

MONTHLY OPERATIONS REPORT

August 2025



Sun Tran Celebration

Sun Tran Celebrates 50 Years at Tohono Transit Center

Sun Tran kept the party rolling in August with its 50th Anniversary celebration at the Tohono Transit Center on August 14 from 8 a.m. to 10 a.m. Rider and community members joined in for a morning of music, refreshments, prizes and local resources booths as everyone celebrated five decades of service together. To add to the fun, Sun Tran surprised riders by placing goodie bags on select buses, a way to say thank you for riding with Sun Tran. The Tohono Transit Center, a historic location as the first transit center in Tucson built under ADA guidelines, served as a perfect backdrop for this special event. To learn more about the City of Tucson and Sun Tran's history visit Suntran.com/about.

The celebration does not stop there! Sun Tran will host another 50th Anniversary Celebration at the Ronstadt Transit Center on Friday, September 19 from 3 p.m. to 5 p.m.

Let's celebrate 50 years of moving Tucson together!



Collaborating with VOTRAN in Daytona, Florida

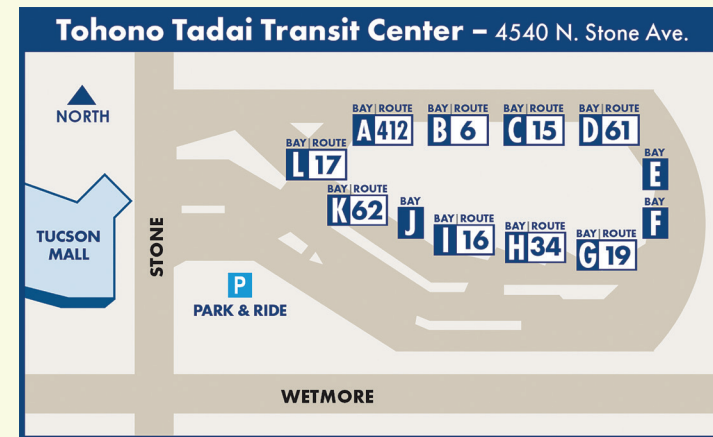
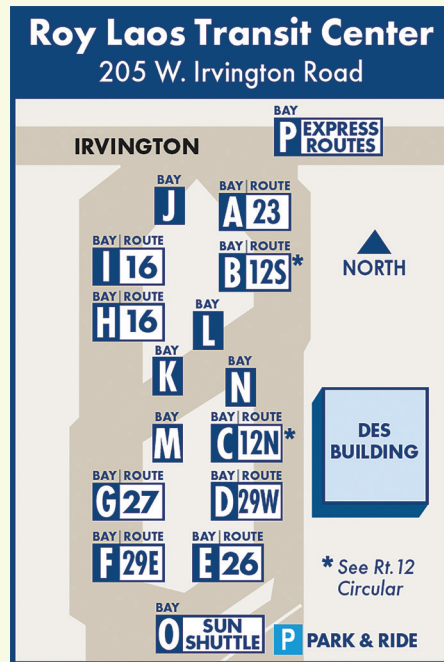
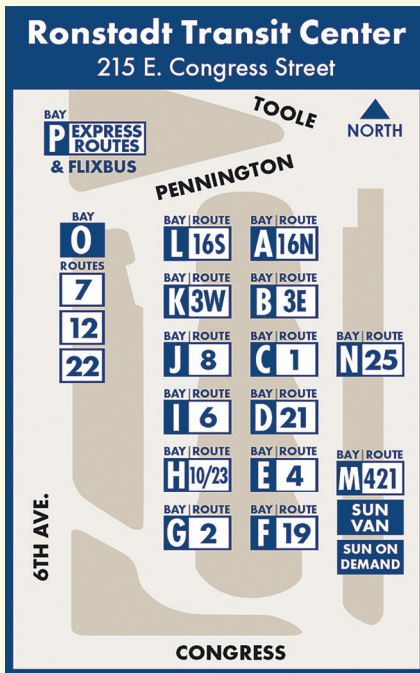
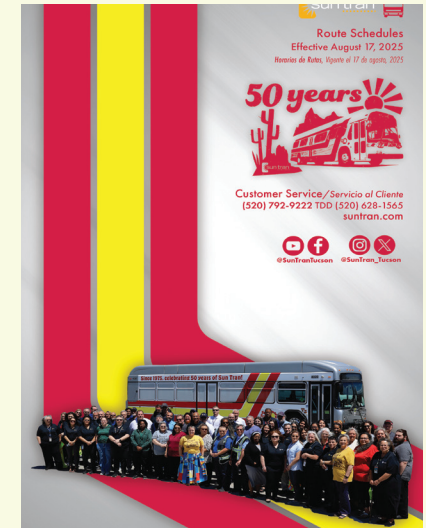
Sun Tran staff extended their expertise to Volusia County Transit Services (VOTRAN) in Daytona, Florida to assist in training new operators. Experienced operator and trainer Ernesto U. traveled to Daytona from August 17-30 to provide hands-on guidance and share best practices with newly hired operators. Ernesto has been with Sun Tran since 2004 and has been training new operators for the past four years. By supporting other transit agencies, Sun Tran helps strengthen the skills of operators across the industry, promotes safe and efficient transit operations, and reinforces Tucson's reputation as a leader in public transportation.

Transit Schedules & Changes

New August Transit Schedules!

On August 17, Sun Tran, Sun Link and Sun Shuttle implemented service and route changes to improve efficiency and better serve riders. Major updates included the discontinuation of Routes 18 and 24, schedule adjustments, and routing changes to select Sun Tran routes. Additionally, Sun Tran introduced a new route number 62- Ina Road, providing service between Tohono Transit Center and Ina Road/Thornydale Road.

