

Monthly Operations Report

April 2025



Mission

Working together to improve the community's quality of life by providing safe, secure, efficient, and reliable customer-focused public transportation.

Vision

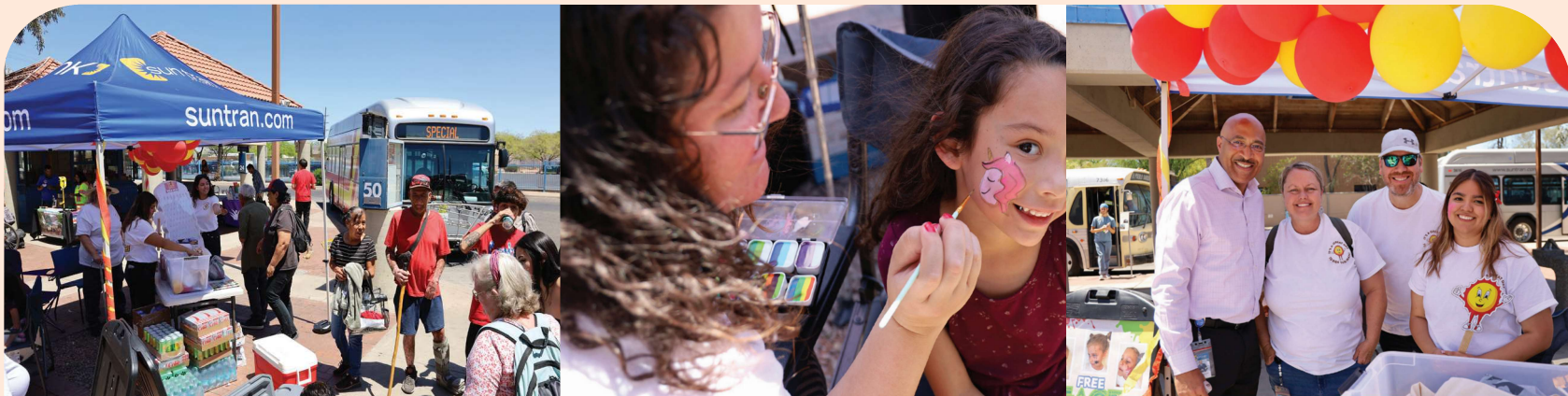
Sun Tran, Sun Link, and Sun Van enhancing lives through mobility.



Celebrating 50 years

Celebrating 50 Years of Sun Tran

Sun Tran kicked off its 50th Anniversary celebration with a pop-up event at the Laos Transit Center on Wednesday, April 23. The celebration brought together riders, staff, and community members for an afternoon of music, prizes, face painting and refreshments. Everyone enjoyed the chance to explore and take photos aboard a restored 1973 bus provided by the Old Pueblo Trolley Museum. Attendees also had the opportunity to visit local resource booths. This event marked the start of a year-long celebration, with future pop-ups planned at Tohono Transit Center on August 14 and the Ronstadt Transit Center on September 19. Sun Tran is proud to celebrate 50 years of connecting the Tucson community. For more event information visit Suntran.com or follow us on social media @suntran_tucson.



Anniversary Bus Wraps Hit the Tucson Streets

Sun Tran staff gathered to preview two special bus wraps unveiled in celebration of Sun Tran's 50th Anniversary. A group photo was taken featuring administration staff, operators and mechanics, all proud to be part of this milestone moment. One of the wraps showcases a collage of employees from different years of service, honoring the people who have kept Tucson moving. The second wrap is a throwback to Sun Tran's 1975 colorway and design. These commemorative buses can be seen throughout the city all year long, and riders can snap a photo if they spot one and tag Sun Tran on Instagram @suntran_tucson.

Celebrating Earth Day

Sun Tran joined the fun at the Childrens Museum's annual Earth Day celebration, an event dedicated for helping kids explore ways to build a healthier, greener planet. As part of the celebration, Sun Tran displayed its electric bus wrapped in a special throwback design from 1975 in honor of its 50th Anniversary. Kids had the chance to hop aboard the bus and get creative by coloring their own squishy bus toys. The event offered a way for Sun Tran to engage with local families to highlight the importance of green transportation.

SUN VAN COA & AZTA CONFERENCE

Sun Tran Participating at AzTA

Sun Tran's General Manager and Director of Service Planning and Development represented Sun Tran at the 38th Annual Arizona Transit Association (AzTA) Conference held in Flagstaff, Arizona. The two-day event featured a variety of informative breakout sessions, an engaging expo, and tours hosted by Mountain Line showcasing their new Downtown Connection Center. General Manager Mikel Oglesby participated in a panel discussion titled "Insights from Arizona's Three Largest Transit Systems," where he highlighted Tucson's innovative transition to alternative fuels and shared about Sun Tran's Comprehensive Operational Analysis. The conference provided a valuable opportunity to exchange ideas and connect with transit professionals from across the state.

Sun Van COA and Survey

Sun Van, in partnership with the City of Tucson's Department of Transportation and Mobility (TMD) and RATP Dev, is conducting a Comprehensive Operational Analysis (COA) to evaluate the current performance of its paratransit service. This effort includes a thorough review of Sun Van's service, policies, and procedures to identify potential improvements that will lead to a more accessible and efficient system. As part of the public outreach phase, 12 meetings were held from March 24 through April 24 – three being virtual sessions – to gather valuable community feedback. A short survey, available in both English and Spanish, is also open through May 9 to further engage riders and the community. The next step in the COA process is to present findings and recommendations to the Mayor and Council. To learn more about the Sun Van COA or to view recordings of the virtual meetings, visit Suntran.com/sunvancoa.

