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**ANNUAL
REPORT
FY 2021**

 **RATP Dev**



Message from the General Manager

On behalf of the RATP Dev Management Team, I am pleased to present the Fiscal Year (FY) 2021 Annual Report for Sun Tran, Sun Van and Sun Link. With COVID-19 pandemic response moving from overdrive to autopilot, we are settling into a new normal. Our community is beginning to bounce back and transportation ridership is on the rise. Passengers returning to transit feel confident with our enhanced disinfecting practices in place and compliance with a federal, industry-wide mask mandate. Even at the height of the pandemic, we are proud to have maintained safe, reliable transportation service with minimal disruptions.

Guiding us to success during an unprecedented year, five goals continue to serve as our North Star: Innovation, Quality, Performance, Sustainability and Value. One innovation showing success in these areas is our micro-transit service, Sun On Demand. More passengers are choosing the flexible, door-to-door service option currently available within two neighborhoods. The five battery-electric buses joining the Sun Tran fleet will help accomplish our mission of sustainability. These zero emission buses are kind to our climate, ultra-quiet, cost effective and offer the latest and greatest in transit vehicle features.

As we drive forward into a new fiscal year, we remain dedicated to providing efficient and safe transportation for essential workers, students and the Tucson community as a whole. With COVID-19 still making the next year unpredictable, our team remains committed to responding to the challenges it presents. We are ready for another successful year working in partnership with the City of Tucson Department of Transportation and Mobility.



Steve Spade,
General Manager

RATP Dev



Steve Spade

General Manager,
ST, SL & SV

- First job was a short order cook for \$0.75/hour + meals
- Collects Native American art
- Favorite place is the beach



Sabrina Herrera

Assistant General Manager, Sun Tran

- Started her Sun Tran career as a Coach Operator
- Loves her two dogs, a Chihuahua and a Maltese mix
- Can cook up some amazing Mexico City cuisine



John Kortekaas

Assistant General Manager, Sun Link

- Joined the Air Force out of high school
- Intrigued by videos about time travel
- Grew up in a town with 463 people



Shawn Mangan

Assistant General Manager, Sun Van

- Worked at McDonald's in high school
- Most memorable hiking trip was up Mount Fuji
- Partial to Southern and Cajun-style cooking



John Zukas

Director of Safety & Security, ST, SL, SV

- Once worked as an Auto Body Technician
- Adores his super cool parents, three children and two grandchildren
- Related to one of the Pilgrims who arrived in America on the Mayflower

BY THE NUMBERS

Solar Panels at Sun Link have produced **64,795 kWh** of electricity

Sun Tran participated in **8 Job Fairs**. New Hires include **86 New Coach Operators**

Ridership FY21 Sun Tran **10,894,760** Sun Link **438,815** and Sun Van **287,460**

Sun Link's highest monthly ridership was during **April 2021: 63,911**

Sun Tran On Time Performance Average: **93.6%**

590 Sun Tran Employees **164** Sun Van Employees **40** Sun Link Employees

Sun Tran drivers provided **9,140,573** total service miles in FY21

221 buses in Sun Tran's active fleet, with **88 CNG** buses. **5 Electric** buses are not yet in service.

Average age of a Sun Tran bus is **7.87 years**

29 Regular fixed routes and **12 Express** Routes

Average age of Sun Van vehicles is **2.36 Years**

Sun Tran averaged **35,384** weekday passengers and Sun Link averaged **1,280** per weekday

38,432 total service miles for Sun On Demand

2,512 Calls to Sun On Demand Reservations

Sun Tran provided **189,435** total service hours

Customer Service answered a total of **111,374 calls** with **4,238** in Spanish

Welcome to Tucson Transit!

Sun Tran serves the Tucson metro area with a family of services including Sun Tran bus, Sun Link paratransit, Sun Link Streetcar and Sun On Demand. We partner with Sun Shuttle to provide seamless Regional transit service.

Sun Tran operates 29 daily fixed routes in Tucson and 12 Sun Express routes geared to the commuting rider. Despite the uncertainty of the COVID-19 Pandemic, Sun Tran is among 7% of transit systems in the United States to maintain service during the Pandemic. The safety and well-being of employees and passengers has always been and will continue to be Sun Tran's top priority. Sun Tran was one of the first systems to implement a daily cleaning regimen including a new fogger system, and to outfit its entire fleet with acrylic barriers and obtain a supply of personal protective equipment (PPE) for employees and passengers. Sun Tran's ridership has steadily increased to near pre-pandemic numbers.



Sun Link provides streetcar service on a 3.9 mile route with 23 stops that serve five districts in Tucson including the Mercado District, Downtown Tucson, Historic 4th Avenue, Main Gate Square and the University of Arizona. Although Sun Link saw a significant drop in ridership, mostly due to University of Arizona students not being on campus, the streetcar was able to add service and extend hours Thursday through Saturday nights. Sun Link's ridership has recovered more quickly than other transit entities in Tucson. Sun Link experienced multiple high ridership days in FY21, including April 24th with 3,966 streetcar passengers.

