

MONTHLY OPERATIONS REPORT

December 2025



NEW SUN TRAN APP

New Sun Tran App!

Sun Tran launched a new app designed to enhance the rider experience by making transit information easier to access, more accurate and more connected. The app allows riders to plan trips across Sun Tran, Sun Link, Sun On Demand and Sun Shuttle, view real-time updates, and receive step-by-step directions through the GO feature. Service disruptions and detours are displayed directly on the map, helping riders make informed travel decisions. The app also includes accessibility features such as audible instructions and adjustable walking and biking speeds, supporting a more inclusive transit system. By creating direct communication with riders through alerts and updates, the app strengthens engagement and helps riders travel with greater confidence. The app is free and available on the App Store and Google Play. Search for the app, then set Sun Tran as your preference to unlock all route information. For more information about the Sun Tran app visit Suntran.com/sun-tran-app.



Bus Stop Enhancement Project

In December, new amenities were added to three bus stops located at:

- Prince & Fairview (SE)
- Broadway & Old Spanish Trail (SE)
- Alvernon & 22nd (NE)

Enhancements include Ground Stormwater Infrastructure (GSI) with native plants, solar powered compacting trashcans with fullness indicators and solar lighting to improve safety and visibility at each stop. The upgraded poles also feature illuminated buttons that signal drivers with a red light when a rider is waiting. The Alvernon & 22nd street location will receive a digital monitor later this year. This project is funded through the 2024 Federal Transit Administration (FTA) Buses & Bus Facilities Grant, which awarded Sun Tran \$11.38 million in July 2024. These enhancements are designed to improve the rider experience by increasing safety, comfort and accessibility. To learn more about Sun Tran's grants and projects visit Suntran.com/about.

IN THE COMMUNITY

Stuff-the-Bus

Sun Tran continued its long-standing tradition of community engagement by partnering with the Salvation Army for the annual Stuff-the-Bus Toy Drive. The event invited the Tucson community to donate new and unwrapped toys for children throughout the day. The event also featured a special visit from Santa Claus creating a festive day for kids and families. This year's toy drive collected an impressive **975** toys! A heartfelt thank you goes out to everyone involved for their efforts in creating a meaningful donation for Tucson children during the holiday season.



Safety Lunch & Learn Training

Sun Tran, Sun Link and Sun Van hosted an Safety Lunch and Learn, ensuring all employees had the opportunity to participate. The Safety Meeting focused on key topics such as overt (visible) or covert (hidden) alarms, de-escalation tactics, ask once policy, situational awareness, and Samsara dash cams. These interactive sessions reinforced Sun Tran, Sun Link, and Sun Van's commitment to safety and excellent service.



RATPDev Training

RATPDev Regional Safety Director conducted a three-day Certified Instructor Program training for 24 participants from Sun Tran, Sun Van and employees from other RATPDev agencies around the U.S. Upon completion, participants earned certification to train bus operator in accordance with RATPDev standards. This training ensures consistent, high-quality instruction across agencies, and strengthens safety. By certifying Sun Tran and Sun Van instructors we improve operator performance and support a strong culture of safety.



WELCOME TO SUN TRAN

Jason, Director of Maintenance & Facilities

Jason joins Sun Tran as the new Director of Maintenance and Facilities, bringing 30 years of maintenance experience and 13 years of leadership experience across California, Arizona and Texas. His background includes roles with Transdev, MV Transportation and WeDriveU. Jason is currently focused on several key initiatives, including the completion of the new CNG plant at the Sun Tran North Facility, the arrival of 30 new CNG buses, and development of the Sun Van electric infrastructure.



Makenzie, HR Technician

Makenzie joins Sun Tran as the Human Resources Technician supporting recruiting and hiring, marking the first position dedicated to recruitment within Sun Tran. She brings five years of experience in recruitment and high-volume hiring, with a passion for connecting individuals to life-changing career opportunities. Makenzie studied Anthropology and Public Health at the University of Arizona. Having grown up between Florida and Southern Arizona, she enjoys exploring Tucson's diverse culinary scene, creating clay pieces and spending time outdoors.



December CDL Graduates

3 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.

Recruitment		
	New Hires	Promotions
Sun Tran	6 – Coach Operators 1- Service Island Attendant	3-Trained to Coach Operator
Sun Link	1-Streetcar Operator	0-Promotions
Sun Van	5-Van Operator Trainees	9-Full Time Van Operators

STATS

 **-2.79%**
Year to Year Ridership

December 2024 - 1,350,719

December 2025 - 1,313,443

 **-19.95%**
Year to Year Ridership

December 2024 - 117,499

December 2025 - 96,178

 **+2.69%**
Year to Year Ridership

December 2024 - 42,378

December 2025 - 43,532

 **+10.71%**
Year to Year Ridership

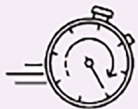
December 2024 - 2,191

December 2025 - 2,439



86.2%

On time performance



Passengers per Revenue Hour:
25.52

89%

On time performance



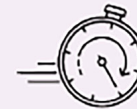
Passengers per Revenue Hour:



59.70

86.37%

On time performance



Passengers per Revenue Hour:



1.77

81%

On time performance



Trips Booked through App:



69.41%



127
Customer Compliments

TRANSIT STARS



Candalaria F., Coach Operator

"She maintained full control of the bus and continued to ensure passengers were safe despite the man yelling at her. She should be commended for maintaining her composure throughout the incident. You're amazing."



