



Project Update

Mass Transit Board

December 2025



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Agenda

- 1 Sun Metro Rising
- 2 Sun Metro Overview
- 3 Study Recommendations
- 4 Next Steps
- 5 Benefit and Impacts

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Project Goals



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Analyze evolving ridership and travel patterns.



Engage riders, stakeholders, and Sun Metro staff.



Redesign the Sun Metro network to optimize service.



Develop a framework for sustainable growth.

Study Timeline and Next Steps

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ANALYSIS



JANUARY 2022
Project Kickoff



MAY 2022
Rider Survey



FEBRUARY 2022 - APRIL 2022
Analyze Existing and Evolving Conditions



JUNE 2022 - JULY 2022
State of the System Report

CONCEPTS



AUGUST 2022 - OCTOBER 2022
Peer Review +
Best Practices Report and
Develop Service Concepts



NOVEMBER - DECEMBER 2022
Community Outreach



RECOMMENDATIONS



JANUARY 2023 - MAY 2023
Develop recommendations
based on community
feedback and City goals



JUNE 2023
Final Report

Study Timeline and Next Steps

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WINTER 2023/2024

Planning Work Ends/
Final Report



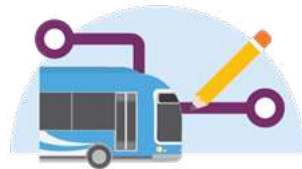
WINTER 2024/2025

Title VI Analysis on
Proposed Changes



SUMMER 2025

Hold Meetings and
Share Information



SPRING/SUMMER 2024

Finalize Schedules, Adjust Bus
Routes and Match Funding



SPRING/SUMMER 2025

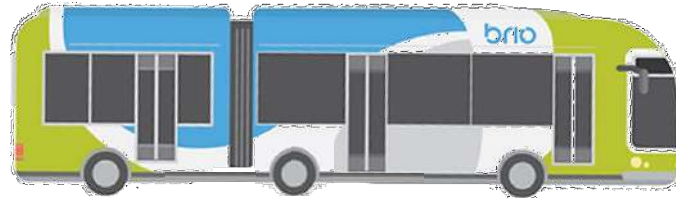
Prepare for
Community Outreach



SUMMER 2026

Implement
Changes

Key Strengths



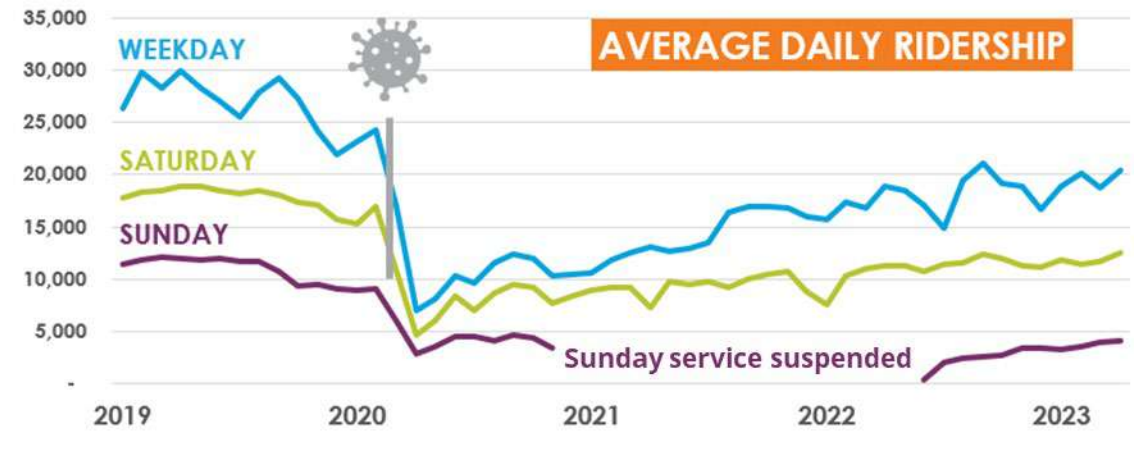
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BRIO is the backbone of the system.



Extensive network of transit centers.



System ridership is trending upwards.

Key Challenges



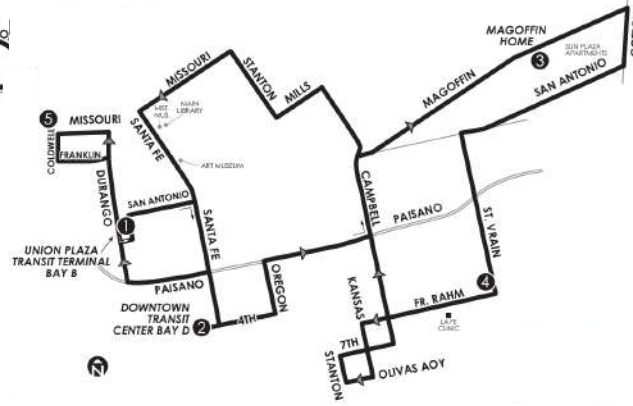
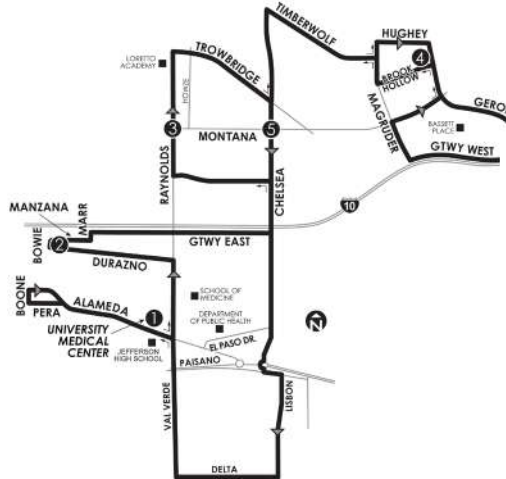
Local routes run every 45-90 minutes.



Most routes end before 9pm.

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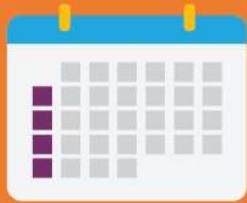


Some routes are indirect and inefficient.

Only 20% Sun Metro routes operate on Sunday.

Rider Feedback

Community has expressed need of restoring **Sunday service.**



Sun Metro riders have mostly positive reactions to **proposed route changes.**



Sun Metro riders have a high regard for the **BRIO service.**



Sun Metro riders would like improved **bus stops along local routes.**

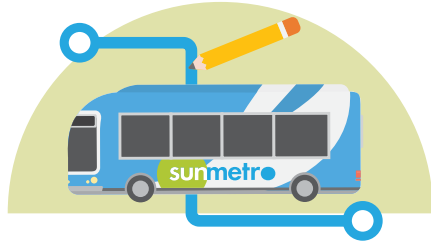


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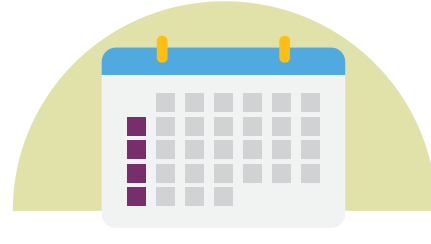
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Recommendations



