

# Monthly Operations Report

## May 2025





# PUBLIC INPUT

## Route 5 & 22 Public Outreach

This month the Tucson community was encouraged to participate in a series of public input meetings regarding proposed elimination of Route 5 and extension of Route 22. These meetings were part of a broader effort by the City of Tucson's Department of Transportation and Mobility (DTM) and Sun Tran to evaluate the transit system and identify the lowest performing routes. Community members were encouraged to attend one of the scheduled one-hour public meetings between May 12 through May 22 to learn more and share their feedback. The public comment period for the proposed changes has now closed. Comments were accepted through May 31, 2025. The proposed changes are scheduled to go before the Mayor and Council on August 6, 2025.



## Sun Link: Record May Ridership, Zero Accidents

Sun Link continues to prioritize safety and service excellence, celebrating a significant milestone of zero preventable accidents since September 2024. This achievement reflects the dedication of Sun Link operators and the commitment to maintaining a safe environment for all riders.

In addition to this safety success, Sun Link recorded its highest May ridership since service began, with **117,791** riders. This growth highlights Sun Link's vital role in connecting the Tucson community and supporting mobility throughout the Mercado, downtown and university area.

# IN THE COMMUNITY

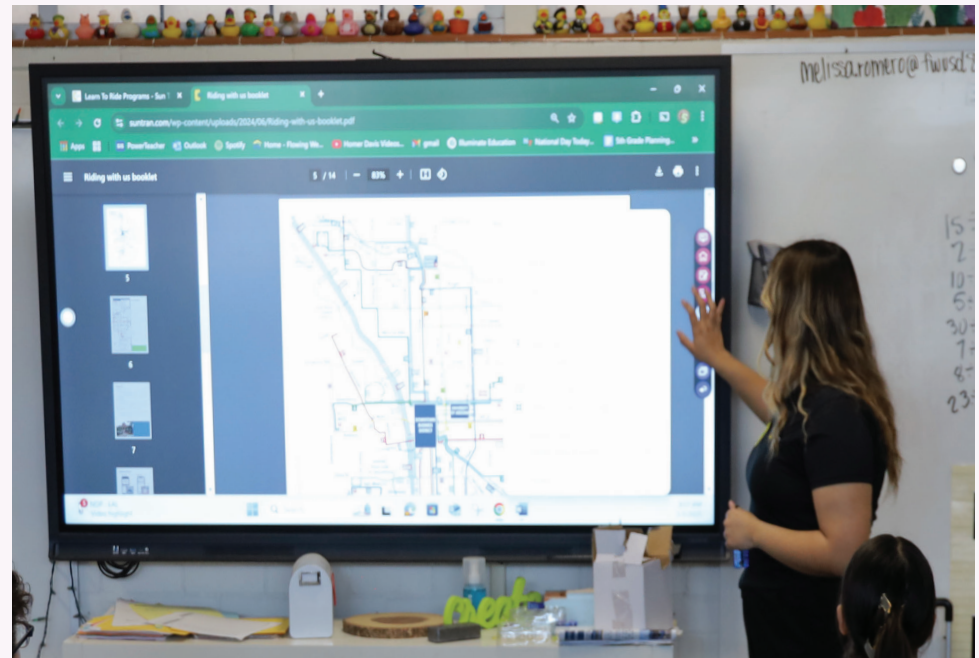
## In the Community

Sun Tran recently hosted a Learn to Ride session at Sierra Middle School, where approximately 30 students participated in a hands-on transit education experience. During the session, students learned how to ride the bus, read route maps, and understand transit safety and etiquette. The interactive event was a great success, sparking confidence among the students. Following the session, Sun Tran staff were delighted to receive thank-you letters from the students, expressing their appreciation for the opportunity to learn about Sun Tran.



## Learn to Ride Session

Sun Tran held its monthly Learn to Ride session at the Sun Tran Administration building to help new and returning riders feel confident using public transit. Attendees learned how to plan trips, read schedules, board and exit safely, use accessibility features, and follow bicycle safety tips. These free sessions are open to all ages and will continue throughout the summer, with one upcoming class scheduled June 12 at noon. To RSVP participants can email [SunTranMarketing@tucsonaz.gov](mailto:SunTranMarketing@tucsonaz.gov) or show up day of the event.





# HEALTH FAIR & RECRUITMENT

## Udall Health Fair

Sun Tran participated in the Udall Health Fair held at the Udall Park Recreation Center, connecting with community members to share information about transit services and the benefits of using public transportation. Attendees had the opportunity to speak with Sun Tran staff, pick up a Ride Guide, and Sun Tran merch. The event provided a valuable opportunity to engage with riders and encourage them to explore sustainable and accessible transportation option.



Recruitment		
	New Hires	Promotions
Sun Tran	7 - Coach Operator (s)	3 - Student to Coach Operator 1 - Customer Service Rep. to Customer Service Rep. Lead
Sun Van	9 - Van Operator Trainees	9 - Van Operator Trainee to Full-Time Van Operator
Sun Link	1 - Right of Way Technician 1 - Streetcar Operator	0- Promotions



# PERFORMANCE STATS

 **-1.59%**  
Year to Year Ridership

May 2024 - 1,393,923

May 2025 - 1,371,913

 **+17.62%**  
Year to Year Ridership

May 2024 - 98,709

May 2025 - 117,793

 **-0.09%**  
Year to Year Ridership

May 2024 - 45,327

May 2025 - 45,286

 **+0.65%**  
Year to Year Ridership

May 2024 - 2,299

May 2025 - 2,314



**89.07%**  
On time performance 

Passengers per Revenue Hour:  
**27.30**

 **14**  
Customer Compliments


**85%**  
On time performance 

Passengers per Revenue Hour:  
 **59.60**

**83.88%**  
On time performance 

Passengers per Revenue Hour:  
 **1.94**

**84.28%**  
On time performance 

Trips Booked through App:  
 **60.46%**



# Transit All-Stars



**Shamean R. Coach Operator**

"She was very nice and knew where to park so I wouldn't have trouble boarding the bus. Thank you!"



