

MONTHLY OPERATIONS REPORT

NOVEMBER 2025



Employee Safety

Employee Safety BBQ

Sun Tran, Sun Van and Sun Link hosted an employee BBQ and recognition event on November 1 at Reid Park. The family-friendly event featured welcome remarks from General Manager Mikel Oglesby, employee acknowledgements recognizing veterans, years of service and performance achievements. There was also music from Sun Tran Operator DJ Ernie, raffles, safety bingo, trivia and interactive activities such as a cake walk and egg race. Employees and their families enjoyed the opportunity to connect with colleagues. This event was an important opportunity for employee morale, recognize contributions and achievements of staff, promote safety awareness and foster meaningful connections between employees and leadership.



Safety Refresher Training

The Safety Department successfully wrapped up an 8-hour refresher training for the top 180 coach operators, running from October through November. All operators completed the program, which focused on safety best practices, LLLC defensive driving, hazard identification and mitigation, preventing intersection accidents, pedestrian and bicycle awareness, and customer service. This initiative reinforces Sun Tran's commitments to maintaining the highest safety standards across the transit system.

In the Community

Learn-to-Ride Supporting Youth

Sun Tran hosted a Learn to Ride training for Vision Quest, welcoming 40 participants for a hands-on transit education experience using an on-sit bus. During the training, participants learned how to safely travel on the bus, read and understand bus stop signs and ride guide, plan trips, board and exit properly, and follow basic transit etiquette. These trainings help current or new riders build confidence while riding public transit. Sun Tran continues to offer in-person Learn to Ride trainings for community groups and organizations of 20 or more, for inquiries please email SunTranMarketing@tucsonaz.gov.

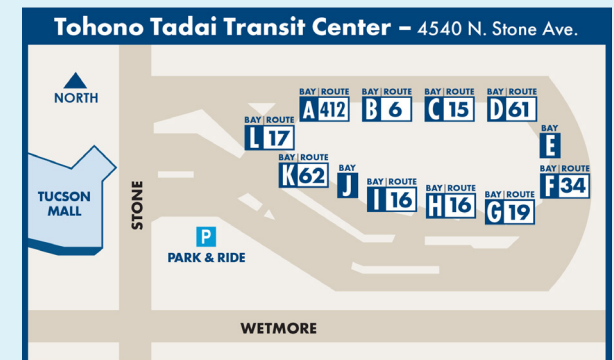
Celebrating Transit with Old Pueblo Trolley Museum

Sun Tran participated in a special community celebration at the Old Pueblo Trolley Museum honoring 100 years of public transit in Tucson and 50 years of Sun Tran service. The family-friendly event featured live music, food, community vendors and transit history presentations by transit historian Gene Caywood, whose dedication has helped preserve Tucson's transit legacy. Sun Tran showcased a modern electric bus, highlighting today's innovations while also engaging the community and future generations.



November Transit Schedules!

On November 30, Sun Tran and Sun Express implemented service changes to improve efficiency and better serve riders. Routes 1, 2, 3, 5, 6, 7, 8, 9, 10, 11, 12, 15, 16, 19, 21, 22, 23, 25, 26, 27, 29, 34, 37, 61, 62 and 109X had schedule change. One major change was Route 29 was rerouted to avoid a long term construction project that is scheduled to be in place for nine months. Tohono Transit Center Route 16 was added to Bay H (view image to right). Full details can be found at Suntran.com/november-2025-service-changes/.



Recruitment

Employee Promotion Spotlight: Jeffrey L.

Jeffrey began his career with Sun Tran as a Coach Operator in April 2016 and was promoted to Operations Supervisor in March 2020, where he gained experience in dispatch, radio operations and management, and later served as a Detour Supervisor working with the City of Tucson and construction partners. In 2024 he joined the Safety Department as a Training Coordinator, and he now looks forward to continuing his career as Sun Tran's Maintenance Safety Manager.

New Employees Spotlight:

Don P., Facilities Manager

Don is a Tucson native with 30 years of civic service to the City of Tucson, bringing extensive experience in facilities maintenance as well as risk management and safety. He is proud to continue giving back to the community he has always called home in his new role as Facilities Manager. Besides work, Don enjoys staying active outdoors and spending time with his family.

New Employees Spotlight:

James T., Bus Stop Coordinator

James brings experience from the private, public, and non-profit sector in public outreach and planning. Having attended both Arizona State University and the University of Arizona studying History and Sustainable Built Environments, James has called Tucson home for almost his entire life. James is a fan of Arizona's diverse environments, wildlife, and communities. As a lifelong bus rider, he is excited and looks forward to contributing to the mission of Sun Tran as a service and resource to the community.



Recruitment		
	New Hires	Promotions
Sun Tran	Coach Operator (s): 6 Service Island Attendant: 1 Mechanic: 1 Facilities Manager: 1 Bus Stop Coordinator: 1 Bus Stop Maintenance: 1	Operator Trainee to Full-time coach operator: 7 Training Coordination to Maintenance Safety Manager: 1
Sun Link	New Hires – 0	Promotions – 0
Sun Van	Van Operators: 10 Reservationist: 12	Van Operator Trainee to Full Time Van Operator: 7

November CDL Graduates

6 new hires earned their CDLs through Sun Tran's paid in-house training. No CDL needed to apply—we provide classroom and behind-the-wheel training and cover licensing costs. Start a driving career in as little as 3½–7 weeks. Learn more at SunTran.com/opportunities.

