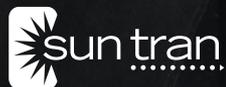




# MONTHLY OPERATIONS REPORT

AUGUST 2022



# AUGUST 2022 HIGHLIGHTS

Make  
Yourself  
Heard

sun tran

## FARES OUTREACH

Community engagement regarding transit fares was continued in August. Sun Tran staff conducted seven outreach events at the Ronstadt Transit Center, Laos Transit Center and the University of Arizona. The public also had access to the transit fares survey online. Feedback gathered will be shared with decision-makers as they weigh the future of fares in Tucson.



## ELECTRIC FLEET GRANT

The Federal Transit Administration (FTA) has announced that Sun Tran will receive a \$12 million Low or No Emissions Grant for the purchase of 19 electric vehicles and ten charging stations. The City of Tucson, Tucson Electric Power, Pima Association of Governments and the Regional Transportation Authority are also contributing funds, which brings the total investment in this project to \$15 million.



## FALL SCHEDULES

Fall bus schedules started Sunday, August 7 with minor time changes for four regular Sun Tran routes and the addition of a new Congress/Granada timepoint for three Sun Express routes. The adjustments coincided with a new schedule bid for drivers, maintenance and operations staff. The public can find current schedule information at SunTran.com, by calling customer service at (520) 792-9222, or by picking up a printed ride guide at transit centers and onboard buses.

## INTRANET PAGE LAUNCH

Transit employees now have a place to share information across Sun Tran, Sun Link and Sun Van. The intranet page was set up to better connect all employees to important company information. The page allows each department to publish important items such as reports, plans, facility projects and emergency alerts. It is the first communications tool in place to connect all three modes

## INDUSTRY KNOWLEDGE SHARE

Several Sun Tran employees visited sister RATP Dev transit systems to share industry knowledge with onsite staff. Training Supervisor Mayra Ramirez traveled to Edmond, Oklahoma to assist Citylink for four days. Mayra worked with employees on restructuring their training program and offered expertise on classroom and behind-the-wheel training. Special Event Detours Supervisor Eduardo Hernandez spent two weeks in Indianapolis, Indiana assisting IndyGo Access. Eduardo worked with the paratransit division's team to implement standard operating procedures, ways to track and analyze key performance indicators and how to respond to operational challenges. Seven additional Sun Tran and Sun Van staff also visited Indianapolis to train local call center staff, assist with customer service calls and paratransit reservations.

## OPERATOR SURVEYS

To gather feedback from operators at Sun Tran, Sun Link and Sun Van, leadership deployed an internal input survey. The surveys included questions about fares, communication methods and day-to-day challenges. Between the three modes, close to 100 surveys were collected. Leadership plans to use the responses to shape future policies and programs.



## SWIFTLY

Service Planning and Development staff implemented Swiftly transit software and completed training on new tools. The program offers enhanced capabilities to review On Time Performance, running times and speed, down to the stop and route segment levels. The primary goal is to use the software to improve overall service for operators and the public by reviewing routes more quickly to identify where strategic changes are needed.

## DRIVER CONNECTION

**We Appreciate All You Do.**



Please click on your transit mode above, then enter the password.

Sun Van and Sun Link Operators have a new way to receive schedules, maps and other important information. The Sun Tran Marketing team expanded the internal section of the company's website to include the paratransit and streetcar teams. Previously, the section was only used for Sun Tran operators. Now, all three modes have access to the Driver Connection page and can find important information wherever internet access is available.

## TRIENNIAL REVIEWS

Staff completed the triennial City of Tucson Transit Title VI Program and two Service and Fare Equity Analyses. The overall program and equity analyses were completed on time for review by elected officials.

