MONTHLY OPERATIONS REPORT JUNE 2023 1

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### 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.

#### CITY OF TUCSON AWARDED FEDERAL GRANT FOR GNG BUSES TO REDUCE CARBON EMISSIONS (June 26, 2023 Media Release)

Under the leadership of Tucson Mayor Regina Romero to decarbonize the transportation sector as outlined in the City's Climate Action Plan, the City of Tucson was awarded a \$21,490,560 grant from the Federal Transportation Administration (FTA) to purchase 39 Compressed Natural Gas (CNG) buses to replace the remaining high emissions producing diesel-fuel buses in Sun Tran's fleet. The switch will reduce carbon dioxide emissions by 2,480 metric tons as the City works toward achieving carbon neutrality in City operations by 2030.

"The City of Tucson is leading the way in addressing climate change head-on," said Mayor Romero. "I promised Tucsonans that I'd take clear action to create a clean and sustainable city, and with the support of our federal partners, I am doing just that. Decarbonizing the transit system will be a powerful victory for our community, bringing cleaner air and a brighter future for all Tucsonans."

The positive environmental impacts of these new buses will extend beyond Tucson's borders, benefiting residents of the City of South Tucson, the Town of Marana, the City of South Tucson, the Town of Oro Valley, and Unincorporated Pima County, with access to Sun Tran's fixed routes.



"This grant represents a significant investment that will reduce our collective transit carbon footprint, improve air quality, and enhance the quality of life for Tucson residents who have faced social and economic inequities. These are the positive opportunities that arise when Democrats are at the helm of Congress, taking decisive actions to advance our climate goals and enable environmental justice in southern Arizona. I eagerly anticipate our ongoing collaboration with the City of Tucson as we champion climate action, resilience, and address the needs of historically underinvested communities," said U.S. Congressman Raúl Grijalva.

Sam Credio, Director of the City of Tucson's Department of Transportation and Mobility stated, "I would like to thank Mayor Romero for her continued leadership in our conversion to alternative fuel transit vehicles, and the Federal Transit Administration for their confidence in the City of Tucson to deliver on a grant of this magnitude. I am excited about the impact this will have on our community, especially those areas that have experienced historic disinvestment. Tucson has been a leader in converting our transit fleet to clean energy. Our team is well poised to deliver on this commitment to Climate Action."

The transportation sector accounts for nearly one-third of greenhouse gas emissions. With this grant, the City of Tucson Department of Transportation and Mobility will continue paving the way toward a more sustainable future.

#### PROMOTIONS

### PACO BALLESTEROS PROMOTION TO GRAPHIC DESIGNER



Paco, who has been with Sun Tran since 1999 and was originally brought on as a Production Artist has accepted the role of Graphic Designer for Sun Tran, Sun Link and Sun Van. Over the past 24 years, Paco has been instrumental in

his role with managing service brands, complete rebranding efforts, system mapping and material development. Paco incorporates his bilingual skills in the verbal and written development all of Sun Tran, Sun Link and Sun Van's materials. Congratulations Paco!

### JOHNNY DEAN PROMOTION TO SAFETY MANAGER SUN VAN



Congratulations to Johnny Dean who has joined the Safety Department as the Safety Manager at Sun Van. Johnny moved to Tucson in 2021 from Waukegan, IL and working as an Adjunct Professor

at Chicago State University. In 2023, Dean became an Operator at Sun Tran and his motto of "I work for my success" quickly paid off as he promoted to the role of Supervisor since his initial hire an Operator.

### **THANK YOU, RAIL MAINTENANCE STAFF!**



Sun Link right-of-way (ROW) Maintenance staff install a sealed switchbox at University Blvd and 3rd Ave in the early a.m. hours. This sealed switchbox is designed to keep debris from accumulating within the switch mechanism. which reduces wear on the components, and makes it easier to The inspect and maintain. right-of-way maintenance team performs this type of maintenance throughout the

### WILL HEATH PROMOTION TO DIRECTOR OF SAFETY & SECURITY



Will Heath has assumed to position of Director of Safety and Security for Sun Tran, Sun Link and Sun Van. While Will may be new to this RATP Dev role, he is no stranger to Sun Tran or safety. Will has a wealth of experience in transit safety

and security. In his twenty -six (26) years at Sun Tran and Sun Van he has served as an Operations Supervisor, Safety Training Supervisor, and the Director of Risk Management. Will has earned all his safety certifications for bus paratransit and rail safety. In his current role Will has been responsible for oversight of Sun Tran safety and security. He has managed the Sun Tran operator training program, safety management and risk management activities for Sun Tran and Sun Van. Will has a passion for safety. His focus includes providing a safe work environment for our staff and a safe riding experience for our customers.

### JUNETEENTH NATIONAL INDEPENDENCE DAY

Sun Tran, Sun Van and Sun Link administrative employees are now entitled to observe Juneteenth as a floating holiday. Juneteenth became a federal holiday in 2021.



Sun Van introduced 47 (forty-seven) 2022 Ford E-450 Startrans Senator II vehicles into the fleet. The new vehicles are equipped with a Q-Straint mobility device securement

#### FORD E-450 VANS & GETAC TABLETS

system. Operators received training during the Sun Van Safety meeting on the new devices and how to properly secure the mobility device on a Sun Van vehicle.





Getac tablets were installed in the vehicles with customer mounting decks so drivers can easily navigate the GPS location while safely operating the vehicle. The new tablets will assist with helping to meet On Time Performance goals with more accurate data to pick up/drop off Sun Van riders.

#### **COMMUNITY OUTREACH**

Learn to ride at Savvi, 15 students with vision impairments learned to ride the bus using their canes to guide them on and off, finding seats and how to indicate when they need to get off at a stop. They visited a bus stop to learn how to recognize them when they are traveling on their own. Students also experienced trip planning and our Coach Operator, Jason Smith, gave them tips to use while riding.



#### **COMPREHENSIVE OPERATIONAL ANALYSIS STUDY (COA)**

The City of Tucson and Pima Association of Governments (PAG) and Sun Tran are completing a draft plan of proposed system changes to Sun Tran, Sun Express, Sun Link and Sun Shuttle based on the results of the COA study so far. The teams along with TMD and HDR are continuing evaluating the next steps and planning next set of public outreach meetings and public survey is set to take place in August of 2023. The public will have the chance to weigh in on the draft plan options for the service change considerations. The COA study 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.

#### **PUBLIC/PASSENGER COMMUNICATIONS EFFORTS**

Roy Laos, Tohono Tadai and Ronstadt Transit Centers received new monitors at the Customer Service booths. The new monitors feature a larger and brighter screen to help passenger with wayfinding and up to date transit information. This project is part of an continuing effort by the Marketing & Communications team to upgrade Passenger communications throughout the system.

	SUN TRAN	SUN VAN	SUN LINK				
NEW HIRES	4 - Coach Operators	12 Operator Trainees 2 Reservationist 1 Safety Manager	N/A				
PROMOTIONS	1 - Graphic Designer	10 - Trainees to Van Operators	N/A				
ASYLUM SHUTT	LE TRIPS 235 PASSENCERS 8,324						









23.22 Passengers per Hour













**On Time Performance** 



We like to recognize our employees who go the extra mile to help our passengers become <u>Raving Fans.</u>



"What a wonderful gentlemen, he is courteous to everyone and makes sure the passengers are seated before he leaves the stop. He is so patient with the passengers especially the "slow movers" and he really takes his time with them. One can only wish that there were a lot more people in the world who love their job and prove it".

#### Jesus Lopez Sun Tran Coach Operator

"My Sun Tran driver is excellent, professional,happy friendly, well groomed and so professional" Thank you"!





