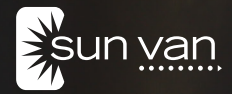




# MONTHLY OPERATIONS REPORT

DECEMBER 2022



# DECEMBER 2022 HIGHLIGHTS

## FREE TRANSIT FARES EXTENDED



Transit fares remain free during the first half of the 2023 New Year. The Tucson Mayor and Council voted on December 20th to extend the free fares on Sun Tran, Sun Link and Sun Van through June 30th 2023. The City of Tucson chose to provide free transit services in March of 2020 with the onset of the Pandemic.

## JOHN ZUKAS APPOINTED AS AGM OF SUN LINK

John brings unique qualifications to the position having extensive experience as the Director of Safety and Security for Sun Tran, Sun Van and Sun Link since June of 2020. In his position of Director of Safety and Security, John and his team have made significant improvements in transit system safety and security including the implementation of the Public Transportation Agency Safety Plan (PTASP). The PTASP includes a written hazard management plan, an employee safety training plan, an employee safety reporting program ESRP and an internal audit plan. John was the Transit Services Coordinator /Manager for the City of Tucson from January 2004 until joining RATP DEV in June of 2020. With RATP Dev and the City of Tucson, John has established himself as an experienced manager, strong leader and excellent communicator. These skills, combined with his historical knowledge of the growth and evolution of the streetcar system in Tucson make him a fantastic choice as AGM. John will replace John Kortekaas, who is retiring January 20, 2023.



## SECURITY TABLETOP EXERCISE

On December 13, 21 employees participated in a half day tabletop exercise overseen by Homeland Security staff. Moderated by Allen Smith Transit Security Manager and the Director of Safety and Security John Zukas, Managers, Directors and other key staff who could potentially play an active role in an emergency participated in this exercise. This exercise is one in what will be a continuing series of emergency operations exercises and is part of our commitment to a safe and secure transit system to the Public and to transit employees.

## WINTER STREET FAIR

Fourth Avenue Merchants Association (FAMA) along with the 4th Ave retailers hosted their Winter Street Fair December 9-11th. This popular event brings thousands of attendees and vendors from Tucson and surrounding areas to 4th Ave to experience the food and culture of Tucson over the 3-day event. Sun Link closes a portion of the track to accommodate the event which happens in the Spring and Winter each year. Sun Tran provides supervisors and Bus Operators as well as a bus along the detour of the closed portion of the Sun Link track. This helps Tucsonans navigate the event as well as campus and Downtown Tucson throughout the weekend.

### Sun Link Ridership - 4th Avenue Winter Street Fair

Friday, December 9	Saturday, December 10	Sunday, December 11
4,745	4,528	2,618

## ONGOING PROJECT UPDATE

The conversion of Congress/6th parking spaces to 10 minutes max for passenger load/drop-off should decrease Sun Link service interruption rates upon it's completion.



## STUFF THE BOOT WITH SUN LINK STREETCAR

This was the first year that Sun Link hosted its Stuff the Boot promotion. On Saturday, December 17th, Santa was at Mercado San Augustin at the Sun Link stop to help fill the boot with donations. The public was invited to stop by and take a photo while enjoying a ride on the Streetcar. The Tucson community donated \$240 to Santa. Donations benefitted The Marines Toys for Tots.



## STUFF THE BUS

Sun Tran hosted the Annual Stuff the Bus event to benefit Salvation Army. Toys and cash were collected throughout the day at Walmart on Speedway and Kolb on Saturday December 10th.

**OVER 1000 TOYS AND \$350 IN CASH**

were collected to help make families in Tucson a bit brighter this year.

## SUN TRAN 2ND ANNUAL HOLIDAY OFFICE DECORATING CONTEST

Sun Tran staff participated in the 2nd, the concept originated last year to encourage comrade and holiday cheer among staff. The Department of Transportation graciously judged the participants and awarded Sun Tran's Accounting Department the award for their rendition of Las Posadas. Accounting has taken the award home for the two last years. Congratulations to Accounting and to all of the departments that participated. To see the video visit: [Youtube.com/SunTranTucson](https://www.youtube.com/SunTranTucson).



## HOLIDAY DINNER

Sun Tran, Sun Link and Sun Van employees were treated to a Holiday all employee dinner catered by Cracker Barrel on December 14th.



## ASYLUM SHUTTLE

TRIPS 229

PASSENGERS 7,647

### NEW HIRES

3 - Coach Operators  
1 - Bus Stop Cleaner

### PROMOTIONS

3 - Trainees to Operators  
7 - Trainees and 3 regular Operators were termed

SUN TRAN

SUN VAN

SUN LINK

2 - Streetcar Operators  
1 - Maintenance Technician



**sun tran** **+21%**  
Year to Year Ridership

December 2022 - 1,183,095

December 2021 - 975,721

**sun LINK** **+22%**  
Year to Year Ridership

December 2022 - 100,976

December 2021 - 82,960

**sun van** **+10%**  
Year to Year Ridership

December 2022 - 36,485

December 2021 - 33,181

**ON DEMAND** **+74%**  
Year to Year Ridership

December 2022 - 846

December 2021 - 484

 **91%**  
On Time Performance



**25.3** Passengers per Hour

**13** Customer Compliments 



**48.8** Passengers per Hour

 **97%**  
On Time Performance

 **86%**  
On Time Performance

**1.87** Passengers per Hour





**91%** On Time Performance

# Sun Family All-Stars

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

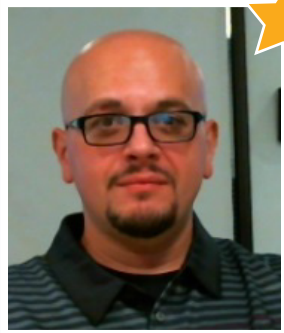


**Larry Paxton**  
Sun Tran Coach Operator

"I've been riding the 109X(am) for several months now and Larry has been our regular driver and he is always courteous, professional and gets us to our destinations safely".

**Allen Smith**  
Sun Tran Safety and Security Manager

"I called in for an update on a previous incident and was transferred to Allen. He was so polite and professional and very understanding, I enjoyed speaking with him.



**Joshua Frey**  
Sun Tran Coach Operator

"My driver went above and beyond helping an elderly passenger. He helped the passenger get to her appointment safely."

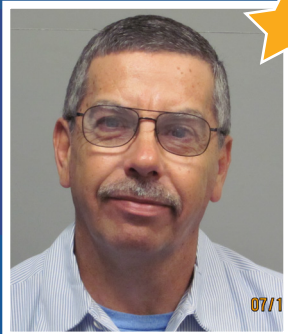


**Bob De La Rosa**  
Sun Van Operator

"Our driver Bob was so great; I left my wallet, money and bags on the vehicle. Bob took the time to return everything to me". I am so grateful for him!"

**Jeffrey Gucciardo**  
Sun Van Operator

"I am so lucky, I had Jeffrey not once but twice today. He went above the call of duty and was helpful by helping me with stairs and groceries and was so patient."



**Raul Guterrez**  
Sun Van Operator

"Raul was such a helpful driver. He was able to accommodate us on our shopping trip for Christmas dinner and he was able to tie down both wheelchairs safely and securely."

**Lourdes Grijalva**  
Sun Tran Customer Service Representative

"Thank you for taking the time to listen to me. Thank you for such stellar customer service!!"



**Sun Tran**

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Month to Date	December		Variance		December		Variance	
	2022	Current	Prior Year	Amount	Percent	Budget	Amount	Percent
<b>Ridership</b>								
Total Route Passengers		1,183,095	975,721	207,374	21%	1,191,667	(8,572)	-1%
<b>Revenue</b>								
Total Route Passenger Revenue	\$	-	\$ -	\$ -	0%	\$ -		0%
<b>Expenses</b>								
Total Expenses	\$	-	\$ 5,658,918	\$ 5,658,918	0%	\$ 5,515,933	\$ 5,515,933	0%
<b>Miles</b>								
Revenue Miles		614,771	614,345	426	0%	659,167	44,396	7%
Deadhead Miles		70,358	72,894	(2,536)	-3%	99,811	29,453	30%
Total Service Miles		685,128	687,238	(2,110)	0%	758,978	73,849	10%
Non-Route Miles		23,916	17,176	6,740	39%	7,325	(16,591)	-226%
Total Miles		709,044	704,414	4,630	1%	766,303	57,259	7%
<b>Revenue Hours</b>		51,333	50,615	718	1%	55,763	4,430	8%
<b>Service Hours</b>		54,895	53,758	1,136	2%	59,158	4,263	7%

Year to Date	December YTD		Variance		December YTD		Variance	
	Current	Prior Year	Amount	Percent	Budget	Amount	Percent	
<b>Ridership</b>								
Total Route Passengers		7,336,092	6,586,512	749,580	11%	7,150,000	186,092	3%
<b>Revenue</b>								
Total Route Passenger Revenue	\$	-	\$ -	\$ -	0%	\$ -	\$ -	0%
<b>Expenses</b>								
Total Expenses	\$	17,834,577	\$ 30,888,278	\$ 13,053,700	42%	\$ 33,095,598	\$ 15,261,021	46%
<b>Miles</b>								
Revenue Miles		3,681,610	3,844,384	(162,774)	-4%	3,955,000	273,390	7%
Deadhead Miles		420,884	473,233	(52,349)	-11%	598,866	177,982	30%
Total Service Miles		4,102,494	4,317,617	(215,122)	-5%	4,553,866	451,372	10%
Non-Route Miles		136,954	76,222	60,731	80%	43,950	(93,004)	-212%
Total Miles		4,239,448	4,393,839	(154,391)	-4%	4,597,816	358,368	8%
<b>Revenue Hours</b>		306,998	322,868	(15,870)	-5%	334,580	27,582	8%
<b>Service Hours</b>		328,277	341,579	(13,302)	-4%	354,950	26,673	8%

	System Indicator	Current Month	Prior Year	FY23 YTD	FY22 YTD
1.	Ridership	1,183,095	975,721	6,152,997	6,586,512
2.	Passenger Revenue	\$ -	\$ -		\$ -
3.	Passenger per Revenue Mile	1.92	1.59	1.99	1.70
4.	Passenger per Revenue Hour	23.05	19.28	23.90	20.31
5.	Revenue per Passenger	-	-	-	-
6.	Revenue per Revenue Mile	-	-	-	-
7.	Revenue per Revenue Hour	-	-	-	-
8.	Farebox Recovery Ratio	-	-	-	-
9.	Cost per Passenger	-	5.80	2.43	4.69
10.	Cost per Revenue Mile	-	9.21	4.84	7.96
11.	Cost per Revenue Hour	-	111.80	58.09	103.01
12.	Net Cost per Revenue Hour	-	111.80	58.09	94.96
13.	Miles Between Road Calls	16,615	14,287	19,718	17,337
14.	Miles Between Bus Inspections	5,913	5,887	5,880	5,890
15.	Vehicle Accidents per 100,000 Miles	0.28	0.71	0.75	0.65
16.	Complaints per 100,000 Passengers	17.33	19.37	18.55	24.17
17.	Vehicles Operated in Maximum Service	147	148	147	165

