

# MONTHLY OPERATIONS REPORT

## JULY 2025





# SWTA CONFERENCE

## Showcasing Transit Communication at SWTA Conference

Sun Tran was proud to be represented at the 2025 South West Transit Association (SWTA) Summer Conference in New Orleans, Louisiana. Communication Specialist Gabriela Reynaga was a featured presenter, leading a one-hour session on Improving Employee Communication. The presentation highlighted the importance of effective internal communication, the tools Sun Tran uses to keep employees informed and engaged, and resources that other agencies can apply. Having Sun Tran participate at regional conferences showcases the expertise within the organization, and also strengthens Sun Tran's role as a leader in the transit industry.



## Sun Tran Shines at SWTA Conference!

At The SWTA 36th Annual Spotlight Awards, Sun Tran was honored with five Hit the Spot Awards, earning recognition across all categories. In Print, the Valentine's Day card, spread cheer and created joyful moments between operators and riders. In Electronic, the Sun Tran Spotify account offered curated playlist that reflect community spirit and provide a fun way to engage beyond the ride. The Social Media award recognized the Learn to Ride series, which provides consistent monthly opportunities for new riders to gain confidence. In the Event category, Sun Tran partnered with the Homer Davis Elementary to introduce students to public transit through hands-on experience. Finally, the Spotlight Campaign award celebrated the Sun Link 10th Anniversary, a community wide celebration that blended mixed media outreach to thank riders. Community Outreach Manager Luz Navarrete and Communication Specialist Gabriela Reynaga proudly represented Sun Tran at the ceremony and accepted the awards. These recognitions reflect Sun Tran's commitment to community outreach, rider and operator engagement, and creating positive transit experiences. Modaxo and Sun Tran were also co-awarded the Spotlight Campaign for "Transit Unplugged TV – Vibrant Tucson: Food, Culture, Transit" episode. With more than 220,000 views, the episode features Tucson's food scene, culture, and efficient public transit system.

# STUFF THE BUS

## Stuff-the-Bus School Supply Drive

Sun Tran partnered with The Salvation Army Tucson for the annual Stuff-the-Bus for a school supply at the El Con Center Walmart. From 10 a.m. to 6 p.m., the community was invited to help stuff a Sun Tran bus with school supplies for students in grades K-12. All donations went directly into backpacks distributed through The Salvation Army's Child Spree event and outreach programs across Southern Arizona. Volunteers collected a total of 350 items, creating a strong start to the school year for local students. The event also featured a special visit from Tucson Fire Department Station 11.



## Learn to Ride Community Trainings

Sun Tran hosted its monthly Learn to Ride session at the Administration Building, designed to help both new and returning riders feel more comfortable using public transit. Attendees 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 riders of all ages and will continue throughout the summer. The next session will take place on Thursday, August 21 at Noon, and participants can RSVP by emailing [SunTranMarketing@tucsonaz.gov](mailto:SunTranMarketing@tucsonaz.gov) or attend the day of event. Riders can board Route 10 to Romero Road/ Smoot Drive, and then head west on Smoot Drive to reach the Sun Tran building. For more information, visit [Suntran.com](http://Suntran.com).



# NEW ASSISTANT GENERAL MANAGER

## Big Welcome to Sun Van's New Assistant General Manager

Sun Van is proud to welcome Panya Chhoeuy as its new Assistant General Manager. With over 20 years of paratransit experience, Panya has led operations in Chicago, Denver, and Southern California, managing paratransit and fixed route services, implementing fare systems, and launching flexible service models. He began his career at San Diego Metropolitan Transit System (MTS), advancing from driver to Operations Manager and overseeing 2,000 daily trips. Panya looks forward to enhancing service, supporting employees, and ensuring Sun Van continues meeting the community's needs. Welcome to the team!



## Learning and Collaborating at ESRI Conference

Sun Tran's Planning and Development Department attended the ESRI 2025 User Conference in San Diego, California to strengthen their expertise in geospatial technology and its applications in transit planning. The conference provided opportunities to collaborate with Esri subject matter experts while participating in user presentations, technical sessions and interactive workshops. (These insights help Sun Tran to better analyze trends and data dynamics that impact the planning and development of the transit network).

## Sun On Demand App New Enhancements

The Sun On Demand rider app just launched version 4.0, featuring a refreshed look and improved user experience. Key screens like Home, Settings, and My Trips have been redesigned for easier navigation. New tools include an interactive map and the option to save favorite locations for faster trip planning. Download the update now in the iOS App Store or Google Play Store. Learn more at [Suntran.com/on-demand/](https://www.suntran.com/on-demand/)!

Recruitment		
	New Hires	Promotions
Sun Tran	10 - Coach Operator (s) 1 - Jr. Scheduler 1- Administrative Assistant 1- Parts Manager 1- Customer Service Representative 1- Bus Stop Maintenance	7- Student to Coach Operator
Sun Van	7- Van Operators 1- Reservationist 1- HR Admin Assistant	8- Van Operator to Full Time Van Operator
Sun Link	1- Right of Way Technician	0- Promotions



# STATS

 **sun tran** +0.99%

Year to Year Ridership

July 2024 - 1,281,846


July 2025 - 1,294,612

 **LINK** +6.09%

Year to Year Ridership

July 2024 - 64,046

July 2025 - 68,071

 **sun van** +2.93%

Year to Year Ridership

July 2024 - 44,194

July 2025 - 45,509

 **ON DEMAND** +5.93%

Year to Year Ridership

July 2024 - 2,209

July 2025 - 2,344



91.13%

On time performance



Passengers per Revenue Hour:  
25.32



26

Customer Compliments

98%

On time performance



Passengers per Revenue Hour:



30.52

90.13%

On time performance



Passengers per Revenue Hour:



1.91

83.47%

On time performance



Trips Booked through App:



60.27%



# TRANSIT STARS



**Rosa M. Coach Operator**

"I would like to thank her for all that she does. She is always friendly, polite and helpful to all passengers."



