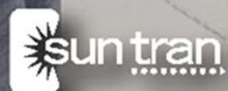




MONTHLY OPERATIONS REPORT

AUGUST 2021



AUGUST 2021 HIGHLIGHTS

SUN LINK RECORD RIDERSHIP



The streetcar saw a surge in ridership with the return of University of Arizona students.

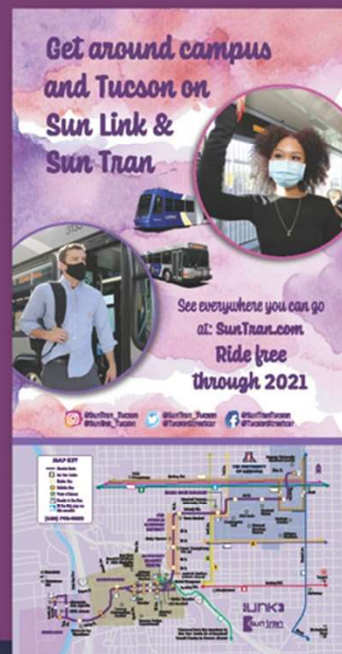
Sun Link records show the first week of school even outpaced pre-pandemic numbers.

Passenger Trips

	MON 8/23	TUE 8/24	WED 8/25	THU 8/26	FRI 8/27	SAT 8/28	SUN 8/29	Week Total
2021	4,251	4,721	5,016	6,216	5,307	3,191	1,242	29,944
2019	3,380	3,695	3,379	3,881	3,305	1,689	1,049	20,378
# Increase	871	1,026	1,637	2,335	2,002	1,502	193	9,566
% Increase	26%	28%	48%	60%	61%	89%	18%	47%

UNIVERSITY OF ARIZONA PARTNERSHIP

As the University of Arizona kicked off the fall semester, the Sun Tran Marketing Department participated in several outreach initiatives to educate students and staff on their public transportation options. More than 1,000 information packets were distributed through the Housing and Residential Life department. Additional information was available at the Campus Rec's welcome back event. Sun Tran employees also set up info booths at two on-campus resource fairs. The events provided students and parents with the chance to ask any questions, learn about the transit system and pick up streetcar and bus maps.



TUSD SCHOOL STARTS

Sun Tran played a role in the start of Tucson Unified's new school year. Two new ride options benefitting Cholla High School students were launched on August 5th. Youth, teachers and members of the public can enjoy a more direct route to the school from Ronstadt Transit Center via the Route 23X Cholla Chargers Express service.

Riders coming from the Laos Transit Center have the option to take a Route 23 plug at 7:09 a.m. directly to the school. Normal service is also offered every 30 minutes on Route 23.



POTENTIAL TRANSIT INFRASTRUCTURE FUNDING

Two days after the U.S. Senate passed the Bipartisan Infrastructure Bill, Arizona Senator Mark Kelly, Tucson Mayor Regina Romero, South Tucson Mayor Akanni Oyegbola and Oro Valley Mayor Joe Winfield visited Sun Link headquarters. The area leaders took a tour of the facility before holding a joint press conference. The Senator and Tucson Mayor shared with members of the press how funds from the bill would be used in our community. The Arizona Department of Transportation is expected to receive funds for highway and bridge improvements and transportation systems across the country could see billions for their own projects.

"This bill could be the first step into getting the money appropriated to fix our transportation needs," said Senator Kelly. "Transportation is so important, it connects communities together, it connects people to jobs, it provides economic opportunity, it provides major growth for communities."



If passed by the House of Representatives and signed into law, the Infrastructure Bill would likely designate about \$118 million for Sun Tran ventures.

"We are hoping to build Tucson's first bus rapid transit system. This would provide fast, convenient and reliable cross-town service running down from Oracle Road...into the Tucson International Airport. The bill would also fund electric buses and electric vehicle charging stations," said Mayor Romero. "As the third fastest-warming city in the country, all of these investments in public transit are critical to fighting the climate crisis by reducing our region's carbon footprint while increasing access to affordable, multi-modal transit options, especially for underserved communities and mobility-vulnerable communities."

The House of Representatives is expected to consider the bill at the end of September.



SAFETY MEETINGS

Coach operators participated in four safety meetings at the Sun Tran north and south yards during the month of August. The two-hour long sessions included safety reminders and information in three categories:



Equipment Overview

- Electric Buses
- Quantum Securement Stations



Passenger Interaction

- Passenger Empathy
- Conflict de-escalation
- Professional promotion of the federal mask mandate
- Ensuring passengers are secure before departing a stop
- Passenger boarding & door safety



Operating Safety

- Introduction to the Public Transportation Agency Safety Plan (PTASP)
- LLLC: Look ahead, Look around, Leave room & Communicate
- Intersection Awareness



Approximately 150 coach operators participated in the safety meetings. After the sessions, drivers filled out a quiz on intersection safety and were eligible to enter a raffle. Lemark Howard, who has been with Sun Tran for 10 years, won the prize.

AUGUST ASYLUM SHUTTLE

88 Trips



1,018 Passengers

SAFETY MESSAGE OF THE MONTH

Each month, members of the Safety and Security team share timely reminders with employees at Sun Tran, Sun Link and Sun Van. For the month of August, operators learned more about the dangers of drowsy driving. The National Safety Council states reaction times, awareness of hazards and the ability to sustain attention are all negatively impacted when a driver is drowsy. Prioritizing adequate rest is a proactive way to avoid drowsy driving.



Poster Source: National Safety Council

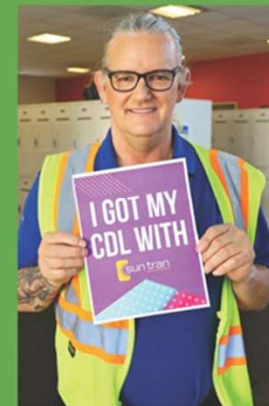
EMPLOYEE UPDATES

13 Sun Tran August Hires & Promotions

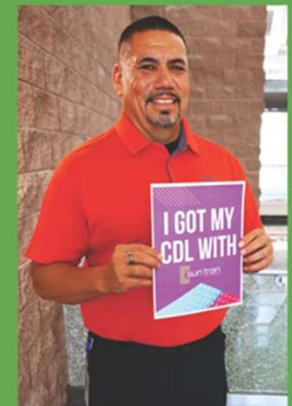
9 Sun Van August Hires & Promotions



John
Coach Operator



Lexi
Coach Operator



Rigo
Operations Supervisor



+60%

Year to Year Ridership

August 2021 - 1,271,129

August 2020 - 794,004

+15%
Month to
Month
Ridership

August
2021:
1,271,129

July
2021:
1,102,688



92%

on time
performance

23

Passengers
per Hour



17

Customer
Compliments



+268%

Year to Year Ridership

August 2021 - 77,199

August 2020 - 20,984

+81%
Month to
Month
Ridership

August
2021:
77,199

July
2021:
42,651

Busiest
days

Weekend: Aug. 21 - 1,673 riders

Weekday: Aug. 26 - 3,568 riders

98%

on time
performance



35

Passengers
per Hour



+71%

Year to Year Ridership

August 2021 - 34,423

August 2020 - 20,121

+7%
Month to
Month
Ridership

August
2021:
34,423

July
2021:
32,136

2

Passengers
per Hour



966

Calls answered
per day



92%

on time
performance



Month to Month Ridership

+10%
Month to
Month
Ridership

August
2021:
406 TRIPS

July
2021:
368 TRIPS



0.58

Passengers
per Hour



95%

on time
performance

271

Calls



Sun Family All-Stars

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



Tammy Anderson
Sun On Demand Driver

"Tammy was nice, took a very quick route and dropped me off close to my connecting bus!"



Jose Silva Jr.
Sun Tran Operator

"I wanted to thank Jose for helping me when I was experiencing harassment. He handled the situation very well."

Bertha Divic
Sun Tran Operator

"I want to send praise for Bertha's kind, considerate and cheerful service. She helped me board safely. Thank you."



Michelle Hill
Sun Tran Operator

"I want to thank Michelle for her kindness and for helping me with a free face mask so I could ride the bus and not miss an important appointment. She saved me a lot and is an excellent driver. Thank you very much."



Shamean Ramirez Kellogg
Sun Tran Operator

"I am incredibly grateful for her helping me in a scary situation. I want to give Shamean my warm thanks and make sure everyone knows of her kindness and compassion."



Raymond Alan
Sun Tran Operator

"Raymond shows kindness to passengers and that he cares. Thank you for waiting for me to take a seat before taking off."

Sun Tran

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System Summary



Month to Date	2021	AUGUST Current	Prior Year	Variance Amount	Percent	AUGUST Budget	Variance Amount	Percent
Ridership								
Total Route Passengers		1,271,129	794,004	477,125	60%	1,191,667	79,462	7%
Revenue								
Total Route Passenger Revenue	\$	-	\$ 4,357	\$ (4,357)	0%		\$ -	0%
Expenses								
Total Expenses	\$	5,546,454	\$ 4,229,217	\$ (1,317,237)	-31%	\$ 5,428,700	\$ (117,754)	-2%
Miles								
Revenue Miles		668,997	674,939	(5,942)	-1%	713,112	44,115	6%
Deadhead Miles		81,865	82,425	(560)	-1%	99,833	17,968	18%
Total Service Miles		750,862	757,364	(6,501)	-1%	812,945	62,083	8%
Non-Route Miles		19,699	14,999	4,699	31%	9,325	(10,374)	-111%
Total Miles		770,561	772,363	(1,802)	0%	822,270	51,709	6%
Revenue Hours		56,215	56,880	(665)	-1%	59,312	3,097	5%
Service Hours		59,552	60,374	(822)	-1%	63,410	3,858	6%
Year to Date		AUGUST YTD Current	Prior Year	Variance Amount	Percent	AUGUST YTD Budget	Variance Amount	Percent
Ridership								
Total Route Passengers		2,373,817	1,590,245	783,572	49%	2,383,333	(9,516)	0%
Revenue								
Total Route Passenger Revenue	\$	-	\$ 6,666	\$ (6,666)	0%	\$ -	\$ -	0%
Expenses								
Total Expenses	\$	10,396,174	\$ 8,878,868	\$ (1,517,306)	-17%	\$ 16,286,100	\$ 5,889,926	36%
Miles								
Revenue Miles		1,312,749	1,361,215	(48,465)	-4%	1,437,373	124,624	9%
Deadhead Miles		157,461	162,908	(5,446)	-3%	199,644	42,183	21%
Total Service Miles		1,470,210	1,524,122	(53,912)	-4%	1,637,017	166,807	10%
Non-Route Miles		33,266	52,305	(19,039)	-36%	92,489	59,223	64%
Total Miles		1,503,476	1,576,427	(72,951)	-5%	1,729,506	226,030	13%
Revenue Hours		109,715	114,618	(4,902)	-4%	119,842	10,127	8%
Service Hours		116,278	121,699	(5,421)	-4%	128,076	11,798	9%

