



3148

MONTHLY OPERATIONS REPORT

MAY 2023



MAY 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.

COMPREHENSIVE OPERATIONAL ANALYSIS STUDY (COA)

The City of Tucson and Pima Association of Governments (PAG) and Sun Tran are completing a draft plan of proposed system changes to Sun Tran, Sun Express, Sun Link and Sun Shuttle based on the results of the COA study so far. The teams along with TMD and HDR are researching the next steps for the next set of public outreach meetings and public survey is set to take place in August of 2023. The public will have the chance to weigh in on the draft plan options for the service change considerations. The COA study 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.



DOWNTOWN DETOURS

Construction downtown at 6th Avenue and Toole intersection caused several detours and bus stop changes that began in April and throughout the month of May. The temporary adjustments are due to some utility work performed by Century Link at the intersection of 6th Ave & Toole. Riders can review detour information at SunTran.com/Alerts.

TRANSIT FARES

Tuesday May 9, Tucson Mayor and Council to extend Free Transit Fares through the end of 2023 calendar year but declared their intention to committing to keeping the system fare free beyond that. A future Mayor and Council vote will determine if they will remain free or return to fare collection.

SUMMER TRANSIT SCHEDULES AND NEW SERVICE TO AMAZON

Sun Tran is driving into summer with service to the Amazon Warehouse facility on Kolb Road just south of Valencia Road, which began Sunday, April 30. Transit service to the Amazon facility has been made possible through an access agreement between the City of Tucson and Amazon and provides Sun Tran service to Amazon employees and adds additional trips for all Sun Tran riders. The schedule adjustments coincided with a new schedule bid for drivers, maintenance and operations staff. Streetcar will offer extended hours on certain nights beginning May 15 with service every 15 minutes until 10 p.m. on Thursdays and Midnight on Friday and Saturdays. The public can find current schedules 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.



STREETCAR SUMMER HOURS

Horario de verano del tranvía

Starting May 15, 2023

Sun Link will operate 15-minute service until 10:00 p.m. Thursday and midnight Friday and Saturdays. A partir del 15 de mayo de 2023, Sun Link operará intervalos de servicio de 15 minutos hasta las 10:00 p.m. jueves y medianoche viernes y sábados.

Weekday / Entre Semanas		Weekend / Fin de Semana	
Monday / Lunes	Tuesday / Martes	Wednesday / Miércoles	Thursday / Jueves
7 AM - 5 PM Every 15 Minutes / Cada 15 minutos	7 AM - 5 PM Every 15 Minutes / Cada 15 minutos	7 AM - 5 PM Every 15 Minutes / Cada 15 minutos	7 AM - 5 PM Every 15 Minutes / Cada 15 minutos
5 PM - 10 PM Every 15 Minutes / Cada 15 minutos	5 PM - 10 PM Every 15 Minutes / Cada 15 minutos	5 PM - 10 PM Every 15 Minutes / Cada 15 minutos	5 PM - 10 PM Every 15 Minutes / Cada 15 minutos

HOLIDAY HOURS
Horas de vacaciones

Memorial Day
Monday, May 29
Día Conmemorativo
Lunes, 29 de mayo
8 a.m. - 8 p.m.





SUN LINK MAP UPDATED

Sun Link updated the map decal located in multiple spots inside each of the eight (8) Sun Link streetcars. The updated map features numbered stops and street labels to help passengers navigate the twenty three (23) streetcar stops easier.

SCOTT LIST OPERATIONS COORDINATOR



Operations Coordinator, Scott List received his certification in Transit Safety and Security Program in Bus and Rail from the Department of Transportation. List has been with Sun Tran since February 2017, as a Supervisor and as Coordinator in April of

2019. Scott has completed over 25 different courses/trainings in order to better understand management systems and how they develop overtime.

NICK WURL IT MANAGER

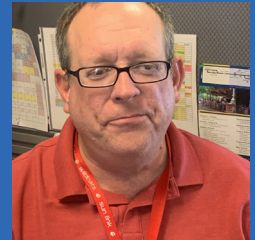
Nick was hired by Sun Tran as a Technical Support Specialist in June 2018, which he held until he was promoted to System Analyst. Congratulations Nick on your promotion to IT Manager.

YOLANDA RAMIREZ AND ROBERT SUMNER JOINS THE CUSTOMER SERVICE TEAM



Yolanda joined the Special Services team in 2012 after retiring from TUSD. Rameriz was a bus driver, first aid/CPR instructor for 32 years. After 7 years at Special services she moved to Sun Tran as a SunGO Tech and has now part of the Customer Satisfaction Team.

Sumner joined Sun Tran's Customer Service team this month. Hailing from Virginia where he spent 20 years in Customer Service and as a Training Coordinator for two major airlines. Having moved to Tucson originally in 1988, Robert moved back to Virginia to be with family and then ultimately moved back to Tucson in 2017 and has been in Customer Service ever since. Welcome to Sun Tran.



RECRUITMENT

Sun Tran, Sun Link and Sun Van's Human Resources are actively recruiting new applicants. Human Resources participated in southern Arizona's largest job fair hosted by KVOA on May 4 to recruit potential applicants and the STEM job fair hosted by the YMCA on May 19. Over 40 applications were distributed to attendees which yielded in 5-6 interviews for Coach Operators with Sun Tran and Sun Van. An advertising campaign highlighting our frontline workers is featured on the back panel of five electric buses and a full side wrap on a Sun Tran bus. Open position information is available at: SunTran.com/Careers

ERNESTO URBINA HELPS NEW ART DRIVERS

Sun Tran Operator, Ernesto Urbina traveled to ART Ashville Regional Transit in Ashville, North Carolina to help train seven (7) new employees get their CDL and become Operators. Urbina was pleased not only by their hospitality but the delicious food in the region. The North Carolina Hot Chicken BBQ was his favorite and staff from ART invited him over for dinner as a thank you. Ernesto traveled to ART two times over the past month to assist with the training.



