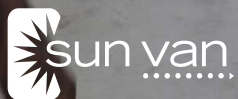
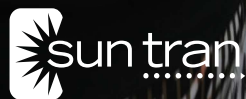




MONTHLY OPERATIONS REPORT

APRIL 2023



APRIL 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.

SUN LINK EMPLOYEE OF THE YEAR FOR 2022



Sun Link honored Xavier Soto for Maintenance Employee of the Year and Erin Kardel as the Sun Link Operator of the Year. Staff joined together to congratulate Xavier and Erin with a lunch and awards as well as celebratory congratulations.

AZTA 36TH ANNUAL STATEWIDE TRANSIT CONFERENCE MESA, AZ APRIL 3-APRIL 5, 2023.



Davita Mueller, Angelie Hawley and Steve Spade attended the 36th Annual Statewide Transit Conference in Mesa, AZ. This three-day conference and breakout sessions hosted Panelists from ADOT, the Mayor of Mesa John Giles. The conference highlights Microtransit Solutions, local, state and federal legislative updates, vendor expo and vehicle showcase.

FEDERAL TRANSIT ADMINISTRATION VISIT



FTA General Engineers Ariana Valle and Sam Diaz visited both Sun Tran North Yard and Sun Link Streetcar. City of Tucson's Department of Transportation and Mobility Robin Raine, Rhett Crowninshield, James Casteneda, Steve Spade and John Zukas joined staff for a ride on the streetcar, tour through the facilities and vehicles and discussed operations.



WELCOME TO THE TEAM!



Director of Human Resources- James Sims. James is a native Tucsonan and joins Sun Tran, Sun Link and Sun Van from the City of Tucson's Parks & Recreation Departments. In his spare time, James is a football game official for the past 25 years.

ADMINISTRATIVE PROFESSIONALS DAY

RATP Dev expressed their sincere thanks for Administrative Team efforts over the past year and celebrated by providing pizza for Sun Tran, Sun Van and Sun Link teams on Wednesday April 26th.

THINKTRANSIT CONFERENCE NASHVILLE, TN APRIL 2-APRIL 5, 2023

Nelson Hall, Nick Wurl and Andria Chiotti attended the Think Transit Conference this year. ThinkTransit is about bringing everyone in the public transit community together. From end-users to c-suite executives at transit agencies. Think Transit is a 3-day conference where transit professionals come together to stand on the leading edge of technology, practical, hands-on learning coupled with real-life insights from your peers and industry thought leaders.

SPRING WELLNESS FAIR

The Spring Health & Wellness Fair was held at Sun Tran's North Yard at April 20, from 9a-Noon. Sun Tran, Sun Link and Sun Van employees were invited to attend and talk to different vendors such as Walmart, The Joint Chiropractic, and Mi Vota Familia among organizations who were offering wellness benefits to employees.



Sun Tran is pleased to announce our Spring Health & Wellness Fair on:

- Thursday, April 20, 2023
- 9:00 am to 12:00 pm
- 3910 N Sun Tran Blvd.

Featured Vendors:

BCBS BMI & BioMetric Screenings
MBI
NAMI
Mi Familia Vota!
PCC AZ Tec Sports Center
and more!

Vendors can contact Tanya.nesbitt@gmail.com

IN THE COMMUNITY

Sun Tran hosted five events throughout the month of April.



Coach Operator Jesus Mendiola and Community Outreach Manager, Luz Navarrete taught students at Sunny-side's Transition to Work program about commuting on public transportation.

Sun Tran brought their electric bus to Cyclovia. Event participants had the option to learn how to use the bike rack, thanks to Coach Operator Carlos Murillo, or enter a contest to see how fast they could mount their bike. Participants were timed with the fastest bike mounter came in at 3.21 seconds!



On Saturday, April 22, Sun Tran celebrated Earth Day at the Children's Museum. 1,683 guests attended the Earth Day festival and were able to explore an electric bus. Coach Operator, Allen Gray and Luz also hosted a coloring station, where children were able to design their own bus wrap, and held an hourly story time on the bus.

Sun Van attended the DREAM Job Fair by Beacon Group as a resource table. On Demand was on site to carry forty three passengers who booked their rides to the job fair. Over 300 folks were in attendance at the Kino Event Center on April 26.

APRIL ASYLUM SHUTTLE

Passengers

7,730

Trips

229

SUN TRAN

5 - Coach Operators
3 - Custodians
Human Resources Director -
James Sims

SUN VAN

15 - New employees
12 - Operator Trainees
3 - Reservationist

PROMOTIONS

2 - Trainees to Van Operators

SUN LINK

1 - Streetcar Operator

NEW HIRES

AmTrak Police and other local Law Enforcement including Homeland Security met at Sun Link on Tuesday April 18 as well as taking a tour of the facility.





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

April 2023 - 1,208,455

April 2022 - 1,097,951



sun LINK **+17%**
Year to Year Ridership

April 2023 - 175,512

April 2022 - 149,411



sun van **+2.3%**
Year to Year Ridership

April 2023 - 38,883

April 2022 - 37,399



sun ON DEMAND **+85%**
Year to Year Ridership

April 2023 - 1,270

April 2022 - 684

91%
On Time Performance

24.49 Passengers
per Hour

88.52
Passengers
per Hour

91%
On Time Performance

87.4%
On Time Performance

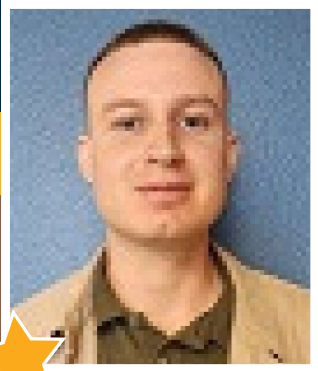
2.01
Passengers
per Hour

84.76%
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*.



George Sharp
Sun Van Operator

"My Driver George was so patient, he is a new driver and we hope he stays around for a long time"

Arthur Alexander
Sun Tran Coach Operator

"I wanted Sun Tran to know what a great employee Arthur is, our Driver was alert and was able to avoid a horrible accident. I am so grateful to know that you have drivers out there keeping us safe".

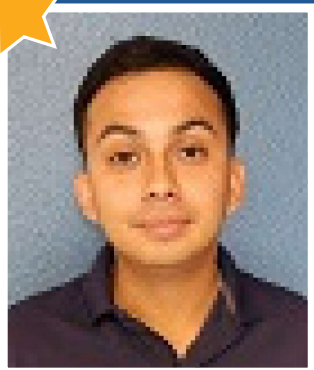


Hilda Meza
Sun Tran Coach Operator

"I wanted to compliment the driver on doing an outstanding job, she stayed calm even when a passenger was unhappy. She did a great job, even when stressed".

John Mills
Sun Tran Customer Service Representative

"My Customer Service Representative is the best, I spoke to him for a long time today and he was so very nice, thank you!"



Joey Lopez
Sun Van Operator

"Joey was so kind, I was almost out of Oxygen, and he walked me all the way to the elevator to be sure I made it home safely, thank you".



Zenia Melgoza
Sun Van Reservationist

"I appreciate what an excellent job Zenia does booking our trips, she is so very kind. Job well done!"

Sun Tran

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Month to Date	APRIL		Variance		APRIL		Variance	
	2023	Current	Prior Year	Amount	Percent	Budget	Amount	Percent
Ridership								
Total Route Passengers		1,208,455	1,097,951	110,504	10%	1,191,667	16,788	1%
Revenue								
Total Route Passenger Revenue	\$	-	\$ -	\$ -	0%	\$ -		0%
Expenses								
Total Expenses	\$	-	\$ 5,275,484	\$ 5,275,484	0%	\$ 5,515,933	\$ 5,515,933	0%
Miles								
Revenue Miles		591,289	611,529	(20,240)	-3%	659,167	67,877	10%
Deadhead Miles		65,756	71,910	(6,154)	-9%	99,811	34,055	34%
Total Service Miles		657,045	683,439	(26,394)	-4%	758,978	101,933	13%
Non-Route Miles		26,652	12,138	14,514	120%	7,325	(19,327)	-264%
Total Miles		683,697	695,577	(11,880)	-2%	766,303	82,606	11%
Revenue Hours								
		49,335	50,889	(1,554)	-3%	55,763	6,428	12%
Service Hours								
		52,550	54,028	(1,478)	-3%	59,158	6,608	11%

Year to Date	APRIL YTD		Variance		APRIL YTD		Variance	
	Current	Prior Year	Amount	Percent	Budget	Amount	Percent	
Ridership								
Total Route Passengers	12,154,762	10,832,411	1,322,351	12%	11,916,667	238,095	2%	
Revenue								
Total Route Passenger Revenue	\$ -	\$ -	\$ -	0%	\$ -	\$ -	0%	
Expenses								
Total Expenses	\$ 17,834,577	\$ 51,280,500	\$ 33,445,923	65%	\$ 55,159,330	\$ 37,324,753	68%	
Miles								
Revenue Miles	6,095,406	6,295,160	(199,754)	-3%	6,591,667	496,261	8%	
Deadhead Miles	693,777	760,704	(66,927)	-9%	998,110	304,333	30%	
Total Service Miles	6,789,183	7,055,864	(266,681)	-4%	7,589,777	800,594	11%	
Non-Route Miles	235,447	138,069	97,378	71%	73,250	(162,197)	-221%	
Total Miles	7,024,630	7,193,933	(169,303)	-2%	7,663,027	638,397	8%	
Revenue Hours								
	508,362	527,190	(18,829)	-4%	557,633	49,271	9%	
Service Hours								
	543,264	558,381	(15,118)	-3%	591,583	48,320	8%	