### Frank Lawson Sun Van Driver

"Frank has outstanding customer service and is very courteous driver over the years. He really lives up to the standard I am use to from Sun Van".

### Sylvia Vega Sun Tran Coach Operator

"Our driver did a phenomenal job, a baby got sick on the bus and she cleaned it up quickly and without batting an eye, she just cleaned it. Thank you Sylvia, I am so proud of you"!



### Joe Stanley Sun Van Reservationist

"Thank you for hiring Joe, he is so easy to schedule trips with".

### Diana Megoza Sun Van Reservationist

"Diana is such a friendly and kind agent and I am so grateful for her amazing customer service skills".



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Month to Date		June			Variand	e	June	Varian	ce
2023	5	Current	F	Prior Year	Amount	Percent	Budget	Amount	Percent
Ridership									
Total Route Passengers		1,185,986		1,076,142	109,844	10%	1,172,131	13,855	1%
Total Noute Passengers		1,105,500		1,070,142	105,044	10/0	1,172,131	13,033	170
Revenue									
Total Route Passenger Revenue	\$	-	\$	-	\$ -	0% \$			0%
Expenses									
Total Expenses	\$	8,995,535	\$	9,063,155	\$ 67,620	1% \$	5,515,933	\$ (3,479,602)	-63%
Miles									
Revenue Miles		617,423		619,905	(2,482)	0%	659,167	41,744	6%
Deadhead Miles		68,948		70,551	(1,604)	-2%	99,811	30,863	31%
Total Service Miles		686,370		690,456	(4,086)	-1%	758,978	72,607	10%
Non-Route Miles		18,115		22,378	(4,263)	-19%	7,325	(10,790)	-147%
Total Miles		704,485		712,834	(8,349)	-1%	766,303	61,818	8%
Revenue Hours		51,314		51,537	(223)	0%	55,763	4,449	8%
Service Hours		54,704		55,127	(423)	-1%	59,158	4,454	8%

Year to Date		June YTD			Variance			June YTD	Variance		
		Current		Prior Year	Amount	Percent		Budget	Amount	Percent	
Ridership											
Total Route Passengers		14,615,275		13,042,145	1,573,130	12%		14,300,000	315,275	2%	
Revenue											
Total Route Passenger Revenue	\$	-	\$	-	\$ -	0%	\$	-	\$ -	0%	
Expenses											
Total Expenses	\$	67,054,106	\$	66,237,748	\$ (816,357)	-1%	\$	66,191,196	\$ (862,910)	-1%	
Miles											
Revenue Miles		7,354,093		15,970,267	(8,616,174)	-54%		7,910,000	555,907	7%	
Deadhead Miles		834,429		16,874,493	(16,040,064)	-95%		1,197,732	363,303	30%	
Total Service Miles		8,188,522		32,844,760	(24,656,237)	-75%		9,107,732	919,210	10%	
Non-Route Miles		261,221		174,014	87,207	50%		87,900	(173,321)	-197%	
Total Miles		8,449,743		33,018,773	(24,569,030)	-74%		9,195,632	745,889	8%	
Revenue Hours		612,985		631,290	(18,304)	-3%		669,160	56,175	8%	
Service Hours		654,852		669,725	(14,873)	-2%		709,900	55,048	8%	

Performance Indicators



	System Indicator		rent Month	Prior Year			FY23 YTD	FY22 YTD	
1.	Ridership		1,185,986		1,076,142		14,615,275		13,042,145
2.	Passenger Revenue	\$	-	\$	-	\$	-	\$	-
3.	Passenger per Revenue Mile		1.92		1.74		1.99		1.73
4.	Passenger per Revenue Hour		23.11		20.88		23.84		20.66
5.	Revenue per Passenger	\$	-	\$	-	\$	-	\$	-
6.	Revenue per Revenue Mile	\$	-	\$	-	\$	-	\$	-
7.	Revenue per Revenue Hour	\$	-	\$	-	\$	-	\$	-
8.	Farebox Recovery Ratio		-		-		-		-
9.	Cost per Passenger		-		8.42		4.59		4.99
10.	Cost per Revenue Mile		-		14.62		9.12		8.63
11.	Cost per Revenue Hour		-		175.86		109.39		103.01
12.	Net Cost per Revenue Hour		175.30		175.86		109.39		103.01
13.	Miles Between Road Calls		15,436		16,754		19,835		20,358
14.	Miles Between Bus Inspections		5,992		5,882		5,897		5,876
15.	Vehicle Accidents per 100,000 Miles		0.57		0.42		0.67		0.60
16.	Complaints per 100,000 Passengers		16.53		22.95		18.69		23.95
17.	Vehicles Operated in Maximum Service		155		147		155		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	31,816	-	19,343	1,784			1.76	18.51	\$-	\$-	
2	23,814	-	20,029	1,651			1.21	14.58	-	-	
3	41,646	-	35,157	2,716			1.32	16.16	-	-	
4	93,466	-	46,435	4,008			2.28	24.67	-	-	
5	17,022	-	18,053	1,328			1.01	13.38	-	-	
6	47,392	-	16,535	1,990			3.07	24.57	-	-	
7	54,290	-	31,480	2,180			1.93	26.74	-	-	
8	101,450	-	45,254	3,721			2.58	29.16	-	-	
9	57,186	-	33,297	2,417			1.89	25.12	-	-	
10	31,866	-	14,408	1,214			2.31	26.92	-	-	
11	102,224	-	46,372	3,600			2.38	29.73	-	-	
12	33,930	-	14,767	1,316			2.35	26.24	-	-	
15	19,970	-	19,861	1,553			1.08	13.33	-	-	
16	92,394	-	34,517	3,076			2.91	31.26	-	-	
17	69,622	-	45,975	3,203			1.73	23.41	-	-	
18	88,002	-	16,630	1,788			2.98	50.07	-	-	
19	24,160	-	8,644	846			2.98	29.55	-	-	
21	13,248	-	9,985	868			1.42	15.82	-	-	
22	4,196	-	6,107	467			0.70	9.14	-	-	
23	28,128	-	19,067	1,638			1.51	17.47	-	-	
24	16,238	-	8,173	599			2.03	27.68	-	-	
25	42,776	-	21,566	1,785			2.12	24.82	-	-	
26	16,694	-	17,882	1,169			0.99	15.06	-	-	
27	15,876	-	19,056	1,285			0.86	12.68	-	-	
29	31,468	-	20,558	1,518			1.62	21.44	-	-	
34	53,030	-	30,030	2,478			1.97	22.66	-	-	
37	13,850	-	16,389	1,202			1.04	12.97	-	-	
50	6,282	-	5,826	496			1.12	12.99	-	-	
61	7,900	-	11,969	915			0.68	8.83	-	-	
otal Non-Express	/		,								
Route	1,179,936	-	653,368	52,810	-		1.96	23.39	-	-	

	TOTAL ROUTE	ROUTE	TOTAL SERVJCE	TOTAL SERVJCE	TOTAL COST	NET COST PER	PASSENGER PER	PASSENGER PER	REVENUE PER	REVENUE PER	SUBSJDY PER
ROUTE	PASSENGERS	REVENUE	MJLES	HOURS	ALLOCATJON	REVENUE HOUR	REVENUE MJLE	TRJP	REVENUE MJLE	REVENUE HOUR	PASSENGER
101X	924 \$	-	2,883	118			0.80	10.50	\$ -	\$ -	
102X	440	-	1,823	75			0.43	5.00	-	-	
103X	220	-	1,172	74			0.28	2.50	-	-	
104X	308	-	1,385	47			0.48	3.50	-	-	
105X	484	-	1,560	84			0.74	5.50	-	-	
107X	396	-	2,047	108			0.25	4.50	-	-	
108X	352	-	1,602	81			0.66	4.00	-	-	
109X	176	-	1,493	90			0.32	2.00	-	-	
110X	528	-	2,049	68			0.33	6.00	-	-	
201X	616	-	4,282	192			0.26	7.00	-	-	
203X	726	-	5,827	220			0.22	8.25	-	-	
204X	880	-	6,615	239			0.24	10.00	-	-	
Total Express											
Route	6,050	-	32,739	1,397			0.34	5.73	\$ -	\$ -	
Total Service	1,185,986	-	686,106	54,207			1.92		\$ -	\$ -	