Streetcar Maintenance

Sun Link's Right-of-Way team performed scheduled cleaning, inspection, and adjustment of pole bases along the streetcar alignment. These routine tasks help maintain the structural integrity of the overhead catenary system (OCS) and ensure safe, reliable streetcar operations. Each inspection allows for early detection and correction of wear, corrosion, or obstructions, reflecting Sun Link's commitment to proactive maintenance and high standards.

Rolling into Cyclovia

Sun Tran participated in the 22nd annual Cyclovia Tucson on Sunday, April 6. As part of the event, Sun Tran offered attendees a hands-on opportunity to practice mounting their bikes on a bus bike rack, share bike safety tips, and even compete to see who could mount their bike the fastest. Cyclovia Tucson transformed 3 miles of Treat Avenue into a vibrant, car-free route filled with activity. The event served as a valuable platform for Sun Tran to connect with the community and promote sustainable transportation.



NEW HIRES & IN THE COMMUNITY

In the Community

Throughout the month of April, Sun Tran hosted several Learn to Ride sessions across the community to help all riders feel more confident using public transit. One session, was held with Handi Dogs where service dog owners were guided through the boarding/deboarding process and accessibility features on both Sun Van and Sun Tran. Another session took place at the SAAVI Services for the Blind, where participants received training tailored to their needs. Additionally Sun Tran visit Mountain View High School and Amphitheater High School to teach students how to ride the bus safely and independently. These sessions reflect Sun Tran’s ongoing commitment to accessibility, education and empowering future riders.

New Hire: Andrew Vargas, Transit Security Manager

Welcome Andrew to the team! Andrew has over 13 years of experience in safety, security, law enforcement and emergency management. A Tucson native with a degree in Criminal Justice, he brings local insight and strategic leadership to transit security and preparedness. When he is not on the job, Andrew enjoys fishing, gaming, tacos, and spending time with family.



New Hire: Macy Carnahan , Payroll Technician

With four years of experience in payroll, Macy plays a key role in supporting Sun Tran’s employees behind the scenes. She has gained skills in processing paychecks to maintaining accurate timekeeping and ensuring payroll compliance. Outside of work, she stays active in the Tucson community by attending live events, catching the latest movies or volunteering her time to give back.



Recruitment		
	New Hires	Promotions
Sun Tran	1- Mechanic 18- Coach Operator (s)	3- Student to Full-Time Coach Operator
Sun Van	11- Van Operator (s) 1- Reservationist (s)	3- Van Operator Trainee to Full-Time Operator
Sun Link	3- Streetcar Operators	

PERFORMANCE STATS

 **+0.24%**

Year to Year Ridership

April 2024 - 1,389,748

April 2025 - 1,393,222

 **-2.62%**

Year to Year Ridership

April 2024 - 172,652

April 2025 - 168,178

 **+4.99%**

Year to Year Ridership

April 2024 - 44,467

April 2025 - 46,743

 **+15.58%**

Year to Year Ridership

April 2024 - 1,953

April 2025 - 2,283



88.36%

On time performance



Passengers per Hour:
27.64



16

Customer Compliments

86%

On time performance



Passengers per Revenue Hour:



84.32

85.52%

On time performance



Passengers per Revenue Hour:



1.91

82.46%

On time performance



Trips Booked through App:



58.86%

All-Stars



Amir H. , Coach Operator

“The driver decided to detour to avoid an accident traffic and delays. He was courteous enough to let us know what he was doing. Thank you!”



Nicholas L. , Coach Operator

“The drive was very kind in waiting for me to board the bus. I appreciate his service. Compliments to Sun Tran for a great bus service overall!”



Amanda K. , Coach Operator

“She was extremely nice to all the passengers and patient with the elderly. Keep up the great work, and thank you for being so wonderful.”



Alicia T. , Coach Operator

“She was very nice, happy all the time, and talks to her passengers. Thank you bus driver!”



Betty M. , Customer Service Representative

“She was amazing and very knowledgeable about Sun Van and Sun On Demand services. Thank you to the whole department!”



Davis R. , Coach Operator

“I really appreciate the bus driver for getting me to work on time.”



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	System Indicator	Current Month	Prior Year	FY25 YTD	FY24 YTD
1	Ridership	1,393,222	1,389,748	13,986,694	13,186,550
2	Passenger per Revenue Mile	2.28	2.26	2.30	2.16
3	Passenger per Revenue Hour	27.64	27.96	28.29	26.69
4	Cost per Passenger	4.64	3.82	4.15	4.12
5	Cost per Revenue Mile	10.58	8.65	9.52	8.90
6	Cost per Revenue Hour	128.37	106.94	117.27	109.89
7	Miles Between Road Calls	16,095	18,074	18,583	18,738
8	Miles Between Bus Inspections	5,904	6,042	6,004	6,100
9	Vehicle Accidents per 100,000 Miles	0.29	0.43	0.58	0.58
10	Complaints per 100,000 Passengers	19.09	11.66	15.92	16.81
11	Vehicles Operated in Maximum Service	143	155	143	155

