



MONTHLY OPERATIONS REPORT

MAY 2022



MAY 2022 HIGHLIGHTS

EXEMPLARY SERVICE AWARD

The Tucson Fire Department recognized Sun Tran Customer Service Representatives Amber Sipe and Juan Rojas, Assistant General Manager Jeff Rock and General Manager Steve Spade for their volunteer work at the Tucson Convention Center Vaccination Clinic in 2021. The staff members are among personnel from 10 city departments and 16 local agencies who are being honored for their crucial role in the success of the clinic.



TSA TRAINING EXERCISE

Members from Sun Tran, Sun Link and Sun Van participated in a training exercise alongside several local agencies, which was facilitated by the Federal Department of Homeland Security and the Transportation Security Administration (TSA). The participants worked through a variety of crisis scenarios and sharpened best practices. The exercise leaders awarded Sun Tran Supervisor Eduardo Hernandez with a commemorative coin for his outstanding participation throughout the training.

TPD AWARD

Six Sun Tran drivers and five supervisors received Community Member Service Awards from the Tucson Police Department at a special ceremony. The honor was for their exceptional work as part of a Rapid Response Team in 2020.



New Transit Schedules May 29! Route changes:
¡Nuevos horarios de tránsito el 29 de mayo! Cambios de ruta:

1 2 9 10 11 15 16 23
25 26 27 29 101X 110X



3 ways to view schedule changes:

- Visit: SunTran.com/Summer-Schedule
- Pick up a ride guide
- Contact customer service to request an emailed or mailed copy of your route schedules

3 formas de ver cambios de horario:

- Visite: SunTran.com/Summer-Schedule
- Recoger una Guía de Viaje
- Contacte Servicio al Cliente

4 ways to plan your trip:

- Google maps
- Sun Tran app
- Visit: Tripplan.SunTran.com
- Customer service

4 formas de planificar tu viaje:

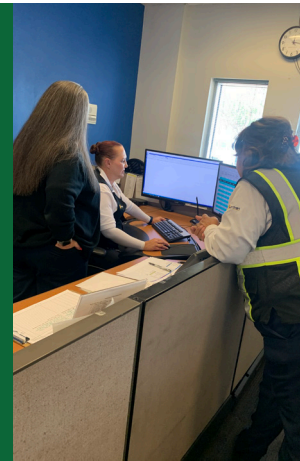
- Mapas de Google
- Aplicación Sun Tran
- Visite: Tripplan.SunTran.com
- Servicio al Cliente

Online only
Solo online
suntran.com
(520)792-9222 TDD: (520)628-1565



SUMMER SCHEDULES

Summer bus schedules started Sunday, May 29 with minor time changes for 12 regular Sun Tran routes and two Sun Express routes. The adjustments coincided with a new schedule bid for drivers, maintenance and operations staff. The public can find current schedule information at SunTran.com, by calling customer service at (520) 792-9222, or by picking up a printed ride guide at transit centers and onboard buses.





AIR QUALITY AWARENESS WEEK

Sun Tran participated in Air Quality Awareness Week by hosting a transit workshop with the Pima County Department of Environmental Quality. Staff highlighted Sun Tran's sustainability efforts, the environmental benefits of public transportation and ways participants can utilize transit service in Tucson.

EXPRESS SURVEY

Sun Tran is collecting feedback from the public regarding Sun Express service. The information will be used to evaluate optimal schedules. Feedback received through the survey could also be implemented in the future. Surveyors gathered information from riders on a variety of Sun Express routes. The public can also submit feedback through an online survey.

