



MONTHLY OPERATIONS REPORT

MARCH 2023



MARCH 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.

SAFETY AND SECURITY



New security cameras are only part of the overall safety and security improvements Sun Tran has been working on in the last year. Several assessments of existing security features were implemented and after the assessments, a plan was developed to upgrade and update the security cameras. The system installation began at the transit centers. After the cameras were installed at Tohono work was started at the north yard. Once work is complete in all buildings at the north yard work will start at the south yard and finally finish with new cameras at the park and ride locations at Broadway and Houghton. Once complete, the camera systems will cover more area with higher quality images and eventually we will be able to share video feeds with first responders.

The cameras are only one piece of the puzzle, along with securing the gates at the north yard, constant evaluation of the security contractor operations, improved signage at all of the transit centers we have made it easier for customers and employees to know and understand the rules and laws that are being enforced at the organization's facilities. We have also invested in more hours for the contract custodians and the landscapers to improve in the look and feel of the transit centers. We continue to work hard to evaluate other planned physical security measures and work toward the security plan's overall goal which is to provide all Sun Tran organization employees, contractors, and customers a safe and secure work and rider experience.



ELECTRIC BUSES



Sun Tran recognizes the importance of climate resilience, and it's commitment to Tucson is building a strong infrastructure now and for the future. 100 percent of Sun Tran's buses are designed to use cleaner-burning fuels and Sun Tran has introduced ten (10) all Electric buses to it's fleet in 2023. Now 100 percent of Sun Tran's fleet uses cleaner-burning fuels, including hybrid technology, Compressed Natural Gas (CNG) and Biodiesel. These fuels reduce emissions because they emit fewer particulates than traditional diesel-fueled vehicles.



COMPREHENSIVE OPERATIONAL ANALYSIS STUDY (COA)

The City of Tucson and Pima Association of Governments (PAG) are 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 hosted a stakeholders meeting along with a series of public and virtual meetings with an online survey to provide feedback and to learn more about the study. Sun Tran, Sun Link and Sun Shuttle Operators were also encouraged to participate in an Operator survey for the opportunity to provide feedback. The survey is available was made available beginning January 23 until April 16 by visiting www.TucsonCOA.com.

CUSTOMER SERVICE HOURS AT LAOS & RONSTADT TRANSIT CENTERS

New Customer service hours at the Transit Center booths and at Sun Tran Administrative front desk, beginning Monday March 6. The booths will be operated by a Customer Service Rep from 8 a.m. to 4:30 p.m.



JAKE ROBLES PROMOTION AT SUN LINK



Sun Link promotes Jake Robles to Safety & Security Officer. Jakes started his Transit career July 25th 2018 as a streetcar operator. In November 2018 he was promoted to Lead operator taking on supervisor duties as an operator/supervisor in training. March of 2020 he was promoted into the 7th supervisor position where he excelled as a supervisor with a great team of operators and fellow supervisors. In December of 2020 I took on the roll as lead trainer responsible for training newly hired operators focusing on policies and procedures when operating streetcars and holding safety as his number one priority! On March 27, 2023 he accepted the role of Safety & Security Officer where he is backed by a management team of very knowledgeable and respected staff "My key objectives in my new role are to learn as much as possible from my colleagues Operations Manager Nelson Hall, AGM John Zukas and Maintenance Manager Robert Asaro and always stay dependable and devoted to the safety of all SLS employees and passengers. My main goal is for Sun Link Streetcar to remain a constant positive fixture in our community by providing safe and reliable transportation at all times ", states Robles.

IN THE COMMUNITY

Sun Tran's Community Outreach Manager, Luz N. hosted two Learn to Ride events one at Desert View High School and at Sentinel. Learn to Ride events are essential to the Community as they help remove barriers for people who want to ride public transit but don't know how and gives them the vital tools to be able to start. 25 Tucsonans were trained on the system at these two events.

Sun Tran and Sun Van participate in the quarterly Commission on Disability Issues (CODI), where information is presented on the Sun Van Customer Satisfaction survey results, Technology such as the App as well as discussing the Quantum Wheelchair Securement Stations on 40% of the Sun Tran fleet and providing feedback on ADA issues or concerns.

ASYLUM SHUTTLE		SUN TRAN	SUN VAN	SUN LINK
TRIPS	172	NEW HIRES	12 - Coach Operators	10 - Van Operator Trainees 2 - Reservationists
PASSENGERS	5,940	PROMOTIONS	Mary Ann - Buyer Ramon J - Fuel Island Supervisor	5 - Trainees to Van Operators
				Jake Robles - Safety & Security Officer Noemi Aguirre - Supervisor

HAPPY (BELATED) TRANSIT EMPLOYEE APPRECIATION DAY BY SHANNON JENKINS

A Special note from Ward 3 Council Member Kevin Dahl's office



This past Wednesday, on March 22nd, the City of Tucson celebrated Transit Employee Appreciation Day. Council Member Dahl and I left the office and walked

east along Grant Road - on the north side of our office where the bluebells are blooming - to wait for the Route 9 (Grant) bus at the Grant / Cherry stop. When the bus arrived, we briefly climbed aboard to wish the driver a happy Transit Employee Appreciation Day.

As a Route 8 (Broadway) rider, I'm personally very grateful for our Sun Tran drivers. They get me across town in comfort as I commute back and forth to the Ward 3 office by bike and bus. One time, on my commute home, a

car pulled into the bus lane directly in front of my bus. The driver stepped on the brakes and immediately pulled to the right into a shopping center driveway in order to avoid a collision. I was a bit shaken, but extraordinarily grateful that we hadn't crashed.

On another one of my rides home along Route 8, a woman experienced a medical emergency - it looked like some kind of seizure. Our driver pulled to a stop, called 911, and sat with the rider until emergency responders arrived.



In my position at Ward 3, I interface with Sun Tran, Sun Van, and Sun Link's personnel frequently. Recently, I worked with them to return a laptop to an 85 year old disabled man who'd left his device aboard a Sun Van shuttle - they delivered the laptop directly to him at his house. And sometimes, I need to call Sun Tran customer service to report that trash cans at bus stops need to be emptied - they always take care of it promptly.

I like to bike and bus to work because I'm incredibly concerned about climate change. And I see all kinds of folks on the bus - people with their groceries, families with children, high school kids traveling to and from school, employees headed to and from work in their Walmart or What-a-burger uniforms, and lots of other folks. So I'm offering a note of thanks to all the Sun Tran / Van / Link personnel who help Tucsonans like me get where they need to go.

TRANSIT EMPLOYEE APPRECIATION DAY

(celebrated on 3/22) Sun Tran, Sun Van and Sun Link celebrated it's employees on March 22nd. Donuts from local bakery, La Estrella were served, water and a thank you message was displayed at each of the facilities.



NEW TRANSIT SCHEDULES

New Rider Guide available on March 5, with changes to Sun Tran and Sun express routes.





sun tran **+13%**
Year to Year Ridership

March 2023 - 1,280,024

March 2022 - 1,127,784

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

March 2023 - 176,154

March 2022 - 132,721

sun van **+9%**
Year to Year Ridership

March 2023 - 42,122

March 2022 - 38,541

ON DEMAND **+59%**
Year to Year Ridership

March 2023 - 1,064

March 2022 - 669

 **89.7%**
On Time Performance

 **83.9%**
On Time Performance

 **23.96** Passengers
per Hour

 **84.16** Passengers
per Hour

 **1.96** Passengers
per Hour

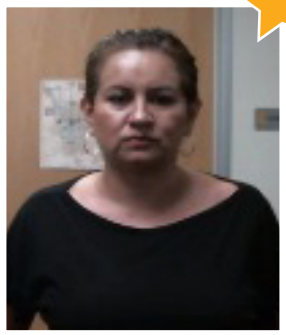
 **78.9%**
On Time Performance

17
Customer Compliments 

 **93%**
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*.

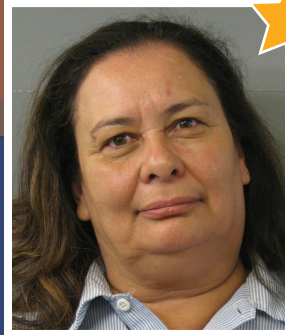
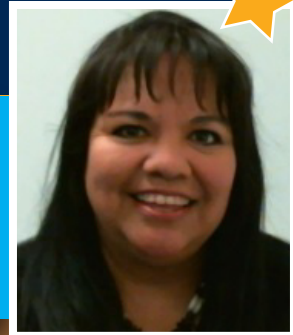


Melania Pinon
Sun Tran Coach Operator

"My driver was so nice and I wish others were as polite with me".

Charlotte Dent
Sun Tran Coach Operator

"I travel in a mobility scooter and it broke down and had to push it to the bus. My driver got out of her seat and helped me get the scooter onto bus and then again, at Craycroft and Pima. Please give this driver a "Random Act of Kindness Award". I would fill the driver's coach with roses, if I could! I so very appreciative for the driver going "Above and Beyond"



Ruth Lespron
Sun Van Driver

"My driver was so nice and kind. She helped me with my groceries, she is always very helpful and she made my night.



Armando Martinez
Sun Van Driver

"Armando was so nice to me and so very pleasant. I really appreciate how down to earth he is".



Jerri McDermott
Sun Tran Coach Operator

"On this day I realized Sun Tran hires heroes. My son was being racially bullied at his school close to our home. So, I re-enrolled him all the way across town. With the morning and evening traffic, I was late getting to work or picking him up. I had to make a decision to put my 12yr old on the city bus. We Googled the route. I took a screenshot and sent it to his phone went over all the rules. He got lost, then his phone died. Insert hero Jerri. She let him call from her phone and we coordinated where I could find him. She called her supervisor to get permission to take my son to Udall station to meet me. She gave me directions when I got lost and she talked to him and made him feel safe. She wasn't just a bus driver that day, she was a hero cloaked in a mom suit wrapped in compassion and I'm grateful".