Alex C., Coach Operator

"I liked how they greeted everyone boarding the bus and when people exited the driver would thank them. So nice!"



Johnny S., Coach Operator

"The driver is very friendly and has patience with all us passengers. We are all happy to be on his bus. Thank you for the exceptional service."



Tommy C., Coach Operator

"I want to thank the driver for his kindness and courtesy. He was on time which helped me arrive at my destination as scheduled."



Carmen V., Coach Operator

"The driver was very friendly and welcoming. When I got off the bus she waved goodbye, that was very sweet of her."



Customer Representatives

"Your call center's assistance in downloading the new app and deleting the old one turned my trip into a pleasant adventure."

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	1,313,443	1,350,719	8,115,455	8,472,930
2	Passenger per Revenue Mile	2.14	2.20	2.21	2.31
3	Passenger per Revenue Hour	25.52	27.18	26.61	28.83
4	Cost per Passenger	\$ 4.92	\$ 4.33	\$ 4.46	\$ 3.99
5	Cost per Revenue Mile	\$ 10.53	\$ 9.55	\$ 9.87	\$ 9.29
6	Cost per Revenue Hour	\$ 125.50	\$ 117.76	\$ 118.65	\$ 115.00
7	Miles Between Road Calls	16,574	16,126	16,318	17,746
8	Miles Between Bus Inspections	5,833	5,808	5,827	6,068
9	Vehicle Accidents per 100,000 Miles	0.14	0.87	0.14	0.66
10	Complaints per 100,000 Passengers	22.00	19.71	21.51	19.71
11	Vehicles Operated in Maximum Service	146	143	146	143

System Summary - Sun Tran



Month to Date		December		Variance		December		Variance	
2025		Current	Prior Year	Amount	Percent	Budget	Amount	Percent	
Ridership									
	Weekday	1,106,537	1,122,849	\$ (16,312)	-1.5%	1,253,372	146,835	11.7%	
	Saturday	111,024	112,384	(1,360)	-1.2%	217,978	106,954	49.1%	
	Sunday	81,734	101,580	(19,846)	-19.5%	217,978	136,244	62.5%	
	Holiday	14,148	13,906	242	1.7%	0	(14,148)	0.0%	
Total Route Passengers		1,313,443	1,350,719	(37,276)	-2.8%	1,689,328	375,885	22.3%	
Expenses									
Total Expenses		\$ 6,458,204	\$ 5,851,478	(606,726)	-10.4%	\$ 5,237,168	\$ (1,221,037)	-23.3%	
Miles									
	Revenue Miles	613,220	612,774	446	0.1%	642,552	29,332	4.6%	
	Deadhead Miles	70,515	66,847	3,667	5.5%	71,368	853	1.2%	
	Total Service Miles	683,735	679,622	4,113	0.6%	713,920	30,185	4.2%	
	Non-Route Miles	19,385	13,614	5,771	42.4%	7,325	(12,060)	-164.6%	
	Total Miles	703,120	693,236	9,884	1.4%	721,245	18,125	2.5%	
Revenue Hours		51,459	49,691	1,767	3.6%	53,564	2,105	3.9%	
Service Hours		54,500	53,015	1,485	2.8%	57,126	2,626	4.6%	
Year to Date		December YTD		Variance		December YTD		Variance	
		Current	Prior Year	Amount	Percent	Budget	Amount	Percent	
Ridership									
	Weekday	6,747,633	7,091,904	(344,271)	-4.9%	4,302,448	(2,445,185)	-56.8%	
	Saturday	727,508	751,529	(24,021)	-3.2%	841,137	113,629	13.5%	
	Sunday	560,009	551,516	8,493	1.5%	841,137	281,128	33.4%	
	Holiday	80,305	77,981	2,324	3.0%	92,868	12,563	13.5%	
Total Route Passengers		8,115,455	8,472,930	(357,475)	-4.2%	6,077,590	(2,037,865)	-33.5%	
Expenses									
Total Expenses		\$ 36,189,817	\$ 34,263,346	\$ (1,926,471)	-5.6%	20,948,670	(15,241,146)	-72.8%	
Miles									
	Revenue Miles	3,666,280	3,670,841	(4,562)	-0.1%	2,499,473	(1,166,807)	-46.7%	
	Deadhead Miles	408,673	399,378	9,295	2.3%	275,943	(132,730)	-48.1%	
	Total Service Miles	4,074,953	4,070,220	4,733	0.1%	2,775,416	(1,299,537)	-46.8%	
	Non-Route Miles	143,877	83,474	60,403	72.4%	29,300	(114,577)	-391.0%	
	Total Miles	4,218,830	4,153,694	65,136	1.6%	2,804,716	(1,414,114)	-50.4%	
Revenue Hours		305,005	296,747	8,258	2.8%	207,752	(97,253)	-46.8%	
Service Hours		322,868	316,660	6,209	2.0%	221,505	(101,363)	-45.8%	