Sun Van provides service for individuals who, because of their disability, are unable to use fixed-route bus service. Sun Van ridership dropped 60% during the Pandemic but has started to return. Sun Van Planning and Marketing were instrumental in the launch of the micro-transit service Sun On Demand in November. Sun Van also celebrated a safety achievement with zero preventable accidents in the third quarter of FY21.

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.



Welcome to the Family

Sun Tran hired 86 New Coach Operators in FY21

Human Resources recruited potential employees at 8 Job Fairs

Like many other employers across Arizona and the nation, Sun Tran and other local transportation services have not been immune to staffing challenges. The pandemic affected many frontline workers including bus and paratransit drivers. As riders have returned in recent months, it has been difficult to attract new drivers to meet the growing demand. We are proud of the efforts of our frontline workers, as they have risen to the many challenges of COVID-19. They really stepped up and now continue to provide service as we navigate the challenges and opportunities of 2021.

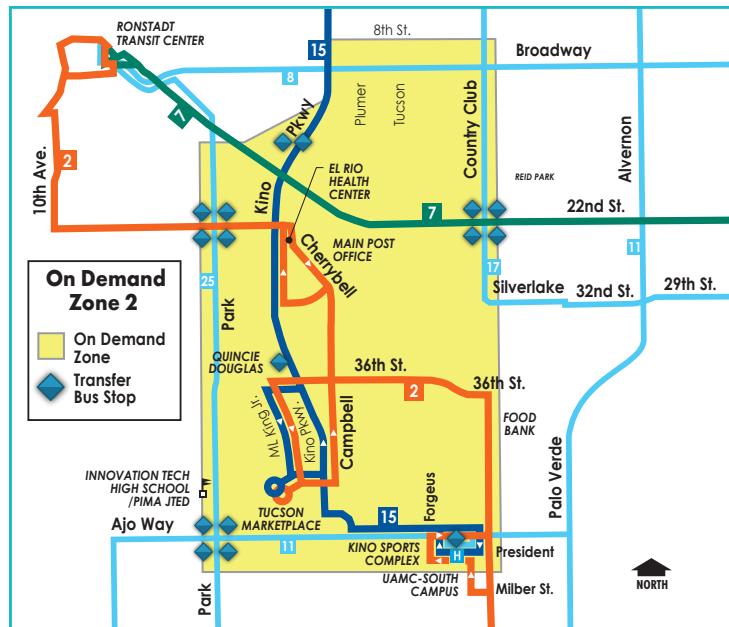
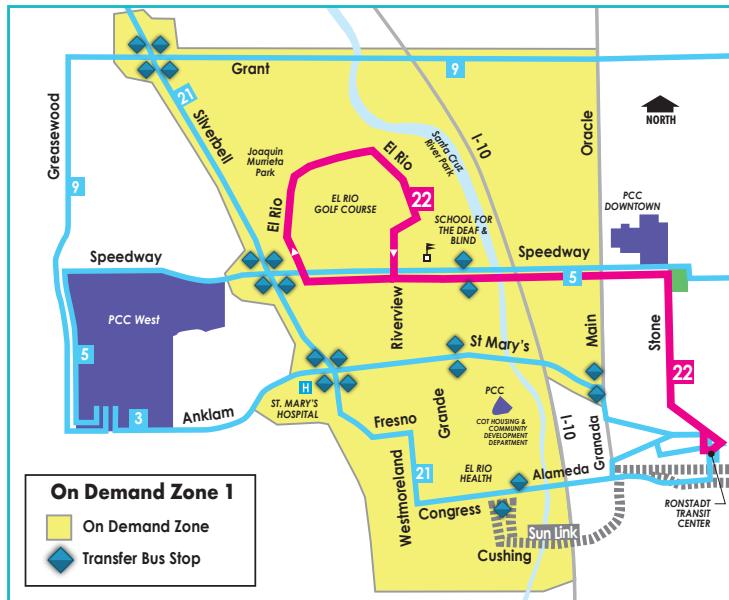


Innovations

On Demand Transit Service

In November 2020, Sun Van launched a pilot program for the new micro-transit service Sun On Demand. The door-to-door transportation provides a more flexible way for riders to travel to nearby destinations within Ward 1 or Ward 5 service areas. Sun On Demand uses a smaller shuttle-style van instead of the standard 40' bus for increased mobility within residential streets. Work on the project got underway in July 2020, when Sun Van hosted two virtual public meetings for residents to learn about the program and give feedback. That August, Sun Tran conducted outreach to neighborhood communities, businesses, and senior housing organizations for the On Demand pilot program. Staff spoke with potential riders about their transit needs and how Sun On Demand could provide them with more flexibility in traveling to nearby destinations. After receiving positive feedback, the launch date was set for November 8, 2020. Councilmembers Lane Santa Cruz and Richard Fimbres kicked off the new pilot program on the first day by riding Sun On Demand in the service zones in their respective Wards. Since its launch, Sun On Demand has expanded the Zone 1 service area to increase ridership and better meet the needs of riders in that area. The expansion included Barrio Blue Moon, Old Pascua neighborhood and the Tucson House.

