

MONTHLY OPERATIONS REPORT

JANUARY 2026



Leading the line—Our All Star Team



Jonathan P., Coach Operator

“I appreciate the driver for waiting patiently for me as I was making my way to the bus stop as quick as possible. Thank you!”



David H., Coach Operator

“He is so kind and courteous. He is always making sure everyone is seated before taking off and all rules are being followed.”



Jorge S., Coach Operator

“He did a great job in avoiding an accident and keeping all of us passengers safe. Thank you!”



Christopher N., Coach Operator

“He was exceptionally attentive and professional, consistently demonstrating care, caution and consideration for all riders.”



Debra F., Coach Operator

“She was very professional and calm when a rude passenger was yelling at her. You are awesome.”



Carmen V., Coach Operator,

“She was so sweet and informative when someone was asking for directions. Thank you for being kind.”

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.

Connecting Our Community

Stuff the Bus Donations Increased 131%

Sun Tran, in partnership with HSL Properties and the Community Food Bank of Southern Arizona held its annual Stuff-the-Bus event on January 16 bringing the community together to help fight hunger. Thank you to the generosity of local residents, **97,950** pounds of food in donations was collected, a significant amount compared to 2025 (**20,188** pounds). Stuff-the-Bus not only helps stock shelves with food during critical times, but also demonstrates the power of community partnership and public transit in creating a meaningful impact beyond transportation.



Learn to Ride Sessions Kick Off

Sun Tran's Learn to Ride sessions are back this year, giving current and future riders a fun, hands-on way to get comfortable with public transit. During these one-hour sessions, attendees learn how to plan trips, read schedules and maps, board and exit safely, and use accessibility features. Participants also have a chance to ask questions and practice in a supportive environment, helping them feel confident navigating our transit system. These sessions are a great way to introduce new riders to Sun Tran while providing helpful tips for those already on board. In 2025, Sun Tran helped 191 participants become new riders, highlighting the continued interest in learning how to navigate our transit system.

For those who are unable to attend a session in person, visit Suntran.com/how-to-ride/learn-to-ride-programs to view our online booklet and training video. Organizations with groups of 20 or more can request an in-person training at their location by emailing SunTranMarketing@tucsonaz.gov.

Monthly Operations Snapshot

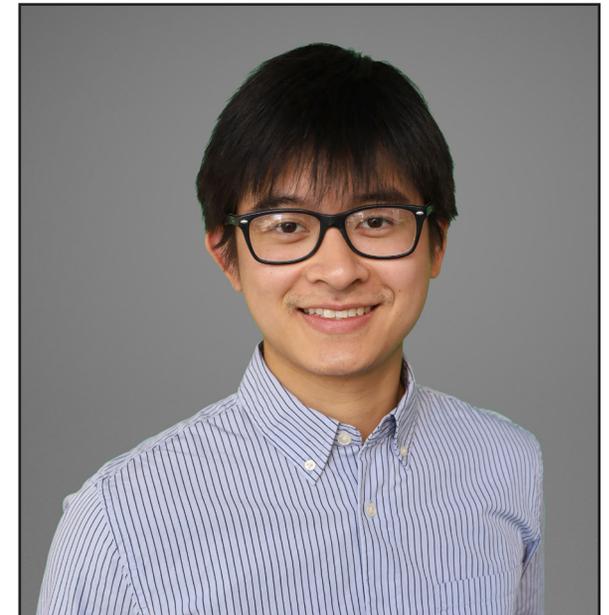
Duke, IT Programmer

Originally from a small town in Missouri, Duke earned his bachelor's degree in Computer Science from the University of Arizona. Since graduating, he has worked with several small software firms in the Tucson area, developing a strong background in technology and systems support. With a long-standing interest in public transit, Duke is excited to build a career in transit. He looks forward to applying his technical expertise to enhance the experience for both passengers and operators.



Welcome RATPDev Graduate Intern

Sam joined the RATPDev Graduate Training Program after graduating with a mechanical engineering degree from University of Massachusetts Amherst. Sam arrived in Tucson and began his rotation at Sun Tran, working with Facilities and Maintenance Director on projects such as improving bus stop cleaning logs. Then he transitioned to Sun Van, gaining hands-on experience with dispatchers, reservationist and schedulers, learning the complexities of paratransit operations, including scheduling trips and accommodating mobility needs. His next stop will be Sun Link. Sam has enjoyed contributing to projects and applying his technical skills to support transit operations.



Monthly Operations Snapshot

Sun Van On Track and On Time

Sun Van proudly celebrated achieving 90% On-Time Performance on January 29, a significant milestone that reflects the consistency, teamwork, and dedication of our entire paratransit team. This achievement is worth celebrating because on-time performance is more than a number it represents reliability for the riders who depend on us for appointments, work, school and daily needs. Reaching 90% demonstrates our shared commitment to excellence and the professionalism our operators, technicians, and support staff bring every day.



