



Frequently Asked Questions

Comprehensive Operational Analysis Draft Plan

What is a COA?

A COA is a Comprehensive Operational Analysis. This study looks at all aspects of the fixed-route bus and streetcar services in the Greater Tucson region to see where changes and improvements could be made to the system.

Which services are included in this study?

This study looks at all aspects of Sun Tran, Sun Link, Sun Express, and Sun Shuttle services.

Why is the plan discussing the elimination of any service?

This plan is currently proposed as a cost-neutral plan. This means that existing costs, service hours, and service miles are to remain like what is available now on Sun Tran, Sun Express, Sun Link, and Sun Shuttle. The plan includes a proposal to discontinue service on some street segments in order to be able to make the desired service improvements (frequency increases, longer service hours, routes to new places).

Why is it important for routes to have frequent bus service?

Taking transit becomes much more attractive when riders can simply “show up and go” without having to consult a schedule and plan out their trips. 15-minute service is the turning point where the majority of people will show up at the stop rather than planning their arrival time to minimize their wait. One of the major differences between making a trip in a car and by transit is the flexibility to leave whenever you want. Providing more frequency on transit increases this flexibility, giving riders more options for when they can travel. Additionally, Sun Tran operates a network with a grid design, meaning that many riders must transfer between routes to complete their trip. Having higher service frequencies makes transferring easier by reducing the amount of time riders have to wait.

What factors weighed into the proposal to discontinue certain routes or route segments?

Ridership and performance were primary factors in the proposal to discontinue service. However, a route's role within the network is another critical consideration. A route with lower ridership and performance that is the only available transit service in a certain area may be maintained in the plan while one with higher ridership and performance that is surrounded by other transit routes within a quarter or half-mile walk may be proposed for discontinuation. While some route numbers as a whole are proposed to be discontinued, many segments are still served by other routes. When looking at the ridership and performance, this was analyzed not just at the route-level but also at the segment level to determine which parts of the routes had the strongest and lowest performance.

We are concerned with the changes to Route 34 as it serves major worksites, hospitals, and much more. Can someone from the team speak to the change happening here?

Although the numbered Route 34 is being discontinued, service and coverage are still being maintained on the major segments. The segment from Tohono T'adai Transit Center to Fort Lowell Rd is being covered by a New Route 31 and the segment on Craycroft Rd is being covered by a modified Route 9.

I am concerned that by combining Routes 16 and 18 my trip to downtown will change.

There is no impact to riders heading downtown; the bus will still serve Ronstadt Transit Center. The changes to Routes 16 and 18 will be beneficial for everyone who rides between Tohono T'adai and Roy Laos Transit Centers, especially for those riders who transfer between them. Riders currently transferring between Routes 16 and 18 will no longer have to transfer buses at Ronstadt Transit Center, and the increased frequency of service to every 10 minutes will help riders make more convenient transfer connections with other routes.

I am concerned that the proposed discontinuation of Route 1 will make getting to Downtown Tucson much harder. What are my options?

Service is proposed to be discontinued on the Glenn St segment of Route 1 as well as Park Ave north of Grant Rd. If you currently board along Euclid Ave or Park Ave (south of Grant Rd), you can use the modified Route 9 to get to Downtown. If you currently board along Swan Rd, it will be covered by the New Route 31 with increased frequency (service will operate every 20 minutes instead of current 30-minute service). Though it does not provide a direct connection to Downtown, you can transfer to an east/west route (Route 4, 7, 8, or 9) to travel to Downtown. If you currently board along Glenn St west of Park Ave, you can walk to the north/south Routes 10-Flowing Wells or 6-Euclid for a direct ride into Downtown. If you board Glenn St east of Park Ave, you can walk to E Grant Rd and take the new Route 9 into Downtown. The resources saved from the proposed discontinuation of Route 1 were reinvested to increase frequencies on surrounding routes including providing 10-minute service on Oracle Rd, 15-minute service on Grant Rd between Park and Craycroft, and 15-minute service on Euclid Ave.

Are there plans for high-frequency routes to get dedicated bus lanes (BRT)?

The City of Tucson will be exploring high-capacity transit options outside the scope of the COA, which could include the possibility of dedicated bus lanes.

Is there any service planned to Catalina Foothills/Sabino Canyon area included, at least a shuttle route?

There is a Catalina Foothills/Sabino Canyon area route planned in the PAG transit programs. This future route was not evaluated as part of the COA.

Will there be an opportunity to expand Sun Shuttle Dial-a-Ride service for seniors and the general public?

An analysis of Sun Shuttle Dial-a-Ride service was included within the scope of the COA. There are no proposed changes as part of the COA at this time; however, that does not preclude the individual communities served by Sun Shuttle from expanding service.

Will there be improved amenities onboard and at bus stops to enhance the rider experience?

The COA is a cost and resource-neutral analysis, so additional amenities can be considered outside the scope of the COA given the requirement of additional resources. The Sun Tran Team is continually reviewing ways to provide an enhanced rider experience, independent of the COA. The COA did include an asset inventory of bus stop amenities along major routes evaluating ADA accessibility, shade, shelters, and seating. The Sun Tran Team is using the findings from this analysis to prioritize investment in new amenities as resources are available.