*YTD Expense are inclusive from July - September 2022

	System Indicator	Current Month		Prior Year	FY23 YTD		FY22 YTD	
1.	Ridership	1,208,455		1,097,951	12,154,762		10,832,411	
2.	Passenger Revenue	\$	-	\$	-	\$	-	
3.	Passenger per Revenue Mile	2.04		1.80	1.99		1.71	
4.	Passenger per Revenue Hour	24.49		21.58	23.91		20.31	
5.	Revenue per Passenger	\$	-	\$	-	\$	-	
6.	Revenue per Revenue Mile	\$	-	\$	-	\$	-	
7.	Revenue per Revenue Hour	\$	-	\$	-	\$	-	
8.	Farebox Recovery Ratio			-				
9.	Cost per Passenger			4.80	1.47		4.69	
10.	Cost per Revenue Mile			8.63	2.93		8.09	
11.	Cost per Revenue Hour			103.67	35.08		96.59	
12.	Net Cost per Revenue Hour	-		103.67	35.08		96.59	
13.	Miles Between Road Calls	17,918		17,986	20,128		19,995	
14.	Miles Between Bus Inspections	5,963		5,845	5,879		5,881	
15.	Vehicle Accidents per 100,000 Miles	1.02		0.72	0.71		0.60	
16.	Complaints per 100,000 Passengers	22.51		26.78	19.14		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	35,840	-	18,542	1,700			2.07	21.88	\$ -	\$ -	
2	22,975	-	19,108	1,577			1.22	14.74	-	-	
3	48,635	-	33,688	2,598			1.60	19.74	-	-	
4	96,475	-	44,447	3,845			2.45	26.54	-	-	
5	20,685	-	17,323	1,268			1.28	17.01	-	-	
6	52,430	-	15,865	1,901			3.55	28.50	-	-	
7	53,105	-	29,729	2,061			2.00	27.66	-	-	
8	105,950	-	44,324	3,646			2.75	31.10	-	-	
9	57,245	-	31,398	2,279			2.00	26.67	-	-	
10	30,360	-	13,854	1,162			2.29	26.84	-	-	
11	101,405	-	44,378	3,434			2.47	30.92	-	-	
12	32,030	-	14,267	1,278			2.29	25.50	-	-	
15	21,885	-	19,026	1,478			1.23	15.37	-	-	
16	88,755	-	33,564	2,992			2.88	30.89	-	-	
17	72,180	-	43,915	3,064			1.87	25.39	-	-	
18	83,235	-	16,320	1,755			3.03	48.27	-	-	
19	23,860	-	8,434	825			3.03	29.98	-	-	
21	13,290	-	9,938	865			1.44	15.94	-	-	
22	4,320	-	5,832	448			0.76	9.80	-	-	
23	28,600	-	18,159	1,560			1.61	18.64	-	-	
24	16,380	-	7,831	575			2.13	29.07	-	-	
25	40,730	-	20,802	1,722			2.09	24.50	-	-	
26	18,015	-	17,152	1,123			1.11	16.85	-	-	
27	16,935	-	18,201	1,232			0.96	14.10	-	-	
29	30,295	-	19,743	1,465			1.63	21.39	-	-	
34	56,575	-	28,356	2,347			2.23	25.54	-	-	
37	14,645	-	15,904	1,150			1.13	14.36	-	-	
50	6,665	-	5,567	473			1.24	14.44	-	-	
61	8,615	-	11,554	886			0.78	9.98	-	-	
Total Non-Express Route	1,202,115	-	627,221	50,709	-	-	2.08	24.82	-	-	

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	1,000	\$ -	2,620	107			0.95	11.11			
102X	420	-	1,657	68			0.45	10.50			
103X	320	-	1,065	67			0.45	8.00			
104X	260	-	1,258	43			0.44	6.50			
105X	620	-	1,418	76			1.05	15.50			
107X	440	-	1,860	98			0.30	5.50			
108X	320	-	1,456	74			0.66	8.00			
109X	300	-	1,357	82			0.59	7.50			
110X	520	-	1,862	62			0.36	6.50			
201X	620	-	3,891	175			0.29	7.75			
203X	680	-	5,294	200			0.22	8.50			
204X	840	-	6,011	217			0.26	7.00			
Total Express Route	6,340		29,748	1,270			0.39	8.23	\$ -	\$ -	-
Total Service	1,208,455		656,969	51,979			2.04		\$ -	\$ -	-

Rank	Route Number	Route Description	Passengers per Hour
1	18	S. 6TH AVENUE	48.3
2	8	BROADWAY	31.1
3	11	ALVERNON	30.9
4	16	ORACLE / INA	30.9
5	19	STONE	30.0
6	24	12TH AVENUE	29.1
7	6	EUCLID/ NORTH FIRST AVENUE	28.5
8	7	22ND STREET	27.7
9	10	FLOWING WELLS	26.8
10	9	GRANT ROAD	26.7
11	4	SPEEDWAY	26.5
12	34	CRAYCROFT / FT LOWELL	25.5
13	12	10TH / 12TH AVENUE	25.5
14	17	COUNTRY CLUB / 29TH STREET	25.4
15	25	S. PARK AVENUE	24.5
16	1	GLENN/SWAN	21.9
17	29	VALENCIA	21.4
18	3	6TH STREET / WILMOT	19.7
19	23	MISSION ROAD	18.6
20	5	PIMA STREET / WEST SPEEDWAY	17.0
21	26	BENSON HIGHWAY	16.9
22	21	WEST CONGRESS / SILVERBELL	15.9
23	15	CAMPBELL AVENUE	15.4
24	2	CHERRYBELL	14.7
25	50	AJO	14.4
26	37	PANTANO	14.4
27	27	MIDVALE PARK	14.1
28	61	LA CHOLLA	10.0
29	22	GRANDE	9.8
FIXED ROUTE SYSTEM AVERAGE			24.8

Rank	ROUTE NUMBER	ROUTE DESCRIPTION	PASSENGERS PER TRIP
1	105X	SUNRISE EXPRESS	15.5
2	101X	GOLF LINKS EXPRESS	11.1
3	102X	INA ROAD EXPRESS	10.5
4	203X	ORO VALLEY/AEROPARK EXPRESS	8.5
5	103X	OLDFATHER EXPRESS	8.0
6	108X	BROADWAY EXPRESS	8.0
7	201X	SPEEDWAY/AEROPARK EXPRESS	7.8
8	109X	TANQUE VERDE EXPRESS	7.5
9	204X	NW / AEROPARK EXPRESS	7.0
10	104X	MARANA EXPRESS	6.5
11	110X	RITA RANCH/DOWNTOWN EXPRESS	6.5
12	107X	ORO VALLEY/DOWNTOWN EXPRESS	5.5
EXPRESS ROUTE SYSTEM AVERAGE			8.2

SUN LINK



Month to Date	April		Prior Year	Variance		April		Variance	
	2023	Current		Amount	Percent	Budget	Amount	Percent	
Ridership									
Total Route Passengers		175,513	149,411	26,102	17.5%	149,411	26,102	17.5%	
Revenue									
Total Route Passenger Revenue	\$	-	\$	-	0.0%	\$	-	0.0%	
Expenses									
Total Expenses	\$	-	\$	398,056	0.0%	\$	413,553	0.0%	
Miles									
Revenue Miles		15,465	15,892	(427)	-2.7%	17,100	(1,635)	-9.6%	
Deadhead Miles		240	240	0	0.0%	240	0	0.0%	
Total Service Miles		15,705	16,132	(427)	-2.6%	17,340	(1,635)	-9.4%	
Revenue Hours		1,983	2,037	(54)	-2.7%	1,978	5	0.2%	
Year to Date		April YTD		Variance YTD		April YTD		Variance YTD	
		Current	Prior Year	Amount	Percent	Budget	Amount	Percent	
Ridership									
Total Route Passengers		1,478,027	1,119,536	358,491	32.0%	1,119,536	358,491	32.0%	
Revenue									
Total Route Passenger Revenue	\$	-	\$	-	0.0%	\$	-	0.0%	
Expenses									
Total Expenses	\$	1,161,772	\$	3,280,871	-64.6%	\$	4,135,533	-71.9%	
Miles									
Revenue Miles		159,735	165,731	(5,996)	-3.6%	168,231	(8,496)	-5.1%	
Deadhead Miles		2,432	2,432	0	0.0%	2,432	0	0.0%	
Total Service Miles		162,167	168,163	(5,996)	-3.6%	170,663	(8,496)	-5.0%	
Revenue Hours		20,480	21,246	(766)	-3.6%	20,757	(277)	-1.3%	

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	175,513	149,411	1,478,027	1,119,536
2.	Passengers per Revenue Mile	11.35	9.40	9.25	6.81
3.	Passengers per Revenue Hour	88.52	73.35	72.17	53.11
4.	Cost per Passenger		\$ 2.66	\$ 0.79	\$ 3.24
5.	Cost per Revenue Mile		\$ 25.05	\$ 7.27	\$ 19.84
6.	Cost per Revenue Hour		\$ 195.41	\$ 56.73	\$ 154.76
7.	Miles Between Road Calls	N/A	N/A	N/A	N/A
8.	Miles Between Streetcar Inspection	932	979	941	953
9.	Total Preventable Accidents per 100,000 Miles	0	0	1	0
10.	Total Complaints per 100,000 Passengers	2	3	3	5

