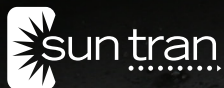


MONTHLY OPERATIONS REPORT

JULY 2022



JULY 2022 HIGHLIGHTS

TITLE VI & FARES MEETINGS

The public was invited to join Sun Tran staff at one virtual and seven in-person meetings about Title VI policies. These policies affect major service changes, fare changes, disparate impact and disproportionate burden. The meetings also provided the opportunity for the public to take a fares survey. While Title VI input has concluded, feedback on fares is still being accepted. To take the survey, visit: SunTran.com/PublicInput2022



SUN ON DEMAND SURVEY

Sun On Demand riders were provided the opportunity to take a survey about the service. Results included insightful demographic information and performance feedback.

ACCOMPLISHMENTS

- Streamlining fixed routes improve efficiency and stimulate ridership growth
- On Demand has operated in 2 zones showing continuous improvement in performance and customer satisfaction
- Project has resulted in overall cost savings and experienced ridership growth at the same time
- Introduced a ride scheduling app

4

average out of 5
**OVERALL RIDER
SATISFACTION**

5

average out of 5
**PERSONAL
SAFETY**

5

average out of 5
**DRIVER
COURTESY**

**OVERALL
COMMENT:**
*EXPAND
SERVICE/HOURS*

38% USED FOR SHOPPING • 27% USED FOR MEDICAL
67% FEMALE RIDERS • 42% INDICATE MOBILITY ISSUES

SAFETY CAMPAIGN

MOBILITY DEVICE SECUREMENT

Each month, we focus on a different safety topic to help improve our knowledge and expertise. This month, Sun Tran is focusing on proper mobility device securement techniques. By learning and mastering proper techniques, we can provide a safe ride for all. Scan the QR code below to watch a quick video with more info on these helpful reminders.



Turn off Power



Apply Brakes



Secure the Back 1st



Hook to Main Frame



Prefer 45° in Rear



Prefer 60° in Front



No Criss Cross



Set All Hooks
Before Tightening



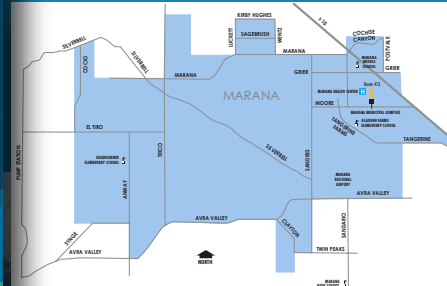
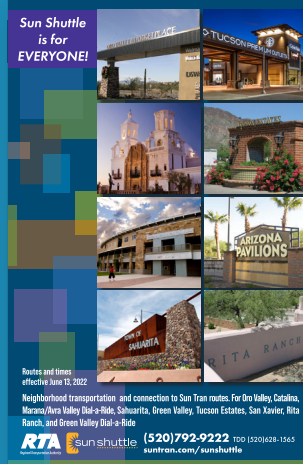
Always Offer
Lap Belt/Harness

Members of the safety and training team launched a campaign about mobility device securement for coach operators. Staff reinforced best practices for four-point securement with a training video, how-to poster and slideshow. At the end of the campaign, operators and training staff celebrated with a pizza party.

TRANSIT TRAINING

Sun Tran Community Outreach Manager Luz Navarrete conducted mobility training at the Marana Senior Center, where participants were introduced to the new Marana/Avra Valley Sun Shuttle Dial-a-Ride service.

The group also learned how to travel outside of the dial-a-ride area and connect to Sun Shuttle and Sun Tran's fixed route system.



LAOS CONSTRUCTION

Construction is underway at the Laos Transit Center. The project includes demolishing existing pillars and pieces of fencing then installing a "no-climb" security fence on a portion of the transit center property. The next phase will include paving onsite.



SECURITY CAMERA UPGRADES

A project to upgrade security camera infrastructure started in July. Cameras will be replaced or added at all transit centers and facilities. The upgrades will provide staff with enhanced options and footage quality, in addition to potentially deterring misbehavior.



SERVICE RECOGNITION

Two Sun Tran employees are being recognized for their outstanding dedication to the company: Human Resources Technician Lil Quintana for 48 years of service and Senior Accounting Analyst Angela Mendoza for 44 years.



Lil Quintana



Angela Mendoza

NEW HIRES

SUN TRAN

3 - Coach Operators
1 - Service Island Attendants

SUN VAN

10 - Van Operators
1 - Dispatch/Supervisor

SUN LINK

2 - Streetcar Operators

SUN TRAN PROMOTIONS:

1 - HR Tech
1 - HR Analyst
1 - Sr. Analyst

SUN VAN PROMOTIONS:

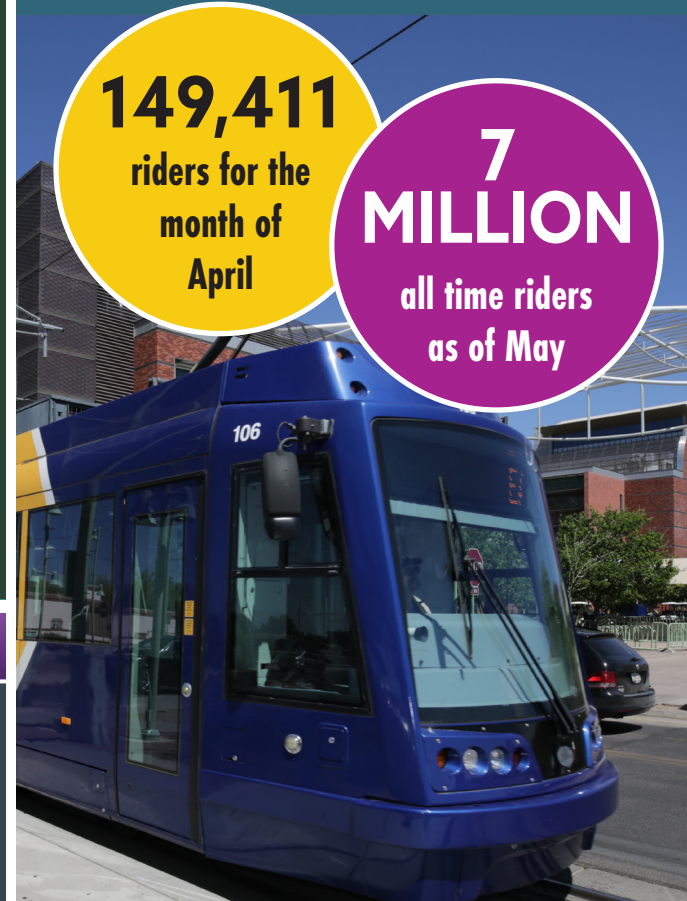
1 - Scheduling Supervisor

SUN LINK 8TH ANNIVERSARY

July 25 marked Sun Link's 8th anniversary of operation. The past year included several milestones including 149,411 riders in April and 7 million all-time riders in May.

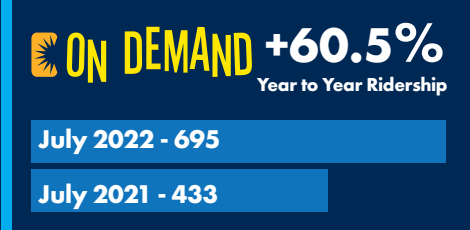
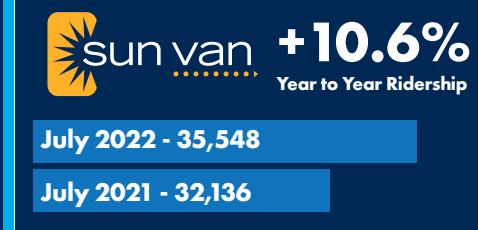
149,411
riders for the
month of
April

7
MILLION
all time riders
as of May



JULY 4TH STREETCAR RIDERSHIP

Year	2019	2020	2021	2022
Riders	1,631	202	1,246	1,299



92%
On Time
Performance



29 Passengers
per Hour



2
Passengers
per Hour



87%
On Time
Performance



21
Passengers
per Hour



99%
On Time
Performance

88%
On Time
Performance



13 Customer
Compliments



Sun Family All-Stars

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

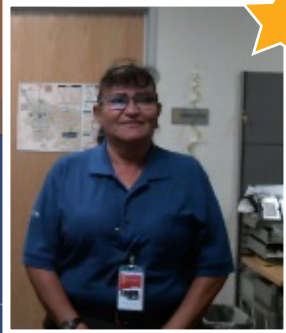


All Sun Tran Drivers

"Love your services and courteous bus drivers!"

Sandra Lent
Sun Tran Coach Operator

"Sandra is amazing. She is the best bus driver I've ever had. She was very polite and patient with everyone who got on the bus. Keep up the great work."

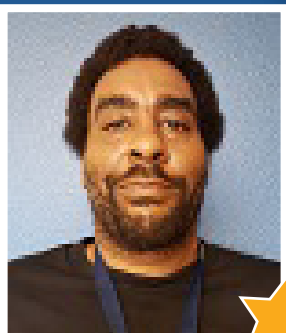


Grace Gonzalez
Sun Tran Coach Operator

"Grace is incredible! Not only is she cheerful, courteous kind and engaging, but she also made the trip safe and enjoyable. She restored my faith that there are tremendously good people in the world."

Adrian Lara
Sun Van Operator

"Your kindness, understanding and patience goes a long way."

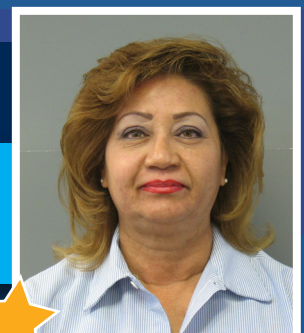


Greg Eskridge
Sun Van Operator

"I greatly appreciate your careful assistance with my son. I wanted to make sure you were commended for your help."

Suzanna Romero
Sun Van Operator

"Suzanna did a great job of understanding my needs. Her kindness was greatly appreciated."