**Leroy T. Coach Operator**

"The driver was very understanding and kind to allow me to stay on the bus because I missed my stop."



**Christopher B. Coach Operator**

"He did a great work sharing the road and the combined bike/bus lane with me. The driver consistently changes lanes to pass me, leaving plenty of room. Thank you!"



**Raquel F. Sun Van Reservationist**

"Raquel is always one step ahead of the game, has incredible memory because she recognizes my voice, makes the system friendly"



**Andres C. Sun Van Driver**

"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."



**Katherine G. Sun Van Dispatcher**

"She is always wonderful and a ray of sunshine when she calls. 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	1,294,612	1,281,846	1,294,612	1,281,846
2	Passenger per Revenue Mile	2.09	2.05	2.09	2.05
3	Passenger per Revenue Hour	25.32	25.36	25.32	25.36
4	Cost per Passenger	\$ 3.90	\$ 4.67	\$ 3.90	\$ 4.67
5	Cost per Revenue Mile	\$ 8.14	\$ 9.56	\$ 8.14	\$ 9.56
6	Cost per Revenue Hour	\$ 98.73	\$ 118.42	\$ 98.73	\$ 118.42
7	Miles Between Road Calls	16,318	13,613	16,318	13,613
8	Miles Between Bus Inspections	5,806	6,034	5,806	6,034
9	Vehicle Accidents per 100,000 Miles	0.28	0.86	0.28	0.86
10	Complaints per 100,000 Passengers	21.09	14.82	21.09	14.82
11	Vehicles Operated in Maximum Service	145	142	145	142

# System Summary - Sun Tran



Month to Date		July		Variance		July	Variance	
	2025	Current	Prior Year	Amount	Percent	Budget	Amount	Percent
<b>RIDERSHIP</b>								
	Weekday	1,074,744	1,071,972	\$ 2,772	0.3%	918,757	(155,987)	-17.0%
	Saturday	109,728	107,588	2,140	2.0%	167,047	57,319	34.3%
	Sunday	86,068	80,024	6,044	7.6%	167,047	80,979	48.5%
	Holiday	24,072	22,262	1,810	8.1%	41,762	17,690	42.4%
Total Route	Passengers	1,294,612	1,281,846	12,766	1.0%	1,294,612	-	0.0%
<b>Expenses</b>								
Total Expenses		\$ 5,048,608	\$ 5,985,522	936,914	15.7%	\$ 5,237,168	\$ 188,559	3.6%
<b>Miles</b>								
	Revenue Miles	620,089	626,185	(6,096)	-1.0%	621,833	1,744	0.3%
	Deadhead Miles	67,914	68,380	(466)	-0.7%	67,963	49	0.1%
	Total Service Miles	688,003	694,565	(6,562)	-0.9%	689,796	1,793	0.3%
	Non-Route Miles	23,883	6,173	17,710	286.9%	7,325	(16,558)	-226.0%
	Total Miles	711,886	700,738	11,148	1.6%	697,121	(14,765)	-2.1%
<b>Revenue Hours</b>		51,136	50,546	589	1.2%	51,136	0	0.0%
<b>Service Hours</b>		54,041	53,954	87	0.2%	54,505	464	0.9%
Year to Date		July YTD		Variance		July YTD	Variance	
		Current	Prior Year	Amount	Percent	Budget	Amount	Percent
<b>Ridership</b>								
	Weekday	1,074,744	1,071,972	2,772	0.3%	918,757	(155,987)	-17.0%
	Saturday	109,728	107,588	2,140	2.0%	167,047	57,319	34.3%
	Sunday	86,068	80,024	6,044	7.6%	167,047	80,979	48.5%
	Holiday	24,072	22,262	1,810	8.1%	41,762	17,690	42.4%
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<b>Service Hours</b>		54,041	53,954	87	0.2%	54,505	464	0.9%



