



ANNUAL REPORT FY23

LEADERSHIP



Steve Spade
General Manager



Sabrina Herrera
Assistant General
Manager, Sun Tran



John Zukas
Assistant General
Manager, Sun Link



Shawn Mangan
Assistant General
Manager, Sun Van



William Heath
Director of Safety &
Security



Jeff Rock
Asst. General Manager



Elizabeth Urbea
Finance & Accounting



James Sims
Human Resources



Michele Taylor
Procurement



Davita Mueller
Service Planning &
Development



Mayra Ramirez
Safety & Training



Brian Conte
Facilities



Michelle Clark
Customer Satisfaction



Cindy Glysson,
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LETTER TO STAKEHOLDERS

I am pleased to present the Annual Report for Sun Tran, Sun Van and Sun Link for the Fiscal Year 2023(FY23) on behalf of the RATP Dev Management Team. I take pride in the transit team's efforts over the past year. Sun Tran and Sun Van have successfully regained their pre-COVID ridership levels, while Sun Link's popularity has reached it's highest point in the ten years since its launch.

The evolving work landscape has made it challenging to attract and retain employees and creating pressure to meet the growing demand for our services. Despite these challenges, our staff, including frontline operators, maintenance crews, administrative teams, and leadership have shown tremendous dedication. As we adapt to the new normal post-COVID, our transit ridership is returning to its regular patterns, and our system's performance remains robust, all thanks to our committed employees.

Working closely with the Department of Transportation and Mobility we have also set our sites on the future. We are thrilled to announce the award of the FTA Low Emission grant, which will facilitate the addition of 39 new CNG buses in the coming year, replacing the remaining diesel buses in our fleet. Additionally, our transit team conducted a comprehensive operational analysis (COA) to assess Sun Tran's performance. Gathered public input, and formulated plans for future transit enhancements. This through operations analysis will serve as the foundation for discussions about the future of transit in Tucson.

The upcoming year will bring both challenges and opportunities. We are confident in Sun Tran, Sun Link and Sun Van's guiding principles along with our mission and vision will help guide us along with the analysis from the COA. We remain steadfast and committed to bringing equity and mobility into the lives of each person we meet each day. Our unwavering commitment to delivering top-notch customer service and ensuring system safety & security will persist.

Exciting projects lie ahead for transit in Tucson, RATP Dev eagerly anticipates collaborating with the City of Tucson Department of Transportation and Mobility on key initiatives such as the Bus Rapid Transit corridors. Discussions are also underway to establish a sustainable funding base for transit. We are actively working towards expanding Arizona's first all-electric bus fleet, emphasizing our dedication to sustainability. Our recruitment efforts are in full swing as we seek new talent to uphold our mission of providing safe, secure, and efficient transportation for our community.



Steve Spade 

GENERAL MANAGER

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CORPORATE SUPPORT

RATP Dev provided support and mentoring with the following initiatives:

Safety

- Introduced improvements to safety monitoring system (SafeTracker) to include Monday.com safety activity tracking and monthly safety meetings with RATP Dev leadership.
- Supported drive cam demonstration project to evaluate the benefits of Drive cam to improve driver safety by changing behavior.

Corporate Leadership

- Conducted regular program-specific audits of local capabilities and implemented best practices.

Liability

- Included Sun Tran in the corporate procurement of liability and workers comp insurance which helps to maintain low premiums.
- Liability staff also work with the local team on accident and safety evaluations.
- Conducted annual actuarial study to measure claims experience and project future liabilities.

Human Resources

- Assisted local managers in recruitment of candidates for open positions.
- Facilitated discussions among systems to review best practices in operator recruitment and retention.
- Assisted local managers in succession planning to ensure a strong plan in the event of vacancies transportation for our community.



BY THE NUMBERS





MOBILITY INITIATIVES

Sun Tran's dedicated efforts and initiatives towards corporate social responsibility, sustainability and minimizing environmental impact, while being good stewards of the community's investment in the system, are emblematic of our commitment to fostering a greener more responsibility transit system.

1. Awarded Federal Grant for CNG Buses:

- This initiative outlines the City of Tucson's successful acquisition of a federal grant to purchase Compressed Natural Gas (CNG) buses, replacing high-emission diesel-fuel buses in Sun Tran's fleet.
- It highlights the leadership of Tucson Mayor Regina Romero in aligning with the city's Climate Action Plan to decarbonize the transportation sector.
- The initiative mentions the reduction in carbon dioxide emissions and the City's goal of achieving carbon neutrality in operations by 2030.
- It also mentions the upcoming press conference to announce the award, indicating a public acknowledgment of the achievement.