Sun Tran

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Month to Date	July		Variance		July		Variance	
	2022	Current	Prior Year	Amount	Percent	Budget	Amount	Percent
Ridership								
Total Route Passengers		1,058,756	1,102,688	(43,932)	-4%	1,191,667	(132,911)	-11%
Revenue								
Total Route Passenger Revenue	\$	-	\$ -	\$ -	0%	\$ -	\$ -	0%
Expenses								
Total Expenses	\$	6,883,595	\$ 4,849,720	\$ (2,033,875)	-42%	\$ 5,515,933	\$ (1,367,662)	-25%
Miles								
Revenue Miles		603,938	643,752	(39,814)	-6%	659,167	55,229	8%
Deadhead Miles		69,172	75,596	(6,424)	-8%	99,811	30,639	31%
Total Service Miles		673,110	719,348	(46,238)	-6%	758,978	85,868	11%
Non-Route Miles		20,758	13,567	7,191	53%	7,325	(13,433)	-183%
Total Miles		693,868	732,915	(39,047)	-5%	766,303	72,435	9%
Revenue Hours		50,268	53,500	(3,232)	-6%	55,763	5,495	10%
Service Hours		53,755	56,726	(2,970)	-5%	59,158	5,403	9%

Year to Date		July YTD		Variance		July YTD		Variance	
		Current	Prior Year	Amount	Percent	Budget	Amount	Percent	
Ridership									
Total Route Passengers		1,058,756	1,102,688	(43,932)	-4%	1,191,667	(132,911)	-11%	
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	System Indicator	Current Month	Prior Year	FY23 YTD	FY22 YTD
1.	Ridership	1,058,756	1,102,688	1,058,756	1,102,688
2.	Passenger Revenue	\$ -	\$ -	\$ -	\$ -
3.	Passenger per Revenue Mile	1.75	1.71	1.75	1.71
4.	Passenger per Revenue Hour	21.06	20.61	21.06	20.61
5.	Revenue per Passenger				
6.	Revenue per Revenue Mile				
7.	Revenue per Revenue Hour				
8.	Farebox Recovery Ratio				
9.	Cost per Passenger	5.16	4.40	5.16	4.40
10.	Cost per Revenue Mile	9.04	7.53	9.04	7.53
11.	Cost per Revenue Hour	108.58	90.65	108.58	90.65
12.	Net Cost per Revenue Hour	108.58	90.65	108.58	90.65
13.	Miles Between Road Calls	15,098	15,327	17,347	15,327
14.	Miles Between Bus Inspections	5,855	5,845	5,855	5,845
15.	Vehicle Accidents per 100,000 Miles	0.86	0.68	0.86	0.48
16.	Complaints per 100,000 Passengers	20.40	22.40	20.40	22.40
17.	Vehicles Operated in Maximum Service	147	154	147	154

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	27,890	-	19,048	1,735	\$ 216,723	\$ 130	1.58	16.68	\$ -	\$ -	\$ 7.77
2	20,709	-	19,033	1,575	201,473	130	1.11	13.34	-	-	9.73
3	35,427	-	35,585	2,717	355,097	138	1.10	13.79	-	-	10.02
4	83,560	-	43,189	3,711	470,231	134	2.20	23.87	-	-	5.63
5	14,821	-	17,793	1,366	178,275	135	0.88	11.23	-	-	12.03
6	40,449	-	18,182	2,066	245,768	123	2.37	20.17	-	-	6.08
7	44,176	-	32,077	2,233	299,563	144	1.55	21.22	-	-	6.78
8	88,292	-	41,643	3,463	442,424	136	2.44	27.23	-	-	5.01
9	48,275	-	31,089	2,287	301,961	140	1.70	22.35	-	-	6.26
10	25,641	-	14,652	1,233	157,075	130	1.81	21.26	-	-	6.13
11	89,750	-	42,930	3,341	434,391	136	2.26	28.16	-	-	4.84
12	28,469	-	14,203	1,219	154,463	130	2.09	23.98	-	-	5.43
15	17,587	-	20,215	1,516	199,059	136	0.93	12.01	-	-	11.32
16	95,247	-	30,727	2,741	344,136	130	3.33	36.01	-	-	3.61
17	60,645	-	43,172	3,067	409,056	143	1.59	21.19	-	-	6.75
18	82,455	-	16,568	1,674	204,152	129	2.66	50.49	-	-	4.60
19	22,646	-	9,044	838	104,219	129	2.66	27.94	-	-	4.60
21	11,073	-	10,738	899	114,685	133	1.11	12.84	-	-	10.36
22	2,568	-	8,968	695	90,414	137	0.32	3.88	-	-	35.21
23	26,444	-	19,256	1,635	207,772	130	1.43	16.59	-	-	7.86
24	13,557	-	8,754	617	82,438	139	1.64	22.83	-	-	6.08
25	40,429	-	23,286	1,937	247,462	134	1.89	21.84	-	-	6.12
26	15,391	-	16,901	1,138	154,187	140	0.94	13.96	-	-	10.02
27	15,043	-	17,644	1,187	160,849	140	0.89	13.08	-	-	10.69
29	26,722	-	20,479	1,551	203,122	136	1.40	17.95	-	-	7.60
34	51,826	-	27,829	2,285	292,938	135	2.07	23.95	-	-	5.65
37	10,769	-	15,605	1,164	153,127	147	0.86	10.33	-	-	14.22
50	6,704	-	12,188	1,029	130,949	135	0.62	6.90	-	-	19.53
61	6,731	-	12,635	962	125,861	134	0.55	7.18	-	-	18.70
Total Non-Express Route	1,053,296	-	643,434	51,882	6,681,870	135	1.79	21.27	-	-	6.34

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	800	\$ -	2,617	109	\$ 17,512	\$ 393	0.76	10.00	\$ -	\$ -	\$21.89
102X	420	-	1,657	75	11,607	293	0.45	10.50	-	-	27.63
103X	180	-	1,063	69	9,473	186	0.25	4.50	-	-	52.63
104X	460	-	1,257	43	7,515	365	0.78	11.50	-	-	16.34
105X	280	-	1,239	76	10,561	230	0.47	7.00	-	-	37.72
107X	460	-	1,859	99	14,454	178	0.32	5.75	-	-	31.42
108X	380	-	1,456	74	10,981	373	0.78	9.50	-	-	28.90
109X	240	-	1,344	76	10,883	306	0.47	6.00	-	-	45.35
110X	420	-	1,757	57	10,208	243	0.29	5.25	-	-	24.31
201X	620	-	4,118	178	28,178	285	0.29	7.75	-	-	45.45
203X	480	-	5,300	199	33,340	271	0.16	6.00	-	-	69.46
204X	720	-	6,006	217	37,015	271	0.22	6.00	-	-	51.41
Total Express Route	5,460	-	29,675	1,272	201,725	270	0.34	7.18	\$ -	\$ -	\$ 36.95
Total Service	1,058,756	-	673,110	53,153	6,883,595	\$ 136.94	1.75		\$ -	\$ -	\$ 6.50

Rank	Route Number	Route Description	Passengers per Hour
1	18	S. 6TH AVENUE	50.5
2	16	ORACLE / INA	36.0
3	11	ALVERNON	28.2
4	19	STONE	27.9
5	8	BROADWAY	27.2
6	12	10TH / 12TH AVENUE	24.0
7	34	CRAYCROFT / FT LOWELL	24.0
8	4	SPEEDWAY	23.9
9	24	12TH AVENUE	22.8
10	9	GRANT ROAD	22.4
11	25	S. PARK AVENUE	21.8
12	10	FLOWING WELLS	21.3
13	7	22ND STREET	21.2
14	17	COUNTRY CLUB / 29TH STREET	21.2
15	6	EUCLID/ NORTH FIRST AVENUE	20.2
16	29	VALENCIA	17.9
17	1	GLENN/SWAN	16.7
18	23	MISSION ROAD	16.6
19	26	BENSON HIGHWAY	14.0
20	3	6TH STREET / WILMOT	13.8
21	2	CHERRYBELL	13.3
22	27	MIDVALE PARK	13.1
23	21	WEST CONGRESS / SILVERBELL	12.8
24	15	CAMPBELL AVENUE	12.0
25	5	PIMA STREET / WEST SPEEDWAY	11.2
26	37	PANTANO	10.3
27	61	LA CHOLLA	7.2
28	50	AJO	6.9
29	22	GRANDE	3.9
FIXED ROUTE SYSTEM AVERAGE			21.3

Rank	ROUTE NUMBER	ROUTE DESCRIPTION	PASSENGERS PER TRIP
1	104X	MARANA EXPRESS	11.5
2	102X	INA ROAD EXPRESS	10.5
3	101X	GOLF LINKS EXPRESS	10.0
4	108X	BROADWAY EXPRESS	9.5
5	201X	SPEEDWAY/AEROPARK EXPRESS	7.8
6	105X	SUNRISE EXPRESS	7.0
7	109X	TANQUE VERDE EXPRESS	6.0
8	203X	ORO VALLEY/AEROPARK EXPRESS	6.0
9	204X	NW / AEROPARK EXPRESS	6.0
10	107X	ORO VALLEY/DOWNTOWN EXPRESS	5.8
11	110X	RITA RANCH/DOWNTOWN EXPRESS	5.3
12	103X	OLDFATHER EXPRESS	4.5
EXPRESS ROUTE SYSTEM AVERAGE			7.2

SUN LINK 



Month to Date	July		Variance		July		Variance	
	2022	Current	Prior Year	Amount	Percent	Budget	Amount	Percent
Ridership								
Total Route Passengers		59,748	42,682	17,066	40.0%	42,682	17,066	40.0%
Revenue								
Total Route Passenger Revenue		-	-	\$ -	0.0%	\$ -	-	0.0%
Expenses								
Total Expenses		323,289	273,885	\$ 49,404	18.0%	\$ 413,553	\$ (90,264)	-21.8%
Miles								
Revenue Miles		16,538	17,473	(935)	-5.4%	16,170	368	2.3%
Deadhead Miles		248	248	0	0.0%	248	0	0.0%
Total Service Miles		16,786	17,721	(935)	-5.3%	16,418	368	2.2%
Revenue Hours		2,120	2,240	(120)	-5.4%	2,030	90	4.4%
Year to Date	July YTD		Variance YTD		July YTD		Variance YTD	
	Current	Prior Year	Amount	Percent	Budget	Amount	Percent	
Ridership								
Total Route Passengers		59,748	42,682	17,066	40.0%	42,682	17,066	40.0%
Revenue								
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Deadhead Miles		248	248	0	0.0%	248	0	0.0%
Total Service Miles		16,786	17,721	(935)	-5.3%	16,418	368	2.2%
Revenue Hours		2,120	2,240	(120)	-5.4%	2,030	90	4.4%

System Indicator		Current Month	Prior Year	FY23 YTD	FY22 YTD
1.	Ridership	59,748	42,682	59,748	42,682
2.	Passengers per Revenue Mile	3.61	2.44	3.61	2.44
3.	Passengers per Revenue Hour	28.18	19.05	28.18	19.05
4.	Cost per Passenger		6.42	\$	6.42
5.	Cost per Revenue Mile		15.67	\$	15.67
6.	Cost per Revenue Hour		122.27	\$	122.27
7.	Miles Between Road Calls	N/A	N/A	N/A	N/A
8.	Miles Between Streetcar Inspection	940	951	940	951
9.	Total Preventable Accidents per 100,000 Miles	0	0	0	0
10.	Total Complaints per 100,000 Passengers	5	12	5	12



