



# MONTHLY OPERATIONS REPORT

MARCH 2023





# MARCH 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.

### SAFETY AND SECURITY



New security cameras are only part of the overall safety and security improvements Sun Tran has been working on in the last year. Several assessments of existing security features were implemented and after the assessments, a plan was developed to upgrade and update the security cameras. The system installation began at the transit centers. After the cameras were installed at Tohono work was started at the north yard. Once work is complete in all buildings at the north yard work will start at the south yard and finally finish with new cameras at the park and ride locations at Broadway and Houghton. Once complete, the camera systems will cover more area with higher quality images and eventually we will be able to share video feeds with first responders.

The cameras are only one piece of the puzzle, along with securing the gates at the north yard, constant evaluation of the security contractor operations, improved signage at all of the transit centers we have made it easier for customers and employees to know and understand the rules and laws that are being enforced at the organization's facilities. We have also invested in more hours for the contract custodians and the landscapers to improve in the look and feel of the transit centers. We continue to work hard to evaluate other planned physical security measures and work toward the security plan's overall goal which is to provide all Sun Tran organization employees, contractors, and customers a safe and secure work and rider experience.



### ELECTRIC BUSES



Sun Tran recognizes the importance of climate resilience, and it's commitment to Tucson is building a strong infrastructure now and for the future. 100 percent of Sun Tran's buses are designed to use cleaner-burning fuels and Sun Tran has introduced ten (10) all Electric buses to it's fleet in 2023. Now 100 percent of Sun Tran's fleet uses cleaner-burning fuels, including hybrid technology, Compressed Natural Gas (CNG) and Biodiesel. These fuels reduce emissions because they emit fewer particulates than traditional diesel-fueled vehicles.



## COMPREHENSIVE OPERATIONAL ANALYSIS STUDY (COA)

The City of Tucson and Pima Association of Governments (PAG) are completing a Comprehensive Operational Analysis (COA) on Sun Tran, Sun Link, Sun Express, and Sun Shuttle services. A COA 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. TMD in partnership with HDR hosted a stakeholders meeting along with a series of public and virtual meetings with an online survey to provide feedback and to learn more about the study. Sun Tran, Sun Link and Sun Shuttle Operators were also encouraged to participate in an Operator survey for the opportunity to provide feedback. The survey is available was made available beginning January 23 until April 16 by visiting [www.TucsonCOA.com](http://www.TucsonCOA.com).

## CUSTOMER SERVICE HOURS AT LAOS & RONSTADT TRANSIT CENTERS

New Customer service hours at the Transit Center booths and at Sun Tran Administrative front desk, beginning Monday March 6. The booths will be operated by a Customer Service Rep from 8 a.m. to 4:30 p.m.



## JAKE ROBLES PROMOTION AT SUN LINK



Sun Link promotes Jake Robles to Safety & Security Officer. Jakes started his Transit career July 25th 2018 as a streetcar operator. In November 2018 he was promoted to Lead operator taking on supervisor duties as an operator/supervisor in training. March of 2020 he was promoted into the 7th supervisor position where he excelled as a supervisor with a great team of operators and fellow supervisors. In December of 2020 I took on the roll as lead trainer responsible for training newly hired operators focusing on policies and procedures when operating streetcars and holding safety as his number one priority! On March 27, 2023 he accepted the role of Safety & Security Officer where he is backed by a management team of very knowledgeable and respected staff "My key objectives in my new role are to learn as much as possible from my colleagues Operations Manager Nelson Hall, AGM John Zukas and Maintenance Manager Robert Asaro and always stay dependable and devoted to the safety of all SLS employees and passengers. My main goal is for Sun Link Streetcar to remain a constant positive fixture in our community by providing safe and reliable transportation at all times ", states Robles.

## IN THE COMMUNITY

Sun Tran's Community Outreach Manager, Luz N. hosted two Learn to Ride events one at Desert View High School and at Sentinel. Learn to Ride events are essential to the Community as they help remove barriers for people who want to ride public transit but don't know how and gives them the vital tools to be able to start. 25 Tucsonans were trained on the system at these two events.

Sun Tran and Sun Van participate in the quarterly Commission on Disability Issues (CODI), where information is presented on the Sun Van Customer Satisfaction survey results, Technology such as the App as well as discussing the Quantum Wheelchair Securement Stations on 40% of the Sun Tran fleet and providing feedback on ADA issues or concerns.

| ASYLUM SHUTTLE |       | SUN TRAN   | SUN VAN  | SUN LINK  |
|----------------|-------|------------|--|---|
| TRIPS          | 172   | NEW HIRES  | 12 - Coach Operators                                 | 10 - Van Operator Trainees<br>2 - Reservationists                     |
| PASSENGERS     | 5,940 | PROMOTIONS | Mary Ann - Buyer<br>Ramon J - Fuel Island Supervisor | 5 - Trainees to Van Operators   |
|                |       |            |  | Jake Robles - Safety & Security Officer<br>Noemi Aguirre - Supervisor |



## HAPPY (BELATED) TRANSIT EMPLOYEE APPRECIATION DAY BY SHANNON JENKINS

### A Special note from Ward 3 Council Member Kevin Dahl's office



This past Wednesday, on March 22nd, the City of Tucson celebrated Transit Employee Appreciation Day. Council Member Dahl and I left the office and walked

east along Grant Road - on the north side of our office where the bluebells are blooming - to wait for the Route 9 (Grant) bus at the Grant / Cherry stop. When the bus arrived, we briefly climbed aboard to wish the driver a happy Transit Employee Appreciation Day.

