



Connecting



Generations





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By the Numbers

Sun Tran/ Sun Express Fixed Route

Fleet Size: **185**

Routes: **36**

Employees: **579**

Service miles: **8,093,150** Service hours: **633,913**

Revenue miles: **7,294,153** Revenue hours: **593,915**

Sun Van/ Sun On Demand

Fleet Size: **136**

Employees: **240**

Service miles: **4,502,600** Service hours: **328,127**

Revenue miles: **306,454** Revenue hours: **283,444**

Sun Link Streetcar

Fleet Size: **8**

Employees: **47**

Service miles: **8,093,150** Service hours: **24,471**

Revenue miles: **183,624** Revenue hours: **24,106**

General Manager's Overview

This year marks a momentous milestone for Sun Tran 50 years of dedicated service to Tucson and more than 140 years of public transportation history in our region. From the streetcars and horse-drawn carriages of the late 19th century to the modern fleet we operate today, our journey has been one of innovation, resilience, and strong community partnership.

As we celebrate this legacy, we also honor another exciting achievement Sun Link's 10th anniversary. For a decade, the Sun Link Streetcar has connected Tucson's vibrant downtown, university, and neighborhoods, strengthening our community and expanding the reach of our regional transit network. Together, Sun Tran and Sun Link embody our shared commitment to a more connected, sustainable, and accessible Tucson.

We extend our deepest thanks to every driver, maintenance crew member, planner, administrative staff, community partner, and most importantly every rider who has trusted us to get them where they need to go. Your support, feedback, and loyalty have made these milestones possible.

Over the past year, we have not only celebrated our past with events at the Transit Centers, recognition of long serving employees, and community gatherings but also laid the groundwork for a future that is cleaner, more efficient, more equitable, and more deeply integrated with Tucson's growth. Highlights include the implementation of changes from our Comprehensive Operational Analysis, continued fleet modernization, outreach initiatives, and service realignments designed to better serve communities across the city.

As we look ahead, we see clear paths toward expanding service reliability, increasing frequency on high-demand routes, achieving even greater accessibility, and reducing our environmental footprint. The road forward is bright and we are more committed than ever to ensuring that every Sun Tran and Sun Link trip reflects excellence in safety, comfort, and opportunity.

Thank you for believing in us, riding with us, and for helping us move Tucson forward.

Sincerely,



C. Mikel Oglesby, General Manager
Sun Tran, Sun Van and Sun Link



History & Heritage - 100 years of transit in Tucson



1871

1879-1897

The Town of Tucson was served by a herdic line – small two wheeled carriages with rear entrance. Later the Tucson Street Railway was organized and regular service began in November 1897.

1900-1910

In 1905 the Tucson Street Railway was reorganized as Tucson Rapid Transit Company (TRT). By 1906, TRT replaced mule powered transit to an electric streetcar system. Electric service began June 1, 1906 with five used streetcars.

1920-1929

Roy Laos began the Occidental Bus Line serving south and west parts of Tucson.



1930-1939

Streetcar service ends December 31, 1930 and bus service begins.

1940-1949

Tucson Rapid Transit (TRT) purchased 21 new buses and extended service across Tucson. Ridership reached 8.9 million in 1949.



1961

January 1, 1969

The City of Tucson assumes acquires the Transit System and named City of Tucson Transit System.

1970-1979

In January 1975, a Color the Bus contest was held to select a new point scheme and name for the transit System. The wining name was Sun Tran, with a yellow and red sun with a bus in the middle.

1975



1980-1989

Sun Tran introduced new paint scheme and logo. The Roy Laos Transit Center opened on Tucson's South side making it the first transit center. On July 1987 paratransit service called Van Tran began.

2000

1990

Sun Tran's first Ride Guide was introduced.

1991

Ronstadt Transit Center opens in downtown Tucson

1994

Tohono Tadaí Transit Center. This was the first center under the ADA guidelines.

2009

Transit fleet underwent new branding and design.



2019

Sun Tran introduced it's first ALL Electric bus as a year long pilot project!

2020

Transit fares are free.

2021

Sun Tran launches five Electric buses as part of it's fleet.

2025

Sun Tran crrently operates 185 buses (126 CNG buses, 10 Electric and 49 Diesel) 39 Diesel buses will be replaced with CNG(FTA Grant funding)serving nearly 15 million riders per year.

2025





A Legacy of Transit in Tucson

This report outlines a set of core values to guide the future of transit in Tucson. These principles emphasize safety, reliability, efficiency, sustainability, equity, accessibility, transparency and accountability, community engagement, innovation, employee attraction and retention. Together, they form a comprehensive framework for evaluating current conditions and shaping strategies that prioritize riders, strengthen operations, and ensure the transit system serves the needs of the entire community now and into the future.

Sun Tran reached an extraordinary milestone of **50 years** of public transit service in the Tucson community. For half a century, Sun Tran has connected residents to jobs, education, healthcare, and essential services while supporting the growth and vitality of the region. Today, Sun Tran serves the City of Tucson and surrounding communities including Oro Valley, Marana, South Tucson, unincorporated Pima County, and the Pascua Yaqui Tribe community.

