

AUGUST 2026

MONTHLY OPERATIONS REPORT



DRIVEN BY THE NUMBERS

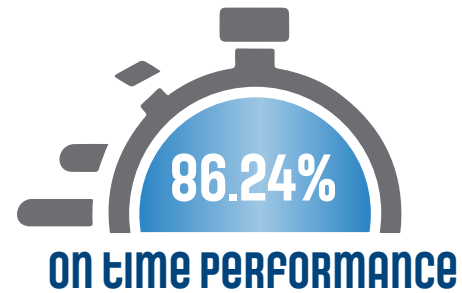


SUN TRAN RIDERSHIP

YEAR-OVER-YEAR | -3.65%

AUG 2025: 1,393,646

AUG 2026: 1,300,618



PASSENGERS
PER HOUR:
25.14
UNIQUE APP
USERS:
10,348

An illustration of a person in a red shirt and blue pants carrying a black backpack.

SUN VAN RIDERSHIP

YEAR-OVER-YEAR | +4.53%

AUG 2025: 46,734

AUG 2026: 48,837



PASSENGERS
PER
HOUR:
1.81

An illustration of an elderly person in a brown jacket and blue pants using a cane.

SUN LINK RIDERSHIP

YEAR-OVER-YEAR | -29.18%

AUG 2025: 108,347

AUG 2026: 72,514



PASSENGERS
PER
HOUR:
30.63

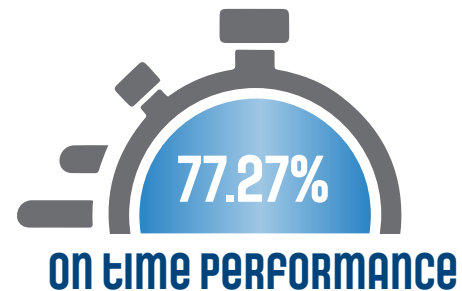
An illustration of a woman in a red jacket and blue skirt talking on a phone.

ON DEMAND RIDERSHIP

YEAR-OVER-YEAR | +0.62%

AUG 2025: 2,689

AUG 2026: 2,821



TRIPS
BOOKED
THROUGH APP
13,164

An illustration of a person in a light blue shirt and dark pants holding a smartphone.

MONTHLY OPERATIONS SNAPSHOT

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.



Sun Link Team

August brought several visible changes across Sun Tran, Sun Van and Sun Link. Sun Link returned Streetcar 105 to service after a year. Sun Tran implemented route and schedule changes, Sun On Demand expanded to Tucson's east side. Teams also tested new bus stop amenities, safety teams supported students returning to school and continued work connected to the City of Tucson's Transit Safety and Security Plan. Together these efforts reflect the work taking place behind the scenes to maintain a safe, secure, efficient, reliable customer focused public transportation.

One of this month's significant milestones was the return of Sun Link Streetcar 105. Sun Link marked the occasion with a special preview at its Operation and Maintenance facility. Staff, community members and media attended the event, which included remarks from General Manager Mikel Oglesby, Sun Link Assistant General Manager Ruben

Montenegro and transit historian Gene Caywood. Gene discussed the history of streetcar service in Tucson, from the city's earliest horse drawn streetcars in the 1800s to today's modern streetcar. Streetcar 105 has been out of service since August 2025 after an incident involving Streetcar 103. Over the following year, the streetcar was inspected, repaired, tested and rechecked throughout the restoration process. Getting it back on the tracks required the commitment of employees, engineers, maintenance professionals, operations staff, safety personnel, city staff and technical partners who continued working through each challenge. Riders can now see Streetcar 105 in regular service



Streetcar Comeback

connecting them throughout Tucson. To read the full story about Streetcar 105 visit [Suntran.com](https://www.suntran.com).



Safety City Connect Transit Meeting

While Sun Link celebrated the return of an important vehicle, Sun Tran continued working with the City of Tucson and community partners to strengthen safety throughout the transit system. From August 10 through 14, the City of Tucson hosted a series of Safety City Connect Transit meetings to update residents and gather feedback on the Transit Safety and Security Action Plan adopted in December 2025. The plan was developed in response to safety and security concerns affecting the transit system. It coordinates work among City departments, Sun Tran management and operators, the Tucson Police Department, community health providers and other partners. Its priorities include enforcement, outreach services, operator protections, facility improvements, community engagement and improved communication with riders

MONTHLY OPERATIONS SNAPSHOT

Sun Tran's Safety and Security team joined City leaders at the meetings to explain the work already underway. Current efforts include dedicated off-duty police patrols along targeted corridors, contract security at transit centers and throughout the system, safety and environmental improvements at bus stops, and coordination with outreach and community service providers. Sun Tran is also advancing longer-term improvements, including operator barrier upgrades, real-time monitoring of onboard cameras and the development of a transit ambassador program. Participants learned how incident data and rider feedback are used to identify areas of concern, direct resources and measure progress. Residents and transit riders also had opportunities to ask questions, share their experiences and identify safety priorities. This feedback will help guide the plan's continued implementation and future transit safety decisions. Considering operational data alongside the experiences of riders, employees and neighborhoods allows the City and transit system to better understand where resources are needed. To learn more about the Safe City Action Plan visit tucsonaz.gov/Government/Office-of-the-City-Manager/Safe-City-Initiative.

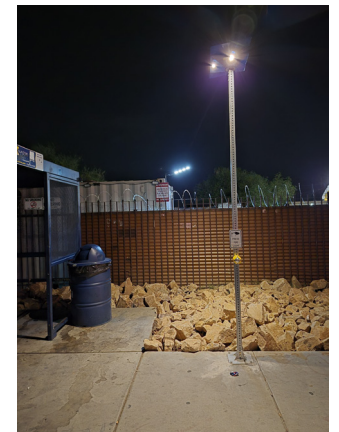
Safety and service planning and development work continued to bus stops. This month, Sun Tran began testing lighting, alternative seating and digital signage at selected bus stops. The project, conducted in partnership with Urban Solar, is intended to show how these amenities perform at locations with different infrastructure and space limitations. Installation began August 5 with lighting and digital signage at First Avenue/Glenn Street. Additional lighting was later installed at Stone Avenue/Fort Lowell Road. Lighting and a semi-seat were also installed at Prince Road/Flowing Wells Road. The pole mounted lighting can be activated by a person pressing the button on the pole, helping the operator see that they intend to board. The semi-seat provides a place to rest at bus stops where available space and other conditions may make a traditional bench unsuitable. Sun Tran selected the pilot locations using safety and security data, existing stop conditions and feedback from riders, operators and staff. The project will help Sun Tran evaluate the equipment before considering installation at additional locations. For riders, improved lighting, visibility and seating can make waiting for the bus a safer and comfortable experience.

