,426	141,407	146,788	142,104	151,124	160,134	1,798,210
TOTAL	153,264	152,163	165,240	154,977	163,411	177,288	141,077	148,760	154,082	149,173	158,420	167,454	1,885,309

FY 2013/2014 REVENUE MILES													
	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	TOTAL
Sun Shuttle DAR Green Valley	7,425	5,884	6,207	6,919	7,049	7,671	6,587	6,444	6,792	6,970	7,722	8,211	83,881
Sun Shuttle ADA Dial a Ride	102,415	98,926	104,222	110,404	100,403	111,954	96,368	98,769	104,848	100,799	105,949	109,913	1,244,970
TOTAL	109,840	104,810	110,429	117,323	107,452	119,625	102,955	105,213	111,640	107,769	113,671	118,124	1,328,851

FY 2012/2013 REVENUE MILES													
	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	TOTAL
Sun Shuttle DAR Green Valley	8,120	7,092	6,727	7,800	7,789	9,051	7,765	6,899	7,461	6,751	7,122	7,913	90,490
Sun Shuttle ADA Dial a Ride	88,113	83,726	84,711	88,727	77,680	92,425	87,155	83,525	96,293	92,063	102,623	105,703	1,082,744
TOTAL	96,233	90,818	91,438	96,527	85,469	101,476	94,920	90,424	103,754	98,814	109,745	113,616	1,173,234

FY 2015/2016 TOTAL MILES													
	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	TOTAL
Sun Shuttle DAR Green Valley	8,124	8,989	8,179	8,164	8,798	9,468	8,688	8,917	9,167	9,719	9,378	9,509	107,100
Sun Shuttle ADA Dial a Ride	148,825	155,290	155,863	156,731	155,594	165,025	151,572	154,679	152,203	157,014	157,943	145,111	1,855,850
TOTAL	156,949	164,279	164,042	164,895	164,392	174,493	160,260	163,596	161,370	166,733	167,321	154,620	1,962,950

FY 2014/2015 TOTAL MILES													
	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	TOTAL
Sun Shuttle DAR Green Valley	9,922	9,240	9,146	8,826	10,099	10,169	9,952	9,294	9,094	8,781	9,207	9,342	113,072
Sun Shuttle ADA Dial a Ride	145,715	145,229	158,615	148,835	155,692	169,141	133,426	141,407	146,788	142,104	151,124	160,134	1,798,210
TOTAL	155,637	154,469	167,761	157,661	165,791	179,310	143,378	150,701	155,882	150,885	160,331	169,476	1,911,282

FY 2013/2014 TOTAL MILES													
	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	TOTAL
Sun Shuttle DAR Green Valley	9,516	8,064	8,926	9,453	9,326	10,376	8,976	8,811	9,119	9,200	10,196	10,977	112,940
Sun Shuttle ADA Dial a Ride	102,415	98,926	104,222	110,404	100,403	111,954	96,368	98,769	104,848	100,799	105,949	109,913	1,244,970
TOTAL	111,931	106,990	113,148	119,857	109,729	122,330	105,344	107,580	113,967	109,999	116,145	120,890	1,357,910

FY 2012/2013 TOTAL MILES													
	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	TOTAL
Sun Shuttle DAR Green Valley	10,408	9,596	8,823	10,368	9,802	11,074	9,652	8,999	9,436	8,877	9,421	10,090	116,546
Sun Shuttle ADA Dial a Ride	88,113	83,726	84,711	88,727	77,680	92,425	87,155	83,525	96,293	92,063	102,623	105,703	1,082,744
TOTAL	98,521	93,322	93,534	99,095	87,482	103,499	96,807	92,524	105,729	100,940	112,044	115,793	1,199,290

2015/2016 PASSENGER BOARDINGS

	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	TOTAL
ROUTE 401	1,882	1,991	1,843	1,344	1,456	1,825	1,723	1,745	1,691	1,744	1,813	1,673	20,730
ROUTE 410	1,302	1,377	1,343	1,238	1,182	1,507	1,223	1,309	1,215	1,233	1,212	1,086	15,227
ROUTE 411	840	866	781	318	310	455	332	370	417	462	426	388	5,965
ROUTE 412	1,845	1,707	1,556	1,486	1,565	2,095	1,776	1,668	1,655	1,820	1,737	1,630	20,540
ROUTE 413	2,250	2,016	2,070	1,813	1,852	2,305	1,817	1,933	1,876	1,849	2,089	1,958	23,828
ROUTE 421	2,941	2,555	2,575	2,193	2,689	3,181	2,463	2,241	2,188	2,560	2,467	2,337	30,390
ROUTE 430	2,761	2,569	2,176	1,780	1,933	2,422	2,029	1,839	1,626	1,760	1,702	1,762	24,359
ROUTE 440	3,665	3,865	4,614	4,319	4,489	4,820	3,047	3,305	2,943	3,010	3,324	3,366	44,767
ROUTE 450	1,308	1,189	1,212	897	1,054	1,162	1,206	1,128	985	1,231	1,328	1,254	13,954
TOTAL	17,486	16,946	16,958	14,491	15,476	18,610	14,410	14,410	13,611	14,438	14,770	14,200	199,760

2014/2015 PASSENGER BOARDINGS

	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	TOTAL
ROUTE 401	1,653	1,888	1,904	1,668	1,730	1,835	1,725	1,922	1,870	1,885	1,884	2,050	22,014
ROUTE 410	1,064	1,083	1,099	1,048	1,069	1,166	1,066	1,344	1,283	1,232	1,302	1,379	14,135
ROUTE 411	865	920	958	958	944	1,114	940	1,082	984	935	910	1,114	11,724
ROUTE 412	1,568	1,516	1,555	1,728	2,149	2,183	1,860	1,863	2,038	1,866	1,953	2,109	22,388
ROUTE 413	2,013	1,862	2,222	2,207	2,385	2,462	2,217	2,513	2,323	2,315	2,226	2,222	26,967
ROUTE 421	2,497	2,406	2,768	2,756	2,694	3,159	2,611	2,758	2,780	3,119	3,130	3,124	33,802
ROUTE 430	2,218	2,055	2,292	2,650	2,799	3,088	2,758	2,985	2,992	2,883	2,821	3,026	32,567
ROUTE 440	3,491	3,306	3,750	4,098	4,042	3,737	2,879	3,238	3,729	3,583	3,302	3,520	42,675
ROUTE 450	1,151	1,113	939	1,142	1,381	1,327	1,251	1,508	1,227	1,373	1,485	1,816	15,713
TOTAL	16,520	16,149	17,487	18,255	19,193	20,071	17,307	19,213	19,226	19,191	19,013	20,360	221,985