Stats

 **-8.98%**
Year to Year Ridership

November 2024 - 1,395,392

November 2025 - 1,275,450

 **-25.17%**
Year to Year Ridership

November 2024 - 159,261

November 2025 - 123,646

 **-5.07%**
Year to Year Ridership

November 2024 - 42,995

November 2025 - 40,867

 **+7.40%**
Year to Year Ridership

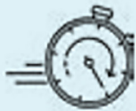
November 2024 - 2,119

November 2025 - 2,282



85.14%

On time performance



Passengers per Revenue Hour:
26.47

41

Customer Compliments

84%

On time performance



Passengers per Revenue Hour:



83.10

84.08%

On time performance



Passengers per Revenue Hour:



1.61

79.7%

On time performance



Trips Booked through App:



67.7%

TRANSIT STARS



Bradley M., Coach Operator

"He was very kind and I liked that he greeted every passenger. Thank you!"



Rebecca T., Coach Operator

"She is always so nice to me and to all the passengers on the bus. Thank you for your service."



Steven M., Coach Operator

"I appreciate him for waiting for me and not leaving me when I was running to the bus stop. Thanks a lot."



Patricia L. G., Coach Operator

"I would like to compliment her for doing an awesome job navigating through all the construction on Speedway."



Hector M., Coach Operator

"I told the driver there was broken glass at the stop, and he quickly called in the issue. Later on when I was at that same stop the glass was not there. Thank you for doing that so quickly."



Enrique M., Coach Operator

"I am very glad he was going the right speed limit when leaving Laos transit center. Great driver!"

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	1,275,450	1,395,392	6,802,012	7,122,211
2	Passenger per Revenue Mile	2.21	2.43	2.23	2.31
3	Passenger per Revenue Hour	26.47	29.93	26.83	28.83
4	Cost per Passenger	\$ 4.75	\$ 3.84	\$ 4.37	\$ 3.99
5	Cost per Revenue Mile	\$ 10.49	\$ 9.32	\$ 9.74	\$ 9.29
6	Cost per Revenue Hour	\$ 125.63	\$ 114.86	\$ 117.26	\$ 115.00
7	Miles Between Road Calls	14,801	16,531	16,318	17,746
8	Miles Between Bus Inspections	5,823	6,300	5,826	6,068
9	Vehicle Accidents per 100,000 Miles	0.15	1.05	0.14	0.66
10	Complaints per 100,000 Passengers	20.54	19.71	21.42	19.71
11	Vehicles Operated in Maximum Service	145	142	145	143

System Summary - Sun Tran



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

RIDERSHIP

Weekday	1,013,464	1,154,040	\$ (140,576)	-12.2%	1,253,372	239,908	19.1%
Saturday	139,133	144,265	(5,132)	-3.6%	217,978	78,845	36.2%
Sunday	106,059	80,296	25,763	32.1%	217,978	111,919	51.3%
Holiday	16,794	16,791	3	0.0%	0	(16,794)	#DIV/0!
Total Route Passengers	1,275,450	1,395,392	(119,942)	-8.6%	1,689,328	413,878	24.5%

Expenses

Total Expenses	\$ 6,053,548	\$ 5,354,677	(698,872)	-13.1%	\$ 5,237,168	\$ (816,381)	-15.6%
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Miles

Revenue Miles	577,251	574,520	2,731	0.5%	642,552	65,301	10.2%
Deadhead Miles	64,085	62,278	1,807	2.9%	71,368	7,283	10.2%
Total Service Miles	641,336	636,798	4,538	0.7%	713,920	72,584	10.2%
Non-Route Miles	25,746	28,082	(2,336)	-8.3%	7,325	(18,421)	-251.5%
Total Miles	667,082	664,880	2,202	0.3%	721,245	54,163	7.5%

Revenue Hours

Service Hours

48,184	46,620	1,564	3.4%	53,564	5,380	10.0%
50,941	49,730	1,211	2.4%	57,126	6,185	10.8%

Year to Date	November YTD		Variance		November YTD	Variance	
	Current	Prior Year	Amount	Percent		Budget	Amount

Ridership

Weekday	5,641,096	5,969,055	(327,959)	-5.5%	4,302,448	(1,338,648)	-31.1%
Saturday	616,484	639,145	(22,661)	-3.5%	841,137	224,653	26.7%
Sunday	478,275	449,936	28,339	6.3%	841,137	362,862	43.1%
Holiday	66,157	64,075	2,082	3.2%	92,868	26,711	28.8%
Total Route Passengers	6,802,012	7,122,211	(320,199)	-4.5%	6,077,590	(724,422)	-11.9%

Expenses

Total Expenses	\$ 29,731,613	\$ 28,411,868	\$ (1,319,745)	-4.6%	20,948,670	(8,782,942)	-41.9%
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Miles

Revenue Miles	3,053,060	3,058,067	(5,007)	-0.2%	2,499,473	(553,587)	-22.1%
Deadhead Miles	338,158	332,531	5,627	1.7%	275,943	(62,215)	-22.5%
Total Service Miles	3,391,218	3,390,598	620	0.0%	2,775,416	(615,802)	-22.2%
Non-Route Miles	124,492	69,860	54,632	78.2%	29,300	(95,192)	-324.9%
Total Miles	3,515,710	3,460,458	55,252	1.6%	2,804,716	(710,994)	-25.3%

Revenue Hours

Service Hours

253,546	247,055	6,491	2.6%	207,752	(45,794)	-22.0%
268,369	263,645	4,724	1.8%	221,505	(46,864)	-21.2%

