

ANNUAL REPORT

FY 2020



Message from the General Manager

On behalf of the RATP Dev Management Team, I am pleased to present the Fiscal Year (FY) 2020 Annual Report for Sun Tran, Sun Van and Sun Link. Like many transit agencies around the country, we are consumed with responding to the COVID-19 pandemic. While COVID-19 was the biggest and most memorable event of FY 2020, it only made up a portion of the year here in Tucson. Sun Tran reached many achievements in its mission of providing a high quality transit service throughout the year, and adapted our efforts to focus on COVID-19 health and safety measures.

As we adjust to a new normal, the Sun Tran team will continue to prioritize a safe and reliable system. One of our primary efforts will be to ensure riders are confident in returning to transit by continuing enhanced disinfecting of vehicles, providing personal protective equipment to drivers and staff, promoting social distancing and mask wearing, and making service improvements.

Sun Tran entered FY20 with the goal of continuing the mission to meet the mobility needs of our customers by providing a high quality transit service. In achieving this mission, Sun Tran established five goals – **Innovation, Quality, Performance, Sustainability and Value** – in which we would provide efficient and safe service with excellence in customer service.

We are proud of our successes this year. Sun Tran has been a leading public transit system in the country for implementing health and safety measures during COVID-19. We are taking a leadership role examining new technologies, such as real-time bus capacity information, to make commuting safer. We have developed an on demand transit service pilot program to provide an affordable and flexible transit option in Tucson neighborhoods.

We look forward to another successful year in FY21 working in partnership with the City of Tucson Department of Transportation and Mobility.



Steve Spade,
General Manager

BY THE NUMBERS

125 clear driver partitions installed in June

100% of regular route service maintained throughout COVID-19 pandemic (March 2020-present)

Less than **1% of staff** level affected from COVID-19 crisis

72.0% of Sun Tran's Ridership was sustained during COVID-19 (riders using transit for essential trips)

95.2% of all Sun Tran trips arrived on-time, March-June 2020 (reliability for essential trips)

OTP for FY20 was **93.6%**

One of first transit agencies to adopt **fogger machine** to disinfect vehicles

878 Employees, with **431** Coach Operators, **190** Van Operators, **18** Streetcar Operators

9,311,503 Total Service Miles (Sun Tran)

238 buses in Sun Tran Fleet, with 68 CNG buses and 1 Electric Bus

Average age of buses is **8.3 years old**

29 Regular Fixed Routes and **12 Express** Routes

Sun Tran averaged **40,853** weekday passengers; Sun Link averaged **2,174** per weekday

Sun Tran had **0.40 Preventable** Vehicle Accidents per 100,000 Miles
0.49 – Sun Link **0.66** – Sun Van

15,496 combined social media followers (+1,381 from FY19)

18,497 miles between interrupted trips (Sun Tran)

263,549 Total Service Hours (Sun Van)

Customer Service answered a total of **172,756** calls, with **3.9%** answered in Spanish

RATP Dev



Steve Spade
General Manager,
ST, SL & SV

- Over 40 years transit experience
- Enjoys working as a national USA Swimming Official



Sabrina Herrera
Assistant General
Manager, Sun Tran

- 30 years transit experience
- Loves her 7 grandkids, 3 dogs, hiking & traveling



John Kortekaas
Assistant General
Manager, Sun Link

- Over 30 years transit experience
- Riding his Harley – "It's not the destination, it's the ride."



Shawn Mangan
Assistant General
Manager, Sun Van

- 12 years transit experience
- Enjoys traveling, hiking & cycling



John Zukas
Director of Safety &
Security, ST, SL, SV

- 25 years transit experience
- His favorite thing is spending time with his family

Performing Among the Best

Despite the challenges that the COVID-19 outbreak presented, Sun Tran remained a top performing agency compared to its peer systems*. When compared with eleven of our transit peers from around the country, Sun Tran ranked the following:

- Lowest Operating Expense per Passenger Mile (\$0.83, see chart below)
- 2nd highest Passenger Trips per Capita (behind only Minneapolis, see chart below)
- Lowest Average Fare (\$0.72)
- Lowest Operating Expense per Passenger Trip (\$4.03)
- 3rd highest Passenger Trips per Revenue Mile (behind Buffalo & Minneapolis)