Performance Indicators



	System Indicator	Current Month	Prior Year	FY22 YTD	FY21 YTD
1.	Ridership	1,271,129	794,004	2,373,817	1,590,245
2.	Passenger Revenue	\$ -	\$ 4,357	\$ -	6,666
3.	Passenger per Revenue Mile	1.90	1.18	1.81	1.17
4.	Passenger per Revenue Hour	22.61	13.96	21.64	13.87
5.	Revenue per Passenger	-	-	-	-
6.	Revenue per Revenue Mile	-	-	-	-
7.	Revenue per Revenue Hour	-	-	-	-
8.	Farebox Recovery Ratio	-	-	-	-
9.	Cost per Passenger	4.36	5.33	4.38	5.58
10.	Cost per Revenue Mile	8.29	6.27	7.92	6.52
11.	Cost per Revenue Hour	98.67	74.35	94.76	77.47
12.	Net Cost per Revenue Hour	98.67	74.28	94.76	77.41
13.	Miles Between Road Calls	16,317	18,838	18,114	22,203
14.	Miles Between Bus Inspections	5,851	5,830	5,848	5,828
15.	Vehicle Accidents per 100,000 Miles	1.04	2.07	0.86	1.97
16.	Complaints per 100,000 Passengers	26.12	33.50	24.39	35.65
17.	Vehicles Operated in Maximum Service	165	174	165	174

Route Performance



ROUTE	TOTAL ROUTE PASSENGERS	ROUTE REVENUE	TOTAL SERVICE MILES	TOTAL SERVICE HOURS	TOTAL COST ALLOCATION	NET COST PER REVENUE HOUR	PASSENGER PER REVENUE MILE	PASSENGER PER REVENUE HOUR	REVENUE PER REVENUE MILE	REVENUE PER REVENUE HOUR	SUBSIDY PER PASSENGER
1	39,495	\$ -	20,403	1,784	\$ 164,299	\$ 96.14	2.14	23.11	\$ -	\$ -	\$ 4.16
2	27,216	-	20,401	1,687	156,349	93.75	1.36	16.32	-	-	5.74
3	48,523	-	43,523	3,187	299,496	100.97	1.32	16.36	-	-	6.17
4	76,500	-	46,645	3,965	366,243	98.20	1.88	20.51	-	-	4.79
5	19,120	-	18,424	1,434	133,765	96.72	1.10	13.83	-	-	7.00
6	63,000	-	21,188	2,285	206,252	93.00	3.17	28.41	-	-	3.27
7	49,622	-	42,031	2,904	274,925	101.82	1.34	18.38	-	-	5.54
8	93,425	-	45,320	3,751	347,498	99.99	2.44	26.88	-	-	3.72
9	57,822	-	38,698	3,009	280,769	99.14	1.65	20.42	-	-	4.86
10	30,784	-	15,051	1,271	117,476	94.47	2.12	24.76	-	-	3.82
11	92,150	-	46,078	3,650	339,840	97.43	2.17	26.42	-	-	3.69
12	46,816	-	19,919	1,585	147,504	95.97	2.51	30.46	-	-	3.15
15	22,873	-	20,971	1,627	151,871	96.07	1.15	14.47	-	-	6.64
16	112,967	-	37,967	3,361	309,144	95.21	3.20	34.79	-	-	2.74
17	57,989	-	46,172	3,236	305,836	101.52	1.43	19.25	-	-	5.27
18	100,160	-	21,699	2,191	198,963	93.73	3.32	47.04	-	-	3.19
19	28,493	-	9,321	1,006	90,820	93.73	3.32	29.41	-	-	3.19
21	17,839	-	10,649	900	83,172	96.10	1.81	20.61	-	-	4.66
22	10,117	-	7,860	619	57,639	97.04	1.41	17.03	-	-	5.70
23	33,409	-	21,597	1,773	164,394	96.34	1.68	19.58	-	-	4.92
24	16,974	-	8,901	620	58,669	98.05	2.01	28.37	-	-	3.46
25	42,306	-	23,507	1,951	180,716	96.50	1.94	22.59	-	-	4.27
26	22,621	-	17,683	1,135	108,482	98.25	1.32	20.49	-	-	4.80
27	19,809	-	19,488	1,341	127,036	97.32	1.06	15.18	-	-	6.41
29	31,192	-	21,378	1,682	156,706	96.60	1.56	19.23	-	-	5.02
34	64,677	-	38,119	3,093	287,167	98.87	1.93	22.27	-	-	4.44
37	14,293	-	15,857	1,187	111,274	104.64	1.13	13.44	-	-	7.79
50	16,960	-	10,097	989	90,043	95.64	1.88	18.01	-	-	5.31
61	9,643	-	12,730	968	90,594	95.58	0.78	10.17	-	-	9.39
Total Non-Express Route											
	1,266,795	-	721,677	58,191	5,406,941	97.58	1.94	22.86	-	-	4.27

ROUTE	TOTAL ROUTE PASSENGERS	ROUTE REVENUE	TOTAL SERVICE MILES	TOTAL SERVICE HOURS	TOTAL COST ALLOCATION	NET COST PER REVENUE HOUR	PASSENGER PER REVENUE MILE	PASSENGER PER TRIP	REVENUE PER REVENUE MILE	REVENUE PER REVENUE HOUR	SUBSIDY PER PASSENGER
101X	704	\$ -	2,692	117	\$ 11,918	\$218.00	0.62	13.04	\$ -	\$ -	\$16.93
102X	506	-	1,831	82	8,297	189.25	0.49	11.50	-	-	16.40
103X	242	-	1,023	76	7,098	117.32	0.31	5.50	-	-	29.33
104X	330	-	1,388	54	5,619	192.03	0.51	7.50	-	-	17.03
105X	308	-	1,442	73	7,242	199.49	0.48	3.95	-	-	23.51
107X	352	-	2,062	108	10,686	123.60	0.22	6.52	-	-	30.36
108X	308	-	1,354	69	6,805	206.21	0.57	7.00	-	-	22.09
109X	176	-	1,456	75	7,399	269.06	0.31	2.26	-	-	42.04
110X	308	-	1,928	62	6,784	142.11	0.19	3.50	-	-	22.03
201X	330	-	4,668	201	20,559	188.79	0.14	3.75	-	-	62.30
203X	462	-	5,849	216	22,728	172.19	0.14	3.79	-	-	49.20
204X	308	-	6,511	229	24,378	171.80	0.09	10.27	-	-	79.15
Total Express Route											
	4,334	-	32,204	1,362	139,513	174	0.24	5.64	\$ -	\$ -	\$ 32.19
Total Service											
	1,271,129	-	753,880	59,552	5,546,454	\$ 98.67	1.89		\$ -	\$ -	\$ 4.36

Route Productivity By Route



Rank	Route Number	Route Description	Passengers per Hour
1	18	S. 6TH AVENUE	47.0
2	16	ORACLE / INA	34.8
3	12	10TH / 12TH AVENUE	30.5
4	19	STONE	29.4
5	6	EUCLID/ NORTH FIRST AVENUE	28.4
6	24	12TH AVENUE	28.4
7	8	BROADWAY	26.9
8	11	ALVERNON	26.4
9	10	FLOWING WELLS	24.8
10	1	GLENN/SWAN	23.1
11	25	S. PARK AVENUE	22.6
12	34	CRAYCROFT / FT LOWELL	22.3
13	21	WEST CONGRESS / SILVERBELL	20.6
14	4	SPEEDWAY	20.5
15	26	BENSON HIGHWAY	20.5
16	9	GRANT ROAD	20.4
17	23	MISSION ROAD	19.6
18	17	COUNTRY CLUB / 29TH STREET	19.2
19	29	VALENCIA	19.2
20	7	22ND STREET	18.4
21	50	AJO	18.0
22	22	GRANDE	17.0
23	3	6TH STREET / WILMOT	16.4
24	2	CHERRYBELL	16.3
25	27	MIDVALE PARK	15.2
26	15	CAMPBELL AVENUE	14.5
27	5	PIMA STREET / WEST SPEEDWAY	13.8
28	37	PANTANO	13.4
29	61	LA CHOLLA	10.2
FIXED ROUTE SYSTEM AVERAGE			22.9

Rank	ROUTE NUMBER	ROUTE DESCRIPTION	PASSENGERS PER TRIP
1	101X	GOLF LINKS EXPRESS	13.0
2	102X	INA ROAD EXPRESS	11.5
3	204X	NW / AEROPARK EXPRESS	10.3
4	104X	AugANA EXPRESS	7.5
5	108X	BROADWAY EXPRESS	7.0
6	107X	ORO VALLEY/DOWNTOWN EXPRESS	6.5
7	103X	OLDFATHER EXPRESS	5.5
8	105X	SUNRISE EXPRESS	3.9
9	203X	ORO VALLEY/AEROPARK EXPRESS	3.8
10	201X	SPEEDWAY/AEROPARK EXPRESS	3.8
11	110X	RITA RANCH/DOWNTOWN EXPRESS	3.5
12	109X	TANQUE VERDE EXPRESS	2.3
EXPRESS ROUTE SYSTEM AVERAGE			5.6

SUN LINK 



System Summary



	2021	Current	Prior Year	Amount	Percent	Budget	Amount	Percent
Ridership								
Total Route Passengers		77,199	20,984	56,215	267.9%	16,022	61,177	381.8%
Revenue								
Total Route Passenger Revenue	\$	-	\$	-	0.0%	\$	-	0.0%
Expenses								
Total Expenses	\$	313,928	\$	233,159	34.6%	\$	384,218	(70,290) -18.3%
Miles								
Revenue Miles		17,325	16,641	684	4.1%	17,148	177	1.0%
Deadhead Miles		248	248	0	0.0%	248	0	0.0%
Total Service Miles		17,573	16,889	684	4.0%	17,396	177	1.0%
Revenue Hours		2,221	2,133	88	4.1%	2,217	4	0.2%
Year to Date		August YTD		Variance YTD		August YTD	Variance YTD	
		Current	Prior Year	Amount	Percent	Budget	Amount	Percent
Ridership								
Total Route Passengers		119,881	36,973	82,908	224.2%	32,577	87,304	268.0%
Revenue								
Total Route Passenger Revenue	\$	-	\$	-	0.0%	\$	-	0.0%
Expenses								
Total Expenses	\$	587,814	\$	449,246	30.8%	\$	768,437	(180,623) -23.5%
Miles								
Revenue Miles		34,798	33,490	1,308	3.9%	33,318	1,480	4.4%
Deadhead Miles		496	496	0	0.0%	496	0	0.0%
Total Service Miles		35,294	33,986	1,308	3.8%	33,814	1,480	4.4%
Revenue Hours		4,461	4,293	168	3.9%	4,247	214	5.0%

System Indicator		Current Month	Prior Year	FY22 YTD	FY21 YTD
1.	Ridership	77,199	20,984	119,881	36,973
2.	Passengers per Revenue Mile	4.46	1.26	3.45	1.11
3.	Passengers per Revenue Hour	34.76	9.84	26.87	8.62
4.	Cost per Passenger	\$ 4.07	11.11	\$ 4.90	\$ 12.31
5.	Cost per Revenue Mile	\$ 18.12	14.01	\$ 16.89	\$ 13.42
6.	Cost per Revenue Hour	\$ 141.35	109.31	\$ 131.77	\$ 104.68
7.	Miles Between Road Calls	N/A	N/A	N/A	N/A
8.	Miles Between Streetcar Inspection	976	884	964	904
9.	Total Preventable Accidents per 100,000 Miles	0	0	0	0.00
10.	Total Complaints per 100,000 Passengers	14	5	13	6