Over five decades, Sun Tran has grown into a comprehensive public transit system that reflects its commitment to safety, reliability, and efficiency. The system currently operates **27** fixed routes with **185** accessible buses, covering more than 5 million miles annually and providing over **10 million** passenger trips each year. Since 2020, service has remained fare free, removing financial barriers for riders and expanding equitable access to transportation across the region.



Accessibility, Expansion, and Innovation

By 2001, the system achieved 100 percent wheelchair accessibility across its fleet, reinforcing its dedication to inclusive mobility for all riders.

During the 1990s and early 2000s, the system expanded with the construction of key transit hubs such as the Ronstadt, Tohono Tadaí, and Roy Laos Transit Centers strengthening regional connectivity and improving operational efficiency.

Guiding the Next 50 Years

As Sun Tran celebrates 50 years of service, the system remains guided by its core values that have shaped its success. These principles ensure that Sun Tran continues to meet the evolving needs of Tucson while remaining a trusted public service. Sun Tran will continue building on this legacy connecting people, strengthening communities, and advancing a transit system that supports a more sustainable and accessible future for the entire region.



"As we celebrate 50 years of service, Sun Tran is committed to continuing its journey of innovation expanding sustainable transit, leveraging technology, and ensuring every Tucsonan has access to safe and efficient transportation for decades to come."

C. Mikel Oglesby

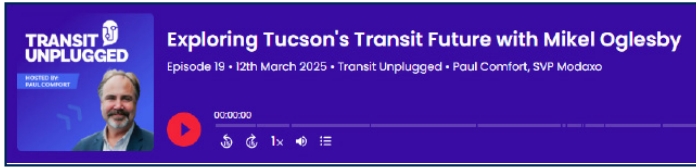




SWTA Annual Conference & Expo

Sun Tran’s core values are not just guiding principles; they are actively demonstrated through leadership, collaboration, and measurable outcomes across the organization. In 2025, these values were on full display as Sun Tran hosted the SWTA Annual Conference & Expo in Tucson, AZ, welcoming more than 500 transit professionals from across the country. This event underscored Sun Tran’s commitment to community engagement and industry leadership, creating a platform for knowledge sharing and collaboration. Under the leadership of General Manager Mikel Oglesby, discussions on alternative fuels and electrification highlighted the agency’s dedication to sustainability and innovation, while team led presentations on operator safety technologies, such as dash cams, reinforced a steadfast commitment to safety, transparency, and accountability. Sessions on on-demand transit optimization and university partnerships further demonstrated a focus on efficiency, accessibility, and forward thinking service delivery.





Sun Tran Featured on Transit Unplugged TV

Sun Tran gained national recognition through its feature on **Transit Unplugged TV**, hosted by Paul Comfort, in one of the program's highest-rated episodes. The segment provided an in-depth look at Sun Tran's operations, highlighting a strong commitment to delivering safe, reliable, and innovative transit services.

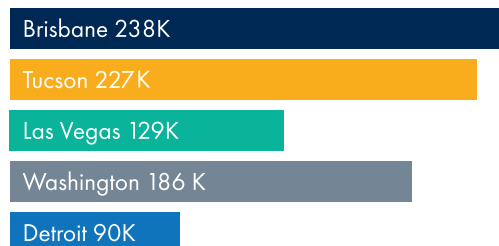
The episode introduced General Manager Mikel Oglesby, who shared insights on the organization's vision and leadership, along with perspectives from Director of Transportation and Mobility (DTM) Sam Credio, Director of Service Planning & Mobility Davita Mueller and Rhett Crowninshield, Transit Administrator with DTM. Together, they highlighted the strategies guiding Sun Tran's future while reflecting on Tucson's transit history and continued growth. Viewers were given a behind-the-scenes look at Sun Tran's state-of-the-art maintenance facility and the Sun Link Streetcar operations, where Assistant General Manager John Zukas shared key operational insights. Filming at notable community landmarks further emphasized the strong connection between 50 year transportation history of Sun Tran and the Tucson community it serves.



The feature also highlighted the impact of Sun Tran's streetcar system, which has supported more than \$4 billion in transit-oriented development. Local destinations including El Charro Café and the historic Hotel Congress illustrated the important role transit plays in supporting economic vitality and community identity. Building on this national visibility, Sun Tran's commitment to excellence was further recognized by the **South West Transit Association (SWTA)**, which honored the agency with three "Hit the Spot" awards for outstanding achievement in employee communications, events, and community outreach. These accolades reflect Sun Tran's strength in employee engagement and retention, as well as its ability to communicate authentically key drivers of transparency and a strong organizational culture.

During an industry event in New Orleans, Paul Comfort accepted the SWTA Business Spotlight Award on behalf of the Transit Unplugged TV and podcast team, recognizing the Tucson episode as one of the program's most impactful features. Additionally, in a March 2025 episode of Exploring Tucson's Transit Future, Mikel Oglesby reflected on his lifelong commitment to public transportation, inspired by his father's career as a bus operator with the Massachusetts Bay Transportation Authority. Together, these recognitions underscore Sun Tran's growing national profile and celebrate 50 years of dedication from employees, riders, and community partners who continue to drive innovation and excellence in public transit. Find the Tucson episode here:

youtube.com/@transitpunplugged



Transit Unplugged's most viewed episodes 2025



38th Annual AzTA Conference Sun Tran continued to model these values through regional collaboration with peer agencies. Participation in statewide discussions on system optimization, alternative fuels, and future focused planning reflected a shared commitment to reliability, sustainability, and innovation. By contributing to a broader vision for transit across Arizona, Sun Tran reinforced its role as a trusted, accountable partner dedicated to improving mobility for all communities.

