



Transit Working Group

11:00 a.m., Tuesday, June 11, 2019

Pima Association of Governments

1 E. Broadway Blvd., Suite 401, Tucson
Santa Rita North Conference Room

Agenda

1. Call to Order, Introductions and In-Kind Form
2. Call to the Audience
3. Sun Express Performance Review
4. Sun Shuttle Service Change Recommendations
5. Sun Tran On-Board Survey Results
6. Sun Shuttle Dial-a-Ride Service Update
7. Future Agenda Items and Announcements
8. Adjournment

ACTION MAY BE TAKEN ON ANY ITEM*

The Meeting Room is accessible to persons with disabilities. In compliance with the Americans with Disabilities Act (ADA), those requiring special assistance, such as large-type face print, sign language or other reasonable accommodations, may request those through the administrative offices at: 1 E. Broadway Blvd., Suite 401, Tucson, Arizona 85701 or by calling (520) 792-1093, at least twenty-four hours before the meeting. Si necesita ayuda con traducción, llame por favor al 792-1093 y comuníquese con Nathan Barrett.

Sun Express Performance Review

Meeting	Meeting Date	Agenda Category	Agenda Item #
Transit Working Group	June 11, 2019	Discussion	3

REQUESTED ACTION/SUGGESTED MOTION

None.

ASSOCIATED OWP WORK ELEMENT/GOAL

- 40 – Regional Transportation Planning

SUMMARY

The 2017 PAG Short-Range Transit Implementation Plan identifies the need to develop performance measurements for RTA-funded transit projects to provide effective and meaningful service. Since 2006, the RTA in concert with jurisdictional partners has significantly expanded transit availability throughout the region, including longer operating hours, crowding relief, frequency improvements and service extensions.

In June 2016, 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 2015 Express System performance data to create a list of routes in need of alignment or service adjustments. The TWG subsequently approved the service adjustments at its September 2016 meeting. The RTA Board approved the recommendations in October 2016, and the service adjustments went into effect in March 2017.

Staff will present an update on Sun Express system performance. The TWG will be analyzing the performance of the system over the next few months to determine if recommended adjustments are in order.

Ridership in the system overall continues to decline versus previous years. However, certain individual routes are demonstrating growth. Several poor performing routes are causing the overall average to drop. Staff recommends continued monitoring of the system, additional advertising to raise awareness of the service in target markets, and additional analysis of performance at the trip, service time and stop level. Minor service changes to certain routes could bring them closer to achieving system goals.

PRIOR BOARD AND/OR COMMITTEE ACTION

The RTA Board approved the last round of significant Sun Express service change recommendations in October 2016, and the service adjustments went into effect in March 2017.

FINANCIAL CONSIDERATIONS

None at this time.

TECHNICAL, POLICY, LEGAL OR OTHER CONSIDERATIONS

Presentation slides.

ATTACHED ADDITIONAL BACKUP INFORMATION

None.

Staff Contact/Phone	James McGinnis, 495-1483 Katharine Mitchell, 495-1415
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Sun Express System Service Review

Summary

- Last Meeting:
 - Reviewed general ridership
- Today:
 - Broader performance measures
- Next Meeting:
 - Trip-level ridership



Standards Summary

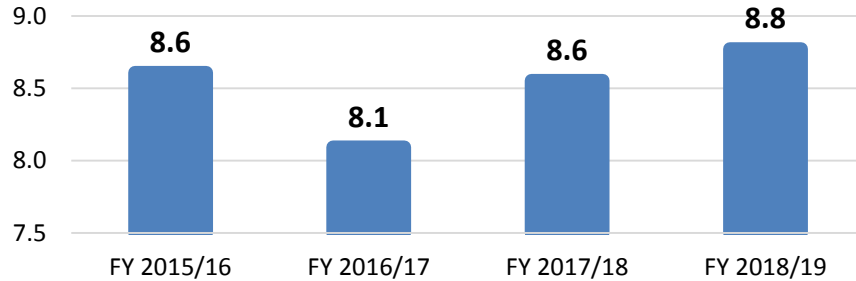
Standard	Measure
Operating Standards	
Passengers per Trip	≥ 15
Subsidy per Passenger	$\leq \$12.00$
Farebox Ratio	$\geq 15\%$
Service Quality Standards	
On-time Performance	$\geq 90\%$
Auto/Bus travel Time Ratio	≤ 1.5
Frequency	≤ 30 minutes

Low-Performing Routes

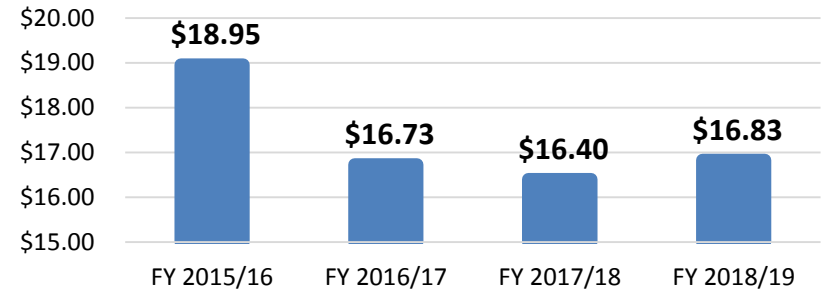
		Route Passengers	Average Passengers per Trip	Average Subsidy per Passenger	Average of Farebox Recovery Ratio	Total COST
	203X	✓ 35,743	⚠ 13.1	✗ \$ 16.16	⚠ 12%	✗ \$ 656,876
103X	101X	✓ 35,325	⚠ 14.9	✓ \$ 7.40	✓ 21%	✓ \$ 361,128
	107X	✓ 33,226	✗ 5.8	✗ \$ 24.69	✗ 8%	✗ \$ 893,428
107X	102X	✓ 31,337	⚠ 11.1	⚠ \$ 12.85	✓ 18%	⚠ \$ 468,746
	110X	✓ 30,784	✗ 7.4	✓ \$ 10.24	✓ 16%	✓ \$ 391,431
109X	105X	✓ 27,435	⚠ 10.2	✓ \$ 10.77	✓ 17%	✓ \$ 394,169
	108X	✓ 25,672	✗ 8.7	⚠ \$ 12.79	✓ 14%	✓ \$ 393,717
201X	104X	✗ 19,802	✗ 8.2	✓ \$ 11.72	✓ 16%	✓ \$ 275,013
	204X	✗ 17,446	✗ 6.2	✗ \$ 25.36	✗ 7%	✗ \$ 741,568
204X	109X	✗ 14,094	✗ 5.5	✗ \$ 27.09	✓ 7%	✗ \$ 423,973
	201X	✗ 13,793	✗ 6.3	✗ \$ 24.02	✗ 8%	✓ \$ 376,660
	103X	✗ 13,273	✗ 6.6	✗ \$ 16.06	✓ 18%	✓ \$ 235,109
Grand Total		297,932	8.7	\$ 16.60	14%	\$ 5,611,818