* 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 2023	April Current Year	Prior Year	Variance Amount	Variance Percent	April Budget	Variance Amount	Variance Percent
Ridership							
Total Demand	53,276	51,951	1,325	2.6%	53,730	(454)	-0.8%
Denials	-	-	-	0.0%	-	-	0.0%
Missed Trips	-	1	(1)	-100.0%	-	-	0.0%
Cancellations	10,480	11,316	(836)	-7.4%	12,180	(1,700)	-14.0%
No Shows	3,913	3,235	678	21.0%	2,910	1,003	34.5%
Total Passengers	38,883	37,399	1,484	4.0%	38,070	813	2.1%
ADA Passengers	36,513	35,383	1,130	3.2%			
Optional ADA	2,370	2,016	354	17.6%			
Percentage of Optional	6.1%	5.4%					
Trips							
ADA Trips	33,862	32,986	876	2.7%			
Optional ADA Trips	2,254	1,914	340	17.8%			
Total Trips	36,116	34,900	1,216	3.5%	36,650	(534)	-1.5%
Revenue							
Regular Fare Revenue	-	-	-	-	\$0	-	0.0%
Economy Fare Revenue	-	-	-	-	\$0	-	0.0%
Total Fares Collected	\$ -	\$ -	\$ -	-	\$ -	\$ -	0.0%
Expenses							
Total Expenses	\$ -	\$ 1,476,507	\$ 1,476,507	100.0%	\$ 1,592,678	\$ (1,592,678)	-100.0%
Miles							
Revenue Miles	273,070	260,554	12,516	4.8%	273,600	(530)	-0.2%
Deadhead Miles	45,229	44,193	1,036	2.3%	46,800	(1,571)	-3.4%
Total Service Miles	318,299	304,747	13,552	4.4%	320,400	(2,101)	-0.7%
Non-Route Miles	5,048	3,934	1,114	28.3%	1,800	3,248	180.4%
Total Miles	323,347	308,682	14,666	4.8%	322,200	1,147	0.4%
Revenue Hours	19,325	18,120	1,206	6.7%	19,080	245	1.3%
Service Hours	22,149	20,738	1,412	6.8%	21,770	379	1.7%

Year to Date	April YTD		Variance		April YTD	Variance	
2023	Current Year	Prior Year	Amount	Percent	Budget	Amount	Percent
Ridership							
Total Demand	538,180	485,354	52,826	10.9%	516,920	21,260	4.1%
Denials	-	-	-	0.0%	-	-	0.0%
Missed Trips	2	11	(9)	-81.8%	-	2	0.0%
Cancellations	115,018	109,746	5,272	4.8%	117,140	(2,122)	-1.8%
No Shows	40,360	31,370	8,990	28.7%	28,000	12,360	44.1%
Total Passengers	382,800	344,227	38,573	11.2%	371,780	11,020	3.0%
ADA Passengers	356,967	324,988	31,979	9.8%			
Optional ADA	25,833	19,239	6,594	34.3%			
Percentage of Optional	6.7%	5.6%					
Trips							
ADA Trips	332,746	302,691	30,055	9.9%			
Optional ADA Trips	24,478	18,290	6,188	33.8%			
Total Trips	357,224	320,981	36,243	11.3%	336,990	20,234	6.0%
Revenue							
Regular Fare Revenue	-	-	-	0.0%	-	-	0.0%
Economy Fare Revenue	-	-	-	0.0%	-	-	0.0%
Total Fares Collected	\$ -	\$ -	\$ -	0.0%	\$ -	\$ -	0.0%
Expenses							
Total Expenses	\$ 4,856,206	\$ 12,764,624	\$ 7,908,418	62.0%	\$ 16,793,450	\$ (11,937,244)	-71.1%
Miles							
Revenue Miles	2,739,237	2,420,701	318,536	13.2%	2,536,400	202,837	8.0%
Deadhead Miles	475,452	436,761	38,691	8.9%	458,900	16,552	3.6%
Total Service Miles	3,214,690	2,857,463	357,227	12.5%	2,995,300	219,390	7.3%
Non-Route Miles	31,361	39,523	(8,161)	-20.6%	18,000	13,361	74.2%
Total Miles	3,246,051	2,896,986	349,066	12.0%	3,013,300	232,751	7.7%
Revenue Hours	192,929	170,769	22,159	13.0%	179,360	13,569	7.6%
Service Hours	222,041	195,501	26,540	13.6%	205,270	16,771	8.2%

System Indicator		Current Month		Prior Year		FY23 YTD		FY22 YTD	
1.	Ridership		38,883		37,399		382,800		344,227
2.	Demand		53,276		51,951		538,180		485,354
3.	Cancellations		10,480		11,316		115,018		109,746
4.	No-Shows		3,913		3,235		40,360		31,370
5.	Passengers per Revenue Hour		2.01		2.06		1.98		2.02
6.	Passengers per Service Hour		1.76		1.80		1.72		1.76
7.	Revenue per Trip	\$	-	\$	-	\$	-	\$	-
8.	Cost per Trip	\$	-	\$	42.31	\$	13.59	\$	39.77
9.	Vehicles Operated in Maximum Service		98		93		103		94
10.	Trip Time,Sun Tran		83.99%		79.88%		81.18%		82.50%
11.	Trip Time 110% + 5 Minutes		90.71%		87.65%		89.06%		89.76%
12.	Pick-Ups		84.89%		84.89%		83.75%		88.37%
13.	Pick-Ups Before Significantly Late		98.65%		98.83%		98.61%		99.44%

 **ON DEMAND**

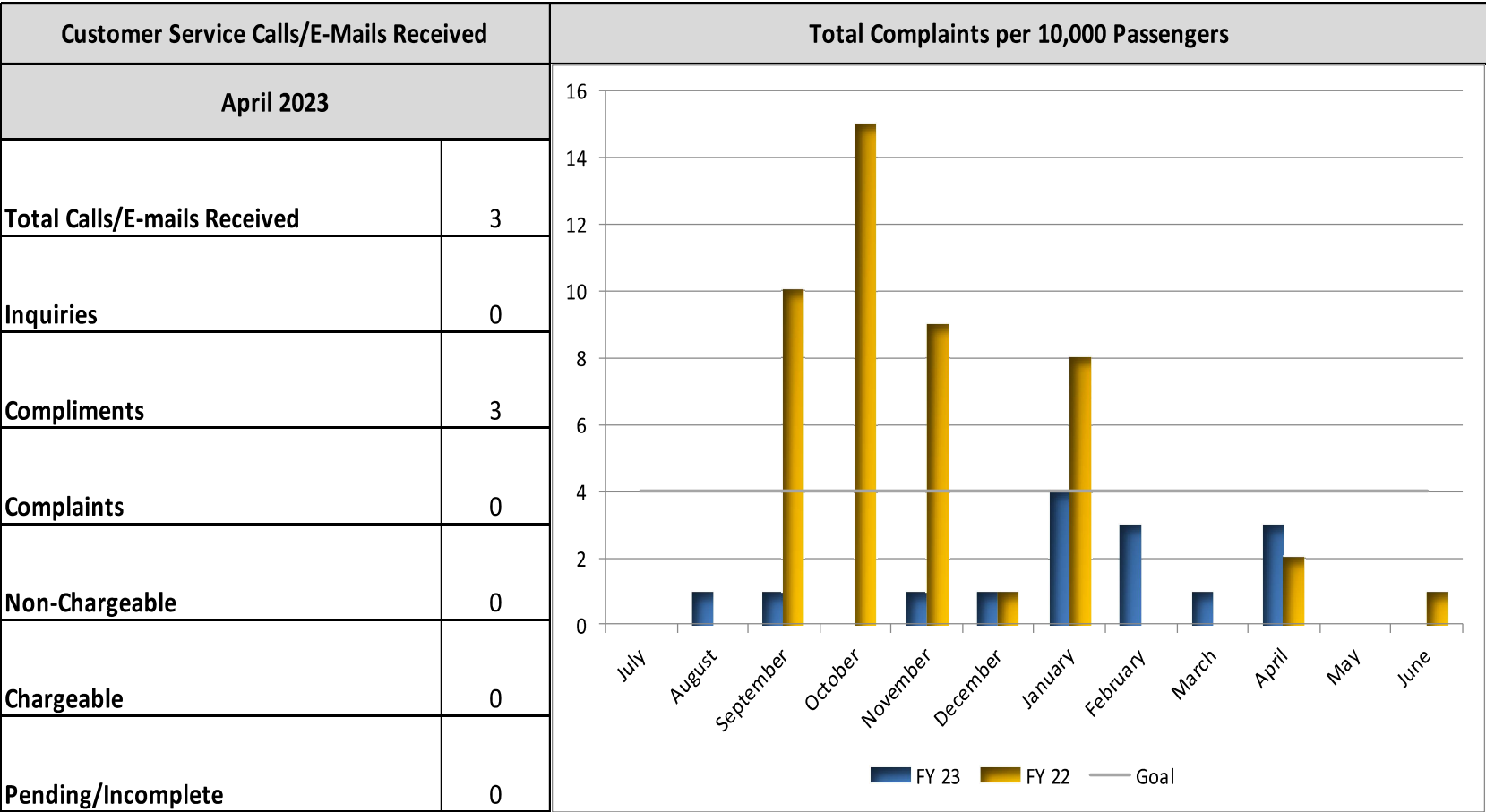


Month to Date	April		Variance		
	2023	Current Year	Prior Year	Amount	Percent
Ridership					
Total Demand		1,902	955	947	99.2%
Denials		-	-	-	0.0%
Missed Trips		-	-	-	0.0%
Cancellations		585	240	345	143.8%
No Shows		47	31	16	51.6%
Total Passengers		1,270	684	586	85.7%
Trips					
Total Trips		1,019	579	440	76.0%
Revenue					
Regular Fare Revenue		-	-	-	-
Economy Fare Revenue		-	-	-	-
Total Fares Collected		\$ -	\$ -	\$ -	-
Miles					
Revenue Miles		4,826	2,912	1,914	65.7%
Deadhead Miles		1,140	409	731	178.7%
Total Service Miles		5,966	3,321	2,645	79.6%
Non-Route Miles		213	1,126	(913)	-81.1%
Total Miles		6,179	4,447	1,732	38.9%
Revenue Hours		470	344	126	36.6%
Service Hours		637	489	149	30.4%

*Ridership subject to change due to cancellations

Year to Date	April YTD		Variance		
	2023	Current Year	Prior Year	Amount	Percent
Ridership					
Total Demand		13,361	7,492	5,869	78.3%
Denials		-	-	-	0.0%
Missed Trips		-	-	-	0.0%
Cancellations		3,710	1,676	2,034	121.4%
No Shows		333	347	(14)	-4.0%
Total Passengers		9,318	5,469	3,849	70.4%
Trips					
Total Trips		7,678	4,538	3,140	69.2%
Revenue					
Regular Fare Revenue		-	-	-	0.0%
Economy Fare Revenue		-	-	-	0.0%
Total Fares Collected		\$ -	\$ -	\$ -	0.0%
Expenses					
Total Expenses		\$ -	\$ -	\$ -	0.0%
Miles					
Revenue Miles		37,370	22,831	14,538	63.7%
Deadhead Miles		13,930	6,665	7,265	109.0%
Total Service Miles		51,300	29,497	21,803	73.9%
Non-Route Miles		1,332	8,401	(7,069)	-84.1%
Total Miles		52,632	37,898	14,734	38.9%
Revenue Hours		4,234	3,018	1,215	40.3%
Service Hours		6,178	5,334	844	15.8%