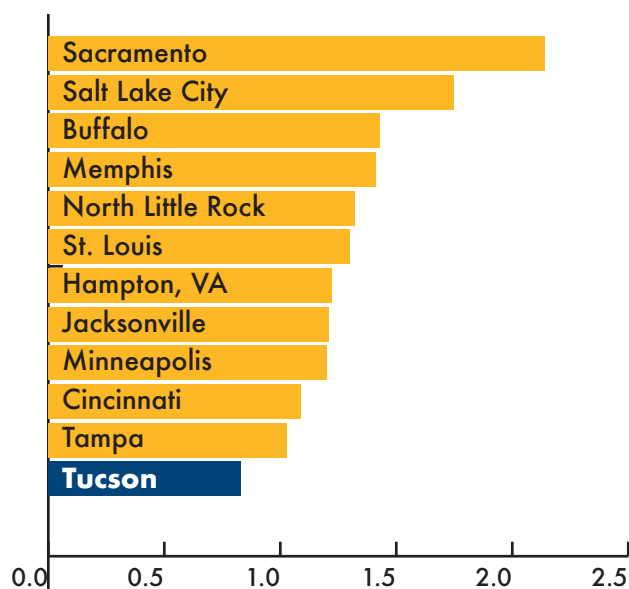
* For more information, see 2018 Transit Cooperative Research Program data with 11 other peer transit systems – Buffalo, Cincinnati, Hampton (VA), Jacksonville, Memphis, Minneapolis, North Little Rock, Sacramento, Salt Lake City, St. Louis, and Tampa.



Performance Charts

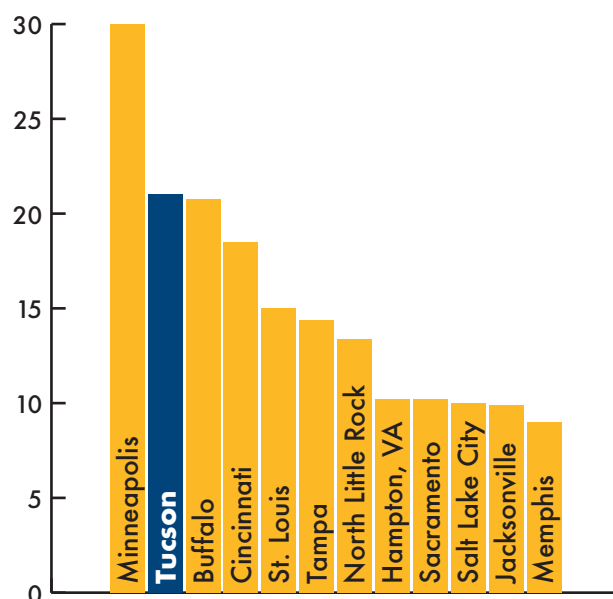
Operating Expense Per Passenger Mile

Operating Expense per Passenger Mile is a measure that gauges the overall cost of service provided. Lower scores indicate highly efficient systems.



Passenger Trips per Capita

Passenger Trips per Capita is a measure that gauges the ridership based on the overall population. A high score indicates a highly productive system.



Mission

Working together to improve the community's quality of life by providing safe, efficient, reliable customer-focused public transportation.

Vision

Public transportation becomes the preferred choice for travel in the region.

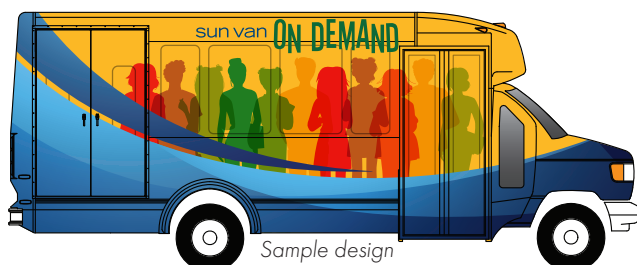


Achieving Our Mission

INNOVATION *Develop and maintain creative partnerships that support a robust transit system*

On Demand Transit Service

Sun Van is creating innovative solutions for new ways to use public transit. This year, Sun Van will test a new On Demand transit service pilot program. On Demand (or micro-transit) service uses a small vehicle to provide rides within a selected neighborhood to a bus route or destination within a service area.



