

# ANNUAL REPORT FY22



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On behalf of the RATP Dev Management Team, I present the Fiscal Year 2022 (FY22) Annual Report for Sun Tran, Sun Van and Sun Link. As you review the project progress and data tables, it is evident much of our success is due to the hard work and dedication of our staff. Over the past twelve months, our frontline employees have demonstrated an unwavering dedication to serving the Tucson community, while operations, maintenance, administrative and leadership staff diligently work to fulfill our commitments to Tucson and fellow employees. Teamwork and a service-oriented mentality serve us well when we encounter unexpected speedbumps. It is evident we have real heroes working in our transportation services.

As the world continues to change with every new sunrise, we continue to focus on operating a high-performing transit system, dedicated to providing high quality, cost effective service that meets the needs of our customers. Our sustainability portfolio continues to grow with the expansion of the first to add electric buses to the fleet in the state of Arizona. New technological innovations not only create solutions and boost efficiency for our employees, but enhance the passenger experience as well. Recruitment efforts remain in overdrive as we work to attract new talent who will carry on the mission of providing safe and efficient transportation service for our community.

As we look forward to the next twelve months, we are committed to continuous improvement and are ready to adjust for the inevitable detours that lay ahead. Working in partnership with the City of Tucson Department of Transportation and Mobility, we know our support system is a core part of our continued success. Taking their insight and what we learn from analyzing the data in this report, we confidently drive into the next section of our journey.

**Steve Spade, RATP Dev**  
General Manager  
Sun Tran, Sun Link, Sun Van



*Sabrina Herrera*  
Assistant General  
Manager, Sun Tran

- Loves her grandchildren
- Values being honest and giving
- Her secret to a good night's sleep is making room for her 3 dogs



*John Kortekaas*  
Assistant General  
Manager, Sun Link

- Loves visits with his daughter and 2 grandchildren
- Rides his Harley to unwind
- Enjoys woodworking and building small projects



*Shawn Mangan*  
Assistant General  
Manager, Sun Van

- Enjoys visiting national parks
- Loves word games like Quiddler
- Appreciates many types of music



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

- Work or play, loves to have a sense of accomplishment
- Prioritizes partnerships and comradeship
- Continually learning to treat himself and others with patience and kindness

## Mission

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

## Vision

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

**RATP Dev provided support and mentoring with the following initiatives:**

- Tech consulting firm nMomentum performed an evaluation of Sun Tran technology including infrastructure technology, staff capabilities and organizational structure. The group made recommendations that will assist in the continued improvement of technology throughout the system.
- The company safetracker introduced a safety data management system to track safety-related analytics and reporting.
- Corporate leadership conducted regular program-specific audits of local capabilities and practices, particularly within the safety, technology and operations departments. An annual system health check was also completed to review local policies and procedures to ensure state-of-the-industry management practices.
- The RATP Dev liability team includes 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.
- Corporate Human Resources staff assisted local managers in succession planning to ensure a strong plan in the event of vacancies. The team also worked to create individual development plans that assist in the continued growth of professional staff alongside the annual evaluation process.

**Performance Metrics**

Sun Tran operates one of the highest performing systems in the nation among its peers. 72% of our average passengers ride at least five days a week and 61 % of those have been riding for more than two years (On Board Survey Tucson 2022). It is our commitment to Tucson to move those and the 13 million people riding every year through Tucson, safely and efficiently getting them to where they need to go. Sun Tran prides itself in being a good steward of the public funds that are allocated to transit in Tucson, while keeping operating expenses down and service levels high.

**Cost Per Passenger**

Las Vegas	\$2.74
<b>Tucson</b>	<b>\$4.13</b>
San Antonio	\$4.34
Orlando	\$4.58
El Paso	\$4.75
Albuquerque	\$4.86
Colorado Springs	\$5.26
Denver	\$5.40
Portland	\$5.41
Austin	\$5.81
Eugene	\$5.98
Phoenix	\$6.04
Tampa - St. Petersburg	\$6.19
Kansas City	\$7.28
Olympia	\$7.35
Salt Lake City	\$7.46
Riverside	\$7.84
Sacramento	\$8.76

**Trips Per Revenue Hour**

Las Vegas	39.9
Portland	27.7
Eugene	27.3
Denver	24.5
San Antonio	23
Albuquerque	22.7
El Paso	22.1
<b>Tucson</b>	<b>20.9</b>
Orlando	20.3
Kansas City	20.2
Austin	19.7
Phoenix	18.4
Tampa-St. Petersburg	18.2
Olympia	18.1
Sacramento	18
Colorado Springs	16.3
Salt Lake City	15.7
Riverside	12.8



