



MINUTES

Pursuant to A.R.S. § 38-431.02, notice is hereby given to the members of the Mayor and Council Tucson Transit Advisory Committee and to the general public that the Committee will hold the following meeting which will be open to the public on:

Monday, September 8, 2025 at 3:00 PM
Park Tucson Conference Room, 110 E. Pennington St., Ste. 150

1. Call to Order/Roll Call – 5 minutes

Those present were:

Those absent were:

Members

-Riley Merline, Ward 1
-Ray Jordan, Ward 2
-Suzanne Schafer, Ward 3
-Mike Sanchez, Ward 4
-Margot Garcia, Ward 6
-Gene Caywood, City Manager
-Mike Milczarek, City Manager

Members

-Diana Moreno, City
Manager

Others

Allen Benz, Public
Dale Kaneshiro, Public
Richard Meyers, Public
Kimberly Sargent-Mason, Public
Hector Macias, Public
Melanie Lawson, PAG/RTA
Mikel Oglesby, Sun Tran
Davita Mueller, Sun Tran
Andrew Vargas, Sun Tran
Sam Credio, City of Tucson
Andy Bemis, City of Tucson
Ian Sansom, City of Tucson
Monica Landgrave, City of Tucson
Susan Spiess, City of Tucson

2. Approval of Minutes – (Vote) – 5 minutes

The approval of minutes was moved, duly seconded, and, hearing no objections, Chair Suzanne Schafer approved the motion.

3. Call to the Audience (First) – 5 minutes

Allen Benz mentioned that in another meeting he is present at they use AI to record the session and the program summarizes the meeting at the end. The program they use is called Read AI.

Richard Meyers said that going westbound on Country Club and Speedway, an older man told him he loves the free bus, and he can drive but his truck breaks down all the down, so he was grateful to ride the bus.

Gene Caywood said he is with the Trolley Museum and that they will have an open house on November 15, everyone is invited. It will be a community event, there will be a food truck, as well as celebrate the 50 years of Sun Tran.

4. Updates/Announcements from TTAC Members and Staff (Informational Only) – 35 minutes

Melanie Lawson mentioned the RTA Next plan was approved and it will be on the ballot in March 2026. It has 6 categories: 1) Roadway (Multimodal) Corridor, 2) Arterial Reconstruction, 3) Transit, 4) Safety, ADA and Active Transportation, 5) Environmental, and 6) Debt Service, RTA and Small Business Program Administration Costs. More information on RTA Next is available at the following link: <https://rtanext.com/>.

Ian Sansom gave a brief summary regarding a program being implemented by the Primavera Foundation, which involves providing outreach to community members at the 3 transit centers. The purpose is to let people know about their services, and they are doing a pre-survey and a post-survey to compare results.

Davita Mueller talked about the outreach taking place for the possible discontinuation of Route 22. The events are open-home style, with two in-person events left, as well as a virtual one. Sun Tran will receive comments on Route 22 until September 15th.

