



WHEELCHAIR SEAT REQUIREMENTS ARE LOCATED BELOW THESE SEATS  
ÁREA PARA SILLAS DE RUEDAS  
LOS SEGUROS SE ENCUENTRAN  
ABAJO DE ESTOS ASIENTOS

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# MONTHLY OPERATIONS REPORT

SEPTEMBER 2023





# SEPTEMBER 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.

### SUN TRAN WORKING WITH AMERICAN GUARD SERVICES AND TUCSON POLICE DEPARTMENT

Sun Tran security continues to work with the Tucson Police Department (TPD) and other partners to address security concerns. Sun Tran Security recently met with TPD along with American Guard Services security team to discuss use of force incidents and levels of training as it relates to the security contractor. Sun Tran Security will continue to build partnerships with a goal of improving the safety and security of Sun Tran staff and the public.



### COMPREHENSIVE OPERATIONS ANALYSIS (COA)

The City of Tucson, PAG, TMD and HDR along with Sun Tran have concluded the series of (18) eighteen in person and virtual public input meetings for the COA project. The public survey closed on September 8. The meetings and survey were designed to accept feedback on the draft plan that was created based on the original survey results and public meeting input January/February of this year. The COA project team is continuing to work to review comments, concerns and community suggestions received during the outreach period. In total there has been 2,500 responses from the COA public survey and additional comments to customer service that are being taken into consideration for the final draft recommendation plan. That recommendation plan is expected to go to Mayor and Council this fall or early 2024.

### SUN LINK ZERO ACCIDENTS

In September Sun Link resulted in zero accidents and zero major Signals Passed at Danger (SPADs). This outstanding performance showcases the dedication to safety protocols and the well-being of the Tucson community. Thank you to everyone at Sun Link for keeping a vigilant eye on safety!



### FOURTH ROVER ADDED TO SUN TRAN'S SECURITY

Since the implementation of Operation Leapfrog in September 2022, Sun Tran has seen significant decrease in assaults. The operation allows security to ride Sun Tran routes and monitor transit facilities including buses, bus stops and Transit Centers. Security has deployed a fourth rover, adding an additional full-time position to provide service throughout the city. Adding the fourth Rover, allows Sun Tran to respond to Operators and Supervisors and provide assistance more efficiently.

## RONSTADT TRANSIT CENTER PROJECT

The Ronstadt Transit Center (TTC) received new striping work this past month. Thanks to Sun Tran and Speedway Stripping Crew for partnering in creating this project. The project was created in an effort to guide riders and operators through the transit center safely. We appreciate the teamwork from everyone involved at Sun Tran with Speedy Striping in making this project come together!

## SUN TRAN ACCESSIBLE RIDER TRAINING (START)

This past month Sun Tran educated students of all ages how to utilize Sun Tran, Sun Link, Sun Van services independently. The training was provided for more than 25 students as part of Sunnyside's Transition School to Work program. The START program is designed to help individuals, including those with disabilities and seniors, learn how to ride the bus. For more information or interested in the program please call (520) 206-8881.

## KVOA JOB FAIR SEPTEMBER 13

Sun Tran Human Resources team participated at the KVOA job fair. Approximately 30-40 Sun Tran and Sun Van applications were handed out. From the job fair, seven interviews with applicants were set up within the next week. For more about job opportunities visit [suntran.com/opportunities](http://suntran.com/opportunities). It was a great turn out!

**Emerge**  
**Center Against**  
**Domestic Abuse**

DVAM 2023

## STUFF THE BUS WITH EMERGE

This September Sun Tran has partnered with Emerge Center Against Domestic Abuse to Stuff-the-Bus full of starting over supplies for survivors. Sun Tran set out collection boxes for employees to have the chance to donate between September until October 20. The Stuff-the-Bus Event will be held Saturday, Oct.21 at The Loft Cinema from 9 A.M. - 3 P.M. The event will include a Resource Fair featuring community partners, games, raffle prizes and more!

## WORLD CAR FREE DAY AT U OF A!

Sun Tran participated with UArizona and other transportation services to celebrate World Car Free Day on September 22. Sun Tran's Community Outreach Manager, Luz Navarrete attended the event and helped Tucsonans discover the many alternative transportation options there is with Sun Tran, Sun Link and Sun Van.





## NEW HIRE, ELIZABETH URBEA, INTERIM DIRECTOR OF FINANCE & ACCOUNTING



Elizabeth Urbea is starting as the new Sun Tran Interim Director of Finance & Accounting. She earned her master's in Finance and Accounting from the University of Arizona. For 13 years she has called Tucson her home. Outside of the numbers game, she loves to spend time with her husband and three children, along with her pets. Some of her hobbies include photography, painting, drawing and video gaming - especially with her oldest kid.

