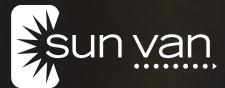
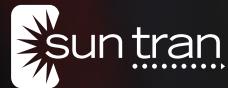




# MONTHLY OPERATIONS REPORT

DECEMBER 2022



# DECEMBER 2022 HIGHLIGHTS

## FREE TRANSIT FARES EXTENDED



Transit fares remain free during the first half of the 2023 New Year. The Tucson Mayor and Council voted on December 20th to extend the free fares on Sun Tran, Sun Link and Sun Van through June 30th 2023. The City of Tucson chose to provide free transit services in March of 2020 with the onset of the Pandemic.

## SECURITY TABLETOP EXERCISE

On December 13, 21 employees participated in a half day tabletop exercise overseen by Homeland Security staff. Moderated by Allen Smith Transit Security Manager and the Director of Safety and Security John Zukas, Managers, Directors and other key staff who could potentially play an active role in an emergency participated in this exercise. This exercise is one in what will be a continuing series of emergency operations exercises and is part of our commitment to a safe and secure transit system to the Public and to transit employees.

## JOHN ZUKAS APPOINTED AS AGM OF SUN LINK

John brings unique qualifications to the position having extensive experience as the Director of Safety and Security for Sun Tran, Sun Van and Sun Link since June of 2020. In his position of Director of Safety and Security, John and his team have made significant improvements in transit system safety and security including the implementation of the Public Transportation Agency Safety Plan (PTASP). The PTASP includes a written hazard management plan, an employee safety training plan, an employee safety reporting program ESRP and an internal audit plan. John was the Tranist Services Coordinator /Manager for the City of Tucson from January 2004 until joining RATP DEV in June of 2020. With RATP Dev and the City of Tucson, John has established himself as an experienced manager, strong leader and excellent communicator. These skills, combined with his historical knowledge of the growth and evolution of the streetcar system In Tucson make him a fantastic choice as AGM. John will replace John Kortekaas, who is retiring January 20, 2023.



## WINTER STREET FAIR

Fourth Avenue Merchants Association (FAMA) along with the 4th Ave retailers hosted their Winter Street Fair December 9-11th. This popular event brings thousands of attendees and vendors from Tucson and surrounding areas to 4th Ave to experience the food and culture of Tucson over the 3-day event. Sun Link closes a portion of the track to accommodate the event which happens in the Spring and Winter each year. Sun Tran provides supervisors and Bus Operators as well as a bus along the detour of the closed portion of the Sun Link track. This helps Tucsonans navigate the event as well as campus and Downtown Tucson throughout the weekend.

### Sun Link Ridership - 4th Avenue Winter Street Fair

Friday, December 9	Saturday, December 10	Sunday, December 11
4,745	4,528	2,618

## ONGOING PROJECT UPDATE

The conversion of Congress/6th parking spaces to 10 minutes max for passenger load/drop-off should decrease Sun Link service interruption rates upon it's completion.



## STUFF THE BOOT WITH SUN LINK STREETCAR

This was the first year that Sun Link hosted its Stuff the Boot promotion. On Saturday, December 17th, Santa was at Mercado San Augustin at the Sun Link stop to help fill the boot with donations. The public was invited to stop by and take a photo while enjoying a ride on the Streetcar. The Tucson community donated \$240 to Santa. Donations benefitted The Marines Toys for Tots.



## STUFF THE BUS

Sun Tran hosted the Annual Stuff the Bus event to benefit Salvation Army. Toys and cash were collected throughout the day at Walmart on Speedway and Kolb on Saturday December 10th.

**OVER 1000 TOYS AND \$350 IN CASH**

were collected to help make families in Tucson a bit brighter this year.