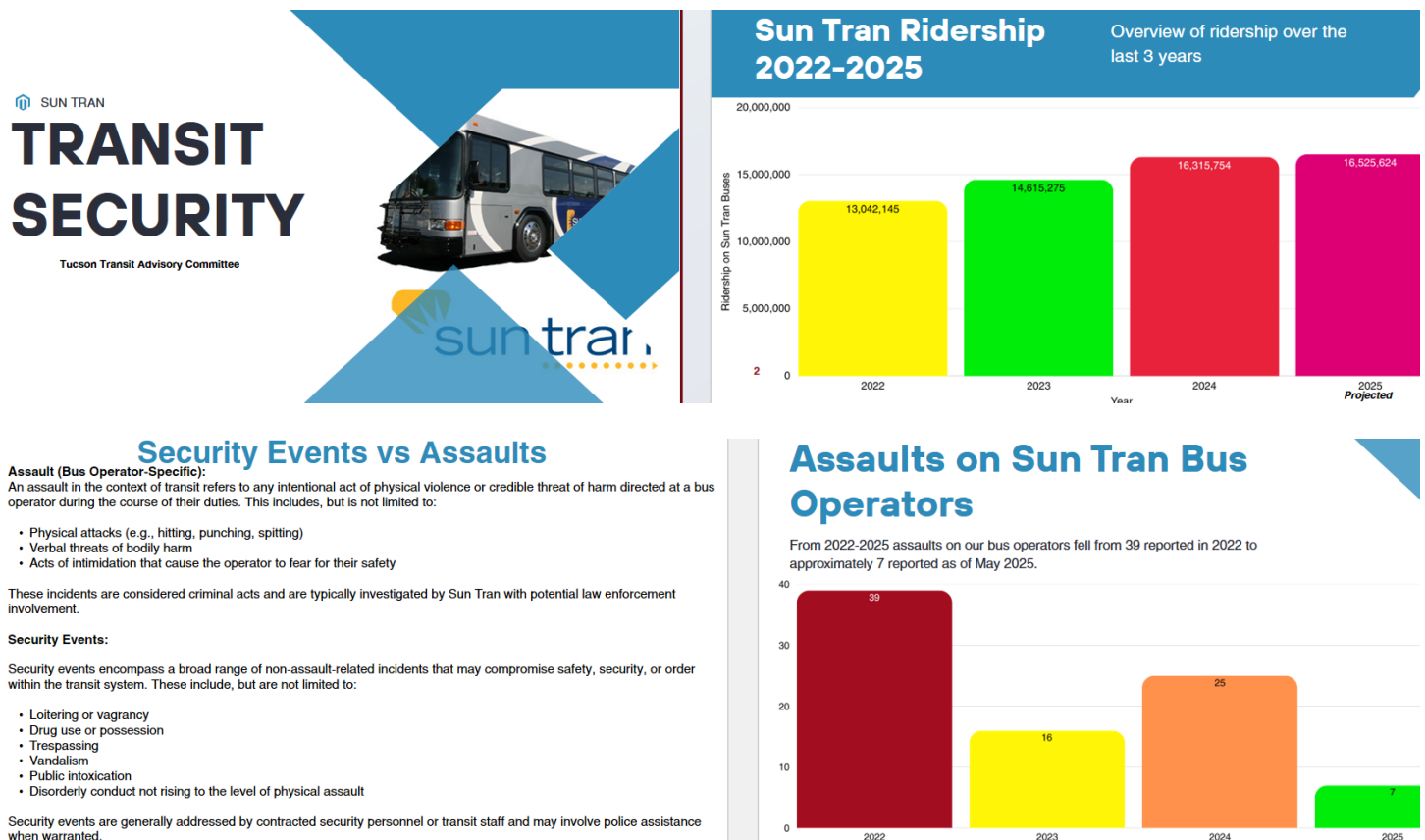
Mikel Oglesby said the Sun Tran app update is moving forward and that they expect to sign a purchase order soon. Also, Mikel said the Passenger Safety and Security Survey is now live on the Sun Tran website and is available to the public until September 22nd. Likewise, paper surveys will be available on all Sun Tran buses.

Sam Credio talked about the collision between two streetcars that occurred in August 2026. The investigation of the incident is still underway, and the damage of the two streetcars is being analyzed to repair them. Next, Mikel mentioned that new procedures are now being implemented to ensure that this never happens again.

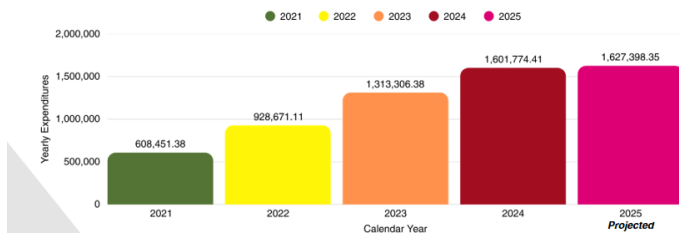
5. Complete Streets Coordinating Council Update – 5 minutes

Riley Merline said the Safe Streets Mini-Grant Programs is receiving applications. More information is available here: <https://tucsondelivers.tucsonaz.gov/pages/safe-streets-mini-grant-program>