ROUTE	TOTAL ROUTE PASSENGERS	ROUTE REVENUE	TOTAL SERVICE MILES	TOTAL SERVICE HOURS	TOTAL COST ALLOCATION	NET COST PER REVENUE HOUR	PASSENGER PER REVENUE MILE	PASSENGER PER REVENUE HOUR	REVENUE PER REVENUE MILE	REVENUE PER REVENUE HOUR	SUBSIDY PER PASSENGER
1	33,269	-	19,455	1,779			1.84	19.40	\$ -	\$ -	-
2	22,272	-	19,402	1,622			1.17	13.90	-	-	-
3	45,608	-	35,917	2,777			1.41	17.37	-	-	-
4	89,058	-	44,022	3,797			2.30	24.85	-	-	-
5	18,691	-	18,019	1,396			1.10	13.87	-	-	-
6	47,048	-	18,524	2,123			2.70	22.83	-	-	-
7	51,254	-	32,926	2,291			1.75	24.00	-	-	-
8	104,423	-	42,146	3,517			2.85	31.71	-	-	-
9	57,623	-	31,937	2,357			1.98	25.88	-	-	-
10	28,098	-	14,812	1,262			1.96	22.77	-	-	-
11	99,955	-	43,469	3,419			2.48	30.59	-	-	-
12	31,189	-	14,057	1,216			2.30	26.25	-	-	-
15	19,930	-	20,626	1,553			1.03	13.28	-	-	-
16	96,952	-	31,051	2,789			3.35	36.02	-	-	-
17	71,194	-	44,205	3,140			1.82	24.30	-	-	-
18	80,847	-	16,356	1,655			2.52	50.05	-	-	-
19	21,871	-	9,211	854			2.52	26.45	-	-	-
21	11,836	-	10,770	902			1.19	13.67	-	-	-
22	3,974	-	8,999	704			0.49	5.93	-	-	-
23	30,119	-	19,697	1,675			1.59	18.43	-	-	-
24	15,879	-	8,884	627			1.88	26.16	-	-	-
25	43,521	-	23,557	1,976			2.01	23.03	-	-	-
26	19,187	-	17,313	1,172			1.15	16.93	-	-	-
27	17,302	-	18,073	1,214			1.00	14.71	-	-	-
29	30,642	-	20,841	1,575			1.58	20.24	-	-	-
34	56,920	-	28,679	2,354			2.21	25.54	-	-	-
37	13,896	-	15,879	1,187			1.09	13.08	-	-	-
50	7,554	-	12,288	1,036			0.69	7.72	-	-	-
61	7,817	-	12,787	977			0.63	8.20	-	-	-
<b>Total Non-Express Route</b>	<b>1,177,929</b>	<b>-</b>	<b>653,901</b>	<b>52,945</b>	<b>-</b>	<b>-</b>	<b>2.1</b>	<b>24.9</b>	<b>-</b>	<b>-</b>	<b>-</b>

ROUTE	TOTAL ROUTE PASSENGERS	ROUTE REVENUE	TOTAL SERVICE MILES	TOTAL SERVICE HOURS	TOTAL COST ALLOCATION	NET COST PER REVENUE HOUR	PASSENGER PER REVENUE MILE	PASSENGER PER TRIP	REVENUE PER REVENUE MILE	REVENUE PER REVENUE HOUR	SUBSIDY PER PASSENGER
101X	777	\$ -	2,748	115			0.70	9.25	\$ -	\$ -	-
102X	420	-	1,738	76			0.43	10.00	-	-	-
103X	210	-	1,117	72			0.28	5.00	-	-	-
104X	378	-	1,320	45			0.61	9.00	-	-	-
105X	378	-	1,488	79			0.61	9.00	-	-	-
107X	399	-	1,952	104			0.26	4.75	-	-	-
108X	315	-	1,528	77			0.61	7.50	-	-	-
109X	252	-	1,432	80			0.47	6.00	-	-	-
110X	441	-	1,953	66			0.29	5.25	-	-	-
201X	483	-	4,082	183			0.21	5.75	-	-	-
203X	420	-	5,564	209			0.13	5.00	-	-	-
204X	693	-	6,306	228			0.20	5.50	-	-	-
<b>Total Express Route</b>	<b>5,166</b>	<b>-</b>	<b>31,228</b>	<b>1,335</b>	<b>-</b>	<b>-</b>	<b>0.30</b>	<b>6.50</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total Service</b>	<b>1,183,095</b>	<b>-</b>	<b>685,128</b>	<b>54,280</b>	<b>-</b>	<b>-</b>	<b>1.90</b>				



Rank	Route Number	Route Description	Passengers per Hour
1	18	S. 6TH AVENUE	50.0
2	16	ORACLE / INA	36.0
3	8	BROADWAY	31.7
4	11	ALVERNON	30.6
5	19	STONE	26.5
6	12	10TH / 12TH AVENUE	26.3
7	24	12TH AVENUE	26.2
8	9	GRANT ROAD	25.9
9	34	CRAYCROFT / FT LOWELL	25.5
10	4	SPEEDWAY	24.9
11	17	COUNTRY CLUB / 29TH STREET	24.3
12	7	22ND STREET	24.0
13	25	S. PARK AVENUE	23.0
14	6	EUCLID/ NORTH FIRST AVENUE	22.8
15	10	FLOWING WELLS	22.8
16	29	VALENCIA	20.2
17	1	GLENN/SWAN	19.4
18	23	MISSION ROAD	18.4
19	3	6TH STREET / WILMOT	17.4
20	26	BENSON HIGHWAY	16.9
21	27	MIDVALE PARK	14.7
22	2	CHERRYBELL	13.9
23	5	PIMA STREET / WEST SPEEDWAY	13.9
24	21	WEST CONGRESS / SILVERBELL	13.7
25	15	CAMPBELL AVENUE	13.3
26	37	PANTANO	13.1
27	61	LA CHOLLA	8.2
28	50	AJO	7.7
29	22	GRANDE	5.9
<b>FIXED ROUTE SYSTEM AVERAGE</b>			<b>23.3</b>

Rank	ROUTE NUMBER	ROUTE DESCRIPTION	PASSENGERS PER TRIP
1	102X	INA ROAD EXPRESS	10.0
2	101X	GOLF LINKS EXPRESS	9.3
3	105X	SUNRISE EXPRESS	9.0
4	104X	MARANA EXPRESS	9.0
5	108X	BROADWAY EXPRESS	7.5
6	109X	TANQUE VERDE EXPRESS	6.0
7	201X	SPEEDWAY/AEROPARK EXPRESS	5.8
8	204X	NW / AEROPARK EXPRESS	5.5
9	110X	RITA RANCH/DOWNTOWN EXPRESS	5.3
10	103X	OLDFATHER EXPRESS	5.0
11	203X	ORO VALLEY/AEROPARK EXPRESS	5.0
12	107X	ORO VALLEY/DOWNTOWN EXPRESS	4.8
<b>EXPRESS ROUTE SYSTEM AVERAGE</b>			<b>6.5</b>

SUN LINK 



Month to Date	December		Variance		December		Variance	
	2022	Current	Prior Year	Amount	Percent	Budget	Amount	Percent
<b>Ridership</b>								
Total Route Passengers		100,976	82,960	18,016	21.7%	82,960	18,016	21.7%
<b>Revenue</b>								
Total Route Passenger Revenue		-	- \$	-	0.0%	- \$	-	0.0%
<b>Expenses</b>								
Total Expenses		-	304,424 \$	(304,424)	0.0%	413,553 \$	(413,553)	0.0%
<b>Miles</b>								
Revenue Miles		16,113	16,375	(262)	-1.6%	16,300	(187)	-1.1%
Deadhead Miles		248	248	0	0.0%	248	0	0.0%
Total Service Miles		16,361	16,623	(262)	-1.6%	16,548	(187)	-1.1%
<b>Revenue Hours</b>		2,066	2,099	(33)	-1.6%	2,063	3	0.1%

Year to Date	December YTD		Variance YTD		December YTD		Variance YTD	
	Current	Prior Year	Amount	Percent	Budget	Amount	Percent	
<b>Ridership</b>								
Total Route Passengers		815,905	607,140	208,765	34.4%	607,140	208,765	34.4%
<b>Revenue</b>								
Total Route Passenger Revenue		\$ -	\$ -	\$ -	0.0%	\$ -	\$ -	0.0%
<b>Expenses</b>								
Total Expenses		\$ 1,161,772	1,990,667 \$	(828,895)	-41.6%	\$ 2,481,320	(1,319,548)	-53.2%
<b>Miles</b>								
Revenue Miles		97,156	101,297	(4,141)	-4.1%	100,268	(3,112)	-3.1%
Deadhead Miles		1,472	1,472	0	0.0%	1,472	0	0.0%
Total Service Miles		98,628	102,769	(4,141)	-4.0%	101,740	(3,112)	-3.1%
<b>Revenue Hours</b>		12,457	12,986	(529)	-4.1%	12,752	(295)	-2.3%

	System Indicator	Current Month	Prior Year	FY23 YTD	FY22 YTD
1.	Ridership	100,976	82,960	815,905	607,140
2.	Passengers per Revenue Mile	6.27	5.07	8.40	6.03
3.	Passengers per Revenue Hour	48.88	39.52	65.50	47.01
4.	Cost per Passenger		3.67 \$	1.42 \$	3.72
5.	Cost per Revenue Mile		18.59 \$	11.96 \$	19.69
6.	Cost per Revenue Hour		145.03 \$	93.26 \$	153.56
7.	Miles Between Road Calls	N/A	N/A	N/A	N/A
8.	Miles Between Streetcar Inspection	933	955	935	952
9.	Total Preventable Accidents per 100,000 Miles	0	0	0	0
10.	Total Complaints per 100,000 Passengers	1	2	2	6





Month to Date	December		Variance		December Budget	Variance		
	2022	Current Year	Prior Year	Amount		Percent	Amount	Percent
<b>Ridership</b>								
<b>Total Demand</b>		53,048	48,728	4,320	8.9%	47,180	5,868	12.4%
Denials		-	-	-	0.0%	-	-	0.0%
Missed Trips		-	2	(2)	-100.0%	-	-	0.0%
Cancellations		12,177	12,191	(14)	-0.1%	10,690	1,487	13.9%
No Shows		4,386	3,354	1,032	30.8%	2,550	1,836	72.0%
<b>Total Passengers</b>		<u>36,485</u>	<u>33,181</u>	<u>3,304</u>	<u>10.0%</u>	<u>33,430</u>	<u>3,055</u>	<u>9.1%</u>
ADA Passengers		33,780	31,275	2,505	8.0%			
Optional ADA		<u>2,705</u>	<u>1,906</u>	<u>799</u>	<u>41.9%</u>			
Percentage of Optional		7.4%	5.7%					
<b>Trips</b>								
ADA Trips		34,014	29,130	4,884	16.8%			
Optional ADA Trips		<u>2,540</u>	<u>1,817</u>	<u>723</u>	<u>39.8%</u>			
<b>Total Trips</b>		<u>36,554</u>	<u>30,947</u>	<u>5,607</u>	<u>18.1%</u>	<u>32,490</u>	<u>4,064</u>	<u>12.5%</u>
<b>Revenue</b>								
Regular Fare Revenue		-	-	-	-	\$0	-	0.0%
Economy Fare Revenue		-	-	-	-	\$0	-	0.0%
<b>Total Fares Collected</b>		<u>\$ -</u>	<u>\$ -</u>	<u>\$ -</u>	<u>-</u>	<u>\$ -</u>	<u>\$ -</u>	<u>0.0%</u>
<b>Expenses</b>								
<b>Total Expenses</b>		\$ -	\$ 1,217,208	\$ 1,217,208	100.0%	\$ 1,592,678	\$ (1,592,678)	-100.0%
<b>Miles</b>								
Revenue Miles		270,548	240,389	30,159	12.5%	252,400	18,148	7.2%
Deadhead Miles		<u>49,823</u>	<u>43,519</u>	<u>6,304</u>	<u>14.5%</u>	<u>45,700</u>	<u>4,123</u>	<u>9.0%</u>
Total Service Miles		320,371	283,908	36,463	12.8%	298,100	22,271	7.5%
Non-Route Miles		<u>-2,554</u>	<u>3,740</u>	<u>(6,294)</u>	<u>-168.3%</u>	<u>1,800</u>	<u>(4,354)</u>	<u>-241.9%</u>
<b>Total Miles</b>		<u>317,817</u>	<u>287,648</u>	<u>30,169</u>	<u>10.5%</u>	<u>299,900</u>	<u>17,917</u>	<u>6.0%</u>
<b>Revenue Hours</b>		19,506	17,129	2,377	13.9%	17,990	1,516	8.4%
<b>Service Hours</b>		22,626	19,851	2,775	14.0%	20,840	1,786	8.6%