Rank	Route Number	Route Description	Passengers per Hour
1	18	S. 6TH AVENUE	50.1
2	16	ORACLE / INA	31.3
3	11	ALVERNON	29.7
4	19	STONE	29.6
5	8	BROADWAY	29.2
6	24	12TH AVENUE	27.7
7	10	FLOWING WELLS	26.9
8	7	22ND STREET	26.7
9	12	10TH / 12TH AVENUE	26.2
10	9	GRANT ROAD	25.1
11	25	S. PARK AVENUE	24.8
12	4	SPEEDWAY	24.7
13	6	EUCLID/ NORTH FIRST AVENUE	24.6
14	17	COUNTRY CLUB / 29TH STREET	23.4
15	34	CRAYCROFT / FT LOWELL	22.7
16	29	VALENCIA	21.4
17	1	GLENN/SWAN	18.5
18	23	MISSION ROAD	17.5
19	3	6TH STREET / WILMOT	16.2
20	21	WEST CONGRESS / SILVERBELL	15.8
21	26	BENSON HIGHWAY	15.1
22	2	CHERRYBELL	14.6
23	5	PIMA STREET / WEST SPEEDWAY	13.4
24	15	CAMPBELL AVENUE	13.3
25	50	AJO	13.0
26	37	PANTANO	13.0
27	27	MIDVALE PARK	12.7
28	22	GRANDE	9.1
29	61	LA CHOLLA	8.8
		FIXED ROUTE SYSTEM AVERAGE	E 23.4

Rank	ROUTE NUMBER	ROUTE DESCRIPTION	PASSENGERS PER TRIP
1	101X	GOLF LINKS EXPRESS	10.5
2	204X	NW / AEROPARK EXPRESS	10.0
3	203X	ORO VALLEY/AEROPARK EXPRESS	8.3
4	201X	SPEEDWAY/AEROPARK EXPRESS	7.0
5	110X	RITA RANCH/DOWNTOWN EXPRESS	6.0
6	105X	SUNRISE EXPRESS	5.5
7	102X	INA ROAD EXPRESS	5.0
8	107X	ORO VALLEY/DOWNTOWN EXPRESS	4.5
9	108X	BROADWAY EXPRESS	4.0
10	104X	MARANA EXPRESS	3.5
11	103X	OLDFATHER EXPRESS	2.5
12	109X	TANQUE VERDE EXPRESS	2.0
		EXPRESS ROUTE SYSTEM AVERAGE	E 5.7





Month to Date	June	2		Var	iance	June	Varia	ance
	2023	Current	Prior Year	Amount	Percent	Budget	Amount	Percent
Ridership								
Total Route Passengers		73,263	58,624	14,639	25.0%	58,624	14,639	25.0%
Revenue								
Total Route Passenger Revenue	\$	- \$	- \$	-	0.0% \$	- 9	\$-	0.0%
Expenses								
Total Expenses	\$	568,792 \$	537,623 \$	31,169	5.8% \$	413,553 \$	155,239	37.5%
Miles								
Revenue Miles		16,279	16,245	34	0.2%	16,618	(339)	-2.0%
Deadhead Miles		240	240	0	0.0%	240	0	0.0%
Total Service Miles		16,519	16,485	34	0.2%	16,858	(339)	-2.0%
Revenue Hours		2,087	2,083	4	0.2%	2,095	(8)	-0.4%
Year to Date		June YTD		Varia	nce YTD	June Y	TD Varia	ance YTD
		Current	Prior Year	Amount	Percent	Budget	Amount	Percent
Ridership								
Total Route Passengers		1 667 160		200.000	<b>22 -</b> 24	1 277 120		20 50/
		1,667,159	1,277,130	390,029	30.5%	1,277,130	390,029	30.5%
Revenue		1,007,139	1,2//,130	390,029	30.5%	1,277,130	390,029	30.5%
Revenue Total Route Passenger Revenue	\$	- \$	1,2/7,130 - \$	390,029 -	30.5% 0.0% \$	-		
	\$							0.0%
Total Route Passenger Revenue	\$ \$						\$ -	
Total Route Passenger Revenue Expenses		- \$	- \$	-	0.0% \$	- {	\$ -	0.0%
Total Route Passenger Revenue Expenses Total Expenses		- \$	- \$	-	0.0% \$	- {	\$ -	0.0%
Total Route Passenger Revenue Expenses Total Expenses Miles		- \$ 4,728,618 \$	- \$ 4,352,715 \$	- 375,903	0.0% \$ 8.6% \$	- S	\$ - \$ (234,022)	0.0% -4.7% -4.3%
Total Route Passenger Revenue Expenses Total Expenses Miles Revenue Miles		- \$ 4,728,618 \$ 192,879	- \$ 4,352,715 \$ 198,471	- 375,903 (5,592)	0.0% \$ 8.6% \$ -2.8%	- s 4,962,640 s 201,631	\$ - \$ (234,022) (8,752)	0.0% -4.7%



	System Indicator	Curre	ent Month	Pric	or Year	F	Y23 YTD		FY22 YTD
1.	Ridership		73,263		58,624		1,667,159		1,277,130
2.	Passengers per Revenue Mile		4.50		3.61		8.64		6.48
3.	Passengers per Revenue Hour		35.10		28.14		67.42		50.50
4.	Cost per Passenger	\$	7.76	\$	9.17	\$	2.84	\$	3.92
5.	Cost per Revenue Mile	\$	34.94	\$	33.09	\$	24.52	\$	21.99
6.	Cost per Revenue Hour	\$	272.54	\$	258.10	\$	191.22	\$	171.53
7.	Miles Between Road Calls		N/A N		N/A		N/A	N/A	
8.	Miles Between Streetcar Inspection		933		930		940		950
9.	Total Preventable Accidents per 100,000 Miles		0		0		0		0
10.	Total Complaints per 100,000 Passengers		3		5		3		5