City of Tucson staff along with Sun Tran staff also provided a visible safety presence during the first weeks of the school year through the Safe Rides Back to School Initiative. More than 100 volunteers completed over 350 assignments at 38 priority bus stops, three transit centers and several bus routes. Volunteers helped students and other passengers navigate the system, answered questions, reported concerns and provided a welcoming presence. By helping young riders understand how to use transit and where to find assistance, volunteers contributed to a safer and more comfortable return to school.

As students returned to class, riders throughout the city also adjusted to service changes that began August 16. Sun Tran, Sun Express and Sun Shuttle updated several routes and schedules to improve connections and align service with current travel needs. Route 4 now serves Udall Transit Station, replacing service to South Kolb Road. Route 8 merged with Route 108X, extending service to Houghton Road and increasing frequency to every 15 minutes. Route 9 was extended to Pima Community College East, replacing its previous service to Udall Transit Station. Sun Express Routes 102X and 104X were also combined. As part of the change, Sun Express introduced Route 124X, the Northwest–Downtown Express, providing service between Oro Valley, Marana and downtown Tucson.



Pole Mounted Lightining during day .



Pole Mounted Lightining at night.

MONTHLY OPERATIONS SNAPSHOT



Sun On Demand Vehicle

The August service changes also brought more transportation options to Tucson's east side with the launch of Sun On Demand Zone 3. Covering approximately twice the area of the existing zones, Zone 3 serves the area between Tanque Verde Road and Golf Links Road and between Wilmot Road and Houghton Road. The expansion provides free, on-demand transportation to work, school, errands and fixed route connections. This expansion reflects our commitment to making public transportation more accessible and convenient for everyone. By creating this new Sun On Demand zone, it makes it easier for residents to travel throughout the city and connect with the services that matter most to them.

Delivering reliable service also depends on technology. Trapeze Software representatives visited Sun Tran's Service Planning and Development and Customer Service departments to observe how employees use the platform, gather suggestions and provide refresher training. Trapeze supports many daily transit functions, including scheduling, trip mapping, run cutting, fleet management, workforce management, route information and passenger tools. Customer Service employees use the platform to review route headways, times, bus stops and to support communications reporting. The visit also introduced a Lost and Found program that could replace hours of manual reporting. Improving these tools matters because accurate schedules, coordinated service information and faster access to records help employees answer questions and manage daily operations more efficiently.



Trapeze Software Representatives with Service Planning and Development and Customer Service departments

While improving behind the scenes technology was taking place, Sun Tran's official app, Transit launched its summer Transit Rider Customer Experience survey. More than 300 users participated, providing valuable feedback about service quality, safety and travel patterns. Survey results showed that respondents rated Tucson's public transit system as "Good." The survey also revealed that more than 95% of participants regularly used fixed route, while 29% ride transit seven days a week. This also showed that the top three places participants use public transit for is errands, appointments and work. The next Transit Rider Customer Experience Survey is scheduled to launch in fall 2026. Listening to rider's remains an essential part of delivering customer focused transportation services.

MONTHLY OPERATIONS SNAPSHOT

A reliable transit system also depends on strong recruitment efforts and workforce. Five Sun Tran Operator Trainees earned their Commercial Driver Licenses through the agency's paid, in-house program, which combines classroom instruction with behind-the-wheel training. Providing CDL training internally removes a potential barrier for people interested in becoming Coach Operators and creates a structured path into a public transportation career.

Sun Tran welcomed 17 new employees in departments including operations, maintenance, marketing and customer service. Three employees were also promoted to positions in other departments.

Sun Van continued hosting weekly hiring events allowing 50 prospective employees to learn about transit careers and participate in on-the-spot interviews. Five Sun Van Operator Trainees advanced to full-time Van Operator positions. Sun Van also welcomed 14 employees, including 13 Van Operators and one Operations Coordinator. Five Van Operator Trainees were also promoted to full-time Van Operator positions.



Holly Rosson

Sun Link welcomed Holly Rosson as its Safety, Security and Training Manager. Holly began her transit career at Sun Tran as an Operations Supervisor in February 2024 and became an Operations Manager in June 2025. Now in 2026 she moved to Sun Link, bringing experience in transit operations and law enforcement to her new role. Her responsibilities now include safety reporting for the Arizona Department of Transportation, National Transit Database and Transportation Security Administration. She also works with the training compliance office to provide Roadway Worker Protection instruction to third-party vendors. Welcome Holly to Sun Link!

Sun Tran also welcomed Keianna Robles as its new Marketing Coordinator. After graduating with a bachelor in Business Administration majoring in Marketing with a minor in Psychology, Keianna brings experience in recruitment, digital asset management, marketing campaigns, research, analytics, social media, and graphic design. Clear public information is an operation needed, especially when routes, schedules, services or boarding locations change. Welcome to the team Keianna!



Keianna Robles

OUR ALL STAR TEAM



Sun Van Appreciation Day

To show their employees appreciation, Sun Van and Sun Link held an Employee Appreciation Day for operators, dispatchers, maintenance and support staff. Sun Van employees were welcomed with a red-carpet entrance, cheers from colleagues, food and remarks from General Manager Mikel Oglesby and Assistant General Manager Panya Chhoeuy. At Sun Link Assistant General Manager Ruben Montenegro prepared hamburgers and hot dogs for employees. Transit leadership thanks staff for their commitment, teamwork and daily service to the community.

Customers also recognized the employees who shaped their transit experience. Sun Tran received 40 compliments praising employees for their kindness, professionalism and dedication. Below are a few of the customer compliments:

Mark Cianciolo, Coach Operator

"He went above and beyond to ensure everyone's safety. He always kept passengers informed when there were large bumps on the road. Thank you!"