Route Ridership – Sun Tran



FIXED ROUTE		Ridership				
		Weekdays	Saturdays	Sundays	Holiday	Totals
1	GLENN/SWAN	25,365	2,805	2,730	477	31,377
2	CHERRYBELL	25,650	4,150	2,260	254	32,314
3	6TH STREET / WILMOT	43,567	3,850	3,205	537	51,159
4	SPEEDWAY	81,776	12,215	8,700	1,326	104,017
5	PIMA STREET / WEST SPEEDWAY	20,558	1,885	1,565	226	24,234
6	EUCLID/ NORTH FIRST AVENUE	44,251	6,950	4,240	615	56,056
7	22ND STREET	46,246	5,215	3,885	683	56,029
8	BROADWAY	85,158	14,680	10,545	1,350	111,733
9	GRANT ROAD	42,617	4,660	3,580	646	51,503
10	FLOWING WELLS	26,372	2,995	2,870	597	32,834
11	ALVERNON	86,374	11,015	9,090	1,408	107,887
12	10TH / 12TH AVENUE	35,796	3,880	3,735	520	43,931
15	CAMPBELL AVENUE	23,432	2,610	1,840	271	28,153
16	ORACLE / INA	115,824	20,285	16,475	2,772	155,356
17	COUNTRY CLUB / 29TH STREET	58,113	8,045	5,635	1,010	72,803
19	STONE	21,679	3,800	2,290	485	28,254
21	WEST CONGRESS / SILVERBELL	10,203	1,975	1,455	272	13,905
22	GRANDE	5,158	440	420	153	6,171
23	MISSION ROAD	28,158	3,395	2,520	359	34,432
25	S. PARK AVENUE	28,082	4,460	3,060	493	36,095
26	BENSON HIGHWAY	18,050	2,330	1,935	310	22,625
27	MIDVALE PARK	16,682	2,515	2,155	305	21,657
29	VALENCIA	32,262	4,160	3,095	520	40,037
34	CRAYCROFT / FT LOWELL	51,072	5,790	4,470	699	62,031
37	PANTANO	11,533	1,655	1,250	205	14,643
61	LA CHOLLA	9,371	1,160	780	139	11,450
62	INA RD.	15,878	2,213	2,274	162	20,527
AVERAGE TOTAL		1,009,227	139,133	106,059	16,794	1,271,213
EXPRESS ROUTE						
101X	GOLF LINKS EXPRESS	665				
102X	INA ROAD EXPRESS	171				
103X	OLDFATHER EXPRESS	266				
104X	MARANA EXPRESS	228				
105X	SUNRISE EXPRESS	342				
107X	ORO VALLEY/DOWNTOWN EXPRESS	304				
108X	BROADWAY EXPRESS	437				
109X	TANQUE VERDE EXPRESS	304				
110X	RITA RANCH/DOWNTOWN EXPRESS	532				
203X	ORO VALLEY/AEROPARK EXPRESS	418				
204X	NW / AEROPARK EXPRESS	570				
AVERAGE TOTAL		4,237				4,237
TOTAL S		1,013,464	139,133	106,059	16,794	1,275,450

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	24.5	1.9	22.3	21.7	1.6	18.7	20.0	1.4	17.1	17.5	1.3	14.9
2 CHERRYBELL	30.1	2.3	21.8	41.2	2.8	25.9	25.3	1.7	16.1	14.3	1.0	9.1
3 6TH STREET / WILMOT	30.0	2.0	37.0	19.3	1.3	24.1	19.5	1.4	24.7	16.4	1.1	20.7
4 SPEEDWAY	37.6	2.7	34.7	43.1	3.1	39.4	35.6	2.6	32.8	27.4	2.0	25.0
5 PIMA STREET / WEST SPEEDWAY	24.9	1.7	20.8	19.2	1.1	14.0	16.5	1.0	12.0	12.1	0.7	8.7
6 EUCLID/ NORTH FIRST AVENUE	49.0	3.8	24.3	49.3	3.8	24.4	57.3	4.5	28.3	42.0	3.2	20.5
7 22ND STREET	36.6	2.0	28.3	46.7	2.4	34.8	39.7	2.1	29.9	35.3	1.9	26.3
8 BROADWAY	45.3	3.2	35.0	39.3	2.5	27.7	35.3	2.4	26.4	22.8	1.6	16.9
9 GRANT ROAD	27.8	1.8	23.9	37.9	2.3	31.1	32.2	2.0	26.5	29.1	1.8	24.0
10 FLOWING WELLS	38.5	2.6	22.4	35.8	2.3	20.0	36.6	2.3	20.5	39.0	2.5	21.4
11 ALVERNON	43.9	2.9	36.4	47.1	2.9	36.7	40.2	2.5	31.4	31.2	1.9	24.3
12 10TH / 12TH AVENUE	37.4	2.7	58.9	35.5	2.2	48.5	38.8	2.5	53.4	27.5	1.7	37.2
15 CAMPBELL AVENUE	40.2	2.9	34.9	25.3	1.5	17.4	20.4	1.2	14.2	15.1	0.9	10.4
16 ORACLE / INA	58.3	4.9	50.0	46.1	3.6	37.6	48.2	3.8	39.2	40.4	3.2	33.0
17 COUNTRY CLUB / 29TH STREET	45.0	3.4	82.5	36.8	2.2	53.7	29.5	1.8	43.4	26.5	1.6	38.9
19 STONE	47.7	3.7	18.1	40.4	3.1	15.2	44.2	3.3	16.4	47.3	3.5	17.3
21 WEST CONGRESS / SILVERBELL	22.9	1.7	9.3	18.3	1.2	6.6	14.9	1.0	5.4	14.0	0.9	5.0
22 GRANDE	26.5	2.3	7.8	13.6	0.9	2.9	14.1	0.9	3.0	26.6	1.7	5.5
23 MISSION ROAD	28.8	2.0	22.8	31.4	2.1	24.3	22.6	1.5	17.4	16.2	1.1	12.4
25 S. PARK AVENUE	33.9	2.3	22.1	22.9	1.5	13.9	31.4	2.0	19.1	25.4	1.6	15.4
26 BENSON HIGHWAY	28.7	1.4	15.6	26.9	1.3	14.6	23.7	1.1	12.9	19.1	0.9	10.3
27 MIDVALE PARK	22.3	1.2	14.2	25.9	1.4	15.7	23.6	1.2	14.4	17.5	0.9	10.2
29 VALENCIA	17.3	1.1	19.5	21.1	1.3	23.1	19.3	1.2	21.3	16.2	1.0	18.0
34 CRAYCROFT / FT LOWELL	35.0	2.5	31.3	44.6	3.0	38.6	39.5	2.7	34.4	31.1	2.1	26.9
37 PANTANO	18.1	1.1	11.0	16.7	1.0	10.0	12.9	0.7	7.8	10.8	0.6	6.4
61 LA CHOLLA	28.5	1.9	15.2	18.9	1.0	8.3	13.6	0.8	6.0	12.1	0.7	5.4
62 INA RD.	21.5	1.6	13.3	18.0	1.8	15.3	18.8	1.9	13.1	13.0	0.7	5.6
AVERAGE TOTAL	35.2	2.4	27.7	34.3	2.2	24.5	30.9	2.0	22.5	25.0	1.6	17.9
EXPRESS ROUTE												
101X GOLF LINKS EXPRESS	14.8	0.7	8.8									
102X INA ROAD EXPRESS	4.5	0.2	4.5									
103X OLDFATHER EXPRESS	6.1	0.4	7.0									
104X MARANA EXPRESS	11.8	0.4	6.0									
105X SUNRISE EXPRESS	9.7	0.6	9.0									
107X ORO VALLEY/DOWNTOWN EXPRESS	5.1	0.2	4.0									
108X BROADWAY EXPRESS	17.5	0.9	11.5									
109X TANQUE VERDE EXPRESS	10.3	0.6	8.0									
110X RITA RANCH/DOWNTOWN EXPRESS	9.7	0.4	7.0									
203X ORO VALLEY/AEROPARK EXPRESS	4.2	0.1	5.5									
204X NW / AEROPARK EXPRESS	5.6	0.2	5.0									
AVERAGE TOTAL	7.7	0.3	6.6									