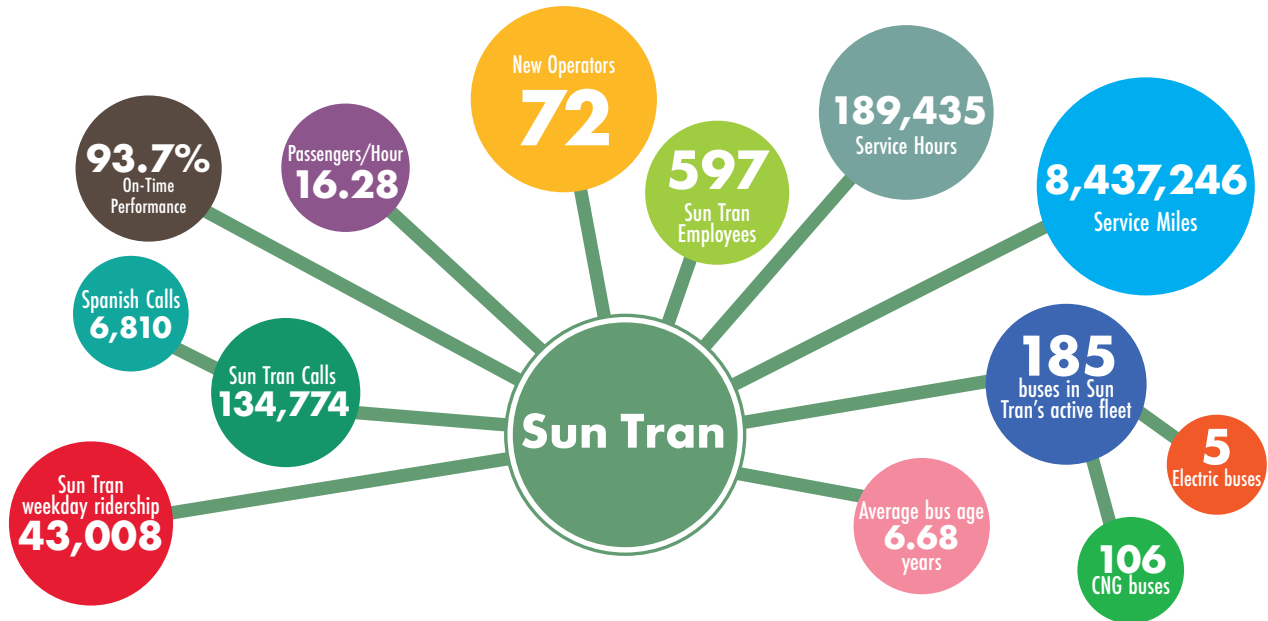
# SUN TRAN



## Ridership

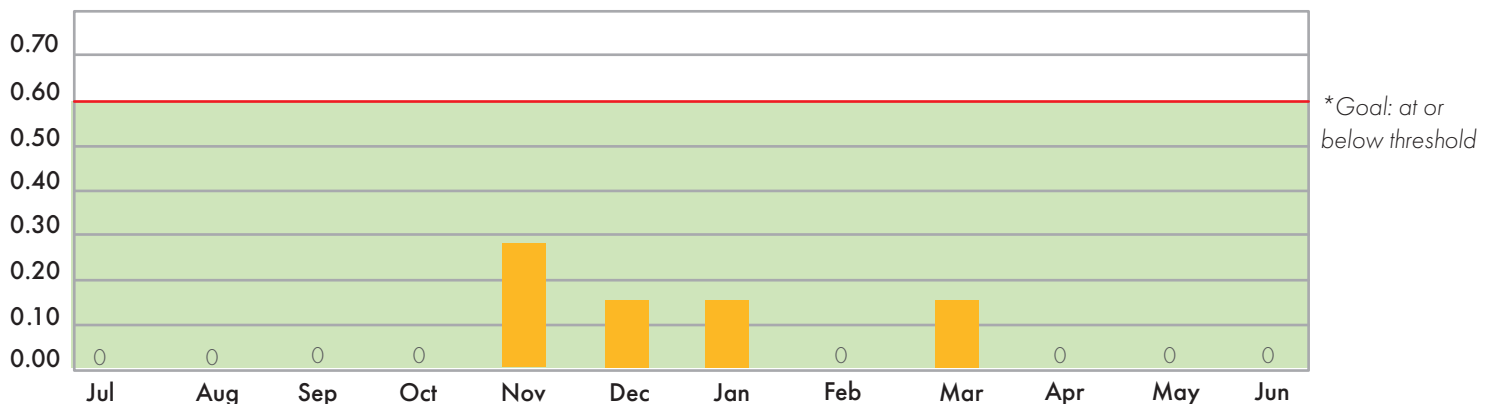
FY 2022 – 13,042,145

FY 2021 – 10,894,760

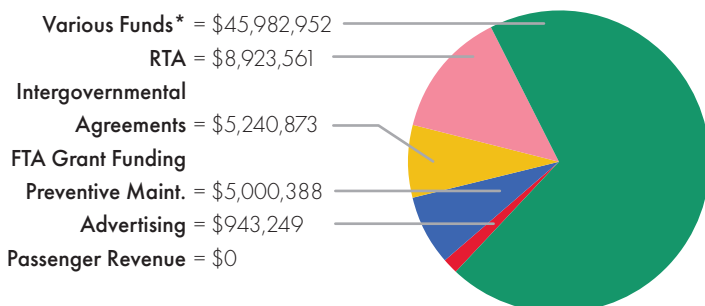


## Sun Tran Preventable Accidents per 100,000 Service Miles

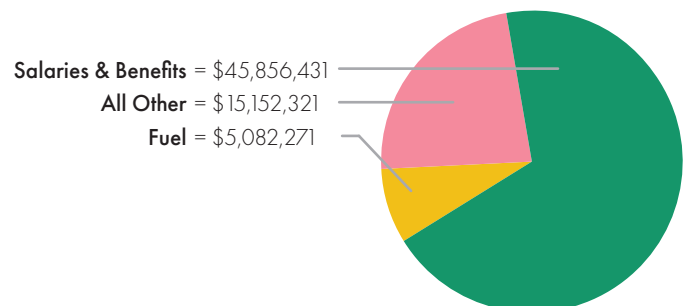
The goal for FY22 is 0.60 or less preventable accidents or incidents per 100,000 service miles. The goal was met.



### Total Operating Revenue = \$66,091,023



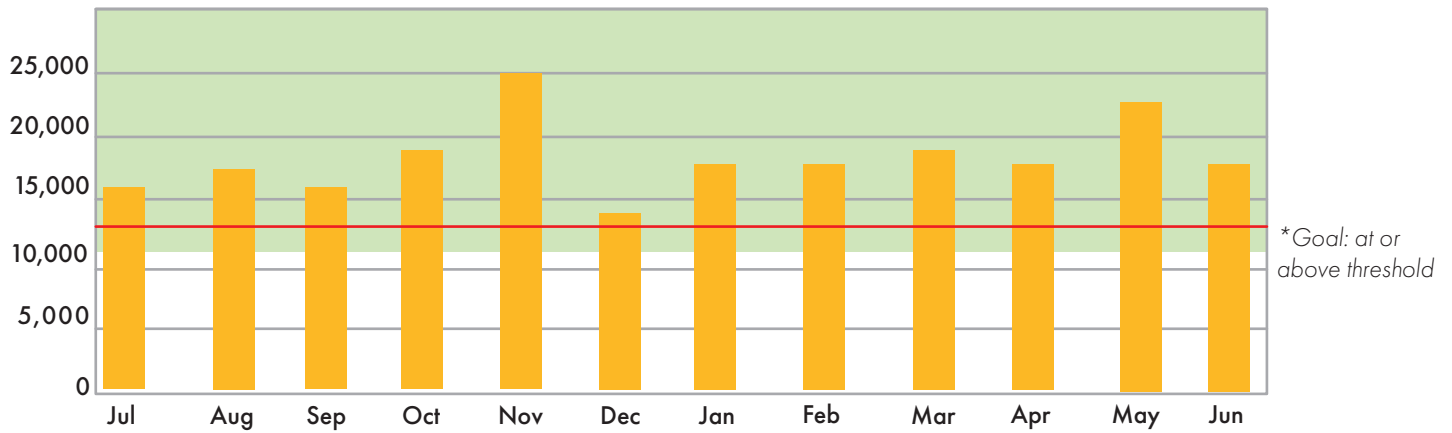
### Total Operating Expenditures = \$66,091,023



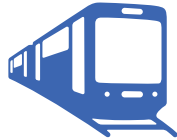
\*Various funds include General Fund, Federal Funds and other sources.

## Sun Tran Revenue Miles Between Road Calls

The goal for FY22 is to exceed 13,000 revenue miles between interrupted trips monthly. The goal was met.