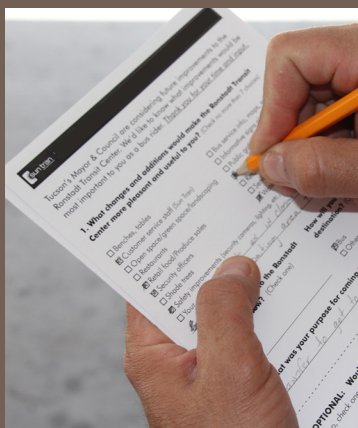


PARKING LOT IMPROVEMENTS

The final phases of an extensive improvement project was completed in the employee parking lot at the northwest maintenance and operations facility. Some of the improvements included eliminating tripping hazards and pot-holes, addressing water ponding and sediment accumulation, seal coat application and restriping.

NON-RIDER SURVEY

A transit survey aimed at gathering information from non-riders was mailed to select households in May. The packets included an online survey link where the recipient could provide feedback on the transit system in Tucson. The project gathers crucial data on system perception, the transit needs of the community and potential ways to attract riders. The survey will provide important data that will be used in shaping future projects and plans, and can be compared to data from a similar survey conducted in 2019.



SAFETY MESSAGE

In honor of Motorcycle Awareness Month, Sun Tran promoted the subject as the May Safety Message. Employees were reminded to look twice and to share the road with motorcyclists.

LOOK TWICE - SAVE A LIFE!
SHARE THE ROAD WITH MOTORCYCLES



MAY MOTORCYCLE AWARENESS MONTH

SUMMER SERVICE HOURS MAY 16, 2022 - AUGUST 14, 2022

HORARIO DE SERVICIO DE VERANO 16 MAYO 2022 - 14 AGOSTO 2022

MONDAY - THURSDAY

LUNES - JUEVES

7 A.M. - 10 P.M.

FRIDAY

VIERNES

7 A.M. - 12 A.M.

SATURDAY

SÁBADO

8 A.M. - 12 A.M.

SUNDAY

DOMINGO

8 A.M. - 8 P.M.



HOLIDAY HOURS

HORARIO DE VACACIONES

MEMORIAL DAY, MAY 30:

Día de los Caídos, 30 de mayo
8 A.M. - 8 P.M.

INDEPENDENCE DAY, JULY 4:
Service starts at 8 a.m. and will conclude approximately 30 minutes after the annual fireworks show.

Día de Independencia, 4 de julio
El servicio comienza a las 8 a.m. y concluirá aproximadamente 30 minutos después del espectáculo anual de fuegos artificiales.

Streetcars service varies from every 10 to 30 minutes. Check signage at the platform for streetcar arrival times.

El servicio de tranvías varía de cada 10 a 30 minutos. Verifique la señalización en la plataforma para conocer los horarios de llegada del tranvía.

STREETCAR SUMMER SCHEDULE

Sun Link moved to summer hours on May 16. The change coincides with the drop in student ridership while the University of Arizona and Tucson High School are on break. The summer schedule will stay in effect through August 14. Schedule and route information is available at: SunTran.com/SunLink

SUN VAN VACCINE CLINIC

Sun Van worked with the Pima County Health Department to host a COVID-19 vaccine and booster clinic on May 11. An estimated 35 vaccines were administered at the clinic.

SUN VAN VACCINATION CLINIC



FREE VACCINES FOR EMPLOYEES and THEIR FAMILIES

PFIZER, MODERNA, and JOHNSON & JOHNSON AVAILABLE

CONVENIENTLY HOSTED AT YOUR WORKPLACE!



DOWNTOWN DETOURS

Construction and road closures in the downtown area triggered a three month detour for five regular bus routes and four Sun Express routes. The detours are expected to remain in place through the end of August. Riders can review detour information at: SunTran.com/Alerts



DOWNTOWN DETOURS

RESOURCE FAIR

Sun Tran explained the benefits of public transportation and transit basics for students at the Apollo Middle School resource fair.



EMPLOYEE COOKOUT

Sun Link leadership fired up the grill and cooked a meal for employees on the Friday of Memorial Day weekend. The cookout served as a thank-you to staff who do an excellent job keeping the streetcar running smoothly and safely, as well as a chance to highlight the team atmosphere at the facility.



