



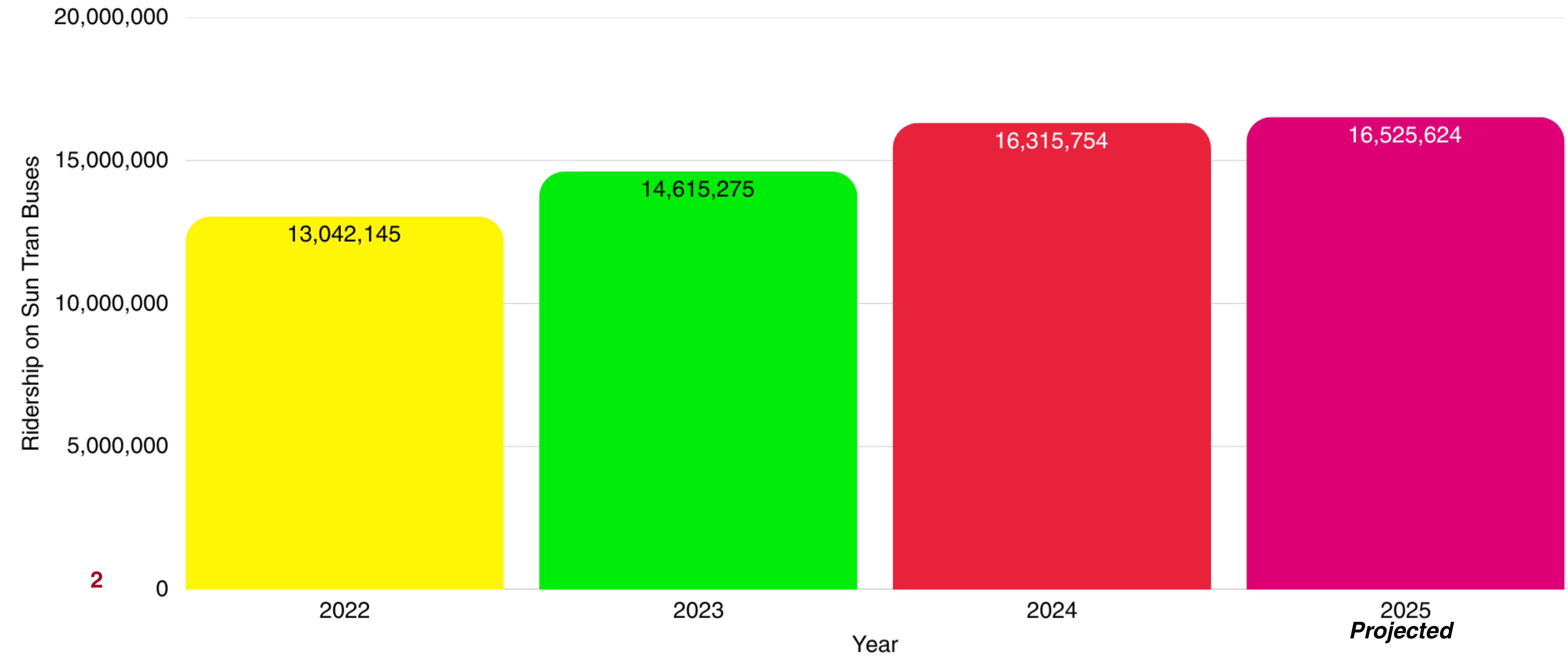
# TRANSIT SECURITY

Tucson Transit Advisory Committee



# Sun Tran Ridership 2022-2025

Overview of ridership over the  
last 3 years



# Security Events vs Assaults

## **Assault (Bus Operator-Specific):**

An assault in the context of transit refers to any intentional act of physical violence or credible threat of harm directed at a bus operator during the course of their duties. This includes, but is not limited to:

- Physical attacks (e.g., hitting, punching, spitting)
- Verbal threats of bodily harm
- Acts of intimidation that cause the operator to fear for their safety

These incidents are considered criminal acts and are typically investigated by Sun Tran with potential law enforcement involvement.

## **Security Events:**

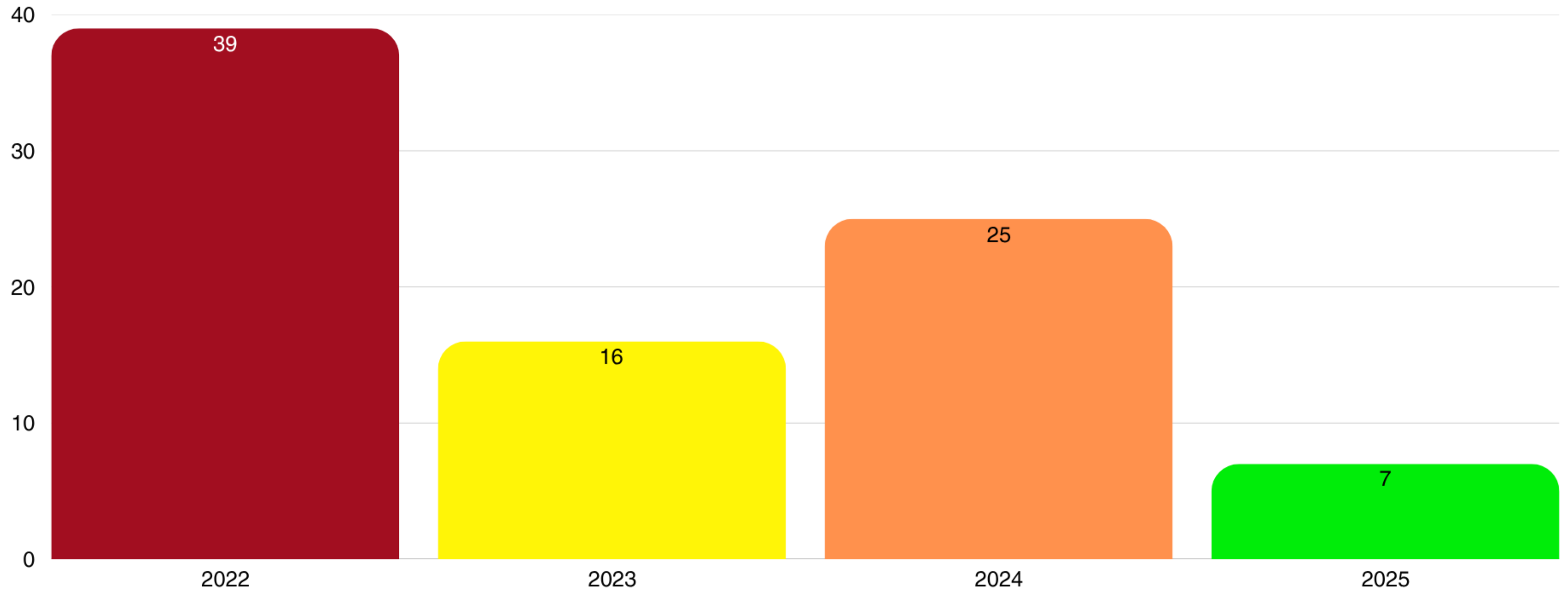
Security events encompass a broad range of non-assault-related incidents that may compromise safety, security, or order within the transit system. These include, but are not limited to:

- Loitering or vagrancy
- Drug use or possession
- Trespassing
- Vandalism
- Public intoxication
- Disorderly conduct not rising to the level of physical assault

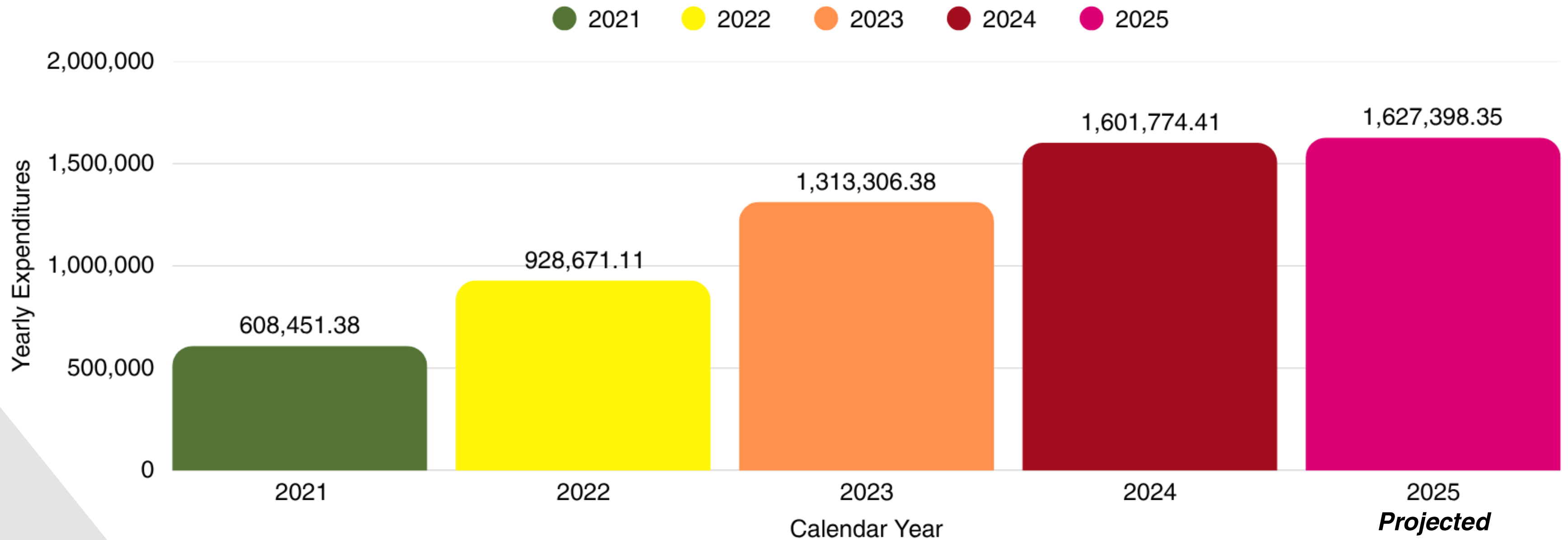
Security events are generally addressed by contracted security personnel or transit staff and may involve police assistance when warranted.

# Assaults on Sun Tran Bus Operators

From 2022-2025 assaults on our bus operators fell from 39 reported in 2022 to approximately 7 reported as of May 2025.