FIXED ROUTE		Ridership				Totals
		Weekdays	Saturdays	Sundays	Holiday	
1	GLENN/SWAN	28,424	2,592	2,192	653	33,861
2	CHERRYBELL	25,652	2,172	1,412	420	29,656
3	6TH STREET / WILMOT	37,708	3,776	2,328	585	44,397
4	SPEEDWAY	82,940	9,064	6,924	1,833	100,761
5	PIMA STREET / WEST SPEEDWAY	16,280	1,448	1,232	347	19,307
6	EUCLID/ NORTH FIRST AVENUE	43,406	5,248	2,940	907	52,501
7	22ND STREET	45,012	4,328	2,932	878	53,150
8	BROADWAY	91,058	11,084	9,488	2,507	114,137
9	GRANT ROAD	46,816	3,728	3,080	900	54,524
10	FLOWING WELLS	29,898	2,500	2,492	758	35,648
11	ALVERNON	92,488	8,996	6,980	1,751	110,215
12	10TH / 12TH AVENUE	27,852	2,468	2,584	670	33,574
15	CAMPBELL AVENUE	21,318	1,784	1,520	413	25,035
16	ORACLE / INA	79,288	9,524	8,232	2,285	99,329
17	COUNTRY CLUB / 29TH STREET	61,534	5,940	4,616	1,366	73,456
18	S. 6TH AVENUE	88,880	9,008	7,744	2,231	107,863
19	STONE	20,878	2,764	1,768	517	25,927
21	WEST CONGRESS / SILVERBELL	11,264	1,576	1,164	350	14,354
22	GRANDE	3,828	448	344	110	4,730
23	MISSION ROAD	29,634	3,084	2,032	609	35,359
24	12TH AVENUE	16,808	1,624	1,408	386	20,226
25	S. PARK AVENUE	39,776	4,376	2,996	834	47,982
26	BENSON HIGHWAY	17,072	1,756	1,564	459	20,851
27	MIDVALE PARK	14,102	1,692	1,136	354	17,284
29	VALENCIA	25,344	2,580	1,948	608	30,480
34	CRAYCROFT / FT LOWELL	51,106	4,308	3,364	939	59,717
37	PANTANO	11,000	1,040	864	194	13,098
61	LA CHOLLA	10,538	820	784	208	12,350
<b>TOTAL FIXED ROUTE</b>		<b>1,069,904</b>	<b>109,728</b>	<b>86,068</b>	<b>24,072</b>	<b>1,289,772</b>
<b>EXPRESS ROUTE</b>						
101X	GOLF LINKS EXPRESS	682				682
102X	INA ROAD EXPRESS	220				220
103X	OLDFATHER EXPRESS	198				198
104X	JUNANA EXPRESS	264				264
105X	SUNRISE EXPRESS	440				440
107X	ORO VALLEY/DOWNTOWN EXPRESS	462				462
108X	BROADWAY EXPRESS	462				462
109X	TANQUE VERDE EXPRESS	242				242
110X	RITA RANCH/DOWNTOWN EXPRESS	572				572
203X	ORO VALLEY/AEROPARK EXPRESS	594				594
204X	NW / AEROPARK EXPRESS	704				704
<b>TOTAL EXPRESS ROUTE</b>		<b>4,840</b>				<b>4,840</b>
<b>TOTAL S</b>		<b>1,074,744</b>	<b>109,728</b>	<b>86,068</b>	<b>24,072</b>	<b>1,294,612</b>

# 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	24.0	1.8	21.9	24.8	1.8	21.6	24.4	1.8	21.1	28.6	2.1	25.1
2	CHERRYBELL	22.8	1.5	19.8	22.0	1.5	19.4	18.7	1.3	16.8	22.3	1.5	20.0
3	6TH STREET / WILMOT	22.4	1.5	27.7	23.5	1.6	29.5	17.7	1.2	22.4	17.9	1.2	22.5
4	SPEEDWAY	33.1	2.4	30.4	40.1	2.9	36.6	35.5	2.5	32.7	37.8	2.7	34.6
5	PIMA STREET / WEST SPEEDWAY	17.0	1.1	14.2	18.4	1.1	13.4	16.8	1.0	12.3	19.0	1.1	13.9
6	EUCUID/ NORTH FIRST AVENUE	41.5	3.2	20.6	44.8	3.6	22.6	53.6	4.3	27.2	67.2	5.2	33.6
7	22ND STREET	30.8	1.7	23.8	48.4	2.5	36.1	37.6	2.0	28.2	45.1	2.4	33.8
8	BROADWAY	41.9	2.9	32.3	37.1	2.4	26.1	39.7	2.7	29.7	42.1	2.9	31.3
9	GRANT ROAD	26.3	1.7	22.6	37.9	2.3	31.1	34.6	2.2	28.5	40.4	2.5	33.3
10	FLOWING WELLS	37.7	2.5	21.9	37.3	2.4	20.8	39.7	2.5	22.3	47.4	3.0	27.1
11	ALVERNON	39.2	2.4	33.6	46.4	2.7	37.5	37.1	2.2	30.1	37.1	2.1	30.2
12	10TH / 12TH AVENUE	32.6	2.3	13.1	27.8	1.9	11.0	31.2	2.2	12.4	32.3	2.3	12.9
15	CAMPBELL AVENUE	21.0	1.3	15.9	21.7	1.2	14.9	21.1	1.2	14.6	22.9	1.3	15.9
16	ORACLE / INA	41.9	3.0	30.3	43.0	3.1	25.3	43.5	3.0	27.8	48.5	3.4	30.9
17	COUNTRY CLUB / 29TH STREET	28.7	1.8	43.7	34.0	2.0	49.5	30.2	1.8	44.4	36.2	2.1	52.6
18	S. 6TH AVENUE	84.8	7.0	31.8	59.3	4.7	21.5	68.5	5.4	24.8	78.6	6.3	28.6
19	STONE	39.7	3.1	15.1	36.2	2.8	13.8	41.6	3.2	15.8	48.4	3.8	18.5
21	WEST CONGRESS / SILVERBELL	21.8	1.6	8.8	19.2	1.3	6.9	15.7	1.0	5.7	18.9	1.2	6.9
22	GRANDE	13.5	0.9	2.9	17.0	1.1	3.6	14.4	0.9	3.1	18.8	1.2	3.9
23	MISSION ROAD	25.7	1.8	20.7	35.6	2.4	27.5	26.1	1.8	20.3	31.1	2.2	24.4
24	12TH AVENUE	42.0	2.4	25.5	46.4	2.6	27.1	46.4	2.6	27.1	51.0	2.8	29.8
25	S. PARK AVENUE	33.3	2.3	27.0	29.6	2.1	18.5	33.5	2.3	26.8	37.4	2.6	29.8
26	BENSON HIGHWAY	23.4	1.3	12.7	25.3	1.3	13.7	27.5	1.5	15.0	32.7	1.7	17.7
27	MIDVALE PARK	18.0	0.9	10.7	25.3	1.3	14.6	18.7	1.0	11.0	22.6	1.1	13.6
29	VALENCIA	24.6	1.5	19.2	27.4	1.7	20.8	22.6	1.4	17.4	29.4	1.7	21.7
34	CRAYCROFT / FT LOWELL	30.3	2.1	27.0	41.5	2.8	35.9	37.1	2.5	32.4	41.6	2.8	36.2
37	PANTANO	15.0	0.9	9.1	13.5	0.8	8.1	11.6	0.7	7.0	10.5	0.6	6.3
61	LA CHOLLA	19.1	1.1	8.6	16.8	0.9	7.4	17.0	0.9	7.5	18.2	1.0	8.0
AVERAGE TOTAL		31.8	2.1	22.8	35.0	2.3	21.8	32.6	2.1	21.7	35.1	2.3	23.7
EXPRESS ROUTE													
101X	GOLF LINKS EXPRESS	13.1	0.6	7.8									
102X	INA ROAD EXPRESS	5.0	0.2	5.0									
103X	OLDFATHER EXPRESS	3.9	0.2	4.5									
104X	MARANA EXPRESS	11.8	0.4	6.0									
105X	SUNRISE EXPRESS	10.8	0.7	10.0									
107X	ORO VALLEY/DOWNTOWN EXPRESS	6.6	0.3	5.3									
108X	BROADWAY EXPRESS	15.9	0.9	10.5									
109X	TANQUE VERDE EXPRESS	7.1	0.4	5.5									
110X	RITA RANCH/DOWNTOWN EXPRESS	10.8	0.4	6.5									
203X	ORO VALLEY/AEROPARK EXPRESS	5.2	0.2	6.8									
204X	NW / AEROPARK EXPRESS	5.9	0.2	5.3									
AVERAGE TOTAL		7.7	0.3	6.5									