Think Transit 2025 reflected Sun Tran’s ongoing investment in equity and accessibility through the adoption of innovative technologies and data-driven service planning. By embracing cloud-based efficiencies and best practices, Sun Tran continues to enhance service delivery while ensuring that all riders have access to safe, reliable, and inclusive transportation options.

Together, these efforts illustrate how Sun Tran’s core values are deeply embedded in its operations and strategic direction driving continuous improvement, fostering meaningful partnerships, and positioning the organization as a leader in the evolving transit landscape.

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2024 Federal Transit Administration Buses & Bus Facilities Competitive Program Grant

In July 2024, Sun Tran received a transformative **\$11.4 million** Buses and Bus Facilities Grant from the Federal Transit Administration, a milestone investment supporting the modernization of Tucson’s transit system. The funding, announced at a public press conference with city leadership, underscores the agency’s commitment to safe, reliable, and accessible transit for all residents.

The grant will fund critical improvements, including the replacement of aging equipment at the Northwest Bus Maintenance Facility and upgrades across multiple bus stops. By FY2026, Sun Tran will install 80 new shelters along major corridors to protect riders from extreme heat, add green infrastructure and shade trees to promote sustainable transit spaces, and redevelop bus stop signage with braille, large print, way finding, and audible information, ensuring the system is equitable and accessible to riders of all abilities. Modernizing lifts nearing the end of their service life will also reduce maintenance costs while maintaining reliability and efficiency across the fleet.

These initiatives reflect Sun Tran’s core values while advancing a transit system that not only meets today’s needs but also positions Tucson for a more inclusive, resilient, and sustainable future. Throughout FY2026 & FY2027, these projects will deliver tangible benefits for riders, strengthen the community, and showcase Sun Tran’s commitment to building a transit system for everyone, now and for the next 50 years.

For more information about Grants, visit: suntran.com/about/





Operational Excellence and Workforce Development

In FY2025, Sun Tran worked to deliver safe, reliable, and efficient transit service while optimizing routes, accessibility, and rider experience. The department prioritized operational excellence, customer satisfaction, employee development, and data-driven decision making to strengthen the system for all Tucson residents.

Sun Tran maintained strong on-time performance and reliability across all modes, ensuring buses met or exceeded scheduled trips. Fleet management supported a diverse array of vehicles including diesel, CNG, hybrid, and new all-electric buses ensuring they were properly maintained, staged, and deployed to meet service demands. Nearly 1,000 operators, supervisors, and support staff were supported through robust onboarding and hands-on training programs, including operator safety training and the implementation of advanced Samsara camera systems.

Passenger safety remained a central focal point with the implementation of the safety compliance programs and advanced operator training. Rider engagement initiatives encouraged passengers to report unsafe behavior, while survey feedback informed continuous improvements in safety practices. Community focused programs reinforced Sun Tran's commitment to a courteous and secure transit environment.

The Bike & Ride initiative introduced improved communications to riders reminding them to secure their bikes and communicate with drivers, promoting safe boarding. The Ride with Respect Code of Conduct sets clear expectations for passenger behavior, reducing disruptions and fostering a peaceful transit experience across the system.

A safety poster for Sun Tran's Bike & Ride program. The poster is light blue with black and white text and graphics. At the top, it says "DON'T FORGET YOUR BIKE! LET YOUR DRIVER KNOW, & EXIT THROUGH THE FRONT." Below this, it says "USE THIS BIKE RACK AT YOUR OWN RISK." To the right of the text are three small diagrams showing a bicycle being loaded onto a rack. At the bottom, it says "INO OLVIDES TU BICICLETA! AVISA A TU CONDUCTOR Y SALGA POR LA PUERTA DELANTERA." Below this, it says "UTILICE ESTE PORTABICICLETAS BAJO SU PROPIO RIESGO." To the left of the bottom text is a large graphic of a bicycle. To the right of the bottom text are two more small diagrams showing a bicycle being loaded onto a rack.

**DON'T FORGET YOUR BIKE!
LET YOUR DRIVER KNOW, &
EXIT THROUGH THE FRONT.**

USE THIS BIKE RACK AT YOUR OWN RISK.

**INO OLVIDES TU BICICLETA!
AVISA A TU CONDUCTOR
Y SALGA POR LA
PUERTA DELANTERA.**

UTILICE ESTE PORTABICICLETAS BAJO SU PROPIO RIESGO.



Data-Driven Planning & Community Impact

Sun Tran leverages advanced data analytics and planning tools to optimize service delivery and guide continuous system improvement. Through strategic use of technology and rider insights, the agency strengthens decision making and enhances overall transit performance.

The ESRI Advantage Program provides access to GIS-based tools and expert advisory support, enabling staff to better evaluate operational challenges and opportunities. This partnership improves the management of routing, bus stop data, and system wide planning initiatives.

The Comprehensive Operational Analysis (COA) study, completed in summer 2024, evaluated all Sun Tran services, including Sun Link and Sun Express. The study identified key opportunities to improve efficiency, effectiveness, and equity across the network, with its recommendations serving as a roadmap for future service enhancements and expansion.