Sun Tran

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Month to Date	March		Variance		March		Variance	
	2023	Current	Prior Year	Amount	Percent	Budget	Amount	Percent
Ridership								
Total Route Passengers		1,280,024	1,127,784	152,240	13%	1,211,202	68,822	6%
Revenue								
Total Route Passenger Revenue	\$	-	\$ -	\$ -	0%	\$ -		0%
Expenses								
Total Expenses	\$	-	\$ 5,644,606	\$ 5,644,606	0%	\$ 5,515,933	\$ 5,515,933	0%
Miles								
Revenue Miles		640,519	647,915	(7,396)	-1%	659,167	18,648	3%
Deadhead Miles		71,881	74,555	(2,674)	-4%	99,811	27,930	28%
Total Service Miles		712,400	722,470	(10,070)	-1%	758,978	46,578	6%
Non-Route Miles		26,322	15,973	10,349	65%	7,325	(18,997)	-259%
Total Miles		738,722	738,443	279	0%	766,303	27,581	4%
Revenue Hours		53,434	53,874	(440)	-1%	55,763	2,329	4%
Service Hours		56,982	57,128	(146)	0%	59,158	2,176	4%

Year to Date	March YTD		Variance		March YTD		Variance	
	Current	Prior Year	Amount	Percent	Budget	Amount	Percent	
Ridership								
Total Route Passengers		10,946,307	9,734,460	1,211,847	12%	10,725,000	221,307	2%
Revenue								
Total Route Passenger Revenue	\$	-	\$ -	\$ -	0%	\$ -	\$ -	0%
Expenses								
Total Expenses	\$	17,834,577	\$ 46,005,016	\$ 28,170,439	61%	\$ 49,643,397	\$ 31,808,820	64%
Miles								
Revenue Miles		5,504,117	5,683,631	(179,514)	-3%	5,932,500	428,383	7%
Deadhead Miles		628,022	688,795	(60,773)	-9%	898,299	270,278	30%
Total Service Miles		6,132,138	6,372,425	(240,287)	-4%	6,830,799	698,661	10%
Non-Route Miles		208,795	125,931	82,864	66%	65,925	(142,870)	-217%
Total Miles		6,340,933	6,498,356	(157,423)	-2%	6,896,724	555,791	8%
Revenue Hours		459,027	476,301	(17,274)	-4%	501,870	42,843	9%
Service Hours		490,714	504,353	(13,639)	-3%	532,425	41,711	8%

*YTD Expense are inclusive from July - September 2022

	System Indicator	Current Month	Prior Year	FY23 YTD	FY22 YTD
1.	Ridership	1,280,024	1,127,784	10,946,307	9,734,460
2.	Passenger Revenue	\$ -	\$ -		\$ -
3.	Passenger per Revenue Mile	2.00	1.74	1.99	1.71
4.	Passenger per Revenue Hour	23.96	20.93	23.85	20.31
5.	Revenue per Passenger		-	-	-
6.	Revenue per Revenue Mile		-	-	-
7.	Revenue per Revenue Hour	-	-	-	-
8.	Farebox Recovery Ratio		-	-	-
9.	Cost per Passenger		5.01	1.63	4.69
10.	Cost per Revenue Mile		8.71	3.24	8.09
11.	Cost per Revenue Hour		104.77	38.85	96.59
12.	Net Cost per Revenue Hour	-	104.77	38.85	96.59
13.	Miles Between Road Calls	17,311	19,634	20,066	19,995
14.	Miles Between Bus Inspections	5,863	5,817	5,870	5,881
15.	Vehicle Accidents per 100,000 Miles	0.54	0.68	0.68	0.60
16.	Complaints per 100,000 Passengers	19.61	25.54	18.76	24.21
17.	Vehicles Operated in Maximum Service	147	147	147	165

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	37,929	-	20,092	1,856			2.02	21.21	\$ -	\$ -	-
2	23,651	-	20,684	1,710			1.16	13.98	-	-	-
3	51,070	-	36,647	2,833			1.54	19.01	-	-	-
4	101,254	-	47,722	4,122			2.40	25.99	-	-	-
5	21,367	-	18,742	1,389			1.22	16.04	-	-	-
6	57,009	-	17,580	2,098			3.47	28.03	-	-	-
7	55,816	-	33,106	2,296			1.89	26.10	-	-	-
8	108,883	-	46,088	3,805			2.71	30.59	-	-	-
9	60,117	-	34,467	2,512			1.91	25.39	-	-	-
10	31,894	-	15,050	1,272			2.21	25.70	-	-	-
11	107,805	-	47,584	3,709			2.45	30.42	-	-	-
12	33,549	-	15,104	1,339			2.27	25.49	-	-	-
15	23,773	-	20,706	1,617			1.23	15.23	-	-	-
16	96,127	-	35,043	3,127			2.97	31.97	-	-	-
17	73,997	-	47,450	3,319			1.78	24.00	-	-	-
18	90,305	-	17,043	1,818			3.10	50.54	-	-	-
19	26,355	-	9,040	877			3.10	31.09	-	-	-
21	13,071	-	10,414	899			1.35	15.09	-	-	-
22	4,631	-	6,951	532			0.69	8.91	-	-	-
23	31,114	-	19,926	1,712			1.60	18.51	-	-	-
24	17,250	-	8,609	629			2.05	28.02	-	-	-
25	44,423	-	22,721	1,889			2.09	24.39	-	-	-
26	18,392	-	18,525	1,226			1.05	15.72	-	-	-
27	18,292	-	19,588	1,320			0.97	14.24	-	-	-
29	33,726	-	21,338	1,590			1.67	21.95	-	-	-
34	61,506	-	31,043	2,561			2.21	25.43	-	-	-
37	14,450	-	16,974	1,249			1.04	12.99	-	-	-
50	6,660	-	7,320	618			0.96	11.15	-	-	-
61	9,283	-	12,596	961			0.76	9.88	-	-	-
Total Non-Express Route	1,273,699	-	678,153	54,886	-	-	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	1,081	\$ -	3,011	124			0.89	23.50			
102X	391	-	1,904	79			0.36	8.50			
103X	322	-	1,224	77			0.39	7.00			
104X	345	-	1,446	49			0.51	7.50			
105X	506	-	1,630	88			0.74	5.50			
107X	483	-	2,138	113			0.29	10.50			
108X	299	-	1,674	85			0.53	6.50			
109X	299	-	1,560	93			0.51	3.25			
110X	483	-	2,140	71			0.29	5.25			
201X	644	-	4,472	201			0.26	7.00			
203X	713	-	6,087	230			0.20	5.17			
204X	759	-	6,908	250			0.20	37.95			
Total Express Route	6,325		34,194	1,460			0.34	7.89	\$ -	\$ -	-
Total Service	1,280,024		712,347	56,347			1.99		\$ -	\$ -	-

Rank	Route Number	Route Description	Passengers per Hour
1	18	S. 6TH AVENUE	50.5
2	16	ORACLE / INA	32.0
3	19	STONE	31.1
4	8	BROADWAY	30.6
5	11	ALVERNON	30.4
6	6	EUCLID/ NORTH FIRST AVENUE	28.0
7	24	12TH AVENUE	28.0
8	7	22ND STREET	26.1
9	4	SPEEDWAY	26.0
10	10	FLOWING WELLS	25.7
11	12	10TH / 12TH AVENUE	25.5
12	34	CRAYCROFT / FT LOWELL	25.4
13	9	GRANT ROAD	25.4
14	25	S. PARK AVENUE	24.4
15	17	COUNTRY CLUB / 29TH STREET	24.0
16	29	VALENCIA	21.9
17	1	GLENN/SWAN	21.2
18	3	6TH STREET / WILMOT	19.0
19	23	MISSION ROAD	18.5
20	5	PIMA STREET / WEST SPEEDWAY	16.0
21	26	BENSON HIGHWAY	15.7
22	15	CAMPBELL AVENUE	15.2
23	21	WEST CONGRESS / SILVERBELL	15.1
24	27	MIDVALE PARK	14.2
25	2	CHERRYBELL	14.0
26	37	PANTANO	13.0
27	50	AJO	11.1
28	61	LA CHOLLA	9.9
29	22	GRANDE	8.9
FIXED ROUTE SYSTEM AVERAGE			24.3

Rank	ROUTE NUMBER	ROUTE DESCRIPTION	PASSENGERS PER TRIP
1	204X	NW / AEROPARK EXPRESS	38.0
2	101X	GOLF LINKS EXPRESS	23.5
3	107X	ORO VALLEY/DOWNTOWN EXPRESS	10.5
4	102X	INA ROAD EXPRESS	8.5
5	104X	MARANA EXPRESS	7.5
6	103X	OLDFATHER EXPRESS	7.0
7	201X	SPEEDWAY/AEROPARK EXPRESS	7.0
8	108X	BROADWAY EXPRESS	6.5
9	105X	SUNRISE EXPRESS	5.5
10	110X	RITA RANCH/DOWNTOWN EXPRESS	5.3
11	203X	ORO VALLEY/AEROPARK EXPRESS	5.2
12	109X	TANQUE VERDE EXPRESS	3.3
EXPRESS ROUTE SYSTEM AVERAGE			7.9

