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July 2024 Highlights

Sun Tran, Sun Link and Sun Van 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 Tran Bus Grant Award, \$11.38 Million!



On Wednesday, July 10 the City of Tucson and Sun Tran celebrated the \$11.38 million bus grant from the Federal Transit Administration (FTA).

This funding from the FTA will help Sun Tran upgrade aging equipment and multiple bus stops. All 2,200 bus stops will receive

new accessible signage through braille, large print, wayfinding and audible information.

In addition to new signage, 80 bus stops will receive new bus shelters. The new sheltered stops will also include native vegetation, green storm water infrastructure, solar compacting touchless trash receptacles, emergency call buttons, and so much more. Bus stops are not the only ones getting upgrades. Sun Tran's Northwest Bus Maintenance Facility will receive two new bus lifts.

These improvements are a step toward making Tucson transit more accessible and equitable for all Tucsonans.

Sun Tran Elevating Equity in Baltimore

The Sun Tran Service Planning & Development team attended the 2nd Conference on Advancing Transportation Equity (CATE) in Baltimore, Maryland. The team learned about bridging the gap between transportation equity analyses and real-world conditions. They also explored strategies for advancing equity and environmental justice, plus identifying tools for measuring progress and engaging stakeholders in equity-focused projects.



Sun Link 10th Anniversary Celebration

Sun Link streetcar celebrated 10 years of service with the Tucson community! The morning began with a press conference at Sun Link that featured Mayor Regina Romero, City Manager Tim Thomure, Director of Transportation and Mobility, Samuel Credio and special guests. The press conference was followed by a community fair with the City of Tucson, Pima County, and Ready Set Rec. Plus live broadcast by Beef Vegan from 102.1 KFMA and Gaby Pardini from 92.1 La Caliente.



The day was filled with festivities across all the historic districts along the streetcar route. From Main Gate festivities at Geronimo Plaza to Moana story time at The University of Arizona Student Union. During the evening Hotel Congress Plaza held the Desert Haze Vintage Market with live performances from The Charities and The McCharlys. The night ended at the Mercado Annex for the Flow for the Soul Train: Streetcar Jubilee with local vendors, food trucks and top DJs.

Thank you all for celebrating with us and looking forward to more years of shared journeys!

July 2024 Highlights

Sun Tran Shines at SWTA Conference!

Sun Tran Marketing attended the Southwest Transit Association (SWTA) Summer University Conference in Forth Worth, Texas, from July 28 to August 1. The conference provided focused learning sessions such as Transit Law Marketing and SWTA: Next Gen. During the marketing sessions, Sun Tran marketing gained insights into best practices and the most successful campaigns in the industry, plus exploring innovative strategies like using Artificial Intelligence (AI) in the workforce and the power of creating short-form videos.



Sun Tran also won three Hit the Spot awards, recognizing excellence and innovation in public transportation. The team was honored in the categories of Social Media (Answering Common Questions with Gabby), Print Media (The Sun Employee Newsletter), and Event Promotion (Bus Roadeo).

Recognizing Sun Tran Operator Twila



Sun Tran recognized operator Twila with a certificated of appreciation for saving a passenger's life on July 2. Early Tuesday morning, Twila was approached by a passenger, reporting an unconscious man sitting on a bench at Laos Transit Center. Twila walks towards the man on the bench and quickly checks his pulse. She dials 911 and immediately begins CPR until emergency services arrive.

Twila's quick and professional response during this critical moment is truly commendable. Sun Tran is proud to have a hero like her on the team!

Ready for the school year with Sun Tran

Sun Tran participated in the Back to School Bash at Quincie Douglas to provide information on how to ride the bus to school. Over 1,900 parents and children attended the event and enjoyed the free entertainment, snacks, bike repairs and more! For route information or trip planning, visit Suntran.com or call Customer Service (520) 792-9222 (TDD: 520-628-1565).

Severe Storm Causes Damage to Sun Link

On July 14, a severe storm toppled several trees affecting the Sun Link streetcar overhead wires. Thanks to the Sun Link team, service was restored without interruption by morning. Working overnight, the team ensured that the streetcar system was back on track, while the City of Tucson's Department of Transportation and Mobility's (DTM) Streets Crew assisted with cleaning up the downed tree. As monsoon season continues, if



passengers notice a damaged Sun Link streetcar platform, or a Sun Tran Bus stop please call Customer Service at (520) 792-9222.



Join the team!

Sun Tran participated in the Pima County Job Fair at the Kino Event Center, where

jobs in education and public sector were

featured. The event ran from 9 a.m. to 2

p.m. where we engaged with numerous

potential candidates. Sun Tran, Sun Link

and Sun Van is always seeking talent to

visit Suntran.com/opportunities.

join the team. To view current job openings,

Find Sun Tran Info at the Library

Sun Tran and the Pima County Library collaborated to provide visitors with transit information at all 27 public libraries. The colorful purple poster provides visitors with clear and accessible information about transportation options within the City of Tucson and Pima County. The poster includes a transit system map along with four convenient ways for passengers to find their routes. This project aims to enhance the community's access to reliable transit resources.

New Hires & Promotions

Sun Van had 13 Van Operator Trainees new hires and 15 Van Operator Trainees to Full Time Van Operators promotions.

Sun Tran had 1 Supervisor/Dispatch and 8 Coach Operator new hires, and 5 Student to Full Time Coach Operator promotions.

Sun Link had 1 Streetcar Operator new hire.

5 CDLs Passed in July

Stats



Ridership: +11.7% Year-to-year: July 2023: 1,140,199 July 2024: 1,281,846 ^

On time performance **92.2%**

Passengers per hour: **25.36**

Customer Compliments:





Ridership: -6.1% Year-to-year: July 2023: 63,081 July 2024: 64,046 ↓ On time performance 97% Passengers per hour: 28.81



Ridership: +**13.9%**

Year-to-year:

July 2023:

38,457

July 2024: **44,194**

On time performance **93.18%**

Passengers per hour:





Ridership: +37% Year-to-year:

July 2023:

1,519

July 2024:

2,209 个

On time performance

82%

€ ON DEMAND

July 2024 All-Stars

"A situation with other passengers happened on the bus, but the driver handled the situation in a professional and helpful way in order to resolve the situation." - **Lorraine Olivas Terrazas,** Coach Operator

"She really knows her mobility device training well! She was very friendly and attentive. Thank you!" - Laura Layton-Algier, Coach Operator

"The bus operator went about and beyond to assist a passenger who was lost. He even walked the passenger to the correct bus bay. Thank you for being such a courteous operator!" - Johnny Sanchez, Coach Operator

"She is always helpful in booking my trips and does whatever she can to make sure my trips are booked. I really appreciate that." - Katherine Newiger-Garcia, Sun Van Reservationist

"He was the sweetest and did an excellent job. Thank you for doing whatever it took to make it a great ride." - Max Maxwell, Sun Van Driver

"I appreciate how Rachel was very courteous and very careful when she got me on the lift and secured me. She was careful and made being a passenger in her van a positive experience." - Rachel Matthews, Sun Van Driver



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	System Indicator	Current Month	Prior Year	FY25 YTD	FY24 YTD
1.	Ridership	1,281,846	1,140,199	1,281,846	1,140,199
2.	Passenger per Revenue Mile	2.05	1.90	2.05	2.16
3.	Passenger per Revenue Hour	25.36	22.77	25.36	26.67
4.	Cost per Passenger	4.67	3.59	4.67	3.59
5.	Cost per Revenue Mile	9.56	6.80	9.56	6.80
6.	Cost per Revenue Hour	118.42	81.73	118.42	81.73
7.	Miles Between Road Calls	13,613	16,711	15,233	16,711
8.	Miles Between Bus Inspections	6,034	6,003	6,034	6,003
9.	Vehicle Accidents per 100,000 Miles	0.86	0.73	0.86	0.73
10.	Complaints per 100,000 Passengers	19.43	16.58	19.43	16.58
11.	Vehicles Operated in Maximum Service	142	147	142	147

System Summary - Sun Tran



Month to Date	July		Varian	ce	July	Varian	ce
2024	Current	Prior Year	Amount	Percent	Budget	Amount	Percent
Ridership							
Weekday	1,071,972	902,860	\$ (169,112)	-19%	909,697	(162,275)	(0
Saturday	107,588	125,305	17,717	14%	165,399	57,811	0
Sunday	80,024	92,880	12,856	14%	165,399	85,375	1
Holiday	22,262	19,154	(3,108)	-16%	41,350	19,088	0
Total Route Passengers	1,281,846	1,140,199	\$ (141,647)	-12%	1,281,846	(0)	0%
Expenses							
Total Expenses	\$ 5,985,522	\$ 4,092,891	\$ (1,892,631)	-46% \$	66,816,401	\$ 60,830,878	91%
Viles							
Revenue Miles	626,185	601,601	24,584	4%	600,000	(26,185)	-4%
Deadhead Miles	68,380	66,748	1,632	2%	99,811	31,431	31%
Total Service Miles	694,565	668,349	26,216	0	699,811	5,246	1%
Non-Route Miles	6,173	20,199	(14,026)	(1)	7,325	1,152	16%
Total Miles	700,738	688,548	12,190	0	707,136	6,398	1%
Revenue Hours	50,546	50,080	466	1%	49,000	(1,546)	-3%
Service Hours	53,954	53,344	611	1%	52,000	(1,954)	-4%