System Summary



Month to Date	August		Variance		August Budget	Variance						
	2021	Current Year	Prior Year	Amount		Percent	Amount	Percent				
Ridership												
Total Demand		47,982	28,954	19,028	65.7%	66,410	(18,428)	-27.7%				
Denials		-	-	-	0.0%	-	-	0.0%				
Missed Trips		1	-	1	0.0%	-	1	0.0%				
Cancellations		10,602	7,122	3,480	48.9%	12,530	(1,928)	-15.4%				
No Shows		2,956	1,711	1,245	72.8%	3,590	(634)	-17.7%				
Total Passengers		34,423	20,121	14,302	71.1%	50,290	(15,867)	-31.6%				
ADA Passengers		32,421	19,204	13,217	68.8%							
Optional ADA		2,002	917	1,085	118.3%							
Percentage of Optional		5.8%	4.6%									
Trips												
ADA Trips		30,297	17,788	12,509	70.3%							
Optional ADA Trips		1,917	845	1,072	126.9%							
Total Trips		32,214	18,633	13,581	72.9%	47,030	(14,816)	-31.5%				
Revenue												
Regular Fare Revenue		-	-	-	-	44,850	(44,850)	-100.0%				
Economy Fare Revenue		-	-	-	-	58,720	(58,720)	-100.0%				
Total Fares Collected	\$	-	\$	-	\$	-	\$	103,570	\$	(103,570)	-100.0%	
Expenses												
Total Expenses	\$	1,351,630	\$	1,006,081	\$	(345,549)	-34.3%	\$	1,588,904	\$	(237,274)	-14.9%
Miles												
Revenue Miles		238,992	166,001	72,991	44.0%	339,340	(100,348)	-29.6%				
Deadhead Miles		43,525	31,286	12,239	39.1%	70,190	(26,665)	-38.0%				
Total Service Miles		282,517	197,287	85,230	43.2%	409,530	(127,013)	-31.0%				
Non-Route Miles		5,172	2,802	2,370	84.6%	1,840	3,332	181.1%				
Total Miles		287,689	200,089	87,600	43.8%	411,370	(123,681)	-30.1%				
Revenue Hours		16,673	12,132	4,540	37.4%	25,540	(8,867)	-34.7%				
Service Hours		19,189	13,928	5,261	37.8%	30,010	(10,821)	-36.1%				

System Summary



Year to Date	August YTD		Variance		August YTD		Variance	
	2021	Current Year	Prior Year	Amount	Percent	Budget	Amount	Percent
Ridership								
Total Demand		92,658	58,396	34,262	58.7%	127,380	(34,722)	-27.3%
Denials		-	-	-	0.0%	-	-	0.0%
Missed Trips		2	-	2	0.0%	-	2	0.0%
Cancellations		20,429	15,586	4,843	31.1%	24,030	(3,601)	-15.0%
No Shows		5,668	3,454	2,214	64.1%	6,890	(1,222)	-17.7%
Total Passengers		66,559	39,356	27,203	69.1%	96,460	(29,901)	-31.0%
ADA Passengers		62,803	37,546	25,257	67.3%			
Optional ADA		3,756	1,810	1,946	107.5%			
Percentage of Optional		5.6%	4.6%					
Trips								
ADA Trips		58,570	34,765	23,805	68.5%			
Optional ADA Trips		3,571	1,659	1,912	115.3%			
Total Trips		62,141	36,424	25,717	70.6%	89,860	(27,719)	-30.8%
Revenue								
Regular Fare Revenue		-	-	-	0.0%	40,180	(40,180)	-100.0%
Economy Fare Revenue		-	-	-	0.0%	54,030	(54,030)	-100.0%
Total Fares Collected		\$ (0)	\$ -	\$ (0)	0.0%	\$ 94,210	\$ (94,210)	-100.0%
Expenses								
Total Expenses		\$ 2,554,629	\$ 2,238,488	\$ (316,141)	-14.1%	\$ 3,000,283	\$ (445,654)	-14.9%
Miles								
Revenue Miles		466,546	327,647	138,899	42.4%	650,760	(184,214)	-28.3%
Deadhead Miles		84,300	63,692	20,608	32.4%	136,980	(52,680)	-38.5%
Total Service Miles		550,846	391,339	159,507	40.8%	787,740	(236,894)	-30.1%
Non-Route Miles		9,814	4,027	5,787	143.7%	3,680	6,134	166.7%
Total Miles		560,660	395,366	165,294	41.8%	791,420	(230,760)	-29.2%
Revenue Hours		32,578	23,700	8,878	37.5%	49,230	(16,652)	-33.8%
Service Hours		37,472	27,304	10,168	37.2%	57,980	(20,508)	-35.4%

Performance Indicators



System Indicator		Current Month		Prior Year		FY22 YTD		FY21 YTD	
1.	Ridership		34,423		20,121		66,559		39,356
2.	Demand		47,982		28,954		92,658		58,396
3.	Cancellations		10,602		7,122		20,429		15,586
4.	No-Shows		2,956		1,711		5,668		3,454
5.	Passengers per Revenue Hour		2.06		1.66		2.04		1.66
6.	Passengers per Service Hour		1.79		1.44		1.78		1.44
7.	Revenue per Trip	\$	-	\$	-	\$	-	\$	-
8.	Cost per Trip	\$	41.96	\$	53.99	\$	41.11	\$	61.46
9.	Vehicles Operated in Maximum Service		86		69		86		83
10.	Trip Time,Sun Tran		85.78%		89.03%		86.44%		89.79%
11.	Trip Time 110% + 5 Minutes		92.03%		93.51%		92.44%		94.06%
12.	Pick-Ups		90.20%		96.59%		91.96%		96.72%
13.	Pick-Ups Before Significantly Late		99.71%		99.97%		99.82%		99.99%

Appendices – Additional Data

A. Sun Tran

B. Sun Link

C. Sun Van

D. Glossary





Month to Date	AUGUST		Variance		AUGUST		Variance	
	2021	Current	Prior Year	Amount	Percent	Budget	Amount	Percent

Total Passengers		1,271,129	794,004	477,125	60.1%	1,191,667	79,462	6.7%
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Month to Date	Calendar Days		School Days		Average Route Ridership	
	Current	Prior Year	Current	Prior Year	Current	Prior Year

Weekdays	22	21	Current	Prior Year	Weekdays	49,059	30,447
Saturdays	5	5	20	20	Saturdays	24,824	17,852
Sundays	4	5			Sundays	18,507	13,072
Holidays	0	0			Holidays	-	-
Total	31	31			Total	4,100	25,613

Year to Date	AUGUST YTD		Variance		AUGUST YTD		Variance	
	Current	Prior Year	Amount	Percent	Budget	Amount	Percent	

Total Passengers	2,373,817	1,590,245	783,572	49.3%	2,383,333	(9,516)	-0.4%
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Year to Date	Calendar Days		School Days		Average Route Ridership	
	Current	Prior Year	Current	Prior Year	Current	Prior Year

Weekdays	43	44	20	20	Weekdays	45,960	30,244
Saturdays	9	8			Saturdays	24,119	16,868
Sundays	9	9			Sundays	17,610	12,462
Holidays	1	1			Holidays	21,985	12,421
Total	62	62			Total	37,287	25,649

Annual Ridership



Current Year	July 2021	August 2021	September 2021	October 2021	November 2021	December 2021	January 2022	February 2022	March 2022	April 2022	May 2022	June 2022	YTD FY 2022
Fixed Routes	1,098,929	1,266,795											2,365,724
Express Routes	3,759	4,334											8,093
Total	1,102,688	1,271,129											2,373,817

Previous Year	July 2020	August 2020	September 2020	October 2020	November 2020	December 2020	January 2021	February 2021	March 2021	April 2021	May 2021	June 2021	YTD FY 2021
Fixed Routes	792,339	790,413											1,582,752
Express Routes	3,902	3,591											7,493
Total	796,241	794,004											1,590,245

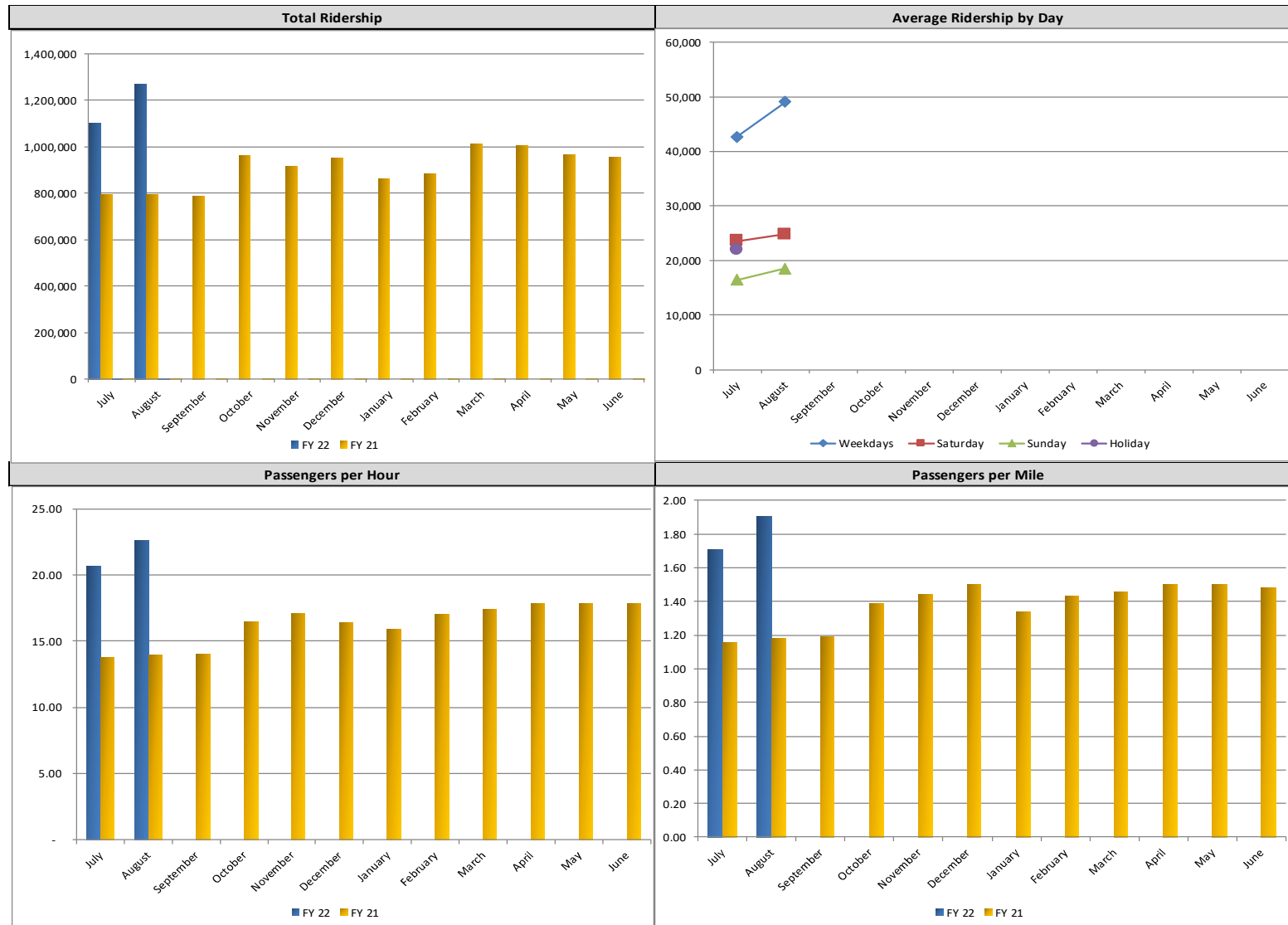
Variance	July	August	September	October	November	December	January	February	March	April	May	June	YTD FY 2022
Fixed Routes	306,590	476,382											782,972
Express Routes	(143)	743											600
Total	306,447	477,125											783,572

