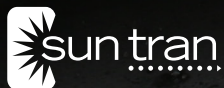


MONTHLY OPERATIONS REPORT

JULY 2022



JULY 2022 HIGHLIGHTS

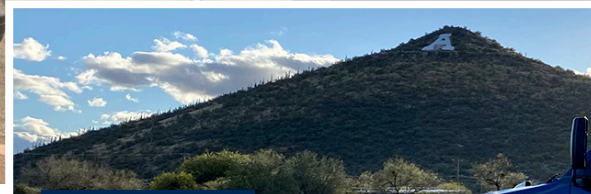
TITLE VI & FARES MEETINGS

The public was invited to join Sun Tran staff at one virtual and seven in-person meetings about Title VI policies. These policies affect major service changes, fare changes, disparate impact and disproportionate burden. The meetings also provided the opportunity for the public to take a fares survey. While Title VI input has concluded, feedback on fares is still being accepted. To take the survey, visit: SunTran.com/PublicInput2022



SUN ON DEMAND SURVEY

Sun On Demand riders were provided the opportunity to take a survey about the service. Results included insightful demographic information and performance feedback.



ACCOMPLISHMENTS

- Streamlining fixed routes improve efficiency and stimulate ridership growth
- On Demand has operated in 2 zones showing continuous improvement in performance and customer satisfaction
- Project has resulted in overall cost savings and experienced ridership growth at the same time
- Introduced a ride scheduling app

4

average out of 5
**OVERALL RIDER
SATISFACTION**

5

average out of 5
**PERSONAL
SAFETY**

5

average out of 5
**DRIVER
COURTESY**

**OVERALL
COMMENT:**
*EXPAND
SERVICE/HOURS*

38% USED FOR SHOPPING • 27% USED FOR MEDICAL
67% FEMALE RIDERS • 42% INDICATE MOBILITY ISSUES



SAFETY CAMPAIGN

MOBILITY DEVICE SECUREMENT

Each month, we focus on a different safety topic to help improve our knowledge and expertise. This month, Sun Tran is focusing on proper mobility device securement techniques. By learning and mastering proper techniques, we can provide a safe ride for all. Scan the QR code below to watch a quick video with more info on these helpful reminders.



Turn off Power



Apply Brakes



Secure the Back 1st



Hook to Main Frame



Prefer 45° in Rear



Prefer 60° in Front



No Criss Cross



Set All Hooks
Before Tightening



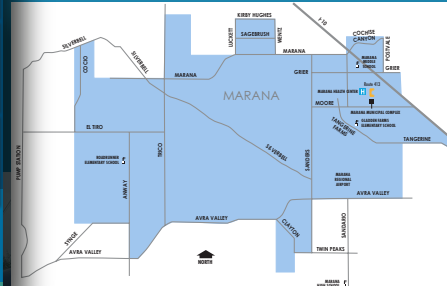
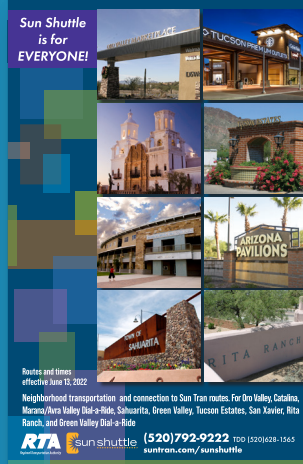
Always Offer
Lap Belt/Harness

Members of the safety and training team launched a campaign about mobility device securement for coach operators. Staff reinforced best practices for four-point securement with a training video, how-to poster and slideshow. At the end of the campaign, operators and training staff celebrated with a pizza party.

TRANSIT TRAINING

Sun Tran Community Outreach Manager Luz Navarrete conducted mobility training at the Marana Senior Center, where participants were introduced to the new Marana/Avra Valley Sun Shuttle Dial-a-Ride service.

The group also learned how to travel outside of the dial-a-ride area and connect to Sun Shuttle and Sun Tran's fixed route system.



LAOS CONSTRUCTION

Construction is underway at the Laos Transit Center. The project includes demolishing existing pillars and pieces of fencing then installing a "no-climb" security fence on a portion of the transit center property. The next phase will include paving onsite.



SECURITY CAMERA UPGRADES

A project to upgrade security camera infrastructure started in July. Cameras will be replaced or added at all transit centers and facilities. The upgrades will provide staff with enhanced options and footage quality, in addition to potentially deterring misbehavior.



SERVICE RECOGNITION

Two Sun Tran employees are being recognized for their outstanding dedication to the company: Human Resources Technician Lil Quintana for 48 years of service and Senior Accounting Analyst Angela Mendoza for 44 years.