Rudy Salais, Coach Operator

"It was my first time riding the bus and this gentleman was friendly and answered all my questions about stops. Thank you for being kind."

Gilberto Ponce De Leon, Coach Operator

"This was my first time I've ever used public transit. This driver was so kind, helpful and incredibly patient with me when I

Karina N. Ortega, Coach Operator

"I want to commend her for her quick thinking on resolving the issue on the bus allowing all passengers to continue to their



Sun Link Appreciation Day

Each recognized employee received a personalized "Smile" card in appreciation of their service. These moments demonstrate that public transportation is about more than getting from one destination to another. It is about the people who make riders feel welcomed, respected and supported along the way. Riders who want to recognize the awesome job our employees are doing, contact Customer Service at (520) 792-9222 or email SunTranInfo@tucsonaz.gov.

CONNECTING OUR COMMUNITY

Transit employees and community partners also supported several public events during the month. Sun Tran partnered with The Salvation Army Tucson for the Stuff the Bus school supply drive. Community members donated 1,555 school supplies and more than \$350 in monetary donations. The donations helped local students begin the school year with needed classroom materials.

To keep helping students, Sun Tran also participated in the Tucson High School's Curriculum Night. Staff helped students, staff and families understand how public transit can connect them with school, while promoting the fare-free transit system.

A learn to ride session at Ward 5 Council Office welcomed more than 10 attendees. This learn to ride session helped community members plan trips, read schedule and route maps, board and exit bus safely, use accessibility features and navigate the Transit app. Bringing this training into neighborhoods allows new and returning riders to ask questions and build confidence in a familiar community setting.



The Salvation Army Stuff the Bus Event

Before the launch of the new Sun On Demand Zone 3, Sun Tran staff visited Sherwood Village Assisted Living and Memory Care to explain how On Demand service works. Residents learned about destinations within Zone 3 and how to request a ride through the app or by calling Sun Van's reservation team. Providing direct instruction is especially important when introducing a new service because its value depends on riders understanding where it operates and how to book a trip.

This month's work connected immediate service needs with longer-term improvements. Returning Streetcar 105 increased Sun Link's available fleet. Route updates and Sun On Demand Zone 3 expanded travel options. Safety meetings, volunteer support and bus stop amenity testing addressed the rider experience beyond the vehicle. Workforce training and technology reviews strengthened the operations that support every trip. Together, all these efforts support Sun Tran, Sun Van and Sun Link's mission of improving quality of life through safe, secure, efficient and reliable transportation.



Ward 5 Council Office Learn to Ride

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System Indicator	Current Month	Prior Year	FY27 YTD	FY26 YTD
Ridership	1,300,618	1,294,612	1,248,155	1,294,612
Passenger per Revenue Mile	2.16	2.09	2.04	2.09
Passenger per Revenue Hour	25.14	25.32	24.18	25.32
Cost per Passenger	\$ 5.32	\$ 3.90	\$ 4.34	\$ 4.56
Cost per Revenue Mile	\$ 11.51	\$ 8.14	\$ 8.85	\$ 8.14
Cost per Revenue Hour	\$ 133.83	\$ 98.73	\$ 104.93	\$ 121.25
Miles Between Road Calls	15,873	16,318	17,186	17,711
Miles Between Bus Inspections	6,216	5,806	5,915	5,806
Vehicle Accidents per 100,000 Miles	0.15	0.28		0.28
Complaints per 100,000 Passengers	25.91	21.09	18.59	20.54
Vehicles Operated in Maximum Service	146	145	145	146

Month to Date		August		Variance		August	Variance	
	2026	Current	Prior Year	Amount	Percent	Budget	Amount	Percent
RIDERSHIP								
	Weekday	1,058,043	1,144,311	\$ (86,268)	-7.5%	1,057,078	(965)	-0.1%
	Saturday	136,415	139,975	(3,560)	-2.5%	251,685	115,270	45.8%
	Sunday	106,160	109,360	(3,200)	-2.9%	251,685	145,525	57.8%
	Holiday	0	0	0	0.0%	0	0	0.0%
Total Route Passengers		1,300,618	1,393,646	(93,028)	-6.7%	1,560,449	259,831	16.7%
Expenses								
Total Expenses		\$ 6,923,532	\$ 5,275,110	(1,648,421)	-31.2%	\$ 6,293,086	\$ (630,446)	-10.0%
Miles								
Revenue Miles		601,474	602,179	(705)	-0.1%	626,456	24,982	4.0%
Deadhead Miles		71,466	67,370	4,096	6.1%	74,462	2,996	4.0%
Total Service Miles		672,940	669,549	3,391	0.5%	700,918	27,978	4.0%
Non-Route Miles		-	37,232	(37,232)	0.0%	7,325	7,325	0.0%
Total Miles		672,940	706,781	(33,841)	-4.8%	708,243	35,303	5.0%
Revenue Hours		51,734	50,231	1,503	3.0%	53,684	1,950	3.6%
Service Hours		55,261	53,549	1,712	3.2%	58,735	3,474	5.9%
Year to Date		August YTD		Variance		August YTD	Variance	
		Current	Prior Year	Amount	Percent	Budget	Amount	Percent
Ridership								
	Weekday	2,086,213	2,219,055	(132,842)	-6.0%	1,975,835	(110,378)	-5.6%
	Saturday	233,543	249,703	(16,160)	-6.5%	418,732	185,189	44.2%
	Sunday	196,984	195,428	1,556	0.8%	418,732	221,748	53.0%
	Holiday	32,033	24,072	7,961	33.1%	41,762	9,729	23.3%
Total Route Passengers		2,548,773	2,688,258	(139,485)	-5.2%	2,855,061	306,288	10.7%
Expenses								
Total Expenses		\$ 12,340,048	\$ 10,323,719	\$ (2,016,329)	-19.5%	12,586,172	246,124	2.0%
Miles								
Revenue Miles		1,213,330	1,222,269	(8,939)	-0.7%	1,241,136	27,805	2.2%
Deadhead Miles		142,063	135,283	6,779	5.0%	145,168	3,106	2.1%
Total Service Miles		1,355,393	1,357,552	(2,159)	-0.2%	1,386,304	30,911	2.2%
Non-Route Miles		22,171	61,115	(38,944)	-63.7%	14,650	(7,521)	-51.3%
Total Miles		1,377,564	1,418,667	(41,103)	-2.9%	1,400,954	23,390	1.7%
Revenue Hours		103,352	101,367	1,985	2.0%	105,304	1,952	1.9%
Service Hours		109,926	107,591	2,335	2.2%	115,234	5,309	4.6%