% Variance	July	August	September	October	November	December	January	February	March	April	May	June	YTD FY 2022
Fixed Routes	38.7%	60.3%											49.5%
Express Routes	-3.7%	20.7%											8.0%
Total	38.5%	60.1%											49.3%

Totals By:	July 2021	August 2021	September 2021	October 2021	November 2021	December 2021	January 2022	February 2022	March 2022	April 2022	May 2022	June 2022	YTD FY 2022
Weekday	896,973	1,079,298											1,976,271
Saturday	117,775	99,296											217,071
Sunday	65,955	92,535											158,490
Holiday	21,985												21,985
Total	1,102,688	1,271,129	-	-	-	-	-	-	-	-	-	-	2,373,817

Averages By:	July 2021	August 2021	September 2021	October 2021	November 2021	December 2021	January 2022	February 2022	March 2022	April 2022	May 2022	June 2022	YTD FY 2022
Weekday	42,713	49,059											45,960
Saturday	23,555	24,824											24,119
Sunday	16,489	18,507											17,610
Holiday	21,985												21,985
Total	35,571	4,100											37,287

Ridership Charts

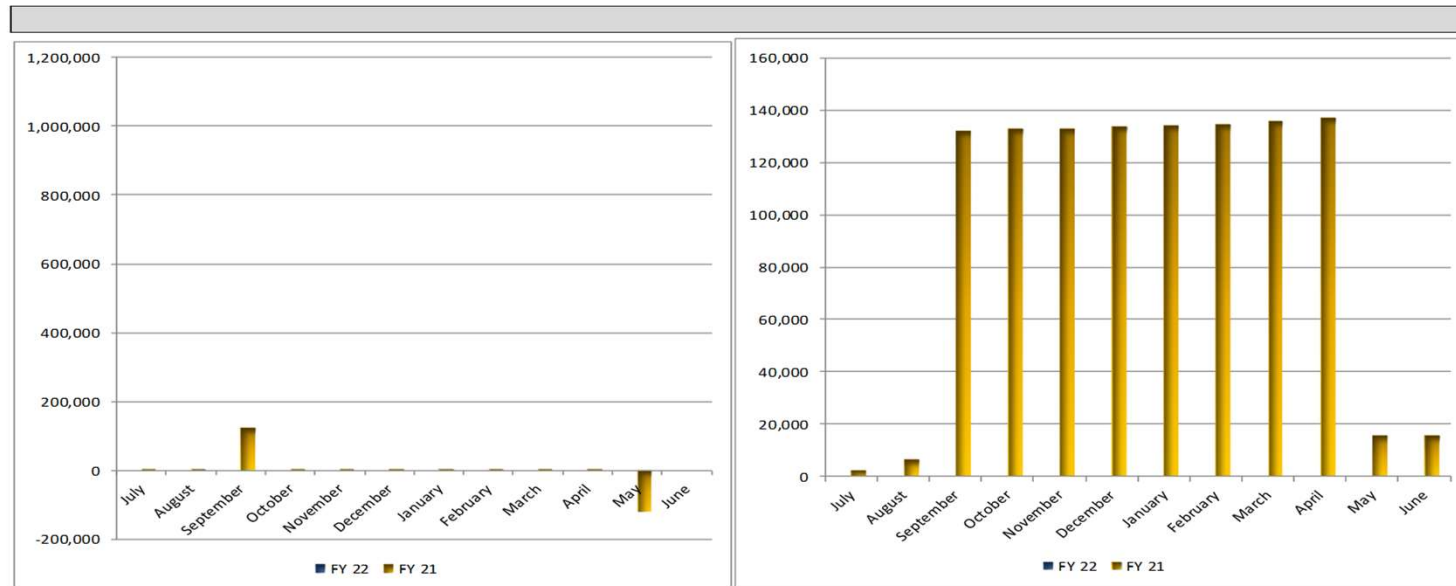


Revenue



Month to Date	2021	AUGUST	Variance		AUGUST	Variance	
	Current	Prior Year	Amount	Percent	Budget	Amount	Percent
Route Passenger Revenue							
Full Fare	\$ -	\$ 2,270	(2,270)	0.0%		-	0.00%
Economy Fare	-	-	0	0.0%		-	0.00%
Express Fare	-	64	(64)	0.0%		-	0.00%
Day Pass	-	2,023	(2,023)	0.0%		-	0.00%
Other	-	-	0	0.0%		-	0.00%
Route Passenger Revenue	\$ -	4,357	(4,357)	0.0%	\$ -	-	0.00%

Year to Date	AUGUST	YTD	Variance		AUGUST	YTD	Variance	
	Current	Prior Year	Amount	Percent	Budget	Amount	Percent	
Route Passenger Revenue								
Full Fare	\$ -	\$ 2,782	(2,782)	0.0%		-	0.0%	
Economy Fare	-	(23)	23	0.0%		-	0.0%	
Express Fare	-	64	(64)	0.0%		-	0.0%	
Day Pass	-	3,843	(3,843)	0.0%		-	0.0%	
Other	-	-	0	0.0%		-	0.0%	
Route Passenger Revenue	\$ -	\$ 6,666	(6,666)	0.0%	\$ -	-	0.0%	



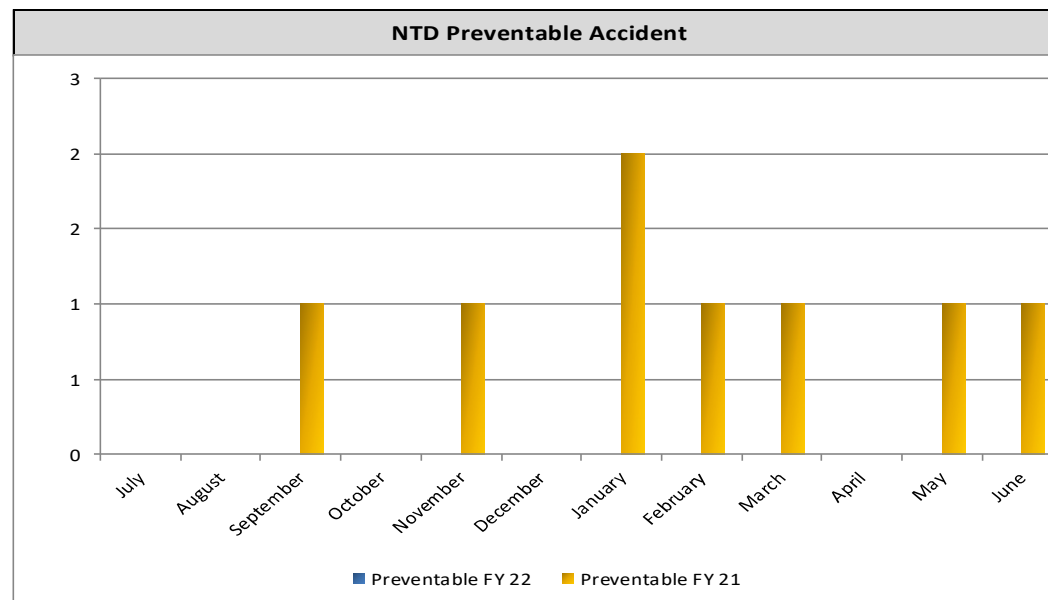
Expenses



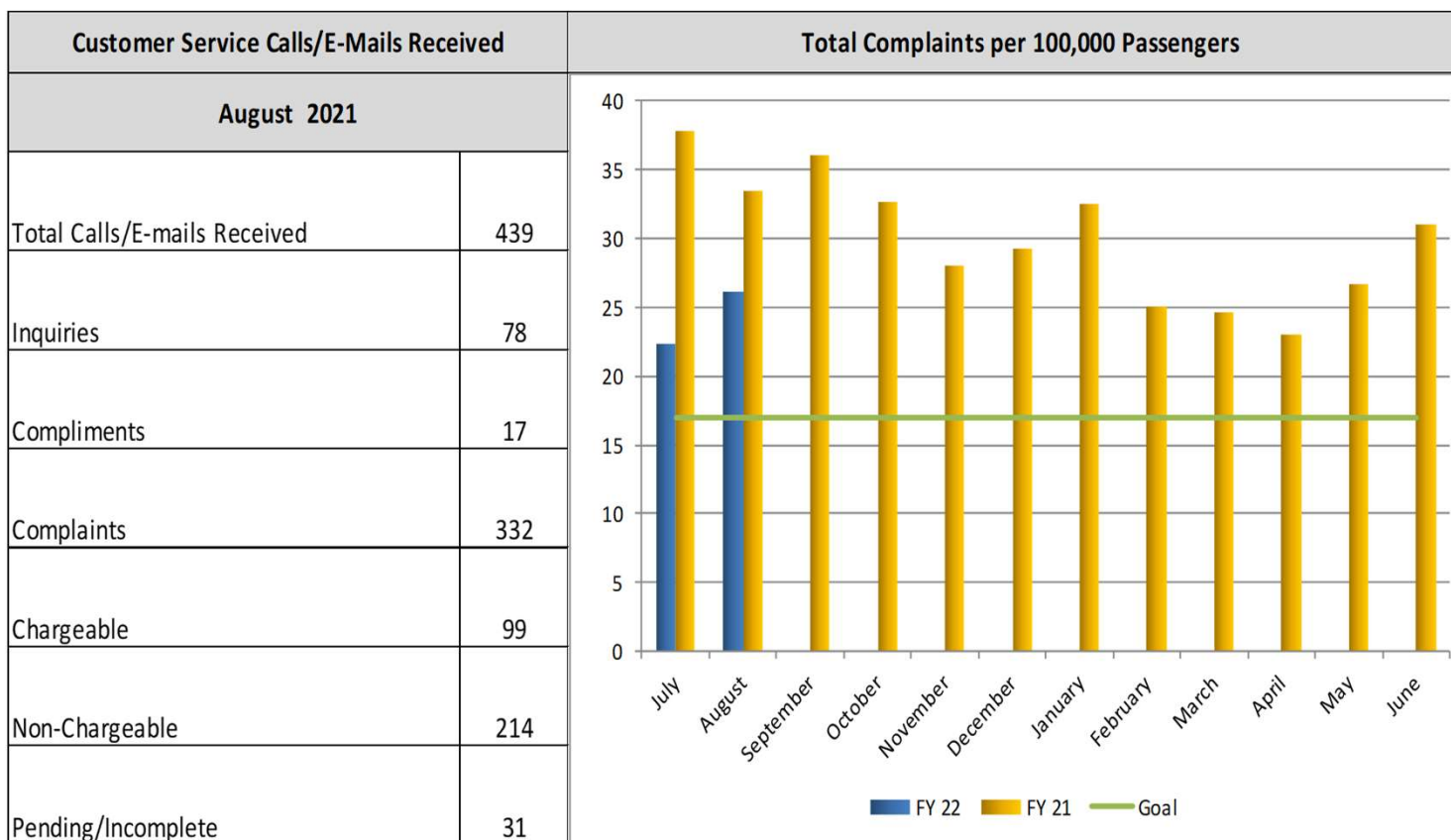
Month to Date	AUGUST		Variance		Monthly Budget	Variance	
	2021	Current	Prior Year	Amount		Amount	Percent
Operator Wages	\$	1,531,094	\$ 1,398,986	\$ (132,108)	-9%	\$ 1,497,428	\$ (33,665) -2%
Maintenance Wages		438,978	350,117	(88,861)	-25%	450,917	11,939 3%
Salaries		385,718	375,068	(10,650)	-3%	459,668	73,950 16%
Fringe Benefits		1,149,553	1,099,571	(49,982)	-5%	1,188,701	39,148 3%
Services		811,290	142,795	(668,495)	-468%	445,284	(366,006) -82%
Utilities		82,520	100,221	17,701	18%	99,500	16,980 17%
Vehicle Maintenance		451,604	436,630	(14,974)	-3%	556,500	104,896 19%
Materials and Supplies		364,383	48,423	(315,960)	-653%	219,973	(144,410) -66%
CNG Fuel		-	0	-	0%	62,250	62,250 100%
Diesel Fuel		302,838	214,389	(88,449)	-41%	351,720	48,882 14%
Unleaded Fuel		13,976	6,786	(7,190)	-106%	12,875	(1,101) -9%
Capital Outlay		-	651	651	0%	40,013	40,013 100%
Insurance		21,250	41,683	20,433	49%	113,333	92,083 81%
Labor Credits/Expense Transfers		(6,749)	13,898	20,647	149%	(69,462)	(62,712) 90%
Total Expenses	\$	5,546,454	\$ 4,229,217	\$ (1,317,237)	-31.1%	\$ 5,428,700	\$ (117,754) -2.2%

