

Monthly Operations Report

OCTOBER 2024



October 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

Sun Link Celebrating Ridership Milestone and ZERO accidents!

This month Sun Link has reached a historic milestone, surpassing its highest monthly ridership since service began in 2014. With an impressive 222,968 riders, this achievement highlights Sun Link's growing role in the Tucson community. Additionally, Sun Link recorded ZERO accidents for the month of October, emphasizing the team's commitment to safety. These accomplishments reflect the dedication and hard work of the entire Sun Link team, who continue to prioritize a safe, reliable and welcoming service for all riders.

Thank you, Sun Link team and Tucson community, for your ongoing support!

Halloween Spirit at Sun Tran, Sun Van and Sun Link

Sun Tran, Sun Van, and Sun Link each celebrated Halloween with festive events that brought together employees, families, and the community for some spooky fun. Sun Tran's Boo Town event invited employees and their families to enjoy pizza, music, games, and trick-or-treating through creatively decorated department haunted houses. Sun Van's Spooky Employee Potluck featured a table full of potluck treats, and a costume contest, with Elizabeth Briones, HR Admin Assistant, winning best costume. For the public, Sun Link's Spooky Train transformed the streetcar into a trick-or-treating spooktacular adventure where families dressed up and enjoyed exclusive deals from Fourth Avenue merchants, concluding with a costume contest at Haggerty Plaza. These Halloween celebrations showed the spirit of togetherness across Sun Tran, Sun Van, and Sun Link.



Bus Stop Improvement Project Completed

The City of Tucson and Sun Tran's bus stop improvement project has been completed. The project was composed of two phases; the first being shelter relocations and the second being Americans with Disabilities Act compliant accessibility improvements. They were able to relocate 31 and add concrete to 18 stops. Of the 31 shelters, 24 shelters were relocated from stops that were no longer being serviced and 7 shelters were repurposed. Three shelters were fully refurbished and installed on Pascau Yaqui land. These improvements ensure all transit users have a safe and comfortable journey.

Sun Van Fighting Against Breast Cancer



Sun Van employees joined together to participate in the Making Strides Against Breast Cancer Walk on October 20, showing their support for a cause close to many hearts. Wearing vibrant pink, the group proudly represented Sun Van's commitment to community involvement and solidarity with those impacted by breast cancer. Their participation raised awareness and also emphasized the organization's dedication to supporting health initiatives and uplifting those fighting this disease.

Learn-to-Ride with Sun Tran

In Sun Tran's first monthly Learn to Ride training, community members came together to learn about Tucson's public transit system and explore the range of available services. The session covered key topics such as route navigation, scheduling, and accessibility features, equipping attendees with the confidence and knowledge to navigate public transportation with ease. The community has two more opportunities to attend the Learn to Ride trainings happening on November 19 and December 17 at 11:30 a.m.

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Cyclovia 2024

Sun Tran was thrilled to be part of this year's Cyclovia Tucson event! Participants got the chance to test their bike-mounting skills against the clock or learn how to mount their bike for the first time. Coach Operator Javier joined us adding to the fun environment. Our team also answered questions and shared tips about navigating the public transportation system, helping everyone feel more confident using Sun Tran to get around. It was a great opportunity to connect with the community, promote active transportation, and highlight the seamless integration of biking and public transit!



ESRI Advantage Planning Meeting

Members of Sun Tran's Service Planning & Development department attended the City of Tucson's annual two-day ESRI Advantage Planning Meeting. The ESRI Advantage Program is a Geographic Information Systems (GIS) subscription service that connects City staff with ESRI advisors to assess challenges and opportunities to help us plan and navigate our GIS needs. Sun Tran utilizes this program to better manage data, such as routing options and itemized bus stop information. At this year's planning meeting, Sun Tran's transit planner, Shamara Smith and Bus Stop Program Coordinator, Mackenzi Wintermoyer learned about new software and data visualization techniques to better manage our data and share transit information more effectively and more efficiently.

Sun Tran Recruitment

Sun Tran participated in the Pima County Bi-Annual Job Fair, at the Kino Center as part of its ongoing efforts to recruit new talent for roles such as Coach Operator, Customer Service Representative and Service Island Attendant. For those interested in applying can visit Suntran.com/opportunities or attend the Open House Interviews every Tuesday at 9 a.m. or Thursday at 1 p.m. at Sun Tran's Administrative Building, 3910 North Sun Tran Boulevard.

White Cane Day

Sun Tran hosted an educational session at the Arizona School for the Deaf and Blind, providing students with a hands-on experience to public transportation. The session showcased a Sun Tran bus, with Coach Operator Kim, and a Paratransit Sun Van, with Supervisor Dieter. Students learned how to navigate the transit system, with a focus on accessibility features and fostering independence through mobility. This event empowered students with knowledge and confidence to use public transportation safely and effectively.



Bear Down with Sun Link

For three Fridays in October Sun Link was jammed pack with hundreds of Wildcat fans ecstatic for The University of Arizona's (U of A) Bear Down Fridays. Bear Down Fridays bring fans together for a lively pep rally in Main Gate Square, and Sun Link is proud to be part of the celebration. Sun Link provides convenient transportation for students, alumni, and fans to enjoy the festivities and show their Wildcat pride all season long.



October New Hires & Promotions

Sun Tran had 9 New Hire Coach Operators and 5 Students promoted to Full Time Coach Operators.

Sun Van had 9 Van Operator Trainees and 4 Van Operator Trainees promoted to Van Operators.

Sun Link had 2 New Hire Streetcar Operators and 1 Right-of-Way Technician.

Stats



Ridership:
+9.7%
Year-to-year:
October 2023:
1,398,135
October 2024:
1,539,953 ↑
On time performance
87.67%
Passengers per hour:
29.8
Customer Compliments:
21



Ridership:
+10%
Year-to-year:
October 2023:
201,685
October 2024:
222,968 ↑
On time performance
85%
Passengers per hour:
107.3



Ridership:
+12.3%
Year-to-year:
October 2023:
43,911
October 2024:
49,673 ↑
On time performance
84.16%
Passengers per hour:
1.9



Ridership:
14.8%
Year-to-year:
October 2023:
2,004
October 2024:
2,325 ↑
On time performance
82.41%



October 2024 All-Stars



Luis A. Arballo, Coach Operator -

“He is very caring and helpful. You can tell he cares about his passengers.”



Jose C. Batres, Coach Operator - **“He changes people's lives with his great attitude; he is respectful to all his passengers.”**



Ziheddie Swan, Coach Operator - **“He makes riding the bus a fun experience! He has such a cool personality and attitude.”**



Phoebe Rodriguez, Sun Van Driver - **“Phoebe was very nice and professional. Thank you for being so kind!”**



Joe Stanley, Sun Van Reservationist - **“Joe worked really hard to schedule my trips. I truly appreciated what he did for me. He was very kind and helpful and did such a wonderful job.”**



George MacDonald, Sun Van Driver - **“He was so kind to for picking me up and taking me to the emergency room.”**

