

# FY24 Annual Report







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# Letter from the General Manager

Dear Readers, Stakeholders, and Partners,

It is with great honor and excitement that I step into the role of General Manager, following the exceptional leadership of Steve Spade. Steve's dedication to internal teamwork, customer satisfaction, and the successful completion of the Sun Tran Comprehensive Operational Analysis (COA) laid a strong foundation, and I extend my heartfelt gratitude for his contributions. As Steve moves forward in his career with RATP Dev Corporate, he has truly passed the torch, and I commit to ensuring a seamless transition while building on the successes achieved during his tenure.

This annual report reflects the achievements of a year focused on delivering quality service to the Tucson community. Key accomplishments include securing a Federal Transit Administration Low or No Emissions Grant, which supports the replacement of 39 vehicles, enhancing driver recruitment strategies to address workforce challenges, reducing customer complaints, and prioritizing safety through initiatives like expanding dash cam installations on the Sun Link rail system. These efforts have advanced our commitment to safety and reliability across all modes of service: Sun Tran (Fixed Route), Sun Link (Rail), and Sun Van (Paratransit).

Looking ahead, the future is bright under my leadership. My approach begins with a return to "back to basics"—strengthening our foundations to drive exciting advancements. Among the key priorities for the year ahead:

- Completion of Union contracts to support and empower our workforce.
- Implementation of Samsara Dash Cam Technology for buses and paratransit vans, further reinforcing safety as our top priority.
- Celebrating 50 years of Sun Tran—a milestone marking our enduring partnership with the Tucson community.
- Introduction of new paratransit vehicles and progress toward a CNG fueling station and new electric charging infrastructure to meet our sustainability goals.
- A focus on enhanced security measures and leveraging technology to keep Tucson moving forward.

As we embrace this new chapter, my vision is to infuse fresh energy into our operations and shine a spotlight on transportation as a vital pillar of Tucson's growth and mobility. Together with the City of Tucson Department of Transportation and Mobility, our team remains committed to delivering safe, reliable, and innovative transit solutions for all.

Thank you for your continued support and partnership. The journey ahead is filled with promise, and I look forward to leading Sun Tran, Sun Link, and Sun Van into an exciting future.



Sincerely,  
C. Mikel Oglesby  
General Manager Sun Tran | Sun Link | Sun Van





# Introduction

Welcome to FY24's Annual Report for Sun Tran, Sun Link and Sun Van. This year, our efforts have been closely aligned with Tucson's Climate Action and Adaptation Plan, driven by Mayor Regina Romero's commitment to achieving carbon neutrality by 2030. In support of this ambitious goal, we are proud to highlight our significant progress in advancing sustainability within our transit operations.

A major achievement this year was the receipt of a \$21.4 million grant from the Federal Transit Administration's Low or No Emission Grant Program. This funding, matched by \$5.37 million from the City of Tucson, is dedicated to replacing our remaining diesel buses with 39 new Compressed Natural Gas (CNG) buses. This transition is expected to reduce carbon dioxide emissions by 2,480 metric tons, marking a substantial step toward our carbon neutrality objectives.

The report highlights our continued dedication to enhancing service quality and tackling challenges. This year, the City of Tucson and the Sun Link Streetcar celebrated a significant milestone—10 years in service. Additionally, Sun Tran achieved notable progress with new grant funding and the transition from traditional buses to CNG vehicles. We remain steadfast in our commitment to building a sustainable and resilient transit system for Tucson.



## 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.





*Mikel Oglesby*  
General Manager  
ST, SL, SV

*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, ST, SL, SV



*Jeff Rock*  
Assistant 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*  
Marketing & Communications





In FY24, Sun Tran continued its mission to provide reliable and efficient public transit services across Tucson and its neighboring communities. Operating **41 fixed routes**, Sun Tran delivered exceptional service to over **51,000 daily** passengers and more than **15 million annually**, achieving a strong **On-Time Performance (OTP)** rate of **89.20%**.

Customer service remained a cornerstone of our operations, fielding **149,661 calls** throughout the year. Of these, **97.9%** were dedicated to trip planning and general transit inquiries, while **2.1%** reflected passenger feedback, including compliments and complaints.

Our financial team effectively managed a **\$65 million budget**, ensuring timely financial reporting, payroll for nearly **800** employees, and the implementation of contract raises, cost-of-living adjustments, and bonuses.

Operationally, Sun Tran's Maintenance and Operations teams met key performance indicators, achieving goals for **non-preventable accidents per service miles** and **revenue miles between road calls**.

The subsequent sections delve deeper into the operational performance, fleet details, and financial results that defined FY24.