*Ridership subject to change due to cancellations





Month to Date	April		Variance		April	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		-	-	-	-	0.0%	-	-	0%
Electricity		-	-	-	9,167	0.0%	9,167	9,167	100%
Total Expenses		-	-	-	19,167	0.0%	19,167	19,167	100%

Miles

Total Miles	19,017	2,521	(16,496)	-654%
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KWH	33,869	8,664	(25,205)	-291%
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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%	120,000	120,000	100%
Services		195	7,447	7,252	97%	-	(195)	0%	
Materials & Supplies		-	7,491	7,491	0%	-	-	0%	
Electricity		44,406	2,430	(41,976)	-1727%	110,000	65,594	60%	
Total Expenses		44,601	17,368	(27,233)	-157%	230,000	185,399	81%	

Miles

Total Miles	109,143	11,192	(97,951)	-875%
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KWH	532,231	28,912	(503,319)	-1741%
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Appendices – Additional Data

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





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

Total Passengers		1,208,455	1,097,951	110,504	10.1%	1,191,667	16,788	1.4%
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Month to Date	Calendar Days		School Days		Average Route Ridership	
	Current	Prior Year	Current	Prior Year	Current	Prior Year

Weekdays	20	21	Current	Prior Year	Weekdays	49,632	43,848
Saturdays	5	5	16	16	Saturdays	25,544	22,663
Sundays	5	4			Sundays	17,619	15,957
Holidays	0	0			Holidays	-	-
Total	30	30			Total	40,282	36,598

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

Total Passengers		12,154,762	10,832,411	1,322,351	12.2%	11,916,667	238,095	2.0%
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Year to Date	Calendar Days		School Days		Average Route Ridership	
	Current	Prior Year	Current	Prior Year	Current	Prior Year

Weekdays	212	213	168	168	Weekdays	48,245	42,961
Saturdays	43	43			Saturdays	26,687	22,532
Sundays	44	43			Sundays	17,622	16,361
Holidays	5	5			Holidays	11,248	10,674
Total	304	304			Total	39,983	35,633

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	1,202,115			12,092,575
Express Routes	5,460	7,222	6,573	6,783	6,258	5,166	6,300	5,760	6,325	6,340			62,187
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	1,208,455			12,154,762

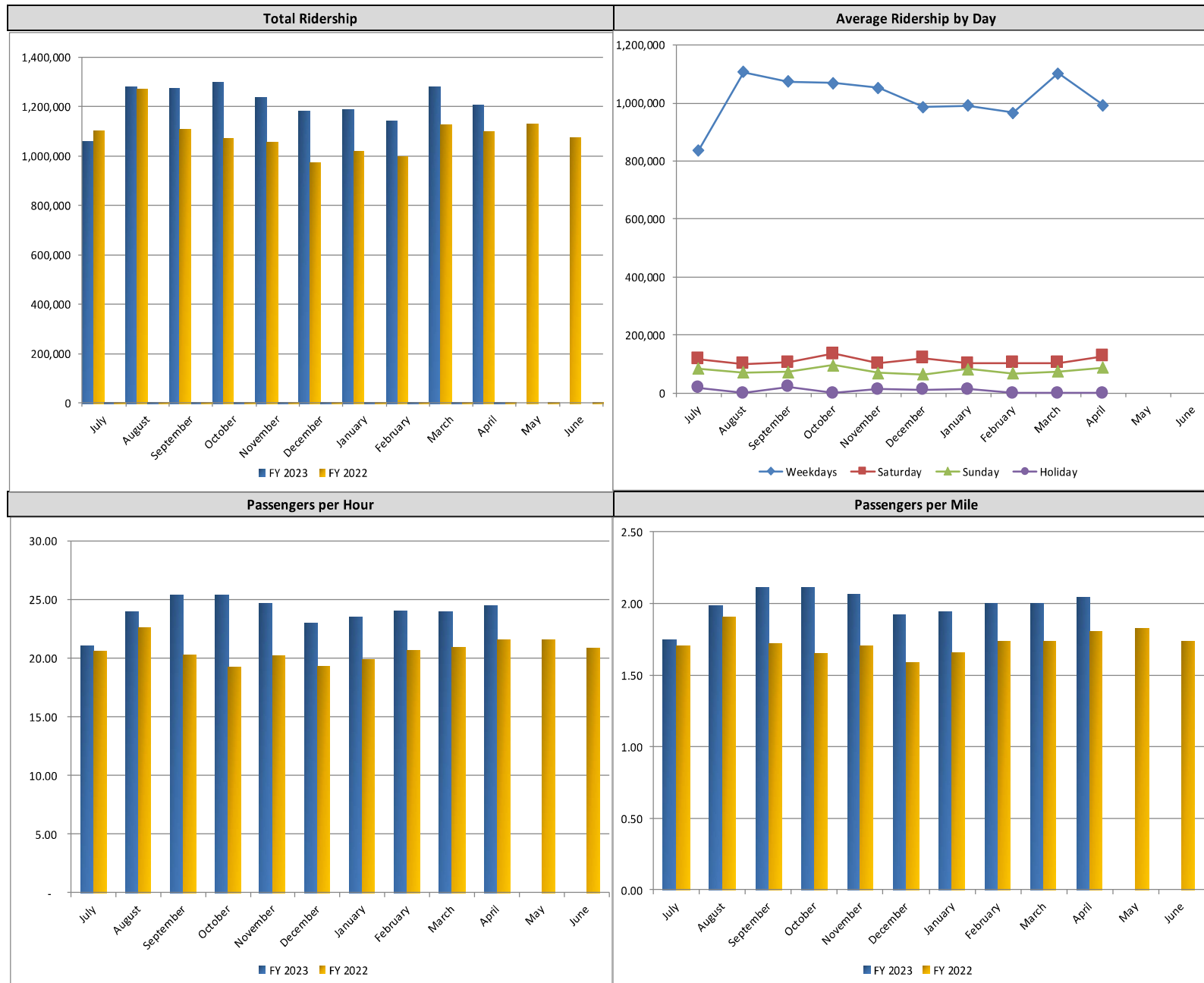
Previous Year	July 2021	August 2021	September 2021	October 2021	November 2021	December 2021	January 2022	February 2022	March 2022	April 2022	May 2022	June 2022	YTD FY 2022
Fixed Routes	1,098,929	1,266,795	1,104,679	1,066,594	1,053,006	972,004	1,017,665	994,332	1,122,563	1,092,785			10,789,352
Express Routes	3,759	4,334	4,326	4,179	4,190	3,717	3,927	4,240	5,221	5,166			43,059
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	1,097,951			10,832,411

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	109,330			1,303,223
Express Routes	1,701	2,888	2,247	2,604	2,068	1,449	2,373	1,520	1,104	1,174			19,128
Total	(43,932)	8,885	165,433	229,247	182,573	207,374	168,631	141,396	152,240	110,504			1,322,351

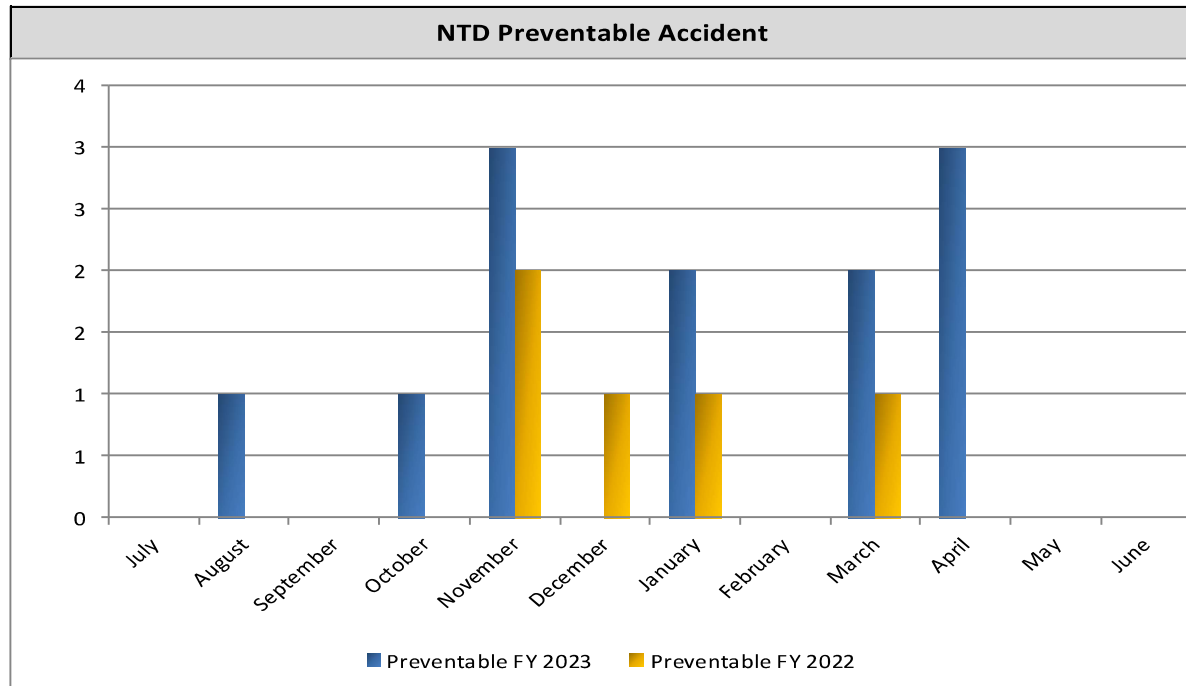
% Variance	July	August	September	October	November	December	January	February	March	April	May	June	YTD FY 2023
Fixed Routes	-4.2%	0.5%	14.8%	21.2%	17.1%	21.2%	16.3%	14.1%	13.5%	10.0%			12.1%
Express Routes	45.3%	66.6%	51.9%	62.3%	49.4%	39.0%	60.4%	35.8%	21.1%	22.7%			44.4%
Total	-4.0%	0.7%	14.9%	21.4%	17.3%	21.3%	16.5%	14.2%	13.5%	10.1%			12.2%