First month:	November 2020 283 rides
Busiest month:	May 2021 690 rides
Total ridership for FY21:	2,842
Total Service Miles:	38,432



Innovations

Safety Reporting Program

Sun Tran, Sun Van, and Sun Link have established Employee Safety Reporting Programs (ESRP). The initiative provides employees with a convenient way to report hazards. Once a report is submitted, members of the safety team can analyze, provide mitigation and report back to employees on the progress.



Public Transportation Agency Safety Plan (PTASP)

Sun Tran, Sun Van and Sun Link each successfully developed and began implementing a formal PTASP. This includes a written plan, a hazard management plan, an employee safety training plan, an employee safety reporting program (ESRP) and an internal audit program. Many of these plans include root cause analysis and other methods of data analysis with an emphasis on incident prevention.

Rapid on Broadway

As work continues on the \$22 million Broadway Improvement Project, Sun Tran is in the research and planning phase for a rapid transit service option expected to launch after the completion of road construction. The concept includes high frequency bus service along Broadway supported by On Demand service, one mile on each side. The new service would connect east Tucson with downtown, providing a convenient and efficient way for commuters, students and families to benefit from the enhancements to the Broadway corridor.

Compressed Natural Gas (CNG) Fleet upgrade

Sun Tran added 20 new CNG buses to its fleet in FY21. These additions from Gillig replaced bio-diesel powered models. Out of 221 active buses, Sun Tran's fleet now contains 88 CNG buses. These models offer emissions benefits, lower maintenance costs and are expected to cut fuel costs by 58%.



Sustainability

Electric Buses

Sun Tran took delivery of five (5) Electric buses in May and June of FY21 and will add five additional buses in the coming year. The rechargeable fleet made the journey from Gillig's Livermore, California location, secured to an auto-transport truck. Prior to revenue service, the vehicles underwent testing and have passenger information, bike racks and other items installed while they are preparing to be road ready.



The zero-emissions additions to Sun Tran's fleet are also much quieter than their CNG or bio-diesel fueled counterparts. The five electric buses will feature Quantum automatic wheelchair securement stations. The group is expected to be road-ready in October. The City of Tucson was awarded a contract to Siemens for the purchase and installation of 5 electric bus chargers at the Sun Tran Northwest yard. The buses will use the 150 kW charging stations. The equipment is capable of powering up to ten additional electric buses, as the fleet grows in the future.



Sample mock-up

Solar Panels

Solar panels were installed at Sun Link and Sun Tran facilities. Panel installations were completed on March 30, 2021 and the panels have produced 64,795 kWh of electricity thru the end of June. This has generated solar credit reimbursement to the City of Tucson for the amount of \$6,389.

Sun Tran facilities feature solar panel installations at the northwest facility. The panels produced 158,290 kWh of electricity in FY21. This provided a cost avoidance of approximately \$15,829 for the electricity generated and a Tucson Electric Power solar credit reimbursement to the City of Tucson in the amount of \$25,326.



Technology

Sun Tran Mobile App

Since launching in June 2019, the Sun Tran mobile app has been downloaded by more than 20,000 users, up 13,000 this fiscal year. Sun Tran mobile app allows passengers to remotely check the status of their bus, including how full it is and if it's running on time. Important information like next arrival times, bus stop reminders and real-time bus locations is all available from the safety and comfort of a rider's smartphone. Now passengers can be informed before having to go to their bus stop.



Suntran.com

Sun Tran, Sun Link, Sun Van and Sun Shuttle's new seamless transit website was launched. This will give the public the opportunity to navigate the City's transit system with ease and confidence.

The screenshot shows the Suntran.com homepage. At the top, there's a banner with a photo of people boarding a bus. Below the banner are three main service icons: 'SunTran & SunExpress' (a bus), 'SunLink Streetcar' (a blue streetcar), and 'Sun On Demand' (a smaller van). The main navigation bar includes links for Sun Tran, Sun Link, Sun Van, Sun On Demand, Sun Shuttle, About, News, and Translate. Below the navigation, there's a 'PLAN A TRIP' form and a 'WHERE'S MY BUS' section. The bottom of the page features a 'Transit Services' section with links to each service.

The screenshot shows the Sun Link Streetcar page. It features a large image of a blue streetcar with the number 104. To the left of the image is a list of stops: 'Connecting', 'The University of Arizona', 'Banner University Medical Center', 'Arizona Health Sciences Center', 'University Boulevard - Main Gate Square', '4th Avenue Business District', 'Downtown Tucson', 'Tucson Convention Center', and 'Mercado District'. The page also includes a 'ROUTE MAP' section with a map of the streetcar route.

On Demand app

Sun Tran is working with SPARE to launch a new app for On Demand riders so they can book their ride from their phone. The On Demand app has contributed to growth and ridership.

