



# MONTHLY OPERATIONS REPORT

FEBRUARY 2023





# FEBRUARY 2023 HIGHLIGHTS

## Sun Tran, Sun Van and Sun Link Mission & Vision statement

**Mission:** Working together to improve the community's quality of life by providing safe, secure, efficient and reliable customer- focused public transportation.

**Vision:** Sun Tran, Sun Link and Sun Van enhancing lives through mobility.

### COMPREHENSIVE OPERATIONAL ANALYSIS STUDY (COA)



The City of Tucson, in partnership with the Pima Association of Governments (PAG) is completing a Comprehensive Operational Analysis (COA) on Sun Tran, Sun Link, Sun Express, and Sun Shuttle services. A COA evaluates all aspects of existing transit services, access, and equity to develop opportunities/recommendations for improving the value, efficiency, and performance of current transit options. TMD in partnership with HDR will hosted a series of public and virtual meetings with an online survey beginning January 23. Forty three (43) stakeholders attended a virtual meeting on February 2, to provide feedback and to learn more about the study.

The Public was invited to participate at a series of pop up events on Tuesday February 7, at Ronstadt, Tohono and Laos Transit Centers, San Xavier Del Bac and University of Arizona. On Wednesday February 8, staff members were at Pima Community College East campus so the public had a chance to take the survey and learn more about the project. A virtual meeting was held online Thursday February 9 and Wednesday February 15. American Sign Language (ASL) and Spanish interpreters were made available at the virtual meetings. The survey is available online now until March 3 by visiting [www.TucsonCOA.com](http://www.TucsonCOA.com).



### SUN VAN JOB FAIR 2/25

Sun Van hosted a job fair on Saturday February 25th from 9a-1pm that approximately twenty people stopped in to inquire about open positions. Sun Van's Human Resources Department conducted ten (10) in person interviews that day for both Sun Van Operators and Reservationist positions.



### TCRP OPERATOR SURVEY



The transit Cooperative Research Program is seeking feedback from transit workers about their mental health. Wellness and work related stressors. Sun Tran, Sun Link, Sun Van and Sun Shuttle employees have been asked to respond to this survey now until March 8. This survey is meant to help TCRP understand how employers can better support transit workers.

### CRISIS COMMUNICATIONS TRAINING

Sun Tran marketing completed online courses in Emergency Management communications and Incident Command Center. As part of SunTran's commitment to the safety and security of its employees and passengers, completing these training courses are vital and key to growth in communications.

## SUN VAN CUTAWAYS



Sun Van received approximately half of the new Ford cutaway vehicles, all vehicles are ADA accessible and offer a lift to passengers that require that service during their trip. The remaining vehicles are set to enter the Sun Van fleet in May 2023.

## TOHONO TRANSIT CENTER



The Tohono Transit Center received pothole repairs on the main thoroughfare. Repairs to the pavement allow the buses to navigate the area with ease and passengers to cross the center safely.

## SUN LINK OVERHEAD CANTENARY SYSTEM (OCS) SEMI ANNUAL INSPECTION



Sun Link's Right of Way Lead Xavier Soto and his team James Moriset, Tadd Kirksey and Matthew Wicklund completed the Semi Annual OCS or Overhead Cantenary System on the Sun Link streetcar system. Utilizing the Asset Management system allows Sun Link Maintenance Manager, Robert Asaro the opportunity to review the inspection and keep the process efficient and repairs made timely. The inspection takes 2 ½ to 3 weeks to complete and allows Sun Link to get ahead of any potential issues that could arise as well as replace any parts that may not be replaced. Parts for the streetcar could take up to 10 months to receive, so staying stocked on parts and completing these inspections is the key to running an successful safe and secure operation.



## I-10 CLOSURE

On February 14th, due to a chemical spill on I10 and Rita Rd. parts of I10 and the surrounding area were closed for several days. This closure impacted the Sun Express and Sun Van service for three days. Operations, Safety & Security and Marketing implemented a plan for rerouting the buses/vans and staff and passenger communication plans were put into effect. Crews were able to clear the area and service resumed as normal with minimum impact.

ASYLUM SHUTTLE	TRIPS	119
	PASSENGERS	4,550

## IN THE COMMUNITY



Sun Tran attended Safety Day at Sonoran Science Academy on Wednesday, February 22nd. Students from grade, preschool to 5th, spent 10 minutes onboard a Sun Tran Electric Bus and learned Safety Tips from Sun Tran Operator Gabriel Munoz and Supervisor Sam Rosthenhausler.

	SUN TRAN	SUN VAN	SUN LINK
NEW HIRES	12 - Coach Operators	17 - Van Operators 1 - Reservationist	1 - Parts Clerk
PROMOTIONS	4 - Trainees to Bus Operators	5 - Trainees to Van Operators	





**sun tran** **+12%**  
Year to Year Ridership

February 2023 - 1,139,968

February 2022 - 998,572

**sun LINK** **+32%**  
Year to Year Ridership

February 2023 - 166,601

February 2022 - 126,451

**sun van** **+12%**  
Year to Year Ridership

February 2023 - 36,756

February 2022 - 32,769

**ON DEMAND** **+60%**  
Year to Year Ridership


February 2023 - 929

February 2022 - 579

 **90%**  
On Time Performance

 **86%**  
On Time Performance

 **86%**  
On Time Performance

 **86%**  
On Time Performance

 **24.03** Passengers  
per Hour

 **88.41** Passengers  
per Hour


 **1.97** Passengers  
per Hour

 **83%** On Time Performance

**20** Customer Compliments 

 **90%**  
On Time Performance

 **86%**  
On Time Performance

 **86%**  
On Time Performance



# Sun Family All-Stars

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



**Shanaz Mahboubi**  
Sun Van Reservationist

"I wanted to thank Shana for her kindness when I called in, she really went out of her way to help me and that's a credit to your agency".

**Sun Link Maintenance Team**

"Thank you to the hardworking people and the positive things that Sun Link does for Tucson. I live on the streetcar line and staff is out weekly in the depths of the night to maintain the line and it largely goes unnoticed. I went out to personally thank them".



**Sandra Lent**  
Sun Tran Coach Operator

"I was onboard the bus for route 16 heading north on Oracle at Wetmore when I noticed the driver had a lot of patience and was treating all passengers with dignity and respect and wished everyone a good Friday, it really made my day".

**LaToya Moorehouse**  
Sun Tran Coach Operator

"Our bus driver is an excellent bus driver, and looks out for her passengers. Thank you for your kindness".



**Sun Tran Operations**

"We enjoyed your service from Feb 3-10 we were visiting from Prince George, BC . Your bus system is the best! Your drivers are friendly and helpful. Your signage is very good, and everything is well marked. We then moved over by the airport, same thing on that bus, we enjoyed your service. We planned our vacation around your bus service. Thank you so much".



Sun Tran

System Summary ..... 9

Performance Indicators ..... 10

Route Performance ..... 11

Route Productivity By Route ..... 12

SunLink

System Summary ..... 14

Performance Indicators ..... 15

Sun Van

System Summary ..... 17-18

Performance Indicators ..... 19

On Demand

System Summary ..... 21

Performance Indicators ..... 22

Customer Service ..... 23

Electric Bus

System Summary ..... 25



Sun Tran Appendix	
Ridership .....	28
Annual Ridership .....	29
Ridership Charts .....	30
Expenses .....	31
Preventable Accidents .....	32
Customer Service .....	33
Sun Link Appendix	
Ridership .....	35
Ridership Charts .....	36
Daily Passenger Counts .....	37
Expenses .....	38
Preventable Accidents .....	39
Customer Service .....	40
Sun Van Appendix	
Ridership .....	42
Annual Ridership .....	43
Ridership Charts .....	44
Expenses .....	45
Preventable Accidents .....	46
Customer Service .....	47
Glossary of Terms	
Glossary of Terms .....	49-50





Month to Date	February		Variance		February		Variance	
	2023	Current	Prior Year	Amount	Percent	Budget	Amount	Percent
<b>Ridership</b>								
Total Route Passengers		1,139,968	998,572	141,396	14%	1,191,667	(51,699)	-4%
<b>Revenue</b>								
Total Route Passenger Revenue	\$	-	\$ -	\$ -	0%	\$ -		0%
<b>Expenses</b>								
Total Expenses	\$	-	\$ 4,853,141	\$ 4,853,141	0%	\$ 5,515,933	\$ 5,515,933	0%
<b>Miles</b>								
Revenue Miles		569,107	574,878	(5,771)	-1%	659,167	90,060	14%
Deadhead Miles		64,935	67,763	(2,828)	-4%	99,811	34,876	35%
Total Service Miles		634,042	642,642	(8,600)	-1%	758,978	124,936	16%
Non-Route Miles		23,003	19,287	3,716	19%	7,325	(15,678)	-214%
Total Miles		657,045	661,929	(4,884)	-1%	766,303	109,258	14%
<b>Revenue Hours</b>		47,442	48,224	(782)	-2%	55,763	8,321	15%
<b>Service Hours</b>		50,743	51,150	(408)	-1%	59,158	8,415	14%

Year to Date	February YTD		Variance		February YTD		Variance	
	Current	Prior Year	Amount	Percent	Budget	Amount	Percent	
Ridership								
Total Route Passengers	9,666,283	8,606,676	1,059,607	12%	9,533,333	132,950	1%	
Revenue								
Total Route Passenger Revenue	\$ -	\$ -	\$ -	0%	\$ -	\$ -	0%	
Expenses								
Total Expenses	\$ 17,834,577	\$ 40,360,410	\$ 22,525,833	56%	\$ 44,127,464	\$ 26,292,887	60%	
Miles								
Revenue Miles	4,863,598	5,035,715	(172,118)	-3%	5,273,333	409,735	8%	
Deadhead Miles	556,141	614,240	(58,099)	-9%	798,488	242,348	30%	
Total Service Miles	5,419,738	5,649,955	(230,217)	-4%	6,071,821	652,083	11%	
Non-Route Miles	182,473	109,958	72,515	66%	58,600	(123,873)	-211%	
Total Miles	5,602,211	5,759,913	(157,702)	-3%	6,130,421	528,210	9%	
Revenue Hours	405,593	422,427	(16,834)	-4%	446,107	40,514	9%	
Service Hours	433,732	447,225	(13,494)	-3%	473,267	39,535	8%	

\*YTD Expense are inclusive from July - September 2022



System Indicator		Current Month	Prior Year	FY23 YTD	FY22 YTD
1.	Ridership	1,139,968	998,572	9,666,283	8,606,676
2.	Passenger Revenue	\$ -	\$ -		\$ -
3.	Passenger per Revenue Mile	2.00	1.74	1.99	1.71
4.	Passenger per Revenue Hour	24.03	20.71	23.83	20.31
5.	Revenue per Passenger		-	-	-
6.	Revenue per Revenue Mile		-	-	-
7.	Revenue per Revenue Hour	-	-	-	-
8.	Farebox Recovery Ratio		-	-	-
9.	Cost per Passenger		4.86	1.85	4.69
10.	Cost per Revenue Mile		8.44	3.67	8.01
11.	Cost per Revenue Hour		100.64	43.97	95.54
12.	Net Cost per Revenue Hour	-	100.64	43.97	95.54
13.	Miles Between Road Calls	-	17,965	21,969	19,726
14.	Miles Between Bus Inspections	5,832	5,880	5,871	5,889
15.	Vehicle Accidents per 100,000 Miles	0.15	0.15	0.70	0.59
16.	Complaints per 100,000 Passengers	18.95	22.03	18.65	24.04
17.	Vehicles Operated in Maximum Service	147	147	147	165