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	992,640			10,179,775
Saturday	116,885	100,928	105,642	135,670	102,848	120,760	102,220	104,476	103,704	127,720			1,120,853
Sunday	85,415	71,544	73,824	95,975	69,768	64,428	83,285	68,432	74,620	88,095			775,386
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	1,208,455			12,154,752

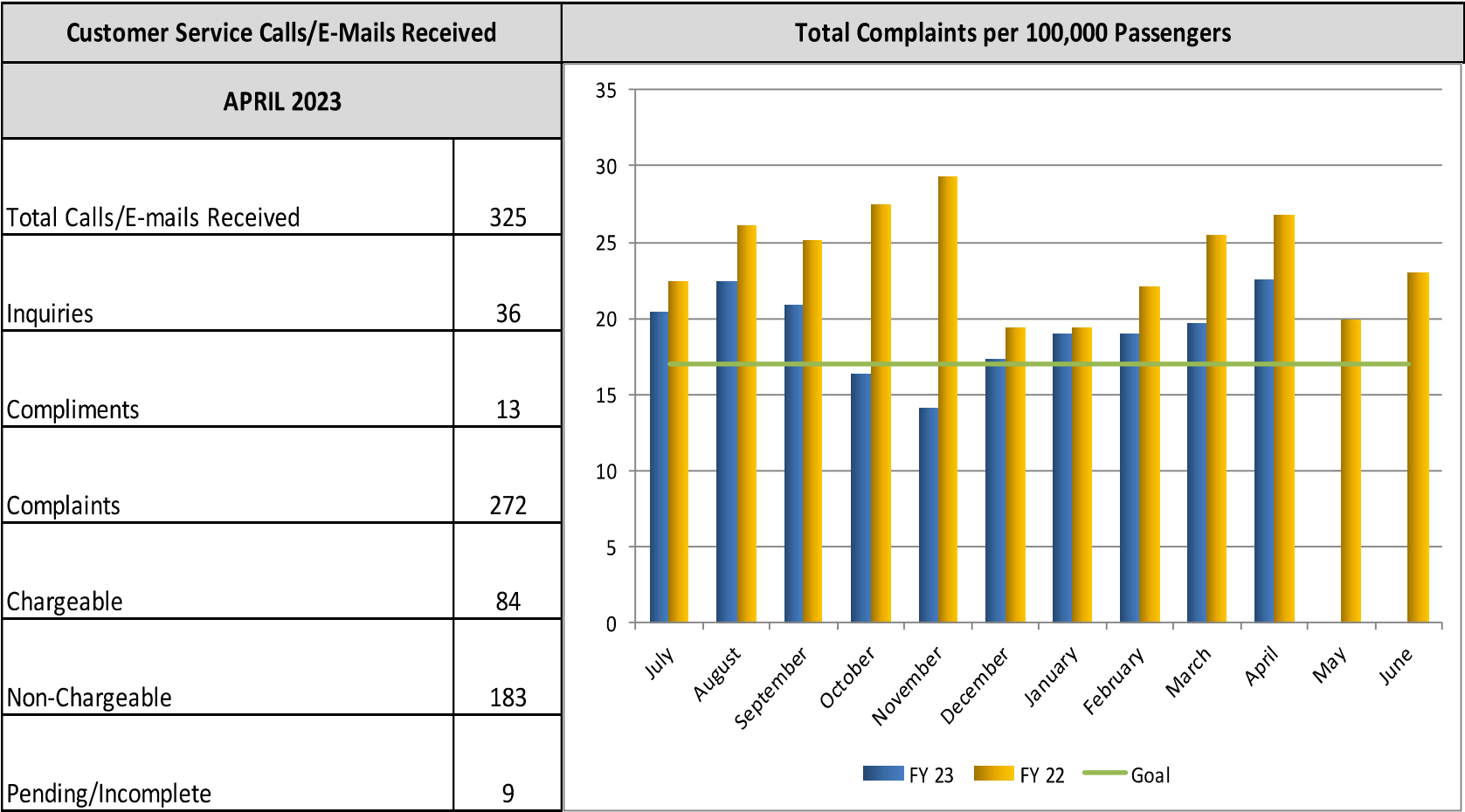
Averages By:	July 2022	August 2022	September 2022	October 2022	November 2022	December 2022	January 2023	February 2023	March 2023	April 2023	May 2023	June 2023	YTD FY 2023
Weekday	41,871	48,154	51,130	50,875	50,146	46,995	47,207	48,353	47,900	49,632			48,245
Saturday	23,377	25,232	26,413	27,134	25,712	24,152	25,555	26,119	25,925	25,544			26,687
Sunday	17,083	17,886	18,456	19,195	17,442	16,107	16,657	17,108	18,655	17,619			17,622
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	40,282			39,983



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
APRIL	2	2	4	1	4	5
April	3	4	7	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	April 2023	Current	Prior Year	Variance Amount	Percent	April Budget	Variance Amount	Percent
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Route Passengers		175,513	149,411	26,102	17.5%	149,411	26,102	17.5%
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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	20	21	Weekdays	6,667	5,305
Weekends	10	9			Weekends	4,217	4,222
Holidays	0	0			Holidays		
Total	30	30			Total	5,850	4,980