SUN VAN EMPLOYEE COMMUNICATION AND FACILITY UPGRADES

The Marketing & Communications team are helping to give the Sun Van employee communication efforts a boost. The team has been upgrading the communications boards by placing new and updated communications, removing old forms and documents and de-cluttering areas and facilitating a fresh coat of paint to the areas with the help of facilities.

BOARD AT THE FRONT DOOR DECAL ON SUN TRAN

During the Pandemic, part of Sun Tran’s effort to mitigate the spread of the COVID-19 virus was to have passengers board at the rear door. Once the Federal Mandate was lifted in March of 2022, Sun Tran returned to passengers boarding at the front door and exiting through the rear door in May of 2022. This new decal is located on the rear door of the Sun Tran buses to help remind passengers to please board at the front door. This helps with the flow of passengers boarding and alighting the bus safely and to help ensure more efficient Customer Service from Sun Tran.



UA SUN LINK SAFETY MESSAGING AT UARIZONA

Sun Link’s Maintenance and Safety Departments are working with the University of Arizona’s Parking and Transportation team to update safety signage along the Streetcar alignment along 2nd Ave on Campus. Yield to the Streetcar messaging along with the Wildcat paw will be painted onto the sidewalks to encourage those traveling along 2nd street on campus to be safe and Yield when the streetcar is in service.



PUBLIC/PASSENGER COMMUNICATIONS EFFORTS

Sun Tran, Sun Link, Sun Van and the three Transit Centers received front door decals with business information such as hours of operation, Customer Service information and the website. This is just part of the ongoing effort of the Marketing & Communications team to upgrade Passenger communications throughout the system.



UNIVERSITY OF ARIZONA GRADUATION RIDERSHIP FOR SUN LINK

The Sun Link streetcar has seen a more than double increase in ridership since May of 2019 as students graduate from the University of Arizona. Parents, students and residents experience Tucson throughout the weekend utilizing the streetcar.



2023 SUN LINK RIDERSHIP

Day	Date	Ridership
Friday	5/12/23	7,294
Saturday	5/13/23	5,045
Sunday	5/14/23	1,280
Total		13,619

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

The chart reflect the increase in ridership over the past year for Sun Link over the same weekend

ASYLUM SHUTTLE

TRIPS 287

PASSENGERS 10,048

SUN TRAN

NEW HIRES

10 - Coach Operators
1 - Service Island
1 - Bus Shelter Cleaner
1 - Customer Service Rep

PROMOTIONS

Nick Wurl to IT Manager

SUN VAN

16 - Van Operator Trainees

8 - Trainees to Van Operators

SUN LINK

1 - Streetcar Operator
1 - Maintenance Technician

N/A



sun tran **+12%**
Year to Year Ridership

May 2023 - 1,274,527

May 2022 - 1,133,592

sun LINK **+17%**
Year to Year Ridership

May 2023 - 115,869

May 2022 - 98,980

sun van **+12%**
Year to Year Ridership

May 2023 - 41,385

May 2022 - 36,808

ON DEMAND **+82%**
Year to Year Ridership

May 2023 - 1,431

May 2022 - 786


 **91.5%**
On Time Performance



23.91 Passengers
per Hour



53.59
Passengers
per Hour

 **88.8%**
On Time Performance



1.95
Passengers
per Hour



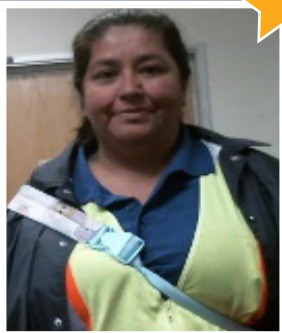
74.2%
On Time Performance

16
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*.

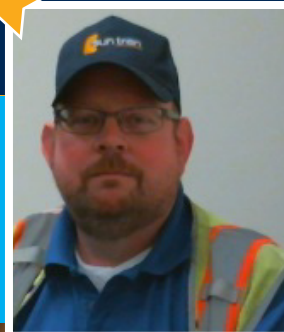


Marlena Bloom
Sun Tran Coach Operator

"Please recognize our Driver for the outstanding work she does. She is so kind and helpful with a passenger who needed help getting on the bus at Kolb. Keep up the great work!"

Michael McConnell
Sun Tran Coach Operator

"Our Driver is one of the best drivers Sun Tran has. He held the bus for me and my husband and he helped a man in a mobility device who doesn't have use of his arms. The driver took his time making sure the man was secure. He is genuinely the nicest person".

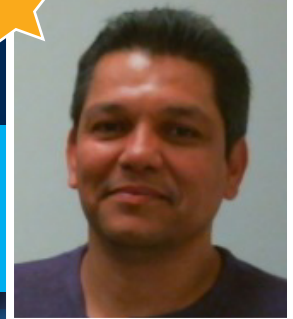


Ruth Lespron
Sun Van Driver

"Ruth is always happy, and goes out of her way for clients and assists them as needed".

Ivan Xicotencatl
Sun Tran Coach Operator

"What a nice ride today on the Route 8 Eastbound. What a great driver who was easy on the brakes and was so pilot to all of the passengers"



Benjamin Quinones
Sun Van Driver

"Our driver is so courteous, and I appreciate Ben going out of his way to return my phone that I left on the van".

Nick Farmer
Sun Van Driver

Our Driver Nick, was so professional and helpful. What a great driver!"