SUN LINK 



Month to Date	March		Prior Year	Variance		March		Variance	
	2023	Current		Amount	Percent	Budget	Amount	Percent	
Ridership									
Total Route Passengers		176,154	132,721	43,433	32.7%	132,721	43,433	32.7%	
Revenue									
Total Route Passenger Revenue	\$	-	\$	-	0.0%	\$	-	\$	0.0%
Expenses									
Total Expenses	\$	-	\$	300,590	0.0%	\$	413,553	\$	(413,553) 0.0%
Miles									
Revenue Miles		16,323	16,937	(614)	-3.6%	17,240	(917)	-5.3%	
Deadhead Miles		248	248	0	0.0%	248	0	0.0%	
Total Service Miles		16,571	17,185	(614)	-3.6%	17,488	(917)	-5.2%	
Revenue Hours		2,093	2,171	(78)	-3.6%	2,057	36	1.8%	
Year to Date		March YTD		Variance YTD		March YTD		Variance YTD	
		Current	Prior Year	Amount	Percent	Budget	Amount	Percent	
Ridership									
Total Route Passengers		1,302,514	970,125	332,389	34.3%	970,125	332,389	34.3%	
Revenue									
Total Route Passenger Revenue	\$	-	\$	-	0.0%	\$	-	\$	0.0%
Expenses									
Total Expenses	\$	1,161,772	\$	2,882,815	-59.7%	\$	3,721,980	\$	(2,560,208) -68.8%
Miles									
Revenue Miles		144,270	149,839	(5,569)	-3.7%	151,131	(6,861)	-4.5%	
Deadhead Miles		2,192	2,192	0	0.0%	2,192	0	0.0%	
Total Service Miles		146,462	152,031	(5,569)	-3.7%	153,323	(6,861)	-4.5%	
Revenue Hours		18,497	19,209	(712)	-3.7%	18,779	(282)	-1.5%	

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	176,154	132,721	1,302,514	970,125
2.	Passengers per Revenue Mile	10.79	7.84	9.03	6.52
3.	Passengers per Revenue Hour	84.16	61.13	70.42	50.86
4.	Cost per Passenger	\$	2.26	\$ 0.89	\$ 3.31
5.	Cost per Revenue Mile	\$	17.75	\$ 8.05	\$ 19.26
6.	Cost per Revenue Hour	\$	138.46	\$ 62.81	\$ 150.25
7.	Miles Between Road Calls	N/A	N/A	N/A	N/A
8.	Miles Between Streetcar Inspection	980	943	942	950
9.	Total Preventable Accidents per 100,000 Miles	6	0	1	0
10.	Total Complaints per 100,000 Passengers	0	3	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	March		Variance		March Budget	Variance	
	2023	Current Year	Prior Year	Amount	Percent	Amount	Percent
Ridership							
Total Demand		58,681	52,889	5,792	11.0%	52,750	5,931 11.2%
Denials		-	-	-	0.0%	-	- 0.0%
Missed Trips		-	-	-	0.0%	-	- 0.0%
Cancellations		12,249	10,955	1,294	11.8%	11,950	299 2.5%
No Shows		4,311	3,393	918	27.1%	2,850	1,461 51.3%
Total Passengers		<u>42,121</u>	<u>38,541</u>	<u>3,580</u>	<u>9.3%</u>	<u>37,370</u>	<u>4,751</u> <u>12.7%</u>
ADA Passengers		39,517	36,482	3,035	8.3%		
Optional ADA		<u>2,604</u>	<u>2,059</u>	<u>545</u>	<u>26.5%</u>		
Percentage of Optional		6.2%	5.3%				
Trips							
ADA Trips		36,774	33,995	2,779	8.2%		
Optional ADA Trips		<u>2,501</u>	<u>1,949</u>	<u>552</u>	<u>28.3%</u>		
Total Trips		<u>39,275</u>	<u>35,944</u>	<u>3,331</u>	<u>9.3%</u>	<u>37,740</u>	<u>1,535</u> <u>4.1%</u>
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> <u>0.0%</u>
Expenses							
Total Expenses		\$ -	\$ 1,379,364	\$ 1,379,364	100.0%	\$ 1,592,678	\$ (1,592,678) -100.0%
Miles							
Revenue Miles		297,898	264,128	33,770	12.8%	277,300	20,598 7.4%
Deadhead Miles		<u>49,644</u>	<u>47,085</u>	<u>2,559</u>	<u>5.4%</u>	<u>49,400</u>	<u>244</u> <u>0.5%</u>
Total Service Miles		347,542	311,213	36,329	11.7%	326,700	20,842 6.4%
Non-Route Miles		<u>5,576</u>	<u>4,243</u>	<u>1,333</u>	<u>31.4%</u>	<u>1,800</u>	<u>3,776</u> <u>209.8%</u>
Total Miles		<u>353,118</u>	<u>315,456</u>	<u>37,662</u>	<u>11.9%</u>	<u>328,500</u>	<u>24,618</u> <u>7.5%</u>
Revenue Hours		21,445	18,489	2,956	16.0%	19,400	2,045 10.5%
Service Hours		24,271	21,262	3,009	14.2%	22,320	1,951 8.7%

Year to Date	March YTD		Variance		March YTD Budget	Variance	
	2023	Current Year	Prior Year	Amount	Percent	Amount	Percent
Ridership							
Total Demand		484,904	433,403	51,501	11.9%	463,190	21,714 4.7%
Denials		-	-	-	0.0%	-	- 0.0%
Missed Trips		2	10	(8)	-80.0%	-	2 0.0%
Cancellations		104,538	98,430	6,108	6.2%	104,960	(422) -0.4%
No Shows		36,446	28,135	8,311	29.5%	25,090	11,356 45.3%
Total Passengers		<u>343,918</u>	<u>306,828</u>	<u>37,090</u>	<u>12.1%</u>	<u>333,140</u>	<u>10,778</u> 3.2%
ADA Passengers		320,454	289,605	30,849	10.7%		
Optional ADA		<u>23,464</u>	<u>17,223</u>	<u>6,241</u>	<u>36.2%</u>		
Percentage of Optional		6.8%	5.6%				
Trips							
ADA Trips		298,884	269,705	29,179	10.8%		
Optional ADA Trips		<u>22,225</u>	<u>16,376</u>	<u>5,849</u>	<u>35.7%</u>		
Total Trips		<u>321,109</u>	<u>286,081</u>	<u>35,028</u>	<u>12.2%</u>	<u>300,340</u>	<u>20,769</u> 6.9%
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>\$ -</u> 0.0%
Expenses							
Total Expenses		\$ 4,856,206	\$ 11,288,117	\$ 6,431,912	57.0%	\$ 15,114,105	\$ (10,257,899) -67.9%
Miles							
Revenue Miles		2,466,165	2,160,147	306,018	14.2%	2,262,800	203,365 9.0%
Deadhead Miles		<u>430,223</u>	<u>392,568</u>	<u>37,655</u>	<u>9.6%</u>	<u>412,100</u>	<u>18,123</u> 4.4%
Total Service Miles		2,896,388	2,552,716	343,673	13.5%	2,674,900	221,488 8.3%
Non-Route Miles		<u>26,313</u>	<u>35,588</u>	<u>(9,275)</u>	<u>-26.1%</u>	<u>16,200</u>	<u>10,113</u> 62.4%
Total Miles		<u>2,922,702</u>	<u>2,588,304</u>	<u>334,398</u>	<u>12.9%</u>	<u>2,691,100</u>	<u>231,602</u> 8.6%
Revenue Hours		173,903	152,650	21,253	13.9%	160,280	13,623 8.5%
Service Hours		199,892	174,763	25,128	14.4%	183,500	16,392 8.9%

System Indicator		Current Month	Prior Year	FY23 YTD	FY22 YTD
1.	Ridership	42,121	38,541	343,918	306,828
2.	Demand	58,681	52,889	484,904	433,403
3.	Cancellations	12,249	10,955	104,538	98,430
4.	No-Shows	4,311	3,393	36,446	28,135
5.	Passengers per Revenue Hour	1.96	2.08	1.98	2.01
6.	Passengers per Service Hour	1.74	1.81	1.72	1.76
7.	Revenue per Trip	\$ -	\$ -	\$ -	\$ -
8.	Cost per Trip	\$ -	\$ 38.38	\$ 15.12	\$ 39.46
9.	Vehicles Operated in Maximum Service	100	93	103	94
10.	Trip Time, Sun Tran	85.48%	80.66%	80.87%	82.82%
11.	Trip Time 110% + 5 Minutes	91.31%	88.58%	88.87%	90.02%
12.	Pick-Ups	85.64%	86.33%	83.62%	88.80%
13.	Pick-Ups Before Significantly Late	98.84%	99.19%	98.60%	99.51%