Month to Date		June		Varia	nce	June	Variar	ice
	2023	Current Year	Prior Year	Amount	Percent	Budget	Amount	Percent
Ridership								
Total Demand		55,642	51,476	4,166	8.1%	48,820	6,822	14.0%
Denials		-	-	-	0.0%	-	-	0.0%
Missed Trips		-	-	-	0.0%	-	-	0.0%
Cancellations		11,314	11,608	(294)	-2.5%	11,060	254	2.3%
No Shows		3,975	3,402	573	16.8%	2,640	1,335	50.6%
Total Passengers	-	40,353	36,466	3,887	10.7%	34,590	5,763	16.7%
ADA Passengers		37,915	34,501	3,414	9.9%			
Optional ADA		2,438	1,965	473	24.1%			
Percentage of Optional	-	6.0%	5.4%					
Trips								
ADA Trips		35,183	32,069	3,114	9.7%			
Optional ADA Trips		2,309	1,881	428	22.8%			
Total Trips	-	37,492	33,950	3,542	10.4%	35,650	1,842	5.2%
Revenue								
Regular Fare Revenue		-	-	-	-	\$0	-	0.0%
Economy Fare Revenue		-	-	-	-	\$0	-	0.0%
Total Fares Collected	-	\$-	\$-	\$ -	-	\$-	\$-	0.0%
Expenses								
Total Expenses		\$ 2,300,982	\$ 2,565,271	\$ 264,289	10.3%	\$ 1,547,388	\$ 753,594	48.7%
Miles								
Revenue Miles		291,897	254,202	37,695	14.8%	266,900	24,997	9.4%
Deadhead Miles	_	50,614	44,026	6,588	15.0%	46,300	4,314	9.3%
Total Service Miles	-	342,511	298,228	44,283	14.8%	313,200	29,311	9.4%
Non-Route Miles	_	5,420	5,480	(60)	-1.1%	1,900	3,520	185.3%
Total Miles	-	347,932	303,708	44,224	14.6%	315,100	32,832	10.4%
Revenue Hours		21,086	17,509	3,577	20.4%	18,380	2,706	14.7%
Service Hours		24,282	20,130	4,152	20.6%	21,100	3,182	15.1%



Year to Date		June Y	TD	Variar	ice	June YTD	Varia	nce
	2023	Current Year	Prior Year	Amount	Percent	Budget	Amount	Percent
Ridership								
Total Demand		651,102	589,287	61,815	10.5%	618,740	32,362	5.2%
Denials		-	-	-	0.0%	-	-	0.0%
Missed Trips		2	12	(10)	-83.3%	-	2	0.0%
Cancellations		138,046	133,543	4,503	3.4%	140,210	(2,164)	-1.5%
No Shows		48,516	38,231	10,285	26.9%	33,510	15,006	44.8%
Total Passengers	-	464,538	417,501	47,037	11.3%	445,020	19,518	4.4%
ADA Passengers		433,669	394,374	39,295	10.0%			
Optional ADA	_	30,869	23,127	7,742	33.5%			
Percentage of Optional	-	6.6%	5.5%					
Trips								
ADA Trips		404,078	367,259	36,819	10.0%			
Optional ADA Trips	_	29,256	22,017	7,239	32.9%			
Total Trips	-	433,334	389,276	44,058	11.3%	408,700	24,634	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 <sup>1</sup>		\$ 18,420,159	\$ 16,389,005	\$ (2,031,154)	-12.4%	\$ 20,152,140	\$ (1,731,981)	-8.6%
Miles								
Revenue Miles		3,326,125	2,928,908	397,217	13.6%	3,070,000	256,125	8.3%
Deadhead Miles	_	575,696	523,132	52,563	10.0%	550,000	25,696	4.7%
Total Service Miles		3,901,821	3,452,041	449,781	13.0%	3,620,000	281,821	7.8%
Non-Route Miles	_	43,986	51,308	(7,322)	-14.3%	21,700	22,286	102.7%
Total Miles	-	3,945,807	3,503,349	442,459	12.6%	3,641,700	304,107	8.4%
Revenue Hours		235,257	206,052	29,205	14.2%	216,400	18,857	8.7%
Service Hours		270,784	235,946	34,838	14.8%	247,700	23,084	9.3%



	System Indicator	Curre	nt Month	Prie	or Year	FY	23 YTD	F١	(22 YTD
1.	Ridership		40,353		36,466		464,538		417,501
2.	Demand		55,642		51,476		651,102		589,287
3.	Cancellations		11,314		11,608		138,046		133,543
4.	No-Shows		3,975		3,402		48,516		38,231
5.	Passengers per Revenue Hour		1.91		2.08		1.97		2.03
6.	Passengers per Service Hour		1.66		1.81		1.72		1.77
7.	Revenue per Trip	\$	-	\$	-	\$	-	\$	-
8.	Cost per Trip	\$	61.37	\$	75.56	\$	42.51	\$	42.10
9.	Vehicles Operated in Maximum Service		106		93		106		94
10.	Trip Time,Sun Tran		82.41%		81.23%		81.40%		82.22%
11.	Trip Time 110% + 5 Minutes		90.02%		89.07%		89.25%		89.60%
12.	Pick-Ups		89.18%		85.05%		84.50%		87.65%
13.	Pick-Ups Before Significantly Late		99.53%		98.95%		98.73%		99.33%





Month to Date		June		Varia	ince
	2023	Current Year	Prior Year	Amount	Percent
Ridership					
Total Demand		2,203	991	1,212	122.3%
Denials		-	-	-	0.0%
Missed Trips		-	-	-	0.0%
Cancellations		730	230	500	217.4%
No Shows	_	34	27	7	25.9%
Total Passengers	-	1,439	734	705	96.0%
Trips					
Total Trips	_	1,188	649	539	83.1%
Revenue					
Regular Fare Revenue		-	-	-	-
Economy Fare Revenue	_	-	-	-	-
Total Fares Collected	-	\$-	\$-	\$ -	-
Miles					
Revenue Miles		6,604	3,254	3,350	103.0%
Deadhead Miles	_	1,229	782	447	57.2%
Total Service Miles		7,833	4,036	3,797	94.1%
Non-Route Miles	_	-443	(72)	(371)	515.3%
Total Miles	-	7,390	3,964	3,426	86.4%
Revenue Hours		540	382	158	41.4%
Service Hours		677	472	206	43.6%

\*Ridership subject to change due to cancellations



Year to Date		June Y	TD	Va	riance
	2023	Current Year	Prior Year	Amount	Percent
Ridership					
Total Demand		17,740	9,494	8,2	46 86.9%
Denials		-	-	-	0.0%
Missed Trips		-	-	-	0.0%
Cancellations		5,125	2,115	3,0	10 142.3%
No Shows	_	394	390		4 1.0%
Total Passengers	-	12,221	6,989	5,2	32 74.9%
Trips					
Total Trips		10,071	5,833	4,2	38 72.7%
Revenue					
Regular Fare Revenue		-	-		- 0.0%
Economy Fare Revenue		-	-		- 0.0%
<b>Total Fares Collected</b>	-	\$ -	\$ -	\$	- 0.0%
Expenses					
Total Expenses		\$ -	\$-	\$	- 0.0%
Miles					
Revenue Miles		50,103	29,280	20,8	22 71.1%
Deadhead Miles		16,311	7,831	8,4	80 108.3%
Total Service Miles	-	66,414	37,112	29,3	02 79.0%
Non-Route Miles		835	8,761	(7,9	26) -90.5%
Total Miles	-	67,249	45,873	21,3	76 46.6%
Revenue Hours		5,319	3,768	1,5	51 41.2%
Service Hours		7,573	6,323	1,2	50 19.8%

\*Ridership subject to change due to cancellations

## Customer Service



Customer Service Calls/E-Mails Reco	eived	Total Complaints per 10,000 Passengers
June 2023		16
		14
Total Calls/E-mails Received	1	12
Inquiries	0	10
Compliments	0	8 6
Complaints	1	4
Non-Chargeable	0	
Chargeable	1	July August per october November per january replicant March April May june
Pending/Incomplete	0	FY 23 FY 22 Goal







Month to Date		Mo	onth to Date		Va	arian	ice	Month to Date	Varia	nce
	2023		Current	Prior Year	Amoun	t I	Percent	Budget	Amount	Percent
Expenses										
Vehicle Maintenar	nce	\$	-	-	\$-		0.0%	10,000	10,000	100%
Services			-	-	-		0.0%	-	-	0%
Materials & Suppli	ies		-	-	-		0.0%	-	-	0%
Electricity	_		76,232	-	(76,23	2)	0.0%	9,167	(67 <i>,</i> 066)	-732%
Total Expense	s		76,232	-	(76,23	2)	0.0%	19,167	(57 <i>,</i> 066)	-298%
Miles	_									
Total Miles			16,561	10,503	(6,05	8)	-58%			
кwн			22,319	44,585	22,26	6	50%			