Expenses – Sun Tran



Month to Date	November		Variance		Monthly Budget	Variance	
	2025	Current	Prior Year	Amount Percent		Amount Percent	
OPERATOR WAGES	\$	2,011,915	\$ 1,688,777	\$ (323,138)	-19.1%	1,687,675	(324,240) -19.2%
MAINTENANCE WAGES		479,149	368,575	(110,574)	-30.0%	99,667	(379,482) -380.8%
SALARIES		579,898	566,311	(13,587)	-2.4%	425,663	(154,234) -36.2%
FRINGE BENEFITS		1,215,578	1,217,230	1,652	0.1%	1,630,560	414,982 25.5%
SERVICES		840,766	773,069	(67,697)	-8.8%	619,750	(221,016) -35.7%
UTILITIES		74,827	78,723	3,897	4.9%	93,458	18,632 19.9%
VEHICLE MAINTENANCE		445,403	268,773	(176,629)	-65.7%	208,333	(237,069) -113.8%
MATERIALS AND SUPPLIES		63,349	53,999	(9,350)	-17.3%	66,975	3,626 5.4%
CNG FUEL		131,858	132,008	151	0.1%	126,345	(5,513) -4.4%
DIESEL FUEL		74,654	79,466	4,813	6.1%	133,324	58,670 44.0%
UNLEADED FUEL		18,123	11,474	(6,649)	-58.0%	14,167	(3,956) -27.9%
ELECTRICITY FUEL		7,299	8,766	1,467	16.7%	13,750	6,451 46.9%
CAPITAL OUTLAY		-	0	0	0.0%	0	0 0.0%
INSURANCE		110,732	107,506	(3,225)	0.0%	108,333	(2,398) -2.2%
LABOR CREDITS/EXP TRANSFERS		-	0	0		9,167	9,167 100.0%
Total Expenses	\$	6,053,548	\$ 5,354,677	\$ (698,872)	-13.1%	5,237,168	\$ (816,381) -15.6%

Year to Date	November YTD		Variance		Annual Budget	Budget Balance	
	Current Year	Prior Year	Amount Percent			Amount Percent	
OPERATOR WAGES	\$ 10,234,986	\$ 9,465,790	\$ (769,196)	-8.1%	\$ 20,252,100	10,017,114	49.5%
MAINTENANCE WAGES	2,412,397	1,995,000	(417,397)	-20.9%	1,196,000	(1,216,397)	-101.7%
SALARIES	2,825,069	2,935,011	109,942	3.7%	5,107,960	2,282,891	44.7%
FRINGE BENEFITS	6,095,705	6,300,555	204,850	3.3%	19,566,721	13,471,016	68.8%
SERVICES	3,149,531	3,146,525	(3,006)	-0.1%	7,437,000	4,287,469	57.7%
UTILITIES	400,095	427,822	27,727	6.5%	1,121,500	721,405	64.3%
VEHICLE MAINTENANCE	2,276,453	1,902,699	(373,754)	-19.6%	2,500,000	223,547	8.9%
MATERIALS AND SUPPLIES	278,864	326,799	47,935	14.7%	803,700	524,836	65.3%
CNG FUEL	678,542	663,604	(14,938)	-2.3%	1,516,140	837,598	55.2%
DIESEL FUEL	665,663	532,391	(133,272)	-25.0%	1,599,890	934,227	58.4%
UNLEADED FUEL	64,946	69,892	4,946	7.1%	170,000	105,054	61.8%
ELECTRICITY FUEL	46,438	49,952	3,514	0.0%	165,000	118,562	71.9%
CAPITAL OUTLAY	0	0	0	0.0%	0	0	0.0%
INSURANCE	553,658	537,532	(16,126)	0.0%	1,300,000	746,342	57.4%
LABOR CREDITS/EXP TRANSFERS	49,267	58,296	9,030	15.5%	110,000	60,733	55.2%
Total Expenses	\$ 29,731,613	\$ 28,411,868	\$ (1,319,745)	-4.6%	\$ 62,846,011	33,114,398	52.7%