Restructure the route network to simplify and strengthen service



Continue to restore Sunday service



Invest in more frequent service



Develop a comprehensive bus stop improvement plan



Strengthen BRIO by implementing transit priority treatments



Strengthen partnerships with major institutions and employers



Strategically pilot MicroTransit service

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Network Redesign

1. Simplify service

- Straighter, more direct routes that are faster and more reliable

2. Increase frequency of service

- Buses that come more often

3. Improve connections

- Easier to transfer to / from services

4. Reduce travel times

- Faster to end-to-end travel times

5. Create foundation for growth and future development

- Structure for more improvements as budget allows

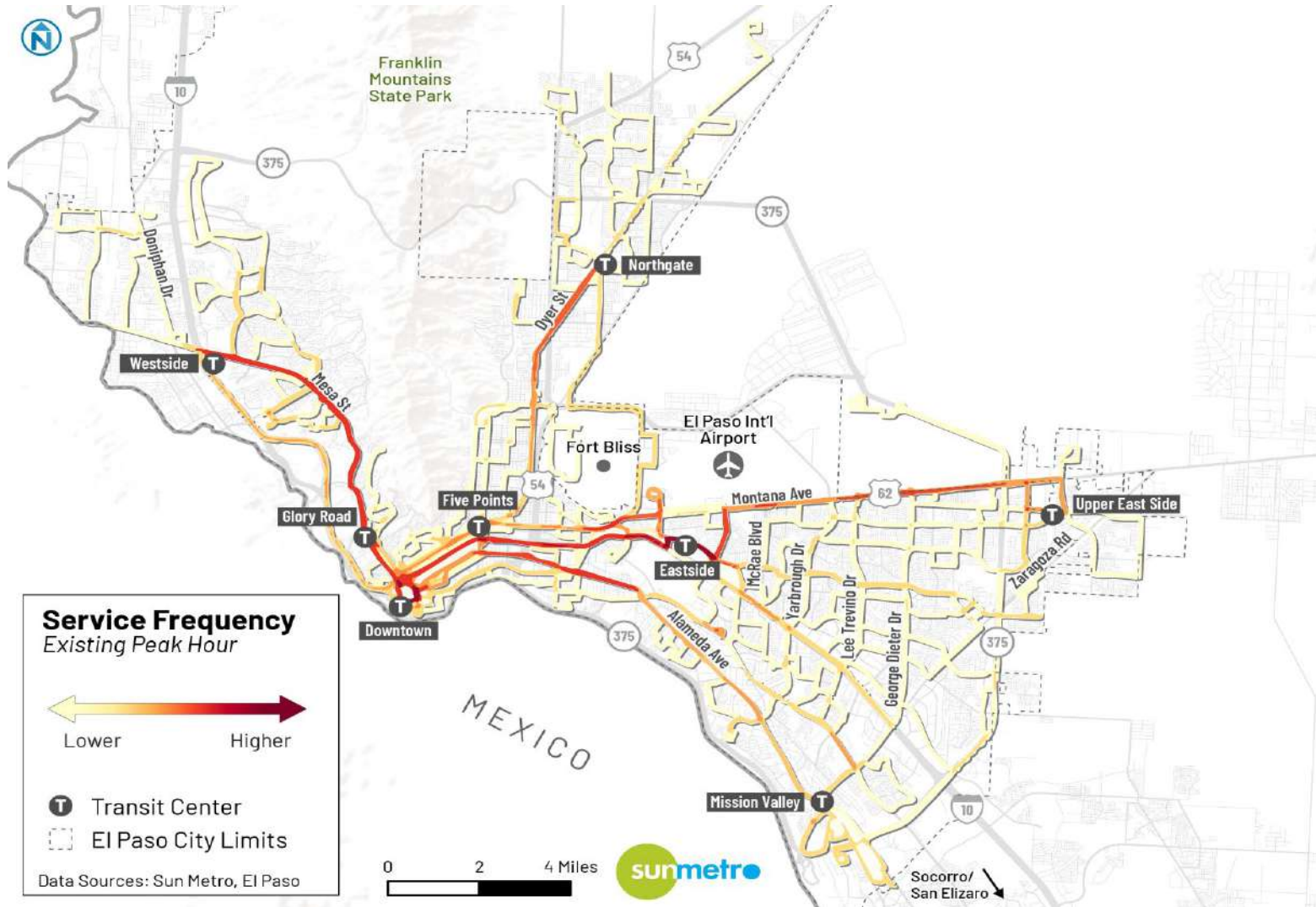
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Existing Network

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Routes: 52

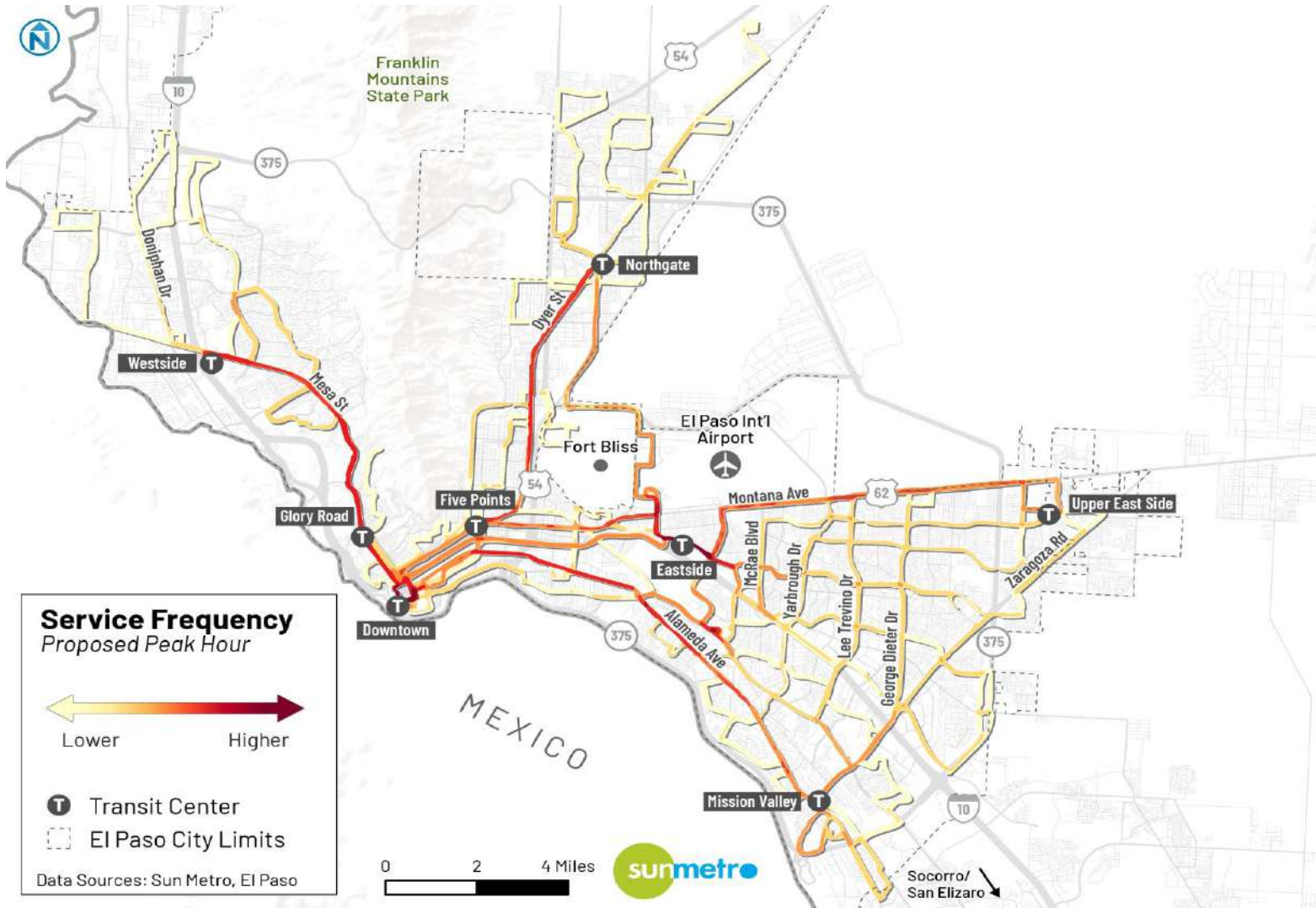
Peak Buses: 100

Average frequency: 58 minutes

Proposed Network

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Routes: 39

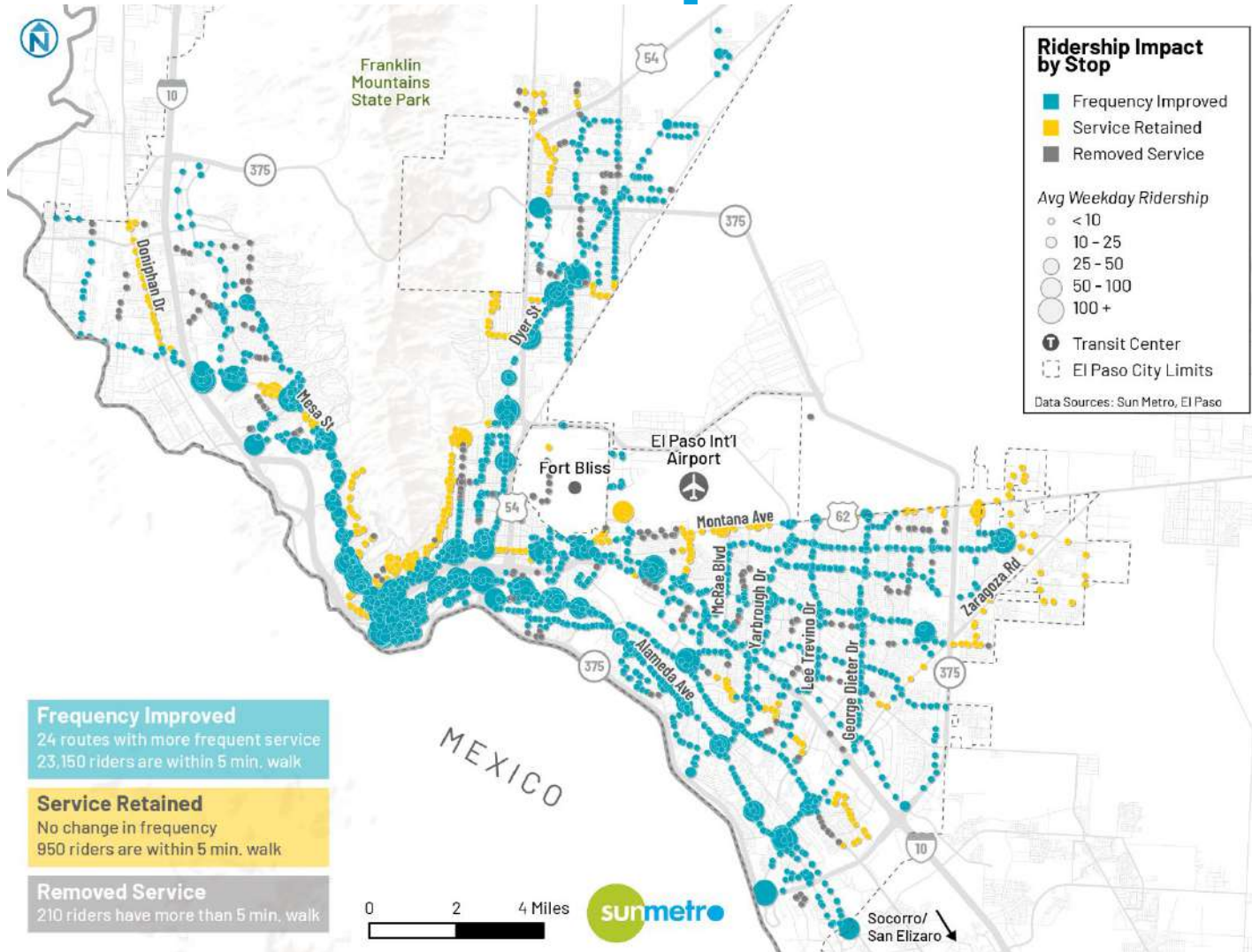
Peak Buses: 98

Average frequency: 42 minutes

Proposed Network

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Frequency improved for 23,138 riders (95.3%)

No change in frequency for 943 riders (3.9%)

198 riders (0.8%) would have to walk 5 to 15 minutes to another stop

609 Total Bus Stops being Deactivated

- 135 stops with **No Ridership**
- 256 stops with **less than 1 person** per day
- 199 stops with **1 to 10 people** per day
- 19 stops with an **average of 22 people** per day

Bus Stop Analysis

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- As part of the Sun Metro Rising Comprehensive Study, an analysis was conducted to ensure that passengers using mobility devices have an **Accessible Pathway** of travel from a **deactivated stop** to an **Active stop**.
- Sun Metro will ensure ADA compliance along the pathway of travel at locations with existing sidewalk infrastructure.
- Improvements will include repairing damaged sidewalks and installing accessible ramps.