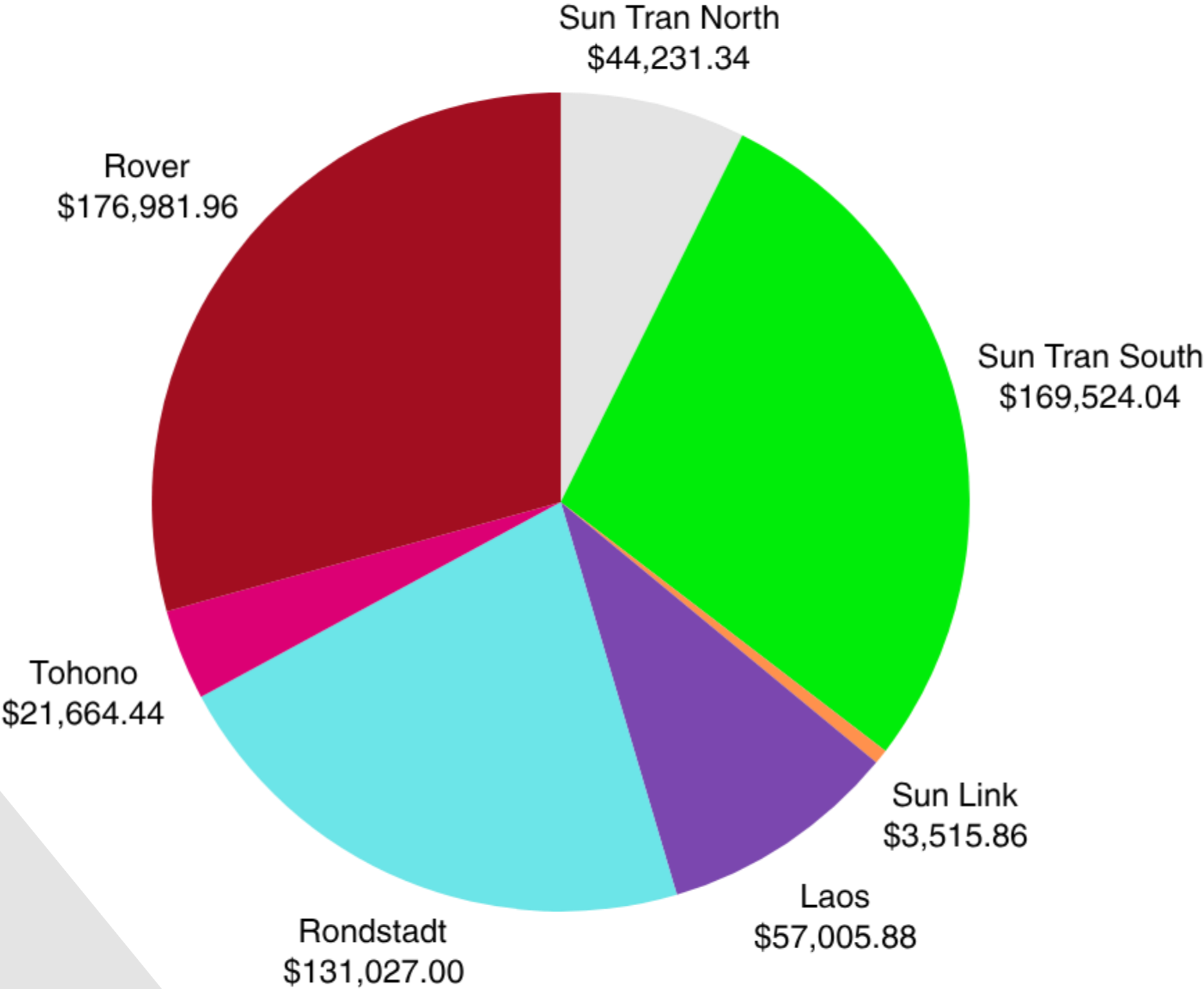


# Sun Tran Annual Security Spending

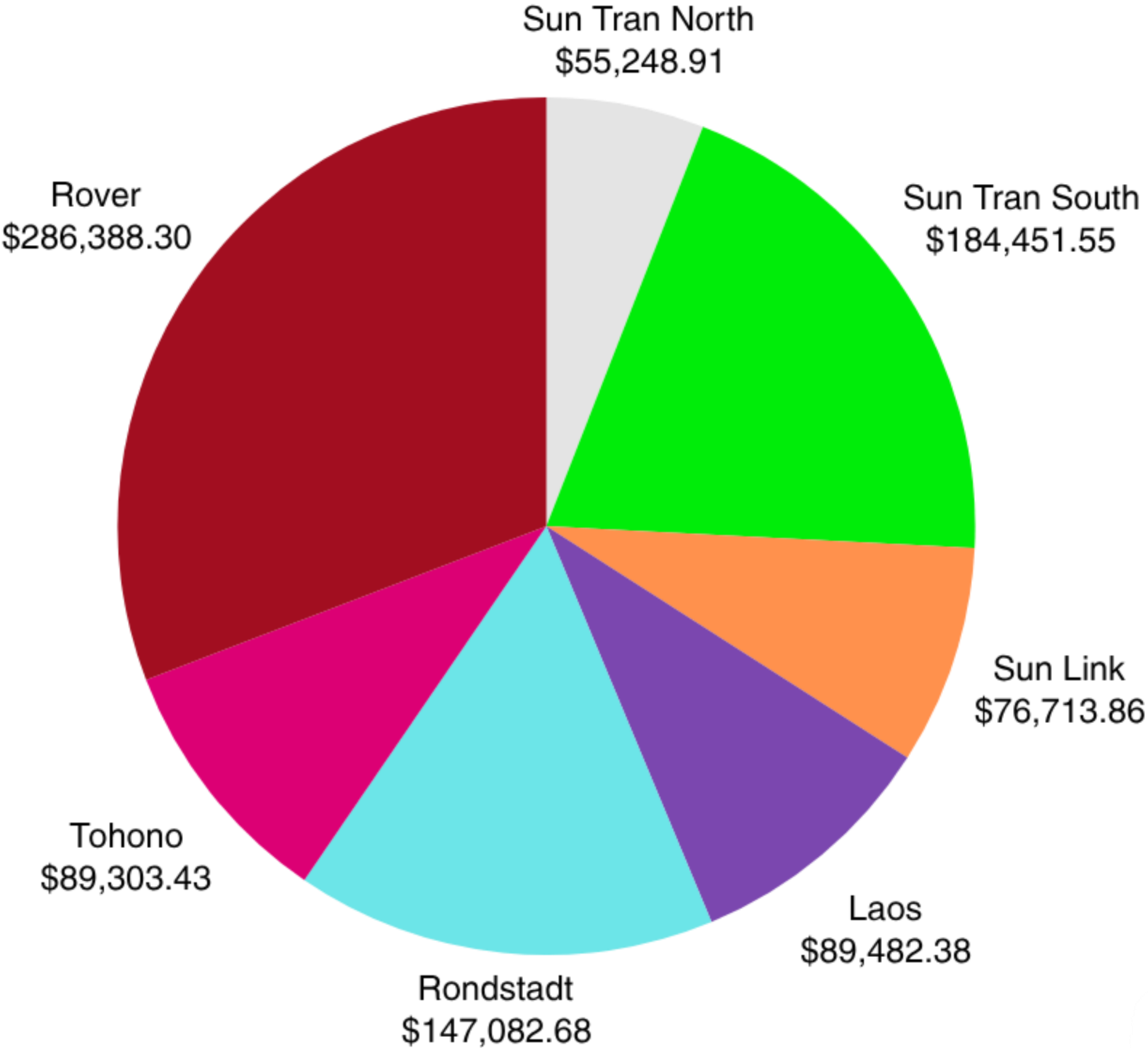


# Sun Tran Annual Security Spending Breakdown

2021

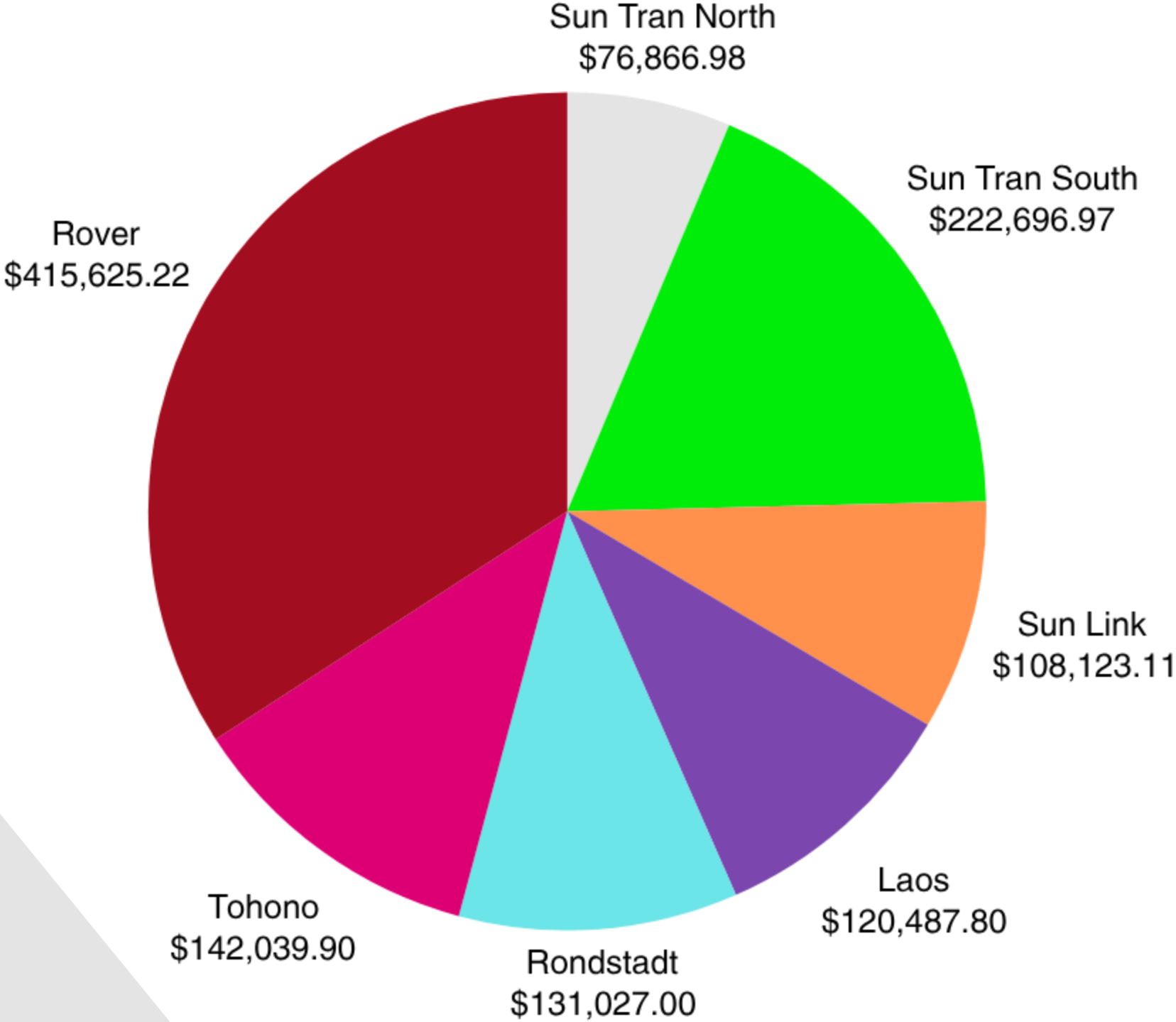