Year to Date	July YTD			Variand	e	July YTD	Varian	ce
	Current	F	Prior Year	Amount	Percent	Budget	Amount	Percent
Ridership								
Weekday	1,071,972		902,860	(169,112)	-19%	909,697	(162,275)	-18%
Saturday	107,588		125,305	17,717	14%	165,399	57,811	35%
Sunday	80,024		92,880	12,856	14%	165,399	85,375	52%
Holiday	\$ 22,262	\$	19,154	\$ (3,108)	-16%	41,350	\$ 19,088	46%
Total Route Passengers	 1,281,846		1,140,199	\$ (141,647)	-12%	1,281,846	(0)	0%
Expenses								
Total Expenses	\$ 5,985,522	\$	4,092,891	\$ (1,892,631)	-46% \$	66,816,401	\$ 60,830,878	91%
Miles								
Revenue Miles	626,185		601,601	24,584	4%	600,000	(26,185)	-4%
Deadhead Miles	 68,380		66,748	1,632	2%	600,000	531,620	89%
Total Service Miles	694,565		668,349	26,216	4%	99,811	(594,754)	-596%
Non-Route Miles	 6,173		20,199	(14,026)	-69%	699,811	693,638	99%
Total Miles	 700,738		688,548	12,190	2%	7,325	(693,413)	-9466%
Revenue Hours	50,546		50,080	466	1%	49,000	(1,546)	-3%
Service Hours	53,954		53,344	611	1%	49,000	(4,954)	-10%