**Kimberly C. Coach Operator**

"The driver was extremely nice and patient when there was a difficult passenger on the bus. Great job staying calm."



**Ramon F. Coach Operator**

"He is an excellent, well mannered, professional driver. He is awesome and is a great asset to Sun Tran. Thanks for hiring him!"



**Paula D. Coach Operator**

"They were very helpful advising me of route changes and detours. Very nice and accommodating."



**Andres J. Coach Operator**

"He helped me get my bike on and off the bus rack. Thank you so much!"



**Cynthia G. Sun Van Dispatcher**

"Thank you for responding to my request to pick me and another passenger up earlier than scheduled! We both appreciate you for going out of your way."

## 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.



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System Indicator		Current Month	Prior Year	FY25 YTD	FY24 YTD
1	Ridership	1,371,913	1,393,923	15,358,607	14,580,473
2	Passenger per Revenue Mile	2.25	2.23	2.29	2.17
3	Passenger per Revenue Hour	27.30	27.58	28.20	26.79
4	Cost per Passenger	3.95	3.88	4.13	4.09
5	Cost per Revenue Mile	8.89	8.64	9.47	8.87
6	Cost per Revenue Hour	107.79	106.92	116.39	109.61
7	Miles Between Road Calls	20,324	15,632	18,913	18,636
8	Miles Between Bus Inspections	5,819	6,144	5,987	6,104
9	Vehicle Accidents per 100,000 Miles	0.29	0.42	0.55	0.56
10	Complaints per 100,000 Passengers	18.95	14.49	16.19	16.59
11	Vehicles Operated in Maximum Service	145	142	145	155

# System Summary - Sun Tran



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

## RIDERSHIP

Weekday	1,119,216	1,174,866	\$ (55,650)	-4.7%	965,958	(153,258)	-15.9%
Saturday	139,925	111,972	27,953	25.0%	224,070	84,145	37.6%
Sunday	87,772	82,936	4,836	5.8%	179,256	91,484	51.0%
Holiday	25,000	24,149	851	3.5%	44,814	19,814	44.2%
Total Route Passengers	1,371,913	1,393,923	(22,010)	-1.6%	1,414,098	42,185	3.0%

## Expenses

Total Expenses	\$ 5,417,508	\$ 5,404,110	13,398	0.2%	\$ 5,568,033	\$ (150,526)	-2.7%
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## Miles

Revenue Miles	609,707	625,278	(15,571)	-2.5%	614,000	4,293	0.7%
Deadhead Miles	67,302	68,262	(960)	-1.4%	99,811	32,509	32.6%
Total Service Miles	677,009	693,540	(16,531)	-2.4%	713,811	36,802	5.2%
Non-Route Miles	12,799	14,004	(1,205)	-8.6%	7,325	(5,474)	-74.7%
Total Miles	689,808	707,544	(17,736)	-2.5%	721,136	31,328	4.3%

## Revenue Hours

Service Hours	50,262	50,546	(283)	-0.6%	50,000	(262)	-0.5%
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Year to Date	May YTD		Variance		May YTD		Variance	
	Current	Prior Year	Amount	Percent	Budget	Amount	Percent	

## RIDERSHIP

Weekday	12,859,467	12,252,922	\$ 606,545	5%	10,272,013	(2,587,454)	-25%
Saturday	1,369,130	1,336,695	32,435	2%	2,119,759	750,629	35%
Sunday	1,006,678	876,712	129,966	15%	2,072,797	1,066,119	51%
Holiday	123,332	114,144	9,188	8%	260,962	137,630	53%
Total Route Passengers	15,358,607	14,580,473	778,134	5%	14,725,531	(633,076)	-4%

## Expenses

Total Expenses	\$ 63,402,605	\$ 59,689,919	3,712,686	6%	\$ 61,248,367	\$ 3,413,795	5%
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## Miles

Revenue Miles	6,697,770	6,726,587	(28,818)	0%	6,672,000	(25,770)	0%
Deadhead Miles	733,624	743,463	(9,838)	-1%	1,097,921	364,297	33%
Total Service Miles	7,431,394	7,470,050	(38,656)	-1%	7,769,921	338,527	4%
Non-Route Miles	152,812	189,265	(36,453)	-19%	80,575	(72,237)	-90%
Total Miles	7,584,206	7,659,315	(75,109)	-1%	7,850,496	266,290	3%