FIXED ROUTE		Ridership				Totals
		Weekdays	Saturdays	Sundays	Holiday	
1	GLENN/SWAN	28,791	2,935	2,630		34,356
2	TUCSON MARKETPLACE	29,085	5,815	2,550		37,450
3	6TH STREET / WILMOT	43,617	4,125	3,125		50,867
4	SPEEDWAY	77,280	10,975	8,725		96,980
5	PIMA STREET / WEST SPEEDWAY	19,908	1,920	1,615		23,443
6	EUCLID/ NORTH FIRST AVENUE	46,410	6,285	3,955		56,650
7	22ND STREET	48,153	5,110	3,855		57,118
8	BROADWAY	85,050	14,430	10,950		110,430
9	GRANT ROAD	46,116	3,820	3,870		53,806
10	RUTHRAUFF	32,424	3,365	2,980		38,769
11	ALVERNON/AJO	83,664	9,845	8,280		101,789
12	10TH / 12TH AVENUE	37,926	4,170	3,280		45,376
15	CAMPBELL AVENUE	20,118	2,360	1,935		24,413
16	ORACLE / S. 6TH AVE	117,852	18,935	15,430		152,217
17	COUNTRY CLUB / 29TH STREET	69,972	7,785	6,265		84,022
19	STONE	21,987	3,985	2,330		28,302
21	WEST CONGRESS / SILVERBELL	12,390	2,015	1,800		16,205
23	MISSION ROAD	30,618	3,825	3,005		37,448
25	S. PARK AVENUE	28,308	4,410	2,850		35,568
26	BENSON HIGHWAY	19,341	2,190	1,840		23,371
27	MIDVALE PARK	20,223	2,745	2,345		25,313
29	PASCUA YAQUI/BANNER UMC SOUTH	44,457	4,835	4,050		53,342
34	CRAYCROFT / FT LOWELL	50,463	5,860	4,580		60,903
37	PANTANO	12,810	1,585	1,470		15,865
61	LA CHOLLA	9,660	1,165	915		11,740
62	INA RD.	16,002	1,925	1,530		19,457
TOTAL FIXED ROUTE		1,052,625	136,415	106,160		1,295,200
EXPRESS ROUTE						
101X	GOLF LINKS-DOWNTOWN EXPRESS	735				735
102X	INA ROAD EXPRESS	252				252
103X	NORTHWEST-UA-DOWNTOWN EXPRESS	294				294
104X	MARANA EXPRESS	294				294
105X	FOOTHILLS-DOWNTOWN EXPRESS	462				462
107X	ORO VALLEY/DOWNTOWN EXPRESS	315				315
108X	BROADWAY EXPRESS	504				504
109X	CATALINA HWY-DOWNTOWN EXPRESS	273				273
110X	RITA RANCH/DOWNTOWN EXPRESS	525				525
124X	NORTHWEST/DOWNTOWN EXPRESS	483				483
203X	ORO VALLEY/AEROPARK EXPRESS	483				483
204X	NW / AEROPARK EXPRESS	798				798
TOTAL EXPRESS ROUTE		5,418				5,418
TOTALS		1,058,043	136,415	106,160		1,300,618

FIXED ROUTE	WEEKDAY PRODUCTIVITY			SATURDAY PRODUCTIVITY			SUNDAY PRODUCTIVITY			HOLIDAY PRODUCTIVITY		
	Passengers Per Hour	Passengers Per Mile	Passengers Per Trip	Passengers Per Hour	Passengers Per Mile	Passengers Per Trip	Passengers Per Hour	Passengers Per Mile	Passengers Per Trip	Passengers Per Hour	Passengers Per Mile	Passengers Per Trip
1 GLENN/SWAN	25.0	2.0	24.1	23.1	1.6	19.6	21.0	1.5	17.5			
2 TUCSON MARKETPLACE	32.8	2.6	23.5	59.0	4.1	36.4	28.5	2.0	18.2			
3 6TH STREET / WILMOT	26.9	1.9	34.1	20.4	1.4	25.8	19.1	1.3	24.0			
4 SPEEDWAY	32.2	2.3	29.7	38.8	2.8	35.4	35.8	2.6	32.9			
5 PIMA STREET / WEST SPEEDWAY	22.1	1.5	18.6	19.5	1.1	14.2	17.1	1.0	12.4			
6 EUCLID/ NORTH FIRST AVENUE	52.0	4.1	26.0	44.5	3.5	22.1	53.6	4.2	26.4			
7 22ND STREET	35.2	1.9	27.3	45.7	2.4	34.1	39.4	2.1	29.7			
8 BROADWAY	43.2	3.1	33.5	38.6	2.5	27.2	36.6	2.5	27.4			
9 GRANT ROAD	21.9	1.5	25.0	23.6	1.6	25.5	26.5	1.6	28.7			
10 RUTHRAUFF	43.4	2.9	25.3	39.9	2.6	22.5	37.8	2.4	21.3			
11 ALVERNON/AJO	39.1	2.5	32.4	43.6	2.7	34.0	36.5	2.3	28.6			
12 10TH / 12TH AVENUE	36.8	2.7	58.3	33.8	2.4	52.1	30.2	2.2	46.9			
15 CAMPBELL AVENUE	22.1	1.4	16.3	22.6	1.3	15.7	21.5	1.3	14.9			
16 ORACLE / S. 6TH AVE	53.3	4.5	46.8	45.4	3.6	36.8	46.7	3.6	37.6			
17 COUNTRY CLUB / 29TH STREET	34.1	2.1	52.1	35.4	2.1	51.9	32.7	2.0	48.2			
19 STONE	45.1	3.5	17.2	42.3	3.2	16.0	44.4	3.4	16.7			
21 WEST CONGRESS / SILVERBELL	25.5	1.9	10.4	18.7	1.2	6.7	18.5	1.2	6.7			
23 MISSION ROAD	29.6	2.1	23.5	35.3	2.4	27.3	26.9	1.8	20.7			
25 S. PARK AVENUE	31.7	2.2	20.7	23.4	1.5	14.2	31.2	2.0	19.0			
26 BENSON HIGHWAY	25.7	1.3	15.4	23.6	1.2	13.7	21.0	1.1	12.3			
27 MIDVALE PARK	24.3	1.3	15.5	28.2	1.5	17.2	25.8	1.4	15.7			
29 PASCUA YAQUI/BANNER UMC SOUTH	21.4	1.4	24.9	25.2	1.6	28.5	24.5	1.6	27.9			
34 CRAYCROFT / FT LOWELL	32.0	2.2	28.6	45.2	3.1	39.1	40.4	2.8	35.2			
37 PANTANO	18.0	1.1	11.1	16.0	0.9	9.6	15.4	0.9	9.2			
61 LA CHOLLA	18.3	1.0	8.2	18.8	1.0	8.3	15.9	0.9	7.0			
62 INA RD.	26.1	1.5	12.1	30.8	1.6	13.3	24.4	1.2	10.6			
AVERAGE TOTAL	32.5	2.2	26.4	33.7	2.2	24.8	31.0	2.0	23.3			
EXPRESS ROUTE												
101X GOLF LINKS-DOWNTOWN EXPRESS	14.8	0.7	8.8									
102X INA ROAD EXPRESS	6.0	0.3	6.0									
103X NORTHWEST-UA-DOWNTOWN EXPRESS	6.1	0.4	7.0									
104X MARANA EXPRESS	13.8	0.5	7.0									
105X FOOTHILLS-DOWNTOWN EXPRESS	11.9	0.7	11.0									
107X ORO VALLEY/DOWNTOWN EXPRESS	4.7	0.2	3.8									
108X BROADWAY EXPRESS	18.2	1.0	12.0									
109X CATALINA HWY-DOWNTOWN EXPRESS	8.2	0.5	6.5									
110X RITA RANCH/DOWNTOWN EXPRESS	8.7	0.3	6.3									
124X NORTHWEST/DOWNTOWN EXPRESS	7.7	0.3	7.7									
203X ORO VALLEY/AEROPARK EXPRESS	4.4	0.2	5.8									
204X NW / AEROPARK EXPRESS	7.0	0.2	6.3									
AVERAGE TOTAL	8.1	0.3	6.9									