2. Comprehensive Operational Analysis (COA) Study:

- This initiative describes the ongoing COA study conducted by the City of Tucson in collaboration with relevant authorities like Pima Association of Governments (PAG) and the Regional Transit Authority (RTA).
- The purpose of the study is clearly stated: to review existing services, access, and equity throughout Tucson and the greater Tucson region.
- The initiative emphasizes that the study aims to develop cost-neutral recommendations for the Tucson City Mayor & Council, indicating a practical approach to improving transit services.



MOBILITY INITIATIVES CONT.

3. Sun Van Fleet & Navigation System Upgrades:

- Introduced 47 (forty-seven) 2022 Ford E-450 Startrans Senator II vehicles into the fleet.
- Equipped the new vehicles with a Q-Straint mobility device securement system.
- Conducted operator training during the Sun Van Safety meeting on how to properly secure mobility devices.
- Installed Getac tablets in the vehicles with customer mounting decks to assist drivers in navigating GPS locations while safely operating the vehicle.
- Expects the new tablets to help meet On-Time Performance goals by providing more accurate data for picking up/dropping off Sun Van riders.

4. Q-Straint Securement Stations:

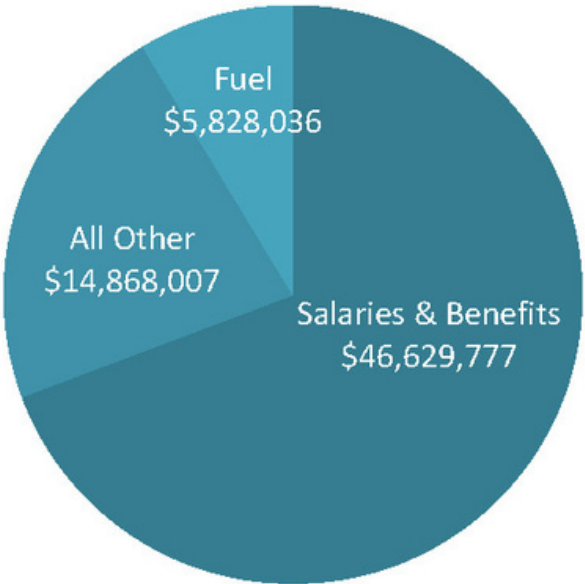
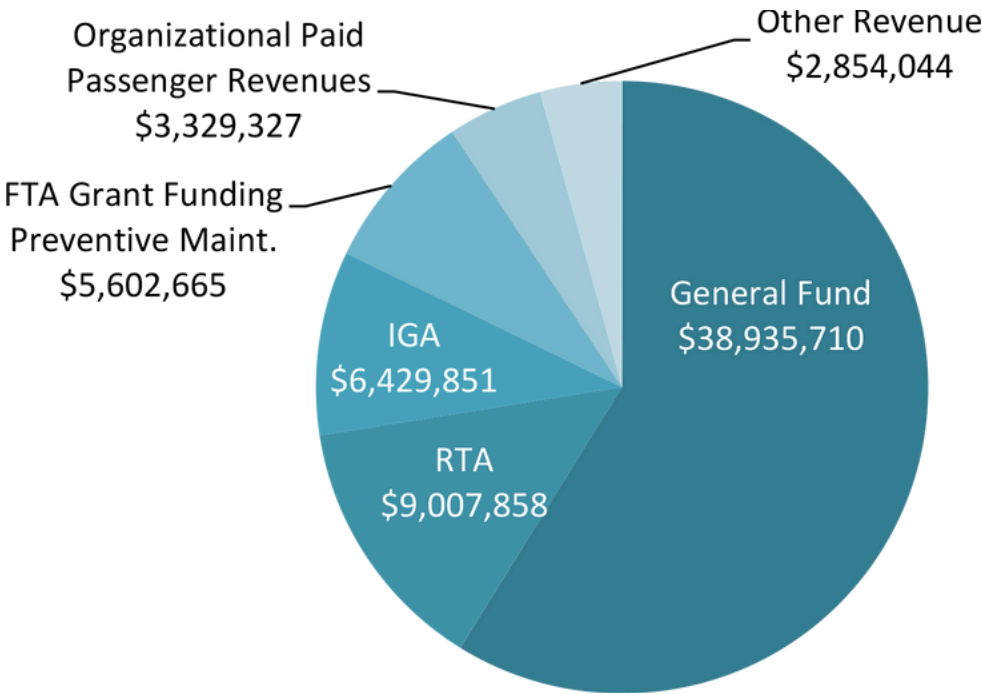
- Quantum Automatic Securement Stations are now available in 79 buses, accounting for 40 percent of the active fleet.
- These stations replace straps previously used to secure mobility devices, allowing riders to self-secure with the push of a button and snap of a seat belt.
- Promotes independence among riders with mobility devices and shortens boarding times at bus stops.
- The technology upgrade was initiated by a grant from the Federal Transit Administration, which also funded a fare analysis study and the implementation of contactless solutions onboard buses.
- Part of the \$600,000 grant was used to purchase 41 securement stations.
- The Quantum stations will become standard in all new buses acquired by Sun Tran, while traditional strap securement areas remain available.