## Revenue Hours

Service Hours	544,726	544,554	172	0%	543,000	(1,726)	0%
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FIXED ROUTE		Ridership				
		Weekdays	Saturdays	Sundays	Holiday	Totals
1	GLENN/SWAN	32,802	3,455	2,348	647	39,252
2	CHERRYBELL	25,662	2,515	1,476	585	30,238
3	6TH STREET / WILMOT	47,313	4,985	2,644	684	55,626
4	SPEEDWAY	89,124	12,070	7,628	2,060	110,882
5	PIMA STREET / WEST SPEEDWAY	20,832	1,990	1,256	343	24,421
6	EUCLID/ NORTH FIRST AVENUE	46,347	6,300	3,024	778	56,449
7	22ND STREET	53,151	5,465	3,472	1,040	63,128
8	BROADWAY	92,547	14,890	9,060	2,581	119,078
9	GRANT ROAD	49,329	4,940	2,980	860	58,109
10	FLOWING WELLS	15,624	2,745	2,312	645	21,326
11	ALVERNON	93,786	11,380	7,252	2,083	114,501
12	10TH / 12TH AVENUE	29,694	3,110	2,516	717	36,037
15	CAMPBELL AVENUE	21,840	2,450	1,616	469	26,375
16	ORACLE / INA	78,813	11,875	8,072	2,276	101,036
17	COUNTRY CLUB / 29TH STREET	67,284	7,010	4,644	1,386	80,324
18	S. 6TH AVENUE	85,428	11,520	7,848	2,295	107,091
19	STONE	22,785	3,650	1,772	544	28,751
21	WEST CONGRESS / SILVERBELL	12,306	2,055	1,164	298	15,823
22	GRANDE	4,095	480	340	132	5,047
23	MISSION ROAD	31,143	3,450	1,980	587	37,160
24	12TH AVENUE	16,401	1,955	1,600	482	20,438
25	S. PARK AVENUE	41,370	5,415	2,872	822	50,479
26	BENSON HIGHWAY	18,438	2,210	1,744	507	22,899
27	MIDVALE PARK	15,246	2,330	956	276	18,808
29	VALENCIA	26,943	3,695	2,172	501	33,311
34	CRAYCROFT / FT LOWELL	53,235	5,270	3,308	928	62,741
37	PANTANO	12,684	1,665	972	283	15,604
61	LA CHOLLA	9,681	1,050	744	191	11,666
TOTAL FIXED ROUTE		1,113,903	139,925	87,772	25,000	1,366,600
EXPRESS ROUTE						
101X	GOLF LINKS EXPRESS	966				966
102X	INA ROAD EXPRESS	378				378
103X	OLDFATHER EXPRESS	294				294
104X	MARANA EXPRESS	315				315
105X	SUNRISE EXPRESS	378				378
107X	ORO VALLEY/DOWNTOWN EXPRESS	441				441
108X	BROADWAY EXPRESS	525				525
109X	TANQUE VERDE EXPRESS	210				210
110X	RITA RANCH/DOWNTOWN EXPRESS	399				399
203X	ORO VALLEY/AEROPARK EXPRESS	651				651
204X	NW / AEROPARK EXPRESS	756				756
TOTAL EXPRESS ROUTE		5,313				5,313
TOTAL S		1,119,216	139,925	87,772	25,000	1,371,913

