

SEPTEMBER 2019 HIGHLIGHTS Sun tran







New Sun Van Vehicles Arrive

Sun Van received 14 new Ford Transit vans in September. The vans can carry up to 8 passengers per trip and will replace aging vehicles, improving the reliability of Sun Van operations. Sun Van is set to receive 31 vans in total and expects to have all in service by November.

Sun Tran also received 2 new Ford Transit vans. These non-revenue vans replace aging vehicles and are operated to transport drivers to transit centers in between shifts.



Triennial Review Workshop

Every three years the FTA performs a review of transit system compliance with regulations. In preparation, Sun Tran hosted a Triennial Review workshop to familiarize all transit and TDOT staff with various federal regulations and laws that will be reviewed for compliance. Sun Tran is scheduled for a triennial reivew in 2020.

Bus Maintenance Training

During the month of September, Sun Tran mechanics attended Meritor Air Disc Brake (ADB) training. These brakes are unique to the newer models of GILLIG buses in the Sun Tran fleet. Mechanics were trained on ADB history, brake balance, brake chambers, inspection, maintenance, and diagnostics to ensure proper brake performance.



Electric Bus to over 100 community members.

enjoyed a smooth and guiet ride as well as cool AC powered completely by solar energy.

In early 2020, Sun Tran will begin a one-year pilot program to investigate the advantages of incorporating all-electric buses







SLINK S





+21.72% Revenue

from September 2018 \$1,092,069

63
START Participants

In September, there were 3 trainings



93.5%
Total calls answered
by Customer Service
Exceeding goal of 85%





Sept 2019 - 1,167,425

Sept 2018 - 1,221,814

9743- Day Passes sold



Busiest Stop

University Blvd & Tyndall

13,824 - Boarded 11,951 - Alighted



Ridership -5.6%



Sept 2018 - 92,067





Ridership -0.6%

Sept 2019 - 43,585

Sept 2018 - 43,848



-17.89% Expenses

from September 2018 \$1,274,233







Shamean Johnson – Sun Tran Driver 🌟 🌟 🌟 🚖

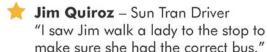


"Shamean is amazing. She says hello to **every** person who gets on the bus. And she wishes everybody a good day as they depart. She always has a smile on her face. I really look forward to the days she drives. The other thing is she really watches out for the riders. There are a lot of kids on our route and she keeps an eye on them to be sure they aren't being approached by adults they don't know. She is quite special and I hope she can be acknowledged somehow for her positive attitude and how well she represents Sun Tran."



Juan Ciscomani Sun Tran Driver

Albert Padilla - Sun Tran Driver "The bus was so clean - I felt like a million bucks inside!"





Lourdes Galaz Customer Satisfaction Representative

"I cannot say enough nice things about Lourdes. I'm happy and so very comfortable about taking Sun Tran since speaking with her. She is a very special rep. She is so patient, even while I asked question after question. As a new and happy rider, I feel so much better now!"

Stacy Kroh - Sun Tran Driver

driver. Props to Juan. Thanks!"

riding the bus on Route 34

northbound. I ride frequently and

this was the SMOOTHEST ride I have

had with a very kind and courteous

"Thank you so much Sun Tran for bringing out a bus to the Touch-a-Truck event. Our family enjoyed coming on board the bus, getting familiar with how to ride public transit and being a part of the 'fan' club. This was a nice touch and very useful that warm Tucson evening. A big high-five to the driver, Stacy. He was very patient, kind and allowed the children to honk the horn, touch the levers and buttons. My son enjoyed the 'elevator' action of the drivers's seat."





Calvin Dacus - Sun Van Driver



"Calvin is a very good driver who is extremely considerate. He has a friendly, kind, courteous and helpful demeanor. Also, Calvin went out of his way to rearrange the trunk of the van in order to fit a box of books along with my cart."



Alfred Nuñez Sun Van Driver

"I was very happy with how Alfred treated me. He was very helpful and courteous which really made my day."



Lucille Shepard Sun Van Reservationist

"Lucille did a fantastic job of scheduling my trip. I appreciated her advice."



Maggie Quintero Sun Van Driver

"I was very impressed with the casual competence Maggie displayed and the fantastic, caring service I received. Maggie is so helpful and courteous. I appreciate her."

Mark DeWitt - Sun Van Driver

"During a road check, Mark noticed smoke coming from the undercarriage of the van. He quickly got out of the van and when he saw flames under the van, he calmly got the fire extinguisher and put the fire out."

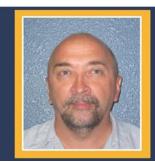


Table of Contents

Sun Tran	
System Summary	9
Performance Indicators	
Route Performance	
Route Productivity By Route	
SunLink	
System Summary	
Performance Indicators	15
Sun Van	
System Summary	
Performance Indicators	
Sun Tran Appendix	
Ridership	22
·	
Annual Ridership	
Ridership Charts	
Revenue	25

Table of Contents

Pass Revenue	26
Expenses	27
Preventable Accidents	28
Customer Service	29
Sun Link Appendix	
Ridership	31
Ridership Charts	32
Daily Passenger Counts	33
Revenue	34
Expenses	35
Preventable Accidents	36
Customer Service	37
Sun Van Appendix	
Ridership	39
Annual Ridership	40
Ridership Charts	41
Revenue	42
Expenses	43
Preventable Accidents	44
Customer Service	45
Glossary of Terms	
Glossary of Terms	5-47







Month to Date	Sept	ember	Variar	ice	September	Varia	nce
	Current	Prior Year	Amount	Percent	Budget	Amount	Percent
Ridership							
Total Route Passengers	1,167,425	1,221,814	(54,389)	-4.5%	1,172,131	(4,706	-0.4%
Revenue							
Total Route Passenger Revenue	1,092,069	897,232	194,838	21.7%	899,644	\$ 192,425	21.4%
Expenses							
Total Expenses	4,046,580	4,103,156	(56,575)	-1.4%	5,383,764	\$ 1,337,184	24.8%
Miles							
Revenue Miles	659,593	644,203	15,390	2.4%	659,840	247	0.0%
Deadhead Miles	91,896	87,891	4,005	4.6%	92,962	1,066	1.1%
Total Service Miles	751,489	732,094	19,395	2.6%	752,802	1,313	0.2%
Non-Route Miles	12,040	6,983	5,057	72.4%	9,325	(2,715	-29.1%
Total Miles	763,529	739,077	24,452	-3.0%	762,127	(1,402	2.0%
Revenue Hours	55,349	53,188	2,161	4.1%	54,761	(588	-1.1%
Service Hours	59,148	56,704	2,444	4.3%	58,560	(588	-1.0%

Year to Date	Septemb	er YTD	Variar	ice	September YTD	Varian	ce
	Current	Prior Year	Amount	Percent	Budget	Amount	Percent
Ridership							
Total Route Passengers	3,425,235	3,657,254	(232,019)	-6.3%	3,594,536	(169,301)	-4.7%
Revenue							
Total Route Passenger Revenue	3,180,180	3,090,185	89,995	2.9%	3,105,981	\$ 74,199	2.4%
Expenses							
Total Expenses	13,455,702	12,111,554	1,344,149	11.1%	16,144,211	\$2,688,509	16.7%
Miles							
Revenue Miles	2,070,433	2,077,354	(6,921)	-0.3%	2,111,312	40,879	1.9%
Deadhead Miles	288,248	286,110	2,138	0.7%	293,292	5,044	1.7%
Total Service Miles	2,358,681	2,363,464	(4,783)	-0.2%	2,404,604	45,923	1.9%
Non-Route Miles	27,412	18,964	8,448	44.5%	18,087	(9,325)	-51.6%
Total Miles	2,386,093	2,382,428	3,665	0.2%	2,422,691	36,598	1.5%
Revenue Hours	173,507	172,467	1,040	0.6%	175,624	2,117	1.2%
Service Hours	185,273	183,937	1,336	0.7%	187,603	2,330	1.2%



	Contains In disaster	Command Mandh	Cambamban 2010	EV20 VED	EV40 VED
	System Indicator	Current Month	September 2018	FY20 YTD	FY19 YTD
4	Didenskin	4.467.425	4 224 044	2 425 225	2.657.254
1.	Ridership	1,167,425	1,221,814	3,425,235	3,657,254
2.	Passenger Revenue	1,092,069	897,232	3,180,180	3,090,185
3.	Passenger per Revenue Mile	1.77	1.90	1.65	1.76
4.	Passenger per Revenue Hour	21.09	22.97	19.74	21.21
5.	Revenue per Passenger	0.94	0.73	0.93	0.85
6.	Revenue per Revenue Mile	1.66	1.39	1.54	1.49
7.	Revenue per Revenue Hour	19.73	16.87	18.33	17.92
8.	Farebox Recovery Ratio	27.0%	21.9%	23.6%	25.5%
9.	Cost per Passenger	3.47	3.36	3.93	3.31
10.	Cost per Revenue Mile	6.13	6.37	6.50	5.83
11.	Cost per Revenue Hour	73.11	77.14	77.55	70.23
12.	Net Cost per Revenue Hour	53.38	60.28	59.22	52.31
13.	Miles Between Road Calls	17,756	15,397	16,803	12,408
14.	Miles Between Bus Inspections	5,983	5,882	5,965	5,923
15.	Vehicle Accidents per 100,000 Miles	2.10	3	1.76	2.00
16.	Complaints per 100,000 Passengers	23.81	27	24.52	27.23
17.	Vehicles Operated in Maximum Service	189	189	190	202