Month to Date	July		Variance		July Budget	Variance	
	2022	Current Year	Prior Year	Amount	Percent	Amount	Percent
Ridership							
Total Demand		50,225	44,676	5,549	12.4%	51,330	(1,105) -2.2%
Denials		-	-	-	0.0%	-	- 0.0%
Missed Trips		-	1	(1)	-100.0%	-	- 0.0%
Cancellations		11,147	9,827	1,320	13.4%	11,630	(483) -4.2%
No Shows		3,530	2,712	818	30.2%	2,780	750 27.0%
Total Passengers		<u>35,548</u>	<u>32,136</u>	<u>3,412</u>	<u>10.6%</u>	<u>36,370</u>	<u>(822)</u> -2.3%
ADA Passengers		33,205	30,382	2,823	9.3%		
Optional ADA		<u>2,343</u>	<u>1,754</u>	<u>589</u>	<u>33.6%</u>		
Percentage of Optional		6.6%	5.5%				
Trips							
ADA Trips		30,707	28,273	2,434	8.6%		
Optional ADA Trips		<u>2,203</u>	<u>1,654</u>	<u>549</u>	<u>33.2%</u>		
Total Trips		<u>32,910</u>	<u>29,927</u>	<u>2,983</u>	<u>10.0%</u>	<u>31,420</u>	<u>1,490</u> 4.7%
Revenue							
Regular Fare Revenue		-	-	-	-	0	- 0.0%
Economy Fare Revenue		-	-	-	-	0	- 0.0%
Total Fares Collected		<u>\$ -</u>	<u>\$ -</u>	<u>\$ -</u>	<u>-</u>	<u>\$ -</u>	<u>-</u> 0.0%
Expenses							
Total Expenses		\$ 1,764,681	\$ 1,202,999	\$ (561,682)	-46.7%	\$ 1,592,678	\$ 172,002 10.8%
Miles							
Revenue Miles		251,526	227,555	23,971	10.5%	234,400	17,126 7.3%
Deadhead Miles		<u>43,741</u>	<u>40,774</u>	<u>2,967</u>	<u>7.3%</u>	<u>42,800</u>	<u>941</u> 2.2%
Total Service Miles		295,267	268,329	26,938	10.0%	277,200	18,067 6.5%
Non-Route Miles		<u>3,457</u>	<u>4,642</u>	<u>(1,185)</u>	<u>-25.5%</u>	<u>1,800</u>	<u>1,657</u> 92.1%
Total Miles		<u>298,724</u>	<u>272,971</u>	<u>25,753</u>	<u>9.4%</u>	<u>279,000</u>	<u>19,724</u> 7.1%
Revenue Hours		17,479	15,905	1,574	9.9%	16,700	779 4.7%
Service Hours		20,127	18,284	1,843	10.1%	19,200	927 4.8%

Year to Date	July YTD		Variance		July YTD Budget	Variance	
	2022	Current Year	Prior Year	Amount	Percent	Amount	Percent
Ridership							
Total Demand		50,225	44,676	5,549	12.4%	51,330	(1,105) -2.2%
Denials		-	-	-	0.0%	-	- 0.0%
Missed Trips		-	1	(1)	-100.0%	-	- 0.0%
Cancellations		11,147	9,827	1,320	13.4%	11,630	(483) -4.2%
No Shows		3,530	2,712	818	30.2%	2,780	750 27.0%
Total Passengers		<u>35,548</u>	<u>32,136</u>	<u>3,412</u>	<u>10.6%</u>	<u>36,920</u>	<u>(1,372) -3.7%</u>
ADA Passengers		33,205	30,382	2,823	9.3%		
Optional ADA		<u>2,343</u>	<u>1,754</u>	<u>589</u>	<u>33.6%</u>		
Percentage of Optional		6.6%	5.5%				
Trips							
ADA Trips		30,707	28,273	2,434	8.6%		
Optional ADA Trips		<u>2,203</u>	<u>1,654</u>	<u>549</u>	<u>33.2%</u>		
Total Trips		<u>32,910</u>	<u>29,927</u>	<u>2,983</u>	<u>10.0%</u>	<u>31,420</u>	<u>1,490 4.7%</u>
Revenue							
Regular Fare Revenue		-	-	-	0.0%	-	- 0.0%
Economy Fare Revenue		-	-	-	0.0%	-	- 0.0%
Total Fares Collected		<u>\$ -</u>	<u>\$ -</u>	<u>\$ -</u>	<u>0.0%</u>	<u>\$ -</u>	<u>\$ - 0.0%</u>
Expenses							
Total Expenses		\$ 1,764,681	\$ 1,202,999	\$ (561,682)	-46.7%	\$ 1,592,678	\$ 172,002 10.8%
Miles							
Revenue Miles		251,526	227,555	23,971	10.5%	234,400	17,126 7.3%
Deadhead Miles		<u>43,741</u>	<u>40,774</u>	<u>2,967</u>	<u>7.3%</u>	<u>42,800</u>	<u>941 2.2%</u>
Total Service Miles		295,267	268,329	26,938	10.0%	277,200	18,067 6.5%
Non-Route Miles		<u>3,457</u>	<u>4,642</u>	<u>(1,185)</u>	<u>-25.5%</u>	<u>1,800</u>	<u>1,657 92.1%</u>
Total Miles		<u>298,724</u>	<u>272,971</u>	<u>25,753</u>	<u>9.4%</u>	<u>279,000</u>	<u>19,724 7.1%</u>
Revenue Hours		17,479	15,905	1,574	9.9%	16,700	779 4.7%
Service Hours		20,127	18,284	1,843	10.1%	19,200	927 4.8%

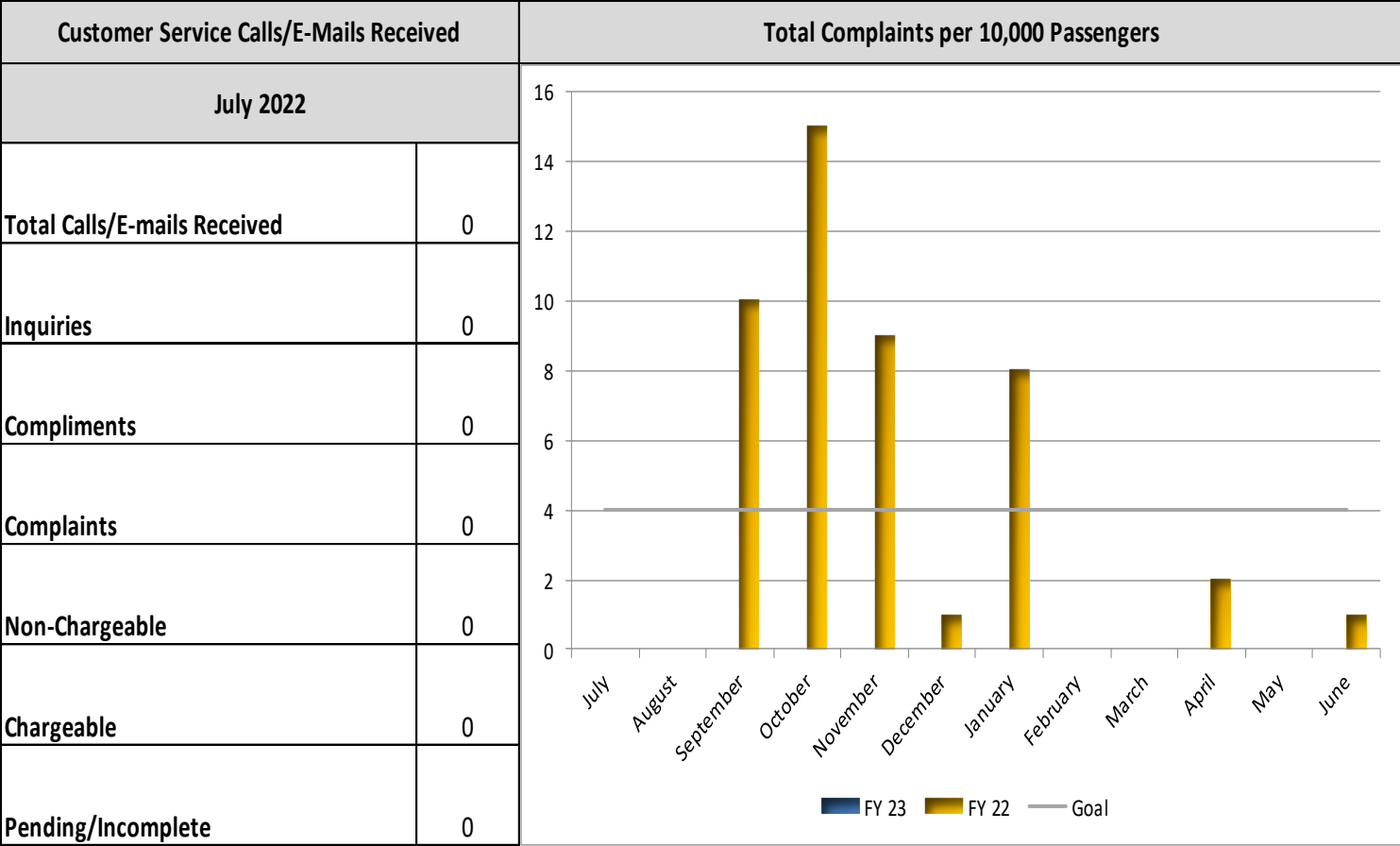
System Indicator		Current Month		Prior Year		FY23 YTD		FY22 YTD	
1.	Ridership		35,548		32,136		35,548		32,136
2.	Demand		50,225		44,676		50,225		44,676
3.	Cancellations		11,147		9,827		11,147		9,827
4.	No-Shows		3,530		2,712		3,530		2,712
5.	Passengers per Revenue Hour		2.03		2.02		2.03		2.02
6.	Passengers per Service Hour		1.77		1.76		1.77		1.76
7.	Revenue per Trip	\$	-	\$	-	\$	-	\$	-
8.	Cost per Trip	\$	32.26	\$	40.20	\$	32.26	\$	40.20
9.	Vehicles Operated in Maximum Service		97		86		97		94
10.	Trip Time,Sun Tran		80.76%		87.14%		80.76%		87.14%
11.	Trip Time 110% + 5 Minutes		88.91%		92.88%		88.91%		92.88%
12.	Pick-Ups		85.76%		93.85%		85.76%		93.85%
13.	Pick-Ups Before Significantly Late		98.88%		99.95%		98.88%		99.95%

