

Monthly Operations Report

JULY 2024



July 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 Bus Grant Award, \$11.38 Million!



On Wednesday, July 10 the City of Tucson and Sun Tran celebrated the \$11.38 million bus grant from the Federal Transit Administration (FTA).

This funding from the FTA will help Sun Tran upgrade aging equipment and multiple bus stops. All 2,200 bus stops will receive

new accessible signage through braille, large print, wayfinding and audible information.

In addition to new signage, 80 bus stops will receive new bus shelters. The new sheltered stops will also include native vegetation, green storm water infrastructure, solar compacting touchless trash receptacles, emergency call buttons, and so much more. Bus stops are not the only ones getting upgrades. Sun Tran's Northwest Bus Maintenance Facility will receive two new bus lifts.

These improvements are a step toward making Tucson transit more accessible and equitable for all Tucsonans.

Sun Tran Elevating Equity in Baltimore

The Sun Tran Service Planning & Development team attended the 2nd Conference on Advancing Transportation Equity (CATE) in Baltimore, Maryland. The team learned about bridging the gap between transportation equity analyses and real-world conditions. They also explored strategies for advancing equity and environmental justice, plus identifying tools for measuring progress and engaging stakeholders in equity-focused projects.



Sun Link 10th Anniversary Celebration

Sun Link streetcar celebrated 10 years of service with the Tucson community! The morning began with a press conference at Sun Link that featured Mayor Regina Romero, City Manager Tim Thomure, Director of Transportation and Mobility, Samuel Credio and special guests. The press conference was followed by a community fair with the City of Tucson, Pima County, and Ready Set Rec. Plus live broadcast by Beef Vegan from 102.1 KFMA and Gaby Pardini from 92.1 La Caliente.



The day was filled with festivities across all the historic districts along the streetcar route. From Main Gate festivities at Geronimo Plaza to Moana story time at The University of Arizona Student Union. During the evening Hotel Congress Plaza held the Desert Haze Vintage Market with live performances from The Charities and The McCharlys. The night ended at the Mercado Annex for the Flow for the Soul Train: Streetcar Jubilee with local vendors, food trucks and top DJs.

Thank you all for celebrating with us and looking forward to more years of shared journeys!

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Sun Tran Shines at SWTA Conference!

Sun Tran Marketing attended the Southwest Transit Association (SWTA) Summer University Conference in Fort Worth, Texas, from July 28 to August 1. The conference provided focused learning sessions such as Transit Law Marketing and SWTA: Next Gen. During the marketing sessions, Sun Tran marketing gained insights into best practices and the most successful campaigns in the industry, plus exploring innovative strategies like using Artificial Intelligence (AI) in the workforce and the power of creating short-form videos.



Sun Tran also won three Hit the Spot awards, recognizing excellence and innovation in public transportation. The team was honored in the categories of Social Media (Answering Common Questions with Gabby), Print Media (The Sun Employee Newsletter), and Event Promotion (Bus Roadeo).

Recognizing Sun Tran Operator Twila



Sun Tran recognized operator Twila with a certificate of appreciation for saving a passenger's life on July 2. Early Tuesday morning, Twila was approached by a passenger, reporting an unconscious man sitting on a bench at Laos Transit Center. Twila walks towards the man on the bench and quickly checks his pulse. She dials 911 and immediately begins CPR until emergency services arrive.

Twila's quick and professional response during this critical moment is truly commendable. Sun Tran is proud to have a hero like her on the team!

Ready for the school year with Sun Tran

Sun Tran participated in the Back to School Bash at Quincie Douglas to provide information on how to ride the bus to school. Over 1,900 parents and children attended the event and enjoyed the free entertainment, snacks, bike repairs and more! For route information or trip planning, visit Suntran.com or call Customer Service (520) 792-9222 (TDD: 520-628-1565).

Severe Storm Causes Damage to Sun Link

On July 14, a severe storm toppled several trees affecting the Sun Link streetcar overhead wires. Thanks to the Sun Link team, service was restored without interruption by morning. Working overnight, the team ensured that the streetcar system was back on track, while the City of Tucson's Department of Transportation and Mobility's (DTM) Streets Crew assisted with cleaning up the downed tree. As monsoon season continues, if passengers notice a damaged Sun Link streetcar platform, or a Sun Tran Bus stop please call Customer Service at (520) 792-9222.



