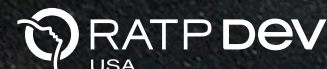
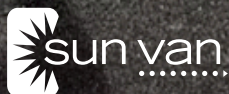
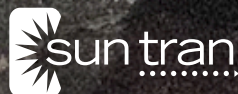


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MONTHLY OPERATIONS REPORT

MARCH 2024



MARCH 2024 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.

SUN TRAN HOSTED 2024 THINK TRANSIT CONFERENCE



This year Sun Tran, Sun Van and Sun Link hosted the 2024 ThinkTransit Conference from March 24 – 27. Hundreds of transit professionals from all agencies came together to learn about the latest transit technology trends and best practices.

ThinkTransit kicked off with a sunny welcome from Sun Tran General Manager Sabrina Herrera. Day two was filled with engaging product showcases, plus a live session of the podcast Transit Unplugged with Paul Comfort. Attendees also had the opportunity to tour Sun Tran, Sun Van and Sun Link facilities, further learning about the city of Tucson and its transit system.



The final day began with ThinkTransit Awards of Excellence, and a keynote address from Sun Tran General Manager Steve Spade and Vice President of Business Development Robert Smith. Thank you to everyone who attended!



AAF AWARDS – MARKING TEAM WINS FOR RIDE WITH RESPECT CAMPAIGN

On March 5, the Sun Tran Marketing team was recognized for its innovative approach and impactful execution, the Ride with Respect campaign was honored with the 2023 Silver American Advertising Award, highlighting its effectiveness as an integrated campaign dedicated to enhancing the transit experience for all. The Ride with Respect Campaign began as an initiative aimed at cultivating the best rider experience, all while discouraging any form of disruptive, unsafe, or inappropriate behaviors aboard transit vehicles. At its core, this campaign supports a secure environment for all passengers, fostering a culture of mutual respect and consideration. The campaign also features a comprehensive set of Rules for Riding detailing what's allowed and what's not allowed on vehicles, as well as what to know before you go. Congratulations Sun Tran Marketing!



PROMOTIONS & NEW HIRES

BEVERLY MORENO, PAYROLL TECHNICIAN



Beverly brings her solid payroll experience and skills to the Sun Tran accounting and finance team. She previously worked at Desert Diamond Casino in accounting, auditing and payroll. Beverly has two bachelor's degrees in human resource management and business management. Her goals are to make a positive impact in payroll management and being a team player.

REBECCA HEPBURN, SUN TRAN SUPERVISOR/DISPATCH

Rebecca has been a Sun Tran Operator for five years. Two out of those five years she has been a Union Steward, where she developed skills to lead and help others. Her goal as a Sun Tran Supervisor is to guide others in working together to create a happier and safe environment.



ANTOINETTE HEGGINS, SUN TRAN SUPERVISOR/DISPATCH

MICHELLE RUELAS, CUSTOMER SERVICE REPRESENTATIVE

Originating from Los Angeles, CA and now residing in Tucson, AZ, Michelle has established a career spanning over 15 years in the healthcare industry. With a passion for the field, she has navigated various roles across the healthcare department from mailroom sending out member materials and customer care assistant to managing claims and administrative tasks. Now in her new role as Sun Tran's Customer Service Representative, she is hoping to be the best representative. Beyond her professional career, she is a mom to eight children who are all in the Air Force. She also enjoys traveling, fitness, gardening and whatever her five grandkids are interested in.



TUCSON VETERANS CAREER FAIR

On Thursday, March 14th, Sun Tran attended the Tucson Veterans Career Fair, accompanied by Sun Link's Operations Manager Jeannette Haro. Throughout the event, a total of 30 applications were distributed. Sun Tran, Sun Van and Sun Link are actively seeking dedicated individuals to join our team. Visit Suntran.com to explore a rewarding career path with us!



SUN TRAN

SUN VAN

SUN LINK

NEW HIRES

15 - Coach Operators
1 - Supervisor/Dispatch
1 - Customer Service Representative

16 - Van Operator Trainees
2 - Reservationists

N/A

PROMOTIONS

Rebecca Hepburn, Supervisor/Dispatch

13 - Van Operator Trainees to
full time Van Operators

N/A

EMPLOYEE APPRECIATION AT SUN TRAN

On Transit Employee Appreciation Day, Sun Tran, Sun Link and Sun Van celebrated their staff with a morning treat. Operators along with maintenance, customer service representative and administrative staff enjoyed some coffee, muffins, croissants and cookies to begin their day.

National Transit Employee Appreciation Day celebrates the contribution of transit workers and raises awareness about the importance of public transportation and the workforce behind it. Thank you all for your hard work and dedication to Sun Tran, Sun Link and Sun Van.



2024 BUS ROADEO



Thirteen Sun Tran operators and one operator from Mountain Line Transit in Flagstaff, AZ competed in the Bus Rodeo on March 16. The Bus Rodeo is an obstacle course that includes very specific and precise right



turns, lefts turns, reversing and servicing stops with a 35 or 40-foot bus. Operators had an opportunity to compete in two different categories, 40-foot or 35-foot bus with each category going through 11 obstacles. The winners for this year's bus Rodeo were Flagstaff operator Nick Johnson for the 35-foot bus