Automatic Wheelchair Securement

Sun Tran introduced new Q'Straint Quantum Automatic Wheelchair Securement system in several of Sun Tran buses. The Quantum technology allows passengers, who use a mobility device, to be secured in less than twenty-five seconds without the assistance of a coach operator. This enables riders a greater sense of independence and provides a faster boarding and alighting experience like other passengers. In addition, by eliminating operator assistance for mobility securement, close contact between operators and passengers will be limited to help slow the spread of person-to-person viruses. Sun Tran will install Quantum securement system on 25 buses in the summer of 2021.



Hybrid Video Recorder Replacement Project

Sun Tran's safety and Security Director coordinated a project to replace and upgrade video recording systems used in Sun Tran, Sun Van and Sun Link vehicles. FTA funding specified for security related projects and a local match provided \$680,000 for the project. Vehicles had been using one of four incompatible, outdated and often unreliable recorder types. The replacement project ensured all vehicles are now equipped with the same software-accessible hybrid video recorder. Along with uniformity and quicker video download times, the streamlining effort is also expected to provide greater safety and security oversight due to the dependability of the hardware and software setup.

G4S Security Officer Saves Passenger



Jesse Trafford, a G4S Security Officer is under contract with Sun Tran, is credited with taking quick action to save a passenger's life. Jesse responded to a call from a driver about a non-responsive passenger. When Jesse boarded the bus, he immediately called 911 and

began performing CPR on the passenger for 15 minutes until paramedics arrived. The passenger regained their pulse and recovered at the scene. Sun Tran is proud of Jesse for stepping up, without hesitation, in a difficult situation. Because of his actions in calling 911 and performing CPR, a life was saved.

Sun Tran Coach Operator Honored

Donna Barajas received recognition from leadership team and Mayor Regina Romero. "This is really humbling," said Donna. "I never expected anything like this." She was awarded a certificate of excellence for her heroic response when a passenger suffered a medical emergency. "This is our job, to listen to our passengers, so it was nothing for me to help." Another passenger who witnessed the event also commended Donna, calling her a hero in the moment. He believes she saved the man's life. Donna has been a coach operator for 17 years. Prior to joining the Sun Tran family, she drove school buses. "I love talking to different people, meeting new people," said Donna.



Sun Link Employees of the Year

Two outstanding streetcar operators were surprised with Employee of the Year awards at Sun Link on February 12. Paul Quigley and Victoria Platt earned the honor for their exceptional work in safety and customer service. Each have been part of the team for about 3 years. Quigley said getting to know his riders is one rewarding aspect of the job. Platt praised her caring coworkers and thanked them all for continued support.



TUSD Partnership



Many students now rely on public transportation to get to school. Tucson Unified School District students are back in the classroom after a year of virtual learning due to the pandemic. Sun Tran and TUSD have been exploring ways to collaborate for two years. Faced with school bus driver shortages, Sun Tran stepped in to provide services for students getting to/from school. The school district and Sun Tran have published informational web pages promoting transit services to students and parents. These online resources also address common questions for first-time riders. Many thanks to all drivers who are ensuring the next generation can succeed by providing transportation to class. Students are encouraged to use suntran.com/tUSD for all school related information and routes that service their schools.

Awards

Tucson Electric Power (TEP) Go Green Award

Sun Tran was selected as the recipient of the Progressive Partner Award during TEP's Go Green Awards in September 2020. The recognition was due to Sun Tran's collaboration with TEP and the City of Tucson on plans to support the electrification of the public transit bus fleet.



COVID-19 Research Demonstration Program Grant

The Federal Transit Administration (FTA) announced in January that it awarded the City of Tucson's Department of Transportation and Mobility (DTM) \$600,000 in grants to develop operational solutions that address challenges faced by public transportation during the COVID-19 pandemic. The funds are from FTA's Public Transportation COVID-19 Research Demonstration Grant Program, which supports exposure mitigation, contactless payment and strengthening rider confidence on public transit. DTM, working in partnership with Sun Tran, will use the funds to upgrade existing fareboxes to accept all touchless payment forms, install automatic wheelchair securement stations for non-ambulatory passengers, and design contactless services to promote rider confidence.

DTM, working in partnership with Sun Tran, will use the funds to upgrade existing fareboxes to accept all touchless payment forms, install automatic wheelchair securement stations for non-ambulatory passengers, and design contactless services to promote rider confidence.

"The public transportation system experienced unique challenges when the COVID-19 pandemic started in Tucson," said Diana Alarcon, Director of the Department of Transportation and Mobility. "Though this grant, we can continue to provide improvements to the health and safety of both our passengers and drivers. We are grateful to the FTA and US Department of

Transportation (USDOT) for the grant award, and we thank our federal delegation for their ongoing support for the City of Tucson and our community."

Award

Eleven Sun Tran team members were selected to receive a special award from the Tucson Police Department. The honor was presented to six drivers and five supervisors for their role in a Rapid Response Team. During 17 deployments, the group expertly moved law enforcement officer's downtown. In a notification letter from the award committee, the recipients were praised for their skilled performance under chaotic conditions.