2022

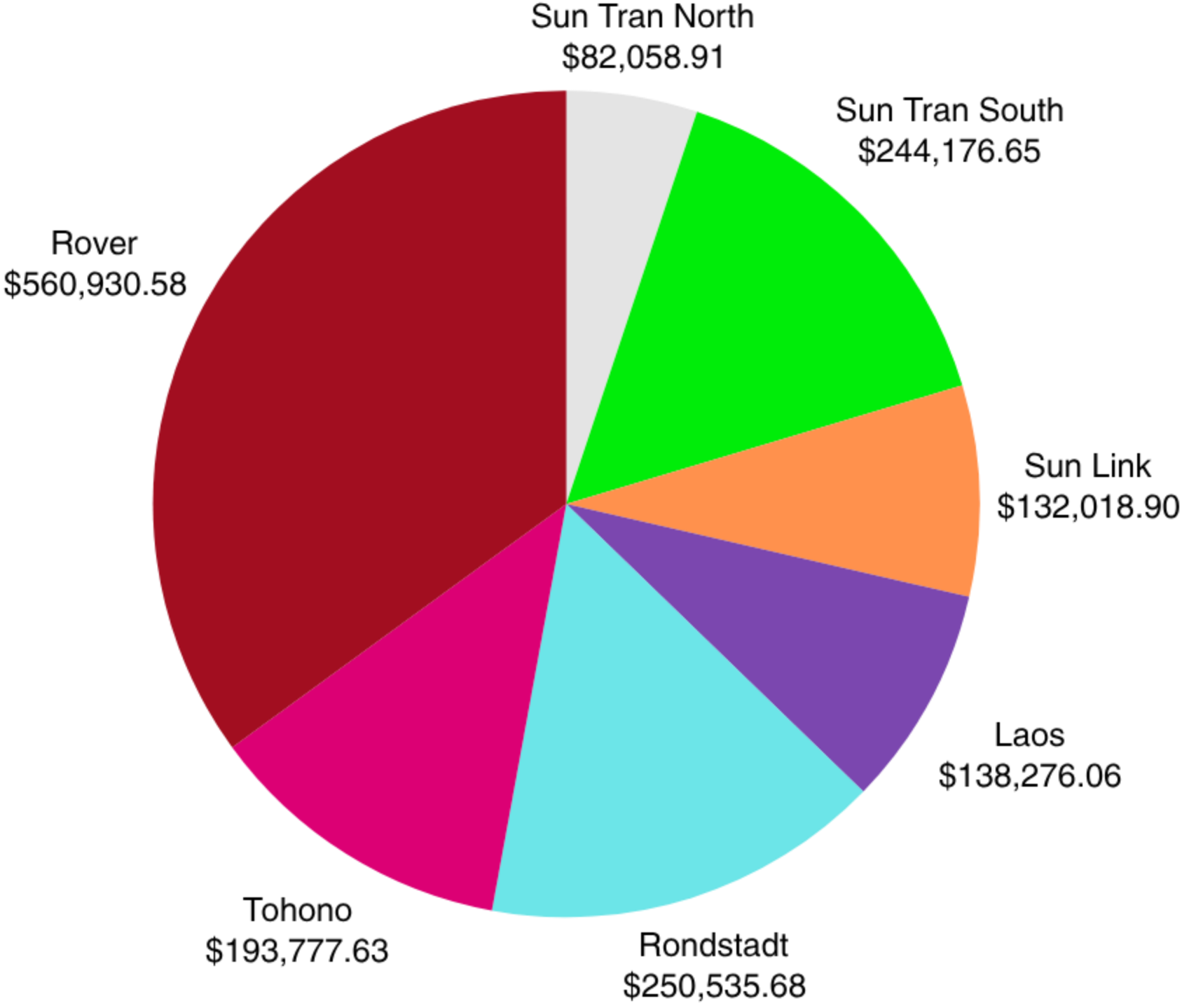


# Sun Tran Annual Security Spending Breakdown

2023

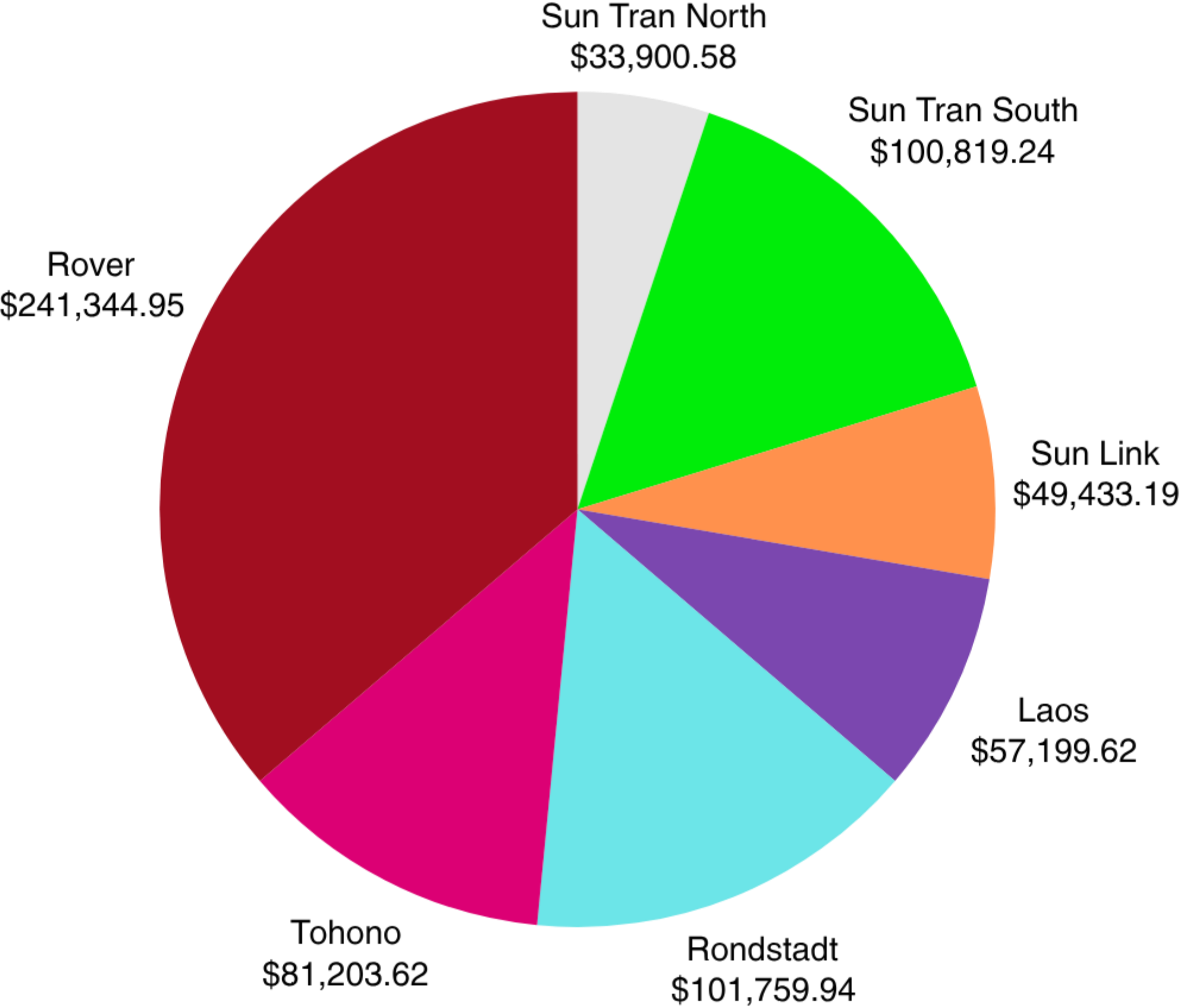


2024



# Sun Tran Annual Security Spending Breakdown

2025