System Summary – Electric Bus



Month to Date	November		Variance		November	Variance	
2025	Current	Prior Year	Amount	Percent	Budget	Amount	Percent
Expenses							
Vehicle Maintenance	\$ 69	-	\$ (69)	0.0%	-	(69)	0%
Services	634	-	(634)	0.0%	833	199	24%
Materials & Supplies	-	-	-	0.0%	-	-	0%
Electricity	7,299	8,766	1,467	16.7%	13,750	6,451	47%
Total Expenses	8,002	8,766	764	8.7%	14,583	6,581	45%
Miles							
Total Miles	16,819	19,990	3,171	16%			
KWH							
	23,011	20,625	(2,386)	-12%			

Year to Date	November YTD		Variance		November YTD	Variance	
	Current	Prior Year	Amount	Percent	Budget	Amount	Percent
Expenses							
Vehicle Maintenance	\$ 69	-	\$ (69)	0.0%	0	(69)	0%
Services	31,927	-	(31,927)	0.0%	10,000	(21,927)	-219%
Materials & Supplies	-	-	-	0.0%	-	-	0%
Electricity	46,438	49,952	3,514	7.0%	165,000	118,562	72%
Total Expenses	78,434	49,952	(28,482)	-57.0%	175,000	96,566	55%
Miles							
Total Miles	101,218	104,706	3,488	3%			
KWH							
	130,429	119,054	(11,375)	-10%			

	System Indicator	Current Month	Prior Year	FY26 YTD	FY25 YTD
1	Ridership	123,646	159,261	624,441	761,117
2	Passengers per Revenue Mile	10.97	10.59	9.46	9.83
3	Passengers per Revenue Hour	83.10	79.97	71.16	73.83
4	Cost per Passenger	3.50	2.84	3.64	2.92
5	Cost per Revenue Mile	38.35	30.06	34.46	28.69
6	Cost per Revenue Hour	290.42	226.98	259.31	215.53
7	Miles Between Streetcar Inspection	941.00	955.00	949.40	956.20
8	Total Preventable Accidents per 100,000 Miles	-	-	1.49	1.27
9	Total Complaints per 100,000 Passengers	3.24	3.14	0.64	0.66

System Summary – Sun Link



Month to Date		November			Variance	November		Variance
	2025	Current	Prior Year	Amount	Percent	Budget	Amount	Percent
Ridership								
	WEEKDAYS	87,788	123,872	(36,084)	-29.1%	125,111	(37,323)	-29.8%
	SATURDAY	22,934	25,628	(2,694)	-10.5%	25,884	(2,950)	-11.4%
	SUNDAY	12,320	9,024	3,296	36.5%	9,114	3,206	35.2%
	HOLIDAY	604	737	(133)	-18.0%	744	(140)	-18.9%
Total Route Passengers		123,646	159,261	(35,615)	-22.4%	160,854	(37,208)	-23.1%
Expenses								
Total Expenses		\$432,150.10	\$452,031.77	\$ (19,882)	-4.4%	\$ 452,032	\$ (19,882)	-4.4%
Miles								
	Revenue Miles	11,270	15,040	(3,770)	-25.1%	15,040	(3,770)	-25.1%
	Deadhead Miles	240	240	-	0.0%	240	-	0.0%
Total Service Miles		11,510	15,280	(3,770)	-24.7%	15,280	(3,770)	-24.7%
Revenue Hours		1,488	1,992	(504)	-25.3%	1,992	(504)	-25.3%
Service Hours		1,518	2,022	(504)	-24.9%	2,022	(504)	-24.9%
Year to Date		November			Variance YTD	November YTD		Variance YT
		Current	Prior Year	Amount	Percent	Budget	Amount	Percent
Ridership								
	WEEKDAYS	487,713	610,131	(122,418)	-20.1%	616,232	(128,519)	-20.9%
	SATURDAY	92,547	108,239	(15,692)	-14.5%	109,321	(16,774)	-15.3%
	SUNDAY	40,072	38,137	1,935	5.1%	38,518	1,554	4.0%
	HOLIDAY	4,109	4,610	(501)	-10.9%	4,656	(547)	-11.8%
Total Route Passengers		624,441	761,117	(136,676)	-18.0%	768,728	(144,287)	-18.8%
Expenses								
Total Expenses		\$ 2,275,606	\$2,222,055	\$ 53,551	2.4%	\$ 2,222,055	\$ 53,551	2.4%
Miles								
	Revenue Miles	66,043	77,454	(11,411)	-14.7%	77,454	(11,411)	-14.7%
	Deadhead Miles	1,224	1,224	-	0.0%	1,224	-	0.0%
Total Service Miles		67,267	78,678	(11,411)	-14.5%	78,678	(11,411)	-14.5%
Revenue Hours		8,776	10,310	(1,534)	-14.9%	10,310	(1,534)	-14.9%
Service Hours		8,929	10,463	(1,534)	-14.7%	10,463	(1,534)	-14.7%