Beacon Group Community Leadership Award

Sun Van's Saul Chaidez accepted the Leadership Award from the Beacon Group in December 2020. The honor recognized and showed appreciation for the exceptional leadership and commitment Sun Van and Sun Tran Drivers show to people with disabilities.



Certificate of Appreciation

Sun Van received a Certificate of Appreciation from the City of Tucson for ongoing service, hard work and dedication to the City of Tucson Covid-19 response services.



New Leadership

Julie Strzyzewski has been named Director of Human Resources for Sun Tran, Sun Van, and Sun Link. Her career covers nearly 20 years in Human Resources Administration and Organizational Development, working in Higher Education, Municipal Government and just prior to accepting this position



she was the District Human Resources Manager for a K-8 school district. Julie's accomplishments in the field of HR are developing Performance Management Programs, Training and Development and HRIS Project Management. In her free time, Julie enjoys walking, swimming, and spending time with her grandchildren.

Danielle Carley has over eleven (11) years of experience with

customer service and procurement in both the private and public sector, joining Sun Tran in 2015 as a Buyer with the primary responsibility of procuring bus parts. Danielle was promoted to Senior Buyer in 2017, expanding her tasks to procuring services and materials for the organization. Her assignments also included

conducting formal solicitations, executing contracts, and completing special projects in collaboration with other departments. Danielle accepted the duties of Interim Director of Procurement and Project Management in March 2021. Danielle has a passion for procurement and is constantly striving to advance her knowledge in the procurement profession. She has been an active member of the Copper Chapter of the NIGP Institute for Public Procurement since 2015. Her proven passion and dedication maintain the excellence of the Sun Tran Procurement Department.

Davita Mueller has been named Director of Service Planning & Development. She started as a planning analyst for Sun Tran in April 2012 and promoted to Transit Planning Manager in 2019. She has worked on both short and long-range transit plans with a focus on ridership and equity, providing input on ADA accessibility issues for fixed-route service bus stops and

coordinating the Title VI Program. She also conducts Title VI & Environmental Justice Fare and Service Equity analyses, and GIS mapping. Davita's passions for helping our community have led her to apply successfully for grant funding and developing innovative programs for accessible independent transportation. These efforts led to the introduction of electric vehicles and on-demand transit projects.



Cindy Glysson joined Sun Tran in 2017 as the Assistant Director of Marketing and Communications and assumed the duties of the interim Director in January 2021. In her 17-year marketing career Cindy has been responsible for developing and implementing marketing plans, managing digital and traditional media, organizing large special events and building community partnerships. This skillset coupled

with Cindy's collaborative nature and proven ability to coordinate team members amidst the pandemic foretells of success in projects to come.

Ryan Landry started a new position at Sun Link in April. In preparation for the role of Safety & Security Officer, Ryan completed both the Federal Transit Administration (FTA) Transit Safety and Security Program and his Public Transportation Safety Certification Training Program



in the categories of bus and rail. Ryan also has completed training on Drug & Alcohol Program Management and Safety & Security Auditing. Previously, Ryan was the Construction and Event Detours Supervisor at Sun Tran. Before that, he served as a Sun Link Rail Supervisor and was an integral part of the streetcar's successful launch and initial operations.

Earth Day

Sun Tran joined forces with the Children's Museum Tucson and other local groups for a virtual Earth Day Festival. A video featured on the event webpage shared ways Sun Tran strives to take care of the planet all year long.



Rider Training

The Sun Tran Accessible Rider Training (S.T.A.R.T) program is designed to teach Seniors and people with disabilities how to use the Transit system. Sun Tran was able to host one training in FY21.

Stuff the Bus



- In October, Sun Tran took part in a virtual "Stuff-the-Bus" event, hosted by the Emerge Center Against Domestic Abuse. Due to the COVID-19 pandemic, the community virtually filled the bus with over \$13,500 in donations. All donations provided vital supplies for survivors of domestic violence in Southern Arizona.
- Sun Tran teamed up with KGUN and HSL Properties in February to raise donations for the Community Food Bank of Southern Arizona. A virtual Stuff-the-Bus fundraiser exceeded its goal and raised \$10,407. The contributions are used to provide emergency food assistance to Tucson families in need.

- Sun Tran was able to support the Community Food Bank of Southern Arizona with a Stuff-the-Bus event in March. The donation drive was held in conjunction with the grand opening of a local business, Purelit Studios on Oracle. The drive-thru, drop-off event raised \$499 plus 352 lbs. of food. The donations included more than \$300 in donations from Sun Tran employees.

Think Transit Conference

In April, two Sun Tran leaders represented Tucson at a virtual industry conference. ThinkTransit: The Trapeze Technology Conference offered information on transit trends and best practices, ways to advance with cutting-edge technology and a chance to engage with other industry experts. Community Outreach Manager Luz Navarrete and Davita Mueller, Director of Service Planning & Development were featured speakers in a session about Micro-transit. The duo spoke about Sun On Demand, which started its pilot project in the fall of 2020.



