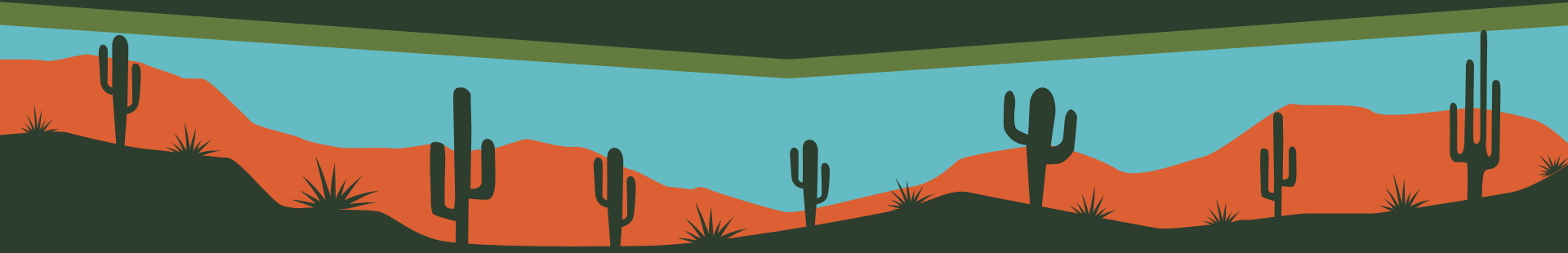


RIDE WITH RESPECT



Be respectful, be safe and be neat.



Save priority seating for seniors and people with disabilities.



Keep aisles and doors clear.



Keep pets in carriers (except service animals). Animals are not allowed on the seats.



Don't threaten or intimidate riders or Operators.



Eating/open containers are not allowed on board.



Don't be so loud that you disturb others.



Loitering is prohibited at all transit facilities/vehicles.



All forms of smoking are prohibited. Designated areas are located at each Transit Center.



Mobility devices must be secured by an Operator.



Luggage/bags are limited and cannot block an aisle or an additional seat.

We're glad you're riding with us, let us know how we're doing!



**MONTHLY
OPERATIONS
REPORT**
AUGUST 2023



AUGUST 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.

RIDE WITH RESPECT



Sun Tran, Sun Link and Sun Van's mission is to provide safe, secure reliable customer focused public transportation. The "Ride with Respect" Code of Conduct is aimed to create the best rider experience while discouraging disruptive, intrusive, unsafe or inappropriate behaviors on transit vehicles. Passengers will notice new decals features on each transit vehicle and transit centers. The decals feature the Top 10 rules for riding and QR code directing passengers to the complete set of rules. Rules for Riding YouTube Videos that highlight some of the new rules are available on Sun Tran's website and YouTube channel. For more information visit: suntran.com.

COA TOWNHALLS/MEETINGS



The City of Tucson and Pima Association of Governments (PAG) and Sun Tran are completing a draft plan of proposed system changes to Sun Tran, Sun Express, Sun Link and Sun Shuttle based on the results of the COA study so far. The public had a chance to weigh in on the draft in any of the 18 public meetings whether in person or virtually. The public can take the survey online through September 8, 2023. The COA Study evaluates all aspects of existing transit services, access, and equity to develop opportunities/recommendations for improving the value, efficiency and performance of current transit options.



SUN TRAN CLEANING CREW

Meet Sun Tran's cleaning crew! For the past two years these eight men have been in charge of maintaining the cleanliness of over 2,200 bus stops for the Tucson community. They start their day bright and early, with their team lead, Marc Chandler, giving them their routes for the day. Daily services can include graffiti cleanup, trash pick-up and removal, sweep or when necessary they power wash the stops. Thank you cleaning crew for your hard work! If you notice a stop that needs upkeep, please contact Sun Tran at (520) 792-9222 or submit a request online at suntran.com/contact-us/stop-upkeep.



SWTA 3 DAY CONFERENCE



Sun Tran's community outreach manager, Luz Navarrete, attended the South West Transit Association's (SWTA) three day conference this summer in Wichita, Kansas. The conference covered topics about marketing, community mobility and SWTA: Next Generation.