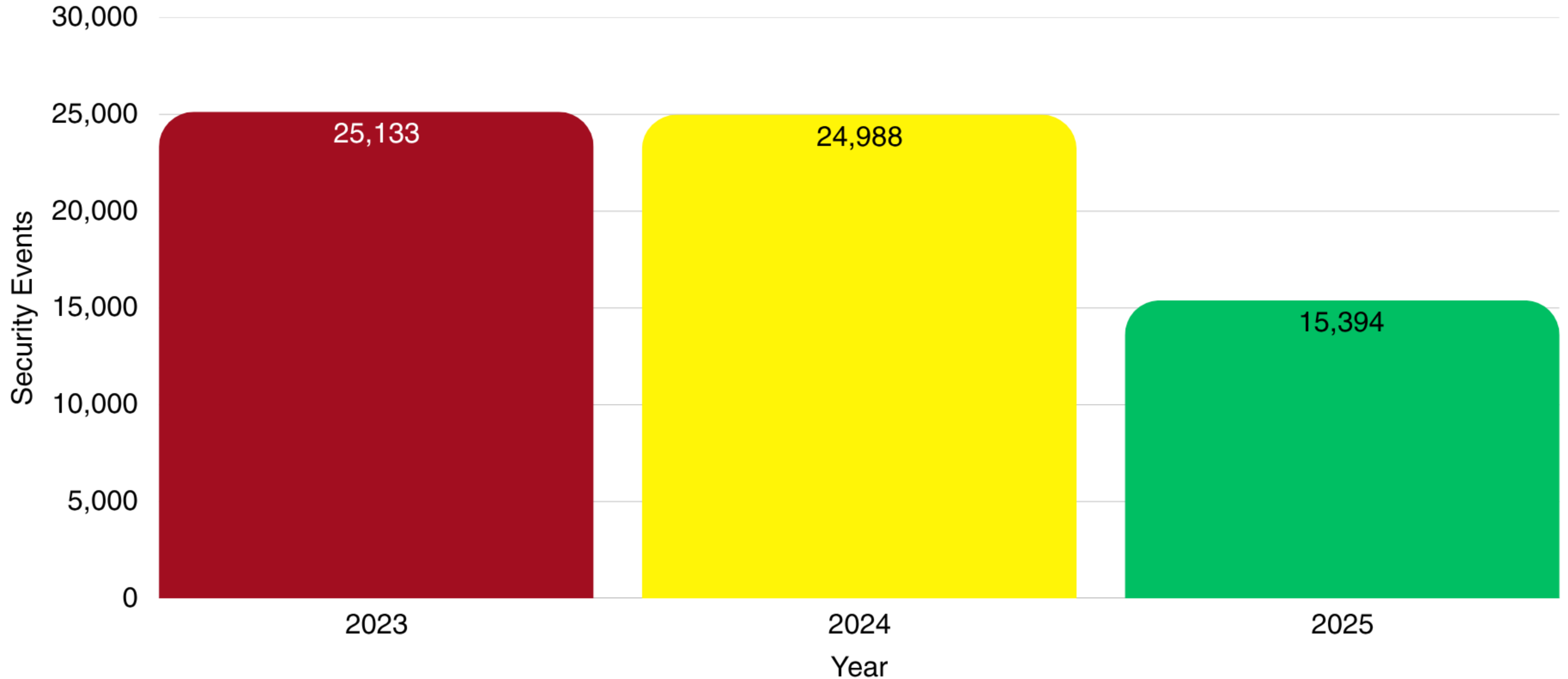




# Security Events 2023-2025

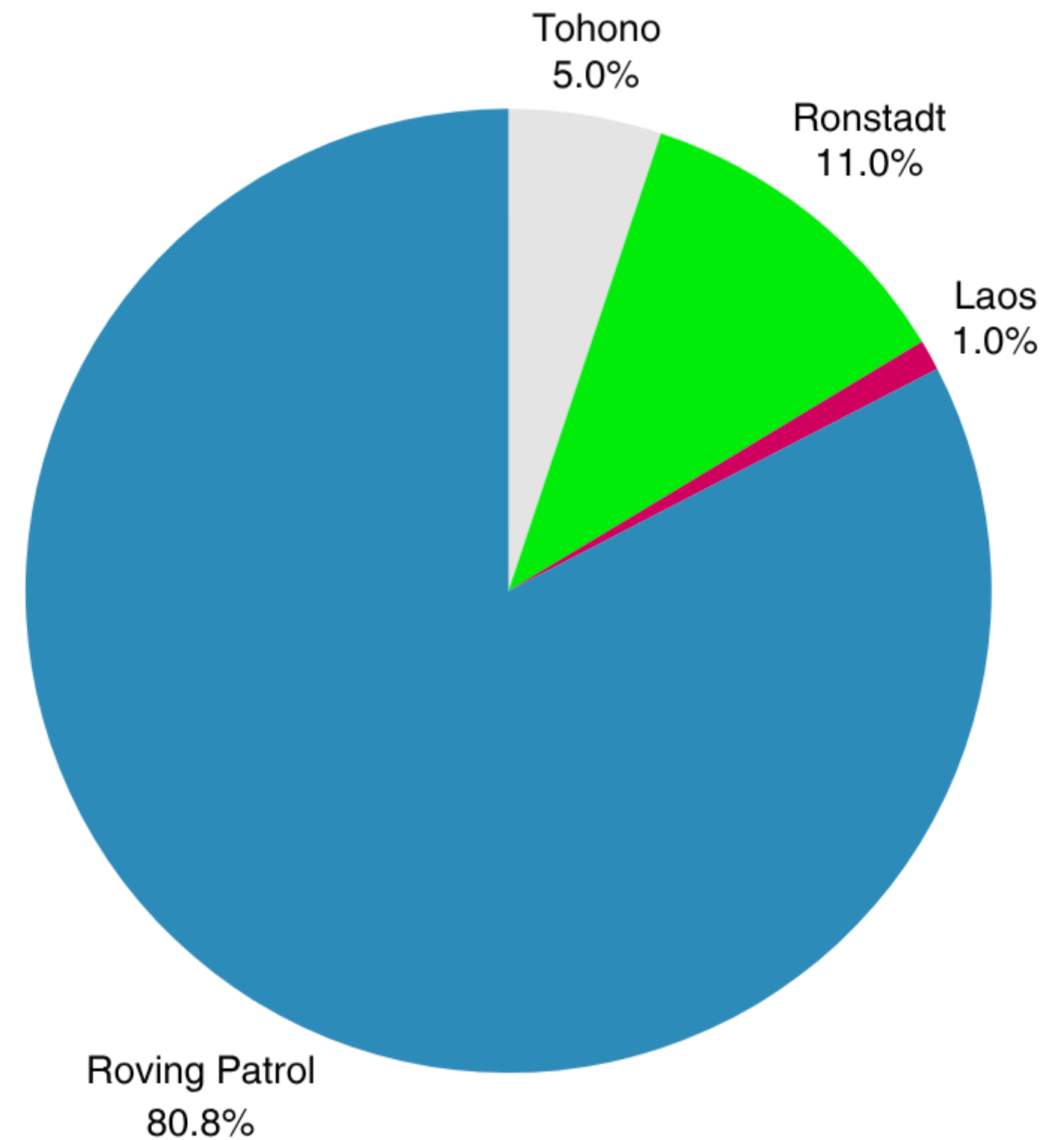
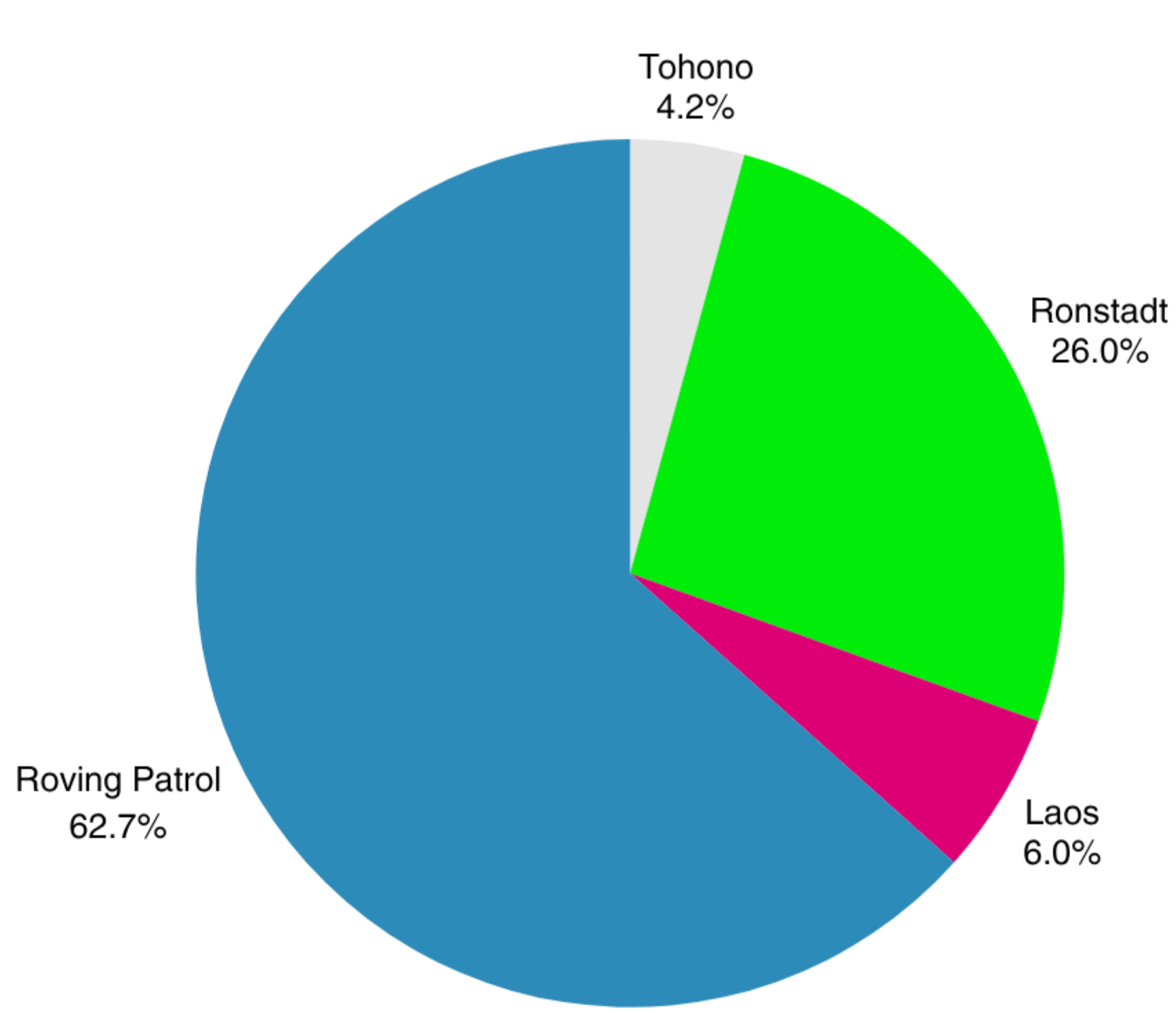
\*"Security Events" showcase how many security related matters were addressed by security staff

● 2023 ● 2024 ● 2025



# 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

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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.

