

Monthly Operations Report

AUGUST 2024



August 2024 Highlights

Sun Tran, Sun Link and Sun Van Mission & Vision statement

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

Vision: Sun Tran, Sun Link and Sun Van enhancing lives through mobility

Sun Tran Honoring Judy's 51 Years of Service



Sun Tran staff gathered to celebrate the retirement of Judy L., who served as a coach operator for over 50 years. The event featured food, music, and heartfelt appreciation for Judy's dedication and service. As a special tribute, Gene Caywood, President of Old Pueblo Trolley Transit Museum, drove in a 1976 bus – one of the same buses Judy drove at the beginning of her transit career. That same week Judy was awarded the Lifetime Achievement Award by Mayor Regina Romero, recognizing her outstanding contributions to the city of Tucson. Thank you, Judy, for your remarkable service, you will be greatly missed!

Celebrating 50 Years of Service with Supervisor Judy

This August, Sun Tran staff celebrated Supervisor Judy's 50 years of service. Through her five decades Judy has remained as a Sun Tran Supervisor and has demonstrated leadership, dedication and commitment to excellence. We are deeply grateful for Judy's impact and look forward to many more years of her guidance at Sun Tran.



Enhancing Accessibility: Recent Bus Stop Improvements



Sun Tran has recently completed several bus stop accessibility improvements to 18 stops. Key enhancements include the installation of smooth, firm, and slip-resistant landing areas for boarding and alighting. Some stops also have been equipped with shelter-ready concrete pads to accommodate future amenities, while select locations feature new retention walls to maintain clear and debris-free walkways. These upgrades are part of Sun Tran's ongoing efforts to ensure all bus stops comply with the American with Disabilities Act (ADA) and Public Right of Way Accessibility Guidelines (PROWAG), making them accessible to all members of the Tucson community.

Sun Tran Procurement Earns \$3,000 Rebate

Lawson Products visited Sun Tran's procurement department to reward them with a \$3,000 check. The check was a rebate earned through Sun Tran's participation with in a national cooperative contract with OMNIA Partners. Through this contract Sun Tran received a 5% rebate. This partnership helps Sun Tran save on essential products and also reinforces its commitment to making responsible decisions that benefit both the organization and the community.



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Back to School Bash Aug. 5



Sun Tran participated in the Back-to-School Resource Fair which brought together more than 100 kids, parents, and the Georgetown Apartments community for a day of fun and support. Families received free school supplies, connected with local resources, health services, and job training programs. It was a great opportunity to meet neighbors, enjoy music, games, and food. Kids also had a chance to cool off from the summer heat with a wet down courtesy of the Tucson Fire Department.

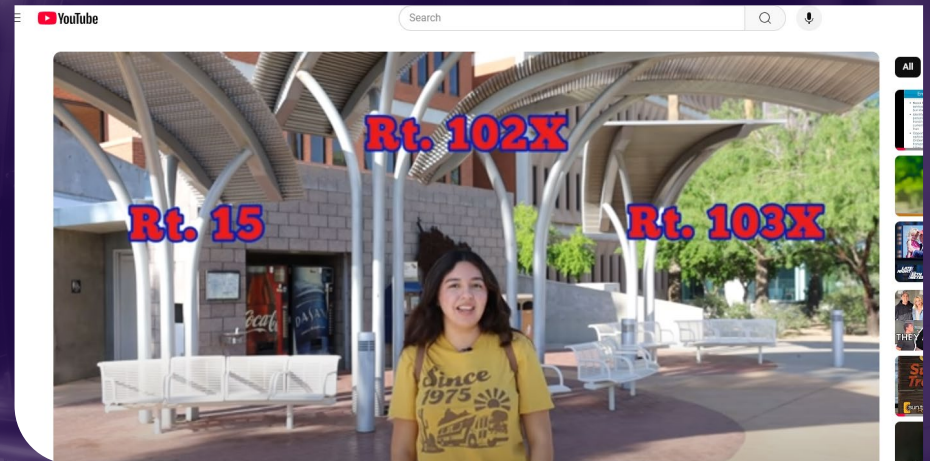
Sun Tran at Marana Chamber of Commerce Annual Luncheon!

Sun Tran attended the Marana Chamber of Commerce Annual Member Appreciation Luncheon. The luncheon marks the start of the Chamber's new fiscal year. Sun Tran along with other businesses had the chance to meet the Chair and Board of Directors, connect with business leaders, and celebrate member anniversaries. This year the keynote speaker was Chief Jeffrey C. Pridgett of the Marana Police Department, who shared his insights on the year ahead.