Bus Stop Analysis Summary

Most Common Improvements needed:

Sidewalk Repairs



Installation of Accessible Ramps



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District	Improvements Along the path of travel	Avg. Distance Customer has to travel (Miles)
1	0	0.38
2	5	0.17
3	3	0.18
4	11	0.23
5	1	0.08
6	2	0.23
7	4	0.24
8	1	0.15

- The Improvements are going to be repairing **Damaged Sidewalks** and installing **Accessible Ramps**.
- The Impacted Bus Stops that service customers who use mobility devices are the locations that will be considered **Priority** for enhancement.

27

Priority Improvements to be completed to support our Customers who use Mobility Devices

Completed date
December 15, 2025

As of today

22 Locations

Have been completed

Public Communication

Public Events

Sun Metro staff, together with the Nelson\Nygaard team, visited bus terminals to educate passengers about the service modifications.

- Open Houses were held (**October 6th , 2025, to October 10th ,2025**)
- Outreach Activities at Terminals and Onboard Buses (**September 2025 to June 2026**)

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October 6	October 7	October 8	October 9	October 10
Bert Williams Downtown 601 Santa Fe 7:00 AM- 9:00 AM	Mission Valley 9065 Alameda 7:00 AM- 9:00 AM	Arturo Tury Benavides Eastside 1165 Sunmount 7:00 AM- 9:00 AM	Glory Road 100 E. Glory Road 7:00 AM- 9:00 AM	Upper East Side 12781 Edgemere Blvd 7:00 AM- 9:00 AM
Arturo Tury Benavides Eastside 1165 Sunmount 4:30 PM- 6:30 PM	Five Points 2830 Montana Ave 4:30 PM- 6:30 PM	Westside 7535 Remcon 4:30 PM- 6:30 PM	Northgate 9348 Dyer 4:30 PM- 6:30 PM	Bert Williams Downtown 601 Santa Fe 4:30 PM- 6:30 PM

Open House Feedback

- **Overall feedback on the upcoming service changes has been positive:**
 - **Increased service frequency.**
 - Buses come more often/shorter wait times
 - **Streamlined network design.**
 - Simplified service, improved connections, less transfers
 - **Extended operating hours.**
 - Longer service hours.
 - **Route assessment for improvements following implementation.**
 - **Sunday service increase in phase two and three.**

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Public Communication

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Digital Communication (Started Mid September 2025)

Providing timely updates to the community through social media platforms and other digital channels.

- Sun Metro Website, Sun Metro Ride App, and Digital Monitors at Terminals
- Social Media Platforms (**Including Facebook and X**)

Physical Communication (Started Early October 2025)

Printed material will be displayed at Sun Metro locations for riders to receive and/or review.

- Newspaper advertisements (**El Paso Times & El Diario**)
- Flyers, A-Frames, Posters at Bus Shelters, Bus Plaques
- Personnel will pass out flyers on buses and terminals.

Strategic Initiatives Summary

Near Term (1-3 years)

- Continue improving bus stops by adding shelters and enhancing accessibility.
- Begin to restore Sunday service throughout the system

Mid Term (3-5 years)

- Continue extending service to new developments in the City's Northeast and Upper East Side areas.
- Extend Route service hours to start earlier in the morning and run later at night.
- Manage and enhance the MicroTransit service to potentially expand to other areas of the city.

Long Term (5+ years)

- Continue developing and implementing plans to address urbanization and population growth while ensuring sufficient transit coverage.
- Continue increasing service coverage on all routes.

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MISSION



Deliver exceptional services to support a high quality of life and place for our community.

VISION



Develop a vibrant regional economy, safe and beautiful neighborhoods and exceptional recreational, cultural and educational opportunities powered by a high performing government.



VALUES

Integrity, **R**espect, **E**xcellence,
Accountability, **P**eople

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MISIÓN



Brindar servicios excepcionales para respaldar una vida y un lugar de alta calidad para nuestra comunidad

VISIÓN



Desarrollar una economía regional vibrante, vecindarios seguros y hermosos y oportunidades recreativas, culturales y educativas excepcionales impulsadas por un gobierno de alto desempeño



VALORES

Integridad, Respeto, Excelencia,
Responsabilidad, Personas

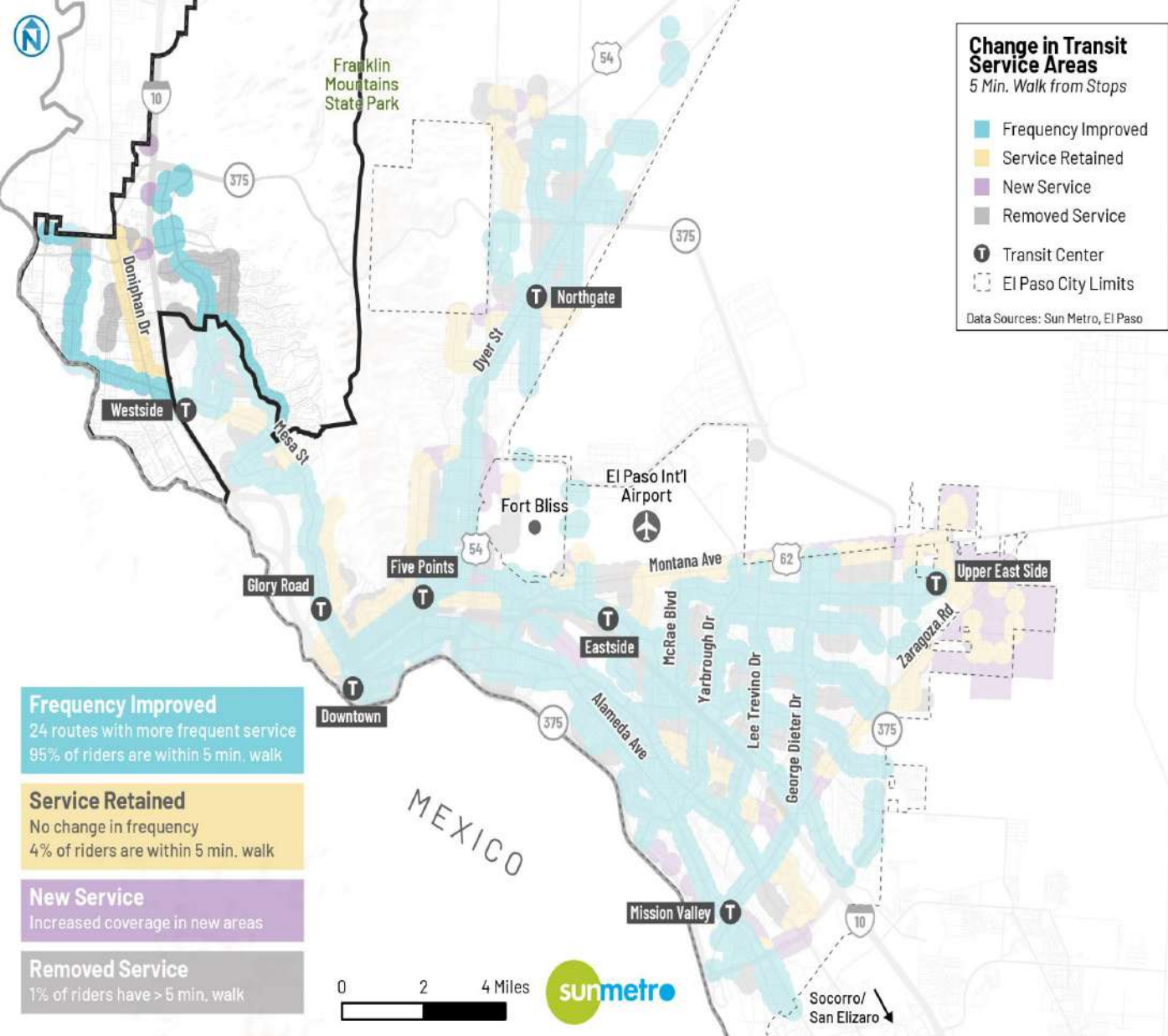
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Benefits and Impacts by District