SUN VAN AND TSA TRAINING

Sun Tran Security along with TSA inspector, Sharon, Mathews presented Sun Van employees with training focused on suspicious package recognition and reporting. This training is part of the continuing efforts by Sun Tran to invest in the safety and security awareness for all employees and provide a safe and secure system for the public.

PARK & RIDE CAMERAS INSTALLED

New cameras were installed at the Broadway/Houghton and Old Vail Park & Ride the week of August 21. The cameras will provide a more complete view of the Park & Ride facilities. The old cameras were removed and disposed of since they did not function properly.

FALL TRANSIT SCHEDULE CHANGES



New Rider Guide is available, with changes to Sun Tran and Sun Express. Riders can view the new ride guide online at www.suntran.com or find one in any transit vehicle.

TOHONO TRANSIT CENTER PROJECT

The Tohono Transit Center (TTC) received new striping work this past month. Thanks to Sun Tran and Speedway Stripping Crew for partnering in creating this project. The much needed repainting helps riders navigate the Transit Center safely. Sun Tran will complete striping work at the Ronstadt Transit Center (RTC) by September.



6

Commercial Driver's License (CDL) Awards

Sun Tran promoted six (6) new Operators that received their CDL. This is part Sun Tran's continuous effort to recruit and retain employees.

SUN TRAN		SUN VAN	SUN LINK				
NEW HIRES	94 - Coach Operators	152 - Van Operator Trainees	12 - Streetcar Operators				
PROMOTIONS	<ul style="list-style-type: none">• Michelle Hill to Supervisor• Everardo Alanis to Supervisor• Frank Vega to Supervisor• Taha Yassin to Supervisor• Sandra Elian to Operations Administrative Assistant• Mayra Ramirez to Training & Safety Director	11 - Trainees to Operators	Jeannette Haro to Operations Manager				
	ASYLUM SHUTTLE		<table><tr><td>TRIPS</td><td>292</td></tr><tr><td>PASSENGERS</td><td>11,995</td></tr></table>	TRIPS	292	PASSENGERS	11,995
	TRIPS	292					
PASSENGERS	11,995						

PROMOTIONS



Jeannette Haro, Sun Link Operations Manager

Jeannette Haro was promoted to Sun Link's Operations Manager. Before her new role she was a Sun Van Operator for 16 years. In 2014 she joined the start-up team for Sun Link and became the first woman to operate the streetcar. She has four wonderful children who are

now adults, plus she is a grandmother to four beautiful kids. When she's not busy being all these important roles, she cruises around town on her motorcycle to enjoy the amazing Arizona weather. When it is time to relax she enjoys watching docuseries about various topics, learning about different cultures and eras fascinate her. Jeannette has enjoyed working with a diverse group of people and providing a valuable service to the community, now she can't wait to see where this new chapter takes her.

Mayra Ramirez, Sun Tran Training and Safety Director



Mayra Ramirez was promoted to Safety and Training Director for Sun Tran, Sun Van and Sun Link. For 27 years Mayra has worn many hats at Sun Tran. At just 19-years-old she started as a customer service representative, then moved on to being an administrative assistant in operations. After that she then went off to be a supervisor/dispatcher and her former role was training supervisor.

She remembers back in 1996 customer service representative did not have computers. Instead, they had huge binder with all the run sheets, and since there was no Google maps, they had to use an atlas. No matter what position she was in she enjoyed each one. In between her years at Sun Tran, she married and had 3 wonderful kids. When she's not at work, Mayra is busy with her kid's sports. She also loves to spend time with her family, swimming and doing outdoor activities.

Gabriela Guerrero, Sun Link HR Technician

Gabriela 'Gaby' Guerrero was promoted to Human Resources Technician at Sun Link. Four years ago, Gaby began working at Sun Van and after a year moved to Sun Link. She is excited to work in her new role. Gaby has been living in Tucson for six years. She enjoys listening to music, learning to play the cello and reading. She also likes to spend time with her family, friends and can't forget her furry friend Axl.



