

Monthly Operations Report

March 2025



Think Transit & TENWEST Conference

Sun Tran at Think Transit 2025

From March 16–19, Sun Tran employees attended the Think Transit Conference in Kansas City, Missouri. Hosted by Trapeze, this annual event brought together transit agencies from across North America for hands-on learning and collaboration. This year's theme, "Transit Champions: Leading the Way to a Connected, Sustainable Future," focused on innovation and efficiency in public transit. Attendees had the opportunity to participate in over 120 sessions, network with fellow transit professionals and product experts, and explore new ways to optimize tools, save time, and improve operations through cloud technology.

Non-Rider Survey

Sun Tran invited Tucson residents to participate in an important survey aimed at gathering feedback to enhance transit services across the community. Surveys were mailed out in mid-March, and recipients had the option to complete the survey by mail. Sun Tran partnered with ETC Institute, an independent research firm to administer the survey and analyze the results. The collected feedback will help Sun Tran make data-driven improvements to better serve riders and non-riders. Survey recipients are encouraged to complete and return their postage-paid mail-in survey by April 30, 2025.

Sun Link Streetcar Sessions at TENWEST Conference

Sun Link had the unique opportunity to be part of the TENWEST conference held March 25-30. Director off Marketing and Communications Cindy Glysson and Community Outreach Manager Luz Navarrete led three dynamic sessions aboard the Sun Link streetcar. Each session highlighted a different trend in public transportation, transit's role in entrepreneurship, and creative partnerships that bring event to the streetcar. With over 900 attendees, TENWEST is southern Arizona's biggest professional development conference. It is a place that empowers participants with fresh insights, tool and connections to fuel bold ideas and community.



Employee Appreciation & Title VI

Transit Employee Appreciation Day!

On March 18, Sun Tran, Sun Link and Sun Van celebrated Employee Appreciation Day by recognizing the hard work and dedication of all staff. Each employee received a special bag as a small token of thanks. Sweet treats were also made available for employees so they could grab a dessert during their shift. Thank you to every team member for your commitment, professionalism, and the important role you play in keeping our community moving. Your efforts do not go unnoticed!

Safety Meeting: Monthly Training Recap

All Sun Tran supervisors and operators participated in a safety meeting this month, covering key topics such as pedestrian and bicycle awareness, mobility device securement, the use of strobe lights, ramp safety, servicing bus stops, cell phone usage policies, and proper seat belt use. For those unable to attend the meeting in person, a recorded version is available to ensure everyone stays informed and up to date on these important safety protocols.



Title VI Meetings and Potential Route Changes

Sun Tran hosted a series of Title VI Open House Meetings to engage with the community on equitable transit access and proposed major service changes. Riders and community members were invited to attend and share their feedback on the future of public transportation. The meeting also included updates on the implementations of Sun Tran's Comprehensive Operational Analysis Survey (COA) and a progress report on Sun Van's COA. In total, nine in-person meetings and two virtual meetings were held to ensure broad community participation. The next step is to present the proposed changes to Mayor and Council for implementation. To learn more, visit Suntran.com/about.

Chat with General Manager Mikel

During the week of March 10, General Manager Mikel Oglesby hosted open sessions for employees across Sun Tran, Sun Van and Sun Link. These sessions provided a welcoming space for staff to stop by, ask questions, share feedback, and offer ideas. These conversations help strengthen communication, build trust and connect with those in the workplace.

Recruitment		
	New Hires	Promotions
Sun Tran	1- Service Island Attendant 1- Mechanic 9- Coach Operator (s)	3- Student to Full-Time Coach Operator
Sun Van	15- Van Operator (s) 1- Reservationist (s)	3- Van Operator Trainee to Full-Time Operator

Sun Tran in the Community

Sun Tran in the Community

At Homer Davis Elementary, over 20 students had the opportunity to learn about the history of Sun Tran, explore trip planning, and take a tour of an electric bus. This educational experience allowed the students to connect with public transit in a hands-on way and gain a better understanding of how Sun Tran serves the community. Sun Tran also gave a presentation at Council House for local seniors. The session walked attendees through the steps to apply for the Sun Van service and provided an overview of Sun On Demand, Sun Tran, and Sun Link. The presentation helped increase awareness of accessible transit options for older adults in our community.