# 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	29.0	2.2	26.5	26.5	1.9	23.0	26.1	1.9	22.6	28.6	2.1	24.9
2 CHERRYBELL	23.9	1.6	20.7	20.4	1.3	18.0	19.6	1.3	17.6	30.9	2.1	27.9
3 6TH STREET / WILMOT	29.4	2.0	36.3	25.0	1.7	31.2	19.9	1.4	25.4	20.7	1.5	26.3
4 SPEEDWAY	37.2	2.7	34.2	42.6	3.0	38.9	39.1	2.8	36.0	42.5	3.0	38.9
5 PIMA STREET / WEST SPEEDWAY	22.8	1.5	19.1	20.2	1.2	14.8	17.2	1.0	12.6	18.7	1.1	13.7
6 EUCLID/ NORTH FIRST AVENUE	46.5	3.6	23.0	42.9	3.4	21.7	55.0	4.4	28.0	58.2	4.5	28.8
7 22ND STREET	38.0	2.1	29.4	48.9	2.6	36.4	44.4	2.3	33.4	53.3	2.8	40.0
8 BROADWAY	44.6	3.1	34.4	39.9	2.6	28.1	37.9	2.6	28.3	43.3	3.0	32.3
9 GRANT ROAD	29.1	1.9	25.0	40.2	2.5	32.9	33.5	2.1	27.6	38.6	2.4	31.9
10 FLOWING WELLS	20.6	1.4	12.0	33.0	2.1	18.3	36.9	2.4	20.6	41.6	2.7	23.0
11 ALVERNON	41.7	2.6	35.7	46.9	2.7	37.9	38.6	2.2	31.3	44.3	2.5	35.9
12 10TH / 12TH AVENUE	36.4	2.6	14.6	28.0	1.9	11.1	30.3	2.1	12.1	34.5	2.4	13.8
15 CAMPBELL AVENUE	22.6	1.4	17.1	23.8	1.4	16.3	22.4	1.3	15.5	26.3	1.5	18.1
16 ORACLE / INA	43.6	3.1	31.5	42.5	3.0	25.3	43.4	3.0	27.3	47.5	3.3	30.8
17 COUNTRY CLUB / 29TH STREET	32.9	2.0	50.1	31.9	1.9	46.7	30.4	1.8	44.7	37.3	2.2	53.3
18 S. 6TH AVENUE	85.4	7.0	32.0	60.6	4.8	21.9	69.5	5.5	25.2	81.2	6.5	29.4
19 STONE	45.4	3.5	17.2	38.3	3.0	14.6	41.7	3.2	15.8	51.4	4.0	19.5
21 WEST CONGRESS / SILVERBELL	24.9	1.9	10.1	20.0	1.3	7.2	15.7	1.0	5.7	16.2	1.1	5.9
22 GRANDE	14.9	1.0	3.3	14.6	0.9	3.1	14.4	0.9	3.0	22.4	1.4	4.7
23 MISSION ROAD	28.3	2.0	22.8	31.9	2.2	24.6	25.4	1.7	19.8	30.0	2.1	23.5
24 12TH AVENUE	42.9	2.5	26.0	44.7	2.5	26.1	52.7	2.9	30.8	63.6	3.5	37.1
25 S. PARK AVENUE	36.2	2.6	29.4	29.3	2.1	18.4	32.1	2.2	25.6	36.9	2.6	29.4
26 BENSON HIGHWAY	26.5	1.4	14.4	25.8	1.4	13.8	30.7	1.7	16.8	36.5	2.0	19.5
27 MIDVALE PARK	20.5	1.1	12.1	28.0	1.4	16.1	15.9	0.8	9.2	18.0	0.9	10.6
29 VALENCIA	27.4	1.7	21.4	31.2	1.9	23.8	25.3	1.5	19.4	24.0	1.4	17.9
34 CRAYCROFT / FT LOWELL	33.1	2.3	29.5	40.6	2.8	35.1	36.5	2.5	31.8	41.1	2.8	35.7
37 PANTANO	18.1	1.1	11.0	17.4	1.0	10.4	13.0	0.7	7.8	15.0	0.9	9.2
61 LA CHOLLA	18.3	1.0	8.2	17.2	0.9	7.5	16.2	0.9	7.2	16.6	0.9	7.4
AVERAGE TOTAL	34.7	2.3	24.8	35.6	2.3	22.7	33.4	2.2	22.2	39.2	2.5	25.3
EXPRESS ROUTE												
101X GOLF LINKS EXPRESS	19.4	0.9	11.5									
102X INA ROAD EXPRESS	8.9	0.4	9.0									
103X OLDFATHER EXPRESS	6.1	0.4	7.0									
104X MARANA EXPRESS	14.8	0.5	7.5									
105X SUNRISE EXPRESS	9.7	0.6	9.0									
107X ORO VALLEY/DOWNTOWN EXPRESS	6.6	0.3	5.3									
108X BROADWAY EXPRESS	19.0	1.0	12.5									
109X TANQUE VERDE EXPRESS	6.5	0.4	5.0									
110X RITA RANCH/DOWNTOWN EXPRESS	7.9	0.3	4.8									
203X ORO VALLEY/AEROPARK EXPRESS	6.0	0.2	7.8									
204X NW / AEROPARK EXPRESS	6.7	0.2	6.0									
AVERAGE TOTAL	8.9	0.4	7.4									



# Expenses – Sun Tran



Month to Date	May		Variance		Monthly Budget	Variance	
	2025	Current	Prior Year	Amount		Amount	Percent
OPERATOR WAGES	\$	1,744,391	\$ 2,002,724	\$ (258,333)		1,858,892	(114,501) -25.4%
MAINTENANCE WAGES		383,180	441,218	(58,038)		388,658	(5,478) -45.4%
SALARIES		542,334	619,788	(77,455)		553,467	(11,133) -36.4%
FRINGE BENEFITS		1,305,263	1,183,915	121,348		938,817	366,446 -30.6%
SERVICES		692,573	395,240	297,332		561,858	130,714 60.4%
UTILITIES		73,292	28,061	45,231		90,750	(17,458) 3.6%
VEHICLE MAINTENANCE		418,994	390,442	28,551		566,500	(147,506) 41.5%
MATERIALS AND SUPPLIES		40,461	35,288	5,173		91,692	(51,231) 72.1%
CNG FUEL		0	114,872	(114,872)		189,792	(189,792) 36.1%
DIESEL FUEL		99,984	63,109	36,874		176,625	(76,642) 66.3%
UNLEADED FUEL		0	12,077	(12,077)		12,875	(12,875) 8.7%
ELECTRICITY FUEL		9,530	9,868	(338)		9,167	364 13.8%
CAPITAL OUTLAY		0	0	0		0	0 0.0%
INSURANCE		107,506	107,506	0		128,942	(21,435) 16.6%
LABOR CREDITS/EXP TRANSFERS		0	0	0		0	0 0.0%
Total Expenses	\$	5,417,508	\$ 5,404,110	\$ 13,398	0.2%	5,568,033	\$ (150,526) -2.7%