Strong first month for Sun Tran App

Sun Tran launched a new transit app to enhance the rider experience by making transit information easier to access, more accurate and more connected. The app allows users to plan their trips across Sun Tran, Sun Link, Sun On Demand and Sun Shuttle, view real time updates and received step-by-step directions using the GO feature. Accessibility features are also included with audible instructions and adjustable walking and biking speeds, further supporting a more inclusive transit system. The first full month following the launch of the Sun Tran app has shown a strong and encouraging engagement. Downloads increased from 730 in December 2025 to 1,206 in January 2026 (65% increase). Unique app users, individuals who actively interact with the mobile app, grew from 4,260 to 5,822 representing a 37% increase in active engagement. These gains demonstrate that riders actively downloading and using the app to plan and manager their trips, strengthening communication and supporting a more efficient transit experience. For more information about the Sun Tran app visit Suntran.com/sun-tran-app.

January CDL Graduates

8 new hires earned their Commercial Driver License (CDL) through Sun Tran's paid in-house training. Sun Tran provides classroom and behind-the-wheel training and cover licensing costs. No CDL is needed to apply! Star your driving career in as little as 3-7 weeks. Learn more about job opportunities at Suntran.com/opportunities.

Recruitment		
	New Hires	Promotions
Sun Tran	12 – Coach Operators 1 – Mechanic 1 – IT Programmer	0- Promotions
Sun Link	0-Hires	0- Promotions
Sun Van	9- Van Operator Trainees 3- Reservationist 1-Transportation Eligibility Specialist	4- Van Operator Trainees to Full Time Van Operator

Driven By The Numbers: Monthly Update

sun tran -4.88%
Year to Year Ridership

January 2025 - 1,398,679

January 2026 - 1,330,345

LINK -20.60%
Year to Year Ridership

January 2025 - 134,498

January 2026 - 106,788

sun van -2.95%
Year to Year Ridership

January 2025 - 44,875

January 2026 - 43,551

ON DEMAND +0.97%
Year to Year Ridership

January 2025 - 2,253

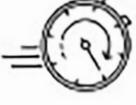
January 2026 - 2,275



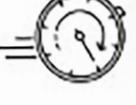
86.70% 
On time performance

Passengers per Revenue Hour:
26.32

 5,822
App Unique Users

99.6% 
On time performance

Passengers per Revenue Hour:
 60.54

88.31% 
On time performance

Passengers per Revenue Hour:
 1.74

74.72% 
On time performance

Trips Booked through App:
 67.3%

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System Indicator		Current Month	Prior Year	FY26 YTD	FY25 YTD
1	Ridership	1,330,345	1,398,679	9,445,800	9,871,609
2	Passenger per Revenue Mile	2.21	2.23	2.21	2.31
3	Passenger per Revenue Hour	26.32	27.54	26.57	28.83
4	Cost per Passenger	\$ 4.02	\$ 4.11	\$ 4.40	\$ 3.99
5	Cost per Revenue Mile	\$ 8.88	\$ 9.17	\$ 9.73	\$ 9.29
6	Cost per Revenue Hour	\$ 105.75	\$ 113.22	\$ 116.82	\$ 115.00
7	Miles Between Road Calls	14,002	16,941	16,318	17,746
8	Miles Between Bus Inspections	5,865	6,000	5,833	6,068
9	Vehicle Accidents per 100,000 Miles	0.29	0.84	0.16	0.66
10	Complaints per 100,000 Passengers	20.30	19.71	21.34	19.71
11	Vehicles Operated in Maximum Service	146	143	146	143

System Summary - Sun Tran



Month to Date		January		Variance		January		Variance	
2025		Current	Prior Year	Amount	Percent	Budget	Amount	Percent	
Ridership									
	Weekday	1,091,013	1,185,492	\$ (94,479)	-8.0%	1,016,143	(74,870)	-7.4%	
	Saturday	136,550	110,244	26,306	23.9%	244,562	108,012	44.2%	
	Sunday	83,512	82,592	920	1.1%	195,650	112,138	57.3%	
	Holiday	19,270	20,351	(1,081)	-5.3%	48,912	29,642	0.0%	
	Total Route Passengers	1,330,345	1,398,679	(68,334)	-4.9%	1,505,268	174,923	11.6%	
Expenses									
	Total Expenses	\$ 5,346,180	\$ 5,750,657	404,477	7.0%	\$ 5,237,168	\$ (109,012)	-2.1%	
Miles									
	Revenue Miles	602,103	626,799	(24,696)	-3.9%	617,544	15,441	2.5%	
	Deadhead Miles	68,956	68,234	722	1.1%	68,306	(650)	-1.0%	
	Total Service Miles	671,059	695,032	(23,973)	-3.4%	685,850	14,791	2.2%	
	Non-Route Miles	24,007	18,330	5,677	31.0%	7,325	(16,682)	-227.7%	
	Total Miles	695,066	713,362	(18,296)	-2.6%	693,175	(1,891)	-0.3%	
	Revenue Hours	50,553	50,791	(238)	-0.5%	51,526	973	1.9%	
	Service Hours	53,530	54,196	(666)	-1.2%	54,937	1,407	2.6%	
Year to Date		January YTD		Variance		January YTD		Variance	
		Current	Prior Year	Amount	Percent	Budget	Amount	Percent	
Ridership									
	Weekday	7,838,646	8,277,396	(438,750)	-5.3%	7,156,788	(681,858)	-9.5%	
	Saturday	864,058	861,773	2,285	0.3%	1,512,320	648,262	42.9%	
	Sunday	643,521	634,108	9,413	1.5%	1,463,408	819,887	56.0%	
	Holiday	99,575	98,332	1,243	1.3%	236,343	136,768	57.9%	
	Total Route Passengers	9,445,800	9,871,609	(425,809)	-4.3%	10,368,859	923,059	8.9%	
Expenses									
	Total Expenses	\$ 41,535,996	\$ 40,014,003	\$ (1,521,994)	-3.8%	36,660,173	(4,875,823)	-13.3%	
Miles									
	Revenue Miles	4,268,383	4,297,640	(29,257)	-0.7%	4,326,180	57,797	1.3%	
	Deadhead Miles	477,629	467,612	10,017	2.1%	478,098	469	0.1%	
	Total Service Miles	4,746,012	4,765,252	(19,240)	-0.4%	4,804,278	58,266	1.2%	
	Non-Route Miles	167,884	101,804	66,080	64.9%	51,275	(116,609)	-227.4%	
	Total Miles	4,913,896	4,867,056	46,840	1.0%	4,855,553	(58,343)	-1.2%	
	Revenue Hours	355,558	347,538	8,020	2.3%	360,180	4,622	1.3%	
	Service Hours	376,398	370,856	5,542	1.5%	384,030	7,632	2.0%	