Find Sun Tran Info at the Library

Sun Tran and the Pima County Library collaborated to provide visitors with transit information at all 27 public libraries. The colorful purple poster provides visitors with clear and accessible information about transportation options within the City of Tucson and Pima County. The poster includes a transit system map along with four convenient ways for passengers to find their routes. This project aims to enhance the community's access to reliable transit resources.



Join the team!

Sun Tran participated in the Pima County Job Fair at the Kino Event Center, where jobs in education and public sector were featured. The event ran from 9 a.m. to 2 p.m. where we engaged with numerous potential candidates. Sun Tran, Sun Link and Sun Van is always seeking talent to join the team. To view current job openings, visit Suntran.com/opportunities.

New Hires & Promotions

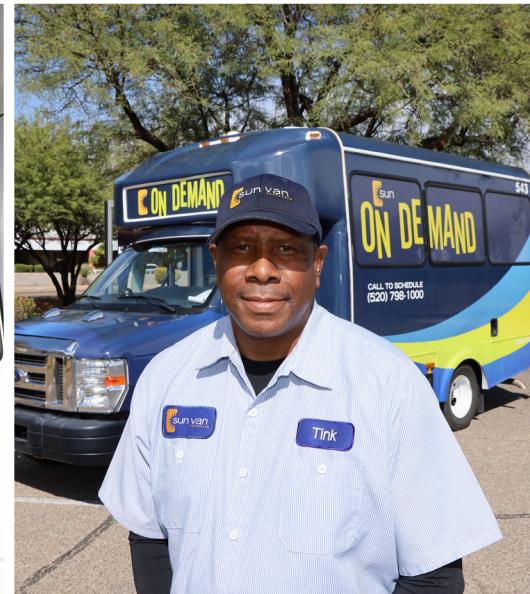
Sun Van had 13 Van Operator Trainees new hires and 15 Van Operator Trainees to Full Time Van Operators promotions.

Sun Tran had 1 Supervisor/Dispatch and 8 Coach Operator new hires, and 5 Student to Full Time Coach Operator promotions.

Sun Link had 1 Streetcar Operator new hire.

5 CDLs Passed in July

Stats



Ridership:
+11.7%
Year-to-year:
July 2023:
1,140,199
July 2024:
1,281,846 ↑
On time performance
92.2%
Passengers per hour:
25.36
Customer Compliments:
12



Ridership:
-6.1%
Year-to-year:
July 2023:
68,081
July 2024:
64,046 ↓
On time performance
97%
Passengers per hour:
28.81



Ridership:
+13.9%
Year-to-year:
July 2023:
38,457
July 2024:
44,194 ↑
On time performance
93.18%
Passengers per hour:
1.86



Ridership:
+37%
Year-to-year:
July 2023:
1,519
July 2024:
2,209 ↑
On time performance
82%



July 2024 All-Stars



"A situation with other passengers happened on the bus, but the driver handled the situation in a professional and helpful way in order to resolve the situation." - **Lorraine Olivas Terrazas**, Coach Operator



"The bus operator went about and beyond to assist a passenger who was lost. He even walked the passenger to the correct bus bay. Thank you for being such a courteous operator!" - **Johnny Sanchez**, Coach Operator



"He was the sweetest and did an excellent job. Thank you for doing whatever it took to make it a great ride." - **Max Maxwell**, Sun Van Driver



"She really knows her mobility device training well! She was very friendly and attentive. Thank you!" - **Laura Layton-Algier**, Coach Operator



"She is always helpful in booking my trips and does whatever she can to make sure my trips are booked. I really appreciate that." - **Katherine Newiger-Garcia**, Sun Van Reservationist



"I appreciate how Rachel was very courteous and very careful when she got me on the lift and secured me. She was careful and made being a passenger in her van a positive experience." - **Rachel Matthews**, Sun Van Driver