Month to Date	August			Variance		August Budget	Variance			
	2026	Current	Prior Year	Amount	Percent		Amount	Percent		
OPERATOR WAGES	\$	1,384,574	\$	1,787,642	\$	403,068	22.5%	2,207,992	823,418	37.3%
MAINTENANCE WAGES		325,883		392,662		66,780	17.0%	512,533	186,650	36.4%
SALARIES		396,758		490,622		93,863	19.1%	650,483	253,725	39.0%
FRINGE BENEFITS		2,214,311		1,244,022		(970,289)	-78.0%	1,109,250	(1,105,061)	-99.6%
SERVICES		1,038,634		548,449		(490,185)	-89.4%	619,583	(419,050)	-67.6%
UTILITIES		88,843		95,830		6,987	7.3%	93,458	4,615	4.9%
VEHICLE MAINTENANCE		494,076		400,057		(94,019)	-23.5%	428,333	(65,743)	-15.3%
MATERIALS AND SUPPLIES		88,806		66,957		(21,849)	-32.6%	66,975	(21,831)	-32.6%
CNG FUEL		295,247		138,203				225,378		
DIESEL FUEL		222,160		89,010		(133,149)	-149.6%	45,349	(176,811)	-389.9%
UNLEADED FUEL		20,167		10,693		(9,474)		14,167	(6,000)	-42.4%
ELECTRICITY FUEL		9,076		10,964		1,888	17.2%	13,750	4,674	34.0%
CAPITAL OUTLAY		8,571								
INSURANCE		148,093				(148,093)		108,333	(39,760)	-36.7%
LABOR CREDITS/EXP TRANSFERS		188,333				(188,333)		197,500	9,167	4.6%
Total Expenses	\$	6,923,532	\$	5,275,110	\$	(1,482,807)	-28.1%	6,293,086	(630,446)	-10.0%

Year to Date	August YTD		Variance		Annual Budget	Budget Balance					
	Current Year	Prior Year	Amount	Percent		Amount	Percent				
OPERATOR WAGES	\$	2,882,205	\$	3,733,892	\$	851,688	22.8%	\$	26,495,900	23,613,695	89.1%
MAINTENANCE WAGES		712,955		906,870		193,915	21.4%		6,150,400	5,437,445	88.4%
SALARIES		831,549		1,023,773		192,224	18.8%		7,805,800	6,974,251	89.3%
FRINGE BENEFITS		4,498,667		2,439,971		(2,058,696)	-84.4%		13,311,000	8,812,333	66.2%
SERVICES		1,244,215		814,616		(429,599)	-52.7%		7,435,000	6,190,785	83.3%
UTILITIES		168,515		167,818		(697)	-0.4%		1,121,500	952,985	85.0%
VEHICLE MAINTENANCE		535,915		626,972		91,057	14.5%		5,140,000	4,604,085	89.6%
MATERIALS AND SUPPLIES		102,164		93,265		(8,899)	-9.5%		803,700	701,536	87.3%
CNG FUEL		295,247		278,803		(16,444)	-5.9%		2,704,540	2,409,293	89.1%
DIESEL FUEL		321,735		192,950		(128,785)	-66.7%		544,190	222,455	40.9%
UNLEADED FUEL		41,834		23,507		(18,327)	-78.0%		170,000	128,166	75.4%
ELECTRICITY FUEL		15,847		21,281		5,435	25.5%		165,000	149,153	90.4%
CAPITAL OUTLAY		8,571				(8,571)				(8,571)	
INSURANCE		296,186				(296,186)			1,300,000	1,003,814	77.2%
LABOR CREDITS/EXP TRANSFERS		384,443				(384,443)			2,370,000	1,985,557	83.8%
Total Expenses	\$	12,340,048	\$	10,323,719	\$	(2,016,329)	-19.5%	\$	75,517,030	63,176,982	83.7%

Month to Date FY2027	August		Variance		August Budget	Variance	
	Current	Prior Year	Amount	Percent		Amount	Percent