Year to Date	May YTD		Variance		Annual Budget	Budget Balance	
	Current Year	Prior Year	Amount	Percent		Amount	Percent
OPERATOR WAGES	\$ 20,986,411	\$ 20,186,165	\$ 800,245	4.0%	\$ 22,306,700	1,320,289	5.9%
MAINTENANCE WAGES	4,573,934	4,450,728	123,206	2.8%	4,663,900	89,966	1.9%
SALARIES	6,548,007	5,827,579	720,429	12.4%	6,641,600	93,593	1.4%
FRINGE BENEFITS	13,755,565	13,226,174	529,391	4.0%	11,265,800	(2,489,765)	-22.1%
SERVICES	7,286,469	5,537,362	1,749,107	31.6%	6,742,300	(544,168)	-8.1%
UTILITIES	960,661	860,647	100,014	11.6%	1,089,000	128,339	11.8%
VEHICLE MAINTENANCE	4,660,056	4,220,736	439,320	10.4%	6,798,000	2,137,944	31.4%
MATERIALS AND SUPPLIES	584,279	613,867	(29,588)	-4.8%	1,100,300	516,022	46.9%
CNG FUEL	1,305,507	1,306,821	(1,315)	-0.1%	2,277,500	971,993	42.7%
DIESEL FUEL	1,185,479	1,502,766	(317,287)	-21.1%	2,119,500	934,021	44.1%
UNLEADED FUEL	127,289	139,905	(12,616)	-9.0%	154,500	27,211	17.6%
ELECTRICITY FUEL	104,349	57,171	47,179	82.5%	110,000	5,651	5.1%
CAPITAL OUTLAY	28,916	569,649	(540,733)	-94.9%	0	(28,916)	0.0%
INSURANCE	1,182,570	1,190,350	(7,780)	-0.7%	1,547,300	364,730	23.6%
LABOR CREDITS/EXP TRANSFERS	113,114	0	113,114		0	(113,114)	0.0%
Total Expenses	\$ 63,402,605	\$ 59,689,920	\$ 3,712,685	6.2%	\$ 66,816,401	3,413,795	5.1%

## System Summary – Electric Bus



Month to Date	May		Variance		May	Variance	
2025	Current	Prior Year	Amount	Percent	Budget	Amount	Percent
<b>Expenses</b>							
Vehicle Maintenance	\$ -	-	\$ -	0.0%	10,000	10,000	100%
Services	2,122	15,917	13,795	86.7%	-	(2,122)	0%
Materials & Supplies	-	-	-	0.0%	-	-	0%
Electricity	9,530	9,868	338	3.4%	9,167	(364)	-4%
Total Expenses	11,652	25,785	14,133	54.8%	19,167	7,514	39%
<b>Miles</b>							
Total Miles	19,538	26,923	7,385	27%			
<b>KWH</b>							
	27,884	22,638	(5,246)	-23%			

Year to Date	May YTD		Variance		May YTD	Variance	
	Current	Prior Year	Amount	Percent	Budget	Amount	Percent
<b>Expenses</b>							
Vehicle Maintenance	\$ -	673	\$ 673	0.0%	120,000	120,000	100%
Services	13,883	37,940	24,057	63.4%	-	(13,883)	0%
Materials & Supplies	-	-	-	0.0%	-	-	0%
Electricity	104,349	57,171	(47,178)	-82.5%	110,000	5,651	5%
Total Expenses	118,233	95,784	(22,449)	-23.4%	230,000	111,767	49%
<b>Miles</b>							
Total Miles	233,463	203,974	(29,489)	-14%			
<b>KWH</b>							
	328,616	236,460	(92,156)	-39%			



System Indicator		Current Month	Prior Year	FY25 YTD	FY24 YTD
1	Ridership	117,793	98,709	1,627,653	1,609,689
2	Passengers per Revenue Mile	7.64	5.98	9.67	9.34
3	Passengers per Revenue Hour	59.60	44.50	73.63	69.66
4	Cost per Passenger	3.08	3.65	2.98	2.66
5	Cost per Revenue Mile	23.53	21.82	28.81	24.87
6	Cost per Revenue Hour	183.68	162.31	219.24	185.50
7	Miles Between Streetcar Inspection	955.00	964.00	953.18	951.27
8	Total Preventable Accidents per 100,000 Miles	0	0	0.59	1.14
9	Total Complaints per 100,000 Passengers	1.70	0	0.12	0

# System Summary – Sun Link



Month to Date		May		Variance		May		Variance	
2025		Current	Prior Year	Amount	Percent	Budget	Amount	Percent	
Ridership									
	WEEKDAYS	91,959	77,303	14,656	19.0%	78,076	13,883	17.8%	
	SATURDAY	18,766	14,863	3,903	26.3%	15,012	3,754	25.0%	
	SUNDAY	6,041	5,742	299	5.2%	5,799	242	4.2%	
	HOLIDAY	1,027	801	226	28.2%	809	218	26.9%	
Total Route Passengers		117,793	98,709	19,084	19.3%	99,696	18,097	18.2%	
Expenses									
Total Expenses		\$ 363,037	\$ 360,010	\$ 3,027	0.8%	\$ 471,392	\$ (108,355)	-23.0%	
Miles									
Revenue Miles		15,428	16,496	(1,068)	-6.5%	16,496	(1,068)	-6.5%	
Deadhead Miles		248	248	-	0.0%	248	-	0.0%	
Total Service Miles		15,676	16,744	(1,068)	-6.4%	16,744	(1,068)	-6.4%	
Revenue Hours		1,977	2,218	(242)	-10.9%	2,218	(242)	-10.9%	
Service Hours		2,008	2,249	(242)	-10.7%	2,249	(242)	-10.7%	
Year to Date		May		Variance YTD		May YTD	Variance YTD		
		Current	Prior Year	Amount	Percent	Budget	Amount	Percent	
Ridership									
	WEEKDAYS	1,295,228	1,284,823	10,405	0.8%	1,297,671	(2,443)	-0.2%	
	SATURDAY	232,274	227,348	4,926	2.2%	229,621	2,653	1.2%	
	SUNDAY	92,977	91,626	1,351	1.5%	92,542	435	0.5%	
	HOLIDAY	7,174	5,892	1,282	21.8%	5,951	1,223	20.6%	
Total Route Passengers		1,627,653	1,609,689	17,964	1.1%	1,625,786	1,867	0.1%	
Expenses									
Total Expenses		\$ 4,846,644	\$ 4,286,536	\$ 560,109	13.1%	\$ 5,185,308	\$ (338,664)	-6.5%	
Miles									
Revenue Miles		168,252	172,333	(4,081)	-2.4%	172,333	(4,081)	-2.4%	
Deadhead Miles		2,680	2,688	(8)	-0.3%	2,688	(8)	-0.3%	
Total Service Miles		170,932	175,021	(4,089)	-2.3%	175,021	(4,089)	-2.3%	
Revenue Hours		22,107	23,109	(1,002)	-4.3%	23,109	(1,002)	-4.3%	
Service Hours		22,442	23,445	(1,003)	-4.3%	23,445	(1,003)	-4.3%	