System Summary - Sun Tran



Month to Date		April		Variance		April	Variance	
2025	Current	Prior Year	Amount	Percent	Budget	Amount	Percent	
RIDERSHIP								
	Weekday	1,194,446	1,194,160	\$ 286	0.0%	945,153	(249,293)	-26%
	Saturday	113,280	113,220	60	0.1%	175,629	62,349	36%
	Sunday	85,496	82,368	3,128	3.8%	175,629	90,133	51%
	Holiday	0	0	0	0.0%	0	0	0%
Total Route	Passengers	1,393,222	1,389,748	3,474	0.2%	1,296,411	(96,811)	-7%
Expenses								
Total Expenses	\$	6,469,483	\$ 5,315,443	1,154,039	21.7%	\$ 5,568,033	\$ 901,449	16%
Miles								
	Revenue Miles	611,603	614,505	(2,902)	-0.5%	616,000	4,397	1%
	Deadhead Miles	68,536	67,179	1,357	2.0%	99,811	31,275	31%
	Total Service Miles	680,139	681,683	(1,545)	-0.2%	715,811	35,672	5%
	Non-Route Miles	11,176	10,244	933	9.1%	7,325	(3,851)	-53%
	Total Miles	691,315	691,927	(612)	-0.1%	723,136	31,821	4%
Revenue Hours		50,398	49,706	692	1.4%	50,000	(398)	-1%
Service Hours		53,625	53,060	565	1.1%	53,000	(625)	-1%
Year to Date		April YTD		Variance		April YTD	Variance	
		Current	Prior Year	Amount	Percent	Budget	Amount	Percent
Ridership								
	Weekday	11,740,251	11,078,056	662,195	6.0%	9,306,054	(2,434,197)	-26%
	Saturday	1,229,205	1,224,723	4,482	0.4%	1,895,689	666,484	35%
	Sunday	918,906	793,776	125,130	15.8%	1,893,541	974,635	51%
	Holiday	98,332	89,995	8,337	9.3%	216,148	117,816	55%
Total Route	Passengers	13,986,694	13,186,550	800,144	6.1%	13,311,432	(675,262)	-5%
Expenses								
Total Expenses	\$	57,985,098	\$ 54,285,809	\$ 3,699,288	6.8%	55,680,334	8,831,303	13%
Miles								
	Revenue Miles	6,088,063	6,101,310	(13,247)	-0.2%	6,058,000	(30,063)	0%
	Deadhead Miles	666,322	675,201	(8,879)	-1.3%	998,110	331,788	33%
	Total Service Miles	6,754,385	6,776,510	(22,126)	-0.3%	7,056,110	301,725	4%
	Non-Route Miles	140,013	175,221	(35,207)	-20.1%	73,250	(66,763)	-91%
	Total Miles	6,894,398	6,951,731	(57,333)	-0.8%	7,129,360	234,962	3%
Revenue Hours		494,464	494,009	455	0.1%	493,000	(1,464)	0%
Service Hours		527,856	527,501	355	0.1%	523,000	(4,856)	-1%

Route Ridership – Sun Tran



FIXED ROUTE		Ridership				Totals
		Weekdays	Saturdays	Sundays	Holiday	
1	GLENN/SWAN	36,608	2,652	2,544		41,804
2	CHERRYBELL	27,456	2,084	1,456		30,996
3	6TH STREET / WILMOT	53,680	3,632	2,600		59,912
4	SPEEDWAY	97,856	10,012	7,452		115,320
5	PIMA STREET / WEST SPEEDWAY	25,762	1,688	1,400		28,850
6	EUCLID/ NORTH FIRST AVENUE	50,226	5,424	2,968		58,618
7	22ND STREET	57,882	4,764	3,384		66,030
8	BROADWAY	97,086	12,028	8,992		118,106
9	GRANT ROAD	51,832	3,784	2,996		58,612
10	FLOWING WELLS	4,312	1,572	1,292		7,176
11	ALVERNON	98,802	9,052	7,000		114,854
12	10TH / 12TH AVENUE	33,022	2,632	2,488		38,142
15	CAMPBELL AVENUE	26,026	1,888	1,532		29,446
16	ORACLE / INA	81,774	9,840	7,924		99,538
17	COUNTRY CLUB / 29TH STREET	73,898	6,044	4,868		84,810
18	S. 6TH AVENUE	89,562	9,268	7,148		105,978
19	STONE	25,058	3,004	1,884		29,946
21	WEST CONGRESS / SILVERBELL	12,826	1,664	1,264		15,754
22	GRANDE	4,928	508	344		5,780
23	MISSION ROAD	34,144	2,904	2,060		39,108
24	12TH AVENUE	16,610	1,620	1,428		19,658
25	S. PARK AVENUE	43,978	4,260	2,812		51,050
26	BENSON HIGHWAY	19,580	2,160	1,688		23,428
27	MIDVALE PARK	16,324	1,816	1,008		19,148
29	VALENCIA	27,544	2,644	1,956		32,144
34	CRAYCROFT / FT LOWELL	56,738	4,276	3,352		64,366
37	PANTANO	14,476	1,236	1,000		16,712
61	LA CHOLLA	10,494	824	656		11,974
TOTAL FIXED ROUTE		1,188,484	113,280	85,496		1,387,260
EXPRESS ROUTE						
101X	GOLF LINKS EXPRESS	1100				1,100
102X	INA ROAD EXPRESS	440				440
103X	OLDFATHER EXPRESS	528				528
104X	MARANA EXPRESS	242				242
105X	SUNRISE EXPRESS	440				440
107X	ORO VALLEY/DOWNTOWN EXPRESS	528				528
108X	BROADWAY EXPRESS	594				594
109X	TANQUE VERDE EXPRESS	286				286
110X	RITA RANCH/DOWNTOWN EXPRESS	528				528
203X	ORO VALLEY/AEROPARK EXPRESS	660				660
204X	NW / AEROPARK EXPRESS	616				616
TOTAL EXPRESS ROUTE		5,962				5,962
TOTAL S		1,194,446	113,280	85,496		1,393,222