RECRUITMENT

Sun Tran, Sun Link and Sun Van human resources staff are recruiting applicants for a variety of open positions. An advertising campaign highlighting our frontline workers is featured on the back panel of five electric buses. Sun Tran also participated in southern Arizona's largest job fair hosted by KVOA on May 10 to recruit potential applicants. The next hiring event will be the Tucson Job Fair hosted by Jobertising. Applicants are invited to visit the Sun Tran booth at the DoubleTree Hotel at 280 S Church Avenue on June 22 from 11 a.m. to 1 p.m. Open position information is available at: SunTran.com/Careers

NEW HIRES

Sun Tran

8 - Coach Operators
2 - Bus Stop Cleaners
1 - Service Island Attendant
1 - Parts Clerk Promotion

Sun Link

1 - Streetcar Operator
1 - Maintenance Technician

Sun Van

11 - Van Operator Trainees
3 - Van Operators
completed training

GRADUATION RIDERSHIP

The Sun Link streetcar is increasingly becoming an iconic part of the Tucson experience for residents, visitors and University of Arizona students. More than 100 graduating UA students and 16 faculty and staff members used the streetcar as a backdrop and transportation method to travel to key locations for commemorative photos. Overall ridership also increased for graduation weekend, and significantly over 2019 numbers.

2022 Sun Link Ridership

Day	Date	Ridership
Friday	5/13/22	5,737
Saturday	5/14/22	5,010
Sunday	5/15/22	1,195
Total		11,942

2019 Sun Link Ridership

Day	Date	Ridership
Friday	5/10/19	2,648
Saturday	5/11/19	1,506
Sunday	5/12/19	651
Total		4,805



May 2022 — 1,133,592
May 2021 — 966,338
+17% Year to Year Ridership



May 2022 — 98,970
May 2021 — 57,308
+73% Year to Year Ridership



May 2022 — 36,808
May 2021 — 28,814
+28% Year to Year Ridership



May 2022 — 786
May 2021 — 771
+2% Year to Year Ridership



22 Passengers per Hour

91% On Time Performance
15 Customer Compliments

47 Passengers per Hour

95% On Time Performance



2 Passengers per Hour



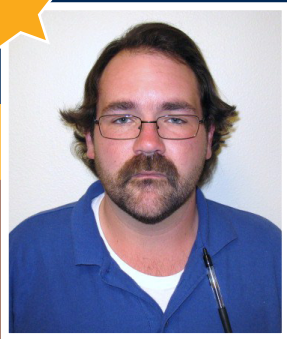
87% On Time Performance



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*.



Samuel Cartwright
Sun Tran Coach Operator

"Samuel is doing a great job. Thank you!"



Bradley Miller
Sun Tran Coach Operator

"Bradley is an outstanding driver. He is very helpful to all his passengers."



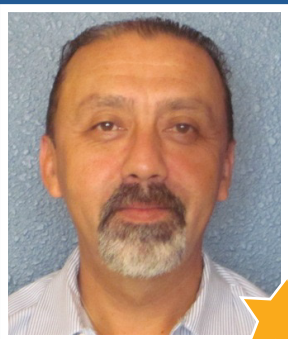
Ernesto Hinojosa
Sun Tran Coach Operator

"Ernesto was very caring and helpful. He even gave me some of his food when he found out I wasn't feeling well. I am very thankful and had to let you know Ernesto is an amazing human being."



Ron Hubbard
Sun Van Operator

"Ron is friendly and professional. I enjoyed my trip."



Nino Ramos
Sun Van Operator

"Nino went above and beyond to locate a fellow client for pickup, helped the woman board the van and assisted with her belongings. I am really impressed with how courteous and helpful he was."



Edna Miranda
Sun Van Operator

"Edna has great customer service. She is so professional and assists clients in wheelchairs with care and courtesy."