



MONTHLY OPERATIONS REPORT

JUNE 2023



JUNE 2023 HIGHLIGHTS

Sun Tran, Sun Van and Sun Link Mission & Vision statement

Mission: Working together to improve the community's quality of life by providing safe, secure, efficient and reliable customer- focused public transportation.

Vision: Sun Tran, Sun Link and Sun Van enhancing lives through mobility.

CITY OF TUCSON AWARDED FEDERAL GRANT FOR CNG BUSES TO REDUCE CARBON EMISSIONS (June 26, 2023 Media Release)

Under the leadership of Tucson Mayor Regina Romero to decarbonize the transportation sector as outlined in the City's Climate Action Plan, the City of Tucson was awarded a \$21,490,560 grant from the Federal Transportation Administration (FTA) to purchase 39 Compressed Natural Gas (CNG) buses to replace the remaining high emissions producing diesel-fuel buses in Sun Tran's fleet. The switch will reduce carbon dioxide emissions by 2,480 metric tons as the City works toward achieving carbon neutrality in City operations by 2030.

"The City of Tucson is leading the way in addressing climate change head-on," said Mayor Romero. "I promised Tucsonans that I'd take clear action to create a clean and sustainable city, and with the support of our federal partners, I am doing just that. Decarbonizing the transit system will be a powerful victory for our community, bringing cleaner air and a brighter future for all Tucsonans."

The positive environmental impacts of these new buses will extend beyond Tucson's borders, benefiting residents of the City of

South Tucson, the Town of Marana, the City of South Tucson, the Town of Oro Valley, and Unincorporated Pima County, with access to Sun Tran's fixed routes.



"This grant represents a significant investment that will reduce our collective transit carbon footprint, improve air quality, and enhance the quality of life for Tucson residents who have faced social and economic inequities. These are the positive opportunities that arise when Democrats are at the helm of Congress, taking decisive actions to advance our climate goals and enable environmental justice in southern Arizona. I eagerly anticipate our ongoing collaboration with the City of Tucson as we

champion climate action, resilience, and address the needs of historically underinvested communities," said U.S. Congressman Raúl Grijalva.

Sam Credio, Director of the City of Tucson's Department of Transportation and Mobility stated, "I would like to thank Mayor Romero for her continued leadership in our conversion to alternative fuel transit vehicles, and the Federal Transit Administration for their confidence in the City of Tucson to deliver on a grant of this magnitude. I am excited about the impact this will have on our community, especially those areas that have experienced historic disinvestment. Tucson has been a leader in converting our transit fleet to clean energy. Our team is well poised to deliver on this commitment to Climate Action."

The transportation sector accounts for nearly one-third of greenhouse gas emissions. With this grant, the City of Tucson Department of Transportation and Mobility will continue paving the way toward a more sustainable future.

PROMOTIONS

PACO BALLESTEROS PROMOTION TO GRAPHIC DESIGNER



Paco, who has been with Sun Tran since 1999 and was originally brought on as a Production Artist has accepted the role of Graphic Designer for Sun Tran, Sun Link and Sun Van. Over the past 24 years, Paco has been instrumental in

his role with managing service brands, complete rebranding efforts, system mapping and material development. Paco incorporates his bilingual skills in the verbal and written development all of Sun Tran, Sun Link and Sun Van's materials. Congratulations Paco!

JOHNNY DEAN PROMOTION TO SAFETY MANAGER SUN VAN



Congratulations to Johnny Dean who has joined the Safety Department as the Safety Manager at Sun Van. Johnny moved to Tucson in 2021 from Waukegan, IL and working as an Adjunct Professor

at Chicago State University. In 2023, Dean became an Operator at Sun Tran and his motto of "I work for my success" quickly paid off as he promoted to the role of Supervisor since his initial hire an Operator.

WILL HEATH PROMOTION TO DIRECTOR OF SAFETY & SECURITY



Will Heath has assumed to position of Director of Safety and Security for Sun Tran, Sun Link and Sun Van. While Will may be new to this RATP Dev role, he is no stranger to Sun Tran or safety. Will has a wealth of experience in transit safety

and security. In his twenty-six (26) years at Sun Tran and Sun Van he has served as an Operations Supervisor, Safety Training Supervisor, and the Director of Risk Management. Will has earned all his safety certifications for bus paratransit and rail safety. In his current role Will has been responsible for oversight of Sun Tran safety and security. He has managed the Sun Tran operator training program, safety management and risk management activities for Sun Tran and Sun Van. Will has a passion for safety. His focus includes providing a safe work environment for our staff and a safe riding experience for our customers.

THANK YOU, RAIL MAINTENANCE STAFF!



Sun Link right-of-way (ROW) Maintenance staff install a sealed switchbox at University Blvd and 3rd Ave in the early a.m. hours. This sealed switchbox is designed to keep debris from accumulating within the switch mechanism, which reduces wear on the components, and makes it easier to inspect and maintain. The right-of-way maintenance team performs this type of maintenance throughout the

JUNETEENTH NATIONAL INDEPENDENCE DAY

Sun Tran, Sun Van and Sun Link administrative employees are now entitled to observe Juneteenth as a floating holiday. Juneteenth became a federal holiday in 2021.



Sun Van introduced 47 (forty-seven) 2022 Ford E-450 Startrans Senator II vehicles into the fleet. The new vehicles are equipped with a Q-Straint mobility device securement

FORD E-450 VANS & GETAC TABLETS

system. Operators received training during the Sun Van Safety meeting on the new devices and how to properly secure the mobility device on a Sun Van vehicle.



