



MONTHLY OPERATIONS REPORT

NOVEMBER 2022



NOVEMBER 2022 HIGHLIGHTS

ALL SOULS RIDES



Photo: Rick Meinecke

Sun Tran and Sun Link teamed up to provide ride options for the annual All Souls Procession. Participants enjoyed bus rides to the starting line for the event on November 6. The streetcar stayed in operation after the event to offer rides from the end of the procession route back downtown and to popular parking areas.

| | Sun Tran | Sun Link |
|-------------------|----------|-------------|
| Parade Passengers | 143 | 4,790 |
| Buses | 5 | Daily Total |
| Support Staff | 6 | |

FALL BID

Sun Tran drivers, maintenance, fuel island and operations staff bid for and began new work schedules that will be in place for the next four months.



SAFETY MEETINGS

Sun Tran coach operators attended safety meetings that included education about conflict management and de-escalation techniques, how to utilize the employee assistance program benefits, security updates, intersection safety procedures and other policies.

SUN ON DEMAND TRAINING

The Community Outreach Manager led refresher training for the City of Tucson Housing and Community Development team. Participants were provided with resources and materials to assist in trip planning their commute to the office using Sun On Demand Zone 1.



HANDIDOGS TRAINING

Staff met with 11 dogs and their handlers, teaching them how to ride on Sun Tran and Sun Van. The practical training included taking a trip from the HandiDogs headquarters to the Houghton Park-and-Ride location. During the trip, the participants practiced boarding and exiting both Sun Tran and Sun Van vehicles.



ASYLUM SHUTTLE

| Trips | Passengers |
|-------|------------|
| 172 | 6,269 |

| | SUN TRAN | SUN VAN | SUN LINK |
|------------|--|-------------------------------|----------------------------|
| NEW HIRES | 6 - Coach Operators 1 - Supervisor/Dispatch | 11 - Van Operators | 1 - Maintenance Technician |
| PROMOTIONS | 1 - Supervisor/Dispatch | 6 - Trainees to Van Operators | |



sun tran **+17%**
Year to Year Ridership

November 2022 - 1,239,769

November 2021 - 1,057,196

sun LINK **+22%**
Year to Year Ridership

November 2022 - 159,079

November 2021 - 130,368

sun van **+9%**
Year to Year Ridership

November 2022 - 37,076

November 2021 - 33,917

ON DEMAND **+94%**
Year to Year Ridership

November 2022 - 816

November 2021 - 421

 **90%**
On Time Performance



24.65 Passengers
per Hour



78.13
Passengers
per Hour

 **88%**
On Time Performance



1.96
Passengers
per Hour



88% On Time Performance

16
Customer Compliments 

 **93%**
On Time Performance

Sun Family All-Stars

We like to recognize our employees who go the extra mile to help our passengers become *Raving Fans*.



Michael Hardy
Sun Tran Coach Operator

"Michael is always courteous and friendly. He goes above and beyond for his passengers. Thank you for being a great driver."

John Holman
Sun Van Operator

"John is not only a good driver but he also looks out for everyone and helped keep me safe. I am grateful he saved the day and was able to take me right home."



Joshuah Dearman
Sun Tran Coach Operator

"My driver was very respectful. He pays attention to what is going on and has good interaction with his passengers."

Lorraine Terrazas Olivas
Sun Tran Coach Operator

"I saw Lorraine check on a man who was confused and possibly lost. She even gave him some food and asked for the security guard to help him out. I was very touched by her concern for his wellbeing and have to commend her for a job well done."



Barbara Franco
Sun Tran Coach Operator

"I was confused by some of the bus head signs and asked Barbara about it. She noticed another bus needed to change their sign, so she stopped what she was doing and went over and helped fix the issue. I want to say thank you for being helpful and going above and beyond to make things right."



David Erlinger
Sun Van Operator

"David is such a caring individual. He is kind, patient and very helpful with everyone. He deserves recognition."