## Expenses – Sun Tran



Month to Date	July		Variance		Monthly Budget	Variance	
	2025	Current	Prior Year	Amount		Amount	Percent
OPERATOR WAGES	\$	1,946,251	\$ 2,099,277	\$ 153,026	7.3%	\$ 1,687,675	\$ (258,576) -15.3%
MAINTENANCE WAGES		514,207	444,175	(70,032)	-15.8%	99,667	(414,541) -415.9%
SALARIES		533,152	625,580	92,429	14.8%	425,663	(107,488) -25.3%
FRINGE BENEFITS		1,195,949	1,197,868	1,919	0.2%	1,630,560	434,611 26.7%
SERVICES		266,167	865,537	599,370	69.2%	619,750	353,583 57.1%
UTILITIES		71,988	49,005	(22,982)	-46.9%	93,458	21,471 23.0%
VEHICLE MAINTENANCE		226,915	324,484	97,568	30.1%	208,333	(18,582) -8.9%
MATERIALS AND SUPPLIES		26,308	78,760	52,452	66.6%	66,975	40,667 60.7%
CNG FUEL		140,600	135,992	(4,608)	-3.4%	126,345	(14,255) -11.3%
DIESEL FUEL		103,940	138,881	34,941	25.2%	133,324	29,384 22.0%
UNLEADED FUEL		12,814	16,150	3,336	20.7%	14,167	1,353 9.5%
ELECTRICITY FUEL		10,318	9,812	(505)	-5.1%	13,750	3,432 25.0%
CAPITAL OUTLAY		-	-	-	0.0%	-	- 0.0%
INSURANCE		-	-	-	0.0%	108,333	108,333 100.0%
LABOR CREDITS/EXP TRANSFERS		-	-	-	0.0%	9,167	9,167 100.0%
Total Expenses	\$	5,048,608	\$ 5,985,522	\$ 936,914	15.7%	\$ 5,237,168	\$ 188,559 3.6%

Year to Date	July YTD		Variance		Annual Budget	Budget Balance	
	Current Year	Prior Year	Amount	Percent		Amount	Percent
OPERATOR WAGES	\$ 1,946,251	\$ 2,099,277	\$ 153,026	7.3%	\$ 20,252,100	18,305,849	90.4%
MAINTENANCE WAGES	514,207	444,175	(70,032)	-15.8%	1,196,000	681,793	57.0%
SALARIES	533,152	625,580	92,429	14.8%	5,107,960	4,574,808	89.6%
FRINGE BENEFITS	1,195,949	1,197,868	1,919	0.2%	19,566,721	18,370,772	93.9%
SERVICES	266,167	865,537	599,370	69.2%	7,437,000	7,170,833	96.4%
UTILITIES	71,988	49,005	(22,982)	-46.9%	1,121,500	1,049,512	93.6%
VEHICLE MAINTENANCE	226,915	324,484	97,568	30.1%	2,500,000	2,273,085	90.9%
MATERIALS AND SUPPLIES	26,308	78,760	52,452	66.6%	803,700	777,392	96.7%
CNG FUEL	140,600	135,992	(4,608)	-3.4%	1,516,140	1,375,540	90.7%
DIESEL FUEL	103,940	138,881	34,941	25.2%	1,599,890	1,495,950	93.5%
UNLEADED FUEL	12,814	16,150	3,336	20.7%	170,000	157,186	92.5%
ELECTRICITY FUEL	10,318	9,812	(505)	-5.1%	165,000	154,682	93.7%
CAPITAL OUTLAY	-	-	-	0.0%	-	-	0.0%
INSURANCE	-	-	-	0.0%	1,300,000	1,300,000	100.0%
LABOR CREDITS/EXP TRANSFERS	-	-	-	0.0%	110,000	110,000	100.0%
Total Expenses	\$ 5,048,608	\$ 5,985,522	\$ 936,914	15.7%	\$ 62,846,011	\$ 57,797,403	92.0%