2013/2014 PASSENGER BOARDINGS

	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	TOTAL
ROUTE 401	1,584	1,379	1,242	1,540	1,643	1,739	1,605	1,517	1,761	1,700	1,844	1,897	19,451
ROUTE 410	1,441	1,345	1,377	1,218	1,091	1,183	978	1,002	1,207	1,037	1,053	1,123	14,055
ROUTE 411	1,047	955	752	861	806	988	853	883	977	905	955	925	10,907
ROUTE 412	1,650	1,454	1,549	1,774	1,811	2,223	1,743	1,685	1,530	1,405	1,544	1,596	19,964
ROUTE 413	2,807	2,170	2,310	2,265	2,082	2,321	1,987	2,118	2,397	2,211	2,108	2,240	27,016
ROUTE 421	2,238	1,914	2,055	2,379	2,289	2,448	2,408	2,160	2,363	2,496	2,693	2,706	28,149
ROUTE 430	2,388	2,034	1,664	2,082	2,059	2,450	2,392	2,422	2,601	2,574	2,634	2,502	27,802
ROUTE 440	3,331	2,957	2,978	3,941	3,692	4,126	3,133	3,067	3,424	3,481	3,316	3,402	40,848
ROUTE 450	1,151	723	739	991	999	1,304	1,089	988	1,006	1,109	1,052	1,138	12,289
TOTAL	17,637	14,931	14,666	17,051	16,472	18,782	16,188	15,842	17,266	16,918	17,199	17,529	200,481

2012/2013 PASSENGER BOARDINGS

	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	TOTAL
ROUTE 401	1,836	1,577	1,365	1,751	1,750	1,923	1,854	1,615	1,794	1,666	1,665	1,776	20,572
ROUTE 410	1,231	1,234	1,305	1,420	1,368	1,547	1,362	1,204	1,389	1,356	1,501	1,682	16,599
ROUTE 411	804	792	733	763	756	1,258	1,079	907	1,066	916	953	1,040	11,067
ROUTE 412	1,745	1,501	1,409	1,911	1,794	2,256	1,959	1,854	1,660	1,547	1,474	1,819	20,929
ROUTE 413	2,587	2,361	2,462	2,684	2,677	3,191	2,655	2,438	2,475	2,387	2,544	2,640	31,101
ROUTE 421	1,990	1,759	1,685	1,984	2,067	2,291	2,081	2,067	2,137	1,964	2,125	2,453	24,603
ROUTE 430	1,965	1,809	1,949	2,361	2,088	2,434	2,389	2,119	2,248	2,275	2,431	2,484	26,552
ROUTE 440	3,139	2,940	3,005	3,838	3,401	4,008	3,617	3,445	3,612	3,592	3,834	3,280	41,711
ROUTE 450								610	897	913	1,026	1,164	4,610
TOTAL	15,297	13,973	13,913	16,712	15,901	18,908	16,996	16,259	17,278	16,616	17,553	18,338	197,744

2015/2016 SERVICE HOURS													
	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	TOTAL
ROUTE 401	525	560	572	548	536	571	513	560	525	536	597	548	6,594
ROUTE 410	315	337	343	330	318	338	304	332	310	318	346	324	3,916
ROUTE 411	263	301	311	301	295	312	279	305	286	292	318	298	3,562
ROUTE 412	292	313	321	305	300	319	287	313	292	300	327	305	3,675
ROUTE 413	280	299	305	292	286	305	274	299	280	286	311	292	3,511
ROUTE 421	573	591	576	580	566	604	543	591	556	504	553	518	6,755
ROUTE 430	300	325	337	324	311	350	311	337	324	324	350	337	3,931
ROUTE 440	299	313	330	326	315	339	302	328	313	315	341	326	3,848
ROUTE 450	266	293	306	280	280	293	266	293	266	280	306	280	3,411
TOTAL	2,848	3,039	3,097	3,007	2,928	3,138	2,814	3,066	2,886	2,877	3,143	2,949	39,203
2014/2015 SERVICE HOURS													
	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	TOTAL
ROUTE 401	525	537	560	548	537	584	502	560	548	513	560	560	6,536
ROUTE 410	319	318	332	324	318	346	296	332	324	298	334	332	3,873
ROUTE 411	295	289	301	295	289	314	270	301	295	264	301	303	3,518
ROUTE 412	306	301	314	306	301	328	288	314	306	277	313	313	3,670
ROUTE 413	296	289	301	296	289	314	272	301	296	261	299	299	3,515
ROUTE 421	246	567	597	593	572	621	961	597	586	508	580	591	7,020
ROUTE 430	350	324	337	337	324	350	311	337	337	285	337	337	3,967
ROUTE 440	315	315	328	326	315	289	300	328	326	284	328	328	3,783
ROUTE 450	284	284	298	284	216	311	257	298	284	246	293	293	3,351
TOTAL	2,937	3,225	3,369	3,311	3,162	3,457	3,457	3,369	3,304	2,937	3,346	3,357	39,232
2013/2014 SERVICE HOURS													
	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	TOTAL
ROUTE 401	555	519	555	566	509	579	519	532	555	519	550	525	6,485
ROUTE 410	332	310	332	338	304	346	310	318	332	304	324	318	3,868
ROUTE 411	302	283	302	303	277	314	283	289	302	271	291	301	3,518
ROUTE 412	315	293	315	320	288	328	293	301	315	285	306	314	3,673
ROUTE 413	295	277	295	301	271	308	277	283	295	268	290	295	3,457
ROUTE 421	569	519	596	582	522	593	535	546	569	626	576	597	6,829
ROUTE 430	337	324	337	350	311	350	324	324	337	312	337	337	3,982
ROUTE 440	328	313	328	339	302	341	313	315	328	303	326	328	3,867
ROUTE 450	293	267	293	293	267	307	267	280	293	272	280	293	3,405
TOTAL	3,327	3,105	3,354	3,393	3,050	3,465	3,121	3,189	3,327	3,161	3,281	3,309	39,083
2012/2013 SERVICE HOURS													
	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	TOTAL
ROUTE 401	553	542	532	579	496	579	532	519	555	509	542	555	6,494
ROUTE 410	332	324	318	346	296	346	318	310	340	312	332	332	3,906
ROUTE 411	301	295	289	314	270	314	289	283	308	283	302	302	3,551
ROUTE 412	315	307	301	328	280	328	301	293	323	296	315	315	3,700
ROUTE 413	295	289	283	308	264	308	283	276	302	277	295	295	3,477
ROUTE 421	566	559	546	593	280	593	546	535	580	533	559	569	6,456
ROUTE 430	337	337	324	350	311	350	324	324	337	311	337	337	3,982
ROUTE 440	328	326	315	341	300	341	315	313	330	304	328	328	3,872
ROUTE 450								267	307	280	293	293	1,440
TOTAL	3,028	2,980	2,909	3,159	2,498	3,159	2,909	3,120	3,382	3,105	3,304	3,327	36,878

