



Western State
LINK

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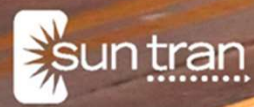
Go Wildcats!

LINK

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MONTHLY OPERATIONS REPORT

OCTOBER 2021



OCTOBER 2021 HIGHLIGHTS

RIDER TRAININGS

Sun Tran hosted two rider training classes in October. The goal of the program is to effectively educate the community on how to independently utilize Sun Tran service throughout the region. Coach operator Jose helped teach an Accessible Rider Training class to 96 students and teachers at the Arizona School for the Deaf and Blind.

"This is the first training we've had since 2019. Jose's positive and energetic attitude helped create a meaningful and enjoyable experience for all the students," said Community Outreach Manager Luz Navarrete. "Thanks so much!"

A separate class at Fellowship Square was completed by 32 senior citizens.



INPUT MEETINGS

A series of public input meetings kicked off in October for a proposed rapid bus service along Broadway Boulevard. The goal of the project is to improve service quality from the east side to downtown. Sun Tran is gathering feedback on the proposed service elements, amenities and other items at in-person and virtual meetings.



EMERGE STUFF THE BUS

Sun Tran teamed up with Emerge Center Against Domestic Abuse to hold two Stuff-the-Bus events. The collaboration gathered much-needed items for the center. Donations collected during the in-person events and a virtual campaign totaled \$10,388.75.

\$10,388.75



VACCINE CLINICS

Sun Tran hosted two vaccine clinics in October. The Pima County Health Department provided initial dose COVID-19 vaccinations at one, while Safeway provided flu shots at the second. Approximately 50 people participated in the clinics. Sun Van hosted a flu shot, COVID-19 and booster clinic with Safeway and recorded 87 attendees. Sun Link reported 23 at a similar clinic.

ELECTRIC BUS SERVICE



SUN TRAN'S FIVE NEW BATTERY-ELECTRIC BUSES ARE OFFICIALLY IN SERVICE!

HALLOWEEN

For Halloween, Sun Tran hosted a haunted boo bus for employees and their families at the north bus yard. Attendees played games, enjoyed a holiday movie and were rewarded with candy after a tour through the spooky bus. The Sun Link streetcar hosted an event for the public on Halloween. The spooky streetcar was decorated and parked on 8th street at 4th Avenue.



DYLAN GERRITY

Sun Tran welcomed a new Transit Planner to the Scheduling department in October. Dylan Gerrity moved to Tucson from Maryland and has prior experience with the Maryland Transit Administration. At Sun Tran Dylan will recommend, plan and schedule future transit services, work on bus and facilities grants, and evaluate ridership, equity and civil rights compliance through the Title VI program. His hobbies include hiking, photography, reading and hockey.



CRISIS AID

On Monday, October 4, crisis evacuees who had been passengers on an Amtrak train downtown used the Ronstadt Transit Center as a gathering point. Multiple Sun Tran buses were used for seating while law enforcement collected information. Bus operators adjusted area routes due to several road closures and continued to provide service throughout the day.

SUN VAN NEW HIRES

8

Operator
Trainees



OCTOBER ASYLUM SHUTTLE

80 Trips

1,082



Passengers

SUN ON DEMAND Quarter 3 Review

1,469

Riders

95%

Average
Positive Review





October 2021 - 1,070,773

October 2020 - 960,852



19
Passengers
per Hour



15
Customer
Compliments



October 2021 - 145,859

October 2020 - 31,922



68
Passengers
per Hour



October 2021 - 35,663

October 2020 - 24,487



957
Calls answered
per day



2
Passengers
per Hour



253
Calls



Sun Family All-Stars

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



Daniel Lumbert
Sun Tran Coach Operator

"I want to compliment Daniel for being amazing, wonderful, kind, and generous to everyone on the bus. Thank you for doing such a great job every time you step foot on that bus."



Brian Walker
Sun Van Operator

"I was very impressed with Brian's customer service and professionalism."



Joe Stanley
Sun Van Reservationist

"Joe should be employee of the month! He provided excellent customer service during a recent call."



Evelin Corrales
Sun On Demand Driver

"Evelin went above and beyond with her professionalism. She was on time and her driving was very comfortable."



Corinna Patty
Sun Tran Coach Operator

"Corinna is very nice, maintains order on her bus and is very observant. Thank you for being a model bus driver."

Sylvia Vega
Sun Tran Coach Operator

"I'm sending out a 'Big Kudos' to Sylvia. She has a great attitude and is very polite with the riders. Thank you!"



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Month to Date	OCTOBER		Variance		OCTOBER	Variance	
2021	Current	Prior Year	Amount	Percent	Budget	Amount	Percent
Ridership							
Total Route Passengers	1,070,773	960,852	109,921	11%	1,211,202	(140,429)	-12%
Revenue							
Total Route Passenger Revenue		\$ 713	\$ (713)	0%	\$ -	\$ -	0%
Expenses							
Total Expenses	\$ 4,978,021	\$ 5,395,873	\$ 417,852	8%	\$ 5,417,867	\$ 439,846	8%
Miles							
Revenue Miles	650,062	690,256	(40,194)	-6%	722,042	71,980	10%
Deadhead Miles	83,650	83,308	342	0%	102,326	18,676	18%
Total Service Miles	733,712	773,564	(39,852)	-5%	824,368	90,656	11%
Non-Route Miles	5,129	17,090	(11,961)	-70%	9,325	4,196	45%
Total Miles	738,841	790,654	(51,813)	-7%	833,693	94,852	11%
Revenue Hours	55,645	58,331	(2,686)	-5%	59,887	4,242	7%
Service Hours	59,168	61,954	(2,786)	-4%	64,076	4,908	8%

Year to Date	OCTOBER YTD		Variance		OCTOBER YTD	Variance	
	Current	Prior Year	Amount	Percent	Budget	Amount	Percent
Ridership							
Total Route Passengers	4,553,595	3,339,489	1,214,106	36%	4,766,667	(213,072)	-4%
Revenue							
Total Route Passenger Revenue	\$ -	\$ 132,934	\$ (132,934)	0%	\$ -	\$ -	0%
Expenses							
Total Expenses	\$ 20,721,592	\$ 19,000,459	\$ (1,721,133)	-9%	\$ 21,671,467	\$ 949,874	4%
Miles							
Revenue Miles	2,606,765	2,715,569	(108,804)	-4%	2,819,255	212,490	8%
Deadhead Miles	323,622	326,308	(2,686)	-1%	394,932	71,310	18%
Total Service Miles	2,930,387	3,041,878	(111,491)	-4%	3,214,187	283,800	9%
Non-Route Miles	49,269	84,404	(35,135)	-42%	35,300	(13,969)	-40%
Total Miles	2,979,656	3,126,282	(146,626)	-5%	3,249,487	269,831	8%
Revenue Hours	219,966	229,022	(9,056)	-4%	234,490	14,524	6%
Service Hours	233,513	243,209	(9,696)	-4%	250,712	17,199	7%

	System Indicator	Current Month	Prior Year	FY22 YTD	FY21 YTD
1.	Ridership	1,070,773	960,852	4,553,595	3,339,489
2.	Passenger Revenue	\$ -	\$ 713	\$ -	\$ 132,934
3.	Passenger per Revenue Mile	1.65	1.39	1.75	1.23
4.	Passenger per Revenue Hour	19.24	16.47	20.70	14.58
5.	Revenue per Passenger				0.04
6.	Revenue per Revenue Mile				0.05
7.	Revenue per Revenue Hour				0.58
8.	Farebox Recovery Ratio				0.7%
9.	Cost per Passenger	4.65	5.62	4.55	5.69
10.	Cost per Revenue Mile	7.66	7.82	7.95	7.00
11.	Cost per Revenue Hour	89.46	92.50	94.20	82.96
12.	Net Cost per Revenue Hour	89.46	92.49	94.20	82.38
13.	Miles Between Road Calls	19,699	18,387	18,859	21,862
14.	Miles Between Bus Inspections	5,906	5,844	5,873	5,836
15.	Vehicle Accidents per 100,000 Miles	0.54	1.90	0.60	1.60
16.	Complaints per 100,000 Passengers	27.46	32.68	25.28	25.48
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	28,365	\$ -	20,017	1,745	\$ 145,433	\$ 86.98	1.57	16.96	\$ -	\$ -	\$ 5.13
2	19,048	-	19,748	1,633	137,150	84.99	0.98	11.80	-	-	7.20
3	45,765	-	44,591	3,222	276,614	92.67	1.22	15.33	-	-	6.04
4	82,671	-	44,746	3,803	318,074	88.93	2.12	23.12	-	-	3.85
5	14,678	-	18,174	1,402	119,018	88.04	0.86	10.86	-	-	8.11
6	46,480	-	22,403	2,413	195,510	83.55	2.21	19.86	-	-	4.21
7	47,343	-	41,567	2,873	248,550	93.06	1.29	17.73	-	-	5.25
8	85,241	-	43,443	3,617	303,512	90.50	2.32	25.42	-	-	3.56
9	50,246	-	38,543	3,058	258,501	89.83	1.45	17.46	-	-	5.14
10	24,583	-	15,003	1,267	106,075	85.60	1.70	19.84	-	-	4.31
11	77,249	-	44,038	3,500	295,796	88.41	1.90	23.09	-	-	3.83
12	32,623	-	19,049	1,507	127,484	87.20	1.84	22.32	-	-	3.91
15	19,424	-	20,463	1,594	135,167	87.33	1.00	12.55	-	-	6.96
16	101,862	-	37,209	3,329	276,406	86.01	2.95	31.69	-	-	2.71
17	59,834	-	44,665	3,146	271,254	92.59	1.53	20.42	-	-	4.53
18	84,132	-	20,924	2,089	170,835	84.35	2.19	41.45	-	-	4.26
19	18,989	-	9,405	997	80,910	84.35	2.19	19.80	-	-	4.26
21	11,048	-	10,845	902	75,689	87.43	1.10	12.76	-	-	6.85
22	3,655	-	9,118	702	59,660	89.07	0.45	5.46	-	-	16.32
23	26,857	-	21,475	1,760	147,995	87.65	1.37	15.91	-	-	5.51
24	13,154	-	8,952	629	54,281	89.43	1.56	21.67	-	-	4.13
25	34,300	-	23,919	1,997	167,465	87.49	1.55	17.92	-	-	4.88
26	16,705	-	17,400	1,121	98,252	89.99	0.99	15.30	-	-	5.88
27	13,886	-	18,097	1,286	110,684	88.51	0.80	11.10	-	-	7.97
29	28,819	-	21,041	1,678	141,699	87.48	1.46	17.79	-	-	4.92
34	56,741	-	36,569	2,965	249,826	89.67	1.76	20.37	-	-	4.40
37	10,016	-	15,902	1,184	101,155	95.19	0.78	9.43	-	-	10.10
50	5,916	-	12,486	1,169	96,462	87.14	0.53	5.34	-	-	16.31
61	6,964	-	12,909	977	83,187	87.25	0.56	7.30	-	-	11.95
Total Non-Express											
Route	1,066,594	-	712,701	57,565	4,852,642	89	1.65	19.47	-	-	4.55