# Route Performance



ROUTE	TOTAL ROUTE PASSENGERS	ROUTE REVENUE	TOTAL SERVICE MILES	TOTAL SERVICE HOURS	TOTAL COST ALLOCATION	NET COST PER REVENUE HOUR	PASSENGER PER REVENUE MILE	PASSENGER PER REVENUE HOUR	REVENUE PER REVENUE MILE	REVENUE PER REVENUE HOUR	SUBSIDY PER PASSENGER
1	33,892	-	17,987	1,651			2.03	21.30	\$ -	\$ -	-
2	22,160	-	18,061	1,510			1.25	14.86	-	-	-
3	47,404	-	33,129	2,563			1.59	19.56	-	-	-
4	89,336	-	41,041	3,535			2.48	26.78	-	-	-
5	20,044	-	16,614	1,290			1.28	16.09	-	-	-
6	49,200	-	16,879	1,949			3.10	26.00	-	-	-
7	49,216	-	30,463	2,118			1.82	24.94	-	-	-
8	97,788	-	38,978	3,244			2.89	32.19	-	-	-
9	53,772	-	29,929	2,203			1.97	25.85	-	-	-
10	27,908	-	13,631	1,162			2.12	24.56	-	-	-
11	92,476	-	40,562	3,189			2.46	30.33	-	-	-
12	30,928	-	13,042	1,129			2.46	28.01	-	-	-
15	20,968	-	19,133	1,440			1.17	15.06	-	-	-
16	88,756	-	28,925	2,597			3.30	35.40	-	-	-
17	66,520	-	41,169	2,916			1.83	24.46	-	-	-
18	78,140	-	15,012	1,528			3.03	52.34	-	-	-
19	23,940	-	8,391	783			3.03	31.59	-	-	-
21	9,688	-	9,707	816			1.08	12.36	-	-	-
22	4,080	-	7,906	621			0.57	6.88	-	-	-
23	29,644	-	18,211	1,548			1.69	19.62	-	-	-
24	14,680	-	8,142	574			1.89	26.42	-	-	-
25	37,892	-	21,485	1,798			1.92	22.01	-	-	-
26	17,024	-	16,019	1,079			1.10	16.30	-	-	-
27	17,576	-	16,880	1,130			1.09	16.04	-	-	-
29	28,248	-	19,245	1,441			1.57	20.38	-	-	-
34	54,632	-	26,885	2,204			2.27	26.19	-	-	-
37	13,612	-	14,579	1,091			1.16	13.96	-	-	-
50	6,748	-	10,577	896			0.71	7.95	-	-	-
61	7,936	-	11,690	892			0.70	9.11	-	-	-
Total Non-Express											
Route	1,134,208	-	604,273	48,896	-		2.0	24.3	-	-	-

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	960	\$ -	2,620	109			0.91	12.00	\$ -	\$ -	-
102X	380	-	1,657	73			0.41	9.50	-	-	-
103X	320	-	1,064	69			0.45	8.00	-	-	-
104X	260	-	1,259	43			0.44	6.50	-	-	-
105X	460	-	1,418	76			0.78	11.50	-	-	-
107X	420	-	1,861	99			0.29	5.25	-	-	-
108X	260	-	1,456	74			0.53	6.50	-	-	-
109X	380	-	1,365	76			0.74	9.50	-	-	-
110X	480	-	1,862	63			0.33	6.00	-	-	-
201X	500	-	3,891	175			0.23	6.25	-	-	-
203X	600	-	5,304	199			0.20	7.50	-	-	-
204X	740	-	6,011	217			0.23	6.17	-	-	-
Total Express											
Route	5,760		29,769	1,271			0.35	7.58	\$ -	\$ -	-
Total Service											
	1,139,968		634,042	50,167			2.00		\$ -	\$ -	-



Rank	Route Number	Route Description	Passengers per Hour
1	18	S. 6TH AVENUE	52.3
2	16	ORACLE / INA	35.4
3	8	BROADWAY	32.2
4	19	STONE	31.6
5	11	ALVERNON	30.3
6	12	10TH / 12TH AVENUE	28.0
7	4	SPEEDWAY	26.8
8	24	12TH AVENUE	26.4
9	34	CRAYCROFT / FT LOWELL	26.2
10	6	EUCLID/ NORTH FIRST AVENUE	26.0
11	9	GRANT ROAD	25.8
12	7	22ND STREET	24.9
13	10	FLOWING WELLS	24.6
14	17	COUNTRY CLUB / 29TH STREET	24.5
15	25	S. PARK AVENUE	22.0
16	1	GLENN/SWAN	21.3
17	29	VALENCIA	20.4
18	23	MISSION ROAD	19.6
19	3	6TH STREET / WILMOT	19.6
20	26	BENSON HIGHWAY	16.3
21	5	PIMA STREET / WEST SPEEDWAY	16.1
22	27	MIDVALE PARK	16.0
23	15	CAMPBELL AVENUE	15.1
24	2	CHERRYBELL	14.9
25	37	PANTANO	14.0
26	21	WEST CONGRESS / SILVERBELL	12.4
27	61	LA CHOLLA	9.1
28	50	AJO	7.9
29	22	GRANDE	6.9
FIXED ROUTE SYSTEM AVERAGE			24.3

Rank	ROUTE NUMBER	ROUTE DESCRIPTION	PASSENGERS PER TRIP
1	101X	GOLF LINKS EXPRESS	12.0
2	105X	SUNRISE EXPRESS	11.5
3	102X	INA ROAD EXPRESS	9.5
4	109X	TANQUE VERDE EXPRESS	9.5
5	103X	OLDFATHER EXPRESS	8.0
6	203X	ORO VALLEY/AEROPARK EXPRESS	7.5
7	104X	MARANA EXPRESS	6.5
8	108X	BROADWAY EXPRESS	6.5
9	201X	SPEEDWAY/AEROPARK EXPRESS	6.3
10	204X	NW / AEROPARK EXPRESS	6.2
11	110X	RITA RANCH/DOWNTOWN EXPRESS	6.0
12	107X	ORO VALLEY/DOWNTOWN EXPRESS	5.3
EXPRESS ROUTE SYSTEM AVERAGE			7.6

**SUN** LINK 





Month to Date	February 2023		Prior Year	Variance		February Budget	Variance	
	Current			Amount	Percent		Amount	Percent
<b>Ridership</b>								
Total Route Passengers	166,601		126,451	40,150	31.8%	126,451	40,150	31.8%
<b>Revenue</b>								
Total Route Passenger Revenue	\$ -	\$ -	\$ -	-	0.0%	\$ -	-	0.0%
<b>Expenses</b>								
Total Expenses	\$ -	\$ 288,187	\$ (288,187)		0.0%	\$ 413,553	\$ (413,553)	0.0%
<b>Miles</b>								
Revenue Miles	14,699		14,986	(287)	-1.9%	16,304	(1,605)	-9.8%
Deadhead Miles	224		224	0	0.0%	224	0	0.0%
Total Service Miles	14,923		15,210	(287)	-1.9%	16,528	(1,605)	-9.7%
<b>Revenue Hours</b>	1,884		1,921	(37)	-1.9%	1,868	16	0.9%

Year to Date	February YTD Current		Prior Year	Variance YTD		February YTD Budget	Variance YTD	
				Amount	Percent		Amount	Percent
<b>Ridership</b>								
Total Route Passengers	1,126,360		837,404	288,956	34.5%	837,404	288,956	34.5%
<b>Revenue</b>								
Total Route Passenger Revenue	\$ -	\$ -	\$ -	-	0.0%	\$ -	-	0.0%
<b>Expenses</b>								
Total Expenses	\$ 1,161,772	\$ 2,582,225	\$ (1,420,453)		-55.0%	\$ 3,308,427	\$ (2,146,655)	-64.9%
<b>Miles</b>								
Revenue Miles	127,947		132,902	(4,955)	-3.7%	133,891	(5,944)	-4.4%
Deadhead Miles	1,944		1,944	0	0.0%	1,944	0	0.0%
Total Service Miles	129,891		134,846	(4,955)	-3.7%	135,835	(5,944)	-4.4%
<b>Revenue Hours</b>	16,404		17,038	(634)	-3.7%	16,722	(318)	-1.9%

Notes:

\* The reduction to Revenue is due to the Mayor and Council decision not to charge fares.

\*\* YTD Expenses are inclusive from July – September 2022

	System Indicator	Current Month	Prior Year	FY23 YTD	FY22 YTD
1.	Ridership	166,601	126,451	1,126,360	837,404
2.	Passengers per Revenue Mile	11.33	8.44	8.80	6.36
3.	Passengers per Revenue Hour	88.41	65.83	68.66	49.58
4.	Cost per Passenger		\$ 2.28	\$ 1.03	\$ 3.44
5.	Cost per Revenue Mile		\$ 19.23	\$ 9.08	\$ 19.45
6.	Cost per Revenue Hour		\$ 150.02	\$ 70.82	\$ 151.72
7.	Miles Between Road Calls	N/A	N/A	N/A	N/A
8.	Miles Between Streetcar Inspection	942	955	937	951
9.	Total Preventable Accidents per 100,000 Miles	0	0	0	0
10.	Total Complaints per 100,000 Passengers	2	5	2	6

\* The reduction to Revenue is due to the Mayor and Council decision not to charge fares.

\*\*Costs per Passenger, Cost per Revenue Mile, and Cost per Revenue Hour have not been calculated due to Expenses not being updated in the financial system.