**Sun Tran Northwest Facility**  
3920 N. Sun Tran Blvd.

**Sun Tran South Facility**  
4220 S. Park Ave.



# Sun Tran FY24 System Overview and Performance Metrics



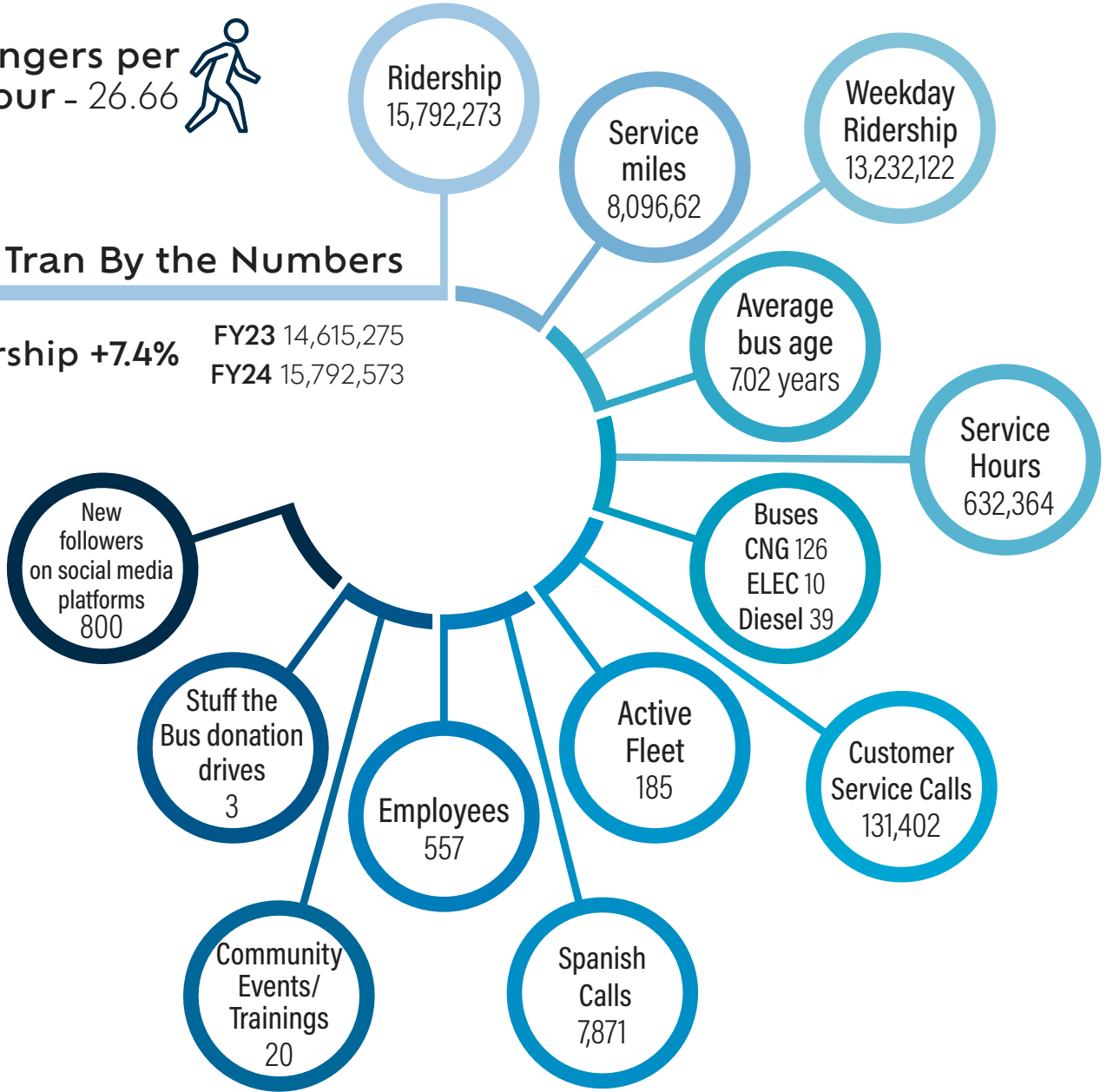
OTP - 89.20%

Passengers per revenue hour - 26.66

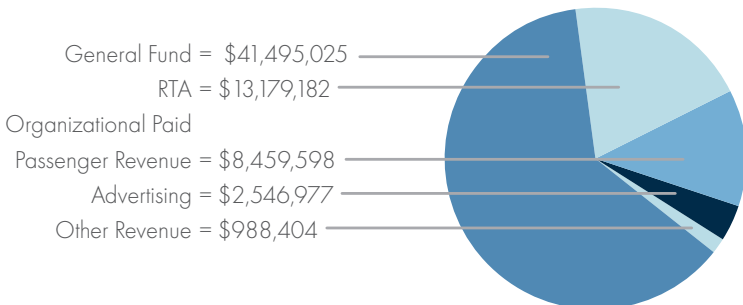
## Sun Tran By the Numbers

Ridership +7.4%

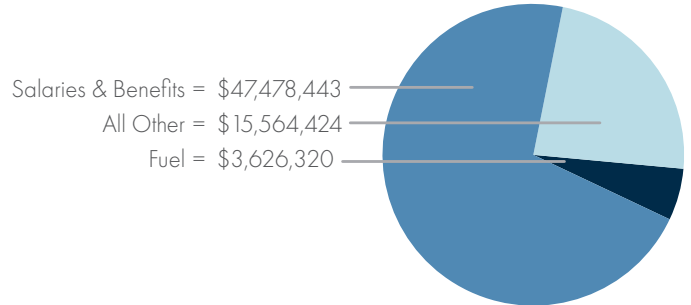
FY23 14,615,275  
FY24 15,792,573



Total Operating Revenue = \$66,669,187



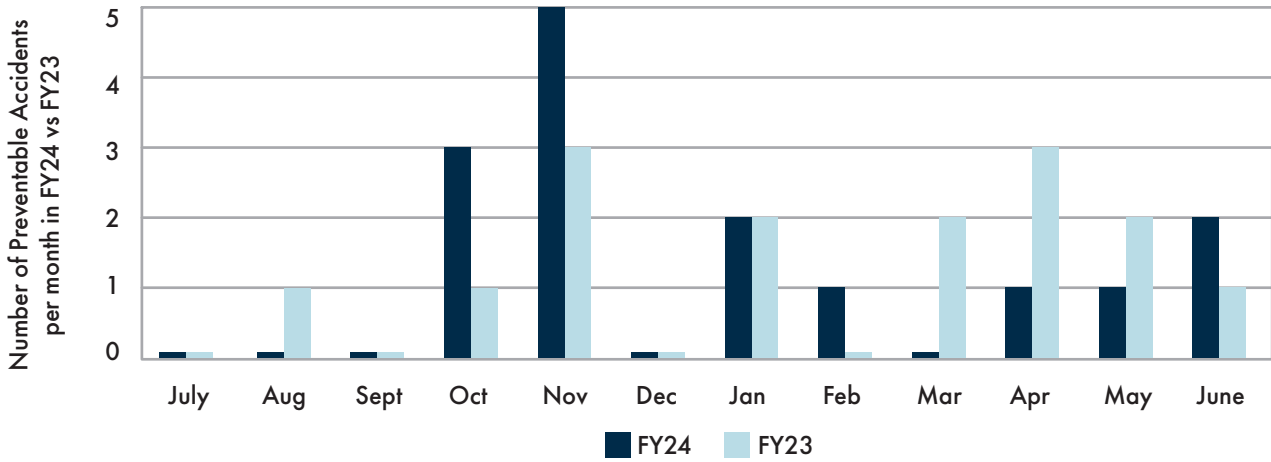
Total Operating Expenditures = \$66,669,187