FIXED ROUTE		Ridership				
		Weekdays	Saturdays	Sundays	Holiday	Totals
1	GLENN/SWAN	26,444	2,364	1,820	306	30,934
2	CHERRYBELL	17,009	1,726	1,632	219	20,586
3	6TH STREET / WILMOT	44,946	3,228	2,252	347	50,773
4	SPEEDWAY	87,912	10,056	6,832	1,162	105,962
5	PIMA STREET / WEST SPEEDWAY	20,416	1,500	1,204	279	23,399
6	EUCLID/ NORTH FIRST AVENUE	47,850	5,324	3,220	521	56,915
7	22ND STREET	51,876	4,468	3,108	481	59,933
8	BROADWAY	94,534	11,784	8,400	1,323	116,041
9	GRANT ROAD	46,948	3,868	2,868	531	54,215
10	FLOWING WELLS	29,788	2,560	1,992	482	34,822
11	ALVERNON	91,916	8,344	6,624	1,183	108,067
12	10TH / 12TH AVENUE	37,004	3,216	3,130	427	43,777
15	CAMPBELL AVENUE	22,484	1,904	1,316	209	25,913
16	ORACLE / INA	134,288	16,144	12,360	2,293	165,085
17	COUNTRY CLUB / 29TH STREET	71,016	6,316	4,952	790	83,074
19	STONE	23,584	3,024	1,816	305	28,729
21	WEST CONGRESS / SILVERBELL	11,660	1,560	1,144	239	14,603
22	GRANDE	3,564	336	372	137	4,409
23	MISSION ROAD	30,558	2,700	2,016	368	35,642
25	S. PARK AVENUE	33,462	3,536	2,356	423	39,777
26	BENSON HIGHWAY	20,482	2,084	1,468	277	24,311
27	MIDVALE PARK	19,492	2,032	1,576	287	23,387
29	VALENCIA	43,824	4,152	3,240	567	51,783
34	CRAYCROFT / FT LOWELL	51,260	4,592	3,572	665	60,089
37	PANTANO	12,826	1,188	1,020	134	15,168
61	LA CHOLLA	9,834	912	648	97	11,491
62	INA RD.	17,182	2,106	796	96	20,180
AVERAGE TOTAL		1,102,159	111,024	81,734	14,148	1,309,065
EXPRESS ROUTE						
101X	GOLF LINKS EXPRESS	704				
102X	INA ROAD EXPRESS	242				
103X	OLDFATHER EXPRESS	286				
104X	MARANA EXPRESS	220				
105X	SUNRISE EXPRESS	418				
107X	ORO VALLEY/DOWNTOWN EXPRESS	418				
108X	BROADWAY EXPRESS	462				
109X	TANQUE VERDE EXPRESS	242				
110X	RITA RANCH/DOWNTOWN EXPRESS	440				
203X	ORO VALLEY/AEROPARK EXPRESS	440				
204X	NW / AEROPARK EXPRESS	506				
AVERAGE TOTAL		4,378				4,378
TOTAL S		1,106,537	111,024	81,734	14,148	1,313,443

