



**MONTHLY
OPERATIONS
REPORT**
JULY 2023



SUNLINK

ON DEMAND

 **RATP Dev
USA**

JULY 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.

CITY OF TUCSON AWARDED FEDERAL GRANT FOR CNG BUSES TO REDUCE CARBON EMISSIONS PRESS CONFERENCE



On Monday, July 10 Sun Tran and the City of Tucson, hosted a public Press Conference with Tucson Mayor Regina Romero, Amy Changchien, USDOT FTA Region 9 Deputy Regional Administrator, Samuel Credio Director Transportation and Mobility with The City of Tucson, and Sun Tran General Manager, Steve Spade.

The Federal Transit Administration (FTA) presented the City of Tucson with a \$21.4 million check from the Low or No Emission Grant Program from the United States Department of Transportation (USDOT) to replace the remaining high emissions producing diesel-fuel buses with 39, 40-ft Compressed Natural Gas (CNG) buses.



The switch to CNG buses will reduce carbon dioxide emissions by 2,480 metric tons as the City works towards achieving carbon neutrality in City operations by 2030. The federal award is matched by \$5.37M from the City of Tucson.

COMPREHENSIVE OPERATIONAL ANALYSIS STUDY (COA)

Governments (PAG) and Sun Tran are completing a draft plan of proposed system changes to Sun Tran, Sun Express, Sun Link and Sun Shuttle based on the results of the COA study. On Tuesday, July 25, a Transit Stakeholders meeting took place where sixty-five (65) community stakeholders attended the meeting.

The teams along with TMD and HDR are continuing evaluating the next steps, planning the next set of public outreach meetings, and public survey is set to take place in August of 2023. The public will

have the chance to weigh in on the draft plan options for the service change considerations. The COA study 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. The website and a complete list of in person and online events are now available at www.tucsoncoa.com



SUN TRAN SAFETY MEETINGS

Sun Tran held employee safety meetings Tuesday July 25 and Wednesday July 26. There were six meeting opportunities for employees to attend and receive updates and training on topics such as slips, trips and falls, front door boarding, Samsara /LTYX camera system and more. Over 245 operators were in attendance or viewed the training online if they couldn't attend the training.



RECRUITMENT

Sun Van attended the Tucson Jobertising Job Fair, held at the Double Tree Hotel on Alvernon on July 27. There were approximately 100-130 folks who attended the fair and Sun Van HR handed out approximately 40-50 applications on that day.

On Saturday July 29, Sun Van HR was at the HDS trucking school on S. Wilmot Rd. HR spoke to recent graduates, soon to be graduating candidates, potential students from HDS trucking school and recruiting the potential use of their Commercial Driver's License (CDL) after they graduate and beyond. Sun Van distributed between 30-40 applications that day.

SAFETY AWARDS

Sun Tran recognized 269 Operators and 63 Maintenance employees at the July 25 and July 26 Safety meetings. These employees received a certificate of recognition based on the following criteria; no moving violations, no preventable accidents and no work related injuries. Employees must have worked 1500 hours in order to be eligible for the FY22 award. Here are some of the certificate recipients:



SUN LINK CELEBRATES 9TH BIRTHDAY!

Sun Link has carried more than 10 million people throughout Tucson since July 25, 2025. Connecting students, residents and employees from Mercado, Downtown, 4th Ave. Main Gate Square to the University of Arizona. Happy Birthday Sun Link!

SUN LINK TRAINING

July 10-12 the Sun Link Right of Way Team participated in traction power substation (TPSS) training provided by Balfour Beatty. Six (6) employees received a certificate of completion. Training included basic equipment operations, drawing Interpretation and equipment safety.

26TH ANNUAL 4TH OF JULY FIREWORKS CELEBRATION

The City of Tucson fireworks show launched from "A" Mountain beginning at 9 p.m. Sun Link streetcar provided convenient access to the TCC and to the Mercado District. Streetcar service ran for approximately 30 minutes following the conclusion of the fireworks. Sun Link 4th of July event ridership increased since 2021.

Year	2023	2022	2021
Ridership	1,472	1,299	894

NEW HIRES & PROMOTIONS!

GABRIELA REYNAGA-INGUEZ: MARKETING & COMMUNICATIONS SPECIALIST

Transitioning from Fresno, CA to Tucson, Gabby now makes Tucson her home for the past 17 years. She attended Arizona State University, where she earned a journalism degree while working in retail and production at Arizona PBS. Crafting chocolate-covered raspberries is her culinary passion while spending time with her cat, Mr. President. Reading and having traveled to three countries fuels her leisure time, while roller skating keeps her moving.



MACKENZIE WINTERMOYER: BUS STOP COORDINATOR

Hailing from Hagerstown, Maryland, Mackenzie embraced diverse seasonal roles. Prior to her Tucson venture, she served as Park Services Supervisor at Yogi Bear's Jellystone Park. Armed with a Bachelor's of Science in Environmental Science and Technology from the University of Maryland. She arrived in Tucson July 18, eager to explore. Her 16-year-old Chihuahua Bella remains back in Maryland, while her 2-year-old feline, Mr. Gritty, has found a home here. Reese's cups are a top indulgence, and her passions include nurturing house plants, literary escapades and sharing moments with her feline friend.