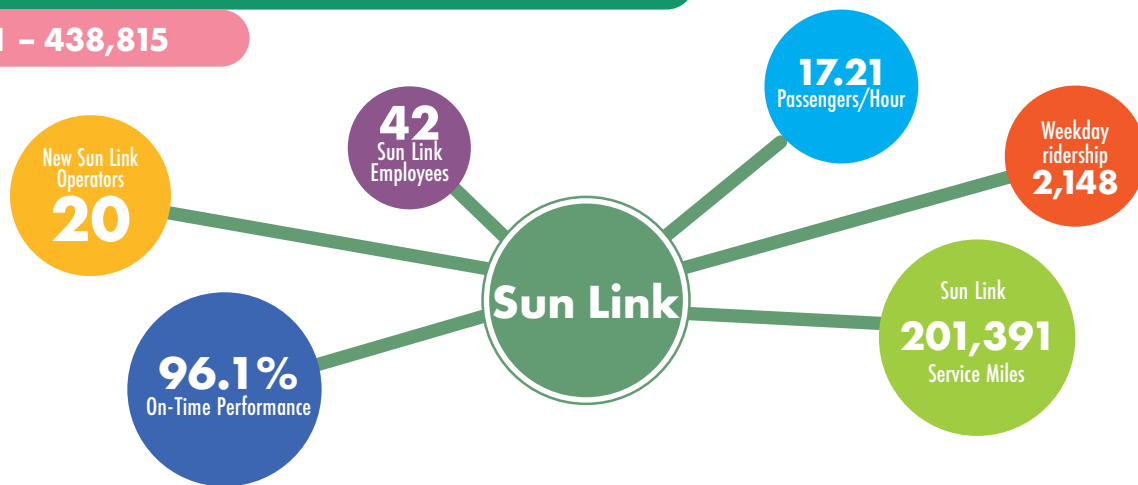
## SUN LINK



### Ridership

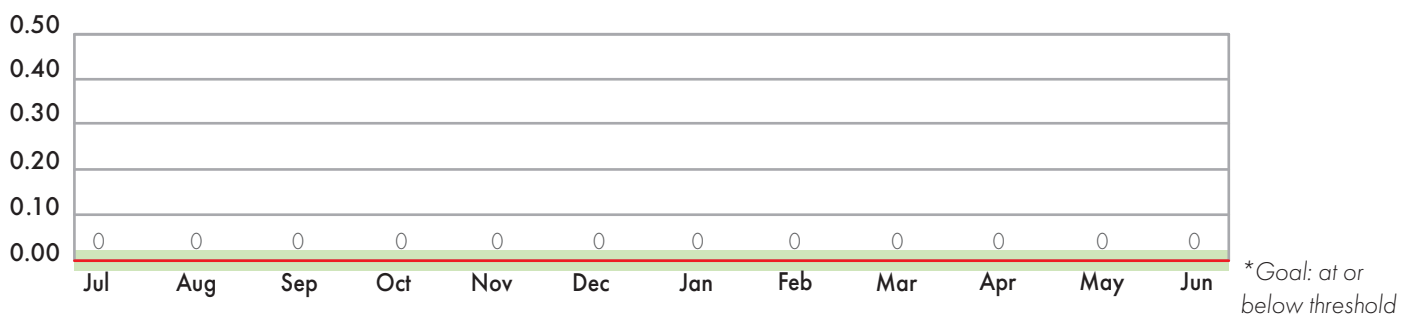
**FY 2022 – 1,277,130**

**FY 2021 – 438,815**

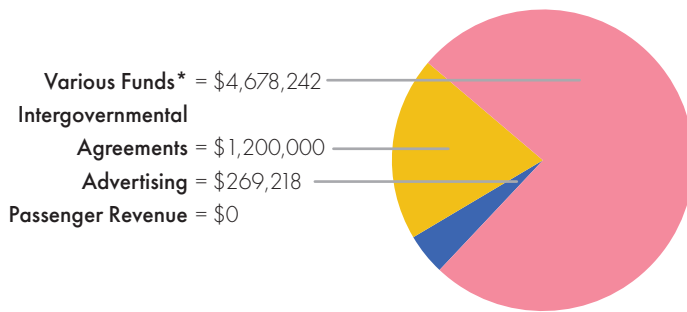


## Sun Link Preventable Accidents per 100,000 Service Miles

The goal for FY22 is to maintain zero preventable accidents or incidents per 100,000 service miles. The goal was met.

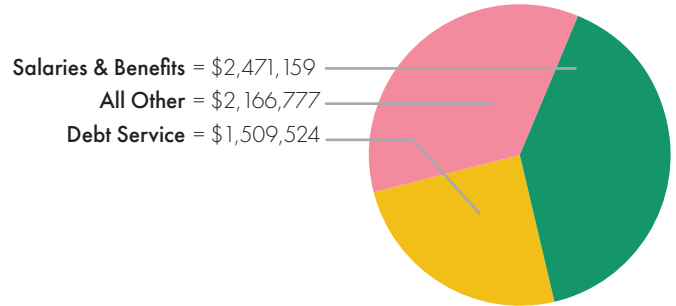


### Sun Link Total Operating Revenue = \$6, 147,460



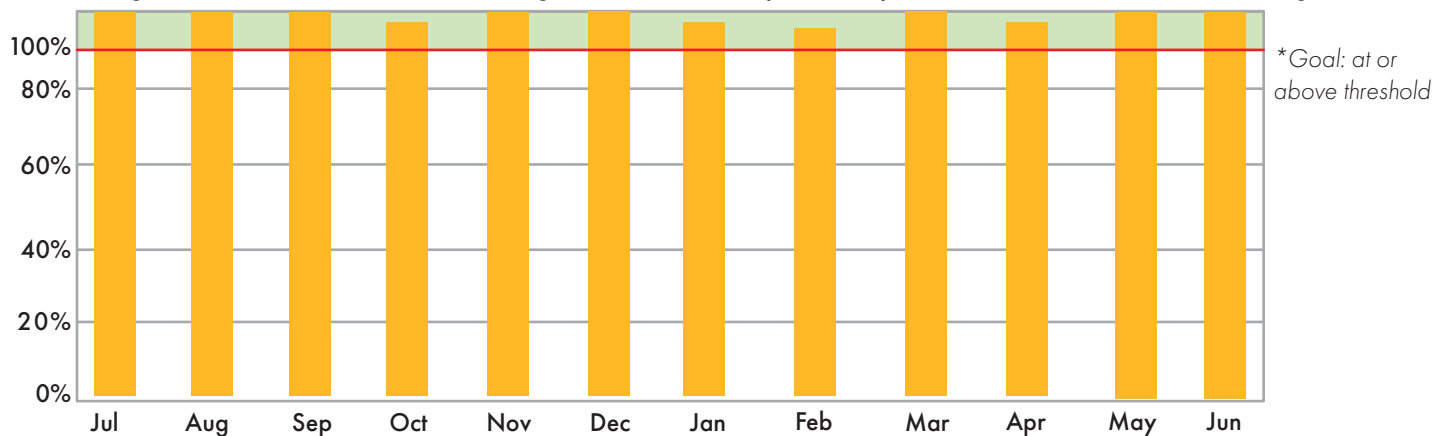
\*Various funds include General Fund, Federal Funds and other sources.

### Sun Link Total Operating Expenditures = \$6, 147,460



## Sun Link Preventative Maintenance

The goal for FY22 is to achieve 90% or greater on-time completion of preventative maintenance tasks. The goal was met.