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	651	\$ -	2,569	108	\$ 10,437	\$202.03	0.58	7.75	\$ -	\$ -	\$16.03
102X	315	-	1,766	78	7,433	179.67	0.31	7.50	-	-	23.60
103X	294	-	1,004	71	6,117	105.92	0.39	7.00	-	-	20.81
104X	231	-	1,345	51	5,088	182.17	0.36	5.50	-	-	22.03
105X	420	-	1,396	70	6,443	185.93	0.67	10.00	-	-	15.34
107X	336	-	1,997	104	9,486	114.94	0.22	4.00	-	-	28.23
108X	273	-	1,313	66	6,055	192.23	0.51	6.50	-	-	22.18
109X	147	-	1,410	71	6,577	250.56	0.26	3.50	-	-	44.74
110X	315	-	1,880	60	6,239	136.91	0.20	3.75	-	-	19.81
201X	336	-	4,564	195	18,695	179.84	0.15	4.00	-	-	55.64
203X	483	-	5,623	206	20,611	163.58	0.15	5.75	-	-	42.67
204X	378	-	6,275	218	22,199	163.89	0.11	3.00	-	-	58.73
Total Express											
Route	4,179	-	31,143	1,298	125,379	164	0.24	5.24	\$ -	\$ -	\$ 30.00
Total Service											
Route	1,070,773	-	743,844	58,863	4,978,021	\$ 89.61	1.62	\$ -	\$ -	\$ -	4.65

Rank	Route Number	Route Description	Passengers per Hour
1	18	S. 6TH AVENUE	41.4
2	16	ORACLE / INA	31.7
3	8	BROADWAY	25.4
4	4	SPEEDWAY	23.1
5	11	ALVERNON	23.1
6	12	10TH / 12TH AVENUE	22.3
7	24	12TH AVENUE	21.7
8	17	COUNTRY CLUB / 29TH STREET	20.4
9	34	CRAYCROFT / FT LOWELL	20.4
10	6	EUCLID/ NORTH FIRST AVENUE	19.9
11	10	FLOWING WELLS	19.8
12	19	STONE	19.8
13	25	S. PARK AVENUE	17.9
14	29	VALENCIA	17.8
15	7	22ND STREET	17.7
16	9	GRANT ROAD	17.5
17	1	GLENN/SWAN	17.0
18	23	MISSION ROAD	15.9
19	3	6TH STREET / WILMOT	15.3
20	26	BENSON HIGHWAY	15.3
21	21	WEST CONGRESS / SILVERBELL	12.8
22	15	CAMPBELL AVENUE	12.5
23	2	CHERRYBELL	11.8
24	27	MIDVALE PARK	11.1
25	5	PIMA STREET / WEST SPEEDWAY	10.9
26	37	PANTANO	9.4
27	61	LA CHOLLA	7.3
28	22	GRANDE	5.5
29	50	AJO	5.3
FIXED ROUTE SYSTEM AVERAGE			19.5

Rank	ROUTE NUMBER	ROUTE DESCRIPTION	PASSENGERS PER TRIP
1	105X	SUNRISE EXPRESS	10.0
2	101X	GOLF LINKS EXPRESS	7.8
3	102X	INA ROAD EXPRESS	7.5
4	103X	OLDFATHER EXPRESS	7.0
5	108X	BROADWAY EXPRESS	6.5
6	203X	ORO VALLEY/AEROPARK EXPRESS	5.8
7	104X	OCTANA EXPRESS	5.5
8	107X	ORO VALLEY/DOWNTOWN EXPRESS	4.0
9	201X	SPEEDWAY/AEROPARK EXPRESS	4.0
10	110X	RITA RANCH/DOWNTOWN EXPRESS	3.8
11	109X	TANQUE VERDE EXPRESS	3.5
12	204X	NW / AEROPARK EXPRESS	3.0
EXPRESS ROUTE SYSTEM AVERAGE			5.2

SUN LINK 



Month to Date	October			Variance		October			Variance			
	2021	Current	Prior Year	Amount	Percent	Budget	Amount	Percent				
Ridership												
Total Route Passengers		145,859	31,922	113,937	356.9%	28,759	117,100	407.2%				
Revenue												
Total Route Passenger Revenue	\$	-	\$	-	0.0%	\$	-	\$	-	0.0%		
Expenses												
Total Expenses	\$	388,619	\$	380,216	\$	8,404	2.2%	\$	382,552	\$	6,068	1.6%
Miles												
Revenue Miles		16,708	17,193	(485)	-2.8%	17,957	(1,249)	-7.0%				
Deadhead Miles		248	248	0	0.0%	248	0	0.0%				
Total Service Miles		16,956	17,441	(485)	-2.8%	18,205	(1,249)	-6.9%				
Revenue Hours		2,142	2,204	(62)	-2.8%	2,304	(162)	-7.0%				
Year to Date												
	October YTD			Variance YTD		October YTD			Variance YTD			
		Current	Prior Year	Amount	Percent	Budget	Amount	Percent				
Ridership												
Total Route Passengers		393,812	94,191	299,621	318.1%	150,036	243,776	162.5%				
Revenue												
Total Route Passenger Revenue	\$	-	\$	-	0.0%	\$	-	\$	-	0.0%		
Expenses												
Total Expenses	\$	1,395,220	\$	1,133,019	\$	262,201	23.1%	\$	1,530,207	\$	(134,986)	-8.8%
Miles												
Revenue Miles		68,239	66,844	1,395	2.1%	67,123	1,116	1.7%				
Deadhead Miles		984	984	0	0.0%	984	0	0.0%				
Total Service Miles		69,223	67,828	1,395	2.1%	68,107	1,116	1.6%				
Revenue Hours		8,748	8,569	179	2.1%	8,565	183	2.1%				

Note: The reduction to revenue is due to COVID-19.


System Indicator		Current Month	Prior Year	FY22 YTD	FY21 YTD
1.	Ridership	145,859	31,922	393,812	94,191
2.	Passengers per Revenue Mile	8.73	1.86	5.77	1.41
3.	Passengers per Revenue Hour	68.09	14.48	45.02	10.98
4.	Cost per Passenger	\$ 2.66	11.91	\$ 3.54	\$ 12.13
5.	Cost per Revenue Mile	\$ 23.26	22.11	\$ 20.45	\$ 16.93
6.	Cost per Revenue Hour	\$ 181.43	172.51	\$ 159.49	\$ 132.09
7.	Miles Between Road Calls	N/A	N/A	N/A	N/A
8.	Miles Between Streetcar Inspection	938	906	954	911
9.	Total Preventable Accidents per 100,000 Miles	6	0	1	0
10.	Total Complaints per 100,000 Passengers	3	28	7	11



Month to Date 2021	October		Variance		October	Variance	
	Current Year	Prior Year	Amount	Percent	Budget	Amount	Percent
Ridership							
Total Demand	49,206	33,745	15,461	45.8%	66,590	(17,384)	-26.1%
Denials	-	-	-	0.0%	-	-	0.0%
Missed Trips	4	1	3	300.0%	-	4	0.0%
Cancellations	10,262	7,293	2,969	40.7%	12,560	(2,298)	-18.3%
No Shows	3,277	1,964	1,313	66.9%	3,610	(333)	-9.2%
Total Passengers	<u>35,663</u>	<u>24,487</u>	<u>11,176</u>	<u>45.6%</u>	<u>50,420</u>	<u>(14,757)</u>	<u>-29.3%</u>
ADA Passengers	33,586	22,899	10,687	46.7%			
Optional ADA	<u>2,077</u>	<u>1,588</u>	<u>489</u>	<u>30.8%</u>			
Percentage of Optional	5.8%	6.5%					
Trips							
ADA Trips	31,121	21,200	9,921	46.8%			
Optional ADA Trips	<u>1,985</u>	<u>1,478</u>	<u>507</u>	<u>34.3%</u>			
Total Trips	<u>33,106</u>	<u>22,678</u>	<u>10,428</u>	<u>46.0%</u>	<u>47,030</u>	<u>(13,924)</u>	<u>-29.6%</u>
Revenue							
Regular Fare Revenue	-	-	-	-	43,990	(43,990)	-100.0%
Economy Fare Revenue	-	-	-	-	59,280	(59,280)	-100.0%
Total Fares Collected	<u>\$ -</u>	<u>\$ -</u>	<u>\$ -</u>	<u>-</u>	<u>\$ 103,270</u>	<u>\$ (103,270)</u>	<u>-100.0%</u>
Expenses							
Total Expenses	\$ 1,180,250	\$ 995,884	\$ (184,365)	-18.5%	\$ 1,588,904	\$ (408,654)	-25.7%
Miles							
Revenue Miles	247,311	189,265	58,046	30.7%	337,470	(90,159)	-26.7%
Deadhead Miles	<u>45,254</u>	<u>42,760</u>	<u>2,494</u>	<u>5.8%</u>	<u>69,730</u>	<u>(24,476)</u>	<u>-35.1%</u>
Total Service Miles	292,565	232,025	60,540	26.1%	407,200	(114,635)	-28.2%
Non-Route Miles	<u>2,672</u>	<u>3,436</u>	<u>(764)</u>	<u>-22.2%</u>	<u>1,840</u>	<u>832</u>	<u>45.2%</u>
Total Miles	<u>295,237</u>	<u>235,461</u>	<u>59,776</u>	<u>25.4%</u>	<u>409,040</u>	<u>(113,803)</u>	<u>-27.8%</u>
Revenue Hours	17,786	14,212	3,573	25.1%	25,270	(7,484)	-29.6%
Service Hours	19,870	17,096	2,774	16.2%	29,670	(9,800)	-33.0%

