



# MONTHLY OPERATIONS REPORT

DECEMBER 2023





# DECEMBER 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.



### STUFF THE BUS WITH SUN TRAN

This holiday season Sun Tran partnered up with the Salvation Army Tucson and iHeart Media's 92.9 The Bull, Mega 97.1, 93.7 KRQ, HOT 98.3, 790 AM KNST and Tejano 1600 to host the annual Stuff-the-Bus on Friday, December 1 from 6 a.m. to 6 p.m. Kids also had the chance to say hello and take pictures with Santa.

This year Sun Tran collected 909 toys, with 65 of the toys being bicycles for kids! Sun Tran also collected \$160 and two bags of non-perishable foods. The annual Stuff-the-Bus toy drive helps Tucson families have a happy holiday season. Thank you to the Tucson community for the donations!



### STUFF THE BOOT WITH SUN LINK

For the second year Sun Link hosted its Stuff-the-Boot event to benefit the TMM Family Services on December 16 from 4:30 p.m. to 6 p.m. Santa was at the Mercado San Augustin at the Sun Link stop to help fill the boot with monetary donations. The Tucson community was invited to stop by and take a photo with Santa while enjoying a free ride on the Sun Link Streetcar.



### RIDING WITH SUN VAN TO THE BEACON HOLIDAY DANCE

Sun Van provided 72 trips to and from the Beacon Holiday Festivity event at the Tucson Convention Center (TCC) on December 7, 2023. The Beacon Group provides a variety of employment-related programs as well as education and socialization for people with disabilities. Sun Van makes getting around the city of Tucson easier for those eligible to ride.



## SUN TRAN WELCOMES INTERNS FROM FRANCE!



Sun Tran welcomed two interns from France, Elodie and Aymeric, who embarked on a yearlong internship with RATP Dev. Having traveled the states for seven months, they explored other transit facilities in Connecticut, Washington DC, Kentucky, Oklahoma, Texas and North Carolina. Within each state, they were assigned different tasks, but their main mission at RATP Dev is project management, specifically, safety software. At Sun Tran, their job involved conducting a peer review study comparing Sun Van services to similar services in other cities. During their three-day stay, Elodie and Aymeric had the opportunity to tour the city of Tucson, Sun Tran, Sun Van and Sun Link facilities. Within each visit, they had a chance to meet with employees, managers and city officials. To end their stay, they attended a Sun Tran holiday party and participated in a White Elephant game. Thank you for visiting Elodie and Aymeric!

## MICHELE TAYLOR – PROCUREMENT DIRECTOR



Michele Taylor was promoted to Sun Tran's Procurement Director this December. Her former role was Interim Procurement Director in November and before that was Senior Buyer at Sun Tran for two and a half years. Congrats Michele!

## ELIZABETH BRIONES – HUMAN RESOURCES AT SUN VAN



This month Elizabeth Briones began her career at Sun Van as a Human Resources Admin Assistant. Elizabeth has 17 years of experience in early childhood development. Her former role was teaching Spanish for seven years at the International School of Tucson. She is a mom to three lovely kids

and now that they are older, she decided to make a career change. She is excited to be part of the Sun Van team and looks forward to working with wonderful people.

### SUN TRAN

### SUN VAN

### SUN LINK

#### NEW HIRES

1 - HR Admin Assistant  
5 - Van Operator Trainees

1 - Streetcar Operator

#### PROMOTIONS

Michele Taylor  
promoted to  
Procurement Director

6 - Van Operator Trainees  
to Van Operators

**9**  
trainees  
passed CDL  
test

### DECEMBER

#### ASYLUM SHUTTLE

TRIPS: 403

PASSENGERS: 19,634

## SUN VAN AT 2ND ANNUAL DISABILITY PRIDE DAY

More than 1,000 participants attended the 2nd Annual Disability Pride Day event that took place at the Tucson Convention Center (TCC) on Sunday, December 3. Sun Van staff, Maria and Cesar, were at the event to inform participants about Sun Tran, Sun Van, Sun Shuttle and Sun Link services. Staff distributed various materials including all Sun service brochures, pens, stickers and reusable tote bags. During the event, Sun Van provided 34 trips to and from the event.

## NEW SUN ON DEMAND VAN DESIGN

Sun On Demand is rolling into the holidays with two new vans. Both vehicles display a new design and colors (white, yellow and blue). Sun On Demand provides shared, curb-to-curb rides for individuals traveling within each zone. Download the On Demand app and reserve a ride online! For more information visit [Suntran.com/on-demand](http://Suntran.com/on-demand) or call (520) 798-1000.





## SAFETY MEETING

The Safety & Security department had their last quarterly Safety meeting of 2023 for all bus operators this December. The team discussed topics about stationary objects, assaults, Employee Assistant Program (EAP), focus groups and the annual bus rodeo. The safety meeting was offered five times during the week of December 12 so all operators have a chance to attend. For those who could not attend there was a video recording of the meeting.