	TOTAL ROUTE	ROUTE	TOTAL SERVICE	TOTAL SERVICE	TOTAL COST	NET COST PER	PASSENGER PER	PASSENGER PER	REVENUE PER	REVENUE PER	SUBSIDY PER
ROUTE	PASSENGERS	REVENUE	MILES	HOURS	ALLOCATION	REVENUE HOUR	REVENUE MILE	REVENUE HOUR	REVENUE MILE	REVENUE HOUR	PASSENGER
1	39,984 \$	42,702	19,175	2,116	\$ 139,050	\$47.09	2.31	19.54	\$2.46	\$20.87	\$2.41
2	21,297	18,395	19,398	1,568	106,911	57.36	1.13	13.80	0.97	11.92	4.16
3	61,533	78,323	42,075	3,077	212,719	47.60	1.78	21.79	2.26	27.74	2.18
4	93,313	103,363	45,356	3,849	260,710	43.56	2.37	25.83	2.62	28.61	1.69
5	19,634	29,407	17,251	1,363	93,207	48.55	1.21	14.94	1.81	22.38	3.25
6	48,418	52,561	18,272	2,038	133,767	41.05	2.82	24.48	3.06	26.57	1.68
7	57,354	50,113	43,003	3,010	209,441	56.87	1.53	20.47	1.33	17.89	2.78
8	92,889	78,662	48,330	3,878	264,617	52.80	2.35	26.37	1.99	22.33	2.00
9	46,576	39,036	36,818	2,947	201,183	58.59	1.40	16.83	1.18	14.11	3.48
10	23,390	18,419	14,030	1,132	77,212	53.82	1.76	21.41	1.38	16.86	2.51
	23,390 88,265	67,853	14,030 44,779	3,512	240,391	51.42		26.31		20.22	1.95
11 12			,				2.13 2.05	23.54	1.64 1.62	18.59	2.19
15	35,612	28,119 45,720	18,682 25,972	1,566 2,252	106,235 152,109	51.63 48.95	1.17	13.16	1.87	21.04	3.72
	28,607										
16	89,489	68,793	38,905	3,491	234,811	49.28	2.48	26.56	1.90	20.42	1.86
17	59,288	53,687	40,870	2,861	199,120	53.45	1.60	21.79	1.45	19.73	2.45
18	77,140	48,144	21,562	2,188	145,042	45.91	3.92	36.55	2.44	22.81	1.26
19	22,952	17,682	8,611	944	62,086	48.79	2.91	25.22	2.24	19.43	1.93
21	11,552	8,527	10,173	884	59,693	59.95	1.22	13.54	0.90	9.99	4.43
22	9,865	8,788	9,654	797	54,183	58.63	1.08	12.74	0.97	11.35	4.60
23	25,395	22,816	19,281	1,598	108,553	55.18	1.41	16.35	1.26	14.69	3.38
24	14,512	11,308	7,114	573	39,090	49.90	2.15	26.06	1.67	20.31	1.91
25	36,293	30,184	21,129	1,744	118,567	52.76	1.85	21.67	1.53	18.02	2.44
26	15,142	12,073	16,307	991	70,574	60.55	0.96	15.67	0.77	12.50	3.86
27	16,285	14,636	20,407	1,315	92,689	61.48	0.83	12.83	0.75	11.53	4.79
29	27,327	22,232	19,672	1,526	104,609	56.27	1.49	18.67	1.21	15.19	3.01
34	58,348	47,498	34,318	2,841	193,043	53.56	1.85	21.47	1.51	17.48	2.49
37	15,244	16,529	14,414	1,093	75,145	59.87	1.33	15.57	1.44	16.88	3.85
50	8,021	6,423	5,814	635	41,780	57.32	1.47	13.00	1.18	10.41	4.41
61	10,512	9,287	11,338	798	55,480	59.25	0.95	13.48	0.84	11.91	4.39
Total Non-Express											
Route	1,154,235	1,051,281	692,708	56,588	3,852,017	\$52.00	1.84	21.43	\$1.68	\$19.52	\$2.43
	TOTAL ROUTE	ROUTE	TOTAL SERVICE	TOTAL SERVICE	TOTAL COST	NET COST PER	PASSENGER PER	PASSENGER PER	REVENUE PER	REVENUE PER	SUBSIDY PER
ROUTE	PASSENGERS	REVENUE	MILES	HOURS	ALLOCATION	REVENUE HOUR	REVENUE MILE	TRIP	REVENUE MILE	REVENUE HOUR	PASSENGER
101X	1,218 \$		3,553		\$ 12,513	\$134.26	0.84	19.21	\$2.75	\$63.11	\$6.99
102X	1,749	5,615	4,862	219	16,541	86.98	0.62	13.93	2.00	44.71	6.25
103X	544	1,926	1,819	133	9,195	81.67	0.39	6.11	1.39	21.64	13.36
104X	763	2,594	4,103	168	12,946	90.64	0.32	6.68	1.10	22.72	13.56
105X	1,122	3,373	4,064	204	15,027	113.59	0.65	10.94	1.94	32.88	10.38
107X	1,837	4,755	9,443	429	32,306	95.40	0.32	6.36	0.82	16.47	15.00
108X	847	2,600	3,410	180	13,173	117.48	0.58	9.41	1.77	28.89	12.48
109X	816	2,596	3,974	207	15,138	148.25	0.54	9.64	1.72	30.68	15.38
110X	1,415	4,588	5,171	160	13,256	68.47	0.33	11.17	1.06	36.24	6.13
201X	658	1,821	4,196	182	13,852	121.53	0.31	6.65	0.85	18.39	18.28
203X	1,284	3,927	8,099	296	23,453	110.94	0.28	7.30	0.85	22.31	15.20
204X	936	2,991	5,952	216	17,163	109.01	0.28	7.20	0.91	23.01	15.14
TOTAL EXPRESS	12 100 . 6	40.700	EQ CAF	3.500	¢ 104 FC3	¢102.22	0.40	0.05	61.24	¢27.20	¢11 CC
ROUTE	13,190 \$	40,789	58,645	2,560	\$ 194,563	\$103.22	0.40	8.85	\$1.24	\$27.38	\$11.66
TOTAL SERVICE						4 =0 = 0			4 2	440 ==	44
TOTAL SERVICE	1,167,425 \$	1,092,069	751,353	59,148	\$ 4,046,580	\$53.38	1.77	21.09	\$1.65	\$19.73	\$2.53



Rank	Route Number	Route Description	Passengers per Hour
	10	C. Chb Avenue	36.5
1 2	18 16	S. 6th Avenue Oracle / Ina	36.5 26.6
3	8	Broadway	26.4
3 4	11	Alvernon	26.3
5	24	12th Avenue	26.1
6	1	Glenn/Swan	26.0
7	4	Speedway	25.8
8	19	Stone	25.2
9	6	Euclid/ North First Avenue	24.5
10	12	10th/ 12th Avenue	23.5
11	3	6th Street / Wilmot	21.8
12	17	Country Club / 29th Street	21.8
13	25	S. Park Avenue	21.7
14	34	Craycroft / Ft Lowell	21.5
15	10	Flowing Wells	21.4
16	7	22nd Street	20.5
17	, 29	Valencia	18.7
18	9	Grant Road	16.8
19	23	Mission Road	16.3
20	26	Benson Highway	15.7
21	37	Pantano	15.6
22	5	Pima Street / West Speedway	14.9
23	2	Cherrybell	13.8
24	21	West Congress / Silverbell	13.5
25	61	La Cholla	13.5
26	15	Campbell Avenue	13.2
27	50	Ajo .	13.0
28	27	Midvale Park	12.8
29	22	Grande	12.7
		FIXED ROUTE SYSTEM AVERAGE	21.4
Rank	ROUTE NUMBER	ROUTE DESCRIPTION	PASSENGERS PER TRIP
1	102X	Ina Road Express	13.9
2	203X	Oro Valley / Aeropark Express	10.2
3	101X	Golf Links Express	9.7
4	105X	Sunrise Express	8.9
5	201X	Speedway / Aeropark Express	7.8
6	204X	NW / Aeropark Express	7.4
7	108X	Broadway Express	6.7
8	103X	Oldfather Express	6.5
9	109X	Tanque Verde Express	6.5
10	110X	Rita Ranch / Downtown Express	5.6
11	107X	Oro Valley / Downtown Express	5.5
12	104X	Marana Express	4.5
		EXPRESS ROUTE SYSTEM AVERAGE	7.3