FIXED ROUTE	Ridership					
	Weekdays	Saturdays	Sundays	Holiday	Totals	
1	GLENN/SWAN	26,712	2,790	2,100	461	32,063
2	CHERRYBELL	21,441	4,780	1,500	262	27,983
3	6TH STREET / WILMOT	46,137	4,090	2,532	657	53,416
4	SPEEDWAY	87,318	11,965	7,304	1,770	108,357
5	PIMA STREET / WEST SPEEDWAY	21,714	1,945	1,104	231	24,994
6	EUCLID/ NORTH FIRST AVENUE	46,347	6,430	3,120	684	56,581
7	22ND STREET	49,896	5,350	3,248	722	59,216
8	BROADWAY	88,956	14,445	8,412	2,060	113,873
9	GRANT ROAD	45,927	4,370	2,988	738	54,023
10	FLOWING WELLS	29,673	3,025	2,040	470	35,208
11	ALVERNON	89,691	11,085	7,236	1,569	109,581
12	10TH / 12TH AVENUE	37,107	3,140	2,008	634	42,889
15	CAMPBELL AVENUE	21,714	2,150	1,432	360	25,656
16	ORACLE / INA	130,410	20,170	12,764	2,852	166,196
17	COUNTRY CLUB / 29TH STREET	70,917	7,640	5,152	1,261	84,970
19	STONE	22,260	3,610	1,820	417	28,107
21	WEST CONGRESS / SILVERBELL	11,487	2,065	1,260	271	15,083
22	GRANDE	3,801	530	304	77	4,712
23	MISSION ROAD	29,442	3,490	2,112	410	35,454
25	S. PARK AVENUE	32,025	4,410	2,236	532	39,203
26	BENSON HIGHWAY	20,265	2,205	1,284	320	24,074
27	MIDVALE PARK	19,824	2,435	2,032	400	24,691
29	VALENCIA	42,798	5,125	3,264	736	51,923
34	CRAYCROFT / FT LOWELL	51,303	5,375	3,588	871	61,137
37	PANTANO	12,327	1,470	840	168	14,805
61	LA CHOLLA	10,542	1,125	716	163	12,546
62	INA RD.	16,296	1,335	1,116	174	18,921
	AVERAGE TOTAL	1,086,330	136,550	83,512	19,270	1,325,662
	EXPRESS ROUTE					
101X	GOLF LINKS EXPRESS	777				777
102X	INA ROAD EXPRESS	252				252
103X	OLDFATHER EXPRESS	294				294
104X	MARANA EXPRESS	252				252
105X	SUNRISE EXPRESS	483				483
107X	ORO VALLEY/DOWNTOWN EXPRESS	378				378
108X	BROADWAY EXPRESS	399				399
109X	TANQUE VERDE EXPRESS	273				273
110X	RITA RANCH/DOWNTOWN EXPRESS	399				399
203X	ORO VALLEY/AEROPARK EXPRESS	462				462
204X	NW / AEROPARK EXPRESS	714				714
	AVERAGE TOTAL	4,683				4,683
	TOTAL S	1,091,013				1,330,345