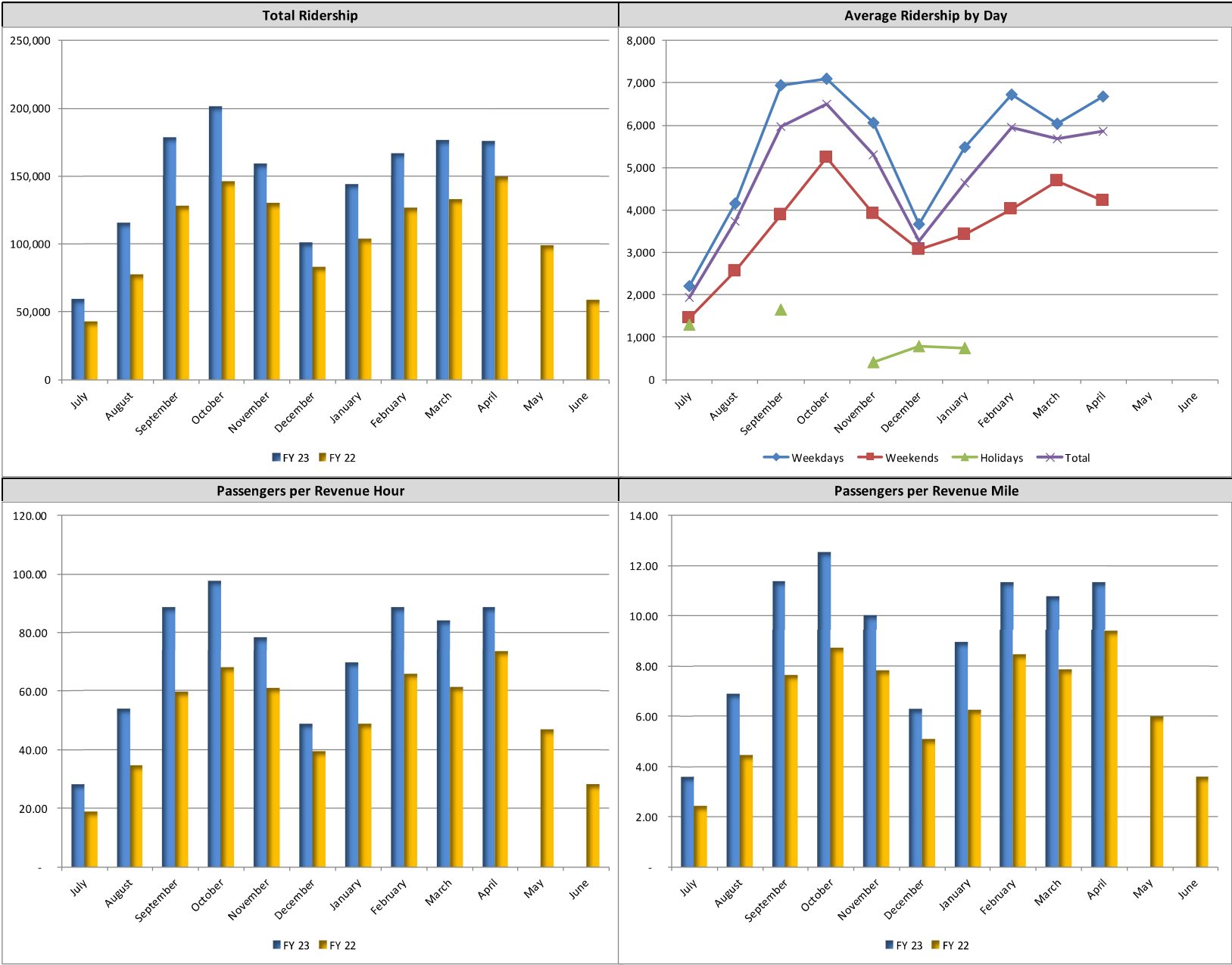
Year to Date	April YTD Current	Prior Year	Variance Amount	Percent	April YTD Budget	Variance Amount	Percent
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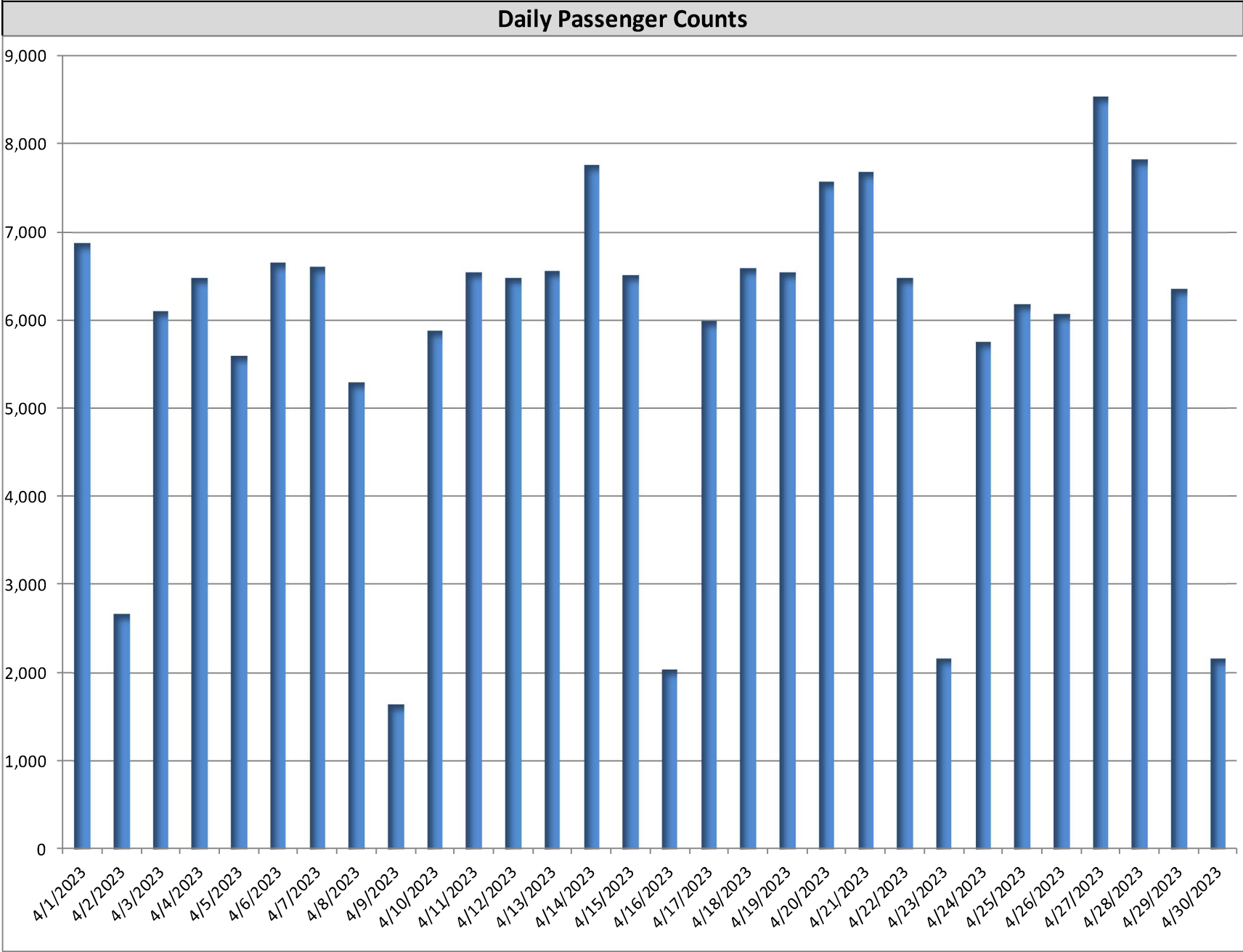
Route Passengers	1,478,027	1,119,536	358,491	32.0%	1,119,536	358,491	32.0%
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Year to Date	Calendar Days Current	Prior Year	School Days Current	Prior Year	Average Route Ridership Current	Prior Year
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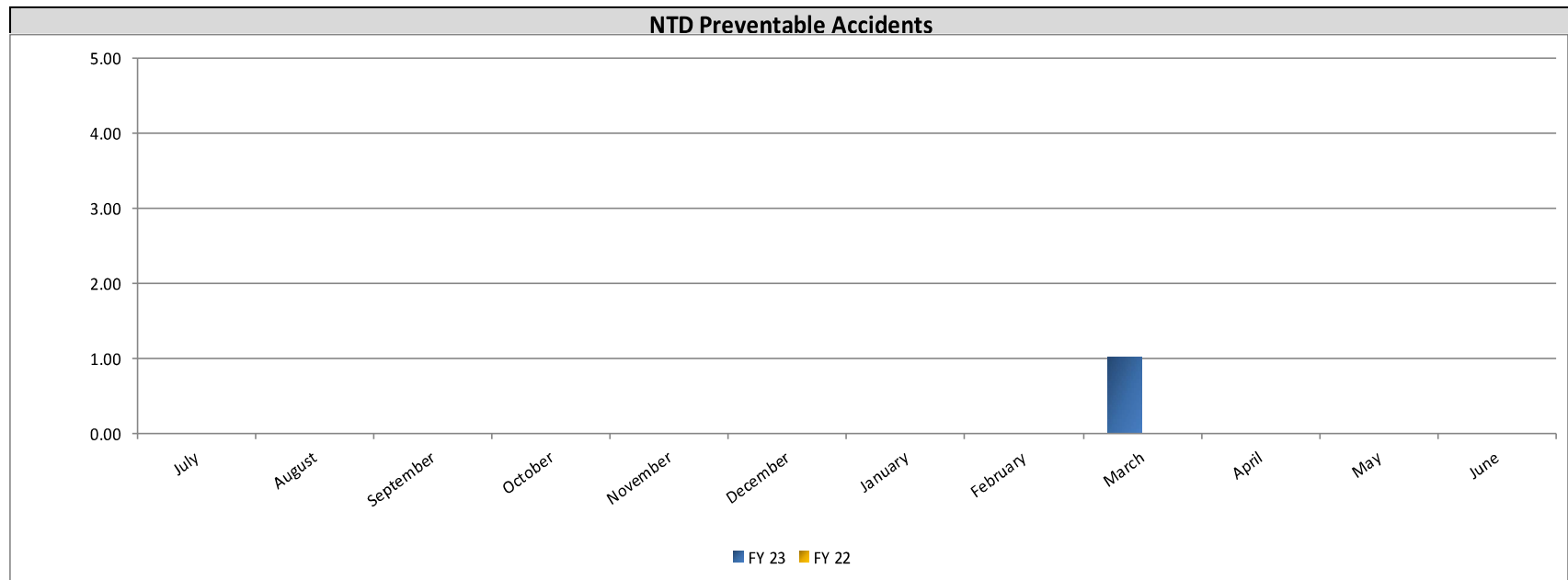
Weekdays	211	214	149	154	Weekdays	5,499	4,085
Weekends	85	85			Weekends	3,654	2,844
Holidays	8	5			Holidays	907	698
Total	304	304			Total	4,862	3,683