Complementing these efforts, the On-Board Survey in 2025 gathered **10,424** responses across all services. The survey provides valuable insight into rider origins and destinations, travel behavior, and system usage informing data-driven decisions related to scheduling, route optimization, and service planning.





In FY2025, the Sun Tran, Sun Van and Sun Link staff continued to enhance safety, operational efficiency, and fleet reliability across Sun Tran and the broader Tucson transit system. Through strategic upgrades, advanced technologies, and rigorous maintenance, the department ensured all vehicles remained safe, fully operational, and equipped to support both operators and passengers.

Key safety initiatives in FY2025 included the September 2024 launch of the Samsara Dash Cam Safety Program, which provides real-time monitoring and driver feedback to reinforce safe driving practices across the fleet. Driver protection barriers were replaced on all Sun Tran buses, and 5th Mobility securement straps were installed on fixed-route buses to enhance ADA compliance and passenger safety. Additional improvements included rear strobe lights and reflective tape on buses and paratransit vehicles and the introduction of a Mobileye Collision Avoidance Pilot on select buses to improve driver awareness and reduce collisions. Operational efficiency and sustainability were advanced through a partnership with Trillum Energy for CNG plant operations at Sun Tran's North Yard, while comprehensive bus washing operations maintained vehicle hygiene and appearance across Sun Tran and Sun Van fleets.

FY2025 Sun Tran doubled the staff since its inception. In addition to daily power washing and garbage removal, responsibilities now include landscaping, tree trimming, weeding, and shelter painting, maintaining nearly 2,200 bus stops seven days a week, 365 days a year. These efforts ensure a safe, welcoming, and accessible transit environment, reflecting Sun Tran's commitment to community engagement, operational excellence, and equity.



Advancing a Sustainable, Low-Emission Fleet

Sun Tran made significant strides toward a fully low- and zero-emission fleet, supporting the City of Tucson's Tucson Resilient Together Climate Action & Adaptation Plan, which targets municipal carbon neutrality by 2030 and citywide carbon neutrality by 2050. New grant funding will replace 39 older diesel buses with CNG vehicles, reducing emissions, lowering operating costs, and improving fleet performance. An additional 10 electric buses are planned for the fixed-route system, further decreasing diesel reliance. Infrastructure upgrades including high-capacity CNG fueling stations at the North Facility and expanded EV charging systems at the Main Facility ensure efficient, safe, and sustainable operations.

The CNG station, expected to be completed in December 2026 or early 2027, will streamline fueling and maintenance operations while supporting emissions reduction goals. Expanded EV charging infrastructure supports the new electric buses and lays the foundation for a fully clean-burning fleet aligned with municipal carbon neutrality targets. FY2025 marked a transformational year, advancing Tucson's climate goals while modernizing the fleet, improving air quality, and strengthening transit reliability.

Sun Tran ensures a safe, reliable, and environmentally sustainable transit system by strategically replacing vehicles based on performance, operational needs, and lifecycle considerations. Using a data-driven approach, the plan optimizes fleet efficiency, reduces maintenance costs, and supports the City's sustainability goals.

Vehicle replacements are guided by metrics including age, maintenance frequency, fuel efficiency, emissions, and safety performance. Recent and planned replacements include 39 diesel buses transitioning to CNG and 10 hybrid buses being replaced with fully electric vehicles, moving Sun Tran closer to a 100% low- or zero-emission fleet. These strategic actions deliver reliable service for passengers, reduced operational costs, alignment with climate goals, and progress toward a sustainable future.

Key Sustainability and Performance Goals

- Maintain fleet reliability equal to or exceeding current diesel standards
- Reduce operating costs through CNG and electric vehicle integration
- Transition remaining fleet to low and zero emission vehicles
- Reduce emissions, including NOx, to support public health improvements
- Collaborate with Tucson Electric Power and other partners to optimize energy efficiency and support clean-energy initiatives

Through these combined efforts, Sun Tran has exemplified their core values ensuring safe, reliable, and sustainable transit, fostering innovation, advancing environmental stewardship, and supporting Tucson's community and climate objectives.






Sun Tran, Sun Link & Sun Van’s FY 2025 safety and security framework served to protect riders, operators, staff, and facilities through a comprehensive approach that combines internal protocols, partnerships with law enforcement and contracted security, and clear expectations for rider behavior. This framework aligns with both long-standing best practices reflecting Sun Tran’s core values of safety, accountability, community engagement, and reliability.

Sun Tran ensures these objectives are met system wide. The team maintains compliance with safety regulations, coordinates incident response and security enhancements, manages surveillance systems on vehicles and at transit centers, oversees hazard inspections and accident investigations, and provides staff training in emergency response and crisis de-escalation. These efforts demonstrate a proactive approach to operational safety, supporting reliable and secure transit services and reinforcing public trust.

A key measure of safety performance in transit is the Accident Frequency Rate (AFR), which tracks reportable accidents relative to miles traveled. Monitoring AFR allows Sun Tran to identify trends, implement targeted prevention strategies, and benchmark performance against regional and national standards. Maintaining a low AFR in FY2025 reflects the effectiveness of safety programs, staff training, and operational protocols, demonstrating Sun Tran’s leadership in safe, accountable, and professional transit operations. Sun Tran and Sun Van have met that goal in FY2025.