To improve circulation, several routes were reassigned to new bus bays at the Laos, Ronstadt, and Tohono transit centers. Sun Tran posted posters before and after the changes at each center to help riders find their new bus bays. Full details can be found at [Suntran.com/august-2025-transit-changes](https://suntran.com/august-2025-transit-changes).



Welcome To Sun Tran

Welcome Gabriela, Operations Manager!

Welcome to Gabriela C., Sun Tran's new Operations Manager, who brings over 20 years of leadership experience in staffing and workforce management. Throughout her career, she has successfully guided diverse teams, developed strategies to improve efficiency, and built strong partnerships with both clients and employees. Originally from Nogales, Gabriela has called Tucson home for the past 25 years and enjoys exploring the city's food scene, traveling, and spending time with her family. She is excited to begin her journey with Sun Tran and looks forward to contributing her experience and passion to the community.



August Learn to Ride

The Learn to Ride program continues to guide both new and returning riders with the tools they need to feel confident using public transit. At the August session, participants received hands-on guidance in trip planning, reading schedules, boarding and exiting safely, using accessibility features, and practicing bicycle safety. These free sessions are open to all ages. Take Sun Tran Route 10 to Romero Road/Smoot Drive and head west on Smoot Drive to reach the Sun Tran building. Check upcoming classes at Suntran.com or by emailing SunTranMarketing@tucsonaz.gov.

August CDL Graduates

5 new hires earned their Commercial Driver's Licenses (CDLs) through Sun Tran's in-house training! No CDL is required to apply—our team provides classroom and behind-the-wheel training, and covers the cost of the license and passenger endorsement. In just 3 ½ to 7 weeks, new hires can start a rewarding career as professional drivers while helping keep Tucson moving. Learn more at Suntran.com/opportunities.

Recruitment		
	New Hires	Promotions
Sun Tran	9 - Coach Operator (s) 1 - Service Island 1 - Operations Manager 2 - Supervisor/Dispatch 1 - Director of Finance & Accounting	0- Promotions
Sun Link	0- New Hires	0- Promotions
Sun Van	19 - Van Operator Trainees 1- Reservationist	4 - Van Operator Trainee to Full Time Van Operator

STATS

sun tran -5.47%

Year to Year Ridership

August 2024 - 1,472,122

August 2025 - 1,393,646

LINK -7.88%

Year to Year Ridership

August 2024 - 117,238

August 2025 - 108,347

sun van -1.09%

Year to Year Ridership

August 2024 - 47,249

August 2025 - 46,734

ON DEMAND +17.99%

Year to Year Ridership

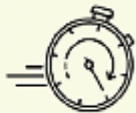
August 2024 - 2,245

August 2025 - 2,689



87.75%

On time performance



Passengers per Revenue Hour:
27.74

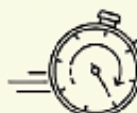


47

Customer Compliments

91%

On time performance



Passengers per Revenue Hour:



56.12

86.20%

On time performance



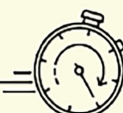
Passengers per Revenue Hour:



1.88

96.36%

On time performance



Trips Booked through App:



64.04%

TRANSIT STARS



Luz N. Community Outreach Manager

"I attended the route 22 open house, and it was presented very well by Luz. Thank you!"



Patricia G. Coach Operator

"I am grateful for this driver. She always helps me with mounting my bike and lowering the ramp for me. Thank you a thousand!"



Leroy T. Coach Operator

"He was professional and did a great job securing me into my mobility device. I was already feeling antsy but he made me feel safe."



Paul W. Coach Operator

"I noticed he was waiting for a rider who was running to catch the bus. Thank you for your kindness."



Raquel F. Sun Van Reservationist

"I wanted to say thank you for having the patience for talking to my son when he called to schedule his rides."



Anna G. Sun Van Driver

"She was such a nice driver and was kind and patient with all of her passengers. Thank you for everything!"

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	FY26 YTD	FY25 YTD
1	Ridership	1,393,646	1,472,122	2,688,258	2,753,968
2	Passenger per Revenue Mile	2.31	2.34	2.20	2.20
3	Passenger per Revenue Hour	27.74	29.02	26.52	27.19
4	Cost per Passenger	\$ 3.79	\$ 3.52	\$ 3.84	\$ 4.05
5	Cost per Revenue Mile	\$ 8.76	\$ 8.24	\$ 8.45	\$ 8.90
6	Cost per Revenue Hour	\$ 105.02	\$ 102.09	\$ 101.85	\$ 110.24
7	Miles Between Road Calls	13,686	14,278	16,318	14,278
8	Miles Between Bus Inspections	5,792	5,987	5,799	6,011
9	Vehicle Accidents per 100,000 Miles	-	0.42	0.14	0.64
10	Complaints per 100,000 Passengers	22.60	21.33	21.87	43.92
11	Vehicles Operated in Maximum Service	145	143	145	143