Year to Date	October YTD		Variance		October YTD	Variance	
2021	Current Year	Prior Year	Amount	Percent	Budget	Amount	Percent
Ridership							
Total Demand	190,952	122,901	68,051	55.4%	253,030	(62,078)	-24.5%
Denials	-	-	-	0.0%	-	-	0.0%
Missed Trips	6	1	5	500.0%	-	6	0.0%
Cancellations	42,320	29,977	12,343	41.2%	47,730	(5,410)	-11.3%
No Shows	11,841	7,113	4,728	66.5%	13,700	(1,859)	-13.6%
Total Passengers	136,785	85,810	50,975	59.4%	191,600	(54,815)	-28.6%
ADA Passengers	129,065	81,163	47,902	59.0%			
Optional ADA	7,720	4,647	3,073	66.1%			
Percentage of Optional	5.6%	5.4%					
Trips							
ADA Trips	120,116	75,113	45,003	59.9%			
Optional ADA Trips	7,372	4,289	3,083	71.9%			
Total Trips	127,488	79,402	48,086	60.6%	178,590	(51,102)	-28.6%
Revenue							
Regular Fare Revenue	(0)	-	(0)	0.0%	169,550	(169,550)	-100.0%
Economy Fare Revenue	-	-	-	0.0%	223,730	(223,730)	-100.0%
Total Fares Collected	\$ (0)	\$ -	\$ (0)	0.0%	\$ 393,280	\$ (393,280)	-100.0%
Expenses							
Total Expenses	\$ 4,856,552	\$ 4,292,307	\$ (564,245)	-13.1%	\$ 6,000,567	\$ (1,144,014)	-19.1%
Miles							
Revenue Miles	956,240	691,052	265,188	38.4%	1,292,310	(336,070)	-26.0%
Deadhead Miles	173,879	139,966	33,913	24.2%	267,850	(93,971)	-35.1%
Total Service Miles	1,130,119	831,018	299,101	36.0%	1,560,160	(430,041)	-27.6%
Non-Route Miles	15,558	12,156	3,402	28.0%	7,360	8,198	111.4%
Total Miles	1,145,677	843,174	302,503	35.9%	1,567,520	(421,843)	-26.9%
Revenue Hours	67,165	50,784	16,381	32.3%	97,180	(30,015)	-30.9%
Service Hours	76,548	59,369	17,178	28.9%	114,200	(37,652)	-33.0%

System Indicator		Current Month		Prior Year		FY22 YTD		FY21 YTD	
1.	Ridership		35,663		24,487		136,785		85,810
2.	Demand		49,206		33,745		190,952		122,901
3.	Cancellations		10,262		7,293		42,320		29,977
4.	No-Shows		3,277		1,964		11,841		7,113
5.	Passengers per Revenue Hour		2.01		1.72		2.04		1.69
6.	Passengers per Service Hour		1.79		1.43		1.79		1.45
7.	Revenue per Trip	\$	-	\$	-	\$	-	\$	-
8.	Cost per Trip	\$	35.65	\$	43.91	\$	38.09	\$	54.06
9.	Vehicles Operated in Maximum Service		94		80		94		83
10.	Trip Time,Sun Tran		82.31%		89.93%		84.50%		89.73%
11.	Trip Time 110% + 5 Minutes		89.75%		93.83%		91.22%		93.93%
12.	Pick-Ups		88.52%		97.08%		90.30%		96.66%
13.	Pick-Ups Before Significantly Late		99.57%		99.99%		99.70%		99.99%

 **ON DEMAND**



Month to Date	October		Variance		
	2021	Current Year	Prior Year	Amount	Percent
Ridership					
Total Demand		692	-	692	0.0%
Denials		-	-	-	0.0%
Missed Trips		4	-	4	0.0%
Cancellations		114	-	114	0.0%
No Shows		34	-	34	0.0%
Total Passengers		540	-	540	0.0%
Trips					
Total Trips		455	-	455	0.0%
Revenue					
Regular Fare Revenue		-	-	-	-
Economy Fare Revenue		-	-	-	-
Total Fares Collected	\$	-	\$	-	-
Miles					
Revenue Miles		2,036	-	2,036	0.0%
Deadhead Miles		811	-	811	0.0%
Total Service Miles		2,847	-	2,847	0.0%
Non-Route Miles		745	-	745	0.0%
Total Miles		3,592	-	3,592	0.0%
Revenue Hours		303	-	303	0.0%
Service Hours		535	-	535	0.0%

Year to Date	October YTD		Variance		
	2021	Current Year	Prior Year	Amount	Percent
Ridership					
Total Demand		2,616	-	2,616	0.0%
Denials		-	-	-	0.0%
Missed Trips		-	-	-	0.0%
Cancellations		516	-	516	0.0%
No Shows		104	-	104	0.0%
Total Passengers		1,996	-	1,996	0.0%
Trips					
Total Trips		1,684	0	1,684	0.0%
Revenue					
Regular Fare Revenue		-	-	-	0.0%
Economy Fare Revenue		-	-	-	0.0%
Total Fares Collected		\$ -	\$ -	\$ -	0.0%
Expenses					
Total Expenses		\$ -	\$ -	\$ -	0.0%
Miles					
Revenue Miles		8,092	-	8,092	0.0%
Deadhead Miles		2,960	-	2,960	0.0%
Total Service Miles		11,052	-	11,052	0.0%
Non-Route Miles		3,182	-	3,182	0.0%
Total Miles		14,234	-	14,234	0.0%
Revenue Hours		1,150	-	1,150	0.0%
Service Hours		2,278	-	2,278	0.0%

Appendices – Additional Data

- A. Sun Tran
- B. Sun Link
- C. Sun Van
- D. Glossary





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

Total Passengers		1,070,773	960,852	109,921	11.4%	1,191,667	(120,894)	-10.1%
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Month to Date	Calendar Days		School Days		Average Route Ridership	
	Current	Prior Year	Current	Prior Year	Current	Prior Year

Weekdays	21	22	Current	Prior Year	Weekdays	42,043	36,697
Saturdays	5	5	23	23	Saturdays	21,891	18,146
Sundays	5	4			Sundays	15,683	15,698
Holidays	0	0			Holidays	-	-
Total	31	31			Total	34,541	30,995

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

Total Passengers		4,553,595	3,339,489	1,214,106	36.4%	4,766,667	(213,072)	-4.5%
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Year to Date	Calendar Days		School Days		Average Route Ridership	
	Current	Prior Year	Current	Prior Year	Current	Prior Year

Weekdays	85	87	62	62	Weekdays	44,658	31,915
Saturdays	18	17			Saturdays	23,222	17,769
Sundays	18	17			Sundays	16,750	13,646
Holidays	2	2			Holidays	19,067	14,420
Total	123	123			Total	37,021	27,150

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	1,104,679	1,066,594									4,536,997
Express Routes	3,759	4,334	4,326	4,179									16,598
Total	1,102,688	1,271,129	1,109,005	1,070,773									4,553,595

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	784,754	955,733									3,323,239
Express Routes	3,902	3,591	3,638	5,119									16,250
Total	796,241	794,004	788,392	960,852									3,339,489

Variance	July	August	September	October	November	December	January	February	March	April	May	June	YTD FY 2022
Fixed Routes	306,590	476,382	319,925	110,861									1,213,758
Express Routes	(143)	743	688	(940)									348
Total	306,447	477,125	320,613	109,921									1,214,106

% Variance	July	August	September	October	November	December	January	February	March	April	May	June	YTD FY 2022
Fixed Routes	38.7%	60.3%	40.8%	11.6%									36.5%
Express Routes	-3.7%	20.7%	18.9%	-18.4%									2.1%
Total	38.5%	60.1%	40.7%	11.4%									36.4%