District 1

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Big Changes

- Extend the Doniphan route from Borderland to Outlets and EPCC-NW
- Streamline the Resler route
- Add afternoon service to the Upper Valley route

Rider Benefits and Impacts

- 78.5%** of riders will have better service (**62 Daily Riders**)
- 0%** of riders have no change (**0 Daily Riders**)
- 21.5%** of riders will have a 5 to 15 minute walk (**17 Daily Riders**)

District 1

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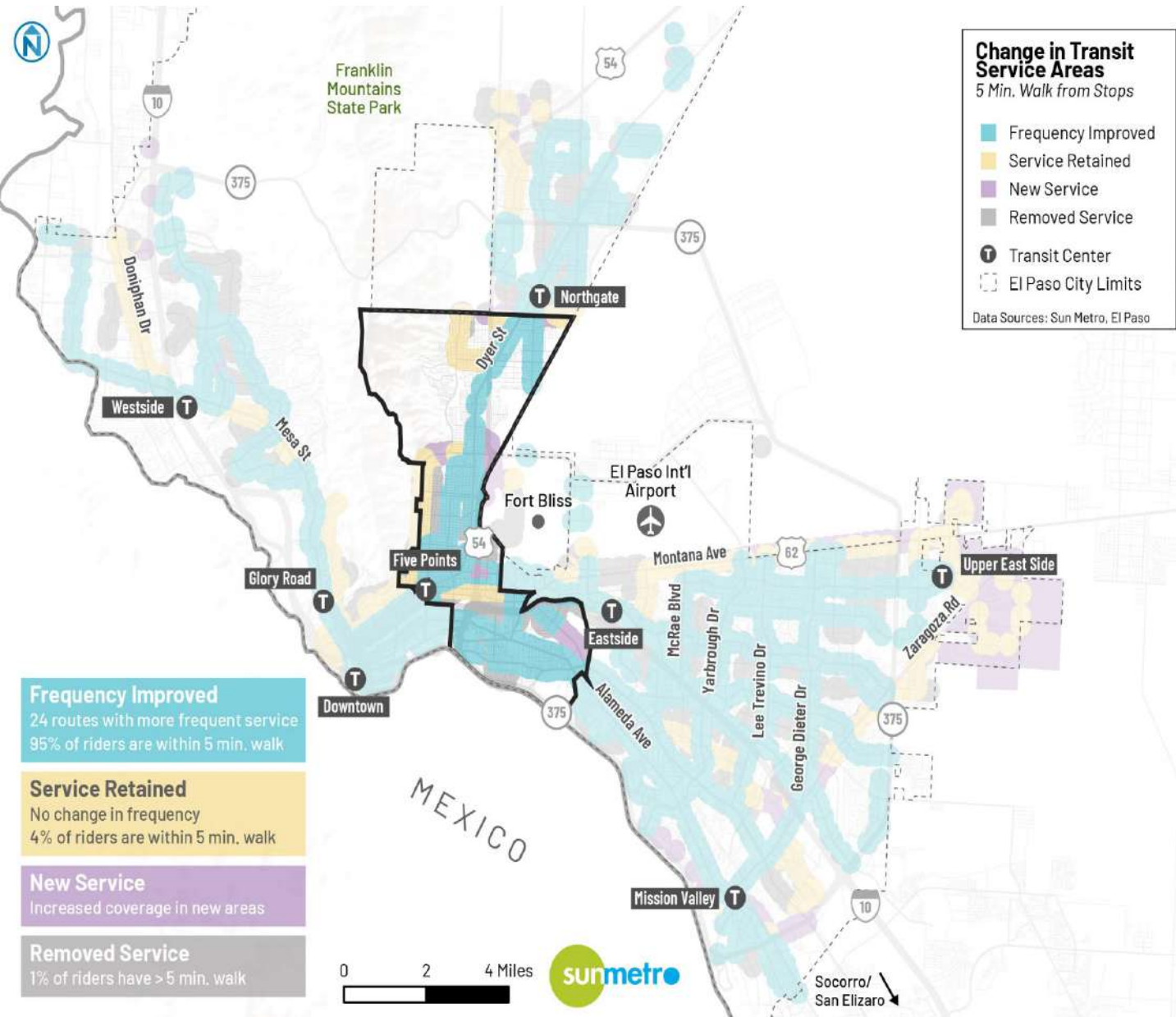
- **30 total** bus stops being deactivated
 - **13** stops with **no ridership**
 - **11** stops with **less than 1 person** a day
 - **6** stops with **1 to 10 people** a day

Transit Stop Impacts

- Stop Retained
- Stop Removed, Less than 5 Min. Walk to Proposed Service
- Stop Removed, 5-10 Min. Walk to Proposed Service
- Stop Removed, More than 10 Min. Walk to Proposed Service
- Proposed Service
- Existing Service Removed
- T Transit Center
- District Boundary



Total Stops Impacted	30
Stops within 5 Minutes Walking	8
Stops within 10 Minutes Walking	15
Stops within 15 minutes Walking	7
Avg. Distance from Deactivated Stop to Active Stop (Miles)	0.38
Avg. Daily Ridership of the impacted stops within the District	0.88
Avg. Daily Customers with Mobility Devices	0.02
Number of Priority Improvements	0



District 2

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Big Changes

- Consolidate, simplify and upgrade routes serving Fox Plaza, University Medical Center, and Chelsea Towers
- Streamline and upgrade routes along Alabama, Piedras, and Copia

Rider Benefits and Impacts

- 90.4%** of riders will have better service (**2,489 Daily Riders**)
- 7.2%** of riders will have no change (**197 Daily Riders**)
- 2.4%** of riders will have a 5 to 15 minute walk (**68 Daily Riders**)

Transit Stop Impacts

- Stop Retained
- Stop Removed, Less than 5 Min. Walk to Proposed Service
- Stop Removed, 5-10 Min. Walk to Proposed Service
- Stop Removed, More than 10 Min. Walk to Proposed Service
- Proposed Service
- Existing Service Removed
- T Transit Center
- District Boundary



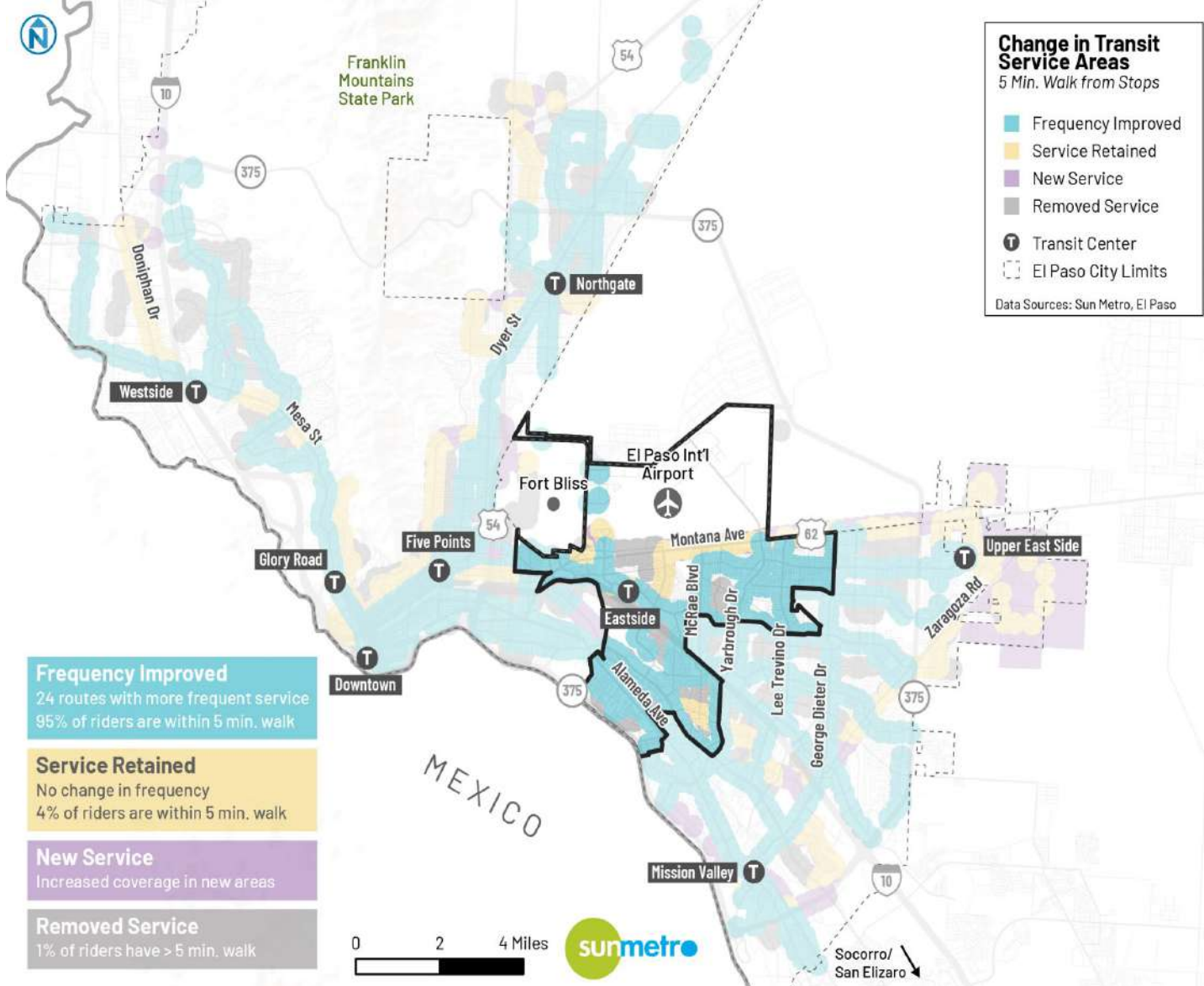
District 2

- **144 total** bus stops being deactivated
 - **6** stops with **no ridership**
 - **79** stops with **less than 1 person** a day
 - **55** stops with **1 to 10 people** a day
 - **4** stops with **avg of 24 people** a day