Year to Date	Yea	ar to Date		Varia	ince	Year to Date	Varia	nce
	(	Current	Prior Year	Amount	Percent	Budget	Amount	Percent
Expenses								
Vehicle Maintenance	\$	3,812	-	\$ (3,812)	0.0%	120,000	116,188	97%
Services		195	7,447	7,252	97.4%	-	(195)	0%
Materials & Supplies		-	7,491	7,491	0.0%	-	-	0%
Electricity <sup>1</sup>	_	120,639	2,430	(118,209)	-4864.6%	110,000	(10,639)	-10%
Total Expenses		124,646	17,368	(107,278)	-617.7%	230,000	105,354	46%
Miles					_			_
Total Miles		146,224	26,899	(119,325)	-444%			
кwн		586,357	101,112	(485,245)	-480%			

# Appendices – Additional Data A. Sun Tran B. Sun Link C. Sun Van D. Glossary







Ridership



Month to Date		June	2	Varia	ance	June	Var	iance
	2023	Current	Prior Year	Amount	Percent	Budget	Amount	Percent
Total Passengers		1,185,986	1,076,142	109,844	10.2%	1,191,667	(5,681)	-0.5%
Month to Date		Calenda	. Days	Schoo	l Days		Average Ro	ute Ridership
		Current	Prior Year	Current	Prior Year		Current	Prior Year
Weekdays		22	22	Current	Prior Year	Weekdays	46,073	41,779
Saturdays		4	4	0	0	Saturdays	25,015	22,977
Sundays		4	4			Sundays	18,080	16,274
Holidays		0	0			Holidays	-	-
Total	_	30	30			Total	39,533	35,871
Year to Date		June	/TD	Varia	ince	June YTD	Var	iance
		Current	Prior Year	Amount	Percent	Budget	Amount	Percent
Total Passengers		14,615,275	13,042,145	1,573,130	12.1%	14,300,000	315,275	2.2%
Year to Date		Calenda	. Days	Schoo	l Days		Average Ro	ute Ridership
		Current	Prior Year	Current	Prior Year		Current	Prior Year
Weekdays		256	256	187	187	Weekdays	48,123	43,008
Saturdays		51	51			Saturdays	26,442	22,583
Sundays		52	52			Sundays	17,727	16,374
, Holidays		6	6			, Holidays	12,488	11,812
Total		365	365			Total	40,042	35,732
							-	-

## Annual Ridership



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	1,268,015	1,179,936	14,540,526
Express Routes	5,460	7,222	6,573	6,783	6,258	5,166	6,300	5,760	6,325	6,340	6,512	6,050	74,749
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	1,274,527	1,185,986	14,615,275
Previous	July	August	September	October	November	December	January	February	March	April	May	June	YTD
Year	2021	2021	2021	2021	2021	2021	2022	2022	2022	2022	2022	2022	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	1,128,930	1,128,930	13,047,212
Express Routes	3,759	4,334	4,326	4,179	4,190	3,717	3,927	4,240	5,221	5,166	4,662	4,662	52,383
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	1,133,592	1,133,592	13,099,595
										,	<u> </u>		
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	139,085	51,006	1,493,314
Express Routes	1,701	2,888	2,247	2,604	2,068	1,449	2,373	1,520	1,104	1,174	1,850	1,388	22,366
Total	(43,932)	8,885	165,433	229,247	182,573	207,374	168,631	141,396	152,240	110,504	140,935	52,394	1,515,680
Total	(40,502)	0,000	100,400	223,247	102,575	207,074	100,001	141,000	102,240	110,504	140,000	52,554	1,515,000
% 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%	12.3%	10.3%	12.0%
Express Routes	45.3%	66.6%	51.9%	62.3%	49.4%	39.0%	60.4%	35.8%	21.1%	22.7%	39.7%	-1.8%	38.7%
Total	-4.0%	0.7%	14.9%	21.4%	17 20/								001770
				21.4/0	17.3%	21.3%	16.5%	14.2%	13.5%	10.1%	12.4%	10.2%	12.1%
				21.4%	17.3%	21.3%	16.5%	14.2%	13.5%	10.1%	12.4%	10.2%	
Totals By:	July 2022	August 2022	September 2022	October 2022	November 2022	21.3% December 2022	16.5% January 2023	14.2% February 2023	13.5% March 2023	10.1% April 2023	12.4% May 2023	10.2% June 2023	
Totals By: Weekday	-	-	September	October	November	December	January	February	March	April	May	June	12.1% YTD
	2022	2022	September 2022	October 2022	November 2022	December 2022	January 2023	February 2023	March 2023	April 2023	May 2023	June 2023	12.1% YTD FY 2023
Weekday	<b>2022</b> 837,420	<b>2022</b> 1,107,542	September       2022       1,073,730       105,642	October 2022 1,068,375	November 2022 1,053,066	December 2022 986,895	January 2023 991,347 102,220	February 2023 967,060	March 2023 1,101,700	April 2023 992,640	May 2023 1,078,066	June 2023 1,013,606	12.1% YTD FY 2023 12,271,447
Weekday Saturday	<b>2022</b> 837,420 116,885	<b>2022</b> 1,107,542 100,928	September 2022 1,073,730	October 2022 1,068,375 135,670	November 2022 1,053,066 102,848	December 2022 986,895 120,760	January 2023 991,347	February       2023       967,060       104,476	March 2023 1,101,700 103,704	April 2023 992,640 127,720	May 2023 1,078,066 101,208	June 2023 1,013,606 100,060	12.1% YTD FY 2023 12,271,447 1,322,121
Weekday Saturday Sunday	2022 837,420 116,885 85,415	<b>2022</b> 1,107,542 100,928	September 2022 1,073,730 105,642 73,824	October 2022 1,068,375 135,670	November 2022 1,053,066 102,848 69,768	December 2022 986,895 120,760 64,428	January 2023 991,347 102,220 83,285	February       2023       967,060       104,476	March 2023 1,101,700 103,704	April 2023 992,640 127,720	May 2023 1,078,066 101,208 74,088	June 2023 1,013,606 100,060	12.1% YTD FY 2023 12,271,447 1,322,121 921,794
Weekday Saturday Sunday Holiday	2022 837,420 116,885 85,415 19,036	<b>2022</b> 1,107,542 100,928 71,544	September       2022       1,073,730       105,642       73,824       21,232	October 2022 1,068,375 135,670 95,975	November 2022 1,053,066 102,848 69,768 14,087	December 2022 986,895 120,760 64,428 11,012	January 2023 991,347 102,220 83,285 13,371	February       2023       967,060       104,476       68,432	March 2023 1,101,700 103,704 74,620	April 2023 992,640 127,720 88,095	May 2023 1,078,066 101,208 74,088 21,165	June 2023 1,013,606 100,060 72,320	12.1% YTD FY 2023 12,271,447 1,322,121 921,794 99,903

Averages By:	2022	2022	2022	2022	2022	2022	2023	2023	2023	2023	2023	2023	FY 2023
Weekday	41,871	48,154	51,130	50,875	50,146	46,995	47,207	48,353	47,900	49,632	49,003	46,073	48,123
Saturday	23,377	25,232	26,413	27,134	25,712	24,152	25,555	26,119	25,925	25,544	25,302	25,015	26,442
Sunday	17,083	17,886	18,456	19,195	17,442	16,107	16,657	17,108	18,655	17,619	18,522	18,080	17,727
Holiday	19,036		21,232		14,087	11,012	13,371				21,165		12,488
Total	34,153	41,291	42,481	41,936	41,326	38,164	38,394	40,713	41,291	40,282	41,114	39,533	40,042