Month to Date	2025	November Current	Prior Year	Variance Amount	Percent	Monthly Budget	Variance Amount	Percent
OPERATOR WAGES		\$79,114.51	\$81,647.74	\$2,533.23	3.1%	\$81,697.74	\$2,583.23	3.2%
MAINTENANCE WAGES		50,046	35,028	(15,019)	-42.9%	35,028	(15,019)	-42.9%
SALARIES		84,931	83,857	(1,074)	-1.3%	83,857	(1,074)	-1.3%
FRINGE BENEFITS		76,598	47,712	(28,887)	-60.5%	47,712	(28,887)	-60.5%
SERVICES		80,153	65,026	(15,127)	-23.3%	64,976	(15,177)	-23.4%
UTILITIES		12,890	2,984	(9,906)	-332.0%	2,984	(9,906)	-332.0%
VEHICLE MAINTENANCE		10,245	95,141	84,896	89.2%	95,141	84,896	89.2%
MATERIALS AND SUPPLIES		5,321	7,024	1,703	24.2%	7,024	1,703	24.2%
FUEL-ELECTRICITY		7,723	9,212	1,489	16.2%	9,212	1,489	16.2%
CAPITAL OUTLAY		-	-	-	0.0%	-	-	0.0%
INSURANCE		25,128	24,401	(727)	-3.0%	24,401	(727)	-3.0%
TOTAL EXPENSES		\$432,150.10	\$452,031.77	\$19,881.67	4.4%	\$452,031.77	\$19,881.67	4.4%

Year to Date	November Current Year	Prior Year	Variance Amount	Percent	Annual Budget	Budget Variance Amount	Percent
OPERATOR WAGES	\$409,035.07	\$416,673.75	\$7,638.68	1.8%	\$1,086,155.55	\$677,120.48	62.3%
MAINTENANCE WAGES	238,598	183,422	(55,177)	-30.1%	447,360	208,762	46.7%
SALARIES	369,155	432,752	63,597	14.7%	1,121,204	752,049	67.1%
FRINGE BENEFITS	397,102	324,880	(72,222)	-22.2%	858,407	461,305	53.7%
SERVICES	360,465	317,816	(42,648)	-13.4%	812,212	451,748	55.6%
UTILITIES	87,579	80,495	(7,085)	-8.8%	177,669	90,090	50.7%
VEHICLE MAINTENANCE	82,160	201,820	119,660	59.3%	287,145	204,985	71.4%
MATERIALS AND SUPPLIES	56,862	45,724	(11,138)	-24.4%	117,683	60,821	51.7%
FUEL-ELECTRICITY	76,579	96,468	19,889	20.6%	206,447	129,868	62.9%
CAPITAL OUTLAY	72,429	-	(72,429)	0.0%	72,205	(224)	-0.3%
INSURANCE	125,642	122,005	(3,637)	-3.0%	294,994	169,352	57.4%
TOTAL EXPENSES	\$2,275,605.62	\$2,222,055.00	(\$53,550.62)	-2.4%	\$5,481,483.02	\$3,205,877.40	58.5%

Performance Indicators – Sun Van



System Indicator		Current Month	Prior Year	FY26 YTD	FY25 YTD
1.	Ridership	40,867	42,995	227,319	186,992
2.	Demand	59,831	61,175	322,432	258,009
3.	Cancellations	14,270	13,528	73,021	52,329
4.	No-Shows	4,689	4,652	22,086	18,687
5.	Passengers per Revenue Hour	1.82	1.89	1.88	1.90
6.	Passengers per Service Hour	1.61	1.62	1.65	1.66
7.	Cost per Trip	\$ 46.84	\$ 46.60	\$ 44.78	\$ 43.13
8.	Vehicles Operated in Maximum Service	112	119	124	123
9.	Trip Time,Sun Tran	82.77%	83.35%	77.90%	80.90%
10.	Trip Time 110% + 5 Minutes	91.13%	91.06%	82.56%	89.34%
11.	Pick-Ups	84.08%	82.50%	86.48%	85.28%
12.	Pick-Ups Before Significantly Late	99.02%	98.67%	99.43%	99.02%

System Summary- Sun Van



Month to Date	November			Variance		November Budget	Variance	
	2025	Current Year	Prior Year	Amount	Percent		Amount	Percent
Ridership								
Weekday		33,765	36,492	(2,727)	-7.5%			
Saturday		3,320	3,462	(142)	-4.1%			
Sunday		3,143	2,583	560	21.7%			
Holiday		639	458	181				
Total Passengers		40,867	42,995	(2,128)	-4.9%			
Total Booked Passengers		59,831	61,175	(1,344)	-2.2%	51,330	8,501	16.6%
Missed Trips		5	-	5	0.0%	-	5	0.0%
Cancellations		14,270	13,528	742	5.5%	11,630	2,640	22.7%
No Shows		4,689	4,652	37	0.8%	2,780	1,909	68.7%
Total Passengers		40,867	42,995	(2,128)	-4.9%	36,370	4,497	12.4%
ADA Passengers		37,386	39,974	(2,588)	-6.5%			
Optional ADA Passengers		3,481	3,021	460	15.2%			
Percentage of Optional		8.5%	7.0%					
Trips								
ADA Trips		34,553	36,909	(2,356)	-6.4%			
Optional ADA Trips		3,149	2,783	366	13.2%			
Total Trips		37,702	39,692	(1,990)	-5.0%	32,160	5,542	17.2%
Expenses								
Total Expenses	\$	1,766,176	\$ 1,849,779	\$ 83,603	4.5%	\$ 1,947,843	\$ (181,666)	-9.3%
Miles								
Revenue Miles		284,176	305,257	(21,081)	-6.9%	261,287	22,889	8.8%
Deadhead Miles		46,712	55,576	(8,864)	-15.9%	44,683	2,029	4.5%
Total Service Miles		330,888	360,833	(29,945)	-8.3%	305,970	24,918	8.1%
Non-Route Miles		2,745	3,934	(1,189)	-30.2%	3,201	(456)	-14.2%
Total Miles		333,633	364,767	(31,134)	-8.5%	309,171	24,462	7.9%
Revenue Hours		22,461	22,783	(322)	-1.4%	18,652	3,809	20.4%
Service Hours		25,421	26,579	(1,159)	-4.4%	21,428	3,993	18.6%