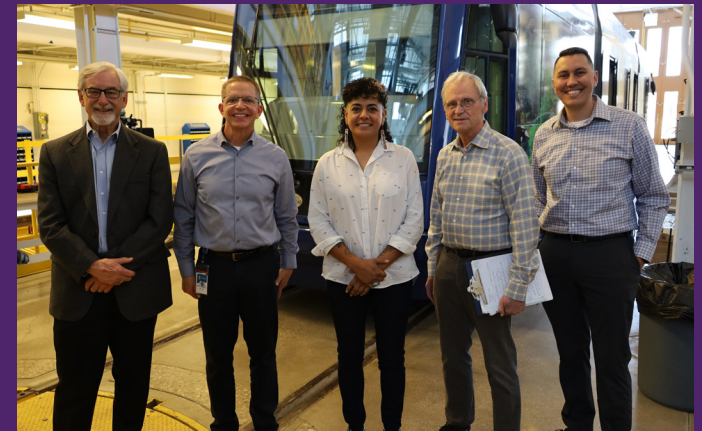
and Sun Tran operator Carlos Murillo for the 40-foot bus. Carlos Murillo will be attending the International Rodeo in Portland, Oregon on behalf of Sun Tran and the state of Arizona. Congratulations to everyone who participated!



SUN TRAN TEST ULINE PILOT PROGRAM

Sun Tran's bus stop team has developed and begun to pilot a new standard trash receptacle for all Sun Tran bus stops. The pilot for this project consists of ordering 50 new lids and custom hinges for existing metal trash drums. Over the years, many bus stops have become a target to trashcan fires, which can lead to the fire spreading and damaging bus stop shelters, benches or landscaping. With the new lids, this can help extinguish out fires before they spread and extend the life span of bus stop amenities.

SUN LINK AND THE CITY OF TUCSON WELCOME CONGRESSMAN EARL BLUMENAUER



Oregon Congressman Earl Blumenauer stopped by Sun Link this month after his Bicycle Leadership Conference. Congressman Blumenauer boarded the streetcar at Mercado San Agustin and was provided a guided tour of downtown Tucson. Landing at the Historic Fourth Avenue district, the congressman made his way to Sun Link's facility where he was greeted by the Sun Link team, General Manager Steve Spade, Council Member Lane Santa Cruz and Director of Transportation and Mobility Samuel Credio. He had the opportunity to visit the admin, operations, control and maintenance centers.



sun tran **+3.2%**
Year to Year Ridership

March 2024 - 1,321,552

March 2023 - 1,280,024



SUN LINK **-14%**
Year to Year Ridership

March 2024 - 153,089

March 2023 - 176,154



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

March 2024 - x

March 2023 - 42,122



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

March 2024 - x

March 2023 - 1,064

90.4%
On Time Performance



27.08 Passengers per Hour

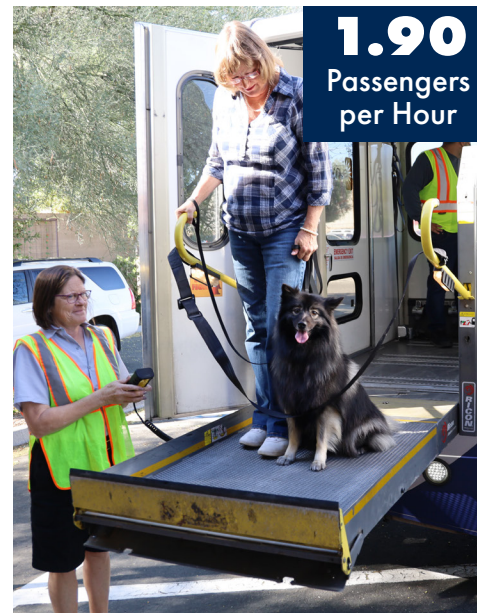
14
Customer Compliments



74.10
Passengers per Hour

90%
On Time Performance

90.48%
On Time Performance



1.90
Passengers per Hour



86.48%
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*.



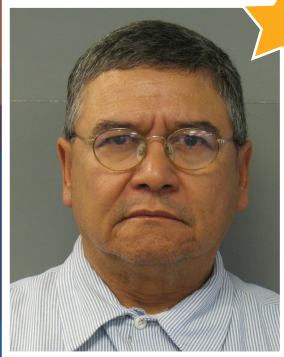
Sylvia Vega
Sun Van Coach Operator

"The driver is a gem of a human. She's kind and patient and always hollers pleasantries and well wishes as people disembark."



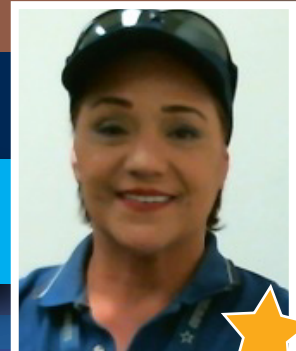
Jennifer Snook
Sun Van Coach Operator

"I appreciate the thoughtfulness and kindness that this driver always displays. She automatically lowers the bus to ease my boarding, for this she has my gratitude."



Scott Logan
Sun Van Driver

"Scott has excellent customer service and an excellent driver. He took an efficient route to my destination and arrived early, which I appreciate."



Tami Armijo
Sun Van Driver

"She was a sweetheart, and is also a great driver. She is a great asset to Sun Van."

To all Sun Tran and Sun Van



"You are incredible. I don't think you can hear it often enough and I want you to know that the service you provide is wonderful. The time you spend helping my family and me is very much appreciated. Every person I have interacted with delivers. Your kindness and caring make I and my children feel safe. From those who drive and assist us physically, those who answer the phones, those that enable the apps and infrastructure, and those who maintain and clean, we are so grateful for the opportunities you enable. As the weather gets warmer and the challenges of heat and dispositions rise, please know that what you do matters and improves our lives. You are important to us and we appreciate you. Thank you!"