Year to Date	December YTD		Variance		December YTD		Variance	
	2022	Current Year	Prior Year	Amount	Percent	Budget	Amount	Percent
<b>Ridership</b>								
<b>Total Demand</b>		321,626	288,232	33,394	11.6%	311,040	10,586	3.4%
Denials		-	-	-	0.0%	-	-	0.0%
Missed Trips		1	9	(8)	-88.9%	-	1	0.0%
Cancellations		70,657	65,967	4,690	7.1%	70,490	167	0.2%
No Shows		24,080	18,373	5,707	31.1%	16,860	7,220	42.8%
<b>Total Passengers</b>		<u>226,888</u>	<u>203,883</u>	<u>23,005</u>	<u>11.3%</u>	<u>223,690</u>	<u>3,198</u>	<u>1.4%</u>
ADA Passengers		211,243	192,369	18,874	9.8%			
Optional ADA		<u>15,645</u>	<u>11,514</u>	<u>4,131</u>	<u>35.9%</u>			
Percentage of Optional		6.9%	5.6%					
<b>Trips</b>								
ADA Trips		199,516	178,976	20,540	11.5%			
Optional ADA Trips		<u>14,752</u>	<u>10,977</u>	<u>3,775</u>	<u>34.4%</u>			
<b>Total Trips</b>		<u>214,268</u>	<u>189,953</u>	<u>24,315</u>	<u>12.8%</u>	<u>199,410</u>	<u>14,858</u>	<u>7.5%</u>
<b>Revenue</b>								
Regular Fare Revenue		-	-	-	0.0%	-	-	0.0%
Economy Fare Revenue		-	-	-	0.0%	-	-	0.0%
<b>Total Fares Collected</b>		<u>\$ -</u>	<u>\$ -</u>	<u>\$ -</u>	<u>0.0%</u>	<u>\$ -</u>	<u>\$ -</u>	<u>0.0%</u>
<b>Expenses</b>								
<b>Total Expenses</b>		\$ 4,856,206	\$ 7,268,559	\$ 2,412,353	33.2%	\$ 10,076,070	\$ (5,219,864)	-51.8%
<b>Miles</b>								
Revenue Miles		1,630,905	1,434,456	196,449	13.7%	1,500,900	130,005	8.7%
Deadhead Miles		<u>285,171</u>	<u>261,752</u>	<u>23,420</u>	<u>8.9%</u>	<u>274,800</u>	<u>10,371</u>	<u>3.8%</u>
Total Service Miles		1,916,076	1,696,208	219,868	13.0%	1,775,700	140,376	7.9%
Non-Route Miles		<u>15,553</u>	<u>23,496</u>	<u>(7,943)</u>	<u>-33.8%</u>	<u>10,800</u>	<u>4,753</u>	<u>44.0%</u>
<b>Total Miles</b>		<u>1,931,630</u>	<u>1,719,704</u>	<u>211,926</u>	<u>12.3%</u>	<u>1,786,500</u>	<u>145,130</u>	<u>8.1%</u>
<b>Revenue Hours</b>		113,840	101,717	12,123	11.9%	106,810	7,030	6.6%
<b>Service Hours</b>		130,993	115,977	15,016	12.9%	121,780	9,213	7.6%

System Indicator		Current Month	Prior Year	FY23 YTD	FY22 YTD
1.	Ridership	36,485	33,181	226,888	203,883
2.	Demand	53,048	48,728	321,626	288,232
3.	Cancellations	12,177	12,191	70,657	65,967
4.	No-Shows	4,386	3,354	24,080	18,373
5.	Passengers per Revenue Hour	1.87	1.94	1.99	2.00
6.	Passengers per Service Hour	1.61	1.67	1.73	1.76
7.	Revenue per Trip	\$ -	\$ -	\$ -	\$ -
8.	Cost per Trip	\$ -	\$ 39.33	\$ 22.94	\$ 38.27
9.	Vehicles Operated in Maximum Service	99	91	100	94
10.	Trip Time,Sun Tran	82.05%	82.48%	80.22%	83.53%
11.	Trip Time 110% + 5 Minutes	89.79%	89.63%	88.51%	90.54%
12.	Pick-Ups	85.71%	87.28%	82.90%	89.15%
13.	Pick-Ups Before Significantly Late	98.91%	99.22%	98.53%	99.56%

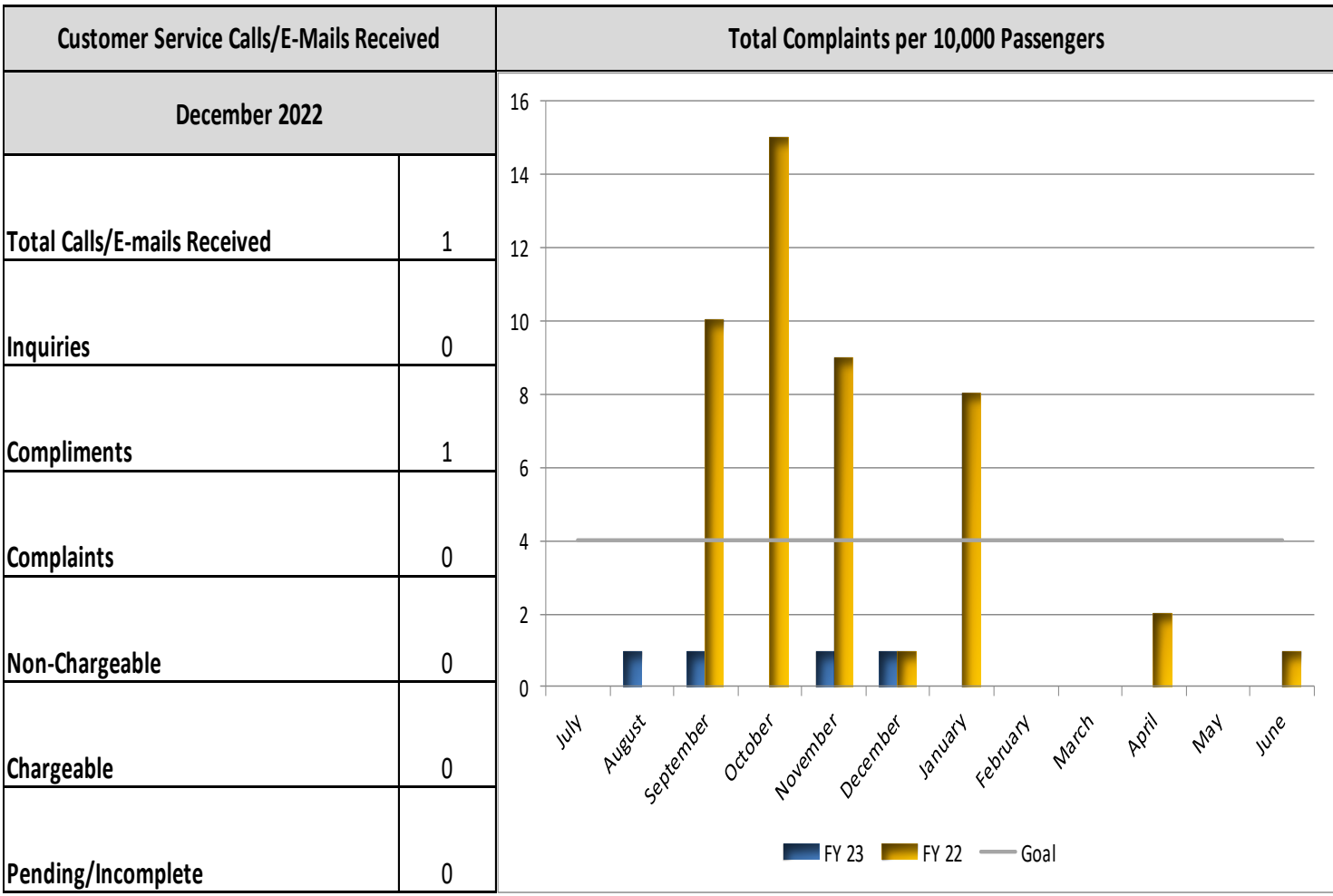
# ON DEMAND



Month to Date	December		Variance		
	2022	Current Year	Prior Year	Amount	Percent
<b>Ridership</b>					
<b>Total Demand</b>		1,137	705	432	61.3%
Denials		-	-	-	0.0%
Missed Trips		-	-	-	0.0%
Cancellations		279	170	109	64.1%
No Shows		12	51	(39)	-76.5%
<b>Total Passengers</b>		<u>846</u>	<u>484</u>	<u>362</u>	<u>74.8%</u>
<b>Trips</b>					
<b>Total Trips</b>		<u>723</u>	<u>393</u>	<u>330</u>	<u>84.0%</u>
<b>Revenue</b>					
Regular Fare Revenue		-	-	-	-
Economy Fare Revenue		-	-	-	-
<b>Total Fares Collected</b>		<u>\$ -</u>	<u>\$ -</u>	<u>\$ -</u>	<u>-</u>
<b>Miles</b>					
Revenue Miles		3,398	2,080	1,318	63.3%
Deadhead Miles		1,644	538	1,106	205.8%
Total Service Miles		<u>5,042</u>	<u>2,618</u>	<u>2,424</u>	<u>92.6%</u>
Non-Route Miles		35	812	(777)	-95.7%
<b>Total Miles</b>		<u>5,077</u>	<u>3,430</u>	<u>1,647</u>	<u>48.0%</u>
<b>Revenue Hours</b>		409	299	110	37.0%
<b>Service Hours</b>		625	503	122	24.2%

