

# Monthly Operations Report

SEPTEMBER 2024



# September 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

### Stuff-the-bus with Emerge

Sun Tran, in collaboration with Emerge Center Against Domestic Abuse held its annual stuff-the-bus event on September 28th. This community event took place at the Walmart parking located at the El Con Shopping Center. The all-day event invited members of the community to donate starting over supplies for families or individuals fleeing domestic violence. This year, Sun Tran was able to help collect a total of \$4,292 to benefit Emerge!



### Sun Link Job Fair

Sun Link held a successful pop-up job fair on September 21, 2024. A Sun Link streetcar was stationed at the event, allowing attendees to explore the vehicle and learn firsthand about the role of a streetcar operator. Sun Link staff were on-site to provide information about job qualifications and the benefits of working with Sun Link. For those who missed the event, visit [Suntran.com/opportunities](http://Suntran.com/opportunities) to learn more about the streetcar operator position.



### UA Transit Hub Routes and Detours!

Sun Tran Marketing released a new video for University of Arizona students, faculty and staff. The video highlights the U of A transit hub, explaining its importance as a key connection point for riders. The video also includes guidance on alternative stops if the transit hub is closed due to university events or construction, ensuring that everyone can easily navigate detours. This informative video aims to inform riders and prepare them for any changes to their route.



### Repurposing Bike Lockers

Last month, thanks to Sun Tran, Park Tucson received 11 bike lockers for the community. Originally part of Sun Tran's facilities, these lockers have found a new home with Park Tucson, making this a collaborative effort to enhance biking infrastructure in the city. Some will replace aging lockers, while others will be installed at additional surface lots. This joint effort between Sun Tran and Park Tucson highlights their shared commitment to supporting sustainable transportation and making Tucson a bike-friendly city where cyclists can thrive.



### Leadership On Board



Mikel Oglesby, General Manager of Sun Tran, and Davita Mueller, Director of Service Planning and Development, took to the streets to explore the east side of the Sun Tran transit system. Their journey included a ride to the Broadway/Houghton Park and Ride, where Mikel had the opportunity to connect with bus operators. This visit was part of an ongoing effort for Mikel to familiarize himself with Tucson's public transportation system and deepen his understanding of the city's transit needs. By regularly using Sun Tran's services, Mikel aims to explore the system firsthand and build stronger connections within the community.

### HB 2742: New Bill Protecting Public Transportation Workers

This year, a significant step was taken to protect public transportation workers with the passing of HB 2742, a new bill designed to enhance the safety of transit employees. Sun Tran is always committed to the safety and well-being of its drivers, and the passing of this bill provides an extra layer of protection for those on the front lines.

# September 2024 Highlights

## Welcome to the team Joselin!

Joselin will be starting as the Marketing Coordinator at Sun Tran. Joselin has spent the majority of her life in Tucson. She attended Pima Community College and later transferred to Grand Canyon University, where she earned a Bachelor's degree in Marketing and Advertising. Her professional background includes experience in social media marketing, serving as a marketing coordinator at a non-profit organization, and working as a student ambassador in college.



## Planning & Development Department Trip to Quincie Douglas Neighborhood



On September 12th, the Service Planning & Development team held their weekly department meeting at the Quincie Douglas Community Center and then visited Mr. James Christopher's Black History Museum in Pueblo Gardens. Once a month, the team holds their meeting at a different location around the Sun Tran service area. This provides an opportunity for the team to ride the bus during day-to-day operation and better serve the Tucson community. Mr. Christopher was generous enough to host the team and provide an educational tour of his collection. The Service Planning & Development team is excited to

continue experiencing our transit system in different ways each month.

## Preparing for Winter Flu

Sun Tran hosted flu shot clinics to help employees prepare for the winter flu season. Safeway Pharmacy administered vaccines at three locations: Sun Tran, Sun Link, and Sun Van, offering flu shots and other important vaccines. Employees also had the opportunity to receive other vaccines. As flu season approaches, we encourage everyone to stay safe by washing hands frequently or using hand sanitizer when soap isn't available, and by covering their mouth and nose when coughing or sneezing. Together, we can create a healthier environment for everyone.



## Learn to Ride at Sunnyside Transition to Work Program

Sun Tran facilitated a Learn to Ride training session for 10 students. The session provided students with valuable skills for using public transportation, followed by an exciting bus ride to the airport where they got to use their skills hands-on. After the trip, the students enjoyed a fun trivia game where they had the chance to win Sun Tran merch, making it both educational and rewarding.



## Storytime at Small World Preschool

Community Outreach Manager Luz Navarrete visited Small World Preschool for an engaging story time with about 10 children. She read *Don't Let the Pigeon Drive the Bus* and *Daniel the Tiger: Trolley Ride*, sparking excitement and curiosity about public transit. The event was a fantastic introduction to the world of public transportation.

## Quincie Douglas Health Fair & Clothing Bank

Sun Tran participated in the Health Fair and Clothing Bank at the Quincie Douglas Center. Attendees were provided with public transportation resources, offering them valuable information on how to navigate the Sun Tran system. The event, which also included free health screenings, health information and clothing, was well received by the community.



# Stats



**Ridership:**  
**+6.8%**  
**Year-to-year:**  
**September 2023:**  
**1,338,416**  
**September 2024:**  
**1,432,898 ↑**  
**On time performance**  
**88%**  
**Passengers per hour:**  
**30.15**  
**Customer Compliments:**  
**14**



**Ridership:**  
**-2.6%**  
**Year-to-year:**  
**September 2023:**  
**202,945**  
**September 2024:**  
**197,604 ↓**  
**On time performance**  
**86%**  
**Passengers per hour:**  
**102.47**



**Ridership:**  
**+9.9%**  
**Year-to-year:**  
**September 2023:**  
**41,515**  
**September 2024:**  
**45,876 ↑**  
**On time performance**  
**85.1%**  
**Passengers per hour:**  
**1.92**



**Ridership:**  
**+11.5%**  
**Year-to-year:**  
**September 2023:**  
**1,855**  
**September 2024:**  
**2,081 ↑**  
**On time performance**  
**82.7%**



# September 2024 All-Stars



“Yesenia was very helpful, went above and beyond the call of duty to help schedule my trips. I appreciate having her take my call.”

- **Yesenia Smith**, Sun Van Reservationist



“I love your service. I am older and walk slow so without your service I would not be able to get around.” - **All Sun Van**



“My son wanted to shout out his driver Scott. He was kind, understanding, and helpful. He is my sons favorite driver.” - **Scott Logan**, Sun Van Driver



“Great overall service. Thank you!”

- **All Sun Tran**



“We appreciate the driver who helped my daughter get home after she missed the last bus. He was an amazing driver. Thank you for your kindness.”

- **Gonzalo Mata**, Sun Tran Coach Operator



“Thank you for helping me and another passenger from a conflict.

Keep up the great work!”

- **Ira Allen**, Sun Tran Coach Operator