## System Summary – Electric Bus



Month to Date	July		Variance		July	Variance	
2025	Current	Prior Year	Amount	Percent	Budget	Amount	Percent
<b>Expenses</b>							
Vehicle Maintenance	\$ -	-	\$ -	0.0%	-	-	0%
Services	907	-	(907)	0.0%	833	(74)	-9%
Materials & Supplies	-	-	-	0.0%	-	-	0%
Electricity	10,318	9,812	(506)	-5.2%	13,750	3,432	25%
Total Expenses	11,225	-	(11,225)	0.0%	14,583	3,359	23%
<b>Miles</b>							
Total Miles	22,161	21,103	(1,058)	-5%			
<b>KWH</b>							
	27,619	26,824	(795)	-3%			

Year to Date	July YTD		Variance		July YTD	Variance	
	Current	Prior Year	Amount	Percent	Budget	Amount	Percent
<b>Expenses</b>							
Vehicle Maintenance	\$ -	-	\$ -	0.0%	0	0	0%
Services	907	-	(907)	0.0%	10,000	9,093	91%
Materials & Supplies	-	-	-	0.0%	-	-	0%
Electricity	10,318	9,812	(506)	-5.2%	165,000	154,682	94%
Total Expenses	11,225	9,812	(1,413)	-14.4%	175,000	163,775	94%
<b>Miles</b>							
Total Miles	22,161	21,103	(1,058)	-5%			
<b>KWH</b>							
	27,619	26,824	(795)	-3%			



System Indicator		Current Month	Prior Year	FY26 YTD	FY25 YTD
1.	Ridership	68,071	64,046	68,071	64,046
2.	Passengers per Revenue Mile	4.02	3.84	4.02	3.84
3.	Passengers per Revenue Hour	30.52	28.81	30.52	28.81
4.	Cost per Passenger	\$ 5.77	\$ 8.23	\$ 5.77	\$ 8.23
5.	Cost per Revenue Mile	\$ 23.16	\$ 31.64	\$ 23.16	\$ 31.64
6.	Cost per Revenue Hour	\$ 176.01	\$ 237.09	\$ 176.01	\$ 237.09
7.	Miles Between Streetcar Inspection	960	961	960	961
8.	Total Preventable Accidents per 100,000 Mile	-	5.91	-	5.91
9.	Total Complaints per 100,000 Passengers	5.88	1.56	5.88	1.56

Month to Date		July		Variance		July	Variance	
2025		Current	Prior Year	Amount	Percent	Budget	Amount	Percent
<b>Ridership</b>								
	WEEKDAYS	54,561	49,823	4,738	9.5%	50,321	4,240	8.4%
	SATURDAY	7,767	8,833	(1,066)	-12.1%	8,921	(1,154)	-12.9%
	SUNDAY	3,903	3,508	395	11.3%	3,543	360	10.2%
	HOLIDAY	1,840	1,882	(42)	-2.2%	1,901	(61)	-3.2%
<b>Total Route Passengers</b>		68,071	64,046	4,025	6.3%	64,686	3,385	5.2%
<b>Expenses</b>								
<b>Total Expenses</b>		\$392,587	\$527,045	\$ (134,459)	-25.5%	\$ 527,045	\$ (134,459)	-25.5%
<b>Miles</b>								
	Revenue Miles	16,949	16,659	290	1.7%	16,659	290	1.7%
	Deadhead Miles	248	248	-	0.0%	248	-	0.0%
<b>Total Service Miles</b>		17,197	16,907	290	1.7%	16,907	290	1.7%
<b>Revenue Hours</b>		2,231	2,223	8	0.3%	2,223	8	0.3%
<b>Service Hours</b>		2,262	2,254	8	0.3%	2,254	8	0.3%
Year to Date		July		Variance YTD		July YTD	Variance YTD	
		Current	Prior Year	Amount	Percent	Budget	Amount	Percent
<b>Ridership</b>								
	WEEKDAYS	54,561	49,823	4,738	9.5%	50,321	4,240	8.4%
	SATURDAY	7,767	8,833	(1,066)	-12.1%	8,921	(1,154)	-12.9%
	SUNDAY	3,903	3,508	395	11.3%	3,543	360	10.2%
	HOLIDAY	1,840	1,882	(42)	-2.2%	1,901	(61)	-3.2%
<b>Total Route Passengers</b>		68,071	64,046	4,025	6.3%	64,686	3,385	5.2%
<b>Expenses</b>								
<b>Total Expenses</b>		392,587	527,045	\$ (134,459)	-25.5%	\$ 527,045	\$ (134,459)	-25.5%
<b>Miles</b>								
	Revenue Miles	16,949	16,659	290	1.7%	16,659	290	1.7%
	Deadhead Miles	248	248	-	0.0%	248	-	0.0%
<b>Total Service Miles</b>		17,197	16,907	290	1.7%	16,907	290	1.7%
<b>Revenue Hours</b>		2,231	2,223	8	0.3%	2,223	8	0.3%
<b>Service Hours</b>		2,262	2,254	8	0.3%	2,254	8	0.3%