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	21.9	1.8	21.1	23.2	1.6	19.7	18.1	1.3	15.2	12.2	0.9	10.2
2 CHERRYBELL	13.4	1.4	13.1	13.8	1.5	13.5	22.8	1.6	14.6	12.3	0.8	7.8
3 6TH STREET / WILMOT	26.5	1.8	33.5	19.9	1.4	25.2	17.2	1.2	21.7	10.6	0.7	13.4
4 SPEEDWAY	35.0	2.5	32.2	44.4	3.2	40.6	35.0	2.5	32.2	23.9	1.7	21.9
5 PIMA STREET / WEST SPEEDWAY	21.7	1.5	18.2	19.1	1.1	13.9	15.9	0.9	11.6	14.8	0.9	10.7
6 EUCLID/ NORTH FIRST AVENUE	51.2	4.0	25.6	47.1	3.7	23.4	54.4	4.2	26.8	35.3	2.7	17.4
7 22ND STREET	36.2	2.0	28.1	50.0	2.6	37.2	39.7	2.1	29.9	24.8	1.3	18.5
8 BROADWAY	45.9	3.3	35.5	39.6	2.6	27.8	35.1	2.4	26.3	22.0	1.5	16.6
9 GRANT ROAD	27.7	1.8	24.3	39.3	2.4	32.2	32.2	2.0	26.6	23.8	1.5	19.7
10 FLOWING WELLS	38.1	2.5	22.2	38.2	2.4	21.3	31.8	2.0	17.8	30.8	2.0	17.2
11 ALVERNON	41.0	2.7	34.0	44.7	2.7	34.8	36.6	2.3	28.6	26.3	1.6	20.4
12 10TH / 12TH AVENUE	34.3	2.5	54.3	36.8	2.3	50.3	23.5	2.1	44.7	22.3	1.4	30.5
15 CAMPBELL AVENUE	23.4	1.5	17.3	23.0	1.3	15.9	18.3	1.1	12.7	11.7	0.7	8.0
16 ORACLE / INA	58.1	4.9	50.9	48.1	3.8	39.2	46.1	3.6	37.7	34.3	2.7	28.0
17 COUNTRY CLUB / 29TH STREET	33.1	2.1	50.4	35.8	2.1	52.6	32.3	1.9	47.6	20.9	1.2	30.4
19 STONE	46.1	3.6	17.6	40.4	3.1	15.1	43.7	3.3	16.2	29.9	2.2	10.9
21 WEST CONGRESS / SILVERBELL	22.9	1.7	9.3	18.1	1.2	6.5	14.7	1.0	5.3	12.3	0.8	4.4
22 GRANDE	13.0	0.9	3.1	12.9	0.8	2.7	15.8	1.0	3.4	23.3	1.5	4.9
23 MISSION ROAD	28.2	2.0	22.4	31.2	2.1	24.1	22.5	1.5	17.4	16.4	1.1	12.7
25 S. PARK AVENUE	35.8	2.5	23.4	23.4	1.5	14.3	32.2	2.1	19.6	23.1	1.5	14.1
26 BENSON HIGHWAY	26.0	1.4	15.5	27.9	1.4	16.3	20.9	1.1	12.2	15.8	0.8	9.2
27 MIDVALE PARK	22.4	1.2	14.3	26.4	1.4	15.9	21.5	1.1	13.1	15.9	0.8	9.6
29 VALENCIA	20.1	1.3	23.4	27.1	1.7	30.5	24.5	1.6	27.9	17.2	1.1	19.6
34 CRAYCROFT / FT LOWELL	31.0	2.2	27.7	44.2	3.0	38.3	39.4	2.7	34.4	29.2	2.0	25.6
37 PANTANO	17.5	1.0	10.6	15.1	0.8	9.0	13.4	0.8	8.0	7.0	0.4	4.2
61 LA CHOLLA	17.8	1.0	8.0	18.5	1.0	8.1	14.1	0.8	6.2	8.5	0.5	3.7
62 INA RD.	26.8	1.5	12.4	21.5	2.2	18.2	15.9	0.8	6.9	7.9	0.4	3.3
AVERAGE TOTAL	33.1	2.2	25.9	34.8	2.3	25.1	30.0	1.9	22.0	21.2	1.4	15.2
EXPRESS ROUTE												
101X GOLF LINKS EXPRESS	13.5	0.6	8.0									
102X INA ROAD EXPRESS	5.5	0.2	5.5									
103X OLDFATHER EXPRESS	5.7	0.4	6.5									
104X MARANA EXPRESS	9.8	0.3	5.0									
105X SUNRISE EXPRESS	10.3	0.6	9.5									
107X ORO VALLEY/DOWNTOWN EXPRESS	6.0	0.3	4.8									
108X BROADWAY EXPRESS	15.9	0.9	10.5									
109X TANQUE VERDE EXPRESS	6.9	0.4	5.5									
110X RITA RANCH/DOWNTOWN EXPRESS	6.9	0.3	5.0									
203X ORO VALLEY/AEROPARK EXPRESS	3.8	0.1	5.0									
204X NW / AEROPARK EXPRESS	4.3	0.1	3.8									
AVERAGE TOTAL	6.8	0.3	5.9									

Expenses – Sun Tran



Month to Date	December		Variance		Monthly Budget	Variance	
	2025	Current	Prior Year	Amount Percent		Amount Percent	
OPERATOR WAGES	\$	2,595,823	\$ 2,330,693	\$ (265,130)	-11.4%	1,687,675	(908,148) -53.8%
MAINTENANCE WAGES		596,256	565,165	(31,091)	-5.5%	99,667	(496,589) -498.3%
SALARIES		806,619	754,787	(51,832)	-6.9%	425,663	(380,956) -89.5%
FRINGE BENEFITS		1,169,902	1,225,991	56,089	4.6%	1,630,560	460,658 28.3%
SERVICES		480,827	222,545	(258,281)	-116.1%	619,750	138,923 22.4%
UTILITIES		74,663	87,485	12,822	14.7%	93,458	18,795 20.1%
VEHICLE MAINTENANCE		380,908	331,265	(49,643)	-15.0%	208,333	(172,575) -82.8%
MATERIALS AND SUPPLIES		61,239	25,543	(35,696)	-139.7%	66,975	5,736 8.6%
CNG FUEL		136,187	121,341	(14,846)	-12.2%	126,345	(9,842) -7.8%
DIESEL FUEL		-	59,494	59,494	0.0%	133,324	133,324 100.0%
UNLEADED FUEL		11,571	11,761	190	1.6%	14,167	2,596 18.3%
ELECTRICITY FUEL		5,745	7,902	2,158	27.3%	13,750	8,005 58.2%
CAPITAL OUTLAY		7,526	0	(7,526)	0.0%	0	(7,526) 0.0%
INSURANCE		110,732	107,506	(3,225)	-3.0%	108,333	(2,398) -2.2%
LABOR CREDITS/EXP TRANSFERS		20,209	0	(20,209)	-120.5%	9,167	(11,042) -120.5%
Total Expenses	\$	6,458,204	\$ 5,851,478	\$ (606,726)	-10.4%	5,237,168	\$ (1,221,037) -23.3%

