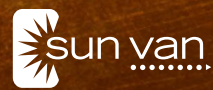
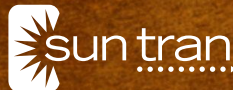


MONTHLY OPERATIONS REPORT

September 2025



Sun Tran Celebration

Sun Tran's 50th Anniversary Celebration at Ronstadt Transit Center

Sun Tran invited riders, families, and community members to join its final 50th Anniversary celebration on Friday, September 20, at the historic Ronstadt Transit Center. The celebration featured food trucks serving hamburgers and hot dogs, plus cupcakes for dessert. Attendees also enjoyed face painting, games, and the chance to win limited-edition Sun Tran merchandise. To commemorate this milestone, Mayor Regina Romero, Director of Transportation and Mobility Sam Credio, and Sun Tran General Manager Mikel Oglesby delivered remarks highlighting Sun Tran's history and success in the city of Tucson. During her speech, Mayor Romero honored several dedicated employees, including bus operators who have served the community for nearly 50 years. In addition, Sun Tran's mascot, **Sunny Sun Tran**, made an appearance, taking photos and greeting guests throughout the event.

To learn more about Sun Tran and Tucson's transit history, visit **[SunTran.com/About](https://www.suntran.com/About)**, where you can explore a timeline featuring images dating from the 1800s to 2024. Thank you everyone for celebrating 50 years of moving Tucson.



September 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 September 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](https://www.suntran.com) or by emailing SunTranMarketing@tucsonaz.gov.

In the Community

Sun Tran and Emerge Support Survivors Through Stuff-the-Bus

Since 2019, Sun Tran and Emerge Center Against Domestic Abuse have partnered to host annual Stuff-the-Bus events to collect essential supplies for program participants. In September the latest Stuff-the-Bus event took place at Walmart on Speedway Boulevard and Kolb Road. Thanks to the generosity of the Tucson community, the event collected over \$4,000 in cash and supplies. Each year, this donation drive gathers hundreds of basic-need items, along with toys, clothing, and other gifts for Emerge's Holiday House event in December.

Also, during Emerge's 50th Anniversary Celebration on September 28, Sun Tran was honored with an award recognizing its ongoing partnership and commitment to supporting survivors and strengthening the Tucson community. By collaborating with local organizations, Sun Tran helps meet community needs beyond transportation.



Sun Van Celebrating Quincie Douglas Library's 20th Anniversary

On September 26, Sun Van participated in the Quincie Douglas Library's 20th Anniversary Celebration, which also featured a community health fair held in honor of Quincie Douglas. Sun Van staff shared important information with attendees about paratransit services in Tucson and how to determine eligibility. Visitors also had the opportunity to explore a special timeline displayed on a Sun Van vehicle, highlighting Quincie Douglas' legacy as the founder of L.I.F.T.S (Low Income Free Transportation Service). L.I.F.T.S. provided essential transportation for seniors and individuals with disabilities before being adopted by the City of Tucson – evolving into the service now known as Sun Van. To be eligible to ride Sun Van, individuals need to apply at the City of Tucson's ADA Eligibility Office, visit [Suntran.com/sunvan](https://www.suntran.com/sunvan) for more information.

Public Outreach & Safety Meeting

Route 22 Public Outreach Meetings

In September, Sun Tran hosted a series of public input meetings regarding the proposed discontinuation of Route 22. Between September 2 and September 12, eight in-person meetings and two virtual meetings were held across Tucson. During these meetings, community members had the opportunity to share their input on the proposed changes. Sun Tran staff also presented alternative route options available to riders if the proposed change is implemented.

Those who were unable to attend can watch a recording of one of the virtual meetings at [SunTran.com](https://www.suntran.com). Public feedback will be presented to the Mayor and Council on October 21, 2026.

Safety Meeting Highlights

Sun Tran operators attended a quarterly Safety Meeting on September 23 and 24, where they received important updates and refresher trainings. During the meeting, Assistant General Manager Sabrina H. presented recent customer service statistics, including the number and types of complaints received, to help improve rider experience. Operators also learned about upcoming route scheduling changes, and received refresher training on Safe Place procedures, which guide employees on how to assist a child in need of help. In addition, they participated in Human Trafficking Awareness training, discussing how transit professionals can play a role in identifying and preventing trafficking. These ongoing training reinforce Sun Tran's commitment to providing a safe and welcoming transit environment for everyone.

September CDL Graduates

7 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](https://www.suntran.com/opportunities).

Recruitment		
	New Hires	Promotions
Sun Tran	8- Coach Operator (s) 1 – Supervisor/Dispatch 1 – HR Admin Assistant 1 – HR Technician Recruiter 1 – Mechanic	0- Promotions
Sun Link	0- New Hires	0- Promotions
Sun Van	1 - Van Operator Trainees 1- Reservationist	6 - Van Operator Trainee to Full Time Van Operator

STATS

 **sun tran** **-2.38%**
Year to Year Ridership

September 2024 - 1,432,898

September 2025 - 1,399,155



 **LINK** **-21.14%**
Year to Year Ridership

September 2024 - 197,604

September 2025 - 159,812



 **sun van** **+0.86%**
Year to Year Ridership

September 2024 - 45,876

September 2025 - 46,274



 **ON DEMAND** **+24.35%**
Year to Year Ridership

September 2024 - 2,081

September 2025 - 2,658



86.42%

On time performance



Passengers per Revenue Hour:

28.44

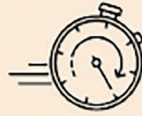
24

Customer Compliments



84%

On time performance



Passengers per Revenue Hour:

104.66



85.36%

On time performance



Passengers per Revenue Hour:

1.91



74.95%

On time performance



Trips Booked through App:

66.48%



TRANSIT STARS



Mark G., Coach Operator

“He was very polite, careful and friendly. Thank you for caring about passengers safety.”



