



MONTHLY OPERATIONS REPORT

OCTOBER 2022



OCTOBER 2022 HIGHLIGHTS

EMERGE STUFF-THE-BUS



Sun Tran teamed up with Emerge Center Against Domestic Abuse to hold a Stuff-the-Bus event. The collaboration gathered much-needed items for the center.

RESOURCE FAIRS

Staff hosted a booth at the Building a Dream Job Fair to offer transportation information to attendees and help those who may need help getting to their future employment plan their ride. A separate event held in Marana provided seniors with public transportation trip planning and service information.



ACTIVATE YOUR COMMUTE

The Pima County Department of Environmental Quality hosted a transportation fair and invited Sun Tran to participate. Sun Tran staff interacted with more than 100 attendees and provided information about transit options throughout the city.



CYCLOVIA

Sun Tran hosted a booth during Cyclovia. Event participants toured a Sun Tran bus and practiced using the bike rack. Staff helped visitors with trip planning and general transit questions.

COMMUNITY CONVERSATION

Sun Van hosting a community conversation where clients and stakeholders could provide feedback about the paratransit service. The virtual meeting allowed participants a chance to share their thoughts on how the service could be improved and highlight what is going well. The meeting included 31 participants. A survey is also being offered to clients, their families and other stakeholders.

Visit SunTran.com/SunVan for more information.

CPR TRAINING

Sun Tran and Sun Van had seventeen employees attend the CPR, AED, and First Aid training. The primary purpose was to increase employees' knowledge, confidence, and skills when confronted with a medical crisis.



SAFETY TRAINING

55

Administrative and Operations Employees participated in a safety training focused on defensive driving in company and personal vehicles. Staff learned several techniques including **LLLC: look ahead, look around, leave room and communicate** to reduce risks on the road.

FIRE DRILL

Sun Tran conducted four fire drills at the beginning of the month with 130 employees participating at the North and South yards. Staff practiced locating emergency meeting points and how to safely evacuate their respective building without incident. Fire wardens were also able to practice their responsibilities during the drill.

RONSTADT SCHEDULE POSTERS



Sun Tran Marketing staff installed schedule posters at the Ronstadt Transit Center (RTC). The goal of the project is to provide convenient access to route information in relevant locations throughout the center. Bus times are prominently displayed at each bus bay inside the transit center. For routes with bays located on 6th Avenue, schedules are available in information cases at either end of RTC.

VACCINE CLINICS



Sun Tran hosted two health clinics to provide employees and their families convenient access to a range of vaccines including flu and COVID-19 doses. Approximately 77 vaccines were administered at the events.

HALLOWEEN

Sun Tran threw a trunk-or-treat event for transit employees and their families. Departments from Sun Tran, Sun Van and Sun Link pitched in to make the new tradition a success. Attendees played games, went trick-or-treating, enjoyed pizza and toured a spooky bus and van. The Sun Link streetcar hosted a spooky train during the Halloween on Fourth event. About 300 visitors stopped by the festive train.



NEW HIRES

SUN TRAN

15 - Coach Operators
1 - Supervisor/Dispatch
1 - Service Island Attendant

SUN VAN

15 - Van Operators

SUN LINK

1 - Streetcar Operators

PROMOTIONS

1 - Supervisor/Dispatch

6 - Trainees to Van Operators





sun tran **+21%**
Year to Year Ridership

October 2022 - 1,300,020

October 2021 - 1,070,773

sun LINK **+38%**
Year to Year Ridership

October 2022 - 201,432

October 2021 - 145,859

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

October 2022 - 39,009

October 2021 - 35,663

ON DEMAND **+74%**
Year to Year Ridership

October 2022 - 9455

October 2021 - 544

 **90%**
On Time Performance



25.3 Passengers
per Hour



97.6
Passengers
per Hour

 **91%**
On Time Performance

2
Passengers
per Hour





86% On Time Performance

18
Customer Compliments



 **92%**
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*.



Robert Campbell
Sun Tran Coach Operator

"I want to share how Robert went the extra mile. He offered to give me his umbrella to avoid the rain on my walk from the bus stop to home. That was very nice and a thoughtful thing to do."

Grant Evans
Sun Van Operator

"I want to compliment Grant for the wonderful customer service he provided during my trip. He is an excellent driver."



Eugene Mills
Sun Tran Coach Operator

"I want this driver to be recognized for his courtesy and for keeping his bus looking and smelling nice!"

Valerie Bird
Sun Van Reservationist

"Hats off to Valerie! She is really good at her job."



Gregory Burns
Sun Tran Coach Operator

"I want to thank my driver for his kindness. He was very nice and welcoming and made me feel safe to ride the bus."



Frankie Sepulveda
Sun Tran Coach Operator

"Frankie went above and beyond and other driver I have met. Thank you for being so helpful and pleasant."