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### **Ridership Charts**







Month to Date		June		Varia	nce	Monthly	Varianc	e
	2023	Current	Prior Year	Amount	Percent	Budget	Amount	Percent
OPERATOR WAGES	\$	1,623,989	\$ 2,230,279	\$ 606,289	27.2%		\$ (1,623,989)	0%
MAINTENANCE WAGES		348,260	596,291	248,032	41.6%		(348,260)	0%
SALARIES		484,868	611,589	126,721	20.7%		(484,868)	0%
FRINGE BENEFITS <sup>1</sup>		2,003,592	1,134,898	(868,694)	-76.5%		(2,003,592)	0%
SERVICES <sup>2</sup>		1,481,331	2,619,242	1,137,911	43.4%	1,672,779	191,448	100%
UTILITIES		778,753	161,098	(617,655)	-383.4%	90,333	(688,420)	100%
VEHICLE MAINTENANCE		1,035,724	477,854	(557,869)	-116.7%	566,500	(469,224)	100%
MATERIALS AND SUPPLIES <sup>3</sup>		194,961	200,021	5,060	2.5%	2,656,115	2,461,154	100%
CNG FUEL <sup>4</sup>		128,729	110,008	(18,721)	-17.0%	57,630	(71,099)	100%
DIESEL FUEL 5		540,528	877,078	336,550	38.4%	291,667	(248,861)	100%
UNLEADED FUEL		26,853	18,879	(7,974)	-42.2%	12,875	(13,978)	100%
ELECTRICITY FUEL		76,232	0	(76,232)	0.0%	9,167	(67,066)	100%
CAPITAL OUTLAY		271,714	42,740	(228,974)	-535.7%	40,013	(231,702)	100%
INSURANCE		-	21,250	21,250	0.0%	118,854	118,854	100%
LABOR CREDITS/EXP TRANSFERS	5 _	-	(38,071)	(38,071)	0.0%	-	-	0%
Total Expenses	\$	8,995,535	\$ 9,063,155	\$ 67,620	0.7% \$	5,515,933	\$ (3,479,602)	-63.1%

Year to Date		lune YTD			Varian	ice	Annual	Budget Bal	ance
	Cı	irrent Year	[	Prior Year	Amount	Percent	Budget	Amount	Percent
OPERATOR WAGES	\$	21,085,339	\$	20,154,575	\$ (930,764)	-4.6% \$	-	(21,085,339)	0.0%
MAINTENANCE WAGES		5,325,043		5,578,165	253,122	4.5%	-	(5,325,043)	0.0%
SALARIES		5,865,327		5,544,486	(320,841)	-5.8%	-	(5,865,327)	0.0%
FRINGE BENEFITS		14,354,069		13,665,062	(689,007)	-5.0%	-	(14,354,069)	0.0%
SERVICES		6,440,044		6,727,412	287,368	4.3%	20,073,348	13,633,304	67.9%
UTILITIES		1,054,571		1,166,638	112,067	9.6%	1,194,000	139,429	11.7%
VEHICLE MAINTENANCE		5,005,676		4,769,288	(236,388)	-5.0%	6,678,000	1,672,324	25.0%
MATERIALS AND SUPPLIES		958,573		827,554	(131,019)	-15.8%	31,993,380	31,034,807	97.0%
CNG FUEL		1,818,201		956,300	(861,901)	-90.1%	691,560	(1,126,641)	-162.9%
DIESEL FUEL		3,688,608		3,975,823	287,215	7.2%	3,500,004	(188,604)	-5.4%
UNLEADED FUEL		156,982		150,148	(6,834)	-4.6%	154,500	(2,482)	-1.6%
ELECTRICITY FUEL		164,246		0	(164,246)	0.0%	480,156	315,910	65.8%
CAPITAL OUTLAY		-		303,358	303,358	0.0%	1,426,248	1,426,248	100.0%
INSURANCE		1,141,355		1,303,267	161,912	12.4%	-	(1,141,355)	0.0%
LABOR CREDITS/EXP TRANSFERS		(3,927)		(93,797)	(89,871)	95.8%		3,927	0.0%
Total Expenses	\$	67,054,106	\$	65,028,279	\$ (2,025,827)	-3.1% \$	66,191,196	6 (862,910)	-1.3%



	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	2	1	3	0	5	5								
June	1	3	4	0	3	3								