System Summary - Sun Tran



Month to Date		2025	August Current	Prior Year	Variance		August Budget	Variance	
					Amount	Percent		Amount	Percent
Ridership									
	Weekday		1,144,311	1,238,578	\$ (94,267)	-7.6%	1,057,078	(87,233)	-8.3%
	Saturday		139,975	147,080	(7,105)	-4.8%	251,685	111,710	44.4%
	Sunday		109,360	86,464	22,896	26.5%	251,685	142,325	56.5%
	Holiday		0	0	0	0.0%	0	0	0.0%
Total Route Passengers			1,393,646	1,472,122	(78,476)	-5.3%	1,560,449	166,803	10.7%
Expenses									
Total Expenses		\$	5,275,111	\$ 5,177,943	(97,168)	-1.9%	\$ 5,237,168	\$ (37,943)	-0.7%
Miles									
	Revenue Miles		602,179	628,232	(26,053)	-4.1%	617,544	15,365	2.5%
	Deadhead Miles		67,370	68,336	(966)	-1.4%	68,306	936	1.4%
	Total Service Miles		669,549	696,568	(27,019)	-3.9%	685,850	16,301	2.4%
	Non-Route Miles		37,232	14,965	22,267	148.8%	7,325	(29,907)	-408.3%
	Total Miles		706,781	711,533	(4,752)	-0.7%	693,175	(13,606)	-2.0%
Revenue Hours			50,231	50,722	(491)	-1.0%	51,526	1,295	2.5%
Service Hours			53,549	54,127	(578)	-1.1%	54,937	1,388	2.5%
Year to Date			August YTD Current	Prior Year	Variance		August YTD Budget	Variance	
					Amount	Percent		Amount	Percent
Ridership									
	Weekday		2,219,055	2,310,550	(91,495)	-4.0%	1,975,835	(243,220)	-12.3%
	Saturday		249,703	254,668	(4,965)	-1.9%	418,732	169,029	40.4%
	Sunday		195,428	166,488	28,940	17.4%	418,732	223,304	53.3%
	Holiday		24,072	22,262	1,810	8.1%	41,762	17,690	42.4%
Total Route Passengers			2,688,258	2,753,968	(65,710)	-2.4%	2,855,061	166,803	5.8%
Expenses									
Total Expenses		\$	10,323,719	\$ 11,163,465	\$ 839,746	7.5%	10,474,335	150,616	1.4%
Miles									
	Revenue Miles		1,222,269	1,254,418	(32,149)	-2.6%	1,239,377	17,108	1.4%
	Deadhead Miles		135,283	136,715	(1,432)	-1.0%	136,269	986	0.7%
	Total Service Miles		1,357,552	1,391,133	(33,581)	-2.4%	1,375,646	18,094	1.3%
	Non-Route Miles		61,115	21,138	39,977	189.1%	14,650	(46,465)	-317.2%
	Total Miles		1,418,667	1,412,271	6,396	0.5%	1,390,296	(28,371)	-2.0%
Revenue Hours			101,367	101,268	99	0.1%	102,662	1,295	1.3%
Service Hours			107,591	108,082	(491)	-0.5%	109,442	1,851	1.7%

Route Ridership – Sun Tran



FIXED ROUTE		Ridership			
		Weekdays	Saturdays	Sundays	Holiday
					Totals
1	GLENN/SWAN	31,773	3,250	2,940	37,963
2	CHERRYBELL	26,775	2,745	1,745	31,265
3	6TH STREET / WILMOT	47,166	4,295	3,265	54,726
4	SPEEDWAY	85,596	11,740	9,000	106,336
5	PIMA STREET / WEST SPEEDWAY	21,189	1,875	1,340	24,404
6	EUCLID/ NORTH FIRST AVENUE	48,195	6,935	4,060	59,190
7	22ND STREET	50,358	5,600	3,695	59,653
8	BROADWAY	93,744	14,175	11,265	119,184
9	GRANT ROAD	46,662	4,225	3,575	54,462
10	FLOWING WELLS	30,366	3,040	2,900	36,306
11	ALVERNON	93,975	11,115	8,550	113,640
12	10TH / 12TH AVENUE	31,542	3,110	3,370	38,022
15	CAMPBELL AVENUE	20,916	2,365	1,880	25,161
16	ORACLE / INA	76,209	12,200	11,610	100,019
17	COUNTRY CLUB / 29TH STREET	68,733	6,850	5,785	81,368
18	S. 6TH AVENUE	87,402	11,605	9,405	108,412
19	STONE	23,415	3,700	2,050	29,165
21	WEST CONGRESS / SILVERBELL	11,067	2,025	1,345	14,437
22	GRANDE	4,536	530	480	5,546
23	MISSION ROAD	33,117	3,805	2,575	39,497
24	12TH AVENUE	15,855	1,990	1,785	19,630
25	S. PARK AVENUE	39,774	5,135	3,340	48,249
26	BENSON HIGHWAY	18,669	2,345	1,820	22,834
27	MIDVALE PARK	14,742	1,935	1,420	18,097
29	VALENCIA	24,612	3,190	2,180	29,982
34	CRAYCROFT / FT LOWELL	54,369	5,475	4,395	64,239
37	PANTANO	11,886	1,400	1,095	14,381
61	LA CHOLLA	9,828	1,475	1,015	12,318
62	INA RD	16,569	1,845	1,475	19,889
TOTAL FIXED ROUTE		1,139,040	139,975	109,360	1,388,375
EXPRESS ROUTE					
101X	GOLF LINKS EXPRESS	819			819
102X	INA ROAD EXPRESS	294			294
103X	OLDFATHER EXPRESS	336			336
104X	JUNANA EXPRESS	252			252
105X	SUNRISE EXPRESS	441			441
107X	ORO VALLEY/DOWNTOWN EXPRESS	420			420
108X	BROADWAY EXPRESS	462			462
109X	TANQUE VERDE EXPRESS	378			378
110X	RITA RANCH/DOWNTOWN EXPRESS	714			714
203X	ORO VALLEY/AEROPARK EXPRESS	483			483
204X	NW / AEROPARK EXPRESS	672			672
TOTAL EXPRESS ROUTE		5,271			5,271
TOTAL S		1,144,311	139,975	109,360	1,393,646