2015/2016 REVENUE MILES

	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	TOTAL
ROUTE 401	7,697	8,289	8,605	8,109	7,835	8,415	7,662	8,251	7,705	7,953	8,647	8,096	97,264
ROUTE 410	7,854	8,286	8,504	7,939	7,939	8,480	8,034	8,336	7,706	8,016	8,826	8,218	98,138
ROUTE 411	4,501	4,795	4,891	4,549	4,622	4,918	4,631	4,795	4,545	4,643	5,021	4,754	56,665
ROUTE 412	5,553	5,950	6,041	5,753	5,659	5,982	5,660	5,922	5,501	5,681	6,184	5,806	69,692
ROUTE 413	8,196	8,595	8,746	8,225	8,146	8,883	8,262	8,579	8,110	8,321	8,984	8,558	101,605
ROUTE 421	14,796	15,669	15,954	15,370	15,138	16,085	14,310	15,657	14,919	15,107	16,173	15,394	184,572
ROUTE 430	6,185	6,436	6,392	6,404	6,214	6,701	5,958	6,459	6,229	6,216	6,722	6,336	76,252
ROUTE 440	5,505	5,886	5,871	5,833	5,603	5,951	5,158	5,737	5,435	5,505	5,984	5,733	68,201
ROUTE 450	5,329	5,890	6,098	5,504	5,561	5,565	5,270	5,833	5,313	5,576	6,082	5,584	67,605
TOTAL	65,616	69,796	71,102	67,686	66,717	70,980	64,945	69,569	65,463	67,018	72,623	68,479	819,994

2014/2015 REVENUE MILES

	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	TOTAL
ROUTE 401	7,972	7,910	8,261	8,079	7,956	8,624	7,404	8,284	8,147	7,633	8,252	8,267	96,789
ROUTE 410	8,035	7,839	8,256	8,060	7,968	8,639	7,366	8,265	8,015	7,606	8,356	8,156	96,561
ROUTE 411	4,565	4,476	4,766	4,583	4,576	4,984	4,279	4,777	4,681	4,401	4,761	4,792	55,641
ROUTE 412	6,277	6,206	6,511	6,315	6,204	6,748	5,835	6,507	6,314	5,695	5,910	5,924	74,446
ROUTE 413	8,416	8,329	8,875	8,687	8,416	9,078	7,778	8,569	8,553	7,919	8,696	8,460	101,776
ROUTE 421	15,292	15,000	15,619	15,477	15,090	16,400	14,210	15,677	15,391	14,380	15,815	15,724	184,075
ROUTE 430	6,492	6,352	6,490	6,522	6,291	6,767	5,971	6,477	6,500	5,893	6,695	6,352	76,802
ROUTE 440	5,680	5,562	5,755	5,774	5,628	6,190	5,327	5,812	5,775	5,383	5,798	5,581	68,265
ROUTE 450	5,675	5,551	5,785	5,575	5,640	6,152	5,110	5,895	5,593	5,365	5,890	5,609	67,840
TOTAL	68,404	67,225	70,318	69,072	67,769	73,582	63,280	70,263	68,969	64,275	70,173	68,865	822,195

2013/2014 REVENUE MILES

	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	TOTAL
ROUTE 401	8,210	7,585	7,941	8,599	8,325	8,205	7,662	7,610	8,171	7,582	8,033	8,164	96,087
ROUTE 410	8,201	7,692	8,209	8,492	7,291	8,311	7,611	7,706	8,058	7,448	7,966	8,250	95,235
ROUTE 411	4,578	4,326	4,283	3,615	4,318	4,859	4,210	4,530	4,442	4,091	4,442	4,657	52,351
ROUTE 412	6,231	6,029	6,427	6,340	5,839	6,219	6,062	6,055	6,463	5,921	6,239	6,443	74,268
ROUTE 413	8,389	7,896	8,528	8,675	7,955	8,960	8,108	8,031	8,576	7,993	8,504	8,634	100,249
ROUTE 421	15,826	14,430	14,728	15,775	11,299	15,647	14,821	11,126	14,826	14,217	15,153	15,577	173,425
ROUTE 430	6,370	5,868	6,282	6,466	5,820	6,687	6,231	6,192	6,495	5,981	6,619	6,504	75,515
ROUTE 440	5,570	5,388	5,720	5,977	5,275	5,948	5,397	5,570	5,767	5,337	5,728	5,813	67,490
ROUTE 450	5,946	5,410	5,435	5,847	5,154	5,754	5,378	5,399	5,931	5,367	5,697	5,978	67,296
TOTAL	69,321	64,624	67,553	69,786	61,276	70,590	65,480	62,219	68,729	63,937	68,381	70,020	801,916

2012/2013 REVENUE MILES

	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	TOTAL
ROUTE 401	8,176	8,246	7,765	8,812	7,388	8,554	7,836	7,766	8,188	7,519	8,113	8,098	96,461
ROUTE 410	8,152	8,032	7,862	8,352	7,405	8,489	7,924	7,686	8,197	7,500	7,848	8,228	95,675
ROUTE 411	4,466	4,663	4,486	4,831	4,132	4,808	4,510	4,322	4,761	4,112	4,539	4,825	54,455
ROUTE 412	7,150	6,148	6,077	6,305	5,607	6,640	6,200	6,028	6,451	5,872	6,255	6,349	75,082
ROUTE 413	8,748	8,620	8,383	8,988	7,775	9,053	8,244	8,019	8,254	7,693	7,989	8,537	100,303
ROUTE 421	15,576	15,362	14,510	16,271	13,889	16,084	14,686	14,426	15,600	14,291	15,174	15,427	181,296
ROUTE 430	6,402	6,244	6,129	6,636	5,806	6,588	6,111	6,057	6,384	5,916	6,332	6,474	75,079
ROUTE 440	5,645	5,722	5,576	5,852	5,148	5,988	5,454	5,398	5,723	5,450	5,531	5,751	67,238
ROUTE 450								5,424	5,642	5,425	5,547	5,815	27,853
TOTAL	64,315	63,037	60,788	66,047	57,150	66,204	60,965	65,126	69,200	63,778	67,328	69,504	773,442