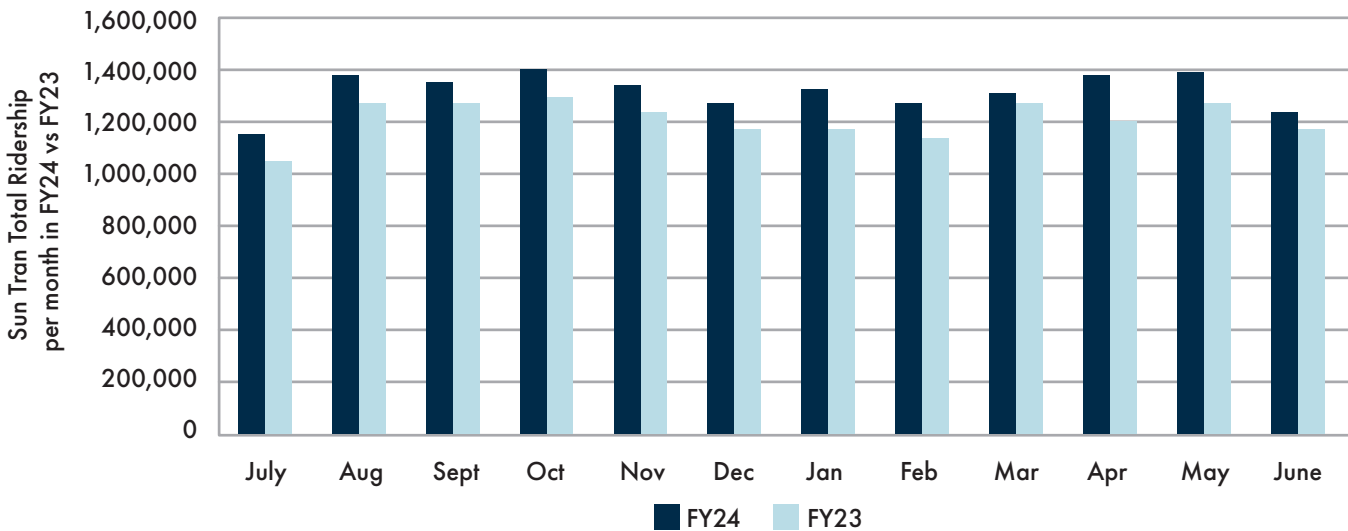


# Sun Tran FY24 System Overview and Performance Metrics

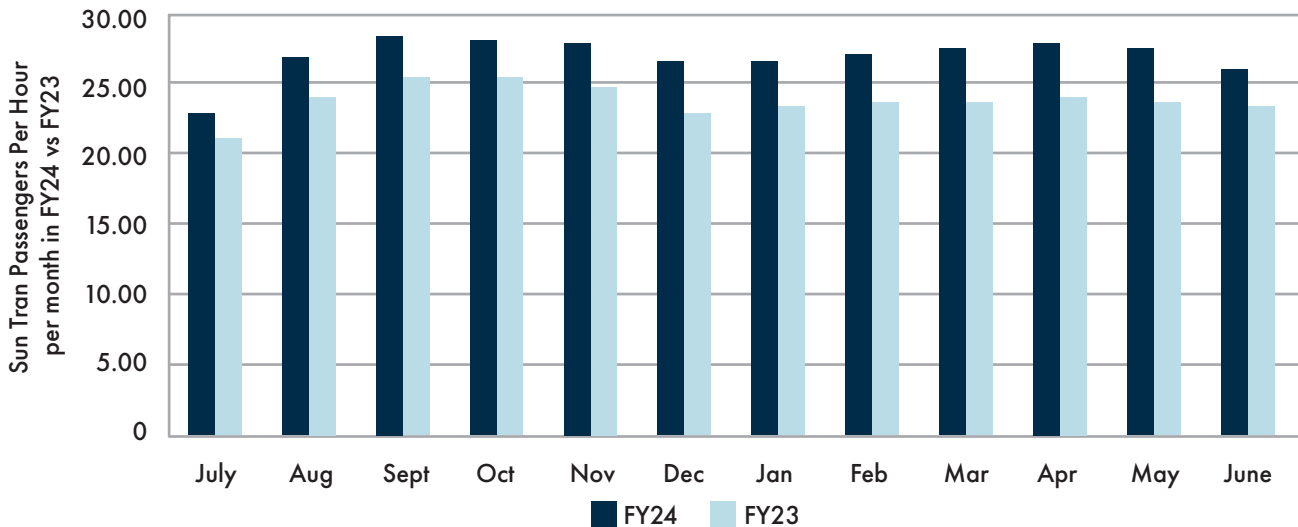
## Sun Tran NTD Preventable Accidents



## Sun Tran Total Ridership



## Sun Tran Passengers Per Hour





# Sun Link Streetcar – A Decade of Service



2024 marks a significant milestone for the Sun Link Streetcar, celebrating 10 years of service as a vital transit option in Tucson. Operating along a **3.9-mile loop** through five historic districts, the streetcar has played a key role in connecting communities and supporting downtown revitalization efforts.

Since its public launch on July 25, 2014, Sun Link has provided **10,462,301 million rides**, becoming a symbol of progress and economic vitality. In FY24 alone, the streetcar served 1.6 million riders, achieving record ridership in September 2023 and maintaining an impressive **101.47 passengers per revenue hour**. Operational excellence was further demonstrated through the accomplishment of key Maintenance goals with an impressive **100%** and adherence to Preventable and Non-Preventable Accident standards.

With a **\$5 million budget**, Sun Link continued to provide reliable service while contributing to Tucson's broader economic and transportation goals. As one of the largest-funded projects in the city's history, the streetcar remains a cornerstone of Tucson's transit network.

The City of Tucson will commemorate this decade of success with a **10th-anniversary celebration** in FY 2025, reflecting on the streetcar's significant contributions to connectivity, sustainability, and economic development.

The following sections detail Sun Link's operational performance, fiscal stewardship, and its role in fostering growth and vibrancy within Tucson.



Sun Link Streetcar Maintenance & Administration  
290 E. 8th Street



# Sun Link System Overview and Performance Metrics



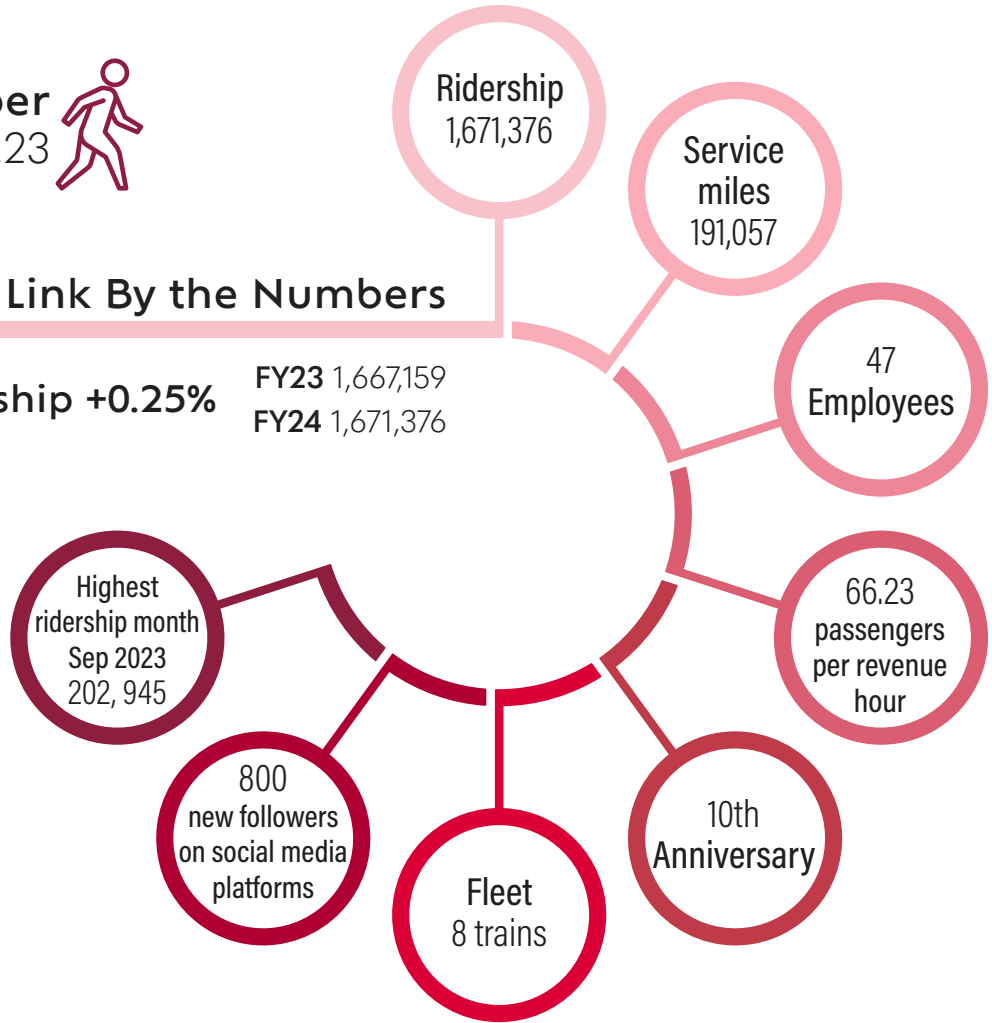
**OTP - 91%**

**Passengers per revenue hour - 66.23**

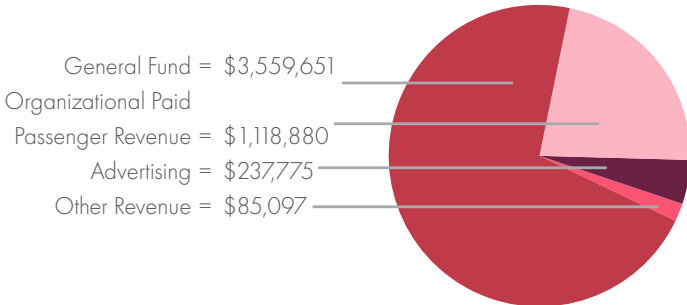


## Sun Link By the Numbers

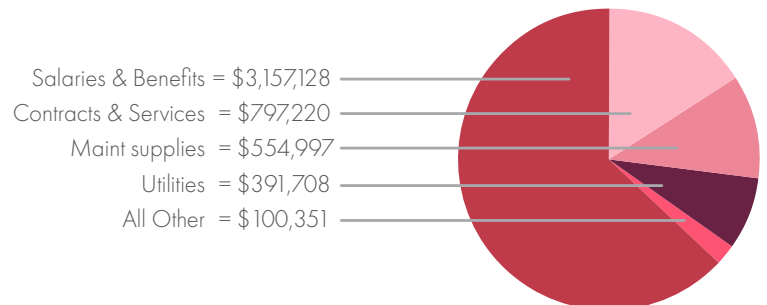
**Ridership +0.25%**  
 FY23 1,667,159  
 FY24 1,671,376