Month to Date	February		Variance		February Budget	Variance	
	2023	Current Year	Prior Year	Amount	Percent	Amount	Percent
<b>Ridership</b>							
<b>Total Demand</b>		51,286	45,610	5,676	12.4%	47,710	3,576 7.5%
Denials		-	-	-	0.0%	-	- 0.0%
Missed Trips		-	1	(1)	-100.0%	-	- 0.0%
Cancellations		10,559	9,735	824	8.5%	10,810	(251) -2.3%
No Shows		3,971	3,105	866	27.9%	2,580	1,391 53.9%
<b>Total Passengers</b>		<u>36,756</u>	<u>32,769</u>	<u>3,987</u>	<u>12.2%</u>	<u>33,800</u>	<u>2,956</u> 8.7%
ADA Passengers		34,325	31,035	3,290	10.6%		
Optional ADA		<u>2,431</u>	<u>1,734</u>	<u>697</u>	<u>40.2%</u>		
Percentage of Optional		6.6%	5.3%				
<b>Trips</b>							
ADA Trips		32,060	28,990	3,070	10.6%		
Optional ADA Trips		<u>2,333</u>	<u>1,641</u>	<u>692</u>	<u>42.2%</u>		
<b>Total Trips</b>		<u>34,393</u>	<u>30,631</u>	<u>3,762</u>	<u>12.3%</u>	<u>32,160</u>	<u>2,233</u> 6.9%
<b>Revenue</b>							
Regular Fare Revenue		-	-	-	-	\$0	- 0.0%
Economy Fare Revenue		-	-	-	-	\$0	- 0.0%
<b>Total Fares Collected</b>		<u>\$ -</u>	<u>\$ -</u>	<u>\$ -</u>	<u>-</u>	<u>\$ -</u>	<u>\$ -</u> 0.0%
<b>Expenses</b>							
<b>Total Expenses</b>		\$ -	\$ 1,429,426	\$ 1,429,426	100.0%	\$ 1,592,678	\$ (1,592,678) -100.0%
<b>Miles</b>							
Revenue Miles		261,287	230,195	31,092	13.5%	241,700	19,587 8.1%
Deadhead Miles		<u>44,683</u>	<u>40,807</u>	<u>3,876</u>	<u>9.5%</u>	<u>42,800</u>	<u>1,883</u> 4.4%
Total Service Miles		305,970	271,003	34,967	12.9%	284,500	21,470 7.5%
Non-Route Miles		<u>3,201</u>	<u>3,377</u>	<u>(176)</u>	<u>-5.2%</u>	<u>1,800</u>	<u>1,401</u> 77.8%
<b>Total Miles</b>		<u>309,171</u>	<u>274,380</u>	<u>34,791</u>	<u>12.7%</u>	<u>286,300</u>	<u>22,871</u> 8.0%
<b>Revenue Hours</b>		18,652	16,105	2,546	15.8%	16,910	1,742 10.3%
<b>Service Hours</b>		21,428	18,563	2,864	15.4%	19,490	1,938 9.9%

\*YTD Expense are inclusive from July - September 2022

Year to Date	February YTD		Variance		February YTD Budget	Variance	
	2023	Current Year	Prior Year	Amount	Percent	Amount	Percent
<b>Ridership</b>							
<b>Total Demand</b>		426,223	380,514	45,709	12.0%	410,440	15,783 3.8%
Denials		-	-	-	0.0%	-	- 0.0%
Missed Trips		2	10	(8)	-80.0%	-	2 0.0%
Cancellations		92,289	87,475	4,814	5.5%	93,010	(721) -0.8%
No Shows		32,135	24,742	7,393	29.9%	22,240	9,895 44.5%
<b>Total Passengers</b>		301,797	268,287	33,510	12.5%	295,190	6,607 2.2%
ADA Passengers		280,937	253,123	27,814	11.0%		
Optional ADA		20,860	15,164	5,696	37.6%		
Percentage of Optional		6.9%	5.7%				
<b>Trips</b>							
ADA Trips		262,110	235,710	26,400	11.2%		
Optional ADA Trips		19,724	14,427	5,297	36.7%		
<b>Total Trips</b>		281,834	250,137	31,697	12.7%	262,600	19,234 7.3%
<b>Revenue</b>							
Regular Fare Revenue		-	-	-	0.0%	-	- 0.0%
Economy Fare Revenue		-	-	-	0.0%	-	- 0.0%
<b>Total Fares Collected</b>		\$ -	\$ -	\$ -	0.0%	\$ -	\$ - 0.0%
<b>Expenses</b>							
<b>Total Expenses</b>		\$ 4,856,206	\$ 9,908,753	\$ 5,052,547	51.0%	\$ 13,434,760	\$ (8,578,554) -63.9%
<b>Miles</b>							
Revenue Miles		2,168,267	1,896,019	272,248	14.4%	1,985,500	182,767 9.2%
Deadhead Miles		380,579	345,483	35,096	10.2%	362,700	17,879 4.9%
Total Service Miles		2,548,846	2,241,503	307,344	13.7%	2,348,200	200,646 8.5%
Non-Route Miles		20,737	31,345	(10,608)	-33.8%	14,400	6,337 44.0%
<b>Total Miles</b>		2,569,584	2,272,848	296,736	13.1%	2,362,600	206,984 8.8%
<b>Revenue Hours</b>		152,459	134,161	18,297	13.6%	140,880	11,579 8.2%
<b>Service Hours</b>		175,621	153,501	22,120	14.4%	161,180	14,441 9.0%



System Indicator		Current Month	Prior Year	FY23 YTD	FY22 YTD
1.	Ridership	36,756	32,769	301,797	268,287
2.	Demand	51,286	45,610	426,223	380,514
3.	Cancellations	10,559	9,735	92,289	87,475
4.	No-Shows	3,971	3,105	32,135	24,742
5.	Passengers per Revenue Hour	1.97	2.03	1.98	2.00
6.	Passengers per Service Hour	1.72	1.77	1.72	1.75
7.	Revenue per Trip	\$ -	\$ -	\$ -	\$ -
8.	Cost per Trip	\$ -	\$ 46.67	\$ 17.23	\$ 39.61
9.	Vehicles Operated in Maximum Service	99	93	103	94
10.	Trip Time,Sun Tran	79.43%	80.49%	80.22%	83.13%
11.	Trip Time 110% + 5 Minutes	88.08%	88.44%	88.53%	90.23%
12.	Pick-Ups	83.76%	87.43%	83.34%	89.15%
13.	Pick-Ups Before Significantly Late	98.45%	99.40%	98.57%	99.56%

 **ON DEMAND**



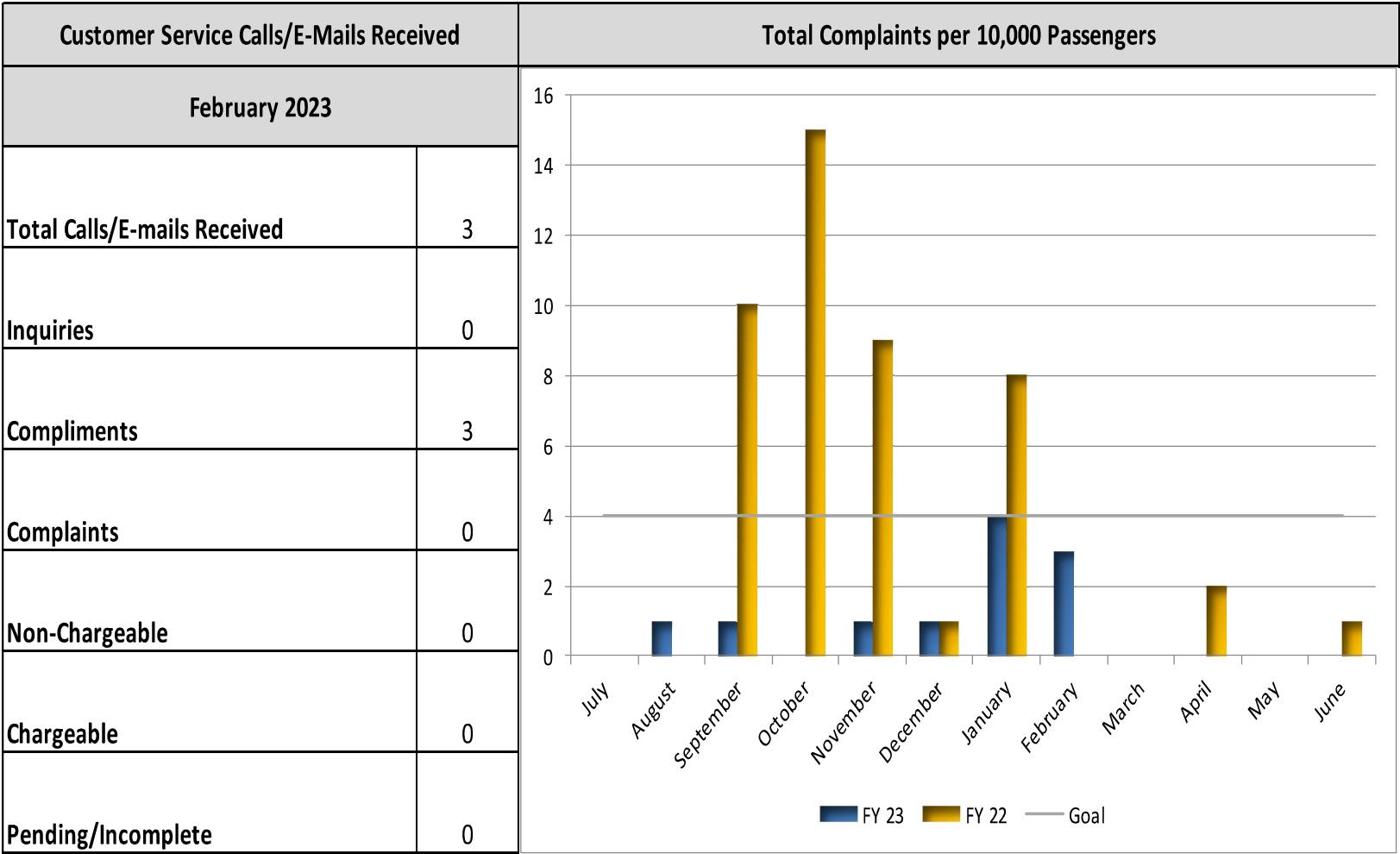
Month to Date	February		Variance		
	2023	Current Year	Prior Year	Amount	Percent
Ridership					
Total Demand		1,426	780	646	82.8%
Denials		-	-	-	0.0%
Missed Trips		-	-	-	0.0%
Cancellations		451	167	284	170.1%
No Shows		46	34	12	35.3%
Total Passengers		929	579	350	60.4%
Trips					
Total Trips		759	464	295	63.6%
Revenue					
Regular Fare Revenue		-	-	-	-
Economy Fare Revenue		-	-	-	-
Total Fares Collected	\$	-	\$	-	-
Miles					
Revenue Miles		3,855	2,396	1,459	60.9%
Deadhead Miles		1,178	594	584	98.4%
Total Service Miles		5,033	2,989	2,044	68.4%
Non-Route Miles		29	653	(624)	-95.6%
Total Miles		5,062	3,642	1,420	39.0%
Revenue Hours		418	297	121	40.8%
Service Hours		576	494	83	16.8%

\*Ridership subject to change due to cancellations



Year to Date	February YTD		Variance	
	2023	Current Year	Prior Year	Amount      Percent
<b>Ridership</b>				
<b>Total Demand</b>		9,851	5,625	4,226      75.1%
Denials		-	-	-      0.0%
Missed Trips		-	-	-      0.0%
Cancellations		2,613	1,223	1,390      113.7%
No Shows		254	286	(32)      -11.2%
<b>Total Passengers</b>		6,984	4,116	2,868      69.7%
<b>Trips</b>				
<b>Total Trips</b>		5,803	3,390	2,413      71.2%
<b>Revenue</b>				
Regular Fare Revenue		-	-	-      0.0%
Economy Fare Revenue		-	-	-      0.0%
<b>Total Fares Collected</b>	\$	-	\$ -	\$ -      0.0%
<b>Expenses</b>				
<b>Total Expenses</b>	\$	-	\$ -	\$ -      0.0%
<b>Miles</b>				
Revenue Miles		27,904	16,827	11,077      65.8%
Deadhead Miles		11,315	5,724	5,592      97.7%
Total Service Miles		39,219	22,551	16,668      73.9%
Non-Route Miles		825	6,548	(5,723)      -87.4%
<b>Total Miles</b>		40,044	29,099	10,945      37.6%
<b>Revenue Hours</b>		3,268	2,342	926      39.6%
<b>Service Hours</b>		4,870	4,363	507      11.6%