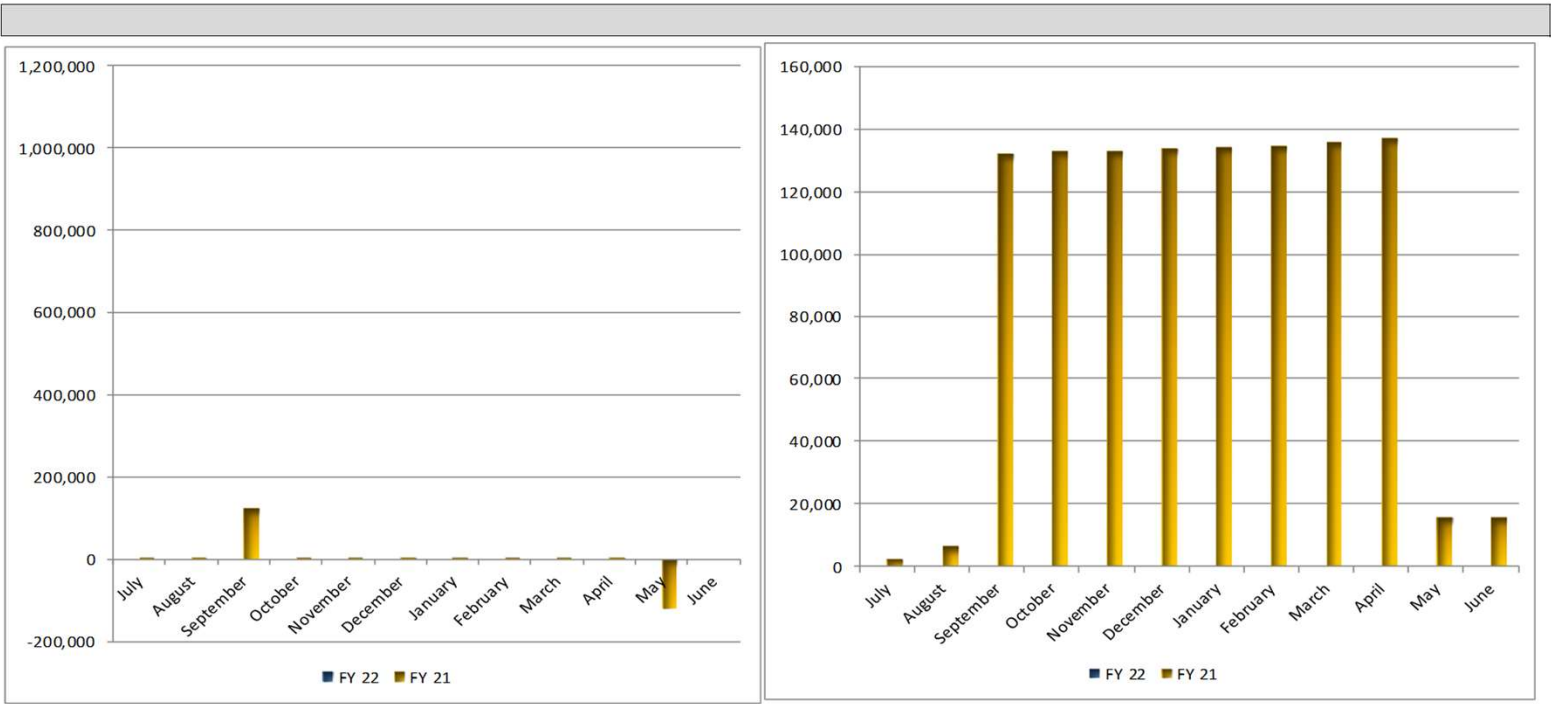
Totals By:	July 2021	August 2021	September 2021	October 2021	November 2021	December 2021	January 2022	February 2022	March 2022	April 2022	May 2022	June 2022	YTD FY 2022
Weekday	896,973	1,079,298	936,789	882,903									3,795,963
Saturday	117,775	99,296	91,476	109,455									418,002
Sunday	65,955	92,535	64,592	78,415									301,497
Holiday	21,985		16,148										38,133
Total	1,102,688	1,271,129	1,109,005	1,070,773	-	-	-	-	-	-	-	-	4,553,595

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	44,609	42,043									44,658
Saturday	23,555	24,824	22,869	21,891									23,222
Sunday	16,489	18,507	16,148	15,683									16,750
Holiday	21,985		16,148										19,067
Total	35,571	41,004	36,967	34,541									37,021



Month to Date	OCTOBER		Variance		OCTOBER		Variance	
	2021	Current	Prior Year	Amount	Percent	Budget	Amount	Percent
Route Passenger Revenue								
Full Fare	\$	-	\$ 464	(464)	0.0%		-	0.00%
Economy Fare		-	45	(45)	0.0%		-	0.00%
Express Fare		-	-	0	0.0%		-	0.00%
Day Pass		-	204	(204)	0.0%		-	0.00%
Other		-	-	0	0.0%		-	0.00%
Route Passenger Revenue	\$	-	713	(713)	0.0%	\$ -	-	0.00%

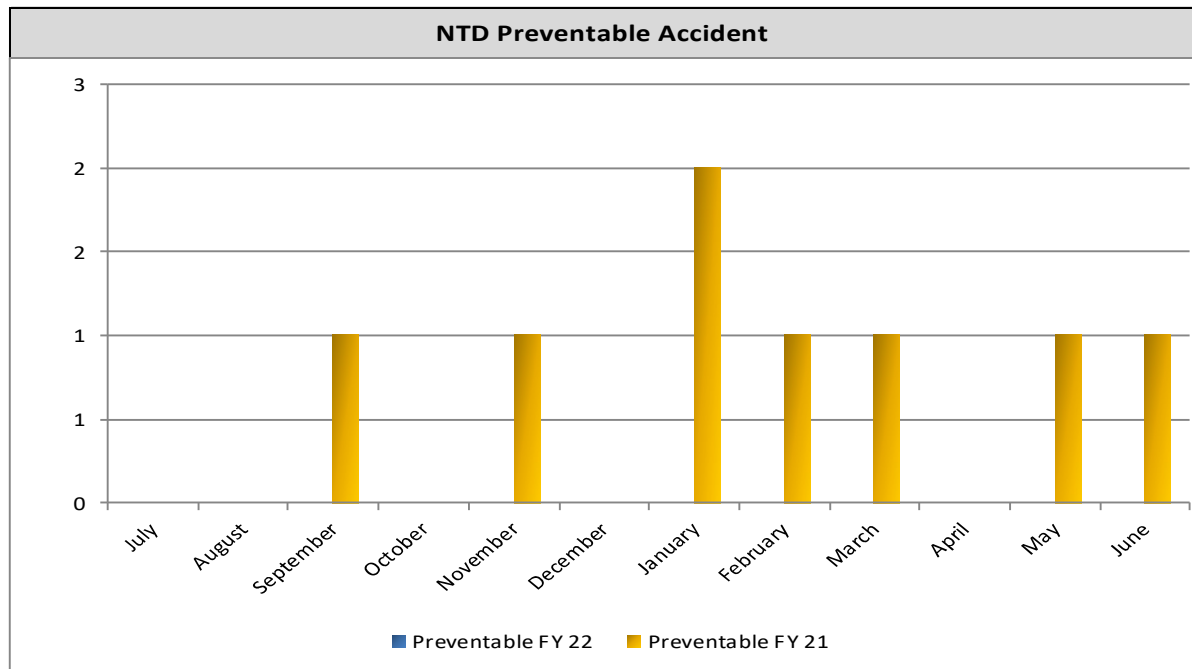
Year to Date	OCTOBER YTD		Variance		OCTOBER YTD		Variance	
	Current	Prior Year	Amount	Percent	Budget	Amount	Percent	
Route Passenger Revenue								
Full Fare	\$	-	\$ 118,986	(118,986)	0.0%	-	0.0%	
Economy Fare		-	158	(158)	0.0%	-	0.0%	
Express Fare		-	9,504	(9,504)	0.0%	-	0.0%	
Day Pass		-	4,287	(4,287)	0.0%	-	0.0%	
Other		-	-	0	0.0%	-	0.0%	
Route Passenger Revenue	\$	-	\$ 132,934	(132,934)	0.0%	\$ -	-	0.0%



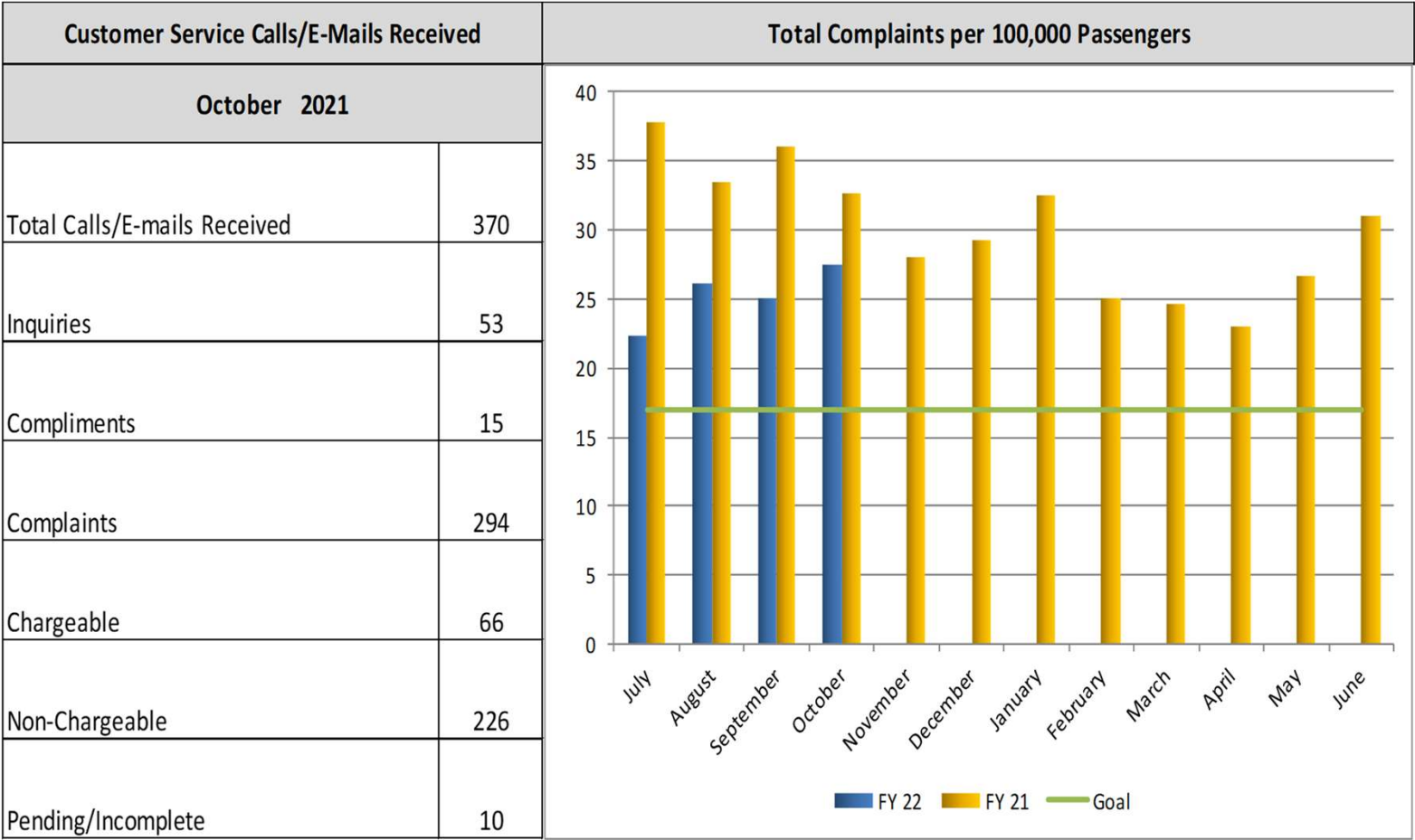
Month to Date	OCTOBER		Variance		Monthly Budget	Variance	
	2021	Current	Prior Year	Amount	Percent	Amount	Percent
Operator Wages	\$	1,614,436	\$ 1,913,680	\$ 299,243	16%	\$ 1,497,428	\$ (117,008) -8%
Maintenance Wages		457,509	491,488	33,979	7%	450,917	(6,592) -1%
Salaries		397,159	486,735	89,576	18%	459,668	62,510 14%
Fringe Benefits		1,180,137	1,116,371	(63,766)	-6%	1,188,701	8,564 1%
Services		309,601	475,085	165,484	35%	445,284	135,683 30%
Utilities		115,706	84,980	(30,727)	-36%	99,500	(16,206) -16%
Vehicle Maintenance		322,899	525,142	202,243	39%	556,500	233,601 42%
Materials and Supplies		91,591	50,940	(40,651)	-80%	235,285	143,694 61%
CNG Fuel		86,063	44,423	(41,641)	0%	62,250	(23,813) -38%
Diesel Fuel		374,021	179,049	(194,972)	-109%	351,720	(22,301) -6%
Unleaded Fuel		10,142	5,043	(5,098)	-101%	12,875	2,733 21%
Capital Outlay		-	7,240	7,240	0%	13,867	13,867 100%
Insurance		21,250	20,833	(417)	-2%	113,333	92,083 81%
Labor Credits/Expense Transfers		(2,495)	(5,137)	(2,642)	51%	(69,462)	(66,967) 96%
Total Expenses	\$	4,978,021	\$ 5,395,873	\$ 417,852	7.7%	\$ 5,417,867	\$ 439,846 8.1%