 **ON DEMAND**

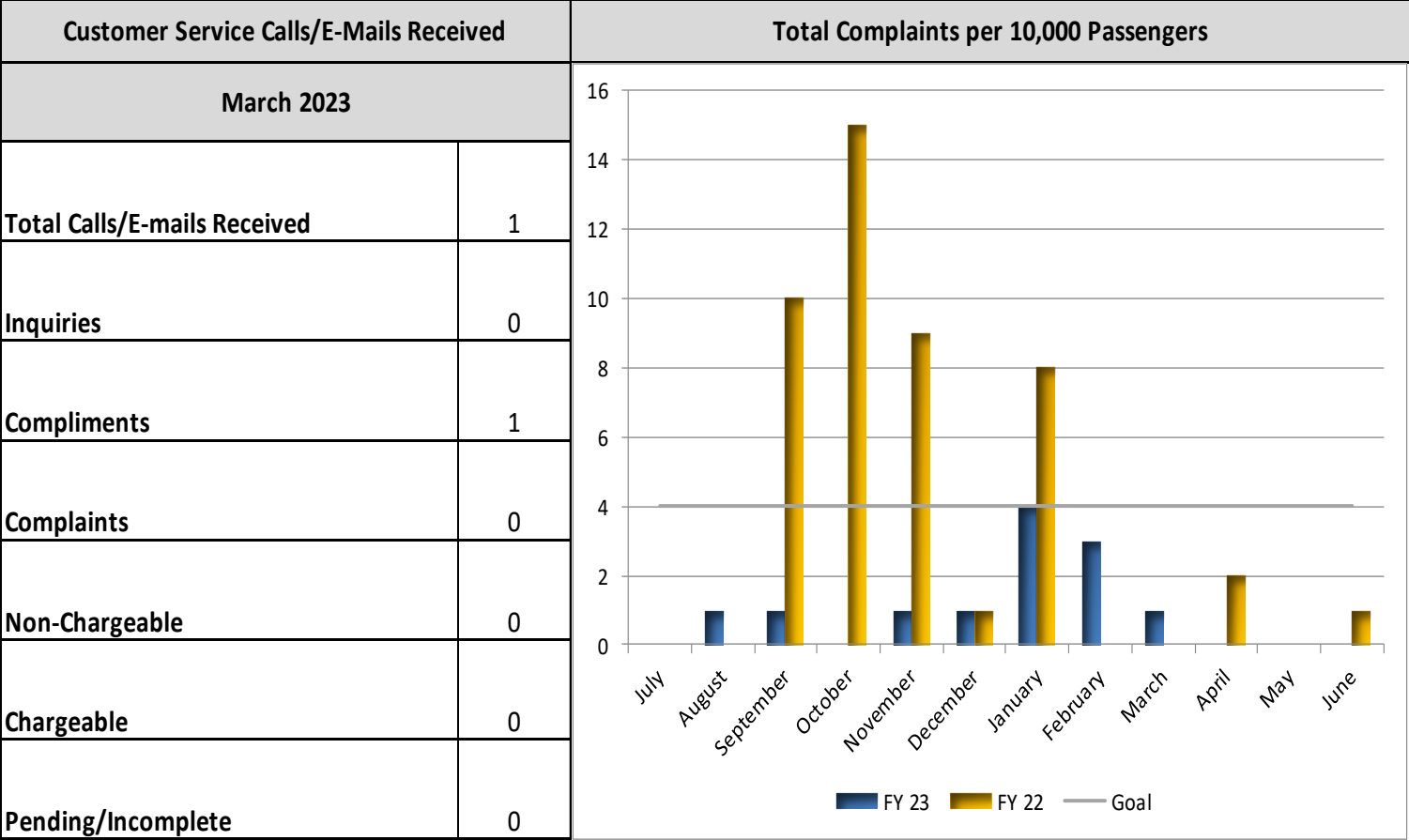


Month to Date	March		Variance		
	2023	Current Year	Prior Year	Amount	Percent
Ridership					
Total Demand		1,608	912	696	76.3%
Denials		-	-	-	0.0%
Missed Trips		-	-	-	0.0%
Cancellations		512	213	299	140.4%
No Shows		32	30	2	6.7%
Total Passengers		1,064	669	395	59.0%
Trips					
Total Trips		856	569	287	50.4%
Revenue					
Regular Fare Revenue		-	-	-	-
Economy Fare Revenue		-	-	-	-
Total Fares Collected	\$	-	\$	-	-
Miles					
Revenue Miles		4,640	3,092	1,548	50.0%
Deadhead Miles		1,475	533	943	177.0%
Total Service Miles		6,115	3,625	2,490	68.7%
Non-Route Miles		294	727	(433)	-59.6%
Total Miles		6,409	4,352	2,057	47.3%
Revenue Hours		496	333	163	49.0%
Service Hours		671	482	189	39.2%

*Ridership subject to change due to cancellations

Year to Date	March YTD		Variance	
	2023	Current Year	Prior Year	Amount Percent
Ridership				
Total Demand		11,459	6,537	4,922 75.3%
Denials		-	-	- 0.0%
Missed Trips		-	-	- 0.0%
Cancellations		3,125	1,436	1,689 117.6%
No Shows		286	316	(30) -9.5%
Total Passengers		<u>8,048</u>	<u>4,785</u>	<u>3,263</u> <u>68.2%</u>
Trips				
Total Trips		<u>6,659</u>	<u>3,959</u>	<u>2,700</u> <u>68.2%</u>
Revenue				
Regular Fare Revenue		-	-	- 0.0%
Economy Fare Revenue		-	-	- 0.0%
Total Fares Collected		<u>\$ -</u>	<u>\$ -</u>	<u>\$ -</u> <u>0.0%</u>
Expenses				
Total Expenses		<u>\$ -</u>	<u>\$ -</u>	<u>\$ -</u> <u>0.0%</u>
Miles				
Revenue Miles		32,544	19,919	12,624 63.4%
Deadhead Miles		<u>12,790</u>	<u>6,256</u>	<u>6,534</u> <u>104.4%</u>
Total Service Miles		45,334	26,176	19,158 73.2%
Non-Route Miles		<u>1,119</u>	<u>7,275</u>	<u>(6,156)</u> <u>-84.6%</u>
Total Miles		<u>46,453</u>	<u>33,451</u>	<u>13,002</u> <u>38.9%</u>
Revenue Hours		3,764	2,674	1,089 40.7%
Service Hours		5,541	4,845	696 14.4%

*Ridership subject to change due to cancellations





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

Expenses

Vehicle Maintenance	\$	-		\$ -	0.0%	10,000	10,000	100%
Services		-	-	-	0.0%	-	-	0%
Materials & Supplies		-	7,491	7,491	0.0%	-	-	0%
Electricity		-	474	474	100.0%	9,167	9,167	100%
Total Expenses		-	7,965	7,965	100.0%	19,167	19,167	100%

Miles

Total Miles	17,430	1,871	(15,559)	-831.6%
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KWH

45,495	3,951	(41,544)	-1051.5%
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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		-	7,491	7,491	0.0%	-	-	0%
Electricity		44,406	2,430	(41,976)	-1727.4%	110,000	65,594	60%
Total Expenses		44,601	17,368	(27,233)	-156.8%	230,000	185,399	81%

Miles

Total Miles	90,126	8,671	(81,455)	-939.4%
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KWH

498,362	20,248	(478,114)	-2361.3%
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Appendices – Additional Data

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





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

Total Passengers		1,280,024	1,127,784	152,240	13.5%	1,191,667	88,357	7.4%
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Month to Date	Calendar Days		School Days		Average Route Ridership	
	Current	Prior Year	Current	Prior Year	Current	Prior Year

Weekdays	23	23	Current	Prior Year	Weekdays	47,900	42,284
Saturdays	4	4	21	21	Saturdays	25,925	22,096
Sundays	4	4			Sundays	18,655	16,717
Holidays	0	0			Holidays	-	-
Total	31	31			Total	41,291	36,380

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

Total Passengers	10,946,307	9,734,460	1,211,847	12.4%	10,725,000	221,307	2.1%
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Year to Date	Calendar Days		School Days		Average Route Ridership	
	Current	Prior Year	Current	Prior Year	Current	Prior Year

Weekdays	192	192	152	152	Weekdays	48,100	42,864
Saturdays	38	38			Saturdays	26,841	22,615
Sundays	39	39			Sundays	17,623	16,403
Holidays	5	5			Holidays	11,248	10,674
Total	274	274			Total	39,950	35,527

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	1,273,699				10,890,460
Express Routes	5,460	7,222	6,573	6,783	6,258	5,166	6,300	5,760	6,325				55,847
Total	1,058,756	1,280,014	1,274,438	1,300,020	1,239,769	1,183,095	1,190,223	1,139,968	1,280,024				10,946,307

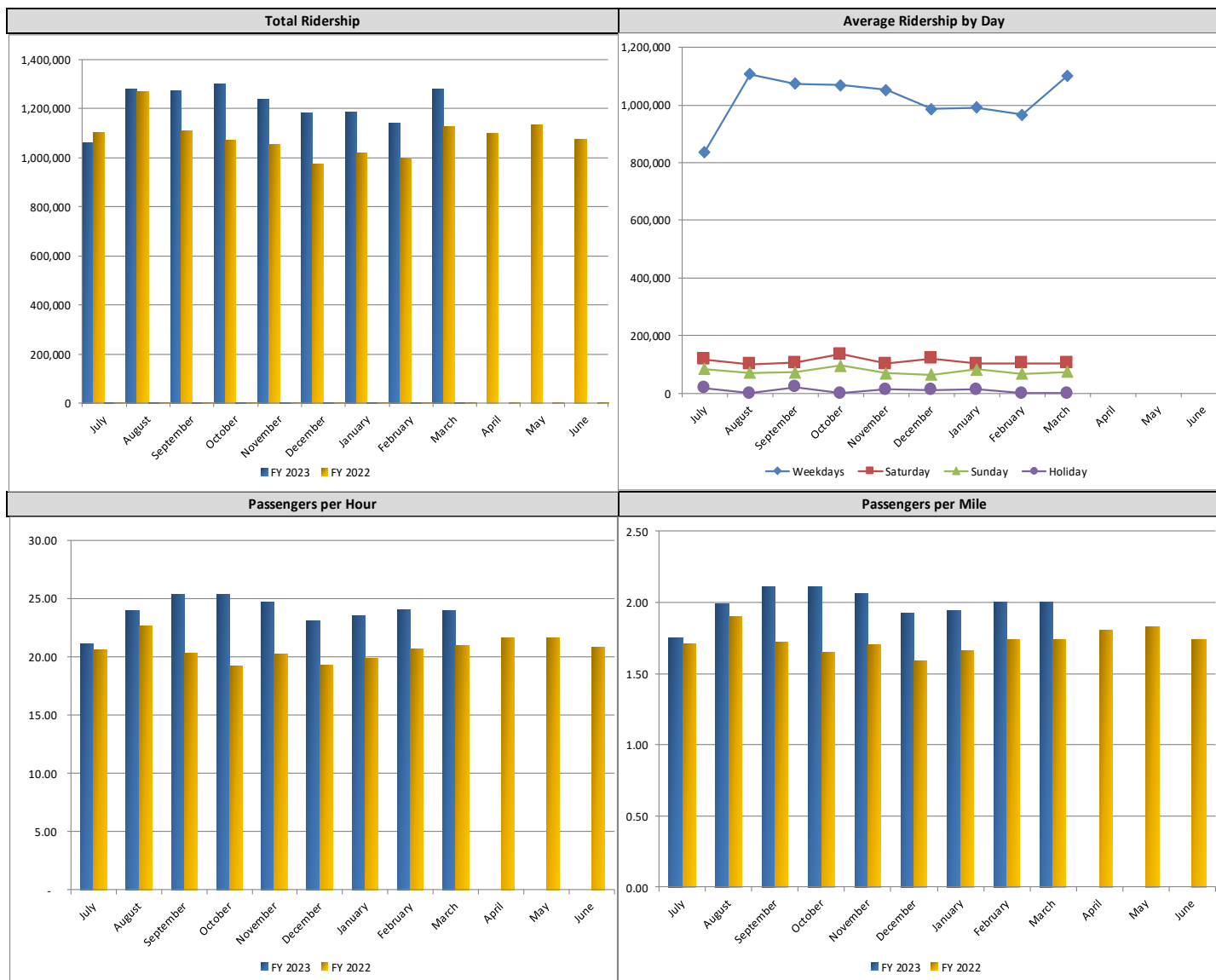
Previous Year	July 2021	August 2021	September 2021	October 2021	November 2021	December 2021	January 2022	February 2022	March 2022	April 2022	May 2022	June 2022	YTD FY 2022
Fixed Routes	1,098,929	1,266,795	1,104,679	1,066,594	1,053,006	972,004	1,017,665	994,332	1,122,563				9,696,567
Express Routes	3,759	4,334	4,326	4,179	4,190	3,717	3,927	4,240	5,221				37,893
Total	1,102,688	1,271,129	1,109,005	1,070,773	1,057,196	975,721	1,021,592	998,572	1,127,784				9,734,460

