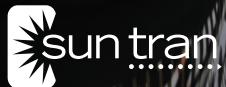


# MONTHLY OPERATIONS REPORT

APRIL 2023



# APRIL 2023 HIGHLIGHTS

## Sun Tran, Sun Van and Sun Link 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 LINK EMPLOYEE OF THE YEAR FOR 2022



Sun Link honored Xavier Soto for Maintenance Employee of the Year and Erin Kardel as the Sun Link Operator of the Year. Staff joined together to congratulate Xavier and Erin with a lunch and awards as well as celebratory congratulations.

### AZTA 36TH ANNUAL STATEWIDE TRANSIT CONFERENCE MESA, AZ APRIL 3-APRIL 5, 2023.

Davita Mueller, Angelie Hawley and Steve Spade attended the 36th Annual Statewide Transit Conference in Mesa, AZ. This three-day conference and breakout sessions hosted Panelists from ADOT, the Mayor of Mesa John Giles. The conference highlights Microtransit Solutions, local, state and federal legislative updates, vendor expo and vehicle showcase.

### FEDERAL TRANSIT ADMINISTRATION VISIT



FTA General Engineers Ariana Valle and Sam Diaz visited both Sun Tran North Yard and Sun Link Streetcar. City of Tucson's Department of Transportation and Mobility Robin Raine, Rhett Crowninshield, James Casteneda, Steve Spade and John Zukas joined staff for a ride on the streetcar, tour through the facilities and vehicles and discussed operations.



### WELCOME TO THE TEAM!



Director of Human Resources- James Sims. James is a native Tucsonan and joins Sun Tran, Sun Link and Sun Van from the City of Tucson's Parks & Recreation Departments. In his spare time, James is a football game official for the past 25 years.

### ADMINISTRATIVE PROFESSIONALS DAY

RATP Dev expressed their sincere thanks for Administrative Team efforts over the past year and celebrated by providing pizza for Sun Tran, Sun Van and Sun Link teams on Wednesday April 26th.

## THINKTRANSIT CONFERENCE NASHVILLE, TN APRIL 2-APRIL 5, 2023

Nelson Hall, Nick Wurl and Andria Chiotti attended the Think Transit Conference this year. ThinkTransit is about bringing everyone in the public transit community together. From end-users to c-suite executives at transit agencies. Think Transit is a 3-day conference where transit professionals come together to stand on the leading edge of technology, practical, hands-on learning coupled with real-life insights from your peers and industry thought leaders.

## SPRING WELLNESS FAIR

The Spring Health & Wellness Fair was held at Sun Tran's North Yard at April 20, from 9a-Noon. Sun Tran, Sun Link and Sun Van employees were invited to attend and talk to different vendors such as Walmart, The Joint Chiropractic, and Mi Vota Familia among organizations who were offering wellness benefits to employees.



Sun Tran is pleased to announce our Spring Health & Wellness Fair on:

- Thursday, April 20, 2023
- 9:00 am to 12:00 pm
- 3910 N Sun Tran Blvd.

Featured Vendors:

BCBS BMI & BioMetric Screenings  
MBI  
NAMI  
Mi Familia Vota!  
PCC AZ Tec Sports Center  
and more!

Vendors can contact [Tinae.nesbitt@gmail.com](mailto:Tinae.nesbitt@gmail.com)

APRIL ASYLUM SHUTTLE	Passengers	Trips
	<b>7,730</b>	<b>229</b>

NEW HIRES	SUN TRAN	SUN VAN	SUN LINK
	5 - Coach Operators	15 - New employees	1 - Streetcar Operator
	3 - Custodians	12 - Operator Trainees	
	Human Resources Director - James Sims	3 - Reservationist	
PROMOTIONS			
		2 - Trainees to Van Operators	

## IN THE COMMUNITY

Sun Tran hosted five events throughout the month of April.



Coach Operator Jesus Mendiola and Community Outreach Manager, Luz Navarrete taught students at Sunnyside's Transition to Work program about commuting on public transportation.

Sun Tran brought their electric bus to Cyclovia. Event participants had the option to learn how to use the bike rack, thanks to Coach Operator Carlos Murillo, or enter a contest to see how fast they could mount their bike. Participants were timed with the fastest bike mounter came in at 3.21 seconds!



On Saturday, April 22, Sun Tran celebrated Earth Day at the Children's Museum. 1,683 guests attended the Earth Day festival and were able to explore an electric bus. Coach Operator, Allen Gray and Luz also hosted a coloring station, where children were able to design their own bus wrap, and held an hourly story time on the bus.

Sun Van attended the DREAM Job Fair by Beacon Group as a resource table. On Demand was on site to carry forty three passengers who booked their rides to the job fair. Over 300 folks were in attendance at the Kino Event Center on April 26.

AmTrak Police and other local Law Enforcement including Homeland Security met at Sun Link on Tuesday April 18 as well as taking a tour of the facility.





**sun tran** +12%  
Year to Year Ridership

April 2023 - 1,208,455

April 2022 - 1,097,951

 **91%**  
On Time Performance



**24.49** Passengers per Hour



**13**  
Customer Compliments



**SUNLINK** +17%  
Year to Year Ridership

April 2023 - 175,512

April 2022 - 149,411



**sun van** +2.3%  
Year to Year Ridership

April 2023 - 38,883

April 2022 - 37,399

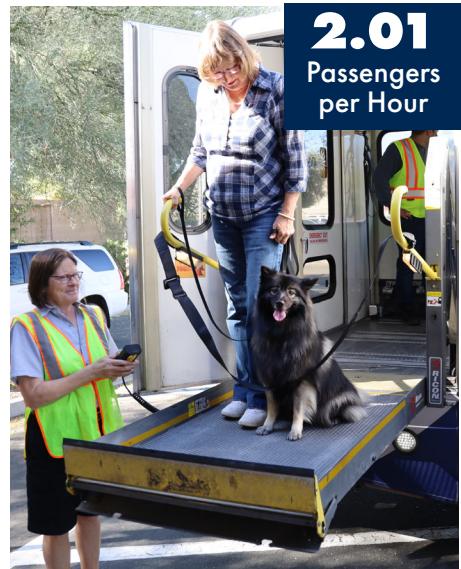


**ON DEMAND** +85%  
Year to Year Ridership

April 2023 - 1,270

April 2022 - 684

 **87.4%**  
On Time Performance



**2.01**  
Passengers per Hour



**88.52**  
Passengers per Hour



**91%**  
On Time Performance



**84.76%**  
On Time Performance

# Sun Family All-Stars

We like to recognize our employees who go the extra mile to help our passengers become Raving Fans.



**George Sharp**  
Sun Van Operator

"My Driver George was so patient, he is a new driver and we hope he stays around for a long time"



**Hilda Meza**  
Sun Tran Coach Operator

"I wanted to compliment the driver on doing an outstanding job, she stayed calm even when a passenger was unhappy. She did a great job, even when stressed".



**Joey Lopez**  
Sun Van Operator

"Joey was so kind, I was almost out of Oxygen, and he walked me all the way to the elevator to be sure I made it home safely, thank you".

**Arthur Alexander**  
Sun Tran Coach Operator

"I wanted Sun Tran to know what a great employee Arthur is, our Driver was alert and was able to avoid a horrible accident. I am so grateful to know that you have drivers out there keeping us safe".



**John Mills**

Sun Tran Customer Service Representative

"My Customer Service Representative is the best, I spoke to him for a long time today and he was so very nice, thank you!"



**Zenia Melgoza**  
Sun Van Reservationist

"I appreciate what an excellent job Zenia does booking our trips, she is so very kind. Job well done!"