Year to Date	AUGUST YTD		Variance		Annual Budget	Budget Balance	
	Current Year	Prior Year	Amount	Percent		Amount	Percent
Operator Wages	\$ 2,793,286	\$ 2,758,115	\$ (35,172)	-1%	\$ 17,969,140	\$ 15,175,854	84%
Maintenance Wages	791,190	678,784	(112,405)	-17%	5,411,000	4,619,810	85%
Salaries	715,468	728,515	13,047	2%	5,516,020	4,800,552	87%
Fringe Benefits	2,368,379	2,001,788	(366,591)	-18%	14,264,410	11,896,031	83%
Services	901,338	153,329	(748,009)	-488%	5,343,410	4,442,072	83%
Utilities	166,194	167,107	913	1%	1,194,000	1,027,806	86%
Vehicle Maintenance	790,731	697,282	(93,448)	-13%	6,678,000	5,887,269	88%
Materials and Supplies	171,680	219,803	48,123	22%	2,639,670	2,467,990	93%
CNG Fuel	16,346	80,859	64,513	80%	747,000	730,654	98%
Diesel Fuel	557,125	264,206	(292,918)	-111%	4,220,640	3,663,515	87%
Unleaded Fuel	25,019	14,377	(10,643)	-74%	154,500	129,481	84%
Capital Outlay	12,482	651	(11,831)	0%	480,150	467,668	97%
Insurance	1,095,102	1,094,087	(1,015)	0%	1,360,000	264,898	19%
Labor Credits/Expense Transfers	(8,165)	19,964	28,129	141%	(833,540)	(825,375)	99%
Total Expenses	\$ 10,396,174	\$ 8,878,868	\$ (1,517,306)	-17.1%	\$ 65,144,400	\$ 54,748,226	84.0%

Accidents						
	FY 2022			FY 2021		
	Preventable	Non-Preventable	Total	Preventable	Non-Preventable	Total
July	0	5	5	0	1	1
August	0	8	8	0	2	2
September	0	0	0	1	4	5
October	0	0	0	0	4	4
November	0	0	0	1	2	3
December	0	0	0	0	3	3
January	0	0	0	2	4	6
February	0	0	0	1	4	5
March	0	0	0	1	8	9
April	0	0	0	0	3	3
May	0	0	0	1	2	3
June	0	0	0	1	4	5



*Note: Preventable accidents/incidents are defined by the contract between the City of Tucson and RATP Dev.



SUN LINK 

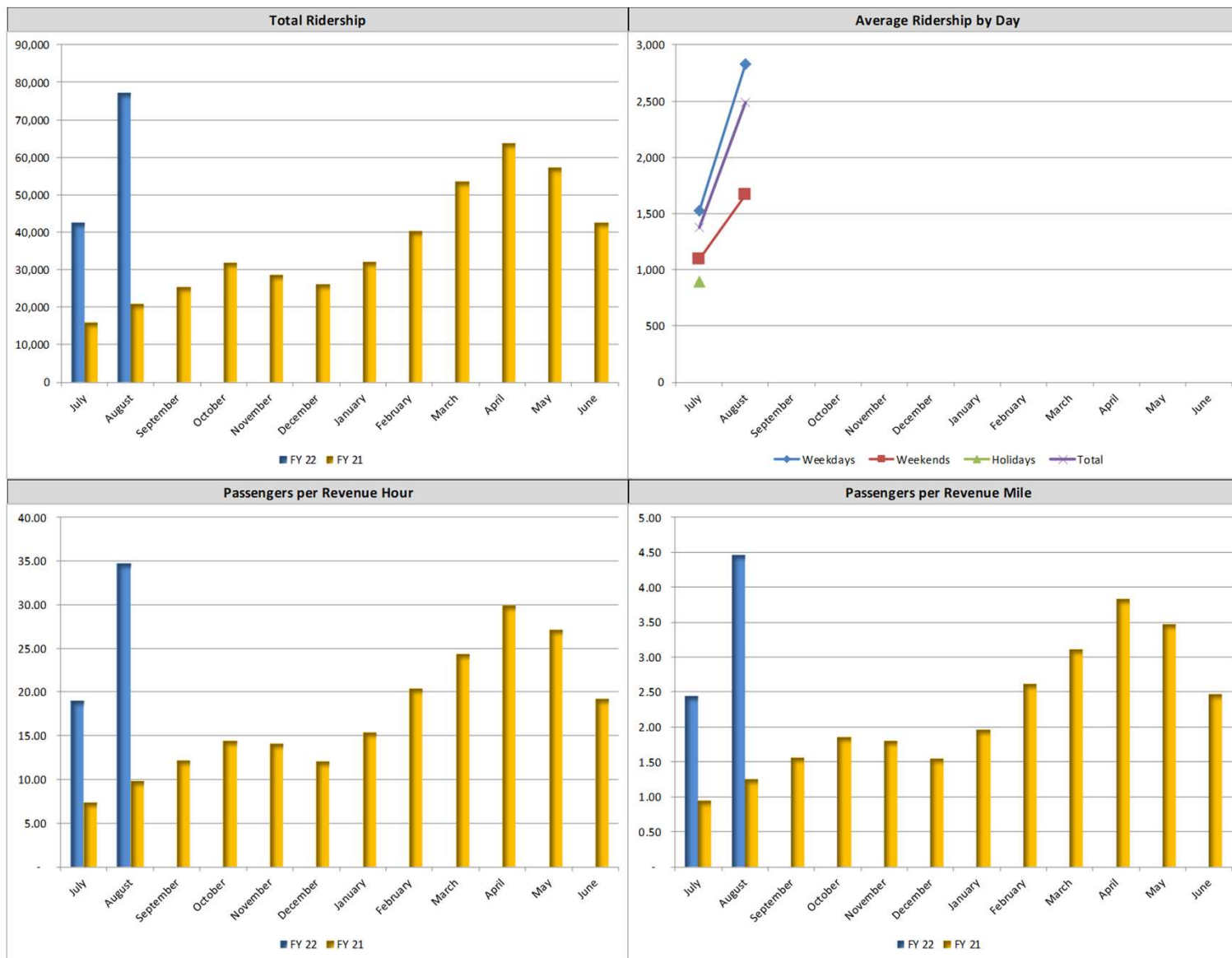


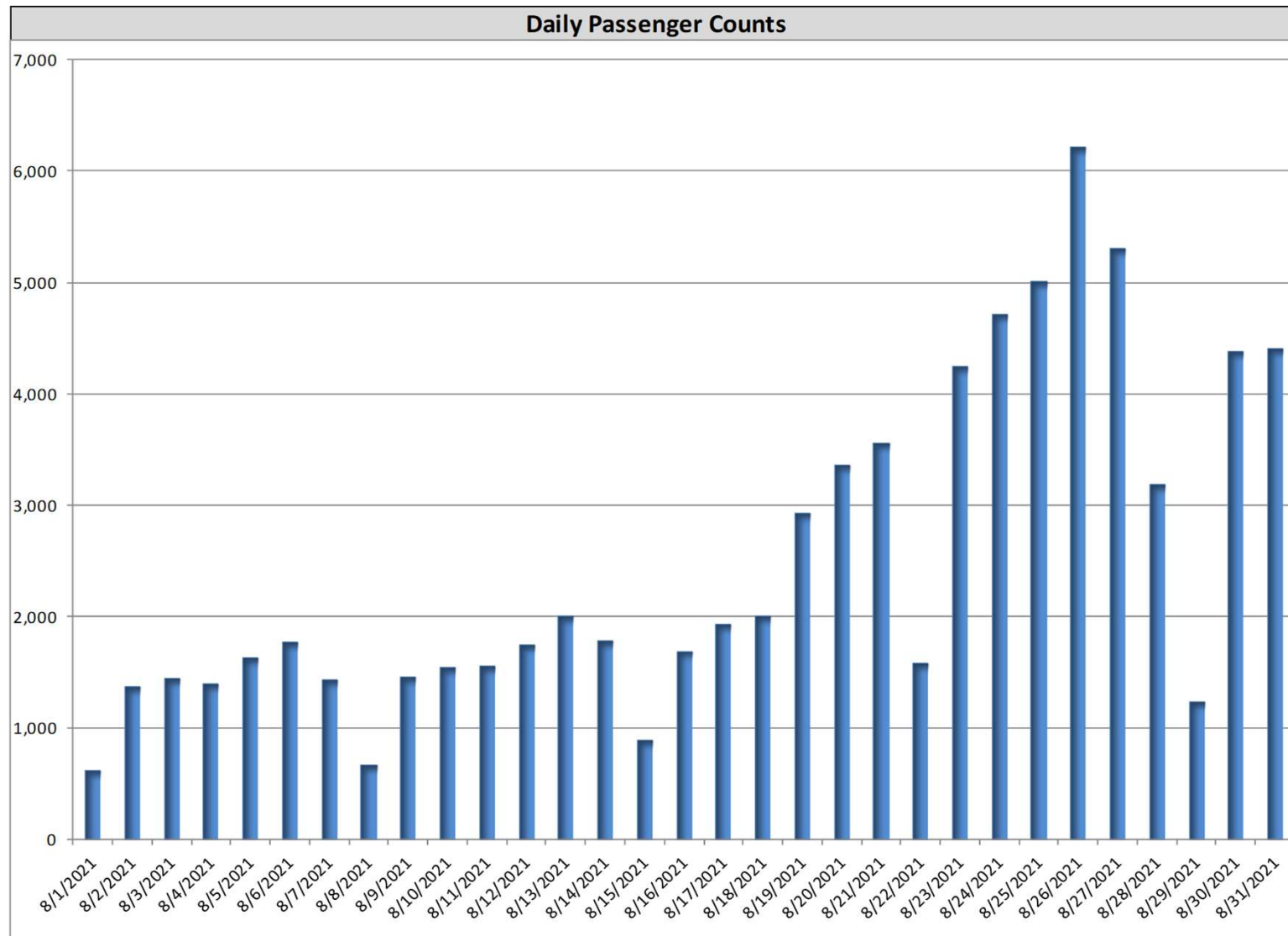
Month to Date	2021	August Current	Prior Year	Variance Amount	Percent	August Budget	Variance Amount	Percent
Route Passengers		77,199	20,984	56,215	267.9%	16,022	61,177	381.8%