Route Ridership – Sun Tran



2 CHERRYDEL 27,368 2,196 1.484 442 31.497 3 GHT STREET / WULMOT 34,914 3.20 2.304 639 41.17 4 SPEEDWAY 34,964 9.002 6.900 1.899 102.857 5 PIMA STREET / WEST SPEEDWAY 14.894 1.220 1.004 270 17.388 6 EUCLID/ NORTH FIRST AVENUE 42.592 4.492 2.832 823 50,393 7 22ND STREET 50.514 4.812 3.140 923 50,903 9 GRANT ROAD 41.18 3.736 3.176 929 56,983 10 FLOWING WELLS 22,062 2.708 2.204 598 34.57 11 ALVERNON 96,866 8.460 6.536 1.811 11.37,67 15 CAMPBELL AVENUE 17.974 1.504 1.344 345 21.177 16 ORACLE / INA 78,166 9,580 7.480 2.011 97.33 17 COUNTRY CLUB / 20TH STREET 59,004 5.572 3.544 1.218 60.333 18 S. GTH AVENUE 79,706 8.536 6.528 1.743 96.533 19					Ridership		
2 CHERNYDEL 27,368 2,196 1.484 442 31,497 3 GHISTREET/WILMOT 34,914 3,320 2,304 639 41,177 4 SPEEDWAY 84,964 9,092 6,900 1,999 102,857 5 PIMA STREET/WEST SPEEDWAY 14,894 1,220 1,004 270 17,388 6 EUCLID/NORTH FIRST AVENUE 42,592 4,492 2,832 823 50,303 7 22ND STREET 50,534 4,812 3,140 923 50,903 9 GRANT ROAD 49,148 3,736 3,176 929 56,888 10 FLOWING WELLS 29,002 2,708 2,204 598 34,977 11 ALVERNON 96,866 8,660 6,536 1.811 113,677 12 10TH / 12TH AVENUE 79,744 1,504 3,444 34 2,177 15 CAMPBEL AVENUE 79,706 8,536 6,528 1,743 96,533 13 8 S.GHI AVENUE 79,706 8,536 6,528 1,743 96,533 19 STONE 20,526 2,668 1,700 440 25,57 20 GRAN	ROUTE		Weekdays	Saturdays	Sundays	Holiday	Totals
3 GTH STREET / WILMOT 34,914 3,320 2,304 639 41,17,1 4 SPEEDWAY 84,964 9,002 6,000 1,899 102,855 5 PIMA STREET / WEST SPEEDWAY 14,894 1,220 1,004 270 17,388 6 EUCLID / NORTH FIRST AVENUE 2,592 4,492 2,832 823 50,373 7 22ND STREET 50,534 4,812 3,140 923 59,60 9 GRANT ROAD 49,148 3,736 3,176 929 56,869 10 FLOWING WELLS 2,062 2,708 2,204 598 34,577 12 10TH / 12TH AVENUE 17,974 1,504 3,444 354 2,111 13 AUKENNON 76,866 8,460 6,536 1,218 6,6531 14 AUKENNUE 17,974 1,504 3,444 354 2,111 14 700 8,536 6,572 3,544 1,218 66,515	1	GLENN/SWAN	29,568	2,628	2,304	646	35,146
4 SPEEDWAY 94,964 9,092 6,000 1,899 102,852 5 PIMA STREFT WEST SPEEDWAY 14,894 1,220 1,004 270 17,383 6 EUCLID/ NORTH FIRST AVENUE 42,592 4,492 2,832 823 50,393 7 22ND STREET 50,534 4812 3,140 923 56,983 9 GRANT ROAD 49,148 3,735 8,115 2,141 115,603 10 FLOWING WELLS 29,062 2,708 2,204 598 34,577 11 ALVENON 96,866 8,460 6,536 1,811 113,677 12 DTM Y ZHI AVENUE 17,974 1,504 1,344 354 21,171 13 ALVENON 78,106 8,536 6,528 1,743 96,511 14 STONE 20,526 2,608 1,700 440 25,277 14 80 24,71 1,444 22 GRANDE 4,752 4,16	2	CHERRYBELL	27,368	2,196	1,484	442	31,490
5 PIMA STREET / WEST SPEEDWAY 14,894 1,220 1,004 270 17,383 6 EULLD/ MORTH FIRST AVENUE 30,534 4,412 3,140 923 55,037 7 22ND STREET 50,534 4,412 3,140 923 55,037 9 GRANT ROAD 49,148 3,736 3,176 929 56,987 10 FLOWING WELLS 29,062 2,708 2,204 5588 3,457 11 ALVERNON 96,866 8,460 6,536 1,811 113,00 15 CAMPBELL AVENUE 17,974 1,504 1,344 354 21,171 16 ORACLE / INA 78,166 9,890 7,480 2,011 97,33 17 COUNTRY CLUB / 237H STREET 59,004 5,572 3,544 1,218 69,331 18 S,GHAAVENUE 47,052 2,608 1,743 96,511 19 STONE 20,526 2,608 1,743 92,529 22	3	6TH STREET / WILMOT	34,914	3,320	2,304	639	41,177
6 EUCLID/ NORTH FIRST AVENUE 42,502 4,402 2,832 823 50,737 7 22ND STREET 50,534 4,812 3,140 923 59,400 8 BROADWAY 93,874 11,572 8,216 2,141 115,500 9 GRANT ROAD 49,148 3,736 3,176 929 56,898 10 FLOWINE WELLS 22,062 2,708 2,244 56,898 34,57 11 ALVERNON 96,866 8,460 6,556 1,811 113,377 12 10TH / 12TH AVENUE 1,544 1,568 7,480 2,011 97,33 15 CAMPBELL AVENUE 79,706 8,536 6,528 1,743 96,513 19 STONE 20,526 2,608 1,700 440 22,774 21 WEST CONGRESS / SILVERBELL 8,866 1,550 880 247 11,144 22 GRAND 26,642 2,924 2,000 530 32,069	4	SPEEDWAY	84,964	9,092	6,900	1,899	102,855
7 22ND STREET 50.534 4.812 3.140 923 59.000 8 BROADWAY 33.874 11.572 8.216 2.141 115.800 9 GRANT ROAD 49.148 3.736 3.176 9.29 56.898 10 FLOWING WELLS 25.062 2.708 2.204 59.88 34.57 11 ALVERNON 96.866 8.460 6.536 1.811 113.67 12 10TH / 12TH AVENUE 25.344 1.966 2.448 630 30.291 15 CAMPBELL AVENUE 17.974 1.504 1.344 354 21.17 16 ORACLE / INA 78.166 9.580 7.480 2.011 97.23 13 S. OTH AVENUE 79.706 8.536 6.528 1.743 96.513 19 STONE 20.526 2.608 1.700 440 25.27 21 WEST CONGRESS / SILVERBELL 8.866 1.156 830 247 11.144 22 GRANDE 4.752 4.16 316 103 5.58 23 MISSION ROAD 26.642 2.924 2.000 530 32.09 24 127H AVENUE 42.614	5	PIMA STREET / WEST SPEEDWAY	14,894	1,220	1,004	270	17,388
8 BROADWAY 93,874 11,572 8,216 2,141 115,603 9 GRANT ROAD 49,148 3,736 3,176 929 56,689 10 FLOWING WELLS 29,062 2,708 2,204 598 34,577 11 ALVERNON 96,866 8,460 6,536 1,811 113,67 12 10TH / 12TH AVENUE 17,974 1,504 1,344 354 21,17 15 CAMPBELL AVENUE 17,974 1,504 1,344 354 22,17 16 ORACLE / INA 78,166 9,580 7,480 2,001 97,23 19 STONE 20,526 2,608 1,700 440 25,27 21 WEST CONGRESS / SILVERBELL 8,866 1,156 880 247 11,144 22 GRAND ROAD 26,642 2,924 2,000 503 32,09 23 MISSION ROAD 26,542 4,756 2,868 777 51,011 26 BENSON HIGHWAY 17,756 1,788 1,4488 398 21,275 <td>6</td> <td>EUCLID/ NORTH FIRST AVENUE</td> <td>42,592</td> <td>4,492</td> <td>2,832</td> <td>823</td> <td>50,739</td>	6	EUCLID/ NORTH FIRST AVENUE	42,592	4,492	2,832	823	50,739
9 GRANT ROAD 49,148 3,736 3,176 929 56,983 10 FLOWING WELLS 29,062 2,708 2,204 588 34,575 11 ALVERNON 96,866 8,460 6,536 1,811 113,677 12 10TH/12TH AVENUE 25,344 1,968 2,348 630 30,723 15 CAMPBELL AVENUE 17,974 1,504 1,344 354 22,177 16 ORACLE / INA 78,166 9,860 7,480 2,011 97,233 18 S. GTH AVENUE 79,706 8,336 6,528 1,743 96,513 19 STONE 20,526 2,608 1,700 440 22,57 21 WEST CONGRESS / SILVERBELL 8,866 1,156 880 247 11,144 22 GRANDE 42,614 4,756 2,868 777 51,013 23 MISSION ROAD 26,632 2,720 1,506 45,533 16,653	7	22ND STREET	50,534	4,812	3,140	923	59,409
10 FLOWING WELLS 29.062 2.708 2.204 558 34.57. 11 ALVERNON 96.866 8.460 6.536 1.811 113.67. 12 10TH / 12TH AVENUE 17.974 1.504 1.344 354 22.17 15 CAMPPELL AVENUE 17.974 1.504 1.344 354 22.17 16 ORACLE / INA 78.166 9.580 7.480 2.011 99.531 19 STONE 20.526 2.608 1.700 440 25.27. 21 WEST CONGRESS / SILVERBELL 8.866 1.156 880 247 11.144 22 GRANDE 4.752 416 316 103 5.587 23 MISSION ROAD 26.642 2.924 2.0000 530 32.090 24 12TH AVENUE 16.016 1.800 1.516 455 19.565 25 S. PARK AVENUE 42.614 4.756 2.866 777 51.012	8	BROADWAY	93,874	11,572	8,216	2,141	115,803
11 ALVERNON 96,866 8,460 6,536 1,811 113,077 12 10TH / 12TH AVENUE 25,344 1,958 2,348 630 30,297 15 CAMPBEL AVENUE 17,974 1,504 1,344 354 21,17 16 ORACLE / INA 78,166 9,580 7,480 2,011 97,233 17 COUNTRY CLUB / 29TH STREET 59,004 5,572 3,544 1,218 669,333 18 S. GTH AVENUE 79,706 8,536 6,528 1,743 96,517 19 STONE 20,526 2,608 1,700 440 25,27 21 WEST CONGRESS / SILVERBELL 8,866 1,156 830 247 11,144 22 GRANDE 4,752 416 316 103 5,587 23 MISSION ROAD 26,642 2,924 2,000 530 330,090 24 12TH AVENUE 42,614 4,756 2,868 777 51,011	9	GRANT ROAD	49,148	3,736	3,176	929	56,989
12 10TH / 12TH AVENUE 25,344 1,968 2,348 630 30,299 15 CAMPBELL AVENUE 17,974 1,504 1,344 354 21,171 16 ORACLE / INA 78,166 9,580 7,480 2,011 97,233 17 COUNTRY CLUB / 29TH STREET 59,004 5,572 3,544 1,218 669,331 19 STONE 20,526 2,608 1,700 440 25,272 21 WEST CONGRESS / SILVERBELL 8,866 1,156 880 247 11,144 22 GRANDE 4,752 416 316 103 5,583 23 MISSION ROAD 26,642 2,924 2,000 530 32,094 24 12TH AVENUE 16,016 1,580 1,516 455 19,566 25 S. PARK AVENUE 42,614 4,756 2,868 777 51,011 26 BENSON HIGHWAY 17,556 1,788 1,488 398 22,232 34 CRAYCROFT / FT LOWELL 45,914 3,840 3,040 786 53,588 37 PANTANO 13,332 1,864 10,027 377 102X GOLF LINKS EXPRESS	10	FLOWING WELLS	29,062	2,708	2,204	598	34,572
15 CAMPBELLAVENUE 17,974 1,504 1,344 354 21,07,71 16 ORACLE / INA 78,166 9,580 7,480 2,011 97,233 17 COUNTRY CLUB / 29TH STREET 59,004 5,572 3,544 1,218 69,331 18 S. 6TH AVENUE 79,706 8,536 6,522 1,743 96,513 19 STONE 20,526 2,608 1,700 440 25,27 21 WEST CONGRESS / SILVERBELL 8,866 1,155 880 247 11,144 22 GRANDE 4,752 416 315 16103 5,582 23 MISION ROAD 26,642 2,924 2,000 530 32,094 24 12TH AVENUE 13,882 1,616 968 333 16,795 25 S. PARK AVENUE 42,514 4,756 2,868 777 51,013 26 BENSON HIGHWAY 17,556 1,788 1,804 546 31,727	11	ALVERNON	96,866	8,460	6,536	1,811	113,673
