

Monthly Operations Report

February 2025



February 2025 Highlights

Sun Tran Hosts 2025 SWTA Annual Conference and Expo

Sun Tran had the honor of serving as the host for the 2025 South West Transit Association (SWTA) Conference and Expo, from February 18 to 21. With over 500 attendees, the event featured a variety of educational sessions covering planning, leadership, marketing, operations, safety and security, tribal transit, and technology. As part of the conference, about 60 attendees toured Sun Tran's Northwest Facility to gain insight into transit operations in Tucson. Sun Tran General Manager Mikel Oglesby opened the general session and led a discussion on deploying alternative fuels and fleet electrification.



Safety Director Will Heath shared insights on installing operator dashcams to reduce liability, while Sun Van's Dispatch and Scheduling Manager Stephanie Ramirez presented on optimizing on-demand transit. Director of Service Planning and Development Davita Mueller explored transit in university communities and collaborated with Bus Stop Program Coordinator Mackenzi Wintermoyer on a session about heat-resilient bus stops. Marketing Director Cindy Glysson provided strategies for cost-conscious marketing. The conference was a valuable opportunity to display Sun Tran and Sun Van's leadership in public transit and engage with industry professionals from across the region.

February 2025 Highlights

February Transit Service Changes!

On February 23, Sun Tran, Sun Express, and Sun Shuttle implemented new schedules and route modifications. Major changes included route adjustments, new stops, and revised service hours. All Sun Tran and Sun Express routes experienced schedule updates, with significant route changes to Routes 3, 7, 11, 37, and 50. Several Sun Shuttle routes—401, 412, 413, 421X, 430, and 450—also had modifications, while Sahuarita/Green Valley Dial-a-Ride and Ajo Dial-a-Ride saw changes to their service hours. This edition of the Ride Guide is particularly special as it commemorates Sun Tran's 50th Anniversary, featuring a nostalgic cover showcasing generations of buses and a brief history of Sun Tran on page 49. Riders can view the updated schedules and access the new Ride Guide at SunTran.com.



Samsara Training for Buses and Company Vehicles

On February 12, all Sun Tran employees, including operators and administrative staff, attended the Samsara Camera Safety Training in preparation for the implementation of the new dashcam safety program. This program is designed to enhance the safety of employees, passengers, and the public by providing real-time feedback and monitoring. These cameras will be installed in all buses and company vehicles, serving as a valuable tool to support safe driving practices and improve overall transit safety. The dash cams will issue an audible “nudge” to alert drivers of unsafe behaviors such as unsafe following distances, inattentive driving, harsh braking, and improper seatbelt use. This program a key benefit in assisting employees with the safe performance of their duties.



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Learn to Ride Sessions!

This month, Sun Tran hosted two successful Learn to Ride sessions, providing valuable transit education to the community. The first session took place at Sentinel House, where seniors had the opportunity to learn about the Sun Link streetcar, Sun Van paratransit, and our micro transit service, Sun On Demand. Attendees received a presentation by Sun Tran staff to help them navigate these services confidently and independently. Additionally, Sun Tran held its monthly Learn to Ride session at its northwest facility, open to the public, where participants gained insight into trip planning and accessibility features across our transit system. These sessions continue to foster confidence among new riders and promote greater access to public transportation. To attend one of Sun Tran's learn to ride sessions visit Suntran.com!

Enhancing Paratransit Operations with Trapeze PASS Training

In February, staff from Transportation Management & Design (TMD) visited Sun Van to provide enhanced training on the Trapeze PASS software, which is integral to daily paratransit operations. PASS is used by Reservations staff to create trip bookings for passengers and by Dispatch staff to monitor and adjust routes in real-time on the day of service. The software also integrates with Drivermate, a Trapeze product installed on operator tablets, allowing dispatchers to send route updates directly to drivers. This training helped staff maximize the software's capabilities, improving efficiency and service for Sun Van riders.

Valentine Cards on Board!

Sun Tran spread some love this Valentine's Day by handing out specially designed Valentine cards to operators as a token of appreciation for their dedication and hard work. In addition, surprise Valentine cards were placed on buses for riders to find, adding a touch of joy to their commute. Each card featured fun, transit-themed messages and was made with love, creating a heartfelt way to celebrate the day and show appreciation for both operators and passengers.



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Michelle Hill Promoted to Sun Tran's Operations Coordinator

Michelle Hill has dedicated her career to the transportation industry, with decades of experience as both a driver and in supervisory roles. Michelle attended the University of Arizona before fully immersing herself in the transit industry. She joined Sun Tran in 2009 as a driver, later advancing to a supervisory role, and now serves as the new Operations Coordinator. Out of the office, Michelle enjoys traveling back home to Alaska for fishing adventures. Congratulations Michelle on your promotion!



Sun Tran Engages Job Seekers at Pima County Job Fair

Sun Tran participated in the Pima County Job Fair on February 27, where Pima County partnered with employers in education and the public sector to connect job seekers with opportunities. With over 300 attendees, the Sun Tran provided on-site applications, and staff were available to answer questions and engage with potential applicants interested in transit careers.

February New Hires & Promotions

Sun Tran

New Hires- 16

- Coach Operator- 11**
- Service Island Attendant- 2**
- Supervisor/Dispatch - 2**
- Bus Stop Maintenance - 1**

Promotions- 8

- Student to Coach Operator - 7**
- Supervisors/Dispatch to Operations Coordinator - 1**

Sun Van

New Hires- 8

- Van Operator Trainee - 6**
- Resevationist - 1**
- Dispatcher - 1**

Promotions- 6

- Van Operator Trainee to Full Time Van Operator**

Sun Link

New Hires- 1

- Streetcar Operator - 1**

STATS



+5.9%

Year to Year Ridership

February 2024 - 1,274,042

February 2025 - 1,351,624



+1.3%

Year to Year Ridership

February 2024 - 170,309

February 2025 - 172,512



+1.6%

Year to Year Ridership

February 2024 - 42,114

February 2025 - 42,792



-26.3%

Year to Year Ridership

February 2024 - 2,441

February 2025 - 1,873



85.87%

On time performance



Passangers per Hour:
29.24

16

Customer Compliments

84%

On time performance



Passangers per Revenue Hour:



95.10

83.29%

On time performance



Passangers per Revenue Hour:



1.93

81.68%

On time performance



Trips Booked through App



64.39%

February 2025 All-Stars



Gayla D. Horton-Archer, Coach

“She is doing a wonderful job. She remembers passengers names and is very pleasant to be around.”



Francisco Saenz, Coach Operator

“Our driver on the 109X in the morning is my absolute favorite person! He is so kind and I feel comfortable with him to get my kiddo to school on time. Thanks!”



Betty M. Marrufo, Customer

“I was very angry when I started the call but after she listened and spoke to me she calmed me down. Thank you!”



Mark T. Frauenfeld, Coach Operator

“He is very nice and I appreciated that he announced all the stops. He is one of the best drivers.”



R. Baldenegro, Sun Van Driver

“She went above and beyond in assisting me. She has excellent customer service!”



E. Felix, Sun Van Driver

“I got my mobility device stuck and they helped me to get going again. I appreciate you!”