## Expenses – Sun Link



Month to Date		May		Variance		Monthly		Variance	
	2025	Current	Prior Year	Amount	Percent	Budget	Amount	Percent	
OPERATOR WAGES	\$	86,419	\$ 71,236	\$ (15,183)	-21.3%	\$ 94,608	\$ 8,189	8.7%	
MAINTENANCE WAGES		26,061	30,003	3,942	13.1%	63,108	37,047	58.7%	
SALARIES		78,762	77,137	(1,625)	-2.1%	69,133	(9,629)	-13.9%	
FRINGE BENEFITS		64,359	77,815	13,456	17.3%	65,992	1,633	2.5%	
SERVICES		60,035	30,143	(29,891)	-99.2%	101,467	41,432	40.8%	
UTILITIES		13,195	15,141	1,946	12.9%	18,250	5,055	27.7%	
VEHICLE MAINTENANCE		12,617	2,598	(10,019)	-385.7%	3,267	(9,350)	-286.2%	
MATERIALS AND SUPPLIES		6,782	40,958	34,176	83.4%	22,100	15,318	69.3%	
FUEL-ELECTRICITY		14,807	14,977	170	1.1%	15,742	934	5.9%	
CAPITAL OUTLAY		-	-	-	0.0%	1,667	1,667	100.0%	
INSURANCE		-	-	-	0.0%	16,058	16,058	100.0%	
TOTAL EXPENSES	\$	363,037	\$ 360,010	\$ (3,027)	-0.8%	\$ 471,392	\$ 108,355	23.0%	

Year to Date	May		Variance		Annual Budget	Budget Variance	
	Current Year	Prior Year	Amount	Percent		Amount	Percent
OPERATOR WAGES	\$ 957,640	\$ 885,054	\$ (72,586)	-8.2%	\$ 1,135,300	\$ 177,660	15.6%
MAINTENANCE WAGES	398,517	348,403	(50,114)	-14.4%	757,300	358,783	47.4%
SALARIES	996,000	1,014,694	18,695	1.8%	829,600	(166,399)	-20.1%
FRINGE BENEFITS	779,235	667,104	(112,132)	-16.8%	791,900	12,665	1.6%
SERVICES	731,528	664,754	(66,775)	-10.0%	1,217,600	486,071	39.9%
UTILITIES	161,252	177,143	15,891	9.0%	219,000	57,748	26.4%
VEHICLE MAINTENANCE	257,670	146,620	(111,050)	-75.7%	39,200	(218,470)	-557.3%
MATERIALS AND SUPPLIES	95,221	171,658	76,437	44.5%	265,200	169,979	64.1%
FUEL-ELECTRICITY	186,926	183,958	(2,967)	-1.6%	188,900	1,974	1.0%
CAPITAL OUTLAY	63,047	-	(63,047)		20,000	(43,046)	-215.2%
INSURANCE	219,609	27,148	(192,461)	-708.9%	192,700	(26,909)	-14.0%
TOTAL EXPENSES	\$ 4,846,644	\$ 4,286,536	\$ (560,109)	-13.1%	\$ 5,656,700	\$ 810,056	14.3%

## Performance Indicators – Sun Van



System Indicator		Current Month	Prior Year	FY25 YTD	FY24 YTD
1.	Ridership	45,286	45,327	497,164	464,855
2.	Demand	62,654	63,490	690,242	643,245
3.	Cancellations	12,877	13,733	142,805	133,416
4.	No-Shows	4,490	4,430	50,261	44,964
5.	Passengers per Revenue Hour	1.94	1.89	1.91	1.90
6.	Passengers per Service Hour	1.68	1.66	1.65	1.66
7.	Cost per Trip	\$ 46.90	\$ 43.05	\$ 44.99	\$ 42.65
8.	Vehicles Operated in Maximum Service	113	114	123	114
9.	Trip Time, Sun Tran	83.02%	81.98%	82.43%	81.17%
10.	Trip Time 110% + 5 Minutes	90.84%	88.81%	90.25%	89.48%
11.	Pick-Ups	84.04%	88.19%	84.71%	87.15%
12.	Pick-Ups Before Significantly Late	99.07%	99.59%	98.96%	99.33%