Protecting Public Transportation Workers HB 2742 marked a significant milestone in FY2025 by strengthening safety protections for transit employees. This legislation complements Sun Tran’s ongoing commitment to safeguarding drivers and front line staff, with decals placed on all Sun Tran buses, Sun Van vehicles, and supervisor vehicles to visibly reinforce this protection.



ASSAULTING A DRIVER IS A FELONY
Arizona House Bill (HB 13-1203)

Any disorderly, threatening, or assaultive behavior on the bus is subject to criminal prosecution, up to and including felony charges (TCC 30-7 §, A.R.S. 13-2917, 13-2904, §, U.S.C. HB 13-1203). Criminal or disruptive behavior on the bus — will be prosecuted under applicable law (TCC 30-7 §, A.R.S. 13-2917, 13-2904, §, U.S.C. HB 13-1203).

Agredir a un conductor es un delito grave. Ley de la Cámara de Representantes de Arizona (HB 13-1203).

Cualquier comportamiento que altere el orden público, amenazante o agresivo en el autobús está sujeto a enjuiciamiento penal, incluyendo cargos por delito grave (TCC 30-7 §, A.R.S. 13-2917, 13-2904, §, U.S.C. HB 13-1203). El comportamiento delictivo o disruptivo en el autobús será procesado conforme a la legislación aplicable (TCC 30-7 §, A.R.S. 13-2917, 13-2904, §, U.S.C. HB 13-1203).



Sun Tran contracted with American Guard Services personnel monitor major transit centers, respond to incidents throughout the system, and conduct ride-alongs to deter unsafe activity. Surveillance cameras and audio systems on buses and at key facilities further support safety, investigations, and training initiatives, ensuring a secure environment for both passengers and employees.

Continuous training and awareness remain critical components of Sun Tran’s safety strategy. Operators and supervisors receive ongoing instruction in de-escalation, safety protocols, and emergency procedures, helping reduce incidents involving confrontations or attacks on staff. In December 2024, Sun Tran upgraded its fleet with Samsara dash cameras, providing real-time alerts for unsafe behaviors and reinforcing safe driving practices. All employees received training to maximize the system’s effectiveness in enhancing passenger and employee safety, promoting accountability, and reducing preventable incidents.

Sun Tran maintained an impressive **97%** Samsara Safety Score throughout the year, reflecting strong operator performance across metrics such as speeding, harsh braking, rapid acceleration, harsh turns, and distracted driving events. This score demonstrates consistent safe driving behaviors, effective use of telematics for coaching and accountability, and alignment with Sun Tran’s organizational safety goals.



As we reflect on Sun Tran’s 50th Anniversary and Sun Link’s 10th Anniversary, we reflected on decades of dedication to connecting Tucson residents to jobs, schools, and community resources. From Learn to Rides to major milestones, Sun Tran engaged thousands of residents, advancing its mission to make transit accessible, sustainable, and welcoming for all embodying the core values that have guided the organization for half a century.

Sun Tran strengthened its commitment to outreach and education by hosting Learn to Ride sessions, helping students, seniors, and new riders gain confidence navigating public transit. Partnerships with local schools and community organizations promoted safe, independent travel for riders with specialized needs. Major regional events including Cyclovia Tucson, Destination Arizona, and Zoom Zoom Transportation Day engaged thousands more, fostering community connections and learning opportunities throughout the region.

Sun Tran’s Stuff-the-Bus initiatives reinforced its commitment to equity and community impact. The annual Toy Drive collected **1,403 toys**, a 50% increase over the previous year, while the Food Drive brought in **20,188 pounds** of food and nearly **\$12,000** for the local food bank. These contributions directly supported families in need across Tucson and strengthened Sun Tran’s role as a community partner.





Sun Tran advanced sustainability by donating refurbished bike lockers to Park Tucson enhance citywide cycling infrastructure and showcasing electric buses at community events to highlight cleaner, more sustainable transit options. Hosting federal representatives underscored the agency's dedication to innovation, forward looking service, and sustainable transit solutions.

Promoting inclusion and accessibility remained central to Sun Tran's work. Mobility education programs for students and riders with specialized transit needs reinforced the agency's ongoing commitment to providing safe, reliable, and equitable access for all members of the community.

Through these initiatives, FY2025 exemplified how Sun Tran's core values guide every aspect of its service. As the organization marks these milestones, these accomplishments reflect a continued dedication to connecting people, strengthening communities, and advancing inclusive, sustainable transit for the future.





Sun Link Streetcar: Celebrating 10 years of service

Since its launch in July 2014, Sun Link has redefined urban transit in Tucson, connecting the Mercado San Agustín district, Downtown, Fourth Avenue, Main Gate Square, and the University of Arizona. With 23 stops and seamless integration with Sun Tran buses and UA shuttles, the system delivers a safe, reliable, and accessible streetcar experience while fostering community engagement and sustainable urban growth.

Over the past decade, Sun Link has consistently translated its values into action. By prioritizing safety and reliability, the system has maintained excellent service standards, including multiple months without preventable accidents, supported by comprehensive staff training exercises. Its focus on equity, accessibility, and community engagement ensures that riders of all ages and abilities can reach cultural, educational, and medical destinations, while local events create platforms for innovation, public dialogue, and professional development.