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	28.1	2.1	25.6	24.9	1.8	21.7	26.2	1.9	22.6			
2 CHERRYBELL	24.9	1.6	21.6	22.3	1.5	19.6	18.6	1.2	16.6			
3 6TH STREET / WILMOT	29.3	2.0	36.2	21.4	1.5	26.9	19.9	1.4	25.1			
4 SPEEDWAY	35.7	2.6	32.9	41.4	3.0	37.9	36.9	2.7	34.0			
5 PIMA STREET / WEST SPEEDWAY	23.2	1.6	19.4	19.1	1.1	13.9	14.7	0.9	10.7			
6 EUCLID/ NORTH FIRST AVENUE	48.3	3.8	23.9	47.4	3.8	23.9	59.4	4.7	30.1			
7 22ND STREET	36.0	2.0	27.9	50.0	2.6	37.3	37.8	2.0	28.4			
8 BROADWAY	45.2	3.2	34.9	38.0	2.5	26.8	37.8	2.6	28.2			
9 GRANT ROAD	27.5	1.8	23.6	34.3	2.1	28.2	32.1	2.0	26.5			
10 FLOWING WELLS	40.1	2.7	23.3	36.3	2.3	20.3	37.0	2.4	20.7			
11 ALVERNON	41.8	2.6	35.8	45.9	2.7	37.1	36.3	2.2	29.5			
12 10TH / 12TH AVENUE	38.7	2.7	15.5	28.0	1.9	11.1	32.6	2.3	13.0			
15 CAMPBELL AVENUE	21.6	1.4	16.3	23.0	1.3	15.8	20.9	1.2	14.5			
16 ORACLE / INA	42.0	3.0	30.5	44.3	3.1	26.0	49.8	3.2	31.4			
17 COUNTRY CLUB / 29TH STREET	33.6	2.1	51.1	31.4	1.9	45.7	30.5	1.8	44.5			
18 S. 6TH AVENUE	87.4	7.2	32.8	61.1	4.8	22.1	66.6	5.3	24.1			
19 STONE	46.6	3.6	17.7	38.8	3.0	14.8	38.6	3.0	14.6			
21 WEST CONGRESS / SILVERBELL	22.4	1.6	9.1	19.8	1.3	7.1	14.5	1.0	5.3			
22 GRANDE	16.6	1.1	3.6	16.1	1.0	3.4	16.2	1.0	3.4			
23 MISSION ROAD	30.0	2.1	24.3	35.2	2.4	27.2	26.4	1.8	20.6			
24 12TH AVENUE	41.5	2.4	25.2	45.5	2.5	26.5	47.1	2.6	27.5			
25 S. PARK AVENUE	34.8	2.6	28.3	27.8	2.0	17.4	30.0	2.3	23.9			
26 BENSON HIGHWAY	26.8	1.4	14.6	27.2	1.4	14.7	25.6	1.3	14.0			
27 MIDVALE PARK	19.7	1.0	11.7	23.0	1.2	13.4	19.0	1.0	10.9			
29 VALENCIA	25.2	1.4	19.5	27.1	1.6	20.6	20.5	1.2	15.6			
34 CRAYCROFT / FT LOWELL	33.8	2.4	30.1	42.2	2.9	36.5	38.8	2.6	33.8			
37 PANTANO	17.0	1.0	10.3	14.5	0.8	8.8	11.7	0.7	7.1			
61 LA CHOLLA	18.6	1.0	8.4	23.8	1.3	10.6	17.6	1.0	7.8			
62 INA RD.	27.2	1.5	12.5	28.6	1.5	12.8	23.7	1.2	10.2			
AVERAGE TOTAL	33.2	2.3	23.0	32.4	2.1	21.6	30.6	2.0	20.5			
EXPRESS ROUTE												
101X GOLF LINKS EXPRESS	16.5	0.7	9.8									
102X INA ROAD EXPRESS	6.9	0.3	7.0									
103X OLDFATHER EXPRESS	7.0	0.4	8.0									
104X MARANA EXPRESS	11.8	0.4	6.0									
105X SUNRISE EXPRESS	11.4	0.7	10.5									
107X ORO VALLEY/DOWNTOWN EXPRESS	6.3	0.3	5.0									
108X BROADWAY EXPRESS	16.7	0.9	11.0									
109X TANQUE VERDE EXPRESS	11.6	0.7	9.0									
110X RITA RANCH/DOWNTOWN EXPRESS	11.8	0.5	8.5									
203X ORO VALLEY/AEROPARK EXPRESS	4.4	0.1	5.8									
204X NW / AEROPARK EXPRESS	5.9	0.2	5.3									
AVERAGE TOTAL	8.6	0.3	7.4									