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	151,136				1,193,893
Express Routes	1,701	2,888	2,247	2,604	2,068	1,449	2,373	1,520	1,104				17,954
Total	(43,932)	8,885	165,433	229,247	182,573	207,374	168,631	141,396	152,240				1,211,847

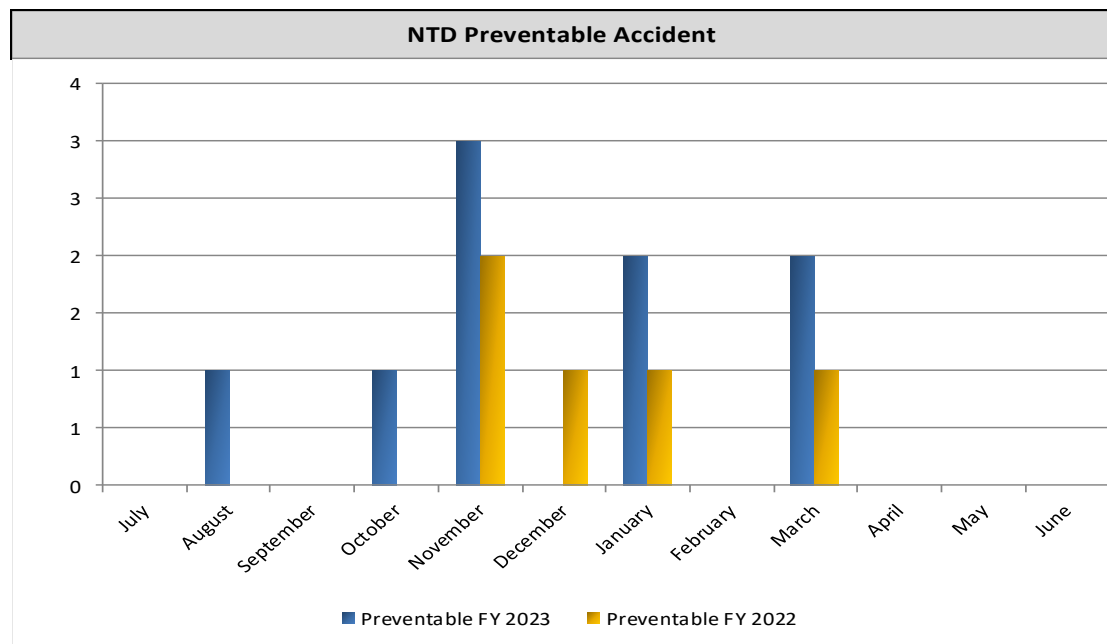
% Variance	July	August	September	October	November	December	January	February	March	April	May	June	YTD FY 2023
Fixed Routes	-4.2%	0.5%	14.8%	21.2%	17.1%	21.2%	16.3%	14.1%	13.5%				12.3%
Express Routes	45.3%	66.6%	51.9%	62.3%	49.4%	39.0%	60.4%	35.8%	21.1%				47.4%
Total	-4.0%	0.7%	14.9%	21.4%	17.3%	21.3%	16.5%	14.2%	13.5%				12.4%

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	1,101,700				9,187,135
Saturday	116,885	100,928	105,642	135,670	102,848	120,760	102,220	104,476	103,704				993,133
Sunday	85,415	71,544	73,824	95,975	69,768	64,428	83,285	68,432	74,620				687,291
Holiday	19,036		21,232		14,087	11,012	13,371						78,738
Total	1,058,756	1,280,014	1,274,428	1,300,020	1,239,769	1,183,095	1,190,223	1,139,968	1,139,968				10,946,297

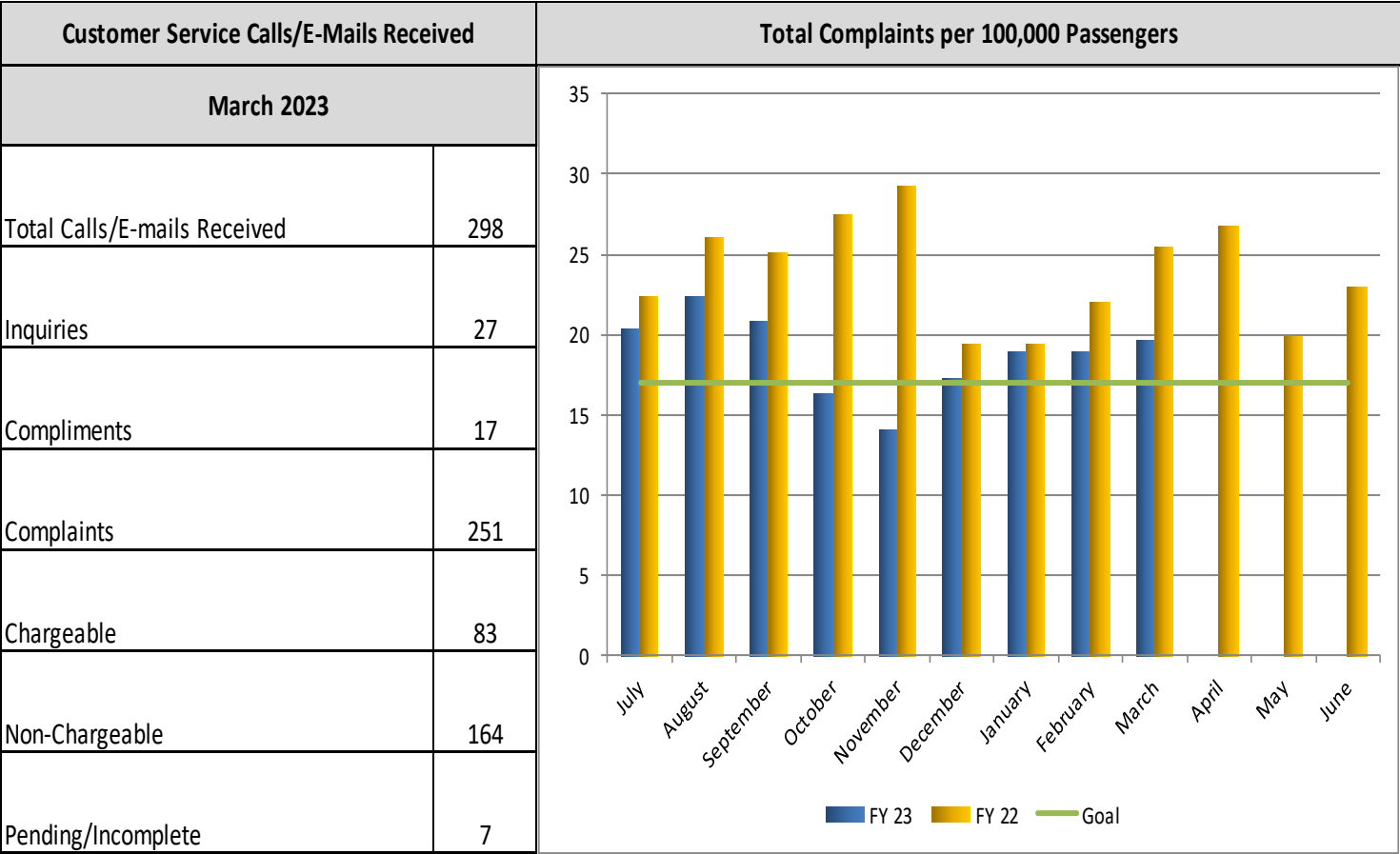
Averages By:	July 2022	August 2022	September 2022	October 2022	November 2022	December 2022	January 2023	February 2023	March 2023	April 2023	May 2023	June 2023	YTD FY 2023
Weekday	41,871	48,154	51,130	50,875	50,146	46,995	47,207	48,353	47,900				48,100
Saturday	23,377	25,232	26,413	27,134	25,712	24,152	25,555	26,119	25,925				26,841
Sunday	17,083	17,886	18,456	19,195	17,442	16,107	16,657	17,108	18,655				17,623
Holiday	19,036		21,232		14,087	11,012	13,371						11,248
Total	34,153	41,291	42,481	41,936	41,326	38,164	38,394	40,713	41,291				39,950



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	2	2	4	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	March		Variance	Percent	March	Variance	Percent
	2023						
	Current	Prior Year	Amount		Budget	Amount	

Route Passengers	176,154	132,721	43,433	32.7%	132,721	43,433	32.7%
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Month to Date			School Days		Average Route Ridership	
	Current	Prior Year	Current	Prior Year	Current	Prior Year

Weekdays	23	23	18	18	Weekdays	6,027	4,544
Weekends	8	8			Weekends	4,693	3,525
Holidays	0	0			Holidays		
Total	31	31			Total	5,682	4,281