CESAR MANJARREZ: PROMOTION TO SUN VAN OPERATIONS MANAGER



Cesar was accepted the role as Operations Manager for Sun Van, previously he worked as a Road supervisor for Sun Tran. Ceasar is originally from Nogales, Sonora but later made his travels to Tucson, AZ after getting a job at UPS. He is happily married and has three wonderful kids, who are now either in college or graduated college. One goal in life that is important to Cesar is education, which inspired him to receive a degree from the University of Phoenix. His goal once he is settled into his new position is to obtain his master's degree at Grand Canyon University. With such a busy schedule, Cesar still finds time to be a taekwondo instructor and has done so for 13 years and has a black belt second degree.

GREGORY BURNS

Sun Tran is honored to recognize, our Operator Gregory Burns, for displaying dedication and courage during an emergency. At great personal risk, he came to the aid of others with heroic lifesaving actions. On Friday, July 21 Gregory was driving the Route 8, when Greg was servicing the bus stop at Broadway and Chantilly there was a passenger unresponsive at the bus stop. A woman had started CPR on the individual while Gregory called 911, when the woman could no longer provide CPR to the individual, Gregory stepped in and took over the CPR until paramedics arrived. Thank you, Gregory, for your actions and going above and beyond in providing lifesaving aid to a passenger.



RAY BORQUEZ RETIREMENT

Ray Borquez began with Sun Tran in 1976 as an Operator. Considered our "number 2" driver, Ray has served the Tucson community and has driven these streets for the past 47 years. We at Sun Tran thank you, we wish you the best and congratulations on your retirement!



	JULY ASYLUM SHUTTLE	Passengers: 7,730	Trips: 229
NEW HIRES	SUN TRAN	SUN VAN	SUN LINK
	9 - Coach Operators 1 - Bus Stop Cleaner 4 - Service Island Attendants 1 - Bus Stop Coordinator 1 - Marketing & Communications Specialist	12 - Operator Trainees	N/A
PROMOTIONS	2 - Coach Operators to Supervisors 1 - Mechanic to Shop Supervisor	6 - Trainees to full time Operators	N/A



sun tran +7%
Year to Year Ridership

July 2023 - 1,140,199

July 2022 - 1,058,756

 **91.8%**
On Time Performance



21.06 Passengers per Hour

 **9** Customer Compliments



SUNLINK +13%
Year to Year Ridership

July 2023 - 68,081

July 2022 - 59,748



28.18 Passengers per Hour

 **96%**
On Time Performance

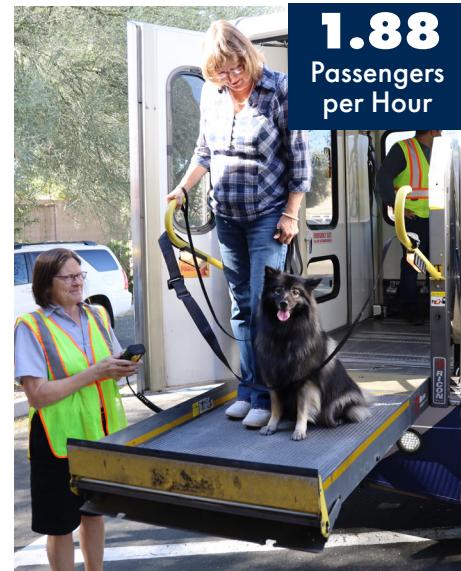


sun van +8%
Year to Year Ridership

July 2023 - 38,457

July 2022 - 35,548

 **90.8%**
On Time Performance



1.88 Passengers per Hour



ON DEMAND +74%
Year to Year Ridership

July 2023 - 1,519

July 2022 - 695



86%
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.



Debra Trinidad
Sun Tran Coach Operator

"I saw a man running to catch the bus at Ronstadt, and the Driver stopped to pick him up before she departed, The route 24 driver is awesome!"

Candelaria Flores
Sun Tran Coach Operator

"I rode the Route 11 today, and I wanted to say my driver was so nice and has great customer service, greeting everyone as they board, and saying goodbye as they got off".



Michelle Hill
Sun Tran Coach Operator

"Way to go Sun Tan, what a great person my driver is. She waited as a passenger ran to the bus and she waited for him and was so helpful with directions, thank you!"

Johanna Quiroa
Sun Van Reservationist

"Johanna went above and beyond by giving me helpful information, she is so friendly helpful and professional".



Loretta Warden
Sun Van Operator

"Loretta is so wonderful, she is so considerate and extremely patient answering all her questions. Please give her my highest thank you for being exceptional".



Raquel Flores
Sun Van Reservationist

"Raquel did a wonderful job helping me straighten out my trips with Sun Van!"