On Demand transit can provide affordable and flexible transit service in neighborhoods, and can get to more places on residential streets than a standard-sized bus. Compared to fixed route service, On Demand service offers a more flexible solution to fulfill travel needs within a short distance. When serving elderly or disabled populations, curb-to-curb service enhances mobility and improves independence. And for transit-dependent populations, On Demand transit can improve quality of life.

For the pilot program, Sun Van selected two neighborhoods and developed a plan to provide On Demand Transit service and test the concept. Sun Van is currently working with these two communities to provide outreach and to gauge and build interest in the service. The pilot will begin in the fall of FY21.

Real-Time Tracking & Mobile Apps

Sun Van is currently developing a mobile app with Trapeze that will allow Sun Van clients the ability to book and cancel trips, track their rides, pay their fare and more. The Sun Van app is expected to launch in the winter.

In late FY20, Sun Tran launched a new online Bus Tracker & Trip Planner tool and mobile app to help passengers stay informed about their commute, especially during the COVID-19 crisis.

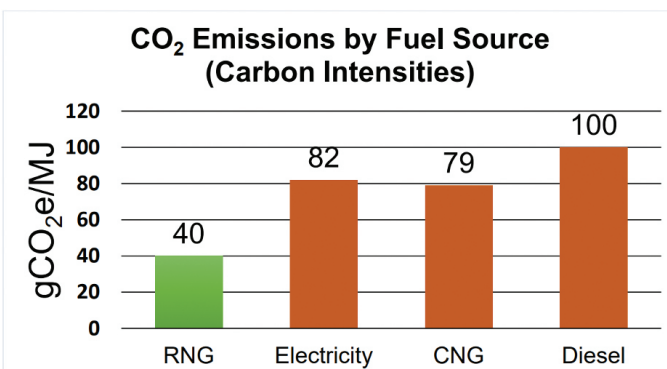
From a desktop computer, tablet or mobile phone, transit riders can locate the nearest bus or streetcar stop, plan a trip, and stay informed with real-time arrival predictions. The real-time map allows passengers to track the current bus

location, see if it is on time, and view how full a bus is before going to the stop. Passengers can also get alert notifications for detours or sign-up for departure reminders sent directly to their phone or email.



Fueling Vehicles with Renewable Natural Gas

The City is exploring a local renewable energy option to reduce Greenhouse Gases (GHG) from transit and to achieve greater environmental benefits for the community. The City's Environmental and General Services Department is developing a project to extract and clean the methane produced at the Los Reales Landfill to produce Renewable Natural Gas (RNG). The RNG will then be utilized to fuel Sun Tran's CNG vehicles, reducing fueling costs. This method is expected to result in an 70% reduction in GHG, as well as an 80% reduction in Nitrogen Oxide (NOx), to realize emissions benefits as good or better than electric vehicles. At this time, a deal has not been made between the City of Tucson and Southwest Gas to study the program; however, innovating new ways to build a cleaner environment will remain a top priority.