As a Route 8 (Broadway) rider, I'm personally very grateful for our Sun Tran drivers. They get me across town in comfort as I commute back and forth to the Ward 3 office by bike and bus. One time, on my commute home, a

car pulled into the bus lane directly in front of my bus. The driver stepped on the brakes and immediately pulled to the right into a shopping center driveway in order to avoid a collision. I was a bit shaken, but extraordinarily grateful that we hadn't crashed.

On another one of my rides home along Route 8, a woman experienced a medical emergency - it looked like some kind of seizure. Our driver pulled to a stop, called 911, and sat with the rider until emergency responders arrived.



In my position at Ward 3, I interface with Sun Tran, Sun Van, and Sun Link's personnel frequently. Recently, I worked with them to return a laptop to an 85 year old disabled man who'd left his device aboard a Sun Van shuttle - they delivered the laptop directly to him at his house. And sometimes, I need to call Sun Tran customer service to report that trash cans at bus stops need to be emptied - they always take care of it promptly.

I like to bike and bus to work because I'm incredibly concerned about climate change. And I see all kinds of folks on the bus - people with their groceries, families with children, high school kids traveling to and from school, employees headed to and from work in their Walmart or What-a-burger uniforms, and lots of other folks. So I'm offering a note of thanks to all the Sun Tran / Van / Link personnel who help Tucsonans like me get where they need to go.

### TRANSIT EMPLOYEE APPRECIATION DAY

(celebrated on 3/22) Sun Tran, Sun Van and Sun Link celebrated it's employees on March 22nd. Donuts from local bakery, La Estrella were served, water and a thank you message was displayed at each of the facilities.



### NEW TRANSIT SCHEDULES

New Rider Guide available on March 5, with changes to Sun Tran and Sun express routes.







**sun tran** **+13%**  
Year to Year Ridership

March 2023 - 1,280,024

March 2022 - 1,127,784

**sun LINK** **+32%**  
Year to Year Ridership

March 2023 - 176,154

March 2022 - 132,721

**sun van** **+9%**  
Year to Year Ridership

March 2023 - 42,122

March 2022 - 38,541

**ON DEMAND** **+59%**  
Year to Year Ridership

March 2023 - 1,064

March 2022 - 669

 **89.7%**  
On Time Performance

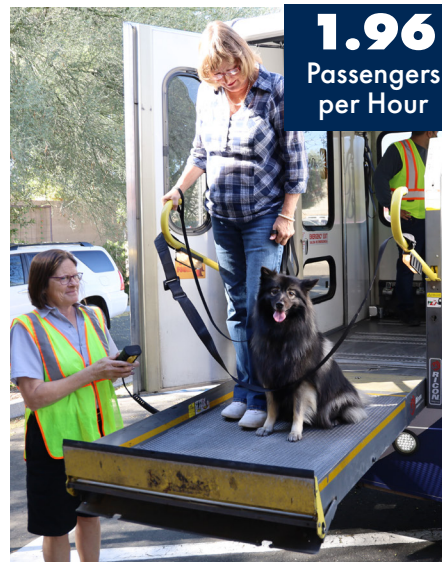


**23.96** Passengers  
per Hour



**84.16** Passengers  
per Hour

 **83.9%**  
On Time Performance



**1.96** Passengers  
per Hour



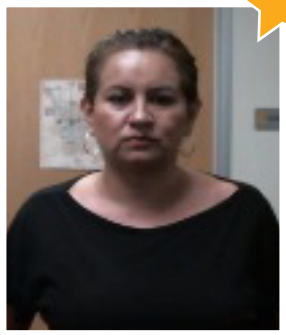
**78.9%**  
On Time Performance

**17**  
Customer Compliments 

 **93%**  
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*.

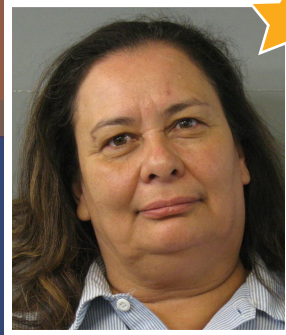
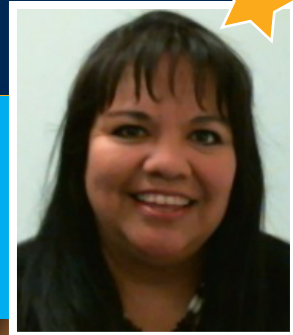


**Melania Pinon**  
Sun Tran Coach Operator

"My driver was so nice and I wish others were as polite with me".

**Charlotte Dent**  
Sun Tran Coach Operator

"I travel in a mobility scooter and it broke down and had to push it to the bus. My driver got out of her seat and helped me get the scooter onto bus and then again, at Craycroft and Pima. Please give this driver a "Random Act of Kindness Award". I would fill the driver's coach with roses, if I could! I so very appreciative for the driver going "Above and Beyond"



**Ruth Lespron**  
Sun Van Driver

"My driver was so nice and kind. She helped me with my groceries, she is always very helpful and she made my night.



**Armando Martinez**  
Sun Van Driver

"Armando was so nice to me and so very pleasant. I really appreciate how down to earth he is".



**Jerri McDermott**  
Sun Tran Coach Operator

"On this day I realized Sun Tran hires heroes. My son was being racially bullied at his school close to our home. So, I re-enrolled him all the way across town. With the morning and evening traffic, I was late getting to work or picking him up. I had to make a decision to put my 12yr old on the city bus. We Googled the route. I took a screenshot and sent it to his phone went over all the rules. He got lost, then his phone died. Insert hero Jerri. She let him call from her phone and we coordinated where I could find him. She called her supervisor to get permission to take my son to Udall station to meet me. She gave me directions when I got lost and she talked to him and made him feel safe. She wasn't just a bus driver that day, she was a hero cloaked in a mom suit wrapped in compassion and I'm grateful".