On Demand Community Outreach

Staff hosted nine events at different locations throughout the two On Demand service areas, focusing on reaching residents about the service and training on how to make a reservation. Outreach staff provided Sun On Demand materials to residents of numerous housing communities (The Tucson House, Sentinel Plaza, Council House, The Cottages at Tucson, Broadmoor Apartments and Tucson Boulevard Apartments. Staff also contacted the churches of Zones 1 and 2, and initiated a "Ride & Win" raffle to incentivize riders to frequently use Sun On Demand.



In the Community

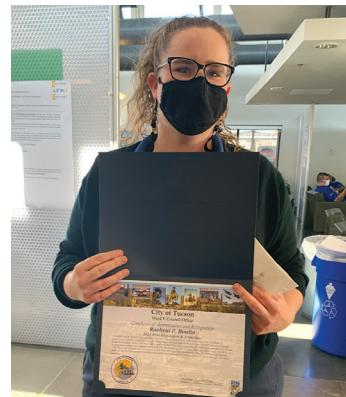
Sun Link 6th Anniversary

On July 25, Sun Link celebrated its 6th anniversary of connecting passengers to Tucson's business and entertainment districts – Downtown, Mercado District, Historic Fourth Avenue, Main Gate Square and The University of Arizona. Since launching in 2014, the streetcar has welcomed 5.42 million passengers.

Transit Employee Appreciation Day

In honor of National Transit Worker Appreciation Day on March 18th, Sun Tran, Sun Link and Sun Van celebrated with a certificate of Appreciation from Councilmember Richard Fimbres, a commemorative coin for their hard work as a frontline worker during COVID-19 and a tasty donut from La Estrella bakery. Sun Tran staff gave out the much deserved certificates and goodies to employees throughout the day. Industry leaders also shared words of gratitude for the folks who keep our city moving. "I want

to thank everybody," said Sun Tran General Manager Steve Spade. "With the pandemic, this has been a really challenging year. I know people normally step up and do a great job, but this year has been especially trying, and I just want to thank everybody for the great job."



Sun Tran, Sun Van and Sun Link's Response to COVID-19

Federal Mask Mandate

Sun Tran, Sun Link, Sun Van, Sun Shuttle and Sun On Demand are federally funded agencies and are required to follow a mask mandate from the Centers for Disease Control (CDC). For the health and safety of our passengers and drivers, everyone is asked to wear a well-fitting cloth or medical mask when riding transit. Masks are also required when entering the Sun Tran administrative offices building.



APTA Health & Safety Program

Sun Tran, Sun Van and Sun Link earned a Health & Safety Commitment seal from the American Public Transportation Association (APTA). The designation means the company is fulfilling the highest industry commitments for keeping transit safe during COVID-19.



Personal Protective Equipment (PPE)

Safety team leaders conducted personal protective equipment (PPE) inventory, ordering and distribution efforts throughout the fiscal year. Employees were supplied with face masks, disinfecting wipes and hand sanitizer.



Homeless Transportation Program

Sun Van partnered with the City of Tucson and Pima County in providing trips to homeless individuals to local hotels in an effort to mitigate the spread of the virus.

Response to COVID-19

Vaccine Site Volunteers

Multiple Sun Tran and Sun Van staff stepped up to volunteer at the Tucson Convention Center (TCC) vaccine distribution site when it opened in January. Eight team members recorded more than 300 volunteer hours at the site.



Vaccine Transportation

Sun Van partnered with Pima Council on Aging to provide Tucson residents with trips to TMC to receive Covid-19 vaccinations.

Masked Heros

To help promote compliance with the federal mask mandate, members of the marketing department used positive reinforcement tactics. Luz and Leah transformed into masked heroes and routinely visited transit centers to thank passengers and drivers who were properly wearing a mask.



Fare Free

On June 8, the Tucson Mayor and Council voted to extend free transit fares through December 31, 2021. The City of Tucson began ride fees in March of 2020, with the onset of the pandemic. The move was an effort to avoid crowding at the farebox and to lift some financial stress from riders during a tough economic climate. Federal grant money was initially allocated to cover the loss in revenue. City leaders then incorporated free

fares in the budget for fiscal year 2022. The free rides are in effect for Sun Tran, Sun Express, Sun Link, Sun Van, Sun On Demand and Sun Shuttle. Officials plan to revisit the decision in November.

Cleaning Protocols

Implemented at the start of the pandemic, enhanced cleaning protocols remain in place to help prevent the spread of COVID-19 and other germs. Along with traditional cleaning methods, a fogging machine is used inside buses each night to kill all microbes with an industrial-grade disinfectant.

Bus Stop Beautification

Sun Tran partnered with the City of Tucson Parks and Recreation to beautify transit bus stops. Each weekday, Sun Tran deploys two Parks and Recreation crews to power wash and remove trash and debris at approximately 15-20 bus stops per day. The initiative provides greater flexibility to respond when a request to clean a bus stop is received.



