



MONTHLY OPERATIONS REPORT

FEBRUARY 2023



FEBRUARY 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, in partnership with the Pima Association of Governments (PAG) is completing a Comprehensive Operational Analysis (COA) on Sun Tran, Sun Link, Sun Express, and Sun Shuttle services. A COA 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. TMD in partnership with HDR will hosted a series of public and virtual meetings with an online survey beginning January 23. Forty three (43) stakeholders attended a virtual meeting on February 2, to provide feedback and to learn more about the study.

The Public was invited to participate at a series of pop up events on Tuesday February 7, at Ronstadt, Tohono and Laos Transit Centers, San Xavier Del Bac and University of Arizona. On Wednesday February 8, staff members were at Pima Community College East campus so the public had a chance to take the survey and learn more about the project. A virtual meeting was held online Thursday February 9 and Wednesday February 15. American Sign Language (ASL) and Spanish interpreters were made available at the virtual meetings. The survey is available online now until March 3 by visiting www.TucsonCOA.com.



SUN VAN JOB FAIR 2/25

Sun Van hosted a job fair on Saturday February 25th from 9a-1pm that approximately twenty people stopped in to inquire about open positions. Sun Van's Human Resources Department conducted ten (10) in person interviews that day for both Sun Van Operators and Reservationist positions.



TCRP OPERATOR SURVEY



SHARE YOUR EXPERIENCES



The Transit Cooperative Research Program is seeking feedback from transit workers about their mental health, wellness, and work-related stressors. Please take this 10 to 15-minute survey to help us understand how employers can better support transit workers. Survey responses are confidential.

bit.ly/TCRP-F29



Scan for Survey

The transit Cooperative Research Program is seeking feedback from transit workers about their mental health. Wellness and work related stressors. Sun Tran, Sun Link, Sun Van and Sun Shuttle employees have been asked to respond to this survey now until March 8. This survey is meant to help TCRP understand how employers can better support transit workers.

CRISIS COMMUNICATIONS TRAINING

Sun Tran marketing completed online courses in Emergency Management communications and Incident Command Center. As part of SunTran's commitment to the safety and security of its employees and passengers, completing these training courses are vital and key to growth in communications.

SUN VAN CUTAWAYS



Sun Van received approximately half of the new Ford cutaway vehicles, all vehicles are ADA accessible and offer a lift to passengers that require that service during their trip. The remaining vehicles are set to enter the Sun Van fleet in May 2023.

TOHONO TRANSIT CENTER



The Tohono Transit Center received pothole repairs on the main thoroughfare. Repairs to the pavement allow the buses to navigate the area with ease and passengers to cross the center safely.

SUN LINK OVERHEAD CANTENARY SYSTEM (OCS) SEMI ANNUAL INSPECTION



Sun Link's Right of Way Lead Xavier Soto and his team James Moriset, Tadd Kirksey and Matthew Wicklund completed the Semi Annual OCS or Overhead Cantenary System on the Sun Link streetcar system. Utilizing the Asset Management system allows Sun Link Maintenance Manager, Robert Asaro the opportunity to review the inspection and keep the process efficient and repairs made timely. The inspection takes 2 ½ to 3 weeks to complete and allows Sun Link to get ahead of any potential issues that could arise as well as replace any parts that may not be replaced. Parts

for the streetcar could take up to 10 months to receive, so staying stocked on parts and completing these inspections is the key to running an successful safe and secure operation.



I-10 CLOSURE

On February 14th, due to a chemical spill on I10 and Rita Rd. parts of I10 and the surrounding area were closed for several days. This closure impacted the Sun Express and Sun Van service for three days. Operations, Safety & Security and Marketing implemented a plan for rerouting the buses/vans and staff and passenger communication plans were put into effect. Crews were able to clear the area and service resumed as normal with minimum impact.

IN THE COMMUNITY



Sun Tran attended Safety Day at Sonoran Science Academy on Wednesday, February 22nd. Students from grade, preschool to 5th, spent 10 minutes onboard a Sun Tran Electric Bus and learned Safety Tips from Sun Tran Operator Gabriel Munoz and Supervisor Sam Rosthenhausler.

ASYLUM SHUTTLE	TRIPS	119
	PASSENGERS	4,550

	SUN TRAN	SUN VAN	SUN LINK
NEW HIRES	12 - Coach Operators	17 - Van Operators 1 - Reservationist	1 - Parts Clerk
PROMOTIONS	4 - Trainees to Bus Operators	5 - Trainees to Van Operators	



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

February 2023 - 1,139,968

February 2022 - 998,572

sun LINK **+32%**
Year to Year Ridership

February 2023 - 166,601

February 2022 - 126,451

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

February 2023 - 36,756

February 2022 - 32,769

sun ON DEMAND **+60%**
Year to Year Ridership


February 2023 - 929

February 2022 - 579

 **90%**
On Time Performance

 **86%**
On Time Performance

 **86%**
On Time Performance

 **86%**
On Time Performance

 **24.03** Passengers
per Hour

 **88.41** Passengers
per Hour

 **1.97** Passengers
per Hour

 **1.97** Passengers
per Hour

20
Customer Compliments 

 **90%**
On Time Performance

 **86%**
On Time Performance

83% 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*.



Shanaz Mahboubi
Sun Van Reservationist

"I wanted to thank Shana for her kindness when I called in, she really went out of her way to help me and that's a credit to your agency".

Sun Link Maintenance Team

"Thank you to the hardworking people and the positive things that Sun Link does for Tucson. I live on the streetcar line and staff is out weekly in the depths of the night to maintain the line and it largely goes unnoticed. I went out to personally thank them".



Sandra Lent
Sun Tran Coach Operator

"I was onboard the bus for route 16 heading north on Oracle at Wetmore when I noticed the driver had a lot of patience and was treating all passengers with dignity and respect and wished everyone a good Friday, it really made my day".

LaToya Moorehouse
Sun Tran Coach Operator

"Our bus driver is an excellent bus driver, and looks out for her passengers. Thank you for your kindness".



Sun Tran Operations

"We enjoyed your service from Feb 3-10 we were visiting from Prince George, BC . Your bus system is the best! Your drivers are friendly and helpful. Your signage is very good, and everything is well marked. We then moved over by the airport, same thing on that bus, we enjoyed your service. We planned our vacation around your bus service. Thank you so much".