16 ORACLE / INA 78,166 9,580 7,480 2,011 97,233 17 COUNTRY CLUB / 29TH STREET 59,004 5,572 3,544 1,218 69,333 18 S. 6TH AVENUE 79,706 8,556 6,528 1,743 96,513 19 STONE 20,526 2,608 1,700 440 25,27 21 WEST CONGRESS / SILVERBELL 8,866 1,156 880 247 11,144 22 GRANDE 4,752 416 316 103 5,583 23 MISSION ROAD 26,642 2,924 2,000 530 32,099 24 12TH AVENUE 16,016 1,580 1,516 455 19,567 25 S.PARK AVENUE 42,614 4,756 2,868 777 51,001 26 BENSON HIGHWAY 17,556 1,788 3,840 3,040 786 53,722 34 CRAVCROFT / FLOWELL 45,934 3,840 3,040 786 <t< td=""><td>12</td><td>10TH / 12TH AVENUE</td><td>25,344</td><td>1,968</td><td>2,348</td><td>630</td><td>30,290</td></t<>	12	10TH / 12TH AVENUE	25,344	1,968	2,348	630	30,290
17 COUNTRY CLUB / 29TH STREET 59,004 5,572 3,544 1,218 69,333 18 S. 6TH AVENUE 79,706 8,556 6,528 1,743 96,513 19 STONE 20,526 2,608 1,700 4440 25,27 21 WEST CONGRESS / SILVERBELL 8,866 1,156 880 247 11,144 22 GRANDE 4,752 416 316 103 5,583 23 MISSION ROAD 26,642 2,924 2,000 530 32,099 24 12TH AVENUE 16,016 1,580 1,516 455 19,565 25 S. PARK AVENUE 42,614 4,756 2,868 777 51,011 26 BENSON HIGHWAY 17,556 1,788 1,488 398 21,233 27 MIDVALE PARK 13,382 1,616 968 333 16,793 29 VALENCIA 26,598 2,780 1,804 546 31,723 37 PANTANO 13,332 1,368 1,100 289 16,083 50 A10 6,534 596 500 137 7,765 61 LA CHOLLA 8,866 756 <td>15</td> <td>CAMPBELL AVENUE</td> <td>17,974</td> <td>1,504</td> <td>1,344</td> <td>354</td> <td>21,176</td>	15	CAMPBELL AVENUE	17,974	1,504	1,344	354	21,176
18 S. OTH AVENUE 79,706 8,536 6,528 1,743 96,511 19 STONE 20,526 2,608 1,700 440 25,27 21 WEST CONGRESS / SILVERBELL 8,866 1,156 880 247 11,144 22 GRANDE 4,752 416 316 103 5,583 23 MISSION ROAD 26,642 2,924 2,000 530 32,099 24 12TH AVENUE 16,016 1,580 1,516 455 19,56 25 S. PARK AVENUE 42,614 4,756 2,868 777 51,01 26 BENSON HIGHWAY 17,556 1,788 1,488 398 21,233 27 MIDVALE PARK 13,382 1,616 968 333 16,793 34 CRAVCROFT / FT LOWELL 45,594 3,840 3,040 786 53,588 50 AJO 6,534 596 500 137 7,766 61	16	ORACLE / INA	78,166	9,580	7,480	2,011	97,237
19 STONE 20,526 2,608 1,700 440 25,27. 21 WEST CONGRESS / SILVERBELL 8,866 1,156 880 247 11,143 22 GRANDE 4,752 416 316 103 5,583 23 MISSION ROAD 26,642 2,924 2,000 530 32,099 24 12TH AVENUE 16,016 1,580 1,516 4455 19,565 25 S. PARK AVENUE 42,614 4,756 2,868 777 51,011 26 BENSON HIGHWAY 17,556 1,788 1,488 398 21,233 27 MIDVALE PARK 13,382 1,616 968 333 16,792 29 VALENCIA 26,598 2,780 1,804 3,640 376 37 PANTANO 13,332 1,368 1,100 289 16,088 50 AIO 6,534 596 500 137 7,767 61 LA CHOLLA<	17	COUNTRY CLUB / 29TH STREET	59,004	5,572	3,544	1,218	69,338
21 WEST CONGRESS / SILVERBELL 8,866 1,156 880 247 11,143 22 GRANDE 4,752 416 316 103 5,58 23 MISSION ROAD 26,642 2,994 2,000 530 32,099 24 12TH AVENUE 16,016 1,580 1,516 455 19,567 25 S. PARK AVENUE 42,614 4,756 2,868 777 51,011 26 BENSON HIGHWAY 17,556 1,788 1,488 398 21,233 27 MIDVALE PARK 13,882 1,616 968 333 16,799 29 VALENCIA 26,598 2,780 1,804 546 31,722 34 CRAYCROFT / FT LOWELL 45,914 3,840 3,040 786 53,588 37 PANTANO 13,332 1,368 1,100 289 16,088 50 AJO 6,534 596 500 137 7,76 61	18	S. 6TH AVENUE	79,706	8,536	6,528	1,743	96,513
22 GRANDE 4,752 2416 316 103 5,58 23 MISSION ROAD 26,642 2,924 2,000 530 32,094 24 12TH AVENUE 16,016 1,580 1,516 455 19,565 25 S. PARK AVENUE 42,614 4,756 2,868 777 51,011 26 BENSON HIGHWAY 17,556 1,788 1,488 398 21,233 27 MIDVALE PARK 13,822 1,616 968 333 16,799 29 VALENCIA 26,598 2,780 1,804 546 31,729 34 CRAYCROFT / FT LOWELL 45,914 3,840 3,040 726 53,588 37 PANTANO 13,332 1,368 1,100 289 16,088 50 AJO 6,534 596 500 137 7,776 101X GOLF LINKS EXPRESS 374 374 377 102X INA ROAD EXPRESS 242 242 244 344 104X MARANA EXPRESS 264	19	STONE	20,526	2,608	1,700	440	25,274
23 MISSION ROAD 26,642 2,924 2,000 530 32,094 24 12TH AVENUE 16,016 1,580 1,516 455 19,56 25 S. PARK AVENUE 42,614 4,756 2,868 7.77 151,011 26 BENSON HIGHWAY 17,556 1,788 1,488 398 21,233 27 MIDVALE PARK 13,882 1,616 968 333 16,799 29 VALENCIA 26,598 2,780 1,804 546 31,721 34 CRAYCROFT / FT LOWELL 45,914 3,840 3,040 786 53,588 37 PANTANO 13,332 1,368 1,000 289 16,088 50 AJO 6,534 596 500 137 7,765 61 LA CHOLLA 8,866 764 500 144 10,274 702x INA ROAD EXPRESS 374 107,588 80,024 22,262 1,275,956 104x <td>21</td> <td>WEST CONGRESS / SILVERBELL</td> <td>8,866</td> <td>1,156</td> <td>880</td> <td>247</td> <td>11,149</td>	21	WEST CONGRESS / SILVERBELL	8,866	1,156	880	247	11,149
24 12TH AVENUE 16,016 1,580 1,516 455 19,565 25 S. PARK AVENUE 42,614 4,756 2,868 777 51,012 26 BENSON HIGHWAY 17,556 1,788 1,488 398 21,233 27 MIDVALE PARK 13,882 1,616 968 333 16,792 29 VALENCIA 26,598 2,780 1,804 546 31,723 34 CRAYCOFT / FT LOWELL 45,914 3,840 3,040 786 53,588 37 PANTANO 13,332 1,368 1,100 289 16,083 50 AJO 6,534 596 500 137 7,763 61 LA CHOLLA 8,866 764 500 144 10,274 FIXED 1006,076 107,588 80,024 22,262 1,275,956 ROUTE 101X GOLF LINKS EXPRESS 374 374 374 102X INA ROAD EXPRESS 374 374 374 374 103X OLDFATHER EXPRESS 2	22	-	-	-	316	103	5,587
24 12TH AVENUE 16,016 1,580 1,516 455 19,567 25 S. PARK AVENUE 42,614 4,756 2,868 777 51,017 26 BENSON HIGHWAY 17,556 1,778 1,488 398 21,233 27 MIDVALE PARK 13,882 1,616 968 333 16,792 29 VALENCIA 26,598 2,780 1,804 546 31,723 34 CRAYCROFT / FT LOWELL 45,914 3,840 3,040 786 53,588 37 PANTANO 13,332 1,368 1,100 289 16,083 50 AIO 6,534 596 500 137 7,763 61 LA CHOLLA 8,866 764 500 144 10,274 FIXED	23	MISSION ROAD	26,642	2,924	2,000	530	32,096
25 S. PARK AVENUE 42,614 4,756 2,868 777 51,011 26 BENSON HIGHWAY 17,556 1,788 1,488 398 21,233 27 MIDVALE PARK 13,882 1,616 968 333 16,799 29 VALENCIA 26,598 2,780 1,804 546 31,723 34 CRAYCROFT / FT LOWELL 45,914 3,840 3,040 786 53,586 50 AJO 6,534 596 500 137 7,765 61 LA CHOLLA 8,866 764 500 144 10,274 FYED 1,066,076 107,588 80,024 22,262 1,275,956 ROUTE 1,066,076 107,588 80,024 22,262 1,275,956 ROUTE 1,066,076 107,588 80,024 22,262 1,275,956 101X GOLF LINKS EXPRESS 374 374 374 374 103X LDFATHER EXPRESS 2742 244 244 244 104X MARANA EXPRESS 528 352 </td <td></td> <td></td> <td>-</td> <td></td> <td>-</td> <td></td> <td>19,567</td>			-		-		19,567
26 BENSON HIGHWAY 17,556 1,788 1,488 398 21,230 27 MIDVALE PARK 13,882 1,616 968 333 16,799 29 VALENCIA 26,598 2,780 1,804 546 31,721 34 CRAYCROFT / FT LOWELL 45,914 3,840 3,040 786 53,588 37 PANTANO 13,332 1,368 1,100 229 16,083 50 AJO 6,534 596 500 137 7,765 61 LA CHOLLA 8,866 764 500 144 10,274 TOTAL 770 101X GOLF LINKS EXPRESS 770 377 102X INA ROAD EXPRESS 770 377 377 103X OLDFATHER EXPRESS 770 379 379 379 104X MARANA EXPRESS 264 266 399 399 105X SUNRISE EXPRESS 352 399	25	S. PARK AVENUE		-	-	777	51,015
27 MIDVALE PARK 13,882 1,616 968 333 16,79 29 VALENCIA 26,598 2,780 1,804 546 31,72 34 CRAYCROFT / FT LOWELL 45,914 3,840 3,040 786 53,588 37 PANTANO 13,332 1,368 1,100 289 16,089 50 AJO 6,534 596 500 137 7,767 61 LA CHOLLA 8,866 764 500 144 10,274 FIXED 1,066,076 107,588 80,024 22,262 1,275,956 ROUTE 101X GOLF LINKS EXPRESS 374 374 374 102X INA ROAD EXPRESS 374 374 374 374 103X OLDFATHER EXPRESS 264 264 264 264 264 105X SUNRISE EXPRESS 352 352 352 352 352 352 107X ORO VALLEY/DOWNTOWN EXPRESS 352 352 352 352 352 109X TANQUE VERDE EXPRES			· ·	,	,		,
29 VALENCIA 26,598 2,780 1,804 546 31,724 34 CRAYCROFT / FT LOWELL 45,914 3,840 3,040 786 53,588 37 PANTANO 13,332 1,368 1,100 289 16,083 50 AJO 6,534 596 500 137 7,76 61 LA CHOLLA 8,866 764 500 144 10,274 TOTAL FixeD 1,066,076 107,588 80,024 22,262 1,275,956 ROUTE 1,066,076 107,588 80,024 22,262 1,275,956 ROUTE 101X GOLF LINKS EXPRESS 770 374 374 102X INA ROAD EXPRESS 374 374 374 103X OLDFATHER EXPRESS 264 264 264 104X MARANA EXPRESS 528 352 352 107X ORO VALLEY/DOWNTOWN EXPRESS 355 352 355 108X BROADWAY EXPRESS 352 355 352 109X TANQUE VERDE EXPRESS <			-		-		-