## Expenses – Sun Link



Month to Date	2025	July Current	Prior Year	Variance Amount	Percent	Monthly Budget	Variance Amount	Percent
OPERATOR WAGES		\$83,191.24	\$114,883.95	\$31,692.71	27.6%	\$114,883.95	\$31,692.71	27.6%
MAINTENANCE WAGES		48,169	51,661	3,492	6.8%	51,661	3,492	6.8%
SALARIES		70,845	119,281	48,436	40.6%	119,281	48,436	40.6%
FRINGE BENEFITS		85,536	70,197	(15,339)	-21.9%	70,302	(15,234)	-21.7%
SERVICES		39,620	73,756	34,136	46.3%	73,651	34,031	46.2%
UTILITIES		17,694	14,951	(2,743)	-18.3%	14,951	(2,743)	-18.3%
VEHICLE MAINTENANCE		413	42,853	42,440	99.0%	42,853	42,440	99.0%
MATERIALS AND SUPPLIES		2,251	9,468	7,218	76.2%	9,468	7,218	76.2%
FUEL-ELECTRICITY		19,739	29,994	10,255	34.2%	29,994	10,255	34.2%
CAPITAL OUTLAY		-	-	-	0.0%	-	-	0.0%
INSURANCE		25,128	-	(25,128)	0.0%	-	(25,128)	0.0%
TOTAL EXPENSES		<b>\$392,586.72</b>	<b>\$527,045.31</b>	<b>\$134,458.59</b>	<b>25.5%</b>	<b>\$527,045.31</b>	<b>\$134,458.59</b>	<b>25.5%</b>

Year to Date	July Current Year	Prior Year	Variance Amount	Percent	Annual Budget	Budget Variance Amount	Percent
OPERATOR WAGES	\$83,191.24	\$114,883.95	\$31,692.71	27.6%	\$1,086,155.55	\$1,002,964.31	92.3%
MAINTENANCE WAGES	48,169	51,661	3,492	6.8%	447,360	399,191	89.2%
SALARIES	70,845	119,281	48,436	40.6%	1,121,204	1,050,359	93.7%
FRINGE BENEFITS	85,536	70,197	(15,339)	-21.9%	858,407	772,871	90.0%
SERVICES	39,620	73,756	34,136	46.3%	812,212	772,593	95.1%
UTILITIES	17,694	14,951	(2,743)	-18.3%	177,669	159,975	90.0%
VEHICLE MAINTENANCE	413	42,853	42,440	99.0%	287,145	286,732	99.9%
MATERIALS AND SUPPLIES	2,251	9,468	7,218	76.2%	117,683	115,433	98.1%
FUEL-ELECTRICITY	19,739	29,994	10,255	34.2%	206,447	186,708	90.4%
CAPITAL OUTLAY	-	-	-	0.0%	72,205	72,205	100.0%
INSURANCE	25,128	-	(25,128)	#DIV/0!	294,994	269,865	91.5%
TOTAL EXPENSES	<b>\$392,586.72</b>	<b>\$527,045.31</b>	<b>\$134,458.59</b>	<b>25.5%</b>	<b>\$5,481,483.02</b>	<b>\$5,088,896.30</b>	<b>92.8%</b>



## Performance Indicators – Sun Van



System Indicator		Current Month	Prior Year	FY26 YTD	FY25 YTD
1.	Ridership	45,509	44,194	45,509	44,194
2.	Demand	63,825	61,315	63,825	61,315
3.	Cancellations	14,511	12,808	14,511	12,808
4.	No-Shows	3,804	4,313	3,804	4,313
5.	Passengers per Revenue Hour	1.91	1.86	1.91	1.86
6.	Passengers per Service Hour	1.63	1.62	1.63	1.62
7.	Cost per Trip	\$ 39.09	\$ 49.47	\$ 39.09	\$ 49.47
8.	Vehicles Operated in Maximum Service	121	114	121	114
9.	Trip Time,Sun Tran	85.02%	83.43%	85.02%	83.43%
10.	Trip Time 110% + 5 Minutes	92.04%	91.22%	92.04%	91.22%
11.	Pick-Ups	89.38%	89.47%	89.38%	89.47%
12.	Pick-Ups Before Significantly Late	99.76%	99.66%	99.76%	99.66%