Lil Quintana



Angela Mendoza

NEW HIRES

SUN TRAN

3 - Coach Operators
1 - Service Island Attendants

SUN VAN

10 - Van Operators
1 - Dispatch/Supervisor

SUN LINK

2 - Streetcar Operators

SUN TRAN PROMOTIONS:

1 - HR Tech
1 - HR Analyst
1 - Sr. Analyst

SUN VAN PROMOTIONS:

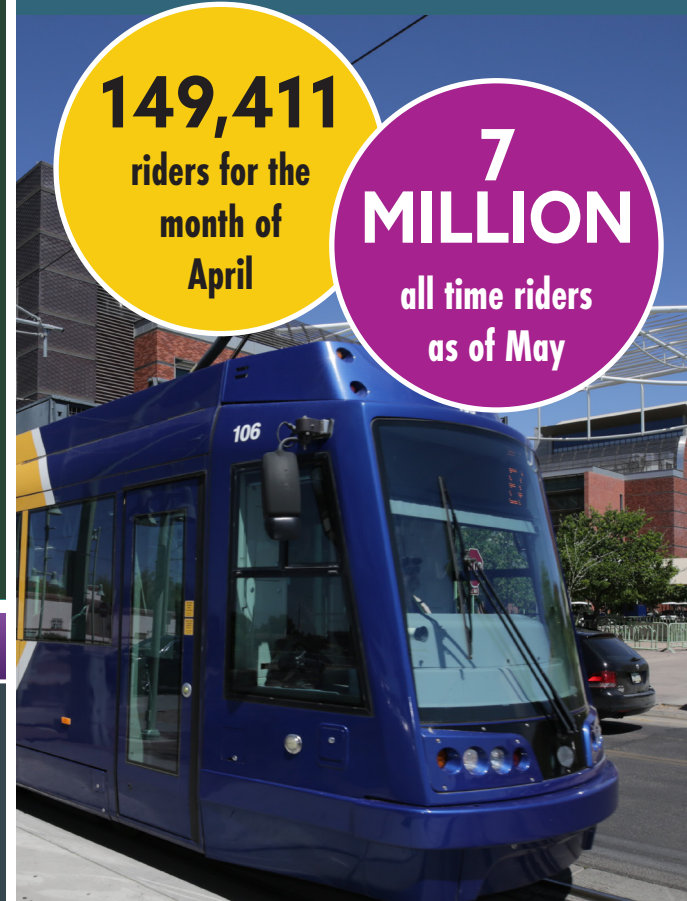
1 - Scheduling Supervisor

SUN LINK 8TH ANNIVERSARY

July 25 marked Sun Link's 8th anniversary of operation. The past year included several milestones including 149,411 riders in April and 7 million all-time riders in May.

149,411
riders for the
month of
April

7
MILLION
all time riders
as of May



JULY 4TH STREETCAR RIDERSHIP

Year	2019	2020	2021	2022
Riders	1,631	202	1,246	1,299



sun tran **-3.9%**
Year to Year Ridership

July 2022 - 1,058,756

July 2021 - 1,102,688

sun LINK **+39.9%**
Year to Year Ridership

July 2022 - 59,748

July 2021 - 42,682

sun van **+10.6%**
Year to Year Ridership

July 2022 - 35,548


July 2021 - 32,136

ON DEMAND **+60.5%**
Year to Year Ridership


July 2022 - 695

July 2021 - 433


92% On Time Performance



21 Passengers per Hour



13 Customer Compliments



29 Passengers per Hour



99% On Time Performance

2 Passengers per Hour



88% On Time Performance



87% 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*.

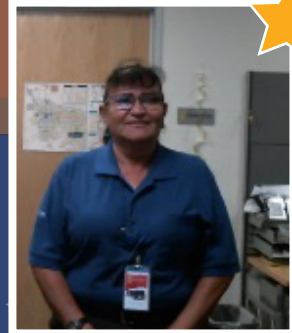


All Sun Tran Drivers

"Love your services and courteous bus drivers!"

Sandra Lent
Sun Tran Coach Operator

"Sandra is amazing. She is the best bus driver I've ever had. She was very polite and patient with everyone who got on the bus. Keep up the great work."



Grace Gonzalez
Sun Tran Coach Operator

"Grace is incredible! Not only is she cheerful, courteous kind and engaging, but she also made the trip safe and enjoyable. She restored my faith that there are tremendously good people in the world."

Adrian Lara
Sun Van Operator

"Your kindness, understanding and patience goes a long way."



Greg Eskridge
Sun Van Operator

"I greatly appreciate your careful assistance with my son. I wanted to make sure you were commended for your help."

Suzanna Romero
Sun Van Operator

"Suzanna did a great job of understanding my needs. Her kindness was greatly appreciated."