Route Productivity – Sun Tran



FIXED ROUTE	WEEKDAY PRODUCTIVITY			SATURDAY PRODUCTIVITY			SUNDAY PRODUCTIVITY			HOLIDAY PRODUCTIVITY		
	Passenger Per Hour	Passenger Per Mile	Passenger Per Trip	Passenger Per Hour	Passenger Per Mile	Passenger Per Trip	Passenger Per Hour	Passenger Per Mile	Passenger Per Trip	Passenger Per Hour	Passenger Per Mile	Passenger Per Trip
1 GLENN/SWAN	31	2	28	25	2	22	28	2	24			
2 CHERRYBELL	24	2	21	21	1	19	19	1	17			
3 6TH STREET / WILMOT	32	2	39	23	2	28	20	1	25			
4 SPEEDWAY	39	3	36	44	3	40	38	3	35			
5 PIMA STREET / WEST SPEEDWAY	27	2	23	22	1	16	19	1	14			
6 EUCLID/ NORTH FIRST AVENUE	48	4	24	46	4	23	54	4	27			
7 22ND STREET	40	2	31	53	3	40	43	2	33			
8 BROADWAY	45	3	34	40	3	28	38	3	28			
9 GRANT ROAD	29	2	25	39	2	32	34	2	28			
10 FLOWING WELLS	6	0	3	33	2	13	31	1	12			
11 ALVERNON	42	3	36	47	3	38	37	2	30			
12 10TH / 12TH AVENUE	39	3	15	30	2	12	30	2	12			
15 CAMPBELL AVENUE	26	2	19	23	1	16	21	1	15			
16 ORACLE / INA	43	3	31	44	3	26	42	3	27			
17 COUNTRY CLUB / 29TH STREET	35	2	52	34	2	50	32	2	47			
18 S. 6TH AVENUE	86	7	32	61	5	22	63	5	23			
19 STONE	48	4	18	39	3	15	44	3	17			
21 WEST CONGRESS / SILVERBELL	25	2	10	20	1	7	17	1	6			
22 GRANDE	17	1	4	19	1	4	14	1	3			
23 MISSION ROAD	30	2	24	34	2	26	27	2	21			
24 12TH AVENUE	42	2	25	46	3	27	47	3	27			
25 S. PARK AVENUE	37	3	30	29	2	18	32	2	25			
26 BENSON HIGHWAY	27	1	15	31	2	17	30	2	16			
27 MIDVALE PARK	21	1	12	27	1	16	17	1	10			
29 VALENCIA	27	2	21	28	2	21	23	1	17			
34 CRAYCROFT / FT LOWELL	34	2	30	41	3	36	37	3	32			
37 PANTANO	20	1	12	16	1	10	13	1	8			
61 LA CHOLLA	19	1	9	17	1	7	14	1	6			
AVERAGE TOTAL	35	2	25	36	2	23	33	2	22			
EXPRESS ROUTE												
101X GOLF LINKS EXPRESS	21	1	13									
102X INA ROAD EXPRESS	10	0	10									
103X OLDFATHER EXPRESS	11	1	12									
104X MARANA EXPRESS	11	0	6									
105X SUNRISE EXPRESS	11	1	10									
107X ORO VALLEY/DOWNTOWN EXPRESS	8	0	6									
108X BROADWAY EXPRESS	21	1	14									
109X TANQUE VERDE EXPRESS	8	1	7									
110X RITA RANCH/DOWNTOWN EXPRESS	10	0	6									
203X ORO VALLEY/AEROPARK EXPRESS	6	0	8									
204X NW / AEROPARK EXPRESS	5	0	5									
AVERAGE TOTAL	10	0	8									

Expenses – Sun Tran



Month to Date	April		Variance		Monthly Budget	Variance	
	2025	Current	Prior Year	Amount		Amount	Percent
OPERATOR WAGES	\$	2,199,149	\$ 1,651,698	\$ 547,451	33.1%	1,858,892	340,258 -25.4%
MAINTENANCE WAGES		469,987	355,923	114,063	32.0%	388,658	81,328 -45.4%
SALARIES		664,436	488,990	175,445	35.9%	553,467	110,969 -36.4%
FRINGE BENEFITS		1,351,808	1,187,007	164,801	13.9%	938,817	412,991 -30.6%
SERVICES		785,357	568,484	216,874	38.1%	561,858	223,499 60.4%
UTILITIES		84,395	39,197	45,198	115.3%	90,750	(6,355) 3.6%
VEHICLE MAINTENANCE		464,367	513,862	(49,495)	-9.6%	566,500	(102,133) 41.5%
MATERIALS AND SUPPLIES		25,783	56,721	(30,938)	-54.5%	91,692	(65,908) 72.1%
CNG FUEL		133,431	130,914	2,517	1.9%	189,792	(56,361) 36.1%
DIESEL FUEL		131,366	166,666	(35,300)	-21.2%	176,625	(45,259) 66.3%
UNLEADED FUEL		12,596	14,567	(1,971)	-13.5%	12,875	(279) 8.7%
ELECTRICITY FUEL		7,583	8,430	(847)	-10.0%	9,167	(1,583) 13.8%
CAPITAL OUTLAY		6,653	25,478	(18,825)	-73.9%	0	6,653 0.0%
INSURANCE		107,506	107,506	0	0.0%	128,942	(21,435) 16.6%
LABOR CREDITS/EXP TRANSFERS		25,065	0	25,065	0.0%	0	25,065 0.0%
Total Expenses	\$	6,469,483	\$ 5,315,443	\$ 1,154,039	21.7%	5,568,033	\$ 901,449 16.2%