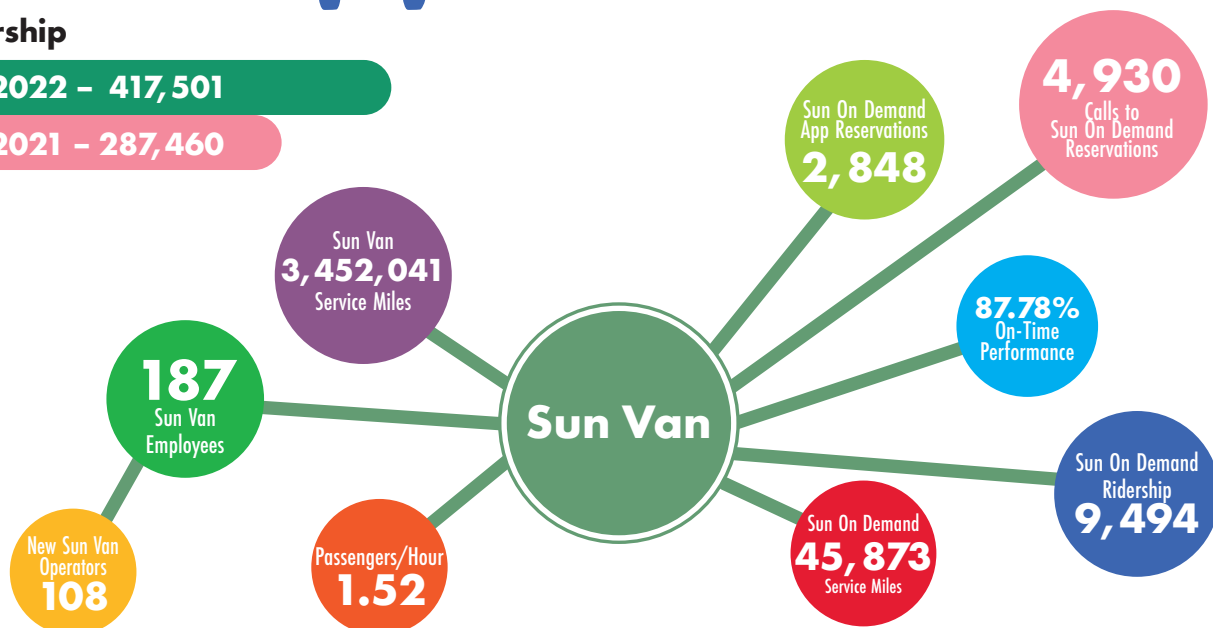
## SUN VAN



### Ridership

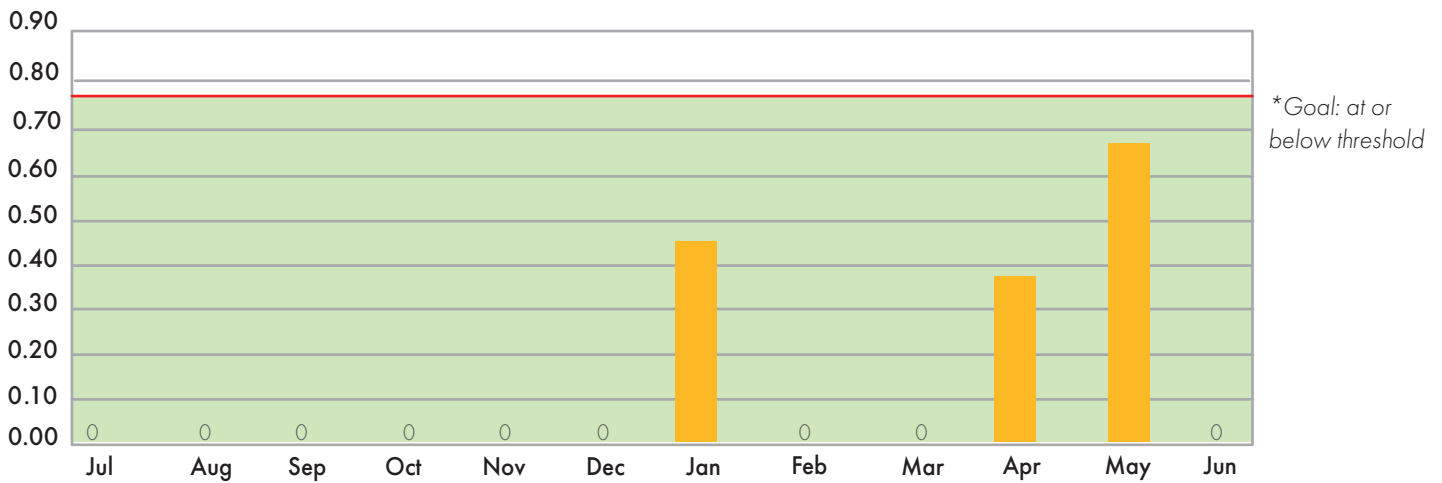
FY 2022 – 417,501

FY 2021 – 287,460

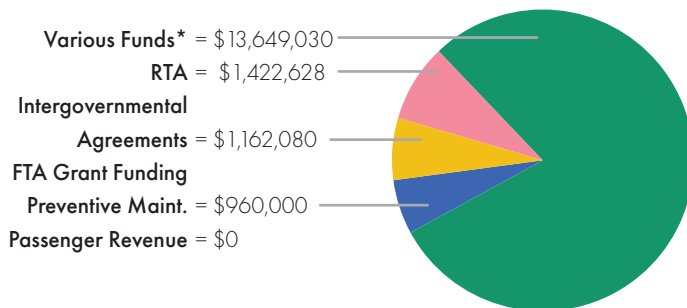


## Sun Van Preventable Accidents per 100,000 Service

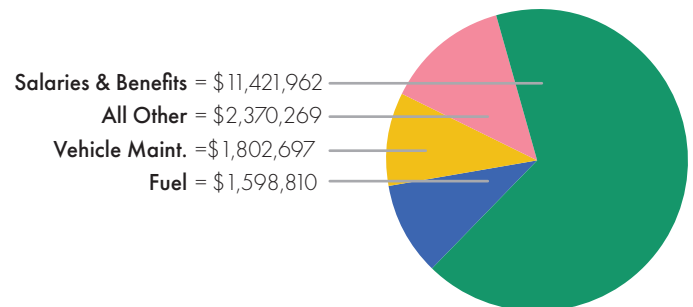
The goal for FY22 is .78 or less preventable accidents or incidents per 100,000 service miles. The goal was met.



### Sun Van Total Operating Revenue = \$17,193,738



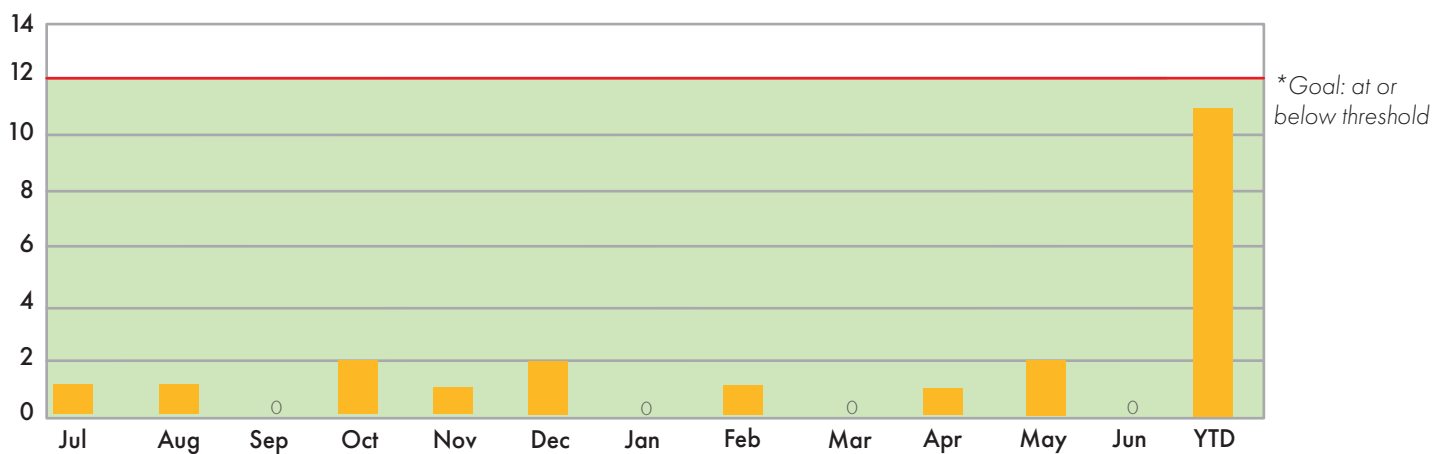
### Sun Van Total Operating Expenditures = \$17,193,738



\*Various funds include General Fund, Federal Funds and other sources.

## Sun Van Missed Trips

The goal for FY22 is to minimize missed trips to 12 or fewer per year. The goal was met.