2015/2016 TOTAL MILES

	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	TOTAL
ROUTE 401	9,160	9,782	10,109	9,479	9,225	9,844	9,117	9,723	9,129	9,290	10,026	9,540	114,424
ROUTE 410	9,525	9,823	10,037	9,750	9,481	10,084	9,524	9,879	9,210	9,552	10,445	9,759	117,069
ROUTE 411	5,342	5,643	5,809	5,625	5,437	5,802	5,532	5,685	5,363	5,480	5,929	5,691	67,338
ROUTE 412	5,993	6,393	6,502	6,251	6,128	6,561	6,163	6,436	6,039	6,162	6,686	6,297	75,611
ROUTE 413	9,611	9,768	9,848	9,480	9,297	9,957	9,224	9,608	9,204	9,361	10,116	9,598	115,072
ROUTE 421	16,205	17,317	17,430	17,123	16,733	17,818	15,943	17,181	16,442	16,641	17,965	16,983	203,781
ROUTE 430	6,511	6,820	6,788	6,792	6,521	7,045	6,291	6,778	6,617	6,531	7,066	6,854	80,614
ROUTE 440	5,890	6,391	6,125	6,298	6,064	6,494	5,685	6,023	5,895	5,972	6,467	6,250	73,554
ROUTE 450	5,765	6,626	6,863	6,192	6,259	6,684	6,022	6,576	5,975	6,278	6,850	6,302	76,392
TOTAL	74,002	78,563	79,511	76,990	75,145	80,289	73,501	77,889	73,874	75,267	81,550	77,274	923,855

2014/2015 TOTAL MILES

	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	TOTAL
ROUTE 401	9,451	9,204	9,660	9,517	9,311	10,015	8,750	9,629	9,511	8,934	9,611	9,662	113,255
ROUTE 410	9,808	9,477	10,139	9,988	9,996	10,858	9,030	9,863	9,628	9,003	9,903	9,881	117,574
ROUTE 411	5,561	5,514	5,773	5,693	5,670	5,998	5,148	5,643	5,599	5,168	5,668	5,534	66,969
ROUTE 412	6,813	6,675	6,953	6,890	6,710	7,295	6,365	7,025	6,823	6,166	6,388	6,384	80,487
ROUTE 413	9,668	9,552	10,077	10,035	9,614	10,283	8,998	9,852	9,663	9,009	9,732	9,863	116,346
ROUTE 421	17,026	16,520	17,389	17,176	16,816	18,073	15,879	17,323	17,111	15,905	18,461	17,059	204,738
ROUTE 430	7,062	6,875	7,078	7,043	6,812	7,221	6,317	6,837	6,881	6,275	6,968	6,774	82,143
ROUTE 440	6,400	6,256	6,434	6,506	6,306	6,800	5,772	6,283	6,237	5,846	6,261	6,176	75,277
ROUTE 450	6,218	6,168	6,124	6,157	6,271	6,907	5,631	6,621	6,279	6,017	6,584	6,359	75,336
TOTAL	78,007	76,241	79,627	79,005	77,506	83,450	71,890	79,076	77,732	72,323	79,576	77,692	932,125

2013/2014 TOTAL MILES

	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	TOTAL
ROUTE 401	8,941	8,713	8,715	9,730	8,658	9,484	8,776	8,704	9,191	8,979	9,408	9,676	108,975
ROUTE 410	8,813	9,117	9,743	9,424	8,686	9,715	8,928	9,017	9,591	9,159	9,629	9,943	111,765
ROUTE 411	5,301	4,978	4,669	5,350	5,159	5,585	4,954	5,356	5,223	5,235	5,408	5,613	62,831
ROUTE 412	6,594	6,217	6,696	6,778	6,122	6,927	6,333	6,474	6,729	6,391	6,825	6,985	79,071
ROUTE 413	9,392	8,836	9,184	9,717	8,870	10,094	9,031	9,204	9,608	9,260	9,680	9,825	112,701
ROUTE 421	17,085	15,594	16,469	16,954	13,022	17,297	16,319	15,257	16,194	15,674	16,866	17,292	194,023
ROUTE 430	6,797	6,718	6,948	6,906	6,552	7,279	6,824	6,462	6,926	6,445	6,963	7,030	81,850
ROUTE 440	6,139	6,006	6,519	6,743	5,489	6,674	6,098	6,505	6,411	6,014	6,498	6,580	75,676
ROUTE 450	6,474	6,191	6,785	6,105	5,772	6,988	6,126	6,073	6,694	5,932	6,231	6,571	75,942
TOTAL	75,536	72,370	75,728	77,707	68,330	80,043	73,389	73,052	76,567	73,089	77,508	79,515	902,834

2012/2013 TOTAL MILES

	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	TOTAL
ROUTE 401	9,278	9,113	8,817	9,880	8,422	9,585	8,858	8,594	9,218	8,553	9,240	8,977	108,535
ROUTE 410	9,372	9,374	9,144	9,830	8,622	10,058	9,210	8,925	9,713	8,861	8,967	9,582	111,658
ROUTE 411	5,336	5,326	5,114	5,654	4,769	5,543	5,167	4,934	5,278	4,948	5,188	5,563	62,820
ROUTE 412	7,538	6,479	6,502	6,909	5,987	7,010	6,457	6,292	6,724	6,123	6,515	6,708	79,244
ROUTE 413	9,692	9,552	9,319	9,885	8,621	9,930	9,092	8,861	9,223	8,730	9,188	9,517	111,610
ROUTE 421	16,647	16,517	15,978	17,579	15,097	17,401	16,009	15,805	16,941	15,362	16,403	16,557	196,296
ROUTE 430	6,809	6,912	6,600	7,177	6,382	7,305	6,453	6,689	6,927	6,434	6,976	7,023	81,687
ROUTE 440	6,424	6,383	6,051	7,029	5,863	6,608	6,065	6,124	6,311	6,078	5,992	6,415	75,343
ROUTE 450								6,173	6,740	6,171	6,149	6,675	31,908
TOTAL	71,096	69,656	67,525	73,943	63,763	73,440	67,311	72,397	77,075	71,260	74,618	77,017	859,101

Appendix G: Prioritization Process for Programming Regional Transit Funds

In 2011, Pima Association of Governments instituted a new regional process for the programming of regional transit funds. The catalyst for the creation of the new process was the result of a transportation certification review process conducted by the Federal Highway Administration and Federal Transit Administration (FTA) that indicated the regional transit funding planning process required updating. At the direction of the FTA, PAG completed a new transparent and fair process for the prioritization and programming of regional transit funds in February 2012.