Year to Date	December YTD		Variance		Annual Budget	Budget Balance	
	Current Year	Prior Year	Amount Percent			Amount Percent	
OPERATOR WAGES	\$ 12,830,808	\$ 11,796,483	\$ (1,034,326)	-8.8%	\$ 20,252,100	7,421,292	36.6%
MAINTENANCE WAGES	3,008,653	2,560,166	(448,488)	-17.5%	1,196,000	(1,812,653)	-151.6%
SALARIES	3,631,688	3,689,797	58,109	1.6%	5,107,960	1,476,272	28.9%
FRINGE BENEFITS	7,265,607	7,526,546	260,939	3.5%	19,566,721	12,301,114	62.9%
SERVICES	3,630,357	3,369,070	(261,287)	-7.8%	7,437,000	3,806,643	51.2%
UTILITIES	474,758	515,307	40,549	7.9%	1,121,500	646,742	57.7%
VEHICLE MAINTENANCE	2,657,361	2,233,964	(423,396)	-19.0%	2,500,000	(157,361)	-6.3%
MATERIALS AND SUPPLIES	340,103	352,342	12,239	3.5%	803,700	463,597	57.7%
CNG FUEL	814,729	784,945	(29,783)	-3.8%	1,516,140	701,411	46.3%
DIESEL FUEL	665,663	591,885	(73,779)	-12.5%	1,599,890	934,227	58.4%
UNLEADED FUEL	76,516	81,653	5,136	6.3%	170,000	93,484	55.0%
ELECTRICITY FUEL	52,182	57,854	5,671	9.8%	165,000	112,818	68.4%
CAPITAL OUTLAY	7,526	0	(7,526)	0.0%	0	(7,526)	0.0%
INSURANCE	664,389	645,038	(19,351)	-3.0%	1,300,000	635,611	48.9%
LABOR CREDITS/EXP TRANSFERS	69,476	58,296	(11,179)	-19.2%	110,000	40,524	36.8%
Total Expenses	\$ 36,189,817	\$ 34,263,346	\$ (1,926,471)	-5.6%	\$ 62,846,011	26,656,194	42.4%

System Summary – Electric Bus



Month to Date	December		Variance		December	Variance	
2025	Current	Prior Year	Amount	Percent	Budget	Amount	Percent
Expenses							
Vehicle Maintenance	\$ -	-	\$ -	0.0%	-	-	0%
Services	634	7,829	7,195	91.9%	833	199	24%
Materials & Supplies	-	-	-	0.0%	-	-	0%
Electricity	5,745	7,902	2,157	27.3%	13,750	8,005	58%
Total Expenses	6,379	15,731	9,352	59.5%	14,583	8,205	56%
Miles							
Total Miles	13,871	20,918	7,047	34%			
KWH							
	19,130	37,483	18,353	49%			

Year to Date	December YTD		Variance		December YTD	Variance	
	Current	Prior Year	Amount	Percent	Budget	Amount	Percent
Expenses							
Vehicle Maintenance	\$ 69	-	\$ (69)	0.0%	0	(69)	0%
Services	32,561	7,829	(24,732)	-315.9%	10,000	(22,561)	-226%
Materials & Supplies	-	-	-	0.0%	-	-	0%
Electricity	52,182	57,854	5,672	9.8%	165,000	112,818	68%
Total Expenses	84,813	65,683	(19,130)	-29.1%	175,000	90,187	52%
Miles							
Total Miles	115,089	125,624	10,535	8%			
KWH							
	149,559	156,537	6,978	4%			

System Indicator		Current Month	Prior Year	FY26 YTD	FY25 YTD
1.	Ridership	96,178	117,499	720,619	878,616
2.	Passengers per Revenue Mile	8.03	7.83	9.24	9.50
3.	Passengers per Revenue Hour	59.70	60.85	69.38	71.78
4.	Cost per Passenger	5.69	4.22	3.92	3.09
5.	Cost per Revenue Mile	45.65	33.01	36.18	29.39
6.	Cost per Revenue Hour	339.57	256.49	271.76	222.00
7.	Miles Between Streetcar Inspection	958.00	939.00	950.83	953.33
8.	Total Preventable Accidents per 100,000 Miles	-	-	1.26	1.06
9.	Total Complaints per 100,000 Passengers	2.08	2.55	0.28	0.34

System Summary – Sun Link



Month to Date		December		Variance		December	Variance	
2025		Current	Prior Year	Amount	Percent	Budget	Amount	Percent
Ridership								
	WEEKDAYS	73,925	90,050	(16,125)	-17.9%	90,951	(17,026)	-18.7%
	SATURDAY	15,129	16,480	(1,351)	-8.2%	16,645	(1,516)	-9.1%
	SUNDAY	6,599	10,413	(3,814)	-36.6%	10,517	(3,918)	-37.3%
	HOLIDAY	525	556	(31)	-5.6%	562	(37)	-6.5%
	Total Route Passengers	96,178	117,499	(21,321)	-18.1%	118,674	(22,496)	-19.0%
Expenses								
	Total Expenses	\$547,047	\$495,281	\$ 51,766	10.5%	\$ 495,281	\$ 51,766	10.5%
Miles								
	Revenue Miles	11,984	15,003	(3,019)	-20.1%	15,003	(3,019)	-20.1%
	Deadhead Miles	248	248	-	0.0%	248	-	0.0%
	Total Service Miles	12,232	15,251	(3,019)	-19.8%	15,251	(3,019)	-19.8%
	Revenue Hours	1,611	1,931	(320)	-16.6%	1,931	(320)	-16.6%
	Service Hours	1,642	1,962	(320)	-16.3%	1,962	(320)	-16.3%
Year to Date		December		Variance YTD		December YTD	Variance YTD	
		Current	Prior Year	Amount	Percent	Budget	Amount	Percent
Ridership								
	WEEKDAYS	561,638	700,181	(138,543)	-19.8%	707,183	(145,545)	-20.6%
	SATURDAY	107,676	124,719	(17,043)	-13.7%	125,966	(18,290)	-14.5%
	SUNDAY	46,671	48,550	(1,879)	-3.9%	49,036	(2,365)	-4.8%
	HOLIDAY	4,634	5,166	(532)	-10.3%	5,218	(584)	-11.2%
	Total Route Passengers	720,619	878,616	(157,997)	-18.0%	887,402	(166,783)	-18.8%
Expenses								
	Total Expenses	\$ 2,822,653	\$2,717,336	\$ 105,317	3.9%	\$ 2,717,336	\$ 105,317	3.9%
Miles								
	Revenue Miles	78,027	92,457	(14,430)	-15.6%	92,457	(14,430)	-15.6%
	Deadhead Miles	1,472	1,472	-	0.0%	1,472	-	0.0%
	Total Service Miles	79,499	93,929	(14,430)	-15.4%	93,929	(14,430)	-15.4%
	Revenue Hours	10,387	12,241	(1,854)	-15.1%	12,241	(1,854)	-15.1%
	Service Hours	10,571	12,425	(1,854)	-14.9%	12,425	(1,854)	-14.9%