Expenses – Sun Tran



Month to Date	August		Variance		Monthly	Variance	
	2025	Current	Prior Year	Amount		Amount	Percent
OPERATOR WAGES	\$	1,787,642	\$ 1,670,034	\$ (117,608)	-7.0%	\$ 1,687,675	\$ (99,967) -6%
MAINTENANCE WAGES		392,662	352,357	(40,305)	-11.4%	99,667	(292,995) -294%
SALARIES		490,622	553,915	63,293	11.4%	425,663	(64,959) -15%
FRINGE BENEFITS		1,244,022	1,224,050	(19,972)	-1.6%	1,630,560	386,538 24%
SERVICES		548,449	443,695	(104,754)	-23.6%	619,750	71,301 12%
UTILITIES		95,830	113,435	17,605	15.5%	93,458	(2,372) -3%
VEHICLE MAINTENANCE		400,057	485,865	85,808	17.7%	208,333	(191,724) -92%
MATERIALS AND SUPPLIES		66,957	86,996	20,039	23.0%	66,975	18 0%
CNG FUEL		138,203	137,037	(1,166)	-0.9%	126,345	(11,858) -9%
DIESEL FUEL		89,010	84,067	(4,943)	-5.9%	133,324	44,314 33%
UNLEADED FUEL		10,693	14,705	4,012	27.3%	14,167	3,474 25%
ELECTRICITY FUEL		10,964	11,788	824	7.0%	13,750	2,786 20%
CAPITAL OUTLAY		-	0	-	0.0%	-	0 0%
INSURANCE		-	0	-	0.0%	108,333	108,333 100%
LABOR CREDITS/EXP TRANSFERS		-	0	-	0.0%	9,167	9,167 100%
Total Expenses	\$	5,275,111	\$ 5,177,943	\$ 20,440	0.4%	\$ 5,237,168	\$ (37,943) -1%

Year to Date	August YTD		Variance		Annual	Budget Balance	
	Current Year	Prior Year	Amount	Percent		Amount	Percent
OPERATOR WAGES	\$ 3,733,893	\$ 3,769,311	\$ 35,418	0.9%	\$ 20,252,100	16,518,207	81.6%
MAINTENANCE WAGES	906,869	796,532	(110,338)	-13.9%	1,196,000	289,131	24.2%
SALARIES	1,023,774	1,179,495	155,721	13.2%	5,107,960	4,084,186	80.0%
FRINGE BENEFITS	2,439,971	2,421,918	(18,053)	-0.7%	19,566,721	17,126,750	87.5%
SERVICES	814,616	1,309,232	494,616	37.8%	7,437,000	6,622,384	89.0%
UTILITIES	167,818	162,440	(5,378)	-3.3%	1,121,500	953,682	85.0%
VEHICLE MAINTENANCE	626,972	810,349	183,376	22.6%	2,500,000	1,873,028	74.9%
MATERIALS AND SUPPLIES	93,265	165,756	72,492	43.7%	803,700	710,435	88.4%
CNG FUEL	278,803	273,029	(5,774)	-2.1%	1,516,140	1,237,337	81.6%
DIESEL FUEL	192,950	222,948	29,999	13.5%	1,599,890	1,406,940	87.9%
UNLEADED FUEL	23,507	30,855	7,348	23.8%	170,000	146,493	86.2%
ELECTRICITY FUEL	21,282	21,601	319	1.5%	165,000	143,718	87.1%
CAPITAL OUTLAY	-	0	-	0.0%	-	0	0.0%
INSURANCE	-	0	-	0.0%	1,300,000	1,300,000	100.0%
LABOR CREDITS/EXP TRANSFERS	-	0	-	0.0%	110,000	110,000	100.0%
Total Expenses	\$ 10,323,719	\$ 11,163,465	\$ 839,746	7.5%	\$ 62,846,011	\$ 52,522,292	83.6%

System Summary – Electric Bus



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

Expenses

Vehicle Maintenance	\$	-	-	\$ -	0.0%	-	-	0%
Services		7,567	-	(7,567)	0.0%	833	(6,734)	-808%
Materials & Supplies		-	-	-	0.0%	-	-	0%
Electricity		10,964	11,788	825	7.0%	13,750	2,786	20%
Total Expenses		18,531	11,788	(6,742)	-57.2%	14,583	(3,947)	-27%

Miles

Total Miles	21,493	21,806	313	1%
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KWH	23,762	27,822	4,060	15%
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Year to Date	August YTD		Variance		August YTD	Variance	
	Current	Prior Year	Amount	Percent	Budget	Amount	Percent

Expenses

Vehicle Maintenance	\$	-	-	\$ -	0.0%	0	0	0%
Services		8,474	-	(8,474)	0.0%	10,000	1,526	15%
Materials & Supplies		-	-	-	0.0%	-	-	0%
Electricity		21,281	21,601	319	1.5%	165,000	143,719	87%
Total Expenses		29,755	21,601	(8,155)	-37.8%	175,000	145,245	83%

Miles

Total Miles	43,654	42,909	(745)	-2%
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KWH	51,381	54,646	3,265	6%
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System Indicator	Current Month	Prior Year	FY26 YTD	FY25 YTD
1. Ridership	108,347	117,238	176,418	181,284
2. Passengers per Revenue Mile	7.55	7.43	5.64	5.59
3. Passengers per Revenue Hour	56.12	56.12	42.40	42.04
4. Cost per Passenger	3.76	3.20	4.53	4.98
5. Cost per Revenue Mile	28.37	23.78	25.55	27.81
6. Cost per Revenue Hour	211.00	179.52	192.24	209.20
7. Miles Between Streetcar Inspection	945.00	985.00	952.50	973.00
8. Total Preventable Accidents per 100,000 Miles	6.85	-	3.14	3.04
9. Total Complaints per 100,000 Passengers	7.38	2.56	4.53	1.65

