

Monthly Operations Report DECEMBER 2024



December 2024 Highlights

Safety Lunch & Learn

In December, Sun Tran, Sun Link, and Sun Van hosted an all-day Safety Lunch and Learn, ensuring all employees had the opportunity to participate. The event focused on key safety topics, including Customer service, mobility device securement, air brake test, and Samsara dash cams. Sun Link's safety meeting, discussions centered on customer interactions, ADA bridgeplate deployment, and horn/bell use. This interactive and engaging session reinforced our commitment to safety and excellence in service.



December New Hires & Promotions

Sun Tran had 12 new hires

Promotions – 4 trainees to full time coach operators

- 7 Coach Operators
- 2 Mechanics
- 1 Service Island Attendant
- 2 Bus Maintenance

Sun Van

- New Hires – 4 Van Operator Trainees
- Promotions – 8 Van Operator Trainees to Full Time Van Operator

Stuff-the-Bus with Sun Tran 2024

The Stuff-the-Bus event for the Salvation Army Toy Drive was a tremendous success, collecting an impressive 1,403 toys—an increase from last year's 919 toys. This significant growth highlights the dedication and hard work of all the volunteers who made the event possible. A heartfelt thank you goes out to everyone involved for their efforts in creating a meaningful donation for Tucson children during the holiday season.



Operators Preparing for Route Changes

In preparation for upcoming route changes, two Operator Open Houses took place in December to provide drivers with detailed information and a platform to ask questions. The sessions took place at Sun Tran at both facilities, ensuring accessibility for all operators. Topics of discussion included changes to Routes 3 and 37, Routes 11 and 50, and Route 7. These open houses were a valuable opportunity for operators to stay informed and prepared to assist riders with the new route adjustments, reinforcing our commitment to smooth transitions and excellent service.

December 2024 Highlights

Polar Express Scavenger Hunt with Sun Tran

This holiday season, Sun Tran teamed up with Watershed Management Group hosted a magical evening aboard the Polar Express to celebrate clean air, sustainability, and the joy of public transportation. Participants boarded the free Polar Express (Sun Tran bus) at WMG's Living Lab; with rides, beginning at 5 p.m. Sun Tran employees helped guide participants and handed out candy at the Ronstadt Transit Center. The journey included a stop at Casa Video, Ronstadt Transit Center before heading to the Hotel Congress for a screening of The Polar Express.



Sun Van Celebrating Disability Pride Day

On December 7, the office of Ward 2 Councilmember Paul Cunningham hosted the third annual Disability Pride Day at the senior center in Udall Park. Sun Van team members attended to inform participants about Sun Van's services. Disability Pride Day celebrates the rights and well-being of individuals with disabilities, aiming to raise awareness of their experiences across political, social, economic, and cultural life. The event featured disabled artists, adaptive sports demonstrations, local advocates and activists, and a keynote address with a panel discussion.



Sun Van Dispatchers Real-Time Training

In December, Sun Van dispatchers participated in specialized training to master the new "Real Time View Dashboard" software. The dashboard offers a broader, more comprehensive view of key operational metrics, including late pull outs, unscheduled trips, unperformed trips, late appointments, and late pickups. Rather than viewing a limited set of data on the previous screen, dispatchers can now monitor multiple factors at once. The training focused on utilizing these features to improve efficiency, streamline operations, and provide even better service to riders. With this upgrade, the dispatch team is well-equipped to handle day-to-day operations with greater accuracy. Sun Van's commitment to continuous improvement.

December's Learn to Ride Training

The final Learn to Ride session of the year was held on December 11, with approximately 40 participants in attendance. Attendees gained valuable skills in mastering public transportation, including trip planning, reading route schedules, and loading bikes onto the bus. They also had a hands-on experience onboard a bus to reinforce their learning. Monthly training sessions will resume in January, February, and March of 2025. For more information, visit SunTran.com.



Stats



**Ridership:
Year-over-year:**

+6.15%

December 2023:

1,270,183

December 2024:

1,350,719

On time performance

88.36%

Passangers per hour:

27.18

Customer Compliments:

15



**Ridership:
Year-over-year:**

+22.11%

December 2023:

94,109

December 2024:

117,499

On time performance

89%

Passangers per hour:

60.85



**Ridership:
Year-over-year:**

7.93%^{tim}

December 2023:

39,145

December 2024:

42,378

On time performance

79.86%

Passangers per hour:

1.88



**Ridership:
Year-over-year:**

+22.11%

December 2023:

2.661

December 2024:

2,119

On time performance

97.77%



December 2024 All-Stars



Tanya Dormer, Coach Operator

“It was so thoughtful of the driver to get off the bus and check to see what was going on at the bus stop. I appreciate her for doing that.”



Marco A. Noriega, Coach Operator

“I just wanted to shout him out! He is a lifesaver for finding my phone and holding it for me.”



Betty M. Marrufo, Customer Service Representative

“The representative was pleasant, very nice and did an amazing job. All the information she provided was helpful.”



Leonard Baker, Coach Operator

“Thank you driver for helping me get my phone back!”



Rebecca Tuerk, Coach Operator

“She is always kind and courteous. I always feel safe when she is driving.”



Lettie Lopez, Coach Operator

“She was one of the best drivers I have ever had!”