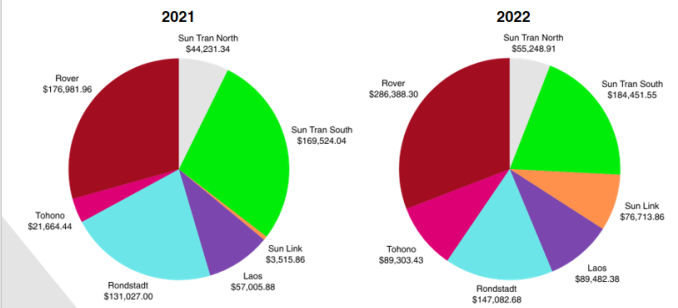
6. Sun Tran Safety and Security Update and Overview – 40 minutes *Andrew Vargas*



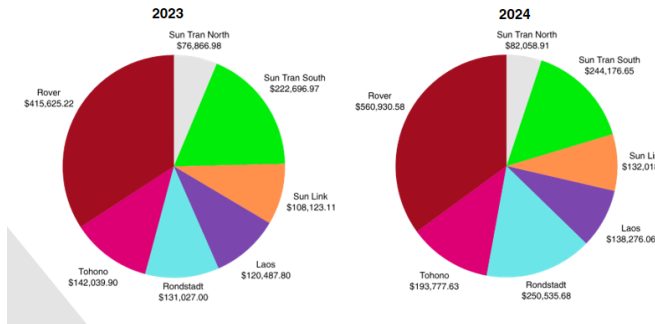
Sun Tran Annual Security Spending



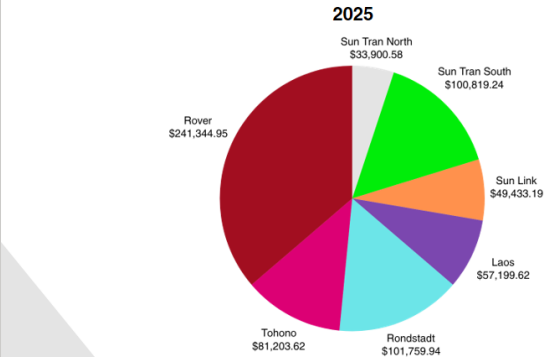
Sun Tran Annual Security Spending Breakdown



Sun Tran Annual Security Spending Breakdown

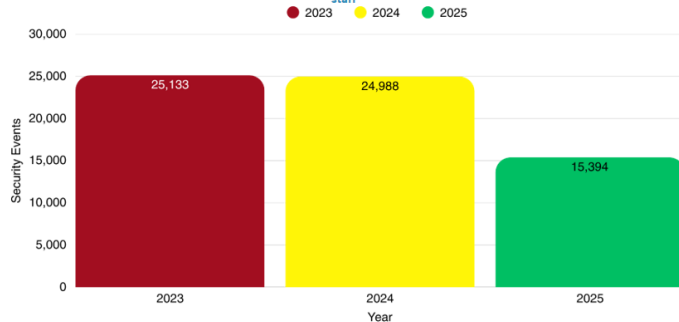


Sun Tran Annual Security Spending Breakdown

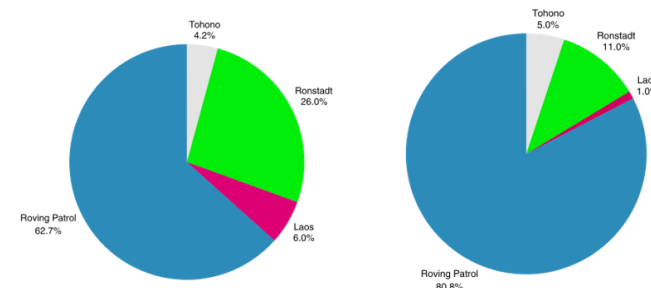


Security Events 2023-2025

Security Events showcase how many security related matters were addressed by security staff



Security Event Occurrence Percentages By Location 2024/2025



2025 Calendar Year Statistics

Security officers have responded to about 15,394 security events this year, with some of those events resulting in a logged incident

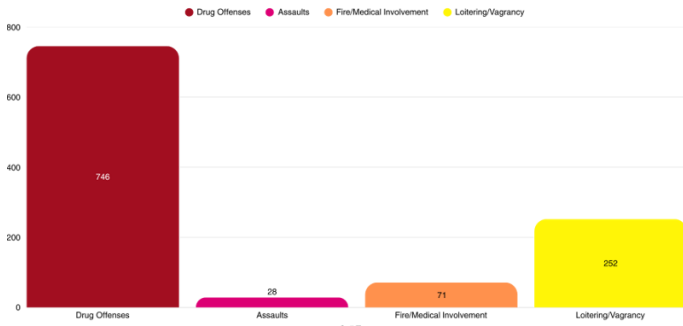
Security services cover different parts of the Sun Tran, Sun Link, and Sun Van network. More than 80.8% of service calls were handled by the roving patrols alone.