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	23.2	1.9	22.3	21.9	1.6	18.6	20.9	1.5	17.5	18.4	1.3	15.4
2 CHERRYBELL	24.3	1.9	17.3	47.5	3.2	29.9	21.1	1.4	13.4	1.9	0.2	1.9
3 6TH STREET / WILMOT	28.5	2.0	36.0	20.2	1.4	25.6	19.3	1.3	24.4	3.5	0.3	5.1
4 SPEEDWAY	36.4	2.6	33.5	42.3	3.0	38.6	37.5	2.7	34.5	36.4	2.6	33.4
5 PIMA STREET / WEST SPEEDWAY	24.2	1.6	20.3	19.8	1.2	14.4	14.6	0.9	10.6	12.4	0.7	8.9
6 EUCLID/ NORTH FIRST AVENUE	51.9	4.1	26.0	45.6	3.5	22.6	52.8	4.1	26.0	46.6	3.6	22.8
7 22ND STREET	36.5	2.0	28.3	47.9	2.5	35.7	41.5	2.2	31.2	36.9	2.0	27.8
8 BROADWAY	45.2	3.2	35.0	38.7	2.5	27.3	35.2	2.4	26.3	34.3	2.4	25.8
9 GRANT ROAD	28.4	1.9	24.9	35.5	2.2	29.1	33.5	2.1	27.7	33.2	2.1	27.4
10 FLOWING WELLS	39.7	2.6	23.2	36.1	2.3	20.2	32.5	2.1	18.2	29.9	1.9	16.8
11 ALVERNON	41.9	2.7	34.7	47.6	2.9	37.0	40.0	2.5	31.2	35.1	2.1	27.1
12 10TH / 12TH AVENUE	36.1	2.6	57.0	29.3	1.8	39.3	26.4	1.6	35.9	32.6	2.1	45.3
15 CAMPBELL AVENUE	23.7	1.5	17.5	20.7	1.2	14.4	20.0	1.2	13.8	20.5	1.2	13.9
16 ORACLE / INA	59.1	5.0	51.8	48.1	3.8	39.2	47.8	3.8	38.9	43.0	3.3	34.8
17 COUNTRY CLUB / 29TH STREET	34.6	2.2	52.8	34.7	2.1	51.0	33.8	2.0	49.6	33.7	2.0	48.5
19 STONE	45.7	3.5	17.4	38.5	2.9	14.5	43.7	3.3	16.3	42.0	3.0	14.9
21 WEST CONGRESS / SILVERBELL	23.7	1.7	9.6	19.2	1.2	6.9	16.2	1.1	5.8	13.9	0.9	5.0
22 GRANDE	14.6	1.0	3.4	16.2	1.0	3.4	12.9	0.8	2.7	13.3	0.8	2.8
23 MISSION ROAD	28.5	2.0	22.6	32.2	2.2	24.9	23.6	1.6	18.2	18.5	1.3	14.2
25 S. PARK AVENUE	35.9	2.5	23.5	23.4	1.5	14.2	30.6	2.0	18.6	29.1	1.9	17.8
26 BENSON HIGHWAY	26.9	1.4	16.1	23.7	1.2	13.8	18.3	0.9	10.7	18.4	0.9	10.7
27 MIDVALE PARK	23.9	1.3	15.2	25.1	1.3	15.2	27.8	1.5	17.0	22.5	1.2	13.3
29 VALENCIA	20.6	1.4	24.0	26.7	1.7	30.2	24.7	1.6	28.1	22.4	1.4	25.4
34 CRAYCROFT / FT LOWELL	32.5	2.3	29.1	41.4	2.8	35.9	39.6	2.7	34.5	38.6	2.6	33.5
37 PANTANO	17.6	1.0	10.7	14.9	0.9	8.9	11.0	0.6	6.6	8.8	0.5	5.3
61 LA CHOLLA	20.0	1.1	9.0	18.3	1.0	8.0	15.5	0.9	6.9	14.4	0.8	6.3
62 INA RD.	26.6	1.5	12.3	21.7	1.1	9.2	22.3	1.1	9.7	13.8	0.7	6.0
AVERAGE TOTAL	33.9	2.3	26.6	34.2	2.2	24.5	31.2	2.0	22.4	29.5	1.9	20.3
EXPRESS ROUTE												
101X GOLF LINKS EXPRESS	15.6	0.7	9.3									
102X INA ROAD EXPRESS	6.0	0.3	6.0									
103X OLDFATHER EXPRESS	6.1	0.4	7.0									
104X MARANA EXPRESS	11.8	0.4	6.0									
105X SUNRISE EXPRESS	12.4	0.8	11.5									
107X ORO VALLEY/DOWNTOWN EXPRESS	5.7	0.2	4.5									
108X BROADWAY EXPRESS	14.4	0.8	9.5									
109X TANQUE VERDE EXPRESS	8.2	0.5	6.5									
110X RITA RANCH/DOWNTOWN EXPRESS	6.6	0.3	4.8									
203X ORO VALLEY/AEROPARK EXPRESS	4.2	0.1	5.5									
204X NW / AEROPARK EXPRESS	6.3	0.2	5.7									
AVERAGE TOTAL	7.7	0.3	6.6									