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

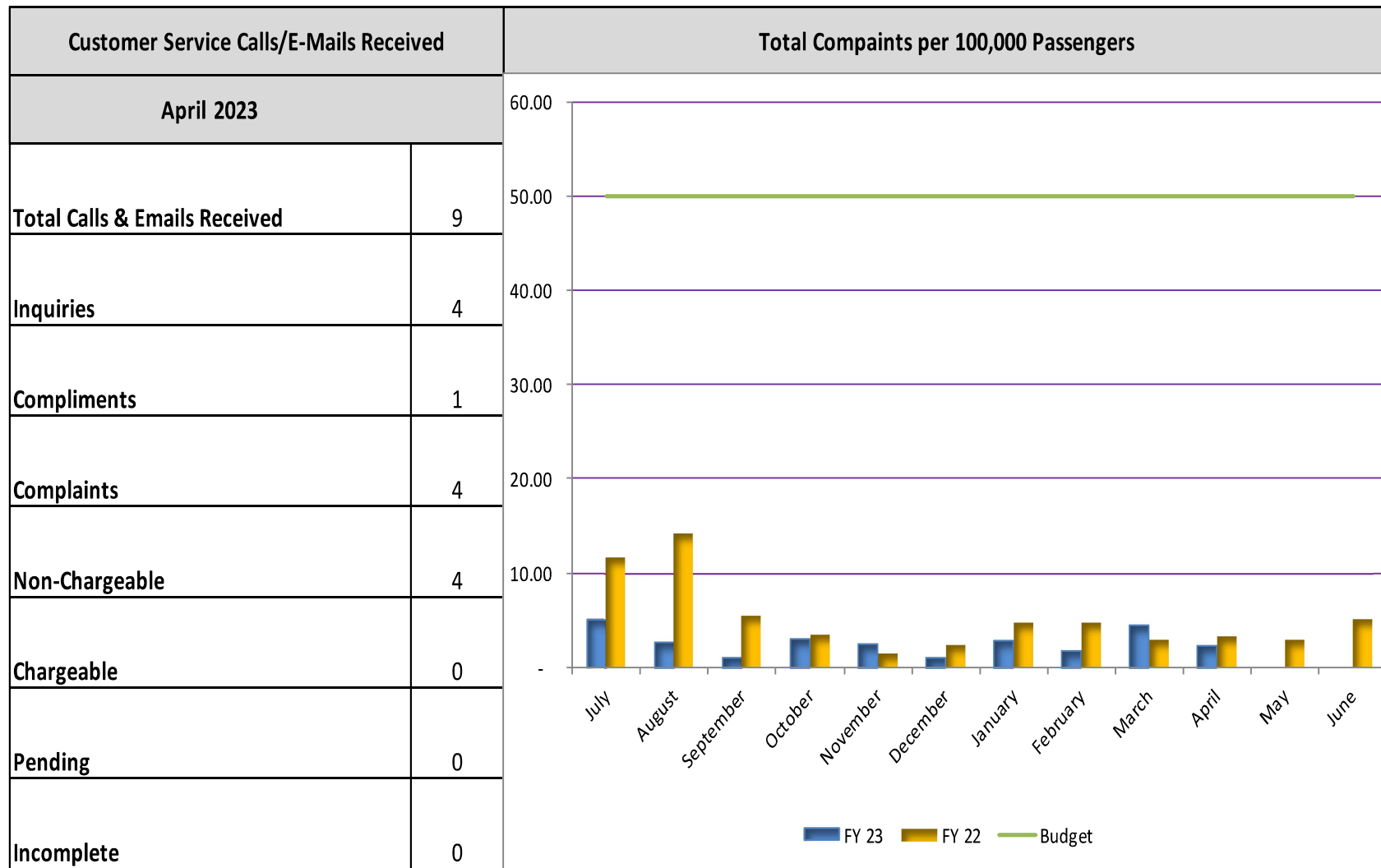




Accidents						
	FY 2023			FY 2022		
	Preventable	Non-Preventable	Total	Preventable	Non-Preventable	Total
July	0	0	0	0	0	0
August	0	0	0	0	0	0
September	0	2	2	0	0	0
October	0	0	0	0	1	1
November	0	0	0	0	0	0
December	0	0	0	0	1	1
January	0	0	0	0	0	0
February	0	0	0	0	3	3
March	1	2	3	0	0	0
April	0	1	1	0	0	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 2023	April		Variance		April Budget	Variance	
	Current	Prior Year	Amount	Percent		Amount	Percent
Passengers							
Regular Fare Passengers	16,684	14,706	1,978	13.5%	13,980	2,704	19.3%
Economy Fare Passengers	20,632	21,136	(504)	-2.4%	22,030	(1,398)	-6.3%
Revenue Passengers	37,316	35,842	1,474	4.1%	36,010	1,306	3.6%
Other Passengers (PCA)	1,567	1,557	10	0.6%	1,610	(43)	-2.7%
Total Passengers	38,883	37,399	1,484	4.0%	37,620	1,263	3.4%

Month to Date	Calendar Days		Average Route Ridership	
	Current	Prior Year	Current	Prior Year
Weekdays	20	21	Weekdays	1,657
Saturdays	5	5	Saturdays	613
Sundays	5	4	Sundays	536
Holidays	0	0	Holidays	0
Total	30	30	Total	1,296

Year to Date	March YTD		Variance		March YTD Budget	Variance	
	Current	Prior Year	Amount	Percent		Amount	Percent
Passengers							
Regular Fare Passengers	158,118	126,795	31,323	24.7%	131,880	26,238	19.9%
Economy Fare Passengers	209,212	202,598	6,614	3.3%	208,150	1,062	0.5%
Revenue Passengers	367,330	329,393	37,937	11.5%	340,030	27,300	8.0%
Other Passengers (PCA)	15,470	14,834	636	4.3%	15,240	230	1.5%
Total Passengers	382,800	344,227	38,573	11.2%	355,270	27,530	7.7%

Year to Date	Calendar Days		Average Route Ridership	
	Current	Prior Year	Current	Prior Year
Weekdays	211	212	Weekdays	1,590
Saturdays	44	42	Saturdays	553
Sundays	44	43	Sundays	478
Holidays	5	7	Holidays	403
Total	304	304	Total	1,259

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	42,120	38,883			382,800
TOTAL	35,548	40,128	38,642	39,009	37,076	36,485	38,153	36,756	42,120	38,883			382,800

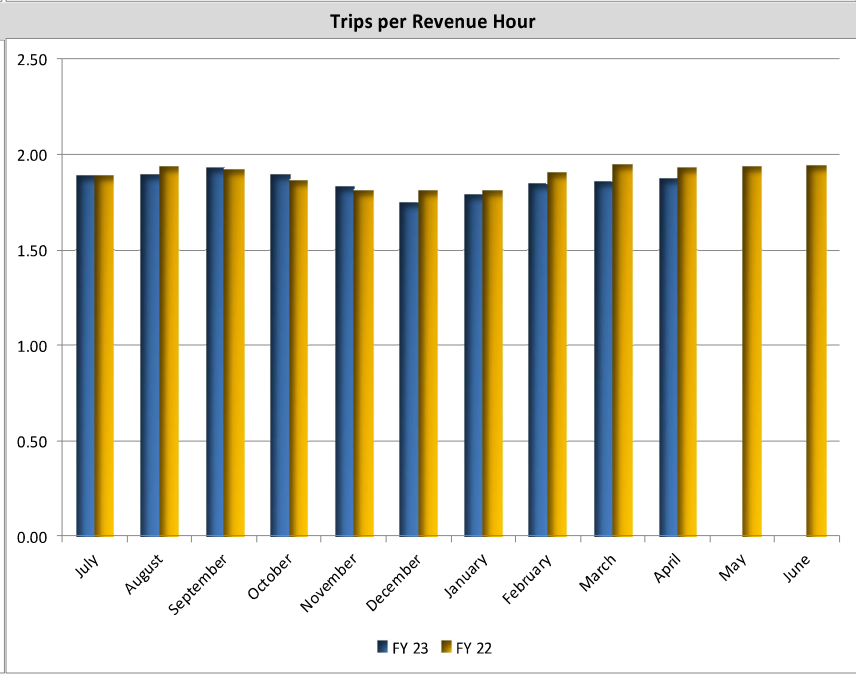
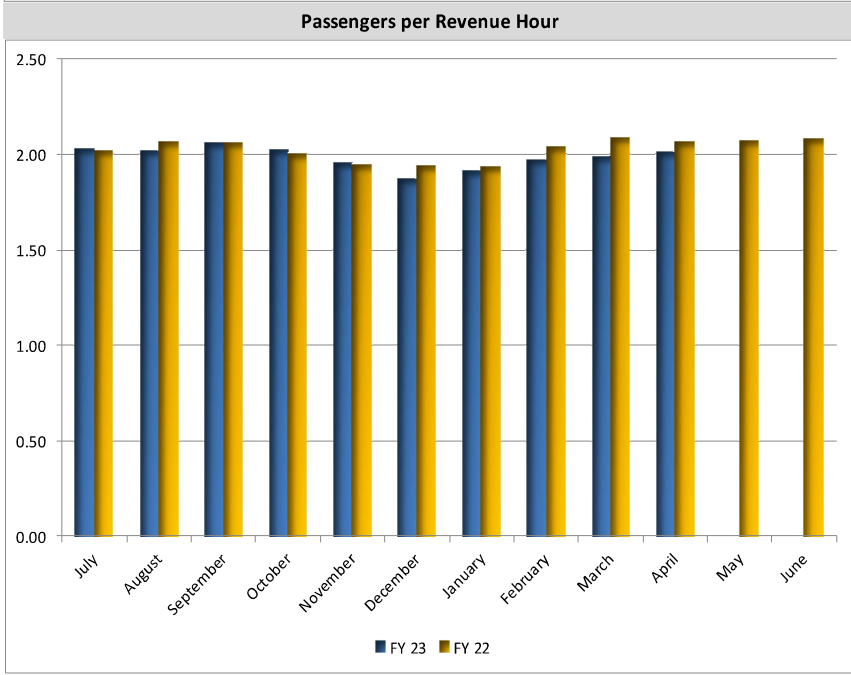
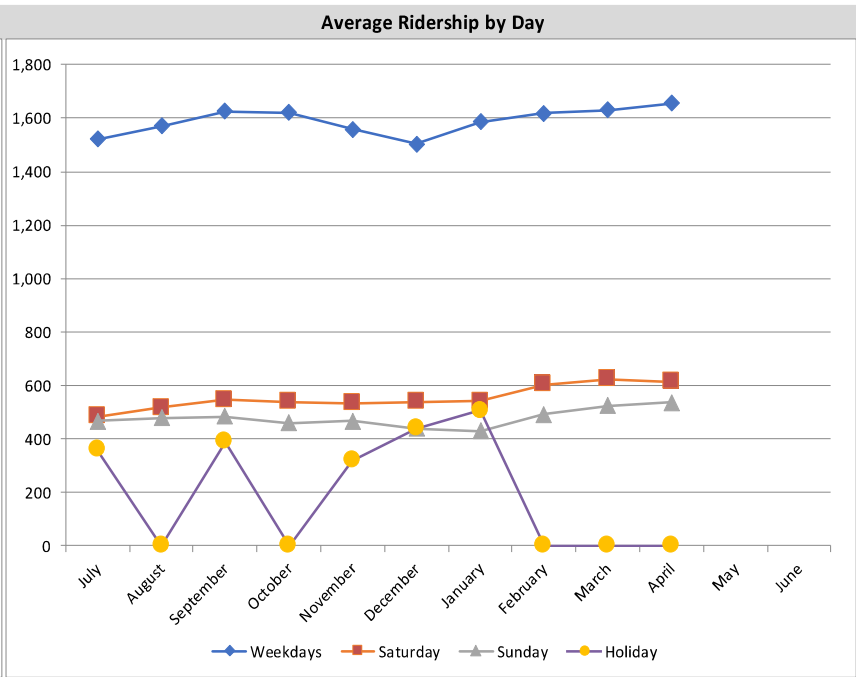
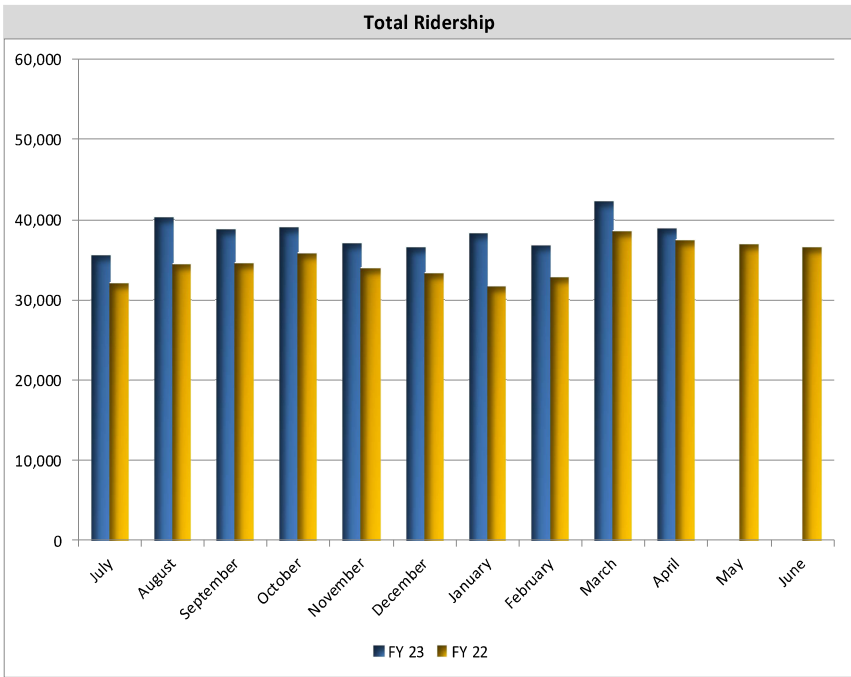
PREVIOUS YEAR	JULY 2021	AUGUST 2021	SEPTEMBER 2021	OCTOBER 2021	NOVEMBER 2021	DECEMBER 2021	JANUARY 2022	FEBRUARY 2022	MARCH 2022	APRIL 2022	MAY 2022	JUNE 2022	YTD FY 2022
Demand Response	32,136	34,423	34,563	35,663	33,917	33,181	31,635	32,769	38,541	37,399			417,501
TOTAL	32,136	34,423	34,563	35,663	33,917	33,181	31,635	32,769	38,541	37,399			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	3,579	1,484			38,573
TOTAL	3,412	5,705	4,079	3,346	3,159	3,304	6,518	3,987	3,579	1,484			38,573