 **ON DEMAND**



Month to Date	July		Variance	
	2022	Current Year	Prior Year	Amount Percent
Ridership				
Total Demand		944	588	356 60.5%
Denials		-	-	- 0.0%
Missed Trips		-	-	- 0.0%
Cancellations		225	126	99 78.6%
No Shows		24	29	(5) -17.2%
Total Passengers		695	433	262 60.5%
Trips				
Total Trips		604	368	236 64.1%
Revenue				
Regular Fare Revenue		-	-	- -
Economy Fare Revenue		-	-	- -
Total Fares Collected	\$	-	\$	- \$ - -
Miles				
Revenue Miles		2,780	1,588	1,192 75.1%
Deadhead Miles		1,204	902	302 33.5%
Total Service Miles		3,984	2,490	1,494 60.0%
Non-Route Miles		162	1,225	(1,063) -86.8%
Total Miles		4,146	3,715	431 11.6%
Revenue Hours		344	297	46 15.6%
Service Hours		522	726	(205) -28.2%

Year to Date	July YTD		Variance	
	2022	Current Year	Prior Year	Amount Percent
Ridership				
Total Demand		944	588	356 60.5%
Denials		-	-	- 0.0%
Missed Trips		-	-	- 0.0%
Cancellations		225	126	99 78.6%
No Shows		24	29	(5) -17.2%
Total Passengers		695	433	262 60.5%
Trips				
Total Trips		604	368	236 64.1%
Revenue				
Regular Fare Revenue		-	-	- 0.0%
Economy Fare Revenue		-	-	- 0.0%
Total Fares Collected	\$	-	\$ -	\$ - 0.0%
Expenses				
Total Expenses	\$	-	\$ -	\$ - 0.0%
Miles				
Revenue Miles		2,780	1,588	1,192 75.1%
Deadhead Miles		1,204	902	302 33.5%
Total Service Miles		3,984	2,490	1,494 60.0%
Non-Route Miles		162	1,225	(1,063) -86.8%
Total Miles		4,146	3,715	431 11.6%
Revenue Hours		344	276	67 24.3%
Service Hours		522	726	(205) -28.2%





Month to Date		Month to Date		Variance		Month to Date		Variance	
2022	Current	Prior Year	Amount	Percent	Budget	Amount	Percent		

Expenses

Parts	-	-	-	0.0%	10,000	10,000	100.0%
Electricity	59,859	-	(59,859)	0.0%	9,167	(50,692)	-553.0%
Total Expenses	<u>\$ 59,859</u>	-	(59,859)	0.0%	19,167	(40,692)	-212.3%

Miles

Total Miles	7,978	-	(7,978)	0%
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KWH	28,170	-	(28,170)	0%
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Year to Date		Year to Date		Variance		Year to Date		Variance	
	Current	Prior Year	Amount	Percent	Budget	Amount	Percent		

Expenses

Parts	-	\$ -	0%	120,000	120,000	100.0%
Electricity	59,859	-\$ (59,859)	0%	110,000	50,141	45.6%
Total Expenses	<u></u>	-	0%	230,000	230,000	100.0%

Miles

Total Miles	7,978	-	(7,978)	0%
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KWH	28,170	-	(28,170)	0%
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Appendices – Additional Data

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





Month to Date	July		Variance		July		Variance	
	2022	Current	Prior Year	Amount	Percent	Budget	Amount	Percent

Total Passengers		1,058,756	1,102,688	(43,932)	-4.0%	1,191,667	(132,911)	-11.2%
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Month to Date	Calendar Days		School Days		Average Route Ridership		
	Current	Prior Year	Current	Prior Year	Current	Prior Year	

Weekdays	20	21	Current	Prior Year	Weekdays	41,871	42,713
Saturdays	5	5	0	0	Saturdays	23,377	23,555
Sundays	5	4			Sundays	17,083	16,489
Holidays	1	1			Holidays	19,036	21,985
Total	31	31			Total	34,153	35,571

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

Total Passengers		1,058,756	1,102,688	(43,932)	-4.0%	1,191,667	(132,911)	-11.2%
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Year to Date	Calendar Days		School Days		Average Route Ridership		
	Current	Prior Year	Current	Prior Year	Current	Prior Year	

Weekdays	20	21	0	0	Weekdays	41,871	42,713
Saturdays	5	5			Saturdays	23,377	23,555
Sundays	5	4			Sundays	17,083	16,489
Holidays	1	1			Holidays	19,036	21,985
Total	31	31			Total	34,153	35,571

Current Year	July 2022	August 2022	September 2022	October 2022	November 2022	December 2022	January 2023	February 2023	March 2023	April 2023	May 2023	June 2023	YTD FY 2023
Fixed Routes	1,053,296												1,053,296
Express Routes	5,460												5,460
Total	1,058,756												1,058,756

Previous 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												1,098,929
Express Routes	3,759												3,759
Total	1,102,688												1,102,688

Variance	July	August	September	October	November	December	January	February	March	April	May	June	YTD FY 2023
Fixed Routes	(45,633)												(45,633)
Express Routes	1,701												1,701
Total	(43,932)												(43,932)

% Variance	July	August	September	October	November	December	January	February	March	April	May	June	YTD FY 2023
Fixed Routes	-4.2%												-4.2%
Express Routes	45.3%												45.3%
Total	-4.0%												-4.0%

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 2023
Weekday	837,420												837,420
Saturday	116,885												116,885
Sunday	85,415												85,415
Holiday	19,036												19,036
Total	1,058,756												1,058,756

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 2023
Weekday	41,871												41,871
Saturday	23,377												23,377
Sunday	17,083												17,083
Holiday	19,036												19,036
Total	34,153												34,153



Month to Date	July		Variance		Monthly	Variance	
	2022	Current	Prior Year	Amount Percent	Budget	Amount	Percent
OPERATOR WAGES	\$	1,374,288	\$ 1,262,193	\$ (112,095) -8.9%	\$ -	\$ (1,374,288)	0%
MAINTENANCE WAGES		370,502	352,212	(18,290) -5.2%	-	(370,502)	0%
SALARIES		378,715	329,749	(48,965) -14.8%	-	(378,715)	0%
FRINGE BENEFITS ¹		1,273,528	1,218,826	(54,702) -4.5%	-	(1,273,528)	0%
SERVICES ²		952,311	90,048	(862,263) -957.6%	1,672,779	720,468	43%
UTILITIES ³		67,906	83,674	15,768 18.8%	90,333	22,428	25%
VEHICLE MAINTENANCE		368,389	339,127	(29,262) -8.6%	556,500	188,111	34%
MATERIALS AND SUPPLIES ⁴ *		56,331	(192,703)	(249,034) 129.2%	2,666,115	2,609,784	98%
CNG FUEL ⁵		329,523	16,346	(313,177) -1915.9%	57,630	(271,893)	-472%
DIESEL FUEL ⁶		495,861	254,287	(241,574) -95.0%	291,667	(204,194)	-70%
UNLEADED FUEL		15,674	11,044	(4,630) -41.9%	12,875	(2,799)	-22%
ELECTRICITY FUEL		59,859	0	(59,859) 0.0%	9,167	(50,692)	-553%
CAPITAL OUTLAY		-	12,482	12,482 0.0%	40,013	40,013	100%
INSURANCE		1,141,355	1,073,852	(67,503) -6.3%	118,854	(1,022,501)	-860%
LABOR CREDITS/EXP TRANSFERS		(647)	(1,416)	(769) 54.3%	-	647	0%
Total Expenses	\$	6,883,595	\$ 4,849,720	\$ (2,033,875) -41.9%	\$ 5,515,933	\$ (1,367,662)	-24.8%

Year to Date	July YTD		Variance		Annual	Budget Balance	
	Current Year	Prior Year	Amount	Percent	Budget	Amount	Percent
OPERATOR WAGES	\$	1,374,288	\$ 1,262,193	\$ (112,095) -8.9%	\$ -	\$ (1,374,288)	0%
MAINTENANCE WAGES		370,502	352,212	(18,290) -5.2%	-	(370,502)	0%
SALARIES		378,715	329,749	(48,965) -14.8%	-	(378,715)	0%
FRINGE BENEFITS		1,273,528	1,218,826	(54,702) -4.5%	-	(1,273,528)	0%
SERVICES		952,311	90,048	(862,263) -957.6%	20,073,350	19,121,039	95%
UTILITIES		67,906	83,674	15,768 18.8%	1,084,000	1,016,094	94%
VEHICLE MAINTENANCE		368,389	339,127	(29,262) -8.6%	6,678,000	6,309,611	94%
MATERIALS AND SUPPLIES		56,331	(192,703)	(249,034) 129.2%	31,993,380	31,937,049	100%
CNG FUEL		329,523	16,346	(313,177) -1915.9%	691,560	362,037	52%
DIESEL FUEL		495,861	254,287	(241,574) -95.0%	3,500,000	3,004,139	86%
UNLEADED FUEL		15,674	11,044	(4,630) -41.9%	154,500	138,826	90%
ELECTRICITY FUEL		59,859	0	(59,859) 0.0%	110,000	50,141	46%
CAPITAL OUTLAY		-	12,482	12,482 0.0%	480,150	480,150	100%
INSURANCE		1,141,355	1,073,852	(67,503) -6.3%	1,426,250	284,895	20%
LABOR CREDITS/EXP TRANSFERS		(647)	(1,416)	(769) 54.3%	-	647	0%
Total Expenses	\$	6,883,595	\$ 4,849,720	\$ (2,033,875) -41.9%	\$ 66,191,190	\$ 59,307,595	89.6%

¹ July 2021 fringe benefits includes an adjustment of \$82,119 which clears in December 2021.

² FY23 Includes software maintenance agreements with Trapeze that are due in July and were not paid in FY22 until August.

³ FY23 Includes electricity for EV charging stations.