\*Ridership subject to change due to cancellations







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

## Expenses

Vehicle Maintenance	\$	-	-	\$ -	0.0%	10,000	10,000	100%
Services		-	1,746	1,746	100.0%	-	-	0%
Materials & Supplies		-	-	-	0.0%	-	-	0%
Electricity		-	450	450	100.0%	9,167	9,167	100%
Total Expenses		-	2,196	2,196	100.0%	19,167	19,167	100%

## Miles

Total Miles	10,946	756	(10,190)	-1347.9%
-------------	--------	-----	----------	----------

KWH	116,075	3,753	(112,322)	-2992.9%
-----	---------	-------	-----------	----------

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

## Expenses

Vehicle Maintenance	\$	-	-	\$ -	0.0%	120,000	120,000	100%
Services		195	7,447	7,252	97.4%	-	(195)	0%
Materials & Supplies		-	-	-	0.0%	-	-	0%
Electricity		44,406	1,520	(42,886)	-2821.5%	110,000	65,594	60%
Total Expenses		44,601	8,967	(35,634)	-397.4%	230,000	185,399	81%

## Miles

Total Miles	72,696	4,741	(67,955)	-1433.3%
-------------	--------	-------	----------	----------

KWH	452,867	12,664	(440,203)	-3476.0%
-----	---------	--------	-----------	----------

## Appendices – Additional Data

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





Month to Date	February		Variance		February		Variance	
	2023	Current	Prior Year	Amount	Percent	Budget	Amount	Percent

Total Passengers		1,139,968	998,572	141,396	14.2%	1,191,667	(51,699)	-4.3%
------------------	--	-----------	---------	---------	-------	-----------	----------	-------

Month to Date	Calendar Days		School Days		Average Route Ridership	
	Current	Prior Year	Current	Prior Year	Current	Prior Year

Weekdays	20	20	Current	Prior Year	Weekdays	48,353	42,095
Saturdays	4	4	18	18	Saturdays	26,119	22,418
Sundays	4	4			Sundays	17,108	16,750
Holidays	0	0			Holidays	-	-
Total	28	28			Total	40,713	35,663

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

Total Passengers		9,666,283	8,606,676	1,059,607	12.3%	8,341,667	1,324,616	15.9%
------------------	--	-----------	-----------	-----------	-------	-----------	-----------	-------

Year to Date	Calendar Days		School Days		Average Route Ridership	
	Current	Prior Year	Current	Prior Year	Current	Prior Year

Weekdays	169	169	131	131	Weekdays	48,128	42,943
Saturdays	34	34			Saturdays	26,952	22,565
Sundays	35	35			Sundays	17,505	16,367
Holidays	5	5			Holidays	11,248	10,674
Total	243	243			Total	39,779	35,418



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	1,272,792	1,267,865	1,293,237	1,233,511	1,177,929	1,183,923	1,134,208					9,616,761
Express Routes	5,460	7,222	6,573	6,783	6,258	5,166	6,300	5,760					49,522
<b>Total</b>	<b>1,058,756</b>	<b>1,280,014</b>	<b>1,274,438</b>	<b>1,300,020</b>	<b>1,239,769</b>	<b>1,183,095</b>	<b>1,190,223</b>	<b>1,139,968</b>					<b>9,666,283</b>

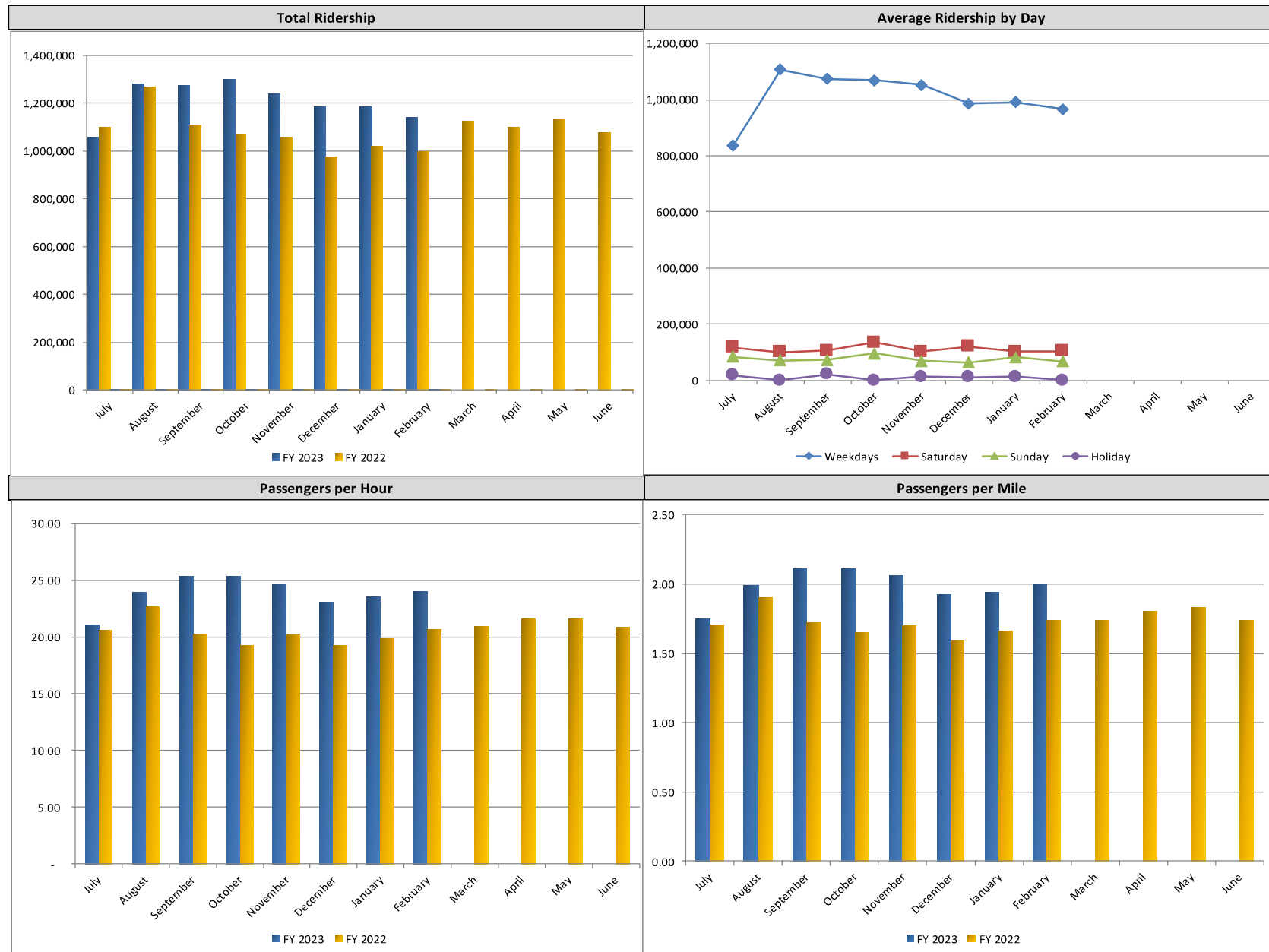
Previous Year	July 2021	August 2021	September 2021	October 2021	November 2021	December 2021	January 2022	February 2022	March 2022	April 2022	May 2022	June 2022	YTD FY 2022
Fixed Routes	1,098,929	1,266,795	1,104,679	1,066,594	1,053,006	972,004	1,017,665	994,332					8,574,004
Express Routes	3,759	4,334	4,326	4,179	4,190	3,717	3,927	4,240					32,672
<b>Total</b>	<b>1,102,688</b>	<b>1,271,129</b>	<b>1,109,005</b>	<b>1,070,773</b>	<b>1,057,196</b>	<b>975,721</b>	<b>1,021,592</b>	<b>998,572</b>					<b>8,606,676</b>

Variance	July	August	September	October	November	December	January	February	March	April	May	June	YTD FY 2023
Fixed Routes	(45,633)	5,997	163,186	226,643	180,505	205,925	166,258	139,876					1,042,757
Express Routes	1,701	2,888	2,247	2,604	2,068	1,449	2,373	1,520					16,850
<b>Total</b>	<b>(43,932)</b>	<b>8,885</b>	<b>165,433</b>	<b>229,247</b>	<b>182,573</b>	<b>207,374</b>	<b>168,631</b>	<b>141,396</b>					<b>1,059,607</b>

% Variance	July	August	September	October	November	December	January	February	March	April	May	June	YTD FY 2023
Fixed Routes	-4.2%	0.5%	14.8%	21.2%	17.1%	21.2%	16.3%	14.1%					12.2%
Express Routes	45.3%	66.6%	51.9%	62.3%	49.4%	39.0%	60.4%	35.8%					51.6%
<b>Total</b>	<b>-4.0%</b>	<b>0.7%</b>	<b>14.9%</b>	<b>21.4%</b>	<b>17.3%</b>	<b>21.3%</b>	<b>16.5%</b>	<b>14.2%</b>					<b>12.3%</b>

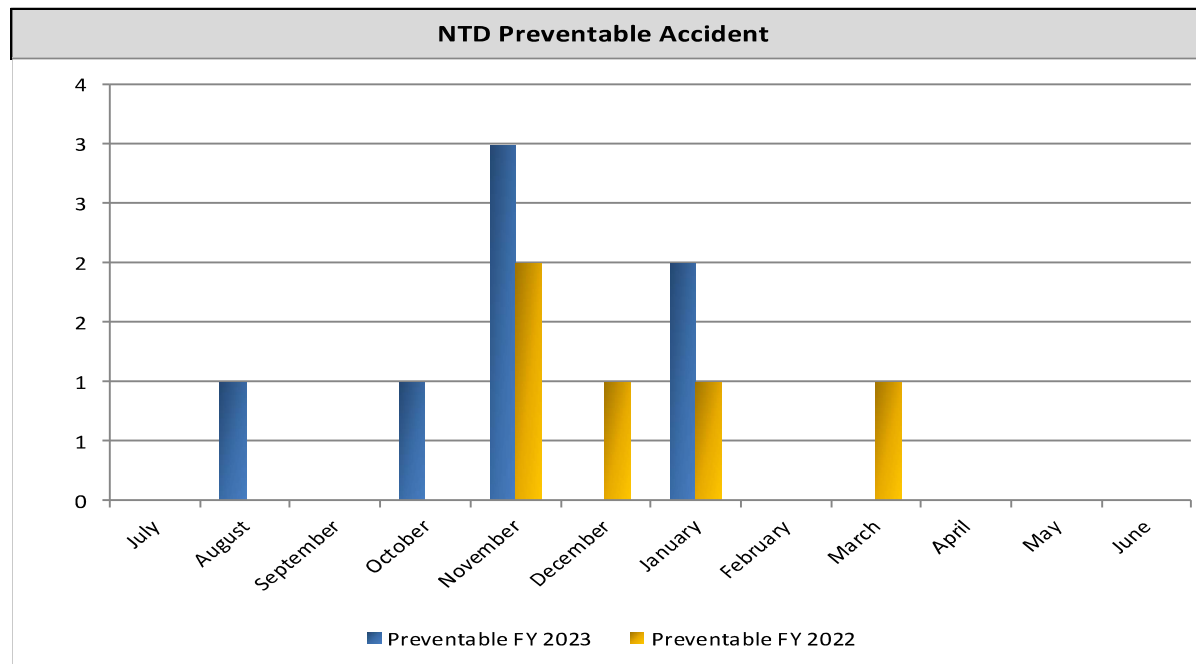
Totals By:	July 2022	August 2022	September 2022	October 2022	November 2022	December 2022	January 2023	February 2023	March 2023	April 2023	May 2023	June 2023	YTD FY 2023
Weekday	837,420	1,107,542	1,073,730	1,068,375	1,053,066	986,895	991,347	967,060					8,085,435
Saturday	116,885	100,928	105,642	135,670	102,848	120,760	102,220	104,476					889,429
Sunday	85,415	71,544	73,824	95,975	69,768	64,428	83,285	68,432					612,671
Holiday	19,036		21,232		14,087	11,012	13,371						78,738
<b>Total</b>	<b>1,058,756</b>	<b>1,280,014</b>	<b>1,274,428</b>	<b>1,300,020</b>	<b>1,239,769</b>	<b>1,183,095</b>	<b>1,190,223</b>	<b>1,139,968</b>					<b>9,666,273</b>

