

MONTHLY OPERATIONS REPORT

FEBRUARY 2024



FEBRUARY 2024 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.



TUCSON MAYOR AND SENIOR ADVISOR RIDING SUN TRAN

Mayor Regina Romero welcomed Tom Perez, Senior Advisor to President Biden, to the city of Tucson on February 20. Sun Tran provided the Mayor Romero and Senior Advisor with a ride on one of the newest electric buses. Sun Tran operator Carmen skillfully navigated the lively streets of Tucson from 22nd Street to the Tucson Airport Remediation Project (TARP) facility and finishing at La Mar Park. Thank you Carmen for providing excellent service to our VIP guest!

SUN VAN SOFTWARE UPGRADE



In February, Sun Van and Trapeze staff held initial planning meetings for an exciting software upgrade project named Trapeze Paracutter. This upgrade aims to improve the functionality of the Paracutter software, specifically to

assist Sun Van staff in improving operator coverage. By leveraging advanced features, the updated software promises to revolutionize scheduling practices, ultimately leading to improved service performance. This is a continuous effort to

work towards greater efficiency and effectiveness in providing transportation services to our community.



SOUTHERN ARIZONA HEAT PLANNING SUMMIT

On February 3, 2024, Sun Tran Bus Stop Coordinator, Mackenzi Wintermoyer attended the first ever Southern Arizona Heat Planning Summit at the University of Arizona. The purpose of this summit was to brainstorm solutions to help Tucson become more resilient to heat as climate change progresses. Mackenzi and Monica Landgrave-Serrano Lead Planner at the Department of Transportation and Mobility (DTM) are currently working on developing a bus stop enhancement project with City of Tucson's Chief Resiliency Officer, Fatima Luna, who also led the summit. Green Storm Water Infrastructure, Native Vegetation, and other 'Green' technologies are some plans to incorporate at bus stops to decrease those dangerous summer temperature. Keep a look out for these improved bus stops coming soon!



PROMOTION – GINA FIELDS TO SENIOR BUYER PROCUREMENT DEPARTMENT



Sun Tran is pleased to announce the appointment of Gina Fields to the position of Senior Buyer, Procurement Department. Gina joined Sun Tran in September 2017 as the Special Services Supervisor, and in June of 2022, she moved to the Procurement Department as a Buyer. Over the past year and a half, she has demonstrated exceptional skills in processing requests for services, placing purchase orders and reviewing requisitions for accuracy among other task she completes on a daily basis. We appreciate all her hard work and know she will continue to be a great asset to the company.

NEW HIRE – YESENIA TOVAR BUYER PROCUREMENT DEPARTMENT

Welcome Yesenia Tovar to the Sun Tran team! As the newest Buyer in the Procurement Department, Yesenia is a California native born and raised in Orange County. Her professional journey began as a preschool teacher, where she discovered her passion for educating children. She later transitioned to Prudential Overall Supply where she quickly advanced from an accounts receivable clerk to a buyer with the Purchasing Department, managing garment procurement for 25 Industrial Plants and 8 Cleanroom Plants. She is a proud mom of a 4-year-old son and she loves to travel and learn about different cultures. Her favorite destinations include Dominican Republic, Cayman Islands, Hawaii and London.



RATPDEV MARKETING TEAM WINS!



Congratulations to RATPDEV's Marketing team Cyd Craddock and Brandie Peterson, who were awarded the American Public Transportation Association (APTA) AdWheel Award for Best Educational Initiative for the Turbo and Froggles coloring book. The AdWheel Awards recognize the marketing and communications efforts of APTA's members. The coloring book will be entered into the grand award category, which will be announced at the APTA TRANSform Conference later this year.

	SUN TRAN	SUN VAN	SUN LINK
NEW HIRES	14 - Coach Operators 1 - Supervisor/Dispatch 1 - Buyer 1 - Mechanic 2 - Service Island Attendant	10 - Van Operator Trainees	1 - Right of Way Technician
PROMOTIONS	1 - Mechanic promoted to Shop Supervisor 1 - Buyer promoted to Senior Buyer	5 - Van Operator Trainees to Van Operators	N/A

SUN VAN COMPREHENSIVE OPERATIONAL ANALYSIS (COA)

In February, the wheels were set in motion for a Comprehensive Operational Analysis of the Sun Van paratransit system. This analysis provides decision makers at Sun Van and the City of Tucson with a comprehensive overview of every aspect of Sun Van services. For more information and to fill out the survey visit, Suntran.com/SunVanCOA.