# System Summary- Sun Van



Month to Date	July			Variance		July Budget	Variance	
	2025	Current Year	Prior Year	Amount	Percent		Amount	Percent
Ridership								
Weekday		39,695	38,671	1,024	2.6%			
Saturday		2,694	2,645	49	1.9%			
Sunday		2,581	2,448	133	5.4%			
Holiday		539	430	109				
Total Passengers		45,509	44,194	1,315	3.0%			
Total Booked Passengers		63,825	61,315	2,510	4.1%	51,330	12,495	24.3%
Missed Trips		1	-	1	0.0%	-	1	0.0%
Cancellations		14,511	12,808	1,703	13.3%	11,630	2,881	24.8%
No Shows		3,804	4,313	(509)	-11.8%	2,780	1,024	36.8%
Total Passengers		45,509	44,194	1,315	3.0%	36,370	9,139	25.1%
ADA Passengers		42,129	41,345	784	1.9%			
Optional ADA Passengers		3,380	2,849	531	18.6%			
Percentage of Optional		7.4%	6.4%					
Trips								
ADA Trips		38,971	38,270	701	1.8%			
Optional ADA Trips		3,111	2,657	454	17.1%			
Total Trips		42,082	40,927	1,155	2.8%	32,160	9,922	30.9%
Expenses								
Total Expenses	\$	1,645,134	\$ 2,024,459	\$ 379,325	18.7%	\$ 1,947,843	\$ (302,708)	-15.5%
Miles								
Revenue Miles		314,824	319,029	(4,205)	-1.3%	261,287	53,537	20.5%
Deadhead Miles		56,053	58,131	(2,078)	-3.6%	44,683	11,370	25.4%
Total Service Miles		370,877	377,160	(6,283)	-1.7%	305,970	64,907	21.2%
Non-Route Miles		8,477	205	8,272	4035.1%	3,201	5,276	164.8%
Total Miles		379,354	377,365	1,989	0.5%	309,171	70,183	22.7%
Revenue Hours		23,855	23,708	146	0.6%	18,652	5,203	27.9%
Service Hours		27,876	27,212	664	2.4%	21,428	6,448	30.1%

# System Summary- Sun Van



Year to Date	July YTD		Variance		July YTD Budget	Variance	
	2025	Current Year	Prior Year	Amount	Percent	Amount	Percent
<b>Ridership</b>							
Weekday		39,695	38,671	1024	3%		
Saturday		2,694	2,645	49	2%		
Sunday		2,581	2,448	133	5%		
Holiday		539	430	109	25%		
<b>Total Passengers</b>		45,509	44,194	1,315	3.0%		
<b>Total Booked Passengers</b>		63,825	61,315	2,510	4.1%	51,330	12,495 24.3%
Missed Trips		1	0	1	0.0%	-	1 0.0%
Cancellations		14,511	12,808	1,703	13.3%	11,630	2,881 24.8%
No Shows		3,804	4,313	(509)	-11.8%	2,780	1,024 36.8%
<b>Total Passengers</b>		45,509	44,194	1,315	3.0%	36,920	8,589 23.3%
ADA Passengers		42,129	41,345	784	1.9%		
Optional ADA		3,380	2,849	531	18.6%		
Percentage of Optional		7.4%	6.4%				
<b>Trips</b>							
ADA Trips		38,971	38,270	701	1.8%		
Optional ADA Trips		3,111	2,657	454	17.1%		
<b>Total Trips</b>		42,082	40,927	1,155	2.8%	262,600	(220,518) -84.0%
<b>Expenses</b>							
<b>Total Expenses</b>	\$	1,645,134	\$	2,024,459	\$	(379,325)	-18.7%
<b>Miles</b>							
Revenue Miles		314,824	319,029	(4,205)	-1.3%	234,400	80,424 34.3%
Deadhead Miles		56,053	58,131	(2,078)	-3.6%	42,800	13,253 31.0%
Total Service Miles		370,877	377,160	(6,283)	-1.7%	277,200	93,677 33.8%
Non-Route Miles		8,477	205	8,272	4035.1%	1,800	6,677 370.9%
<b>Total Miles</b>		379,354	377,365	1,989	0.5%	279,000	100,354 36.0%
<b>Revenue Hours</b>		23,855	23,708	146	0.6%	16,700	7,155 42.8%
<b>Service Hours</b>		27,876	27,212	664	2.4%	19,200	8,676 45.2%



## Expenses – Sun Van



Month to Date	July		Variance		Monthly Budget	Variance	
	2025	Current Year	Prior Year	Amount	Percent	Amount	Percent
OPERATOR WAGES	\$	726,628	\$ 728,252	\$ 1,624	0.2%	\$ 663,288	\$ (63,340) -9.5%
OTHER BU WAGES		122,920	309,393	186,472	60.3%	101,883	(21,037) -20.6%
SALARIES		100,143	120,753	20,611	17.1%	84,583	(15,559) -18.4%
FRINGE BENEFITS		369,438	285,843	(83,595)	-29.2%	584,620	215,182 36.8%
SERVICES		45,417	273,746	228,329	83.4%	76,942	31,525 41.0%
CONTRACT VEHICLE MAINT.		175,145	166,207	(8,938)	-5.4%	162,083	(13,062) -8.1%
UTILITIES		11,974	4,467	(7,507)	-168.0%	18,075	6,101 33.8%
MATERIALS AND SUPPLIES		5,279	12,064	6,786	56%	9,725	4,446 45.7%
UNLEADED FUEL		88,190	123,734	35,544	28.7%	200,393	112,202 56.0%
CAPITAL OUTLAY		-	-	-	0.0%	-	- 0.0%
LIABILITY INSURANCE		-	-	-	0.0%	46,250	46,250 100.0%
TOTAL EXPENSES	\$	1,645,134	\$ 2,024,459	\$ 379,325	18.7%	\$ 1,947,843	\$ 302,708 15.5%