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	41,871	48,154	51,130	50,875	50,146	46,995	47,207	48,353					48,128
Saturday	23,377	25,232	26,413	27,134	25,712	24,152	25,555	26,119					26,952
Sunday	17,083	17,886	18,456	19,195	17,442	16,107	16,657	17,108					17,505
Holiday	19,036		21,232		14,087	11,012	13,371						11,248
<b>Total</b>	<b>34,153</b>	<b>41,291</b>	<b>42,481</b>	<b>41,936</b>	<b>41,326</b>	<b>38,164</b>	<b>38,394</b>	<b>40,713</b>					<b>39,779</b>

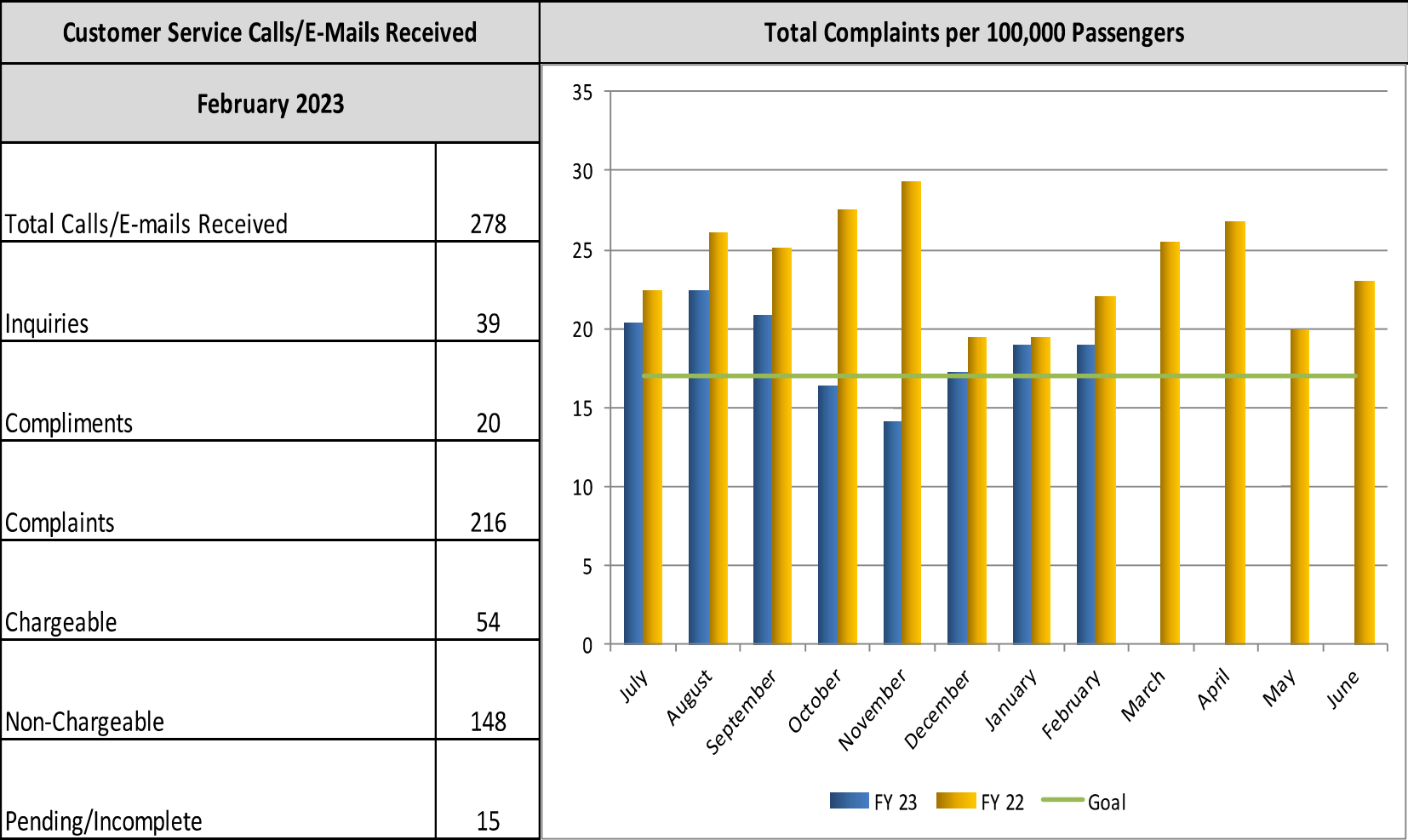




Accidents						
	FY 2023			FY 2022		
	Preventable	Non-Preventable	Total	Preventable	Non-Preventable	Total
July	0	6	6	0	5	5
August	1	6	7	0	8	8
September	0	3	3	0	1	1
October	1	8	9	0	4	4
November	3	7	10	2	3	5
December	0	2	2	1	4	5
January	2	4	6	1	4	5
February	0	1	1	0	0	0
March			0	1	4	5
April			0	0	5	5
May			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.





**SUN LINK** 



Month to Date	February 2023	Current	Prior Year	Variance Amount	Percent	February Budget	Variance Amount	Percent
---------------	---------------	---------	------------	-----------------	---------	-----------------	-----------------	---------

Route Passengers		166,601	126,451	40,150	31.8%	126,451	40,150	31.8%
------------------	--	---------	---------	--------	-------	---------	--------	-------

Month to Date	Current	Prior Year	School Days Current	Prior Year	Average Route Ridership Current	Prior Year
---------------	---------	------------	---------------------	------------	---------------------------------	------------

Weekdays	20	20	20	19	Weekdays	6,718	5,029
Weekends	8	8			Weekends	4,030	3,234
Holidays	0	0			Holidays		
Total	28	28			Total	5,950	4,516

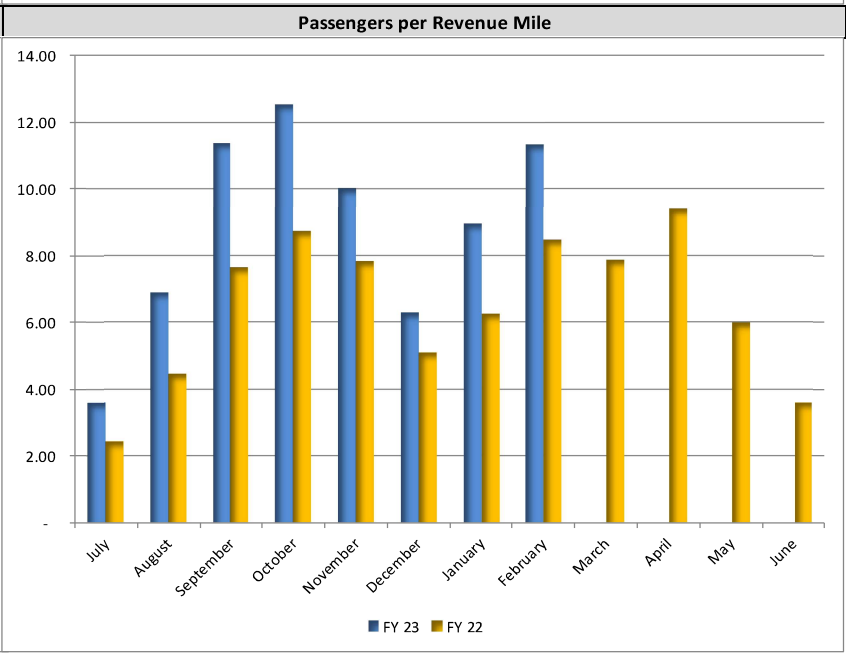
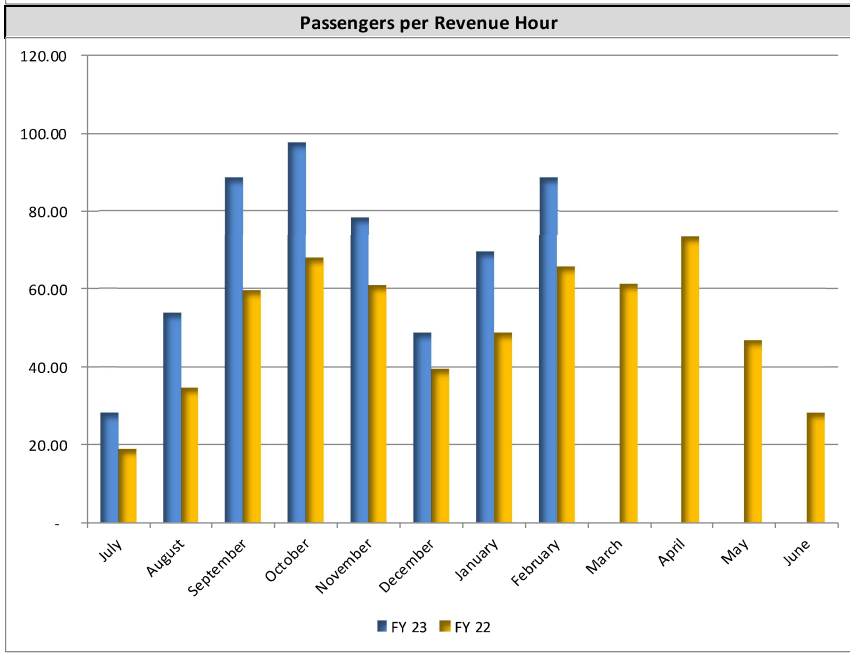
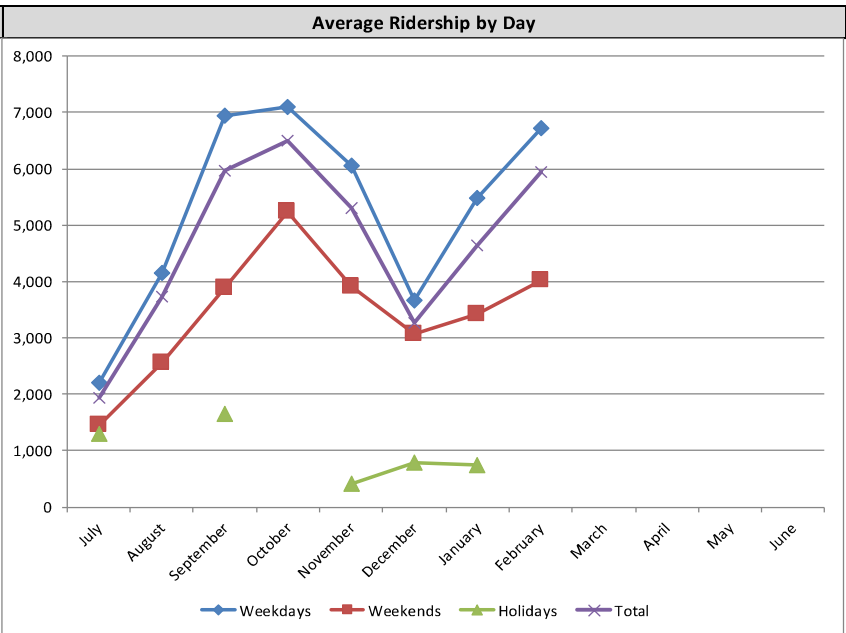
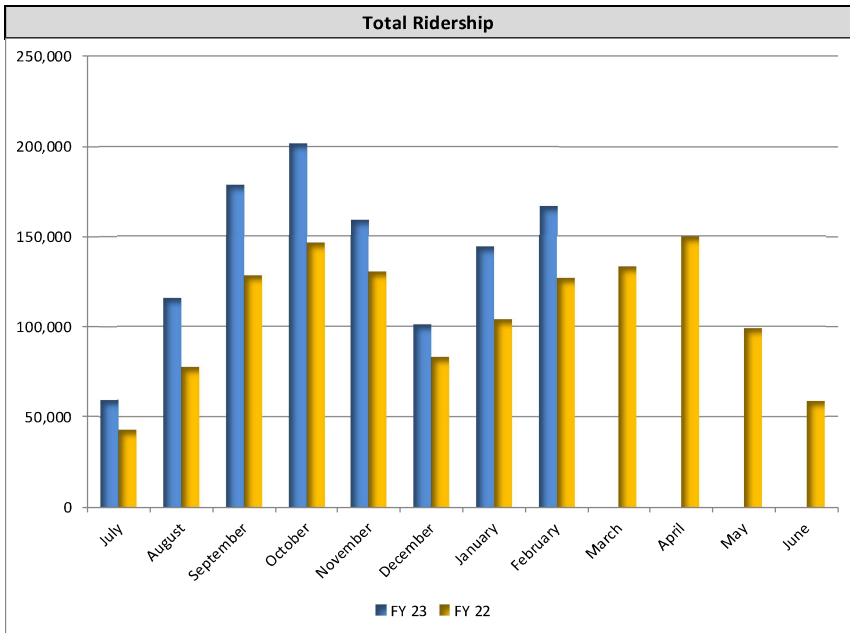
Year to Date	February YTD Current	Prior Year	Variance Amount	February YTD Percent	Budget	Variance Amount	Percent
--------------	----------------------	------------	-----------------	----------------------	--------	-----------------	---------