In July 2024, Sun Link celebrated 10 years of continuous service, carrying over 10 million riders and supporting more than \$4 billion in transit-oriented development along its corridor. The streetcar has spurred downtown revitalization, encouraging residential, commercial, and mixed-use development, increasing property values, creating jobs, and enhancing pedestrian friendly, transit oriented neighborhoods. By improving connections between residents, businesses, and community resources, Sun Link has strengthened Tucson's economic vitality and shaped long-term city growth.



Ridership Growth: Record monthly ridership included **222,968** riders in October and **117,793** in May, the highest monthly totals since launch. Overall FY2025 ridership reflects continued growth, reinforcing Sun Link as a vital mobility option for residents, students, and visitors.

Safety Excellence: Zero preventable accidents in multiple months highlight Sun Link's steadfast commitment to safe, reliable transit. Proactive staff training ensures operators and maintenance teams can minimize service disruptions.

Community Engagement and Innovation: Hosting sessions aboard the streetcar during the TENWEST Conference engaged attendees on topics such as transit trends, entrepreneurship, and creative partnerships, demonstrating the streetcar's role as a platform for professional development and public engagement.

Through these accomplishments, Sun Link demonstrates how its values are embedded in daily operations, partnerships, and long-term planning. The 10th Anniversary milestone not only celebrates a decade of service but also underscores the streetcar's lasting impact as a driver of mobility, economic development, and community vitality in Tucson.





Sun Van/Sun On Demand

Sun Van, Tucson’s Americans with Disabilities Act (ADA) paratransit service, and Sun On Demand, the city’s micro transit option, are key components of Tucson’s inclusive transit network. Sun Van provides shared-ride, curb-to-curb service for eligible riders who cannot use fixed-route buses due to a disability, serving Tucson, South Tucson, parts of Pima County, and tribal areas. Sun On Demand offers flexible, curb-to-curb rides within designated zones, connecting seamlessly with Sun Tran fixed routes and the Sun Link streetcar to enhance first- and last-mile mobility. Together, these services reflect Sun Tran’s commitment to equity, accessibility, and regional connectivity, ensuring safe and reliable transportation options for all community members.

The Sun Van fleet consists of 139 ADA-accessible vehicles, supplemented by additional vehicles supporting Sun On Demand operations. In FY2025, Sun Van completed **360,032** trips while Sun On Demand completed **17,296** trips. Monthly Sun Van ridership ranged from **42,378** to **49,673** trips, with Sun Van vehicles logging **3,382,227** miles and Sun On Demand traveling **100,976** miles. These numbers demonstrate both the reliability and efficiency of the services and their critical role in providing consistent, high-quality transit to Tucson residents.

A cornerstone of maintaining and improving service quality is the Comprehensive Operational Analysis (COA). Sun Van conducted an in-depth review of Sun Van’s service, policies, and procedures to identify opportunities to enhance accessibility, efficiency, and overall rider experience. The 2024 Sun Van COA combined data analysis, community outreach, and survey feedback to guide service improvements, reflecting a commitment to transparency, accountability, and innovation.

Investing in employee development has been central to operational excellence. Training on the Real-Time Dispatch Dashboard and Trapeze PASS software strengthened scheduling efficiency, communication between dispatchers and drivers, and responsiveness to rider needs, supporting a workforce capable of delivering safe and reliable service while fostering employee retention and engagement. Community engagement remains a core priority for Sun Van and Sun On Demand. Employees participated in events such as Making Strides Against Breast Cancer and Disability Pride Day, demonstrating a commitment to inclusion, community health, and connection.

Looking toward the future, Sun Van is advancing sustainability and innovation through the development of electric infrastructure, and dedicated EV charging stations, site modifications for optimized vehicle flow and safety, and the integration of electric paratransit vehicles later 2025 and will reduce environmental impacts while maintaining reliable and efficient service.

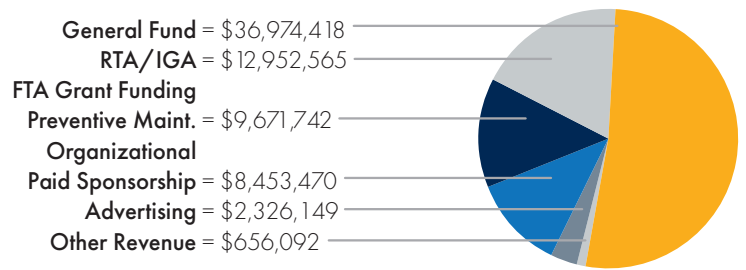
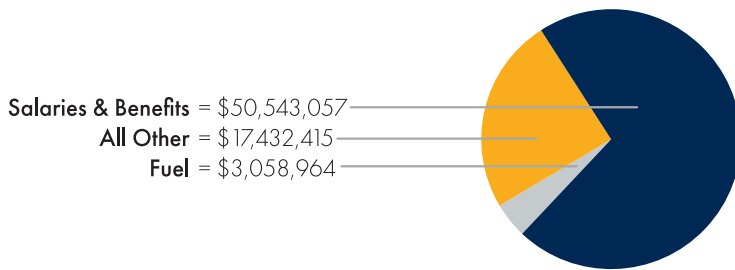
Sun Tran, Sun Van and Sun Link: Financial Data FY2025

The National Transit Database (NTD) is a federal program managed by the Federal Transit Administration (FTA) that collects detailed data from transit agencies across the United States. NTD reports are the documents transit agencies submit to the FTA to track performance, finances, and operations.