SUN TRAN FINANCIAL DATA

FY23 Ridership: 14,615,275

**TOTAL
OPERATING
REVENUE
\$67,325,820**



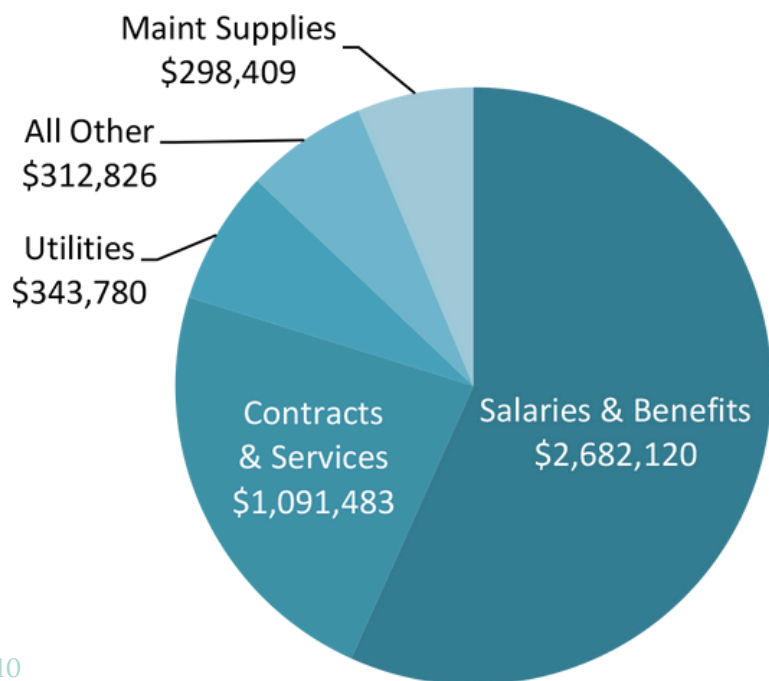
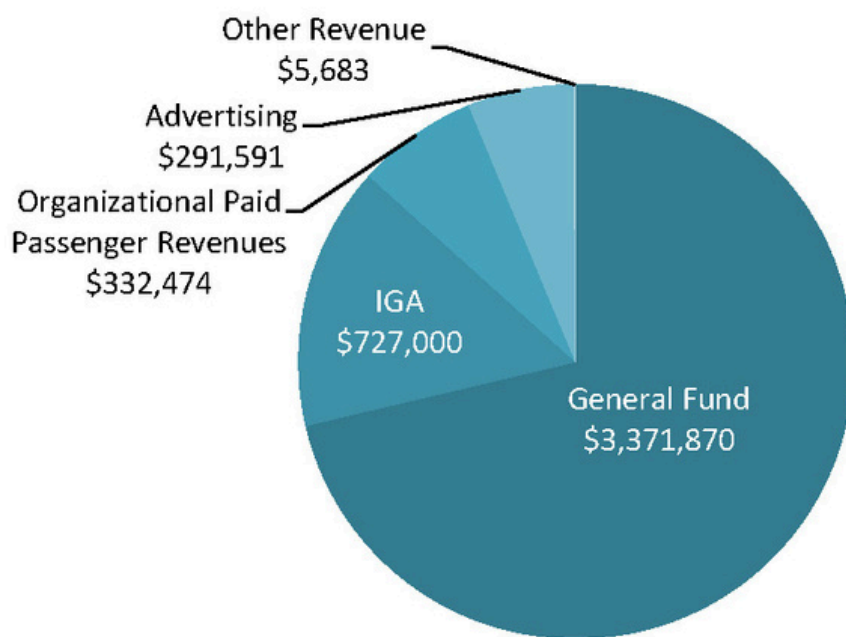
**TOTAL
OPERATING
EXPENDITURES
\$67,325,820**