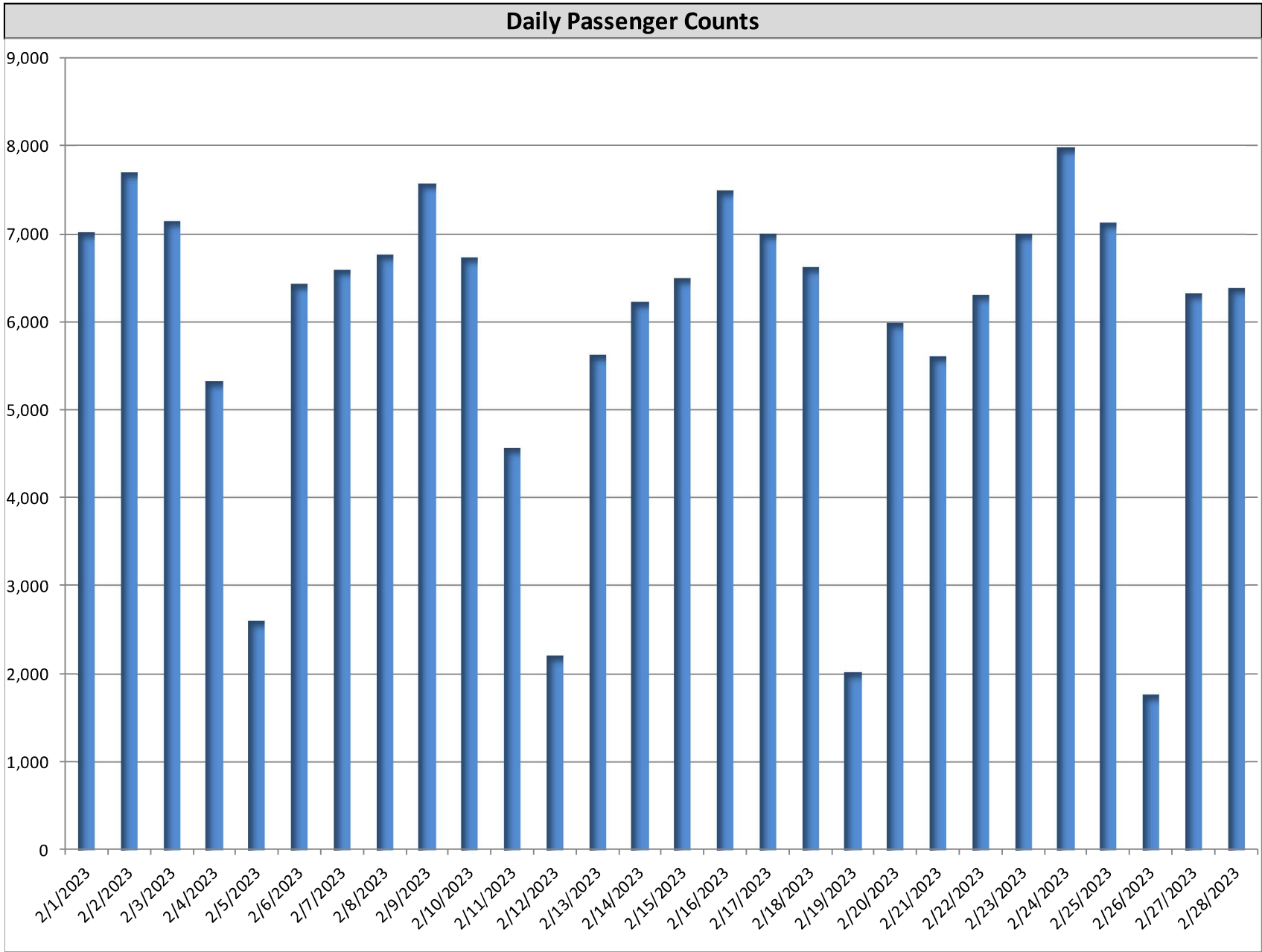
Route Passengers	1,126,360	837,404	288,956	34.5%	837,404	288,956	34.5%
------------------	-----------	---------	---------	-------	---------	---------	-------

Year to Date	Calendar Days Current	Prior Year	School Days Current	Prior Year	Average Route Ridership Current	Prior Year
--------------	-----------------------	------------	---------------------	------------	---------------------------------	------------

Weekdays	168	170	111	115	Weekdays	5,287	3,873
Weekends	67	68			Weekends	3,446	2,582
Holidays	8	5			Holidays	907	698
Total	243	243			Total	4,635	3,446

Note: The reduction to revenue is due to the Mayor and Council decision not to charge fares.