\*Ridership subject to change due to cancellations

Year to Date	December YTD		Variance		
	2022	Current Year	Prior Year	Amount	Percent
<b>Ridership</b>					
<b>Total Demand</b>		7,111	4,049	3,062	75.6%
Denials		-	-	-	0.0%
Missed Trips		-	-	-	0.0%
Cancellations		1,265	880	385	43.8%
No Shows		130	188	(58)	-30.9%
<b>Total Passengers</b>		<u>5,716</u>	<u>2,981</u>	<u>2,735</u>	<u>91.7%</u>
<b>Trips</b>					
<b>Total Trips</b>		<u>4,233</u>	<u>2,498</u>	<u>1,735</u>	<u>69.5%</u>
<b>Revenue</b>					
Regular Fare Revenue		-	-	-	0.0%
Economy Fare Revenue		-	-	-	0.0%
<b>Total Fares Collected</b>		<u>\$ -</u>	<u>\$ -</u>	<u>\$ -</u>	<u>0.0%</u>
<b>Expenses</b>					
<b>Total Expenses</b>		<u>\$ -</u>	<u>\$ -</u>	<u>\$ -</u>	<u>0.0%</u>
<b>Miles</b>					
Revenue Miles		20,086	12,186	7,900	64.8%
Deadhead Miles		8,525	4,275	4,250	99.4%
<b>Total Service Miles</b>		<u>28,611</u>	<u>16,461</u>	<u>12,150</u>	<u>73.8%</u>
Non-Route Miles		750	5,185	(4,435)	-85.5%
<b>Total Miles</b>		<u>29,361</u>	<u>21,646</u>	<u>7,715</u>	<u>35.6%</u>
<b>Revenue Hours</b>		2,406	1,738	668	38.4%
<b>Service Hours</b>		3,647	3,335	312	9.3%







Month to Date	December		Variance		December Budget	Variance		
	2022	Current	Prior Year	Amount		Percent	Amount	Percent
<b>Expenses</b>								
Vehicle Maintenance	\$	-	-	\$ -	0.0%	10,000	10,000	100%
Services		-	-	-	0.0%	-	-	0%
Materials & Supplies		-	-	-	0.0%	-	-	0%
Electricity		-	676	676	100.0%	9,167	9,167	100%
Total Expenses		-	676	676	100.0%	19,167	19,167	100%
<b>Miles</b>								
Total Miles		8,023	1,272	(6,751)	-531%			
<b>KWH</b>								
		43,370	5,667	(37,703)	-665%			

Year to Date	December YTD		Variance		December YTD Budget	Variance		
		Prior Year	Amount	Percent		Amount	Percent	
<b>Expenses</b>								
Vehicle Maintenance	\$	-	-	\$ -	0.0%	120,000	120,000	100%
Services		195	5,701	5,506	96.6%	-	(195)	0%
Materials & Supplies		-	-	-	0.0%	-	-	0%
Electricity <sup>1</sup>		44,406	1,069	(43,337)	-4054.0%	110,000	65,594	60%
Total Expenses		44,601	6,770	(37,831)	-558.8%	230,000	185,399	81%
<b>Miles</b>								
Total Miles		53,442	3,985	(49,457)	-1241%			
<b>KWH</b>								
		277,586	8,911	(268,675)	-3015%			

## Appendices – Additional Data

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





Month to Date	December		Variance		December		Variance	
	2022	Current	Prior Year	Amount	Percent	Budget	Amount	Percent
Total Passengers		1,183,095	975,721	207,374	21.3%	1,191,667	(8,572)	-0.7%

Month to Date	Calendar Days		School Days		Average Route Ridership		
	Current	Prior Year	Current	Prior Year	Current	Prior Year	
Weekdays	22	21	Current	Prior Year	Weekdays	46,995	37,848
Saturdays	4	3	16	16	Saturdays	24,152	22,098
Sundays	4	4			Sundays	16,107	15,738
Holidays	1	3			Holidays	11,012	4,608
Total	31	31			Total	38,164	30,491

Year to Date	December YTD		Variance		December YTD		Variance	
	Current	Prior Year	Amount	Percent	Budget	Amount	Percent	
Total Passengers	7,336,092	6,586,512	749,580	11.4%	3,575,000	3,761,092	105.2%	

Year to Date	Calendar Days		School Days		Average Route Ridership		
	Current	Prior Year	Current	Prior Year	Current	Prior Year	
Weekdays	128	127	97	97	Weekdays	48,244	43,148
Saturdays	26	25			Saturdays	27,309	22,853
Sundays	26	26			Sundays	17,729	16,505
Holidays	4	6			Holidays	10,895	10,528
Total	184	184			Total	39,870	35,603

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							7,298,630
Express Routes	5,460	7,222	6,573	6,783	6,258	5,166							37,462
<b>Total</b>	<b>1,058,756</b>	<b>1,280,014</b>	<b>1,274,438</b>	<b>1,300,020</b>	<b>1,239,769</b>	<b>1,183,095</b>							<b>7,336,092</b>

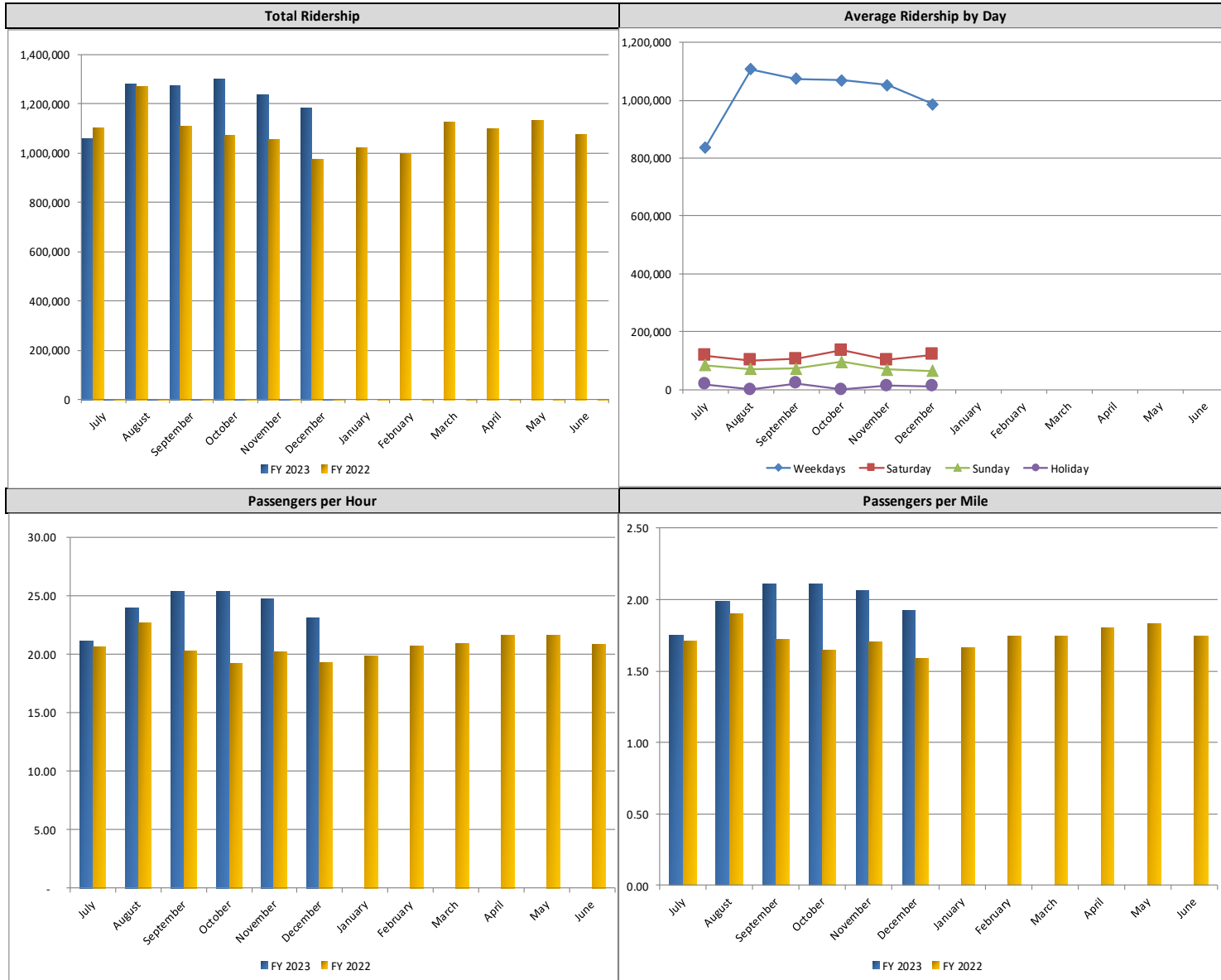
Previous Year	July 2021	August 2021	September 2021	October 2021	November 2021	December 2021	January 2022	February 2022	March 2022	April 2022	May 2022	June 2022	YTD FY 2022
Fixed Routes	1,098,929	1,266,795	1,104,679	1,066,594	1,053,006	972,004							6,562,007
Express Routes	3,759	4,334	4,326	4,179	4,190	3,717							24,505
<b>Total</b>	<b>1,102,688</b>	<b>1,271,129</b>	<b>1,109,005</b>	<b>1,070,773</b>	<b>1,057,196</b>	<b>975,721</b>							<b>6,586,512</b>

Variance	July	August	September	October	November	December	January	February	March	April	May	June	YTD FY 2023
Fixed Routes	(45,633)	5,997	163,186	226,643	180,505	205,925							736,623
Express Routes	1,701	2,888	2,247	2,604	2,068	1,449							12,957
<b>Total</b>	<b>(43,932)</b>	<b>8,885</b>	<b>165,433</b>	<b>229,247</b>	<b>182,573</b>	<b>207,374</b>							<b>749,580</b>

% Variance	July	August	September	October	November	December	January	February	March	April	May	June	YTD FY 2023
Fixed Routes	-4.2%	0.5%	14.8%	21.2%	17.1%	21.2%							11.2%
Express Routes	45.3%	66.6%	51.9%	62.3%	49.4%	39.0%							52.9%
<b>Total</b>	<b>-4.0%</b>	<b>0.7%</b>	<b>14.9%</b>	<b>21.4%</b>	<b>17.3%</b>	<b>21.3%</b>							<b>11.4%</b>

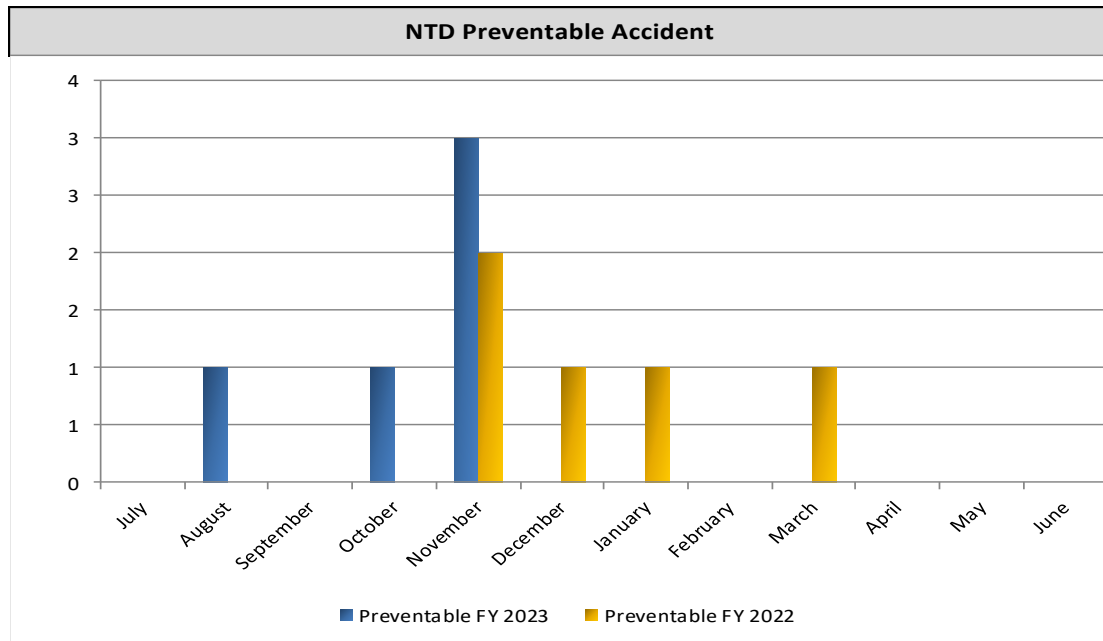
Totals By:	July 2022	August 2022	September 2022	October 2022	November 2022	December 2022	January 2023	February 2023	March 2023	April 2023	May 2023	June 2023	YTD FY 2023
Weekday	837,420	1,107,542	1,073,730	1,068,375	1,053,066	986,895							6,127,028
Saturday	116,885	100,928	105,642	135,670	102,848	120,760							682,733
Sunday	85,415	71,544	73,824	95,975	69,768	64,428							460,954
Holiday	19,036		21,232		14,087	11,012							65,367
<b>Total</b>	<b>1,058,756</b>	<b>1,280,014</b>	<b>1,274,428</b>	<b>1,300,020</b>	<b>1,239,769</b>	<b>1,183,095</b>							<b>7,336,082</b>