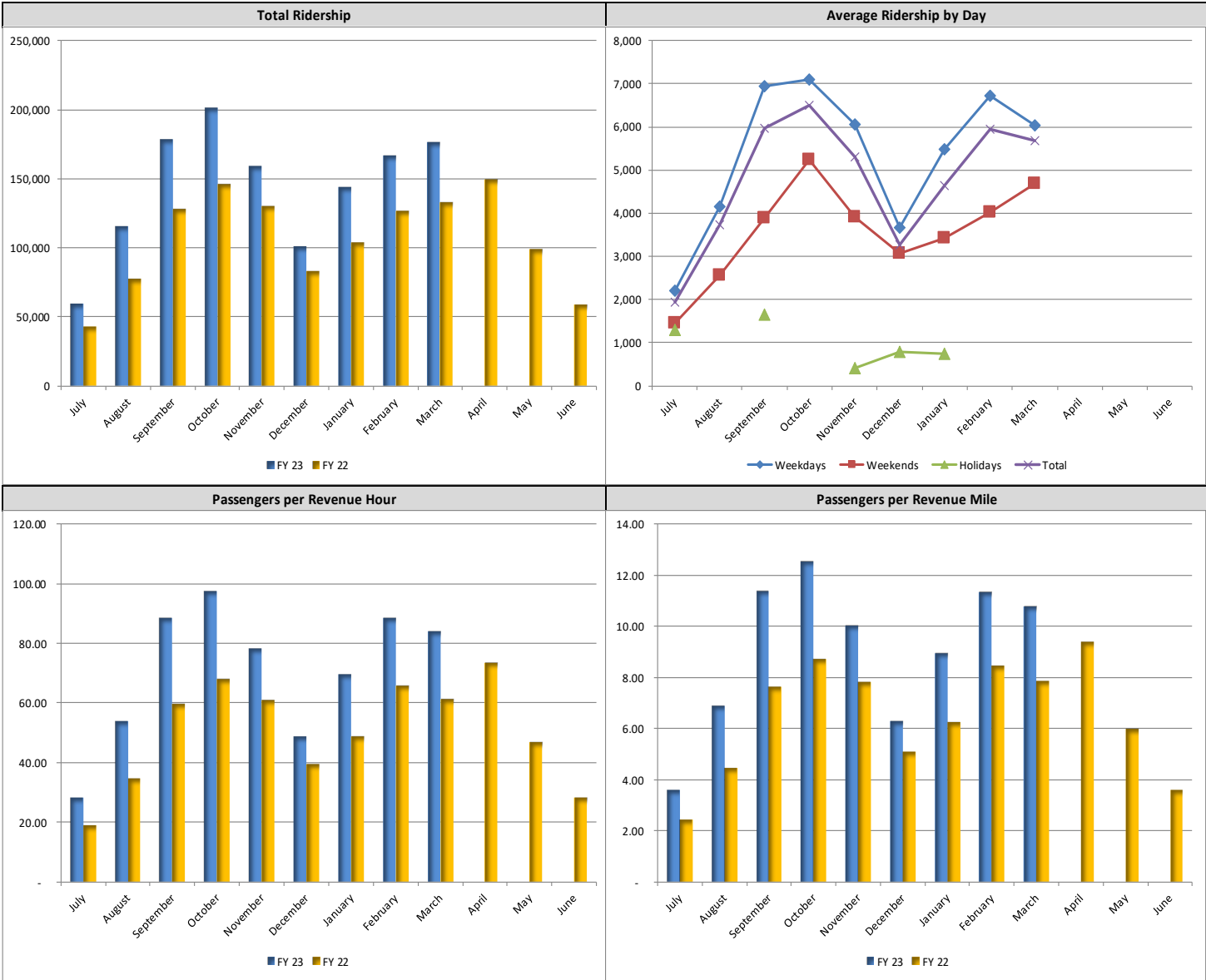
Year to Date	March YTD		Variance	Percent	March YTD	Variance	Percent
	Current	Prior Year			Budget		

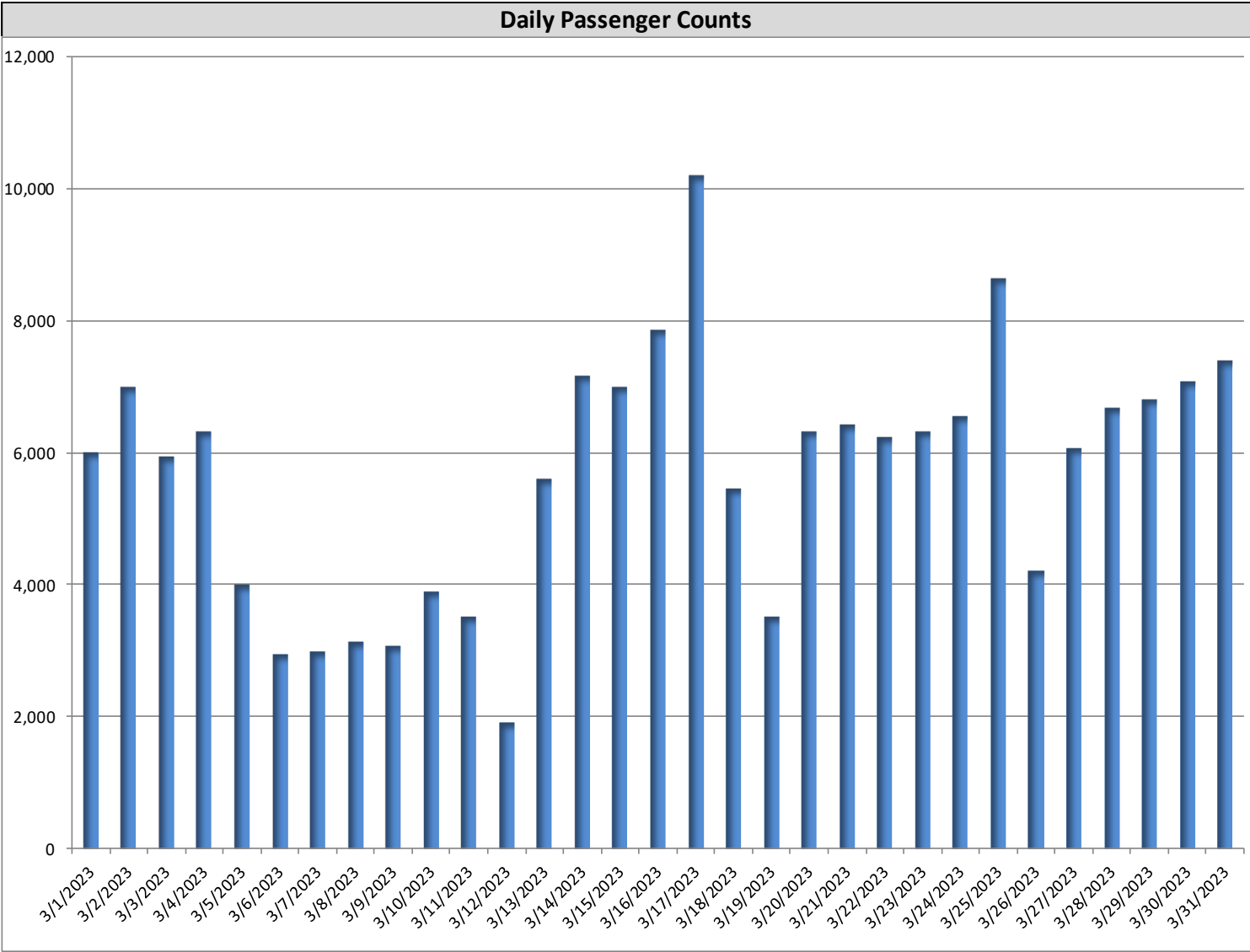
Route Passengers	1,302,514	970,125	332,389	34.3%	970,125	332,389	34.3%
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Year to Date	Calendar Days		School Days		Average Route Ridership	
	Current	Prior Year	Current	Prior Year	Current	Prior Year

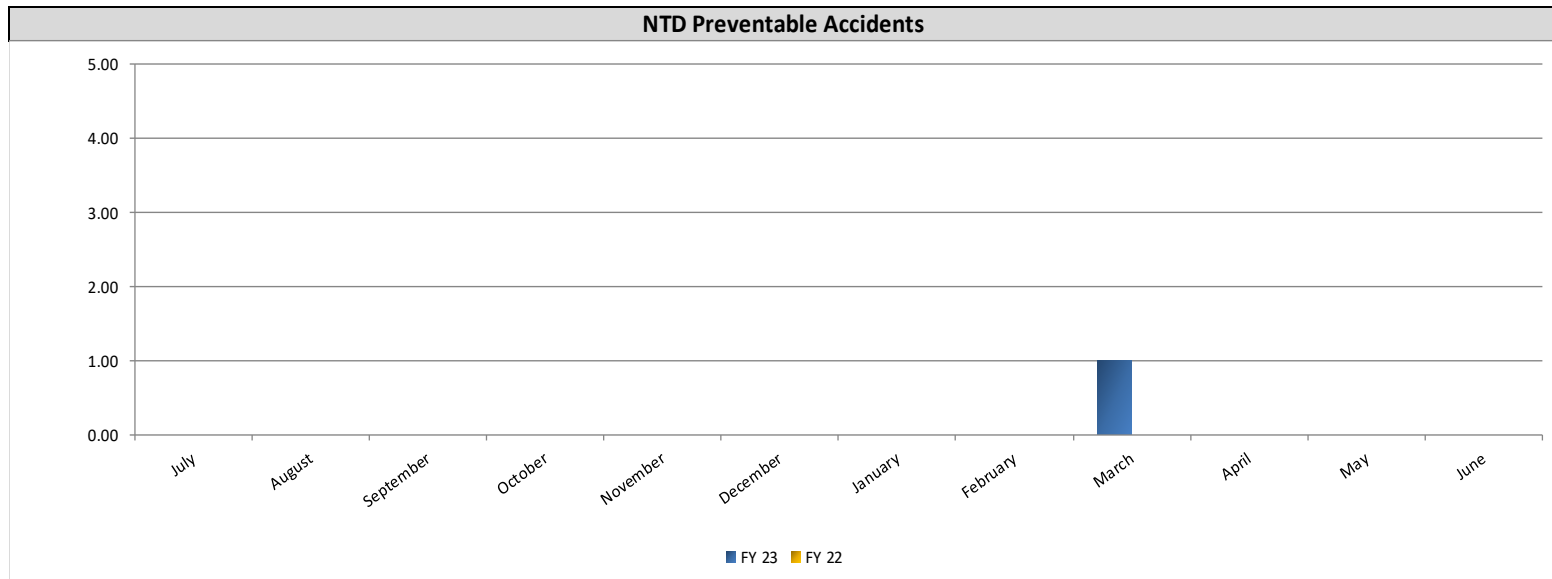
Weekdays	191	193	129	133	Weekdays	5,376	3,953
Weekends	75	76			Weekends	3,579	2,681
Holidays	8	5			Holidays	907	698
Total	274	274			Total	4,754	3,541