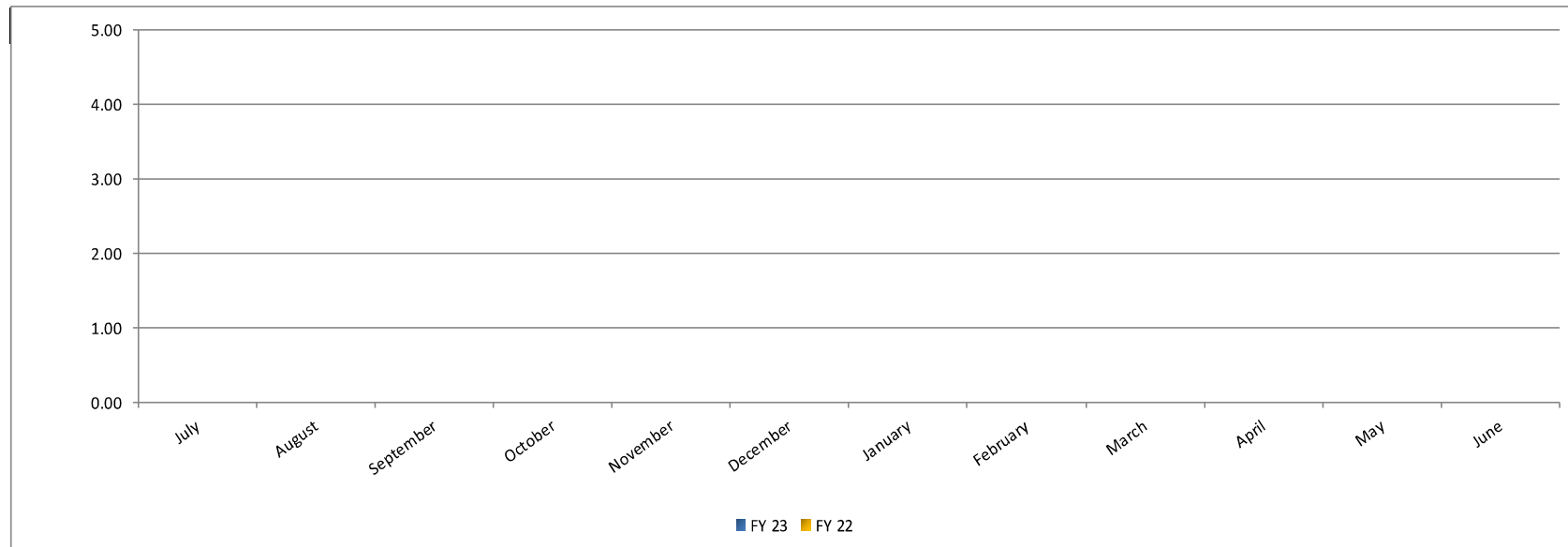




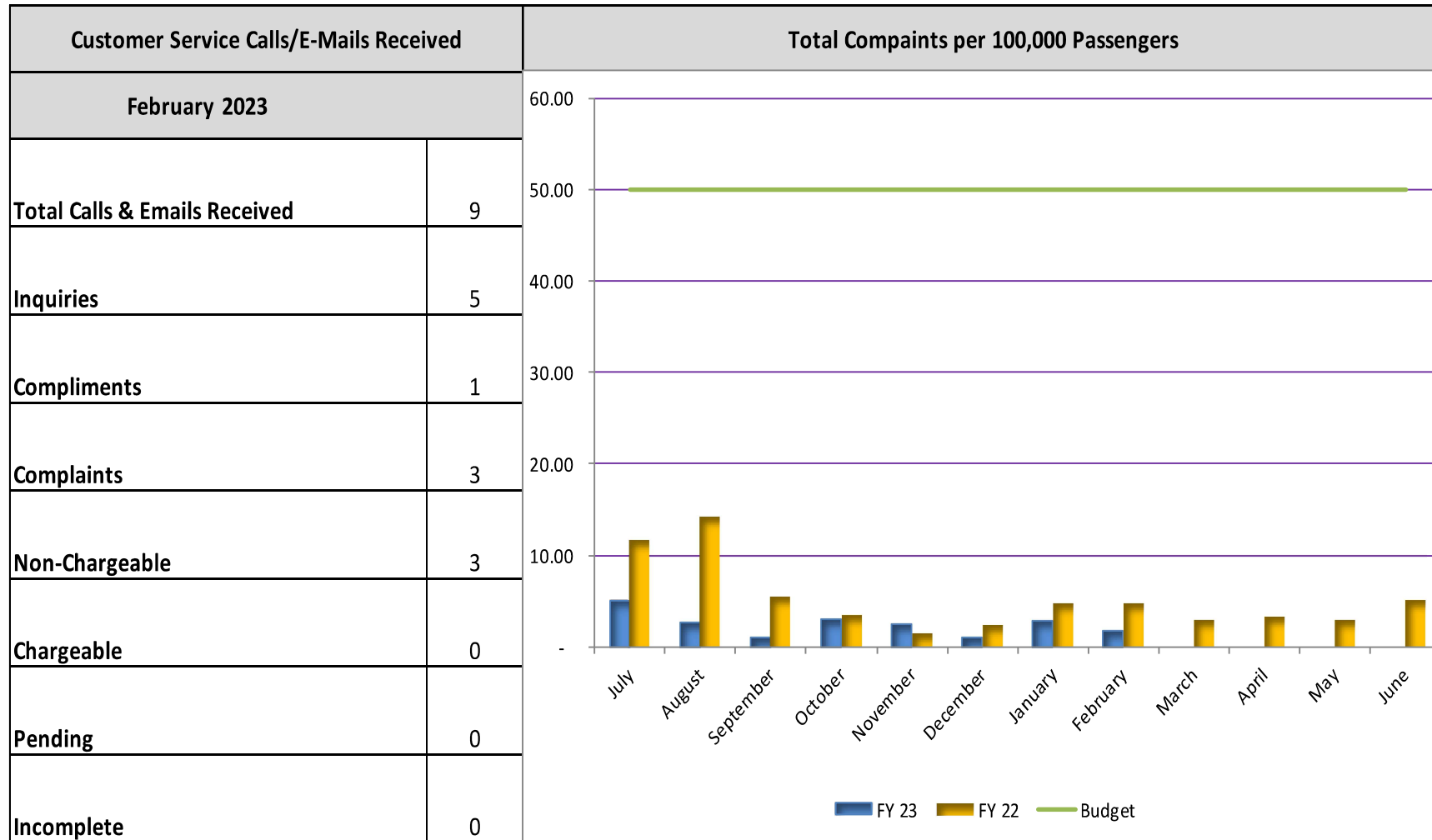




Accidents						
	FY 2023			FY 2022		
	Preventable	Non-Preventable	Total	Preventable	Non-Preventable	Total
July	0	0	0	0	0	0
August	0	0	0	0	0	0
September	0	2	2	0	0	0
October	0	0	0	0	1	1
November	0	0	0	0	0	0
December	0	0	0	0	1	1
January	0	0	0	0	0	0
February	0	0	0	0	3	3
March	0	0	0	0	0	0
April	0	0	0	0	0	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	February		Variance		February Budget	Variance	
	2023	Current	Prior Year	Amount	Percent	Amount	Percent
<b>Passengers</b>							
Regular Fare Passengers		15,592	12,459	3,133	25.1%	12,340	3,252 26.4%
Economy Fare Passengers		19,720	18,974	746	3.9%	19,460	260 1.3%
<b>Revenue Passengers</b>		<b>35,312</b>	<b>31,433</b>	<b>3,879</b>	<b>12.3%</b>	<b>31,800</b>	<b>3,512 11.0%</b>
<b>Other Passengers (PCA)</b>		<b>1,444</b>	<b>1,336</b>	<b>108</b>	<b>8.1%</b>	<b>1,420</b>	<b>24 1.7%</b>
<b>Total Passengers</b>		<b>36,756</b>	<b>32,769</b>	<b>3,987</b>	<b>12.2%</b>	<b>33,220</b>	<b>3,536 10.6%</b>

Month to Date	Calendar Days		Average Route Ridership	
	Current	Prior Year	Current	Prior Year
Weekdays	20	20	1,619	1,463
Saturdays	4	4	603	460
Sundays	4	4	491	417
Holidays	0	0	0	0
Total	28	28	1,313	1,170

Year to Date	February YTD		Variance		February YTD	Variance	
	Current	Prior Year	Amount	Percent	Budget	Amount	Percent
Passengers							
Regular Fare Passengers	128,956	97,217	31,739	32.6%	104,190	24,766	23.8%
Economy Fare Passengers	160,629	159,347	1,282	0.8%	164,520	(3,891)	-2.4%
Revenue Passengers	289,585	256,564	33,021	12.9%	268,710	20,875	7.8%
Other Passengers (PCA)	12,212	11,723	489	4.2%	12,050	162	1.3%
Total Passengers	301,797	268,287	33,510	12.5%	280,760	21,037	7.5%

Year to Date	Calendar Days		Average Route Ridership	
	Current	Prior Year	Current	Prior Year
Weekdays	168	168	1,576	1,398
Saturdays	35	33	536	469
Sundays	35	35	464	407
Holidays	5	7	403	514
Total	243	243	1,242	1,104

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	40,128	38,642	39,009	37,076	36,485	38,153	36,756	-	-	-	-	301,797
TOTAL	35,548	40,128	38,642	39,009	37,076	36,485	38,153	36,756	-	-	-	-	301,797

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	34,423	34,563	35,663	33,917	33,181	31,635	32,769	38,541	37,399	36,808	36,466	417,501
TOTAL	32,136	34,423	34,563	35,663	33,917	33,181	31,635	32,769	38,541	37,399	36,808	36,466	417,501

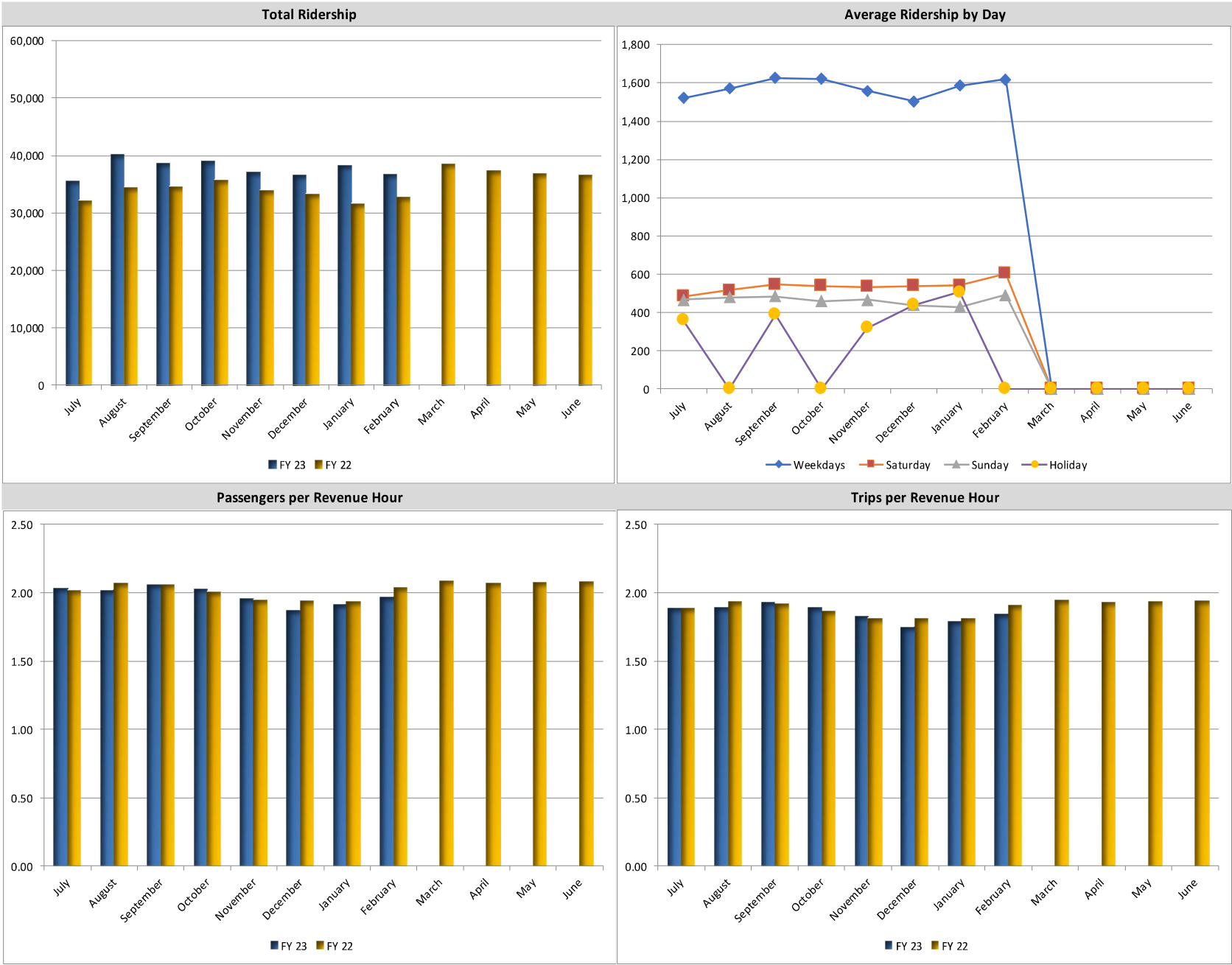
VARIANCE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	YTD FY 2023
Demand Response	3,412	5,705	4,079	3,346	3,159	3,304	6,518	3,987					33,510
TOTAL	3,412	5,705	4,079	3,346	3,159	3,304	6,518	3,987	0	0	0	0	33,510

% VARIANCE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	YTD FY 2023
Demand Response	10.6%	16.6%	11.8%	9.4%	9.3%	10.0%	20.6%	12.2%	0.0%	0.0%	0.0%	0.0%	8.0%
TOTAL	10.6%	16.6%	11.8%	9.4%	9.3%	10.0%	20.6%	12.2%	0.0%	0.0%	0.0%	0.0%	8.0%