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

### Customer Service









Month to DateSchool Days CurrentAverage Route Ridership CurrentPrior YearWeekdays222200Weekdays2,6702,148Weekends888Weekends1,8161,422Holidays00HolidaysTotal3030VarianceJune YTDVarianceVarianceear to DateJune YTDVarianceJune YTDVarianceOute Passengers1,667,1591,277,130390,02930.5%1,277,130390,02930.5%	Month to Date	June			Variance		June	Variance	
Inonth to Date Current Prior Year Current Prior Year Average Route Ridership Current Prior Year   Weekdays 22 22 0 0 Weekdays 2,670 2,148   Weekends 8 8 8 1,816 1,422   Holidays 0 0 1,816 1,422   Holidays 0 0 10 1,422   Holidays 0 0 10 1,954   ear to Date June YTD Variance June YTD Variance   Current Prior Year Amount Percent Budget Amount   oute Passengers 1,667,159 1,277,130 390,029 30.5% 1,277,130 390,029 30.5%   ear to Date Current Prior Year Current Prior Year Current Prior Year   weekdays 1,667,159 1,277,130 390,029 30.5% 1,277,130 390,029 30.5%   ear to Date Calendar Days School Days Average Route Ridership   Weekdays 255 257 152 157 Weekdays 5,148 3,884   Weekends 101 102 Holidays 3,425 2,691 4,425<		2023	Current	Prior Year	Amount	Percent	Budget	Amount	Percent
CurrentPrior YearCurrentPrior YearCurrentPrior YearWeekdays222200Weekdays2,6702,148Weekends888Weekends1,8161,422Holidays00Holidays	Route Passengers		73,263	58,624	14,639	25.0%	58,624	14,639	25.0%
Weekdays     22     22     0     0     Weekdays     2,670     2,148       Weekends     8     8     0     0     Weekends     1,816     1,422       Holidays     0     0     0     Holidays     100     1,954       ear to Date     June YTD     Variance     June YTD     Variance     Amount     Percent     Budget     Amount     Percent       oute Passengers     1,667,159     1,277,130     390,029     30.5%     1,277,130     390,029     30.5%       ear to Date     Calendar Days     School Days     Average Route Ridership     Current     Prior Year     Current     Prior Year     Current     Prior Year     Current     Prior Year     School Days     Average Route Ridership     Current     Prior Year     Current     Prior Year     School Days     School	Month to Date				School Days		Av	erage Route Ridersh	nip
Weekends Holidays Total888Weekends Holidays1,8161,422 			Current	Prior Year	Current	Prior Year		Current	Prior Year
Weekends Holidays Total888Weekends Holidays1,8161,422 HolidaysTotal303030Total2,4421,954ear to DateJune YTD CurrentVariance Prior YearJune YTD AmountVariance PercentVariance BudgetMountPercentoute Passengers1,667,1591,277,130390,02930.5%1,277,130390,02930.5%ear to DateCalendar Days CurrentSchool Days CurrentAverage Route Ridership CurrentPrior YearPrior YearWeekdays Weekends Holidays255257152157Weekdays Weekends5,1483,884 3,825Weekends Holidays10110296157Weekdays Holidays5,1483,884 3,425	Weekdays		22	22	0	0	Weekdays	2.670	2,148
Holidays Total00Holidays TotalHolidays 2,4421,954ear to DateJune YTDVarianceJune YTDVariance AmountVariance PercentMountPercentoute Passengers1,667,1591,277,130390,02930.5%1,277,130390,02930.5%ear to DateCalendar DaysSchool DaysAverage Route Ridership CurrentPrior YearPrior YearPrior YearWeekdays Weekends Holidays255257152157Weekdays Weekends Holidays5,1483,884 3,4253,884 2,691 474	1				·	·			
Total3030Total2,4421,954ear to DateJune YTDVarianceJune YTDVarianceCurrentPrior YearAmountPercentBudgetAmountPercentoute Passengers1,667,1591,277,130390,02930.5%1,277,130390,02930.5%ear to DateCalendar DaysSchool DaysAverage Route RidershipCurrentPrior YearPrior YearCurrentPrior YearPrior YearCurrentPrior YearPrior YearCurrentPrior YearPrior YearCurrentPrior YearCurrent<								_,	_,
CurrentPrior YearAmountPercentBudgetAmountPercentoute Passengers1,667,1591,277,130390,02930.5%1,277,130390,02930.5%ear to DateCalendar Days CurrentSchool Days Prior YearAverage Route Ridership CurrentPrior YearPrior YearWeekdays Weekends Holidays255257152157Weekdays Weekends5,1483,884 3,425Weekends Holidays966101102102101102	•		30	30	-		-	2,442	1,954
oute Passengers1,667,1591,277,130390,02930.5%1,277,130390,02930.5%ear to DateCalendar Days CurrentSchool Days Prior YearAverage Route Ridership CurrentPrior YearPrior YearPrior YearWeekdays Weekends Holidays255257152157Weekdays Weekends5,1483,884 3,4253,884 2,691 4,014	/ear to Date		June	YTD	Variance	June	e YTD	Variance	
ear to Date Calendar Days School Days Average Route Ridership Current Prior Year Current Prior Year Current Prior Year Current Prior Year Weekdays 255 257 152 157 Weekdays 5,148 3,884 Weekends 101 102 Veekends 3,425 2,691 Holidays 9 6			Current	Prior Year	Amount	Percent	Budget	Amount	Percent
CurrentPrior YearCurrentPrior YearCurrentPrior YearWeekdays255257152157Weekdays5,1483,884Weekends101102Weekends3,4252,691Holidays96Holidays934747	Route Passengers		1,667,159	1,277,130	390,029	30.5%	1,277,130	390,029	30.5%
Weekdays     255     257     152     157     Weekdays     5,148     3,884       Weekends     101     102     Weekends     3,425     2,691       Holidays     9     6     Holidays     934     747	Year to Date		Calendar Days		School Days		Av	erage Route Ridersh	nip
Weekends     101     102     Weekends     3,425     2,691       Holidays     9     6     Holidays     934     747			Current	Prior Year	Current	Prior Year		Current	Prior Year
Weekends     101     102     Weekends     3,425     2,691       Holidays     9     6     Holidays     934     747	Weekdays		255	257	152	157	Weekdays	5 148	3 884
Holidays     9     6     Holidays     934     747	•			-	192	107	,	•	
			-					-	-
	•	-			-		1		
#### **Ridership Charts**





#### Daily Passenger Counts





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Month to Date	June			Variance		Monthly	Variance	
	2023	Current	Prior Year	Amount	Percent	Budget	Amount	Percent
OPERATOR WAGES	\$	75,294 \$	84,178 \$	8,884	10.6% \$	- \$	(75,294)	0.0%
MAINTENANCE WAGES		28,039	37,624	9,586	25.5%	-	(28,039)	0.0%
SALARIES		76,299	83,896	7,597	9.1%	-	(76,299)	0.0%
FRINGE BENEFITS		77,535	40,717	(36,818)	-90.4%	-	(77,535)	0.0%
SERVICES		255,086	154,733	(100,353)	-64.9%	344,923	89,837	26.0%
UTILITIES		20,916	13,274	(7,643)	-57.6%	16,300	(4,616)	-28.3%
VEHICLE MAINTENANCE		121,046	89,096	(31,949)	-35.9%	2,683	(118,362)	-4411.0%
MATERIALS AND SUPPLIES		(123,964)	16,750	140,714	840.1%	9,260	133,224	1438.7%
FUEL-ELECTRICITY		29,492	17,354	(12,138)	-69.9%	15,658	(13,834)	-88.3%
INSURANCE		9,049	-	(9,049)	#DIV/0!	24,729	15,680	63.4%
TOTAL EXPENSES	\$	568,792 \$	537,623 \$	(31,169)	-5.8% \$	413,553 \$	(155,239)	-37.5%

Year to Date	June		Variance		Annual	Budget Varia	ince
	Current Year	Prior Year	Amount	Percent	Budget	Amount	Percent
OPERATOR WAGES	\$ 900,337 \$	766,206	\$ (134,131)	-17.5% \$	- \$	(900,337)	0.0%
MAINTENANCE WAGES	331,271	320,283	(10,989)	-3.4%	-	(331,271)	0.0%
SALARIES	920,576	803,334	(117,242)	-14.6%	-	(920,576)	0.0%
FRINGE BENEFITS	529,936	581,336	51,400	8.8%	-	(529,936)	0.0%
SERVICES	1,091,483	942,797	(148,686)	-15.8%	4,139,070	3,047,587	73.6%
UTILITIES	163,544	153,251	(10,293)	-6.7%	195,600	32,056	16.4%
VEHICLE MAINTENANCE	278,901	229,961	(48,940)	-21.3%	32,200	(246,701)	-766.2%
MATERIALS AND SUPPLIES	19,508	197,699	178,191	90.1%	111,120	91,612	82.4%
FUEL-ELECTRICITY	180,237	178,464	(1,773)	-1.0%	187,900	7,663	4.1%
INSURANCE	312,825	179,384	(133,441)	-74.4%	296,750	(16,075)	-5.4%
TOTAL EXPENSES	\$ 4,728,618 \$	4,352,715	\$ (375,903)	-8.6% \$	4,962,640 \$	234,022	4.7%



	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	2	2	0	0	0							
April	0	1	1	0	0	0							
Мау	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.

#### **Customer Service**









Ridership



Month to Date		Jun	e	Variar	ice	June	Variar	ice
	2023	Current	Prior Year	Amount	Percent	Budget	Amount	Percent
Passengers								
Regular Fare Passengers		17,056	13,836	3,220	23.3%	12,590	4,466	35.5%
Economy Fare Passengers		21,834	21,095	739	3.5%	19,850	1,984	10.09
Revenue Passengers		38,890	34,931	3,959	11.3%	32,440	6,450	19.9%
Other Passengers (PCA)		1,463	1,535	(72)	-4.7%	1,460	3	0.2%
Total Passengers	_	40,353	36,466	3,887	10.7%	33,900	6,453	19.0%

Month to Date		Calend	lar Days		Average Route Ridership		
		Current	Prior Year		Current	Prior Year	
	Weekdays	22	22	Weekdays	1,623	1,487	
	Saturdays	4	4	Saturdays	613	490	
	Sundays	4	4	Sundays	550	448	
	Holidays	0	0	Holidays	0	0	
	Total	30	30	Total	1,345	1,216	