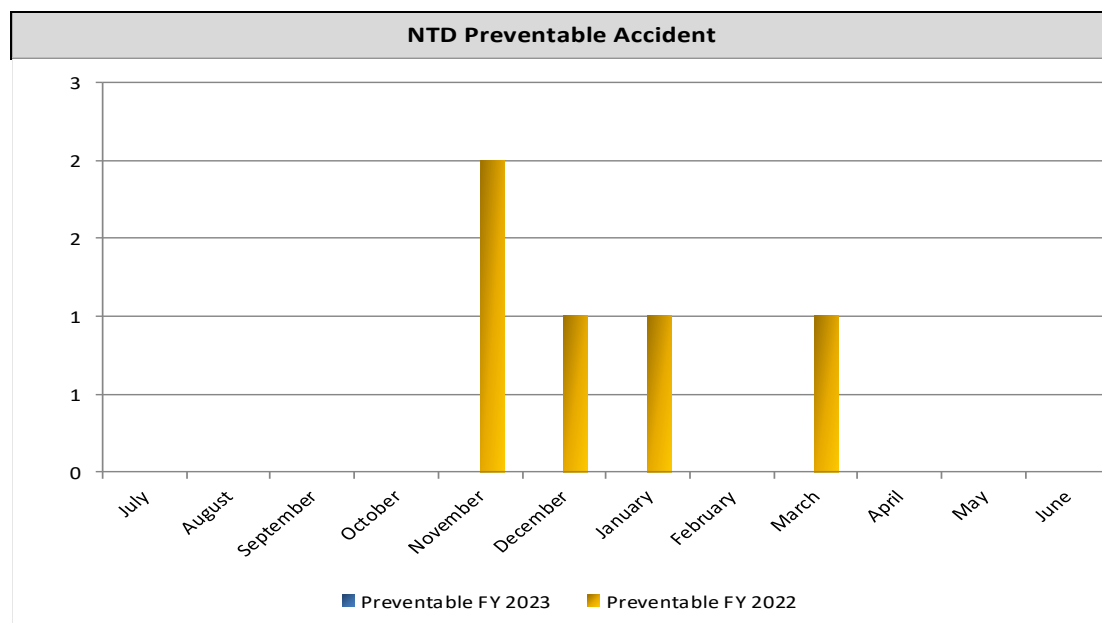
⁴ FY22 actual expenses were \$80,015 in FY23 there are fewer expenses attributable to COVID reducing actual expenses.

⁵ FY22 actual expenses were \$66,346. In FY23 there is a substantial increase in CNG pricing. The price in July FY22 \$0.6612 and price in June FY22 \$1.5036, which is reported in July.

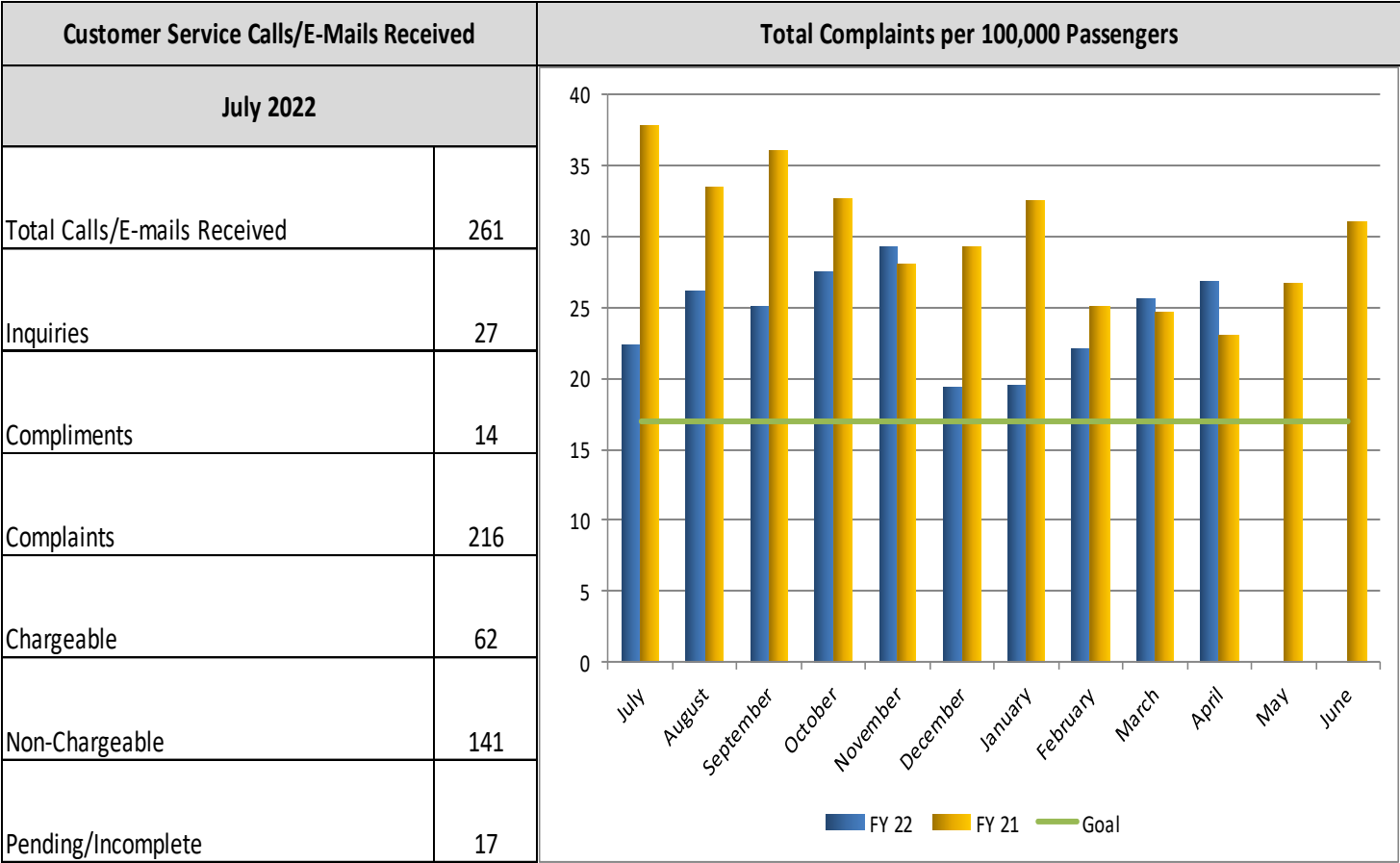
⁶ FY22 actual expenses for Diesel fuel were \$324,287 the increase in FY23 is due to the increase in fuel cost, Price per Gallon FY22 \$2.52 FY23 \$4.38

*The negative amounts in FY22 are due to accrual reversals for accruals that took place in the prior Fiscal Year.

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



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





Month to Date	July 2023	Current	Prior Year	Variance Amount	Percent	July Budget	Variance Amount	Percent
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Route Passengers		59,748	42,682	17,066	40.0%	16,555	43,193	260.9%
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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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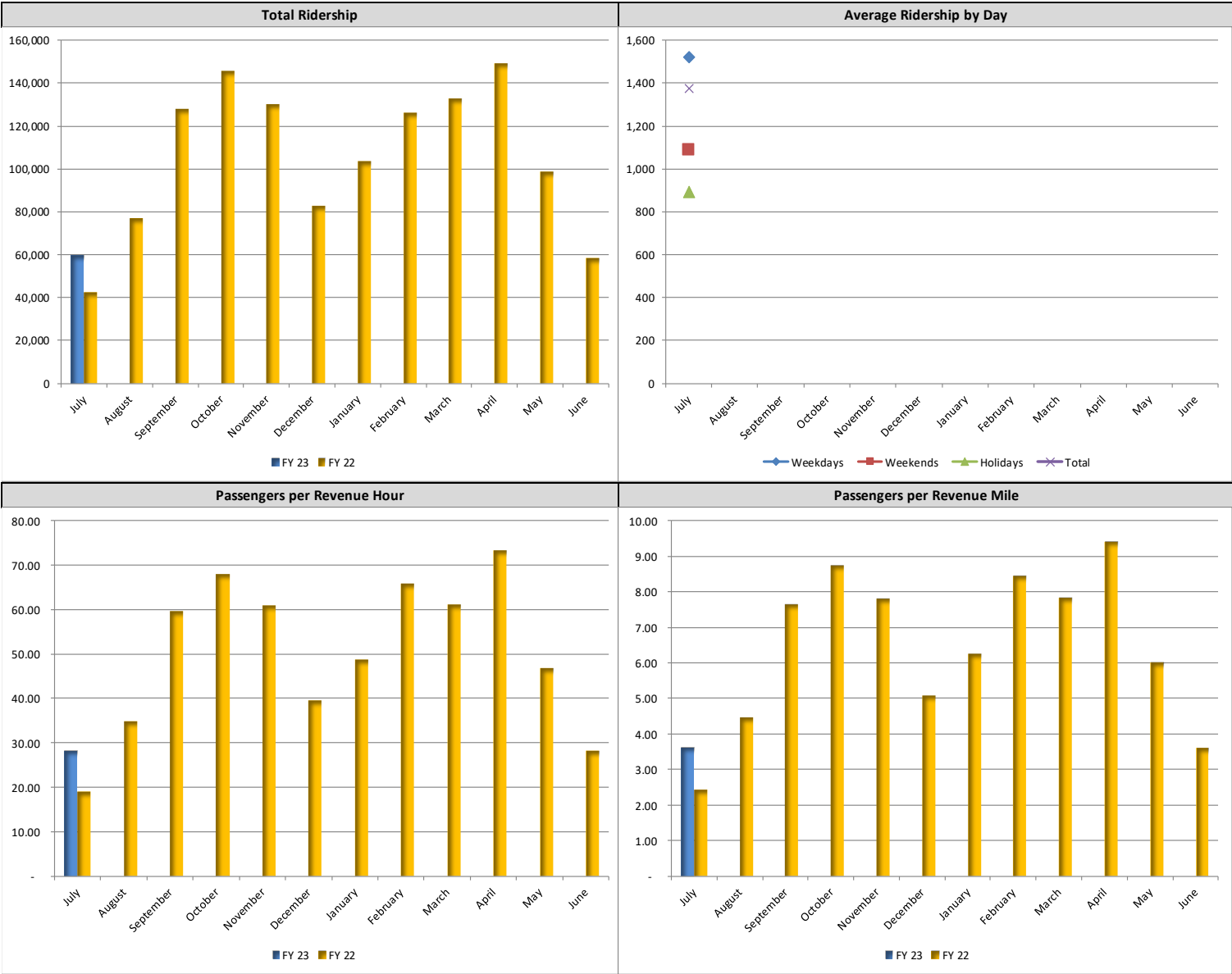
Weekdays	20	21	0	0	Weekdays	2,194	1,523
Weekends	10	9			Weekends	1,458	1,088
Holidays	1	1			Holidays	1,299	894
Total	31	31			Total	1,927	1,377