5 LINK





Month to Date		September				Variance			ptember	Variance		
	(Current	P	rior Year		Amount	Percent		Budget	Amount	Percent	
Ridership												
Total Route Passengers		86,922		92,067		(5,145)	-5.6%		88,700	(1,778)	-2.0%	
Revenue												
Total Route Passenger Revenue	\$	15,592	\$	82,503	\$	(66,911)	-81.1%	\$	15,270	\$ 322	2.1%	
Expenses												
Total Expenses	\$	237,296	\$	240,281	\$	(2,985)	-1.2%	\$	368,716	\$ (131,420)	-35.6%	
Miles										0		
Revenue Miles		16,214		16,312		(98)	-0.6%		15,714	500	3.2%	
Deadhead Miles		240		736		(496)	-67.4%		240	 0	0.0%	
Total Service Miles		16,454		17,048		(594)	-3.5%		15,954	(1,101)	3.1%	
Revenue Hours		2,079		2,091		(12)	-0.6%		2,014	65	10.4%	
Year to Date		Septem	her	VTD		Varian	Ce	Sant	ember YTD	Variance	۵	
icai to batc		•						•				
Teal to bute	(Current		rior Year		Amount	Percent	•	Budget	Amount	Percent	
Ridership		•			•			•				
		•			ı			•				
Ridership	•	181,906		rior Year		Amount	Percent	•	Budget	Amount	Percent	
Ridership Total Route Passengers	\$	Current		rior Year		Amount	Percent	•	Budget	\$ Amount	Percent	
Ridership Total Route Passengers Revenue		181,906	P	205,016		(23,110)	-11.3%		196,200	(14,294)	Percent -7.3%	
Ridership Total Route Passengers Revenue Total Route Passenger Revenue		181,906	P	205,016	\$	(23,110)	-11.3%	\$	196,200	(14,294)	Percent -7.3%	
Ridership Total Route Passengers Revenue Total Route Passenger Revenue Expenses	\$	181,906 74,987	P \$	205,016 704,434	\$	(23,110) (629,447)	-11.3% -89.4%	\$	196,200 75,171	\$ Amount (14,294) (184)	-7.3% -0.2%	
Ridership Total Route Passengers Revenue Total Route Passenger Revenue Expenses Total Expenses Miles Revenue Miles	\$	181,906 74,987 791,843 50,425	\$ \$	205,016 704,434 559,428 50,597	\$	(23,110) (629,447) 232,415 (172)	-11.3% -89.4% 41.5% -0.3%	\$	196,200 75,171 1,106,146 48,850	\$ (14,294) (184) (314,303) 1,575	-7.3% -0.2% -28.4% 3.2%	
Ridership Total Route Passengers Revenue Total Route Passenger Revenue Expenses Total Expenses Miles Revenue Miles Deadhead Miles	\$	181,906 74,987 791,843 50,425 736	\$ \$	205,016 704,434 559,428 50,597 736	\$	(23,110) (629,447) 232,415 (172) 0	-11.3% -89.4% 41.5% -0.3% 0.0%	\$	196,200 75,171 1,106,146 48,850 736	\$ (14,294) (184) (314,303) 1,575 0	-7.3% -0.2% -28.4% 3.2% 0.0%	
Ridership Total Route Passengers Revenue Total Route Passenger Revenue Expenses Total Expenses Miles Revenue Miles	\$	181,906 74,987 791,843 50,425	\$ \$	205,016 704,434 559,428 50,597	\$	(23,110) (629,447) 232,415 (172)	-11.3% -89.4% 41.5% -0.3%	\$	196,200 75,171 1,106,146 48,850	\$ (14,294) (184) (314,303) 1,575	-7.3% -0.2% -28.4% 3.2%	



	System Indicator	Curr	ent Month	Se	ptember 2018	FY	′20 YTD	F۱	/19 YTD
1.	Ridership		86,922		92,067		181,906		205,016
2.	Passengers per Revenue Mile		5.36		5.64		3.61		4.06
3.	Passengers per Revenue Hour		41.81		44.03		28.14		32.00
4.	Cost per Passenger	\$	2.73	\$	2.61	\$	4.35	\$	3.43
5.	Cost per Revenue Mile	\$	14.64	\$	14.73	\$	15.70	\$	13.92
6.	Cost per Revenue Hour	\$	114.14	\$	114.91	\$	122.48	\$	108.59
7.	Miles Between Road Calls		N/A		N/A		N/A		N/A
8.	Miles Between Streetcar Inspection		955		963		944		975
9.	Total Preventable Accidents per 100,000 Miles		0		0		0		1
10.	Total Complaints per 100,000 Passengers		13		23		14		17







Month to Date		Septeml	per	Varianc	е	S	eptember	Variance		
	Cı	urrent Year	Prior Year	Amount	Percent		Budget	Amount	Percent	
Ridership										
Total Demand		58,166	57,468	698	1.2%		59,060	(894)	-1.5%	
Denials		-	-	-	0.0%		-	-	0.0%	
Missed Trips		-	-	-	0.0%		-	-	0.0%	
Cancellations		11,519	10,526	993	9.4%		11,140	379	3.4%	
No Shows		3,062	3,094	 (32)	-1.0%		3,200	 (138)	-4.3%	
Total Passengers		43,585	43,848	 (263)	-0.6%		44,720	 (1,135)	-2.5%	
ADA Passengers		41,209	41,969	(760)	-1.8%					
Optional ADA		2,376	1,879	497	26.5%					
Percentage of Optional		5.5%	4.3%							
Trips										
ADA Trips		38,509	39,183	(674)	-1.7%					
Optional ADA Trips		2,209	1,698	 511	30.1%					
Total Trips		40,718	40,881	(163)	-0.4%		41,700	(982)	-2.4%	
Revenue										
Regular Fare Revenue		41,353	39,490	1,863	4.7%		40,530	823	2.0%	
Economy Fare Revenue		50,131	50,405	 (274)	-0.5%		51,700	 (1,569)	-3.0%	
Total Fares Collected	\$	91,484 \$	89,894	\$ 1,590	1.8%	\$	92,230	\$ (746)	-0.8%	
Expenses										
Total Expenses	\$	1,274,233 \$	1,551,850	\$ 434,109	25.4%	\$	1,588,904	\$ (314,671)	-19.8%	
Miles										
Revenue Miles		284,593	298,115	(13,522)	-4.5%		304,080	(19,487)	-6.4%	
Deadhead Miles		63,170	59,943	3,227	5.4%		61,140	2,030	3.3%	
Total Service Miles	'	347,763	358,058	 (10,295)	-2.9%		365,220	(17,457)	-4.8%	
Non-Route Miles		1,557	1,346	 211	15.7%		1,840	 (283)	-15.4%	
Total Miles		349,320	359,404	 (10,084)	-2.8%		367,060	 (17,740)	-4.8%	
Revenue Hours		21,276	22,233	(957)	-4.3%		22,680	(1,404)	-6.2%	
Service Hours		25,402	26,027	(626)	-2.4%		26,550	(1,148)	-4.3%	



Year to Date		September	YTD	Varian	ce	Sep	tember YTD		Variance		
	Cı	ırrent Year	Prior Year	Amount	Percent		Budget	ı	Amount	Percent	
Ridership											
Total Demand		178,597	180,908	(2,311)	-1.3%		186,440		(7,843)	-4.2%	
Denials		-	-	-	0.0%		-		-	0.0%	
Missed Trips		0	5	(5)	-100.0%		-		0	0.0%	
Cancellations		34,258	32,819	23,496	218.3%		35,170		(912)	-2.6%	
No Shows		9,270	9,668	 (398)	-4.1%		10,090		(820)	-8.1%	
Total Passengers		135,069	138,416	 (25,404)	-15.8%		141,180		(6,111)	-4.3%	
ADA Passengers		128,080	132,186	(4,106)	-3.1%						
Optional ADA		6,989	6,230	759	12.2%						
Percentage of Optional		5.2%	4.5%								
Trips											
ADA Trips		119,576	123,377	(3,801)	-3.1%						
Optional ADA Trips		6,450	5,608	842	15.0%						
Total Trips		126,026	128,985	(2,959)	-2.3%		131,560		(5,534)	-4.2%	
Revenue											
Regular Fare Revenue		125,486	122,609	2,877	2.3%		125,560		(74)	-0.1%	
Economy Fare Revenue		155,957	160,715	(4,758)	-3.0%		164,450		(8,493)	-5.2%	
Total Fares Collected	\$	281,443 \$	283,324	\$ (1,881)	-0.7%	\$	290,010	\$	(8,567)	-3.0%	
Expenses											
Total Expenses	\$	4,159,749 \$	3,844,464	\$ (158,793)	-4.0%	\$	4,766,713	\$	(606,964)	-12.7%	
Miles											
Revenue Miles		883,883	936,110	(52,227)	-5.6%		954,840		(70,957)	-7.4%	
Deadhead Miles		198,518	194,242	4,276	2.2%		198,120		398	0.2%	
Total Service Miles		1,082,401	1,130,352	 (47,951)	-4.2%		1,152,960		(70,559)	-6.1%	
Non-Route Miles		5,649	3,543	 2,106	59.4%		5,520		129	2.3%	
Total Miles		1,088,050	1,133,895	 (45,845)	-4.0%		1,158,480		(70,430)	-6.1%	
Revenue Hours		65,821	70,496	(4,676)	-6.6%		71,910		(6,089)	-8.5%	
Service Hours		78,732	82,871	(4,139)	-5.0%		84,530		(5,798)	-6.9%	