Security incidents at the three transit centers were: TTC – 66, LTC – 16, and RTC – 136. In comparison, roving patrols logged 796 incidents.

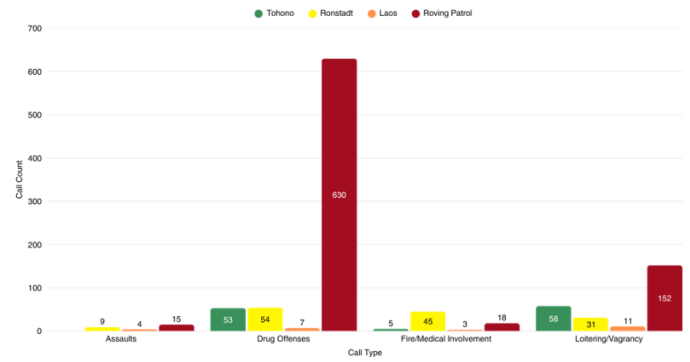
Security Events by Day – AM/PM Breakdown (2025)

- PM Hours Drive Most Activity: 64% of all security calls occur during PM hours, with Sunday and Saturday showing almost no AM activity.
- Thursday and Friday Are the Busiest Days: These two days see the highest volume of calls (over 2,600 each), accounting for roughly 34% of total weekly incidents.
- Weekend Mornings Are Inactive: Both Saturday and Sunday mornings show negligible activity, suggesting minimal need for early shift coverage on weekends.

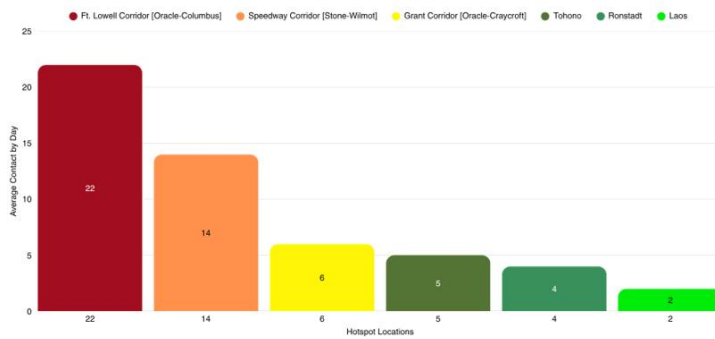
Frequent Security Event Categories 2025



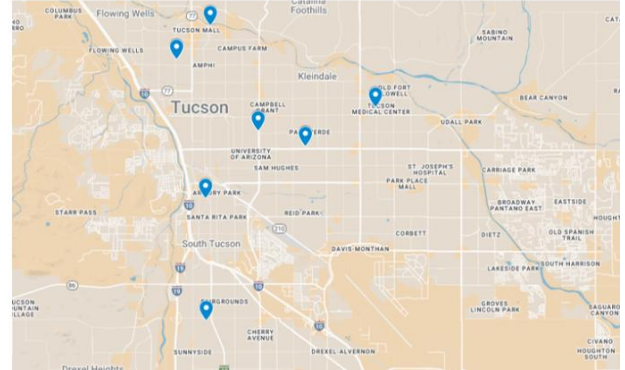
Security Events by Frequency & Location



Average Daily Security Event By Hotspot Area 2025



Map of Average Daily Security Events



Security Incident Breakdown 2025

- Security incidents are separate from a security event, in which a member of the contracted security team submitted an incident report stemming from a security related event
- Drug offenses are primarily occurring at bus stops and at transit centers. Security incidents were recorded as of May 2025 with approximately 64% of drug related matters occurring at bus stops and approximately 35.94% occurring at transit centers. There were no recorded drug related security incidents involving a bus.
- Between the three transit centers Laos had approximately 16 incidents at the center, with 2 involving a bus. Ronstadt had approximately 136 incidents at the center with 3 involving a bus. Tohono had approximately 66 incidents at the center with 7 involving a bus.
- Rovers responded to approximately 796 incidents with 43 involving a bus.

