

Monthly Operations Report

JUNE 2025



BIKE & RIDE

June Safety Meeting

Sun Tran held its quarterly Safety Meeting for all operators, covering a range of important topics including passengers in scooters, backing safety, passing bicyclist, de-escalation and the Employee Assistance Program. These meetings are part of Sun Tran's ongoing commitment to keeping both operators and passengers safe on the road. To encourage engagement, operators who actively participated were chosen to win a prize. Three lucky winners walked away with a new Starbucks cup filled with goodies! Congratulations to Allen R., Wilbur C. and Alan G. for their enthusiasm and involvement in making safety a top priority!



Bike & Ride

As part of Sun Tran's ongoing Bike & Ride program, you may notice a new light blue decal serve as a friendly reminder for riders to retrieve their bikes before exiting and to notify the driver when doing so, ensuring a safe and smooth process. This initiative supports Sun Tran's continued efforts to promote bike safety and encourage multi-modal transportation. The decals are visible from the front of the bus by the bike rack, and inside the bus by the back door. Riders can visit Suntran.com to learn more about how to bike and ride with Sun Tran.

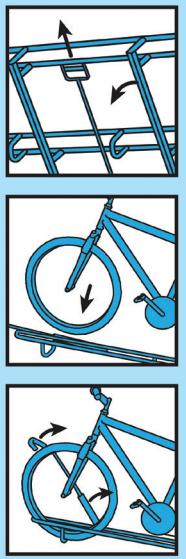
**DON'T FORGET YOUR BIKE!
LET YOUR DRIVER KNOW, &
EXIT THROUGH THE FRONT.**



USE THIS BIKE RACK AT YOUR OWN RISK.

¡NO OLVIDES TU BICICLETA!
AVISA A TU CONDUCTOR
Y SALGA POR LA
PUERTA DELANTERA.

UTILICE ESTE PORTABICICLETAS BAJO SU PROPIO RIESGO.



TALK WITH GENERAL MANAGER

Talk with General Manager Mikel

During the week of June 10, General Manager Mikel Oglesby continued his employee engagement efforts by hosting another round of “Talk with Mikel” events across Sun Tran, Sun Link and Sun Van. These sessions provided a valuable opportunity for employees to ask questions, share comments, and raise ideas or concerns. By creating a space for open dialogue, the events help strengthen communication across departments and reinforce Sun Tran, Sun Link and Sun Van’s commitment to transparency and continuous improvement.



Recognizing 51 Years of Service!

Sun Tran is proud to recognize Michael Jarrett for reaching an incredible milestone – 51 years of service as of June 10. Michael began his career in 1974 as a driver, then transitioned in 1980 to maintaining bus stops and transit centers. In 1992, he became a facilities technician, a position he continues to hold with dedication and expertise. His decades long commitment and valuable contributions have played an important role in keeping our system running smoothly. Thank you, Michael for your outstanding service to Sun Tran and the Tucson Community.



Recruitment		
	New Hires	Promotions
Sun Tran	10 - Coach Operator (s) 1 - Parts Clerk 1 - Human Resources Tech 1 - Service Island Attendant	11 - Trainees to Full time coach operators 1 - Supervisor/dispatch to Operations Manager
Sun Van	15 - Van Operator Trainees	10 - Van Operator Trainee to Full-Time Van Operator
Sun Link	1 - Streetcar Operator	0- Promotions

AGM RETIREMENT & NEW HIRE

Celebrating Sun Van's AGM Retirement!

The Sun Van team hosted a festive retirement party in honor of Assistant General Manager (AGM) Shawn Mangan. Shawn began his career at Sun Van as a driver, later advancing to Operations Manager in 2013, and ultimately becoming AGM in 2019. Throughout his career, he demonstrated strong leadership and a commitment to service, safety and supporting his team. His retirement celebration was a heartfelt send-off filled with laughter and appreciation. Thank you, Shawn for your years of dedication!



New Operations Manager – Holly Rosson

Holly Rosson was promoted to Operations Manager this month. Since joining Sun Tran in February 2024 as an Operations Supervisor, she has brought strong leadership and a commitment to public service, building on her 23-year career in law enforcement. A Tucson native, Holly is focused on enhancing operational efficiency and safety through teamwork and collaboration. Outside of work, Holly enjoys hiking in the Arizona outdoors and riding motorcycles.



STATS

 **+2.19%**

Year to Year Ridership

June 2024 - 1,212,100

June 2025 - 1,239,051



 **+7.08%**

Year to Year Ridership

June 2024 - 61,687

June 2025 - 66,218





+5.51%

Year to Year Ridership

June 2024 - 41,309

June 2025 - 43,653



 **+3.46%**

Year to Year Ridership

June 2024 - 2,183

June 2025 - 2,260



91.38%

On time performance



Passengers per Revenue Hour:
25.19

 **33**
Customer Compliments

91%

On time performance



87.34%

On time performance



Passengers per Revenue Hour:

 **33.12**

Passengers per Revenue Hour:



1.92

87.33%

On time performance



Trips Booked through App:



60.31%

TRANSIT STARS



Michael T. , Sun Link Operator

“I went on the streetcar and when returning to get back on the driver acknowledged me which I thought was very professional. It was nice to have him as an operator.”



Daniel A. L , Coach Operator

“His bus was very clean, I was impressed. He was also nice to me and all his passengers.”



Juanita M. , Coach Operator

“The driver was so thoughtful, kind and caring. I enjoyed her great service and her treatment towards other passengers was excellent.”



Johnny S. , Coach Operator

“He was amazing and friendly. He greeted and said goodbye to every passenger. He is a perfect representative of the transportation



All Sun Van

“Thank you so much for your wonderful service. I appreciate you all getting me from one place to another. The drivers do an amazing job helping me and getting my things into the vehicle. Every one of you is so helpful, friendly, and respectful.”

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.