

MONTHLY OPERATIONS REPORT

FEBRUARY 2022



FEBRUARY 2022 HIGHLIGHTS

SUPERVISOR TRAINING

Transportation Safety Institute instructors from the U. S. Department of Transportation conducted a training program at Sun Tran. Thirty participants from various transit systems across the country participated in the Transit Supervisor Certification Course. Twelve employees from Sun Tran, Sun Van and Sun Link were among the participants who completed the 36-hour course.



Training participants work in groups as a TSI instructor explains course material.



Class participants and instructors mark the last day of training.

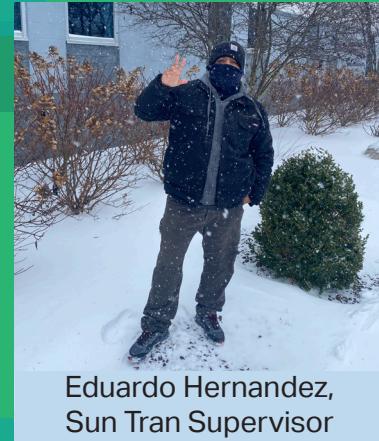


SOFTWARE UPGRADE

Trapeze is working with Sun Tran staff members to upgrade rostering software. The improvement will help provide enhancements to Sun Tran's processes and capabilities, particularly for the MIS and Service Planning & Development departments.

INDYGO OPEN DOOR SUPPORT

Sun Tran Construction & Special Event Detours Supervisor Eduardo Hernandez spent the month of February in Indianapolis assisting the local paratransit system with training and hiring. Hernandez led instructional sessions for IndyGo Open Door dispatchers and supervisors. He also facilitated document updates, the hiring of additional staff and even drove a few routes.



Eduardo Hernandez,
Sun Tran Supervisor



SUN LINK EMPLOYEES OF THE YEAR



Left: Ruben Garza, Streetcar Operator
Right: Carlos Perez, Streetcar Technician

ACCESSIBILITY TRAINING

The Marketing department met with an advocate for the visually impaired community at the beginning of the month. The goal of the discussion was to bring greater awareness of various communication techniques available and ways to optimize the accessibility of materials for audiences of all ability levels.

LA FIESTA DE LOS VAQUEROS TUCSON RODEO



Sun Tran provided buses at the event grounds while the rodeo was underway. The vehicles were used to acclimate livestock to traffic and engine noises.

NEW HIRES

SUN TRAN

15 - Coach Operators
2 - Bus Shelter Cleaners

SUN VAN

8 - Van Operator Trainees
8 - Van Operators
Completed Training

Streetcar Operator Ruben Garza and Streetcar Technician Carlos Perez were named Sun Link's 2021 Employees of the Year. Both employees have demonstrated outstanding dedication, teamwork and professional service throughout their careers at Sun Link. Ruben became a valued member of the team in 2015 and has top seniority among operators. Carlos was hired in 2019 and is a strong leader in his department



Sun Link team members congratulate the 2021 Employees of the Year.

FACILITY IMPROVEMENTS



The Sun Tran northwest facility received drainage and pavement improvements in February. The majority of the project focused on the employee parking lot and entry drive.

FEBRUARY ASYLUM SHUTTLE

1,442 Passengers
88 Trips



| SUN LINK STREETCAR | 2022 | 2021 | 2020 | 2019 |
|--------------------|---------|--------|--------|--------|
| February Ridership | 126,451 | 40,332 | 88,121 | 85,734 |

SAFETY MESSAGE

The employee safety message for the month of February covered how to respond in the event of an active shooter. Signage reminded staff members of the Run, Hide, Fight methods of protection, included how to react when law enforcement arrives and ways to recognize signs of potential workplace violence.



ACTIVE SHOOTER HOW TO RESPOND



More information at:
cisa.gov/publication/active-shooter-how-to-respond



+13%

Year to Year Ridership

February 2022 - 998,572

February 2021 - 883,107

-2%
Month to
Month
Ridership

February
2022:
998,572

January
2022:
1,021,592

21

Passengers
per Hour



19

Customer
Compliments



91%
on time
performance



+214%

Year to Year Ridership

February 2022 - 126,451

February 2021 - 40,332

+22%
Month to
Month
Ridership

February
2022:
126,451

January
2022:
103,813

93%
on time
performance



66
Passengers
per Hour



+51%

Year to Year Ridership

February 2022 - 32,769

February 2021 - 21,677

+4%
Month to
Month
Ridership

February
2022:
32,769

January
2022:
31,635

2
Passengers
per Hour



953
Calls answered
per day



90%
on time
performance



-17%

Year to Year Ridership

February 2022 - 464

February 2021 - 516

+8%
Month to
Month
Ridership

February
2022:
464 TRIPS

January
2022:
428 TRIPS



92%
on time
performance

161
Calls



0.4
Passengers
per Hour

Sun Family All-Stars

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



Juan Pacheco
Sun Van Operator

"Juan did an excellent job. He was professional, polite, kind and drove carefully over the speed humps."

Gerardo Ochoa
Sun Tran Coach Operator

"Gerardo shows professionalism, courtesy and kindness to all riders. He made my ride pleasant by his actions."



Hugh Curry
Sun Tran Coach Operator

"Hugh is very nice and goes out of his way to help others. He is helpful and patient with those who are learning the transit system and he waits for everyone to be seated before departing."

Ramon Figueroa
Sun Tran Coach Operator

"Ramon needs to be recognized for his excellent driving and keeping calm under pressure. He displays excellent driving skills and keeps all of his passengers out of harm's way."



Patrick Igomokelo
Sun Tran Coach Operator

"I want to compliment Patrick for being an excellent worker. He is very kind and understanding. Thank you!"



Rafael Torres
Sun Tran Coach Operator

"Rafael is so pleasant, welcoming and friendly. He deserves a billion dollar raise."