34 CRAYCROFT / FT LOWELL 45,914 3,840 3,040 786 53,586 37 PANTANO 13,332 1,368 1,100 289 16,683 50 AJO 6,534 596 500 137 7,765 61 LA CHOLLA 8,866 764 500 144 10,274 FXED 1,066,076 107,588 80,024 22,262 1,275,956 ROUTE 101X GOLF LINKS EXPRESS 770 777 377 102X INA ROAD EXPRESS 374 374 377 103X OLDFATHER EXPRESS 264 22,262 1,275,956 104X MARANA EXPRESS 264 242 242 105X SUNRISE EXPRESS 264 266 242 105X SUNRISE EXPRESS 352 352 352 352 107X ORO VALLEY/DOWNTOWN EXPRESS 352 352 352 352 108X BROADWAY EXPRESS 352 352 352 352 352 108X BROADWAY EXPRESS 352 <td></td> <td></td> <td></td> <td>-</td> <td></td> <td></td> <td>-</td>				-			-
37 PANTANO 13,332 1,368 1,100 289 16,089 50 AJO 6,534 596 500 137 7,765 61 LA CHOLLA 8,866 764 500 144 10,274 FJXED 1,066,076 107,588 80,024 22,262 1,275,956 ROUTE 101X GOLF LINKS EXPRESS 770 770 776 102X INA ROAD EXPRESS 374 777 777 103X OLDFATHER EXPRESS 242 242 244 104X MARANA EXPRESS 264 266 266 105X SUNRISE EXPRESS 528 396 399 399 108X BROADWAY EXPRESS 352 352 355 355 109X TANQUE VERDE EXPRESS 264 266 399 355 109X STARANCH/DOWNTOWN EXPRESS 352 355 355 355 355 355 355 355 355 355 355 355 355 355 355 355 355 355			-				-
50 AIO 6,534 596 500 137 7,767 61 LA CHOLLA 8,866 764 500 144 10,274 TOTAL 50 107,588 80,024 22,262 1,275,950 ROUTE 1,066,076 107,588 80,024 22,262 1,275,950 ROUTE 101X GOLF LINKS EXPRESS 770 777 102X INA ROAD EXPRESS 374 377 103X OLDFATHER EXPRESS 242 242 104X MARANA EXPRESS 264 264 105X SUNRISE EXPRESS 528 339 107X ORO VALLEY/DOWNTOWN EXPRESS 396 396 108X BROADWAY EXPRESS 352 3352 109X TANQUE VERDE EXPRESS 264 264 109X TANQUE VEROPARK EXPRESS 638 638 201X SPEEDWAY/AEROPARK EXPRESS 528 264 203X ORO VALLEY/AEROPARK EXPRESS 528 264 203X ORO VALLEY/AEROPARK EXPRESS 528 528 204X <td></td> <td>-</td> <td></td> <td>-</td> <td>,</td> <td></td> <td>-</td>		-		-	,		-
61 LA CHOLLA 8,866 764 500 144 10,274 FJXED JAG6,076 107,588 80,024 22,262 1,275,950 ROUTE 1,066,076 107,588 80,024 22,262 1,275,950 ROUTE 101x GOLF LINKS EXPRESS 770 770 777 102X INA ROAD EXPRESS 374 374 374 103x OLDFATHER EXPRESS 242 44 244 104x MARANA EXPRESS 252 242 244 105x SUNRISE EXPRESS 528 374 374 105x SUNRISE EXPRESS 528 522 396 396 107X ORO VALLEY/DOWNTOWN EXPRESS 352 352 352 355 109x TANQUE VERDE EXPRESS 638 44 44 352 201x SPEEDWAY/AEROPARK EXPRESS 528 352 352 352 201x SPEEDWAY/AEROPARK EXPRESS 528 352 352 352			-				-
TOTAL FJXED ROUTE 1,066,076 107,588 80,024 22,262 1,275,950 ROUTE 101x GOLF LINKS EXPRESS 374 374 102X INA ROAD EXPRESS 374 374 103x OLDFATHER EXPRESS 242 242 104X MARANA EXPRESS 264 266 105X SUNRISE EXPRESS 528 522 107X ORO VALLEY/DOWNTOWN EXPRESS 396 396 108x BROADWAY EXPRESS 352 352 109X TANQUE VERDE EXPRESS 264 266 100X RITA RANCH/DOWNTOWN EXPRESS 352 352 109X TANQUE VERDE EXPRESS 264 266 110X RITA RANCH/DOWNTOWN EXPRESS 638 633 201x SPEEDWAY/AEROPARK EXPRESS 748 744 203X ORO VALLEY/AEROPARK EXPRESS 792 792 TOTAL EXPRESS 792 792 TOTAL 5,896 5,896 5,896 <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>							
ROUTE 1,066,076 107,588 80,024 22,262 1,275,956 ROUTE 101X GOLF LINKS EXPRESS 770 777 102X INA ROAD EXPRESS 374 777 103X OLDFATHER EXPRESS 374 374 103X OLDFATHER EXPRESS 242 242 104X MARANA EXPRESS 264 242 105X SUNRISE EXPRESS 528 396 107X ORO VALLEY/DOWNTOWN EXPRESS 396 395 109X TANQUE VERDE EXPRESS 352 355 109X TANQUE VERDE EXPRESS 264 355 109X TANQUE VERDE EXPRESS 638 4 4 201X SPEEDWAY/AEROPARK EXPRESS 528 352 352 201X SPEEDWAY/AEROPARK EXPRESS 528 352 352 201X SPEEDWAY/AEROPARK EXPRESS 528 352 352 204X NW / AEROPARK EXPRESS 528 352 352 204X<			0,000	701	500		10,271
ROUTE101xGOLF LINKS EXPRESS770102xINA ROAD EXPRESS374103xOLDFATHER EXPRESS242104xMARANA EXPRESS264105xSUNRISE EXPRESS264105xSUNRISE EXPRESS528107xORO VALLEY/DOWNTOWN EXPRESS396108xBROADWAY EXPRESS352109xTANQUE VERDE EXPRESS264110xRITA RANCH/DOWNTOWN EXPRESS352201xSPEEDWAY/AEROPARK EXPRESS638201xSPEEDWAY/AEROPARK EXPRESS528204xNW / AEROPARK EXPRESS528204xNW / AEROPARK EXPRESS792TOTALEXPRESS792FOTAL5,8965,896	FJXED						
101X GOLF LINKS EXPRESS 770 770 102X INA ROAD EXPRESS 374 374 103X OLDFATHER EXPRESS 242 242 104X MARANA EXPRESS 264 266 105X SUNRISE EXPRESS 528 528 107X ORO VALLEY/DOWNTOWN EXPRESS 396 396 108X BROADWAY EXPRESS 352 352 109X TANQUE VERDE EXPRESS 264 264 101X RITA RANCH/DOWNTOWN EXPRESS 352 352 109X TANQUE VERDE EXPRESS 638 638 201X SPEEDWAY/AEROPARK EXPRESS 528 748 203X ORO VALLEY/AEROPARK EXPRESS 528 528 204X NW / AEROPARK EXPRESS 528 528 204X NW / AEROPARK EXPRESS 792 792 TOTAL EXPRESS 792 792 ROUTE 5,896 5,896 5,896	ROUTE		1,066,076	107,588	80,024	22,262	1,275,950
101X GOLF LINKS EXPRESS 770 770 102X INA ROAD EXPRESS 374 374 103X OLDFATHER EXPRESS 242 242 104X MARANA EXPRESS 264 266 105X SUNRISE EXPRESS 528 528 107X ORO VALLEY/DOWNTOWN EXPRESS 396 396 108X BROADWAY EXPRESS 352 352 109X TANQUE VERDE EXPRESS 264 264 110X RITA RANCH/DOWNTOWN EXPRESS 352 352 109X SPEEDWAY/AEROPARK EXPRESS 638 638 201X SPEEDWAY/AEROPARK EXPRESS 528 748 203X ORO VALLEY/AEROPARK EXPRESS 528 528 204X NW / AEROPARK EXPRESS 528 528 204X NW / AEROPARK EXPRESS 528 528 204X NW / AEROPARK EXPRESS 792 792 TOTAL EXPRESS 792 792 ROUTE 5,896 5,896 5,896	ROUTE						
103XOLDFATHER EXPRESS242242104XMARANA EXPRESS264264105XSUNRISE EXPRESS528528107XORO VALLEY/DOWNTOWN EXPRESS396396108XBROADWAY EXPRESS352352109XTANQUE VERDE EXPRESS264264110XRITA RANCH/DOWNTOWN EXPRESS638352201XSPEEDWAY/AEROPARK EXPRESS638638201XSPEEDWAY/AEROPARK EXPRESS748638203XORO VALLEY/AEROPARK EXPRESS528528204XNW / AEROPARK EXPRESS792792TOTALEXPRESS792792ROUTE5,8965,8965,896		GOLF LINKS EXPRESS	770				770
103XOLDFATHER EXPRESS242242104XMARANA EXPRESS264264105XSUNRISE EXPRESS528528107XORO VALLEY/DOWNTOWN EXPRESS396396108XBROADWAY EXPRESS352352109XTANQUE VERDE EXPRESS264264110XRITA RANCH/DOWNTOWN EXPRESS638352201XSPEEDWAY/AEROPARK EXPRESS638638201XSPEEDWAY/AEROPARK EXPRESS748638203XORO VALLEY/AEROPARK EXPRESS528528204XNW / AEROPARK EXPRESS792792TOTALEXPRESS792792ROUTE5,8965,8965,896	102X	INA ROAD EXPRESS	374				374
104XMARANA EXPRESS264264105XSUNRISE EXPRESS528528107XORO VALLEY/DOWNTOWN EXPRESS396396108XBROADWAY EXPRESS352352109XTANQUE VERDE EXPRESS264264110XRITA RANCH/DOWNTOWN EXPRESS638638201XSPEEDWAY/AEROPARK EXPRESS748633203XORO VALLEY/AEROPARK EXPRESS748744203XORO VALLEY/AEROPARK EXPRESS528792TOTALEXPRESS792792ROUTE5,8965,8965,896							242
105X SUNRISE EXPRESS 528 528 528 107X ORO VALLEY/DOWNTOWN EXPRESS 396 396 396 108X BROADWAY EXPRESS 352 <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>264</td>							264
107X ORO VALLEY/DOWNTOWN EXPRESS 396 396 108X BROADWAY EXPRESS 352 352 109X TANQUE VERDE EXPRESS 264 264 110X RITA RANCH/DOWNTOWN EXPRESS 638 264 201X SPEEDWAY/AEROPARK EXPRESS 638 263 201X SPEEDWAY/AEROPARK EXPRESS 748 263 203X ORO VALLEY/AEROPARK EXPRESS 528 264 204X NW / AEROPARK EXPRESS 792 792 TOTAL EXPRESS 5896 5896 5896							528
108X BROADWAY EXPRESS 352 352 109X TANQUE VERDE EXPRESS 264 2264 110X RITA RANCH/DOWNTOWN EXPRESS 638 638 633 201X SPEEDWAY/AEROPARK EXPRESS 748 633 203X ORO VALLEY/AEROPARK EXPRESS 528 748 744 203X ORO VALLEY/AEROPARK EXPRESS 792 792 792 TOTAL EXPRESS 792 792 792 ROUTE 5,896 5,896 5,896 5,896							396
109XTANQUE VERDE EXPRESS264264110XRITA RANCH/DOWNTOWN EXPRESS638638201XSPEEDWAY/AEROPARK EXPRESS748744203XORO VALLEY/AEROPARK EXPRESS528528204XNW / AEROPARK EXPRESS792792TOTALEXPRESS5,8965,896		-					352
110XRITA RANCH/DOWNTOWN EXPRESS638638201XSPEEDWAY/AEROPARK EXPRESS748748203XORO VALLEY/AEROPARK EXPRESS528528204XNW / AEROPARK EXPRESS792792TOTALEXPRESS5,8965,896							264
201XSPEEDWAY/AEROPARK EXPRESS748748203XORO VALLEY/AEROPARK EXPRESS528528204XNW / AEROPARK EXPRESS792792TOTALEXPRESS5,896S,896		-					638
203X ORO VALLEY/AEROPARK EXPRESS 528 528 528 204X NW / AEROPARK EXPRESS 792 792 TOTAL Free State 792 792 ROUTE 5,896 5,896 5,896		-					748
204X NW / AEROPARK EXPRESS 792 792 TOTAL Image: Constraint of the second secon			-				528
TOTAL EXPRESS ROUTE 5,896 5,896 5,896		-					792
EXPRESS 5,896 5,896 5,896							
ROUTE 5,896 5,896							
TOTAL S 1,071,972 107,588 80,024 22.262 1.281.840			5,896				5,896
	TOTAL S		1,071,972	107,588	80,024	22,262	1,281,846