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

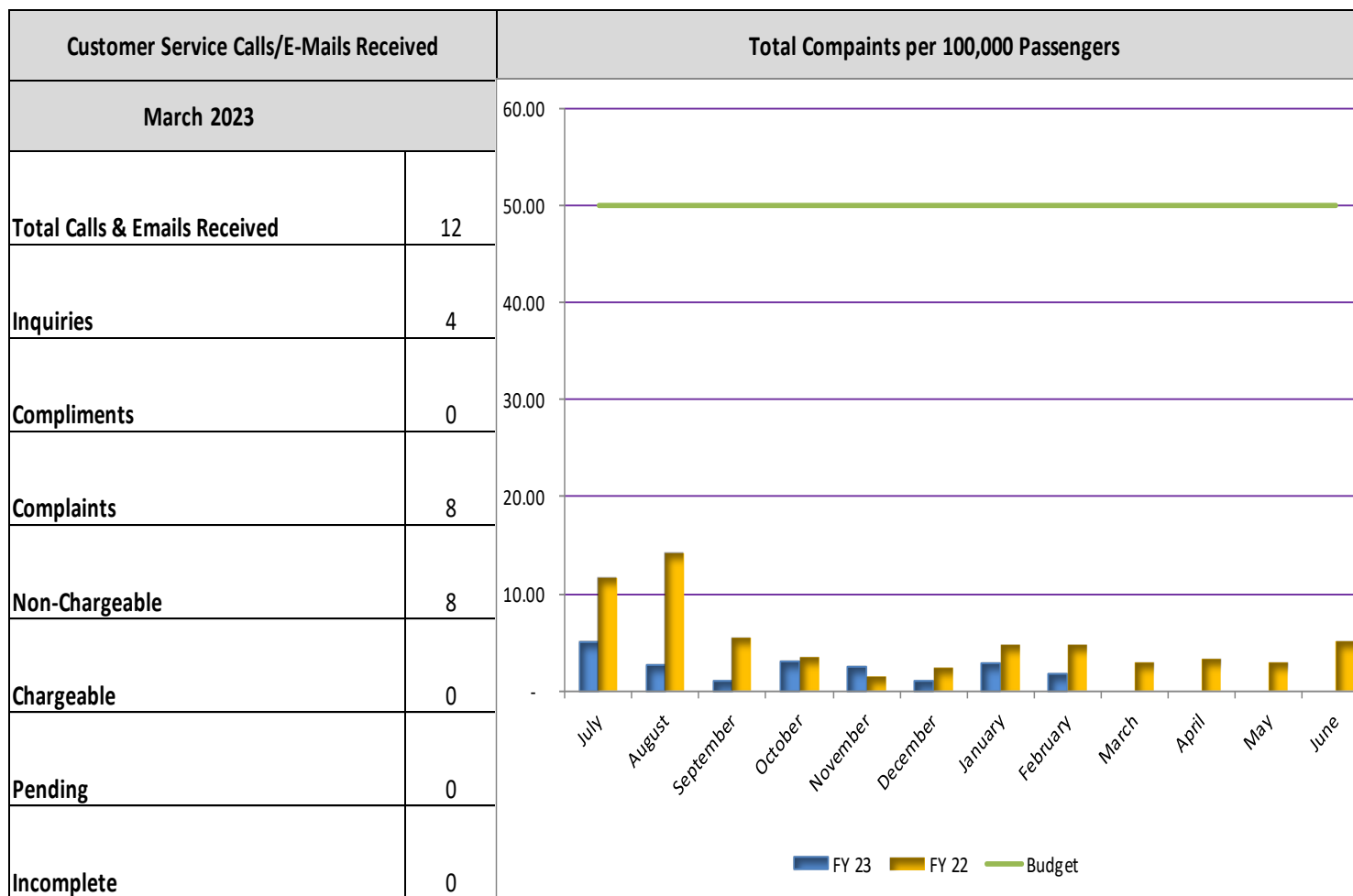




Accidents						
	FY 2023			FY 2022		
	Preventable	Non-Preventable	Total	Preventable	Non-Preventable	Total
July	0	0	0	0	0	0
August	0	0	0	0	0	0
September	0	2	2	0	0	0
October	0	0	0	0	1	1
November	0	0	0	0	0	0
December	0	0	0	0	1	1
January	0	0	0	0	0	0
February	0	0	0	0	3	3
March	1	2	3	0	0	0
April	0	0	0	0	0	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	March		Variance		March Budget	Variance	
	2023	Current	Prior Year	Amount	Percent	Amount	Percent
Passengers							
Regular Fare Passengers		17,830	14,872	2,958	19.9%	13,710	4,120 30.1%
Economy Fare Passengers		22,600	22,115	485	2.2%	21,600	1,000 4.6%
Revenue Passengers		40,430	36,987	3,443	9.3%	35,310	5,120 14.5%
Other Passengers (PCA)		1,691	1,554	137	8.8%	1,580	111 7.0%
Total Passengers		42,121	38,541	3,580	9.3%	36,890	5,231 14.2%

Month to Date	Calendar Days		Average Route Ridership	
	Current	Prior Year	Current	Prior Year
Weekdays	23	23	Weekdays	1,632 1,510
Saturdays	4	4	Saturdays	624 497
Sundays	4	4	Sundays	525 458
Holidays	0	0	Holidays	0 0
Total	31	31	Total	1,359 1,243

Year to Date	March YTD		Variance		March YTD		Variance	
	Current	Prior Year	Amount	Percent	Budget	Amount	Percent	
Passengers								
Regular Fare Passengers	146,786	112,089	34,697	31.0%	117,900	28,886	24.5%	
Economy Fare Passengers	183,229	181,462	1,767	1.0%	186,120	(2,891)	-1.6%	
Revenue Passengers	330,015	293,551	36,464	12.4%	304,020	25,995	8.6%	
Other Passengers (PCA)	13,903	13,277	626	4.7%	13,630	273	2.0%	
Total Passengers	343,918	306,828	37,090	12.1%	317,650	26,268	8.3%	

Year to Date	Calendar Days		Average Route Ridership	
	Current	Prior Year	Current	Prior Year
Weekdays	191	191	Weekdays	1,583 1,412
Saturdays	39	37	Saturdays	545 472
Sundays	39	39	Sundays	470 413
Holidays	5	7	Holidays	403 514
Total	274	274	Total	1,242 1,120

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	42,121				343,918
TOTAL	35,548	40,128	38,642	39,009	37,076	36,485	38,153	36,756	42,121				343,918

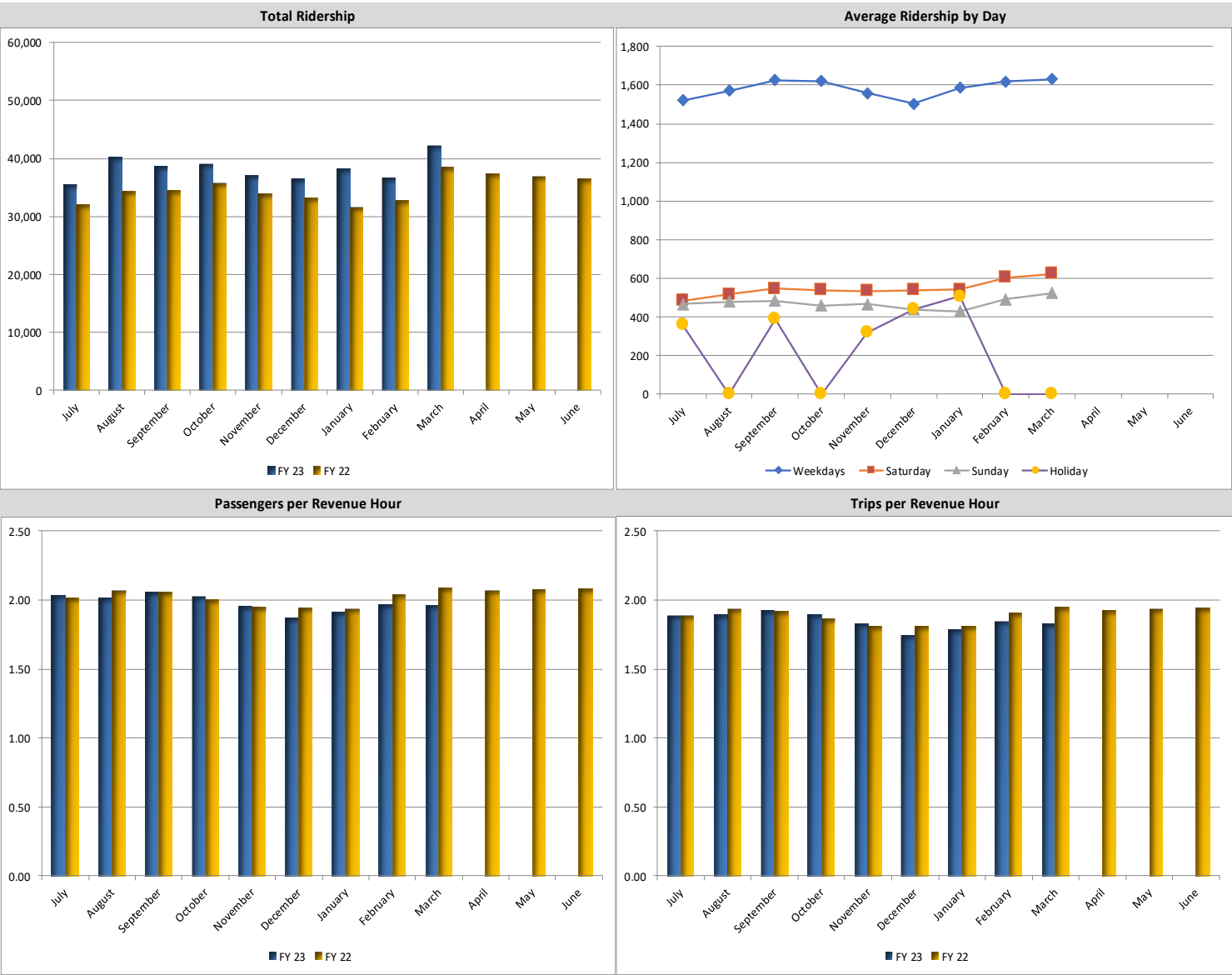
PREVIOUS YEAR	JULY 2021	AUGUST 2021	SEPTEMBER 2021	OCTOBER 2021	NOVEMBER 2021	DECEMBER 2021	JANUARY 2022	FEBRUARY 2022	MARCH 2022	APRIL 2022	MAY 2022	JUNE 2022	YTD FY 2022
Demand Response	32,136	34,423	34,563	35,663	33,917	33,181	31,635	32,769	38,541				417,501
TOTAL	32,136	34,423	34,563	35,663	33,917	33,181	31,635	32,769	38,541				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	3,580				37,090
TOTAL	3,412	5,705	4,079	3,346	3,159	3,304	6,518	3,987	3,580				37,090