Transit Stop Access, Oversight, and Response Responsibilities

Clarifying Roles, Rider Comfort, and Nonrider Presence at Sun Tran Stops

- Maintaining Comfortable & Accessible Transit Stops**
 - Daily cleaning & maintenance across all Sun Tran stops by a maintenance crew comprised of approximately 14 staff members and 1 manager.
 - Approximately 15-20 stops are addressed for cleanliness per day.
 - Roving security & static post patrols
- Coordination with:**
 - Local Law Enforcement
 - Homeless Outreach
 - Parks & Recreation
- Responsibility Breakdown**
 - Sun Tran: Rider safety, customer concerns, on-the-ground monitoring
 - City of Tucson: Infrastructure, shelters, lighting
 - Law Enforcement/Private Security/Outreach: Address loitering, drug use, encampments, etc.

Transit Stop Access, Oversight, and Response Responsibilities (Con.)

Clarifying Roles, Rider Comfort, and Nonrider Presence at Sun Tran Stops

- Addressing Nonrider Presence**
 - 1-3 individuals: Security engages if not waiting for transit
 - Larger groups: Coordinated response by security and/or law enforcement
 - Ongoing Issue Locations: Identified via patrols and reports. Consistently and proactively addressed as the day progresses
- Operator Protocol**
 - Always stop unless a location is flagged unsafe
 - Operators should treat all individuals as potential riders
 - Reporting concerns is encouraged through official channels (i.e. Sun Tran dispatch)

Operator Responsibilities & Rider Expectations for Onboard Behavior

Operator Expectations for Onboard Conduct

- Operators are not enforcement officers, but they are trained to:
 - Observe and report disruptive, threatening, or unsafe behaviors
 - Request compliance with basic rider rules (e.g., no smoking, loud music) via "ask once policy"

Denial or Removal of Riders

- Operators will request that a passenger exit the bus if:
 - The person is combative, visibly intoxicated, or causing a disturbance
 - Safety of others is clearly at risk
 - Operators will safely pull over and leave all doors open to allow the passenger to exit the bus without further intervention
- In all other cases, operators are instructed to call for assistance from Sun Tran dispatch who will deploy appropriate resources to address the concern

Operator Responsibilities & Rider Expectations for Onboard Behavior (Con.)

Passenger Reports to Operators

- Passengers are encouraged to report onboard violations via Sun Tran customer service phone line at 520-792-9222 or direct to the bus operator.
- Operators will:
 - Acknowledge the concern
 - Report it to Sun Tran dispatch
 - Avoid confrontation unless to proceed with the "ask once policy" to address the concern if safe to do so

Clarity & Consistency

- Ongoing training reinforces:
 - When to intervene vs. when to call for help
 - De-escalation techniques
 - Passenger rights and ADA protections

Thank you
Andrew Vargas
Transit Security Manager

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Address:

3910 N. Sun Tran Blvd Tucson, AZ 85705

Phone:

Office: 520-206-8803

Website:

<https://www.suntran.com/safety-security/>

7. Electric Trolleybus Presentation – 10 minutes *Gene Caywood*

This item was moved to the next meeting.

8. Call to the Audience (Second) – 5 minutes

Dale Kaneshiro talked about issues and opportunities he has observed as a driver on both Sun Van and Sun On Demand.

Allen Benz talked about how in Las Vegas fares are 4 dollars each way, and a day pass is 8 dollars and that we should compare that with what Tucson has.

9. Items and Date for Next Meeting(s) – 5 minutes

- TTAC Representative at the CSCC
- RTA Next Presentation
- How it's going with the COA route changes, responses, issues, etc
- Electric Trolleybus Presentation
- Safety and Security in some capacity

Monday October 6th, 2025

10. Adjournment 4:51 pm

For further information, contact: Monica Landgrave-Serrano, (520)-780-0635, monica.landgrave@tucsonaz.gov. Persons with a disability may request reasonable accommodation, such as a sign language interpreter, by contacting Transit Services at 520 791-5409. Requests should be made as early as possible to allow time to arrange the accommodation.