

Monthly Operations Report

April 2025



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.



Celebrating 50 years

Celebrating 50 Years of Sun Tran

Sun Tran kicked off its 50th Anniversary celebration with a pop-up event at the Laos Transit Center on Wednesday, April 23. The celebration brought together riders, staff, and community members for an afternoon of music, prizes, face painting and refreshments. Everyone enjoyed the chance to explore and take photos aboard a restored 1973 bus provided by the Old Pueblo Trolley Museum. Attendees also had the opportunity to visit local resource booths. This event marked the start of a year-long celebration, with future pop-ups planned at Tohono Transit Center on August 14 and the Ronstadt Transit Center on September 19. Sun Tran is proud to celebrate 50 years of connecting the Tucson community. For more event information visit Suntran.com or follow us on social media @suntran_tucson.



Anniversary Bus Wraps Hit the Tucson Streets

Sun Tran staff gathered to preview two special bus wraps unveiled in celebration of Sun Tran's 50th Anniversary. A group photo was taken featuring administration staff, operators and mechanics, all proud to be part of this milestone moment. One of the wraps showcases a collage of employees from different years of service, honoring the people who have kept Tucson moving. The second wrap is a throwback to Sun Tran's 1975 colorway and design. These commemorative buses can be seen throughout the city all year long, and riders can snap a photo if they spot one and tag Sun Tran on Instagram @suntran_tucson.

Celebrating Earth Day

Sun Tran joined the fun at the Childrens Museum's annual Earth Day celebration, an event dedicated for helping kids explore ways to build a healthier, greener planet. As part of the celebration, Sun Tran displayed its electric bus wrapped in a special throwback design from 1975 in honor of its 50th Anniversary. Kids had the chance to hop aboard the bus and get creative by coloring their own squishy bus toys. The event offered a way for Sun Tran to engage with local families to highlight the importance of green transportation.

SUN VAN COA & AZTA CONFERENCE

Sun Tran Participating at AzTA

Sun Tran's General Manager and Director of Service Planning and Development represented Sun Tran at the 38th Annual Arizona Transit Association (AzTA) Conference held in Flagstaff, Arizona. The two-day event featured a variety of informative breakout sessions, an engaging expo, and tours hosted by Mountain Line showcasing their new Downtown Connection Center. General Manager Mikel Oglesby participated in a panel discussion titled "Insights from Arizona's Three Largest Transit Systems," where he highlighted Tucson's innovative transition to alternative fuels and shared about Sun Tran's Comprehensive Operational Analysis. The conference provided a valuable opportunity to exchange ideas and connect with transit professionals from across the state.

Sun Van COA and Survey

Sun Van, in partnership with the City of Tucson's Department of Transportation and Mobility (TMD) and RATP Dev, is conducting a Comprehensive Operational Analysis (COA) to evaluate the current performance of its paratransit service. This effort includes a thorough review of Sun Van's service, policies, and procedures to identify potential improvements that will lead to a more accessible and efficient system. As part of the public outreach phase, 12 meetings were held from March 24 through April 24 – three being virtual sessions – to gather valuable community feedback. A short survey, available in both English and Spanish, is also open through May 9 to further engage riders and the community. The next step in the COA process is to present findings and recommendations to the Mayor and Council. To learn more about the Sun Van COA or to view recordings of the virtual meetings, visit Suntran.com/sunvancoa.

Streetcar Maintenance

Sun Link's Right-of-Way team performed scheduled cleaning, inspection, and adjustment of pole bases along the streetcar alignment. These routine tasks help maintain the structural integrity of the overhead catenary system (OCS) and ensure safe, reliable streetcar operations. Each inspection allows for early detection and correction of wear, corrosion, or obstructions, reflecting Sun Link's commitment to proactive maintenance and high standards.

Rolling into Cyclovia

Sun Tran participated in the 22nd annual Cyclovia Tucson on Sunday, April 6. As part of the event, Sun Tran offered attendees a hands-on opportunity to practice mounting their bikes on a bus bike rack, share bike safety tips, and even compete to see who could mount their bike the fastest. Cyclovia Tucson transformed 3 miles of Treat Avenue into a vibrant, car-free route filled with activity. The event served as a valuable platform for Sun Tran to connect with the community and promote sustainable transportation.



NEW HIRES & IN THE COMMUNITY

In the Community

Throughout the month of April, Sun Tran hosted several Learn to Ride sessions across the community to help all riders feel more confident using public transit. One session, was held with Handi Dogs where service dog owners were guided through the boarding/deboarding process and accessibility features on both Sun Van and Sun Tran. Another session took place at the SAAVI Services for the Blind, where participants received training tailored to their needs.

Additionally Sun Tran visit Mountain View High School and Amphitheater High School to teach students how to ride the bus safely and independently. These sessions reflect Sun Tran's ongoing commitment to accessibility, education and empowering future riders.

New Hire: Andrew Vargas, Transit Security Manager

Welcome Andrew to the team! Andrew has over 13 years of experience in safety, security, law enforcement and emergency management. A Tucson native with a degree in Criminal Justice, he brings local insight and strategic leadership to transit security and preparedness. When he is not on the job, Andrew enjoys fishing, gaming, tacos, and spending time with family.



New Hire: Macy Carnahan , Payroll Technician

With four years of experience in payroll, Macy plays a key role in supporting Sun Tran's employees behind the scenes. She has gained skills in processing paychecks to maintaining accurate timekeeping and ensuring payroll compliance. Outside of work, she stays active in the Tucson community by attending live events, catching the latest movies or volunteering her time to give back.



Recruitment

	New Hires	Promotions
Sun Tran	1- Mechanic 18- Coach Operator (s)	3- Student to Full-Time Coach Operator
Sun Van	11- Van Operator (s) 1- Reservationist (s)	3- Van Operator Trainee to Full-Time Operator
Sun Link	3- Streetcar Operators	


PERFORMANCE STATS

 **+0.24%**

Year to Year Ridership

April 2024 - 1,389,748


April 2025 - 1,393,222

 **-2.62%**

Year to Year Ridership

April 2024 - 172,652

April 2025 - 168,178

 **+4.99%**

Year to Year Ridership

April 2024 - 44,467

April 2025 - 46,743

 **+15.58%**

Year to Year Ridership

April 2024 - 1,953

April 2025 - 2,283



88.36%

On time performance



Passengers per Hour:
27.64



16

Customer Compliments

86%

On time performance



Passengers per Revenue Hour:



84.32

85.52%

On time performance



Passengers per Revenue Hour:



1.91

82.46%

On time performance



Trips Booked through App:



58.86%

All-Stars



Amir H. , Coach Operator

“The driver decided to detour to avoid an accident traffic and delays. He was courteous enough to let us know what he was doing. Thank you!”



Nicholas L. , Coach Operator

“The drive was very kind in waiting for me to board the bus. I appreciate his service. Compliments to Sun Tran for a great bus service overall!”



Amanda K. , Coach Operator

“She was extremely nice to all the passengers and patient with the elderly. Keep up the great work, and thank you for being so wonderful.”



Alicia T. , Coach Operator

“She was very nice, happy all the time, and talks to her passengers. Thank you bus driver!”



Betty M. , Customer Service Representative

“She was amazing and very knowledgeable about Sun Van and Sun On Demand services. Thank you to the whole department!”



Davis R. , Coach Operator

“I really appreciate the bus driver for getting me to work on time.”