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Total Stops Impacted	144
Stops within 5 Minutes Walking	110
Stops within 10 Minutes Walking	31
Stops within 15 minutes Walking	3
Avg. Distance from Deactivated Stop to Active Stop (Miles)	0.17
Avg. Daily Ridership of the impacted stops within the District	2.13
Avg. Daily Customers with Mobility Devices	0.03
Number of Priority Improvements	5



District 3

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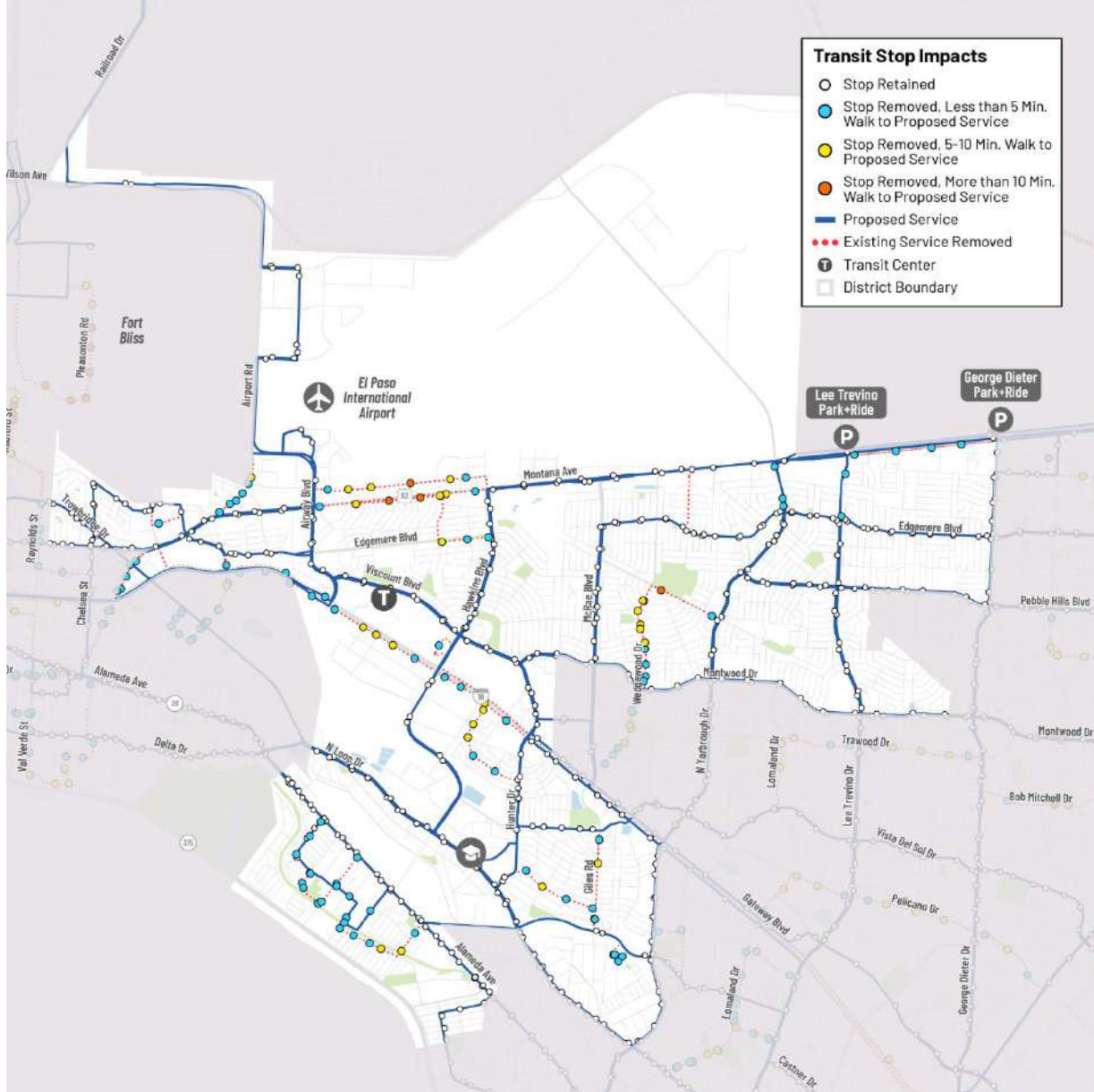
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Big Changes

- Upgrade Edgemere route and extend to EPCC-Valle Verde
- Implement new Lakeside circulator route

Rider Benefits and Impacts

- 94.8%** of riders will have better service (**3,801 Daily Riders**)
- 4.9%** of riders will have no change (**195 Daily Riders**)
- 0.3%** of riders will have a 5 to 15 minute walk (**12 Daily Riders**)



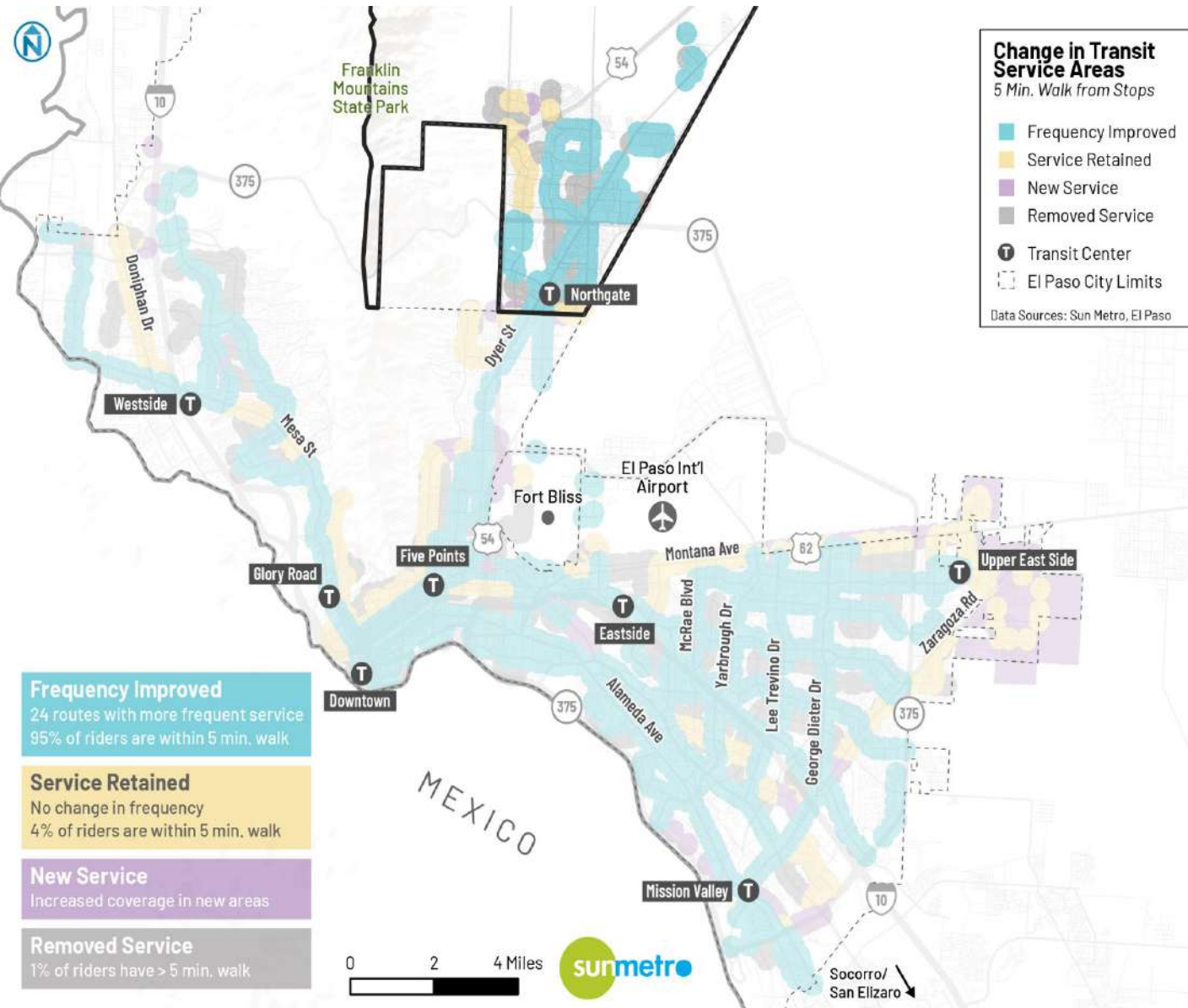
District 3

- **99 total** bus stops being deactivated
 - **24** stops with **no ridership**
 - **47** stops with **less than 1 person** a day
 - **26** stops with **1 to 10 people** a day
 - **2** stops with **avg of 16 people** a day

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Total Stops Impacted	99
Stops within 5 Minutes Walking	70
Stops within 10 Minutes Walking	25
Stops within 15 minutes Walking	4
Avg. Distance from Deactivated Stop to Active Stop (Miles)	0.18
Avg. Daily Ridership of the impacted stops within the District	1.14
Avg. Daily Customers with Mobility Devices	0.02
Number of Priority Improvements	3