System Summary – Sun Link



Month to Date		August		Variance		August	Variance	
	2025	Current	Prior Year	Amount	Percent	Budget	Amount	Percent
Ridership								
	WEEKDAYS	85,129	93,699	(8,570)	-9.1%	94,636	(9,507)	-10.0%
	SATURDAY	15,487	18,061	(2,574)	-14.3%	18,242	(2,755)	-15.1%
	SUNDAY	7,731	5,478	2,253	41.1%	5,533	2,198	39.7%
	HOLIDAY	-	-	0	0.0%	-	-	0.0%
	Total Route Passengers	108,347	117,238	(8,891)	-7.6%	118,410	(10,063)	-8.5%
Expenses								
	Total Expenses	\$407,338	\$375,017	\$ 32,322	8.6%	\$ 375,017	\$ 32,322	8.6%
Miles								
	Revenue Miles	14,358	15,773	(1,415)	-9.0%	15,773	(1,415)	-9.0%
	Deadhead Miles	248	248	-	0.0%	248	-	0.0%
	Total Service Miles	14,606	16,021	(1,415)	-8.8%	16,021	(1,415)	-8.8%
	Revenue Hours	1,931	2,089	(159)	-7.6%	2,089	(159)	-7.6%
	Service Hours	1,962	2,120	(159)	-7.5%	2,120	(159)	-7.5%
Year to Date		August		Variance YTD		August YTD	Variance YTD	
		Current	Prior Year	Amount	Percent	Budget	Amount	Percent
Ridership								
	WEEKDAYS	139,690	143,522	(3,832)	-2.7%	144,957	(5,267)	-3.6%
	SATURDAY	23,254	26,894	(3,640)	-13.5%	27,163	(3,909)	-14.4%
	SUNDAY	11,634	8,986	2,648	29.5%	9,076	2,558	28.2%
	HOLIDAY	1,840	1,882	(42)	-2.2%	1,901	(61)	-3.2%
	Total Route Passengers	176,418	181,284	(4,866)	-2.7%	183,097	(6,679)	-3.6%
Expenses								
	Total Expenses	\$ 799,925	\$902,062.04	\$ (102,137)	-11.3%	\$ 902,062	\$ (102,137)	-11.3%
Miles								
	Revenue Miles	31,307	32,432	(1,125)	-3.5%	32,432	(1,125)	-3.5%
	Deadhead Miles	496	496	-	0.0%	496	-	0.0%
	Total Service Miles	31,803	32,928	(1,125)	-3.4%	32,928	(1,125)	-3.4%
	Revenue Hours	4,161	4,312	(151)	-3.5%	4,312	(151)	-3.5%
	Service Hours	4,223	4,374	(151)	-3.5%	4,374	(151)	-3.5%

Expenses – Sun Link



Month to Date	2025	August Current	Prior Year	Variance Amount	Percent	Monthly Budget	Variance Amount	Percent
OPERATOR WAGES		\$81,375.44	\$69,259.26	(\$12,116.18)	-17.5%	\$69,259.26	(\$12,116.18)	-17.5%
MAINTENANCE WAGES		47,605	31,218	(16,387)	-52.5%	31,218	(16,387)	-52.5%
SALARIES		66,491	71,902	5,411	7.5%	71,902	5,411	7.5%
FRINGE BENEFITS		75,449	64,135	(11,314)	-17.6%	64,135	(11,314)	-17.6%
SERVICES		54,375	69,770	15,395	22.1%	69,770	15,395	22.1%
UTILITIES		19,307	16,840	(2,467)	-14.7%	16,840	(2,467)	-14.7%
VEHICLE MAINTENANCE		14,656	22,620	7,964	35.2%	22,620	7,964	35.2%
MATERIALS AND SUPPLIES		3,720	10,325	6,605	64.0%	10,325	6,605	64.0%
FUEL-ELECTRICITY		19,232	18,948	(284)	-1.5%	18,948	(284)	-1.5%
CAPITAL OUTLAY		-	-	-	0.0%	-	-	0.0%
INSURANCE		25,128	-	(25,128)	0.0%	-	(25,128)	0.0%
TOTAL EXPENSES		\$407,338.30	\$375,016.73	(\$32,321.57)	-8.6%	\$375,016.73	(\$32,321.57)	-8.6%

Year to Date	August Current Year	Prior Year	Variance Amount	Percent	Annual Budget	Budget Variance Amount	Percent
OPERATOR WAGES	\$164,566.68	\$184,143.21	\$19,576.53	10.6%	\$1,086,155.55	\$921,588.87	84.8%
MAINTENANCE WAGES	95,774	82,879	(12,895)	-15.6%	447,360	351,586	78.6%
SALARIES	137,336	191,182	53,847	28.2%	1,121,204	983,868	87.8%
FRINGE BENEFITS	160,986	134,332	(26,653)	-19.8%	858,407	697,421	81.2%
SERVICES	93,995	143,526	49,531	34.5%	812,212	718,217	88.4%
UTILITIES	37,001	31,791	(5,210)	-16.4%	177,669	140,668	79.2%
VEHICLE MAINTENANCE	15,069	65,473	50,404	77.0%	287,145	272,077	94.8%
MATERIALS AND SUPPLIES	5,970	19,793	13,823	69.8%	117,683	111,713	94.9%
FUEL-ELECTRICITY	38,971	48,942	9,971	20.4%	206,447	167,477	81.1%
CAPITAL OUTLAY	-	-	-	0.0%	72,205	72,205	100.0%
INSURANCE	50,257	-	(50,257)	0.0%	294,994	244,737	83.0%
TOTAL EXPENSES	\$799,925.02	\$902,062.04	\$102,137.02	11.3%	\$5,481,483.02	\$4,681,558.00	85.4%