Route Productivity – Sun Tran



		WEEKDAY PRODUCTIVITY SATURDAY PRODUCTIVITY							SUNDAY PRODUCTIVITY HOLIDAY PRODUCTIVITY				
0.0175		WEEKL Passenger	Passenger	Passenger	SAIUR Passenger	Passenger	Passenger	SUND Passenger	Passenger	Passenger	HOLIL Passenger	Passenger	Passenger
ROUTE		Per Hour	Per Mile	Per Trip	Per Hour	Per Mile	Per Trip	Per Hour	Per Mile	Per Trip	Per Hour	Per Mile	Per Trip
1	GLENN/SWAN	25	2	23	26	2	22	26	2	22	29	2	25
2	CHERRYBELL	25	2	21	23	2	20	20	1	18	24	2	21
3	6TH STREET / WILMOT	19	1	26	20	1	26	18	1	23	19	1	25
4	SPEEDWAY	34	2	31	40	3	37	35	3	33	39	3	36
5	PIMA STREET / WEST SPEEDWAY	16	1	13	16	1	11	14	1	10	15	1	11
6	EUCLID/ NORTH FIRST AVENUE	38	3	20	37	3	19	50	4	26	59	5	31
7	22ND STREET	37	2	27	58	3	40	43	2	30	50	3	36
8	BROADWAY	44	3	33	39	3	27	36	2	26	38	3	27
9	GRANT ROAD	28	2	24	38	2	31	36	2	29	42	3	34
10	FLOWING WELLS	37	2	21	40	3	23	35	2	20	36	2	21
11	ALVERNON	43	3	35	46	3	35	37	2	28	40	2	31
12	10TH / 12TH AVENUE	31	2	12	22	2	9	29	2	11	31	2	12
15	CAMPBELL AVENUE	18	1	13	18	1	13	19	1	13	20	1	14
16	ORACLE / INA	44	3	30	43	3	25	43	3	28	44	3	27
17	COUNTRY CLUB / 29TH STREET	29	2	42	33	2	46	30	2	42	33	2	47
18	S. 6TH AVENUE	78	6	29	58	5	20	60	5	21	64	5	22
19	STONE	41	3	15	39	3	13	45	3	15	47	3	16
21	WEST CONGRESS / SILVERBELL	19	1	7	15	1	5	13	1	4	14	1	5
22	GRANDE	17	1	4	16	1	3	14	1	3	18	1	4
23	MISSION ROAD	23	2	19	33	2	26	26	2	21	27	2	21
24	12TH AVENUE	42	2	24	48	3	26	53	3	29	64	3	35
25	S. PARK AVENUE	35	3	29	33	2	20	33	2	26	35	2	28
26	BENSON HIGHWAY	24	1	13	28	1	14	28	1	14	31	2	15
27	MIDVALE PARK	18	1	11	25	1	14	17	1	10	22	1	13
29	VALENCIA	26	2	20	30	2	22	24	1	18	27	2	20
34	CRAYCROFT / FT LOWELL	27	2	24	39	3	32	35	2	29	37	2	30
37	PANTANO	24	1	11	22	1	11	18	1	9	20	1	9
50	OLA	23	1	5	25	1	5	26	2	6	28	2	6
61	LA CHOLLA	16	1	7	16	1	7	12	1	5	13	1	6
	AVERAGE TOTAL	30	2	20	32	2	21	30	2	20	33	2	22
101X	GOLF LINKS EXPRESS	15	1	9									
102X	INA ROAD EXPRESS	9	0	9									
103X	OLDFATHER EXPRESS	5	0	6									
104X	MARANA EXPRESS	11	0	6									
105X	SUNRISE EXPRESS	15	1	12									
107X	ORO VALLEY/DOWNTOWN EXPRESS	6	0	5									
108X	BROADWAY EXPRESS	13	1	8									
109X	TANQUE VERDE EXPRESS	8	1	6									
110X	RITA RANCH/DOWNTOWN EXPRESS	13	0	7									
201X	SPEEDWAY/AEROPARK EXPRESS	7	0	9									
203X	ORO VALLEY/AEROPARK EXPRESS	5	0	6									
204X	NW / AEROPARK EXPRESS	7	0	6									
	AVERAGE TOTAL	9	0	7									

Expenses – Sun Tran



Month to Date		July		Varian	ce	Monthly	Varianc	e
	2024	Current	Prior Year	Amount	Percent	Budget	Amount	Percent
OPERATOR WAGES	\$	2,099,343	\$ 1,703,406	\$ (395,937)	-23.2% \$	-	\$ (2,099,343)	0.0%
MAINTENANCE WAGES		444,785	381,822	(62,963)	-16.5%	-	(444,785)	0.0%
SALARIES		625,580	458,523	(167,057)	-36.4%	-	(625,580)	0.0%
FRINGE BENEFITS		1,202,701	1,141,324	(61,377)	-5.4%	-	(1,202,701)	0.0%
SERVICES		916,205	106,824	(809,381)	-757.7%	4,301,692	3,385,487	78.7%
UTILITIES		49,005	64,249	15,244	23.7%	90,750	41,745	46.0%
VEHICLE MAINTENANCE		309,084	30,662	(278,422)	-908.0%	566,500	257,416	45.4%
MATERIALS AND SUPPLIES		37,983	43,462	5,479	12.6%	91,692	53,708	58.6%
CNG FUEL		135,992	150,619	14,626	9.7%	189,792	53,799	28.3%
DIESEL FUEL		138,881	0	(138,881)	0.0%	176,625	37,744	21.4%
UNLEADED FUEL		16,150	12,000	(4,150)	-34.6%	12,875	(3,275)	-25.4%
ELECTRICITY FUEL		9,812	-	(9,812)	0.0%	9,167	(646)	-7.0%
CAPITAL OUTLAY		-	-	-	0.0%	-	0	0.0%
INSURANCE		-	-	-	0.0%	128,942	128,942	100.0%
LABOR CREDITS/EXP TRANSFERS		-	-	-	0.0%	-	-	0.0%
Total Expenses	\$	5,985,522	\$ 4,092,891	\$ (1,892,631)	-46.2% \$	5,568,033	\$ (417,489)	-7.5%

Year to Date	July YTD		Varia	nce	Annual	Budget Bal	ance
	Current Year	Prior Year	Amount	Percent	Budget	Amount	Percent
OPERATOR WAGES	\$ 2,099,343	3 \$ 1,703,406	\$ (395,937)	-23.2% \$	-	(2,099,343)	0.0%
MAINTENANCE WAGES	444,78	5 381,822	(62,963)	-16.5%	-	(444,785)	0.0%
SALARIES	625,58) 458,523	(167,057)	-36.4%	-	(625,580)	0.0%
FRINGE BENEFITS	1,202,70	l 1,141,324	(61,377)	-5.4%	-	(1,202,701)	0.0%
SERVICES	916,20	5 106,824	(809,381)	-757.7%	51,620,300	50,704,095	98.2%
UTILITIES	49,00	64,249	15,244	23.7%	1,089,000	1,039,995	95.5%
VEHICLE MAINTENANCE	309,084	30,662	(278,422)	-908.0%	6,798,000	6,488,916	95.5%
MATERIALS AND SUPPLIES	37,98	3 43,462	5,479	12.6%	1,100,300	1,062,317	96.5%
CNG FUEL	135,993	150,619	14,626	9.7%	2,277,500	2,141,508	94.0%
DIESEL FUEL	138,88	L 0	(138,881)	0.0%	2,119,500	1,980,619	93.4%
UNLEADED FUEL	16,15) 12,000	(4,150)	-34.6%	154,500	138,350	89.5%
ELECTRICITY FUEL	9,81	2 0	(9,812)	0.0%	110,000	100,188	91.1%
CAPITAL OUTLAY	-	-	0	0.0%	-	0 -	
INSURANCE	-	0	0	0.0%	1,547,300	1,547,300	100.0%
LABOR CREDITS/EXP TRANSFERS		0	0	0.0%		-	0.0%
Total Expenses	\$ 5,985,52	2 \$ 4,092,891	\$ (1,892,631)	-46.2% \$	66,816,401	60,830,878	91.0%



Month to Date		July			Varia	ance	July	Varia	nce
	2024	Current	Prior Year	A	mount	Percent	Budget	Amount	Percent
Expenses									
Vehicle Maintena	nce	\$ -	-	\$	-	0.0%	10,000	10,000	100%
Services		-	-		-	0.0%	-	-	0%
Materials & Suppl	ies	-	-		-	0.0%	-	-	0%
Electricity		9,812	-		(9,812)	0.0%	9,167	(646)	-7%
Total Expense	es _	9,812	-		(9,812)	0.0%	19,167	9,354	49%
Miles									
Total Miles		21,103	12,663		(8,440)	-67%			
кwн		26,824	11,862	((14,962)	-126%			

