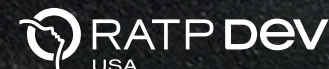
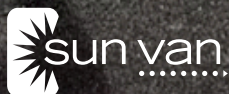
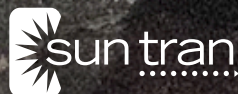


ic | Internal Medicine | Behavioral Health | MHCHealthcare.org



MONTHLY OPERATIONS REPORT

JANUARY 2024



JANUARY 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.

COA JANUARY OUTREACH



Following nearly 11 months of public outreach to gather input on proposed changes to improve transit, Sun Tran staff hosted 7 public meetings from January 22 to January 29 to discuss the Comprehensive Operational Analysis (COA) proposed transit changes. Participants were given a walkthrough on all the proposed changes and had the opportunity to ask questions and voice concerns. For those who

were not able to attend a YouTube video was published @SunTranTucson channel. The recommendation plan is expected to go to Mayor and Council in Spring of 2024. To view complete COA project information visit TucsonCOA.com



STUFF-THE-BUS WITH FOOD BANK OF SOUTHERN ARIZONA AND HSL



Sun Tran along with the Food Bank of Southern Arizona and HSL held the first stuff-the-bus event of the year on January

19. The Tucson community was encouraged to donate non-perishable food items for Southern Arizona families. There was guest appearances from UA basketball players Caleb Love and Jaden Bradley, and head coach Tommy Lloyd. UA Football players Noah Fifita and Tetairoa 'T-Mac' McMillan also made an appearance. This year 15,218 pounds of food was collected and more than \$18,000 in monetary donations. Thank you Tucson for surpassing last year's milestones and making a difference in the community!

15,218
pounds of food
\$18,000+
monetary donations

EASY READ: MAKING DOCUMENTS ACCESSIBLE TRAINING

As a commitment to be an accessible transit company, Sun Tran, Sun Link and Sun Van employees attended the Easy Read: Making Documents Accessible training with Direct Advocacy & Resource Center. Employees learned about best practices, tools and guidelines to help make communication materials accessible, plus gain an understanding of assistive technology and the impacts on document creation.

ZOOM...ZOOM WITH SUN TRAN

Sun Tran participated in the annual Zoom...Zoom event held by the Children's Museum Tucson on January 20. More than 1,600 kids and parents were able to walk throughout the bus and sit in the coach operator's seat to honk the horn. Sun Tran staff included a table with coloring pages for kids, along with other transit brochures and ride guides for anyone who had questions.



PROMOTIONS & NEW HIRES

ELIZABETH URBEA, DIRECTOR OF FINANCE & ACCOUNTING



Congratulations to Elizabeth for her promotion to Director of Finance & Accounting this January. Elizabeth joined Sun Tran in September 2023 as the Assistant Director and in October, she accepted the Interim Finance Director role. Since her arrival, she has taken the leadership role for the department and has established a great working relationship with team and other departments.

ANTONIO TUCCINO, ASSISTANT DIRECTOR OF FACILITIES MANAGEMENT



Congratulations to Antonio Tuccino for his promotion to Assistant Director of Facilities Management for Sun Tran, Sun Van and Sun Link. Antonio joined Sun Tran in February 2018 as a Coach Operator. He then was promoted to Operations Supervisor in June 2021. Antonio has established great working relationships with the city and other departments throughout his years. He has shown the ability to strive in the new role and continue to be a great asset for Sun Tran.

KINDRA CUPPLES, CUSTOMER SERVICE REPRESENTATIVE

Meet Kindra, Sun Tran's new Customer Service Representative! Before landing at Sun Tran, Kindra was sharing her talents at Sam Levitz Furniture. With excitement, she's diving into her new role at Sun Tran ready for a new adventure. Originally from Winkelman, Arizona, in 2021 she embarked on a new chapter by moving to Tucson to pursue fresh opportunities. Alongside her journey, she's cherishing every moment with her adorable 10-month-old daughter, and two loyal Great Danes.