Expenses – Sun Tran



Month to Date	January		Variance		Monthly Budget	Variance					
	2025	Current	Prior Year	Amount		Percent	Amount	Percent			
OPERATOR WAGES	\$	1,972,583	\$	1,751,525	\$	(221,058)	-12.6%	1,687,675	(284,908)	-16.9%	
MAINTENANCE WAGES		417,841		396,270		(21,571)	-5.4%	99,667	(318,174)	-319.2%	
SALARIES		541,156		507,168		(33,987)	-6.7%	425,663	(115,492)	-27.1%	
FRINGE BENEFITS		1,025,940		1,090,864		64,924	6.0%	1,630,560	604,620	37.1%	
SERVICES		422,830		736,437		313,607	42.6%	619,750	196,920	31.8%	
UTILITIES		121,089		111,620		(9,469)	-8.5%	93,458	(27,631)	-29.6%	
VEHICLE MAINTENANCE		359,792		638,716		278,924	43.7%	208,333	(151,459)	-72.7%	
MATERIALS AND SUPPLIES		36,755		59,246		22,491	38.0%	66,975	30,220	45.1%	
CNG FUEL		143,013		131,407		(11,606)	-8.8%	126,345	(16,668)	-13.2%	
DIESEL FUEL		146,158		146,380		222	0.2%	133,324	(12,834)	-9.6%	
UNLEADED FUEL		10,046		11,587		1,540	13.3%	14,167	4,120	29.1%	
ELECTRICITY FUEL		5,458		9,914		4,456	44.9%	13,750	8,292	60.3%	
CAPITAL OUTLAY		9,238		22,263		13,025		0	(9,238)	0.0%	
INSURANCE		110,652		107,506		(3,145)	-2.9%	108,333	(2,318)	-2.1%	
LABOR CREDITS/EXP TRANSFERS		23,628		0		(23,628)		9,167	(14,461)	-157.8%	
Total Expenses	\$	5,346,180	\$	5,720,905	\$	374,725	6.6%	5,237,168	\$	(109,012)	-2.1%

Year to Date	January YTD		Variance		Annual Budget	Budget Balance					
	Current Year	Prior Year	Amount	Percent		Amount	Percent				
OPERATOR WAGES	\$	14,803,392	\$	13,548,007	\$	(1,255,384)	-9.3%	\$	20,252,100	5,448,708	26.9%
MAINTENANCE WAGES		3,426,494		2,956,436		(470,058)	-15.9%		1,196,000	(2,230,494)	-186.5%
SALARIES		4,172,843		4,196,965		24,122	0.6%		5,107,960	935,117	18.3%
FRINGE BENEFITS		8,291,547		8,617,410		325,864	3.8%		19,566,721	11,275,174	57.6%
SERVICES		4,053,188		4,105,508		52,320	1.3%		7,437,000	3,383,812	45.5%
UTILITIES		595,847		626,927		31,080	5.0%		1,121,500	525,653	46.9%
VEHICLE MAINTENANCE		3,017,153		2,872,681		(144,472)	-5.0%		2,500,000	(517,153)	-20.7%
MATERIALS AND SUPPLIES		376,858		411,587		34,730	8.4%		803,700	426,842	53.1%
CNG FUEL		957,742		916,353		(41,389)	-4.5%		1,516,140	558,398	36.8%
DIESEL FUEL		811,822		738,265		(73,557)	-10.0%		1,599,890	788,068	49.3%
UNLEADED FUEL		86,563		93,239		6,677	7.2%		170,000	83,437	49.1%
ELECTRICITY FUEL		57,640		67,768		10,128	14.9%		165,000	107,360	65.1%
CAPITAL OUTLAY		16,764		22,263		5,499			0	(16,764)	0.0%
INSURANCE		775,041		752,545		(22,496)	-3.0%		1,300,000	524,959	40.4%
LABOR CREDITS/EXP TRANSFERS		93,103		88,049		(5,055)	-5.7%		110,000	16,897	15.4%
Total Expenses	\$	41,535,996	\$	40,014,003	\$	(1,521,994)	-3.8%	\$	62,846,011	21,310,015	33.9%

Month to Date	2026	January Current	Prior Year	Variance		January Budget	Variance	
				Amount	Percent		Amount	Percent
Expenses								
Vehicle Maintenance	\$	-		\$ -	0.0%	-	-	0%
Services		634	907	273	30.1%	833	199	24%
Materials & Supplies		-	-	-	0.0%	-	-	0%
Electricity		5,458	9,914	4,456	44.9%	13,750	8,292	60%
Total Expenses		6,092	10,821	4,729	43.7%	14,583	8,491	58%
Miles								
Total Miles		15,042	25,789	10,747	42%			
KWH								
		21,761	45,050	23,289	52%			

Year to Date	January YTD Current	Prior Year	Variance		January YTD Budget	Variance		
			Amount	Percent		Amount	Percent	
Expenses								
Vehicle Maintenance	\$	69	-	\$ (69)	0.0%	0	(69)	0%
Services		33,195	8,736	(24,459)	-280.0%	10,000	(23,195)	-232%
Materials & Supplies		-	-	-	0.0%	-	-	0%
Electricity		57,640	67,768	10,128	14.9%	165,000	107,360	65%
Total Expenses		90,904	76,504	(14,400)	-18.8%	175,000	84,096	48%
Miles								
Total Miles		130,131	151,413	21,282	14%			
KWH								
		171,320	201,587	30,267	15%			

System Indicator	Current Month	Prior Year	FY26 YTD	FY25 YTD
1. Ridership	106,788	134,498	827,407	1,013,114
2. Passengers per Revenue Mile	8.17	8.39	9.08	9.34
3. Passengers per Revenue Hour	60.54	63.38	68.10	70.54
4. Cost per Passenger	4.17	3.85	3.95	3.19
5. Cost per Revenue Mile	34.08	32.27	35.87	29.82
6. Cost per Revenue Hour	252.47	243.81	268.96	225.22
7. Miles Between Streetcar Inspection	959	948	952	953
8. Total Preventable Accidents per 100,000 Miles	-	-	1.08	0.91
9. Total Complaints per 100,000 Passengers	2.81	1.49	0.36	0.20