## SAFETY BLITZ LUNCHEON

All Sun Tran, Sun Van and Sun Link staff learned about safety tips while also being treated to some delicious Mexican food by Micha's Restaurant. During lunch, staff had the opportunity to participate in a safety quiz in order to enter a raffle. Congrats to Coach Operators Jerry and Francisco, and bus stop coordinator Mackenzi for being raffle winners. In addition, congrats to coach operator Dexter for first place in quickly and safely securing a mobility device.



## SUN LINK TRAINING WITH TUCSON FIRE DEPARTMENT

On December 15, Sun Link welcomed 10 firefighters for a familiarization training. TFD firefighters had the opportunity to familiarize themselves with Sun Link's operation and maintenance facilities, streetcars and overhead catenary system. This training helps prepare firefighters for any emergency responses that involve the streetcar.

## SUN LINK PREPARING STAFF FOR ANY SITUATION

Two trainings took place at Sun Link on December 20: Run, Hide, Fight and Suspicious Package/See Something, Say Something. All Sun Link operators and supervisors learned what to do in cases of an active shooter situation and if they encounter a suspicious package. A tabletop exercise took place where staff walked through scenarios of a suspicious package while a moderator guides them through various questions and changing situations.



## NEW PROJECTION BOARDS FOR TRAINING FACILITIES

In an effort to improve the overall learning experience for coach operators, the IT team at Sun Tran replaced old projection boards with more upgraded modern projection boards. The new monitors are much more interactive. They are touch screen enabled so users have the ability to edit, save and create new documents directly from the screen. In addition, the audio system was updated, featuring new speakers and two wireless microphones. Another eye-catching feature is users can pause a video and write over the video. Plans are underway to upgrade projection boards at Sun Van and Sun Link conference rooms.



## SUN VAN'S DAYCARE IN TALKS OF REOPENING

A potential lease agreement discussion with the City of Tucson, Sun Van and the Erik Hite Foundation is underway for the vacant daycare located next to Sun Van's facilities. The proposed program is designed to offer childcare and learning opportunities for families in the Tucson Fire Department, Tucson Police Department and communications department. A final agreement is not yet in place.





**sun tran** **+7%**  
Year to Year Ridership

December 2023 - 1,270,183

December 2022 - 1,183,095

**sun LINK** **-7%**  
Year to Year Ridership

December 2023 - 94,109

December 2022 - 100,976

**sun van** **+7%**  
Year to Year Ridership

December 2023 - 39,145

December 2022 - 36,485

**ON DEMAND** **+103%**  
Year to Year Ridership

December 2023 - 2,661

December 2022 - 846

**88%**  
On Time Performance



**26.19** Passengers  
per Hour

**14**  
Customer Compliments



**46.18**  
Passengers  
per Hour

**88%**  
On Time Performance

**92.22%**  
On Time Performance



**1.84**  
Passengers  
per Hour



**84.02%**  
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*.



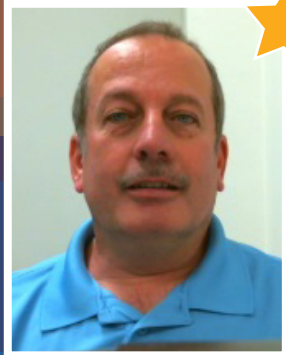
**Rosa M. Castellanos**  
Sun Tran Coach Operator

"The coach operator did a great job in protecting three young children who were on their way to school from a suspicious man. Thank you."



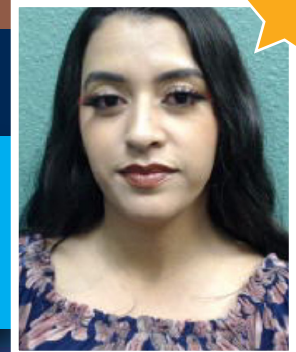
**Lucille Shepard**  
Sun Van Reservationist

"Lucille was very thorough, professional, polite and an all-around sweet person. You should be proud to have her."



**Lawrence Wernimont**  
Sun Tran Coach Operator

"I was running across the street after the bus. He did not need to stop for me but he did. I am very grateful for his help especially during this busy holiday time. Thank you very much!"



**Johanna Quiroa**  
Sun Van Reservationist

"She did an excellent job on the call. Johanna was able to provide times requested and after scheduling all my trips she was still offering to help some more."



**Custodian Faculty**

"The daytime custodian does a great job constantly cleaning up employee and public restrooms to make sure they are clean. He surely was missed when he went on vacation."



**Shamean Ramirez Kellogg**  
Sun Tran Coach Operator

"Wonderful driver! I ride the bus three times a week and the driver is always friendly and gracious to everyone who boards the bus. She takes her job seriously and cheerfully takes people to their destinations."