# System Summary- Sun Van



Month to Date	May			Variance		May Budget	Variance	
	2025	Current Year	Prior Year	Amount	Percent		Amount	Percent
Ridership								
Weekday		38,640	39,770	(1,130)	-2.8%			
Saturday		3,584	2,658	926	34.8%			
Sunday		2,546	2,469	77	3.1%			
Holiday		516	430	86				
Total Passengers		45,286	45,327	(41)	-0.1%			
Total Booked Passengers		62,654	63,490	(836)	-1.3%	47,710	14,944	31.3%
Missed Trips		1	-	1	0.0%	-	1	0.0%
Cancellations		12,877	13,733	(856)	-6.2%	10,810	2,067	19.1%
No Shows		4,490	4,430	60	1.4%	2,580	1,910	74.0%
Total Passengers		45,286	45,327	(41)	-0.1%	33,800	11,486	34.0%
ADA Passengers		42,115	42,384	(269)	-0.6%			
Optional ADA Passengers		3,171	2,943	228	7.7%			
Percentage of Optional		7.0%	6.5%					
Trips								
ADA Trips		38,947	39,284	(337)	-0.9%			
Optional ADA Trips		2,917	2,775	142	5.1%			
Total Trips		41,864	42,059	(195)	-0.5%	32,160	9,704	30.2%
Expenses								
Total Expenses	\$	1,963,595	\$ 1,810,824	\$ 152,771	8.4%	\$ 1,793,892	\$ 169,704	9.5%
Miles								
Revenue Miles		318,545	325,506	(6,961)	-2.1%	261,287	57,258	21.9%
Deadhead Miles		54,878	56,881	(2,003)	-3.5%	44,683	10,195	22.8%
Total Service Miles		373,423	382,387	(8,964)	-2.3%	305,970	67,453	22.0%
Non-Route Miles		6,952	-792	7,744	-977.8%	3,201	3,751	117.2%
Total Miles		380,375	381,595	(1,220)	-0.3%	309,171	71,204	23.0%
Revenue Hours		23,291	23,981	(690)	-2.9%	18,652	4,639	24.9%
Service Hours		26,939	27,287	(348)	-1.3%	21,428	5,511	25.7%

# System Summary- Sun Van



Year to Date	May YTD		Variance		May YTD Budget	Variance		
	2025	Current Year	Prior Year	Amount		Percent	Amount	Percent
Ridership								
Weekday		430,906	405,075	25831	6%			
Saturday		33,561	30,115	3446	11%			
Sunday		30,082	27,553	2529	9%			
Holiday		2,615	2,112	503	24%			
Total Passengers		497,164	464,855	32,309	7.0%			
Total Booked Passengers		690,242	643,245	46,997	7.3%	410,440	279,802	68.2%
Missed Trips		12	10	2	20.0%	-	12	0.0%
Cancellations		142,805	133,416	9,389	7.0%	93,010	49,795	53.5%
No Shows		50,261	44,964	5,297	11.8%	22,240	28,021	126.0%
Total Passengers		497,164	464,855	32,309	7.0%	295,190	201,974	68.4%
ADA Passengers		461,371	435,574	25,797	5.9%			
Optional ADA		35,793	29,281	6,512	22.2%			
Percentage of Optional		7.2%	6.3%					
Trips								
ADA Trips		427,148	405,061	22,087	5.5%			
Optional ADA Trips		33,063	27,641	5,422	19.6%			
Total Trips		460,211	432,702	27,509	6.4%	262,600	197,611	75.3%
Expenses								
Total Expenses		\$ 20,705,886	\$ 18,455,983	\$ 2,249,903	12.2%	\$ 239,801,540	\$ (219,095,654)	-91.4%
Miles								
Revenue Miles		3,516,560	3,327,729	188,831	5.7%	1,985,500	1,531,060	77.1%
Deadhead Miles		627,279	567,182	60,097	10.6%	362,700	264,579	72.9%
Total Service Miles		4,143,839	3,894,911	248,928	6.4%	2,348,200	1,795,639	76.5%
Non-Route Miles		42,691	38,032	4,659	12.3%	14,400	28,291	196.5%
Total Miles		4,186,530	3,932,943	253,587	6.4%	2,362,600	1,823,930	77.2%
Revenue Hours								
		260,740	244,811	15,929	6.5%	140,880	119,860	85.1%
Service Hours								
		301,807	279,771	22,036	7.9%	161,180	140,627	87.2%



## Expenses – Sun Van



Month to Date	May		Variance		Monthly Budget	Variance	
	2025	Current Year	Prior Year	Amount		Amount	Percent
OPERATOR WAGES	\$	749,303	\$ 707,737	\$ 41,566	5.9%	\$ 692,208	\$ (57,095) -8.2%
OTHER BU WAGES		340,568	324,758	15,811	4.9%	126,358	(214,210) -169.5%
SALARIES		133,500	117,655	15,845	13.5%	117,600	(15,900) -13.5%
FRINGE BENEFITS		335,724	293,628	42,096	14.3%	352,525	16,801 4.8%
SERVICES		66,799	40,538	26,261	64.8%	100,267	33,467 33.4%
CONTRACT VEHICLE MAINT.		117,133	169,681	(52,547)	-31.0%	158,333	41,200 26.0%
UTILITIES		18,095	18,530	(436)	-2.4%	15,792	(2,303) -14.6%
MATERIALS AND SUPPLIES		19,529	25,328	(5,798)	-23%	14,767	(4,762) -32.3%
UNLEADED FUEL		130,806	70,930	59,876	84.4%	163,125	32,319 19.8%
CAPITAL OUTLAY		-	-	-	0.0%	-	- 0.0%
LIABILITY INSURANCE		52,138	42,040	10,098	24.0%	52,917	779 1.5%
TOTAL EXPENSES	\$	1,963,595	\$ 1,810,824	\$ 152,771	8.4%	\$ 1,793,892	\$ (169,704) -9.5%