Clean, Safe and Fun Campaign

Sun Tran utilized a commercial campaign to demonstrate how Sun Tran was prepared to provide safe, clean and fun service for riders returning to transit. The video aired on local media streaming channels and was shared via social media. The production featured Sun Tran employees and emphasized how the system had adopted best practices to mitigate the spread of COVID-19 while also providing safe and enjoyable rides.



Performance

The City of Tucson Transportation and Mobility Department partnered with University of Arizona Professor Arlie Adkins, PhD to conduct a Tucson Transit Benchmarking study. The purpose of the study was to determine how Sun Tran comparisons to peer systems.

The study focused on eighteen comparison regions with an identification of performance metrics and innovation topics. The study looked at data collected from the National Transit data base and research on innovation best practices.

The findings show Tucson has one of the most cost effective transit systems when compared to peer systems. Sun Tran also performed well in:

- **Efficiency**
- **Accessibility**
- **Equity metrics**

According to the study, Tucson is more reliant on local funding sources than peer systems and lacks diversified revenue utilized by all other systems analyzed for the report. This data was presented to Sun Tran, City of Tucson Department of Transportation & Mobility and Tucson Transit Task Force members in a transit planning session in May.

Chart 1 shares the cost of each trip.

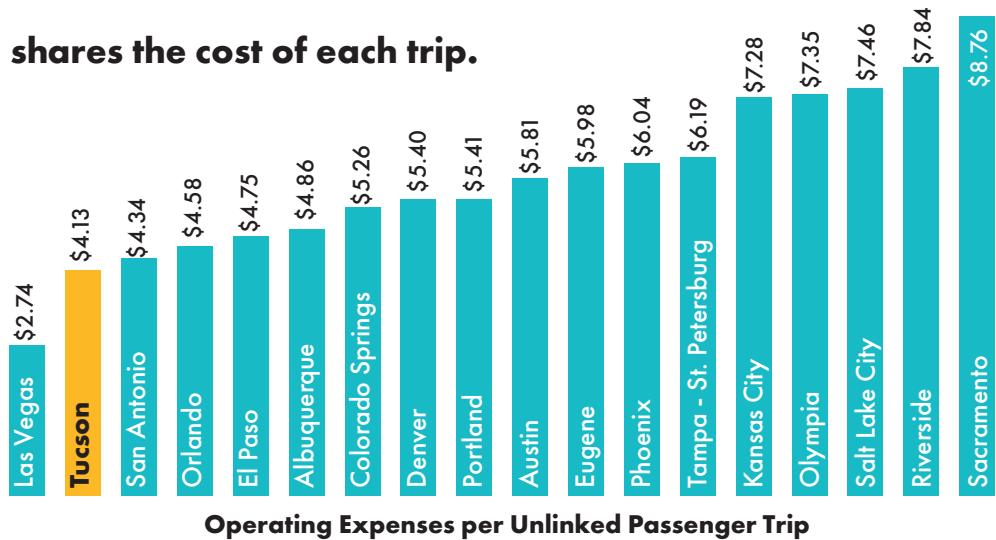
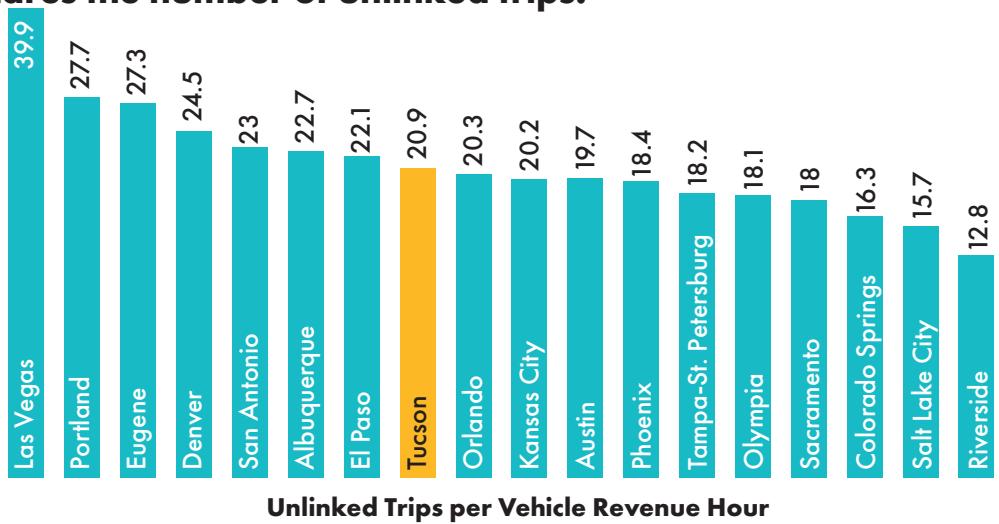


Chart 2 shares the number of unlinked trips.



