

MONTHLY OPERATIONS REPORT

JANUARY 2023



A large, circular, blue-framed sign is mounted on a brick wall. The sign features a large "Welcome" in the center, surrounded by various international greetings in different languages. The sign is flanked by decorative blue and orange tiles.

Maligayang pagdating
Chào mừng
Yā'āt'ēēh
いらっしゃいませ

بَكْ أَهْلًا
apuayo binu

دُبْرُوكِيمْ بَكْ أَهْلًا
환영합니다
خوش آمدید
WELKOM
KARIBU
BENVENUTO
 Herzlich willkommen

ברוךים הָבָאים
T
Bienvenido

JANUARY 2023 HIGHLIGHTS

JOHN KORTEKASS RETIREMENT

Kortekass has had a very lengthy career in Transit that spans over 30 years and across the U.S. and Sun Link has been his proudest accomplishment. Hailing from Minneapolis where he worked at Metro Transit for nearly 20 years and over 3,000 employees, then on

to Valley Metro Transit for 3 years then Seattle. By 2013, ready to leave the rainy weather behind, and Sun Link project in Tucson came to him and he was ready for it. His new role was to oversee the

maintenance of the new Sun Link streetcar project, still the largest project to date for the City of Tucson. When the streetcars started rolling in late 2013/2014 they knew they were building something special. The 3.8 mile loop would change the landscape of not



only Downtown Tucson but all along the "line". That line that connects the University of Arizona to Mercado San Augustin on the west side of the freeway brought in over 143,000 in ridership this month alone.

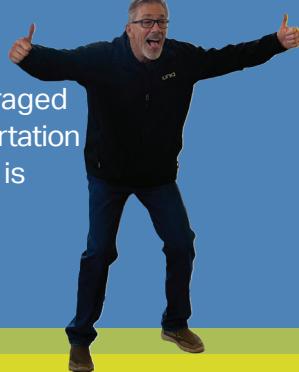
Part of Sun Link's success Kortekass attributes to the incredible staff members that have been there since Sun Link first opened its doors, from the first Operator to now Operations Manager, Nelson Hall to Bob Asaro who has overseen the Maintenance of Sun Link since Kortekaas took over as the

AGM in 2020. Putting the right staff in place who are invested in what they do is what keeps this Operation running smoothly with little turnover. "People are happy here at Sun Link, they are proud of what they've accomplished and it shows in their work" boost Kortekaas'.

"I am excited to see John take Sun link to the next level, and he will do great things here at Sun Link".

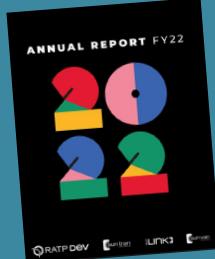
John Zukas will assume the role of Assistant General Manager for Sun Link on January 20.

"With the growth of this City, it has really encouraged the use of Public transportation and at the center of it all is the Sun Link Streetcar"
-John Kortekass



ANNUAL REPORT

Sun Tran, Sun Link and Sun Van made public its FY22 Annual Report. The report features an overview of the Fiscal Year financials, Corporate support, Innovations and Sustainability and a look at the team that made it all happen. The full report can be found online at <https://www.suntran.com/about/>



VACCINE CLINIC

Pima County Health Department offered a Mobile COVID-19 Clinic at Sun Tran for Sun Tran, Sun Van and Sun Link employees and their families. The clinic held on Thursday January 26, had six participants. Multiple vaccines and Boosters were made available as well as take home COVID-10 Testing Kits.

COMPREHENSIVE OPERATIONAL ANALYSIS (COA)



The City of Tucson, in partnership with the Pima Association of Governments (PAG) is completing a Comprehensive Operational Analysis (COA) on Sun Tran, Sun Link, Sun Express, and Sun Shuttle services. A COA evaluates all aspects of existing transit services, access, and equity to develop opportunities/recommendations for improving the value, efficiency, and performance of current transit options. TMD was awarded the contract by the City of Tucson to conduct the study on its transportation systems. TMD in partnership with HDR will host a series of public and virtual meetings. The study began January 23rd, and will move into February as the 1st round of Public Outreach will be conducted. Stakeholders will be invited to attend a meeting to be held on February 2nd. The Public will be invited to participate at any of the Pop Up event locations around town on February 7th & 8th or at the virtual meeting on February 9th. Complete information on the COA project can be found at www.TucsonCOA.com.