Year to Date	April YTD		Variance		Annual Budget	Budget Balance	
	Current Year	Prior Year	Amount	Percent		Amount	Percent
OPERATOR WAGES	\$ 19,242,020	\$ 18,183,441	\$ 1,058,578	5.8%	\$ 22,306,700	3,064,680	14%
MAINTENANCE WAGES	4,190,754	4,009,510	181,244	4.5%	4,663,900	473,146	10%
SALARIES	6,005,673	5,207,790	797,883	15.3%	6,641,600	635,927	10%
FRINGE BENEFITS	12,450,302	12,042,259	408,043	3.4%	11,265,800	(1,184,502)	-11%
SERVICES	6,593,896	5,142,121	1,451,775	28.2%	6,742,300	148,404	2%
UTILITIES	887,369	832,586	54,783	6.6%	1,089,000	201,631	19%
VEHICLE MAINTENANCE	4,241,062	3,830,293	410,769	10.7%	6,798,000	2,556,938	38%
MATERIALS AND SUPPLIES	543,818	578,579	(34,762)	-6.0%	1,100,300	556,483	51%
CNG FUEL	1,305,507	1,191,949	113,558	9.5%	2,277,500	971,993	43%
DIESEL FUEL	1,085,496	1,439,657	(354,161)	-24.6%	2,119,500	1,034,004	49%
UNLEADED FUEL	127,289	127,828	(539)	-0.4%	154,500	27,211	18%
ELECTRICITY FUEL	94,819	47,303	47,516	100.5%	110,000	15,181	14%
CAPITAL OUTLAY	28,916	569,649	(540,733)	-94.9%	0	(28,916)	0%
INSURANCE	1,075,064	1,082,844	(7,780)	-0.7%	1,547,300	472,236	31%
LABOR CREDITS/EXP TRANSFERS	113,114	0	113,114		0	(113,114)	0%
Total Expenses	\$ 57,985,098	\$ 54,285,810	\$ 3,699,287	6.8%	\$ 66,816,401	8,831,303	13%

System Summary – Electric Bus



Month to Date	April		Variance		April	Variance	
2025	Current	Prior Year	Amount	Percent	Budget	Amount	Percent

Expenses

Vehicle Maintenance	\$	-	536	\$ 536	0.0%	10,000	10,000	100%
Services		1,211	-	(1,211)	0.0%	-	(1,211)	0%
Materials & Supplies		-	-	-	0.0%	-	-	0%
Electricity		7,583	8,430	847	10.0%	9,167	1,583	17%
Total Expenses		8,795	8,966	171	1.9%	19,167	10,372	54%

Miles

Total Miles	22,105	19,995	(2,110)	-11%
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KWH

37,081	27,241	(9,840)	-36%
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Year to Date	April YTD		Variance		April YTD	Variance	
	Current	Prior Year	Amount	Percent	Budget	Amount	Percent

Expenses

Vehicle Maintenance	\$	-	673	\$ 673	0.0%	120,000	120,000	100%
Services		11,761	22,023	10,261	46.6%	-	(11,761)	0%
Materials & Supplies		-	-	-	0.0%	-	-	0%
Electricity		94,819	47,303	(47,516)	-100.5%	110,000	15,181	14%
Total Expenses		106,580	69,998	(36,582)	-52.3%	230,000	123,420	54%

Miles

Total Miles	213,925	177,051	(36,874)	-21%
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KWH

300,732	213,822	(86,910)	-41%
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System Indicator		Current Month	Prior Year	FY25 YTD	FY24 YTD
1.	Ridership	168,178	172,652	1,509,860	1,510,980
2.	Passengers per Revenue Mile	10.92	10.93	9.88	9.70
3.	Passengers per Revenue Hour	84.32	82.57	75.01	72.33
4.	Cost per Passenger	2.16	2.15	2.97	2.60
5.	Cost per Revenue Mile	23.62	23.46	29.34	25.20
6.	Cost per Revenue Hour	182.45	177.14	222.73	187.96
7.	Miles Between Streetcar Inspection	964.00	951.00	953.00	950.00
8.	Total Preventable Accidents per 100,000 Miles	0	0	0.64	1.26
9.	Total Complaints per 100,000 Passengers	2.38	1.74	0.26	0.20