Getac tablets were installed in the vehicles with customer mounting decks so drivers can easily navigate the GPS location while safely operating the vehicle. The new tablets will assist with helping to meet On Time Performance goals with more accurate data to pick up/drop off Sun Van riders.

COMMUNITY OUTREACH

Learn to ride at Savvi, 15 students with vision impairments learned to ride the bus using their canes to guide them on and off, finding seats and how to indicate when they need to get off at a stop. They visited a bus stop to learn how to recognize them when they are traveling on their own. Students also experienced trip planning and our Coach Operator, Jason Smith, gave them tips to use while riding.



COMPREHENSIVE OPERATIONAL ANALYSIS STUDY (COA)

The City of Tucson and Pima Association of Governments (PAG) and Sun Tran are completing a draft plan of proposed system changes to Sun Tran, Sun Express, Sun Link and Sun Shuttle based on the results of the COA study so far. The teams along with TMD and HDR are continuing evaluating the next steps and planning next set of public outreach meetings and public survey is set to take place in August of 2023. The public will have the chance to weigh in on the draft plan options for the service change considerations. The COA study 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.

PUBLIC/PASSENGER COMMUNICATIONS EFFORTS

Roy Laos, Tohono Tadaí and Ronstadt Transit Centers received new monitors at the Customer Service booths. The new monitors feature a larger and brighter screen to help passenger with wayfinding and up to date transit information. This project is part of an continuing effort by the Marketing & Communications team to upgrade Passenger communications throughout the system.

	SUN TRAN	SUN VAN	SUN LINK
NEW HIRES	4 - Coach Operators	12 Operator Trainees 2 Reservationist 1 Safety Manager	N/A
PROMOTIONS	1 - Graphic Designer	10 - Trainees to Van Operators	N/A

ASYLUM SHUTTLE	TRIPS	235
	PASSENGERS	8,324



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

June 2023 - 1,185,986

June 2022 - 1,076,142

sun LINK **+22%**
Year to Year Ridership

June 2023 - 73,263

June 2022 - 58,624

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

June 2023 - 40,353

June 2022 - 36,466

ON DEMAND **+96%**
Year to Year Ridership

June 2023 - 1,439

June 2022 - 734

 **92%**
On Time Performance



23.22 Passengers
per Hour



35.10
Passengers
per Hour

 **89.18%**
On Time Performance



1.95
Passengers
per Hour



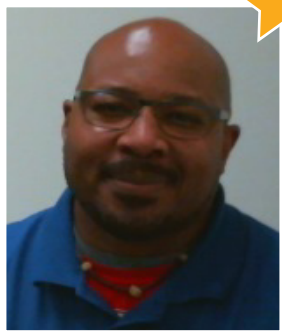
78%
On Time Performance

7
Customer Compliments 

 **96%**
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*.



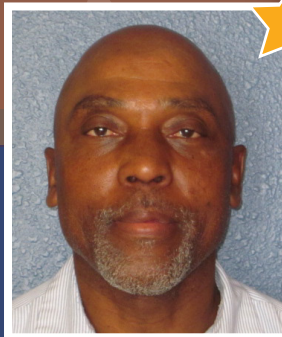
Dexter Hall
Sun Tran Coach Operator

"What a wonderful gentlemen, he is courteous to everyone and makes sure the passengers are seated before he leaves the stop. He is so patient with the passengers especially the "slow movers" and he really takes his time with them. One can only wish that there were a lot more people in the world who love their job and prove it".



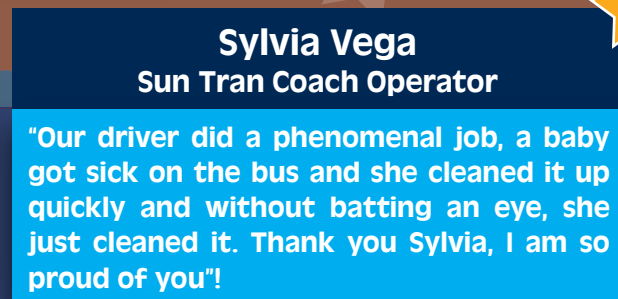
Jesus Lopez
Sun Tran Coach Operator

"My Sun Tran driver is excellent, professional, happy friendly, well groomed and so professional" Thank you!"



Frank Lawson
Sun Van Driver

"Frank has outstanding customer service and is very courteous driver over the years. He really lives up to the standard I am use to from Sun Van".



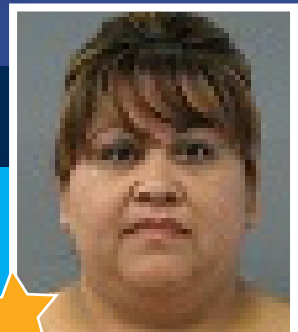
Sylvia Vega
Sun Tran Coach Operator

"Our driver did a phenomenal job, a baby got sick on the bus and she cleaned it up quickly and without batting an eye, she just cleaned it. Thank you Sylvia, I am so proud of you!"



Joe Stanley
Sun Van Reservationist

"Thank you for hiring Joe, he is so easy to schedule trips with".



Diana Megoza
Sun Van Reservationist

"Diana is such a friendly and kind agent and I am so grateful for her amazing customer service skills".