System Indicator		Current Month	Prior Year	FY26 YTD	FY25 YTD
1.	Ridership	46,734	47,249	92,243	91,443
2.	Demand	64,940	64,859	128,765	126,174
3.	Cancellations	13,983	12,765	28,494	25,573
4.	No-Shows	4,223	4,844	8,027	9,157
5.	Passengers per Revenue Hour	1.88	1.90	1.89	1.88
6.	Passengers per Service Hour	1.64	1.67	1.64	1.65
7.	Cost per Trip	\$ 40.85	\$ 40.10	\$ 39.98	\$ 44.62
8.	Vehicles Operated in Maximum Service	121	117	121	117
9.	Trip Time,Sun Tran	79.01%	80.14%	82.18%	81.73%
10.	Trip Time 110% + 5 Minutes	86.83%	88.92%	89.57%	90.03%
11.	Pick-Ups	86.03%	84.63%	87.69%	86.97%
12.	Pick-Ups Before Significantly Late	99.52%	99.10%	99.64%	99.37%

System Summary- Sun Van



Month to Date	August			Variance		July	Variance	
	2025	Current Year	Prior Year	Amount	Percent	Budget	Amount	Percent
Ridership								
Weekday		39,930	41,171	(1,241)	-3.0%			
Saturday		3,513	3,537	(24)	-0.7%			
Sunday		3,291	2,541	750	29.5%			
Holiday		0	0	0				
Total Passengers		46,734	47,249	(515)	-1.1%			
Total Booked Passengers		64,940	64,859	81	0.1%	51,330	13,610	26.5%
Missed Trips		-	1	(1)	-100.0%	-	-	0.0%
Cancellations		13,983	12,765	1,218	9.5%	11,630	2,353	20.2%
No Shows		4,223	4,844	(621)	-12.8%	2,780	1,443	51.9%
Total Passengers		46,734	47,249	(515)	-1.1%	36,370	10,364	28.5%
ADA Passengers		43,290	43,925	(635)	-1.4%			
Optional ADA Passengers		3,444	3,324	120	3.6%			
Percentage of Optional		7.4%	7.0%					
Trips								
ADA Trips		39,930	40,732	(802)	-2.0%			
Optional ADA Trips		3,131	3,078	53	1.7%			
Total Trips		43,061	43,810	(749)	-1.7%	32,160	10,901	33.9%
Expenses								
Total Expenses	\$	1,758,845	\$ 1,756,725	\$ (2,120)	-0.1%	\$ 1,947,843	\$ (188,997)	-9.7%
Miles								
Revenue Miles		320,885	335,566	(14,681)	-4.4%	261,287	59,598	22.8%
Deadhead Miles		56,504	59,249	(2,745)	-4.6%	44,683	11,821	26.5%
Total Service Miles		377,389	394,815	(17,426)	-4.4%	305,970	71,419	23.3%
Non-Route Miles		7,285	-20	7,305	-36525.0%	3,201	4,084	127.6%
Total Miles		384,674	394,795	(10,121)	-2.6%	309,171	75,503	24.4%
Revenue Hours		24,878	24,826	52	0.2%	18,652	6,226	33.4%
Service Hours		28,483	28,355	128	0.5%	21,428	7,055	32.9%

System Summary- Sun Van



Year to Date	August YTD		Variance		August YTD Budget	Variance						
	2025	Current Year	Prior Year	Amount		Percent	Amount	Percent				
Ridership												
Weekday		79,625	79,842	-217	0%							
Saturday		6,207	6,182	25	0%							
Sunday		5,872	4,989	883	18%							
Holiday		539	430	109	25%							
Total Passengers		92,243	91,443	800	0.9%							
Total Booked Passengers		128,765	126,174	2,591	2.1%	51,330	77,435	150.9%				
Missed Trips		1	0	1	0.0%	-	1	0.0%				
Cancellations		28,494	25,573	2,921	11.4%	11,630	16,864	145.0%				
No Shows		8,027	9,157	(1,130)	-12.3%	2,780	5,247	188.7%				
Total Passengers		92,243	91,444	799	0.9%	36,920	55,323	149.8%				
ADA Passengers		85,419	85,270	149	0.2%							
Optional ADA		6,824	6,173	651	10.5%							
Percentage of Optional		7.4%	6.8%									
Trips												
ADA Trips		78,901	79,002	(101)	-0.1%							
Optional ADA Trips		6,242	5,735	507	8.8%							
Total Trips		85,143	84,737	406	0.5%	262,600	(177,457)	-67.6%				
Expenses												
Total Expenses	\$	3,403,980	\$	3,781,184	\$	(377,205)	-10.0%	\$	23,374,110	\$	(19,970,131)	-85.4%
Miles												
Revenue Miles		635,709	654,595	(18,886)	-2.9%	234,400	401,309	171.2%				
Deadhead Miles		112,557	117,380	(4,823)	-4.1%	42,800	69,757	163.0%				
Total Service Miles		748,266	771,975	(23,709)	-3.1%	277,200	471,066	169.9%				
Non-Route Miles		15,762	185	15,577	8420.0%	1,800	13,962	775.7%				
Total Miles		764,028	772,160	(8,132)	-1.1%	279,000	485,028	173.8%				
Revenue Hours		48,733	48,535	198	0.4%	16,700	32,033	191.8%				
Service Hours		56,359	55,567	792	1.4%	19,200	37,159	193.5%				