**Total Operating Revenue = \$5,001,404**

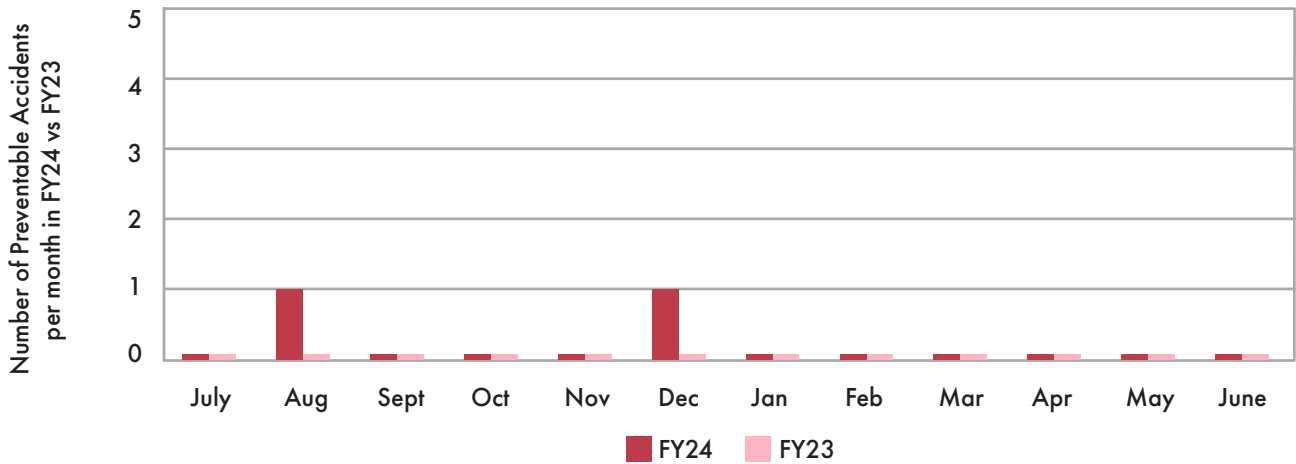


**Total Operating Expenditures = \$5,001,404**

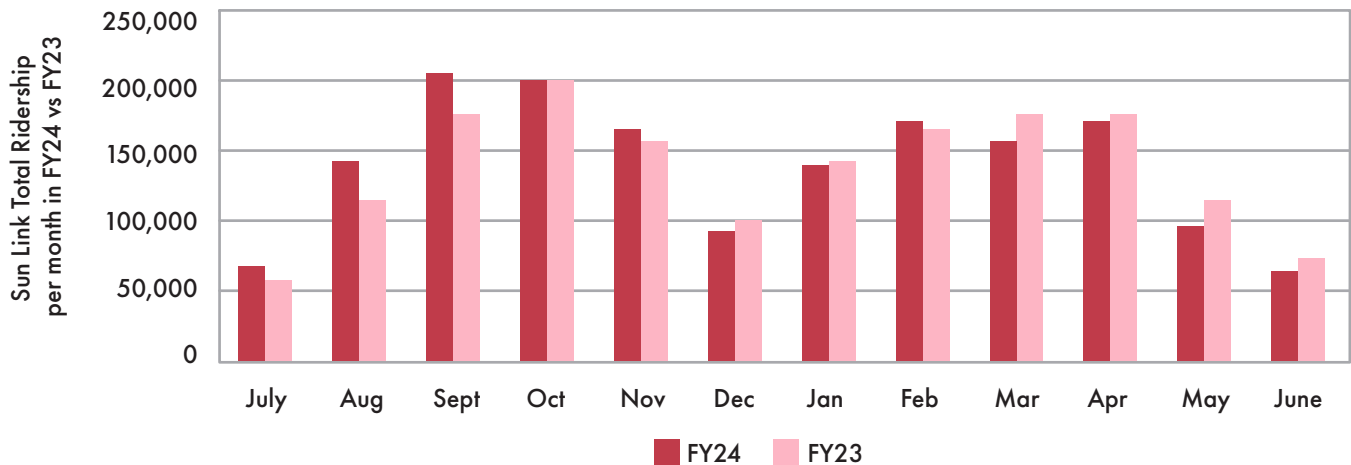


# Sun Link System Overview and Performance Metrics

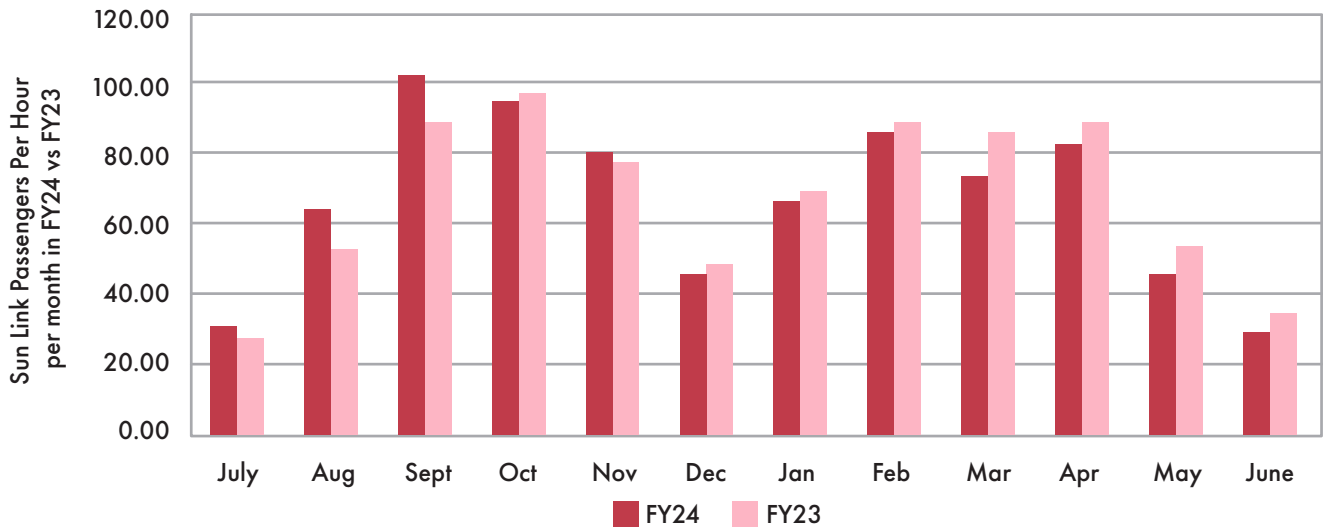
## Sun Link NTD Preventable Accidents



## Sun Link Total Ridership



## Sun Link Passenger Per Hour





# Sun Van – ADA Paratransit Service in FY24



In FY24, Sun Van upheld its mission of delivering high-quality, ADA-compliant paratransit services to the Tucson community. Despite challenges such as increasing ridership and an operator shortage, Sun Van employees demonstrated exceptional dedication, prioritizing safety and timeliness for passengers, accomplishing **87.26% On Time Performance**.

Operators provided over **4 million service miles**, representing an **8.4% increase** compared to FY23. This growth reflects Sun Van's commitment to meeting the transportation needs of its clients while maintaining a safe service experience, evidenced by achieving a Non-Preventable Accident rate of just **0.28%**.

Operating with a budget of **\$20,625,335 million**, Sun Van successfully stayed within financial targets, ensuring responsible resource management while continuing to serve the community effectively.