Expenses

Vehicle Maintenance	\$	-	-	\$	-	0.0%	-	-	0%
Services		634	7,567		6,933	91.6%	833	199	24%
Materials & Supplies		-	-		-	0.0%	-	-	0%
Electricity		9,076	10,964		1,888	17.2%	13,750	4,674	34%
Total Expenses		9,710	18,531		8,821	47.6%	14,583	4,874	33%

Miles

Total Miles	16,451	21,493	5,042	23%
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KWH	36,385	23,762	(12,623)	-53%
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Year to Date	August YTD		Variance		August YTD Budget	Variance	
	Current	Prior Year	Amount	Percent		Amount	Percent

Expenses

Vehicle Maintenance	\$	-	-	\$	-	0.0%	0	0	0%
Services		1,268	8,474		7,206	85.0%	10,000	8,732	87%
Materials & Supplies		-	-		-	0.0%	-	-	0%
Electricity		15,847	21,281		5,434	25.5%	165,000	149,153	90%
Total Expenses		17,115	29,755		12,640	42.5%	175,000	157,885	90%

Miles

Total Miles	31,002	43,654	12,652	29%
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KWH	60,410	51,381	(9,029)	-18%
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System Indicator		Current Month	Prior Year	FY27 YTD	FY26 YTD
1.	Ridership	72,514	108,347	123,249	176,418
2.	Passengers per Revenue Mile	6.30	7.55	5.16	5.64
3.	Passengers per Revenue Hour	47.82	56.12	38.84	42.40
4.	Cost per Passenger	8.30	3.76	7.97	4.53
5.	Cost per Revenue Mile	52.29	28.37	41.14	25.55
6.	Cost per Revenue Hour	397.10	211.00	309.72	192.24
7.	Miles Between Streetcar Inspection	947.00	945.00	949.50	952.50
8.	Total Preventable Accidents per 100,000 Miles	-	6.85	-	3.14
9.	Total Complaints per 100,000 Passengers	6.90	7.38	4.06	4.53

Month to Date		August		Variance		August		Variance	
	2026	Current	Prior Year	Amount	Percent	Budget	Amount	Percent	
Ridership									
	WEEKDAYS	57,295	85,129	(27,834)	-32.7%	85,980	(28,685)	-33.4%	
	SATURDAY	10,233	15,487	(5,254)	-33.9%	15,642	(5,409)	-34.6%	
	SUNDAY	4,986	7,731	(2,745)	-35.5%	7,808	(2,822)	-36.1%	
	HOLIDAY	-	-	0	0.0%	-	-	0.0%	
Total Route Passengers		72,514	108,347	(35,833)	-33.1%	109,430	(36,916)	-33.7%	
Expenses									
Total Expenses		\$ 602,205	\$ 407,338	\$ 194,867	47.8%	\$ 472,564	\$ 129,641	27.4%	
Miles									
Revenue Miles		11,517	14,358	(2,841)	-19.8%	14,358	(2,841)	-19.8%	
Deadhead Miles		248	248	-	0.0%	248	-	0.0%	
Total Service Miles		11,765	14,606	(2,841)	-19.5%	14,606	(2,841)	-19.5%	
Revenue Hours		1,517	1,931	(414)	-21.4%	1,931	(414)	-21.4%	
Service Hours		1,548	1,962	(414)	-21.1%	1,962	(414)	-21.1%	
Year to Date		August		Variance YTD		August YTD		Variance YTD	
		Current	Prior Year	Amount	Percent	Budget	Amount	Percent	
Ridership									
	WEEKDAYS	97,587	139,690	(42,103)	-30.1%	141,087	(43,500)	-30.8%	
	SATURDAY	16,731	23,254	(6,523)	-28.1%	23,487	(6,756)	-28.8%	
	SUNDAY	8,414	11,634	(3,220)	-27.7%	11,750	(3,336)	-28.4%	
	HOLIDAY	517	1,840	(1,323)	-71.9%	1,858	(1,341)	-72.2%	
Total Route Passengers		123,249	176,418	(53,169)	-30.1%	178,182	(54,933)	-30.8%	
Expenses									
Total Expenses		\$ 982,727	\$ 799,925	\$ 182,802	22.9%	\$ 945,128	\$ 37,599	4.0%	
Miles									
Revenue Miles		23,889	31,307	(7,418)	-23.7%	31,307	(7,418)	-23.7%	
Deadhead Miles		496	496	-	0.0%	496	-	0.0%	
Total Service Miles		24,385	31,803	(7,418)	-23.3%	31,803	(7,418)	-23.3%	
Revenue Hours		3,173	4,161	(988)	-23.7%	4,161	(988)	-23.7%	
Service Hours		3,235	4,223	(988)	-23.4%	4,223	(988)	-23.4%	

Month to Date	2026		August		Variance		Monthly		Variance	
			Current	Prior Year	Amount	Percent	Budget		Amount	Percent
OPERATOR WAGES	\$		49,141	\$ 81,375	\$ 32,235	39.6%	\$ 88,048	\$	38,907	44.2%
MAINTENANCE WAGES			33,767		47,605	13,838			19,783	36.9%
SALARIES			51,499		66,491	14,992			35,926	41.1%
FRINGE BENEFITS			126,155		75,449	(50,705)			(51,397)	-68.8%
SERVICES			208,320		54,375	(153,945)			(136,008)	-188.1%
UTILITIES			16,140		19,307	3,167			(499)	-3.2%
VEHICLE MAINTENANCE			66,726		14,656	(52,070)			(44,997)	-207.1%
MATERIALS AND SUPPLIES			2,765		3,720	954			9,652	77.7%
FUEL-ELECTRICITY			19,628		19,232	(396)			(2,944)	-17.6%
CAPITAL OUTLAY			-		-	0.0%			1,667	100.0%
INSURANCE			28,064		25,128	(2,936)			269	0.9%
TOTAL EXPENSES	\$		602,205	\$ 407,338	\$ (194,867)	-47.8%	\$ 472,564	\$	(129,641)	-27.4%