System Summary

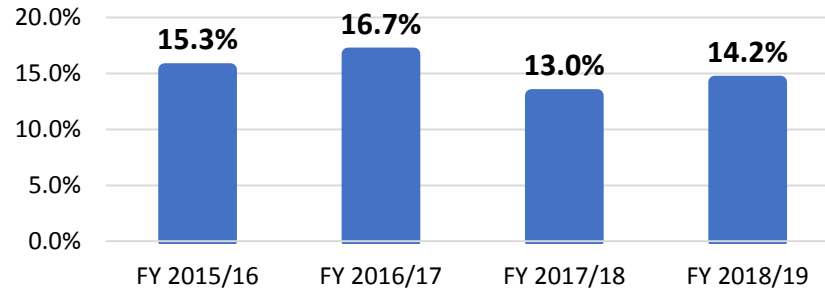
Average Passengers per Trip



Subsidy per Passenger



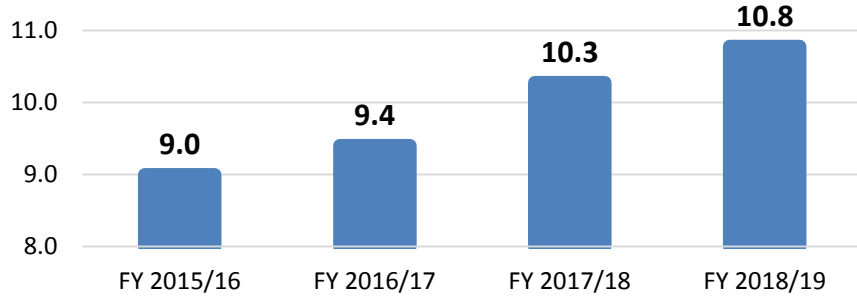
Farebox Recovery Ratio



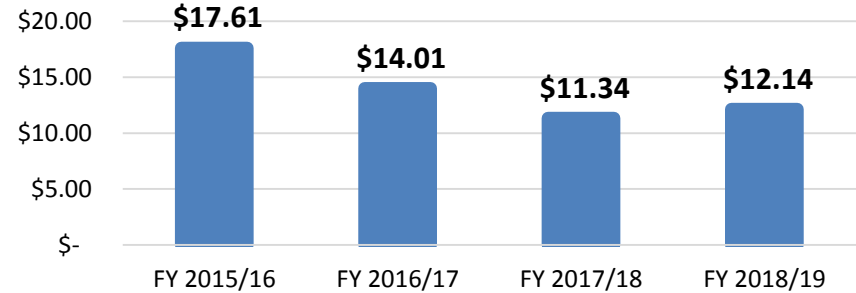
System Summary

without Low Performing Routes

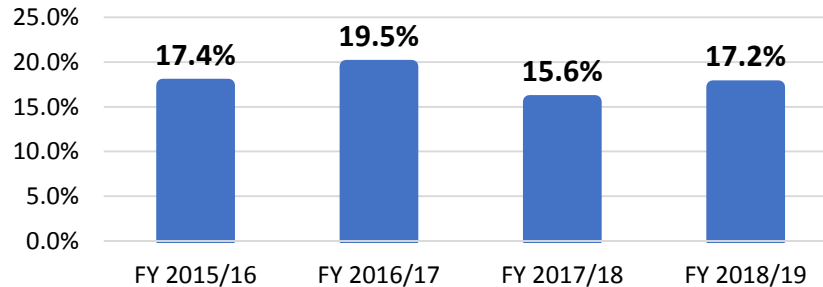
Average Passengers per Trip



Subsidy per Passenger



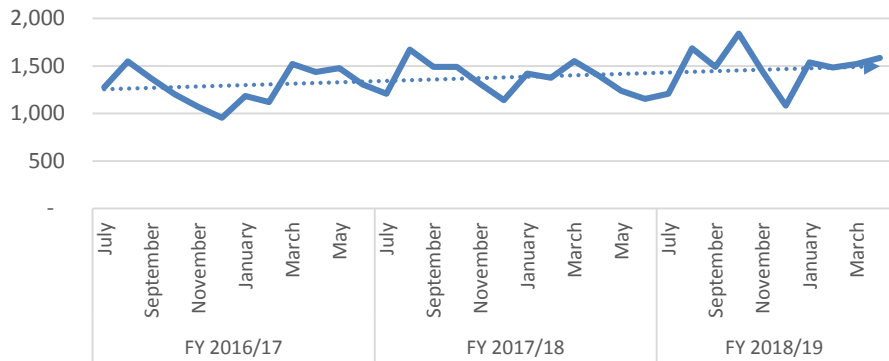
Farebox Recovery Ratio



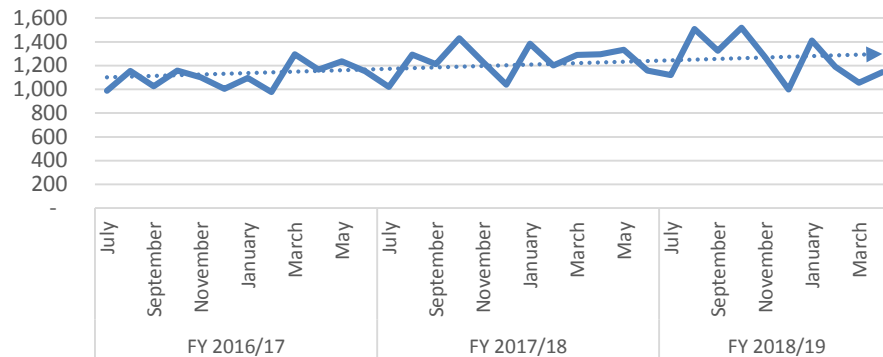
Ridership Trend

3 - year Trend

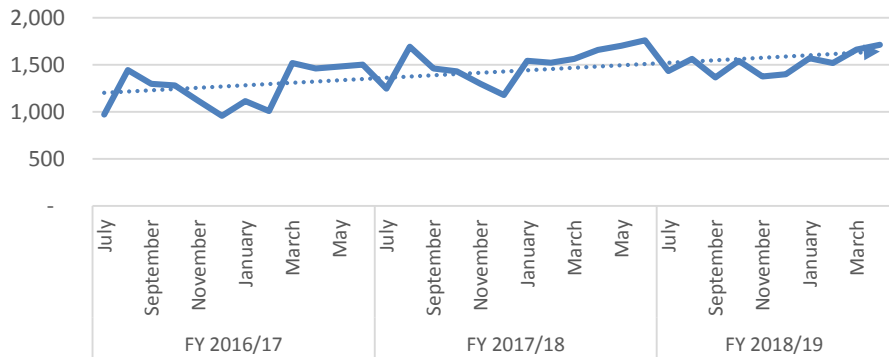
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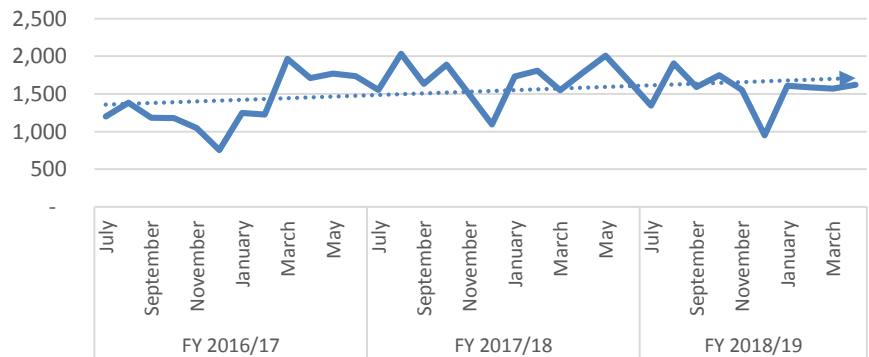
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107X



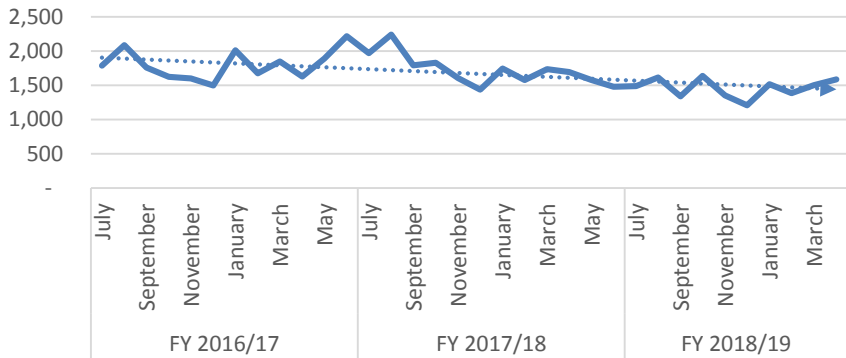
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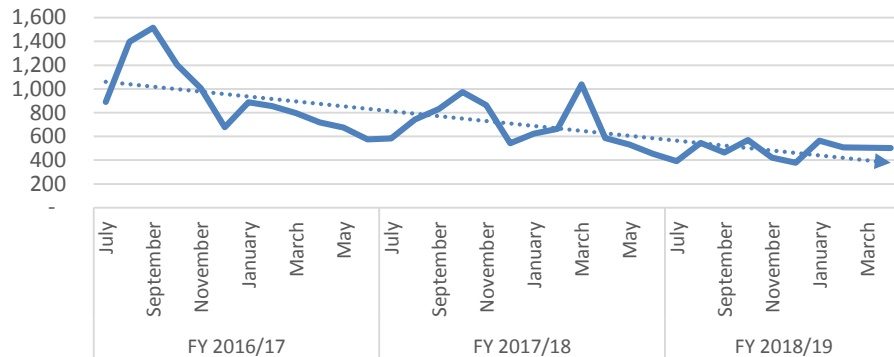
Ridership Trend