Michelle Hill, Sun Tran Operations Supervisor

Michelle Hill was promoted to Supervisor this August. Before her new position, Michelle was a Sun Tran coach operator for 14 ½ years. She's also has had her CDL for 37 years. Michelle has been happily married for 10 years. When she's not at work she enjoys stained glass, painting and traveling.

Sandra Elian, Sun Tran Operations Administrative Assistant

Sandra Elian was promoted to Operations administrative assistant. Before she stepped foot at Sun Tran, Sandra started at Sun Van as a reservationist. Then in 2015 she moved to Sun Tran as a Smart Cards technician. During that time the pandemic hit which left Sandra floating around helping where ever she was needed, sometimes that included the ADA office. As a Tucson native she loves to go hiking and walking around sunny Tucson. She also enjoys spending time with her friends.

Frank Vega, Sun Tran Operations Supervisor

Frank Vega was promoted to Supervisor. Before his big promotion Frank began at Sun Tran as a coach operator in 2021. His goal as an operator was to complete every route in order to take the next steps in his career. Before his move to Sun Tran, he was on the road as a Swift driver. Frank is excited with his new position and for the next chapter of his career. Born and raised in the Big Apple, Frank decided to move to Tucson in 1997. When he's not working, he enjoys outdoor activities such as fishing, camping, and riding his bike. He also loves to spend time with his six grandkids.





sun tran **+8%**
Year to Year Ridership

August 2023 - 1,382,053

August 2022 - 1,280,014

sun LINK **+21%**
Year to Year Ridership

August 2023 - 139,698

August 2022 - 115,922

sun van **+10%**
Year to Year Ridership

August 2023 - 44,202

August 2022 - 40,128

ON DEMAND **+56%**
Year to Year Ridership

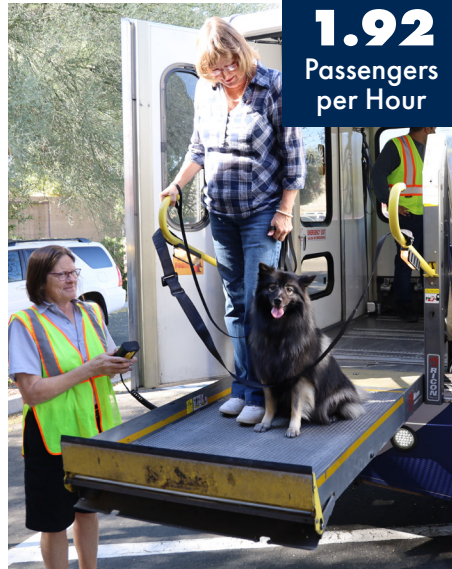
August 2023 - 1,610

August 2022 - 900

 **88.5%**
On Time Performance

 **62.93**
Passengers per Hour

 **89.84%**
On Time Performance

 **1.92**
Passengers per Hour

 **83.72%**
On Time Performance

 **26.62**
Passengers per Hour

21
Customer Compliments 

 **90%**
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*.



Frank Couturier
Sun Tran Coach Operator

"He is always punctual, friendly and excellent driver. Goes above and beyond to ensure everyone gets where they need to be safely. I wish I could thank him more for all he's done for us commuters over the past few months. Thanks driver!"

Kimberly Sargent-Mason
Sun Tran Coach Operator

"This is my favorite driver. Always kind and courteous, while enforcing the rules. By far one of the most dedicated drivers."



Michael Anthony
Sun Tran Coach Operator

"I want to compliment the driver for opening the front door and waiting until I got into my car before he drove off."

Joey Lopez
Sun Van Operator

"Today was my first time riding Sun Van with Joey, he was a great young man. Thank you for being so helpful."



Michelle O'Donnell
Sun Van Operator

"I wanted to compliment Michelle for being such a good trainer."

Yasir Khiaralla
Sun Van Operator

"Yasir is a wonderful driver and has a wonderful personality. I appreciate the customer service they provided."