System Summary – Sun Link



Month to Date		April		Variance		April		Variance	
	2025	Current	Prior Year	Amount	Percent	Budget	Amount	Percent	
Ridership									
WEEKDAYS		139,934	140,571	(637)	-0.5%	141,977	(2,043)	-1.4%	
SATURDAY		19,622	22,745	(3,123)	-13.7%	22,972	(3,350)	-14.6%	
SUNDAY		8,622	9,336	(714)	-7.6%	9,429	(807)	-8.6%	
HOLIDAY		-	-	0	0.0%	-	-	0.0%	
Total Route Passengers		168,178	172,652	(4,474)	-2.6%	174,379	(6,201)	-3.6%	
Expenses									
Total Expenses	\$	363,904	\$ 370,397	\$ (6,493)	-1.8%	\$ 471,392	\$ (107,488)	-22.8%	
Miles									
Revenue Miles		15,406	15,789	(383)	-2.4%	15,789	(383)	-2.4%	
Deadhead Miles		240	240	-	0.0%	240	-	0.0%	
Total Service Miles		15,646	16,029	(383)	-2.4%	16,029	(383)	-2.4%	
Revenue Hours		1,995	2,091	(97)	-4.6%	2,091	(97)	-4.6%	
Service Hours		2,025	2,121	(97)	-4.5%	2,121	(97)	-4.5%	
Year to Date		April		Variance YTD		April YTD		Variance YTD	
		Current	Prior Year	Amount	Percent	Budget	Amount	Percent	
Ridership									
WEEKDAYS		1,203,269	1,207,520	(4,251)	-0.4%	1,219,595	(16,326)	-1.3%	
SATURDAY		213,508	212,485	1,023	0.5%	214,610	(1,102)	-0.5%	
SUNDAY		86,936	85,884	1,052	1.2%	86,743	193	0.2%	
HOLIDAY		6,147	5,091	1,056	20.7%	5,142	1,005	19.5%	
Total Route Passengers		1,509,860	1,510,980	(1,120)	-0.1%	1,526,090	(16,230)	-1.1%	
Expenses									
Total Expenses	\$	4,483,607	\$ 3,926,526	\$ 557,081	14.2%	\$ 4,713,917	\$ (230,309)	-4.9%	
Miles									
Revenue Miles		152,824	155,837	(3,013)	-1.9%	155,837	(3,013)	-1.9%	
Deadhead Miles		2,432	2,440	(8)	-0.3%	2,440	(8)	-0.3%	
Total Service Miles		155,256	158,277	(3,021)	-1.9%	158,277	(3,021)	-1.9%	
Revenue Hours		20,130	20,891	(761)	-3.6%	20,891	(761)	-3.6%	
Service Hours		20,434	21,196	(762)	-3.6%	21,196	(762)	-3.6%	

Expenses – Sun Link



Month to Date	April					Monthly			
	2025	Current	Prior Year	Variance Amount	Percent	Budget	Variance Amount	Percent	
OPERATOR WAGES	\$	80,154	\$ 69,629	\$ (10,525)	-15.1%	\$ 94,608	\$ 14,454	15.3%	
MAINTENANCE WAGES		24,038	28,201	4,164	14.8%	63,108	39,071	61.9%	
SALARIES		83,540	76,682	(6,858)	-8.9%	69,133	(14,406)	-20.8%	
FRINGE BENEFITS		76,937	59,694	(17,243)	-28.9%	65,992	(10,945)	-16.6%	
SERVICES		55,930	93,472	37,542	40.2%	101,467	45,536	44.9%	
UTILITIES		13,441	17,573	4,132	23.5%	18,250	4,809	26.3%	
VEHICLE MAINTENANCE		1,706	(5,490)	(7,197)	131.1%	3,267	1,560	47.8%	
MATERIALS AND SUPPLIES		8,671	10,437	1,765	16.9%	22,100	13,429	60.8%	
FUEL-ELECTRICITY		19,486	20,198	712	3.5%	15,742	(3,745)	-23.8%	
CAPITAL OUTLAY		-	-	-	0.0%	1,667	1,667	100.0%	
INSURANCE		-	-	-	0.0%	16,058	16,058	100.0%	
TOTAL EXPENSES	\$	363,904	\$ 370,397	\$ 6,493	1.8%	\$ 471,392	\$ 107,488	22.8%	

Year to Date	April					Annual			
		Current Year	Prior Year	Variance Amount	Percent	Budget	Budget Variance Amount	Percent	
OPERATOR WAGES	\$	871,221	\$ 813,818	\$ (57,403)	-7.1%	\$ 1,135,300	\$ 264,079	23.3%	
MAINTENANCE WAGES		372,456	318,400	(54,056)	-17.0%	757,300	384,844	50.8%	
SALARIES		917,237	937,557	20,320	2.2%	829,600	(87,637)	-10.6%	
FRINGE BENEFITS		714,876	589,288	(125,588)	-21.3%	791,900	77,024	9.7%	
SERVICES		671,494	634,610	(36,883)	-5.8%	1,217,600	546,106	44.9%	
UTILITIES		148,057	162,002	13,944	8.6%	219,000	70,943	32.4%	
VEHICLE MAINTENANCE		245,053	144,022	(101,031)	-70.1%	39,200	(205,853)	-525.1%	
MATERIALS AND SUPPLIES		88,439	130,700	42,261	32.3%	265,200	176,761	66.7%	
FUEL-ELECTRICITY		172,118	168,981	(3,137)	-1.9%	188,900	16,782	8.9%	
CAPITAL OUTLAY		63,047	-	(63,047)	0.0%	20,000	(43,046)	-215.2%	
INSURANCE		219,609	27,148	(192,461)	-708.9%	192,700	(26,909)	-14.0%	
TOTAL EXPENSES	\$	4,483,607	\$ 3,926,526	\$ (557,081)	-14.2%	\$ 5,656,700	\$ 1,173,093	20.7%	

Performance Indicators – Sun Van



System Indicator		Current Month	Prior Year	FY25 YTD	FY24 YTD
1.	Ridership	46,743	44,467	451,878	375,061
2.	Demand	63,397	60,906	627,588	518,849
3.	Cancellations	12,286	12,370	129,928	107,313
4.	No-Shows	4,364	4,068	45,771	36,466
5.	Passengers per Revenue Hour	1.91	1.90	1.90	1.90
6.	Passengers per Service Hour	1.65	1.67	1.64	1.66
7.	Cost per Trip	\$ 41.72	\$ 45.20	\$ 44.80	\$ 42.30
8.	Vehicles Operated in Maximum Service	122	110	123	114
9.	Trip Time, Sun Tran	83.66%	80.35%	82.37%	81.18%
10.	Trip Time 110% + 5 Minutes	90.90%	88.81%	90.19%	89.44%
11.	Pick-Ups	85.53%	85.32%	84.77%	87.17%
12.	Pick-Ups Before Significantly Late	99.11%	99.11%	98.95%	99.32%