Averages By:	July 2022	August 2022	September 2022	October 2022	November 2022	December 2022	January 2023	February 2023	March 2023	April 2023	May 2023	June 2023	YTD FY 2023
Weekday	41,871	48,154	51,130	50,875	50,146	46,995							48,244
Saturday	23,377	25,232	26,413	27,134	25,712	24,152							27,309
Sunday	17,083	17,886	18,456	19,195	17,442	16,107							17,729
Holiday	19,036		21,232		14,087	11,012							10,895
<b>Total</b>	<b>34,153</b>	<b>41,291</b>	<b>42,481</b>	<b>41,936</b>	<b>41,326</b>	<b>38,164</b>							<b>39,870</b>





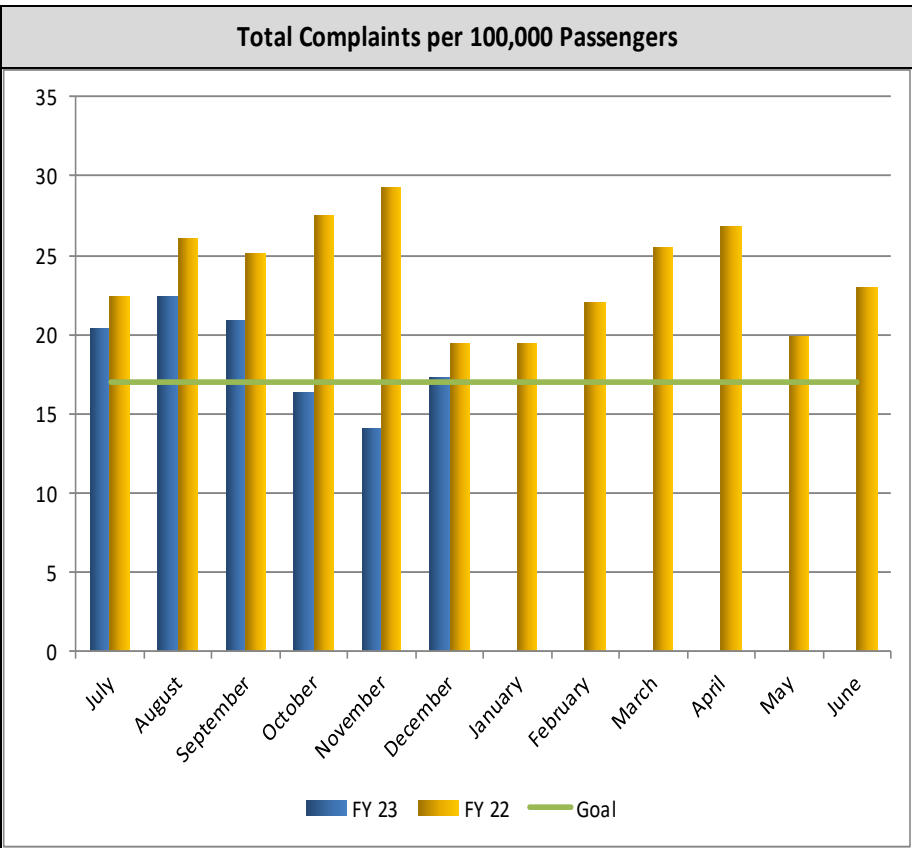
Accidents						
	FY 2023			FY 2022		
	Preventable	Non-Preventable	Total	Preventable	Non-Preventable	Total
<b>July</b>	0	6	6	0	5	5
<b>August</b>	1	1	2	0	8	8
<b>September</b>	0	3	3	0	1	1
<b>October</b>	1	8	9	0	4	4
<b>November</b>	3	7	10	2	3	5
<b>December</b>	0	2	2	1	4	5
<b>January</b>			0	1	4	5
<b>February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



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



Customer Service Calls/E-Mails Received	
December 2022	
Total Calls/E-mails Received	265
Inquiries	40
Compliments	13
Complaints	205
Chargeable	49
Non-Chargeable	151
Pending/Incomplete	12



# SUN LINK



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

Route Passengers		100,976	82,960	18,016	21.7%	82,960	18,016	21.7%
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Month to Date	Current		School Days		Average Route Ridership	
	Current	Prior Year	Current	Prior Year	Current	Prior Year

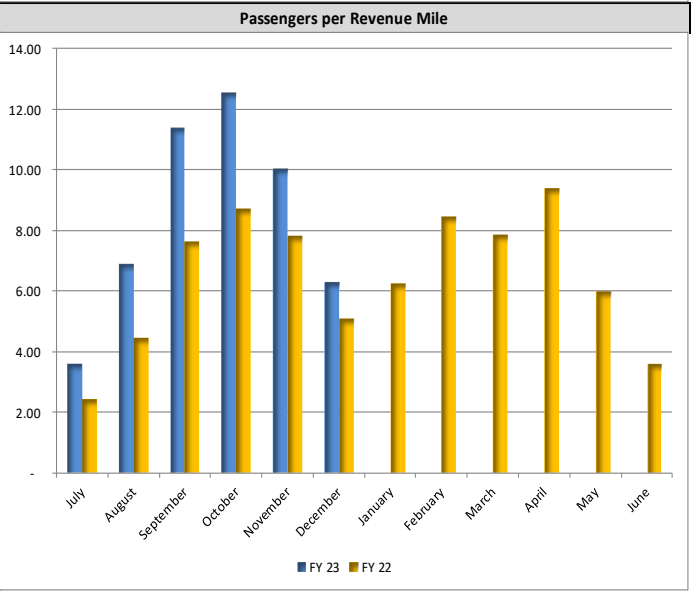
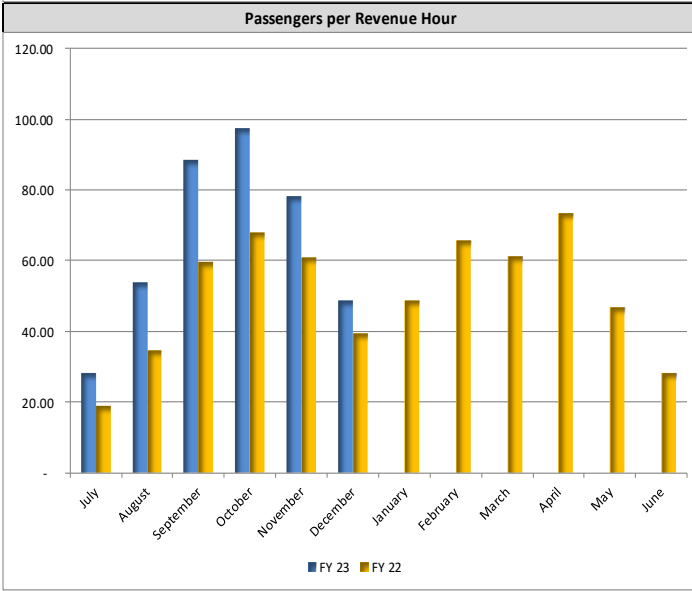
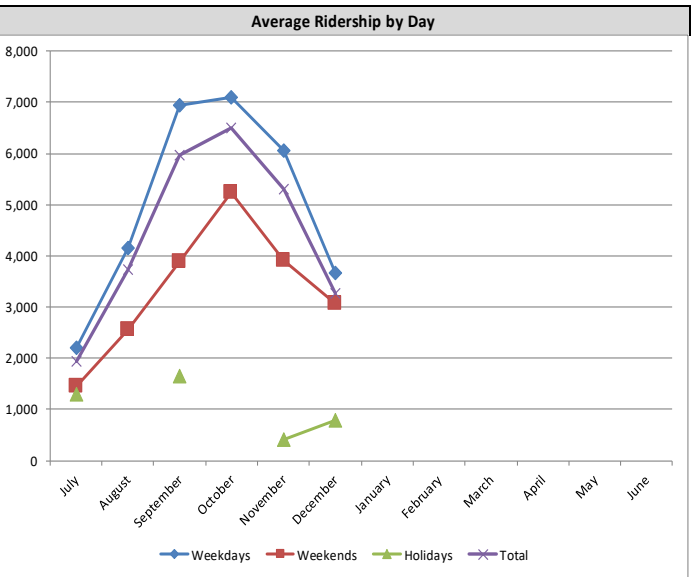
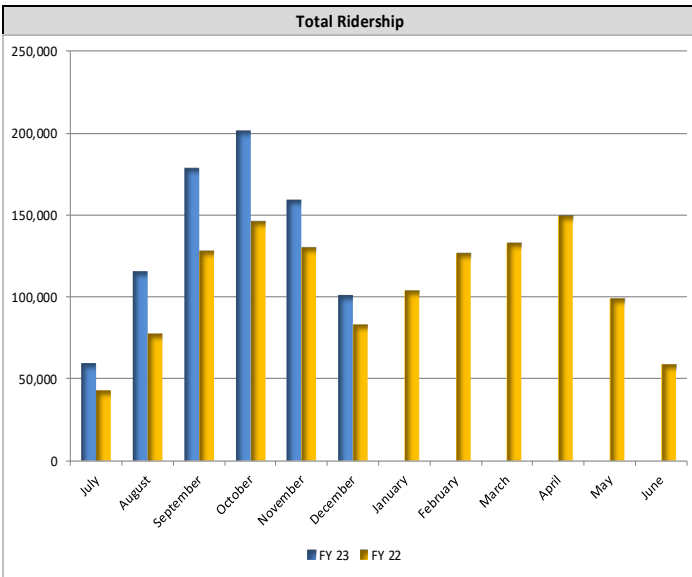
Weekdays	21	23	5	13	Weekdays	3,674	2,868
Weekends	7	7			Weekends	3,062	2,383
Holidays	3	1			Holidays	796	296
Total	31	31			Total	3,257	2,675