Year to Date	OCTOBER YTD		Variance		Annual Budget	Budget Balance	
	Current Year	Prior Year	Amount	Percent		Amount	Percent
Operator Wages	\$ 6,332,228	\$ 6,102,181	\$ (230,047)	-4%	\$ 17,969,140	\$ 11,636,912	65%
Maintenance Wages	1,771,227	1,539,875	(231,352)	-15%	5,411,000	3,639,773	67%
Salaries	1,591,088	1,597,991	6,903	0%	5,516,020	3,924,932	71%
Fringe Benefits	4,462,283	4,514,238	51,955	1%	14,264,410	9,802,127	69%
Services	1,725,385	923,519	(801,865)	-87%	5,343,410	3,618,025	68%
Utilities	390,129	360,745	(29,384)	-8%	1,194,000	803,871	67%
Vehicle Maintenance	1,549,754	1,590,115	40,361	3%	6,678,000	5,128,246	77%
Materials and Supplies	299,043	355,230	56,187	16%	2,823,420	2,524,377	89%
CNG Fuel	230,271	169,444	(60,827)	-36%	747,000	516,729	69%
Diesel Fuel	1,195,330	666,923	(528,407)	-79%	4,220,640	3,025,310	72%
Unleaded Fuel	45,167	26,621	(18,546)	-70%	154,500	109,333	71%
Capital Outlay	12,482	7,891	(4,591)	0%	166,400	153,918	92%
Insurance	1,136,530	1,135,753	(777)	0%	1,360,000	223,470	16%
Labor Credits/Expense Transfers	(19,325)	9,931	29,256	295%	(833,540)	(814,215)	98%
Total Expenses	\$ 20,721,592	\$ 19,000,459	\$ (1,721,133)	-9.1%	\$ 65,014,400	\$ 44,292,808	68.1%

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	4	4	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	October 2021	Current	Prior Year	Variance Amount	Percent	October Budget	Variance Amount	Percent
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Route Passengers		145,859	31,922	113,937	356.9%	28,759	117,100	407.2%
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Month to Date	Current	Prior Year	School Days Current	Prior Year	Average Route Ridership Current	Prior Year
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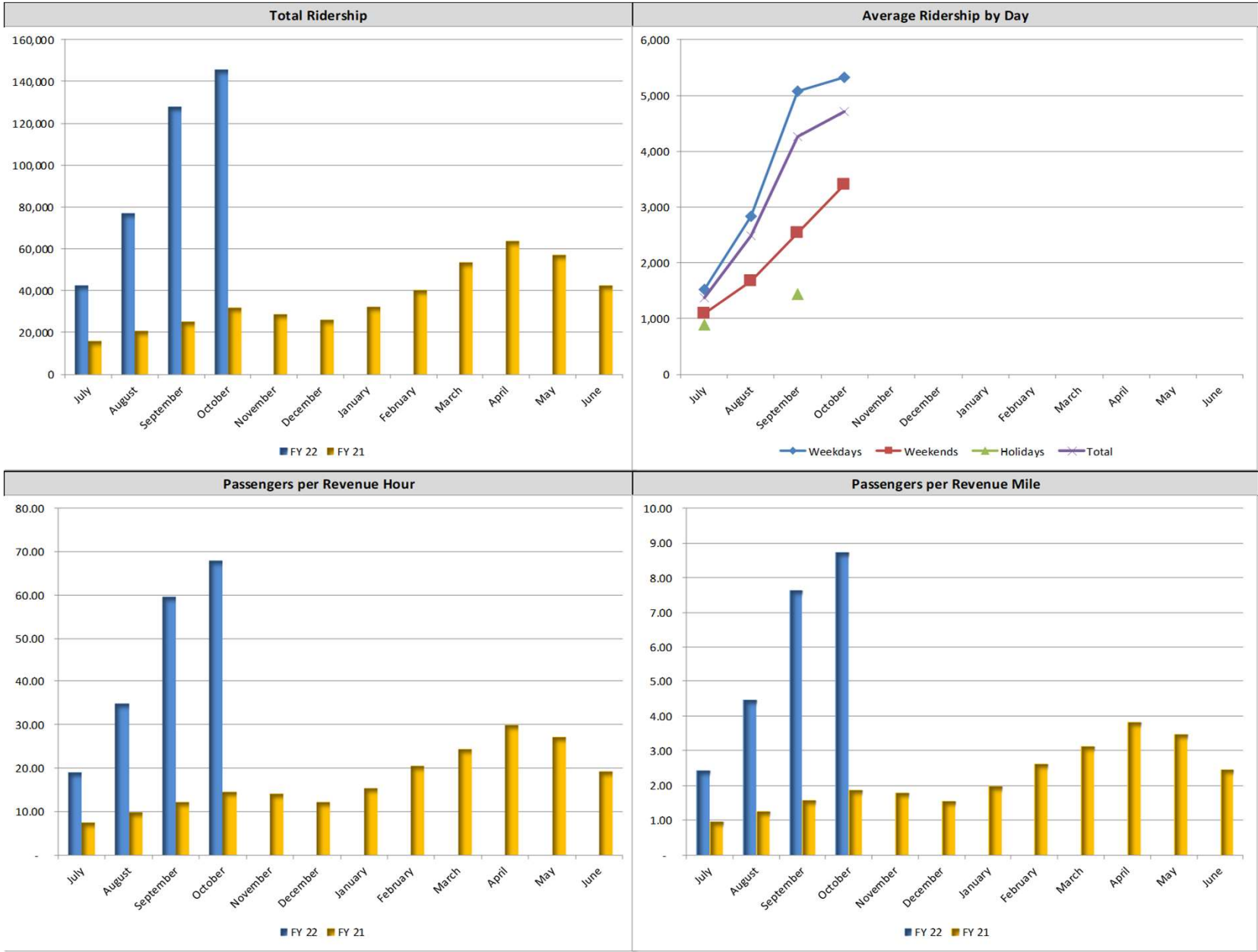
Weekdays	21	22	21	22	Weekdays	5,327	1,112
Weekends	10	9			Weekends	3,398	829
Holidays	0	0			Holidays		
Total	31	31			Total	4,705	1,030

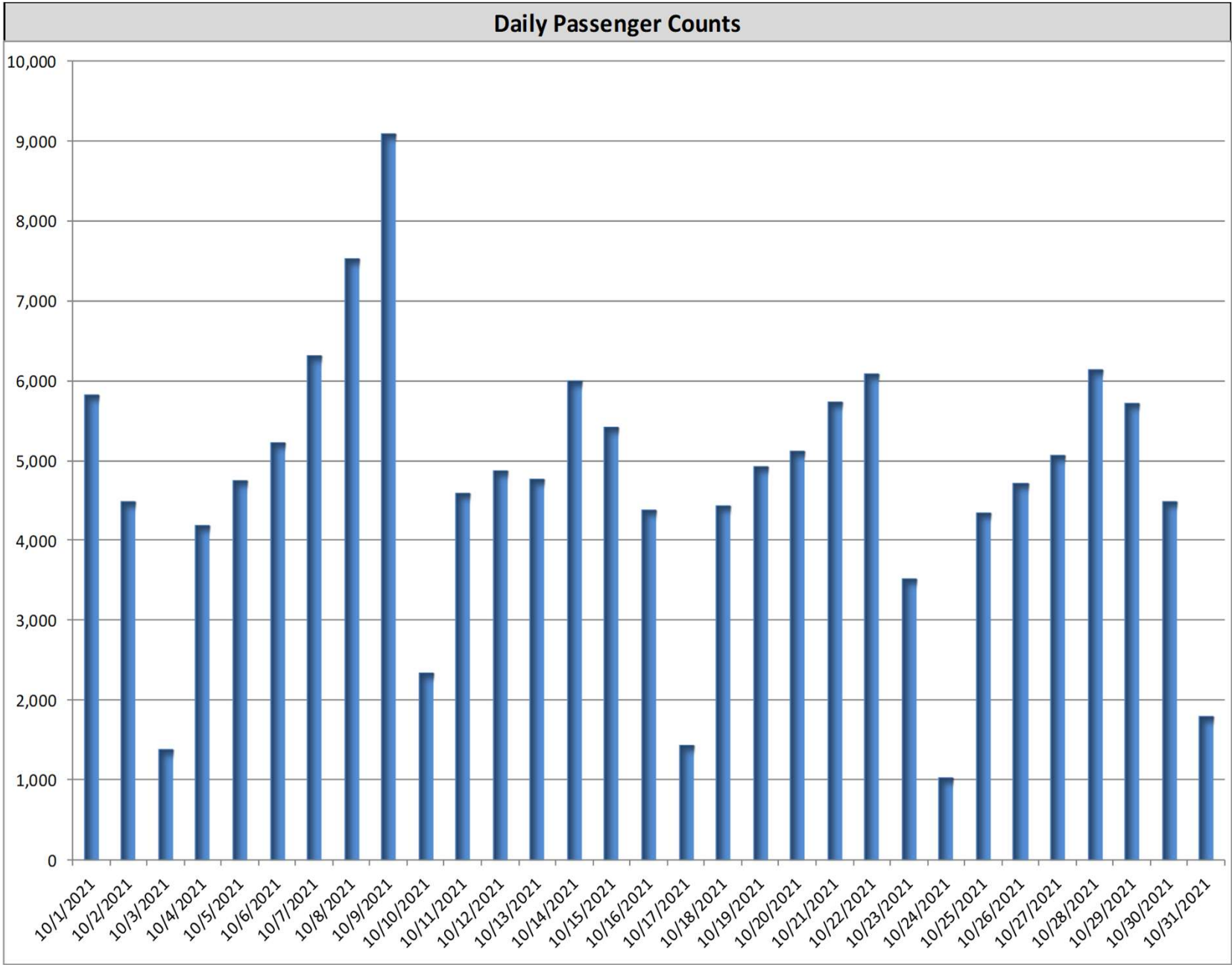
Year to Date	October YTD Current	Prior Year	Variance Amount	October YTD Percent	Budget	Variance Amount	Percent
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Route Passengers	393,812	94,191	299,621	318.1%	150,036	243,776	162.5%
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Year to Date	Calendar Days Current	Prior Year	School Days Current	Prior Year	Average Route Ridership Current	Prior Year
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Weekdays	85	87	49	47	Weekdays	3,677	847
Weekends	36	34			Weekends	2,194	585
Holidays	2	2			Holidays	1,163	334
Total	123	123			Total	3,202	766

