



# MONTHLY OPERATIONS REPORT

OCTOBER 2023



# OCTOBER 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.

### SUN TRAN SCAVENGER HUNT



Sun Tran hosted a scavenger hunt around Tucson for all Sun Tran, Sun Link, and Sun Van employees. The event took place on Friday, October 6, from 8am to 2pm. Teams met at the North Yard to receive their instructions and start the hunt. Teams were split into groups and given their challenges. Participants had to incorporate Sun Tran, Sun Link, Sun On Demand or Sun Shuttle. Teams had to finish all the challenges given and provide proof with photos. All teams completed their challenge and the day ended with pizza and prizes for the winning team. This exercise allowed employees to get a closer look at the inner working of the transit system and allowing them to report back on things that went great and things that could be improved upon. WE are looking forward to another hunt in 2024!

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### SUN LINK RIDERSHIP



**+32%**  
from  
October 2021

Sun Link Streetcar had the highest ridership for any Halloween previously! This year's ridership was 201,685, a 0.1% (201,432) increase in October 2022, and 32% (145,859) increase from October 2021. Sun Link streetcar connects riders from San Augustin Mercado to the University of Arizona. Learn more about riding with Sun Link at [suntran.com/sunlink](http://suntran.com/sunlink) and leave the driving to us.

### INTRO TO TRANSIT OPERATIONS PLANNING TRAINING OCT. 16-19



Sun Tran hosted an Introduction to Transit Operations Planning Course presented by Walter Cherwony and Brian McCollum. The course was attended by Sun Tran's Department of Service Planning and Development as well as a variety of members from the following organizations: City of Tucson, Midland Odessa Urban Transit District, Pima Association for Governments (PAG), Regional Transportation Authority (RTA), RATP Dev, and the Town of Oro Valley. In this introductory course, attendee's reviewed transit planning and gained insight into peer's practices. For some this course was a review, while others were being exposed to this information for the first time. For schedulers, it was a great opportunity to evolve and improve their methodologies based on the course material. For attendees who were not schedulers themselves, it was an interesting peek at the complex inner workings of schedule building and at the many factors that must be analyzed before any changes can be made.

## MARANA SENIOR CENTER



Sun Tran's community outreach manager hosted a booth at the Marana Senior Center Resource Fair on October 27. The resource fair provided seniors with service information about Sun Shuttle and Sun Express.

## SUN TRAN BOO TOWN & SUN LINK SPOOKY TRAIN

This spooky season Sun Tran hosted a Boo Town for all Sun Tran, Sun Van and Sun Link employees and their families on October 27 starting at 5 p.m. to 8 p.m. A total of 170 people had a fun time traveling through Boo Town and trick-or-treating through the spooky decorated areas. Boo Town also included a haunted house, face painting, photo booth and crafts station. Keeping the spooky season going, Sun Link streetcar also hosted their annual Spooky Train which was open to thousands of people during the Fourth Avenue Trick-or-Treat event on October 29 beginning at 11 a.m. to 2 p.m. Families enjoyed trick-or-treating through the spooky train and showing off their costumes.

## SUN TRAN ACCESSIBLE RIDER TRAINING

This month Sun Tran educated 20 Sahuarita students on how to utilize Sun Tran, Sun Link and Sun Van services independently. The START program is designed to help people, including those with disabilities and seniors, learn how to ride public transportation. For more information or interested in the program please call (520) 206-8881.



## CYCLOVIA 2023



For the fifth year in a row, Sun Tran participated in this year's Cyclovia Tucson event. Hundreds of event participants had the opportunity to test their bike mounting speed with bus operator Javier. Staff also helped participants with answering any general questions they had about public transportation.

## OCTOBER

ASYLUM SHUTTLE

TRIPS **305**

PASSENGERS **17,266**

## STUFF THE BUS



Sun Tran partnered with Emerge Center Against Domestic Abuse to Stuff-the-Bus full of starting over supplies for survivors. Sun Tran set out collection boxes for employees to have the chance to donate between September until October 20. The Stuff-the-Bus Event was held Saturday, Oct.21 at The Loft Cinema from 9 A.M. - 3 P.M. The event included a resource fair featuring community partners, games, and raffle prizes. This year's Stuff-the-Bus event collected a total of \$2,500. Thank you everyone for the donations!

## XAVIER SOTO PROMOTION

Xavier Soto held the role of Lead Row Technician for five years for Sun Link, and was promoted to Maintenance Manager. Xavier is a born and raised Tucsonan who is one of seven siblings. He also has a large immediate family which includes his wife, 3 kids, one cat and seven dogs, who he enjoys spending time with. He also enjoys fishing in the White Mountains, hiking, and playing chess. Congratulations on your promotion Xavier!

### 9 Commercial Driver's License (CDL) Awards

9 trainees earned their CDL in the month of October

	SUN TRAN	SUN VAN	SUN LINK
NEW HIRES	18 - Coach Operator Trainees	17 - Operator Trainees 1- Scheduling Dispatch Manager	
PROMOTIONS	7 - Promoted to Coach Operators	8 - Van Operator Trainees to Van Operators	1 - Promoted to Maintenance Manager



**sun tran**  **+7%**  
Year to Year Ridership

**October 2023 - 1,398,135**

**October 2022 - 1,300,020**

**sun LINK**  **+.1%**  
Year to Year Ridership

**October 2023 - 201,685**

**October 2022 - 201,432**

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

**October 2023 - 43,911**

**October 2022 - 39,009**

**ON DEMAND**  **+72%**  
Year to Year Ridership

**October 2023 - 2,061**

**October 2022 - 948**

 **87.9%**  
On Time Performance



**27.69** Passengers per Hour



**94.51** Passengers per Hour

 **87%**  
On Time Performance

 **90.38%**  
On Time Performance



**1.9** Passengers per Hour



**82.45%** 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*.



**Sandra Lent**  
Sun Tran Coach Operator

"I would like to complement our driver for always being nice, helpful, and courteous to all. She says 'Happy Thursday' to all and tells everyone to have a good day."



**Brian Kalakosky**  
Sun Tran Coach Operator

"The bus driver was kind enough to let the five people sit and wait on his bus. I am very grateful to this bus driver on route 7."



**All Sun Tran**

"I love our bus system, and the drivers are always so kind and friendly. THANK YOU FOR YOUR SERVICES!"

**Bradley Miller**  
Sun Tran Coach Operator

"The driver was very courteous to all the passengers and patient. She waited for everyone to be seated before leaving the bus stop. Keep up the great work!"



**Scheduling Department**

"Can't thank Sun Tran enough for the new bus stop on Greasewood Road."



**FAC**

"Would like to give thanks to the custodian for always making sure the employee restrooms are always nice and clean. He keeps LTC nice and clean."