Charlotte A. D., Coach Operator

“I was catching my breath at the bus stop and she came over to me asking if I was boarding the bus. Then she was nice to lower the ramp for me.”



Yesenia Smith, Reservationist

“I wanted to express my appreciation for Yesenia. She did a great job in assisting me with booking my rides making everything go smoothly.”



Paul W., Coach Operator

“I asked the drive for help since I was a little lost trying to get near Stone Avenue. I forgot to pull the string for my stop but the driver remembered and told me this was my stop. Thank you so much for helping me!”



Jamie Wood, Sun Van Driver

“He was very professional and positioned the ramp close to the curb making it easier for me to board the van. Thanks so much.”



Rafael Coreas, Sun Van Driver

“He was very kind. I appreciate him for calling five minutes before my pick up time, and for assisting with my seatbelt.”

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	1,399,155	1,432,898	4,087,413	4,186,866
2	Passenger per Revenue Mile	2.37	2.43	2.25	1.69
3	Passenger per Revenue Hour	28.44	30.15	27.15	20.89
4	Cost per Passenger	\$ 4.82	\$ 3.28	\$ 4.18	\$ 3.79
5	Cost per Revenue Mile	\$ 11.43	\$ 7.98	\$ 9.42	\$ 6.39
6	Cost per Revenue Hour	\$ 137.16	\$ 98.91	\$ 113.38	\$ 79.15
7	Miles Between Road Calls	15,542	17,850	16,318	22,728
8	Miles Between Bus Inspections	5,855	5,938	5,818	5,986
9	Vehicle Accidents per 100,000 Miles	0	0.30	0.09	0.39
10	Complaints per 100,000 Passengers	24.09	13.82	22.63	15.17
11	Vehicles Operated in Maximum Service	145	142	145	143

System Summary - Sun Tran



Month to Date		September		Variance		September	Variance	
2025	Current	Prior Year	Amount	Percent	Budget	Amount	Percent	
RIDERSHIP								
Weekday	1,171,380	1,175,640	\$ (4,260)	-0.4%	1,073,241	(98,139)	-9.1%	
Saturday	112,552	118,916	(6,364)	-5.4%	204,427	91,875	44.9%	
Sunday	89,932	113,320	(23,388)	-20.6%	204,427	114,495	56.0%	
Holiday	25,291	25,022	269	1.1%	51,107	25,816	50.5%	
Total Route Passengers	1,399,155	1,432,898	(33,743)	-2.4%	1,533,201	134,046	8.7%	
Expenses								
Total Expenses	\$ 6,748,454	\$ 4,701,717	(2,046,737)	-43.5%	\$ 5,237,168	\$ (1,511,287)	-28.9%	
Miles								
Revenue Miles	590,599	589,062	1,537	0.3%	617,544	26,945	4.4%	
Deadhead Miles	66,153	63,788	2,365	3.7%	68,306	2,153	3.2%	
Total Service Miles	656,752	652,849	3,902	0.6%	685,850	29,098	4.2%	
Non-Route Miles	34,577	10,049	24,529	244.1%	7,325	(27,252)	-372.0%	
Total Miles	691,329	662,898	28,431	4.3%	693,175	1,846	0.3%	
Revenue Hours	49,202	47,533	1,669	3.5%	51,526	2,324	4.5%	
Service Hours	52,463	50,720	1,743	3.4%	54,937	2,474	4.5%	
Year to Date		September YTD		Variance		September YTD	Variance	
	Current	Prior Year	Amount	Percent	Budget	Amount	Percent	
Ridership								
Weekday	3,390,435	3,486,190	(95,755)	-2.7%	3,049,076	(341,359)	-11.2%	
Saturday	362,255	373,584	(11,329)	-3.0%	623,159	260,904	41.9%	
Sunday	285,360	279,808	5,552	2.0%	623,159	337,799	54.2%	
Holiday	49,363	47,284	2,079	4.4%	92,868	43,505	46.8%	
Total Route Passengers	4,087,413	4,186,866	(99,453)	-2.4%	4,388,262	300,849	6.9%	
Expenses								
Total Expenses	\$ 17,072,174	\$ 15,865,182	\$ (1,206,992)	-7.6%	15,711,503	(1,360,671)	-8.7%	
Miles								
Revenue Miles	1,812,868	1,843,479	(30,612)	-1.7%	1,856,921	44,053	2.4%	
Deadhead Miles	201,436	200,503	933	0.5%	204,575	3,139	1.5%	
Total Service Miles	2,014,304	2,043,983	(29,679)	-1.5%	2,061,496	47,192	2.3%	
Non-Route Miles	95,692	31,186	64,506	206.8%	21,975	(73,717)	-335.5%	
Total Miles	2,109,996	2,075,169	34,827	1.7%	2,083,471	(26,525)	-1.3%	
Revenue Hours	150,568	148,801	1,767	1.2%	154,188	3,620	2.3%	
Service Hours	160,053	158,802	1,252	0.8%	164,379	4,326	2.6%	