NORTE-SUR BUS TOUR

On January 25th, thirty various Department of Transportation and Mobility, UArizona, council offices and Sun Tran team members took a tour along the proposed route for Norte Sur. The proposed route would provide access along a 15-mile North-South High Capacity Transit or HTC. The group started at Ronstadt Transit Center and half the riders took the route to Laos Transit Center while the other half went to Tohono Transit Center. For more information on this project visit www.tucsonnorte-sur.com



INDYGO TEAM WORK



Operations Scheduling Analyst, Zuraya Rizk, is lending a helping hand at IndyGo office in Indianapolis. Zuraya is helping for the next couple of weeks and providing guidance with her expertise in Reservations, Customer Service, special request and helping their team schedule rides. Rizk, who started at Sun Tran in 2015 as Customer Service rep has spent some time with the IndyGo team along with the help of some others. The goal is to help the IndyGo team staff the Customer Service department.

TUCSON RODEO



With the Annual Tucson Rodeo just around the corner, Sun Tran wanted to lend a helping hand. In order to help facilitate the calmness and help the horses and its riders get prepared, Sun Tran worked with Parade staff by having a bus on site and to help them acclimate to the sounds of the bus. Sun Tran will be out again in February just in time for the event festivities.

ASYLUM SHUTTLE

TRIPS	97
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PASSENGERS	2,316
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STUFF THE BUS

Sun Tran hosted the Annual Stuff the Bus event to benefit the Southern Arizona Food Bank on January 13th. Thank you Tucson! You donated \$7,381.30 and 11,936 pounds of food all going to families in need. Several of HSL Asset Management properties held food drives

\$7,381
+
11,936
pounds of food

ZOOM ZOOM AT THE CHILDREN'S MUSEUM

The Annual Zoom Zoom event at the Tucson Children's Museum was held on Saturday, January 21. The event is a free community transportation event! Sun Tran was on site with the all new Electric bus and Community Outreach Manager, Luz N. hosted story time and a coloring station throughout the event. The over 1,723 in attendance had the chance to tour the electric Bus, learn more about Sun Tran and enjoy a reading of "Don't Let the Pigeon Drive the Bus".

NEW WELCOME DECALS AT RONSTADT TRANSIT CENTER

Maligayang pagdating Добро пожаловать בָּרוּכִים הַבָּאִים
Bienvenue باك أهلاً 환영합니다 خوش آمدید
Chào mừng Yā'át'ēéh 欢迎 BENVENUTO KARIBU
いらっしゃいませ Aprueyo bino 欢迎 Herzlich willkommen Bienvenido

The new welcome signs at Ronstadt Transit Center! The sign is part of an ongoing Transit Center Beautification project and was designed in 19 different languages. Sun Tran, Sun Van and Sun Link offers translation assistance to passengers both by calling Customer Service at (520) 792-7992 and press extension 3. Ask for your native language in English to be transferred.



	NEW HIRES	PROMOTIONS
SUN TRAN	12 - Coach Operators	
SUN VAN	11 - Van Operator Trainees	4 - Trainees to Operators
SUN LINK	1 - ROW Technician 2 - Streetcar Operators	John Zukas as Assistant General Manager



sun tran +17%
Year to Year Ridership

January 2023 - 1,190,223

January 2022 - 1,021,592

sunLINK +39%
Year to Year Ridership

January 2023 - 143,854

January 2022 - 103,813

sun van +21%
Year to Year Ridership

January 2023 - 38,153

January 2022 - 31,635

ON DEMAND +74%
Year to Year Ridership

January 2023 - 966

January 2022 - 556

91%
On Time Performance

23.27 Passengers per Hour

19 Customer Compliments

69.73 Passengers per Hour

94%
On Time Performance

1.91 Passengers per Hour

86%
On Time Performance

88% 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.



Jaime Carlos
Sun Tran Coach Operator

"Our Driver was so incredibly polite and helpful. He acknowledges every customer's greetings and greets us amicably as well. It is so nice to have him as our driver!"

Madison Lucas
Sun Van Reservationist

"What a great experience I had reserving my ride with Sun Van. Madison was so helpful and to the point but very pleasant. I wanted to recognize her great Customer Service".



Jeannie Lemay
Sun Tran Coach Operator

"My driver went above and beyond helping my teenage daughter who had gotten lost on the bus. She was so kind and patient and waited for me to arrive to pick her up even though it was the end of her shift. I appreciate that she was willing to make sure my daughter was safe. Thank you for being a great person and watching over the children in this town. Keep up the great work".

Stacey Townsend
Sun Van Reservationist

"Stacey did a great and very thorough job with scheduling my trips. Working with her was such a pleasant experience".



Diana Grusenmeyer
Sun Tran Coach Operator

"Diana handled a very rude passenger very professionally. This passenger was upsetting others, and I wanted to compliment how she handled it"

Carmen Barrios Martinez
Sun Tran Customer Service Representative

"Thank you for all of your help and support, Carmen was nice and professional".