Year to Date	May YTD		Variance		YTD Budget	Variance	
	Current Year	Prior Year	Amount	Percent		Amount	Percent
OPERATOR WAGES	\$ 7,289,553	\$ 6,344,960	\$ 944,593	14.9%	\$ 8,306,500	\$ 1,016,946	12.2%
OTHER BU WAGES	3,203,632	2,997,326	206,306	6.9%	1,516,300	(1,687,332)	-111.3%
SALARIES	1,219,048	1,069,191	149,856	14.0%	1,411,200	192,152	13.6%
FRINGE BENEFITS	3,471,074	3,155,176	315,898	10.0%	4,230,300	759,226	17.9%
SERVICES	1,084,476	815,051	269,425	33.1%	1,203,200	118,724	9.9%
CONTRACT VEHICLE MAINT.	1,988,077	1,743,241	244,836	14.0%	1,900,000	(88,077)	-4.6%
UTILITIES	192,219	206,437	(14,219)	-6.9%	189,500	(2,719)	-1.4%
MATERIALS AND SUPPLIES	154,814	149,024	5,790	3.9%	177,200	22,386	12.6%
UNLEADED FUEL	1,529,480	1,496,343	33,137	2.2%	1,957,500	428,020	21.9%
CAPITAL OUTLAY	-	16,797	(16,797)	-100.0%	-	-	0.0%
LIABILITY INSURANCE	573,513	462,435	111,078	24.0%	635,000	61,487	9.7%
TOTAL EXPENSES	\$ 20,705,886	\$ 18,455,983	\$ 2,249,903	12.2%	\$ 21,526,700	\$ 820,814	3.8%

Month to Date	May		Variance		
	2025	Current Year	Prior Year	Amount	Percent
Ridership					
Weekday		1,817	1,881	(64)	-3.4%
Saturday		285	220	65	29.5%
Sunday		165	160	5	3.1%
Holiday		47	38	9	23.7%
Total Passengers		2,314	2,299	15	0.7%
Ridership					
Total Demand		3,234	3,459	(225)	-6.5%
Missed Trips		-	-	-	0.0%
Cancellations		826	1,086	(260)	-23.9%
No Shows		94	74	20	27.0%
Total Passengers		2,314	2,299	15	0.7%
Trips					
Total Trips		2,036	1,882	154	8.2%
Miles					
Revenue Miles		9,976	9,581	395	4.1%
Deadhead Miles		1,774	1,755	19	1.1%
Total Service Miles		11,749	11,336	413	3.6%
Non-Route Miles		-647	213	(860)	-403.5%
Total Miles		11,103	11,549	(446)	-3.9%
Revenue Hours					
		791	742	49	6.6%
Service Hours					
		942	932	10	1.1%

## System Summary- On Demand



Year to Date	May YTD		Variance		
	2025	Current Year	Prior Year	Amount	Percent
Ridership					
Weekday		19,411	18,405	1,006	5.5%
Saturday		2,455	2,496	(41)	-1.6%
Sunday		2,025	1,940	85	4.4%
Holiday		207	173	34	19.7%
Total Passengers		24,098	23,014	1,084	4.7%
Total Demand		35,349	33,317	2,032	6.1%
Missed Trips		-	-	-	0.0%
Cancellations		10,401	9,619	782	8.1%
No Shows		850	684	166	24.3%
Total Passengers		24,098	23,014	1,084	4.7%
Trips					
Total Trips		20,661	17,895	2,766	15.5%
Miles					
Revenue Miles		104,176	92,971	11,205	12.1%
Deadhead Miles		20,243	18,968	1,276	6.7%
Total Service Miles		124,420	111,939	12,481	11.1%
Non-Route Miles		-3,084	1,909	(4,993)	-261.6%
Total Miles		121,335	113,847	7,488	6.6%
Revenue Hours		8,337	7,975	362	4.5%
Service Hours		10,109	9,889	220	2.2%



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

SUN TRAN CUSTOMER INFORMATION CENTER	
May 2025	
Total Service Reports:	313
Inquiries	35
Compliments	14
Complaints	260
Chargeable	60
Non-chargeable	198
Pending/Incomplete	6

SUN VAN CUSTOMER INFORMATION CENTER	
May 2025	
Total Calls/E-mails Received	17
Inquiries	2
Compliments	1
Complaints	14
Non-Chargeable	8
Chargeable	6
Pending/Incomplete	0

SUN LINK CUSTOMER INFORMATION CENTER	
May 2025	
Total Calls & Emails Received	5
Inquiries	3
Compliments	0
Complaints	2
Non-Chargeable	2
Chargeable	0
Pending/Incomplete	0

ON DEMAND CUSTOMER INFORMATION CENTER	
May 2025	
Total Calls/E-mails Received	0
Inquiries	0
Compliments	0
Complaints	0
Non-Chargeable	0
Chargeable	0
Pending/Incomplete	0

## Glossary of Terms

<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>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 hours of the scheduled 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.

## Glossary of Terms

<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>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>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.