

# MONTHLY OPERATIONS REPORT

MARCH 2022



# MARCH 2022 HIGHLIGHTS

## TRANSIT EMPLOYEE APPRECIATION DAY

For Transit Employee Appreciation Day on March 18, the 822 combined employees of Sun Tran, Sun Link and Sun Van received recognition for their essential service to the Tucson community. Staff was presented with gifts including a special keychain, a certificate of appreciation and a treat from local bakery La Estrella. Commemorative banners greet employees at each transit yard and a new Sun Tran bus wrap features our frontline employees.



## MARKETING AWARD

The Sun Tran Marketing department nabbed an award from American Advertising Federation Tucson for their Masked Heroes campaign. The concept used a catchy call to action presented in an easy-to-understand and memorable way.



## SAFETY AWARD

Parent company RATP Dev presented a special award to the safety team for Sun Tran, Sun Link and Sun Van. The honor for Best Safety Management System Program highlights the dedication to safety by transit employees across all three modes.



## NEW HIRES

Paula Guereque joined the team as the Director of Human Resources. With 20 years of experience, Guereque has extensive knowledge in benefit management, recruitment, regulatory requirements and labor relations. She will put these skills to use heading up the Human Resources department with team members across Sun Tran, Sun Link and Sun Van.



Allen Smith was hired as the new Transit Security Manager for Sun Tran, Sun Link and Sun Van. Smith previously served as a sergeant with the

Tucson Police Department, retiring after 27 years. He will be overseeing the security services contractor, conducting training, strengthening connections with regional law enforcement resources and coordinating solutions relevant to the security of the transit system.



### SUN VAN APP

A new mobile app is upgrading the paratransit experience for Tucson riders. Sun Van is one of the first paratransit agencies in the country to provide a mobile app which tracks trips in real time. The software from Trapeze makes it easy for paratransit-eligible riders to book and track trips, check account information and receive notifications. Users can enjoy free app downloads to Apple and Android devices. Desktop access is also available at: [trips.sunvan.com](http://trips.sunvan.com).

## NEW HIRES

### SUN TRAN

- 4 - Coach Operators
- 2 - Service Island Attendants
- 2 - Body Shop Mechanics
- 1 - Human Resources Director
- 1 - Transit Security Manager

### SUN VAN

- 11 - New Van Operators
- 4 - Van Operators Completed Training

### SUN LINK

- 2 - Streetcar Operators
- 2 - Maintenance Technicians

## NEW BUSES

# 18

Sun Tran received 18 new buses, which all run on compressed natural gas (CNG). The cost of the vehicles manufactured by Gillig was 83% covered by grant funds. Once the new buses join the active fleet in May, they will increase the number of CNG buses on the road by 20%. These models offer emissions benefits, plus lower fuel and maintenance costs. The newest buses are also equipped with a system that allows passengers to self-secure their wheelchairs with the push of a button.

## BEACON MOBILITY TRAINING



Sun Tran partnered with Beacon Group to provide mobility training for 21 participants. Conducted by Sun Tran's Community Outreach Manager, the course taught attendees how to utilize transit services independently throughout the region.

## STREETCAR RECRUITMENT



Sun Link held a job fair to recruit streetcar operators and maintenance technicians. The event drew 10 potential applicants.

## STREETCAR TOUR

Members of the Tucson Singletarians, a senior social club, participated in an informational session on the Sun Link streetcar. Twelve participants learned how to ride the streetcar, read the map and find various attractions along the route.



## CYCLOVIA

Sun Tran participated in the festivities for Cyclovia on March 27. Event participants toured a Sun Tran bus and practiced using the bike rack. A daily rider named Pops won the friendly competition to see who could load a bike on the rack the fastest. His record-setting time was 3.3 seconds.