Achieving Our Mission

QUALITY *Develop a comfortable, attractive, and convenient transit network*

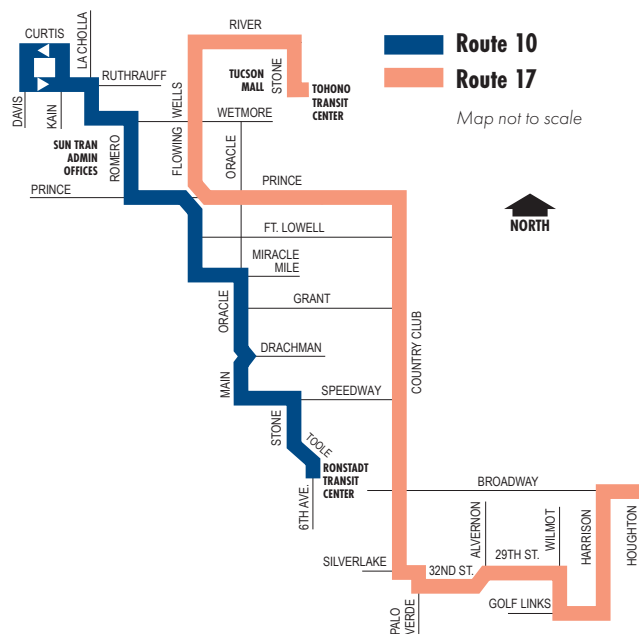
Paratransit Fleet Upgrade

Sun Van added 31 new vehicles into its paratransit fleet equipped with tablets for trip navigation, allowing more efficient trips for drivers and passengers. The Ford Transit vans carry up to 8 passengers per trip and replaced aging vehicles, improving the reliability of Sun Van operations.



Service to Transit Facilities

Sun Tran modified routing on Routes 10 & 17 to re-direct routing at the Prince & Flowing Wells intersection. Route 10, now known as Ruthrauff (previously Flowing Wells), provides direct service from the downtown Ronstadt Transit Center to Sun Tran's Administrative Office for services including Lost & Found, Human Resources, and SunGO Customer Service. In addition, Route 17 (Country Club/29th St.) gives passengers access to the Tohono Transit Center.



PERFORMANCE *Build and operate a safe and efficient transit system*

Exceeding Operating Standards

Providing reliable service is of great importance for Tucson's transit system and became a vital aspect during the COVID-19 pandemic for getting essential workers to their destination. Each system met or exceeded their On-Time Performance goal in FY20.

- Sun Tran = 93.6%
- Sun Link = 98.0%
- Sun Van = 94.0%

Sun Tran set a monthly goal to exceed 13,000 miles between interrupted trips. Sun Tran averaged 18,497 miles between interrupted trips in FY 2020, consistently exceeded the monthly goal.

Sun Tran, Sun Link and Sun Van are among the nations safest transit agencies by maintaining low preventable accidents per 100,000 miles. The Preventable Accident Frequency Rate (PAFR) in FY20 are as follows:

- Sun Tran = 0.40
- Sun Link = 0.49
- Sun Van = 0.66

New Leadership

The safety of our drivers continues to be a top priority of Sun Tran.

To ensure all safety protocols are met, Sun Tran welcomed John Zukas as the Director of Safety & Security for Sun Tran, Sun Link and Sun Van. John Z. provides oversight in the development and implementation of transit system safety and security policies and practices, FTA compliance and coordination with the City of Tucson.



Sun Link also welcomed John Kortekaas as the Assistant General Manager to lead the daily operations of the streetcar service. John K. brings over 30 years of experience working with light rail systems, including positions in Minneapolis, Phoenix, Seattle and now Tucson. John has been part of Sun Link's staff since the start, helping to successfully launch Tucson's streetcar service.



Achieving Our Mission

SUSTAINABILITY *Maintain an affordable, environmentally friendly, and financially viable transit system*

Service Begins for Tucson's First Electric Bus

Sun Tran introduced its first electric bus into service on May 17th. The electric bus is powered only by battery and produces zero-emissions, contributing to cleaner and healthier air in Tucson. Utilizing advanced technology, the electric bus provides a quieter and comfortable ride for passengers. This is the first electric bus to be deployed in Sun Tran's fleet, and will be leased for the next year.



Sun Tran will purchase five additional electric buses in FY21, which will help reduce the city's carbon footprint and keep our air clean, especially within disadvantaged and vulnerable communities. The additional buses will be paid for with funding awarded by the Federal Transit Administration's (FTA) Low-No Emission Grant program.

Fleet Facilities Install Solar Panels

New solar panel canopies installed at the Sun Van and the Sun Tran Northwest facilities generate clean energy, provide cost savings on electricity, as well as promote the advancement of sustainable technology within our community.