Route Ridership – Sun Tran



FIXED ROUTE		Ridership				
		Weekdays	Saturdays	Sundays	Holiday	Totals
1	GLENN/SWAN	33,789	2,576	2,608	811	39,784
2	CHERRYBELL	31,248	2,944	1,528	406	36,126
3	6TH STREET / WILMOT	51,156	3,584	2,712	568	58,020
4	SPEEDWAY	91,602	10,076	7,568	2,050	111,296
5	PIMA STREET / WEST SPEEDWAY	24,549	1,600	1,200	378	27,727
6	EUCLID/ NORTH FIRST AVENUE	51,009	5,860	3,524	1,014	61,407
7	22ND STREET	52,605	4,364	3,056	911	60,936
8	BROADWAY	95,214	12,164	9,388	2,693	119,459
9	GRANT ROAD	46,053	3,556	3,024	901	53,534
10	FLOWING WELLS	30,114	2,340	2,132	596	35,182
11	ALVERNON	95,823	8,660	7,356	2,011	113,850
12	10TH / 12TH AVENUE	41,811	3,056	4,164	1,148	50,179
15	CAMPBELL AVENUE	25,872	2,008	1,656	451	29,987
16	ORACLE / INA	139,125	15,576	14,044	4,197	172,942
17	COUNTRY CLUB / 29TH STREET	75,390	5,956	5,316	1,555	88,217
19	STONE	25,431	2,924	1,680	370	30,405
21	WEST CONGRESS / SILVERBELL	11,739	1,540	1,260	352	14,891
22	GRANDE	4,074	400	372	109	4,955
23	MISSION ROAD	32,403	2,992	2,288	707	38,390
25	S. PARK AVENUE	34,293	3,844	2,648	792	41,577
26	BENSON HIGHWAY	20,832	1,720	1,612	476	24,640
27	MIDVALE PARK	19,824	1,912	1,644	431	23,811
29	VALENCIA	36,813	3,440	2,772	837	43,862
34	CRAYCROFT / FT LOWELL	55,440	4,720	3,764	988	64,912
37	PANTANO	12,558	1,152	1,020	289	15,019
61	LA CHOLLA	9,933	1,444	784	178	12,339
62	INA RD.	17,304	2,144	812	72	20,332
AVERAGE TOTAL		1,166,004	112,552	89,932	25,291	1,393,779
EXPRESS ROUTE						
101X	GOLF LINKS EXPRESS	861				
102X	INA ROAD EXPRESS	315				
103X	OLDFATHER EXPRESS	315				
104X	MARANA EXPRESS	252				
105X	SUNRISE EXPRESS	420				
107X	ORO VALLEY/DOWNTOWN EXPRESS	462				
108X	BROADWAY EXPRESS	525				
109X	TANQUE VERDE EXPRESS	504				
110X	RITA RANCH/DOWNTOWN EXPRESS	609				
203X	ORO VALLEY/AEROPARK EXPRESS	504				
204X	NW / AEROPARK EXPRESS	609				
AVERAGE TOTAL		5,376				5,376
TOTAL S		1,171,380	112,552	89,932	25,291	1,399,155