Year to Date			August		Variance		Annual		Budget Variance	
			Current Year	Prior Year	Amount	Percent	Budget		Amount	Percent
OPERATOR WAGES	\$		100,981	\$ 164,567	\$ 63,586	38.6%	\$ 1,056,570	\$	955,589	90.4%
MAINTENANCE WAGES			68,767		95,774	27,007			573,833	89.3%
SALARIES			101,113		137,336	36,223			947,987	90.4%
FRINGE BENEFITS			284,527		160,986	(123,541)			612,573	68.3%
SERVICES			228,777		93,995	(134,782)			638,973	73.6%
UTILITIES			32,411		37,001	4,590			155,289	82.7%
VEHICLE MAINTENANCE			67,625		15,069	(52,556)			193,125	74.1%
MATERIALS AND SUPPLIES			3,079		5,970	2,891			145,921	97.9%
FUEL-ELECTRICITY			39,319		38,971	(348)			160,881	80.4%
CAPITAL OUTLAY			-		-	0.0%			20,000	100.0%
INSURANCE			56,129		50,257	(5,872)			283,871	83.5%
TOTAL EXPENSES	\$		982,727	\$ 799,925	\$ (182,802)	-22.9%	\$ 5,670,770	\$	4,688,043	82.7%

System Indicator		Current Month	Prior Year	FY27 YTD	FY26 YTD
1.	Ridership	48,837	46,734	96,459	92,243
2.	Demand	68,522	64,940	136,128	128,765
3.	Cancellations	14,761	13,983	29,685	28,494
4.	No-Shows	4,924	4,223	9,984	8,027
5.	Passengers per Revenue Hour	1.81	1.88	1.80	3.79
6.	Passengers per Service Hour	1.60	1.64	1.59	1.64
7.	Cost per Trip	\$ 54.40	\$ 40.85	\$ 48.52	\$ 39.98
8.	Vehicles Operated in Maximum Service	126	121	126	121
9.	Trip Time, Sun Tran	83.16%	83.55%	84.48%	85.02%
10.	Trip Time 110% + 5 Minutes	91.34%	76.07%	92.28%	92.04%
11.	Pick-Ups	84.50%	86.03%	85.90%	89.38%
12.	Pick-Ups Before Significantly Late	99.17%	99.52%	99.27%	99.76%

Month to Date	August		Variance		August Budget	Variance		
	2026	Current Year	Prior Year	Amount		Percent	Amount	Percent
Ridership								
Weekday		41,655	39,930	1,725	4.3%			
Saturday		3,616	3,513	103	2.9%			
Sunday		3,566	3,291	275	8.4%			
Holiday		0	0	0				
Total Passengers		48,837	46,734	2,103	4.5%			
Total Booked Passengers		68,522	64,940	3,582	5.5%	51,330	17,192	33.5%
Missed Trips		-	-	-	0.0%	-	-	0.0%
Cancellations		14,761	13,983	778	5.6%	11,630	3,131	26.9%
No Shows		4,924	4,223	701	16.6%	2,780	2,144	77.1%
Total Passengers		48,837	46,734	2,103	4.5%	36,370	12,467	34.3%
ADA Passengers		44,504	43,290	1,214	2.8%			
Optional ADA Passengers		4,333	3,444	889	25.8%			
Percentage of Optional		8.9%	7.4%					
Trips								
ADA Trips		40,986	39,930	1,056	2.6%			
Optional ADA Trips		3,964	3,131	833	26.6%			
Total Trips		44,950	43,061	1,889	4.4%	35,650	9,300	26.1%
Expenses								
Total Expenses	\$	2,445,412	\$ 1,758,845	\$ (686,566)	-39.0%	\$ 2,167,901	\$ 277,511	12.8%
Miles								
Revenue Miles		339,422	320,885	18,537	5.8%	291,897	47,525	16.3%
Deadhead Miles		55,566	56,504	(938)	-1.7%	50,614	4,952	9.8%
Total Service Miles		394,988	377,389	17,599	4.7%	342,511	52,477	15.3%
Non-Route Miles		0	7,285	(7,285)	-100.0%	5,420	(5,420)	-100.0%
Total Miles		394,988	384,674	10,314	2.7%	347,932	47,056	13.5%
Revenue Hours		26,984	24,878	2,106	8.5%	21,086	5,898	28.0%
Service Hours		30,453	28,483	1,970	6.9%	24,282	6,171	25.4%

Year to Date	August YTD		Variance		August YTD Budget	Variance						
	2026	Current Year	Prior Year	Amount		Percent	Amount	Percent				
Ridership												
Weekday		83,756	79,625	4131	5%							
Saturday		5,682	6,207	-525	-8%							
Sunday		6,432	5,872	560	10%							
Holiday		589	539	50	9%							
Total Passengers		96,459	92,243	4,216	4.6%							
Total Booked Passengers		136,128	128,765	7,363	5.7%	107,450	28,678	26.7%				
Missed Trips		-	1	(1)	-100.0%	-	-	0.0%				
Cancellations		29,685	28,494	1,191	4.2%	24,350	5,335	21.9%				
No Shows		9,984	8,027	1,957	24.4%	5,820	4,164	71.5%				
Total Passengers		96,459	92,243	4,216	4.6%	77,280	19,179	24.8%				
ADA Passengers		88,043	85,419	2,624	3.1%							
Optional ADA		8,416	6,824	1,592	23.3%							
Percentage of Optional		8.7%	7.4%									
Trips												
ADA Trips		80,838	78,901	1,937	2.5%							
Optional ADA Trips		7,722	6,244	1,478	23.7%							
Total Trips		88,560	85,145	3,415	4.0%	65,220	23,340	35.8%				
Expenses												
Total Expenses	\$	4,296,846	\$	3,403,980	\$	892,866	26.2%	\$	26,014,810	\$	(21,717,964)	-83.5%
Miles												
Revenue Miles		672,666	635,709	36,957	5.8%	484,600	188,066	38.8%				
Deadhead Miles		110,877	112,557	(1,680)	-1.5%	88,500	22,377	25.3%				
Total Service Miles		783,543	748,266	35,277	4.7%	573,100	210,443	36.7%				
Non-Route Miles		0	15,762	(15,762)	-100.0%	3,600	(3,600)	-100.0%				
Total Miles		783,543	764,028	19,515	2.6%	576,700	206,843	35.9%				
Revenue Hours		53,667	48,733	4,934	10.1%	34,210	19,457	56.9%				
Service Hours		60,492	56,359	4,133	7.3%	39,350	21,142	53.7%				

