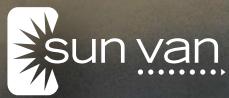


# MONTHLY OPERATIONS REPORT

MAY 2024



# MAY 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.

### BRINGING HUMAN TRAFFICKING AWARENESS TO TRANSIT



Truckers Against Trafficking (TAT) held its third Coalition Build in Tucson at the Tucson Police Department which drew more than 70 professionals including Sun Tran's Safety & Security team and other management. TAT along with Arizona Anti-Trafficking Network (AATN) and the Arizona Transit Association (AzTA) highlighted the intersections between human trafficking and transit, as well as the importance of building partnerships between transit and law enforcements. Attendees also had a chance to tour TAT's Freedom Drivers Project (FDP), where they learned about the realities of domestic sex trafficking and how the trucking industry is combating it. Bringing this awareness to Sun Tran will help operators learn how to identify and report human trafficking as soon as possible. All Sun Tran buses are a Safe Place for endangered youth and haven for anyone experiencing trafficking.

**Arizona Human Trafficking Hotline: 1-877-429-8477**

**National Human Trafficking Hotline: 1-888-373-7888**

### ENHANCING SUN LINK'S EMERGENCY RESPONSE



Jeannette Haro Sun Links Operations Manager developed an informative guide for Sun Link Supervisors. The guide addresses some of the most frequent emergency situations encountered by supervisors. It provides a clear, step-by-step numbered plan of action, ensuring supervisors can respond quickly and effectively to various emergencies. The guide serves as a crucial resource for maintaining the safety and efficiency in emergency scenarios.

### SUN VAN COMPREHENSIVE OPERATIONAL ANALYSIS (COA)



The Comprehensive Operational Analysis (COA) for Sun Van aims to identify opportunities to improve access to transit, mobility and customer experience. The project grants the City of Tucson, Sun Van and contractor TMD the opportunity to review Sun Van policies, procedures, service and coverage evaluation, customer evaluation and performance analysis. Sun Van solicited the Public's feedback with regards to service and customer experience

with a series of (6) six in person and (2) two virtual public meetings that took place throughout Tucson. The public was invited to take a survey to provide that feedback and to talk with Sun Van and City of Tucson employees. The survey closed May 17th, and TMD is currently drafting recommendations that will later go to Tucson Mayor & Council. For more information about the Sun Van COA, visit [Suntran.com/sunvancoa](http://Suntran.com/sunvancoa).

### SAFETY FIRST AT SUN LINK!

During the month of May Sun Link's Safety and Security Officer, Jake Robles updated and implemented the Employee Training Program Plan (ETPP). This program was aimed at Sun Link Streetcar Operators and Supervisors as part of their annual recertification process ensuring that all are current with protocols related to accidents and occurrences. This training is Sun Link's commitment to continual improvement and reducing repeated accidents. Sun Link is dedicated to fostering a culture of safety, excellence and professional development.





## NEW TEAM MEMBER: LELA ALSTON

Lela graduated from the University of Phoenix with a Bachelor of Applied Science in Human Services Management and holds a degree in Psychology. With over a decade of experience in Payroll and Human Resources, Lela has developed a robust skill set, proficient in a wide range of systems and tools, including ADP. Born and raised in California, Lela loves elephants and a good cup of coffee from Starbucks.

## SUN LINK SUMMER SCHEDULE



Sun Link streetcar summer hours began May 13 and will run through August 18. The new summer schedule had service adjustments to serve the community during the warmer season. Monday – Thursday service runs until 10 p.m., Friday and Saturday nights until midnight, and Sunday service concludes at 8 p.m. For more information about Sun Link visit [Suntran.com](http://Suntran.com).

## SUN TRAN MOVING GIRL SCOUTS OF SOUTHERN ARIZONA



For the second year in a row, Sun Tran has provided transportation for Girl Scouts to and from their Camp Fury experience. This May, Sun Tran assisted 24 campers and chaperons, transporting them to the Public Safety Academy from May 29 – May 31. This initiative reflects Sun Tran's commitment to supporting the community.

## HANDS-ON REFRESHER TRAINING FOR MOBILITY DEVICE SECUREMENT

Training Coordinators Connor Steele and Dolores Maheux offered a hands-on refresher course to 248 bus operators to ensure they fully understand the updated procedures for securing mobility devices. Although drivers learn these skills during their new-hire training, standards and practices have evolved over time. The refresher training is designed to demonstrate the correct techniques and allowing each driver to practice. This initiative will be extended over the weeks of June to train the remaining operators.

## SUN TRAN'S INVENTORY SURVEY 2024

In 2022, Sun Tran staff partnered with ESRI to create the first Bus Stop Inventory Survey using ArcGIS Survey123, a user-friendly data collection app. This collaboration was supported by the City of Tucson's subscription to the ESRI Advantage Program, providing access to GIS experts. The survey collects data on bus stop amenities, infrastructure, and accessibility, which is crucial for various improvement projects. During the 2023-2024 Comprehensive Operational Analysis (COA), gaps were found in the bus stop inventory database. Recognizing the need for improvement, Sun Tran staff is now developing the Bus Stop Inventory Survey v2 with ESRI's help. This updated survey incorporates additional data requests from the community and aims to make collected data available, benefiting all City of Tucson employees and project planners.