System Summary- Sun Van



Month to Date	April			Variance		April Budget	Variance	
	2025	Current Year	Prior Year	Amount	Percent		Amount	Percent
Ridership								
Weekday		41,433	39,415	2,018	5.1%			
Saturday		2,718	2,613	105	4.0%			
Sunday		2,592	2,439	153	6.3%			
Holiday		0	0	0				
Total Passengers		46,743	44,467	2,276	5.1%			
Total Booked Passengers		63,397	60,906	2,491	4.1%	47,710	15,687	32.9%
Missed Trips		4	1	3	300.0%	-	4	0.0%
Cancellations		12,286	12,370	(84)	-0.7%	10,810	1,476	13.7%
No Shows		4,364	4,068	296	7.3%	2,580	1,784	69.1%
Total Passengers		46,743	44,467	2,276	5.1%	33,800	12,943	38.3%
ADA Passengers		43,355	41,737	1,618	3.9%			
Optional ADA Passengers		3,388	2,730	658	24.1%			
Percentage of Optional		7.2%	6.1%					
Trips								
ADA Trips		40,351	39,103	1,248	3.2%			
Optional ADA Trips		3,115	2,576	539	20.9%			
Total Trips		43,466	41,679	1,787	4.3%	32,160	11,306	35.2%
Expenses								
Total Expenses	\$	1,813,404	\$ 1,883,879	\$ (70,475)	-3.7%	\$ 1,793,892	\$ 19,512	1.1%
Miles								
Revenue Miles		329,876	319,285	10,591	3.3%	261,287	68,589	26.3%
Deadhead Miles		58,313	55,417	2,896	5.2%	44,683	13,630	30.5%
Total Service Miles		388,189	374,702	13,487	3.6%	305,970	82,219	26.9%
Non-Route Miles		6,817	1,005	5,812	578.3%	3,201	3,616	113.0%
Total Miles		395,006	375,707	19,299	5.1%	309,171	85,835	27.8%
Revenue Hours		24,420	23,361	1,059	4.5%	18,652	5,768	30.9%
Service Hours		28,303	26,561	1,742	6.6%	21,428	6,875	32.1%

System Summary- Sun Van



Year to Date	April YTD		Variance		April YTD Budget	Variance		
	2025	Current Year	Prior Year	Amount		Percent	Amount	Percent
Ridership								
Weekday		392,266	365,305	26961	7%			
Saturday		29,977	27,457	2520	9%			
Sunday		27,536	25,084	2452	10%			
Holiday		2,099	1,682	417	25%			
Total Passengers		451,878	419,528	32,350	7.7%			
Total Booked Passengers		627,588	579,755	47,833	8.3%	410,440	217,148	52.9%
Missed Trips		11	10	1	10.0%	-	11	0.0%
Cancellations		129,928	119,683	10,245	8.6%	93,010	36,918	39.7%
No Shows		45,771	40,534	5,237	12.9%	22,240	23,531	105.8%
Total Passengers		451,878	419,528	32,350	7.7%	295,190	156,688	53.1%
ADA Passengers		419,256	393,190	26,066	6.6%			
Optional ADA		32,622	26,338	6,284	23.9%			
Percentage of Optional		7.2%	6.3%					
Trips								
ADA Trips		388,201	365,777	22,424	6.1%			
Optional ADA Trips		30,146	24,866	5,280	21.2%			
Total Trips		418,347	390,643	27,704	7.1%	262,600	155,747	59.3%
Expenses								
Total Expenses		\$ 18,742,291	\$ 16,645,160	\$ 2,097,131	12.6%	\$ 218,001,400	\$ (199,259,109)	-91.4%
Miles								
Revenue Miles		3,198,015	3,002,223	195,792	6.5%	1,985,500	1,212,515	61.1%
Deadhead Miles		572,401	510,301	62,100	12.2%	362,700	209,701	57.8%
Total Service Miles		3,770,416	3,512,524	257,892	7.3%	2,348,200	1,422,216	60.6%
Non-Route Miles		35,739	38,824	(3,085)	-7.9%	14,400	21,339	148.2%
Total Miles		3,806,155	3,551,348	254,807	7.2%	2,362,600	1,443,555	61.1%
Revenue Hours								
		237,449	220,830	16,619	7.5%	140,880	96,569	68.5%
Service Hours								
		274,868	252,484	22,384	8.9%	161,180	113,688	70.5%

Expenses – Sun Van



Month to Date	April		Variance		Monthly Budget	Variance	
	2025	Current Year	Prior Year	Amount	Percent	Amount	Percent
OPERATOR WAGES	\$	602,000	\$ 552,016	\$ 49,984	9.1%	\$ 692,208	\$ 90,209 13.0%
OTHER BU WAGES		271,839	269,360	2,479	0.9%	126,358	(145,480) -115.1%
SALARIES		99,968	93,296	6,671	7.2%	117,600	17,632 15.0%
FRINGE BENEFITS		309,914	274,121	35,793	13.1%	352,525	42,611 12.1%
SERVICES		103,969	177,380	(73,411)	-41.4%	100,267	(3,702) -3.7%
CONTRACT VEHICLE MAINT.		178,092	177,612	480	0.3%	158,333	(19,759) -12.5%
UTILITIES		19,559	28,534	(8,975)	-31.5%	15,792	(3,767) -23.9%
MATERIALS AND SUPPLIES		4,711	13,572	(8,861)	-65%	14,767	10,056 68.1%
UNLEADED FUEL		171,216	255,949	(84,733)	-33.1%	163,125	(8,091) -5.0%
CAPITAL OUTLAY		-	-	-	0.0%	-	- 0.0%
LIABILITY INSURANCE		52,138	42,040	10,098	24.0%	52,917	779 1.5%
TOTAL EXPENSES	\$	1,813,404	\$ 1,883,879	\$ (70,475)	-3.7%	\$ 1,793,892	\$ (19,512) -1.1%