Month to Date			School Days		Average Route Ridership		
	Current	Prior Year	Current	Prior Year		Current	Prior Year
Weekdays	22	21	7	5	Weekdays	2,828	761
Weekends	9	10			Weekends	1,665	501
Holidays	0	0			Holidays		
Total	31	31			Total	2,490	677

Year to Date	August YTD Current	Prior Year	Variance Amount	August YTD Percent	Budget	Variance Amount	Percent
Route Passengers	119,881	36,973	82,908	224.2%	32,577	87,304	268.0%

Year to Date	Calendar Days		School Days		Average Route Ridership		
	Current	Prior Year	Current	Prior Year	Current	Prior Year	
Weekdays	43	44	7	5	Weekdays	2,191	669
Weekends	18	17			Weekends	1,377	432
Holidays	1	1			Holidays	894	202
Total	62	62			Total	1,934	596





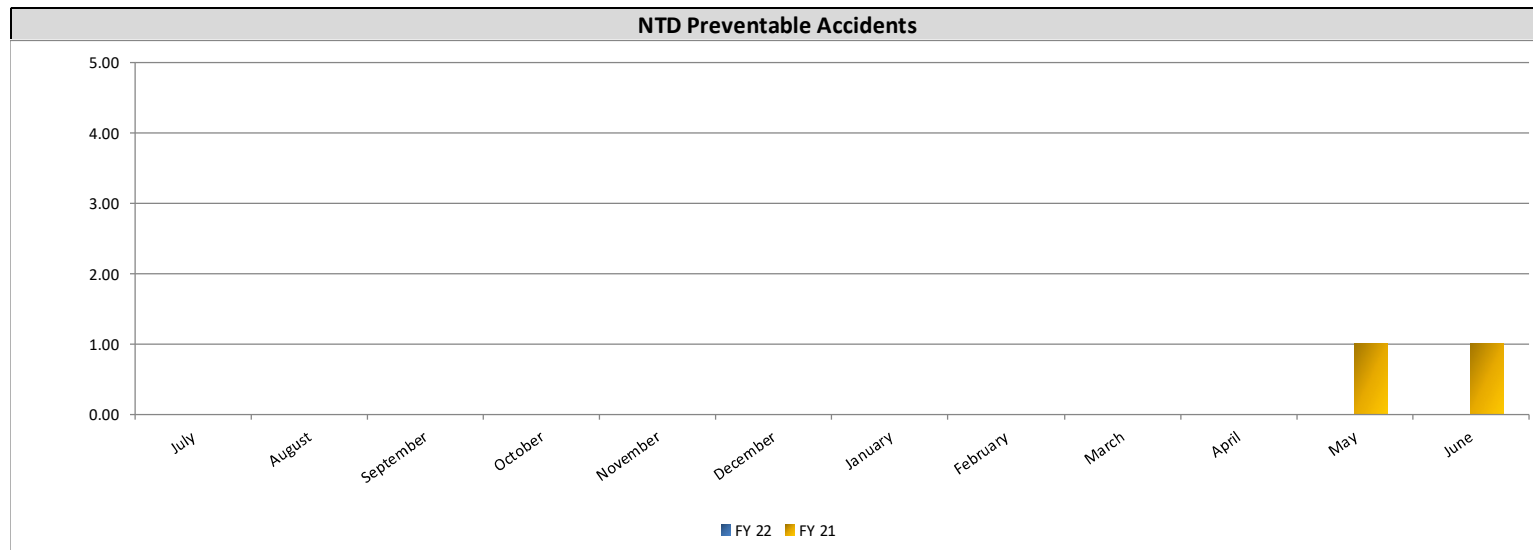
Expenses



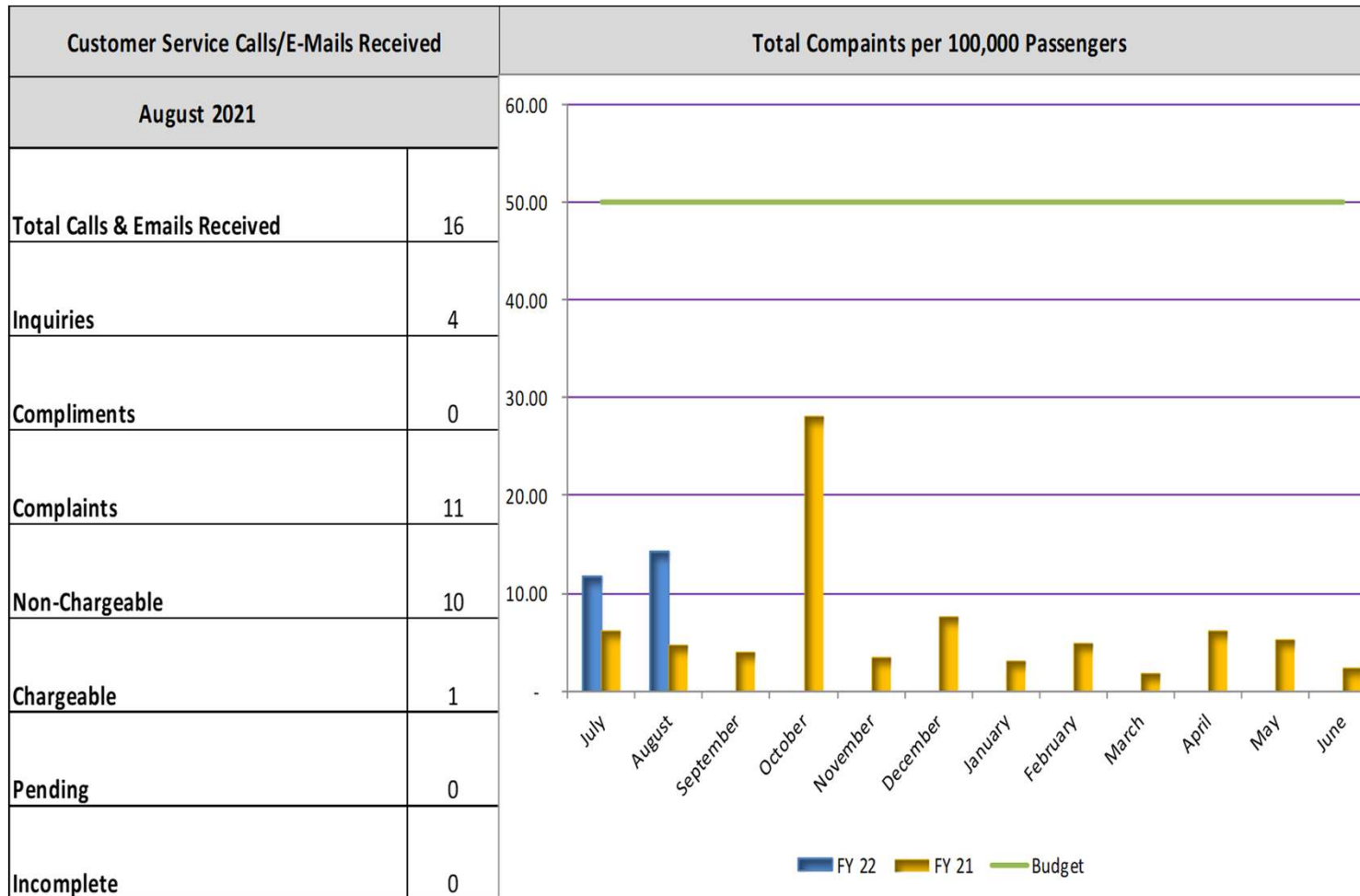
Month to Date	August 2021	Current	Prior Year	Variance Amount	Percent	Monthly Budget	Variance Amount	Percent
Contracts	\$	18,950	\$ (15,099)	\$ (34,048)	225.5%	\$ 20,833	\$ 1,884	9.0%
Administration Wages		54,535	42,060	(12,475)	-29.7%	25,274	(29,261)	-115.8%
Maintenance Wages		23,695	26,681	2,986	11.2%	28,616	4,921	17.2%
Operations Wages		50,696	45,962	(4,734)	-10.3%	90,361	39,664	43.9%
Fringe Benefits		41,549	34,364	(7,186)	-20.9%	46,374	4,825	10.4%
Taxes		-	-	-	0.0%	-	-	0.0%
Staffing Costs		-	-	-	0.0%	167	167	100.0%
Supplies		15,806	6,499	(9,307)	-143.2%	7,093	(8,713)	-122.8%
Information Technology		8,513	1,000	(7,513)	-751.3%	5,917	(2,596)	-43.9%
Maintenance Supplies		10,957	25,052	14,095	56.3%	31,850	20,893	65.6%
NRV Maintenance		1,612	281	(1,331)	-473.7%	1,667	55	3.3%
Fuel		1,196	648	(548)	-84.5%	625	(571)	-91.4%
Utilities		32,969	34,864	1,895	5.4%	34,158	1,190	3.5%
Public Education/Marketing		(22,174)	1,800	23,974	1331.9%	5,492	27,666	503.8%
Miscellaneous		75,624	29,046	(46,578)	-160.4%	84,125	8,501	10.1%
Total Expenses	\$	313,928	\$ 233,159	\$ (80,769)	-34.6%	\$ 382,552	\$ 68,623	17.9%

Year to Date	August Current Year	Prior Year	Variance Amount	Percent	Annual Budget	Budget Variance Amount	Percent
Contracts	\$ (50)	\$ 9,040	\$ 9,091	100.6%	\$ 250,000	\$ 250,050	100.0%
Administration Wages	93,600	63,344	(30,256)	-47.8%	303,290	209,690	69.1%
Maintenance Wages	40,567	40,491	(76)	-0.2%	343,390	302,823	88.2%
Operations Wages	85,342	71,046	(14,296)	-20.1%	1,084,330	998,988	92.1%
Fringe Benefits	117,026	82,652	(34,373)	-41.6%	556,490	439,464	79.0%
Taxes	-	-	-	0.0%	-	-	0.0%
Staffing Costs	-	-	-	0.0%	2,000	2,000	100.0%
Supplies	21,117	16,041	(5,077)	-31.7%	85,120	64,003	75.2%
Information Technology	8,513	1,000	(7,513)	-751.3%	71,000	62,487	88.0%
Maintenance Supplies	19,698	34,667	14,969	43.2%	382,200	362,502	94.8%
NRV Maintenance	2,200	330	(1,870)	-567.3%	20,000	17,800	89.0%
Fuel	1,808	1,232	(575)	-46.7%	7,500	5,692	75.9%
Utilities	65,452	62,338	(3,114)	-5.0%	409,900	344,448	84.0%
Public Education/Marketing	(23,900)	3,906	27,806	711.8%	65,900	89,800	136.3%
Miscellaneous	156,443	63,159	(93,284)	-147.7%	1,009,500	853,057	84.5%
Total Expenses	\$ 587,814	\$ 449,246	\$ (138,567)	-30.8%	\$ 4,590,620	\$ 4,002,806	87.2%

Accidents						
	FY 2022			FY 2021		
	Preventable	Non-Preventable	Total	Preventable	Non-Preventable	Total
July	0	0	0	0	1	1
August	0	0	0	0	1	1
September	0	0	0	0	0	0
October	0	0	0	0	0	0
November	0	0	0	0	2	2
December	0	0	0	0	0	0
January	0	0	0	0	0	0
February	0	0	0	0	0	0
March	0	0	0	0	2	2
April	0	0	0	0	0	0
May	0	0	0	1	0	1
June	0	0	0	1	0	1



*Note: Preventable accidents/incidents are defined by the contract between the City of Tucson and RATP Dev.