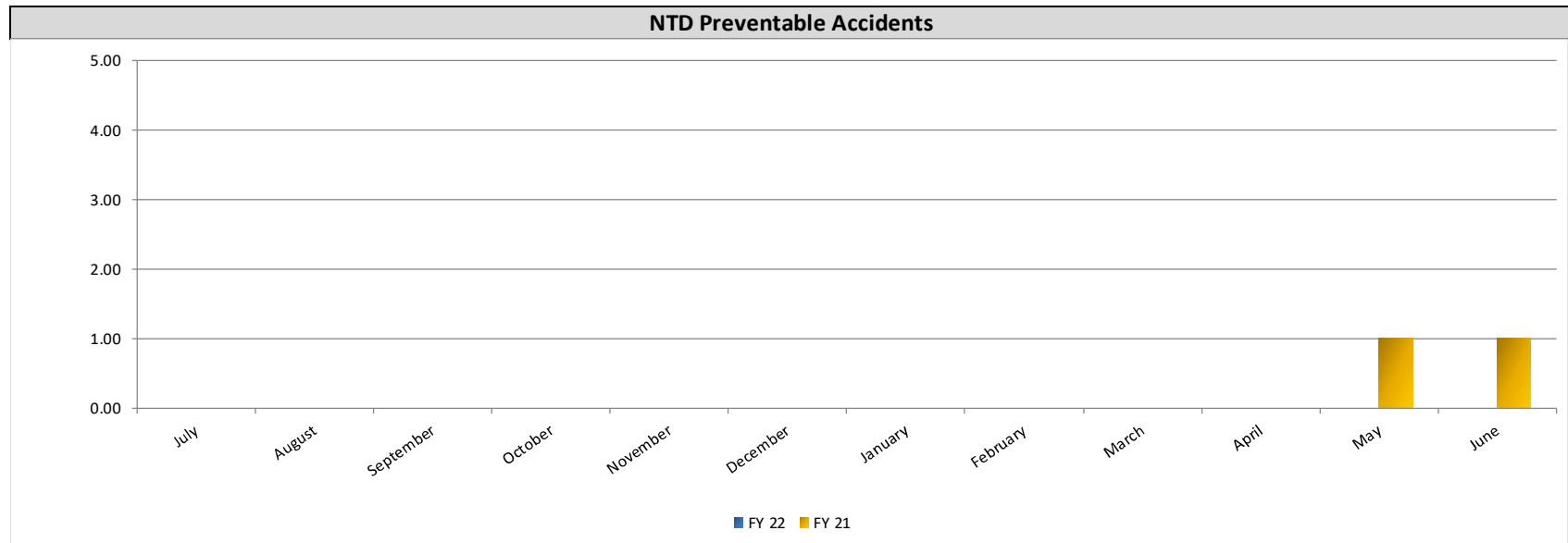




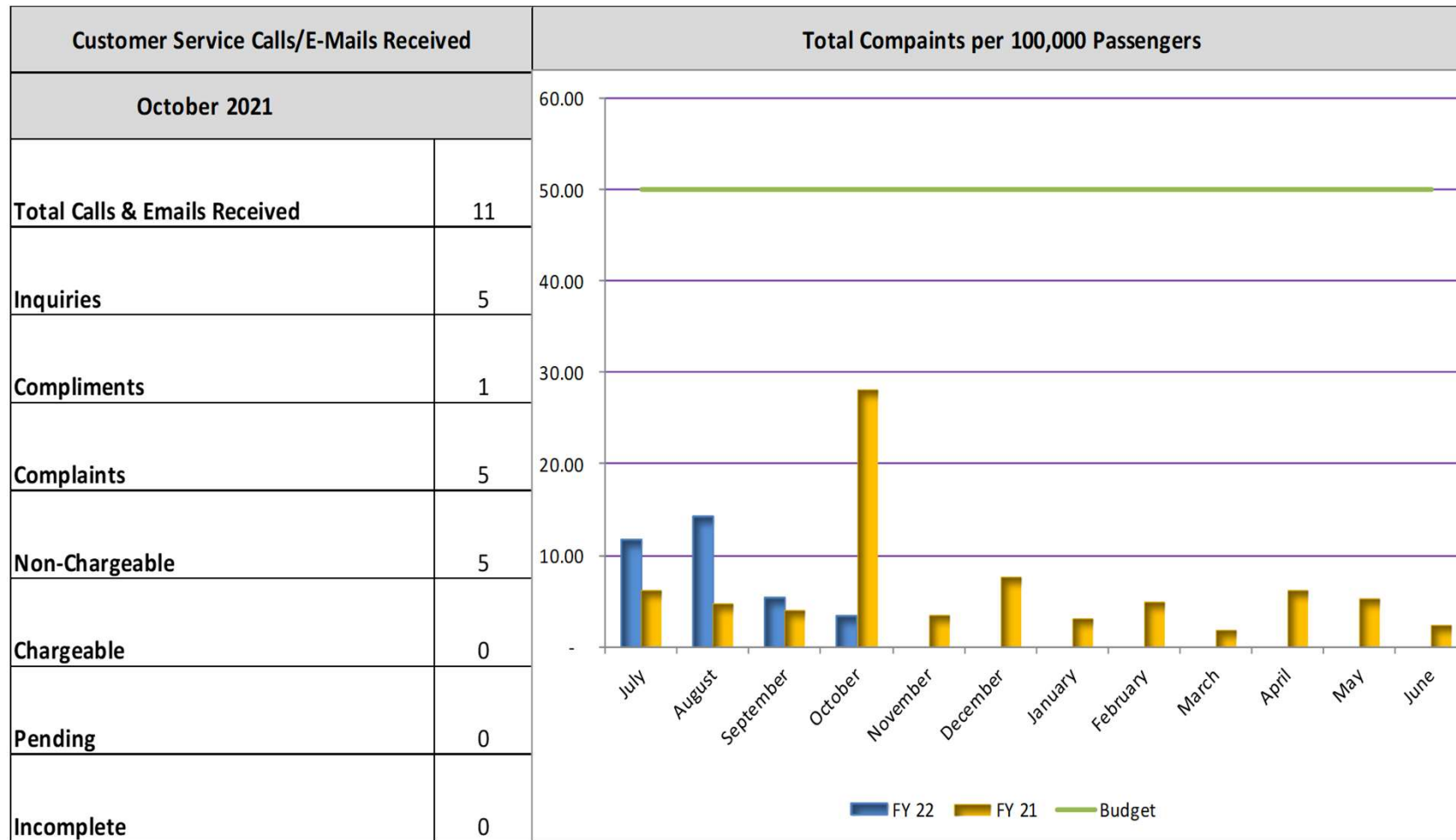
Month to Date	October		Variance		Percent	Monthly	Variance		Percent
2021	Current	Prior Year	Amount	Amount		Budget	Amount	Amount	
Contracts	\$ 18,950	\$ 70,645	\$ 51,695		73.2%	\$ 20,833	\$ 1,884		9.0%
Administration Wages	83,238	67,805	(15,433)		-22.8%	25,274	(57,964)		-229.3%
Maintenance Wages	35,397	38,559	3,162		8.2%	28,616	(6,781)		-23.7%
Operations Wages	91,199	70,464	(20,735)		-29.4%	90,361	(838)		-0.9%
Fringe Benefits	33,576	14,499	(19,077)		-131.6%	46,374	12,798		27.6%
Taxes	-	-	-		0.0%	-	-		0.0%
Staffing Costs	85	-	(85)			167	82		49.0%
Supplies	5,939	1,191	(4,748)		-398.8%	7,093	1,154		16.3%
Information Technology	-	25,032	25,032		0.0%	5,917	5,917		100.0%
Maintenance Supplies	16,618	3,334	(13,284)		-398.4%	31,850	15,232		47.8%
NRV Maintenance	552	2,227	1,675			1,667	1,114		66.9%
Fuel	765	374	(391)		-104.4%	625	(140)		-22.4%
Utilities	29,169	32,704	3,535		10.8%	34,158	4,989		14.6%
Public Education/Marketing	49,159	-	(49,159)			5,492	(43,667)		-795.2%
Miscellaneous	23,973	53,382	29,409		55.1%	84,125	60,152		71.5%
Total Expenses	\$ 388,619	\$ 380,216	\$ (8,404)		-2.2%	\$ 382,552	\$ (6,068)		-1.6%