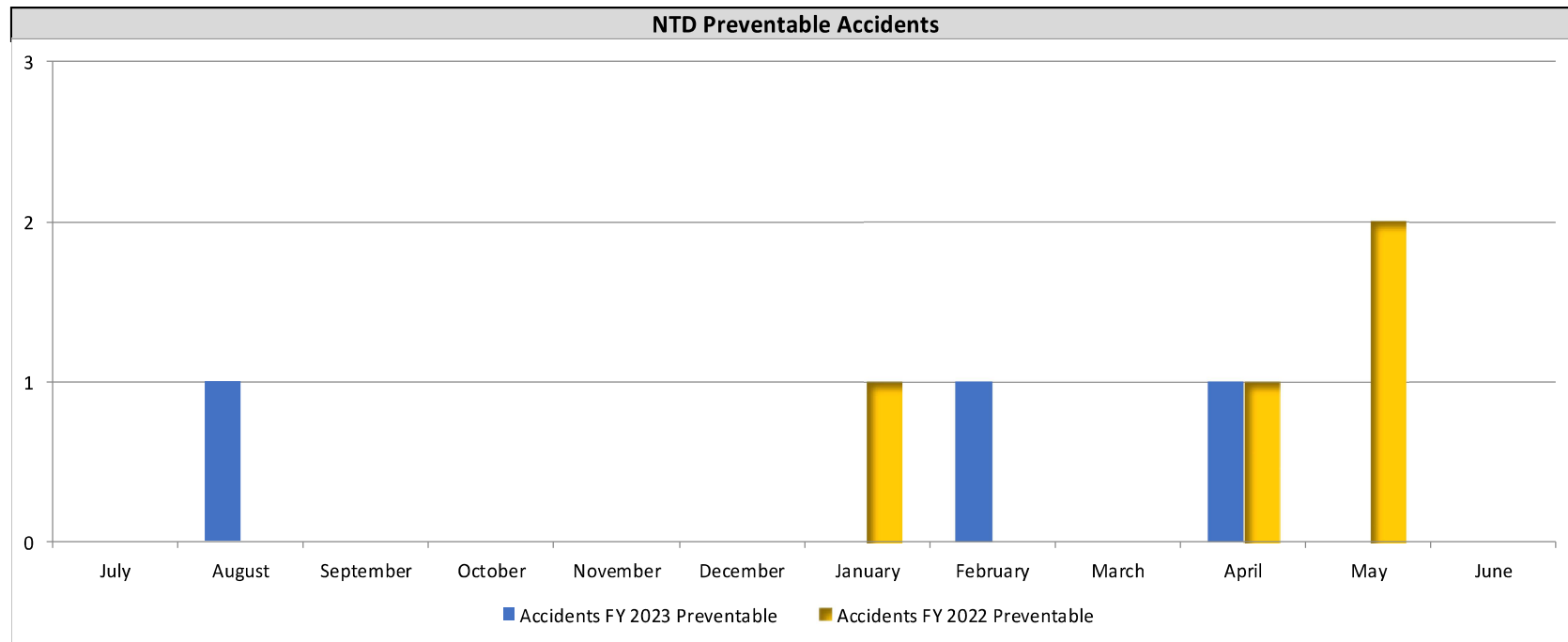
% VARIANCE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	YTD FY 2023
Demand Response	10.6%	16.6%	11.8%	9.4%	9.3%	10.0%	20.6%	12.2%	9.3%	4.0%			9.2%
TOTAL	10.6%	16.6%	11.8%	9.4%	9.3%	10.0%	20.6%	12.2%	9.3%	4.0%			9.2%

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	37,528	33,139			335,434
Saturday	2,418	2,069	2,183	2,692	2,139	2,696	2,163	2,413	2,494	3,066			24,333
Sunday	2,339	1,917	1,942	2,301	1,870	1,755	2,152	1,964	2,098	2,678			21,016
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	42,120	38,883			382,800

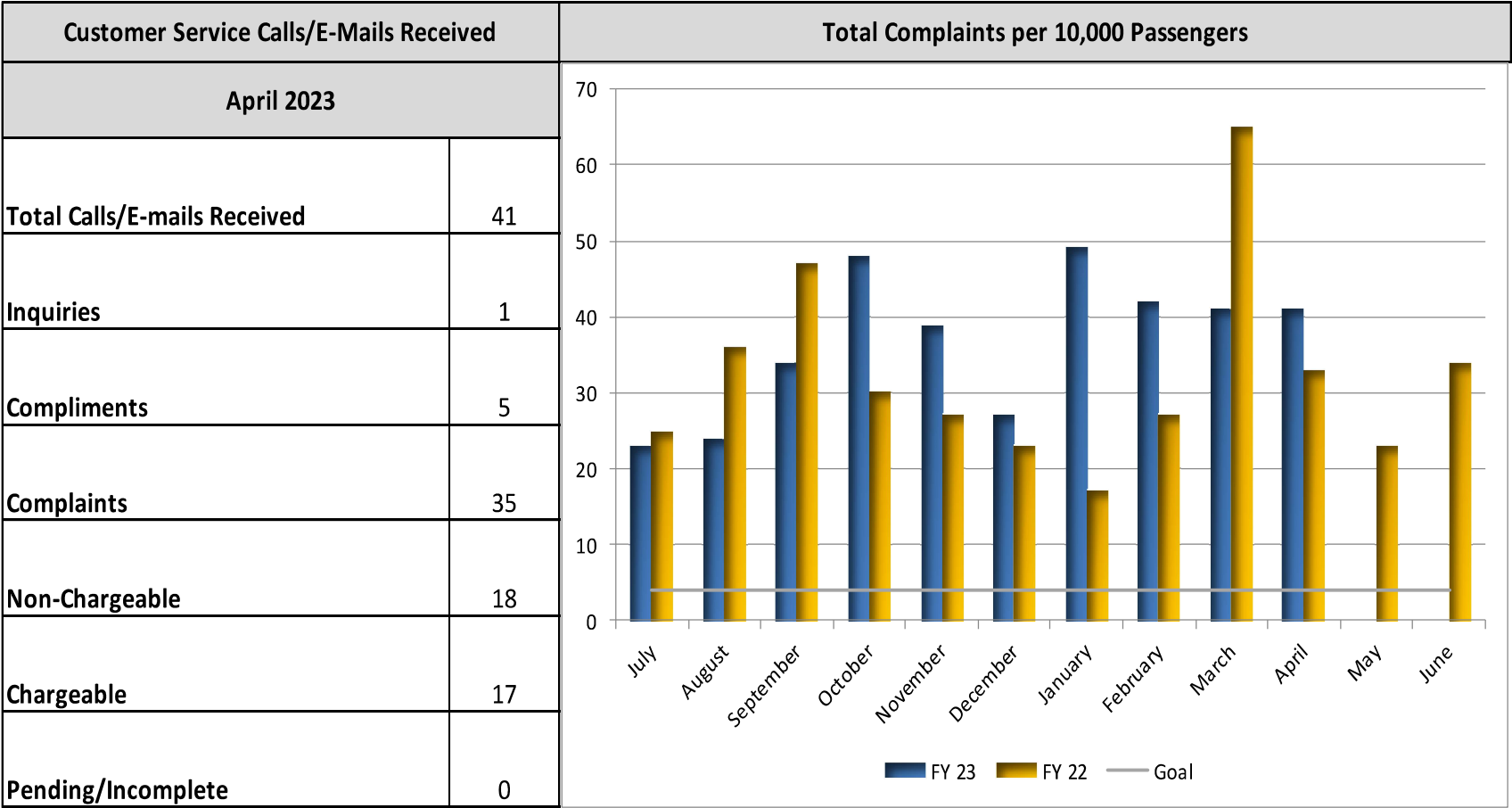
AVERAGES BY:	JULY 2022	AUGUST 2022	SEPTEMBER 2022	OCTOBER 2022	NOVEMBER 2022	DECEMBER 2022	JANUARY 2023	FEBRUARY 2023	MARCH 2023	APRIL 2023	MAY 2023	JUNE 2023	YTD FY 2023
Weekday	1,522	1,571	1,625	1,620	1,559	1,505	1,587	1,619	1,631.65	1,656.95			1,590
Saturday	484	517	546	538	535	539	541	603	623.50	613.20			553
Sunday	468	479	486	460	468	439	430	491	524.50	535.60			478
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	1,358.71	1,296.10			1,259



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	1	1	2	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

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.