Tucson's award-winning public transportation system is operated by RATP Dev/Tucson Transit Management, LLC (TTM) and under contract with the City of Tucson for Sun Tran and Sun Van and Tucson Streetcar Inc. to operate Sun Link. A multi-mode transit system serves the Tucson metro area and includes Sun Tran bus, Sun Link paratransit, Sun Link streetcar and Sun On Demand micro-transit. We partner with the Regional Transit Authority (RTA) to provide seamless regional transit service. Sun Tran's mission is to provide safe, well maintained and cost-effective public transportation with a team of innovative and diverse employees, dedicated to our customers, the environment and the community. Sun Tran operates 29 daily fixed bus routes in Tucson and 12 Sun Express routes geared to the commuting rider. 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. Sun Van provides service for individuals who, because of their disability, are unable to use fixed-route bus service.



## Sun Tran Team Members *(some team members not pictured)*

**Sun Tran Maintenance, Fuel Island & Parts** team kept more than 150 buses on the road every day with preventative maintenance, repairs and cleaning. Staff also retrofitted more than 60 buses with Quantum Automatic Securement Stations and readied 18 compressed natural gas (CNG) and 5 electric buses for service. The bus stop cleaning crew received new trucks, trailers and power washing equipment, which is used to service the 2,200 stops across the city.

Front Row: (L-R) Jim Gleason, Jeff Rock, Christina Arredondo, Kevin Motzkin and Tim Cosby



**Facilities:** In addition to regular maintenance at four transit facilities, three transit centers and dozens of park-and-ride or bus stops throughout the city, Director of Facilities Brian Conte also spearheaded several improvement projects. The Sun Tran Northwest Maintenance and Operations facility received landscaping, drainage and pavement improvements. Work also took place at the Ronstadt Transit Center to eliminate trip hazards. At Sun Van, Conte led multiple projects including surface treatment and striping of the facility parking lots, interior renovation and air conditioning chiller replacement.

Brian Conte



**The Sun Tran Operations Department** coordinated 379 drivers, 23 supervisors and 6 administrative staff members, making it possible to provide more than 13 million rides in FY22. Operations is in service 365 days per year with shifts starting as early as 3:30 a.m. and later shifts running past midnight.

(L to R) Front Row Zuraya Rizk, Assistant General Manager Sabrina Herrera, Christina Rock, Evelyn Aguilar & Jackie Morales. Back row Scott List, Irene Acevedo & Aaron Rizk.



### Safety & Security

A collaboration between members of the Safety, Security and Training teams led to the system placing in the top three for two RATP Dev Safety Challenges. Staff also successfully completed a zero-findings FTA 5307 Triennial Review, successfully completed an Arizona Department of Transportation (ADOT) State Safety Oversight (SSO) audit, partnered with the City of Tucson to improve communications on loss run and self-insurance retention (SIR) processes, conducted trainings and drills with the Tucson Police Department (TPD) and Tucson Fire Department (TFD), and completed two successful security assessments with the Department of Homeland Security/Transportation Security Administration (TSA). Training staff led three safety meetings, two unannounced emergency evacuation drills and initiated a new lesson plan for CDL permit training. The team conducted CDL training for 40 new employees and re-trained 212 employees.

(L to R) Dan Snell, Allen Smith, Ryan Landry, John Zukas, Myra Rameriz, Joe Decker, and Will Heath.



**The MIS team** kept busy with new server installations, new tablets for Sun Van operators, new computers for end users and tasks related to launching the new website and two mobile apps. In addition to these new projects, the team also maintained information technology services at the Sun Tran, Sun Link and Sun Van facilities, responded to support tickets and provided troubleshooting assistance to administrative employees.

(L to R) Assistant General Manager Jeff Rock, Kim Okada and Nick Wurl





**The Procurement team** successfully utilized 39 cooperative contracts and awarded or renewed 43 Sun Tran contracts. Staff also worked to help mitigate post-pandemic price increases and supply chain issues. The department welcomed Senior Buyer Michele Taylor and Buyer Gina Fields, to the Procurement team.

(L to R) Gina Fields, Barbara Yrigolla, Danielle Carley & Michele Taylor



**The Marketing team** developed and launched dozens of communications, advertising, outreach and analysis campaigns for Sun Tran, Sun Link, Sun Van and Sun Shuttle. Large-scale projects included playing a major role in executing the unveiling event for Sun Tran's electric bus fleet, launching two mobile apps, a new, all-inclusive transit website, and new Sun Shuttle Dial –a-Ride service in Marana/ Avra Valley. The team was also at the forefront of fares policy updates, several survey periods, and multiple grant management tasks. Department efforts led to raising more than \$10,000 in donations for local non-profits. The team welcomed a new director, Cindy Glysson, and received an award from the American Advertising Federation Tucson for a mask policy campaign.

(L to R) Front Row-Cindy Glysson, Luz Navarrete, Rebecca Harvey Back Row Leah Durain, Wilma Hernandez and Paco Ballesteros

**Service Planning & Development** adopted a department name change to better reflect daily tasks. Formerly known as Scheduling & Development, staff worked in collaboration with the Sun Tran Operations and Marketing departments to finalize four unique operator and rider schedules. Implementing a new Trapeze module, staff completed both refresher Trapeze FX Scheduling and new Blockbuster training. The team also welcomed new Transit Planner, Dylan, and worked with a third-party consultant to complete an on-board rider survey for Sun Tran, Sun Link, and Sun Shuttle.

(L-R) Front Row Davita Mueller, Bea Paulus and Dylan Gerrity. Back Row (L-R) Karena Smith, Bob McGee, Jackie Basterfield and Gary Basterfield.





**Accounting and Finance** personnel managed a 90 million dollar budget and took the lead on the fare payment system upgrade. In addition to financial reporting duties and payroll tasks for close to 800 employees, staff also applied contract raises, cost of living adjustments and bonuses at various points throughout the year.

(L-R) Front row Betty Martinez, Yolanda Ramirez, Vanessa Acosta, Sonia Mitchell, Yvette Contreras and Angelie Hawley

Back row Maryann Jesus, Sandra Elian, Andria Holp, Angela Mendoza, Roxanne Echeverria, Vincent Noble and Andrew Nappe



**Human Resources:** Like many other employers across Arizona and the nation, Sun Tran and other local transportation services have not been immune to staffing challenges. The Human Resources department prioritized minimizing staffing shortages with enhanced recruitment efforts. Along with hosting 12 jobs fairs, Sun Tran, Sun Link and Sun Van staff also joined Sun Shuttle, Tucson Unified School District and the University of Arizona in a hiring blitz event. Despite a heavy weather period the morning of the Regional Transit Job Fair, the event still drew 29 applicants. Across all efforts, HR completing onboarding for 251 new hires, including 72 coach operators, 20 streetcar operators and 108 van operators. Staff also processed 130 promotions across the three modes.

Front row: (L to R) Paula Guereque, Tiana Nesbit and Robert Warchol  
Back row (L to R) Cynthia Hoyos, Lil Quintana and Miyuki Powell,

**The Customer Satisfaction** team assists the public with transportation questions, ride planning, complaints and employee acknowledgements. Staff answered more than 100,000 calls plus 4,000 Spanish calls. Staff also provides assistance via customer service booths at the Ronstadt and Laos transit centers.

Front Row: (L-R) Isabel Torres, Rita Garcia, Juan Rojas, Lulu Galaz and Carmen Barrios

Back row: (L-R) Elsie Dominquez, Betty Martinez, John Mills, Rose Marie Molina, Helen Monroe, Michelle Clark, and Amber Sipe.