VALUE *Promote an understanding of the value of transit to the community*

Building Positive Public Image through Video

In FY20, Sun Tran developed several video campaigns to promote positive transit experiences, and later to maintain riders' confidence during an unprecedented pandemic. First, Sun Tran released the "That's How We Roll" series to highlight our Ride with Respect policy, a code of conduct that promotes safe and courteous behaviors for passengers on transit vehicles and facilities. Sun Tran also launched a campaign called "Faces of Transit" in which riders share their stories about why they ride transit. It became a tool in showing the benefits of public transit and highlighting the diverse people who ride on Sun Tran.



When COVID-19 first arrived in Tucson, Sun Tran produced videos to highlight our service for moving people to other essential services like work, the grocery store and pharmacy. And to help riders feel confident in the transit system, Sun Tran created several videos about the steps taken to protect passengers and drivers. For example, the videos showed how buses are disinfected using a fogger machine, how to practice social distancing while riding and how Sun Tran continues to serve the community to provide service for essential travel.

City of Tucson to Study Bus Rapid Transit Corridor

In June 2020, the City of Tucson Department of Transportation & Mobility received \$950,000 from the Federal Transit Administration (FTA) to help conduct a study for proposing a 14.5-mile bus rapid transit (BRT) corridor. The study will examine a north and south segment that would operate primarily within a fully dedicated lane and connect to the existing streetcar line in Downtown Tucson and fixed-route bus service. The north segment would extend the Tohono T'adai Regional Transit Center to Downtown Tucson/Ronstadt Regional Transit Center, and serve Pima Community College (PCC) Downtown Campus and the Tucson Mall. The south segment would extend from the Tucson International Airport to Downtown Tucson, and serve the City of South Tucson, regional VA Hospital, Tucson Rodeo Grounds, and Roy Laos Transit Center. This study is scheduled to begin in late FY20.

Achieving Our Mission

AWARDS

Progressive Partner Award



Sun Tran and the City of Tucson (COT) were the recipients of the Tucson Electric Power (TEP) Go Green Progressive Partner Award for our work to electrify the bus fleet. Sun Tran and the COT worked closely with TEP to introduce an electric bus pilot program and to secure federal funds for expanding the electric bus fleet, resulting in five additional buses to come in 2021.

The electric buses will provide cleaner air for Tucson, a quiet and comfortable ride for passengers, and reduce the City's fuel and maintenance costs for a more sustainable future.

Human Trafficking FTA Grant – driver training & public awareness campaign

Sun Tran and the City of Tucson were awarded \$221,100 from the Federal Transit Administration's Human Trafficking Awareness and Public Safety Initiative. The grant will allow funding to implement a human trafficking awareness campaign, as well as provide driver training to identify and report human trafficking, and to reduce the risk of assaults on transit operators and crime on public transit.

IN THE COMMUNITY

Stuff the Bus

Sun Tran participated in 4 Stuff-the-Bus events to benefit local organizations, including the Emerge Center Against Domestic Abuse, the Community Food Bank and the Salvation Army.

Fill the Streetcar

Sun Link hosted the annual Fill the Streetcar event to collect toys for children in need during the holidays. The Regional Transportation Authority (RTA) sponsored the community donation drive to benefit the local charity, Ramon's Miracle on 31st Street.

We Move People Volunteer Day

In October, Sun Tran staff volunteered to pack emergency food boxes at the Community Food Bank of Southern Arizona.

Sponsoring Transit to Local Events

In FY 2020, the Sun Link streetcar once again partnered with local events and festivals to increase ridership. Sun Link collaborated with the following events to sponsor Free Rides as a convenient transit option.

DUSK Music Festival

November 9th & 10th – **5,629** Total Ridership – 1.5X average Saturday ridership, 2X average Sunday ridership

Small Business Saturday

November 30th – **7,036** Total Ridership – a 27% increase compared to 2018

Arizona Bowl

December 31st – **5,931** Total Ridership – 4X average ridership on December 31

Sun Link Celebrates 5th Anniversary

In July, Sun Link celebrated its 5th Anniversary with a Free Ride Day that more than 4,500 passengers participated in, nearly twice the average ridership on Saturdays. The streetcar has welcomed 5.42 million passengers since launching in 2014.