Month to Date	August		Variance		Monthly Budget	Variance	
	2026	Current Year	Prior Year	Amount	Percent	Amount	Percent
OPERATOR WAGES	\$	570,286	\$ 711,897	\$ 141,611	19.9%	\$ 962,867	\$ 392,581 40.8%
OTHER BU WAGES		90,495	114,907	24,412	21.2%	136,875	46,380 33.9%
SALARIES		64,875	100,013	35,138	35.1%	124,592	59,716 47.9%
FRINGE BENEFITS		761,973	356,791	(405,182)	-113.6%	422,242	(339,732) -80.5%
SERVICES		360,716	121,727	(238,989)	-196.3%	76,942	(283,774) -368.8%
CONTRACT VEHICLE MAINT.		218,970	193,717	(25,252)	-13.0%	162,083	(56,886) -35.1%
UTILITIES		16,545	17,591	1,046	5.9%	18,075	1,530 8.5%
MATERIALS AND SUPPLIES		11,901	14,038	2,137	15.2%	9,725	(2,176) -22.4%
UNLEADED FUEL		349,650	128,163	(221,487)	-172.8%	208,251	(141,399) -67.9%
CAPITAL OUTLAY		-	-	0	0.0%	-	- 0.0%
LIABILITY INSURANCE		-	-	0	0.0%	46,250	46,250 100.0%
TOTAL EXPENSES	\$	2,445,412	\$ 1,758,845	\$ (686,566)	-39.0%	\$ 2,167,901	\$ (277,511) -12.8%

Year to Date	August YTD		Variance		YTD Budget	Variance						
	Current Year	Prior Year	Amount	Percent		Amount	Percent					
OPERATOR WAGES	\$	1,178,984	\$	1,438,525	\$	259,541	18.0%	\$	11,554,400	\$	10,375,416	89.8%
OTHER BU WAGES		190,172		237,828		47,655	20.0%		1,642,500		1,452,328	88.4%
SALARIES		138,716		200,156		61,439	30.7%		1,495,100		1,356,384	90.7%
FRINGE BENEFITS		1,503,940		726,229		(777,711)	-107.1%		5,066,900		3,562,960	70.3%
SERVICES		372,722		167,144		(205,579)	-123.0%		923,300		550,578	59.6%
CONTRACT VEHICLE MAINT.		419,713		368,862		(50,851)	-13.8%		1,945,000		1,525,287	78.4%
UTILITIES		28,271		29,565		1,295	4.4%		216,900		188,629	87.0%
MATERIALS AND SUPPLIES		12,888		19,317		6,429	33.3%		116,700		103,812	89.0%
UNLEADED FUEL		451,438		216,353		(235,085)	-108.7%		2,499,010		2,047,572	81.9%
CAPITAL OUTLAY		-		-		-	0.0%		-		-	0.0%
LIABILITY INSURANCE		-		-		-	0.0%		555,000		555,000	100.0%
TOTAL EXPENSES	\$	4,296,846	\$	3,403,980	\$	(892,866)	-26.2%	\$	26,014,810	\$	21,717,964	83.5%

Month to Date	August		Variance	
	2026	Current Year	Prior Year	Amount Percent
Ridership				
Weekday		2,282	2,151	131 6.1%
Saturday		314	322	(8) -2.5%
Sunday		225	216	9 4.2%
Holiday		0	-	0 0.0%
Total Passengers		2,821	2,689	132 4.9%
Ridership				
Total Demand		4,377	4,112	265 6.4%
Missed Trips		-	-	- 0.0%
Cancellations		1,351	1,299	52 4.0%
No Shows		205	124	81 65.3%
Total Passengers		2,821	2,689	132 4.9%
Trips				
Total Trips		2,437	2,300	137 6.0%
Miles				
Revenue Miles		11,522	10,276	1,246 12.1%
Deadhead Miles		2,511	1,755	756 43.1%
Total Service Miles		14,033	12,032	2,002 16.6%
Non-Route Miles		1,422	(1,368)	2,790 -204.0%
Total Miles		15,456	10,664	4,792 44.9%
Revenue Hours		901	803	98 12.2%
Service Hours		1,130	979	150 15.4%

Year to Date	August YTD		Variance	
	2026	Current Year	Prior Year	Amount Percent
Ridership				
Weekday		4,463	4,242	221 5.2%
Saturday		498	536	(38) -7.1%
Sunday		376	397	(21) -5.3%
Holiday		33	47	(14) -29.8%
Total Passengers		5,370	5,222	148 2.8%
Total Demand				
		8,183	7,782	401 5.2%
Missed Trips		-	-	- 0.0%
Cancellations		2,396	2,332	64 2.7%
No Shows		417	228	189 82.9%
Total Passengers		5,370	5,222	148 2.8%
Trips				
Total Trips		4,578	4,423	155 3.5%
Miles				
Revenue Miles		21,546	19,725	1,821 9.2%
Deadhead Miles		4,315	3,607	709 19.6%
Total Service Miles		25,861	23,332	2,529 10.8%
Non-Route Miles		1,422	(1,393)	2,815 -202.1%
Total Miles		27,284	21,939	5,344 24.4%
Revenue Hours		1,703	1,712	(9) -0.5%
Service Hours		2,133	2,053	80 3.9%

SUN TRAN CUSTOMER INFORMATION CENTER	
August 2026	
Total Calls/E-mails Received	427
Inquiries	42
Compliments	45
Complaints	337
Chargeable	85
Non-chargeable	241
Pending/Incomplete	13

SUN VAN CUSTOMER INFORMATION CENTER	
August 2026	
Total Calls/E-mails Received	55
Inquiries	4
Compliments	13
Complaints	38
Chargeable	20
Non-chargeable	18
Pending/Incomplete	0

SUN LINK CUSTOMER INFORMATION CENTER	
August 2026	
Total Calls/E-mails Received	12
Inquiries	7
Compliments	0
Complaints	5
Chargeable	2
Non-chargeable	3
Pending/Incomplete	0

ON DEMAND CUSTOMER INFORMATION CENTER	
August 2026	
Total Calls/E-mails Received	35
Inquiries	0
Compliments	35
Complaints	0
Chargeable	0
Non-chargeable	0
Pending/Incomplete	0

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.

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 traing.
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.