Expenses – Sun Van



Month to Date	August		Variance		Monthly Budget	Variance	
	2025	Current Year	Prior Year	Amount	Percent	Amount	Percent
OPERATOR WAGES	\$	711,897	\$ 577,082	\$ (134,815)	-23.4%	\$ 663,288	\$ (48,609) -7.3%
OTHER BU WAGES		114,907	264,688	149,781	56.6%	101,883	(13,024) -12.8%
SALARIES		100,013	97,300	(2,713)	-2.8%	84,583	(15,430) -18.2%
FRINGE BENEFITS		356,791	309,392	(47,399)	-15.3%	584,620	227,829 39.0%
SERVICES		121,727	76,829	(44,898)	-58.4%	76,942	(44,785) -58.2%
CONTRACT VEHICLE MAINT.		193,717	199,772	6,055	3.0%	162,083	(31,634) -19.5%
UTILITIES		17,591	27,462	9,871	35.9%	18,075	484 2.7%
MATERIALS AND SUPPLIES		14,038	19,511	5,473	28%	9,725	(4,313) -44.4%
UNLEADED FUEL		128,163	184,689	56,526	30.6%	200,393	72,229 36.0%
CAPITAL OUTLAY		-	-	-	0.0%	-	- 0.0%
LIABILITY INSURANCE		-	-	-	0.0%	46,250	46,250 100.0%
TOTAL EXPENSES	\$	1,758,845	\$ 1,756,725	\$ (2,120)	-0.1%	\$ 1,947,843	\$ 188,997 9.7%

Year to Date	August YTD		Variance		YTD	Variance						
	Current Year	Prior Year	Amount	Percent	Budget	Amount	Percent					
OPERATOR WAGES	\$	1,438,525	\$	1,305,334	\$	(133,191)	-10.2%	\$	7,959,460	\$	6,520,935	81.9%
OTHER BU WAGES		237,828		574,081		336,253	58.6%		1,222,600		984,772	80.5%
SALARIES		200,156		218,053		17,898	8.2%		1,015,000		814,844	80.3%
FRINGE BENEFITS		726,229		595,235		(130,994)	-22.0%		7,015,440		6,289,211	89.6%
SERVICES		167,144		350,574		183,431	52.3%		923,300		756,156	81.9%
CONTRACT VEHICLE MAINT.		368,862		365,979		(2,883)	-0.8%		1,945,000		1,576,138	81.0%
UTILITIES		29,565		31,929		2,364	7.4%		216,900		187,335	86.4%
MATERIALS AND SUPPLIES		19,317		31,575		12,258	38.8%		116,700		97,383	83.4%
UNLEADED FUEL		216,353		308,423		92,070	29.9%		2,404,710		2,188,357	91.0%
CAPITAL OUTLAY		-		-		-	0.0%		-		-	0.0%
LIABILITY INSURANCE		-		-		-	0.0%		555,000		555,000	100.0%
TOTAL EXPENSES	\$	3,403,980	\$	3,781,184	\$	377,205	10.0%	\$	23,374,110	\$	19,970,131	85.4%

Month to Date	August		Variance		
	2025	Current Year	Prior Year	Amount	Percent
Ridership					
Weekday		2,151	1,831	320	17.5%
Saturday		322	251	71	28.3%
Sunday		216	163	53	32.5%
Holiday		0	-	0	0.0%
Total Passengers		2,689	2,245	444	19.8%
Ridership					
Total Demand		4,112	3,472	640	18.4%
Missed Trips		-	-	-	0.0%
Cancellations		1,299	1,120	179	16.0%
No Shows		124	107	17	15.9%
Total Passengers		2,689	2,245	444	19.8%
Trips					
Total Trips		2,300	1,944	356	18.3%
Miles					
Revenue Miles		10,276	9,626	650	6.8%
Deadhead Miles		1,755	1,916	(161)	-8.4%
Total Service Miles		12,032	11,543	489	4.2%
Non-Route Miles		-1,368	389	(1,757)	-451.3%
Total Miles		10,664	11,932	(1,268)	-10.6%
Revenue Hours					
		803	780	23	2.9%
Service Hours					
		979	942	37	3.9%

Year to Date		August YTD		Variance	
	2025	Current Year	Prior Year	Amount	Percent
Ridership					
Weekday		3,811	3,607	204	5.7%
Saturday		686	466	220	47.2%
Sunday		481	335	146	43.6%
Holiday		55	46	9	19.6%
Total Passengers		5,033	4,454	579	13.0%
Total Demand		7,782	6,849	933	13.6%
Missed Trips		-	-	-	0.0%
Cancellations		2,332	2,213	119	5.4%
No Shows		228	182	46	25.3%
Total Passengers		5,222	4,454	768	17.2%
Trips					
Total Trips		4,423	3,818	605	15.8%
Miles					
Revenue Miles		19,725	19,203	522	2.7%
Deadhead Miles		3,607	3,729	(123)	-3.3%
Total Service Miles		23,332	22,933	399	1.7%
Non-Route Miles		-1,393	639	(2,032)	-317.9%
Total Miles		21,939	23,572	(1,632)	-6.9%
Revenue Hours		1,712	1,553	158	10.2%
Service Hours		2,053	1,865	188	10.1%

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

SUN TRAN CUSTOMER INFORMATION CENTER	
August 2025	
Total Calls/E-mails Received	378
Inquiries	37
Compliments	19
Complaints	315
Chargeable	72
Non-chargeable	237
Pending/Incomplete	13

SUN VAN CUSTOMER INFORMATION CENTER	
August 2025	
Total Calls/E-mails Received	44
Inquiries	0
Compliments	9
Complaints	35
Chargeable	10
Non-chargeable	24
Pending/Incomplete	1

SUN LINK CUSTOMER INFORMATION CENTER	
August 2025	
Total Calls/E-mails Received	17
Inquiries	9
Compliments	0
Complaints	8
Chargeable	5
Non-chargeable	3
Pending/Incomplete	0

ON DEMAND CUSTOMER INFORMATION CENTER	
August 2025	
Total Calls/E-mails Received	0
Inquiries	0
Compliments	0
Complaints	0
Chargeable	0
Non-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.