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	29.6	2.2	26.8	24.9	1.8	21.5	23.8	1.7	20.4	29.8	2.1	25.4
2 CHERRYBELL	33.6	2.6	24.0	37.0	2.5	23.0	21.5	1.5	13.7	22.8	1.6	14.5
3 6TH STREET / WILMOT	31.8	2.1	39.3	22.5	1.5	28.0	20.7	1.4	26.1	17.6	1.2	21.9
4 SPEEDWAY	38.2	2.7	35.2	44.5	3.2	40.6	38.8	2.8	35.7	42.0	3.0	38.7
5 PIMA STREET / WEST SPEEDWAY	26.9	1.8	22.5	20.4	1.2	14.8	15.8	0.9	11.5	20.0	1.2	14.6
6 EUCLID/ NORTH FIRST AVENUE	51.1	4.0	25.3	52.1	4.1	25.7	59.5	4.6	29.4	69.1	5.2	33.8
7 22ND STREET	37.6	2.0	29.1	48.8	2.6	36.4	39.1	2.1	29.4	46.7	2.5	35.0
8 BROADWAY	45.9	3.2	35.4	40.7	2.6	28.7	39.3	2.7	29.3	45.3	3.1	33.7
9 GRANT ROAD	27.2	1.8	23.3	36.1	2.2	29.6	34.0	2.1	28.0	40.2	2.5	33.4
10 FLOWING WELLS	39.8	2.6	23.1	34.9	2.2	19.5	34.0	2.2	19.0	37.1	2.4	21.3
11 ALVERNON	44.1	2.9	36.5	46.4	2.8	36.1	40.7	2.5	31.7	44.4	2.7	34.7
12 10TH / 12TH AVENUE	39.4	2.9	62.2	35.8	2.2	47.8	52.9	3.4	74.4	60.0	3.8	82.0
15 CAMPBELL AVENUE	27.1	0.0	20.2	24.4	1.4	16.7	23.0	1.3	15.9	25.1	1.5	17.4
16 ORACLE / INA	63.4	5.3	54.3	44.2	3.5	36.1	51.1	4.0	41.8	60.9	4.8	50.0
17 COUNTRY CLUB / 29TH STREET	36.7	0.0	56.1	33.9	2.0	49.6	34.9	2.1	51.1	41.3	2.4	59.8
19 STONE	50.6	3.9	19.2	38.6	3.0	14.6	41.1	3.0	15.0	37.0	2.7	13.2
21 WEST CONGRESS / SILVERBELL	23.9	1.7	9.6	17.9	1.2	6.4	16.3	1.1	5.8	18.3	1.2	6.5
22 GRANDE	14.8	0.0	3.2	15.2	1.0	3.2	15.6	1.0	3.3	18.7	1.2	3.9
23 MISSION ROAD	30.0	2.1	23.7	34.5	2.3	26.7	25.6	1.7	19.8	31.7	2.1	24.4
25 S. PARK AVENUE	37.4	2.6	24.4	24.7	1.6	15.0	34.0	2.2	20.7	40.7	2.6	24.8
26 BENSON HIGHWAY	29.9	1.4	16.3	25.2	1.2	13.5	24.9	1.2	13.5	29.8	1.4	15.9
27 MIDVALE PARK	24.0	1.3	15.2	24.8	1.3	15.0	22.2	1.2	13.7	22.9	1.2	14.4
29 VALENCIA	17.9	1.2	20.2	21.8	1.4	23.9	21.6	1.4	23.9	26.1	1.6	28.9
34 CRAYCROFT / FT LOWELL	34.4	2.4	30.7	45.5	3.1	39.3	41.5	2.8	36.2	43.8	3.0	38.0
37 PANTANO	17.8	1.1	10.9	14.6	0.8	8.7	13.2	0.8	8.0	15.0	0.9	9.0
61 LA CHOLLA	18.9	0.0	8.5	29.2	1.6	12.9	17.0	0.9	7.5	16.0	0.9	6.9
62 INA RD.	28.3	0.0	13.1	41.1	2.2	18.5	16.7	0.8	7.0	5.8	0.3	2.5
AVERAGE TOTAL	35.8	2.8	27.6	35.1	2.3	24.7	32.7	2.1	23.7	38.1	2.4	26.9
EXPRESS ROUTE												
101X GOLF LINKS EXPRESS	17.3	0.8	10.3									
102X INA ROAD EXPRESS	7.4	0.3	7.5									
103X OLDFATHER EXPRESS	6.6	0.4	7.5									
104X MARANA EXPRESS	11.8	0.4	6.0									
105X SUNRISE EXPRESS	10.8	0.7	10.0									
107X ORO VALLEY/DOWNTOWN EXPRESS	6.9	0.3	5.5									
108X BROADWAY EXPRESS	19.0	1.0	12.5									
109X TANQUE VERDE EXPRESS	15.5	0.9	12.0									
110X RITA RANCH/DOWNTOWN EXPRESS	10.1	0.4	7.3									
203X ORO VALLEY/AEROPARK EXPRESS	4.6	0.1	6.0									
204X NW / AEROPARK EXPRESS	5.4	0.2	4.8									
AVERAGE TOTAL	8.8	0.4	7.5									

Expenses – Sun Tran



Month to Date	September		Variance		September		Variance	
	2025	Current	Prior Year	Amount	Percent	Budget	Amount	Percent
OPERATOR WAGES	\$	1,941,449	\$ 1,730,759	\$ (210,690)	-12.2%	1,687,675	(253,774)	-15.0%
MAINTENANCE WAGES		478,985	366,496	(112,489)	-30.7%	99,667	(379,318)	-380.6%
SALARIES		541,671	537,225	(4,447)	-0.8%	425,663	(116,008)	-27.3%
FRINGE BENEFITS		1,210,664	1,342,990	132,326	9.9%	1,630,560	419,896	25.8%
SERVICES		1,103,315	17,342	(1,085,973)	-6262.3%	619,750	(483,565)	-78.0%
UTILITIES		78,019	91,579	13,560	14.8%	93,458	15,439	16.5%
VEHICLE MAINTENANCE		564,043	233,191	(330,852)	-141.9%	208,333	(355,710)	-170.7%
MATERIALS AND SUPPLIES		89,667	33,174	(56,493)	-170.3%	66,975	(22,692)	-33.9%
CNG FUEL		140,220	132,718	(7,502)	-5.7%	126,345	(13,875)	-11.0%
DIESEL FUEL		212,291	135,043	(77,247)	-57.2%	133,324	(78,967)	-59.2%
UNLEADED FUEL		12,790	13,273	483	3.6%	14,167	1,377	9.7%
ELECTRICITY FUEL		9,417	9,632	214	2.2%	13,750	4,333	31.5%
CAPITAL OUTLAY								
INSURANCE		332,195		(332,195)		108,333	(223,861)	-206.6%
LABOR CREDITS/EXP TRANSFERS		33,729	58,296	24,567	42.1%	9,167	(24,562)	-268.0%
Total Expenses	\$	6,748,454	\$ 4,701,717	\$ (1,836,047)	-39.1%	5,237,168	\$ (1,511,287)	-28.9%