Monthly Learn to Ride Session

Sun Tran held its monthly Learn to Ride session at the Sun Tran Administration building to help new and returning riders feel confident using public transit. Attendees learned how to plan trips, read schedules, board and exit safely, use accessibility features, and follow bicycle safety tips. These free session are open to all ages and continue throughout the summer, with upcoming classes schedules for April 9, May 14 and June 12. For more information visit Suntran.com or call Customer Service at (520) 792-9222.



Supporting Community Health and Equity through Outreach

Last year Primavera, through two unrestricted funding awards, began providing mobile outreach and transportation services as a means of reaching some of the most marginalized and disenfranchised people in the community. This expansion in service has increased access to resources and services for many. It has also increased connections to economic and social resources for those who would not otherwise have access to things like housing, rental assistance, hygiene supplies and medical assistance. Seeing a nexus between the City's goals for a high quality, transit system and Primavera's goals for community health, equity, and access through mobile outreach, Primavera proposes a pilot Promotore Model of community outreach. Using Sun Tran's Code of Conduct Ride with Respect, TPCH information, and Primavera's resource packets, Primavera will be surveying the public at the Transit Centers and bus stops to facilitate and bridge any gaps between community resources and the public. Primavera staff are available throughout the week and are identified with a shirt, lanyard and vest and will be in a company branded vehicle. The timeline for the project will be through December 2025.

Stats

sun tran **+3.61%**
Year to Year Ridership

March 2024 - 1,321,552
March 2025 - 1,370,239

sunLINK **+1.91%**
Year to Year Ridership

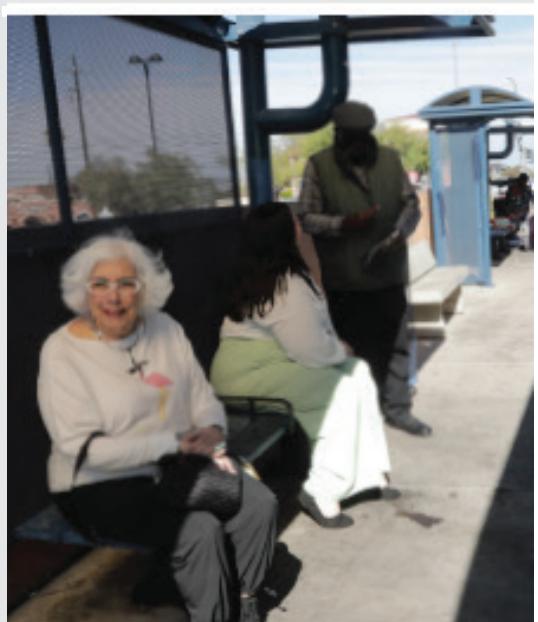
March 2024 - 153,089
March 2025 - 156,056

sun van **+3.96%**
Year to Year Ridership

March 2024 - 43,349
March 2025 - 45,103

ON DEMAND **+1.73%**
Year to Year Ridership

March 2024 - 2,167
March 2025 - 2,205



88.40%
On time performance



Passengers per Hour:
27.24

16
Customer Compliments

88%
On time performance



Passengers per Revenue Hour:
79.66



84.59%
On time performance



Passengers per Revenue Hour:
1.94



82.78%
On time performance



Trips Booked through App:
57.46%



Transit All-Stars



Doug Thompson, Sun Link Operator

"I lost my wallet on the streetcar and I was frantic. Luckily, someone gave Doug my wallet, he was using my driver's license to identify me, and he returned my wallet. So grateful for Doug!"



Felix Morelos, Sun Link Operator

"Felix was enjoyable and very knowledgeable. He entertained us while we waited at one of the stops. Nice guy and fun to have as an operator!"



Heather Ewing, Coach Operator

"I am here on vacation and was lost, but the driver helped me find the stop I needed to get home, and also reminded me when my stop was approaching. She was amazing!"



Esther Rodriguez, Coach Operator

"The driver is always on time which helps me connect to other routes. I really appreciate their punctuality and their friendly personality."



Donald Queener, Coach Operator

"He is a supreme driver who is immaculate, calm and makes you feel like family. He makes Sun Tran great!"



Betty Martinez, Customer Service Representative

"Thank you so much for sending me a bus schedule, this means a lot to me and my husband!"