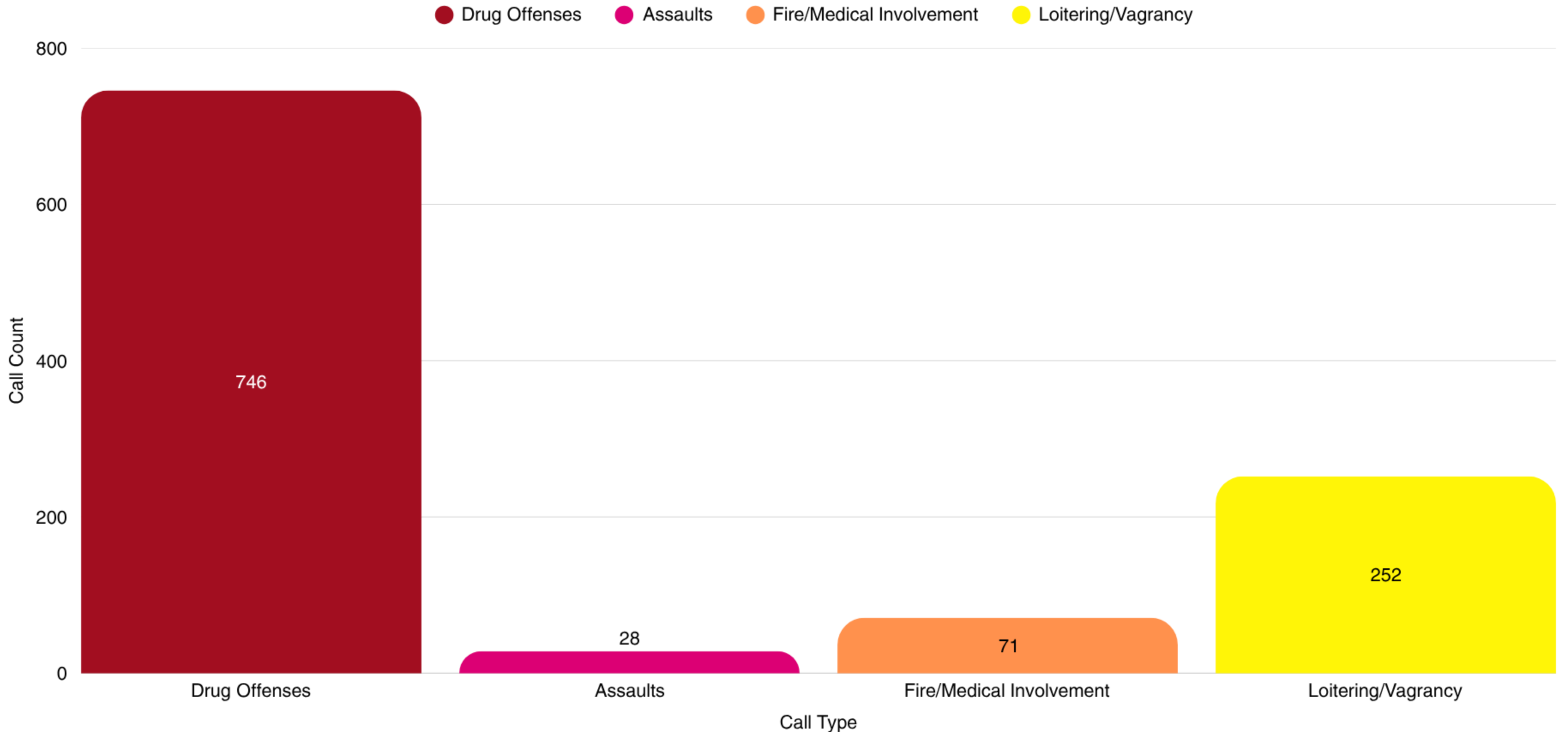
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Security incidents at the three transit centers were: TTC – 66, LTC – 16, and RTC – 136. In comparison, roving patrols logged 796 incidents.

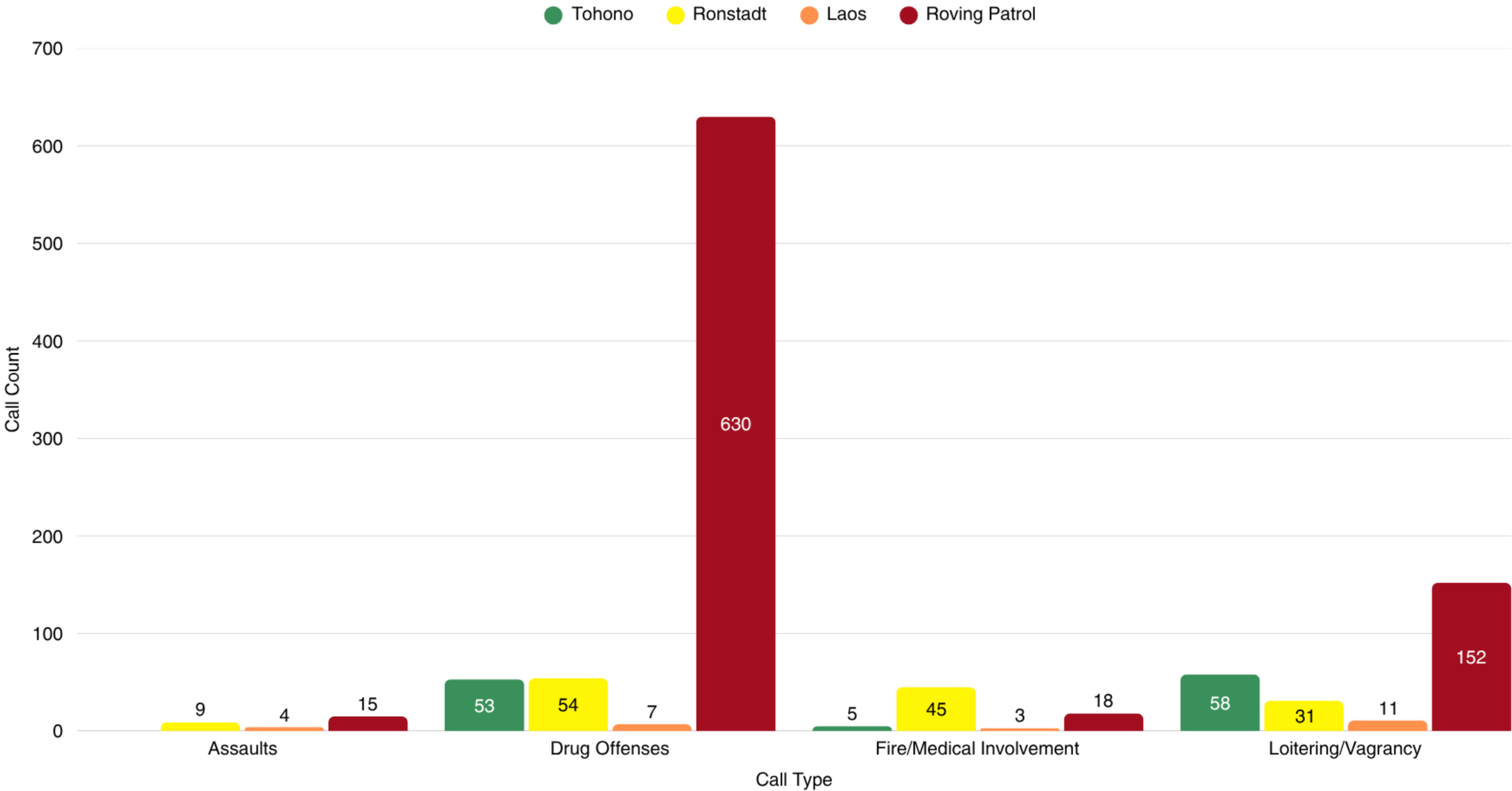
# Security Events by Day – AM/PM Breakdown (2025)