SUN LINK FINANCIAL DATA

FY23 Ridership: 1,667,159

**TOTAL
OPERATING
REVENUE
\$4,728,618**



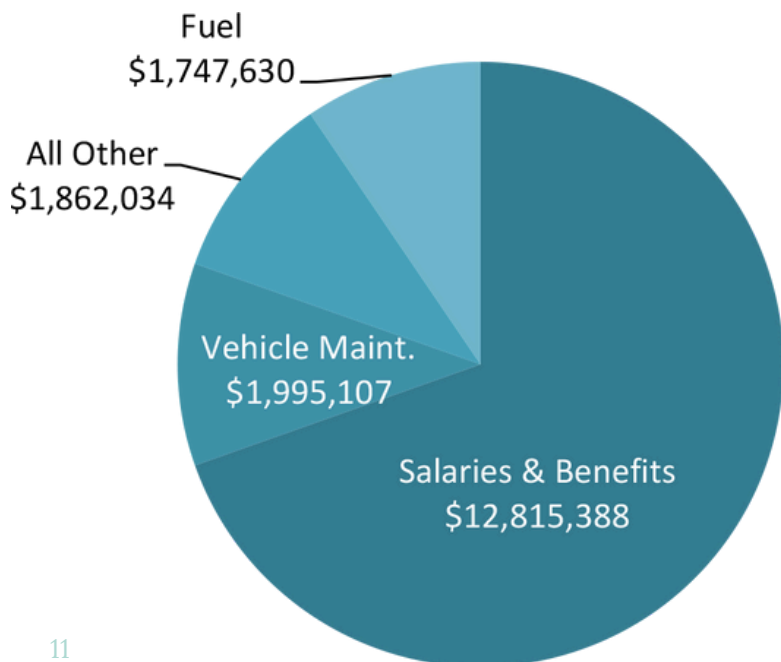
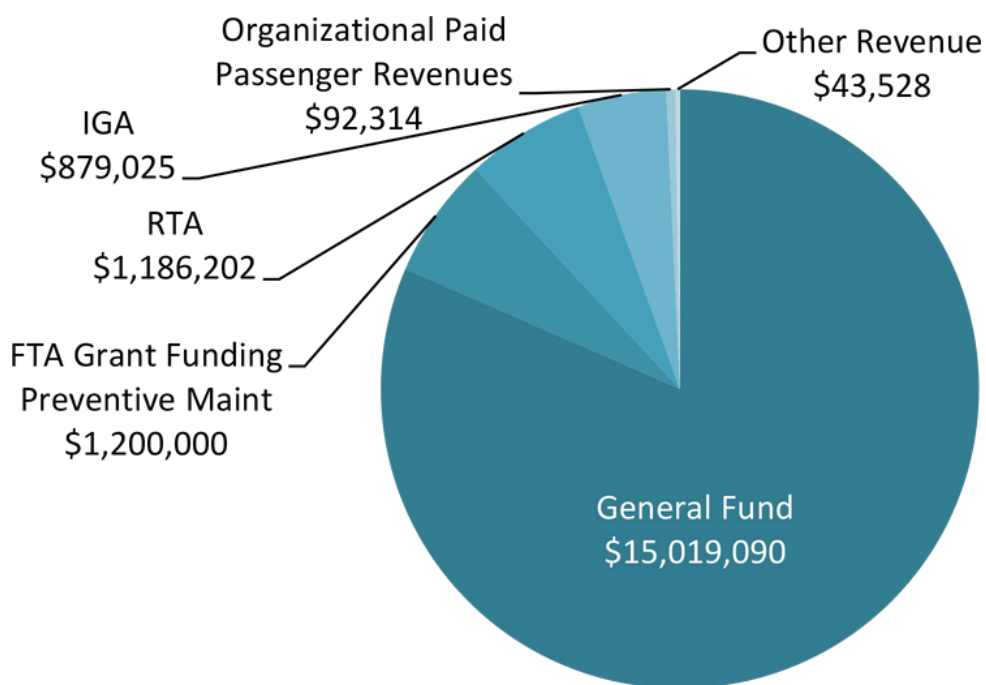
**TOTAL
OPERATING
EXPENDITURES
\$4,728,618**



SUN VAN FINANCIAL DATA

Ridership: 651,102

**TOTAL
OPERATING
REVENUE
\$18,420,159**



**TOTAL
OPERATING
EXPENDITURES
\$18,420,159**

City of Tucson The Regional Transit Authority

City of Tucson



Mayor
Regina
Romero



Ward 1
Vice Mayor
Lane
Santa Cruz



Ward 2
Paul
Cunningham



Ward 3
Kevin
Dahl



Ward 4
Nikki
Lee



Ward 5
Richard
Fimbres



Ward 6
Steve
Kozachik



City Manager
Michael
Ortega

City of Tucson



Director,
Dep. of
Transportation and
Mobility,
Sam Credio



Deputy Director,
Dep. of
Transportation
and Mobility,
Robin Raine



Transit
Administrator,
Rhett
Crowninshield

RTA Chair

Pascua Yaqui Tribe Chairman Peter Yucupicio

RTA Vice Chair

Marana Mayor Ed Honea

RTA Treasurer/ 2nd Vice Chair

Arizona State Transportation Board Member Ted Maxwell

Members

Tohono O'odham Nation Chairman Ned Norris Jr.

Pima County Supervisor Rex Scott

Tucson Mayor Regina Romero

South Tucson Mayor Bob Teso

Oro Valley Mayor Joe Winfield

Sahuarita Mayor Tom Murphy

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

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