Year to Date	June	/TD	Variar	nce	June YTD	Variance	
	Current	Prior Year	Amount	Percent	Budget	Amount	Percent
Passengers							
Regular Fare Passengers	192,815	154,981	37,834	24.4%	158,100	34,715	22.0%
Economy Fare Passengers	253,206	244,577	8,629	3.5%	249,500	3,706	1.5%
Revenue Passengers	446,021	399,558	46,463	11.6%	407,600	38,421	9.4%
Other Passengers (PCA)	18,517	17,943	574	3.2%	18,280	237	1.3%
Total Passengers	464,538	417,501	47,037	11.3%	425,880	38,658	9.1%

Year to Date		Calenc	lar Days		Average Rout	e Ridership
		Current	Prior Year		Current	Prior Year
	Weekdays	255	255	Weekdays	1,598	1,437
	Saturdays	52	50	Saturdays	561	480
	Sundays	52	52	Sundays	489	424
	Holidays	6	8	Holidays	394	624
	Total	365	365	Total	1,273	1,144

# Annual Ridership



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	41,385	40,353	464,538
TOTAL	35,548	40,128	38,642	39,009	37,076	36,485	38,153	36,756	42,120	38,883	41,385	40,353	464,538

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	ΜΑΥ	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	4,577	3,887	47,037
TOTAL	3,412	5,705	4,079	3,346	3,159	3,304	6,518	3,987	3,579	1,484	4,577	3,887	47,037

% VARIANCE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	ΜΑΥ	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%	12.4%	10.7%	11.3%
TOTAL	10.6%	16.6%	11.8%	9.4%	9.3%	10.0%	20.6%	12.2%	9.3%	4.0%	12.4%	10.7%	11.3%

	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	YTD
TOTALS BY:	2022	2022	2022	2022	2022	2022	2023	2023	2023	2023	2023	2023	FY 2023
Weekday	30,431	36,142	34,126	34,016	32,747	31,595	33,331	32,379	37,528	33,139	36,431	35,700	407,565
Saturday	2,418	2,069	2,183	2,692	2,139	2,696	2,163	2,413	2,494	3,066	2,396	2,453	29,182
Sunday	2,339	1,917	1,942	2,301	1,870	1,755	2,152	1,964	2,098	2,678	2,209	2,200	25,425
Holiday	360	-	391	-	320	439	507				349		2,366
TOTAL	35,548	40,128	38,642	39,009	37,076	36,485	38,153	36,756	42,120	38,883	41,385	40,353	464,538

	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	YTD
AVERAGES BY:	2022	2022	2022	2022	2022	2022	2023	2023	2023	2023	2023	2023	FY 2023
Weekday	1,522	1,571	1,625	1,620	1,559	1,505	1,587	1,619	1,632	1,657	1,656	1,623	1,598
Saturday	484	517	546	538	535	539	541	603	624	613	599	613	561
Sunday	468	479	486	460	468	439	430	491	525	536	552	550	489
Holiday	360		391	0	320	439	507				349		394
TOTAL	1,147	1,294	1,288	1,258	1,236	1,177	1,231	1,313	1,359	1,296	1,335	1,345	1,273

### Ridership Charts





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Month to Date	June				Variance			Monthly		Variance	
	2022	Current Year		Prior Year	Amount	Percent		Budget		Amount	Percent
OPERATOR WAGES		\$ 514,241	Ś	683,944	\$ 169,703	24.8%	Ś	-	Ś	(514,241)	0.0%
OTHER BU WAGES		240,691		145,124	(95,566)	-65.9%		-		(240,691)	0.0%
SALARIES		69,664		99,946	30,282	30.3%		-		(69,664)	0.0%
FRINGE BENEFITS		396,118		252,087	(144,031)	-57.1%		-		(396,118)	0.0%
SERVICES		92,613		529,678	437,065	82.5%		1,171,245		1,078,632	92.1%
CONTRACT VEHICLE MAINT.		587,114		291,042	(296,071)	-101.7%		158,333		(428,780)	-270.8%
UTILITIES		20,472		21,425	953	4.4%		19,333		(1,138)	-5.9%
MATERIALS AND SUPPLIES		74,485		217,439	142,954	66%		21,817		(52,668)	-241.4%
DIESEL FUEL		-		0	0	0.0%		83,333		83,333	100.0%
UNLEADED FUEL		282,448		312,086	29,637	9.5%		163,125		(119,323)	-73.1%
CAPITAL OUTLAY		23,137		-	(23,137)	0.0%		3,333		(19,804)	-594.1%
LIABILITY INSURANCE		-		12,500	12,500	100.0%		58,542		58,542	100.0%
LABOR CREDITS/EXP TRANSFE	RS	-		-	-	0.0%		-		-	0.0%
TOTAL EXPENSES	-	\$ 2,300,982	\$	2,565,271	\$ 264,289	10.3%	\$	1,679,062	\$	(621,920)	-37.0%

Year to Date	June	YTD	Varian	ce	YTD	Varian	Variance	
	Current Year	Prior Year	Amount	Percent	Budget	Amount	Percent	
OPERATOR WAGES	\$ 6,178,377	\$ 5,828,591	\$ (349,786)	-6.0%	\$-	\$ (6,178,377)	0.0%	
OTHER BU WAGES	2,474,305	1,251,349	(1,222,956)	-97.7%	-	(2,474,305)	0.0%	
SALARIES	986,368	941,535	(44,834)	-4.8%	-	(986,368)	0.0%	
FRINGE BENEFITS	3,176,339	2,947,769	(228,570)	-7.8%	-	(3,176,339)	0.0%	
SERVICES	1,013,148	1,176,302	163,154	13.9%	14,054,940	13,041,792	92.8%	
CONTRACT VEHICLE MAINT.	1,995,107	1,669,521	(325,586)	-19.5%	1,900,000	(95,107)	-5.0%	
UTILITIES	185,620	183,584	(2,036)	-1.1%	232,000	46,380	20.0%	
MATERIALS AND SUPPLIES	219,171	240,944	21,772	9.0%	261,800	42,629	16.3%	
DIESEL FUEL	-	-	-	0.0%	1,000,000	1,000,000	100.0%	
UNLEADED FUEL	1,747,630	1,598,810	(148,820)	-9.3%	1,957,500	209,870	10.7%	
CAPITAL OUTLAY	44,094	7,507	(36,587)	-487.4%	40,000	(4,094)	-10.2%	
LIABILITY INSURANCE	400,000	543,094	143,094	26.3%	702,500	302,500	43.1%	
LABOR CREDITS/EXP TRANSFERS	-	-	-	0.0%	-	-	0.0%	
TOTAL EXPENSES	\$ 18,420,159	\$ 16,389,005	\$ (2,031,154)	-12.4%	\$ 20,148,740	\$ 1,728,581	8.6%	



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	1	1	2	1	0	1		
May	0	0	0	2	0	2		
June	2	0	2	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	Sun Tran: A bus may be up to 5 minutes late, but less than 1 minute early and be classified as on-time.
	Sun Link: Regularly scheduled streetcars arriving at their last station stop less than six minutes behind schedule.
	Sun Van: The vehicle is considered on-time if it arrives between 15 minutes before or 15 minutes after the requested pick-up time.
Optional ADA (Sun Van)	Passenger trips outside 3/4-mile corridors around Sun Tran fixed routes or beyond times availbale on a Sun Tran fixed route, a same day request, and will calls.
Passengers per Mile	Equals total passengers divided by total revenue miles.
Passengers per Service Hour	Equals total ridership divided by total service hours.
Passenger Revenue	Equals revenue collected from passengers (includes farebox revenue and revenue from pass sales).

# Glossary of Terms

Pick-Ups Before Significantly Late (Sun Van)	Pick-ups 30 minutes outside of the originally scheduled pick-up window.
Revenue Miles and 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.