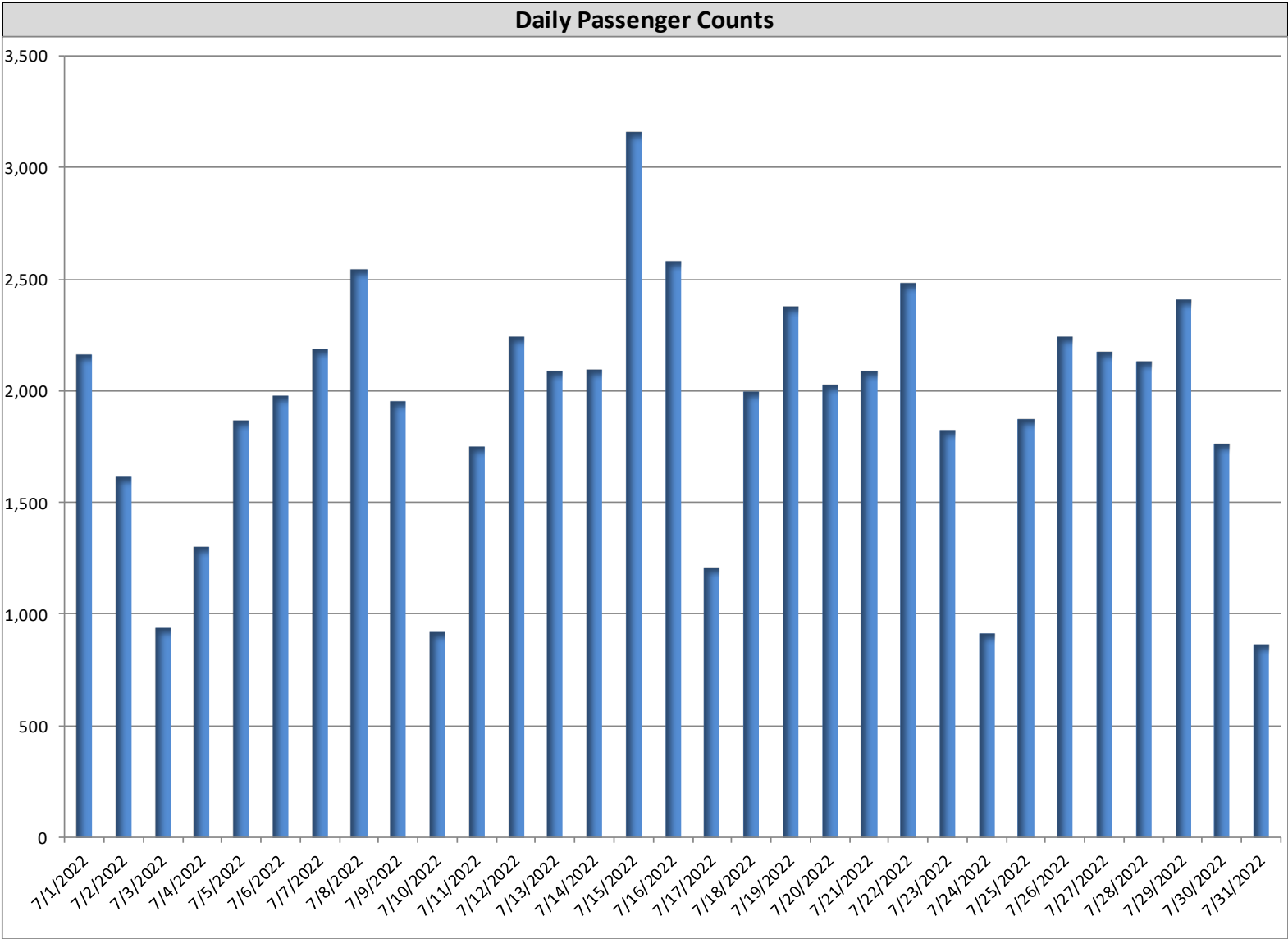
Year to Date	July YTD Current	Prior Year	Variance Amount	Percent	July YTD Budget	Variance Amount	Percent
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Route Passengers	59,748	42,682	17,066	40.0%	16,555	43,193	260.9%
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Year to Date	Calendar Days Current	Prior Year	School Days Current	Prior Year	Average Route Ridership Current	Prior Year
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Weekdays	20	21	0	0	Weekdays	2,194	1,523
Weekends	10	9			Weekends	1,458	1,088
Holidays	1	1			Holidays	1,299	894
Total	31	31			Total	1,927	1,377



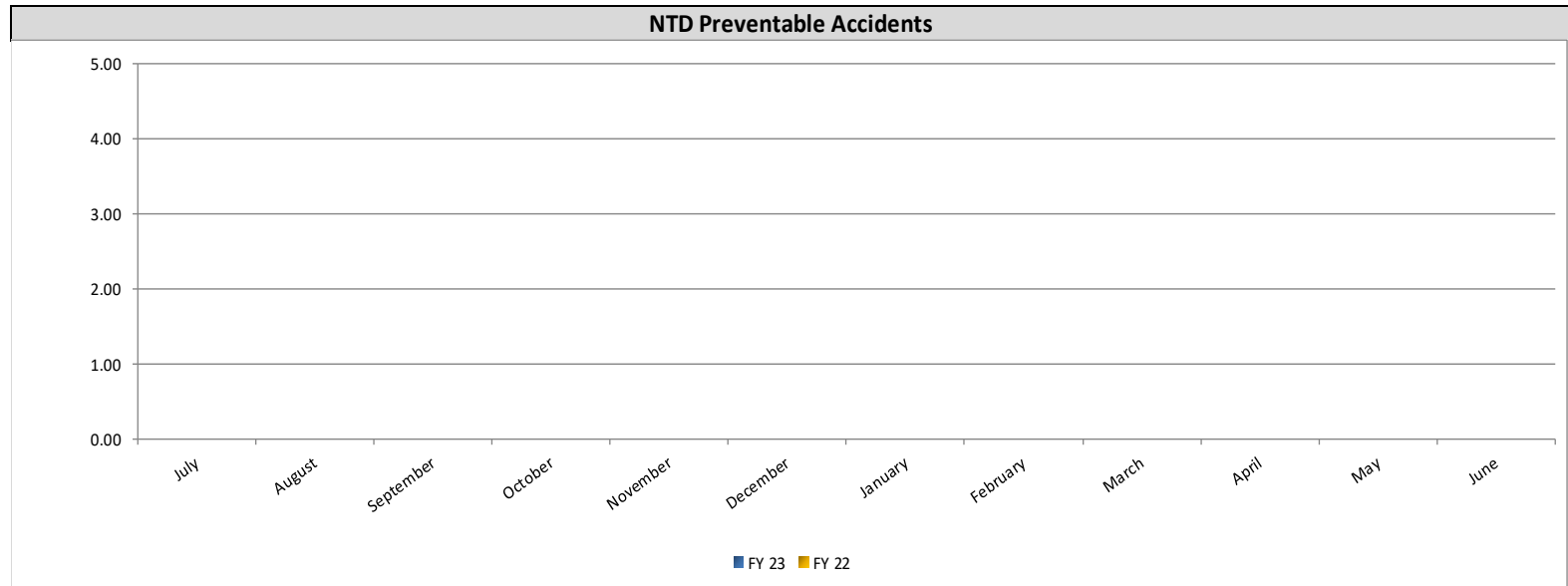


Month to Date	July		Variance		Monthly Budget	Variance	
	2022	Current	Prior Year	Amount		Amount	Percent
OPERATOR WAGES	\$	58,824	\$ 34,646	(24178)	-69.8%	\$ -	(58,824) 0.0%
MAINTENANCE WAGES		27,072	16,872	(10200)	-60.5%	-	(27,072) 0.0%
SALARIES		61,401	39,065	(22336)	-57.2%	-	(61,401) 0.0%
FRINGE BENEFITS ¹		47,262	75,476	28214	37.4%	-	(47,262) 0.0%
SERVICES		79,122	72,380	(6743)	-9.3%	344,923	265,800 77.1%
UTILITIES		13,348	15,326	1978	12.9%	16,300	2,952 18.1%
VEHICLE MAINTENANCE		8,998	6,868	(2130)	-31.0%	2,683	(6,315) -235.3%
MATERIALS AND SUPPLIES		7,834	7,184	(650)	-9.1%	9,260	1,426 15.4%
FUEL & ELECTRICITY (STREET CAR)		19,428	17,157	(2271)	-13.2%	15,658	(3,770) -24.1%
INSURANCE		0	(11,087)	(11087)	0.0%	24,729	24,729 100.0%
Total Expenses	\$	323,289	\$ 273,885	\$ (49,404)	-18.0%	\$ 413,553	\$ 413,553 100.0%

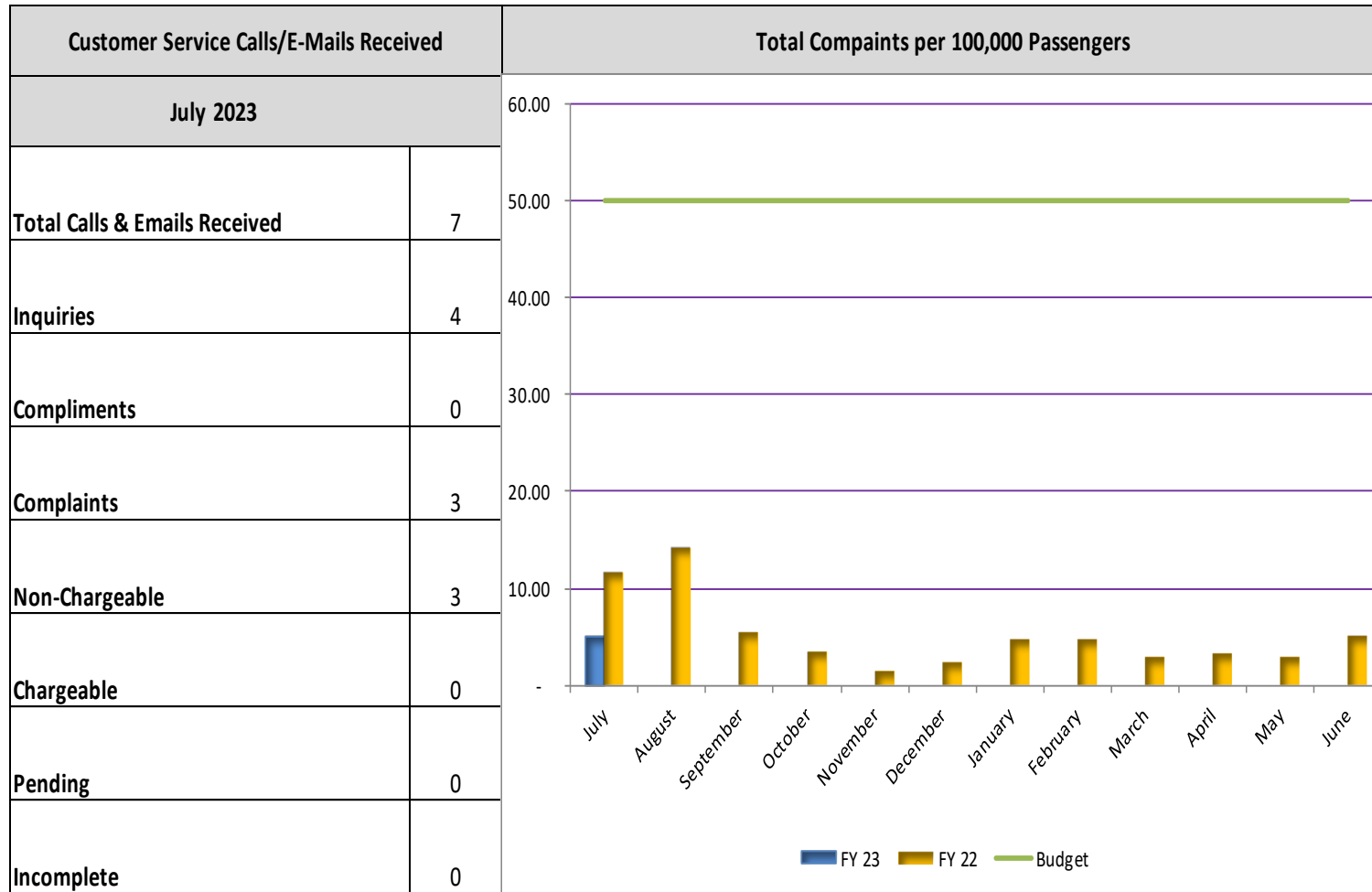
Year to Date	July YTD		Variance		Annual Budget	Budget Balance	
	Current Year	Prior Year	Amount	Percent		Amount	Percent
OPERATOR WAGES	\$	58,824	\$ 34,646	(24,178)	-70%	\$ -	(58,824) 0.00%
MAINTENANCE WAGES		27,072	16,872	(10,200)	-60%	-	(27,072) 0.00%
SALARIES		61,401	39,065	(22,336)	-57%	-	(61,401) 0.00%
FRINGE BENEFITS		47,262	75,476	28,214	37%	-	(47,262) 0.00%
SERVICES		79,122	72,380	(6,743)	-9%	4,139,070	4,059,948 98.09%
UTILITIES		13,348	15,326	1,978	13%	195,600	182,252 93.18%
VEHICLE MAINTENANCE		8,998	6,868	(2,130)	-31%	32,200	23,202 72.06%
MATERIALS AND SUPPLIES		7,834	7,184	(650)	-9%	111,120	103,286 92.95%
FUEL-ELECTRICITY		19,428	17,157	(2,271)	-13%	187,900	168,472 89.66%
INSURANCE		0	(11,087)	(11,087)	0%	296,750	296,750 100.00%
Total Expenses	\$	323,289	\$ 273,885	\$ (49,404)	-18.0%	\$ 4,962,640	\$ 4,639,351 93.5%