Pre-COVID, Elizabeth was crushing 5K races and weightlifting. When there is time, she enjoys volunteering for the U of A, United Way of Tucson, Habitat for Humanity and the Community Food Bank.

## NEW HIRE, CONNOR STEELE, SUN TRAN TRAINING COORDINATOR



Connor Steele is starting as the new Training Coordinator at Sun Tran. He graduated this past May with a bachelor's degree from the University of Iowa. He is originally from Tucson but moved to Bettendorf, Iowa when he was younger. While at Iowa, he worked as a student-run and student-led transit company called CAMBUS. Connor started as a driver, then moved up to Training and Safety Supervisor. On his free time, he loves to watch sports, including all Arizona sports teams (excluding ASU). He also likes to play basketball or relax at home and play video games.

## PROMOTION, CHRIS REEVES, SUN LINK SUPERVISOR

Chris Reeves was promoted to Sun Link Supervisor this September. He first joined Sun Link in August 2022 as a streetcar operator. Later that year he moved on to be a Sun Link trainer, then to Lead Operator. Chris is a 20-year retiree from the United States Navy (USN). During his years of service, he traveled around the world two times, visiting a total of 45 countries. When he's not working, he enjoys riding his sports bike and enjoying the waves on his family's jet ski. Although most of his time is trying to keep up with his two amazingly crazy spaniel dogs.

## NEW HIRE, DOROTHY RODRIGUEZ, SUN LINK PAYROLL TECHNICIAN



Dorothy Rodriguez is the new Sun Link Payroll Technician at Sun Link. She has over 20 years' experience processing payrolls using a variety of payroll systems. Dorothy graduated from University of Phoenix with a Bachelor's of Science in Business Management. When she's out of the office, Dorothy likes spending time with her family, especially her two granddaughters.

	SUN TRAN	SUN VAN	SUN LINK
NEW HIRES	Elizabeth Urbea, Interim Director of Finance Connor Steele, Training Coordinator	9 - Van Operators 1 - Ops Road Supervisor	Dorothy Rodriguez, Sun Link Payroll Technician
PROMOTIONS		8 - Van Operator Trainees to Full-Time Van Operators	Chris Reeves, Supervisor

# 4

Sun Tran promoted four (4) new Operators that received their CDL. This is part Sun Tran's continuous effort to recruit and retain employees.

ASYLUM SHUTTLE	
TRIPS	324
PASSENGERS	16,548



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

September 2023 - 1,338,416

September 2022 - 1,274,438

**sun LINK** **+13%**  
Year to Year Ridership

September 2023 - 202,945

September 2022 - 178,748

**sun van** **+7%**  
Year to Year Ridership

September 2023 - 41,515

September 2022 - 38,642

**ON DEMAND** **+71%**  
Year to Year Ridership


September 2023 - 1,855


September 2022 - 885

 **87.7%**  
On Time Performance

 **26.62** Passengers  
per Hour

 **101.47**  
Passengers  
per Hour

 **90.45%**  
On Time Performance

 **1.95**  
Passengers  
per Hour

 **82.72%**  
On Time Performance

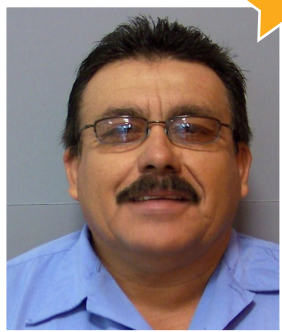
**10**  
Customer Compliments 

 **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*.

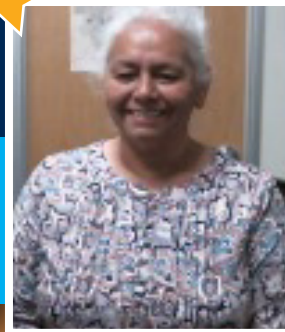


**Marco Morales**  
Sun Tran Coach Operator

"I would like to compliment the very nice and courteous driver for waiting and picking up a passenger who was running to the bus."

**Patricia Empringham**  
Sun Tran Coach Operator

"The driver has a great attitude, and I appreciate her sweet demeanor and the fact that she drives her bus with a great upbeat attitude. Keep it up!"



**Gayla Horton-Archer**  
Sun Tran Coach Operator

"I think that she handled the situation very well and professionally. She needs to be commended for remaining respectful and professional"

**Earl Humphrey**  
Sun Tran Coach Operator

"I would like to compliment this kind driver and thank him for being courteous and polite to an elderly woman. He helped her step on to the bus."



**Anthony Cardenas**  
Sun Tran Coach Operator

"The driver was nice, well spoke and calm when someone was being rude to him."