Sun Tran

Total Operating Expenditures \$71,034,436

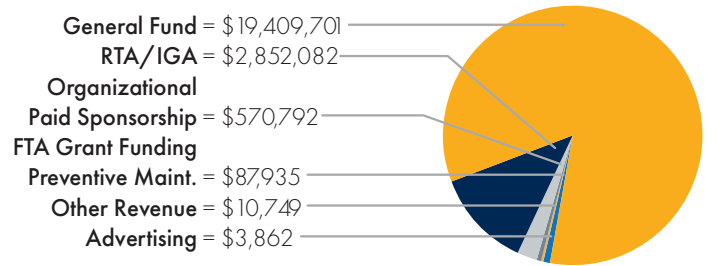
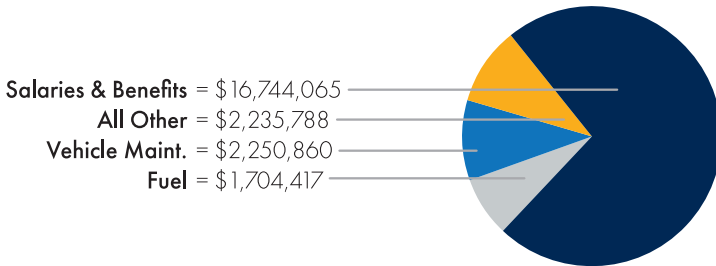
Total Operating Revenue \$71,034,436



Sun Van

Total Operating Expenditures \$22,935,131

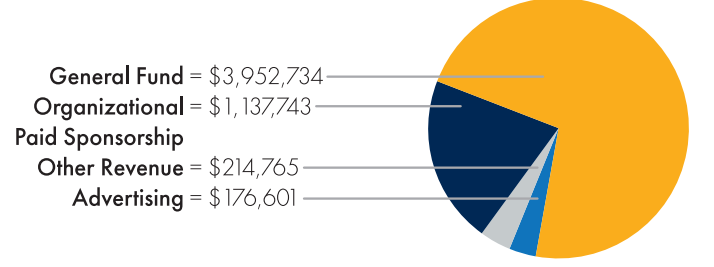
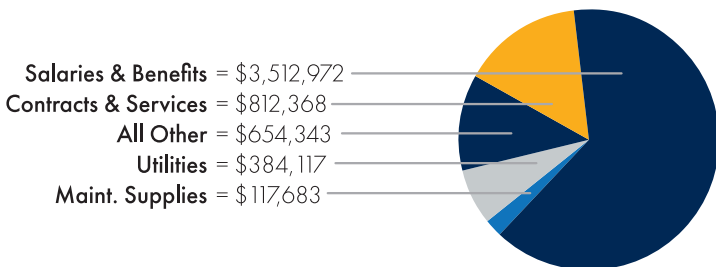
Total Operating Revenue \$22,935,121



Sun Link

Total Operating Expenditures \$5,481,483

Total Operating Revenue \$5,481,843



Measuring our Impact: Key Transit Performance Metrics

Sun Tran Fixed Route

Operations:

Ridership: **16,597,658** Ridership goal is to exceed annual ridership by **1%**, the goal was met.

Passengers per revenue hour: **27.97** Goal is to maintain system average of at least **22** passengers per revenue hour. Goal was met.

On Time Performance: **88.5%**. The goal was **92%** in FY2025. The goal was not met.

Maintenance:

Miles between Road calls: **18,707**. The goal is to maintain revenue miles between interrupted trips within the range of **11,000-12,999**. The goal for FY2025 is to exceed **13,000** miles. The goal was met.

Vehicle accidents per 100,000 miles: **0.53**

Safety & Security:

National Transit Database (NTD) Preventable Accidents Per 100,000 Service Miles for FY2025 was **0.16**. The goal was **.60**. The goal was met.

Work related injuries: **67**. The goal for FY2025 is to have work related injuries not to exceed **73** injuries. The goal was met.

Customer Satisfaction:

Customer Service calls: **116,806**

Customer Service calls in Spanish: **8,754**

Customer Service complaints for Sun Tran & Sun Link 100,000 passenger trips: **3.853**. The goal is the maintain a range of **4.3-4.5** valid complaints. The goal for FY2025 was met.

Sun Van Paratransit & Sun On Demand

Operations:

Passengers: **540,817** Ridership goal is to exceed annual ridership by **1%**, the goal was met.

On Time Performance: **84.6%** The goal was **92%** in FY2025. The goal was not met.

Safety & Security:

NTD Preventable Accidents per 100,000 service miles: **0.16**. The goal for FY2025 is **.78** preventable accidents (or less) per 100,000 service miles. The goal was met.

Work related injuries: **21**. The goal for FY2025 is to have work-related injuries not to exceed **10 injuries**. The goal was not met.

Customer Satisfaction:

Customer Valid Complaints: **0.147**. The goal was to maintain range of **.3 - .4** valid passenger complaints per **100,000 trips**. The goal was met.

Measuring our Impact: Key Transit Performance Metrics

Sun Link Streetcar

Operations:

Ridership: 1,693,871. The goal was to increase ridership by 1%, the FY25 goal was 1,688,089. The goal was met.