Year to Date	October		Variance		Percent	Annual	Budget Variance		Percent
Current Year	Current Year	Prior Year	Amount	Amount		Budget	Amount	Amount	
Contracts	\$ 44,103	\$ 79,685	\$ 35,582		44.7%	\$ 250,000	\$ 205,897		82.4%
Administration Wages	233,230	174,537	(58,693)		-33.6%	303,290	70,060		23.1%
Maintenance Wages	98,835	107,086	8,252		7.7%	343,390	244,555		71.2%
Operations Wages	229,933	189,228	(40,705)		-21.5%	1,084,330	854,397		78.8%
Fringe Benefits	273,956	134,384	(139,571)		-103.9%	556,490	282,534		50.8%
Taxes	-	-	-		0.0%	-	-		0.0%
Staffing Costs	200	-	(200)			2,000	1,800		90.0%
Supplies	35,754	23,713	(12,041)		-50.8%	85,120	49,366		58.0%
Information Technology	8,513	26,032	17,519		67.3%	71,000	62,487		88.0%
Maintenance Supplies	96,027	79,774	(16,253)		-20.4%	382,200	286,173		74.9%
NRV Maintenance	2,752	7,188	4,436		61.7%	20,000	17,248		86.2%
Fuel	3,201	2,149	(1,053)		-49.0%	7,500	4,299		57.3%
Utilities	134,714	129,848	(4,865)		-3.7%	409,900	275,186		67.1%
Public Education/Marketing	25,924	3,906	(22,018)		-563.7%	65,900	39,976		60.7%
Miscellaneous	208,080	175,488	(32,591)		-18.6%	1,009,500	801,420		79.4%
Total Expenses	\$ 1,395,220	\$ 1,133,019	\$ (262,201)		-23.1%	\$ 4,590,620	\$ 3,195,400		69.6%

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	1	1	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	October		Variance		October	Variance	
2021	Current	Prior Year	Amount	Percent	Budget	Amount	Percent
Passengers							
Regular Fare Passengers	12,633	7,718	4,915	63.7%	13,180	(547)	-4.2%
Economy Fare Passengers	21,423	15,458	5,965	38.6%	34,710	(13,287)	-38.3%
Revenue Passengers	34,056	23,176	10,880	46.9%	47,890	(13,834)	-28.9%
Other Passengers (PCA)	1,607	1,311	296	22.6%	2,530	(923)	-36.5%
Total Passengers	35,663	24,487	11,176	45.6%	50,420	(14,757)	-29.3%

Month to Date	Calendar Days		Average Route Ridership		
	Current	Prior Year	Current	Prior Year	
Weekdays	21	22	Weekdays	1,477	957
Saturdays	5	5	Saturdays	490	412
Sundays	5	4	Sundays	439	344
Holidays	0	0	Holidays	0	0
Total	31	31	Total	1,150	790

Year to Date	October YTD		Variance		October YTD	Variance	
	Current	Prior Year	Amount	Percent	Budget	Amount	Percent
Passengers							
Regular Fare Passengers	48,591	27,301	21,290	78.0%	50,780	(2,189)	-4.3%
Economy Fare Passengers	82,175	53,979	28,196	52.2%	131,010	(48,835)	-37.3%
Revenue Passengers	130,766	81,280	49,486	60.9%	181,790	(51,024)	-28.1%
Other Passengers (PCA)	6,019	4,530	1,489	32.9%	9,810	(3,791)	-38.6%
Total Passengers	136,785	85,810	50,975	59.4%	191,600	(54,815)	-28.6%

Year to Date	Calendar Days		Average Route Ridership		
	Current	Prior Year	Current	Prior Year	
Weekdays	85	87	Weekdays	1,402	845
Saturdays	18	17	Saturdays	469	360
Sundays	18	17	Sundays	407	286
Holidays	2	2	Holidays	927	640
Total	123	123	Total	1,112	698

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	34,563	35,663									136,785
TOTAL	32,136	34,423	34,563	35,663									136,785

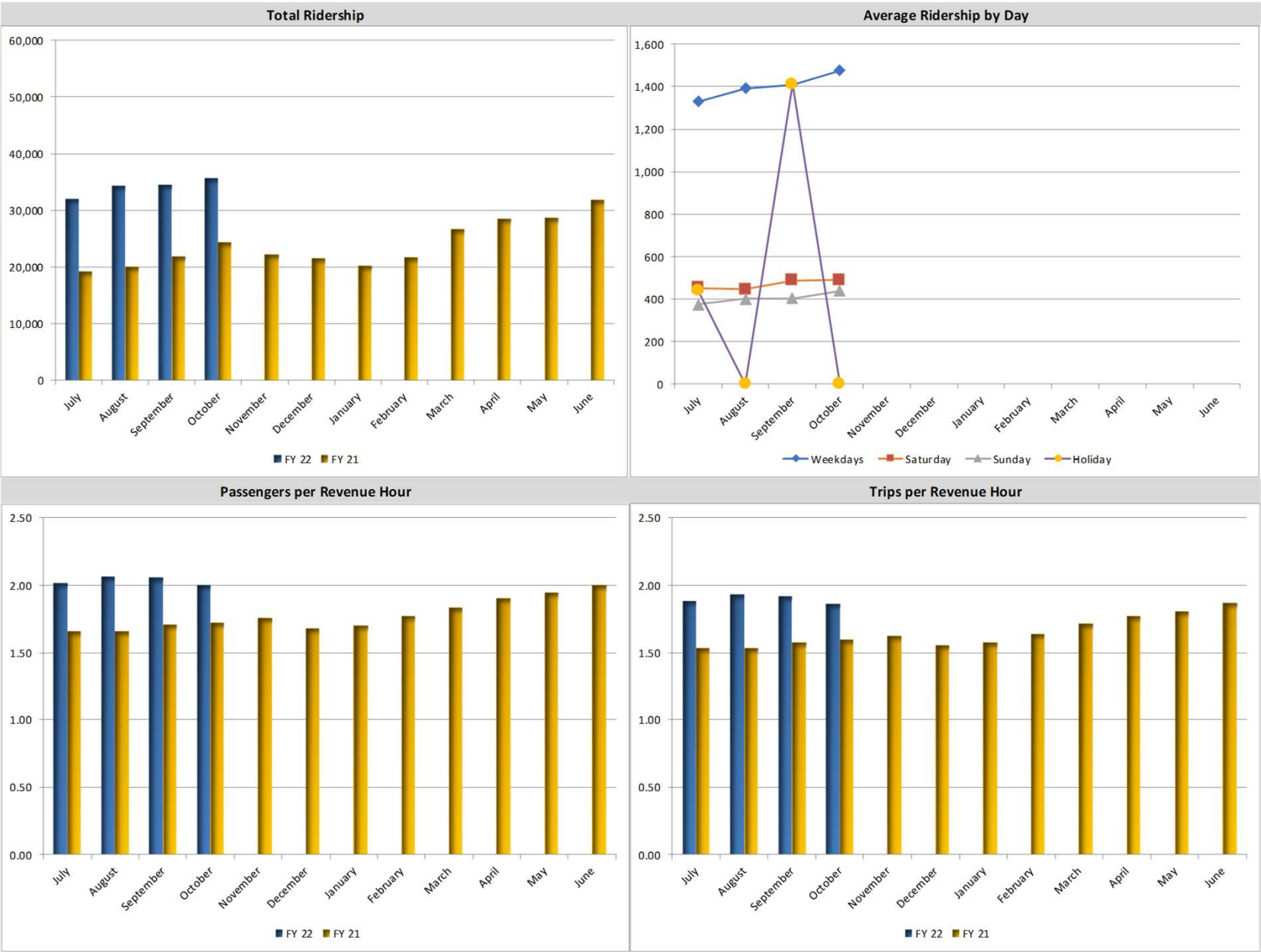
PREVIOUS YEAR	JULY 2020	AUGUST 2020	SEPTEMBER 2020	OCTOBER 2020	NOVEMBER 2020	DECEMBER 2020	JANUARY 2021	FEBRUARY 2021	MARCH 2021	APRIL 2021	MAY 2021	JUNE 2021	YTD FY 2021
Demand Response	19,235	20,121	21,967	24,487									85,810
TOTAL	19,235	20,121	21,967	24,487									85,810

VARIANCE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	YTD FY 2021
Demand Response	12,901	14,302	12,596	11,176									50,975
TOTAL	12,901	14,302	12,596	11,176									50,975

% VARIANCE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	YTD FY 2021
Demand Response	67.1%	71.1%	57.3%	45.6%									59.4%
TOTAL	67.1%	71.1%	57.3%	45.6%									59.4%

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	29,586	31,016									119,159
Saturday	2,264	1,786	1,949	2,450									8,449
Sunday	1,503	2,008	1,616	2,197									7,324
Holiday	441	-	1,412										1,853
TOTAL	32,136	34,423	34,563	35,663									136,785

