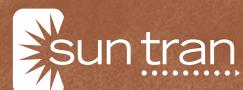


# Monthly Operations Report

NOVEMBER 2024



# November 2024 Highlights

## Sun Tran, Sun Link and Sun Van 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

### AzTA 26th Annual Golf Classic

Sun Tran General Manager Mikel Oglesby attended the Arizona Transit Association (AzTA) 26th Annual Golf Classic at the Arizona Biltmore Golf Club in Phoenix, Arizona. This premier event supports AzTA's mission of advocating for public transportation and securing funding for transit initiatives across the state. Additionally, the Golf Classic plays a crucial role in fostering the next generation of transit professionals by providing financial support to college students pursuing education in transit-related fields. Mikel's participation highlights Sun Tran's commitment to advancing public transportation and investing in the future of the industry.



### Sun Guide: Sun Tran's New Ambassador Program

Sun Tran launched its Sun Guide Ambassador Program—a brand-new initiative and a first for its transit system! This program is designed to connect riders with knowledgeable and friendly ambassadors who will help enhance the public transit experience. The first meeting was set on November 14, led by Community Outreach Manager Luz Navarrete. Sun Guides received a deep dive into Sun Tran's services, discussed their upcoming roles, gained tools to provide assistance to others, and shared ideas on how to assist riders.

The training included several departments Service Planning and Development's Director, Davita Mueller, who offered an insider's look at the complexities of service planning. Allen Smith, Transit Security Manager, also addressed the group, highlighting Sun Tran's commitment to safety and security, and what to do in unexpected situations.



This is just the beginning of what Sun Tran hopes will be a transformative program that will help build stronger connections between the transit system and the Tucson community.

### Sun Tran's Safety Department Growing

The Safety & Security Department recently welcomed two new members to their team. Jeffrey Lockwood as Training Coordinator, brings nearly a decade of experience at Sun Tran, where he has served as an operator, supervisor and now a key leader in training.

Andria Holp is joining as a Safety Video Analyst. Her role focuses on reviewing safety footage to identify areas for improvement and making sure it is compliant with safety protocols.

*Welcome to the team Jeffrey and Andria!*

# November 2024 Highlights

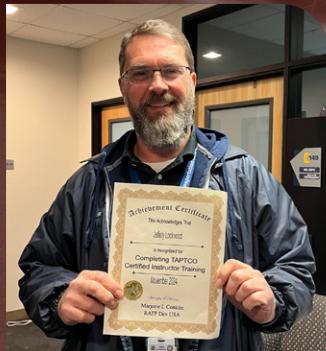
## Celebrating our Sun Tran, Sun Link and Sun Van Veterans

Sun Tran, Sun Link and Sun Van proudly celebrated their veteran employees this Veterans Day. Each veteran was honored with a commemorative pin and treated to a delicious cake as a token of appreciation for their service. Thank you all veterans for your service and sacrifice!



## Jeffrey Lockwood On the Road

Training Coordinator Jeffrey Lockwood attended RATPDev's Certified Instructor Training in Visalia, California during the week of November 11. Over the course of the week-long program, Jeffrey earned his Transit & Paratransit Company Certified Instructor Training Certificate, further strengthens his expertise in training and development. This certification reflects his dedication to the growth and safety of Sun Tran's operators.



## November: Learn to Ride Program

The November Learn to Ride training took place bringing community members together to explore Tucson's public transit system and the many services it offers. During the session, attendees learned essential skills like route navigation, schedules and understanding accessibility features. This session helped riders gain their confidence to use public transit with ease. There will be additional training opportunities in January, February and March of 2025, please visit [Suntran.com](http://Suntran.com) for more details.



## Intersection Safety Training for Operators

The Safety Department launched a "Intersection Safety" refresher training for all coach operators, which will continue throughout December. This hands-on training is designed to reinforce the importance of safe intersection navigation. Operators participate in yard-based sessions where cones are used to represent the four corners of an intersection. Additionally, operators practice the critical left/right/left check before resuming the intersection. This training ensures that operators maintain the highest standards of safety on the road. fans to enjoy the festivities and show their Wildcat pride all season long.

## October New Hires & Promotions

**Sun Tran** had 4 New Hire Coach Operators, 2 Operator Trainees promoted to Full Time Coach Operators, and 1 Coach Operator promoted to Service Island

**Sun Van** had 16 Van Operator Trainees and 9 Van Operator Trainees promoted to Full-Time Van Operators.

# Stats



**Ridership:**  
**+3.8%**  
**Year-to-year:**  
**November 2023:**  
**1,343,139**  
**November 2024:**  
**1,395,392 ↑**  
**On time performance**  
**87.4%**  
**Passengers per hour:**  
**29.9**  
**Customer Compliments:**  
**13**



**Ridership:**  
**-4.8%**  
**Year-to-year:**  
**November 2023:**  
**167,031**  
**November 2024:**  
**159,261 ↓**  
**On time performance**  
**86%**  
**Passengers per hour:**  
**79.9**



**Ridership:**  
**+5.8%**  
**Year-to-year:**  
**November 2023:**  
**40,587**  
**November 2024:**  
**42,995 ↑**  
**On time performance**  
**82.44%**  
**Passengers per hour:**  
**1.9**



**Ridership:**  
**-3.1%**  
**Year-to-year:**  
**November 2023:**  
**2,143**  
**November 2024:**  
**2,119 ↓**  
**On time performance**  
**80.14%**



# November 2024 All-Stars



**Adriana Blanton**, Sun Van Driver -

"I want to give Adriana a five star review. She brings joy to the world with her smile and attitude. Thank you!"



**Elsie Dominguez**, Customer Service Representative - "Big kudos to Elsie! She is nice, friendly and helpful. She helped me trip plan for my entire weekend."



**Bus Stop Maintenance Team** -

"They are doing a great job keeping the bus stops clean."



**Corinna Patty**, Coach Operator, - "She was the best and most caring driver I have ever had the privilege of riding with."



**Jayson Haughey**, Coach Operator - "He gets a gold star from me!"

He is friendly, helpful and patient with all the passengers."



**Jennifer Boughton**, Coach Operator - "She was so nice! She waited patiently and offered to help me get on the bus. Thank you so much."