The prioritization process broke potential projects into tiered categories based on regional need. This permitted projects to be ranked quickly and with mutual consent once annually submitted projects were categorized. The five project categories are:

1. Services and Improvements Required by Law
2. Maintain Existing Assets and Services
3. Expand Service
4. Passenger Enhancements
5. Other support services

Tier 1 project examples include fleet replacement and parts, upgrades to facilities to meet environmental laws, and upgrades or alterations to ensure facilities meet ADA requirements.

Tier 2 project examples include the purchase of replacement revenue fleet vehicle or parts, maintaining existing operation and passenger facilities, capitalized maintenance, and support service capital costs.

Tier 3 project examples include the purchase of revenue fleet vehicles for service expansion, the construction of regional park and rides, and the construction of facilities for expanded service.

Tier 4 project examples include providing bus stop improvements, constructing transit centers, or providing technology to improve customer experience.

Tier 5 projects include any other support purchases.

Projects are ranked according to tier so that all Tier 1 projects will be ranked highest, and the ranking of projects within tiers will be based on TWG consensus.

Federal transit funds are described in **Section 2** of this document under Federal Transit Administration Grants.

Appendix H
FY 2017-2021
Proposed Transit Funding

TIP ID	Local ID	Project Name	Proposed Transit Funding										Funding by Source	Total Project Funding	Project Sponsor
			Fiscal Year												
			2017		2018		2019		2020		2021				
			Funding Source	Amount	Funding Source	Amount	Funding Source	Amount	Funding Source	Amount	Funding Source	Amount			
70.06	RTA - 44	Sun Tran - Weekday Evening Bus Service Expansion	RTA	\$2,234,764	RTA	\$2,301,807	RTA	\$2,370,861	RTA	\$2,441,987	RTA	\$2,515,247	\$11,864,667	\$11,864,667	Tucson Transit
94.06	RTA - 45	Sun Tran - Weekend Service Expansion	RTA	\$1,127,575	RTA	\$1,161,402	RTA	\$1,196,244	RTA	\$1,232,132	RTA	\$1,269,096	\$5,986,449	\$5,986,449	Tucson Transit
93.06	RTA - 46	Sun Tran - Frequency and Area Expansion	RTA 5316	\$2,414,472 \$46,192	RTA 5316	\$2,486,907 \$0	RTA 5316	\$2,561,514 \$0	RTA 5316	\$2,638,359 \$0	RTA 5316	\$2,717,510 \$0	\$12,818,762 \$46,192	\$12,864,954	RTA
471.00	RTA - 46	Bus Replacements	5307 5339 STP FLEX Local	\$1,286,600 \$1,546,900 \$730,000 \$708,375	5307 5339 STP FLEX Local	\$5,794,650 \$1,546,900 \$730,000 \$1,835,388	5307 5339 STP FLEX Local	\$5,245,650 \$1,546,900 \$730,000 \$1,698,138	5307 5339 STP FLEX Local	\$5,631,650 \$1,546,900 \$730,000 \$1,794,638	5307 5339 STP FLEX Local	\$4,214,650 \$1,546,900 \$730,000 \$1,440,388	\$22,173,200 \$7,734,500 \$3,650,000 \$7,476,925	\$41,034,625	Tucson Transit
72.03	RTA - 46	Administrative & Maintenance Facility	RTA	\$28,992	RTA	\$28,992	RTA	\$28,992	RTA	\$28,992	RTA	\$28,992	\$144,960	\$144,960	Tucson Transit
21.11	RTA - 46	Bus Expansion	RTA 5307	\$0 \$0	RTA 5307	\$0 \$0	RTA 5307	\$0 \$0	RTA 5307		RTA 5307		\$0 \$0	\$0	Tucson Transit
71.06	RTA - 47	Sun Van/Paratransit Expansion	RTA	\$1,098,196	RTA	\$1,131,142	RTA	\$1,165,076	RTA	\$1,200,029	RTA	\$1,236,030	\$5,830,473	\$5,830,473	Tucson Transit
97.06	RTA - 47	RTA Special Needs Transit Expansion	RTA	\$3,615,829	RTA	\$3,724,304	RTA	\$3,836,033	RTA	\$3,951,114	RTA	\$4,069,648	\$19,196,929	\$19,196,929	RTA
29.03	RTA - 47	Sun Van Expansion Vans	RTA 5307	\$0 \$0	RTA 5307	\$0 \$0	RTA 5307	\$0 \$0	RTA 5307		RTA 5307		\$0 \$0	\$0	Tucson Transit
75.06	RTA - 47	Volunteer Transit	RTA	\$250,000	RTA	\$250,000	RTA	\$250,000	RTA	\$250,000	RTA	\$250,000	\$1,250,000	\$1,250,000	PCOA
13.11	RTA - 47	Transferred Special Needs Transit Service Area	Local	\$4,207,454	Local	\$4,333,678	Local	\$4,463,688	Local	\$4,597,599	Local	\$4,735,527	\$22,337,946	\$22,337,946	RTA
72.06	RTA - 48	Sun Shuttle Base Transit Services	RTA 5311	\$1,089,326 \$178,160	RTA 5311	\$1,122,006 \$0	RTA 5311	\$1,155,666 \$0	RTA 5311	\$1,190,336 \$0	RTA 5311	\$1,226,046 \$0	\$5,783,379 \$178,160	\$5,961,539	RTA
42.10	RTA - 48	Sun Shuttle Expanded Transit Services	RTA 5311 5316	\$2,113,286 \$257,619 \$204,400	RTA 5311 5316	\$2,176,685 \$0 \$0	RTA 5311 5316	\$2,241,985 \$0 \$0	RTA 5311 5316	\$2,309,245 \$0 \$0	RTA 5311 5316	\$2,378,522 \$0 \$0	\$11,219,722 \$257,619 \$204,400	\$11,681,741	RTA
95.06	RTA - 49	Express Service Expansion	RTA 5311	\$2,013,165 \$133,042	RTA 5311	\$2,073,560 \$0	RTA 5311	\$2,135,767 \$0	RTA 5311	\$2,199,840 \$0	RTA 5311	\$2,265,835 \$0	\$10,688,166 \$133,042	\$10,821,208	Tucson Transit
40.13	RTA - 50	Streetcar Operations	RTA	\$2,000,000	RTA	\$1,200,000	RTA	\$1,200,000	RTA	\$1,200,000	RTA	\$1,200,000	\$6,800,000	\$6,800,000	Tucson Transit
107.06	RTA - 51	Oro Valley Park-and-Ride	RTA Local	\$70,000 \$0	RTA Local	\$70,000 \$0	RTA Local	\$70,000 \$0	RTA Local	\$70,000 \$0	RTA Local	\$70,000 \$0	\$350,000 \$0	\$350,000	Oro Valley
108.06	RTA - 51	Houghton/Broadway, Houghton Old Vail Park-and-Rides	RTA	\$52,000	RTA	\$52,000	RTA	\$52,000	RTA	\$52,000	RTA	\$52,000	\$260,000	\$260,000	Tucson Transit