Expenses – Sun Link



Month to Date	2025	December Current	Prior Year	Variance Amount	Percent	Monthly Budget	Variance Amount	Percent
OPERATOR WAGES		\$119,317	\$116,986	(\$2,331)	-2.0%	\$116,986	(\$2,331)	-2.0%
MAINTENANCE WAGES		74,137	53,792	(20,345)	-37.8%	53,792	(20,345)	-37.8%
SALARIES		135,121	121,112	(14,010)	-11.6%	121,112	(14,010)	-11.6%
FRINGE BENEFITS		89,000	88,260	(740)	-0.8%	88,260	(740)	-0.8%
SERVICES		57,266	67,613	10,347	15.3%	67,613	10,347	15.3%
UTILITIES		10,650	11,869	1,219	10.3%	11,869	1,219	10.3%
VEHICLE MAINTENANCE		12,368	659	(11,709)	-1777.1%	659	(11,709)	-1777.1%
MATERIALS AND SUPPLIES		11,681	2,056	(9,625)	-468.0%	2,056	(9,625)	-468.0%
FUEL-ELECTRICITY		12,378	8,534	(3,844)	-45.0%	8,534	(3,844)	-45.0%
CAPITAL OUTLAY		-	-	-	0.0%	-	-	0.0%
INSURANCE		25,128	24,401	(727)	-3.0%	24,401	(727)	-3.0%
TOTAL EXPENSES		\$547,047	\$495,281	(\$51,766)	-10.5%	\$495,281	(\$51,766)	-10.5%

Year to Date	December Current Year	Prior Year	Variance Amount	Percent	Annual Budget	Budget Variance Amount	Percent
OPERATOR WAGES	\$528,352	\$533,659	\$5,307	1.0%	\$1,086,156	\$557,804	51.4%
MAINTENANCE WAGES	312,736	237,214	(75,522)	-31.8%	447,360	134,625	30.1%
SALARIES	504,276	553,864	49,588	9.0%	1,121,204	616,928	55.0%
FRINGE BENEFITS	486,102	413,139	(72,962)	-17.7%	858,407	372,305	43.4%
SERVICES	417,731	385,429	(32,302)	-8.4%	812,212	394,481	48.6%
UTILITIES	98,230	92,364	(5,866)	-6.4%	177,669	79,439	44.7%
VEHICLE MAINTENANCE	94,528	202,479	107,951	53.3%	287,145	192,617	67.1%
MATERIALS AND SUPPLIES	68,543	47,781	(20,763)	-43.5%	117,683	49,140	41.8%
FUEL-ELECTRICITY	88,957	105,002	16,045	15.3%	206,447	117,491	56.9%
CAPITAL OUTLAY	72,429	-	(72,429)	0.0%	72,205	(224)	-0.3%
INSURANCE	150,770	146,406	(4,365)	-3.0%	294,994	144,223	48.9%
TOTAL EXPENSES	\$2,822,653	\$2,717,336	(\$105,317)	-3.9%	\$5,481,483	\$2,658,830	48.5%

System Indicator		Current Month	Prior Year	FY26 YTD	FY25 YTD
1.	Ridership	43,532	42,378	270,851	272,365
2.	Demand	63,632	60,850	386,064	380,034
3.	Cancellations	15,119	13,507	88,140	79,364
4.	No-Shows	4,979	4,961	27,065	28,300
5.	Passengers per Revenue Hour	1.77	1.88	1.86	1.90
6.	Passengers per Service Hour	1.55	1.60	1.63	1.66
7.	Cost per Trip	\$ 51.73	\$ 40.70	\$ 45.89	\$ 43.13
8.	Vehicles Operated in Maximum Service	115	117	124	123
9.	Trip Time, Sun Tran	83.96%	82.06%	78.88%	80.90%
10.	Trip Time 110% + 5 Minutes	91.95%	89.63%	86.71%	89.34%
11.	Pick-Ups	86.18%	82.57%	86.44%	85.28%
12.	Pick-Ups Before Significantly Late	99.31%	98.42%	99.42%	99.02%