## SUN TRAN

- 13 - Coach Operators
- 3 - Service Island Attendants
- 1 - Body Shop Mechanic
- 1 - Payroll Manager

## SUN VAN

- 16 -Van Operator Trainees

## SUN LINK

- 1 - Sun Link Maintenance Technician

## NEW HIRES

13 - Coach Operators
3 - Service Island Attendants
1 - Body Shop Mechanic
1 - Payroll Manager

## PROMOTIONS

- 8 - Student Operators to Full Time Coach Operators

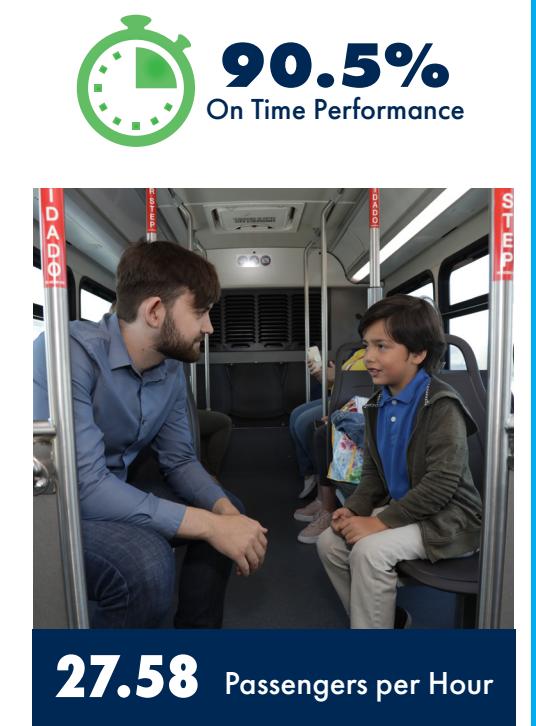
- 10 - Van Operator Trainees to full time Van Operators

N/A

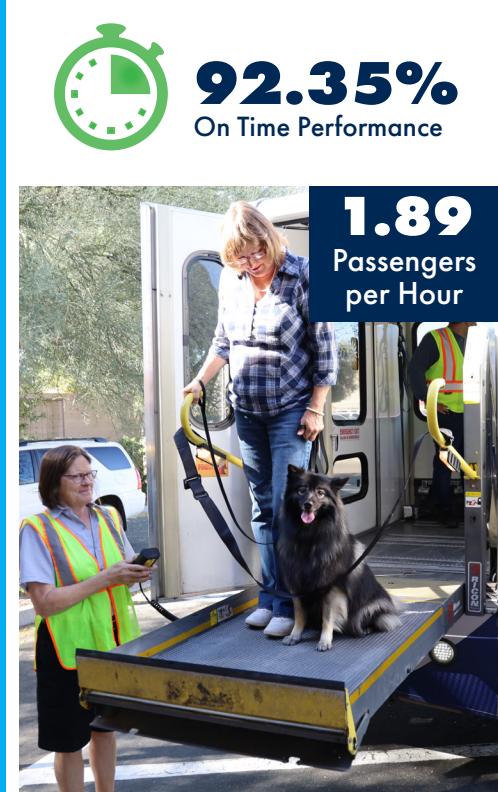
## SUN VAN CDLs

6

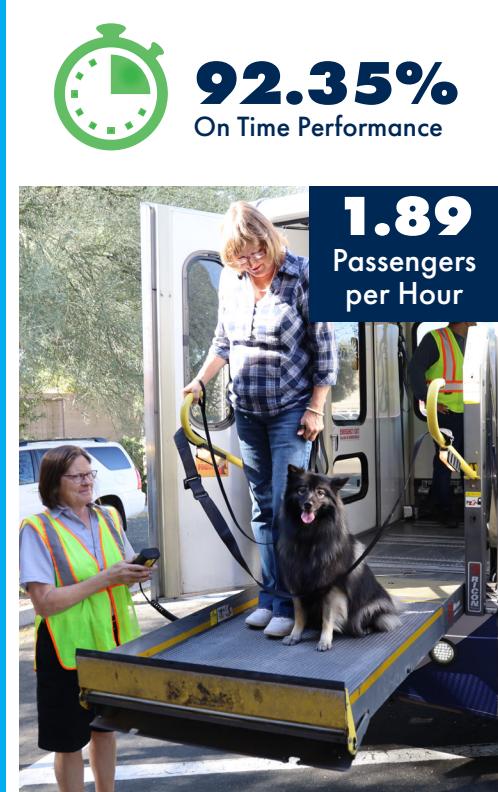
new hires were awarded a CDL



**44.50**  
Passengers  
per Hour



**1.89**  
Passengers  
per Hour



**82.47%**  
On Time Performance

**12**   
Customer Compliments

# Sun Family All-Stars

We like to recognize our employees who go the extra mile to help our passengers become *Raving Fans*.



## Bus Stop Cleaning Crew

"I'd like to compliment the worker who cleaned the bus stop on the northeast corner of Broadway and Wilmot this morning. He was friendly, efficient and professional."

## Shamean Ramirez Kellogg Sun Tran Coach Operator

"She is exceptional! She is upbeat, an all-around good person, cordial, level headed and always concerned for her passengers."



## Samuel H. Cartwright Sun Tran Coach Operator

"He is a great driver! He is always happy and so pleasant! It is always a pleasure to ride on his bus."

## Lourdes Grijalva Customer Service Representative

"She has great customer service and I am happy that she tracked my bus in real time."



## To all Sun Van drivers

"Thank you to all the drivers for being kind!"

## To all Sun Tran drivers

"Your help in keeping the speed limit consistent from here on out is greatly appreciated. Thank you on the behalf of all the Lakeside Park constituents' kids and pets."

