

Monthly Operations Report

May 2025



PUBLIC INPUT

Route 5 & 22 Public Outreach

This month the Tucson community was encouraged to participate in a series of public input meetings regarding proposed elimination of Route 5 and extension of Route 22. These meetings were part of a broader effort by the City of Tucson's Department of Transportation and Mobility (DTM) and Sun Tran to evaluate the transit system and identify the lowest performing routes. Community members were encouraged to attend one of the scheduled one-hour public meetings between May 12 through May 22 to learn more and share their feedback. The public comment period for the proposed changes has now closed. Comments were accepted through May 31, 2025. The proposed changes are scheduled to go before the Mayor and Council on August 6, 2025.



Sun Link: Record May Ridership, Zero Accidents

Sun Link continues to prioritize safety and service excellence, celebrating a significant milestone of zero preventable accidents since September 2024. This achievement reflects the dedication of Sun Link operators and the commitment to maintaining a safe environment for all riders.

In addition to this safety success, Sun Link recorded its highest May ridership since service began, with **117,791** riders. This growth highlights Sun Link's vital role in connecting the Tucson community and supporting mobility throughout the Mercado, downtown and university area.

IN THE COMMUNITY

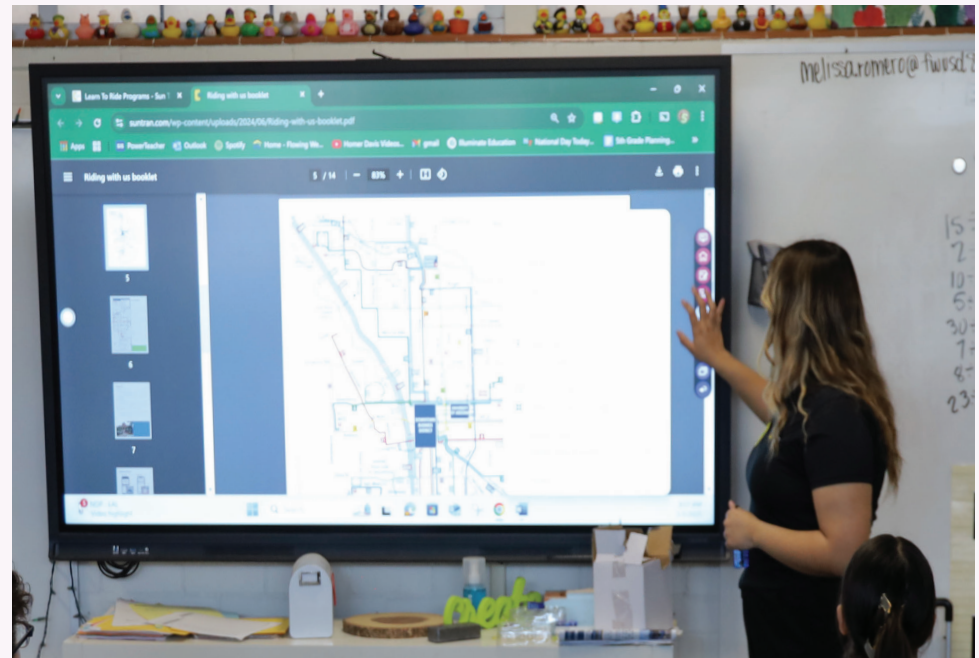
In the Community

Sun Tran recently hosted a Learn to Ride session at Sierra Middle School, where approximately 30 students participated in a hands-on transit education experience. During the session, students learned how to ride the bus, read route maps, and understand transit safety and etiquette. The interactive event was a great success, sparking confidence among the students. Following the session, Sun Tran staff were delighted to receive thank-you letters from the students, expressing their appreciation for the opportunity to learn about Sun Tran.



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 sessions are open to all ages and will continue throughout the summer, with one upcoming class scheduled June 12 at noon. To RSVP participants can email SunTranMarketing@tucsonaz.gov or show up day of the event.



HEALTH FAIR & RECRUITMENT

Udall Health Fair

Sun Tran participated in the Udall Health Fair held at the Udall Park Recreation Center, connecting with community members to share information about transit services and the benefits of using public transportation. Attendees had the opportunity to speak with Sun Tran staff, pick up a Ride Guide, and Sun Tran merch. The event provided a valuable opportunity to engage with riders and encourage them to explore sustainable and accessible transportation option.



Recruitment		
	New Hires	Promotions
Sun Tran	7 - Coach Operator (s)	3 - Student to Coach Operator 1 - Customer Service Rep. to Customer Service Rep. Lead
Sun Van	9 - Van Operator Trainees	9 - Van Operator Trainee to Full-Time Van Operator
Sun Link	1 - Right of Way Technician 1 - Streetcar Operator	0 - Promotions

PERFORMANCE STATS

 **-1.59%**
Year to Year Ridership

May 2024 - 1,393,923

May 2025 - 1,371,913

 **+17.62%**
Year to Year Ridership

May 2024 - 98,709

May 2025 - 117,793

 **-0.09%**
Year to Year Ridership

May 2024 - 45,327

May 2025 - 45,286

 **+0.65%**
Year to Year Ridership

May 2024 - 2,299

May 2025 - 2,314



89.07%
On time performance 

Passengers per Revenue Hour:
27.30

 **14**
Customer Compliments


85%
On time performance 

Passengers per Revenue Hour:
 **59.60**

83.88%
On time performance 

Passengers per Revenue Hour:
 **1.94**

84.28%
On time performance 

Trips Booked through App:
 **60.46%**

Transit All-Stars



Shamean R. Coach Operator

“She was very nice and knew where to park so I wouldn’t have trouble boarding the bus. Thank you!”



Kimberly C. Coach Operator

“The driver was extremely nice and patient when there was a difficult passenger on the bus. Great job staying calm.”



Ramon F. Coach Operator

“He is an excellent, well mannered, professional driver. He is awesome and is a great asset to Sun Tran. Thanks for hiring him!”



Paula D. Coach Operator

“They were very helpful advising me of route changes and detours. Very nice and accommodating.”



Andres J. Coach Operator

“He helped me get my bike on and off the bus rack. Thank you so much!”



Cynthia G. Sun Van Dispatcher

“Thank you for responding to my request to pick me and another passenger up earlier than scheduled! We both appreciate you for going out of your way.”

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.