

# MONTHLY OPERATIONS REPORT

## JANUARY 2025





# JANUARY 2025 HIGHLIGHTS

## Sun Tran Celebrating 50 Years!

Sun Tran is celebrating its 50th Anniversary, marking five decades of connecting the Tucson community through safe, reliable and affordable public transportation since 1975. From its early beginnings to a robust transit system that serves millions each year, Sun Tran has been a driving force in shaping how Tucson moves.

To commemorate this special anniversary, Sun Tran has created a dedicated 50th Anniversary webpage where the community can explore a timeline of Tucson's transit history, historic photos from the 1880s to today, heartwarming transit related stories and a 1975 Sun Tran Spotify playlist.

Throughout 2025 Sun Tran will place goodie bags on routes and host a variety of exciting events and initiatives to honor this golden anniversary. Visit [Suntran.com](https://www.suntran.com) and follow us on social media (@suntran\_tucson).





# JANUARY 2025 HIGHLIGHTS

## Stuff the-Bus Community Food Bank

Sun Tran, in partnership with HSL Properties and the Community Food Bank of Southern Arizona held its annual Stuff-the-Bus event on January 17 bringing the community together to help families in need. Thanks to the generosity of local residents, 20,188 pounds of food and nearly \$12,000 in donations were collected, surpassing this year's goal. Last year the event gathered 15,218 pounds of food, making this year's success even more impactful.



## PAW Patrol Visits Sun Tran!

PAW Patrol made a special visit to Sun Tran, giving fans a chance to snap some memorable photos with their favorite characters. Sun Tran partnered with PAW Patrol Live to host an exciting online giveaway, awarding two lucky families each a four pack of tickets to see Ryder and his team of pups. To celebrate Sun Tran's 50th Anniversary, a special promo code offering 50% off tickets adding to the excitement and making it a fun event for Tucson families.



# JANUARY 2025 HIGHLIGHTS

## Sun Link Enhancing Safety

In January, Sun Link conducted a Towing and Coupling and Re-Railing trainings for streetcar operators, maintenance staff, and supervisors to enhance safety and efficiency in handling incapacitated streetcars. The trainings covered proper coupling procedures, safe towing operations, emergency protocols and equipment inspections. Attendees learn best practices for securing connections, coordinating with the Operations and Control Center (OCC), and ensuring controlled acceleration and braking to minimize strain on streetcars. By refreshing staff with these essential skills, Sun Link aims to reduce service disruptions and enhance safety for both employees and the public.



## Zoom...Zoom to the Children's Museum

Sun Tran participated in the Zoom Zoom event, a community event celebrating transportation, which took place at the Children's Museum. The event welcomed over 1,100 children and families. Sun Tran brought its electric bus for attendees to explore, giving kids the chance to walk through the bus and learn about its eco-friendly features. In addition, Sun Tran staff had a drawing and coloring station, providing an engaging, hands-on activity for the young participants.



# JANUARY 2025 HIGHLIGHTS

## **Learning to Ride with Sun Tran!**

Sun Tran presented a Learn to Ride session at Sunnyside High School, providing 19 students and five teachers with hand-on experience aboard a Sun Tran bus. This interactive training helped participants learn essential transit skills, such as trip planning, reading schedules and loading bikes on the bus. In addition to the school session, Sun Tran also held its monthly Learn to Ride session for the public at its Administration Building. For those interested in learning how to use public transit, two more sessions will be available on February 19 and March 12. For more information, visit [Suntran.com](https://www.suntran.com)

## **December New Hires & Promotions**

### **CDLs**

**7 Operators and 1 Operations Supervisor passed their CDL test.**

### **Sun Tran**

#### **New Hires- 11**

- 8 Coach Operators
- 1 Supervisor/Dispatch
- 1 Service Island Attendant
- 1 Customer Service Representative

#### **Promotions – 1**

- Student to Full Time Coach Operator

### **Sun Van**

#### **New Hires- 13**

- 11 Van Operator Trainees
- 1 Reservationist
- 1 Dispatcher

#### **Promotions – 3**

- 3 Van Operator Trainees to Full Time Van Operators



# STATS

 **+5.1%**

Year to Year Ridership

January 2024: 1,329,083

January 2025: 1,398,679

 **-4.9%**

Year to Year Ridership

January 2024: 141,381

January 2025 : 134,498

 **+7.1%**

Year to Year Ridership

January 2024: 41,781

January 2025: 44,875

 **-8.4%**

Year to Year Ridership

January 2024: 2,452

January 2025: 2,253



**88.46%**

On time performance



Passengers per Revenue Hour:  
27.54



**18**

Customer Compliments

**90%**

On time performance



Passengers per Revenue Hour:  
63.38



**84.78%**

On time performance



Passengers per Revenue Hour:  
1.88



**84.73%**

On time performance





# JANUARY 2025 ALL-STARS



## All Sun Tran Operator

"I have been riding Sun Tran since 1974. At times they have been good, other times not so good. But right now things are excellent. Buses run frequently, are clean and the employees are so kind and knowledgeable. The list of positive things is unending!"



## Felix Morelos, Sun Link Streetcar Operator

"Felix was very helpful as we were riding for the first time. He made our experience a pleasure and we will definitely ride again. Thank you!"



## Ryan M. House, Coach Operator

"This driver was spectacular! He lowered the ramp for me before I even asked, had good manners and waiting for me to sit down."



## Kimberly L. Casabantes, Coach Operator

"The driver was so polite. She waited for everyone to sit down and always made sure people were not missing their stop."



## Maria Lopez, Coach Operator

"She helped an older man who didn't know how to get from Laos to Ronstadt. She was very kind."



## Jesus Gomez, Coach Operator

"He was a wonderful driver! His bus smelled clean and was just the right temperature I did not want to get off."