Mask Distribution at Transit Centers

To assist passengers, staff went to the Transit Centers and provided riders with a mask if they did not have one. Sun Tran also made masks available for riders at the Ronstadt and Laos Transit Center information booths. To date, Sun Tran has provided over 3,000 masks to our riders.

Transit Employee Appreciation Day & Sound The Horn

On May 6th, Sun Tran, Sun Link and Sun Van celebrated Transit Employee Appreciation Day to recognize the work of our drivers, mechanics, fuel island workers, dispatch, road supervisors and administrative staff! On June 17, Sun Tran joined dozens of other transportation agencies across the country to participate in #SoundTheHorn – a coordinated effort to simultaneously sound their vehicle horns to honor all public transportation employees.



Response to COVID-19

As the severity of the novel Coronavirus (COVID-19) pandemic increased, Sun Tran took a variety of actions to protect passengers, drivers and staff. Sun Tran worked closely with City of Tucson officials in developing new procedures for riding transit. The following steps were taken:

Cleaning & Disinfecting

- Sun Tran enhanced the cleaning and disinfecting of all surfaces inside buses every night. Sun Tran was one of the first transit systems in the country to implement the use of a fogger machine for more efficient cleaning of buses. This state-of-the-art technology kills ALL microbes with an industrial-grade disinfectant.
- Sun Van and Sun Link strengthened nightly cleaning of their vehicles with industrial grade disinfectant.
- Drivers received disinfectant sprays and gloves to clean surfaces in their work areas and hand sanitizer.
- Contractors installed hand sanitizer dispensers at transit centers and sprayed benches to disinfect.



Social Distancing

- Non-ADA riders were asked to board the bus through the rear door, and yellow lines and rope were placed 6 feet from drivers to maintain distance from passengers.
- Sun Link blocked the first row of passenger seat directly behind the operators' cab.
- Sun Tran's Special Services and Administrative Offices closed to the public to prevent the spread of COVID-19.
- Sun Tran continued to run ALL regular route trips as scheduled so riders can get where they're going on time, and travel on buses with fewer passengers.
- Select benches were closed at the Transit Centers to increase distance between riders.



Fares Suspended

- On March 21st, the City of Tucson waived fares on all transit systems to eliminate drivers' direct contact with passengers and any handling of money.

Essential Trips & Maintaining Service

- All transit services encouraged passengers to only travel for essential trips, stay home if they are sick and practice good hygiene against the spread of COVID-19.
- Sun Tran maintained 100% of its regular service routes throughout pandemic to continue service for essential trips and to provide buses with fewer passengers.
- Following the University of Arizona's decision to close the campus to in-person activities, the Sun Link streetcar reduced hours of operation to the summer schedule.

Partnership w/COT and local agencies – homeless transportation program

Sun Van and the City of Tucson partnered with local agencies serving the homeless population, to provide transportation assistance during the current COVID-19 pandemic. The effort was established to safely transport individuals from local homeless shelters to appropriate facilities to help prevent the spread of COVID-19. To date, the transportation assistance program has served 286 individuals and will continue through the end of August 2020.

Real-Time Tracking & Mobile App



Sun Tran launched a new online Bus Tracker & Trip Planner tool and mobile app to help passengers stay informed about their commute, a tool especially useful during the COVID-19 crisis. The real-time app allows passengers to track the current bus location, see if it is on time, and view how full a bus is before going to the stop. The additional information allows riders the security of knowing their bus is appropriate for social distancing, and to choose a different trip or route if deemed necessary.

Response to COVID-19 *(continued)*

Face Coverings Required

On June 19, the Pima County Board of Supervisors enacted a countywide mandate that required wearing a face covering or mask while in public if 6 feet of physical distance cannot be maintained. Since June 20, all passengers have been required to wear a face covering or mask on Sun Tran, Sun Link and Sun Van.



Operators are likewise required to wear a face covering when interacting with passengers and other drivers, and when their bus is servicing a stop.

