



MONTHLY OPERATIONS REPORT JANUARY 2022



JANUARY 2022 HIGHLIGHTS

AMBASSADOR VISIT

Sun Link had special visitors at the beginning of the year. RATP Dev USA CEO Arnaud Legrand welcomed the Ambassador of France to the U.S. Philippe Etienne and the French Consul General in Los Angeles Julie Duhaut-Bedos. The guests were given an overview of the transit system in Tucson and a tour of the streetcar facility.



RIDER SURVEY UNDERWAY



ETC was selected to conduct the 2022 On-board Survey, which is currently underway. Around 30 surveyors are collecting data from transit riders on Sun Tran, Sun Link and Sun Shuttle. The project gathers general information, demographics and other key statistics from thousands of transit riders over the course of six to eight weeks. The findings will be compared to pre-pandemic statistics from the 2019 On-board Survey. Final survey results will be published online at the conclusion of the project.

NEW SECURITY CONTRACTOR



American Guard Services started Jan. 1 as the new security contractor for Sun Tran and Sun Link. The AGS officers rove throughout the transit system, as well as having personnel routinely stationed at transit centers.



FLEET ADDITIONS

Sun Van added nine transit vans to the fleet. The new vehicles will help Sun Van accommodate an increase in ridership.



Following a service-hours change during the University of Arizona winter break, the Sun Link streetcar resumed late night service on Jan. 13. The streetcar extends service on Thursdays, Fridays and Saturdays, providing service until 2 a.m.



SENIOR OLYMPIAN

Sun Van super driver and star swimmer John Spicker brought home four medals in this year's Tucson Senior Olympics Festival. John has been competing in the yearly event since 2017 and has won 20 medals so far. In January, John competed in the 60+ category for several Freestyle swimming events and the 50-yard butterfly. Between the four events he won two gold medals and two silver. John has been a Sun Van driver since 2017. He routinely receives compliments from passengers for his exceptional service and kindness.



NORTH YARD LANDSCAPING

A facility repair and maintenance project got underway at the Sun Tran northwest campus. The first phase included landscaping work in the employee parking lot. Additional drainage improvements and parking lot repair work will be completed in February.



NEW HIRES

SUN TRAN

- 7 - Coach Operators
- 2 - Service Island Attendants
- 1 - Bus Shelter Cleaner

SUN VAN

- 2 - Van Operators

SUN LINK

- 1 - Streetcar Operator



+19%

Year to Year Ridership

January 2022 - 1,021,592

January 2021 - 861,377

+5%
Month to
Month
Ridership

January
2022:
1,021,592

December
2021:
975,721

20

Passengers
per Hour



32
Customer
Compliments



 **92%**
on time
performance



+223%

Year to Year Ridership

January 2022 - 103,813

January 2021 - 32,166

+25%
Month to
Month
Ridership

January
2022:
103,813

December
2021:
82,960

97%
on time
performance



49
Passengers
per Hour

 **Busiest
days**
Weekend: January 29 - 6,118 riders
Weekday: January 27 - 7,223 riders



+57%

Year to Year Ridership

January 2022 - 31,635

January 2021 - 20,186

-5%
Month to
Month
Ridership

January
2022:
31,635

December
2021:
33,181

2
Passengers
per Hour



895
Calls answered
per day



 **82%**
on time
performance



+47%

Year to Year Ridership

January 2022 - 428

January 2021 - 292

+9%
Month to
Month
Ridership

January
2022:
428 TRIPS

December
2021:
393 TRIPS



90%
on time
performance

207
Calls



0.36
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.



Ira Allen
Sun Tran Coach Operator

"Big shout out to Ira. My boys missed their stop. They spoke with Ira who helped them figure out where they needed to go, went over safety and gave a few pointers. It's great to know how awesome the drivers are!"

Christopher Beason
Sun Tran Coach Operator

"I want to thank Chris for his generosity and kindness in my family's hour of need. My mother's apartment complex caught on fire, but Sun Tran had a bus out and she was able to stay warm. Chris was so nice and pleasant. He went above and beyond."



Corinna Patty
Sun Tran Coach Operator

"I've been having a pretty rough year and I was almost to the breaking point when I hopped onto the bus. Corinna stood out in a way that lifted my spirits and made me want to believe there are still good people. She was a very attentive driver, and welcoming to every single passenger. She showed that she truly cared and sounded that she honestly wanted good things to happen for everyone. I want to sincerely thank her for being the way she is because she honestly brought me back up from hitting rock bottom. Let her know that she is an angel and thank you for giving us great service."

Carri Hamilton
Sun Tran Coach Operator

"Carri's number one priority is safety, but there is so much more. She explained how to read the schedule when I was confused. She is polite and friendly to all. Even when she has to handle a disruptive action on the bus, she does it with grace. She is firm, yet polite and then thanks the passengers involved. She is really an asset to your company!"



UPDATED MAPS

The information kiosks at the Ronstadt Transit Center received updated materials in January. Large maps replaced smaller versions in an effort to provide passengers with an easier-to-read and more convenient resource. The new postings include a city-wide bus system map along with a guide to finding route-specific bus bays at the transit center. Plans are in place to execute similar material updates at the Laos and Tohono transit centers in the near future.



ZOOM ZOOM!

Sun Tran participated in this year's Zoom...Zoom! event at the Children's Museum Tucson. The tradition brings together all kinds of vehicles and machines for local children to learn about and explore. Attendees toured a Sun Tran bus, tried out the driver's seat and enjoyed story time with staff. Children also designed their own bus wrap with a coloring activity. More than 1,125 people attended the event on Jan. 15.

SAFETY MEETINGS



The Sun Tran Safety and Training Department held a series of meetings for bus operators in January. Drivers learned about technology available on some buses, which automatically secures mobility devices. Trainers also gave an overview of operating the electric buses. During the meetings, and as part of an ongoing project, drivers received initial training on signs of human trafficking, along with how to report it. The monthly safety message reminded staff about Sun Tran's zero tolerance policy for drug and alcohol violations.