Month to Date	August		Variance		August Budget	Variance	
	2021	Current	Prior Year	Amount	Percent	Amount	Percent
Passengers							
Regular Fare Passengers		12,260	6,358	5,902	92.8%	13,430	(1,170) -8.7%
Economy Fare Passengers		20,717	12,755	7,962	62.4%	34,390	(13,673) -39.8%
Revenue Passengers		32,977	19,113	13,864	72.5%	47,820	(14,843) -31.0%
Other Passengers (PCA)		1,446	1,008	438	43.5%	2,470	(1,024) -41.5%
Total Passengers		34,423	20,121	14,302	71.1%	50,290	(15,867) -31.6%

Month to Date	Calendar Days		Average Route Ridership	
	Current	Prior Year	Current	Prior Year
Weekdays	22	21	1,392	815
Saturdays	4	5	447	339
Sundays	5	5	402	263
Holidays	0	0	0	0
Total	31	31	1,110	649

Year to Date	August YTD		Variance		August YTD Budget	Variance	
	Current	Prior Year	Amount	Percent		Amount	Percent
Passengers							
Regular Fare Passengers	23,093	12,488	10,605	84.9%	25,460	(2,367)	-9.3%
Economy Fare Passengers	40,514	24,821	15,693	63.2%	66,030	(25,516)	-38.6%
Revenue Passengers	63,607	37,309	26,298	70.5%	91,490	(27,883)	-30.5%
Other Passengers (PCA)	2,952	2,047	905	44.2%	4,970	(2,018)	-40.6%
Total Passengers	66,559	39,356	27,203	69.1%	96,460	(29,901)	-31.0%

Year to Date	Calendar Days		Average Route Ridership	
	Current	Prior Year	Current	Prior Year
Weekdays	43	44	1,362	777
Saturdays	9	8	450	323
Sundays	9	9	390	254
Holidays	1	1	441	296
Total	62	62	1,074	635

Annual Ridership



CURRENT YEAR	JULY 2021	AUGUST 2021	SEPTEMBER 2021	OCTOBER 2021	NOVEMBER 2021	DECEMBER 2021	JANUARY 2022	FEBRUARY 2022	MARCH 2022	APRIL 2022	MAY 2022	JUNE 2022	YTD FY 2022
Demand Response	32,136	34,423											66,559
TOTAL	32,136	34,423											66,559

PREVIOUS YEAR	JULY 2020	AUGUST 2020	SEPTEMBER 2020	OCTOBER 2020	NOVEMBER 2020	DECEMBER 2020	JANUARY 2021	FEBRUARY 2021	MARCH 2021	APRIL 2021	MAY 2021	JUNE 2021	YTD FY 2021
Demand Response	19,235	20,121											39,356
TOTAL	19,235	20,121											39,356

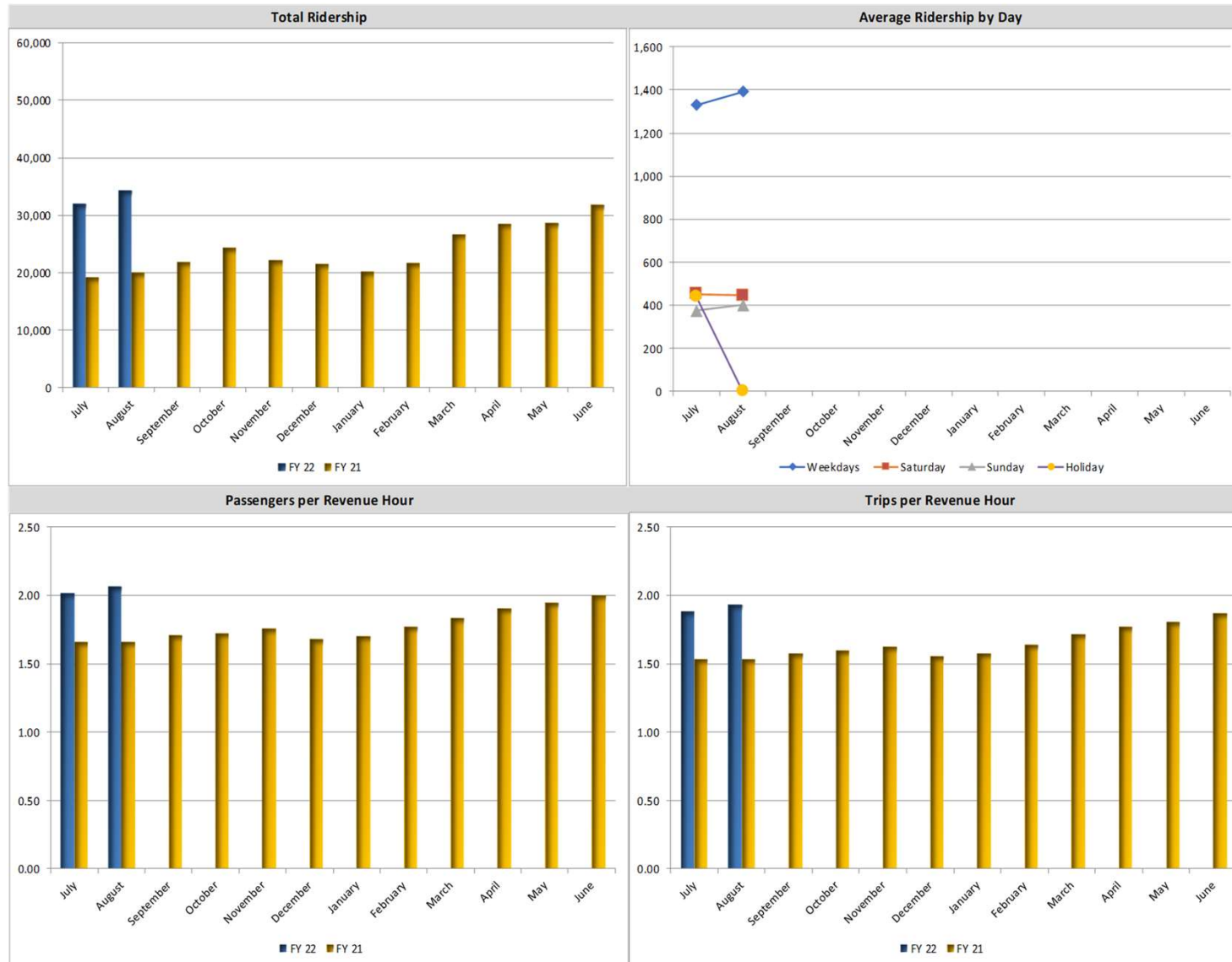
VARIANCE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	YTD FY 2021
Demand Response	12,901	14,302											27,203
TOTAL	12,901	14,302											27,203

% VARIANCE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	YTD FY 2021
Demand Response	67.1%	71.1%											31.7%
TOTAL	67.1%	71.1%											31.7%

TOTALS BY:	JULY 2021	AUGUST 2021	SEPTEMBER 2021	OCTOBER 2021	NOVEMBER 2021	DECEMBER 2021	JANUARY 2022	FEBRUARY 2022	MARCH 2022	APRIL 2022	MAY 2022	JUNE 2022	YTD FY 2022
Weekday	27,928	30,629											58,557
Saturday	2,264	1,786											4,050
Sunday	1,503	2,008											3,511
Holiday	441	-											441
TOTAL	32,136	34,423											66,559

AVERAGES BY:	JULY 2021	AUGUST 2021	SEPTEMBER 2021	OCTOBER 2021	NOVEMBER 2021	DECEMBER 2021	JANUARY 2022	FEBRUARY 2022	MARCH 2022	APRIL 2022	MAY 2022	JUNE 2022	YTD FY 2022
Weekday	1,330	1,392											1,362
Saturday	453	447											450
Sunday	376	402											390
Holiday	441	-											441
TOTAL	1,037	1,110											1,074

Ridership Charts



Expenses



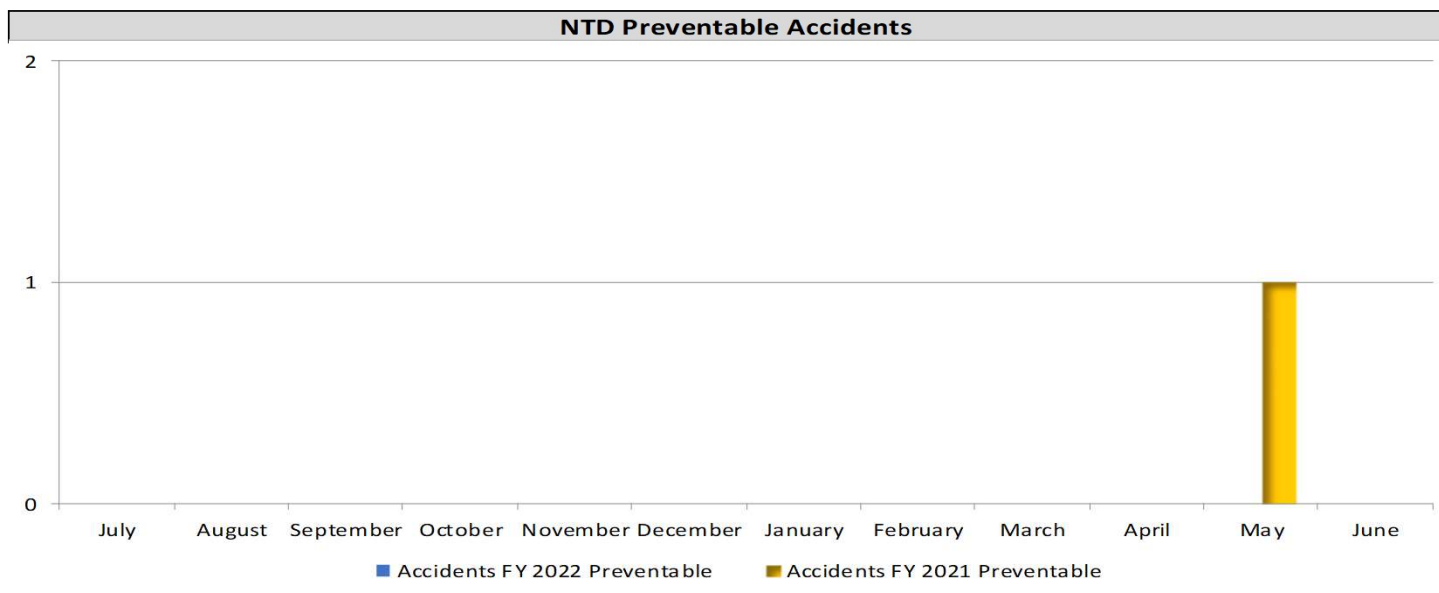
Month to Date	August		Variance		Monthly Budget	Variance	
	2021	Current Year	Prior Year	Amount		Amount	Percent
OPERATOR WAGES	\$	383,817	\$ 387,889	\$ 4,072	1.0%	\$ 504,603	\$ 120,786 23.9%
OTHER BU WAGES		85,216	85,681	465	0.5%	99,751	14,535 14.6%
SALARIES		71,266	76,343	5,077	6.6%	98,320	27,054 27.5%
FRINGE BENEFITS		252,384	233,934	(18,450)	-7.9%	313,568	61,183 19.5%
SERVICES		226,648	(15,811)	(242,458)	1533.5%	104,908	(121,739) -116.0%
CONTRACT VEHICLE MAINT.		120,835	112,136	(8,699)	-7.8%	158,333	37,498 23.7%
UTILITIES		9,925	21,891	11,966	54.7%	19,333	9,408 48.7%
MATERIALS AND SUPPLIES		8,314	24,392	16,078	66%	23,483	15,169 64.6%
DIESEL FUEL		-	0	0	0.0%	500	500 100.0%
UNLEADED FUEL		180,725	56,623	(124,102)	-219.2%	146,550	(34,175) -23.3%
CAPITAL OUTLAY		-	-	-	0.0%	3,333	3,333 100.0%
LIABILITY INSURANCE		12,500	24,990	12,490	50.0%	47,500	35,000 73.7%
LABOR CREDITS/EXP TRANSFE		-	(1,988)	(1,988)	100.0%	(20,000)	(20,000) 100.0%
TOTAL EXPENSES	\$	1,351,630	\$ 1,006,081	\$ (345,549)	-34.3%	\$ 1,500,183	\$ 148,553 9.9%