3 - year Trend

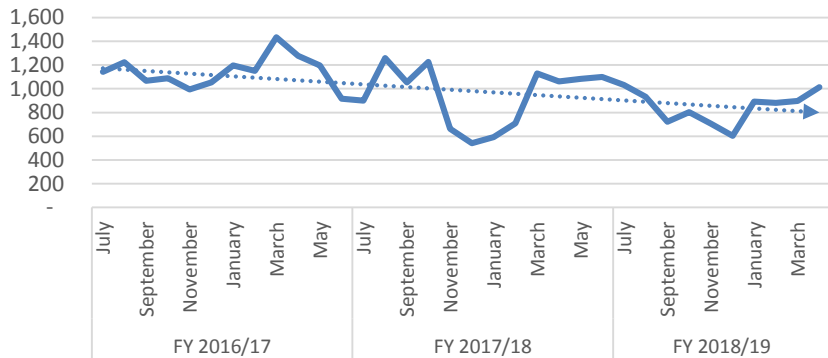
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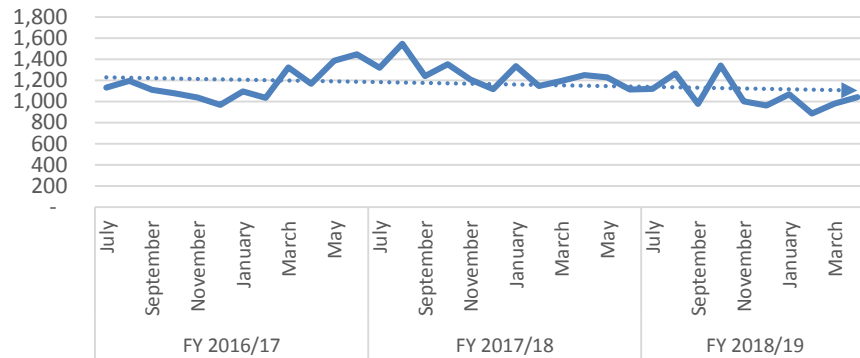
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104X



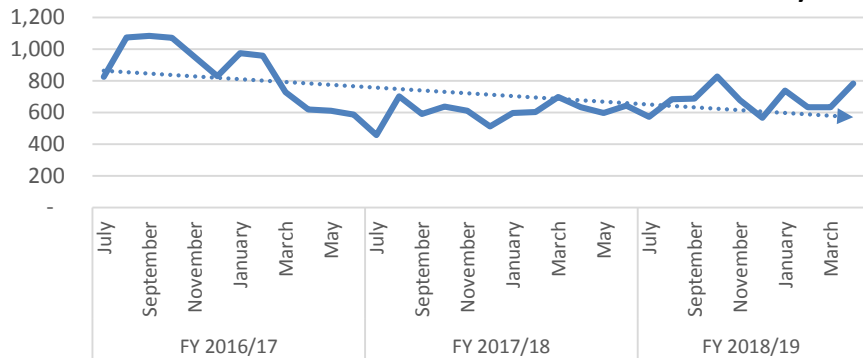
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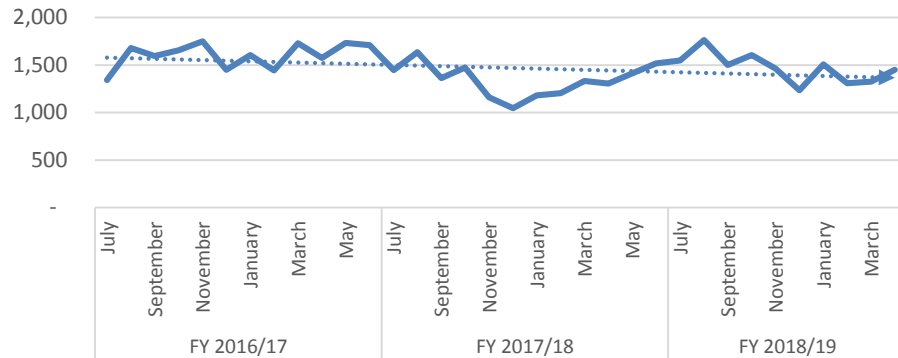
Ridership Trend

3 - year Trend

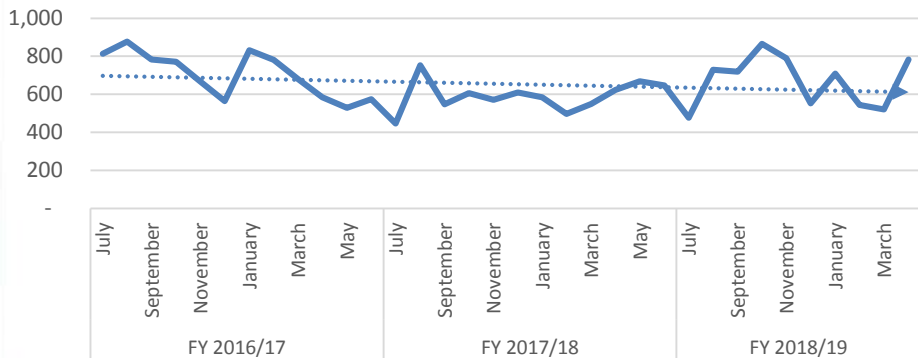
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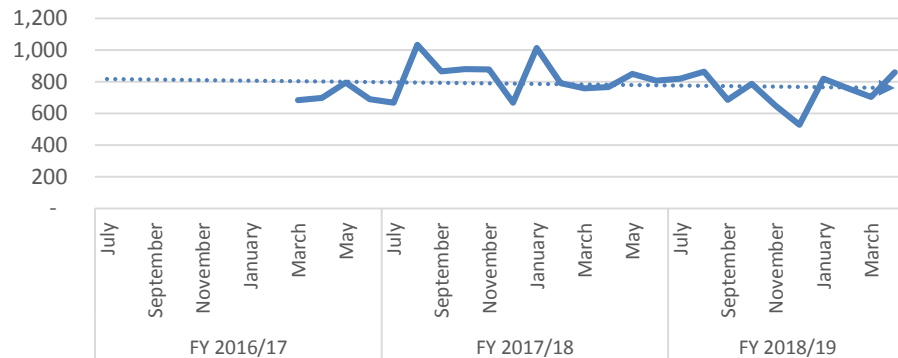
110X