District 4

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Big Changes

- Streamline routes north of Northgate TC and improve connections with Dyer BRIO
- Upgrade service along Fairbanks and Veterans Park

Rider Benefits and Impacts

- 93.5%** of riders will have better service (**1,216 Daily Riders**)
- 3.6%** of riders have no change (**47 Daily Riders**)
- 2.9%** of riders will have a 5 to 15 minute walk (**37 Daily Riders**)

District 4

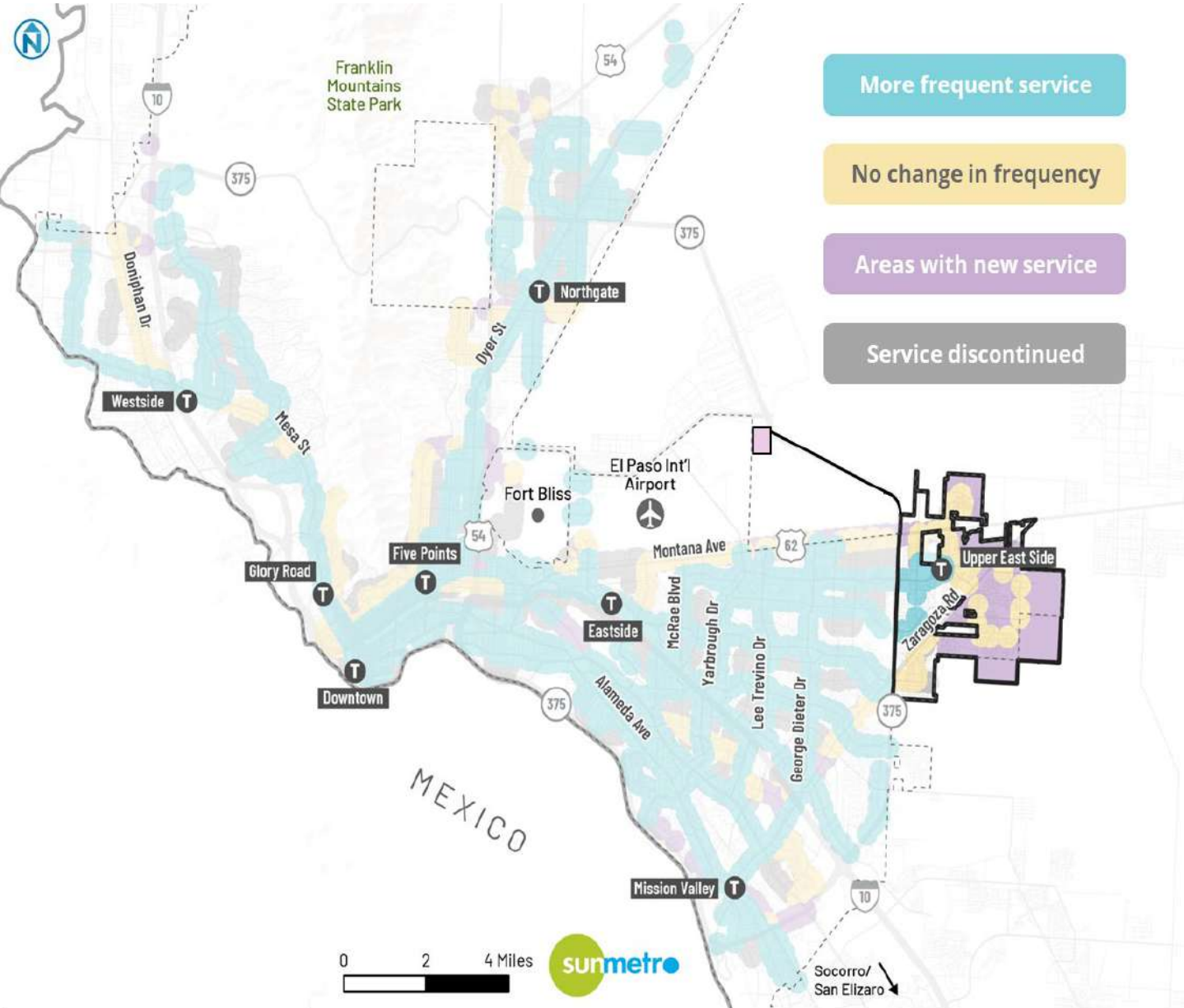
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- 79 total bus stops being deactivated
 - 8 stops with **no ridership**
 - 42 stops with **less than 1 person** a day
 - 27 stops with **1 to 10 people** a day
 - 2 stops with **avg of 14 people** a day



Total Stops Impacted	79
Stops within 5 Minutes Walking	43
Stops within 10 Minutes Walking	35
Stops within 15 minutes Walking	1
Avg. Distance from Deactivated Stop to Active Stop (Miles)	0.23
Avg. Daily Ridership of the impacted stops within the District	1.50
Avg. Daily Customers with Mobility Devices	0.02
Number of Priority Improvements	11



District 5

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Big Changes

- Implement new crosstown route along Zaragoza
- Pilot MicroTransit in Upper East area replacing a low ridership feeder route

Rider Benefits and Impacts

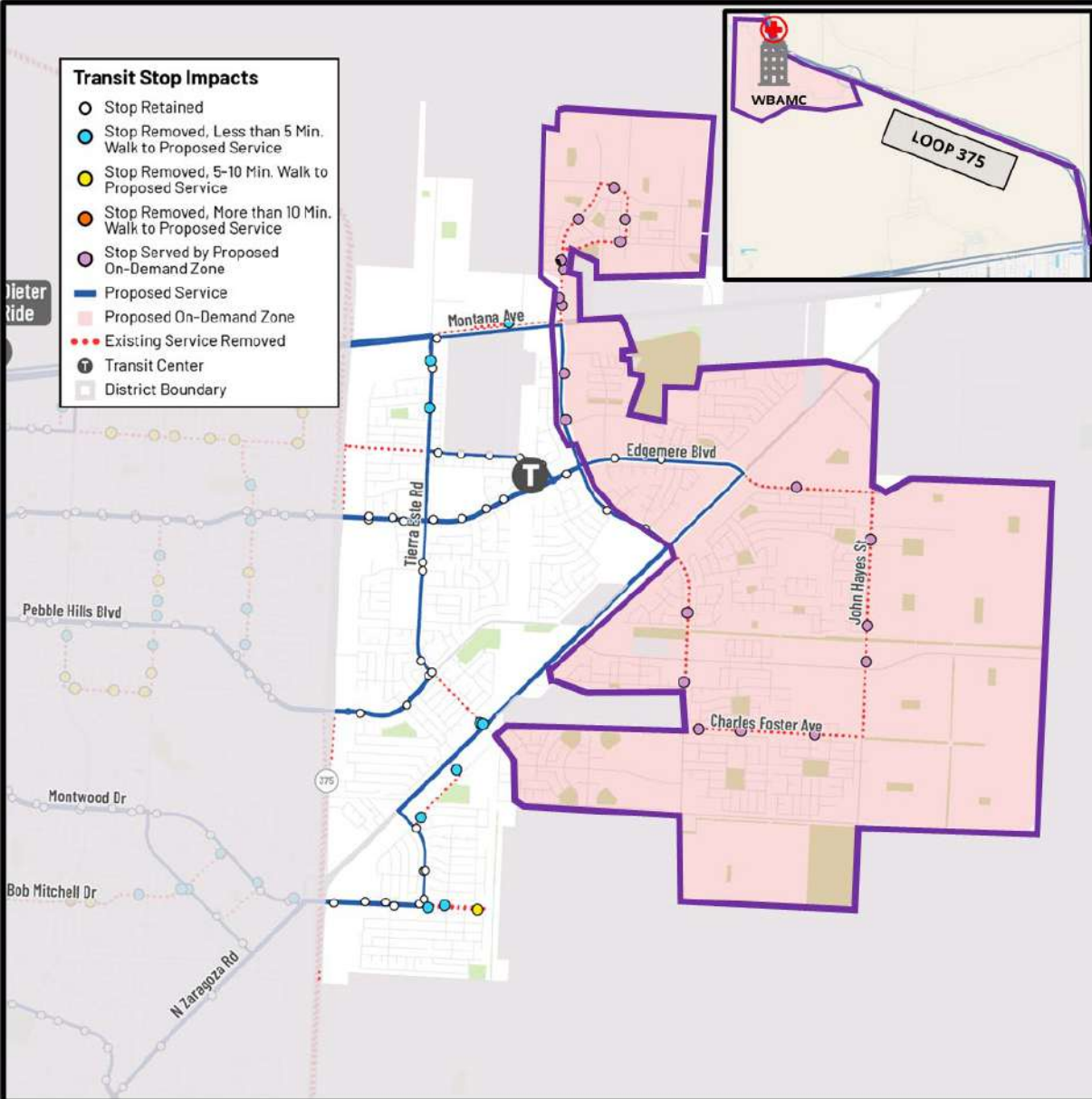
- **75%** of riders will receive more frequent service (**168 Daily Riders**)
- **25%** of riders have no change (**55 Daily Riders**)
- **0%** of riders will have a 5 to 15 minute walk (**0 Daily Riders**)