## AUGUST ASYLUM SHUTTLE

**4,777** Passengers  
**173** Trips



**sun tran** **+0.07%**  
Year to Year Ridership

August 2022 - 1,280, 014

August 2021 - 1,271,129



**SUN LINK** **+50%**  
Year to Year Ridership

August 2022 - 115,922

August 2021 - 77,199



**sun van** **+17%**  
Year to Year Ridership

August 2022 - 40,128

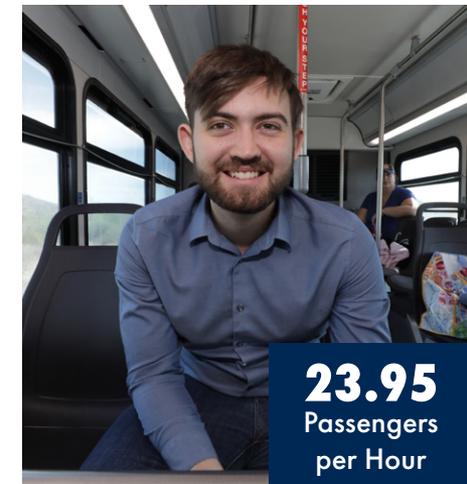
August 2021 - 34,423



**SUN ON DEMAND** **+97%**  
Year to Year Ridership

August 2022 - 900

August 2021 - 458



**23.95**  
Passengers  
per Hour

**90%**  
On Time Performance

**21**  
Customer Compliments



**53.82**  
Passengers  
per Hour

**93%**  
On Time Performance



**2.02**  
Passengers  
per Hour

**85.93%**  
On Time Performance



**83.13%**  
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.



**Erlinda Landreville**  
Sun Van Operator

"I had a rough appointment before my ride but Erlinda was marvelous. Erlinda made sure I was ok, walked me to my door and made sure I made it inside safely before leaving."

**Lettie Lopez**  
Sun Tran Coach Operator

"Lettie went above and beyond to help an elderly gentleman who has never ridden the bus before get to his destination. She did awesome work and has a great attitude!"



**Carol House**  
Sun Tran Coach Operator

"Carol has the best customer service; she doesn't sweat the small stuff and gets along with everyone who gets on her bus. She doesn't seem to get angry with her passengers and is willing to help everyone. She is just so awesome!"

**Lucille Shepard**  
Sun Van Reservationist

"Lucille is doing a fantastic job with booking my trips. She is kind and skilled at her job."



**Rafael Coreas**  
Sun Van Operator

"Rafael was courteous, patient and very helpful. He was on time and very easy to talk too. He had a nice personality, which makes a big difference when riding in the van."

**Alberto Salcido**  
Sun Tran Coach Operator

"Alberto makes good decisions behind the wheel. He should be commended for driving safely and responsibly. He does a great job."



## BACK TO SCHOOL SAFETY

Sun Tran employees learned road safety tips related to back to school as part of the monthly safety campaign.



## SAFETY-FOCUSED TECHNOLOGY

Sun Tran partnered with Safe Fleet to demo two safety-focused technology products. The Thruview Assist and Dual View Assist have been installed on a Sun Tran bus for the duration of the pilot program. The safety features are designed to offer operators greater visibility, ultimately preventing collisions.

## UA ORIENTATION

As the University of Arizona kicked off the fall semester, the Sun Tran Marketing Department participated in several outreach initiatives to educate students and staff on their public transportation options. Staff participated in four on-campus resource fairs. The events provided students and parents with the chance to ask questions, learn about the transit system and pick up streetcar and bus maps.



With the University of Arizona summer break over, the Sun Link streetcar resumed late night service. The streetcar extends operations on Thursdays, Fridays and Saturdays, providing service through 2 a.m.

### Streetcar Ridership for First Week of UA Classes

### Monday - Sunday

2022	43,049
2021	29,944
2019	20,378

## SUN VAN COMMUNITY CONVERSATION

Sun Van hosted two virtual meetings to offer clients and stakeholders the opportunity to provide feedback about the paratransit service. Participants joined staff online to voice ideas, concerns, and share what is going well. The transit fares survey was also provided. Feedback from the meetings will help Sun Van improve paratransit service throughout the community.



## NEW HIRES

### SUN TRAN

- 9 - Coach Operators
- 4 - Service Island Attendants
- 1 - Bus Stop Cleaner
- 1 - Customer Service Representative

### SUN TRAN PROMOTIONS:

- 2 - Coach Operators

### SUN VAN

- 16 - Van Operator Trainees
- 1 - Dispatcher

### SUN VAN PROMOTIONS:

- 5 - Van Operators
- 1 - Dispatcher

### SUN LINK

- 3 - Streetcar Operators
- 2 - ROW Technicians

### SUN LINK PROMOTIONS:

- 1 - Rail Supervisor