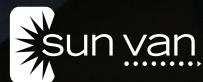
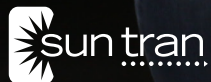




MONTHLY OPERATIONS REPORT

SEPTEMBER 2022



SEPTEMBER 2022 HIGHLIGHTS



FARES OUTREACH

The Sun Tran Fare Study Survey continued in September. Since July, the public has completed 7,925 surveys. Staff shared the findings and additional system analysis with city employees, who will present the data to elected officials during a city council study session.

Do you think Sun Tran (and other transit) services should keep fare-free for everyone in the future?

YES - 77.7%	6,157 out of 7,925
NO - 14.5%	1,146 out of 7,925
UNSURE - 7.5%	593 out of 7,925

OPERATION LEAPFROG

Sun Tran is piloting a new initiative to increase security onboard buses. This pilot deployment gives priority to the most troublesome bus routes and provides an element of random security presence during the week. Operation Leapfrog utilizes existing American Guard Services (AGS) guards who ride select buses while a second guard follows behind. The project also gives Sun Tran an opportunity to address current problem bus stops from a different perspective.



RECRUITMENT

Sun Tran Human Resources staff are upping their recruitment game online. Employees are now using dedicated Facebook and Twitter pages to publish transit career information for potential candidates. Follow @SunTranJobs on Facebook and Twitter to receive and share hiring updates.



Sun Tran partnered with the Pima County Department of Environmental Quality (PDEQ) Clean Air Program to mark World Car-Free Day on September 22. The public was encouraged to give vehicles the day off and either walk, bike or ride transit to work.

Info booths were set up at the University of Arizona to share the benefits of alternate transportation. Sun Tran staff offered electric bus tours, bike rack tutorials, information about available service options and trip planning.

LAW ENFORCEMENT TRAINING

The Tucson Police Department led an emergency response training at the Sun Link facility. Transit operators participated in the simulations with first responders onboard out-of-service streetcar trains and an electric bus.



RAIL SAFETY WEEK



Sun Link joined an international movement to promote awareness during Rail Safety Week. The streetcar team pledges to uphold its reputation for having one of the safest systems in the United States with zero pedestrian-involved collisions since the streetcar's inception in 2014. The team is also celebrating zero preventable accidents in fiscal year 2022. The Tucson community can benefit from applying safety principals around the streetcar line and traditional railroad infrastructure.

The public is reminded to:

- Always use crosswalks at intersections and to reach center-median streetcar stops
- Stand back from the edge of the platform as the train approaches
- Take a seat or hold onto a railing before the train departs the station
- Use caution when crossing the tracks on foot or by bicycle. Bicyclists should cross the streetcar tracks at an angle
- Never walk in front of a moving streetcar
- When parking in designated spaces near the tracks, ensure vehicles are positioned within the lines and as far from the tracks as possible

SUSTAINABILITY



The City of Tucson featured Sun Tran in the September issue of their Climate Action Report. The article highlights how the transit system uses clean fuel technology to promote climate resilience in Tucson. Read a copy of the article at: [SunTran.com/climate](https://www.suntran.com/climate).



Rank	Sun Link Top 5 Ridership Months	Passengers
1	September 2022	178,748
2	April 2022	149,411
3	October 2021	145,859
4	March 2022	132,721
5	September 2014	130,615

NEW HIRES

SUN TRAN	SUN VAN	SUN LINK	
6 - Coach Operators 1 - Service Island Attendant 1 - Customer Service Representative	13 - Van Operators	1 - Streetcar Operator 1 - Administrative Assistant	
SUN TRAN PROMOTIONS: 1 - HR Administrative Assistant	SUN VAN PROMOTIONS: 5 - Trainees to Van Operators	SUN LINK PROMOTIONS: 1 - Rail Supervisor	



sun tran **+15%**
Year to Year Ridership

September 2022 - 1,274,438

September 2021 - 1,109,005

sun LINK **+40%**
Year to Year Ridership

September 2022 - 178,748

September 2021 - 128,072

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

September 2022 - 38,642


September 2021 - 34,563

ON DEMAND **+58%**
Year to Year Ridership

September 2022 - 885

September 2021 - 561


 **90%**
On Time Performance

 **88.58**
Passengers
per Hour

 **85%**
On Time Performance

89%
On Time Performance

 **25.32**
Passengers
per Hour

 **93%**
On Time Performance

 **2**
Passengers
per Hour



22
Customer Compliments 

Sun Family All-Stars

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



Danny Martinez
Sun Tran Coach Operator

"Danny should get a raise or get employee of the month! He keeps his bus clean on the inside, he wipes down the seats and the floors. He goes the extra mile to make things nice for everyone."



Stephanie Chambers
Sun Van Operator

"Stephanie has great driving skills! I am impressed that despite a hectic schedule, the operator maintained her focus. She knew where to go and was running as on time as possible."



Zenia Melgoza
Sun Van Reservationist

"I have to compliment Zenia. She was so courteous in explaining a few scheduling items."



Kimberly Leach - Security Guard

"Kimberly is a valued member of the Sun Tran security contractor, American Guard Security. Kim started with Sun Tran at the Ronstadt Transit Center (RTC) and was moved to the Tohono Tadaí Transit Center (TTC) in the early summer. Her reputation as a hard worker and someone who was willing to step up and get the job had preceded her; in fact, several staff members were upset when Kim was moved to Tohono. Kim has done an outstanding job of keeping the area clean and free of unauthorized users. Kim deserves recognition of her continued job well done while at the Tohono Tadaí Transit Center."



Rosemarie Molina
Customer Service Representative

"I would like to thank the two wonderful ladies that were at the U of A for the 'Car Free Day' event. They were very patient and professional. I gathered lots of information about the public bus system here in Tucson and surrounding cities in Pima County. I am looking forward to riding Sun Link to be able to get around while I am attending the U of A."



Luz Navarrete
Sun Tran Community Outreach Manager