TIP ID	Local ID	Project Name	Proposed Transit Funding										Funding by Source	Total Project Funding	Project Sponsor
			Fiscal Year												
			2017		2018		2019		2020		2021				
			Funding Source	Amount	Funding Source	Amount	Funding Source	Amount	Funding Source	Amount	Funding Source	Amount			
43.12		South Tucson Transit Services	RTA	\$476,027	RTA	\$490,308	RTA	\$505,017	RTA	\$520,167	RTA	\$535,772	\$2,527,291	\$2,527,291	RTA
68.03		Preventative Maintenance	5307 Local	\$5,600,000 \$1,400,000	5307 Local	\$5,600,000 \$1,400,000	5307 Local	\$5,365,900 \$1,341,475	5307 Local	\$5,600,000 \$1,400,000	5307 Local	\$5,600,000 \$1,400,000	\$27,765,900 \$6,941,475	\$34,707,375	Tucson Transit
64.03		Security for Transit (1% minimum required)	5307 Local	\$137,900 \$34,475	5307 Local	\$137,900 \$34,475	5307 Local	\$137,900 \$34,475	5307 Local	\$137,900 \$34,475	5307 Local	\$137,900 \$34,475	\$689,500 \$172,375	\$861,875	Tucson Transit
27.03		Sun Van Replacement Vans	5307 Local	\$1,452,000 \$363,000	5307 Local	\$0 \$0	5307 Local	\$1,788,000 \$447,000	5307 Local	\$1,843,000 \$460,750	5307 Local	\$3,180,000 \$795,000	\$8,263,000 \$2,065,750	\$10,328,750	Tucson Transit
77.08		Support Vehicles - Sun Tran	5307 Local	\$68,000 \$17,000	5307 Local	\$76,000 \$19,000	5307 Local	\$160,000 \$40,000	5307 Local	\$80,000 \$20,000	5307 Local	\$160,000 \$40,000	\$544,000 \$136,000	\$680,000	Tucson Transit
32.03		Transit Enhancements/ADA (1% minimum)	5307 Local	\$137,900 \$34,475	5307 Local	\$137,900 \$34,475	5307 Local	\$137,900 \$34,475	5307 Local	\$137,900 \$34,475	5307 Local	\$137,900 \$34,475	\$689,500 \$172,375	\$861,875	Tucson Transit
66.03		Transit Grant Administration	5307 Local	\$160,000 \$40,000	5307 Local	\$160,000 \$40,000	5307 Local	\$160,000 \$40,000	5307 Local	\$160,000 \$40,000	5307 Local	\$160,000 \$40,000	\$800,000 \$200,000	\$1,000,000	Tucson Transit
42.13		Sun Shuttle Dial-a-Ride Oro Valley Bus Replacements	5307 Local	\$0 \$0	5307 Local	\$0 \$0	5307 Local	\$140,000 \$83,000	5307 Local	\$0 \$0	5307 Local	\$0 \$0	\$140,000 \$83,000	\$223,000	RTA
122.00		Purchase/Operation of Vehicles for Elderly and Disabled	5310	\$785,000	5310	\$810,000	5310	\$830,000	5310	\$855,000	5310	\$885,000	\$4,165,000	\$4,165,000	OWP-PAG
42.12		Pima County Transit Services	Local	\$3,426,708	Local	\$3,529,509	Local	\$3,635,395	Local	\$3,744,456	Local	\$3,856,790	\$18,192,858	\$18,192,858	RTA
98.12		ADA Transit Enhancements	5307 Local	\$0 \$0	5307 Local	\$0 \$0	5307 Local	\$0 \$0	5307 Local		5307 Local		\$0 \$0	\$0	Pima County
12.13		Safety Certification Training (0.5%)	5307 Local	\$0 \$0	5307 Local	\$68,950 \$17,238	5307 Local	\$68,950 \$17,238	5307 Local	\$68,950 \$17,238	5307 Local	\$68,950 \$17,238	\$275,800 \$68,950	\$344,750	Tucson Transit
2.13		Marana Transit Services	Local	\$90,130	Local	\$92,834	Local	\$95,619	Local	\$98,488	Local	\$101,442	\$478,513	\$478,513	Tucson Transit
1.15		Stormwater and Repaving	5307 Local	\$0 \$0	5307 Local	\$0 \$0	5307 Local	\$0 \$0	5307 Local	\$0 \$0	5307 Local	\$0 \$0	\$0 \$0	\$0	Tucson Transit
3.15		CNG Fueling System NW	5307 Local	\$4,717,000 \$1,179,250	5307 Local	\$1,684,000 \$421,000	5307 Local	\$0 \$0	\$5,307 Local	\$0 \$0	\$5,307 Local	\$0 \$0	\$6,401,000 \$1,600,250	\$8,001,250	Tucson
2.15		Bus Wash- South Park	5307 Local	\$0 \$0	5307 Local	\$0 \$0	5307 Local	\$360,000 \$90,000	5307 Local	\$0 \$0	5307 Local	\$0 \$0	\$360,000 \$90,000	\$450,000	Tucson
33.12		Sun Shuttle Bus Replacements	5307 Local	\$227,900 \$138,000	5307 Local	\$127,900 \$71,000	5307 Local	\$223,000 \$56,000	5307 Local	\$466,000 \$78,000	5307 Local	\$162,000 \$78,000	\$1,206,800 \$421,000	\$1,627,800	RTA

Appendix I: Evaluation of RTA Bus Service Improvements

On an annual basis, the RTA Transit Working Group (TWG) develops and prioritizes a list of projects for potential implementation based on the RTA plan's schedule for bus frequency improvements and area expansion within the Sun Tran system. The phased implementation of transit service improvements is predicated on anticipated budget and demand, with the objective of targeting routes and service areas with the greatest need and timing the service implementation with other concurrent transit projects. Projects are designated for inclusion in the TIP for the upcoming fiscal year even though planning and implementation may occur in the current year. Additionally, the ranking process is flexible and may change from year to year to meet the needs of the region. The current process consists of four steps:

1. Projects are identified as either a frequency improvement or route extension and ranked using weighted data.
 - a. Projects identified as frequency improvements are ranked using operational performance data that indicates demand for individual routes.
 - b. Projects identified as service extensions are ranked using a weighted analysis of population, employment, and transit dependency within a half-mile radius to potential routes.
2. The resulting initial priority list is then ranked based on three additional priority categories in order of importance. The purpose of this ranking is to optimize the current system prior to additional system expansion. The results from the FY 2013-2014 bus service prioritization can be seen in **Figure 1** below.
 - a. Improving Quality of Service: This category gives priority to routes where overcrowding is a consist issue. Overcrowding can lead to longer dwell times for vehicles, affecting on-time performance. Overcrowding also can lead to stranded passengers if a vehicle is too full to take on additional customers.
 - b. Improving System Functionality: This category gives priority to projects that will further the connectivity of the overall transit system, increasing customer travel options. Priority is also given to projects that reduce service duplication where it may exist. Overlapping service is identified as any area serviced by multiple vehicles with no appreciable increase in customer level of service.
 - c. Servicing New Demand: This category prioritizes projects that extend the system into areas not currently served and that demonstrate current or projected demand for transit service. See **Figure 2** for the proposed route extensions from the FY 2013-2014 ranking process.