	System Indicator	Curre	nt Month	-	tember 2019	FY	/20 YTD	FY19 YTD
1.	Ridership		43,585		43,848		135,069	138,416
2.	Demand		58,166		57,468		178,597	180,908
3.	Cancellations		11,519		10,526		34,258	32,819
4.	No-Shows		3,062		3,094		9,270	9,668
5.	Passengers per Revenue Hour		2.05		1.97		2.05	1.96
6.	Passengers per Service Hour		1.72		1.68		1.72	1.67
7.	Revenue per Trip	\$	2.25	\$	2.20	\$	2.23	\$ 2.20
8.	Cost per Trip	\$	31.29	\$	37.96	\$	33.01	\$ 31.02
9.	Vehicles Operated in Maximum Service		117		121		118	123
10.	Trip Time,Sun Tran		80.14%		89.98%		84.66%	90.34%
11.	Trip Time 110% + 5 Minutes		86.16%		93.47%		90.51%	93.56%
12.	Pick-Ups		93.55%		95.86%		94.51%	96.17%
13.	Pick-Ups Before Significantly Late		99.90%		99.97%		99.95%	99.95%

Appendices – Additional Data

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











Transfer Passengers

Other Route Passengers

PCA's

Children 5 and Under

584,269

63,886

2,000

650,155

621,452

68,504

691,798

1,842



Month to Date	Septem	ber	Variand	e	September	Variance		
	Current	Prior Year	Amount	Percent	Budget	Amount	Percent	
Route Passengers								
Full Fare	348,157	364,753	(16,596)	-4.5%	325,716	22,441	6.9%	
Economy Fare	418,136	459,628	(41,492)	-9.0%	441,663	(23,527)	-5.3%	
Express Fare	15,584	15,064	520	3.5%	22,660	(7,076)	-31.2%	
Day Pass	57,700	75,996	(18,296)	-24.1%	73,880	(16,180)	-21.9%	
Other	114,794	83,087	31,707	38.2%	88,916	25,878	29.1%	
Route Revenue Passengers	954,371	998,528	(44,157)	-4.4%	952,834	1,537	0.2%	
Transfer Passengers	190,686	199,543	(8,857)	-4.4%	196,203	(5,517)	-2.8%	
Children 5 and Under	21,758	23,151	(1,393)	-6.0%	22,475	(717)	-3.2%	
PCA's	610	592	18	3.0%	618	(8)	-1.3%	
Other Route Passengers	213,054	223,286	(10,232)	-4.6%	219,297	(6,243)	-2.8%	
Total Passengers	1,167,425	1,221,814	(54,389)	-4.5%	1,172,131	(4,706)	-0.4%	
Month to Date	Calendar	Calendar Days		ays		Average Route	Ridership	
	Current	Prior Year	Current	Prior Year		Current	Prior Year	
Weekdays	20	19	19	19	Weekdays	49,320	52,916	
Saturdays	4	5			Saturdays	22,138	23,459	
Sundays	5	5			Sundays	15,195	16,271	
Holidays	1	1			Holidays	16,495	17,762	
Total	30	30			Total	38,914	40,727	
Year to Date	Septembe	r YTD	Variano	e	September YTD	Varian	ce	
	Current	Prior Year	Amount	Percent	Budget	Amount	Percent	
Route Passengers								
Full Fare	969,894	1,023,662	(53,768)	-5.3%	998,861	(28,967)	-2.9%	
Economy Fare	1,256,540	1,398,877	(142,337)	-10.2%	1,354,434	(97,894)	-7.2%	
Express Fare	47,056	46,665	391	0.8%	69,490	(22,434)	-32.3%	
Day Pass	178,568	250,043	(71,475)	-28.6%	226,564	(47,996)	-21.2%	
Other	323,022	246,209	76,813	31.2%	272,677	50,345	18.5%	
Route Revenue Passengers	2,775,080	2,965,456	(190,376)	-6.4%	2,922,026	(146,946)	-5.0%	

Total Passengers	3,425,235	3,657,254	(232,019	-6.3%	3,594,536	(169,301)	-4.7%
Year to Date	Calenc	Calendar Days		ol Days		Average Route	Ridership
	Current	Prior Year	Current	Prior Year		Current	Prior Year
Weekdays	64	63	39	39	Weekdays	45,723	49,303
Saturdays	13	13			Saturdays	21,038	22,719
Sundays	13	14			Sundays	14,884	15,812
Holidays	2	2			Holidays	15,995	17,239
Total	92	92			Total	37,231	39,753

(37,183)

(4,618)

(41,643)

158

-6.0%

-6.7%

8.6%

-6.0%

601,690

68,925

1,895

672,510

(17,421)

(5,039)

(22,355)

105

-2.9%

-7.3%

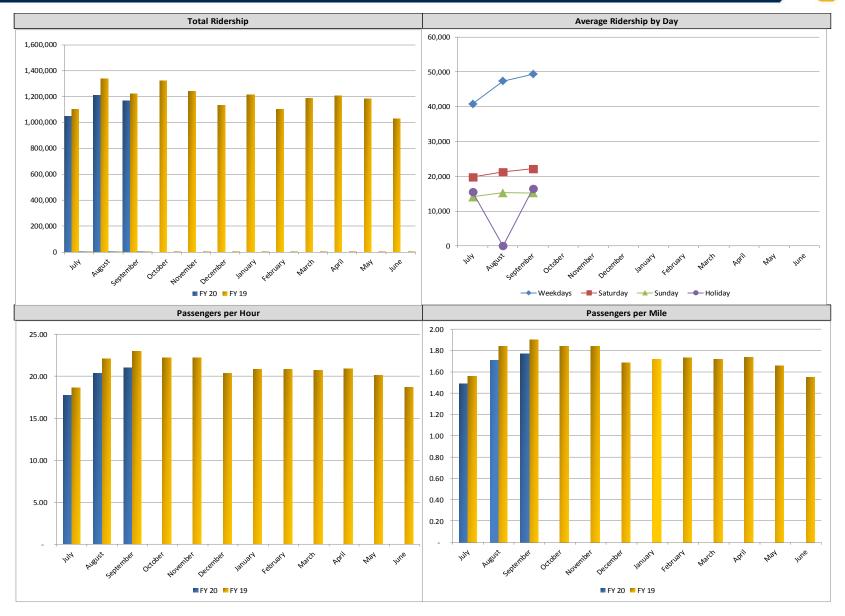
5.5%

-3.3%



Current	July	August	September	October	November	December	January	February	March	April	May	June	YTD
Year	2019	2019	2019	2019	2019	2019	2020	2020	2020	2020	2020	2020	FY 2020
Fixed Routes	1,035,297	1,195,538	1,154,235										3,385,070
Express Routes	12,983	13,992	13,190										40,165
Total	1,048,280	1,209,530	1,167,425										3,425,235
					•					•	•		
Previous	July	August	September	October	November	December	January	February	March	April	May	June	YTD
Year	2018	2018	2018	2018	2018	2018	2019	2019	2019	2019	2019	2019	FY 2019
Fixed Routes	1,087,918	1,319,907	1,208,944										3,616,769
Express Routes	12,556	15,059	12,870										40,485
Total	1,100,474	1,334,966	1,221,814										3,657,254
						_							
Variance	July	August	September	October	November	December	January	February	March	April	June	June	YTD FY 2018
Fixed Routes	(52,621)	(124,369)	(54,709)										(231,699)
Express Routes	427	(1,067)	320										(320)
Total	(52,194)	(125,436)	(54,389)										(232,019)
										1			
% Variance	July	August	September	October	November	December	January	February	March	April	June	June	YTD FY 2018
Fixed Routes	-4.8%	-9.4%	-4.5%				,	, , , , , , , , , , , , , , , , , , , ,					-6.4%
Express Routes	3.4%	-7.1%	2.5%										-0.8%
Total	-4.7%	-9.4%	-4.5%										-6.3%
	!		!			!				!			•
	July	August	September	October	November	December	January	February	March	April	May	June	YTD
Totals By:	2019	2019	2019	2019	2019	2019	2020	2020	2020	2020	2020	2020	FY 2020
Weekday	897,527	1,042,321	986,405										2,926,254
Saturday	78,955	105,991	88,551										273,497
Sunday	56,304	61,217	75,973										193,495
Holiday	15,494		16,495										31,989
Total	1,048,280	1,209,530	1,167,425										3,425,235
	July	August	September	October	November	December	January	February	March	April	May	June	YTD
Averages By:	2019	2019	2019	2019	2019	2019	2020	2020	2020	2020	2020	2020	FY 2020
Weekday	40,797	47,378	49,320								-		45,723
Saturday	19,739	21,198	22,138										21,038
Sunday	14,076	15,304	15,195										14,884
Holiday	15,494		16,495										15,995
Total	33,816	39,017	38,914										37,231