Service Snapshot

SUN TRAN

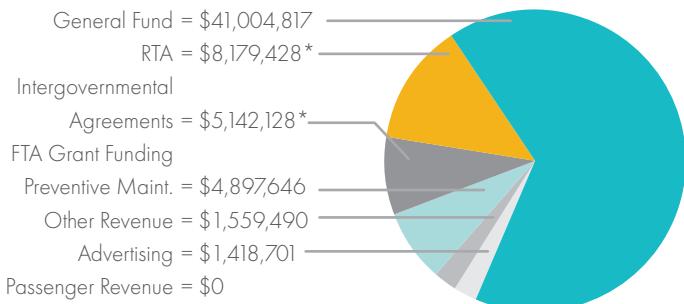


Ridership

FY 2020 – 12,346,810

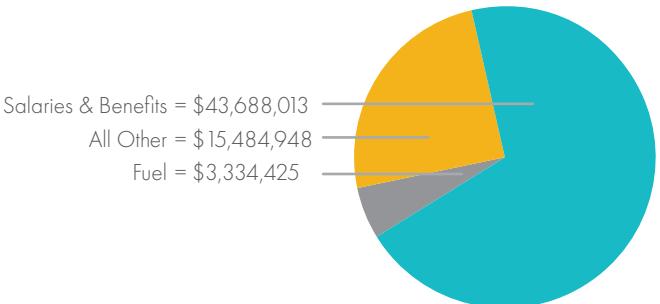
FY 2021 – 10,894,760

Total Operating Revenue = \$62,202,210



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

Total Operating Expenditures = \$62,507,386



SUN LINK

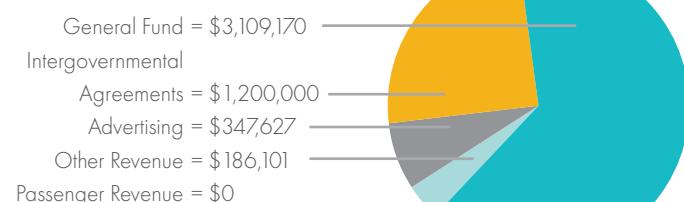


Ridership

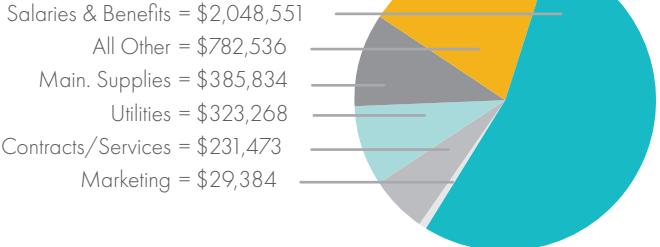
FY 2020 – 682,262

FY 2021 – 438,815

Total Operating Revenue = \$4,842,898



Total Operating Expenditures = \$3,801,047



SUN VAN

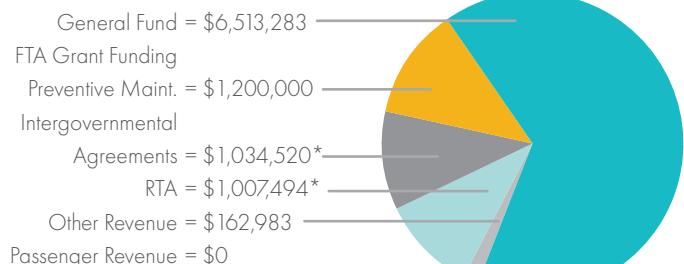


Ridership

FY 2020 – 422,956

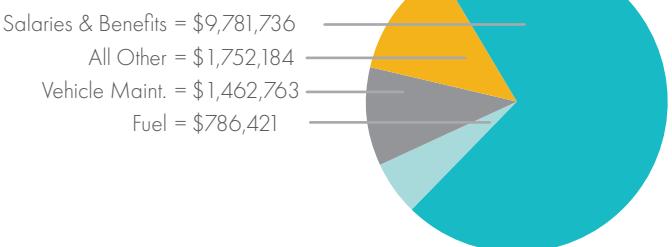
FY 2021 – 287,460

Total Operating Revenue = \$9,918,280



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

Total Operating Expenditures = \$13,783,104



Passengers/Hour

Sun Tran = 16.28

Sun Link = 17.21

Sun Van = 1.52



On-Time Performance

Sun Tran = 93.7%

Sun Link = 96.1%

Sun Van = 96.05%

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*
Director, Dep. of Transportation
..... *Diana Alarcon*
Deputy Director, Dep. of Transportation..
..... *Robin Raine*
Transit Administrator *Rhett Crowninshield*

RTA 2021 Board

City of South Tucson Mayor — *Bob Teso, RTA Chair*
Pascua Yaqui Tribe Chairman — *Peter Yucupicio, RTA Vice Chair*
Town of Marana Mayor — *Ed Honea RTA Treasurer/*
2nd Vice Chair

Members

Pima County Supervisor — *Rex Scott*
Tucson Mayor — *Regina Romero*
Oro Valley Mayor — *Joe Winfield*
Sahuarita Mayor — *Tom Murphy*
Arizona State Transportation Board Member — *Ted Maxwell*
Tohono O'odham Nation Chairman — *Ned Norris Jr.*

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