Quality of Service (Frequency Improvements)		System Optimization (Route Extensions)		New Demand (New Route/Route Extension)	
19	Stone	17	Country Club/29th St	15	Campbell
11	Alvernon	5	Pima St/W. Speedway	11	Alvernon
16	12th Ave/Oracle	4 N	Speedway	N/A	GV/SAH Express
7	22nd St.	8 N	Broadway/6th Ave	N/A	Houghton
6	S. Park Ave/N. 1st Ave	7	22nd St	4 S	Speedway
3	6th St/Wilmot	8 S	Broadway/6th Ave	N/A	RTC/LTC Express
9	Grant	108X	Broadway-Downtown Express	411	Picture Rocks
10	Flowing Wells	101X	Golf Links-Downtown Express		
4	Speedway	Figure 1: FY 13/14 Bus Priority after steps one and two.			
15	Campbell				
201x	Eastside-Aero Park Express				
108x	Broadway-Downtown Express				
312x	Oro Valley-Tohono Express				

3. The next step involves assessing any external factors that could affect project implementation. The number of buses available versus the number of buses needed for implementing a given combination of projects, transit infrastructure construction timetables, and/or whether implementing a given project could positively affect neighboring routes are examples of the type of external factors considered.
4. The resulting priority list is then evaluated against existing budgets in a fiscally constrained ranking process. Top ranking projects that fall within budget are recommended for implementation.

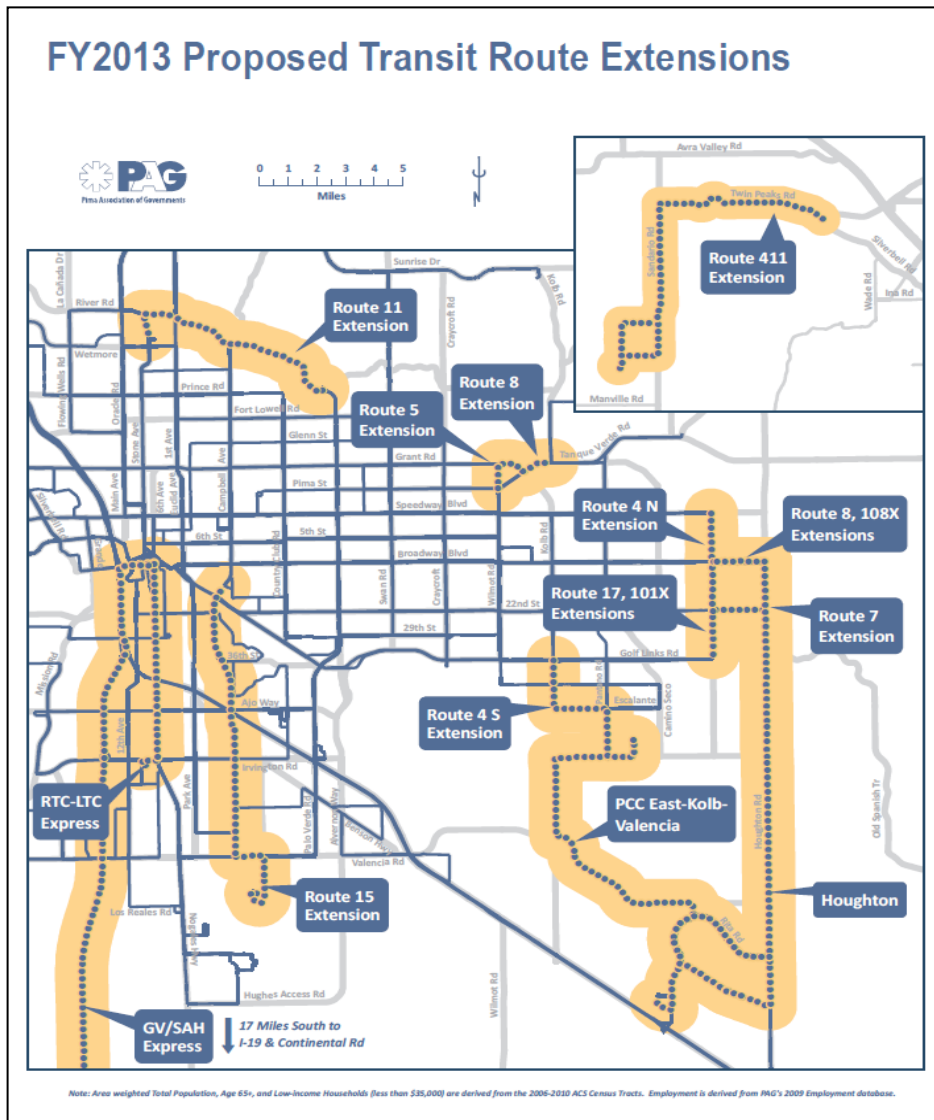


Figure 2: Proposed FY 13/14 route extensions.

Appendix I: Expanded Regional Special Needs Service Area Analysis

Expansion Policies

The TWG has outlined four policies for expansion of the Special Needs Paratransit Service Area. One, expansion should only occur into areas that have demand for service; two, expansion must be within two miles of the existing service area; three, consideration must be given to the impact of expansion on existing service; and four, long-term budget capacity for expanded service must be ensured. Based on the expansion policies, five areas were selected for ADA travel demand estimation.

In 2012, RTA staff conducted a demand estimation to determine the potential ADA eligible riders in each expansion area by calculating a ratio of ADA qualified individuals registered with the City of Tucson ADA Eligibility Office to the population of individuals in the region over 65 years of age, then applying that ratio to the specific populations in the areas selected for analysis. Based on the results, three areas were chosen for cost evaluation.