Year to Date	July YTD		Variance		YTD	Variance						
	Current Year	Prior Year	Amount	Percent	Budget	Amount	Percent					
OPERATOR WAGES	\$	726,628	\$	728,252	\$	1,624	0.2%	\$	7,959,460	\$	7,232,832	90.9%
OTHER BU WAGES		122,920		309,393		186,472	60.3%		1,222,600		1,099,680	89.9%
SALARIES		100,143		120,753		20,611	17.1%		1,015,000		914,858	90.1%
FRINGE BENEFITS		369,438		285,843		(83,595)	-29.2%		7,015,440		6,646,002	94.7%
SERVICES		45,417		273,746		228,329	83.4%		923,300		877,883	95.1%
CONTRACT VEHICLE MAINT.		175,145		166,207		(8,938)	-5.4%		1,945,000		1,769,855	91.0%
UTILITIES		11,974		4,467		(7,507)	-168.0%		216,900		204,926	94.5%
MATERIALS AND SUPPLIES		5,279		12,064		6,786	56.2%		116,700		111,421	95.5%
UNLEADED FUEL		88,190		123,734		35,544	28.7%		2,404,710		2,316,520	96.3%
CAPITAL OUTLAY		-		-		-	0.0%		-		-	0.0%
LIABILITY INSURANCE		-		-		-	0.0%		555,000		555,000	100.0%
TOTAL EXPENSES	\$	1,645,134	\$	2,024,459	\$	379,325	18.7%	\$	23,374,110	\$	21,728,976	93.0%

Month to Date	July		Variance	
	2025	Current Year	Prior Year	Amount      Percent
<b>Ridership</b>				
Weekday		1,660	1,776	(116)      -6.5%
Saturday		364	215	149      69.3%
Sunday		265	172	93      54.1%
Holiday		55	46	9      19.6%
<b>Total Passengers</b>		<b>2,344</b>	<b>2,209</b>	<b>135      6.1%</b>
<b>Ridership</b>				
<b>Total Demand</b>		<b>3,396</b>	<b>3,377</b>	<b>19      0.6%</b>
Missed Trips		-	-	-      0.0%
Cancellations		962	1,093	(131)      -12.0%
No Shows		90	75	15      20.0%
<b>Total Passengers</b>		<b>2,344</b>	<b>2,209</b>	<b>135      6.1%</b>
<b>Trips</b>				
<b>Total Trips</b>		<b>1,959</b>	<b>1,874</b>	<b>85      4.5%</b>
<b>Miles</b>				
Revenue Miles		9,449	9,577	(128)      -1.3%
Deadhead Miles		1,852	1,813	39      2.1%
<b>Total Service Miles</b>		<b>11,300</b>	<b>11,390</b>	<b>(90)      -0.8%</b>
Non-Route Miles		-25	249	(274)      -109.9%
<b>Total Miles</b>		<b>11,276</b>	<b>11,639</b>	<b>(363)      -3.1%</b>
<b>Revenue Hours</b>		<b>909</b>	<b>773</b>	<b>136      17.6%</b>
<b>Service Hours</b>		<b>1,074</b>	<b>923</b>	<b>151      16.4%</b>

Year to Date	June YTD		Variance	
	2025	Current Year	Prior Year	Amount      Percent
<b>Ridership</b>				
Weekday		1,660	1,776	(116)      -6.5%
Saturday		364	215	149      69.3%
Sunday		265	172	93      54.1%
Holiday		55	46	9      19.6%
<b>Total Passengers</b>		<b>2,344</b>	<b>2,209</b>	<b>135      6.1%</b>
<b>Total Demand</b>				
		3,396	3,377	19      0.6%
Missed Trips		-	-	-      0.0%
Cancellations		962	1,093	(131)      -12.0%
No Shows		90	75	15      20.0%
<b>Total Passengers</b>		<b>2,344</b>	<b>2,209</b>	<b>135      6.1%</b>
<b>Trips</b>				
<b>Total Trips</b>		<b>1,959</b>	<b>1,874</b>	<b>85      4.5%</b>
<b>Miles</b>				
Revenue Miles		9,449	9,577	(128)      -1.3%
Deadhead Miles		1,852	1,813	39      2.1%
Total Service Miles		11,300	11,390	(90)      -0.8%
Non-Route Miles		-25	249	(274)      -109.9%
<b>Total Miles</b>		<b>11,276</b>	<b>11,639</b>	<b>(363)      -3.1%</b>
<b>Revenue Hours</b>		<b>909</b>	<b>773</b>	<b>136      17.6%</b>
<b>Service Hours</b>		<b>1,074</b>	<b>923</b>	<b>151      16.4%</b>



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

SUN TRAN CUSTOMER INFORMATION CENTER	
July 2025	
Total Service Reports:	341
Inquiries	34
Compliments	27
Complaints	273
Chargeable	52
Non-chargeable	214
Pending/Incomplete	14

SUN VAN CUSTOMER INFORMATION CENTER	
July 2025	
Total Calls/E-mails Received	50
Inquiries	0
Compliments	10
Complaints	39
Non-Chargeable	9
Chargeable	31
Pending/Incomplete	0

SUN LINK CUSTOMER INFORMATION CENTER	
July 2025	
Total Calls & Emails Received	13
Inquiries	9
Compliments	0
Complaints	4
Non-Chargeable	1
Chargeable	3
Pending/Incomplete	0

ON DEMAND CUSTOMER INFORMATION CENTER	
July 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 traing.
<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.