System Summary- Sun Van



Month to Date	2025	December Current Year	December Prior Year	Variance Amount	Variance Percent	December Budget	Variance Amount	Variance Percent
Ridership								
Weekday		38,086	36,050	2,036	5.6%			
Saturday		2,613	2,797	(184)	-6.6%			
Sunday		2,565	3,230	(665)	-20.6%			
Holiday		268	301	(33)				
Total Passengers		43,532	42,378	1,154	2.7%			
Total Booked Passengers		63,632	60,850	2,782	4.6%	51,330	12,302	24.0%
Missed Trips		2	4	(2)	-50.0%	-	2	0.0%
Cancellations		15,119	13,507	1,612	11.9%	11,630	3,489	30.0%
No Shows		4,979	4,961	18	0.4%	2,780	2,199	79.1%
Total Passengers		43,532	42,378	1,154	2.7%	36,370	7,162	19.7%
ADA Passengers		39,846	39,039	807	2.1%			
Optional ADA Passengers		3,686	3,339	347	10.4%			
Percentage of Optional		8.5%	7.9%					
Trips								
ADA Trips		36,672	36,174	498	1.4%			
Optional ADA Trips		3,381	3,073	308	10.0%			
Total Trips		40,053	39,247	806	2.1%	32,160	7,893	24.5%
Expenses								
Total Expenses	\$	2,072,099	\$ 1,597,272	\$ (474,827)	-29.7%	\$ 1,947,843	\$ 124,256	6.4%
Miles								
Revenue Miles		303,742	300,094	3,648	1.2%	261,287	42,455	16.2%
Deadhead Miles		54,417	55,060	(643)	-1.2%	44,683	9,734	21.8%
Total Service Miles		358,159	355,154	3,005	0.8%	305,970	52,189	17.1%
Non-Route Miles		836	4,249	(3,413)	-80.3%	3,201	(2,365)	-73.9%
Total Miles		358,995	359,403	(408)	-0.1%	309,171	49,824	16.1%
Revenue Hours		24,531	22,560	1,971	8.7%	18,652	5,879	31.5%
Service Hours		28,032	26,435	1,597	6.0%	21,428	6,605	30.8%

System Summary- Sun Van



Year to Date	December YTD		Variance		December YTD		Variance	
	2025	Current Year	Prior Year	Amount	Percent	Budget	Amount	Percent
Ridership								
Weekday		234,715	235,492	-777	0%			
Saturday		17,624	18,441	-817	-4%			
Sunday		16,575	16,732	-157	-1%			
Holiday		1,937	1,700	237	14%			
Total Passengers		270,851	272,365	(1,514)	-0.6%			
Total Booked Passengers		386,064	380,034	6,030	1.6%	51,330	334,734	652.1%
Missed Trips		8	0	8	0.0%	-	8	0.0%
Cancellations		88,140	79,364	8,776	11.1%	11,630	76,510	657.9%
No Shows		27,065	28,300	(1,235)	-4.4%	2,780	24,285	873.6%
Total Passengers		270,851	272,370	(1,519)	-0.6%	36,920	233,931	633.6%
ADA Passengers		249,688	253,042	(3,354)	-1.3%			
Optional ADA		21,163	19,323	1,840	9.5%			
Percentage of Optional		7.8%	7.1%					
Trips								
ADA Trips		230,758	234,043	(3,285)	-1.4%			
Optional ADA Trips		19,420	17,894	1,526	8.5%			
Total Trips		250,178	251,937	(1,759)	-0.7%	262,600	(12,422)	-4.7%
Expenses								
Total Expenses	\$	11,480,808	\$ 10,909,277	\$ 571,531	5.2%	\$ 23,374,110	\$ (11,893,302)	-50.9%
Miles								
Revenue Miles		1,869,846	1,939,282	(69,436)	-3.6%	234,400	1,635,446	697.7%
Deadhead Miles		322,541	346,333	(23,792)	-6.9%	42,800	279,741	653.6%
Total Service Miles		2,192,387	2,285,615	(93,228)	-4.1%	277,200	1,915,187	690.9%
Non-Route Miles		17,767	9,587	8,180	85.3%	1,800	15,967	887.1%
Total Miles		2,210,154	2,295,202	(85,048)	-3.7%	279,000	1,931,154	692.2%
Revenue Hours		145,536	143,679	1,857	1.3%	16,700	128,836	771.5%
Service Hours		166,165	165,547	617	0.4%	19,200	146,965	765.4%

Expenses – Sun Van



Month to Date	December		Variance		Monthly Budget	Variance	
	2025	Current Year	Prior Year	Amount	Percent	Amount	Percent
OPERATOR WAGES	\$	905,612	\$ 593,889	\$ (311,724)	-52.5%	\$ 663,288	\$ (242,324) -36.5%
OTHER BU WAGES		144,523	254,177	109,654	43.1%	101,883	(42,640) -41.9%
SALARIES		140,888	103,018	(37,870)	-36.8%	84,583	(56,305) -66.6%
FRINGE BENEFITS		358,714	311,215	(47,500)	-15.3%	584,620	225,906 38.6%
SERVICES		101,261	19,316	(81,945)	-424.2%	76,942	(24,319) -31.6%
CONTRACT VEHICLE MAINT.		249,331	117,689	(131,642)	-111.9%	162,083	(87,247) -53.8%
UTILITIES		15,523	15,589	66	0.4%	18,075	2,552 14.1%
MATERIALS AND SUPPLIES		8,793	2,317	(6,475)	-279%	9,725	932 9.6%
UNLEADED FUEL		86,425	127,926	41,501	32.4%	200,393	113,968 56.9%
CAPITAL OUTLAY		-	-	0	0.0%	-	- 0.0%
LIABILITY INSURANCE		61,029	52,138	(8,891)	-17.1%	46,250	(14,779) -32.0%
TOTAL EXPENSES	\$	2,072,099	\$ 1,597,272	\$ (474,827)	-29.7%	\$ 1,947,843	\$ (124,256) -6.4%