¹ July 2021 fringe benefits includes an adjustment of \$32,100 which clears in December 2021.

Accidents						
	FY 2023			FY 2022		
	Preventable	Non-Preventable	Total	Preventable	Non-Preventable	Total
July	0	0	0	0	0	0
August	0	0	0	0	0	0
September	0	0	0	0	0	0
October	0	0	0	0	1	1
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	3	3
March	0	0	0	0	0	0
April	0	0	0	0	0	0
May	0	0	0	0	0	0
June	0	0	0	0	1	1



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





Month to Date	July		Variance		July Budget	Variance	
	2022	Current	Prior Year	Amount	Percent	Amount	Percent
Passengers							
Regular Fare Passengers		13,574	10,833	2,741	25.3%	12,780	794 6.2%
Economy Fare Passengers		20,346	19,797	549	2.8%	20,210	136 0.7%
Revenue Passengers		33,920	30,630	3,290	10.7%	32,990	930 2.8%
Other Passengers (PCA)		1,628	1,506	122	8.1%	1,480	148 10.0%
Total Passengers		35,548	32,136	3,412	10.6%	34,470	1,078 3.1%

Month to Date	Calendar Days		Average Route Ridership	
	Current	Prior Year	Current	Prior Year
Weekdays	20	21	1,522	1,330
Saturdays	5	5	484	453
Sundays	5	4	468	376
Holidays	1	1	360	441
Total	31	31	1,147	1,037

Year to Date	July YTD		Variance		July YTD Budget	Variance	
	Current	Prior Year	Amount	Percent		Amount	Percent
Passengers							
Regular Fare Passengers	13,574	10,833	2,741	25.3%	12,780	794	6.2%
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CURRENT YEAR	JULY 2022	AUGUST 2022	SEPTEMBER 2022	OCTOBER 2022	NOVEMBER 2022	DECEMBER 2022	JANUARY 2023	FEBRUARY 2023	MARCH 2023	APRIL 2023	MAY 2023	JUNE 2023	YTD FY 2023
Demand Response	35,548	-	-	-	-	-	-	-	-	-	-	-	35,548
TOTAL	35,548	-	-	-	-	-	-	-	-	-	-	-	35,548

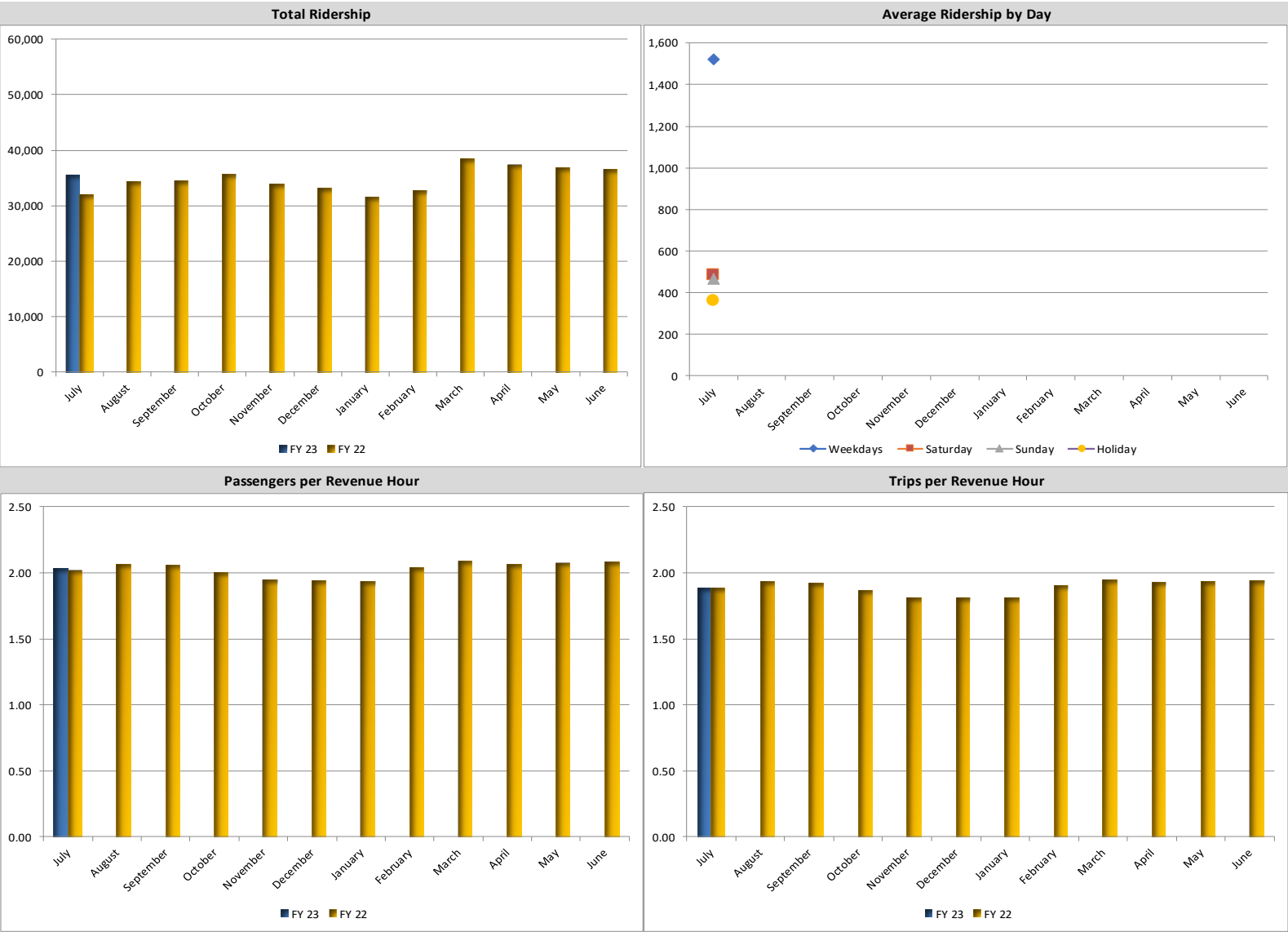
PREVIOUS YEAR	JULY 2021	AUGUST 2021	SEPTEMBER 2021	OCTOBER 2021	NOVEMBER 2021	DECEMBER 2021	JANUARY 2022	FEBRUARY 2022	MARCH 2022	APRIL 2022	MAY 2022	JUNE 2022	YTD FY 2022
Demand Response	32,136												417,501
TOTAL	32,136												417,501

VARIANCE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	YTD FY 2023
Demand Response	3,412												3,412
TOTAL	3,412												3,412

% VARIANCE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	YTD FY 2023
Demand Response	10.6%												0.8%
TOTAL	10.6%												0.8%

TOTALS BY:	JULY 2022	AUGUST 2022	SEPTEMBER 2022	OCTOBER 2022	NOVEMBER 2022	DECEMBER 2022	JANUARY 2023	FEBRUARY 2023	MARCH 2023	APRIL 2023	MAY 2023	JUNE 2023	YTD FY 2023
Weekday	30,431												30,431
Saturday	2,418												2,418
Sunday	2,339												2,339
Holiday	360												360
TOTAL	35,548												35,548

AVERAGES BY:	JULY 2022	AUGUST 2022	SEPTEMBER 2022	OCTOBER 2022	NOVEMBER 2022	DECEMBER 2022	JANUARY 2023	FEBRUARY 2023	MARCH 2023	APRIL 2023	MAY 2023	JUNE 2023	YTD FY 2023
Weekday	1,522												1,521.55
Saturday	484												483.60
Sunday	468												467.80
Holiday	360												360.00
TOTAL	1,147												1,146.71



Month to Date	July			Variance		Monthly Budget	Variance					
	2022	Current Year	Prior Year	Amount	Percent		Amount	Percent				
OPERATOR WAGES	\$	430,557	\$	324,934	\$	(105,623)	-32.5%	\$	-	\$	(430,557)	0.0%
OTHER BU WAGES		89,800		78,291		(11,508)	-14.7%		-		(89,800)	0.0%
SALARIES		62,324		62,801		477	0.8%		-		(62,324)	0.0%
FRINGE BENEFITS ¹		273,902		279,484		5,582	2.0%		-		(273,902)	0.0%
SERVICES ²		159,894		15,908		(143,987)	-905.1%		1,091,528		931,634	85.4%
CONTRACT VEHICLE MAINT.		133,176		132,358		(818)	-0.6%		158,333		25,157	15.9%
UTILITIES		15,238		16,777		1,539	9.2%		19,333		4,095	21.2%
MATERIALS AND SUPPLIES ³		2,422		(84,792)		(87,214)	103%		15,150		12,728	84.0%
DIESEL FUEL		-		0		0	0.0%		83,333		83,333	100.0%
UNLEADED FUEL ⁴		176,410		(28,357)		(204,767)	722.1%		163,125		(13,285)	-8.1%
CAPITAL OUTLAY		20,957		-		(20,957)	0.0%		3,333		(17,624)	-528.7%
LIABILITY INSURANCE		400,000		405,594		5,594	1.4%		58,542		(341,458)	-583.3%
LABOR CREDITS/EXP TRANSFERS		-		-		-	0.0%		-		-	0.0%
TOTAL EXPENSES	\$	1,764,681	\$	1,202,999	\$	(561,682)	-46.7%	\$	1,592,678	\$	(172,002)	-10.8%