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	36,142	34,126	34,016	32,747	31,595	33,331	32,379					264,767
Saturday	2,418	2,069	2,183	2,692	2,139	2,696	2,163	2,413					18,773
Sunday	2,339	1,917	1,942	2,301	1,870	1,755	2,152	1,964					16,240
Holiday	360	-	391	-	320	439	507						2,017
TOTAL	35,548	40,128	38,642	39,009	37,076	36,485	38,153	36,756	-	-	-	-	301,797

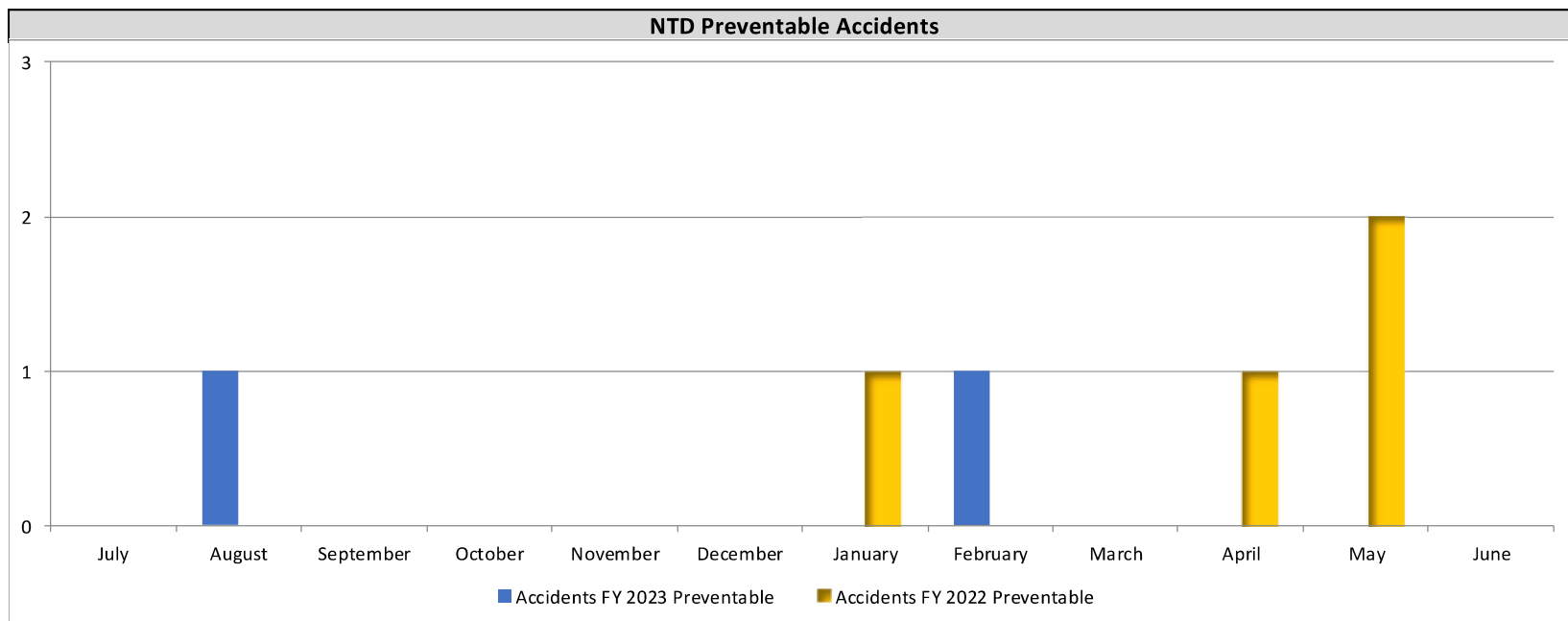
AVERAGES BY:	JULY 2022	AUGUST 2022	SEPTEMBER 2022	OCTOBER 2022	NOVEMBER 2022	DECEMBER 2022	JANUARY 2023	FEBRUARY 2023	MARCH 2023	APRIL 2023	MAY 2023	JUNE 2023	YTD FY 2023
Weekday	1,522	1,571	1,625	1,620	1,559	1,505	1,587	1,619					1,576
Saturday	484	517	546	538	535	539	541	603					536
Sunday	468	479	486	460	468	439	430	491					464
Holiday	360		391	0	320	439	507						403
TOTAL	1,147	1,294	1,288	1,258	1,236	1,177	1,231	1,313					1,242



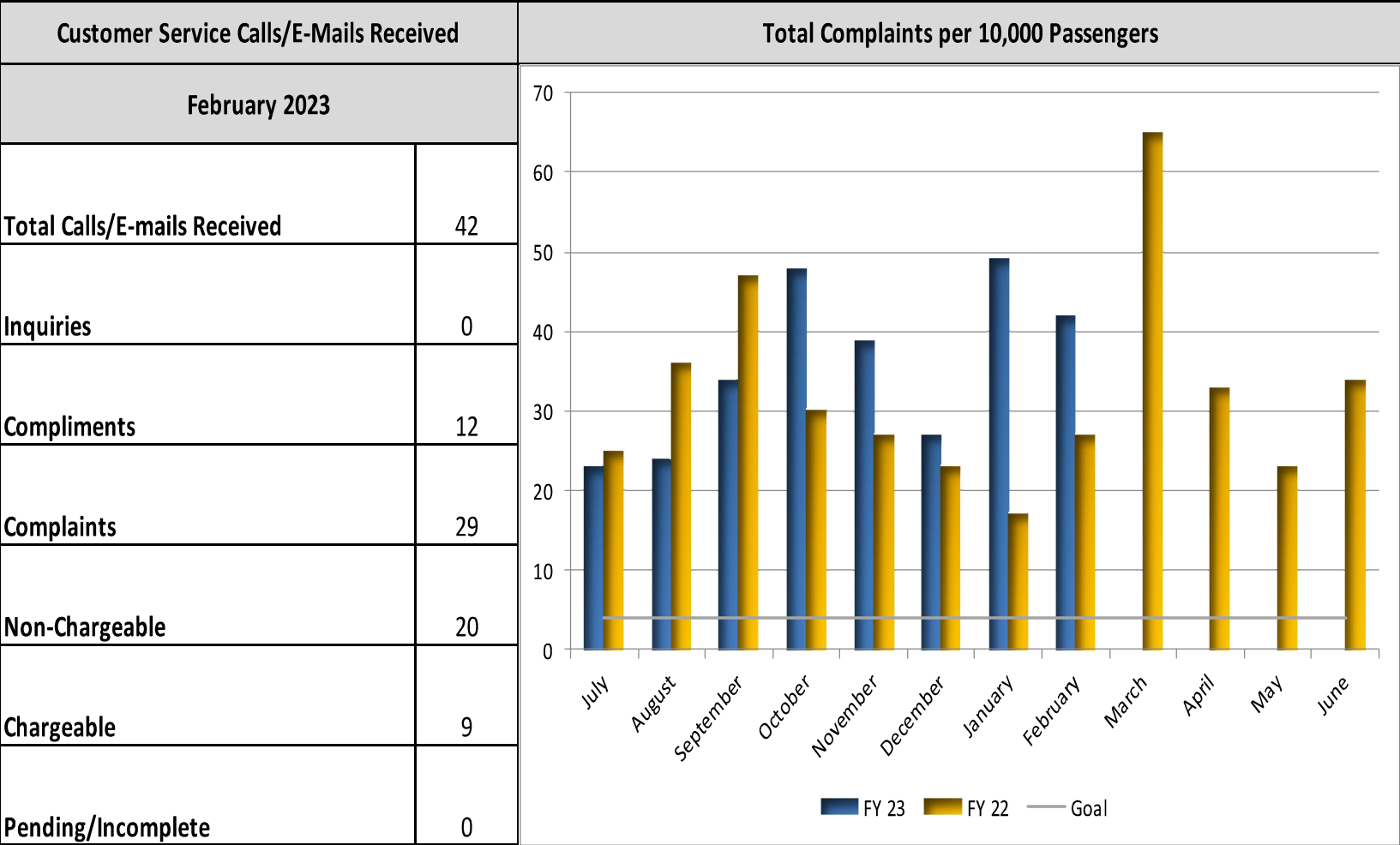




Accidents						
	FY 2023			FY 2022		
	Preventable	Non-Preventable	Total	Preventable	Non-Preventable	Total
July	0	1	1	0	1	1
August	1	1	2	0	0	0
September	0	1	1	0	0	0
October	0	1	1	0	1	1
November	0	0	0	0	0	0
December	0	0	0	0	2	2
January	0	2	2	1	0	1
February	1	1	2	0	0	0
March	0	0	0	0	0	0
April	0	0	0	1	0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



# Glossary of Terms

<b>Cancellations (Sun Van)</b>	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.
<b>Complaints per 100,000 Passengers</b>	Equals total complaints divided by total passengers times 100,000.
<b>Cost per Mile</b>	Equals total operating expenditures divided by total miles.
<b>Cost per Service Hour</b>	Equals total operating expenditures divided by total service hours.
<b>Cost per Trip (Sun Van)</b>	Total operating expenses divided by total trips.
<b>Deadhead Miles and Hours</b>	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.
<b>Denial (Sun Van)</b>	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.
<b>MDBF (Sun Link)</b>	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.
<b>No-Shows (Sun Van)</b>	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.
<b>On-Time</b>	<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>
<b>Optional ADA (Sun Van)</b>	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.
<b>Passengers per Mile</b>	Equals total passengers divided by total revenue miles.
<b>Passengers per Service Hour</b>	Equals total ridership divided by total service hours.
<b>Passenger Revenue</b>	Equals revenue collected from passengers (includes farebox revenue and revenue from pass sales).



<b>Pick-Ups Before Significantly Late (Sun Van)</b>	Pick-ups 30 minutes outside of the originally scheduled pick-up window.
<b>Revenue Miles and Hours</b>	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.
<b>Revenue per Mile</b>	Equals total passenger revenue divided by total miles.
<b>Revenue per Passenger</b>	Equals total passenger revenue divided by total passengers.
<b>Revenue per Service Hour</b>	Equals passenger revenue divided by service hours.
<b>Revenue per Trip (Sun Van)</b>	Total passenger revenue divided by trips.
<b>Ridership (Unlinked Passenger Trips)</b>	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.
<b>Ridership (Unlinked Passenger Trips) Sun Van</b>	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.
<b>Road Calls</b>	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.
<b>Service Miles and Hours</b>	Miles and hours that vehicles travel while in revenue service plus deadhead miles/hours. Service miles/hours does not include operator or maintenance traing.
<b>Total Demand (Sun Van)</b>	Total number of passenger trips requested.
<b>Total Cost per Passenger</b>	Equals total operating expenditures divided by total passengers.
<b>Trip (Sun Van)</b>	A one-way trip taken by an ADA paratransit-eligible passenger from the pick-up point to the destination (excludes PCA's and companions).
<b>Trip Time (Sun Van)</b>	The percentage of ADA trips with a trip time less than the comparable Sun Tran fixed route trip.
<b>Trip Time 110% + 5 Minutes (Sun Van)</b>	When an ADA trip length exceed 110% + 5 minutes of the comparable Sun Tran fixed route trip.