SUN TRAN	NEW HIRES	PROMOTIONS
	3 - Coach Operators 1 - Bus Stop Cleaner	
	12 - Van Operator Trainees 1 - Reservationist	3 - Trainees to Operators 7 - Trainees and 3 regular Operators were termed
SUN LINK	2 - Streetcar Operators 1 - Maintenance Technician	



ASYLUM SHUTTLE	
TRIPS	229
PASSENGERS	7,647

## SUN TRAN 2ND ANNUAL HOLIDAY OFFICE DECORATING CONTEST

Sun Tran staff participated in the 2nd, the concept originated last year to encourage comrade and holiday cheer among staff. The Department of Transportation graciously judged the participants and awarded Sun Tran's Accounting Department the award for their rendition of Las Posadas. Accounting has taken the award home for the two last years. Congratulations to Accounting and to all of the departments that participated. To see the video visit: [Youtube.com/SunTranTucson](https://www.youtube.com/SunTranTucson).



## HOLIDAY DINNER

Sun Tran, Sun Link and Sun Van employees were treated to a Holiday all employee dinner catered by Cracker Barrel on December 14th.





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

**December 2022 - 1,183,095**  
**December 2021 - 975,721**

**sunLINK**  **+22%**  
Year to Year Ridership

**December 2022 - 100,976**  
**December 2021 - 82,960**

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

**December 2022 - 36,485**  
**December 2021 - 33,181**

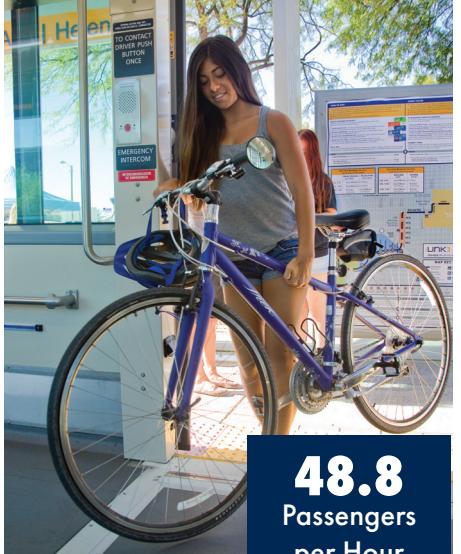
**ON DEMAND**  **+74%**  
Year to Year Ridership

**December 2022 - 846**  
**December 2021 - 484**

 **91%**  
On Time Performance



**25.3** Passengers per Hour



**48.8** Passengers per Hour

 **97%**  
On Time Performance



**1.87** Passengers per Hour

 **86%**  
On Time Performance

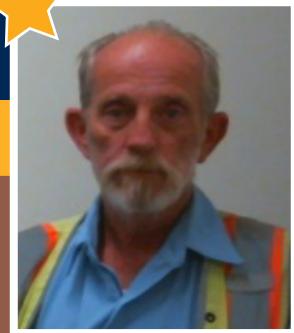


**91%** On Time Performance

**13** Customer Compliments 

# Sun Family All-Stars

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



**Larry Paxton**  
Sun Tran Coach Operator

"I've been riding the 109X(am) for several months now and Larry has been our regular driver and he is always courteous, professional and gets us to our destinations safely".



**Allen Smith**  
Sun Tran Safety and Security Manager

"I called in for an update on a previous incident and was transferred to Allen. He was so polite and professional and very understanding, I enjoyed speaking with him.



**Joshua Frey**  
Sun Tran Coach Operator

"My driver went above and beyond helping an elderly passenger. He helped the passenger get to her appointment safely."



**Jeffrey Gucciardo**  
Sun Van Operator

"I am so lucky, I had Jeffrey not once but twice today. He went above the call of duty and was helpful by helping me with stairs and groceries and was so patient."



**Raul Guiterrez**  
Sun Van Operator

"Raul was such a helpful driver. He was able to accommodate us on our shopping trip for Christmas dinner and he was able to tie down both wheelchairs safely and securely."



**Bob De La Rosa**  
Sun Van Operator

"Our driver Bob was so great; I left my wallet, money and bags on the vehicle. Bob took the time to return everything to me". I am so grateful for him!"



**Lourdes Grijalva**  
Sun Tran Customer Service Representative

"Thank you for taking the time to listen to me. Thank you for such stellar customer service!!"