- 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

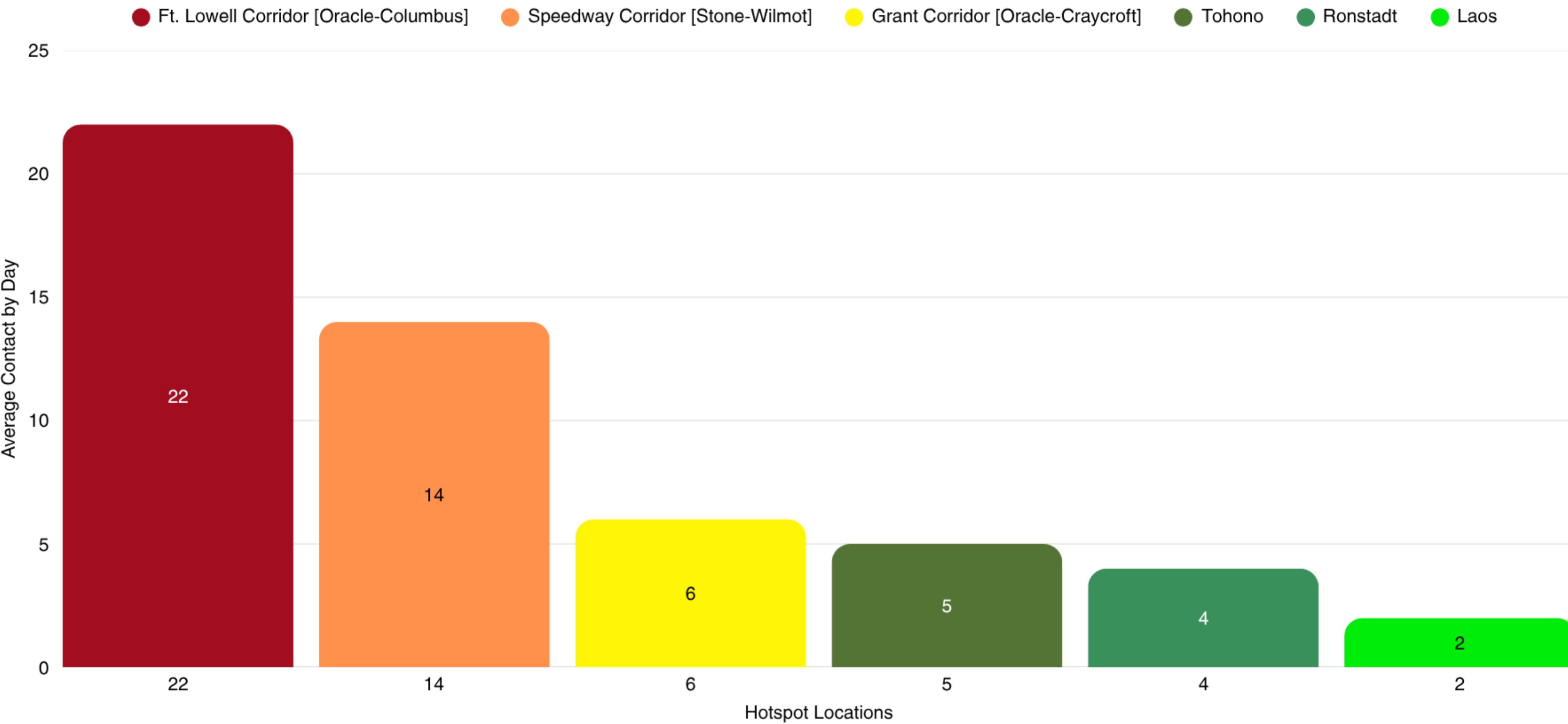


# Security Events by Frequency & Location



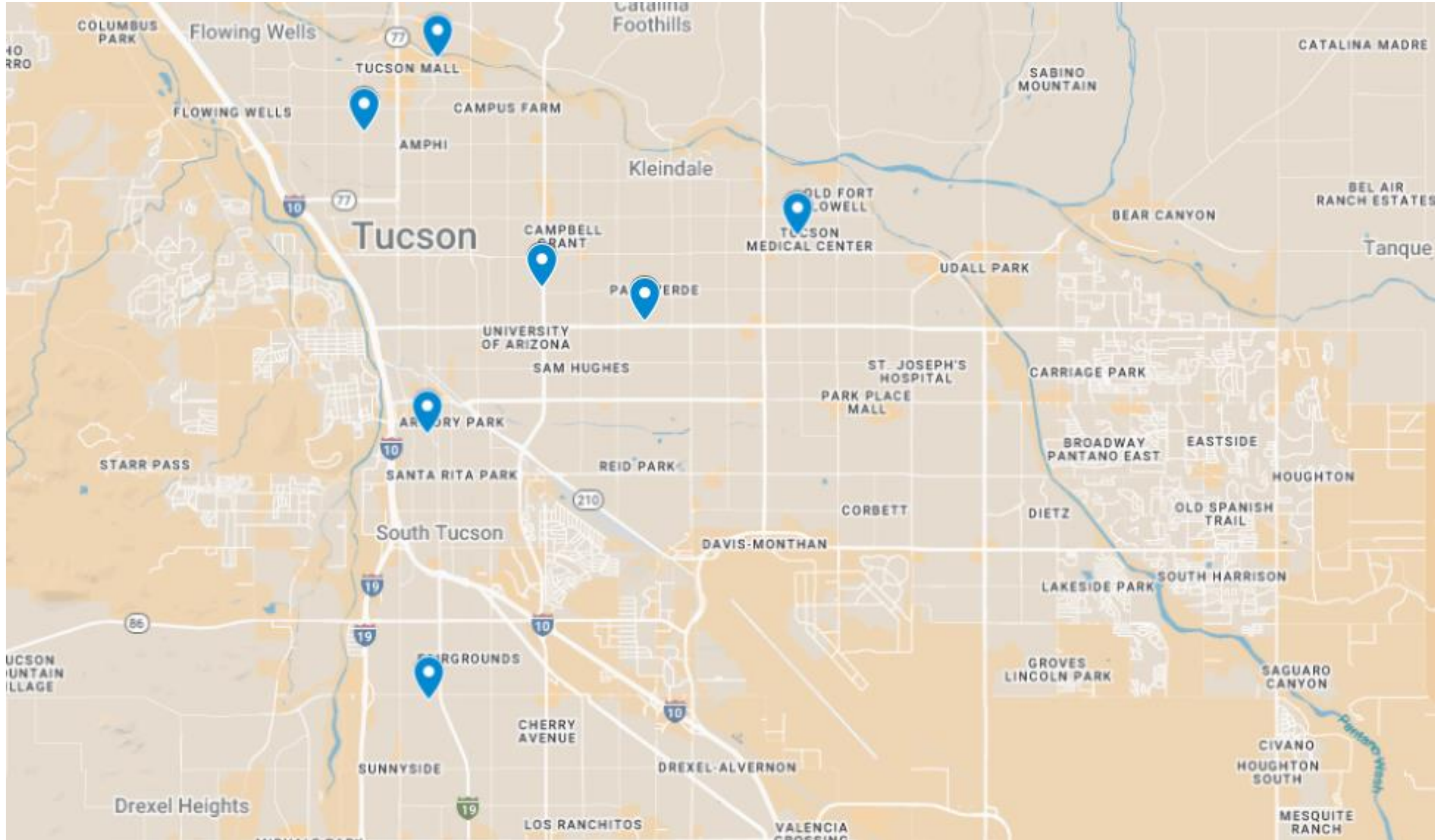
# Average Daily Security Event By Hotspot

## 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***

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