201X



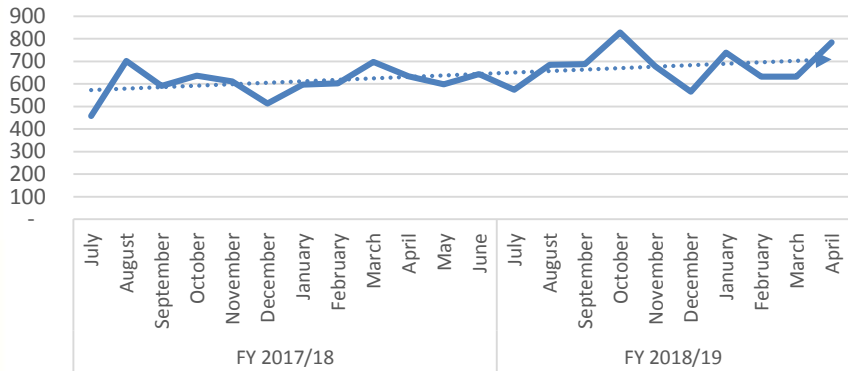
204X



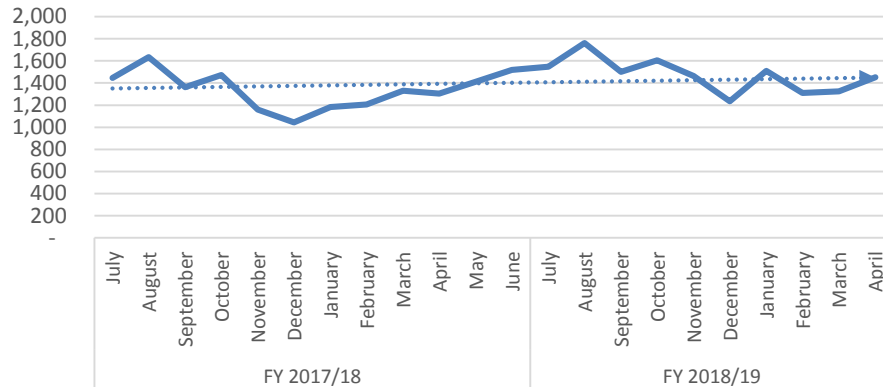
Ridership Trend

2 - year Trend

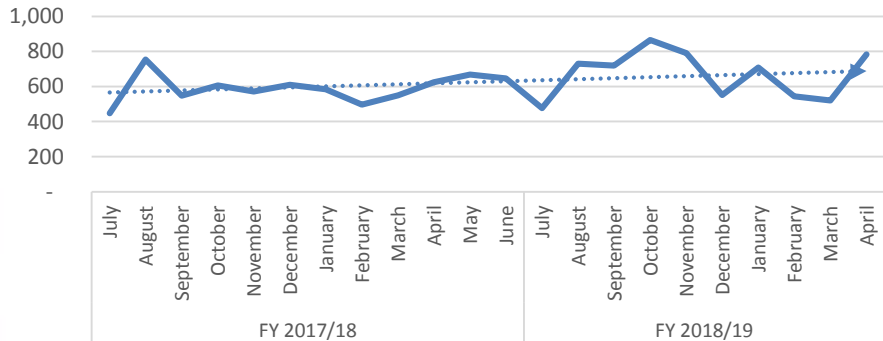
109X



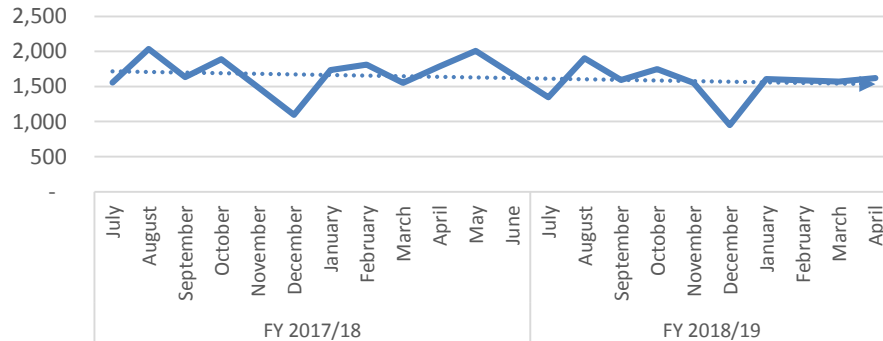
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201X



203X



Sun Shuttle Service Change Recommendations

Meeting	Meeting Date	Agenda Category	Agenda Item #
Transit Working Group	June 11, 2019	Action	4

REQUESTED ACTION/SUGGESTED MOTION

- Approve all recommended service changes for RTA Sun Shuttle fixed-route system.

ASSOCIATED OWP WORK ELEMENT/GOAL

- 40 – Regional Transportation Planning

SUMMARY

Background:

The 2017 PAG Short-Range Transit Implementation Plan identifies the need to develop performance measurements for RTA-funded transit projects in order to provide effective and meaningful service.

The most recent significant service changes to the Sun Shuttle System were implemented in March 2018.

Summary:

RTA staff have continued to work with Total Ride to monitor ridership and gather input from Sun Shuttle passengers and drivers. Minor improvements to the route schedules have been made periodically. For August 2019, RTA staff recommend the following service changes:

Route 412: Passengers and drivers have recommended an additional stop at North Camino de Oeste and West Linda Vista Boulevard. The addition of this stop will likely increase ridership on the route.

Route 430: Passengers and drivers have recommended an additional stop at the Tucson Spectrum Mall on West Irvington Road. The stop is located on the current routing and would not require a significant deviation to access the mall. The addition of this stop will likely increase ridership on the route.

Route 421: The Town of Sahuarita staff approached the RTA with interest in two additional stops along the current routing. Town staff have recommended the locations of these stops which are included in this packet. The northbound stop will be on West Duval Mine Road in front of the Sahuarita Palms Plaza and a Northwest Urgent Care location. The southbound stop will be on North La Canada Drive within close proximity to the Del Coronado Apartments. The addition of this stop will likely increase ridership on the route.

Sahuarita/Green Valley Dial-a-Ride: Residents of the communities of Amado and Arivaca have contacted the RTA and requested a service extension of the Sahuarita/Green Valley Dial-a-Ride. These communities recently lost reliable transportation and are seeking new options for travel to the Green Valley/Sahuarita community. The request is for a morning trip picking-up in the area of the I-19 Frontage Road and West Arivaca Road, and an afternoon trip returning to the same location. This location is approximately 5.5 miles south of the southern boundary of current Dial-a-Ride service area. This service would be run as a pilot project to gauge demand and evaluate any impacts on the current service.

RTA staff will work with Sun Tran and the contractor to communicate these new stops to current passengers as well as reach out to businesses and residential communities in the area and along the respective routes to attract new passengers.

RTA staff is asking for the TWG to approve these service change recommendations. If approved, these changes will be implemented in August 2019.

PRIOR BOARD AND/OR COMMITTEE ACTION

- None

FINANCIAL CONSIDERATIONS

- None.

TECHNICAL, POLICY, LEGAL OR OTHER CONSIDERATIONS

- None.

ATTACHED ADDITIONAL BACKUP INFORMATION

- Slides will be provided at the meeting.

Staff Contact/Phone

James McGinnis, 495-1483
Katharine Mitchell, 495-1415

2019 City of Tucson Onboard Survey Summary

Meeting	Meeting Date	Agenda Category	Agenda Item #
Transit Working Group	June 11, 2019	Information/Discussion	5

REQUESTED ACTION/SUGGESTED MOTION

- None

ASSOCIATED OWP WORK ELEMENT/GOAL

- 40 – Regional Transportation Planning

SUMMARY

The City of Tucson, in partnership with Pima Association of Governments, conducted a survey of passengers on all Sun Tran, Sun Express, Sun Shuttle, and Sun Link routes in the region. The survey, which began in January 2019 and ended in February, will help guide transit planning. Interviewers with tablet computers asked randomly-selected passengers about how they use transit. The surveys were made available in English and Spanish. The questions focused on transit customer trip behavior and demographics.

Onboard transit passenger studies typically are conducted every three years. The City of Tucson is required to collect specific demographic data about passengers including race, household income, and English language proficiency in order to comply with Title VI of the Civil Rights Act of 1964. This information is submitted to the Federal Transit Administration approximately every three years. The region's last survey was in 2016.

Staff will present some of the findings from the 2019 survey.

PRIOR BOARD AND/OR COMMITTEE ACTION

- None.

FINANCIAL CONSIDERATIONS

- None at this time.

TECHNICAL, POLICY, LEGAL OR OTHER CONSIDERATIONS

- None.

ATTACHED ADDITIONAL BACKUP INFORMATION

- Slides detailing the survey results.