System Summary – Sun Link



Month to Date	2026	January	Prior Year	Variance		January	Variance	
		Current		Amount	Percent	Budget	Amount	Percent
Ridership								
	WEEKDAYS	81,397	109,958	(28,561)	-26.0%	111,058	(29,661)	-26.7%
	SATURDAY	18,316	16,911	1,405	8.3%	17,080	1,236	7.2%
	SUNDAY	6,235	6,648	(413)	-6.2%	6,714	(479)	-7.1%
	HOLIDAY	840	981	(141)	-14.4%	991	(151)	-15.2%
	Total Route Passengers	106,788	134,498	(27,710)	-20.6%	135,843	(29,055)	-21.4%

Expenses								
	Total Expenses	\$ 445,353	\$ 517,374	\$ (72,021)	-13.9%	\$ 517,374	\$ (72,021)	-13.9%

Miles								
	Revenue Miles	13,069	16,032	(2,963)	-18.5%	16,032	(2,963)	-18.5%
	Deadhead Miles	248	248	-	0.0%	248	-	0.0%
	Total Service Miles	13,317	16,280	(2,963)	-18.2%	16,280	(2,963)	-18.2%

	Revenue Hours	1,764	2,122	(358)	-16.9%	2,122	(358)	-16.9%
	Service Hours	1,795	2,153	(358)	-16.6%	2,153	(358)	-16.6%

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

Ridership								
	WEEKDAYS	643,035	810,139	(167,104)	-20.6%	818,240	(175,205)	-21.4%
	SATURDAY	125,992	141,630	(15,638)	-11.0%	143,046	(17,054)	-11.9%
	SUNDAY	52,906	55,198	(2,292)	-4.2%	55,750	(2,844)	-5.1%
	HOLIDAY	5,474	6,147	(673)	-10.9%	6,208	(734)	-11.8%
	Total Route Passengers	827,407	1,013,114	(185,707)	-18.3%	1,023,245	(195,838)	-19.1%

Expenses								
	Total Expenses	\$ 3,268,006	\$3,234,710	\$ 33,296	1.0%	\$ 3,234,710	\$ 33,296	1.0%

Miles								
	Revenue Miles	91,096	108,489	(17,393)	-16.0%	108,489	(17,393)	-16.0%
	Deadhead Miles	1,720	1,720	-	0.0%	1,720	-	0.0%
	Total Service Miles	92,816	110,209	(17,393)	-15.8%	110,209	(17,393)	-15.8%

	Revenue Hours	12,151	14,363	(2,212)	-15.4%	14,363	(2,212)	-15.4%
	Service Hours	12,366	14,578	(2,212)	-15.2%	14,578	(2,212)	-15.2%

Month to Date	2026	January		Variance		Monthly	Variance	
		Current	Prior Year	Amount	Percent	Budget	Amount	Percent
OPERATOR WAGES		\$99,437	\$95,773	(\$3,665)	-3.8%	\$95,773	(\$3,665)	-3.8%
MAINTENANCE WAGES		58,202	42,194	(16,008)	-37.9%	42,194	(16,008)	-37.9%
SALARIES		80,034	105,955	25,922	24.5%	105,955	25,922	24.5%
FRINGE BENEFITS		77,876	80,790	2,914	3.6%	80,790	2,914	3.6%
SERVICES		55,083	84,399	29,315	34.7%	84,399	29,315	34.7%
UTILITIES		11,331	14,460	3,129	21.6%	14,460	3,129	21.6%
VEHICLE MAINTENANCE		5,672	32,555	26,884	82.6%	32,555	26,884	82.6%
MATERIALS AND SUPPLIES		19,345	10,912	(8,433)	-77.3%	10,912	(8,433)	-77.3%
FUEL-ELECTRICITY		13,244	25,934	12,691	48.9%	25,934	12,691	48.9%
CAPITAL OUTLAY		-	-	-	0.0%	-	-	0.0%
INSURANCE		25,128	24,401	(727)	-3.0%	24,401	(727)	-3.0%
TOTAL EXPENSES		\$445,353	\$517,374	\$72,021	13.9%	\$517,374	\$72,021	13.9%

Year to Date	January		Variance		Annual	Budget Variance	
	Current Year	Prior Year	Amount	Percent	Budget	Amount	Percent
OPERATOR WAGES	\$627,789	\$629,432	\$1,643	0.3%	\$1,086,156	\$458,366	42.2%
MAINTENANCE WAGES	370,937	279,408	(91,530)	-32.8%	447,360	76,423	17.1%
SALARIES	584,309	659,819	75,509	11.4%	1,121,204	536,894	47.9%
FRINGE BENEFITS	563,978	493,929	(70,049)	-14.2%	858,407	294,429	34.3%
SERVICES	472,815	469,828	(2,986)	-0.6%	812,212	339,398	41.8%
UTILITIES	109,561	106,824	(2,737)	-2.6%	177,669	68,108	38.3%
VEHICLE MAINTENANCE	100,200	235,034	134,834	57.4%	287,145	186,946	65.1%
MATERIALS AND SUPPLIES	87,889	58,693	(29,196)	-49.7%	117,683	29,795	25.3%
FUEL-ELECTRICITY	102,200	130,936	28,736	21.9%	206,447	104,247	50.5%
CAPITAL OUTLAY	72,429	-	(72,429)	0.0%	72,205	(224)	-0.3%
INSURANCE	175,899	170,807	(5,092)	-3.0%	294,994	119,095	40.4%
TOTAL EXPENSES	\$3,268,006	\$3,234,710	(\$33,296)	-1.0%	\$5,481,483	\$2,213,477	40.4%