Year to Date	July YTD		Variance		YTD Budget	Variance						
	Current Year	Prior Year	Amount	Percent		Amount	Percent					
OPERATOR WAGES	\$	430,557	\$	324,934	\$	(105,623)	-32.5%	\$	-	\$	(430,557)	0.0%
OTHER BU WAGES		89,800		78,291		(11,508)	-14.7%		-		(89,800)	0.0%
SALARIES		62,324		62,801		477	0.8%		-		(62,324)	0.0%
FRINGE BENEFITS		273,902		279,484		5,582	2.0%		-		(273,902)	0.0%
SERVICES		159,894		15,908		(143,987)	-905.1%		13,098,340		12,938,446	98.8%
CONTRACT VEHICLE MAINT.		133,176		132,358		(818)	-0.6%		1,900,000		1,766,824	93.0%
UTILITIES		15,238		16,777		1,539	9.2%		232,000		216,762	93.4%
MATERIALS AND SUPPLIES		2,422		(84,792)		(87,214)	102.9%		181,800		179,378	98.7%
DIESEL FUEL		-		-		-	0.0%		1,000,000		1,000,000	100.0%
UNLEADED FUEL		176,410		(28,357)		(204,767)	722.1%		1,957,500		1,781,090	91.0%
CAPITAL OUTLAY		20,957		-		(20,957)	0.0%		40,000		19,043	47.6%
LIABILITY INSURANCE		400,000		405,594		5,594	1.4%		702,500		302,500	43.1%
LABOR CREDITS/EXP TRANSFERS		-		-		-	0.0%		-		-	0.0%
TOTAL EXPENSES	\$	1,764,681	\$	1,202,999	\$	(561,682)	-46.7%	\$	19,112,140	\$	17,347,459	90.8%

¹ July 2021 fringe benefits includes an adjustment of \$80,558, which clears in December 2021.

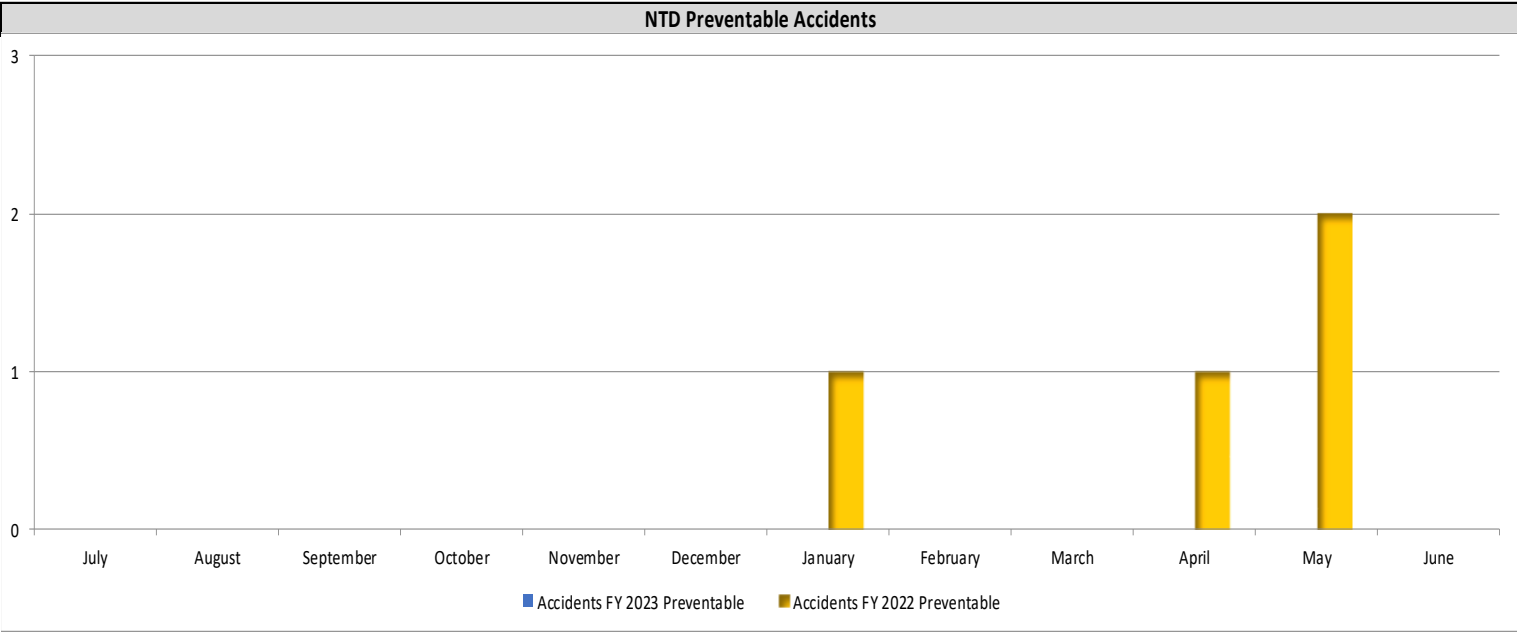
² FY23 includes software maintenance agreements with Trapeze that are due in July and were not paid in FY22 until August.

³ FY22 includes \$69,000 chair purchase from Corporate Interior Systems Actual expenses were \$70,508.

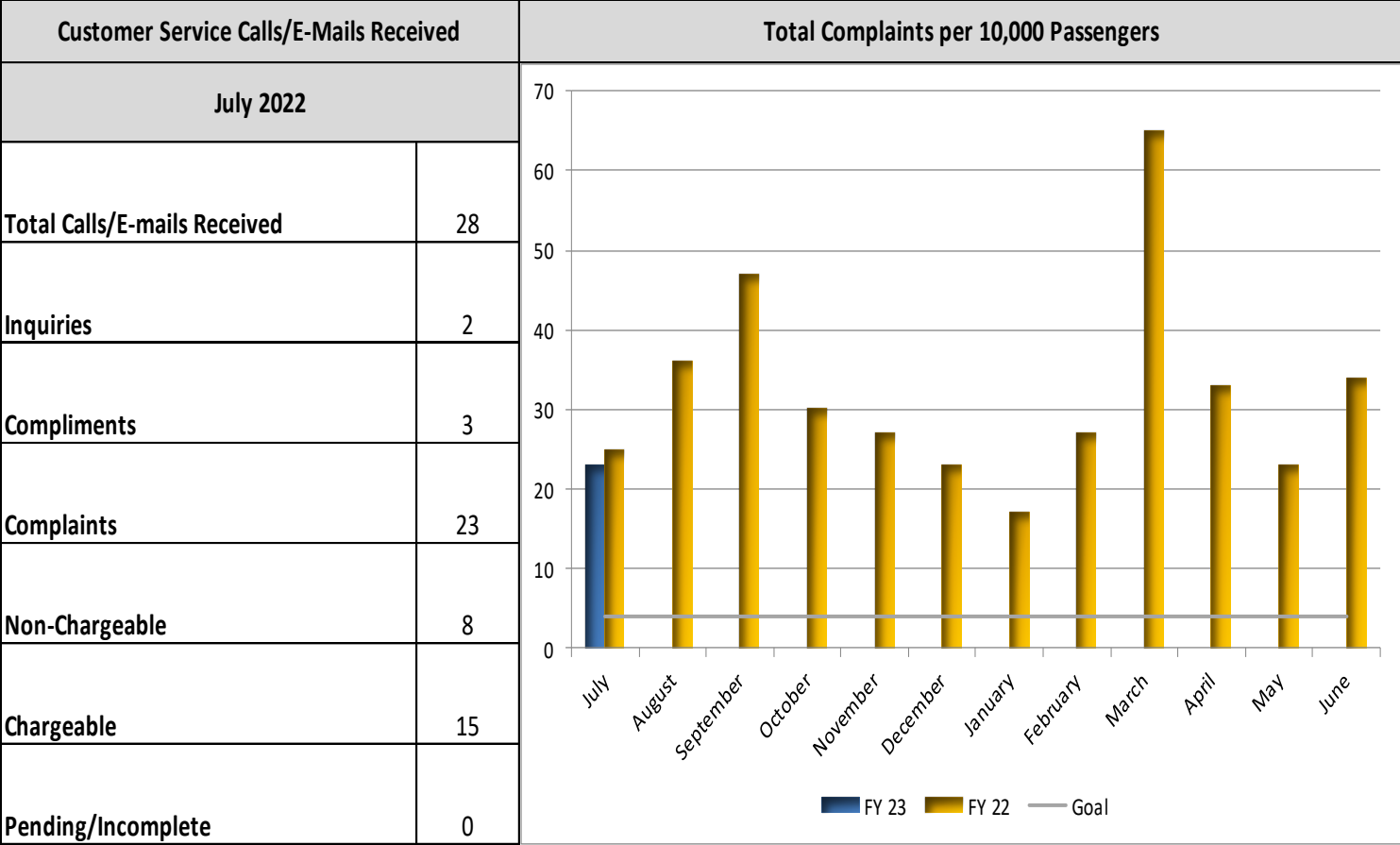
⁴ FY22 Unleaded fuel expenses were \$127,174. The difference of \$50,000 is due to substantial increases in fuel Price per Gallon. FY22 Price per Gallon was \$2.43 in FY23 its \$3.723.

*The negative amounts in FY22 are due to accrual reversals for accruals that took place in the prior Fiscal Year.

Accidents						
	FY 2023			FY 2022		
	Preventable	Non-Preventable	Total	Preventable	Non-Preventable	Total
July	0	1	1	0	1	1
August	0	0	0	0	0	0
September	0	0	0	0	0	0
October	0	0	0	0	1	1
November	0	0	0	0	0	0
December	0	0	0	0	2	2
January	0	0	0	1	0	1
February	0	0	0	0	0	0
March	0	0	0	0	0	0
April	0	0	0	1	0	1
May	0	0	0	2	0	2
June	0	0	0	0	0	0



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



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).

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.