The following sections provide detailed insights into Sun Van's operational performance, safety achievements, and financial governance throughout FY24.



**Sun Van & Sun On Demand**  
3401 E. Ajo Way

**Sun Van Reservations** (520) 798-1000 / TDD (520) 884-5100  
**City of Tucson Eligibility Office** (520) 791-5409 / Email: [ada\\_temp@tucsonaz.gov](mailto:ada_temp@tucsonaz.gov)

# Sun Van System Overview and Performance Metrics



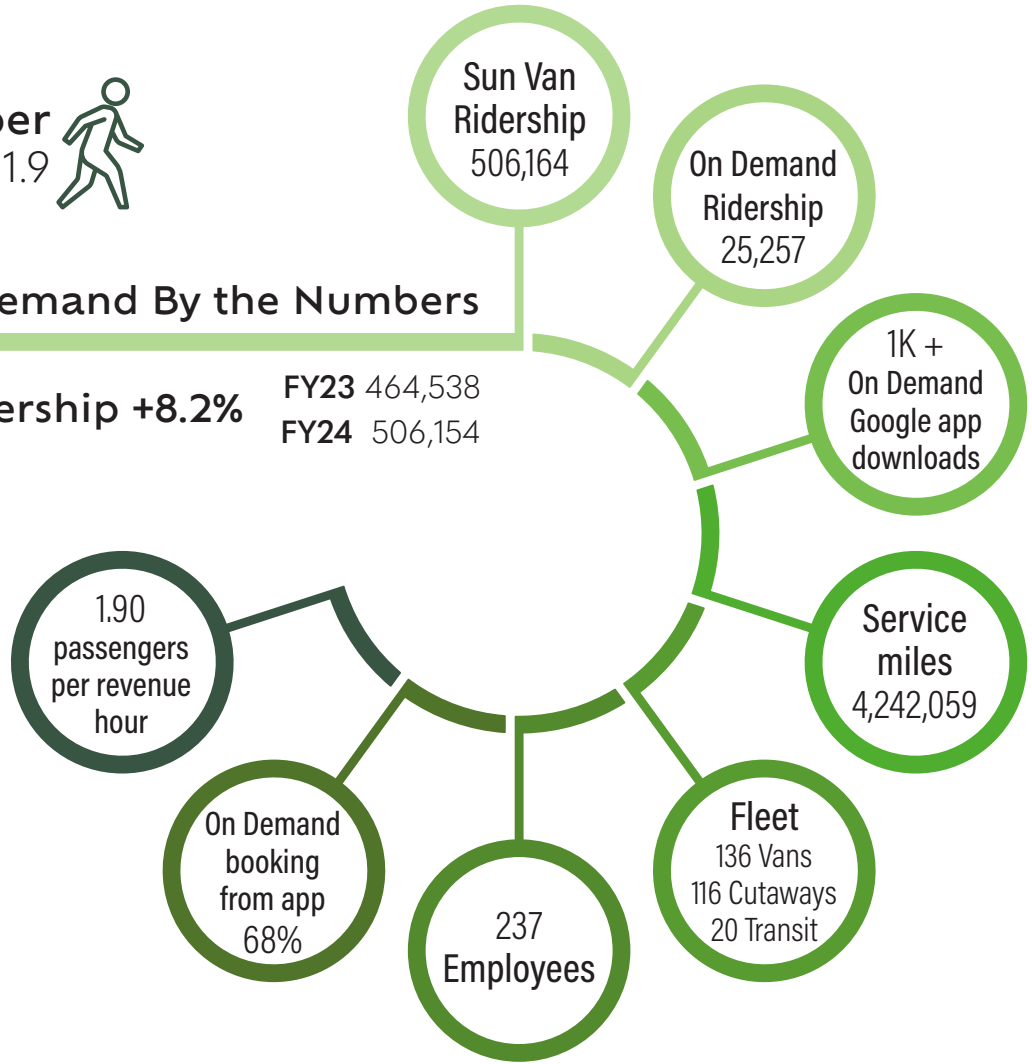
**OTP - 87.26%**

**Passengers per revenue hour - 1.9**

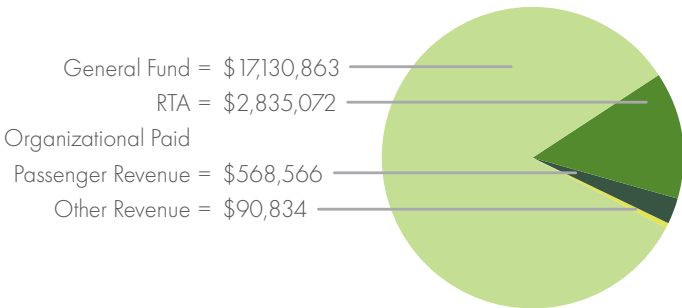


## Sun Van & Sun On Demand By the Numbers

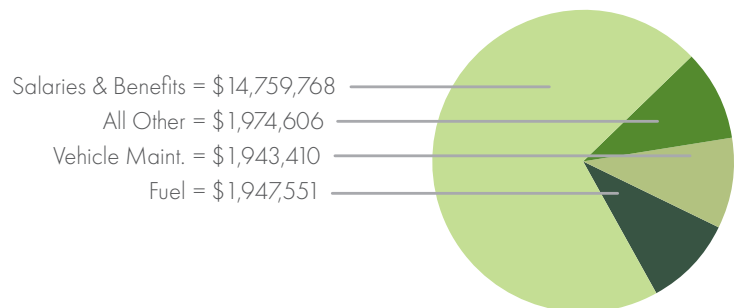
**Ridership +8.2%**  
 FY23 464,538  
 FY24 506,154



**Total Operating Revenue = \$20,625,335**



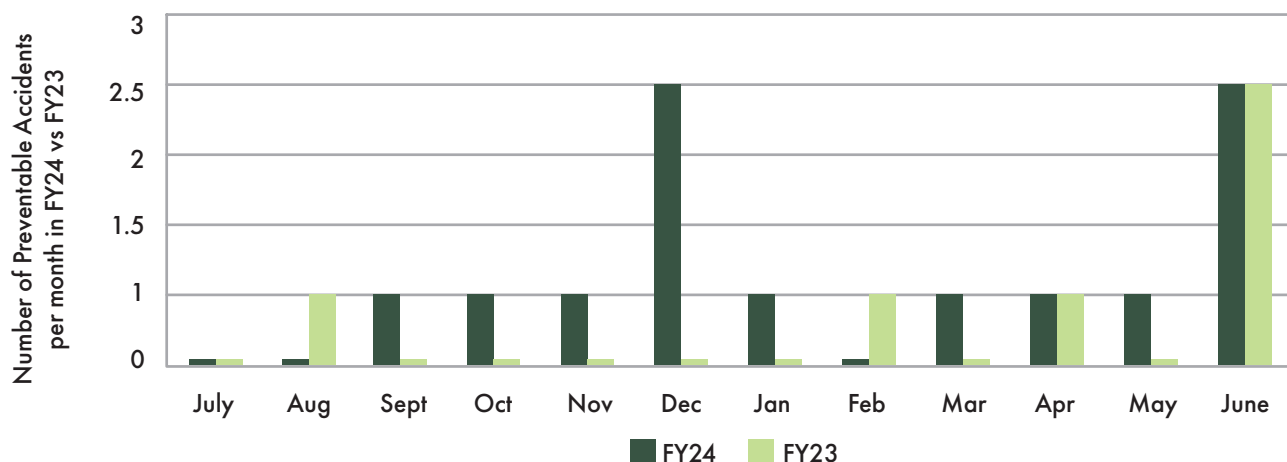
**Total Operating Expenditures = \$20,625,335**