Staff Contact/Phone

James McGinnis, 495-1483
Katharine Mitchell, 495-1415

City of Tucson On-Board Survey 2019

Overview

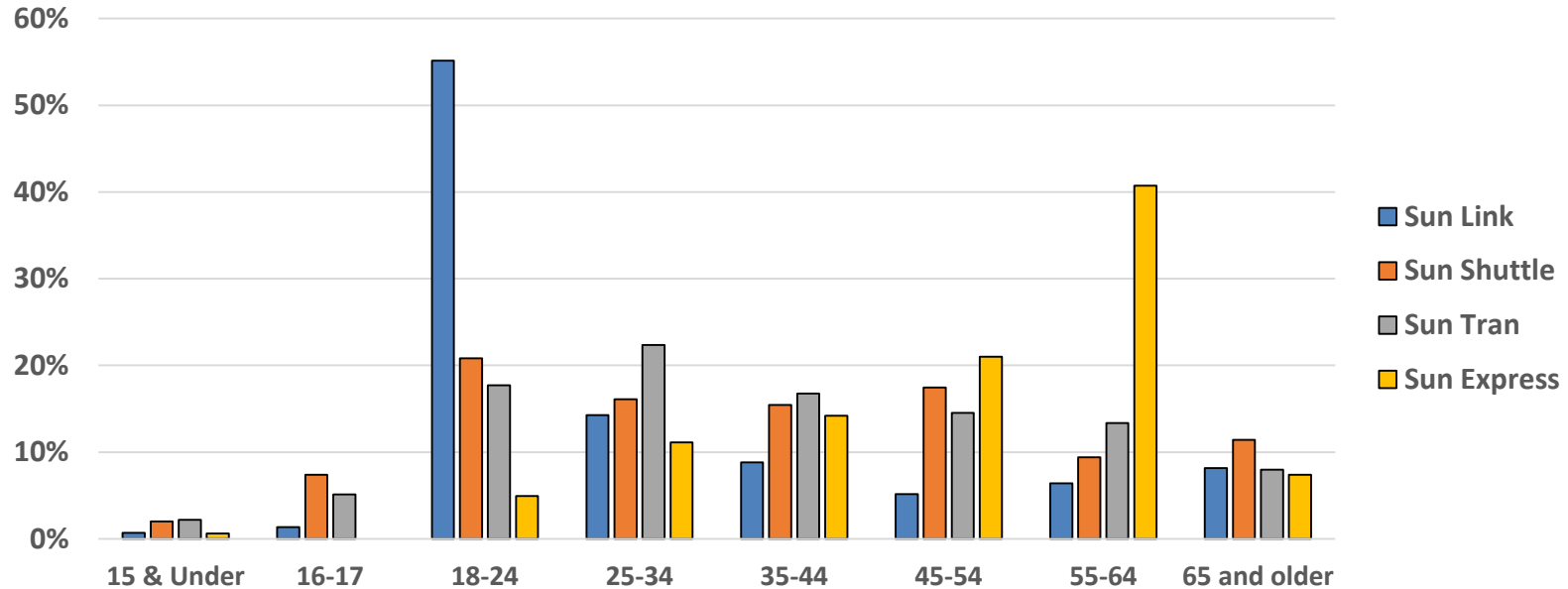
- Conducted Jan – Feb 2019
- 7,126 responses collected
 - Sun Tran 5,785
 - Sun Link 1,030
 - Sun Express 162
 - Sun Shuttle 149



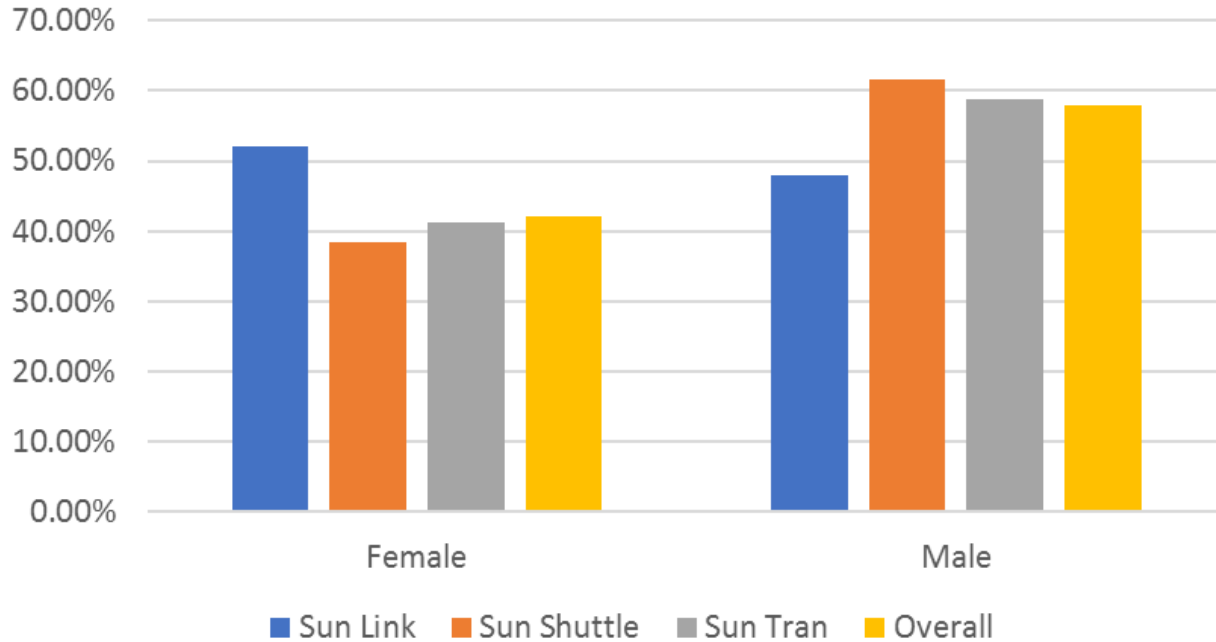
Important Findings System Wide

- Just over half (51.59%) of riders do not have a working vehicle in their household.
- Fifty nine percent of riders (58.56%) do not have a vehicle they could have used on their one-way trip.
- Seventy three percent of riders (73.14%) indicated they are not a student.
- Sixty two percent (62.37%) of riders are employed either full time or part time.
- Forty nine percent (49.28%) of riders indicated that they do have a valid driver's license.
- The highest frequency riders were between the ages of 18-24 years old (22.88%), while 25-34 years old were the second highest age range (20.80%).
- The majority, at 67.17%, of riders make less than \$35,000 per year for their overall household income.