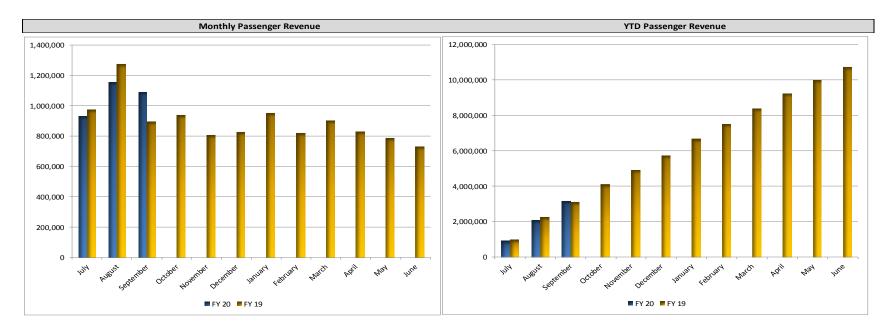






Month to Date	Septem	September		ce	September	Variance	
	Current	Prior Year	Amount	Percent	Budget	Amount	Percent
Route Passenger Revenue							
Full Fare	739,208	585,466	153,742	26.3%	572,831	166,376	29.0%
Economy Fare	202,406	189,409	12,997	6.9%	178,334	24,072	13.5%
Express Fare	65,256	32,412	32,844	101.3%	53,338	11,918	22.3%
Day Pass	26,334	33,899	(7,565)	-22.3%	47,946	(21,612)	-45.1%
Other	58,867	56,046	2,821	5.0%	47,196	11,671	24.7%
Route Passenger Revenue	1,092,069	897,232	194,837	21.7%	899,644	192,425	21.4%

Year to Date	Septembe	September YTD		ce	September YTD	Variance		
	Current	Prior Year	Amount	Percent	Budget	Amount	Percent	
Route Passenger Revenue								
Full Fare	2,162,852	2,101,499	61,353	2.9%	2,072,122	90,730	4.4%	
Economy Fare	588,075	564,571	23,504	4.2%	588,209	(133)	0.0%	
Express Fare	179,973	161,800	18,173	11.2%	160,244	19,729	12.3%	
Day Pass	87,926	90,525	(2,599)	-2.9%	124,840	(36,915)	-29.6%	
Other	161,353	171,790	(10,437)	-6.1%	160,566	787	0.5%	
Route Passenger Revenue	3,180,180	3,090,185	89,995	2.9%	3,105,981	74,198	2.4%	





Month to Date		Passes Sold ((Units)			Pass Revenu	e (\$'s)	
	Septem	ber	Varianc	e	Septemb	er	Variance	
	Current	Prior Year	Amount	Percent	Current	Prior Year	Amount	Percent
Period Passes								
Day Pass	5,916	6,554	(638)	-9.7%	\$ 8,913 \$	7,769	1,144	14.7%
Discounted Day Pass	8,557	13,390	(4,833)	-36.1%	17,421	26,130	(8,710)	-33.3%
3-Day Full Fare Pass	974	384	590	153.6%	9,486	3,827	5,659	147.9%
30-Day Full Fare	5,153	3,489	1,664	47.7%	246,997	158,728	88,270	55.6%
30-Day Economy	5,787	5,649	138	2.4%	129,519	113,422	16,097	14.2%
30-Day Express	587	539	48	8.9%	37,541	33,883	3,658	10.8%
SummerGo Youth Pass	6	0	6	0.0%	264	(220)	484	-220.1%
Annual	0	7	(7)	-100.0%	0	3,360	(3,360)	-100.0%
College Pass	588	302	286	94.7%	152,466	56,428	96,038	170.2%
College Express Pass	61	36	25	69.4%	 22,946	12,674	10,272	81.0%
Subtotal	27,629	30,350	(2,721)	-9.0%	\$ 625,553	416,001	(209,552)	-50.4%
Stored Value								
Full Fare Stored Value	34,361	33,767	594	1.8%	54,978	54,027	950	1.8%
Economy Stored Value	62,525	51,574	10,951	21.2%	46,894	38,681	8,213	21.2%
Express Stored Value	1,191	1,460	-269	-18.4%	 2,799	3,431	-632	-18.4%
Subtotal	98,077	86,801	11,276	13.0%	\$ 104,670	96,139	8,532	8.9%
Total	125,706	117,151	8,555	7.3%	\$ 730,223	512,140	218,084	42.6%

Year to Date		Passes Sold ((Units)		Pass Revenue (\$'s)					
	Septem	ber	Varianc	e		Septembe	er	Varianc	e	
	Current	Prior Year	Amount	Percent		Current	Prior Year	Amount	Percent	
Period Passes										
Day Pass	17,770	17,417	353	2.0%	\$	28,701 \$	12,171	16,530	135.8%	
Discounted Day Pass	29,620	41,071	(11,451)	-27.9%		59,224	75,707	(16,483)	-21.8%	
3-Day Full Fare Pass	2,324	1,190	1,134	95.3%		22,932	8,349	14,583	174.7%	
30-Day Full Fare	14,963	13,979	984	7.0%		710,993	367,890	343,103	93.3%	
30-Day Economy	16,807	16,909	(102)	-0.6%		366,354	539,150	(172,796)	-32.0%	
30-Day Express	1,400	1,129	271	24.0%		89,052	141,113	(52,061)	-36.9%	
SummerGo Youth Pass	23	0	23	0.0%		935	(4,143)	5,078	-122.6%	
Annual	11	21	(10)	-47.6%		5,143	8,747	(3,604)	-41.2%	
College Pass	1,533	1,517	16	1.1%		436,862	413,030	23,832	5.8%	
College Express Pass	176	300	(124)	-41.3%		76,650	109,963	(33,313)	-30.3%	
Subtotal	84,627	93,533	(8,906)	-9.5%	\$	1,796,845	1,671,977	124,868	7.5%	
Stored Value										
Full Fare Stored Value	96,717	96,893	-176	-0.2%		154,747	155,029	-282	-0.2%	
Economy Stored Value	185,625	150,792	34,833	23.1%		139,219	113,094	26,125	23.1%	
Express Stored Value	3,644	4,290	-646	-15.1%		8,563	10,082	-1,519	-15.1%	
Subtotal	285,986	251,975	34,011	13.5%	\$	302,529 \$	278,205	24,324	8.7%	
Total	370,613	345,508	25,105	7.3%	\$	2,099,375 \$	1,950,182	149,193	7.7%	

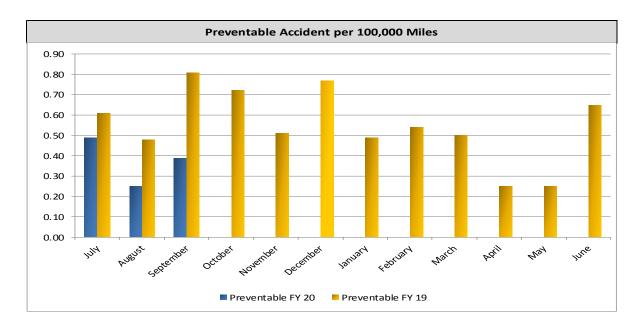


Month to Date	September				Varian	ce	Monthly	Variano	е
	Current	ı	Prior Year		Amount	Percent	Budget	Amount	Percent
Operator Wages	\$ 1,442,329	\$	1,376,524	\$	(65,805)	-4.8%	\$ 1,516,736	\$ 74,407	5%
Maintenance Wages	346,276		376,906		30,630	8.1%	417,637	71,361	17%
Salaries	368,565		337,253		(31,312)	-9.3%	422,108	53,542	13%
Fringe Benefits	1,146,313		1,130,388		(15,925)	-1.4%	1,137,941	(8,372)	-1%
Services	123,614		326,364		202,751	62.1%	456,472	332,858	73%
Utilities	91,418		76,952		(14,465)	-18.8%	78,600	(12,818)	-16%
Vehicle Maintenance	10,812		(22,454)		(33,266)	148.1%	531,683	520,872	98%
Materials and Supplies	10,310		74,162		63,852	86.1%	250,681	240,370	96%
CNG Fuel	66,536		69,086		2,549	3.7%	71,169	4,633	7%
Diesel Fuel	296,387		302,134		5,746	1.9%	408,451	112,064	27%
Unleaded Fuel	8,666		11,603		2,937	25.3%	13,742	5,076	37%
Capital Outlay	72,850		-	r	(72,850)		32,333	(40,517)	-125%
Insurance	62,503		47,022		(15,481)	-32.9%	83,963	21,460	26%
Labor Credits/Expense Transfers	-		(2784)		(2,784)	0.0%	(44,833)	(44,833)	100%
Total Expenses	\$ 4,046,580	\$	4,103,156	\$	56,576	1.4%	\$ 5,376,681	\$ 1,330,101	24.7%