System Indicator	Current Month	Prior Year	FY26 YTD	FY25 YTD
1. Ridership	43,551	44,875	314,402	317,240
2. Demand	62,371	62,544	448,435	442,578
3. Cancellations	14,498	13,218	102,638	92,582
4. No-Shows	4,320	4,451	31,385	32,751
5. Passengers per Revenue Hour	1.74	1.88	1.84	1.90
6. Passengers per Service Hour	1.55	1.60	1.62	1.66
7. Cost per Trip	\$ 44.62	\$ 58.61	\$ 45.71	\$ 43.13
8. Vehicles Operated in Maximum Service	119	120	124	123
9. Trip Time, Sun Tran	84.52%	83.35%	80.31%	80.90%
10. Trip Time 110% + 5 Minutes	92.08%	90.55%	88.16%	89.34%
11. Pick-Ups	88.31%	87.28%	86.69%	85.28%
12. Pick-Ups Before Significantly Late	99.48%	99.37%	99.42%	99.02%

System Summary- Sun Van



Month to Date	January		Variance		January Budget	Variance						
	2025	Current Year	Prior Year	Amount		Percent	Amount	Percent				
Ridership												
Weekday		37,519	39,487	(1,968)		-5.0%						
Saturday		3,201	2,558	643		25.1%						
Sunday		2,507	2,431	76		3.1%						
Holiday		324	399	(75)								
Total Passengers		43,551	44,875	(1,324)		-3.0%						
Total Booked Passengers		62,371	62,544	(173)	51,330	11,041	21.5%					
Missed Trips		2	-	2	-	2	0.0%					
Cancellations		14,498	13,218	1,280	11,630	2,868	24.7%					
No Shows		4,320	4,451	(131)	2,780	1,540	55.4%					
Total Passengers		43,551	44,875	(1,324)	36,370	7,181	19.7%					
ADA Passengers		39,880	41,533	(1,653)		-4.0%						
Optional ADA Passengers		3,671	3,342	329		9.8%						
Percentage of Optional		8.4%	7.4%									
Trips												
ADA Trips		36,889	38,532	(1,643)		-4.3%						
Optional ADA Trips		3,374	3,094	280		9.0%						
Total Trips		40,263	41,626	(1,363)	32,160	8,103	25.2%					
Expenses												
Total Expenses	\$	1,796,366	\$	2,439,748	\$	643,382	26.4%	\$	1,947,843	\$	(151,477)	-7.8%
Miles												
Revenue Miles		309,986	317,666	(7,680)	261,287	48,699	18.6%					
Deadhead Miles		53,522	59,184	(5,662)	44,683	8,839	19.8%					
Total Service Miles		363,508	376,850	(13,342)	305,970	57,538	18.8%					
Non-Route Miles		1,365	4,307	(2,942)	3,201	(1,836)	-57.4%					
Total Miles		364,873	381,157	(16,284)	309,171	55,702	18.0%					
Revenue Hours		25,003	23,882	1,121	18,652	6,352	34.1%					
Service Hours		28,044	28,081	(38)	21,428	6,616	30.9%					

System Summary- Sun Van



Year to Date	January YTD				January YTD			
	2025	Current Year	Prior Year	Variance Amount	Variance Percent	Budget	Variance Amount	Variance Percent
Ridership								
Weekday		272,234	274,979	-2745	-1%			
Saturday		20,825	20,999	-174	-1%			
Sunday		19,082	19,163	-81	0%			
Holiday		2,261	2,099	162	8%			
Total Passengers		314,402	317,240	(2,838)	-0.9%			
Total Booked Passengers		448,435	442,578	5,857	1.3%	51,330	397,105	773.6%
Missed Trips		10	0	10	0.0%	-	10	0.0%
Cancellations		102,638	92,582	10,056	10.9%	11,630	91,008	782.5%
No Shows		31,385	32,751	(1,366)	-4.2%	2,780	28,605	1029.0%
Total Passengers		314,402	317,245	(2,843)	-0.9%	36,920	277,482	751.6%
ADA Passengers		289,531	294,575	(5,044)	-1.7%			
Optional ADA		24,871	22,665	2,206	9.7%			
Percentage of Optional		7.9%	7.1%					
Trips								
ADA Trips		267,648	272,575	(4,927)	-1.8%			
Optional ADA Trips		22,797	20,988	1,809	8.6%			
Total Trips		290,445	293,563	(3,118)	-1.1%	262,600	27,845	10.6%
Expenses								
Total Expenses		\$ 13,277,174	\$ 13,349,025	\$ (71,851)	-0.5%	\$ 23,374,110	\$ (10,096,936)	-43.2%
Miles								
Revenue Miles		2,179,832	2,256,948	(77,116)	-3.4%	234,400	1,945,432	830.0%
Deadhead Miles		376,063	405,517	(29,454)	-7.3%	42,800	333,263	778.7%
Total Service Miles		2,555,895	2,662,465	(106,570)	-4.0%	277,200	2,278,695	822.0%
Non-Route Miles		19,132	13,894	5,238	37.7%	1,800	17,332	962.9%
Total Miles		2,575,027	2,676,359	(101,332)	-3.8%	279,000	2,296,027	822.9%
Revenue Hours		170,539	167,561	2,978	1.8%	16,700	153,839	921.2%
Service Hours		194,208	193,629	580	0.3%	19,200	175,008	911.5%