## STUDENT OUTREACH

Students at Mission View Elementary School enjoyed a ride on Sun Tran's electric bus March 3. The outing coincided with the 4th Grade class learning about electric vehicles. Sun Tran staff shared information about the bus and the environmental benefits of electric vehicles in public transportation. All students in grades K-5 had the chance to hop on the whisper-quiet bus for a tour.



## SAFETY MESSAGE

In March, transit employees learned ways to prevent slips, trips and falls. The information from J.J. Keller & Associates included these tips:



## CAUTION

- AVOID DISTRACTED WALKING
- WALK AT A REASONABLE PACE AND BE AWARE OF YOUR SURROUNDINGS
- KEEP AT LEAST ONE HAND FREE AND USE HANDRAILS WHEN AVAILABLE
- AVOID TAKING UNNECESSARY SHORTCUTS
- KEEP A CLEAR LINE OF SIGHT AND ALWAYS MAKE SURE YOU CAN SEE WHERE YOU'RE GOING
- MOVE SLOWLY AND PAY CLOSE ATTENTION TO THE SURFACE YOU'RE WALKING ON





**+11%**

Year to Year Ridership

March 2022 - 1,127,784

March 2021 - 1,015,169

**+13%**  
Month to  
Month  
Ridership

March  
2022:  
1,127,784

February  
2022:  
998,572

**21**

Passengers  
per Hour



**11**  
Customer  
Compliments



**90%**  
on time  
performance



**+148%**

Year to Year Ridership

March 2022 - 132,721

March 2021 - 53,596

**+5%**  
Month to  
Month  
Ridership

March  
2022:  
132,721

February  
2022:  
126,451



**94%**  
on time  
performance

**61**

Passengers per Hour

HOLIDAY RECORD		St. Patrick's Day Ridership		
Year	Month	Date	Day	Ridership
2022	March	3/17/22	Thu	9,137
2017	March	3/17/17	Fri	3,195
2021	March	3/17/21	Wed	2,893
2018	March	3/17/18	Sat	2,726
2016	March	3/17/16	Thu	2,337



**+6%**

Year to Year Ridership

March 2022 - 669

March 2021 - 630

**+16%**  
Month to  
Month  
Ridership

March  
2022:  
669  
Passengers

February  
2022:  
579  
Passengers



**94%**  
on time  
performance

SUN LINK ALL-TIME DAILY RIDERSHIP RECORDS				
Year	Month	Date	Day	Ridership
2014	October	10/11/14	Sat	10,047
2022	March	3/17/22	Thu	9,137
2021	October	10/9/21	Sat	9,101
2015	July	7/25/15	Sat	9,043
2014	August	8/29/14	Fri	8,946



**+44%**

Year to Year Ridership

March 2022 - 38,541

March 2021 - 26,689

**+18%**  
Month to  
Month  
Ridership

March  
2022:  
38,541

February  
2022:  
32,769



**2**

Passengers  
per Hour



**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.



**Jose Acuna**  
Sun Tran Coach Operator

"It is my first time in Tucson and I boarded the bus at the airport. Jose is amazing and a hard worker. I really appreciate his service."



**Ruben Norzagaray**  
Sun Van Operator

"Ruben drove safely and provided excellent customer service. He is a real gentleman and it is apparent Ruben cares about his passengers."



**Danny Perez**  
Sun Tran Coach Operator

"I think Danny is an exemplary Sun Tran bus driver! He is professional, courteous, safety conscious and a wonderful start to anyone's morning. He makes my half-hour journey in to work each morning very relaxing. Thank you for hiring him - he's a keeper."



**Zenia Melgoza**  
Sun Van Reservationist

"What a wonderful job Zenia did in scheduling my trips. Thank you!"



**Amber Sipe**  
Sun Tran Customer Service Representative

"Amber was so friendly, kind, understanding and brilliant. I really appreciate her help. I can relax now and not be so stressed about my trip."



**Michael Martin**  
Sun Van Operator

"What a wonderful driver Michael is. He is always pleasant and professional."