ear to Date		Septem	ber YTD			Variance			Annual		Budget Balance	
	Cu	rrent Year		Prior Year		Amount	Percent		Budget		Amount	Percent
Operator Wages	\$	4,337,661	\$	4,169,678	Ś	(167,982)	-4.0%	Ś	18,200,830	Ś	13,863,169	76.2%
Maintenance Wages	Y	1,040,387	Ą	1,144,088	Ą	103,700	9.1%	Ą	5,011,640	Ţ	3,971,253	79.2%
Salaries		1,079,933		1,017,751		(62,182)	-6.1%		5,065,290		3,985,357	78.7%
Fringe Benefits		3,868,969		3,048,858		(820,111)	-26.9%		13,655,290		9,786,321	71.7%
Services		486,239		796,162		309,923	38.9%		5,477,660		4,991,421	91.1%
Utilities		246,864		248,083		1,219	0.5%		943,200		696,336	73.8%
Vehicle Maintenance		459,943		181,710		(278,234)	-153.1%		6,380,200		5,920,257	92.8%
Materials and Supplies		120,692		149,079		28,387	19.0%		3,008,170		2,887,478	96.0%
CNG Fuel		186,724		164,349		(22,374)	-13.6%		854,030		667,306	78.1%
Diesel Fuel		718,049		1,016,823		298,774	29.4%		4,901,410		4,183,361	85.4%
Unleaded Fuel		29,254		38,980		9,726	25.0%		164,900		135,646	82.3%
Capital Outlay		72,850		(15,383)		(88,233)	573.6%		388,000		315,150	81.2%
Insurance		809,051		153,192		(655,860)	-428.1%		1,007,550		198,499	19.7%
Labor Credits/Expense Transfers		(913)		(1,816)		(903)	49.7%		(538,000)		(537,087)	99.8%
Total Expenses	\$	13,455,702	\$	12,111,554	\$	(1,344,149)	-11.1%	\$	64,520,170	\$	51,064,468	79.1%



	Accidents per 100,000 Miles											
		FY 2020		FY 2019								
	Preventable	Non-Preventable	Total	Preventable	Non-Preventable	Total						
July	4	15	19	5	16	21						
August	2	5	7	4	11	15						
September	3	13	16	6	15	21						
October			0	6	10	16						
November			0	4	11	15						
December			0	6	9	15						
January			0	4	10	14						
February			0	4	4	8						
March			0	4	12	16						
April			0	2	15	17						
May			0	2	13	15						
June			0	5	10	15						





Customer Service Calls/E-Mails R	eceived	Total Complaints per 100,000 Passengers
September		30
Total Calls/E-mails Received	366	25
Inquiries	53	15
Compliments	29	10
Complaints	278	5
Chargeable	55	
Non-Chargeable	223	My Variate Otope, Voletine, Descripe, Pariat, Estina, Water, Val. Mey Tile
Pending/Incomplete	6	FY 20 FY 19 ——Goal

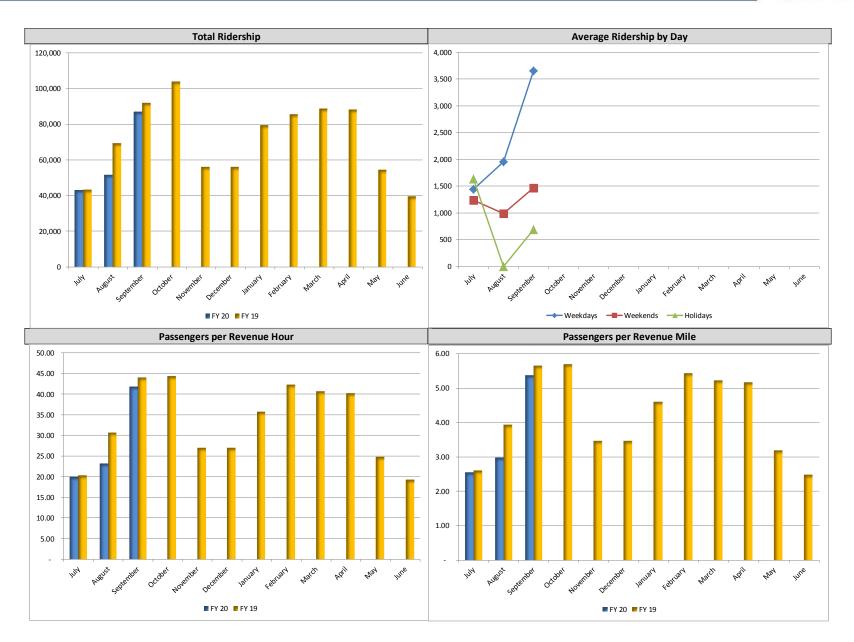




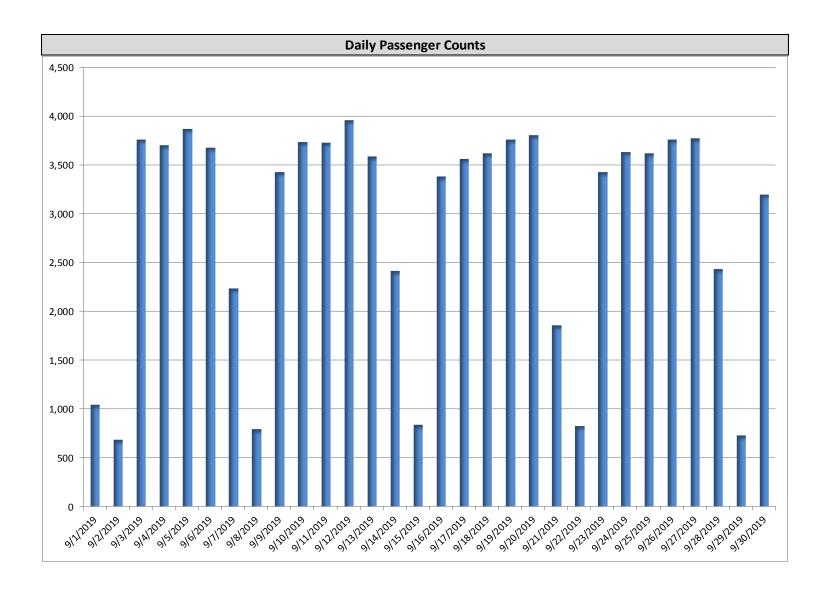


			., .	·	0	., .	
Month to Date	•	ember		iance	September	Varia	
	Current	Prior Year	Amount	Percent	Budget	Amount	Percent
Route Passengers	86,922	92,067	(5,145)	-5.6%	88,700	(1,778)	-2.0%
Month to Date			Schoo	ol Days		Average Rout	e Ridership
	Current	Prior Year	Current	Prior Year		Current	Prior Year
	20	40	20	40	W 11	2.552	2.047
Weekdays	20	19	20	19	Weekdays	3,652	3,947
Weekends	9	10			Weekends	1,467	1,610
Holidays	1	1			Holidays	689	978
Total	30	30			Total	2,897	3,069
Year to Date	Septem	nber YTD	Variance		September YTD	Varia	nce
	Current	Prior Year	Amount	Percent	Budget	Amount	Percent
Route Passengers	181,906	205,016	(23,110)	-11.3%	196,200	(14,294)	-7.3%
Year to Date	Calend	lar Days	Schoo	ol Days		Average Rout	e Ridership
	Current	Prior Year	Current	Prior Year		Current	Prior Year
Weekdays	64	63	25	39	Weekdays	2,307	2,701
Weekends	26	27			Weekends	1,229	1,285
Holidays	<u>2</u> 92	92			Holidays	1,160	1,167





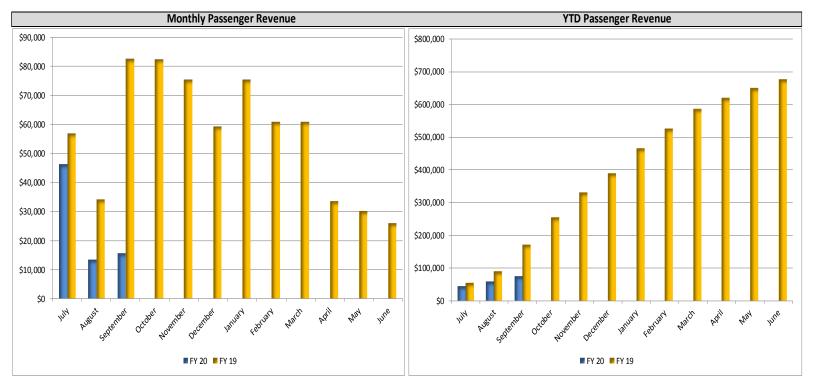






Month to Date	Sept	September		ance	September	Variance		
	Current	Prior Year	Amount	Percent	Budget	Amount	Percent	
Route Passenger Revenue	15,592	82,503	(66,911)	-81.1%	15,270	322	2.1%	

Year to Date	Septen	September YTD		nce	September YTD	Variance	
	Current	Prior Year	Amount	Percent	Budget	Amount	Percent
Route Passenger Revenue	74,987	230,786	(155,799)	-67.5%	75,171	(184)	-0.2%