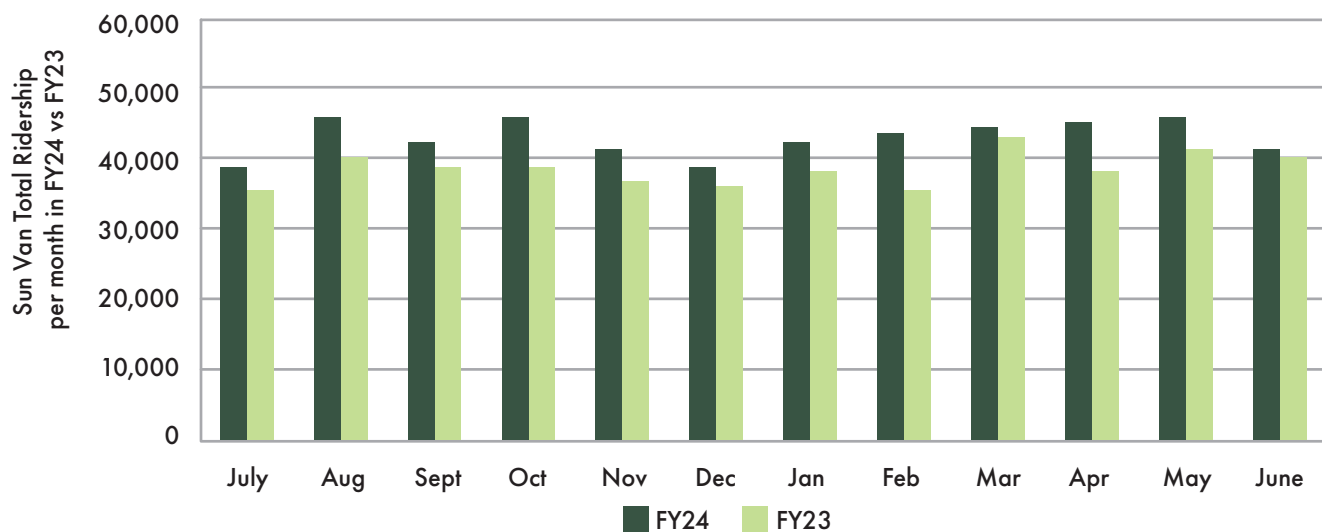


# Sun Van System Overview and Performance Metrics

## Sun Van NTD Preventable Accidents



## Sun Van Total Ridership



# Recruitment Strategies



Like many employers nationwide, Sun Tran have faced significant staffing challenges. In response to operating with fewer drivers than ever in FY24, we have further intensified our recruitment efforts. This includes developing effective retention strategies for drivers and improving our hiring processes. Despite ongoing attrition, these measures have led to the successful hiring of new bus operators.

To address shortages, the Human Resources department implemented enhanced recruitment strategies, utilizing best practices such as leveraging social media platforms, bus wrap advertising, referral programs, and partnerships with local agencies. As part of these efforts, Sun Tran Human Resources Department hosted six job fairs and 104 open houses, resulting in the successful recruitment of hundreds of applicants.

Through all of our recruitment efforts, HR on boarded 266 new hires, including coach operators, streetcar operators, and van operators. Additionally, HR promoted 31 employees across the three transportation modes.

## Sun Tran

88 New Hires  
Admin Hires  
Maintenance  
Coach Operators

## Sun Link

15 New Hires  
Admin Hires  
Maint./Ops.  
Operators

## Sun Van

163 New Hires  
Admin Hires  
Maint./Ops.  
Van Operators





# Service Quality, Efficiency and Equity

Since March 2020, we have been proudly operating on a fare-free basis, a policy we are committed to maintaining until June 30, 2025. During this period, we've made significant strides in enhancing our transit services and infrastructure. Sun Tran, Sun Link and Sun Van key achievements include:

## **Sun Tran Comprehensive Operational Analysis (COA) study**

Sun Tran successfully completed the Sun Tran Comprehensive Operational Analysis (COA) in the summer of 2024, a significant project that began in early 2023. Over the course of the year there were 40 public input meetings and 7 ward office briefings were conducted and a public survey was implemented to elicit feedback about the proposed draft changes. The public responded in a big way and a revision of the draft plan was instituted. The final analysis was presented to the Mayor and Council. The COA project was finalized after extensive community engagement, including surveys and a series of public input meetings. This comprehensive study reviewed and evaluated the services of Sun Tran, Sun Link, Sun Express, and Sun Shuttle. The analysis identified opportunities to enhance the efficiency, effectiveness, and equity of the transit system, with recommendations proposed for future service changes and expansions. The COA focused on creating a more equitable and efficient transit network, ensuring that the system better supports the needs of the community. The recommendations from the COA will guide future improvements and potential expansions, aimed at delivering better transit services for all users and were presented to Mayor and Council in June of 2024.

## **Sun Van Comprehensive Operational Analysis (COA)**

The study is underway! The goal of the COA is to review Sun Van service and provide the City with recommendations to improve service efficiency, effectiveness, the customer experience, and delivery of service. Sun Van and City of Tucson staff have completed the first round of public outreach and closed the public survey which showed that the public 's expectation is exceeded Sun Van for cost, safety and comfort. The results and recommendations are expected to be made available to Mayor and Council in late 2024/early 2025.



# Technicians for Sustainability



Sun Tran's commitment to the air quality in Tucson by taking cars off our busy streets and uses cleaner burning fuels to operate the fleet. As part of Sun Tran's dedication to becoming the City of Tucson's first "green" transit facility, solar bus canopies are shading the fleet of 185 buses. Throughout the Tucson community, bus shelters utilize solar powered lights to reduce the amount of energy used to provide safe and well-lit waiting areas for passengers. Transit facilities throughout Tucson provide another opportunity to go green. Sun Tran, Sun Van and Sun Link installed solar panels at their facilities to harness the power of the sun and generate clean energy. Sun Van features xeriscaping at the facility to help conserve water. Solar panels are at dozens of bus shelters, power light panels at the stops. These efforts help the transit system save money and resources, while reducing its impact on the environment. Sun Tran is committed to continually improving sustainability efforts in order to provide safe and reliable transportation for the Tucson community now and in the future. For the City's Climate Action Plan visit: [Climateaction.tucsonaz.gov](https://climateaction.tucsonaz.gov)

## City Of Tucson Awarded Federal Grant for CNG Buses to Reduce Carbon Emissions

The Federal Transit Administration (FTA) presented the City of Tucson with a \$21.4 million check on Monday, July 10 2023. A public Press Conference was held with Tucson Mayor Regina Romero, Amy Changchien, USDOT FTA Region 9 Deputy Regional Administrator, Samuel Credio Director Transportation and Mobility with The City of Tucson, and Sun Tran General Manager, Steve Spade to announce the award. The award is from the Low or No Emission Grant Program from the United States Department of Transportation (USDOT) to replace the remaining high emissions producing diesel-fuel buses with 39, 40-ft Compressed Natural Gas (CNG) buses. The switch to CNG buses will reduce carbon dioxide emissions by 2,480 metric tons as the City works towards achieving carbon neutrality in City operations by 2030. The federal award is matched by \$5.37M from the City of Tucson.