Cost Evaluation

RTA staff calculated the estimated annual cost of operation in each area using a five-step process. All annual averages and medians used in the calculations were derived separately for both of the RTA's contracted service providers.

The first step calculated the estimated number of annual ADA trips by combining the estimated ADA population of each expansion area with average annual ADA trip data.

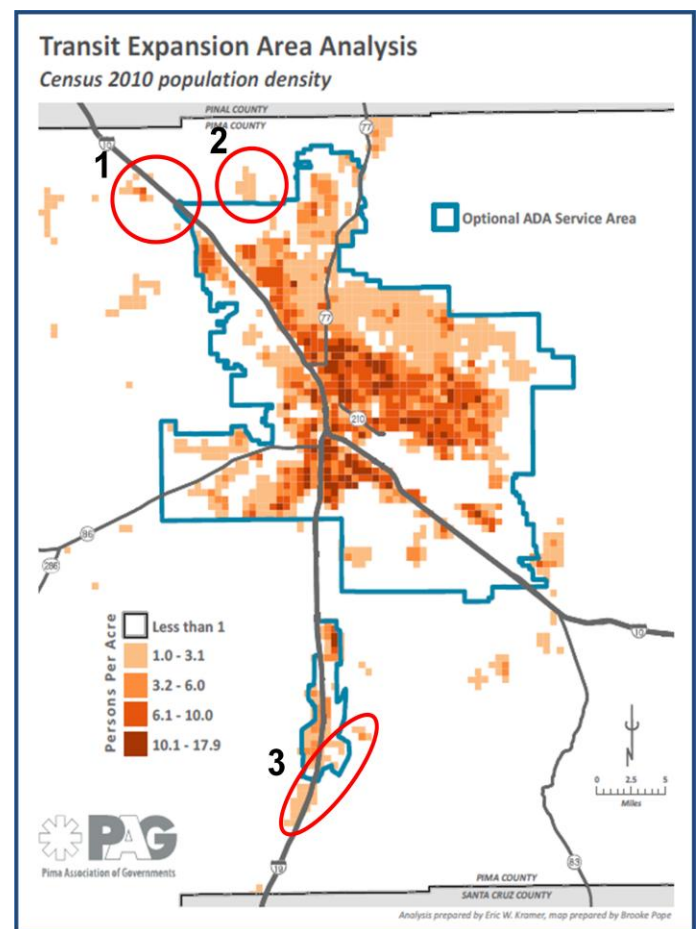
The second step estimated the current system median trip distances to use as a baseline in the cost calculation.

The third step looked at likely trip generators and calculated the percentage of trips that would be made to each destination from the expansion areas.

The fourth step generated a weighted average distance per ADA trip using the median distance from step two and the percentages from step three.

The fifth step estimated annual service hours by combining the weighted distance from step four with average miles per hour per contracted provider. This provided the time per trip that when combined with the estimated trips from step one yields the estimated annual service hours.

Annual service hours were then multiplied by the cost of service per provider estimating the total annual cost per evaluated expansion area.



Estimated Annual Service Hours

Area	Weighted Distance	Miles per Hour	Hours per Trip	Estimated Trips	Est. Annual Hrs.
1	12.07 miles	10.84	1.11	7,176	7,991
2	11.55 miles	10.84	1.07	12,480	13,298
3	8.02 miles	17.10	0.47	9,216	4,323

Estimated Annual Cost

Area	Estimated Annual Hrs.	Cost per Hour	Total Cost
1	7,991	\$39.31	\$314,126.21
2	13,298	\$39.31	\$522,744.38
3	4,323	\$45.00	\$194,535.00

Long-Term Budget Analysis

RTA plan project category 47 will be the funding source to implement and maintain expanded special needs service for the remaining life of the RTA plan. (Please refer to the **Financial Plan Overview** section of this document for more information on RTA project categories.) A long-term budget analysis indicated that simultaneously implementing all three proposed expansion areas would exceed project 47 budget capacity.

Implementation of Expanded Service

Once it was clear that a choice would need to be made between expansion areas, RTA staff proposed a further evaluation based on vehicles available in each area, and whether the total cost of implementing service in each area was within the FY 2012-2013 project 47 budget. Based on the further analysis, staff recommended a two-phase implementation strategy: implement service in expansion area 1 in FY 2012-2013, then work to improve the efficiency of existing services and implement further expansion as the budget allows. The TWG approved the recommendations and service in area 1 began in January 2013.

For a more detailed explanation of RTA Special Needs Transit, please see **Section 1.4** of this document.

Appendix J

FY 2016-2017 Sun Tran

Route Changes

Fiscal Year 2016 – 2017: Sun Tran Route Changes

The following list reflects all of the FY16-17 changes including route splits, and the most recent changes to the Ride Guide, reflecting routing changes for the following routes.

Route Change list:

Routes 1, 2, 6, 8, 23 and 25: Routes have schedule changes and are on long-term detour downtown due to a road improvement project.

Routes 1 and 22: Routes have new bay locations at Ronstadt Transit Center

Routes 6 and 15: Routes have increased weekday frequency from 6 a.m. to 6 p.m.

Routes 7 and 17: Routes extended to the Broadway/Houghton Park and Ride

Routes 7 and 34: Routes have increased frequency and have been added to the Frequent Transit Network (FTN) with increased weekday frequency to every 15 minutes from 6 a.m. to 6 p.m. to better meet demand and provide more service that is convenient to passengers

Routes 9 and 20: Routes were merged to form one continuous route with increased frequency, now creating the new Route 9 (Grant Road). New routing no longer travels to the University of Arizona Mall and to Downtown Tucson.

Route 11: Weekend service was added to routing at Alvernon, Corona, and Palo Verde at the Tucson International Airport segment.

Route 27: Weekday frequency was reduced from 6 a.m. to 6 p.m. to meet passenger demand better.

Route 37: Route segment was discontinued. The route will no longer travel Sabino Canyon and Cloud roads. The route will terminate at Udall Station (Sabino Canyon/Tanque Verde).

Sun Express Routes 102X, 103X and 202X: Routing changes have been implemented due to Ina Road interchange construction and have adjusted schedules.

Sun Express Routes 102X, 105X, 109X and 203X: Routes have schedule and route changes.

Sun Express 103X: Route has a reduced schedule, removing two trips in the am and pm.

Sun Express 107X and 312X: Routes were merged to create the new 107X. The combined route runs in both directions in the morning and afternoon and travels from the Rancho Vistoso Park & Ride through Innovation Park and Innovation Market Place via Oracle Road to downtown Tucson.

Sun Express 202X: Route has been renumbered to 204X. The route has schedule and route changes and now provides service to Cortaro and I-10 at Arizona Pavilions.