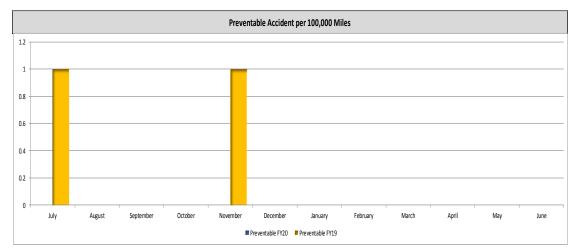


Month to Date		Septe	mber			Varian	ce	N	/lonthly	Variar	ce
	Current		Pr	ior Year	<u> </u>	mount	Percent		Budget	Amount	Percent
Contracts	\$	-	\$	-	\$	-	0.0%	\$	72,512	\$ 72,512	100.09
Administration Wages		13,700		18,034		4,334	24.0%		23,993	10,293	42.9%
Maintenance Wages		28,702		20,007		(8,695)	-43.5%		31,637	2,935	9.3%
Operations Wages		70,993		64,032		(6,961)	-10.9%		82,718	11,726	14.29
Fringe Benefits		29,366		54,246		24,880	45.9%		46,661	17,295	37.19
Taxes	\$	-	\$	-		-	0.0%		0	-	0.09
Staffing Costs	\$	-	\$	-		-	0.0%		167	167	100.09
Supplies		6,803	·	21,710		14,907	68.7%		5,083	(1,719)	-33.89
Information Technology		(1,051)	\$	-		1,051			3,413	4,464	130.89
Maintenance Supplies		9,860	·	7,055		(2,805)	-39.8%		35,875	26,015	72.59
NRV Maintenance		1,956		66		(1,890)	-2863.2%		667	(1,289)	-193.49
Fuel		554		561		7	1.2%		627	72	11.59
Utilities		34,959		33,181		(1,778)	-5.4%		31,367	(3,592)	-11.59
Public Education/Marketing		3,976		2,105		(1,871)	-88.9%		8,333	4,357	52.39
Miscellaneous		37,478		19,284		(18,194)	-94.3%		39,100	1,622	4.19
Total Expenses	\$ 2	237,294	\$	240,281	\$	2,985	1.2%	\$	382,151	\$ 144,858	37.9%

Year to Date		Septe	mber		Variar	ice	Annual		Budget Va	riance
	Cu	rrent Year	P	rior Year	Amount	Percent	Budget		Amount	Percent
Contracts	\$	22,067	\$	123,400	\$ 14,849	40%	\$870,140	\$	848,073	97.5%
Administration Wages	•	40,363	•	49,259	8,894	18%	287,910	•	247,547	86.0%
Maintenance Wages		87,378		53,666	(33,711)	-63%	379,640		292,262	77.0%
Operations Wages		213,917		180,450	(33,406)	-19%	992,620		778,703	78.4%
Fringe Benefits		109,042		59,249	(65,446)	-150%	559,930		450,888	80.5%
Taxes		-		-	13,919	0%	-		-	0.0%
Staffing Costs		-		490	4,917	0%	2,000		2,000	100.0%
Supplies		17,579		33,604	5,425	24%	61,000		43,421	71.2%
Information Technology		10,348		8,917	(9,225)	-822%	40,960		30,612	74.7%
Maintenance Supplies		68,336		16,788	(43,644)	-177%	430,500		362,164	84.1%
NRV Maintenance		2,974		1,849	(1,125)	-61%	8,000		5,026	62.8%
Fuel		1,891		1,829	(61)	-3%	7,520		5,629	74.9%
Utilities		97,620		95,372	(6,767)	-7%	376,400		278,780	74.1%
Public Education/Marketing		9,845		9,480	(6,990)	-245%	100,000		90,155	90.2%
Miscellaneous		110,479		70,081	(80,039)	-263%	469,200		358,721	76.5%
Total Expenses	\$	791,839	\$	704,434	\$ (232,410)	-33.0%	\$ 4,585,820	\$	3,793,991	82.7%



		Acc	idents Reportable to AL	ООТ		
		FY 2020			FY 2019	
	Preventable	Non-Preventable	Total	Preventable	Non-Preventable	Total
July		2	2	1		1
August					1	1
September					1	1
October					1	1
November				1	2	3
December						
January					2	2
February					1	1
March						
April						
Мау						
lune						





Customer Service Calls/E-Mails R	eceived	Total Compaints per 100,000 Passengers								
September		60.00								
Total Calls & Emails Received	13	50.00								
Inquiries	2	40.00								
Compliments	0	30.00								
Complaints	11	20.00								
Non-Chargeable	6	10.00								
Chargeable	5									
Pending	0	1114 Kriefreg Octope, October Boshipe, Patrian, Espinan, Wester, Voly, West True								
Incomplete	0	FY 20 FY 19 — Budget								







Month to Date	Septen	nber	Varian	ce	September	Variance	
	Current	Prior Year	Amount	Percent	Budget	Amount	Percent
Passengers							
Regular Fare Passengers	12,186	11,903	283	2.4%	12,140	46	0.49
Economy Fare Passengers	29,238	29,676	(438)	-1.5%	30,270	(1,032)	-3.49
Revenue Passengers	41,424	41,579	(155)	-0.4%	42,410	(986)	-2.39
Other Passengers (PCA)	2,161	2,269	(108)	-4.8%	2,310	(149)	-6.5%
Total Passengers	43,585	43,848	(263)	-0.6%	44,720	(1,135)	-2.59

Month to Date		Calend	lar Days		Average Rout	e Ridership
		Current	Prior Year		Current	Prior Year
	Weekdays	20	19	Weekdays	1,881	1,953
	Saturdays	4	5	Saturdays	626	643
	Sundays	5	5	Sundays	602	615
	Holidays	1	1	Holidays	452	454
	Total	30	30	Total	1,453	1,462

Year to Date	Septemb	er YTD	Varian	ce	September YTD	Variar	ice
	Current	Prior Year	Amount	Percent	Budget	Amount	Percent
Passengers							
Regular Fare Passengers	37,209	36,862	347	0.9%	37,600	(391)	-1.0%
Economy Fare Passengers	91,116	94,405	(3,289)	-3.5%	96,300	(5,184)	-5.4%
Revenue Passengers	128,325	131,267	(2,942)	-2.2%	133,900	(5,575)	-4.2%
Other Passengers (PCA)	6,744	7,149	(405)	-5.7%	7,280	(536)	-7.4%
Total Passengers	135,069	138,416	(3,347)	-2.4%	141,180	(6,111)	-4.3%

Year to Date		Calend	dar Days		Average Rout	e Ridership
		Current	Prior Year		Current	Prior Year
	Weekdays	64	63	Weekdays	1,851	1,914
	Saturdays	13	13	Saturdays	608	638
	Sundays	13	14	Sundays	597	607
	Holidays	2	2	Holidays	461	513
	Total	92	92	Total	1,458	1,505



CURRENT YEAR	JULY 2019	AUGUST 2019	SEPTEMBER 2019	OCTOBER 2019	NOVEMBER 2019	DECEMBER 2019	JANUARY 2020	FEBRUARY 2020	MARCH 2020	APRIL 2020	MAY 2020	JUNE 2020	YTD FY 2020
Demand Response	44,813	46,671	43,585		·								91,484
TOTAL	44,813	46,671	43,585										91,484

PREVIOUS YEAR	JULY 2018	AUGUST 2018	SEPTEMBER 2018	OCTOBER 2018	NOVEMBER 2018	DECEMBER 2018	JANUARY 2019	FEBRUARY 2019	MARCH 2019	APRIL 2019	MAY 2019	JUNE 2019	YTD FY 2019
Demand Response	45,265	49,303	43,848	49,425	44,204	41,457	45,454	41,798	46,181	47,033	46,477	42,801	543,246
TOTAL	45,265	49,303	43,848	49,425	44,204	41,457	45,454	41,798	46,181	47,033	46,477	42,801	543,246

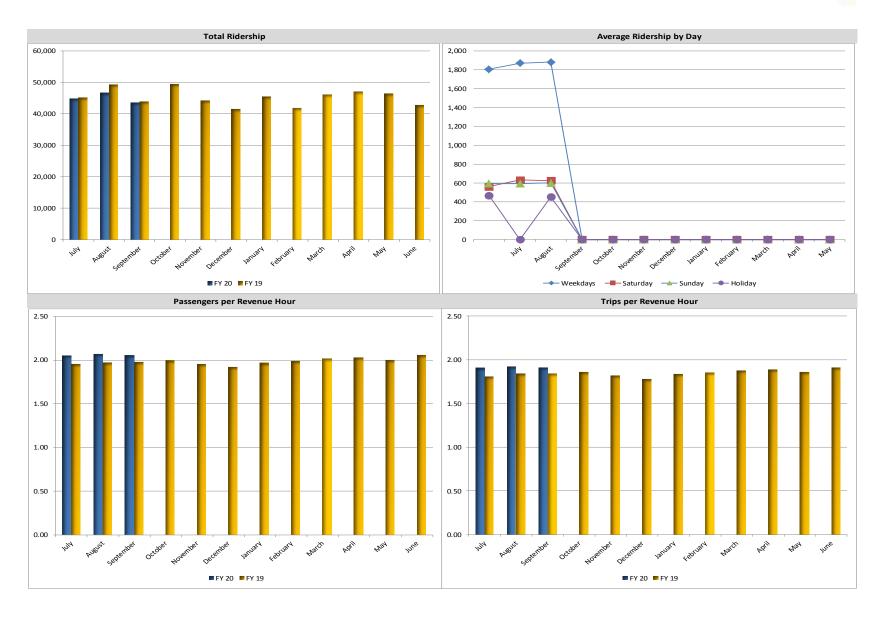
VARIANCE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	YTD FY 2020
Demand Response	(452)	(2,632)	(263)										(3,347)
TOTAL	(452)	(2,632)	(263)										(3,347)