KARINA MARTINEZ, SUN TRAN DATA COLLECTOR



Karina, a Tucson native, recently joined Sun Tran as a data collector, bringing with her four years of experience as an assistant manager at AT&T. Known for her hardworking nature and motivation, Karina approaches every task with diligence and dedication. Outside of work, she treasures quality time with her family and friends, and capturing creative photos of her travels.

SUN TRAN

SUN VAN

SUN LINK

NEW HIRES

7 - Coach Operators
1 - Data Collector
1 - Customer Service Representative
1 - Service Island Attendant

11 - Van Operator Trainees
1 - Reservationist

2 - Streetcar Operators

PROMOTIONS

Elizabeth Urbea, Director of Finance & Accounting
Antonio Tuccino, Assistant Facilities Director

4 - Van Operator Trainees to full time Van Operators
1 - Human Resource tech to Senior Human Resource Analyst

N/A

JANUARY

ASYLUM SHUTTLE

TRIPS: 372

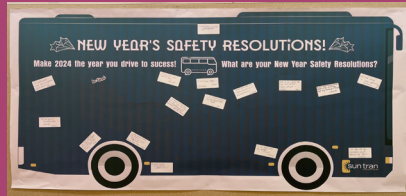
PASSENGERS: 15,211

NEW YEAR SAFETY RESOLUTION POSTERS



New year, new resolutions! This month Sun Van wanted to promote and cultivate a safe work environment by creating a New Year safety resolution with drivers. With the help of Dispatch Supervisor Johnny Dean and Scheduling and Dispatch Manager Stephanie Ramirez,

they decided to create a poster where drivers and all staff can write down their New Year's safety resolutions. Sun Tran also created their own safety resolutions poster for all their operators. This fun project highlights the importance of safety for employees and riders at Sun Tran, Sun Van, and Sun Link.



JANUARY JOB FAIRS



Sun Tran attended two job fairs this month. On January 24, Sun Tran hosted a career fair at the 34th Annual Diversity Career Fair at the Desert Diamond Casino. That same week on January 27, Sun Tran participated in the HDS Truck Driving Institute's career day. Many current and graduated students had the chance to ask questions and seek opportunities at Sun Tran, Sun Van and Sun Link teams. Several applications were handed out and some were filled out that day.

ROAD SUPERVISORS ISSUED TABLETS

Tablets have been distributed to all Sun Tran Road Supervisors, allowing them to efficiently complete accident and incident reports directly from the scene, streamlining the reporting process. Upon returning to the yard, they can easily print their reports, saving valuable time. Looking ahead, the availability of these tablets opens up opportunities for further utilization in various tasks and operations, promising increased efficiency and effectiveness moving forward.

SUN TRAN CAMERA UPGRADES

All current camera upgrades at Sun Tran facilities including two Park & Rides are completed. The project has been ongoing for a year in order to replace and upgrade all of Sun Tran's camera system. The old cameras passed their service life and were replaced with current industry standard cameras. This is a continuation to create a safe and secure environment for passengers and employees.

COMPRESS NATURAL GAS (CNG) PLANT PROJECT

Sun Tran is in the works in building a Compressed Natural Gas (CNG) plant at the northwest facility after being awarded a Federal Transit Administration (FTA) grant. After being in the designing phase for a few years, the project is now in the bidding process to select a contractor. Construction is expected to be completed in 2025. With the new CNG plant all 126 buses from the south facility will transfer to the northwest facility, resulting in all buses operating from the northwest facility. Currently more than half of Sun Tran buses are powered by CNG. CNG buses lower air pollution by emitting **90% less** carbon monoxide, **90% less** hydrocarbons and **50% less** nitrogen oxides.