## Sun Link Team Members *(some team members not pictured)*

11

The Sun Link team is celebrating zero preventable accidents in FY22. The feat was accomplished while adjusting to record ridership levels. This year Sun Link has seen record ridership. Along with ramping up day-to-day operations efforts, staff also routinely hosted special guests for a tour and info session at the streetcar facility. Visitors included RATP Dev leadership, City of Tucson officials, the Ambassador of France to the U.S., a United States Senator, members of Project Amore, members of the media and more. With a growing reputation for excellence, Sun Link staff have also been invited to share industry knowledge with other transit systems during conferences, site visits and directly with frontline transit workers throughout the country.



### Operations

Assistant General Manager John Kortekaas, Ryan Landry, Robert Asaro and Nelson Hall



### Shop Department & ROW Department Technicians

James Moriset, Xavier Soto and Tadd Kirksey



### Operations

Ray Tautimer, Paul Quigly, Jake Robles, Kim Estrada and Nelson Hall



### Maintenance/ Parts Department

Oscar Valdez, Russ Ames, Steve Pineda, Carlos Perez and Shaun Anders

## Sun Van Team Members *(some team members not pictured)*

Sun Van provided quality ADA transportation service to paratransit clients in the midst of a continuing pandemic. Employees showed exceptional dedication to Sun Van's mission to serve the community by stepping up efforts to provide as safe and timely service as possible in the midst of increasing ridership and a concurrent operator shortage. Enhanced sanitizing protocols for Sun Van vehicles has also become a mainstay in Sun Van's commitment to providing a safe experience to its ridership. Operators provided nearly 1 million more service miles in FY22 compared to FY21. Call center agents in turn answered 152,000 English speaking calls and 11,000 Spanish speaking calls.



### Operations

Top right picture; Stephen Stehle, Shawn Mangan, Dee Valdez, Joe Decker, Maria O'Grady, Louie Romo and Otha Taylor



### Human Resources

Cynthia Hoyos, Terry Tucek, Blanca Hernandez, and Rob Warchol



### Operations & Dispatch

Trina Haury, Emery Johnson, and Cynthia Galvez

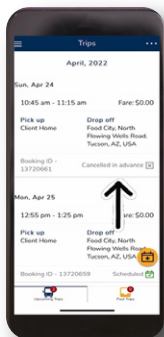


### Reservations

Bud Parga, Rene Weathers-Powell, Vanessa Garcia, Maria O'Grady, Valerie Bird, Geovanna Flores, Rick Evans

### Sun Van App

A new mobile app is upgrading the paratransit experience for Tucson riders. Sun Van is one of the first paratransit agencies in the country to provide a mobile app which tracks trips in real-time. The software from Trapeze makes it easy for paratransit-eligible riders to book and track trips, check account information and receive notifications. Users can enjoy free app downloads to Apple and Android devices. Desktop access is also available at: [trips.sunvan.com](http://trips.sunvan.com).



### Sun On Demand App

Micro-transit rides in Tucson just got easier with the launch of a new ride booking and tracking app. The Sun On Demand mobile app rivals technology used by ridesharing providers. Working with Spare, Sun On Demand implemented the platform to simplify the transit experience for passengers. The technology is also used for driver assignments and gathering service metrics. An app demo event was held to help riders set up their app profiles and take a ride through service Zone 2. You are invited to download the Sun On Demand app now, available for Apple and Android devices.

### Suntran.com- New Website Launch

Sun Tran unveiled a complete website redesign in July, which consolidated Tucson area transit system information for a streamlined user experience. The new site serves as the cyber home for Sun Tran, Sun Link, Sun Van, Sun On Demand and Sun Shuttle. The goal of the upgrade is to provide an easy to use, interconnected and reliable website for the community. Check out the new site by visiting: [suntran.com](http://suntran.com).

### Quantum Installation

Sun Tran maintenance workers installed 20 Quantum Automatic Securement Systems in the month of November. The technology allows passengers using mobility devices an easy and independent way to stay safe and secure while riding the bus. Quantum Automatic Securement Stations are currently available in 79 buses, or 40 percent of the active fleet.



## Innovations and Sustainability

### Electric Bus launch

Sun Tran launched five battery electric buses on September 30th. The zero-emission buses are the first permanent additions to the Tucson fleet. To mark the occasion, members of the public, city officials and community partners were invited to Sun Tran's north bus yard. Mayor Regina Romero, Tucson Electric Power CEO Susan Gray, City of Tucson Department of Transportation and

Mobility Director Diana Alarcon and Sun Tran General Manager Steve Spade gave opening remarks and then guests were invited to enjoy a ride on the new buses. All five electric buses were funded as part of the Federal Transit Administration (FTA) Low No Emissions Grant Program. Sun Tran has five more electric buses on order with GILLIG LLC, which are scheduled for delivery in 2022.



### Charging Stations

Five Siemens charging stations for the electric buses were assembled and partially installed at the Sun Tran north yard in September. In true pandemic-era fashion, a backordered part is holding up the final stages. Once operational, each station will be able to charge two buses at the same time. Tucson Electric Power contributed to the equipment cost and installation fees.



### Fleet Additions

Sun Van added forty two (42) transit vans to the fleet. The new vehicles will help Sun Van accommodate an increase in ridership.

### New Buses

Sun Tran received 18 new buses, which all run on compressed natural gas (CNG). The cost of the vehicles manufactured by Gillig was 83% covered by grant funds. These models offer emissions benefits, plus lower fuel and maintenance costs. The newest buses are also equipped with a system that allows passengers to self-secure their wheelchairs with the push of a button.



## Our Commitment to Tucson



### Vaccine Clinics

Sun Tran, Sun Link and Sun Van partnered with the Pima County Health Department and Safeway to provide eight vaccine clinics throughout the year. An estimated 339 flu shots, COVID-19 vaccines and boosters were administered at the clinics. .

### Accessibility Training

The Marketing department met with an advocate for the visually impaired community at the beginning of the month. The goal of the discussion was to bring greater awareness of various communication techniques available and ways to optimize the accessibility of materials for audiences of all ability levels. Marketing will be updating the Limited English Proficiency Plan in the summer of 2022 with new goals to make outreach efforts and transit more accessible.

### Future Planning

Members from the City of Tucson Mayor's Office visited the Sun Link facility for a tour and collaborative meeting. The afternoon focused on discussing future possibilities for projects incorporating clean transportation in Tucson and rapid transit initiatives.

### Free Fares Extended

The Tucson Mayor and Council voted to keep transit rides free through December 31, 2022. The intent is to provide financial relief to community members and avoid crowding at the farebox. Federal grant money was used to cover the loss in fare revenue when city leaders first pulled fares in March of 2020. After 15 months, elected officials voted to include free fares in the city budget. The public can currently enjoy free rides on Sun Tran, Sun Van, Sun Link, Sun Shuttle and Sun On Demand. The federal mask mandate was also lifted in April of 2022 and front door boarding on buses has commenced.

### New Security Contractor

American Guard Services started Jan.

1 as the new security contractor for Sun Tran and Sun Link. The AGS officers rove throughout the transit system, as well as having personnel routinely stationed at transit centers



### Broadway Transit Improvements

Sun Tran gathered public input about transit improvements proposed for Broadway Boulevard. The goal of the project is to improve service quality from the east side to downtown. A prospected rapid bus service on Broadway would offer a more efficient way to travel from Houghton Road to Sixth Avenue. Meeting participants weighed in on the proposed service elements and amenities, service frequency, bus stop locations and more. Staff informed local leaders of the feedback that will be used in planning the next phases of the project.

### We Move People

Sun Tran and RATP Dev USA leaders spent a day giving back to the Tucson community as part of the We Move People volunteer initiative. The group delivered clothing and books to a dozen area non-profit agencies through the Angel Heart Pajama Project. Employees also presented the organization with a check for \$500.