How to Ride: Sun Link Streetcar

Welcome, Wildcats! Sun Tran Marketing designed a YouTube series for University of Arizona students, faculty, and staff to make their commute to class/work easier and more convenient. The 2-minute video guides riders on how to ride the Sun Link streetcar by finding the nearest stop, checking schedules, boarding safely, and signaling for their stop. Sun Tran is committed to teaching riders how to use public transportation in their everyday lives. Subscribe to Sun Tran's YouTube channel @SunTranTucson.



39 Years of Service: Farewell to Operator Grace

After 39 years of dedicated service, Sun Tran is saying goodbye to coach operator Grace. Staff celebrated with a breakfast feast and speeches on the amazing work Grace has done. Grace has been a vital part of the team, ensuring safe and reliable transportation for the Tucson community. Thank you, Grace, for the remarkable contributions!



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FTA Visit

This month, Federal Transit Administration (FTA) representatives visited Sun Tran's Northwest Facility. The visit included a tour led by General Manager Mikel Oglesby with comprehensive review of the facility's operations, and maintenance practices, a view of the electric charging stations. The FTA team had the opportunity to engage with staff and discussed future projects coming to the Northwest facility.



New August Ride Guide Out! Aug. 18

Sun Tran's August 2024 Ride guide is out! The Ride Guide also includes the Sun Shuttle schedules. Passengers can pick up a copy at any of the three transit centers, onboard buses, or view and download it online at Suntran.com. Passengers can also download the Sun Tran app to plan trips, track their bus in real-time and receive updates on delays and detours.



Sun Link Enhancing Streetcar Operations

Sun Link Supervisors developed a series of presentations to enhance training efforts and provide ongoing education through monitor displays in the operator lounge. These presentations cover critical topics, including communications, schedules, service as well as the Sun Link Opticom System Basics, Trapeze software, and All-speed restriction map are all displayed for more effective communications with the team.

Welcome Ward 3!

Sun Tran welcomed Ward 3 Council Member Kevin Dahl and Community Liaison Mike Edmonds to tour Sun Tran's Northwest facility. The tour, led by Sun Tran General Manager Mikel Oglesby, provided an in-depth look at the various operations of the facility. Council member Dahl visited key areas, including the administrative offices, operations center, dispatch, electric vehicle charging stations, and maintenance facility. The visit offered valuable insight into the facility's daily functions and its role in keeping Tucson moving.



Destination Arizona

Sun Tran participated in the Destination Arizona event at the University of Arizona to connect with students and their parents, offering valuable insights into Tucson's transportation options. Sun Tran aimed to help new students familiarize themselves with local transit services, ensuring they have the information they need for a smooth start to their academic journey. Destination Arizona is an exciting on-campus transition experience designed to welcome all new students before classes begin.

August New Hires & Promotions

Sun Tran had 3 Mechanics, 16 Coach Operators, 1 Bus Stop Cleaner, 2 Customer Service Representatives and 3 Supervisors/Dispatch.

9 CDLs Awarded

Sun Van had 8 Van Operator Trainees, 1 Dispatcher, 1 Operations Road Supervisor and 7 Van Operator Trainees promote to Van Operators.

Stats



Ridership:
+6.3%
 Year-to-year:
 August 2023:
1,382,053
 August 2024:
1,472,122 ↑
 On time performance
89.2%
 Passengers per hour:
29.02
 Customer Compliments:
15



Ridership:
-17.5%
 Year-to-year:
 August 2023:
139,698
 August 2024:
117,238 ↓
 On time performance
89%
 Passengers per hour:
56.12



Ridership:
+6.7%
 Year-to-year:
 August 2023:
44,202
 August 2024:
47,249 ↑
 On time performance
75%
 Passengers per hour:
1.9



Ridership:
+33%
 Year-to-year:
 August 2023:
1,610
 August 2024:
2,245 ↑
 On time performance
84.12%



August 2024 All-Stars



“He is an excellent driver and always kind to all the passengers. He is a great asset to the company.” - **Earl S. Humphrey**, Coach Operator



“This lady is by far one of the best drivers in the whole fleet. Her route always runs on time, and she is professional, kind and courteous.”
- **Rachel Flores**, Coach Operator



“I have called a few times about messy stops and when I go back to those stops, it’s cleaned right away. They do such a great job tending to these stops. Thanks!” - **Bus Stop Cleaning Crew**



“Thank you for great, efficient and safe transit!”
- **All Sun Van**



“She is great and I’m glad I did not have to wait long for my van to pick me up.” - **Yesenia Valenzuela**, Sun Van Reservationist



“Belina is very efficient when scheduling my Sunday trips.”
- **Belina Haywood**, Sun Van Reservationist