District 5

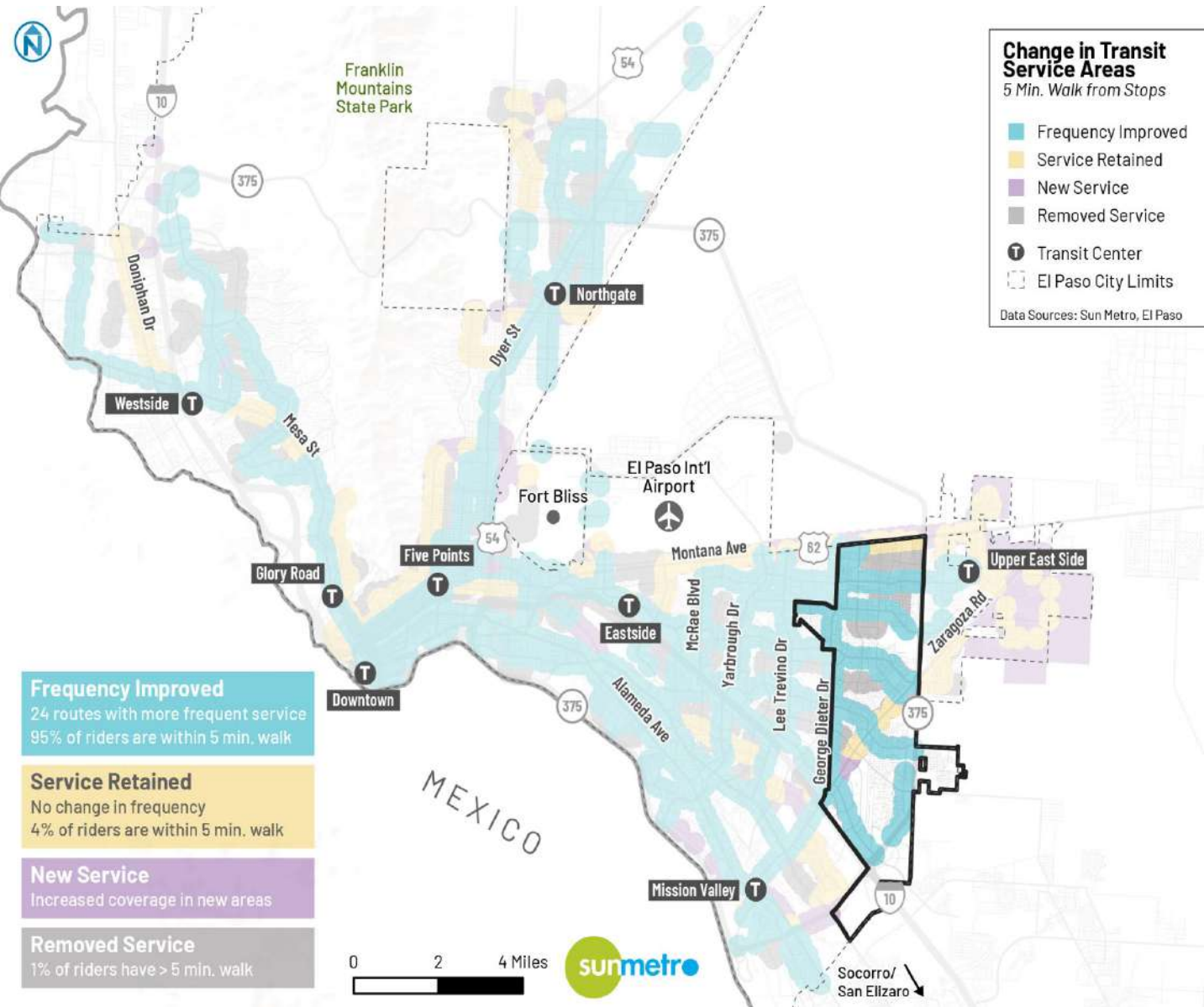
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- 10 total bus stops being deactivated
 - 10 stops with **no ridership**



Total Stops Impacted	10
Stops within 5 Minutes Walking	9
Stops within 10 Minutes Walking	1
Stops within 15 minutes Walking	0
Avg. Distance from Deactivated Stop to Active Stop (Miles)	0.08
Avg. Daily Ridership of the impacted stops within the District	0
Avg. Daily Customers with Mobility Devices	0.01
Number of Priority Improvements	1



District 6

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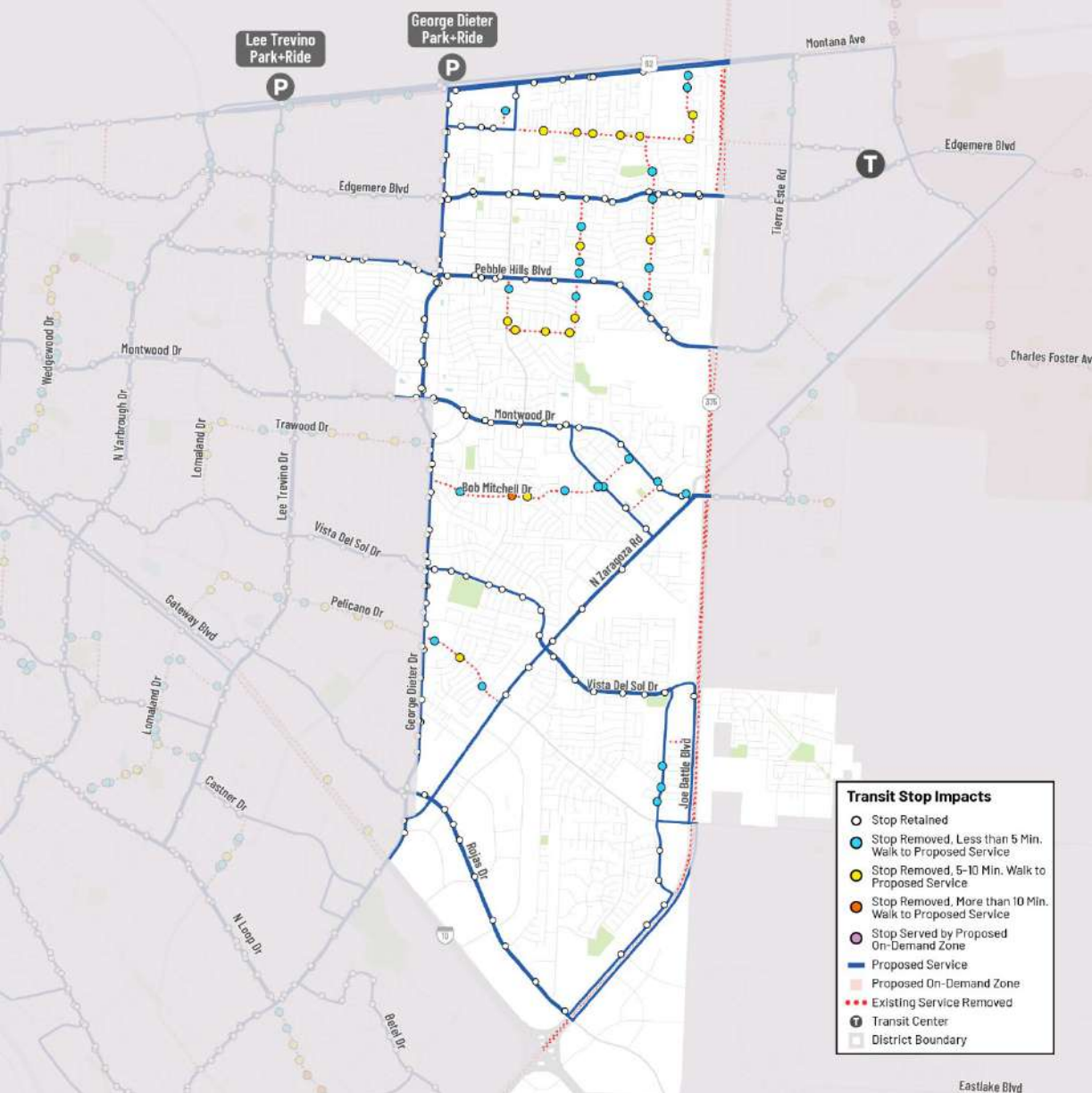
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Big Changes

- Implement new crosstown route on Zaragoza
- Eliminate large, one-way loops
- Upgrade Edgemere route and extend to EPCC-Valle Verde

Rider Benefits and Impacts

- 88%** of riders will have better service (**298 Daily Riders**)
- 7.9%** of riders have no change (**27 Daily Riders**)
- 4.1%** of riders will have a 5 to 15 minute walk (**14 Daily Riders**)