Year to Date	September YTD		Variance		Annual Budget	Budget Balance					
	Current Year	Prior Year	Amount	Percent		Amount	Percent				
OPERATOR WAGES	\$	5,675,342	\$	5,500,069	\$	(175,273)	-3.2%	\$	20,252,100	14,576,758	72.0%
MAINTENANCE WAGES		1,385,854		1,163,028		(222,827)	-19.2%		1,196,000	(189,854)	-15.9%
SALARIES		1,565,445		1,716,719		151,274	8.8%		5,107,960	3,542,515	69.4%
FRINGE BENEFITS		3,650,635		3,764,908		114,273	3.0%		19,566,721	15,916,086	81.3%
SERVICES		1,917,931		1,326,573		(591,358)	-44.6%		7,437,000	5,519,069	74.2%
UTILITIES		245,837		254,019		8,182	3.2%		1,121,500	875,663	78.1%
VEHICLE MAINTENANCE		1,191,015		1,043,539		(147,476)	-14.1%		2,500,000	1,308,985	52.4%
MATERIALS AND SUPPLIES		182,932		198,930		15,999	8.0%		803,700	620,769	77.2%
CNG FUEL		419,023		405,747		(13,276)	-3.3%		1,516,140	1,097,117	72.4%
DIESEL FUEL		405,240		357,992		(47,249)	-13.2%		1,599,890	1,194,650	74.7%
UNLEADED FUEL		36,297		44,129		7,832	17.7%		170,000	133,703	78.6%
ELECTRICITY FUEL		30,699		31,232		533			165,000	134,301	81.4%
CAPITAL OUTLAY											
INSURANCE		332,195				(332,195)			1,300,000	967,805	74.4%
LABOR CREDITS/EXP TRANSFERS		33,729		58,296		24,567	42.1%		110,000	76,271	69.3%
Total Expenses	\$	17,072,174	\$	15,865,182	\$	(1,206,992)	-7.6%	\$	62,846,011	45,773,837	72.8%

System Summary – Electric Bus



Month to Date	September		Variance		September	Variance	
	2025	Current	Prior Year	Amount Percent	Budget	Amount	Percent
Expenses							
Vehicle Maintenance	\$	-	-	\$ - 0.0%	-	-	0%
Services		22,185	-	(22,185) 0.0%	833	(21,352)	-2562%
Materials & Supplies		-	-	- 0.0%	-	-	0%
Electricity		9,417	9,632	214 2.2%	13,750	4,333	32%
Total Expenses		31,602	9,632	(21,971) -228.1%	14,583	(17,019)	-117%
Miles							
Total Miles		19,535	19,092	(443) -2%			
KWH							
		26,860	23,147	(3,713) -16%			

Year to Date	September YTD		Variance		September YTD	Variance	
	Current	Prior Year	Amount	Percent	Budget	Amount	Percent
Expenses							
Vehicle Maintenance	\$	-	-	\$ - 0.0%	0	0	0%
Services		30,659	-	(30,659) 0.0%	10,000	(20,659)	-207%
Materials & Supplies		-	-	- 0.0%	-	-	0%
Electricity		30,698	31,232	534 1.7%	165,000	134,302	81%
Total Expenses		61,358	31,232	(30,125) -96.5%	175,000	113,643	65%
Miles							
Total Miles		63,189	62,001	(1,188) -2%			
KWH							
		78,241	77,793	(448) -1%			

System Indicator		Current Month	Prior Year	FY26 YTD	FY25 YTD
1.	Ridership	159,812	197,604	336,230	378,888
2.	Passengers per Revenue Mile	13.96	13.69	7.86	8.08
3.	Passengers per Revenue Hour	104.66	102.47	59.11	60.71
4.	Cost per Passenger	3.05	1.59	3.83	3.21
5.	Cost per Revenue Mile	42.63	21.70	30.12	25.93
6.	Cost per Revenue Hour	319.60	162.48	226.43	194.76
7.	Miles Between Streetcar Inspection	953.00	943.00	952.67	963.00
8.	Total Preventable Accidents per 100,000 Miles	-	-	2.30	2.10
9.	Total Complaints per 100,000 Passengers	3.13	2.53	1.49	1.32

System Summary – Sun Link



Month to Date	September		Variance		September		Variance	
	2025	Current	Prior Year	Amount	Percent	Budget	Amount	Percent
Ridership								
WEEKDAYS		130,916	162,421	(31,505)	-19.4%	164,045	(33,129)	-20.2%
SATURDAY		19,773	22,492	(2,719)	-12.1%	22,717	(2,944)	-13.0%
SUNDAY		7,458	10,700	(3,242)	-30.3%	10,807	(3,349)	-31.0%
HOLIDAY		1,665	1,991	(326)	-16.4%	2,011	(346)	-17.2%
Total Route Passengers		159,812	197,604	(37,792)	-19.1%	199,580	(39,768)	-19.9%

Expenses								
Total Expenses		\$488,032	\$313,344	\$ 174,688	55.7%	\$ 313,344	\$ 174,688	55.7%

Miles								
Revenue Miles		11,448	14,438	(2,990)	-20.7%	14,438	(2,990)	-20.7%
Deadhead Miles		240	240	-	0.0%	240	-	0.0%
Total Service Miles		11,688	14,678	(2,990)	-20.4%	14,678	(2,990)	-20.4%

Revenue Hours		1,527	1,929	(402)	-20.8%	1,929	(402)	-20.8%
Service Hours		1,557	1,959	(402)	-20.5%	1,959	(402)	-20.5%