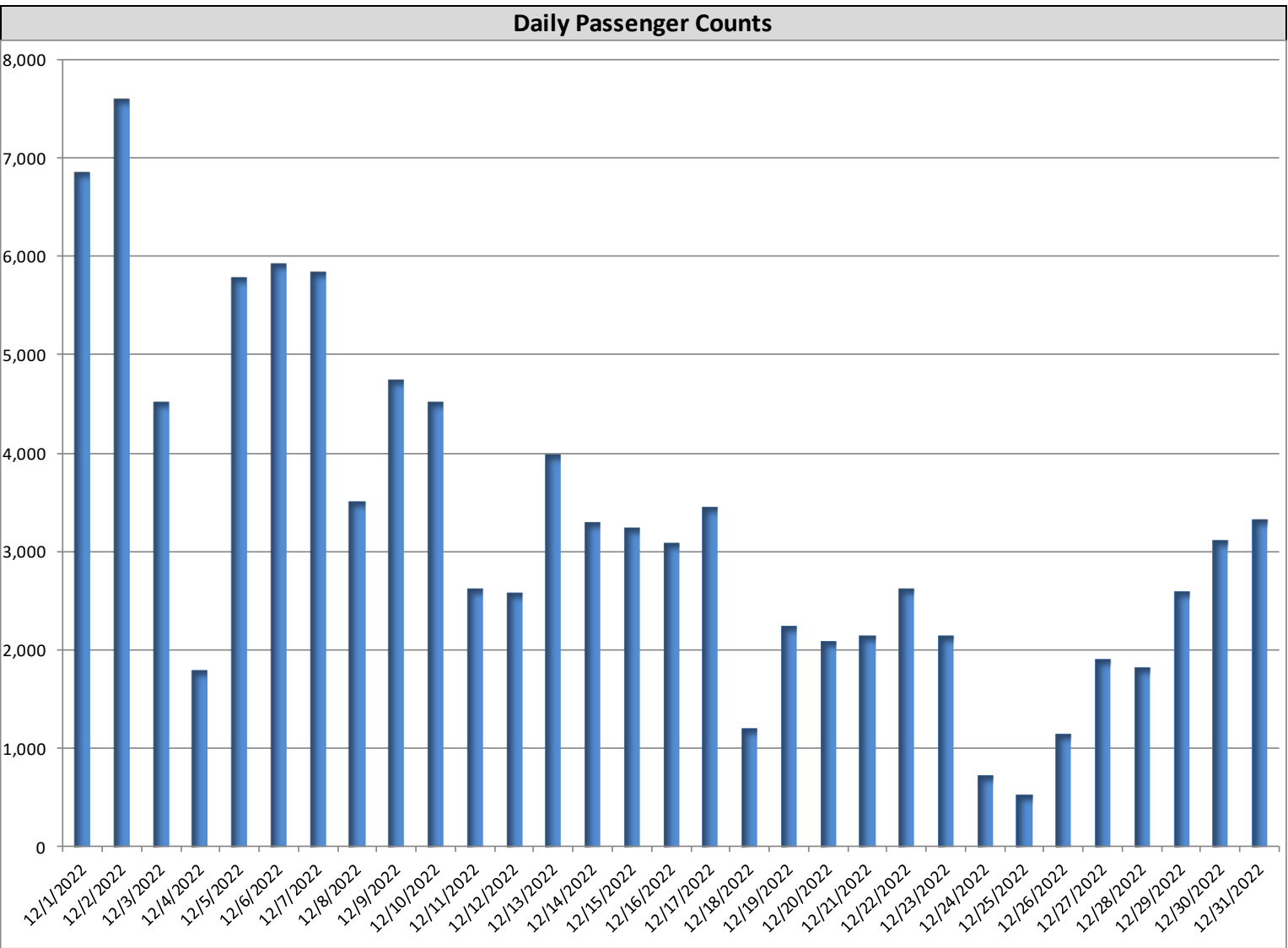
Year to Date	December YTD		Variance		December YTD		Variance	
	Current	Prior Year	Amount	Percent	Budget	Amount	Percent	

Route Passengers	815,905	607,140	208,765	34.4%	607,140	208,765	34.4%
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Year to Date	Calendar Days		School Days		Average Route Ridership	
	Current	Prior Year	Current	Prior Year	Current	Prior Year

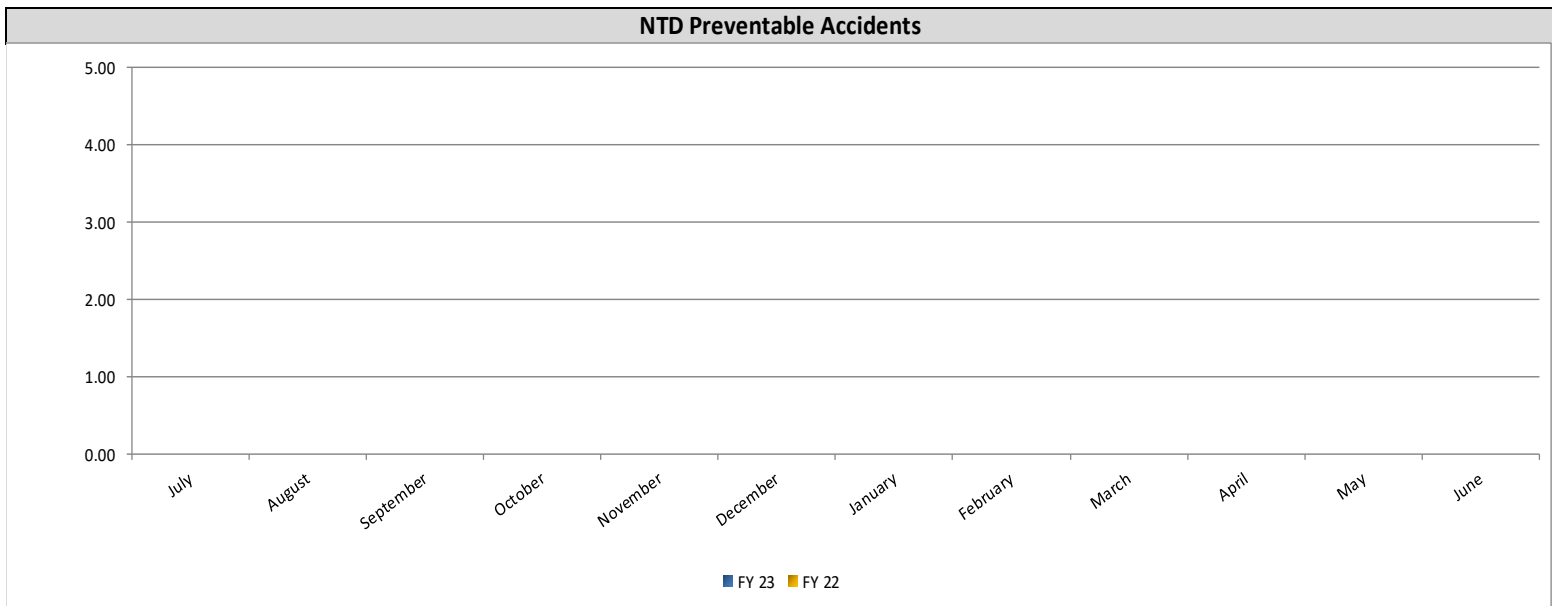
Weekdays	127	129	77	81	Weekdays	5,030	3,706
Weekends	51	51			Weekends	3,359	2,470
Holidays	6	4			Holidays	958	752
Total	184	184			Total	4,434	3,300



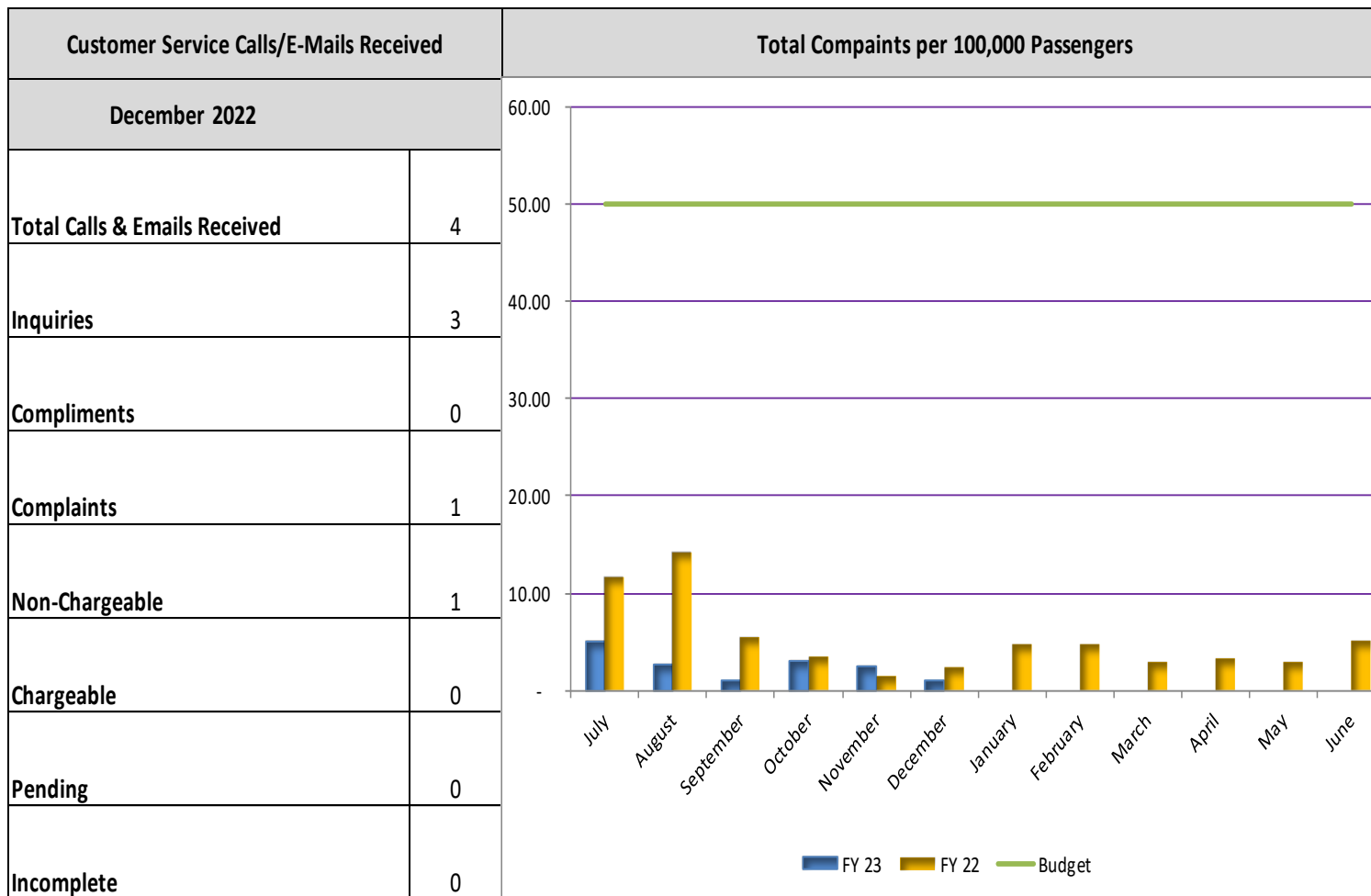




Accidents						
	FY 2023			FY 2022		
	Preventable	Non-Preventable	Total	Preventable	Non-Preventable	Total
July	0	0	0	0	0	0
August	0	0	0	0	0	0
September	0	2	2	0	0	0
October	0	0	0	0	1	1
November	0	0	0	0	0	0
December	0	0	0	0	1	1
January	0	0	0	0	0	0
February	0	0	0	0	3	3
March	0	0	0	0	0	0
April	0	0	0	0	0	0
May	0	0	0	0	0	0
June	0	0	0	0	1	1