Year to Date	July YTD		Varia	ance	July YTD	Variance		
	Current	Prior Year	Amount	Percent	Budget	Amount	Percent	
Expenses								
Vehicle Maintenance	\$-	-	\$-	0.0%	120,000	120,000	100%	
Services	-	-	-	0.0%	-	-	0%	
Materials & Supplies	-	-	-	0.0%	-	-	0%	
Electricity	9,812	- 2	(9,812)	0.0%	110,000	100,188	91%	
Total Expenses	9,812	- 2	(9,812)	0.0%	230,000	220,188	96%	
Miles								
Total Miles	21,103	3 12,663	(8,440)	-67%				
кwн	26,824	11,862	(14,962)	-126%				

Performance Indicators – Sun Link



	System Indicator	Curre	ent Month	F	Prior Year	F	Y25 YTD	I	Y24 YTD
1.	Ridership		64,046		68,081		64,046		68,081
2.	Passengers per Revenue Mile		3.84		4.15		3.84		4.15
3.	Passengers per Revenue Hour		28.81		31.02		28.81		31.02
4.	Cost per Passenger	\$	8.23	\$	4.22	\$	8.23	\$	4.22
5.	Cost per Revenue Mile	\$	31.64	\$	17.50	\$	31.64	\$	17.50
6.	Cost per Revenue Hour	\$	237.09	\$	130.77	\$	237.09	\$	130.77
7.	Miles Between Streetcar Inspection		961		928		961		928
8.	Total Preventable Accidents per 100,000 Miles		6		0		5		0
9.	Total Complaints per 100,000 Passengers		2		3		2		3

System Summary – Sun Link



Month to Date			July		Varianc	e	July	Varianc	e
	2024	Current	Pri	or Year	Amount	Percent	Budget	Amount	Percent
Ridership									
	Weekday	49,823		50,711	(888)	-2%	46,038	3,785	8
	Saturday	8,833		10,422	(1,589)	-18%	11,725	(2,892)	-339
	Sunday	3,508		5,476	(1,968)	-56%	8,365	(4,857)	-1389
	Holiday	1,882		1,472	410	22%	2,374	(492)	-269
Total Route Passengers		64,046		68,081	(4,035)	-6%	68,502	(4,456)	-72
Expenses									
Total Expenses		\$ 527,045	\$	287,049 \$	(239,996)	-84% \$	471,392	(55,654)	-11%
Miles									
Revenue Miles		16,659		16,401	258	1.6%	17,104	(445)	-39
Deadhead Miles		248		248	-	0.0%	248	-	09
Total Miles	-	16,907		16,649	258	1.5%	17,352	(445)	-39
	-								
Revenue Hours		2,223		2,195	28	1%	2,144	79	4
Service Hours		2,254		2,226	28	1%	2,175	79	49
Year to Date		July `	YTD		Varianc	e	July YTD	Varianc	e
		Current	Pri	or Year	Amount	Percent	Budget	Amount	Percent
Ridership									
	Weekday	49,823		50,711	(888)	-2%	46,038	3,785	89
	Saturday	8,833		10,422	(1,589)	-18%	11,725	(2,892)	-339
	Sunday	3,508		5,476	(1,968)	-56%	8,365	(4,857)	-1389
	Holiday	1,882		1,472	410	22%	2,374	(492)	-265
T.I.I.D. I. D		64,046		60.004		-6%	68,502	(4,456)	-79
Total Route Passengers	-	 04,040		68,081	(4,035)	-070			
Expenses		 04,040		68,081	(4,035)	-070	·		
-		\$ 527,045	\$	287,049	(239,996)	-84% \$	471,392 \$	(55,654)	-119
Expenses Total Expenses		\$	\$	·			471,392 \$	(55,654)	-119
Expenses Total Expenses		\$	\$	·			471,392 \$ 17,104	(55,654) (445)	
Expenses Total Expenses Miles		\$ 527,045	\$	287,049	(239,996)	-84% \$			-39
Expenses Total Expenses Miles Revenue Miles	- - -	\$ 527,045 16,659	\$	287,049 16,401	(239,996) 258	-84% \$	17,104	(445)	-39
Expenses Total Expenses Miles Revenue Miles Deadhead Miles	-	\$ 527,045 16,659 248	\$	287,049 16,401 248	(239,996) 258 -	-84% \$ 2% -	17,104 248	(445)	-119 -39 09 -39



Month to Date	July			Variance		Monthly	Variance	
	2025	Current	Prior Year	Amount	Percent	Budget	Amount	Percent
OPERATOR WAGES	\$	114,884 \$	74,294 \$	(40,590)	-54.6% \$	- \$	(114,884)	0.0%
MAINTENANCE WAGES		51,661	27,736	(23,925)	-86.3%	-	(51,661)	0.0%
SALARIES		119,281	81,374	(37,907)	-46.6%	-	(119,281)	0.0%
FRINGE BENEFITS		70,197	48,184	(22,013)	-45.7%	-	(70,197)	0.0%
SERVICES		73,756	23,892	(49,864)	-208.7%	394,308	320,552	81.3%
UTILITIES		14,951	14,363	(588)	-4.1%	18,250	3,299	18.1%
VEHICLE MAINTENANCE		42,853	5,264	(37,588)	-714.0%	3,267	(39,586)	-1211.8%
MATERIALS AND SUPPLIES		9,468	811	(8,658)	-1067.8%	22,100	12,632	57.2%
FUEL-ELECTRICITY		29,994	11,131	(18,863)	-169.5%	15,742	(14,252)	-90.5%
CAPITAL OUTLAY		-	-	-	0.0%	1,667	1,667	100.0%
INSURANCE		-	-	-	0.0%	16,058	16,058	100.0%
TOTAL EXPENSES	\$	527,045 \$	287,049 \$	(239,996)	-83.6% \$	471,392 \$	(55,654)	-11.8%

Year to Date	July		Variance		Annual	Budget Varia	nce
	Current Year	Prior Year	Amount	Percent	Budget	Amount	Percent
OPERATOR WAGES	\$ 114,884	\$ 74,294	\$ (40,590)	-54.6% \$	- \$	(114,884)	0.0%
MAINTENANCE WAGES	51,661	27,736	(23,925)	-86.3%	-	(51,661)	0.0%
SALARIES	119,281	81,374	(37,907)	-46.6%	-	(119,281)	0.0%
FRINGE BENEFITS	70,197	48,184	(22,013)	-45.7%	-	(70,197)	0.0%
SERVICES	73,756	23,892	(49,864)	-208.7%	4,731,700	4,657,944	98.4%
UTILITIES	14,951	14,363	(588)	-4.1%	219,000	204,049	93.2%
VEHICLE MAINTENANCE	42,853	5,264	(37,588)	-714.0%	39,200	(3,652)	-9.3%
MATERIALS AND SUPPLIES	9,468	811	(8,658)	-1067.8%	265,200	255,731	96.4%
FUEL-ELECTRICITY	29,994	11,131	(18,863)	-169.5%	188,900	158,906	84.1%
CAPITAL OUTLAY	-	-	-	0.0%	20,000	20,000	100.0%
INSURANCE	-	-	-	0.0%	192,700	192,700	100.0%
TOTAL EXPENSES	\$ 527,045	\$ 287,049	\$ (239,996)	-83.6% \$	5,656,700 \$	5,129,655	90.7%



	System Indicator	Curren	nt Month	Pric	or Year	FY	25 YTD	F	Y24 YTD
1.	Ridership		44,194		38,457		44,194		38,457
2.	Demand		61,315		53,136		61,315		53,136
3.	Cancellations		12,808		10,998		12,808		10,998
4.	No-Shows		4,313		3,681		4,313		3,681
5.	Passengers per Revenue Hour		1.86		1.88		1.86		1.88
6.	Passengers per Service Hour		1.62		1.63		1.62		1.63
7.	Cost per Trip	\$	49.47	\$	31.60	\$	49.47	\$	31.60
8.	Vehicles Operated in Maximum Service		114		105		114		114
9.	Trip Time,Sun Tran		83.43%		83.28%		83.43%		83.28%
10.	Trip Time 110% + 5 Minutes		91.22%		9.20%		91.22%		90.80%
11.	Pick-Ups		89.47%		90.63%		89.47%		90.83%
12.	Pick-Ups Before Significantly Late		99.66%		99.78%		99.66%		99.78%

System Summary- Sun Van



2024 Ridership Weekday	Current Year	Prior Year	Amount	Percent	Budget	Amount	Percent
-	38,671					Amount	Percent
Weekday	38,671						
		32,421	6,250	19.3%			
Saturday	2,645	2,873	(228)	-7.9%			
Sunday	2,448	2,747	(299)	-10.9%			
Holiday	430	416	14	3.4%			
Total Passengers	44,194	38,457	5,737	14.9%			
Total Booked Passengers	61,315	53,136	8,179	15.4%	51,330	9,985	19.5%
Missed Trips	-	-	-	0.0%	-	-	0.0%
Cancellations	12,808	10,998	1,810	16.5%	11,630	1,178	10.1%
No Shows	4,313	3,681	632	17.2%	2,780	1,533	55.1%
Total Passengers	44,194	38,457	5,737	14.9%	36,370	7,824	21.59
ADA Passengers	41,345	35,893	5,452	15.2%			
Optional ADA Passengers	2,849	2,564	285	11.1%			
Percentage of Optional	6.4%	6.7%					
rips							
ADA Trips	38,270	33,312	4,958	14.9%			
Optional ADA Trips	2,657	2,417	240	9.9%			
Total Trips	40,927	35,729	5,198	14.5%	31,420	9,507	30.39
Expenses							
Total Expenses	\$ 2,024,459	\$ 1,129,203	\$ (895,256)	-79.3% \$	1,793,892 \$	230,567	12.9%
Viles							
Revenue Miles	319,029	279,327	39,702	14.2%	251,526	67,503	26.8%
Deadhead Miles	58,131	47,566	10,565	22.2%	43,741	14,390	32.9%
Total Service Miles	377,160	326,893	50,267	15.4%	295,267	81,893	27.79
Non-Route Miles	205	5,930	(5,725)	-96.5%	3,457	(3,252)	-94.1%
Total Miles	377,365	332,823	44,542	13.4%	298,724	78,641	26.3%
Revenue Hours	23,708	20,461	3,247	15.9%	17,479	6,229	35.6%
Service Hours	27,212	23,568	3,644	15.5%	20,127	7,085	35.2%