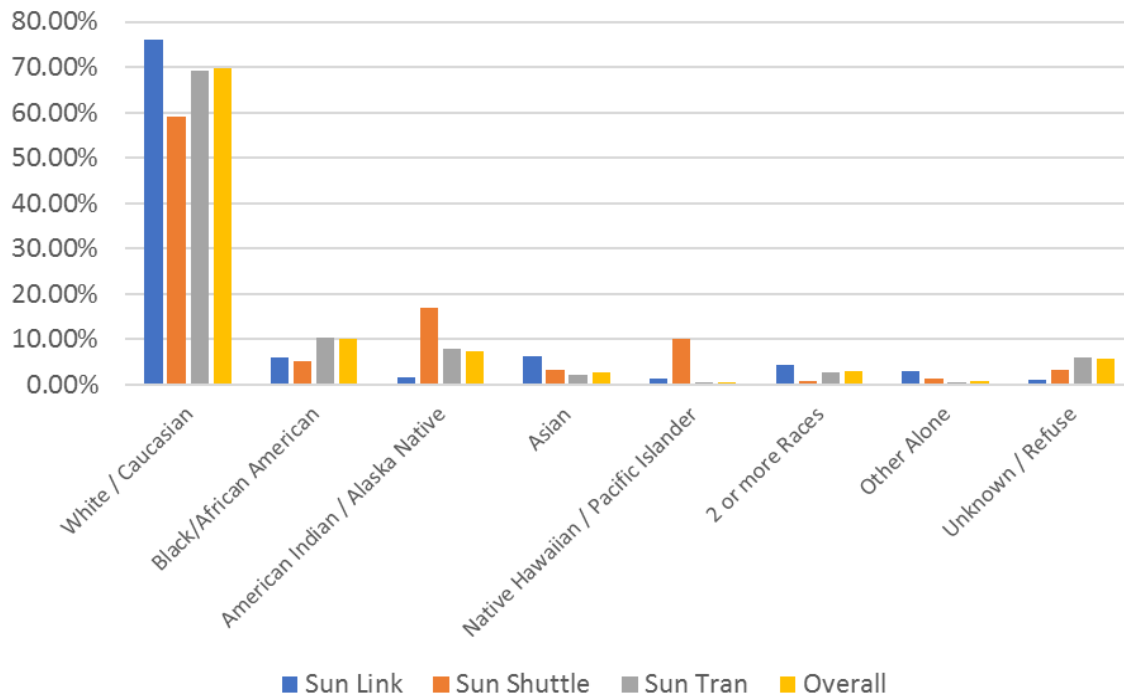
Age of Respondents



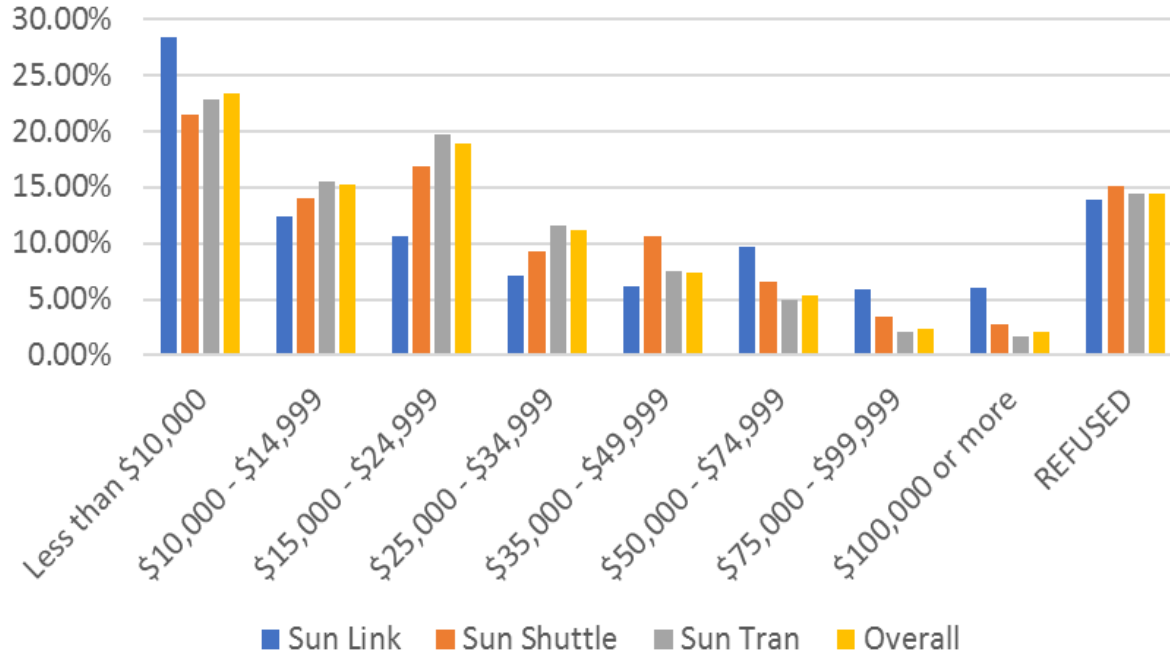
Gender of Respondents



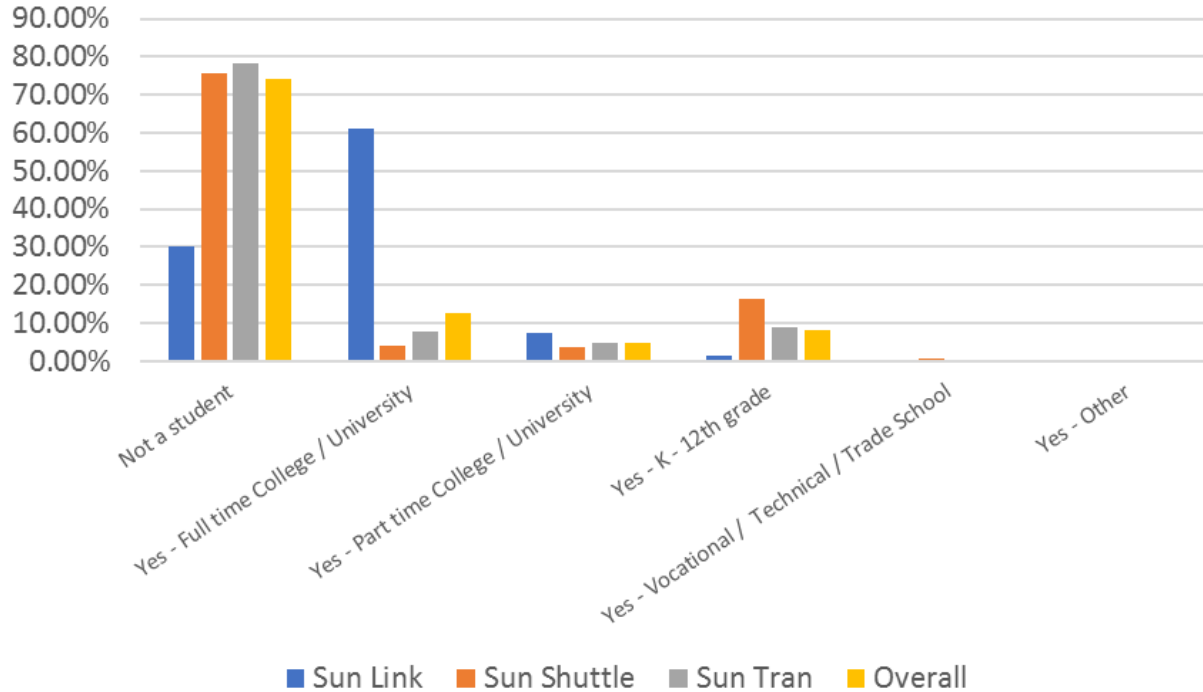
Race of Respondents



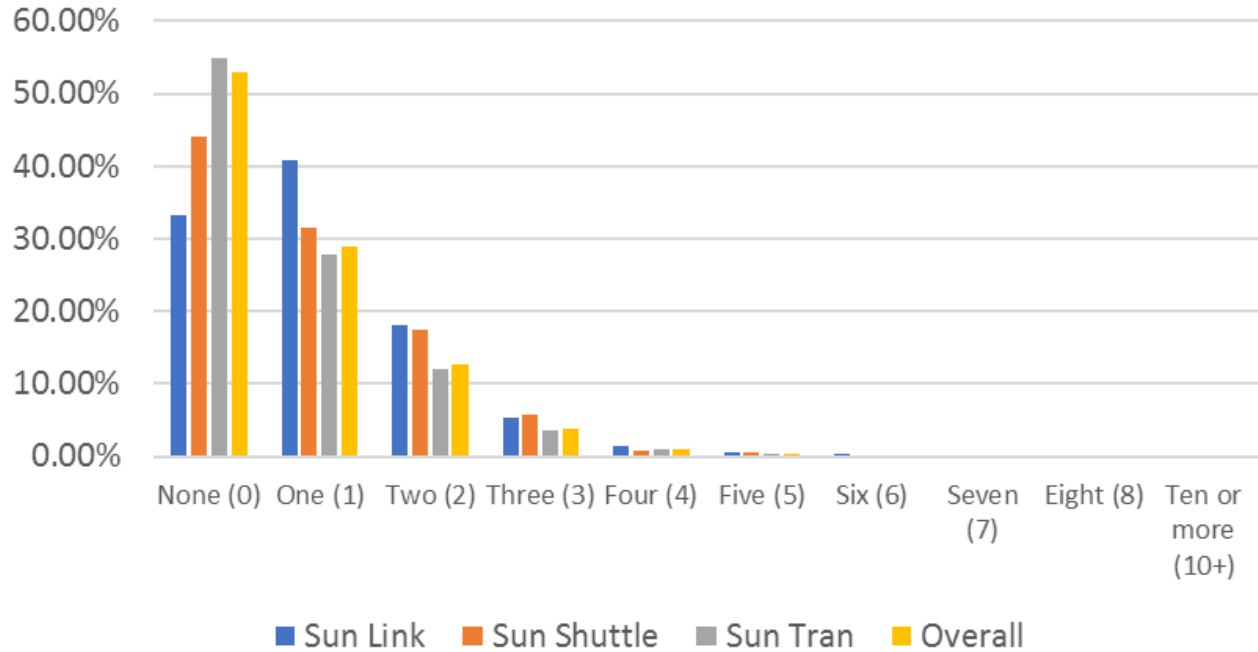
Household Income



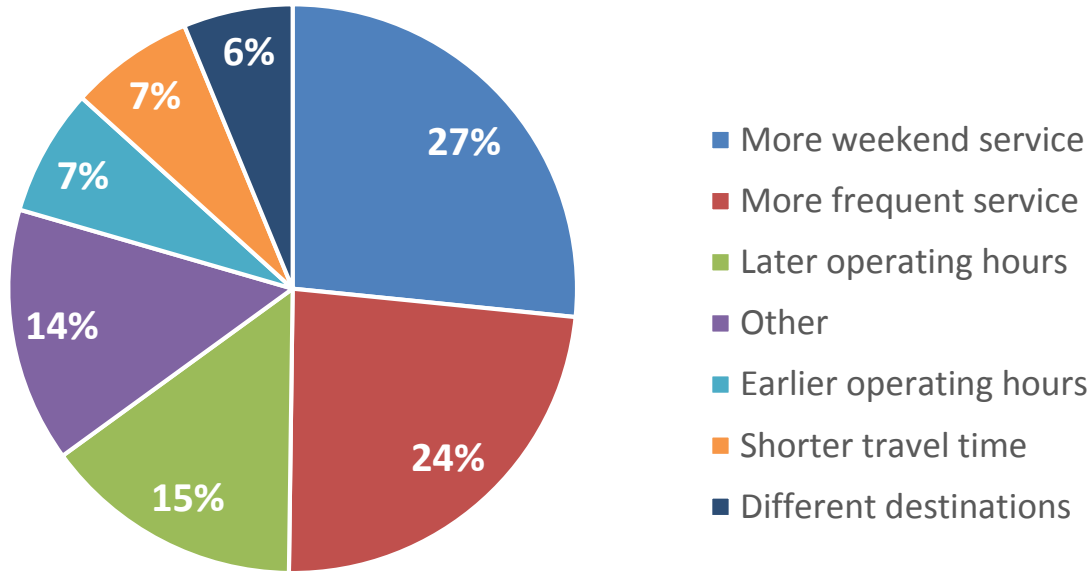
Student Status



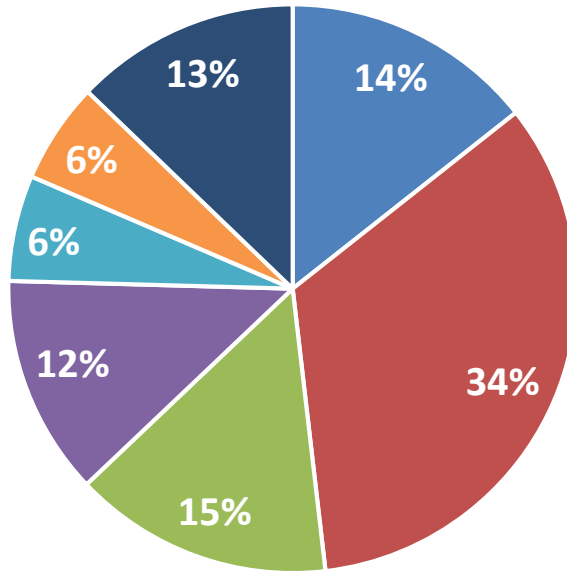
Vehicles in Household



Service Improvements - System

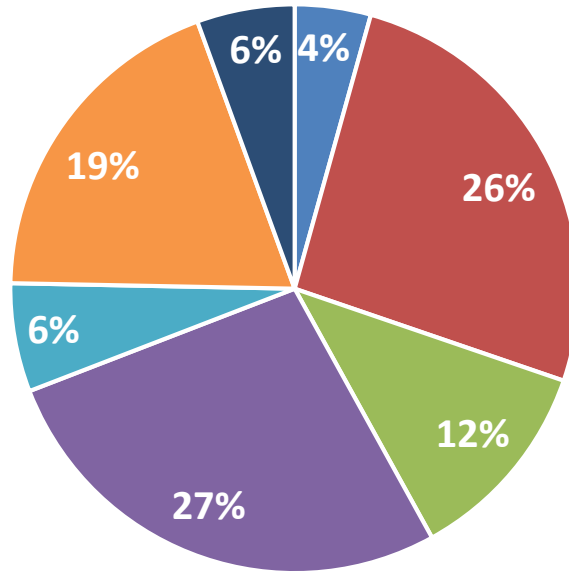


Service Improvements – Sun Link



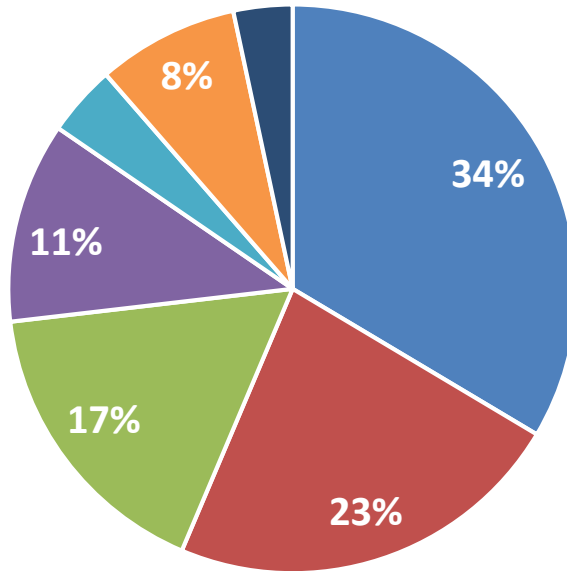
- More weekend service
- More frequent service