### Public Surveys

Sun Tran worked with ETC Institute to conduct three studies. The first two projects involved surveyors gathering feedback from riders onboard buses and at transit centers. The goal of the first survey was focused on fares and explored different ways to improve options for riders in the future, including changes to how much riders pay and how they pay. The second survey gathered general information, demographics and other key statistics from thousands of transit riders over the course of six to eight weeks. The findings will be compared to pre-pandemic statistics from the 2019 On-board Survey. The third survey was mailed to select households in attempt to gather information from non-riders. The project gathered crucial data on system perception, the transit needs of the community and potential ways to attract riders.

### Sun On Demand Survey

Sun On Demand riders were offered an opportunity to participate in a service survey. The project analyzes service metrics, rider satisfaction, app performance and demographics data. The findings will be used to shape the future of Sun On Demand.

### Sun Express Survey

To collect feedback from the public regarding Sun Express service, surveyors gathered info from riders on a variety of Sun Express routes and launched an online survey. The information will be used to evaluate optimal schedules. Feedback received through the survey could also be implemented in the future.

### Quantum Survey

Riders using mobility devices can now enjoy an enhanced experience on Sun Tran buses. Quantum Automatic Securement Stations are currently available in 79 buses, or 40 percent of the active fleet. These new stations replace straps that were previously used to secure mobility devices. Researchers from the University of Arizona created a survey about the technology that riders can take online now through the end of September. The survey is offered in both English and Spanish and can be accessed at: [SunTran.com/Quantum](http://SunTran.com/Quantum)

### Human Trafficking

Sun Tran launched the #WeSeeYou campaign to raise awareness about human trafficking. The initiative offers help to potential victims and educates the public on ways to recognize and report human trafficking in Tucson. Sun Tran developed educational videos, informational brochures and a resource web page at [SunTran.com](http://SunTran.com). All of Sun Tran's buses feature a sticker notifying the public of the campaign and include the National Human Trafficking Hotline number. The Federal Transit Administration (FTA) awarded Sun Tran \$221,100 in grant funds in 2020 for public safety initiatives, including human trafficking awareness and training opportunities.



## Community Recognition and Partnerships



### TUSD Partnership

Sun Tran teamed up with the Tucson Unified School District in hosting a media event with information on back-to-school transportation. Sun Tran General Manager Steve Spade explained the various transportation options that make getting to school convenient for students and staff, and highlighted how free rides are available on all Sun Tran routes. Cholla High School Principal Frank Armenta detailed the benefits of public transportation for students. After the joint media briefing, a group of teens from the Cholla High School Student Council learned how to navigate the bus system and about new route options that will be available this school year, specifically for their campus.

### University of Arizona Partnership

As the University of Arizona kicked off the fall semester, the Sun Tran Marketing Department participated in several outreach initiatives to educate students and staff on their public transportation options. More than 1,000 information packets were distributed through the Housing and Residential Life department. Additional information was available at the Campus Rec's welcome back event. Sun Tran employees also set up info booths at two on-campus resource fairs. The events provided students and parents with the chance to ask any questions, learn about the transit system and pick up streetcar and bus maps.

### Student Outreach

Sun Tran participated in a resource fair at Apollo Middle School. Staff explained the benefits of public transportation and transit basics to students. Student outreach was also conducted at Mission View Elementary School. Students in grades K-5 had the chance to explore an electric bus. The 4th Grade class incorporated the tour with a lesson on electric vehicles.

### Stuff the Bus Events

**\$10,388.75!**  
**+ 1,001 Toys**

Sun Tran teamed up with Emerge Center Against Domestic Abuse to hold two Stuff-the-Bus events. The collaboration gathered much-needed items for the center. Donations were collected during the in-person events and a virtual campaign. For the holidays, Sun Tran worked with iHeartMedia and KGUN9 to host a Stuff-the-Bus toy drive benefiting the Salvation Army. The event helped the nonprofit make the holidays spectacular for thousands of area families in need.

### Stuff-the-Streetcar

**100 Items & \$210**

Mayor Regina Romero and Larry Mac from 96.1 KLPX joined forces with Sun Link to host a Stuff-the-Streetcar toy drive on December 3. The event on 4th Avenue collected donations for the U.S. Marine Corps Toys for Tots program. The local chapter distributed more than 40,000 toys to Tucson children in 2020.



### Ambassador Visit

Sun Link had special visitors at the beginning of the year. RATP Dev USA CEO Arnaud Legrand welcomed the Ambassador of France to the U.S.

Philippe Etienne and the French Consul General in Los Angeles Julie Duhaut-Bedos. The guests were given an overview of the transit system in Tucson and a tour of the streetcar facility.



**4th Ave Street Fairs** The 4th Avenue Merchants Association host two annual street fairs, closing a portion of the Sun Link streetcar track to accommodate the 3-day event. During the course of the road closure, eight Sun Tran drivers and eight Sun Tran supervisors provided transportation via bus along the detour. The streetcar offered convenient rides from area parking lots and locations to the street fair, while maintaining regular service throughout the rest of the route. Security personnel monitored streetcars stationed on the east side of the route throughout the weekend.

### Winter Street fair 2021 Ridership numbers

<b>Friday, December 10</b>
<b>3,375</b>
<b>Saturday, December 11</b>
<b>3,970</b>
<b>Sunday, December 12</b>
<b>2,362</b>

### Spring Street fair 2021 Ridership numbers

<b>Friday, April 1</b>
<b>2,946</b>
<b>Saturday, April 2</b>
<b>7,468</b>
<b>Sunday, April 3</b>
<b>4,079</b>



### Rail Conference

RATP Dev USA was the title sponsor for the Arizona Transit Association Rail Conference in Tucson and hosted multiple sessions during the event. Staff members from Sun Link and Sun Tran attended the conference. The Tucson City Manager participated in one of the panel discussions hosted by our local Transit Administrator. Sessions included information and discussion on rapid transit programs, transit studies and ways to successfully plan and execute future projects. The APTA Rail Conference held in San Diego, California in June invited Sun Link Operations Manager Nelson Hall to speak alongside Marwan Al-Mukhtar, a representative from DC Streetcar. The duo focused on fare-free systems during the presentation at the Streetcar Subcommittee meeting.

### World Car Free Day

Sun Tran teamed up with the Pima County Department of Environmental Quality for World Car Free Day on September 22. The duo set up booths at Jacomé Plaza to provide information about air quality and ways to make using alternate modes of transportation easier.

### Sun Link Fireworks

Every year Sun Link goes big for Independence Day. Instead of cutting hours for the holiday, the streetcar remains in service to offer rides for families ready to watch the annual fireworks show. In 2020, the celebrations were canceled due to the pandemic but were able to resume in 2021. The streetcar recorded 1,246 riders on July 4th, with over half riding between 6 p.m. and 11 p.m.

### Happy Birthday Sun Link!

July 25, 2021 marked Sun Link's seventh anniversary of operation. While no official celebration was held, a group of leaders in the initial project met at Main Gate Square to observe the occasion. The Streetcar welcomed its seven-millionth passenger in May!



Left to Right: Marwan Al-Mukhtar (2014 Safety & Security Officer), Cleve Cleveland (2014 Operations Manager), John Kortekaas (2014 Maintenance Manager, now Assistant General Manager), and Steve Bethel (2014 General Manager).

### Halloween-Spooky Streetcar

The Sun Link streetcar hosted an event for the public on Halloween. The spooky streetcar was decorated and parked on 8th street at 4th Avenue.