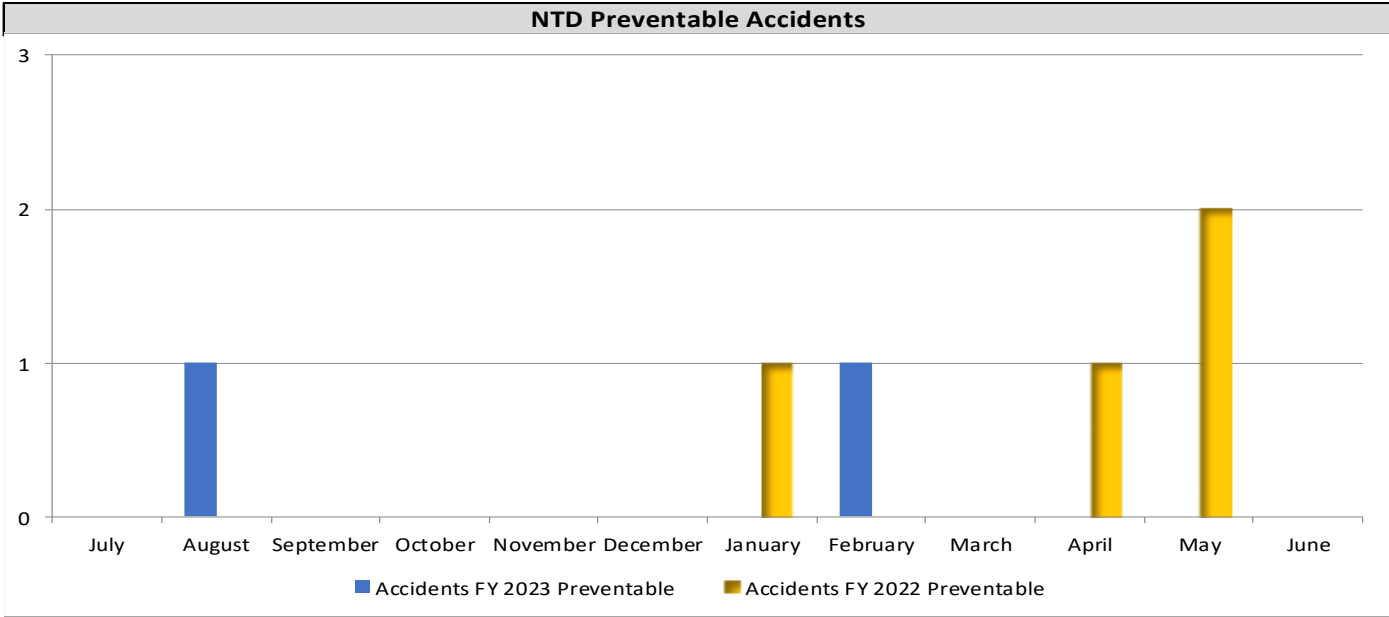
% VARIANCE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	YTD FY 2023
Demand Response	10.6%	16.6%	11.8%	9.4%	9.3%	10.0%	20.6%	12.2%	9.3%				8.9%
TOTAL	10.6%	16.6%	11.8%	9.4%	9.3%	10.0%	20.6%	12.2%	9.3%				8.9%

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	37,529				302,296
Saturday	2,418	2,069	2,183	2,692	2,139	2,696	2,163	2,413	2,494				21,267
Sunday	2,339	1,917	1,942	2,301	1,870	1,755	2,152	1,964	2,098				18,338
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	42,121				343,918

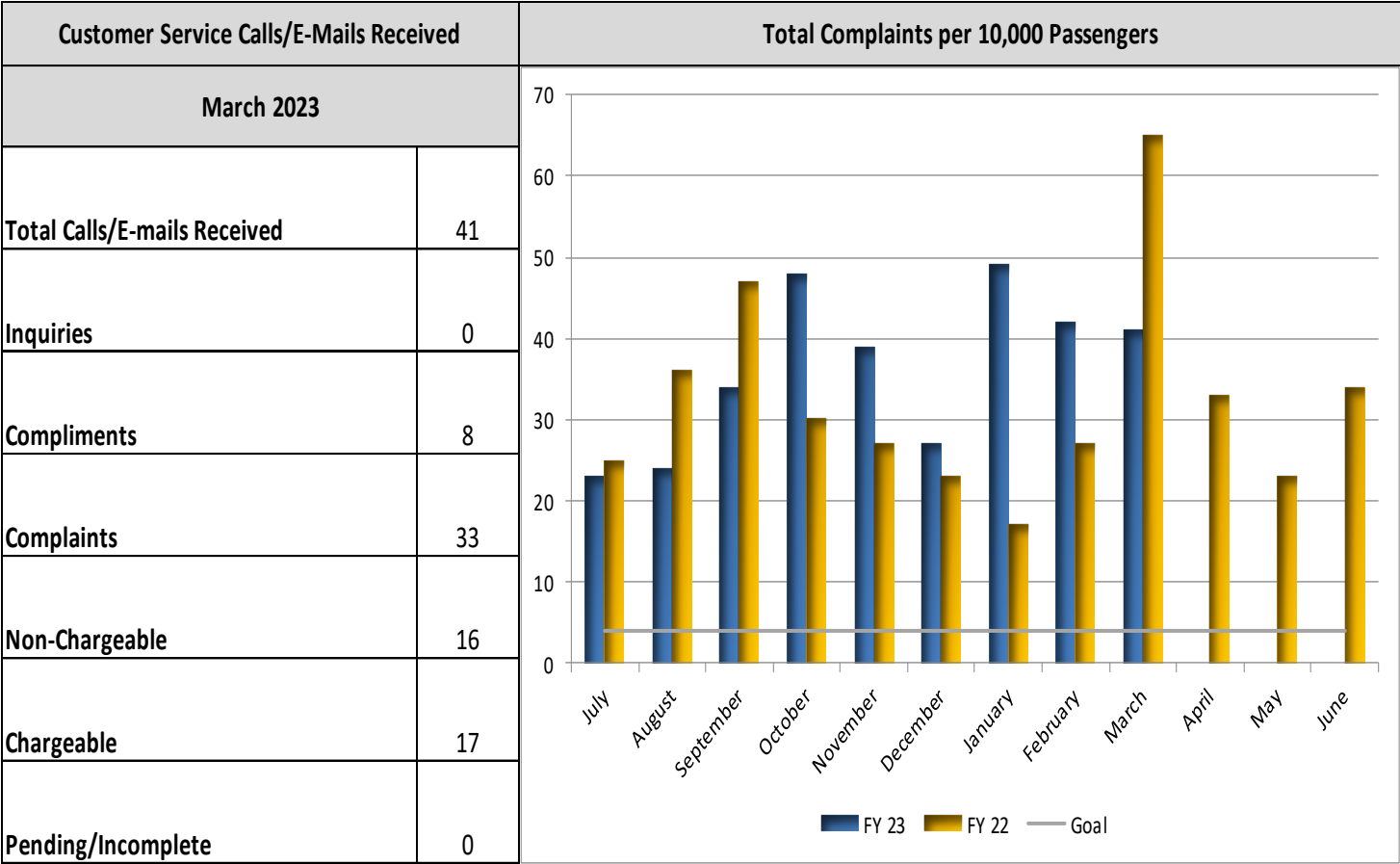
AVERAGES BY:	JULY 2022	AUGUST 2022	SEPTEMBER 2022	OCTOBER 2022	NOVEMBER 2022	DECEMBER 2022	JANUARY 2023	FEBRUARY 2023	MARCH 2023	APRIL 2023	MAY 2023	JUNE 2023	YTD FY 2023
Weekday	1,522	1,571	1,625	1,620	1,559	1,505	1,587	1,619	1,632				1,583
Saturday	484	517	546	538	535	539	541	603	624				545
Sunday	468	479	486	460	468	439	430	491	525				470
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	1,359				1,242



Accidents						
	FY 2023			FY 2022		
	Preventable	Non-	Total	Preventable	Non-	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.



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.