- Later operating hours
- Other
- Earlier operating hours
- Shorter travel time
- Different destinations

Service Improvements – Sun Express



- More weekend service
- More frequent service
- Later operating hours
- Other
- Earlier operating hours
- Shorter travel time
- Different destinations

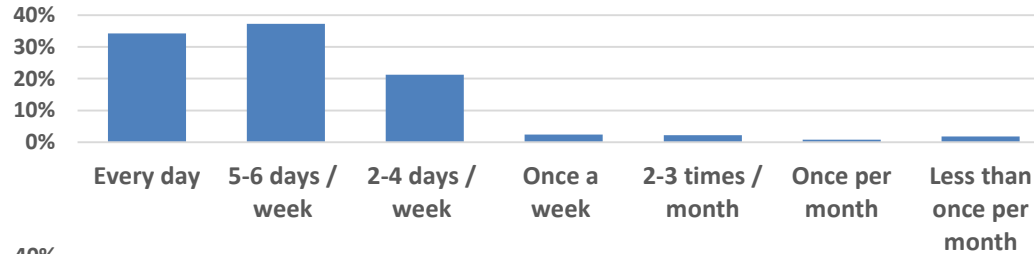
Service Improvements – Sun Shuttle



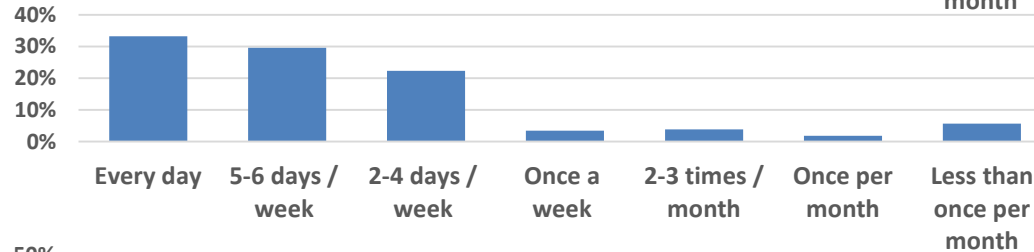
- More weekend service
- More frequent service
- Later operating hours
- Other
- Earlier operating hours
- Shorter travel time
- Different destinations