## Gaining Insight on Climate Data

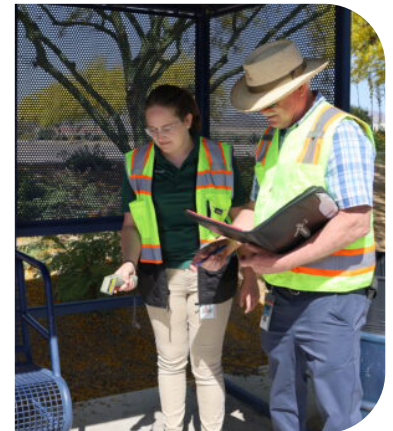
The Southwestern Urban Corridor Integrated Field Laboratory (SW-IFL) team along with Sun Tran collected atmospheric data in Tucson neighborhoods to study heat and air pollutants. The truck, equipped with climate-tracking instruments, measures temperature, humidity, wind speed, and other environmental data. The team will collaborate with Sun Tran and Tucson Resilient Together, to take measurements at bus stop pilot sites, ensuring that future bus stop projects benefit from this research.



## Heat Resiliency Research

Sun Tran’s Service Planning & Development took the lead on Heat resiliency research in FY24. Tucson is located in the hottest desert, it is also an urban area that is suffering from the Urban Heat Island effect. Structures in the built environment generally absorb and re-emit heat than natural structures. July 2023 was Tucson’s hottest month on record and hit triple-digit temperature highs each day. The increase in extreme heat is escalating and can only be expected to become more devastating each year. When physical bus shelters are not available, passengers rely on nearby vegetation (trees) for relief from the sun. Vegetation surrounding each bus stop varies but it is alarmingly scarce along major roadway corridors and newly developed lands. In August, staff visited multiple bus stops throughout the City of Tucson and measured both ambient and ground temperatures. By gathering this data at varying bus stops, staff were able to identify the amenities that best reduces heat. Bus stops that have vegetation nearby were found to have lower ambient air temperatures than bus stops without vegetation. The presence of a bus stop shelter with vegetation notably reduces the ground temperature, but it was also equally as effective in cooling the ambient air.

| Bus Stop Location                                      | Bus Stop Description                     | Ground Temperature | Ambient Temperature | Time (AZ (GMT-7)) |
|--|--|--------------------|---------------------|-------------------|
| Martin Luther King Jr Way/36 <sup>th</sup> Street (SE) | No Shelter, No Vegetation, No Tree Shade | 124°F              | 108°F               | 01:56 PM          |
| Park Avenue/Tucson Marketplace (NE)                    | No Shelter With Nearby Vegetation        | 111°F              | 107°F               | 02:08 PM          |
| 6 <sup>th</sup> Avenue/29 <sup>th</sup> Street (NE)    | Shelter with Tree Shade                  | 108°F              | 107°F               | 01:20 PM          |
| Martin Luther King Jr Way/Tucson Marketplace (NW)      | Shelter with Nearby Vegetation           | 109°F              | 106°F               | 01:49 PM          |



The results found in this study have been used to develop an ‘ideal bus stop’ project and have been incorporated into grant applications. The most notable to date is the Tucson Resilient Together Bus Stop Enhancement project. Six bus stops have been selected to receive improvements based on a tiered system.

**Tier 1:** Bus stops will receive shelters, static information displays, benches, solar powered lighting and a tamper-proof trash receptacle.

**Tier 2:** Bus stops will receive the same amenities as Tier 1, in addition to native vegetation, green storm water infrastructure, dynamic information kiosk, emergency call button and security cameras.

**Tier 3:** Bus stops will receive all the same amenities as Tier 2, with a bike-share station.

Sun Tran staff continues to look for methods and green infrastructures, while repairing and maintaining what is already in use. It is important to note that not all bus stops are eligible for enhance amenities due to Public Right of Way, but these bus stops still need solutions for extreme heat conditions.

South West Transit Association (SWTA) picked up on this case study and hosted a webinar featuring this study. With over 120 participants, discussed the key findings that vegetation surrounding a bus stop significantly reduced the high temperatures. Based on this discovery, Sun Tran is collaborating with Tucson Resilient Together to incorporate more vegetation to help reduce heat-related illness among transit riders. The full case study can be found at [Suntran.com](https://www.suntran.com).

## Transit security

Anti-loitering railings have been installed along the perimeter of the Ronstadt Transit Center to enhance safety. Additionally, security measures have been strengthened with the deployment of security rovers equipped with body cameras and an increase in operating hours to over 950 each week. We are also incorporating Crime Prevention Through Environmental Design (CPTED) principles into the planning of new bus shelters and applying these concepts to existing shelters where applicable. These efforts reflect our ongoing commitment to improving safety and security within our transit system.

## Samsara Dash cams

To enhance safety for passengers and drivers, Samsara dash cams have been installed in all Sun Tran revenue vehicles. This technology will help monitor and review incidents, contributing to a safer and more accountable transit environment.

## Surveillance cameras

Sun Link has completed the conversion to a 5G network for its surveillance cameras along the right-of-way. This upgrade has increased the number of cameras from eight to fifteen and significantly improved network uptime while reducing monthly costs. The enhanced surveillance system allows Sun Link to provide better customer service and maintain a more reliable network.

## Ride With Respect

The Sun Tran Marketing team was recognized for its innovative approach and impactful execution, the Ride with Respect campaign was honored with the 2023 Silver American Advertising Award, highlighting its effectiveness as an integrated campaign dedicated to enhancing the transit experience for all. The Ride with Respect Campaign began as an initiative aimed at cultivating the best rider experience, all while discouraging any form of disruptive, unsafe, or inappropriate behaviors aboard transit vehicles. At its core, this campaign supports a secure environment for all passengers, fostering a culture of mutual respect and consideration. The campaign also features a comprehensive set of Rules for Riding detailing what's allowed and what's not allowed on vehicles, as well as what to know before you go.

[Suntran.com/how-to-ride/bus-basics-rider-rules/](https://www.suntran.com/how-to-ride/bus-basics-rider-rules/)





## Training initiatives

To reduce mirror strike incidents on buses, we have installed mirror grid stations at Sun Tran facilities. Additionally, Sun Tran conducted 321 incident and accident retrainings and hosted five employee safety meetings throughout the year. Our safety initiatives also included organizing a Bus Rodeo, forming focus groups to address safety concerns, and holding a Safety Award presentation to recognize and promote best practices among our staff.

Sun Link's Safety & Security Officer, achieved certification in the Public Transportation Safety Certification Training Program (PTSCTP). The team also created a Coupling and Towing Training Video and enhanced the training program. Right-of-Way staff received comprehensive training from Nortrak, including both classroom and hands-on components. Additionally, Sun Link developed an obstacle course for operator training, based on the RATP Dev Train the Trainer program. This course, led by Sun Link Operator and Safety & Security Manager which featured simulations to help operators practice using visual cues and markers for berthing.

## Mobility Device Securement Upgrades

We are in the process of installing wall-mounted mobility device securements across the Sun Tran fleet. This initiative is designed to enhance safety and convenience for passengers using mobility devices, ensuring a more secure and comfortable ride for all. How many have been installed?

## Technology upgrades

The Trapeze base map has been improved to provide more complete information to Sun Van reservations and dispatch staff to be able to see more detailed streets especially in the fast-growing areas of Tucson. Aiding staff to pinpoint client pick-ups and drop-offs, leading to greater accuracy in the trip booking process as well as in service delivery. Sun Van's commitment to service enhancements with an upgrade to the Paracutter (Trapeze) software platform, which has been utilized by Sun Van for a number of years. The goal is to realize further efficiencies in the scheduling and delivery of Sun Van service.



## Community events & training

Community outreach is essential for projects that impact public services or infrastructure, like Sun Tran's operational analysis and fare-free transit. Sun Tran is dedicated to hearing diverse voices and underrepresented groups, building trust in the community, gaining local insights, improving outcomes and fostering collaboration with local agencies. When the public understands how to use the public transit system effectively, they are more likely to use it. This increase in ridership so that they are heard in feedback that reflects the needs of the entire community leading to more equitable solutions.