Year to Date	April YTD		Variance		YTD Budget	Variance	
	Current Year	Prior Year	Amount	Percent		Amount	Percent
OPERATOR WAGES	\$ 6,540,251	\$ 5,637,224	\$ 903,027	16.0%	\$ 8,306,500	\$ 1,766,249	21.3%
OTHER BU WAGES	2,863,063	2,672,568	190,495	7.1%	1,516,300	(1,346,763)	-88.8%
SALARIES	1,085,548	951,536	134,012	14.1%	1,411,200	325,652	23.1%
FRINGE BENEFITS	3,135,350	2,861,548	273,802	9.6%	4,230,300	1,094,950	25.9%
SERVICES	1,017,676	774,513	243,164	31.4%	1,203,200	185,524	15.4%
CONTRACT VEHICLE MAINT.	1,870,944	1,573,561	297,383	18.9%	1,900,000	29,056	1.5%
UTILITIES	174,124	187,907	(13,783)	-7.3%	189,500	15,376	8.1%
MATERIALS AND SUPPLIES	135,285	123,697	11,589	9.4%	177,200	41,915	23.7%
UNLEADED FUEL	1,398,674	1,425,413	(26,739)	-1.9%	1,957,500	558,826	28.5%
CAPITAL OUTLAY	-	16,797	(16,797)	-100.0%	-	-	0.0%
LIABILITY INSURANCE	521,376	420,396	100,980	24.0%	635,000	113,624	17.9%
TOTAL EXPENSES	\$ 18,742,291	\$ 16,645,160	\$ 2,097,131	12.6%	\$ 21,526,700	\$ 2,784,409	12.9%

Month to Date	April		Variance	
	2025	Current Year	Prior Year	Amount Percent
Ridership				
Weekday		1,938	1,591	347 21.8%
Saturday		191	188	3 1.6%
Sunday		154	174	(20) -11.5%
Holiday		0	-	0 0.0%
Total Passengers		2,283	1,953	330 16.9%
Ridership				
Total Demand		3,372	2,785	587 21.1%
Missed Trips		-	-	- 0.0%
Cancellations		1,010	764	246 32.2%
No Shows		79	68	11 16.2%
Total Passengers		2,283	1,953	330 16.9%
Trips				
Total Trips		1,986	1,609	377 23.4%
Miles				
Revenue Miles		9,801	8,066	1,735 21.5%
Deadhead Miles		1,893	1,901	(8) -0.4%
Total Service Miles		11,694	9,967	1,727 17.3%
Non-Route Miles		-268	(1,037)	769 -74.2%
Total Miles		11,426	8,930	2,496 28.0%
Revenue Hours		752	742	10 1.4%
Service Hours		909	940	(31) -3.3%

Year to Date	April YTD		Variance		
	2025	Current Year	Prior Year	Amount	Percent
Ridership					
Weekday		17,594	16,524	1,070	6.5%
Saturday		2,170	2,276	(106)	-4.7%
Sunday		1,860	1,780	80	4.5%
Holiday		160	135	25	18.5%
Total Passengers		21,784	20,715	1,069	5.2%
Total Demand		32,115	29,858	2,257	7.6%
Missed Trips		-	-	-	0.0%
Cancellations		9,575	8,533	1,042	12.2%
No Shows		756	610	146	23.9%
Total Passengers		21,784	20,715	1,069	5.2%
Trips					
Total Trips		18,625	16,013	2,612	16.3%
Miles					
Revenue Miles		94,200	83,390	10,810	13.0%
Deadhead Miles		18,470	17,213	1,257	7.3%
Total Service Miles		112,670	100,603	12,068	12.0%
Non-Route Miles		-2,438	1,696	(4,133)	-243.8%
Total Miles		110,232	102,298	7,934	7.8%
Revenue Hours		7,546	7,182	364	5.1%
Service Hours		9,167	8,957	210	2.3%

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

SUN TRAN CUSTOMER INFORMATION CENTER	
April 2025	
Total Calls/E-mails Received	322
Inquiries	36
Compliments	16
Complaints	266
Chargeable	57
Non-chargeable	205
Pending/Incomplete	8

SUN VAN CUSTOMER INFORMATION CENTER	
April 2025	
Total Calls/E-mails Received	14
Inquiries	2
Compliments	0
Complaints	12
Non-Chargeable	6
Chargeable	6
Pending/Incomplete	0

SUN LINK CUSTOMER INFORMATION CENTER	
April 2025	
Total Calls & Emails Received	14
Inquiries	10
Compliments	0
Complaints	4
Non-Chargeable	3
Chargeable	1
Pending/Incomplete	0

ON DEMAND CUSTOMER INFORMATION CENTER	
April 2025	
Total Calls/E-mails Received	0
Inquiries	0
Compliments	0
Complaints	0
Non-Chargeable	0
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 available on a Sun Tran fixed route, a same day request, and will calls.
Passengers per Mile	Equals total passengers divided by total revenue miles.
Passengers per Service Hour	Equals total ridership divided by total service hours.

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 training.
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.