Frequency of Rides

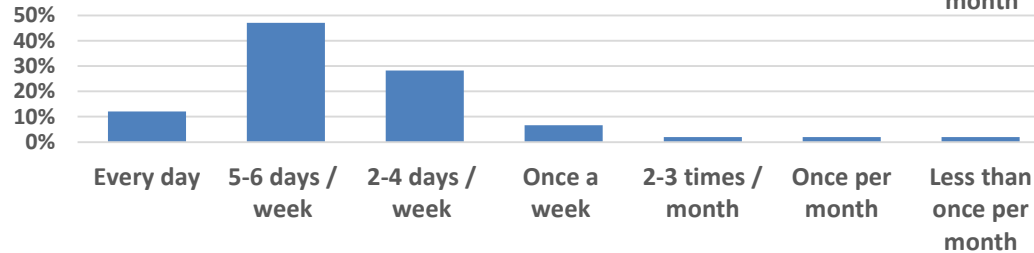
Sun Tran



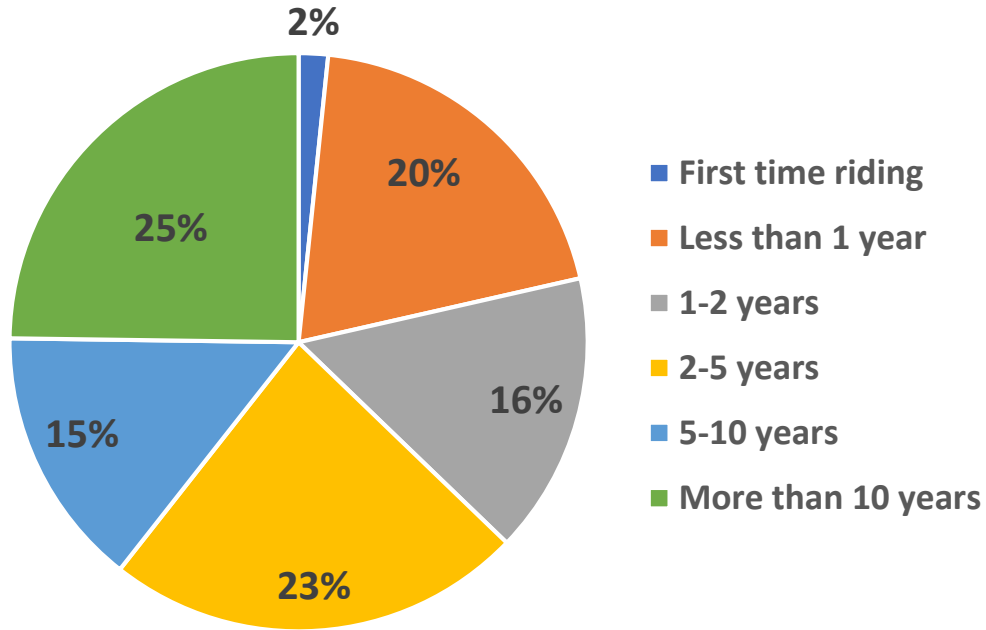
Sun Link



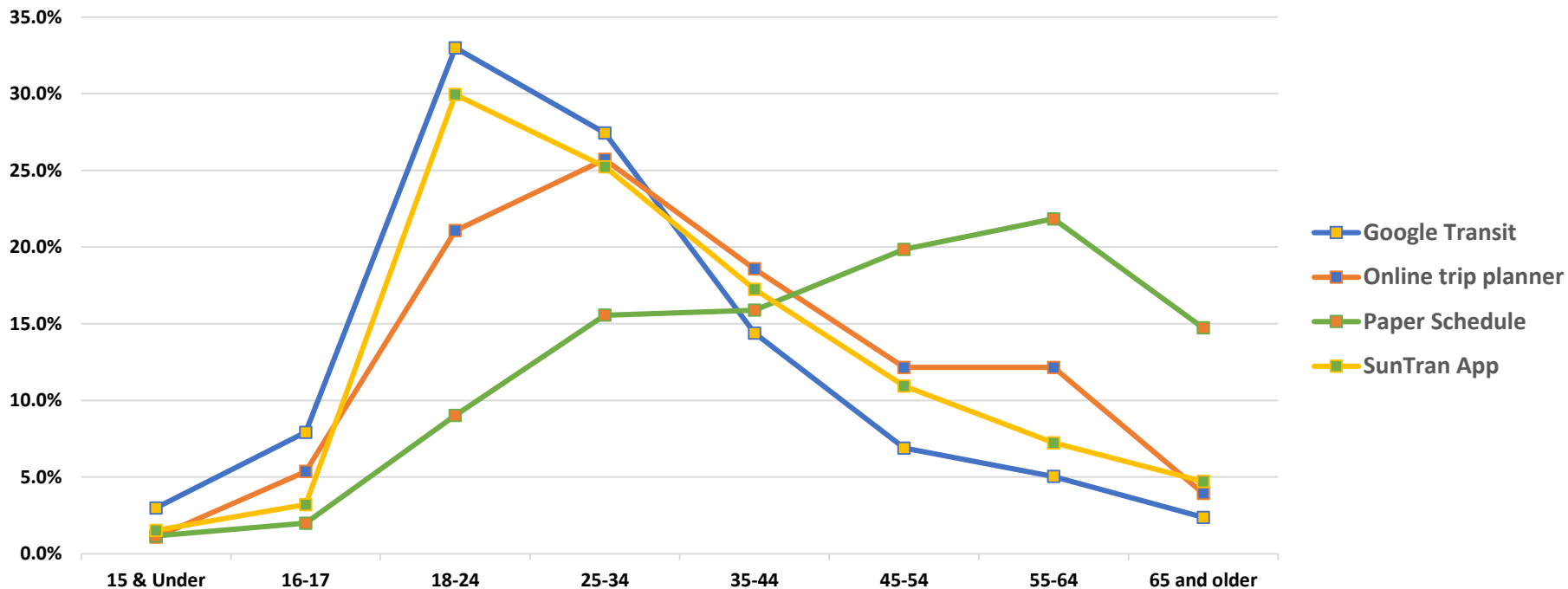
Sun Shuttle



Duration of System Use



Use of Scheduling Media



Sun Shuttle Dial-a-Ride Service Update

Meeting	Meeting Date	Agenda Category	Agenda Item #
Transit Working Group	June 11, 2019	Discussion	6

REQUESTED ACTION/SUGGESTED MOTION

- None.

ASSOCIATED OWP WORK ELEMENT/GOAL

- 40 – Regional Transportation Planning.

SUMMARY

Sun Shuttle Dial-a-Ride Americans with Disabilities Act (ADA) Service provides complementary and premium-optional paratransit transportation to the greater Tucson metropolitan region. Since 2013, this service has been provided under contract with Total Transit Enterprises, Inc. The current contract began in June 2017. Sun Shuttle ADA Dial-a-Ride currently averages over 10,000 trips per month.

Simultaneous to the rollout of the new contract, in July 2017, Total Transit also introduced a new trip manifesting and dispatching system, called Autocab. The initial implementation of Autocab resulted in numerous challenges and a decline in service quality. While many of the challenges have been successfully managed, Total Ride ultimately decided that replacing the Autocab system would deliver higher-quality results and more efficient operations.

Total Ride staff will present an overview of the new scheduling and dispatching system scheduled for implementation in the coming months. This system is being developed in partnership with Metropia, Inc, and will use similar technology to that developed for the RTA's AMORE project.

PRIOR BOARD AND/OR COMMITTEE ACTION

- None.

FINANCIAL CONSIDERATIONS

- None.

TECHNICAL, POLICY, LEGAL OR OTHER CONSIDERATIONS

- None.

ATTACHED ADDITIONAL BACKUP INFORMATION

- None.

Staff Contact/Phone

James McGinnis, 495-1483
Katharine Mitchell, 495-1415