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







Month to Date	December		Variance		December Budget	Variance		
	2022	Current	Prior Year	Amount		Percent	Amount	Percent
<b>Passengers</b>								
Regular Fare Passengers		20,267	12,020	8,247	68.6%	12,010	8,257	68.8%
Economy Fare Passengers		14,769	19,732	(4,963)	-25.2%	18,960	(4,191)	-22.1%
<b>Revenue Passengers</b>		<b>35,036</b>	<b>31,752</b>	<b>3,284</b>	<b>10.3%</b>	<b>30,970</b>	<b>4,066</b>	<b>13.1%</b>
<b>Other Passengers (PCA)</b>		<b>1,449</b>	<b>1,429</b>	<b>20</b>	<b>1.4%</b>	<b>1,390</b>	<b>59</b>	<b>4.2%</b>
<b>Total Passengers</b>		<b>36,485</b>	<b>33,181</b>	<b>3,304</b>	<b>10.0%</b>	<b>32,360</b>	<b>4,125</b>	<b>12.7%</b>

Month to Date	Calendar Days		Average Route Ridership	
	Current	Prior Year	Current	Prior Year
Weekdays	21	21	1,505	1,374
Saturdays	5	3	539	497
Sundays	4	4	439	396
Holidays	1	3	439	414
<b>Total</b>	<b>31</b>	<b>31</b>	<b>1,177</b>	<b>1,070</b>

Year to Date	November YTD		Variance		November YTD Budget	Variance		
	Current	Prior Year	Amount	Percent		Amount	Percent	
<b>Passengers</b>								
Regular Fare Passengers		97,192	72,815	24,377	33.5%	78,760	18,432	23.4%
Economy Fare Passengers		120,349	122,038	(1,689)	-1.4%	124,390	(4,041)	-3.2%
<b>Revenue Passengers</b>		<b>217,541</b>	<b>194,853</b>	<b>22,688</b>	<b>11.6%</b>	<b>203,150</b>	<b>14,391</b>	<b>7.1%</b>
<b>Other Passengers (PCA)</b>		<b>9,347</b>	<b>9,030</b>	<b>317</b>	<b>3.5%</b>	<b>9,120</b>	<b>227</b>	<b>2.5%</b>
<b>Total Passengers</b>		<b>226,888</b>	<b>203,883</b>	<b>23,005</b>	<b>11.3%</b>	<b>212,270</b>	<b>14,618</b>	<b>6.9%</b>

Year to Date	Calendar Days		Average Route Ridership	
	Current	Prior Year	Current	Prior Year
Weekdays	127	127	1,567	1,400
Saturdays	27	25	526	476
Sundays	26	26	466	413
Holidays	4	6	378	566
<b>Total</b>	<b>184</b>	<b>184</b>	<b>1,233</b>	<b>1,108</b>

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							226,888
<b>TOTAL</b>	<b>35,548</b>	<b>40,128</b>	<b>38,642</b>	<b>39,009</b>	<b>37,076</b>	<b>36,485</b>							<b>226,888</b>

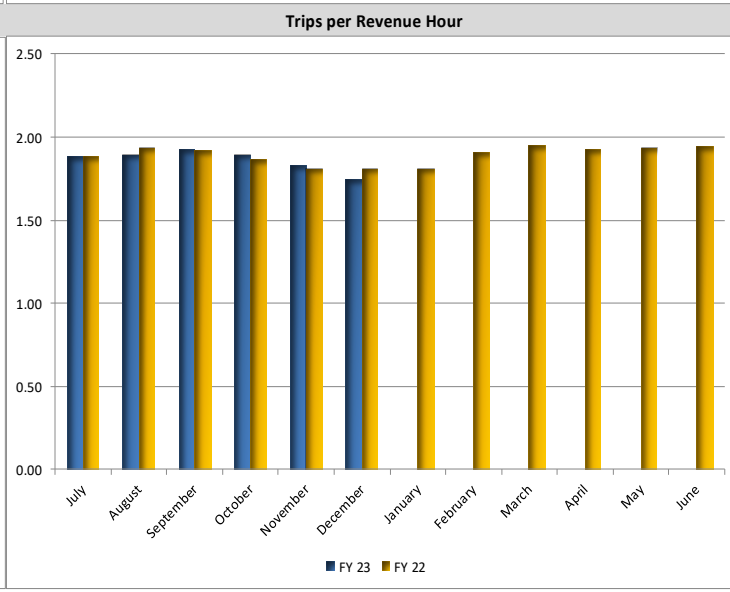
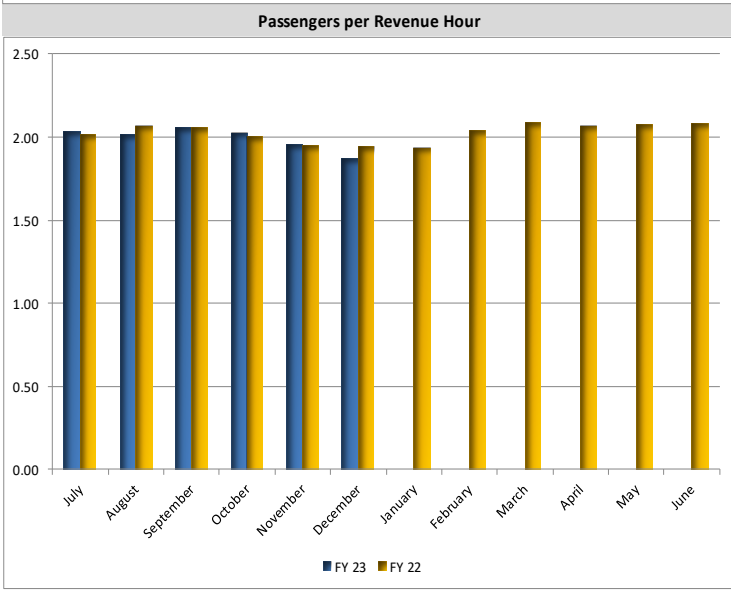
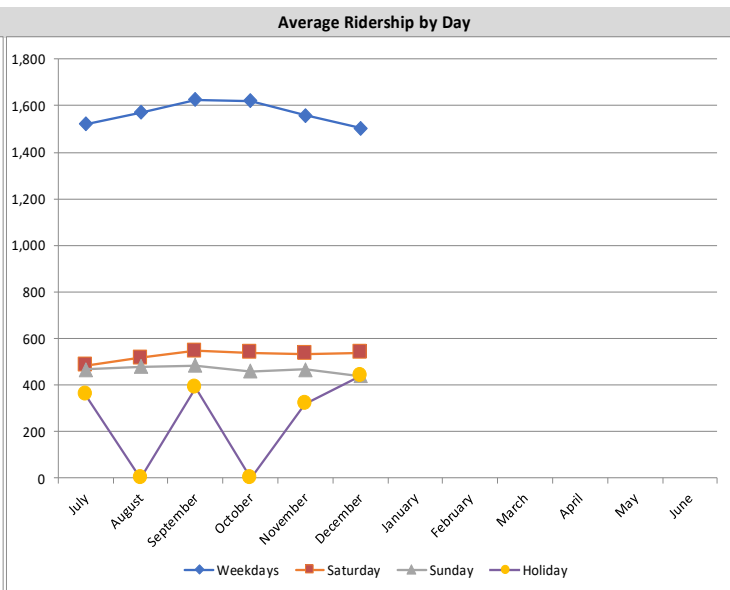
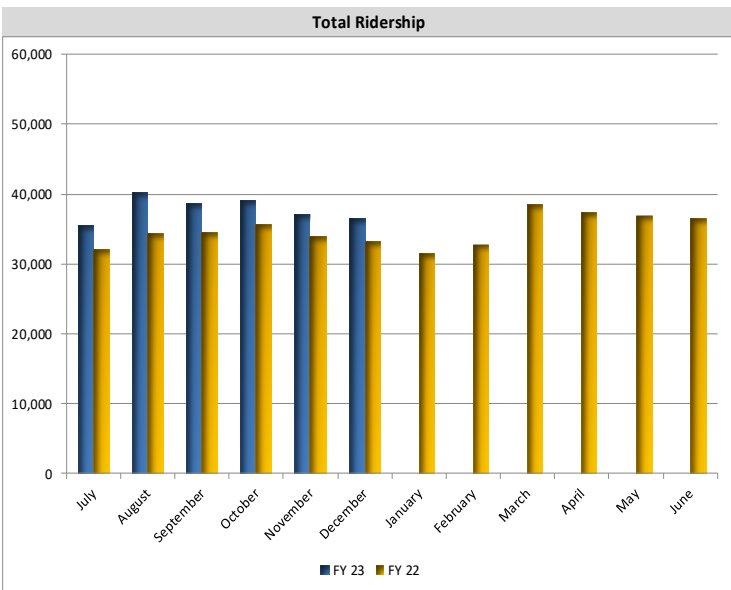
PREVIOUS YEAR	JULY 2021	AUGUST 2021	SEPTEMBER 2021	OCTOBER 2021	NOVEMBER 2021	DECEMBER 2021	JANUARY 2022	FEBRUARY 2022	MARCH 2022	APRIL 2022	MAY 2022	JUNE 2022	YTD FY 2022
Demand Response	32,136	34,423	34,563	35,663	33,917	33,181							417,501
<b>TOTAL</b>	<b>32,136</b>	<b>34,423</b>	<b>34,563</b>	<b>35,663</b>	<b>33,917</b>	<b>33,181</b>							<b>417,501</b>

VARIANCE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	YTD FY 2023
Demand Response	3,412	5,705	4,079	3,346	3,159	3,304							23,005
<b>TOTAL</b>	<b>3,412</b>	<b>5,705</b>	<b>4,079</b>	<b>3,346</b>	<b>3,159</b>	<b>3,304</b>							<b>23,005</b>

% VARIANCE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	YTD FY 2023
Demand Response	10.6%	16.6%	11.8%	9.4%	9.3%	10.0%							5.5%
<b>TOTAL</b>	<b>10.6%</b>	<b>16.6%</b>	<b>11.8%</b>	<b>9.4%</b>	<b>9.3%</b>	<b>10.0%</b>							<b>5.5%</b>