Year to Date	September		Variance YTD		September YTD		Variance YTD	
		Current	Prior Year	Amount	Percent	Budget	Amount	Percent
Ridership								
WEEKDAYS		270,606	305,943	(35,337)	-11.6%	309,002	(38,396)	-12.4%
SATURDAY		43,027	49,386	(6,359)	-12.9%	49,880	(6,853)	-13.7%
SUNDAY		19,092	19,686	(594)	-3.0%	19,883	(791)	-4.0%
HOLIDAY		3,505	3,873	(368)	-9.5%	3,912	(407)	-10.4%
Total Route Passengers		336,230	378,888	(42,658)	-11.3%	382,677	(46,447)	-12.1%

Expenses								
Total Expenses	\$	1,287,957	\$1,215,406	\$ 72,551	6.0%	\$ 1,215,406	\$ 72,551	6.0%

Miles								
Revenue Miles		42,755	46,870	(4,115)	-8.8%	46,870	(4,115)	-8.8%
Deadhead Miles		736	736	-	0.0%	736	-	0.0%
Total Service Miles		43,491	47,606	(4,115)	-8.6%	47,606	(4,115)	-8.6%

Revenue Hours		5,688	6,241	(553)	-8.9%	6,241	(553)	-8.9%
Service Hours		5,780	6,333	(553)	-8.7%	6,333	(553)	-8.7%

Expenses – Sun Link



Month to Date	2025	September Current	Prior Year	Variance Amount	Percent	Monthly Budget	Variance Amount	Percent
OPERATOR WAGES		\$84,956.59	\$74,223.34	(\$10,733.25)	-14.5%	\$74,223.34	(\$10,733.25)	-14.5%
MAINTENANCE WAGES		47,968	29,590	(18,379)	-62.1%	29,590	(18,379)	-62.1%
SALARIES		74,978	77,122	2,144	2.8%	77,122	2,144	2.8%
FRINGE BENEFITS		80,014	63,225	(16,789)	-26.6%	63,225	(16,789)	-26.6%
SERVICES		89,314	32,346	(56,968)	-176.1%	32,346	(56,968)	-176.1%
UTILITIES		34,652	17,204	(17,448)	-101.4%	17,204	(17,448)	-101.4%
VEHICLE MAINTENANCE		26,890	2,157	(24,733)	-1146.6%	2,157	(24,733)	-1146.6%
MATERIALS AND SUPPLIES		5,875	7,097	1,222	17.2%	7,097	1,222	17.2%
FUEL-ELECTRICITY		18,255	10,381	(7,875)	-75.9%	10,381	(7,875)	-75.9%
CAPITAL OUTLAY		-	-	-	0.0%	-	-	0.0%
INSURANCE		25,128	-	(25,128)	0.0%	-	(25,128)	0.0%
TOTAL EXPENSES		\$488,031.56	\$313,343.94	(\$174,687.62)	-55.7%	\$313,343.94	(\$174,687.62)	-55.7%

Year to Date	September Current Year	Prior Year	Variance Amount	Percent	Annual Budget	Budget Variance Amount	Percent
OPERATOR WAGES	\$249,523.27	\$258,366.55	\$8,843.28	3.4%	\$1,086,155.55	\$836,632.28	77.0%
MAINTENANCE WAGES	143,742	112,469	(31,273)	-27.8%	447,360	303,618	67.9%
SALARIES	212,314	268,304	55,991	20.9%	1,121,204	908,890	81.1%
FRINGE BENEFITS	241,000	197,558	(43,442)	-22.0%	858,407	617,407	71.9%
SERVICES	183,309	175,872	(7,437)	-4.2%	812,212	628,903	77.4%
UTILITIES	71,653	48,995	(22,658)	-46.2%	177,669	106,016	59.7%
VEHICLE MAINTENANCE	41,959	67,630	25,671	38.0%	287,145	245,186	85.4%
MATERIALS AND SUPPLIES	11,845	26,890	15,045	55.9%	117,683	105,838	89.9%
FUEL-ELECTRICITY	57,226	59,322	2,096	3.5%	206,447	149,221	72.3%
CAPITAL OUTLAY	-	-	-	0.0%	72,205	72,205	100.0%
INSURANCE	75,385	-	(75,385)	0.0%	294,994	219,609	74.4%
TOTAL EXPENSES	\$1,287,956.58	\$1,215,405.98	(\$72,550.60)	-6.0%	\$5,481,483.02	\$4,193,526.44	76.5%

Performance Indicators – Sun Van



System Indicator		Current Month	Prior Year	FY26 YTD	FY25 YTD
1.	Ridership	46,274	45,876	138,517	137,319
2.	Demand	65,433	63,304	194,198	189,478
3.	Cancellations	14,724	12,741	43,218	38,314
4.	No-Shows	4,435	4,687	12,462	13,844
5.	Passengers per Revenue Hour	1.91	1.92	1.90	1.90
6.	Passengers per Service Hour	1.69	1.69	1.65	1.66
7.	Cost per Trip	\$ 49.81	\$ 39.29	\$ 43.27	\$ 42.84
8.	Vehicles Operated in Maximum Service	121	123	121	123
9.	Trip Time, Sun Tran	68.10%	79.19%	77.27%	80.89%
10.	Trip Time 110% + 5 Minutes	76.74%	88.28%	85.10%	89.45%
11.	Pick-Ups	85.43%	84.10%	86.93%	86.01%
12.	Pick-Ups Before Significantly Late	99.35%	98.62%	99.54%	99.12%