SUN LINK PASSING SETA EXERCISE

In January, the Transportation Security Administration (TSA) executed a comprehensive Security Enhancement Through Assessment (SETA) exercise on Sun Link streetcar. Sun Link scored a **90%** on the SETA exercise. This evaluation aimed to boost the security measures of Sun Link.





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

January 2024 - 1,329,083

January 2023 - 1,190,223



SUN LINK **-2%**
Year to Year Ridership

January 2024 - 141,381

January 2023 - 143,854



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

January 2024 - 41,781

January 2023 - 38,153



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

January 2024 - 2,559

January 2023 - 966

88.7%
On Time Performance



26.32 Passengers per Hour

11
Customer Compliments



67.42
Passengers per Hour

86%
On Time Performance

92.77%
On Time Performance



1.87
Passengers per Hour



83.66%
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*.



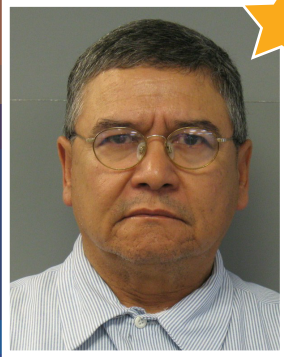
Lorenzo Apodaca
Sun Van Coach Operator

"I enjoyed the ride. The driver was on time and was efficient locking my chair in place. I arrived at my appointment with time to spare. Thank you!"



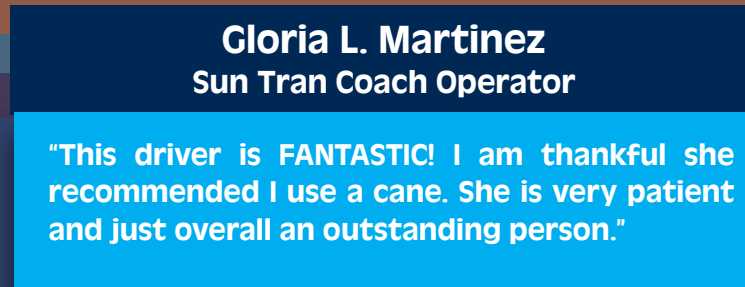
Loyde Coffman
Sun Van Dispatcher

"I really appreciate the dispatcher for arranging a van to be sent within 6 minutes because I was not feeling well."



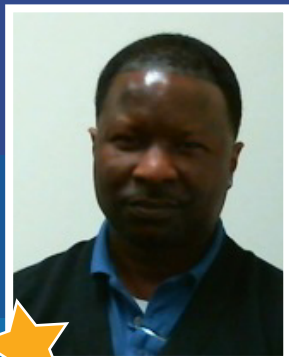
Gustavo Olivares
Sun Van Driver

"Gustavo was king enough to wait for my mom when her dialysis ran late. The service you provide has been so appreciated."



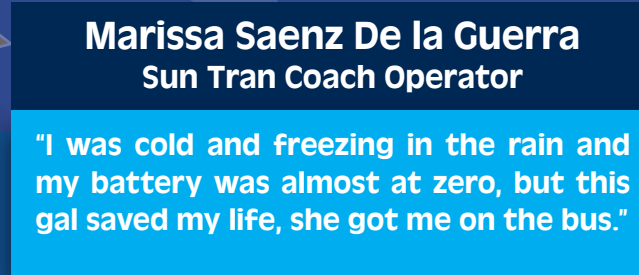
Gloria L. Martinez
Sun Tran Coach Operator

"This driver is FANTASTIC! I am thankful she recommended I use a cane. She is very patient and just overall an outstanding person."



Todd L. Dodds
Sun Tran Coach Operator

"The bus broke down and our driver had us get off the bus for safety. He then returned with a Sun Tran van to pick up our group and continue his route to get each of us to our stop. He was kind, friendly and upbeat. What a great driver!"



Marissa Saenz De la Guerra
Sun Tran Coach Operator

"I was cold and freezing in the rain and my battery was almost at zero, but this gal saved my life, she got me on the bus."