Safety Partitions

Sun Tran installed 125 clear driver partitions in June; now all buses are equipped with a barrier. According to the CDC, it is recommended that transit agencies install barriers surrounding work stations where transit employees have face-to-face interaction with other people on a regular basis, including operator areas within vehicles and workstations within transit facilities. The intent of these barriers is to provide a sneeze and cough shield for the transit employees.



Driving Forward

Restoring Rider Confidence

Sun Tran will continue to respond to the ongoing COVID-19 crisis and provide safe, reliable, and efficient service for the community. Sun Tran is currently developing a public education campaign to restore rider confidence for returning to transit, to set norms for rider behavior, and to announce innovative practices which make riding transit safer. The campaign includes partnering with the City's #MaskUpTucson initiative and executing safety procedures for staff and drivers.

Paratransit Mobile App & Re-Designed Transit Website

Sun Van is developing a mobile app for paratransit riders to book a trip, confirm or cancel a reservation, and receive real-time information regarding the location and arrival time of the vehicle assigned to their trip. The new app is expected to launch in FY21.

In FY21, Sun Tran plans to launch a new transit website for Sun Tran, Sun Link, Sun Shuttle and Sun Van as a single, consolidated site. The website will be mobile-friendly, ADA accessible, and multi-lingual to reach all audiences. The new site will also become a valuable tool for riders by providing real-time data to track routes and Google Map technology for planning trips.

Upgrading for a Sustainable Transit Fleet

In FY21, Sun Tran will continue to improve the sustainability of its transit fleet with new, modern and efficient vehicles. Sun Van is will receive delivery of 42 new vehicles in late August. By November 2020, Sun Tran will receive 20 new CNG buses, increasing the number of CNG powered buses to 88 vehicles.

The City and Sun Tran recently were awarded a Federal Transit Administration grant for over \$3.7 million to purchase an additional five electric buses. This will bring the total electric bus fleet to ten buses. The first five electric buses are expected to arrive in February 2021.