System Summary- Sun Van



Month to Date	September		Variance		September	Variance	
2025	Current Year	Prior Year	Amount	Percent	Budget	Amount	Percent
Ridership							
Weekday	40,465	38,991	1,474	3.8%			
Saturday	2,813	3,073	(260)	-8.5%			
Sunday	2,505	3,301	(796)	-24.1%			
Holiday	491	511	(20)				
Total Passengers	46,274	45,876	398	0.9%			
Total Booked Passengers	65,433	63,304	2,129	3.4%	51,330	14,103	27.5%
Missed Trips	-	-	-	0.0%	-	-	0.0%
Cancellations	14,724	12,741	1,983	15.6%	11,630	3,094	26.6%
No Shows	4,435	4,687	(252)	-5.4%	2,780	1,655	59.5%
Total Passengers	46,274	45,876	398	0.9%	36,370	9,904	27.2%
ADA Passengers	42,728	42,521	207	0.5%			
Optional ADA Passengers	3,546	3,355	191	5.7%			
Percentage of Optional	7.7%	7.3%					
Trips							
ADA Trips	39,623	39,245	378	1.0%			
Optional ADA Trips	3,263	3,114	149	4.8%			
Total Trips	42,886	42,359	527	1.2%	32,160	10,726	33.4%
Expenses							
Total Expenses	\$ 2,136,157	\$ 1,664,137	\$ (472,019)	-28.4%	\$ 1,947,843	\$ 188,314	9.7%
Miles							
Revenue Miles	316,546	325,096	(8,550)	-2.6%	261,287	55,259	21.1%
Deadhead Miles	53,331	56,178	(2,847)	-5.1%	44,683	8,648	19.4%
Total Service Miles	369,877	381,274	(11,397)	-3.0%	305,970	63,907	20.9%
Non-Route Miles	-1,782	-254	(1,528)	601.6%	3,201	(4,983)	-155.7%
Total Miles	368,095	381,020	(12,925)	-3.4%	309,171	58,924	19.1%
Revenue Hours	24,207	23,858	349	1.5%	18,652	5,555	29.8%
Service Hours	27,426	27,199	227	0.8%	21,428	5,999	28.0%

System Summary- Sun Van



Year to Date	September YTD			Variance		September YTD		Variance	
	2025	Current Year	Prior Year	Amount	Percent	Budget	Amount	Percent	
Ridership									
Weekday		120,090	118,833	1257	1%				
Saturday		9,020	9,255	-235	-3%				
Sunday		8,377	8,290	87	1%				
Holiday		1,030	941	89	9%				
Total Passengers		138,517	137,319	1,198	0.9%				
Total Booked Passengers		194,198	189,478	4,720	2.5%	51,330	142,868	278.3%	
Missed Trips		1	0	1	0.0%	-	1	0.0%	
Cancellations		43,218	38,314	4,904	12.8%	11,630	31,588	271.6%	
No Shows		12,462	13,844	(1,382)	-10.0%	2,780	9,682	348.3%	
Total Passengers		138,517	137,320	1,197	0.9%	36,920	101,597	275.2%	
ADA Passengers		128,147	127,791	356	0.3%				
Optional ADA		10,370	9,528	842	8.8%				
Percentage of Optional		7.5%	6.9%						
Trips									
ADA Trips		118,524	118,247	277	0.2%				
Optional ADA Trips		9,505	8,849	656	7.4%				
Total Trips		128,029	127,096	933	0.7%	262,600	(134,571)	-51.2%	
Expenses									
Total Expenses	\$	5,540,136	\$ 5,445,322	\$ 94,814	1.7%	\$ 23,374,110	\$ (17,833,974)	-76.3%	
Miles									
Revenue Miles		952,255	979,691	(27,436)	-2.8%	234,400	717,855	306.3%	
Deadhead Miles		165,888	173,558	(7,670)	-4.4%	42,800	123,088	287.6%	
Total Service Miles		1,118,143	1,153,249	(35,106)	-3.0%	277,200	840,943	303.4%	
Non-Route Miles		13,980	-69	14,049	-20360.9%	1,800	12,180	676.7%	
Total Miles		1,132,123	1,153,180	(21,057)	-1.8%	279,000	853,123	305.8%	
Revenue Hours									
		72,940	72,392	548	0.8%	16,700	56,240	336.8%	
Service Hours									
		83,785	82,766	1,020	1.2%	19,200	64,585	336.4%	

Expenses – Sun Van



Month to Date	September		Variance		Monthly Budget	Variance	
	2025	Current Year	Prior Year	Amount	Percent	Amount	Percent
OPERATOR WAGES	\$	753,536	\$ 575,173	\$ (178,364)	-31.0%	\$ 663,288	\$ (90,248) -13.6%
OTHER BU WAGES		126,024	285,549	159,525	55.9%	101,883	(24,141) -23.7%
SALARIES		140,744	98,295	(42,449)	-43.2%	84,583	(56,160) -66.4%
FRINGE BENEFITS		368,624	302,269	(66,355)	-22.0%	584,620	215,996 36.9%
SERVICES		118,826	46,772	(72,054)	-154.1%	76,942	(41,884) -54.4%
CONTRACT VEHICLE MAINT.		207,035	186,814	(20,221)	-10.8%	162,083	(44,952) -27.7%
UTILITIES		18,109	18,227	118	0.6%	18,075	(34) -0.2%
MATERIALS AND SUPPLIES		9,913	3,173	(6,740)	-212%	9,725	(188) -1.9%
UNLEADED FUEL		210,258	147,866	(62,392)	-42.2%	200,393	(9,865) -4.9%
CAPITAL OUTLAY		-	-	-	0.0%	-	- 0.0%
LIABILITY INSURANCE		183,087	-	(183,087)		46,250	(136,837) -295.9%
TOTAL EXPENSES	\$	2,136,157	\$ 1,664,137	\$ (472,019)	-28.4%	\$ 1,947,843	\$ (188,314) -9.7%