Year to Date	August YTD		Variance		YTD Budget	Variance	
	Current Year	Prior Year	Amount	Percent		Amount	Percent
OPERATOR WAGES	\$	708,751	\$ 740,909	\$ 32,158	4.3%	\$ 6,055,240	\$ 5,346,489 88.3%
OTHER BU WAGES		163,507	168,090	4,583	2.7%	1,197,010	1,033,503 86.3%
SALARIES		134,067	145,920	11,853	8.1%	1,179,840	1,045,773 88.6%
FRINGE BENEFITS		531,868	475,228	(56,640)	-11.9%	3,762,810	3,230,942 85.9%
SERVICES		242,555	21,838	(220,717)	-1010.7%	1,258,900	1,016,345 80.7%
CONTRACT VEHICLE MAINT.		253,193	211,384	(41,809)	-19.8%	1,900,000	1,646,807 86.7%
UTILITIES		26,702	22,585	(4,117)	-18.2%	232,000	205,298 88.5%
MATERIALS AND SUPPLIES		(76,478)	8,043	84,521	1050.9%	281,800	358,278 127.1%
DIESEL FUEL		-	-	-	0.0%	6,000	6,000 100.0%
UNLEADED FUEL		152,368	85,299	(67,069)	-78.6%	1,758,600	1,606,232 91.3%
CAPITAL OUTLAY		-	-	-	0.0%	40,000	40,000 100.0%
LIABILITY INSURANCE		418,094	361,179	(56,915)	-15.8%	570,000	151,906 26.7%
LABOR CREDITS/EXP TRANSFE		-	(1,988)	(1,988)	100.0%	(240,000)	- 0.0%
TOTAL EXPENSES	\$	2,554,629	\$ 2,238,488	\$ (316,141)	-14.1%	\$ 18,002,200	\$ 15,447,571 85.8%

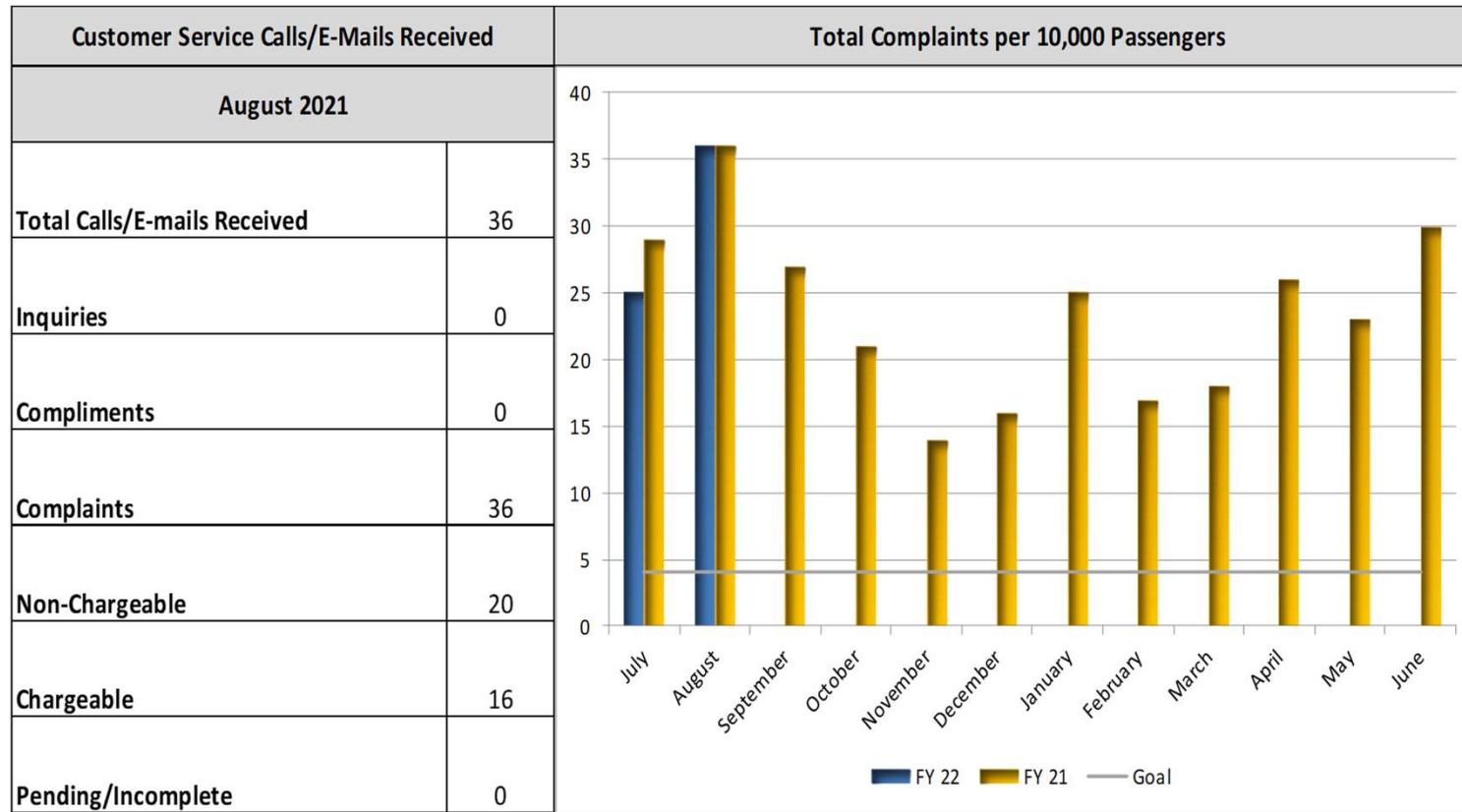
Accidents



Accidents						
	FY 2022			FY 2021		
	Preventable	Non-Preventable	Total	Preventable	Non-Preventable	Total
July	0	1	1	0	1	1
August	0	0	0	0	0	0
September	0	0	0	0	0	0
October	0	0	0	0	0	0
November	0	0	0	0	0	0
December	0	0	0	0	1	1
January	0	0	0	0	0	0
February	0	0	0	0	0	0
March	0	0	0	0	1	1
April	0	0	0	0	0	0
May	0	0	0	1	1	2
June	0	0	0	0	2	2



*Note: Preventable accidents/incidents are defined by the contract between the City of Tucson and RATP Dev.



Glossary of Terms

Cancellations (Sun Van)	When the passenger or the passenger's representative cancels the reservation two or more hours prior to the beginning of the scheduled pick-up time.
Complaints per 100,000 Passengers	Equals total complaints divided by total passengers times 100,000.
Cost per Mile	Equals total operating expenditures divided by total miles.
Cost per Service Hour	Equals total operating expenditures divided by total service hours.
Cost per Trip (Sun Van)	Total operating expenses divided by total trips.
Deadhead Miles and Hours	Miles that a vehicle travels when out of revenue service. Deadhead includes leaving or returning to the garage or yard facility, changing routes or when there is no expectation of carrying revenue passengers. Deadhead does not include operator or maintenance training.
Denial (Sun Van)	An ADA-eligible trip requested that is not scheduled by Sun Van within the permissible scheduled window of one hour before or one hour after the requested pick up time.
MDBF (Sun Link)	Mean distance between failure is the distance between failures of any of the major sub-systems of the streetcar that cause significant delays or disruptions of service and/or cause the streetcar to be removed from service.
No-Shows (Sun Van)	When the passenger does not board the Sun Van vehicle when the vehicle arrives at the pick-up location within the pick-up window and the driver waits two minutes, or when the customer does not cancel the reservation within two the scheduled pick-up time.
On-Time	<p>Sun Tran: A bus may be up to 5 minutes late, but less than 1 minute early and be classified as on-time.</p> <p>Sun Link: Regularly scheduled streetcars arriving at their last station stop less than six minutes behind schedule.</p> <p>Sun Van: The vehicle is considered on-time if it arrives between 15 minutes before or 15 minutes after the requested pick-up time.</p>
Optional ADA (Sun Van)	Passenger trips outside 3/4-mile corridors around Sun Tran fixed routes or beyond times available on a Sun Tran fixed route, a same day request, and will calls.
Passengers per Mile	Equals total passengers divided by total revenue miles.
Passengers per Service Hour	Equals total ridership divided by total service hours.
Passenger Revenue	Equals revenue collected from passengers (includes farebox revenue and revenue from pass sales).

Glossary of Terms

Pick-Ups Before Significantly Late (Sun Van)	Pick-ups 30 minutes outside of the originally scheduled pick-up window.
Revenue Miles and Hours	The miles and hours that vehicles travel while in revenue service. Vehicle revenue miles and hours (VRM and VRH) include layover/recovery time but exclude deadhead, operator training and maintenance testing.
Revenue per Mile	Equals total passenger revenue divided by total miles.
Revenue per Passenger	Equals total passenger revenue divided by total passengers.
Revenue per Service Hour	Equals passenger revenue divided by service hours.
Revenue per Trip (Sun Van)	Total passenger revenue divided by trips.
Ridership (Unlinked Passenger Trips)	The number of passengers who board public transportation vehicles. Passengers are counted each time they board vehicles no matter how many vehicles they use to travel from their origin to their destination.
Ridership (Unlinked Passenger Trips) Sun Van	Equals Total passengers actually transported. A one-way trip taken by an ADA paratransit-eligible passenger, a personal care attendant (PCA) or companions from the pick-up point to the destination.
Road Calls	A road call is defined as a mechanical failure of a vehicle in revenue service that necessitates removing the vehicle from service until repairs are made.
Service Miles and Hours	Miles and hours that vehicles travel while in revenue service plus deadhead miles/hours. Service miles/hours does not include operator or maintenance traing.
Total Demand (Sun Van)	Total number of passenger trips requested.
Total Cost per Passenger	Equals total operating expenditures divided by total passengers.
Trip (Sun Van)	A one-way trip taken by an ADA paratransit-eligible passenger from the pick-up point to the destination (excludes PCA's and companions).
Trip Time (Sun Van)	The percentage of ADA trips with a trip time less than the comparable Sun Tran fixed route trip.
Trip Time 110% + 5 Minutes (Sun Van)	When an ADA trip length exceed 110% + 5 minutes of the comparable Sun Tran fixed route trip.