### Cyclovía

Sun Tran participated in the festivities for Cyclovía on March 27. Event participants toured a Sun Tran bus and practiced using the bike rack. A daily rider named Pops won the friendly competition to see who could load a bike on the rack the fastest. His record-setting time was 3.3 seconds.

### All Souls Procession Rides

A Sun Tran bus offering rides from the Ronstadt Transit Center to the start of the All Souls Procession on November 7 provided 179 rides.

### Zoom Zoom

Sun Tran participated in this year's Zoom...Zoom! event at the Children's Museum Tucson. The tradition brings together all kinds of vehicles and machines for local children to learn about and explore. Attendees toured a Sun Tran bus, tried out the driver's seat and enjoyed story time with staff. Children also designed their own bus wrap with a coloring activity. More than 1,125 people attended the event on Jan. 15.

### Air Quality Awareness Week

Sun Tran participated in Air Quality Awareness Week by hosting a transit workshop with the Pima County Department of Environmental Quality. Staff highlighted Sun Tran's sustainability efforts, the environmental benefits of public transportation and ways participants can utilize transit service in Tucson.

### Rider Trainings

Sun Tran hosted multiple rider training and mobility training classes for the Beacon Group, Fellowship Square and the Arizona School for the Deaf and Blind. The goal of the program is to effectively educate the community on how to independently utilize Sun Tran service throughout the region. Participants in the classes totaled 149.



## Supervisor Training

Transportation Safety Institute Instructors from the U. S. Department of Transportation conducted a training program at Sun Tran. Thirty participants from various transit systems across the country participated in the Transit Supervisor Certification Course. Twelve employees from Sun Tan, Sun Van and Sun Link were among the participants who completed the 36-hour course.

## Safety Meetings

Members of the Safety Department and Training team conducted several meetings for coach operators throughout the year. The two-hour long sessions included safety reminders and information on new equipment, methods for operating buses safely and professional passenger interactions. Staff also conducted emergency evacuation training with Sun Tran administrative, operations and maintenance employees.

## TSA Training Exercise

Members from Sun Tran, Sun Link and Sun Van participated in a training exercise alongside several local agencies, which was facilitated by the Federal Department of Homeland Security and Transportation Security Administration (TSA). The participants worked through a variety of crisis scenarios and sharpened best practices. The exercise leaders awarded Sun Tran Supervisor Eduardo Hernandez with a commemorative coin for his outstanding participation throughout the training.

## SWAT Training

The Tucson Police Department SWAT team, Sun Link staff & Sun Tran staff participated in several emergency exercises hosted at the Sun Link facility. SWAT Officers and transit staff utilized both streetcars and buses to simulate a variety of emergency response scenarios, allowing the SWAT teams to gain valuable insight into how they can safely and effectively respond to emergencies on board transit vehicles.

## Rail Safety Training

Twelve Sun Link, Sun Tran and Sun Van employees attended Transit Rail System Safety training conducted by the Transportation Safety Institute. The primary purpose of the training was to provide participants with the knowledge and skills needed to successfully implement the Federal Transit Administration's Safety Rules, guidance and principles at their transit agencies. Upon completion, six of the participants received their full TSSP - Rail certification. The other six will finalize other courses before receiving the certification.

## IndyGo Open Door Support

Sun Tran Construction & Special Event Detours Supervisor Eduardo Hernandez spent the month of February in Indianapolis assisting the local paratransit system with training and hiring. Hernandez led instructional sessions for IndyGo Open Door dispatchers and supervisors. He also facilitated document updates, the hiring of additional staff and even drove a few routes.

## Halloween

For Halloween, Sun Tran hosted a haunted boo bus for employees and their families at the north bus yard. Attendees played games, enjoyed a holiday movie and were rewarded with candy after a tour through the spooky bus.

## Holiday Decorating Contest

Sun Tran staff participated in a friendly decorating competition over the holidays. The idea brought up by Jackie and Christine to promote cheery morale and employee welfare. Five department participated in the festive fun including: Accounting and Finance; Operations; Customer Satisfaction; Scheduling, Procurement and MIS; and Marketing. Three neutral judges from the City of Tucson's Department of Transportation scored the areas, naming Accounting and Finance the 2021 winner. To watch a video showcasing the spaces, visit: [Youtube.com/SunTranTucson](https://www.youtube.com/SunTranTucson).



## Safety Awards

RATP Dev recognized five exceptional operators with distinguished safety awards: Sun Tran Coach Operator Michael Ross, Sun Tran Coach Operator Carol Barry, Sun Van Operator Timothy Grant, Sun Link Streetcar Operator Kim Estrada and Sun Link Streetcar Operator Felix Morelos. Sun Tran presented safety awards and bonuses to more than 370 employees who met a set of driving and safety record criteria. Sun Van honored 83 operators for having no preventable accidents or unsafe work practices. In addition, RATP Dev presented a special award to the safety team at Sun Tran, Sun Link and Sun Van. The honor for Best Safety Management System Program highlights the dedication to safety by transit employees across all three modes.



## Exemplary Service Award

The Tucson Fire Department recognized Sun Tran Customer Service Representatives Amber Sipe and Juan Rojas for their volunteer work at the Tucson Convention Center Vaccination Clinic in 2021. The staff members are among personnel from 10 city departments and 16 local agencies who are being honored for their crucial role in the success of the clinic.

## TPD Community Partner Award

Six Sun Tran drivers and five supervisors received Community Member Service Awards from the Tucson Police Department at a special ceremony. The honor was for their exceptional work as part of a Rapid Response Team in 2020.



## Sun Van Safety Challenges

Sun Van was recognized by RATP Dev for winning two safety challenges. The leadership team along with Operations Supervisors successfully set up, trained staff and began utilizing a Mirror Grid Station. The team was also recognized for exemplary performance in an intersection challenge and executing a bicycle empathy campaign.

## Senior Olympian

Sun Van super driver and star swimmer John Spicker brought home four medals in this year's Tucson Senior Olympics Festival. John has been competing in the yearly event since 2017 and has won 20 medals so far. In January, John competed in the 60+ category for several Freestyle swimming events and the 50-yard butterfly. Between the four events he won two gold medals and two silver. John has been a Sun Van driver since 2017. He routinely receives compliments from passengers for his exceptional service and kindness.

## Transit Employee Appreciation Day

For Transit Employee Appreciation Day on March 18, the 822 combined employees of Sun Tran, Sun Link and Sun Van received recognition for their essential service to the Tucson community. Staff was presented with gifts including a special keychain, a certificate of appreciation and a treat from local bakery La Estrella. Commemorative banners great employees at each transit yard and a new Sun Tran bus wrap features our frontline employees.



## Sun Link Employees of the Year

Streetcar Operator Ruben Garza and Streetcar Technician Carlos Perez were named Sun Link's 2021 Employees of the Year. Both employees have demonstrated outstanding dedication, teamwork and professional service throughout their careers at Sun Link. Ruben became a valued member of the team in 2015 and has top seniority among operators. Carlos was hired in 2019 and is a strong leader in his department.

## Marketing Award

The Sun Tran Marketing department nabbed an award from American Advertising Federation Tucson for their Masked Heroes campaign. The concept used a catchy call to action presented in an easy-to-understand and memorable way.





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



Transit  
Administrator,  
Rhett  
Crowninshield



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

RTA Chair

Pascua Yaqui Tribe Chairman Peter Yucupicio

RTA Vice Chair

Marana Mayor Ed Honea

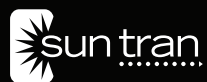
RTA Treasurer/2nd Vice Chair

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  
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