Year to Date	September YTD		Variance		YTD Budget	Variance	
	Current Year	Prior Year	Amount	Percent		Amount	Percent
OPERATOR WAGES	\$	2,192,062	\$ 1,880,507	\$ (311,555)	-16.6%	\$ 7,959,460	\$ 5,767,398 72.5%
OTHER BU WAGES		363,852	859,630	495,778	57.7%	1,222,600	858,748 70.2%
SALARIES		340,899	316,348	(24,551)	-7.8%	1,015,000	674,101 66.4%
FRINGE BENEFITS		1,094,854	897,505	(197,349)	-22.0%	7,015,440	5,920,586 84.4%
SERVICES		285,970	397,346	111,376	28.0%	923,300	637,330 69.0%
CONTRACT VEHICLE MAINT.		575,897	552,793	(23,105)	-4.2%	1,945,000	1,369,103 70.4%
UTILITIES		47,675	50,156	2,482	4.9%	216,900	169,225 78.0%
MATERIALS AND SUPPLIES		29,230	34,748	5,518	15.9%	116,700	87,470 75.0%
UNLEADED FUEL		426,611	456,289	29,678	6.5%	2,404,710	1,978,099 82.3%
CAPITAL OUTLAY		-	-	-	0.0%	-	- 0.0%
LIABILITY INSURANCE		183,087	-	(183,087)		555,000	371,913 67.0%
TOTAL EXPENSES	\$	5,540,136	\$ 5,445,322	\$ (94,814)	-1.7%	\$ 23,374,110	\$ 17,833,974 76.3%

System Summary- On Demand



Month to Date	September		Variance		
	2025	Current Year	Prior Year	Amount	Percent
Ridership					
Weekday		2,139	1,661	478	28.8%
Saturday		262	192	70	36.5%
Sunday		192	192	0	0.0%
Holiday		65	36	29	80.6%
Total Passengers		2,658	2,081	577	27.7%
Ridership					
Total Demand		4,000	3,085	915	29.7%
Missed Trips		-	-	-	0.0%
Cancellations		1,194	914	280	30.6%
No Shows		148	90	58	64.4%
Total Passengers		2,658	2,081	577	27.7%
Trips					
Total Trips		2,212	1,784	428	24.0%
Miles					
Revenue Miles		9,810	8,915	895	10.0%
Deadhead Miles		1,476	1,754	(278)	-15.8%
Total Service Miles		11,286	10,669	617	5.8%
Non-Route Miles		96	302	(206)	-68.2%
Total Miles		11,382	10,971	411	3.7%
Revenue Hours					
		779	720	59	8.1%
Service Hours					
		879	866	13	1.5%

Year to Date	September YTD		Variance		
	2025	Current Year	Prior Year	Amount	Percent
Ridership					
Weekday		5,950	5,268	682	12.9%
Saturday		948	658	290	44.1%
Sunday		673	527	146	27.7%
Holiday		120	82	38	46.3%
Total Passengers		7,691	6,535	1,156	17.7%
Total Demand		11,782	9,934	1,848	18.6%
Missed Trips		-	-	-	0.0%
Cancellations		3,526	3,127	399	12.8%
No Shows		376	272	104	38.2%
Total Passengers		7,880	6,535	1,345	20.6%
Trips					
Total Trips		6,635	5,602	1,033	18.4%
Miles					
Revenue Miles		29,535	28,118	1,417	5.0%
Deadhead Miles		5,083	5,484	(400)	-7.3%
Total Service Miles		34,618	33,602	1,016	3.0%
Non-Route Miles		-1,297	941	(2,237)	-237.9%
Total Miles		33,321	34,543	(1,221)	-3.5%
Revenue Hours		2,491	2,274	217	9.6%
Service Hours		2,932	2,732	201	7.3%

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

SUN TRAN CUSTOMER INFORMATION CENTER	
September 2025	
Total Service Reports:	416
Inquiries	50
Compliments	24
Complaints	337
Chargeable	75
Non-chargeable	256
Pending/Incomplete	11

SUN VAN CUSTOMER INFORMATION CENTER	
September 2025	
Total Calls/E-mails Received	52
Inquiries	1
Compliments	15
Complaints	36
Non-Chargeable	27
Chargeable	9
Pending/Incomplete	0

SUN LINK CUSTOMER INFORMATION CENTER	
September 2025	
Total Calls & Emails Received	16
Inquiries	11
Compliments	0
Complaints	5
Non-Chargeable	5
Chargeable	0
Pending/Incomplete	0

ON DEMAND CUSTOMER INFORMATION CENTER	
September 2025	
Total Calls/E-mails Received	2
Inquiries	0
Compliments	0
Complaints	2
Non-Chargeable	2
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.