Year to Date	December YTD		Variance		YTD	Variance						
	Current Year	Prior Year	Amount	Percent	Budget	Amount	Percent					
OPERATOR WAGES	\$	4,758,974	\$	3,804,599	\$	(954,375)	-25.1%	\$	7,959,460	\$	3,200,486	40.2%
OTHER BU WAGES		779,183		1,754,330		975,147	55.6%		1,222,600		443,417	36.3%
SALARIES		722,879		645,431		(77,448)	-12.0%		1,015,000		292,121	28.8%
FRINGE BENEFITS		2,196,250		1,804,173		(392,077)	-21.7%		7,015,440		4,819,190	68.7%
SERVICES		525,101		550,228		25,127	4.6%		923,300		398,199	43.1%
CONTRACT VEHICLE MAINT.		1,167,861		1,068,055		(99,806)	-9.3%		1,945,000		777,139	40.0%
UTILITIES		96,118		99,238		3,120	3.1%		216,900		120,782	55.7%
MATERIALS AND SUPPLIES		66,446		59,390		(7,056)	-11.9%		116,700		50,254	43.1%
UNLEADED FUEL		801,823		811,008		9,185	1.1%		2,404,710		1,602,887	66.7%
CAPITAL OUTLAY		-		-		-	0.0%		-		-	0.0%
LIABILITY INSURANCE		366,174		312,825		(53,349)	-17.1%		555,000		188,826	34.0%
TOTAL EXPENSES	\$	11,480,808	\$	10,909,277	\$	(571,531)	-5.2%	\$	23,374,110	\$	11,893,302	50.9%

Month to Date	December		Variance	
	2025	Current Year	Prior Year	Amount Percent
Ridership				
Weekday		2,048	1,724	324 18.8%
Saturday		226	227	(1) -0.4%
Sunday		153	219	(66) -30.1%
Holiday		12	21	(9) -42.9%
Total Passengers		2,439	2,191	248 11.3%
Ridership				
Total Demand		3,697	3,176	521 16.4%
Missed Trips		-	-	- 0.0%
Cancellations		1,108	911	197 21.6%
No Shows		150	74	76 102.7%
Total Passengers		2,439	2,191	248 11.3%
Trips				
Total Trips		2,011	1,848	163 8.8%
Miles				
Revenue Miles		9,299	9,407	(108) -1.1%
Deadhead Miles		1,695	1,830	(135) -7.4%
Total Service Miles		10,994	11,238	(243) -2.2%
Non-Route Miles		256	325	(70) -21.4%
Total Miles		11,250	11,563	(313) -2.7%
Revenue Hours		786	771	15 2.0%
Service Hours		996	942	54 5.8%

System Summary- On Demand



Year to Date	December YTD		Variance		
	2025	Current Year	Prior Year	Amount	Percent
Ridership					
Weekday		11,838	10,511	1,327	12.6%
Saturday		1,673	1,338	335	25.0%
Sunday		1,304	1,198	106	8.8%
Holiday		191	123	68	55.3%
Total Passengers		15,006	13,170	1,836	13.9%
Total Demand		22,933	19,695	3,238	16.4%
Missed Trips		-	-	-	0.0%
Cancellations		6,950	6,034	916	15.2%
No Shows		788	491	297	60.5%
Total Passengers		15,195	13,170	2,025	15.4%
Trips					
Total Trips		12,738	11,198	1,540	13.8%
Miles					
Revenue Miles		57,126	56,707	420	0.7%
Deadhead Miles		10,121	11,157	(1,037)	-9.3%
Total Service Miles		67,247	67,864	(617)	-0.9%
Non-Route Miles		-428	1,591	(2,019)	-126.9%
Total Miles		66,819	69,456	(2,636)	-3.8%
Revenue Hours		4,799	4,578	221	4.8%
Service Hours		5,766	5,543	223	4.0%

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

SUN TRAN CUSTOMER INFORMATION CENTER	
December 2025	
Total Calls/E-mails Received	472
Inquiries	37
Compliments	134
Complaints	289
Chargeable	68
Non-chargeable	216
Pending/Incomplete	5

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SUN VAN CUSTOMER INFORMATION CENTER	
December 2025	
Total Calls/E-mails Received	25
Inquiries	0
Compliments	2
Complaints	23
Chargeable	10
Non-chargeable	13
Pending/Incomplete	0

SUN LINK CUSTOMER INFORMATION CENTER	
December 2025	
Total Calls/E-mails Received	10
Inquiries	8
Compliments	0
Complaints	2
Chargeable	0
Non-chargeable	2
Pending/Incomplete	0

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

Glossary of Terms

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

Glossary of Terms

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