### Stuff the Bus with Sun Tran

This year Sun Tran collected **909** toys, with 65 of the toys being bicycles for kids! Sun Tran also collected \$160 and two bags of non-perishable foods.

### Stuff the Boot with Sun Link

For the second year Sun Link hosted its Stuff-the-Boot event to benefit the TMM Family Services. Sun Link collected \$80.00 for children in need. Santa was at the Mercado San Augustin at the Sun Link stop to help fill the boot with monetary donations.

### Stuff-the-Bus with Food Bank of Southern Arizona and HSL

Sun Tran along with the Food Bank of Southern Arizona and HSL collected 15,218 pounds of food was collected and more than \$18,000 in monetary donations.





# Dedication to Workforce Engagement



## Sun Tran Bus Rodeo and International Bus Rodeo

Sun Tran hosted the 2024 Bus Rodeo, Thirteen (13) Sun Tran operators and Mountain Line Transit in Flagstaff, AZ competed in the Bus Rodeo on March 16. The Bus Rodeo is an obstacle course that includes very specific and precise right turns, lefts turns, reversing and servicing stops with a 35 or 40-foot bus. Operators had an opportunity to compete in two different categories, 40-foot or 35-foot bus with each category going through 11 obstacles. The winners for this year's bus Rodeo were Flagstaff operator Nick Johnson for the 35-foot bus and Sun Tran operator Carlos Murillo for the 40-foot bus. Carlos Murillo will be attending the International Rodeo in Portland, Oregon on behalf of Sun Tran and the state of Arizona. Sun Tran's Training Coordinator Connor Steele and bus operator Carlos Murillo participated in the International Bus Rodeo in Portland, Oregon, held alongside the 2024 Mobility Conference. The Rodeo featured 76 bus operators and 46 maintenance teams demonstrating their skills in driving, safety, and repairs. Following the Rodeo, they attended the APTA Mobility Conference, engaging in sessions on alternative fuels and transit safety. Their involvement highlights Sun Tran's dedication to excellence and ongoing industry improvement.

## Halloween Boo Town & Sun Link Spooky Train

This spooky season Sun Tran hosted a Boo Town for all employees and their families on October 27th. Employees and their families had a fun time traveling through Boo Town and trick-or-treating through the spooky decorated areas. Boo Town also included a haunted house, face painting, photo booth and crafts station. Organizing employee events fosters connections among staff and enhances team-building experiences. Sun Link Spooky Train brought in trick or treaters along 4th Avenue on October 29th from 11-2 pm. The public had a great time exploring the Sun Link train that was decorated and greeted by staff.



# Dedication to Workforce Engagement

## Employee Events Committee

In FY24, a group of Sun Tran, Sun Link and Sun Van employees formed the Events Committee. Employees wanted to give back to co-workers in promoting company culture and supporting employees through recognition of their achievements and milestones. Over the fiscal year, the events committee hosted 3 staff luncheons, 5 bake sales, raffled 10 baskets and hosted 6 50/50 raffles. The committee raised \$3,670.19 for FY24 (amount does not reflect expenses). The committee strives to continue to boost employee morale and look forward to new opportunities to activate employee wellness in FY25.

## Think Transit Conference

March 2024 sponsored by Trapeze and Vontas and hosted by Sun Tran, Sun Link and Sun Van. From the warm Tucson welcome to the celebratory awards ceremony. The excitement kicked off with a warm welcome from Sabrina Herrera, Assistant General Manager of Sun Tran, setting the tone for what was to be an incredible event. The final day began with the Think Transit Awards of Excellence and a keynote address from special guests RATP Dev GM Tucson, Steve Spade, and RATP Dev USA VP, Client Relations, Robert Smith sharing insights into innovations at Sun Tran.





# FY24 main points/recap Annual Report:

## 1. Comprehensive Operational Analysis (COA)

- Conducted and finalized in summer of 2024 with a presentation to Mayor & Council.
- Included community feedback and public input.
- Evaluated Sun Tran, Sun Link, Sun Express, and Sun Shuttle services.
- Aimed to enhance efficiency, effectiveness, and equity of the transit network.

## 2. Fare-Free Transit and Vehicle Procurement

- Focused on fare-free operations and how that changes how we do business.
- Procuring electric buses, replacement paratransit vehicles, and other essential equipment.
- Emphasizing sustainability and accessibility.

## 3. Climate Action and Federal Grants

- Tucson Mayor Regina Romero's Climate Action and Adaptation Plan aims for carbon neutrality by 2030.
- A \$21.4 million federal grant is supporting the replacement of diesel buses with Compressed Natural Gas (CNG) buses.
- This initiative will reduce carbon dioxide emissions by 2,480 metric tons.

As we move forward, it's crucial to maintain momentum and focus on the goals outlined. The successful implementation of the Sun Tran COA and with the Sun Van COA underway, the fare-free operations will greatly benefit our community, promoting both environmental sustainability and equitable access to transit. Our goal to ensure that the new electric and accessible vehicles are seamlessly integrated into our system, and continue to advocate for policies and investments that support a cleaner, more efficient transit network. Our collective efforts will pave the way for a more sustainable and inclusive future for Tucson's public transportation.





# TUCSON'S

## First Bus Rapid Transit System

**Past, Present & Future-** 50 Years of Sun Tran.

**Bus Rapid Transit (BRT)** project will be submitted by the City of Tucson for a capital investment grant application and is anticipated to commence in the 2025 calendar year.

**CNG** plant construction at Sun Tran North West facility.

**Buses & Bus Facilities Grant Award 11.4 million** for facility lifts and bus stop improvements.

**Sun Van Comprehensive Operational Analysis(COA).**

**NEPA clearance** for North facility at Sun Tran for the CNG station and for battery electric shuttle charging infrastructure to be located at Sun Van.

**Battery electric charging infrastructure** for the north facility.

**Bus wash facility** construction in summer/fall 2025.

**Electric Buses:** Ten (10) additional battery electric buses will be added to the Sun Tran fleet, each boasting a 35% longer range than our current fleet.

**Upgrading Paratransit Services:** Recognizing the importance of accessible transit, we are in the process of replacing 50 paratransit cutaway vehicles.

**Introduction of Electric Accessible Transit Vans:** In our continuous effort to provide inclusive transportation, five (5) electric accessible transit vans will be added to the Sun Van fleet.

**Security projects and initiatives:** Tohono Tadaï transit center fence project from design concept to funding allocations and new lightning project. Developing concept design work for the infrastructure and placement of new cameras at the Roy Laos transit center.

**Sun Link alignment projects and increased security and Customer Service.**



## City of Tucson



Mayor  
Regina  
Romero



Ward 1  
Lane  
Santa Cruz



Ward 2  
Paul  
Cunningham



Ward 3  
Vice Mayor  
Kevin Dahl



Ward 4  
Nikki  
Lee



Ward 5  
Richard  
Fimbres



Ward 6  
Karin  
Uhlich



City Manager  
Tim  
Thomure

## City of Tucson Department of Transportation and Mobility



Director,  
Sam Credio



Deputy Director,  
Robin Raine



Transit  
Administrator,  
Rhett  
Crowninshield

### RTA Chair

AZ State Transportation Board Member Ted Maxwell

### RTA Vice Chair

Oro Valley Mayor Joe Winfield

### RTA Treasurer/2nd Vice Chair

Sahuarita Mayor Tom Murphy

### Members

Tohono O'odham Nation Chairman Verlon Jose  
Pascua Yaqui Tribe Chairman Peter Yucupicio  
Pima County Vice Chair Rex Scott  
Tucson Mayor Regina Romero  
South Tucson Mayor Paul Diaz  
Marana Mayor Jon Post