On-Time Performance: 84.88%. The goal was to maintain on-time performance between 90%-91.99%. The goal was not met.

Maintenance:

Sun Link performed 37 PM inspections and were completed with 97% OTP. 47 Track PM Inspections were completed with 100% OTP. 62 Traction Power PM inspections were completed with 100% OTP. 84 Support PM inspections were conducted and 230 PM's were completed with 99.6% OTP.

Miles Between Streetcar Inspection YTD 952.92

Safety & Security:

National Transit Database (NTD) Preventable Accidents Per 100,000 Service Miles for FY25 was 0.54. The goal was 0. The goal was not met.

Work related injuries: 0. The goal for FY25 is to have work-related injuries not to exceed 10 injuries. The goal was not met.

Definitions

A **preventable accident** is any accident involving a transit vehicle where the driver/operator could have taken action to avoid the incident. This includes collisions with vehicles, pedestrians, cyclists, or objects, where driver error, negligence, or failure to follow procedures is a factor.

Ridership is the total number of unlinked passenger trips taken on a transit system during a reporting period.

Passengers per hour (also called productivity) measures the number of unlinked passenger trips divided by the number of revenue vehicle service hours.





Moving Tucson Forward in FY2026

In FY2026, Sun Tran will build on a proud 50-year legacy of public service, continuing to advance mobility across Tucson through safe, reliable, and sustainable transit. What began as a commitment to connect the community has evolved into a modern, multimodal system that supports economic vitality and enhances quality of life. Today, Sun Tran, Sun Van, and Sun Link remain focused on the future expanding access, improving the customer experience, and strengthening community partnerships to create a more connected, equitable, and resilient region.

Building on the foundation established in FY2025, Sun Tran continues to enhance service across the region by increasing frequency along major corridors, optimizing routes to reflect population growth, and maintaining dependable off-peak service. These efforts improve reliability, efficiency, and overall rider satisfaction, reinforcing transit as a practical and accessible option for all residents.

Fleet modernization and infrastructure investments are central to this evolution. In FY2026, Sun Tran is advancing sustainability and operational excellence through the deployment of 39 new compressed natural gas (CNG) buses, expansion of the Sun Van fleet with 50 new vehicles, and the introduction of five all-electric vans among Arizona's first electric paratransit vehicles. Supporting this transition, the agency is also installing electric vehicle charging infrastructure at the Sun Van facility. Together with ongoing exploration of clean fuel technologies, these initiatives reduce emissions, support improved air quality, and demonstrate Sun Tran's commitment to environmental stewardship with a new CNG station at Sun Tran's Northwest Facility.

Accessibility and inclusion remain core priorities. Sun Tran will maintain full ADA accessibility while enhancing safety and comfort at transit stops, ensuring that every Tucsonan can rely on public transportation. Through regional collaboration, rider engagement, and the integration of technology for trip planning, the agency continues to strengthen connections across the community. Investments in workforce development and employee growth further support transparency, engagement, and high-quality service delivery.

As Sun Tran looks ahead to the next 50 years, these strategic investments and service enhancements position the agency to meet the evolving needs of the region delivering innovative, sustainable, and customer-focused transit solutions that keep Tucson moving forward.





Mikel Oglesby
General Manager
Sun Tran, Sun Van & Sun Link



Sabrina Herrera
Assistant General Manager
Sun Tran



John Zukas
Assistant General Manager
Sun Link



Shawn Mangan
Assistant General Manager
Sun Van



William Heath
Assistant General Manager
of Safety and Security
Sun Tran, Sun Van & Sun Link

Mission Statement

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

Vision Statement

Sun Tran, Sun Link and Sun Van enhancing lives through mobility.



Jeff Rock
Asst. General Manager of
Maintenance & Facilities



Mayra Ramirez
Director of Safety & Training



James Sims
Director of Human
Resources



Elizabeth Urbea
Director of Finance &
Accounting



Davita Mueller
Director of Service
Planning & Development



Michelle Clark
Director of Customer
Satisfaction



Cindy Glysson
Director of Marketing &
Communications



Michelle Taylor
Director of Procurement

City of Tucson Mayor & Council

Regina Romero

Mayor

Lane Santa Cruz

Ward 1

Paul Cunningham

Ward 2

Kevin Dahl

Ward 3

Nikki Lee

Ward 4

Richard Fimbres

Ward 5

Karin Uhlich

Ward 6

Department of Transportation and Mobility

Samuel A. Credio, P.E.

Director of Transportation and Mobility

Current members at time of published report.

Andy Bemis

Deputy Director of Transportation
and Mobility

Jennifer Toothaker

Deputy Director of Transportation
and Mobility

Jim DeGroot

Deputy Director of Transportation
and Mobility

Helen Wheeler

Management Assistant

RTA Board Members

Ted Maxwell

AZ State Transportation Board

Joe Winfield

Oro Valley Mayor

Tom Murphy

Sahuarita Mayor

RTA Members

Verlon Jose

Tohono O'odham Nation Chairman

Peter Yucupicio

Pascua Yaqui Tribe Chairman

Rex Scott

Pima County Vice Chair

Regina Romero

Tucson Mayor

Paul Diaz

South Tucson Mayor

Jon Post

Marana Mayor



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