SUN TRAN MARKETING GO TO NEW ORLEANS



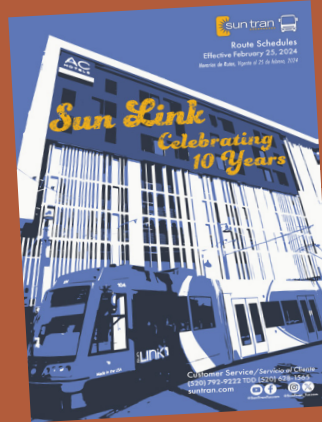
The Sun Tran marketing team recently had the opportunity to participate in the American Public Transportation Association (APTA) Marketing, Communications, and Customer Experience Workshop held in New Orleans, Louisiana from February 11-14. This intensive and interactive conference provided a comprehensive platform focusing on all facets of public transportation marketing and communications, ranging from media relations to customer experience, social media strategies, ridership initiatives, and best practices. Luz Navarrete, Sun Tran's dedicated Community Outreach Manager, led a roundtable discussion centered on content creation. This session was a time to exchange ideas among peers, allowing for insightful conversations on the latest industry issues and offering fresh perspectives on various topics crucial to each organization's success. Follow Sun Tran on Instagram and X @SunTran_Tucson or on Facebook @SunTranTucson.



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NEW RIDE GUIDE & SUN SHUTTLE BOOKLETS



New Rider Guide is available, with changes to all Sun Tran and Sun Express. Sun Shuttle's new booklet is also available with changes to routes 413, 421X, 440, 450. Riders can find all schedule changes and download their routes at Suntran.com/howtoride, or the SunTran app.



TRANSIT AND PARATRANSIT COMPANY (TAPTCO) TRAINING



Beginning February 5 to February 9 RATPDev facilitated the Transit and Paratransit Company (TAPTCO) Training. The training is a comprehensive program aimed at certifying instructors in utilizing TAPTCO materials effectively to enhance the skills and safety of drivers. Over the course of a week, 20 participants from Sun Tran, Sun Link and Sun Van training and safety department, Yuma County Area Transit (YCAT) in Yuma, Mountain Metro from Colorado Springs, and Waco Transit from Texas, got together to delve into the details of the training materials. Led by Margie Conklin, the RATPDev Director of Safety for the west region, and Frank Ciccarrela of Synergize Consulting, the training provided helpful insights and strategies for creating proficient and secure drivers within the transit industry.

FEBRUARY

ASYLUM SHUTTLE

TRIPS: 222

PASSENGERS: 10,454



sun tran **+11%**
Year to Year Ridership

February 2024 - 1,274,042

February 2023 - 1,139,968

sun LINK **+2%**
Year to Year Ridership

February 2024 - 170,309

February 2023 - 166,601

sun van **+14%**
Year to Year Ridership

February 2024 - 42,114

February 2023 - 36,756

ON DEMAND **+90%**
Year to Year Ridership


February 2024 - 2,441

February 2023 - 929

 **88%**
On Time Performance

 **88.64%**
On Time Performance

 **88.64%**
On Time Performance

 **88.64%**
On Time Performance



26.68 Passengers per Hour



85.93 Passengers per Hour



1.94 Passengers per Hour



81.85% On Time Performance

13 Customer Compliments 

 **84%**
On Time Performance

 **88.64%**
On Time Performance

 **88.64%**
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*.

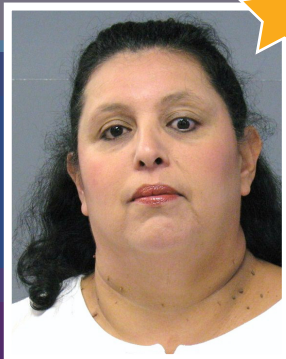
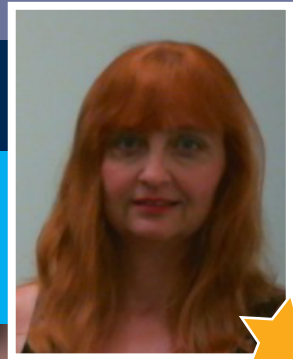


Kindra Cupples
Sun Tran Customer Service Representative

"She has a kindness about her that I hope she keeps. She will be an asset to the job."

LaDonna L. Haughey
Sun Tran Coach Operator

"I would like to commend the driver. She stayed calm and remained professional and in control of the bus while a passenger was being aggressive and rude."

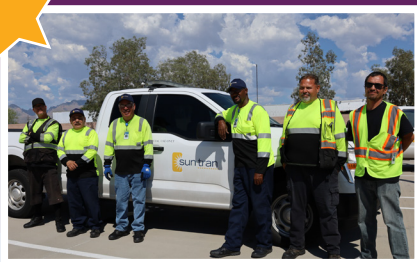
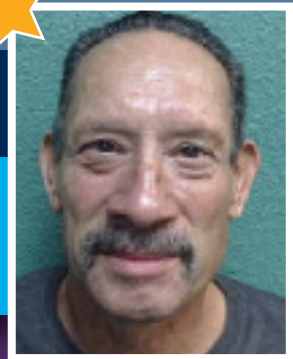


Freddiann Mesa
Sun Van Reservationist

"I want to thank dispatcher Freddiann for helping me secure a same day request ride in the early morning hours."

Lorenzo Apodaca
Sun Van Driver

"He was very thoughtful and courteous to all. He was very nice and good drive who made us feel safe in his van."



Bus Stop Cleaning Crew

"The cleaning crew did a great job! This bus stop is the cleanest I've ever seen."

All Sun Van Drivers

"I want to compliment all the Sun Van drivers. They are all courteous and very polite."