When would the recommendations in this plan be implemented?

The Final Plan is scheduled to be presented to the City of Tucson Mayor and Council in late 2023. We anticipate that implementation will take place as a gradual rollout of the final recommendations in the months/years following approval of the plan. A Title VI analysis will be required prior to any Major Service Changes.

Where can I find more information about the proposed changes?

To view more information about the study, learn about proposed transit service changes, and provide input, simply visit www.tucsoncoa.com. There you can view individual route recommendations, provide comments on our interactive map which highlights routes across the greater Tucson region, and take our survey to tell us what you think.

How can I provide feedback?

There are many ways you can provide your input on the proposed recommendations. You can:

- Visit us at one of our upcoming events (virtual or in-person)
- Visit www.tucsoncoa.com to:
 - Take our online survey
 - Provide a comment on our visiting interactive map
- Email us at: suntraninfo@tucsonaz.gov
- Call us: (520) 792-9222 | TDD: (520) 628-1565

Are there upcoming events I can attend to learn more?

Yes! We have many in-person and virtual events scheduled throughout the month of August. Details of those events can be found below.

Town Halls:

- **Tuesday, August 8, 12 PM**
Pima Community College – Northwest Campus | 7600 N Shannon Rd, Room G102, Tucson, AZ 85709
- **Wednesday, August 9, 12 PM**
Joel D. Valdez Main Library | 101 N Stone Ave, Tucson AZ 85701
- **Thursday, August 10, 12 PM**
Woods Memorial Library | 3455 N 1st Ave, Tucson, AZ 85719
- **Thursday, August 10, 5 PM**
Miller-Golf Links Library | 9640 E Golf Links Rd, Tucson, AZ 85730
- **Friday, August 11, 10 AM**
Quincie Douglas Recreation Center | 1575 E 36th St, Tucson, AZ 85713
- **Friday, August 11, 12 PM**
Valencia Library | 202 W Valencia Rd, Tucson, AZ 85706
- **Monday, August 21, 5:30 PM**
Pima Community College – West Campus | 2202 W Anklam Rd, Santa Catalina Building, Room CG06, Tucson, AZ 85709
- **Tuesday, August 22, 12 PM**
Pascua Yaqui Tribal Chambers | 7474 S Camino De Oeste, Tucson, AZ 85746
- **Tuesday, August 22, 5 PM**
Tucson City Council Ward 2 Office | 7820 E Broadway Blvd, Tucson, AZ 85710
- **Wednesday, August 23, 12 PM**
Sahuarita Town Hall - Council Chambers | 375 W. Sahuarita Center Way, Sahuarita, AZ 85629
- **Wednesday, August 23, 5:30 PM**
University of Arizona | 1303 E University Blvd, Sabino Room, Tucson, AZ 85719
- **Thursday, August 24, 12 PM**
PLEASE NOTE THE CHANGE IN LOCATION
Randolph Recreation Center - Auditorium | 200 S. Alvernon Way, Tucson, AZ 85711
- **Tuesday, August 29, TBD**
Holiday Inn Express & Suites | 11075 N. Oracle Rd., Oro Valley, AZ 85737

Pop-Ups:

- **Tuesday, August 8, 4 PM**
Tohono T'adai Transit Center | 4540 N Stone Ave, Tucson, AZ 85705
- **Wednesday, August 9, 10 AM**
Ronstadt Transit Center | 215 E Congress St, Tucson, AZ 85701
- **Wednesday, August 9, 4 PM**
Roy Laos Transit Center | 205 W Irvington Rd, Tucson, AZ 85706

Virtual Meetings (Zoom):

Wednesday, Aug. 16, 5:30 p.m.

- Link: <https://bit.ly/tcoa-1>
- Phone: 1-408-638-0968
- Webinar #: 993 1466 1320

Wednesday, Aug. 30, 5:30 p.m.

- Link: <https://bit.ly/tcoa-2>
- Phone: 1-408-638-0968
- Webinar #: 955 4616 9254t

I visited the site, but I'm confused on how to navigate it or what I should be viewing. Can you assist?

Looking to participate online at www.tucsoncoa.com but don't know how? Simply click on the onboarding tab on the left side of your screen (or top left three bar icon on a mobile device) to see how you can participate and navigate the site.

Here are a few quick tips:

- If you have 10-15 minutes, check out our prerecorded presentation on the *Video Presentation* tab, skim through a few of your pages (they run in order of the materials so you can simply use the arrow or next button at the bottom of the screen), and then take our survey (simply use the button at the top right) or leave a comment on our *Explore the Draft Plan* tab.
- Limited on time? Simply skim through our pages by using the arrow or next/previous buttons at the bottom of the screen and view the information at your own pace. Once complete, take our survey (simply use the button at the top right) or leave a comment on our *Explore the Draft Plan* tab.

I attended an event and now I just need to take the survey. Do you have a direct link?

We highly recommend reviewing the proposed transit improvements and watching our video prior to taking the survey. If you are looking for more information, you can simply visit www.tucsoncoa.com to learn more and take our survey. If you reviewed everything and just want to share your thoughts, you can take our survey directly at <https://bit.ly/coa-survey-2>.