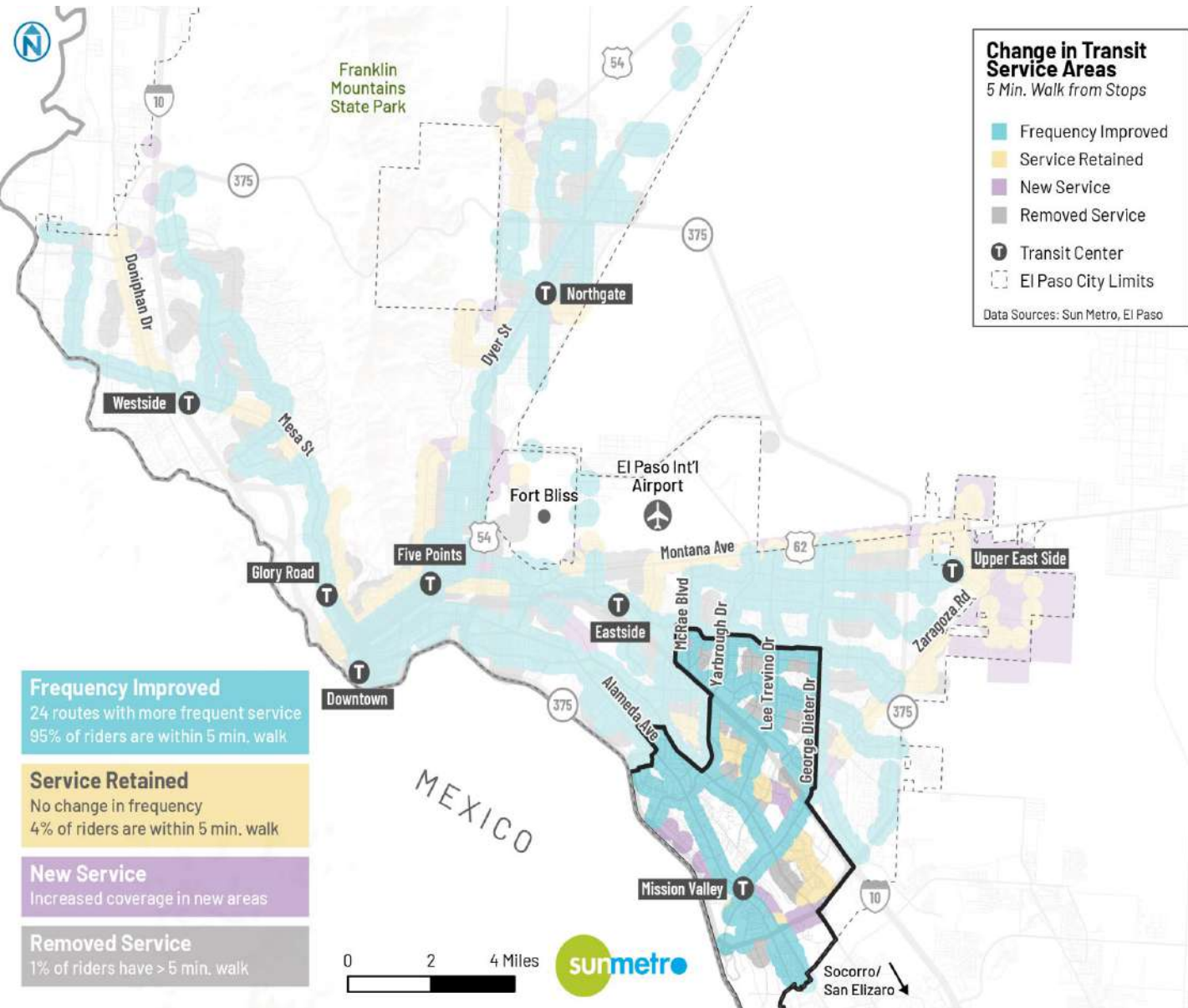
District 6

- **41 total** bus stops being deactivated
 - **5** stops with **no ridership**
 - **24** stops with **less than 1 person** a day
 - **10** stops with **1 to 10 people** a day
 - **2** stops with **avg of 33 people** a day

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Total Stops Impacted	41
Stops within 5 Minutes Walking	24
Stops within 10 Minutes Walking	16
Stops within 15 minutes Walking	1
Avg. Distance from Deactivated Stop to Active Stop (Miles)	0.23
Avg. Daily Ridership of the impacted stops within the District	2.51
Avg. Daily Customers with Mobility Devices	0.01
Number of Priority Improvements	2



District 7

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Big Changes

- Implement new crosstown route on Zaragoza
- Extend Yarborough route to Mission Valley TC
- Restore service to Independence Dr

Rider Benefits and Impacts

- **97.3%** of riders will have better service (**2,554 Daily Riders**)
- **1.5%** of riders have no change (**40 Daily Riders**)
- **1.2%** of riders will have a 5 to 15 minute walk (**30 Daily Riders**)



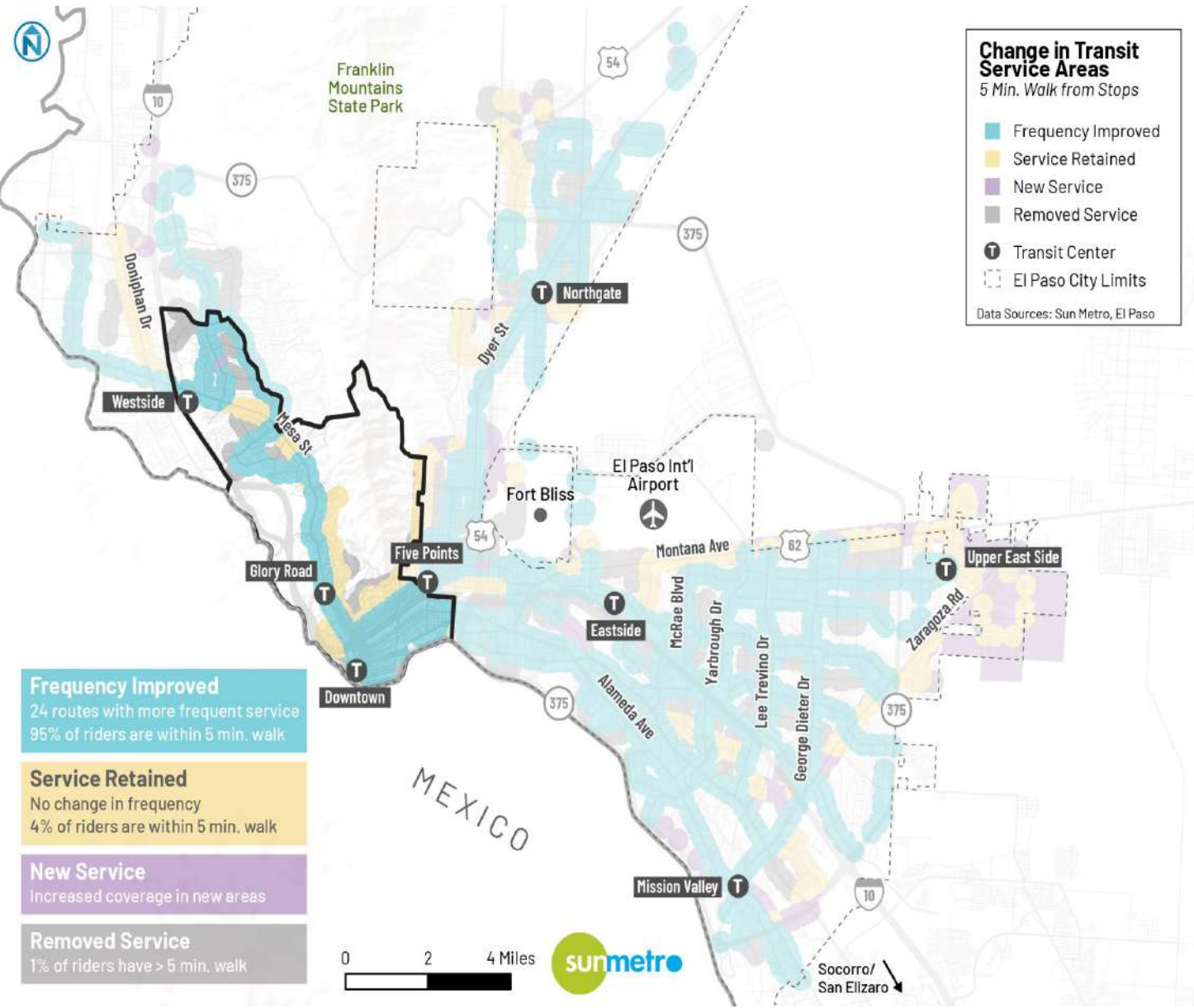
District 7

- **71 total** bus stops being deactivated
 - **13** stops with **no ridership**
 - **27** stops with **less than 1 person** a day
 - **30** stops with **1 to 10 people** a day
 - **1** stop with **11 people** a day

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Total Stops Impacted	71
Stops within 5 Minutes Walking	39
Stops within 10 Minutes Walking	29
Stops within 15 minutes Walking	3
Avg. Distance from Deactivated Stop to Active Stop (Miles)	0.24
Avg. Daily Ridership of the impacted stops within the District	1.55
Avg. Daily Customers with Mobility Devices	0.02
Number of Priority Improvements	4



District 8

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Big Changes

- Streamline downtown circulator route and upgrade frequency from 50 to 30 min
- Extend Mesa route to Westside TC
- Combine Sunset Heights and Stanton Blvd routes

Rider Benefits and Impacts

- 96.9%** of riders will have better service (**12,550 Daily Riders**)
- 2.9%** of riders have no change (**382 Daily Riders**)
- 0.2%** of riders will have a 5 to 15 minute walk (**20 Daily Riders**)

District 8

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- **135 total** bus stops being deactivated
 - **56** stops with **no ridership**
 - **26** stops with **less than 1 person** a day
 - **45** stops with **1 to 10 people** a day
 - **8** stops with **avg of 25 people** a day



Total Stops Impacted	135
Stops within 5 Minutes Walking	111
Stops within 10 Minutes Walking	21
Stops within 15 minutes Walking	3
Avg. Distance from Deactivated Stop to Active Stop (Miles)	0.15
Avg. Daily Ridership of the impacted stops within the District	2.80
Avg. Daily Customers with Mobility Devices	0.05
Number of Priority Improvements	1