% VARIANCE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	YTD FY 2020
Demand Response	-1.0%	-5.3%	-0.6%										-0.6%
TOTAL	-1.0%	-5.3%	-0.6%										-0.6%

	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	YTD
TOTALS BY:	2019	2019	2019	2019	2019	2019	2020	2020	2020	2020	2020	2020	FY 2020
Weekday	39,720	41,141	37,623										118,484
Saturday	2,249	3,156	2,502										7,907
Sunday	2,375	2,374	3,008										7,757
Holiday	469	0	452										921
TOTAL	44,813	46,671	43,585										135,069

	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	YTD
AVERAGES BY:	2019	2019	2019	2019	2019	2019	2020	2020	2020	2020	2020	2020	FY 2020
Weekday	1,805	1,870	1,881										1,851
Saturday	562	631	626										608
Sunday	594	594	602										597
Holiday	469		452										461
TOTAL	1,446	1,506	1,453										1,458



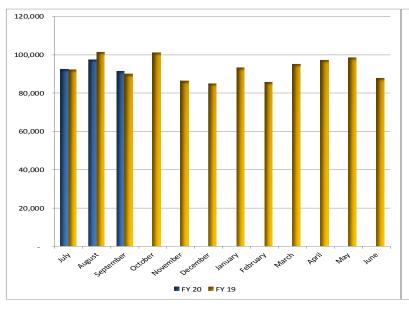


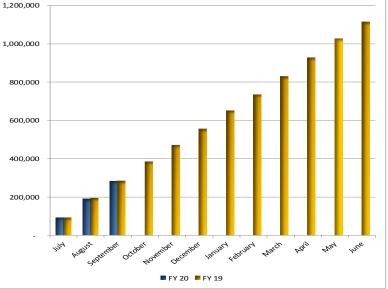


Month to Date	Sept	ember	Vari	ance	September	Variance		
	Current	Prior Year	Amount	Percent	Budget	Amount	Percent	
Fares Collected								
Regular Fare Revenue	41,353	39,490	1,863	4.7%	40,530	823	2.0%	
Economy Fare Revenue	50,131	50,405	(274)	-0.5%	51,700	(1,569)	-3.0%	
Total Fares Collected	91,484	89,894	1,590	1.8%	92,230	(746)	-0.8%	

Year to Date	Septen	nber YTD	Vari	ance	September YTD	Variance		
	Current	Prior Year	Amount	Percent	Budget	Amount	Percent	
Fares Collected								
Regular Fare Revenue	125,486	122,609	2,877	2.3%	125,560	(74)	-0.1%	
Economy Fare Revenue	155,957	160,715	(4,758)	-3.0%	164,450	(8,493)	-5.2%	
Total Fares Collected	281,443	283,324	(1,881)	-0.7%	290,010	(8,567)	-3.0%	

Monthly Passenger Revenue YTD Passenger Revenue	
---	--





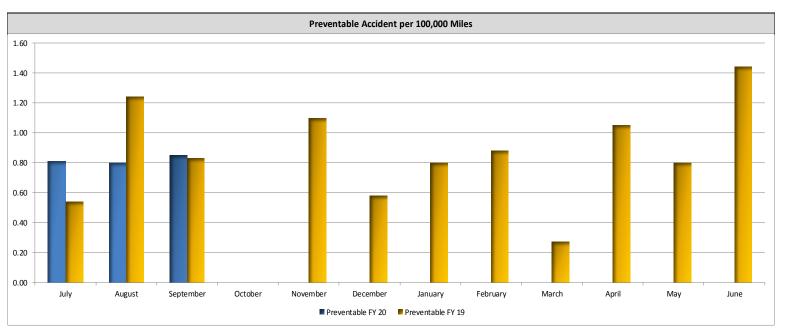


Nonth to Date		Septe	mber			Varian	ce	Monthly		Varian	се
	Cı	Current Year		Prior Year	ı	Amount	Percent	Budget	,	Amount	Percent
OPERATOR WAGES	\$	468,315	\$	474,248	\$	5,933	1.3%	\$ 523,683	\$	55,368	10.69
OTHER BU WAGES		89,017		90,143		1,126	1.2%	113,419		24,402	21.59
SALARIES		85,559		85,429		(129)	-0.2%	108,287		22,728	21.09
FRINGE BENEFITS		232,262		228,088		(4,174)	-1.8%	266,019		33,757	12.79
SERVICES		38,279		64,553		26,274	40.7%	83,847		45,567	54.39
CONTRACT VEHICLE MAINT.		157,440		293,412		135,972	46.3%	243,041		85,601	35.29
UTILITIES		16,277		13,670		(2,607)	-19.1%	13,702		(2,575)	-18.89
MATERIALS AND SUPPLIES		9,230		(3,992)		(13,222)	331.2%	35,026		25,796	73.69
DIESEL FUEL		612		317		(295)	-93.2%	131		(481)	-368.09
UNLEADED FUEL		139,732		226,913		87,181	38.4%	155,248		15,517	10.09
CAPITAL OUTLAY		-		-		-		1,688		1,688	100.09
LIABILITY INSURANCE		37,485		79,068		41,583	52.6%	44,815		7,330	16.49
LABOR CREDITS/EXP TRANSFERS		-		-		-		-		-	0.09
TOTAL EXPENSES	\$	1,274,208	\$	1,551,850	\$	277,643	17.9%	\$ 1,588,904	\$	314,697	19.8%

Year to Date		Septem	ber YTD)	 Varian	ce	 YTD	 Varian	ce
	Cui	rrent Year	[Prior Year	Amount	Percent	Budget	Amount	Percent
OPERATOR WAGES	\$	1,409,563	\$	1,418,565	\$ 9,002	0.6%	\$ 6,284,190	\$ 4,874,627	77.6%
OTHER BU WAGES		268,080		270,059	1,979	0.7%	1,361,030	1,092,950	80.3%
SALARIES		240,916		243,924	3,008	1.2%	1,299,440	1,058,524	81.5%
FRINGE BENEFITS		726,789		658,034	(68,755)	-10.4%	3,192,230	2,465,441	77.2%
SERVICES		111,539		156,501	44,962	28.7%	1,006,160	894,621	88.9%
CONTRACT VEHICLE MAINT.		512,256		471,108	(41,148)	-8.7%	2,916,490	2,404,234	82.4%
UTILITIES		45,478		41,099	(4,379)	-10.7%	164,420	118,942	72.3%
MATERIALS AND SUPPLIES		43,741		11,378	(32,363)	-284.4%	420,310	376,569	89.6%
DIESEL FUEL		629		317	(312)	-98.3%	1,570	941	60.0%
UNLEADED FUEL		375,472		494,411	118,939	24.1%	1,862,980	1,487,508	79.8%
CAPITAL OUTLAY		-		-	-		20,250	20,250	100.0%
LIABILITY INSURANCE		425,261		79,068	(346,192)	-437.8%	537,780	112,519	20.9%
LABOR CREDITS/EXP TRANSFERS		-		-	-		-	-	0.0%
TOTAL EXPENSES	\$	4,159,723	\$	3,844,464	\$ (315,259)	-8.2%	\$ 19,066,850	\$ 14,907,127	78.2%



		Acc	idents per 100,000 Mi	les		
		FY 2020			FY 2019	
	Preventable	Non-Preventable	Total	Preventable	Non-Preventable	Total
July	0.81	1.63	2.44	0.54	1.34	1.88
August	0.80	0.53	1.33	1.24	0.75	1.99
September	0.85	0.85	1.70	0.83	1.39	2.22
October				0.00	1.50	1.50
November				1.10	2.20	3.30
December				0.58	1.75	2.33
lanuary				0.80	0.54	1.34
February			•	0.88	0.88	1.76
March			•	0.27	1.62	1.89
April			•	1.05	1.58	2.63
May			•	0.80	0.53	1.33
lune				1.44	0.57	2.01





Customer Service Calls/E-Mails	Received		1	otal Compl	laints per 10,	000 Passen	gers		
September		25							
Total Calls/E-mails Received	27	20	\vdash						
Inquiries	0	15		_	١.		1	_	
Compliments	5	10	Н	\mathbf{H}	H	4		Н	
Complaints	22	. 5						Н	
Non-Chargeable	11	0		Ш		Щ			
Chargeable	11		N Rugust September Oc	ober Movember	December Januar	Lepungu .	March Adril	Nay	June
Pending/Incomplete	0			FY	' 20 FY 19	Goal			

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 Sun Tran: A bus may be up to 5 minutes late, but less than 1 minute early and be classified as on-time.

Sun Link: Regularly scheduled streetcars arriving at their last station stop less than six minutes behind schedule.

Sun Van: The vehicle is considered on-time if it arrives between 15 minutes before or 15 minutes after the

requested pick-up time.

Optional ADA (Sun Van)

Passenger trips outside 3/4-mile corridors around Sun Tran fixed routes or beyond times availbale 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 HoursThe 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.