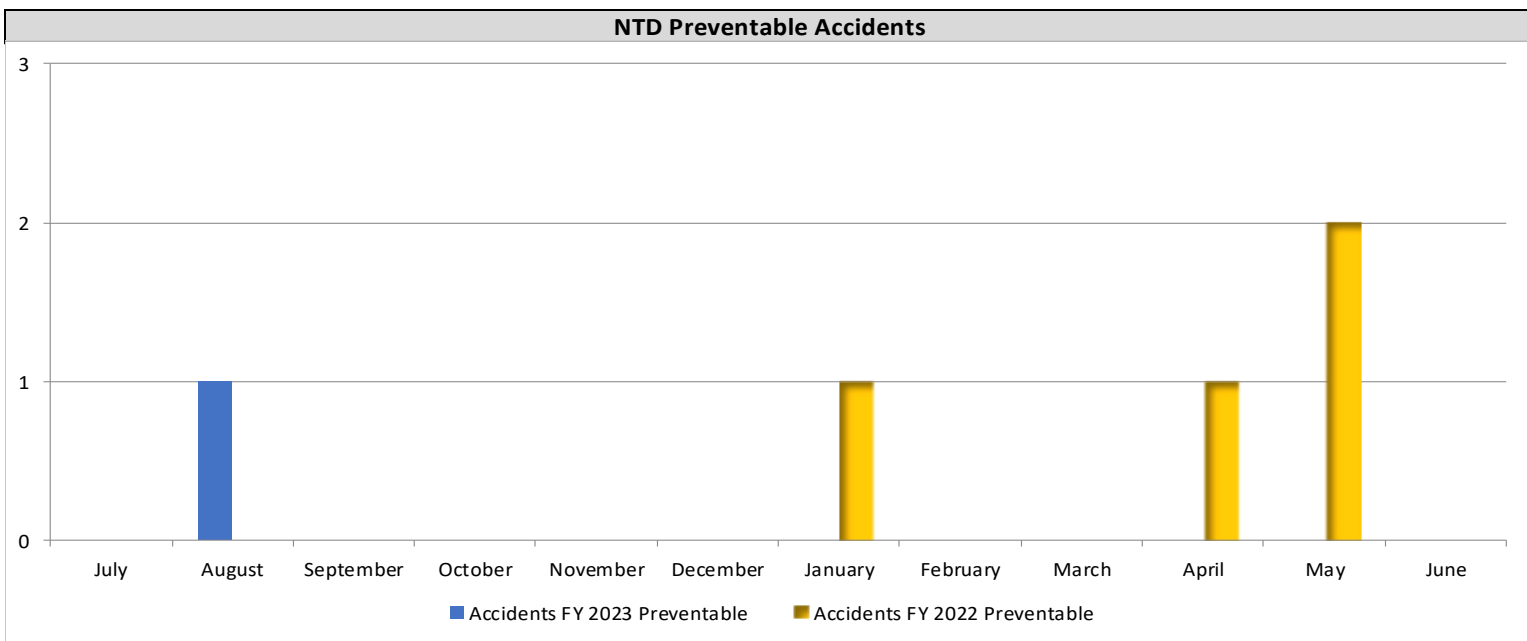
TOTALS BY:	JULY 2022	AUGUST 2022	SEPTEMBER 2022	OCTOBER 2022	NOVEMBER 2022	DECEMBER 2022	JANUARY 2023	FEBRUARY 2023	MARCH 2023	APRIL 2023	MAY 2023	JUNE 2023	YTD FY 2023
Weekday	30,431	36,142	34,126	34,016	32,747	31,595							199,057
Saturday	2,418	2,069	2,183	2,692	2,139	2,696							14,197
Sunday	2,339	1,917	1,942	2,301	1,870	1,755							12,124
Holiday	360	-	391	-	320	439							1,510
<b>TOTAL</b>	<b>35,548</b>	<b>40,128</b>	<b>38,642</b>	<b>39,009</b>	<b>37,076</b>	<b>36,485</b>							<b>226,888</b>

AVERAGES BY:	JULY 2022	AUGUST 2022	SEPTEMBER 2022	OCTOBER 2022	NOVEMBER 2022	DECEMBER 2022	JANUARY 2023	FEBRUARY 2023	MARCH 2023	APRIL 2023	MAY 2023	JUNE 2023	YTD FY 2023
Weekday	1,522	1,571	1,625.05	1,619.81	1,559	1,505							1,567
Saturday	484	517	545.75	538.40	535	539							526
Sunday	468	479	485.50	460.20	468	439							466
Holiday	360		391.00	0.00	320	439							378
<b>TOTAL</b>	<b>1,147</b>	<b>1,294</b>	<b>1,288.07</b>	<b>1,258.35</b>	<b>1,236</b>	<b>1,177</b>							<b>1,233</b>

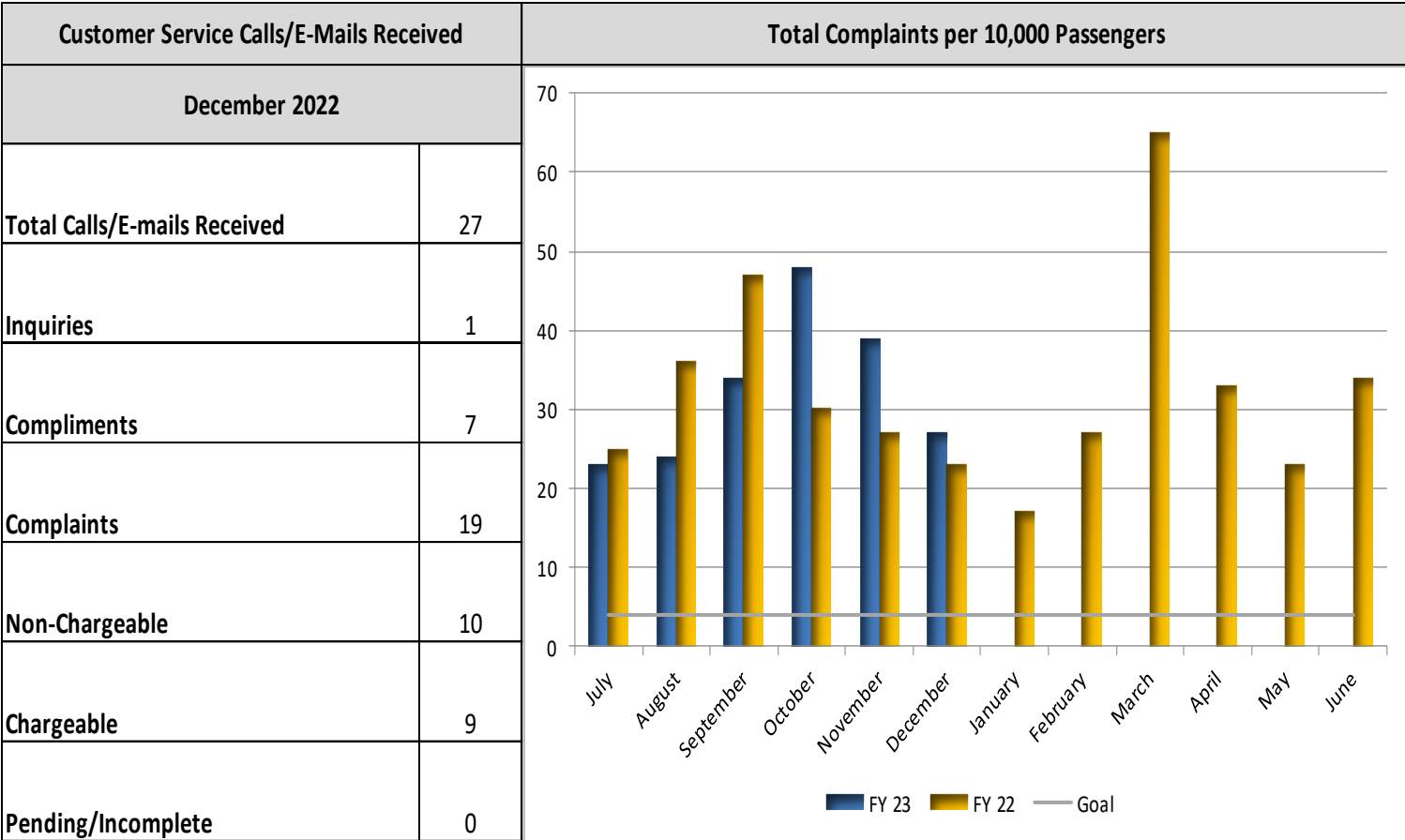




Accidents						
	FY 2023			FY 2022		
	Preventable	Non-Preventable	Total	Preventable	Non-Preventable	Total
July	0	1	1	0	1	1
August	1	1	2	0	0	0
September	0	1	1	0	0	0
October	0	1	1	0	1	1
November	0	0	0	0	0	0
December	0	0	0	0	2	2
January	0	0	0	1	0	1
February	0	0	0	0	0	0
March	0	0	0	0	0	0
April	0	0	0	1	0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



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



<b>Cancellations (Sun Van)</b>	When the passenger or the passenger's representative cancels the reservation two or more hours prior to the beginning of the scheduled pick-up time.
<b>Complaints per 100,000 Passengers</b>	Equals total complaints divided by total passengers times 100,000.
<b>Cost per Mile</b>	Equals total operating expenditures divided by total miles.
<b>Cost per Service Hour</b>	Equals total operating expenditures divided by total service hours.
<b>Cost per Trip (Sun Van)</b>	Total operating expenses divided by total trips.
<b>Deadhead Miles and Hours</b>	Miles that a vehicle travels when out of revenue service. Deadhead includes leaving or returning to the garage or yard facility, changing routes or when there is no expectation of carrying revenue passengers. Deadhead does not include operator or maintenance training.
<b>Denial (Sun Van)</b>	An ADA-eligible trip requested that is not scheduled by Sun Van within the permissible scheduled window of one hour before or one hour after the requested pick up time.
<b>MDBF (Sun Link)</b>	Mean distance between failure is the distance between failures of any of the major sub-systems of the streetcar that cause significant delays or disruptions of service and/or cause the streetcar to be removed from service.
<b>No-Shows (Sun Van)</b>	When the passenger does not board the Sun Van vehicle when the vehicle arrives at the pick-up location within the pick-up window and the driver waits two minutes, or when the customer does not cancel the reservation within two the scheduled pick-up time.
<b>On-Time</b>	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.
<b>Optional ADA (Sun Van)</b>	Passenger trips outside 3/4-mile corridors around Sun Tran fixed routes or beyond times available on a Sun Tran fixed route, a same day request, and will calls.
<b>Passengers per Mile</b>	Equals total passengers divided by total revenue miles.
<b>Passengers per Service Hour</b>	Equals total ridership divided by total service hours.
<b>Passenger Revenue</b>	Equals revenue collected from passengers (includes farebox revenue and revenue from pass sales).



<b>Pick-Ups Before Significantly Late (Sun Van)</b>	Pick-ups 30 minutes outside of the originally scheduled pick-up window.
<b>Revenue Miles and Hours</b>	The miles and hours that vehicles travel while in revenue service. Vehicle revenue miles and hours (VRM and VRH) include layover/recovery time but exclude deadhead, operator training and maintenance testing.
<b>Revenue per Mile</b>	Equals total passenger revenue divided by total miles.
<b>Revenue per Passenger</b>	Equals total passenger revenue divided by total passengers.
<b>Revenue per Service Hour</b>	Equals passenger revenue divided by service hours.
<b>Revenue per Trip (Sun Van)</b>	Total passenger revenue divided by trips.
<b>Ridership (Unlinked Passenger Trips)</b>	The number of passengers who board public transportation vehicles. Passengers are counted each time they board vehicles no matter how many vehicles they use to travel from their origin to their destination.
<b>Ridership (Unlinked Passenger Trips) Sun Van</b>	Equals Total passengers actually transported. A one-way trip taken by an ADA paratransit-eligible passenger, a personal care attendant (PCA) or companions from the pick-up point to the destination.
<b>Road Calls</b>	A road call is defined as a mechanical failure of a vehicle in revenue service that necessitates removing the vehicle from service until repairs are made.
<b>Service Miles and Hours</b>	Miles and hours that vehicles travel while in revenue service plus deadhead miles/hours. Service miles/hours does not include operator or maintenance training.
<b>Total Demand (Sun Van)</b>	Total number of passenger trips requested.
<b>Total Cost per Passenger</b>	Equals total operating expenditures divided by total passengers.
<b>Trip (Sun Van)</b>	A one-way trip taken by an ADA paratransit-eligible passenger from the pick-up point to the destination (excludes PCA's and companions).
<b>Trip Time (Sun Van)</b>	The percentage of ADA trips with a trip time less than the comparable Sun Tran fixed route trip.
<b>Trip Time 110% + 5 Minutes (Sun Van)</b>	When an ADA trip length exceed 110% + 5 minutes of the comparable Sun Tran fixed route trip.