Service Snapshot

SUN TRAN



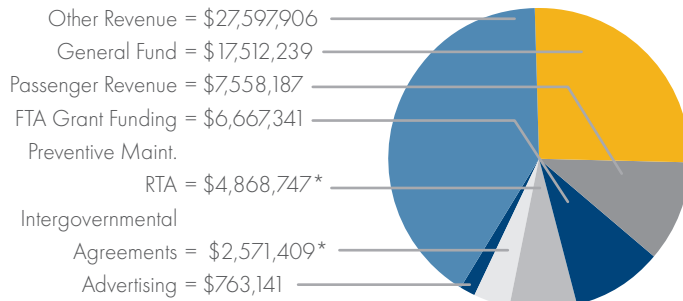
Ridership

FY 2020 – 12,346,810

-13.4%

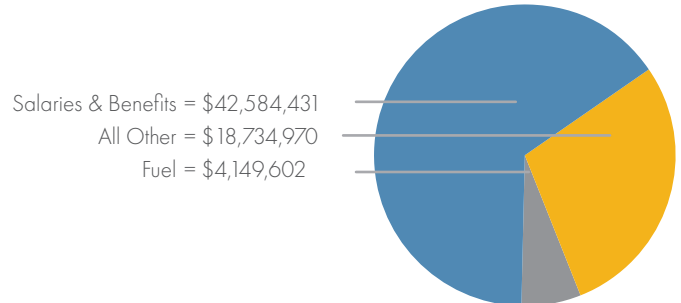
FY 2019 – 14,262,758

Total Operating Revenue = \$67,568,970



* Doesn't include March, April, May & June billing

Total Operating Expenditures = \$65,469,003



SUN LINK



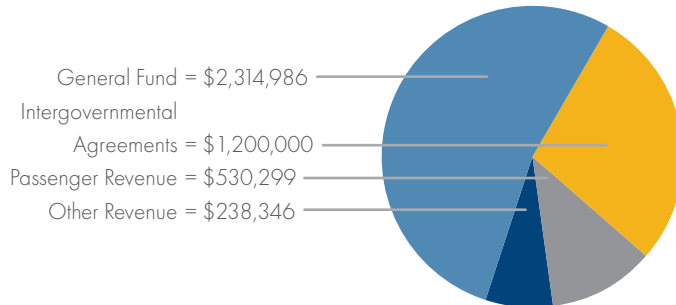
Ridership

FY 2020 – 682,262

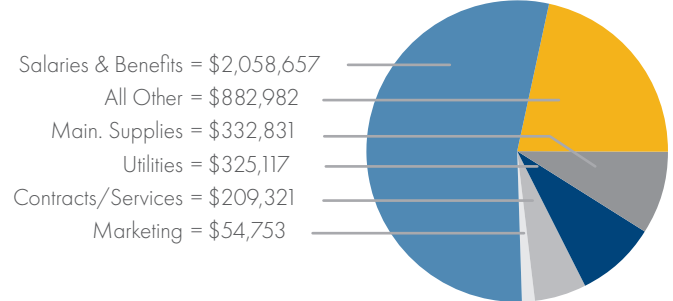
- 23.9%

FY 2019 – 896,991

Total Operating Revenue = \$4,283,631



Total Operating Expenditures = \$3,863,661



SUN VAN



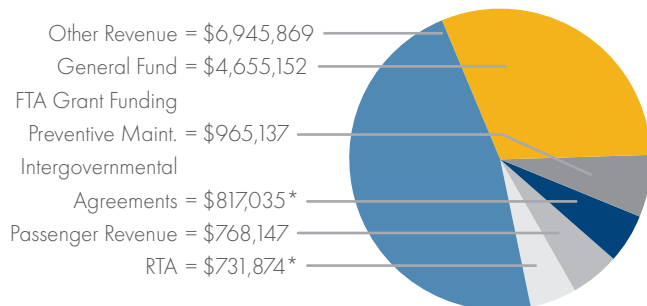
Ridership

FY 2020 – 422,956

- 22.1%

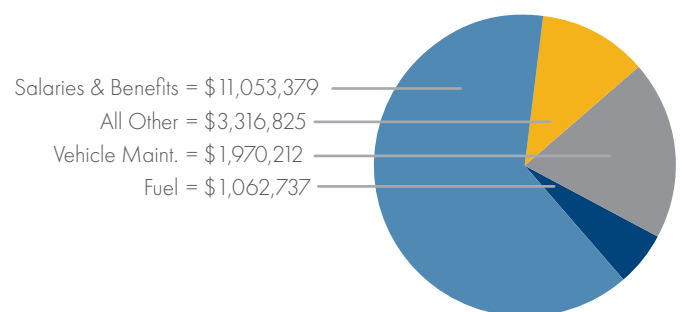
FY 2019 – 543,246

Total Operating Revenue = \$14,883,214



* Doesn't include March, April, May & June billing

Total Operating Expenditures = \$17,403,153



Passengers/Hour

Sun Tran = 17.87
Sun Link = 26.66
Sun Van = 1.94



On-Time Performance

Sun Tran = 93.6%
Sun Link = 98.0%
Sun Van = 94.0%

City of Tucson

Mayor Regina Romero
Ward 1 Lane Santa Cruz
Ward 2 Paul Cunningham
Ward 3 Paul Durham
Ward 4 Nikki Lee
Ward 5 Richard Fimbres
Ward 6 Steve Kozachik
City Manager..... Michael Ortega

Department of Transportation & Mobility

Director..... Diana Alarcon
Deputy Director..... Robin Raine
Transit Administrator Rhett Crowninshield

RTA 2020 Board Members

Pima County Supervisor — Ramón Valadez, RTA Chair
City of South Tucson Mayor — Bob Teso, RTA Vice Chair
Pascua Yaqui Tribe Chairman — Peter Yucupicio, RTA Treasurer/2nd Vice Chair
Arizona State Transportation Board Chairman — Mike Hammond
City of Tucson Mayor — Regina Romero
Tohono O'odham Nation Chairman — Ned Norris Jr.
Town of Marana Mayor — Ed Honea
Town of Oro Valley Mayor — Joe Winfield
Town of Sahuarita Mayor – Tom Murphy

