

# MONTHLY OPERATIONS REPORT

NOVEMBER 2023



# NOVEMBER 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.

## RIDE<sup>WITH</sup>RESPECT



As a continuation of Sun Tran, Sun Van and Sun Link's *Ride with Respect* campaign this November, Sun Link installed 8 new *Ride with Respect* decals on all streetcars. The campaign is a step towards Sun Tran, Sun Van and Sun Link's mission to provide a safe, secure, efficient, reliable customer-focused public transportation. The *Ride with Respect Code of Conduct* is customer-focused and aimed to create the best rider experience, while discouraging disruptive, intrusive, unsafe or inappropriate behaviors on transit vehicles and facilities. Once on board riders can view the rules for riding, decals were installed on the transit vehicles in a prominent locations. Riders can view the complete set of Rider rules at [Suntran.com](http://Suntran.com).

## SUN LINK RIDERSHIP

Once again, Sun Link Streetcar had the highest November ridership than previous Novembers. This year's ridership was 165,395, a 4% (159,079) increase from October 2022 and 24% (130,368) increase from November 2021. Sun Link's streetcar stops are walking distance from hundreds of Tucson's most iconic restaurants, museums, shops and entertainment venues. Learn more about riding with Sun Link at [suntran.com/sunlink](http://suntran.com/sunlink).



## TRANSIT VANDALISM

Since 2021, reported transit vandalism has been decreasing. As of this year there has been 82 cases, a 23% (103) decrease from 2022 and 66% (162) decrease from 2021. If you see something, say something to our American Guards at all three of the transit centers or call Customer Service at (520) 792-9222. In case of an emergency call 911.

DOWN  
66%  
FROM 2022



## Zero Accidents/Zero Injuries

For the third month in a row Sun Link had ZERO accidents, both preventable and non-preventable. They also had ZERO work-related injuries. Achieving ZERO accidents and injuries was a team effort, from operations, supervisors, maintenance and the shop department. With ridership increasing every year the Sun Link team makes safety a number one priority. Safety as a priority keeps the Tucson community safe. Thank you and great job Sun Link team!



## MICHELE TAYLOR – INTERIM PROCUREMENT DIRECTOR



Michele Taylor stepped into her new role as Interim Procurement Director this November. She has been part of the Sun Tran team for two and a half years, her previous role being a Senior Buyer. Before landing at Sun Tran, Michele worked as a buyer with Ascent Aviation Services for 6 years. As a member of the National Institute of Governmental Purchasing, Michelle's goals are to take certification programs for public procurement. Michele was born in Michigan, but grew up in sunny Tucson, where she graduated from Sahuaro High School and now has two adult sons. When she's not in the office Michele likes working on home projects.

|            | SUN TRAN  | SUN VAN  | SUN LINK               |
|------------|---|--|------------------------|
| NEW HIRES  | 11 - Coach Operator Trainees                            | 10 - Operator Trainees   | 1 - Streetcar Operator |
| PROMOTIONS | Michele Taylor promoted to Interim Procurement Director | 4 - Van Operator Trainees to Van Operators<br>1 - Van Operator to Operations Road Supervisor |                        |

|    |  |
|----|--|
| 9  | Passed their CDL                               |
| 13 | Trainees promoted to full time coach operators |

| NOVEMBER       |            |        |
|----------------|------------|--------|
| ASYLUM SHUTTLE | TRIPS      | 343    |
|                | PASSENGERS | 18,602 |

## SUN LINK TOUR



On November 6, Sun Link toured 33 guests from the MPact- Transit + Community Conference around Sun Link's facility located in Downtown Tucson. Guest had the opportunity to learn about the developments of Tucson's streetcar, and the impact it had on the economic development along the 3.8 mile loop. The MPact + Community Conference focuses on the interplay of transit, connected mobility options, land use and development in building great places to live.



## PEDESTRIAN GATE & CAMERA FACILITY UPGRADES



Sun Tran's Safety & Security department installed a new pedestrian gate system and parking lot cameras for the east and west gates at the North Maintenance and Operations facility. The system works by allowing both visual and audio communications at both gates. The pedestrian gate work was done for the securement of the employee parking lot while still facilitating public access of pedestrians who need to contact Sun Tran Customer Service. Parking lot security cameras were also installed, allowing staff to monitor the movements of pedestrians walking inside the parking lot. In addition to the parking lot cameras, small "doorbell type" cameras were installed at the pedestrian gates. These cameras allow Customer Service personnel to speak to members of the public wishing to enter the parking lot as well as remotely opening the gates.





**sun tran** **+8%**  
Year to Year Ridership

November 2023 - 1,343,139

November 2022 - 1,239,769



**sun LINK** **+5%**  
Year to Year Ridership

November 2023 - 167,031

November 2022 - 159,079



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

November 2023 - 40,587

November 2022 - 37,076



**ON DEMAND** **+91%**  
Year to Year Ridership

November 2023 - 2,186

November 2022 - 816



**27.65** Passengers  
per Hour

**18**  
Customer Compliments



**80.73**  
Passengers  
per Hour



**1.86**  
Passengers  
per Hour

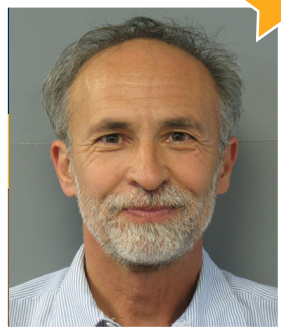


**83.85%**  
On Time Performance



# Sun Family All-Stars

We like to recognize our employees who go the extra mile to help our passengers become *Raving Fans*.



**Joseph Grossi**  
Sun Van Driver

"My Sun Van driver was very thoughtful, and thank you for not getting me to my appointment too early."

**Kelly Rynearson**  
Sun Van Driver

"I want to compliment Kelly for her great customer service. She was very polite, considerate and accommodating when transporting me."



**Samuel H Cartwright**  
Sun Tran Coach Operator

"The driver was patient and courteous the entire time and answered every question that the man had. He explained in detail directions to the man's destination and where to catch the bus for his return. He did an outstanding job!"

**All Sun Tran Drivers**

"All bus drivers are heroes and I appreciate them all."



**All Sun Tran**

"Happy Thanksgiving to ALL Sun Tran Employees!"

**Andrew Armfield**  
Sun Tran Coach Operator

"The driver waited for two students to get on the bus and did not just leave them behind. I wanted to extend a thank you to the driver. He made those kid's day and made sure they would not be late to school."