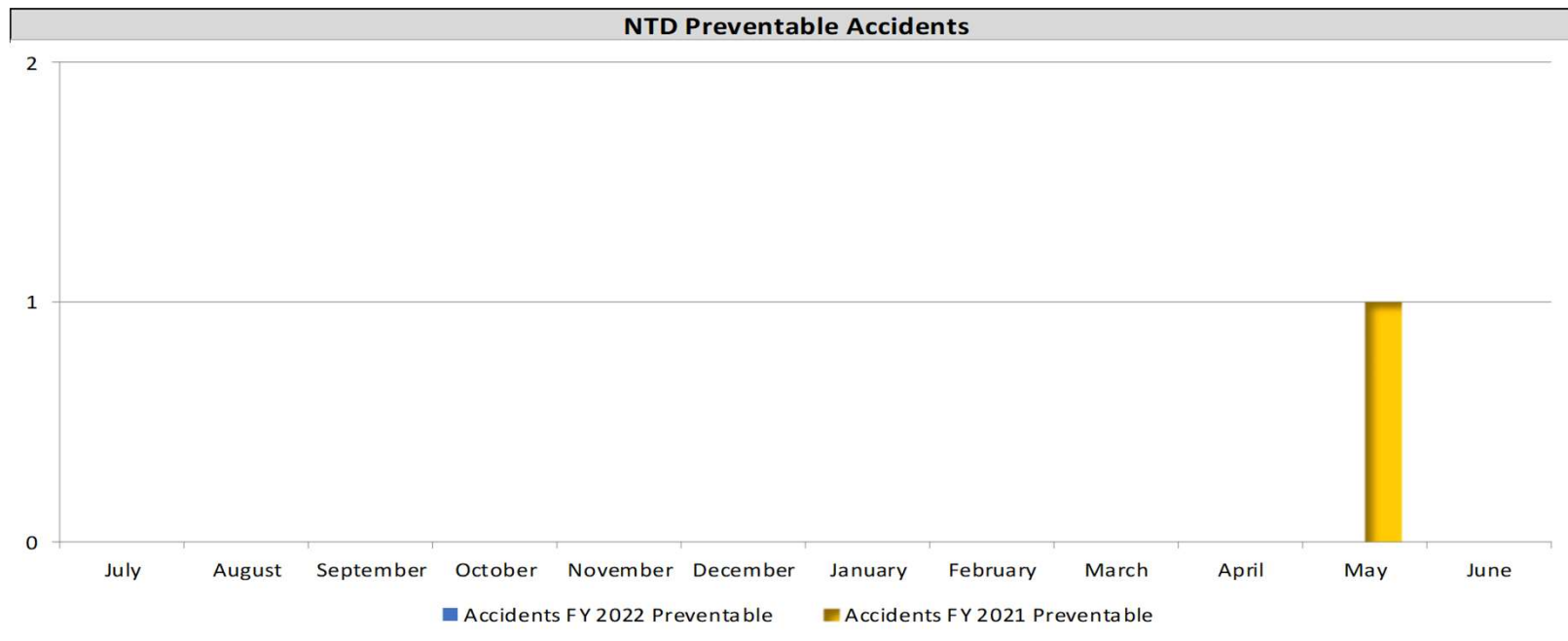
AVERAGES BY:	JULY 2021	AUGUST 2021	SEPTEMBER 2021	OCTOBER 2021	NOVEMBER 2021	DECEMBER 2021	JANUARY 2022	FEBRUARY 2022	MARCH 2022	APRIL 2022	MAY 2022	JUNE 2022	YTD FY 2022
Weekday	1,330	1,392	1,409	1,477									1,402
Saturday	453	447	487	490									469
Sunday	376	402	404	439									407
Holiday	441	-	1,412	-									927
TOTAL	1,037	1,110	1,152	1,150									1,112



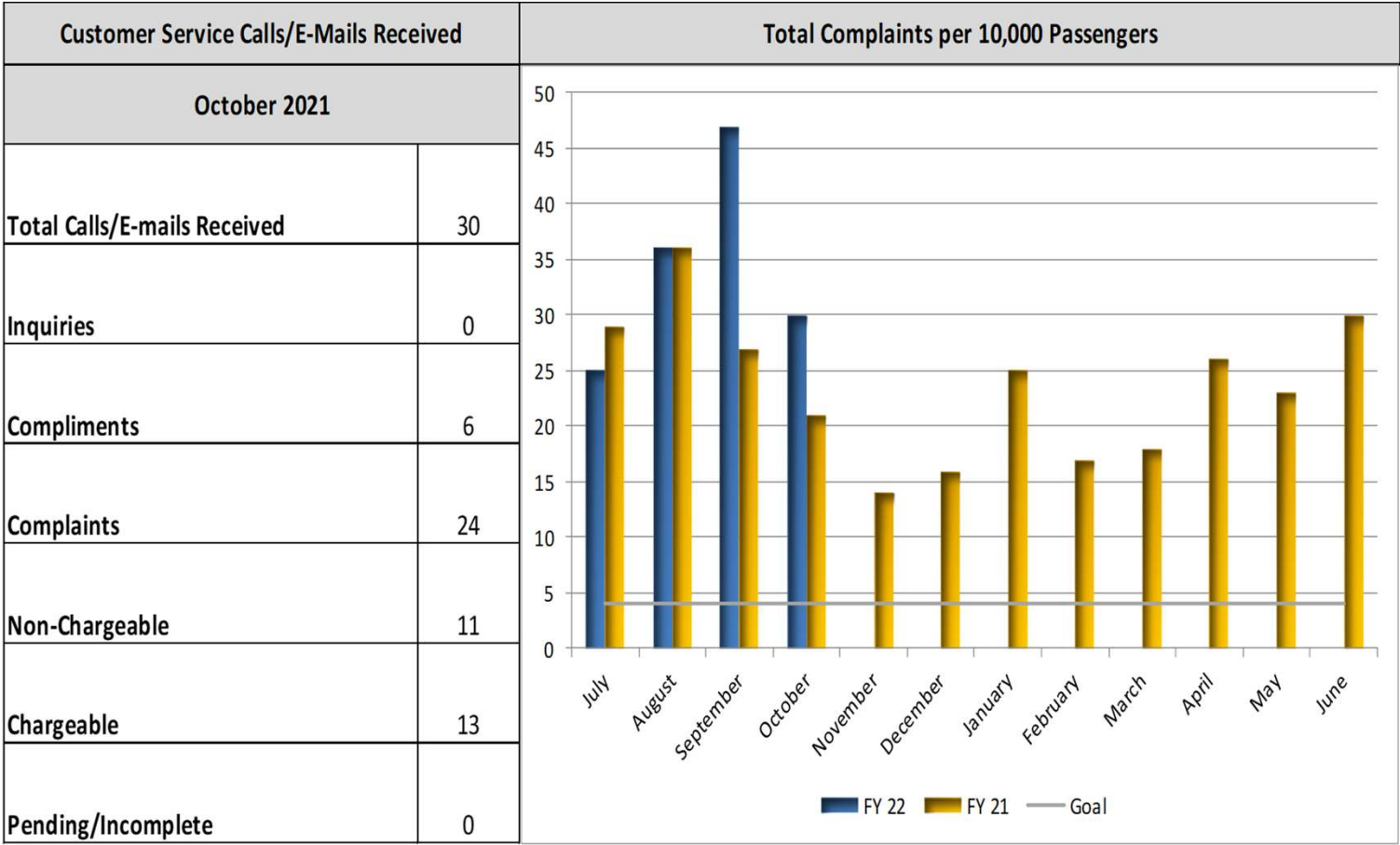
Month to Date 2021	October		Variance		Monthly Budget	Variance	
	Current Year	Prior Year	Amount	Percent		Amount	Percent
OPERATOR WAGES	\$ 505,013	\$ 393,334	\$ (111,679)	-28.4%	\$ 504,603	\$ (410)	-0.1%
OTHER BU WAGES	107,902	104,236	(3,667)	-3.5%	99,751	(8,151)	-8.2%
SALARIES	87,483	91,777	4,293	4.7%	98,320	10,837	11.0%
FRINGE BENEFITS	228,119	112,472	(115,647)	-102.8%	313,568	85,448	27.3%
SERVICES	51,767	120,696	68,929	57.1%	104,908	53,141	50.7%
CONTRACT VEHICLE MAINT.	17,393	112,439	95,046	84.5%	158,333	140,940	89.0%
UTILITIES	22,889	7,386	(15,503)	-209.9%	19,333	(3,555)	-18.4%
MATERIALS AND SUPPLIES	5,893	7,633	1,740	23%	23,483	17,590	74.9%
DIESEL FUEL	-	0	0	0.0%	500	500	100.0%
UNLEADED FUEL	141,289	33,423	(107,866)	-322.7%	146,550	5,261	3.6%
CAPITAL OUTLAY	-	19,519	19,519	100.0%	3,333	3,333	100.0%
LIABILITY INSURANCE	12,500	-	(12,500)	0.0%	47,500	35,000	73.7%
LABOR CREDITS/EXP TRANSFE	-	(7,030)	(7,030)	100.0%	(20,000)	(20,000)	100.0%
TOTAL EXPENSES	\$ 1,180,250	\$ 995,884	\$ (184,365)	-18.5%	\$ 1,500,183	\$ 319,934	21.3%

Year to Date	October YTD		Variance		YTD Budget	Variance	
	Current Year	Prior Year	Amount	Percent		Amount	Percent
OPERATOR WAGES	\$ 1,611,236	\$ 1,520,702	\$ (90,535)	-6.0%	\$ 6,055,240	\$ 4,444,004	73.4%
OTHER BU WAGES	360,323	361,888	1,565	0.4%	1,197,010	836,687	69.9%
SALARIES	290,389	313,588	23,200	7.4%	1,179,840	889,451	75.4%
FRINGE BENEFITS	990,600	808,760	(181,840)	-22.5%	3,762,810	2,772,210	73.7%
SERVICES	340,054	160,106	(179,949)	-112.4%	1,258,900	918,846	73.0%
CONTRACT VEHICLE MAINT.	395,990	445,610	49,620	11.1%	1,900,000	1,504,010	79.2%
UTILITIES	59,848	55,487	(4,361)	-7.9%	232,000	172,152	74.2%
MATERIALS AND SUPPLIES	(66,139)	30,677	96,816	315.6%	281,800	347,939	123.5%
DIESEL FUEL	-	-	-	0.0%	6,000	6,000	100.0%
UNLEADED FUEL	431,156	198,819	(232,337)	-116.9%	1,758,600	1,327,444	75.5%
CAPITAL OUTLAY	-	19,519	19,519	100.0%	40,000	40,000	100.0%
LIABILITY INSURANCE	443,094	386,169	(56,925)	-14.7%	570,000	126,906	22.3%
LABOR CREDITS/EXP TRANSFE	-	(9,018)	(9,018)	100.0%	(240,000)	(240,000)	0.0%
TOTAL EXPENSES	\$ 4,856,552	\$ 4,292,307	\$ (564,245)	-13.1%	\$ 18,002,200	\$ 13,145,648	73.0%

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	1	1	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.