System Summary- Sun Van



Year to Date	November YTD			Variance		November YTD		Variance	
	2025	Current Year	Prior Year	Amount	Percent	Budget	Amount	Percent	
Ridership									
Weekday		196,629	162,950	33679	21%				
Saturday		15,011	12,182	2829	23%				
Sunday		14,010	10,919	3091	28%				
Holiday		1,669	941	728	77%				
Total Passengers		227,319	186,992	40,327	21.6%				
Total Booked Passengers		322,432	258,009	64,423	25.0%	51,330	271,102	528.2%	
Missed Trips		6	0	6	0.0%	-	6	0.0%	
Cancellations		73,021	52,329	20,692	39.5%	11,630	61,391	527.9%	
No Shows		22,086	23,339	(1,253)	-5.4%	2,780	19,306	694.5%	
Total Passengers		227,319	182,341	44,978	24.7%	36,920	190,399	515.7%	
ADA Passengers		209,842	214,003	(4,161)	-1.9%				
Optional ADA		17,477	15,984	1,493	9.3%				
Percentage of Optional		7.7%	8.8%						
Trips									
ADA Trips		194,086	197,869	(3,783)	-1.9%				
Optional ADA Trips		16,039	14,821	1,218	8.2%				
Total Trips		210,125	212,690	(2,565)	-1.2%	262,600	(52,475)	-20.0%	
Expenses									
Total Expenses	\$	9,408,709	\$ 9,312,005	\$ 96,704	1.0%	\$ 23,374,110	\$ (13,965,401)	-59.7%	
Miles									
Revenue Miles		1,566,104	1,639,188	(73,084)	-4.5%	234,400	1,331,704	568.1%	
Deadhead Miles		268,124	291,273	(23,149)	-7.9%	42,800	225,324	526.5%	
Total Service Miles		1,834,228	1,930,461	(96,233)	-5.0%	277,200	1,557,028	561.7%	
Non-Route Miles		16,931	5,338	11,593	217.2%	1,800	15,131	840.6%	
Total Miles		1,851,159	1,935,799	(84,640)	-4.4%	279,000	1,572,159	563.5%	
Revenue Hours									
		121,005	121,119	(114)	-0.1%	16,700	104,305	624.6%	
Service Hours									
		138,133	139,112	(980)	-0.7%	19,200	118,933	619.4%	

Expenses – Sun Van



Month to Date	November		Variance		Monthly Budget	Variance	
	2025	Current Year	Prior Year	Amount	Percent	Amount	Percent
OPERATOR WAGES	\$	737,323	\$ 750,172	\$ 12,848	1.7%	\$ 663,288	\$ (74,035) -11.2%
OTHER BU WAGES		114,159	355,234	241,075	67.9%	101,883	(12,275) -12.0%
SALARIES		108,835	120,352	11,517	9.6%	84,583	(24,251) -28.7%
FRINGE BENEFITS		369,362	249,805	(119,558)	-47.9%	584,620	215,258 36.8%
SERVICES		83,369	52,106	(31,263)	-60.0%	76,942	(6,427) -8.4%
CONTRACT VEHICLE MAINT.		160,504	188,185	27,680	14.7%	162,083	1,579 1.0%
UTILITIES		15,669	16,158	489	3.0%	18,075	2,406 13.3%
MATERIALS AND SUPPLIES		12,493	13,598	1,106	8%	9,725	(2,768) -28.5%
UNLEADED FUEL		103,433	52,032	(51,401)	-98.8%	200,393	96,959 48.4%
CAPITAL OUTLAY		-	-	-	0.0%	-	- 0.0%
LIABILITY INSURANCE		61,029	52,138	(8,891)	-17.1%	46,250	(14,779) -32.0%
TOTAL EXPENSES	\$	1,766,176	\$ 1,849,779	\$ 83,603	4.5%	\$ 1,947,843	\$ 181,666 9.3%

Year to Date	November YTD		Variance		YTD Budget	Variance	
	Current Year	Prior Year	Amount	Percent		Amount	Percent
OPERATOR WAGES	\$ 3,853,362	\$ 3,210,711	\$ (642,651)	-20.0%	\$ 7,959,460	\$ 4,106,098	51.6%
OTHER BU WAGES	634,660	1,500,153	865,493	57.7%	1,222,600	587,940	48.1%
SALARIES	581,991	542,413	(39,577)	-7.3%	1,015,000	433,009	42.7%
FRINGE BENEFITS	1,837,536	1,492,958	(344,577)	-23.1%	7,015,440	5,177,905	73.8%
SERVICES	423,840	530,912	107,072	20.2%	923,300	499,460	54.1%
CONTRACT VEHICLE MAINT.	918,531	950,367	31,836	3.3%	1,945,000	1,026,469	52.8%
UTILITIES	80,594	83,649	3,054	3.7%	216,900	136,306	62.8%
MATERIALS AND SUPPLIES	57,653	57,073	(581)	-1.0%	116,700	59,047	50.6%
UNLEADED FUEL	715,398	683,083	(32,316)	-4.7%	2,404,710	1,689,312	70.3%
CAPITAL OUTLAY	-	-	-	0.0%	-	-	0.0%
LIABILITY INSURANCE	305,145	260,688	(44,457)	-17.1%	555,000	249,855	45.0%
TOTAL EXPENSES	\$ 9,408,709	\$ 9,312,005	\$ (96,704)	-1.0%	\$ 23,374,110	\$ 13,965,401	59.7%