System Summary- Sun Van



/ear to Date		July Y1	D	Varian	ice	July YTD	Varian	ce
	2024	Current Year	Prior Year	Amount	Percent	Budget	Amount	Percent
Ridership								
Weekday	/	38,671	32,421	6250	19%			
Saturday	/	2,645	2,873	-228	-8%			
Sunday		2,448	2,747	-299	-11%			
Holiday	,	430	416	14	3%			
Total Passengers	_	44,194	38,457	5,737	14.9%			
Total Booked Passengers		61,315	53,136	8,179	15.4%	51,330	9,985	19.5%
Missed Trips		-	-	-	0.0%	-	-	0.0%
Cancellations		12,808	10,998	1,810	16.5%	11,630	1,178	10.1%
No Shows	_	4,313	3,681	632	17.2%	2,780	1,533	55.19
Total Passengers	_	44,194	38,457	5,737	14.9%	36,920	7,274	19.7%
ADA Passengers		41,345	35,893	5,452	15.2%			
Optional ADA	_	2,849	2,564	285	11.1%			
Percentage of Optional		6.4%	6.7%					
rips								
ADA Trips		38,270	33,312	4,958	14.9%			
Optional ADA Trips	_	2,657	2,417	240	9.9%			
Total Trips	_	40,927	35,729	5,198	14.5%	31,420	9,507	30.3%
xpenses								
Total Expenses		\$ 2,024,459	\$ 1,129,203 \$	(895,256)	-79.3% \$	21,800,140	\$ (19,775,681)	-90.7%
Ailes								
Revenue Miles		319,029	279,327	39,702	14.2%	234,400	84,629	36.1%
Deadhead Miles	_	58,131	47,566	10,565	22.2%	42,800	15,331	35.8%
Total Service Miles		377,160	326,893	50,267	15.4%	277,200	99,960	36.1%
Non-Route Miles	_	205	5,930	(5,725)	-96.5%	1,800	(1,595)	-88.6%
Total Miles	_	377,365	332,823	44,542	13.4%	279,000	98,365	35.3%
Revenue Hours		23,708	20,461	3,247	15.9%	16,700	7,008	42.0%
Service Hours		27,212	23,568	3,644	15.5%	19,200	8,012	41.79

Expenses – Sun Van



Month to Date	July			Varian	се	Monthly	ly Variance				
2024	Cu	rrent Year		Prior Year		Amount	Percent	Budget		Amount	Percent
										()	/
OPERATOR WAGES	\$	728,252	Ş	524,731	Ş	(203,521)	-38.8%	ş -	\$	(728,252)	0.0%
OTHER BU WAGES		309,393		232,944		(76 <i>,</i> 449)	-32.8%	-		(309,393)	0.0%
SALARIES		120,753		108,603		(12,151)	-11.2%	-		(120,753)	0.0%
FRINGE BENEFITS		281,619		248,397		(33,222)	-13.4%	-		(281,619)	0.0%
SERVICES		277,360		5,718		(271,642)	-4750.5%	1,388,958		1,111,598	80.0%
CONTRACT VEHICLE MAINT.		166,207		(1,493)		(167,700)	11229.5%	158,333		(7,873)	-5.0%
UTILITIES		5,077		9,802		4,724	48.2%	15,792		10,714	67.8%
MATERIALS AND SUPPLIES		12,064		0		(12,064)	0%	14,767		2,702	18.3%
UNLEADED FUEL		123,734		502		(123,232)	-24536.9%	163,125		39,391	24.1%
CAPITAL OUTLAY		-		-		-	0.0%	-		-	0.0%
LIABILITY INSURANCE		-		-		0	0.0%	52,917		52,917	100.0%
TOTAL EXPENSES	\$	2,024,459	\$	1,129,203	\$	(895,256)	-79.3%	\$ 1,793,892	\$	(230,567)	-12.9%

/ear to Date		July	YTD			Varian	ce	YTD	Variance		
	Cu	rrent Year	P	rior Year		Amount	Percent	Budget	Amount	Percent	
OPERATOR WAGES	\$	728,252	Ś	524,731	¢	(203,521)	-38.8% \$	- 1	\$ (728,252)	0.0%	
OTHER BU WAGES	Ļ	309,393	Ļ	232,944	Ļ	(205,321) (76,449)	-32.8%	-	(309,393)	0.0%	
SALARIES		120,753		108,603		(12,151)	-11.2%	-	(120,753)	0.0%	
FRINGE BENEFITS		281,619		248,397		(33,222)	-13.4%	-	(281,619)	0.0%	
SERVICES		277,360		5,718		(271,642)	-4750.5%	16,667,500	16,390,140	98.3%	
CONTRACT VEHICLE MAINT.		166,207		(1,493)		(167,700)	11229.5%	1,900,000	1,733,793	91.3%	
UTILITIES		5,077		9,802		4,724	48.2%	189,500	184,423	97.3%	
MATERIALS AND SUPPLIES		12,064		0		(12,064)	0.0%	177,200	165,136	93.2%	
UNLEADED FUEL		123,734		502		(123,232)	-24536.9%	1,957,500	1,833,766	93.7%	
CAPITAL OUTLAY		-		-		-	0.0%	-	-	0.0%	
LIABILITY INSURANCE		-		-		0	0.0%	635,000	635,000	100.0%	
TOTAL EXPENSES	\$	2,024,459	\$	1,129,203	\$	(895,256)	-79.3% \$	21,526,700	\$ 19,502,241	90.6%	

System Summary- On Demand



Month to Date	July		Varian	ice
2024	Current Year	Prior Year	Amount	Percent
Ridership				
Weekday	1,776	1,145	631	55.1%
Saturday	215	204	11	5.4%
Sunday	172	142	30	21.1%
Holiday	46	28	18	64.3%
Total Passengers	2,209	1,519	690	45.4%
Ridership				
Total Demand	3,377	2,221	1,156	52.0%
Missed Trips	-	-	-	0.0%
Cancellations	1,093	666	427	64.1%
No Shows	75	36	39	108.3%
Total Passengers	2,209	1,519	690	45.4%
Trips				
Total Trips	1,874	1,241	633	51.0%
Miles				
Revenue Miles	9,577	6,487	3,090	47.6%
Deadhead Miles	1,813	1,773	40	2.3%
Total Service Miles	11,390	8,260	3,130	37.9%
Non-Route Miles	249	302	(53)	-17.5%
Total Miles	11,639	8,562	3,077	35.9%
Revenue Hours	773	620	154	24.8%
Service Hours	923	803	120	15.0%

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System Summary- On Demand

lear to Date		July Y	ſD	Varian	ce
	2024	Current Year	Prior Year	Amount	Percent
Ridership					
Weekd	ау	1,776	1145	631	55.1%
Saturd	ау	215	204	11	5.4%
Sunda	ay	172	142	30	21.19
Holid	ay	46	28	18	64.3%
Total Passengers		2,209	1,519	690	45.4%
Total Demand		3,377	2,221	1,156	52.0%
Missed Trips		-	-	-	0.0%
Cancellations		1,093	666	427	64.1%
No Shows		75	36	39	108.3%
Total Passengers		2,209	1,519	690	45.4%
Trips					
Total Trips		1,874	1,241	633	51.0%
Viles					
Revenue Miles		9,577	6,487	3,090	47.6%
Deadhead Miles		1,813	1,773	40	2.3%
Total Service Miles		11,390	8,260	3,130	37.9%
Non-Route Miles		249	302	(53)	-17.5%
Total Miles		11,639	8,562	3,077	35.9%
Revenue Hours		773	620	154	24.8%
Service Hours		923	803	120	15.0%



Customer Service – Sun Tran, Sun Link, Sun Van and On Demand

SUN TRAN CUSTOMER INFORMATION CENTER								
July 2024								
Total Service Reports:	249							
Inquiries	39							
Compliments	12							
Complaints	190							
Chargeable	46							
Non-chargeable	139							
Pending/Incomplete	13							

SUN VAN CUSTOMER INFORMATION CENTER								
July 2024								
Total Calls/E-mails Received	30							
Inquiries	1							
Compliments	9							
Complaints	20							
Non-Chargeable	14							
Chargeable	6							
Pending/Incomplete	0							

SUN LINK CUSTOMER INFORMATION CENTER								
July 2024								
Total Calls & Emails Received	6							
Inquiries	4							
Compliments	1							
Complaints	1							
Non-Chargeable	1							
Chargeable	0							
Pending/Incomplete	0							

ON DEMAND CUSTOMER INFORMATION CENTER		
July 2024		
Total Calls/E-mails Received	1	
Inquiries	0	
Compliments	0	
Complaints	1	
Non-Chargeable	1	
Chargeable	0	
Pending/Incomplete	0	

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.
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 hours of the scheduled 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.

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.
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.
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.