Month to Date	November		Variance	
	2025	Current Year	Prior Year	Amount Percent
Ridership				
Weekday		1,733	1,660	73 4.4%
Saturday		282	260	22 8.5%
Sunday		208	179	29 16.2%
Holiday		59	20	39 195.0%
Total Passengers		2,282	2,119	163 7.7%
Ridership				
Total Demand		3,490	3,179	311 9.8%
Missed Trips		-	-	- 0.0%
Cancellations		1,078	999	79 7.9%
No Shows		130	61	69 113.1%
Total Passengers		2,282	2,119	163 7.7%
Trips				
Total Trips		1,882	1,792	90 5.0%
Miles				
Revenue Miles		8,573	9,222	(649) -7.0%
Deadhead Miles		1,699	1,843	(143) -7.8%
Total Service Miles		10,273	11,065	(792) -7.2%
Non-Route Miles		157	151	6 4.1%
Total Miles		10,430	11,216	(786) -7.0%
Revenue Hours		720	734	(14) -1.9%
Service Hours		866	905	(40) -4.4%

Year to Date	November YTD		Variance		
	2025	Current Year	Prior Year	Amount	Percent
Ridership					
Weekday		9,790	8,787	1,003	11.4%
Saturday		1,447	1,111	336	30.2%
Sunday		1,151	979	172	17.6%
Holiday		179	102	77	75.5%
Total Passengers		12,567	10,979	1,588	14.5%
Total Demand		19,236	16,519	2,717	16.4%
Missed Trips		-	-	-	0.0%
Cancellations		5,842	5,123	719	14.0%
No Shows		638	417	221	53.0%
Total Passengers		12,756	10,979	1,777	16.2%
Trips					
Total Trips		10,727	9,350	1,377	14.7%
Miles					
Revenue Miles		47,827	47,300	528	1.1%
Deadhead Miles		8,426	9,327	(901)	-9.7%
Total Service Miles		56,253	56,627	(374)	-0.7%
Non-Route Miles		-684	1,266	(1,949)	-154.0%
Total Miles		55,569	57,893	(2,323)	-4.0%
Revenue Hours		4,013	3,808	205	5.4%
Service Hours		4,770	4,601	169	3.7%

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

SUN TRAN CUSTOMER INFORMATION CENTER	
November 2025	
Total Service Reports:	415
Inquiries	99
Compliments	41
Complaints	262
Chargeable	49
Non-chargeable	208
Pending/Incomplete	18

SUN VAN CUSTOMER INFORMATION CENTER	
November 2025	
Total Calls/E-mails Received	24
Inquiries	1
Compliments	2
Complaints	21
Non-Chargeable	6
Chargeable	15
Pending/Incomplete	0

SUN LINK CUSTOMER INFORMATION CENTER	
November 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	
November 2025	
Total Calls/E-mails Received	0
Inquiries	0
Compliments	0
Complaints	0
Non-Chargeable	0
Chargeable	0
Pending/Incomplete	0

Glossary of Terms

Cancellations (Sun Van)	When the passenger or the passenger's representative cancels the reservation two or more hours prior to the beginning of the scheduled pick-up time.
Complaints per 100,000 Passengers	Equals total complaints divided by total passengers times 100,000.
Cost per Mile	Equals total operating expenditures divided by total miles.
Cost per Service Hour	Equals total operating expenditures divided by total service hours.
Cost per Trip (Sun Van)	Total operating expenses divided by total trips.
Deadhead Miles and Hours	Miles that a vehicle travels when out of revenue service. Deadhead includes leaving or returning to the garage or yard facility, changing routes or when there is no expectation of carrying revenue passengers. Deadhead does not include operator or maintenance training.
No-Shows (Sun Van)	When the passenger does not board the Sun Van vehicle when the vehicle arrives at the pick-up location within the pick-up window and the driver waits two minutes, or when the customer does not cancel the reservation within two hours of the scheduled pick-up time.
Optional ADA (Sun Van)	Passenger trips outside 3/4-mile corridors around Sun Tran fixed routes or beyond times available on a Sun Tran fixed route, a same day request, and will calls.
Passengers per Mile	Equals total passengers divided by total revenue miles.
Passengers per Service Hour	Equals total ridership divided by total service hours.

Glossary of Terms

Pick-Ups Before Significantly Late (Sun Van)	Pick-ups 30 minutes outside of the originally scheduled pick-up window.
Revenue Miles and Hours	The miles and hours that vehicles travel while in revenue service. Vehicle revenue miles and hours (VRM and VRH) include layover/recovery time but exclude deadhead, operator training and maintenance testing.
Ridership (Unlinked Passenger Trips)	The number of passengers who board public transportation vehicles. Passengers are counted each time they board vehicles no matter how many vehicles they use to travel from their origin to their destination.
Ridership (Unlinked Passenger Trips) Sun Van	Equals Total passengers actually transported. A one-way trip taken by an ADA paratransit-eligible passenger, a personal care attendant (PCA) or companions from the pick-up point to the destination.
Service Miles and Hours	Miles and hours that vehicles travel while in revenue service plus deadhead miles/hours. Service miles/hours does not include operator or maintenance training.
Total Demand (Sun Van)	Total number of passenger trips requested.
Total Cost per Passenger	Equals total operating expenditures divided by total passengers.
Trip (Sun Van)	A one-way trip taken by an ADA paratransit-eligible passenger from the pick-up point to the destination (excludes PCA's and companions).
Trip Time (Sun Van)	The percentage of ADA trips with a trip time less than the comparable Sun Tran fixed route trip.
Trip Time 110% + 5 Minutes (Sun Van)	When an ADA trip length exceed 110% + 5 minutes of the comparable Sun Tran fixed route trip.