Expenses – Sun Van



Month to Date	January		Variance		Monthly		Variance					
	2025	Current Year	Prior Year	Amount	Percent	Budget	Amount	Percent				
OPERATOR WAGES	\$	763,392	\$	918,548	\$	155,156	16.9%	\$	663,288	\$	(100,103)	-15.1%
OTHER BU WAGES		126,186		311,088		184,903	59.4%		101,883		(24,302)	-23.9%
SALARIES		108,009		120,023		12,013	10.0%		84,583		(23,426)	-27.7%
FRINGE BENEFITS		362,485		358,939		(3,546)	-1.0%		584,620		222,135	38.0%
SERVICES		52,409		195,421		143,012	73.2%		76,942		24,533	31.9%
CONTRACT VEHICLE MAINT.		200,798		235,370		34,572	14.7%		162,083		(38,715)	-23.9%
UTILITIES		17,980		21,761		3,781	17.4%		18,075		95	0.5%
MATERIALS AND SUPPLIES		6,867		34,233		27,366	80%		9,725		2,858	29.4%
UNLEADED FUEL		97,212		192,227		95,015	49.4%		200,393		103,181	51.5%
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	\$	1,796,366	\$	2,439,748	\$	643,382	26.4%	\$	1,947,843	\$	151,476	7.8%

Year to Date	January YTD		Variance		YTD		Variance					
	Current Year	Prior Year	Amount	Percent	Budget	Amount	Percent					
OPERATOR WAGES	\$	5,522,366	\$	4,723,147	\$	(799,219)	-16.9%	\$	7,959,460	\$	2,437,094	30.6%
OTHER BU WAGES		905,368		2,065,418		1,160,049	56.2%		1,222,600		317,232	25.9%
SALARIES		830,888		765,454		(65,434)	-8.5%		1,015,000		184,112	18.1%
FRINGE BENEFITS		2,558,735		2,163,112		(395,623)	-18.3%		7,015,440		4,456,705	63.5%
SERVICES		577,509		745,649		168,140	22.5%		923,300		345,791	37.5%
CONTRACT VEHICLE MAINT.		1,368,659		1,303,426		(65,234)	-5.0%		1,945,000		576,341	29.6%
UTILITIES		114,098		120,999		6,901	5.7%		216,900		102,802	47.4%
MATERIALS AND SUPPLIES		73,313		93,623		20,310	21.7%		116,700		43,387	37.2%
UNLEADED FUEL		899,035		1,003,235		104,200	10.4%		2,404,710		1,505,675	62.6%
CAPITAL OUTLAY		-		-		-	0.0%		-		-	0.0%
LIABILITY INSURANCE		427,203		364,963		(62,240)	-17.1%		555,000		127,797	23.0%
TOTAL EXPENSES	\$	13,277,174	\$	13,349,025	\$	71,851	0.5%	\$	23,374,110	\$	10,096,936	43.2%

Month to Date	January		Variance		
	2025	Current Year	Prior Year	Amount	Percent
Ridership					
Weekday		1,783	1,895	(112)	-5.9%
Saturday		269	190	79	41.6%
Sunday		184	131	53	40.5%
Holiday		39	37	2	5.4%
Total Passengers		2,275	2,253	22	1.0%
Ridership					
Total Demand		3,499	3,093	406	13.1%
Missed Trips		-	-	-	0.0%
Cancellations		1,088	793	295	37.2%
No Shows		136	47	89	189.4%
Total Passengers		2,275	2,253	22	1.0%
Trips					
Total Trips		1,851	1,933	(82)	-4.2%
Miles					
Revenue Miles		8,649	9,656	(1,007)	-10.4%
Deadhead Miles		1,615	1,949	(334)	-17.2%
Total Service Miles		10,264	11,606	(1,342)	-11.6%
Non-Route Miles		406	198	209	105.4%
Total Miles		10,671	11,804	(1,133)	-9.6%
Revenue Hours		740	776	(36)	-4.7%
Service Hours		878	955	(77)	-8.1%

Year to Date	January YTD		Variance		
	2025	Current Year	Prior Year	Amount	Percent
Ridership					
Weekday		13,621	12,406	1,215	9.8%
Saturday		1,942	1,528	414	27.1%
Sunday		1,488	1,329	159	12.0%
Holiday		230	160	70	43.8%
Total Passengers		17,281	15,423	1,858	12.0%
Total Demand		26,432	22,788	3,644	16.0%
Missed Trips		-	-	-	0.0%
Cancellations		8,038	6,827	1,211	17.7%
No Shows		924	538	386	71.7%
Total Passengers		17,470	15,423	2,047	13.3%
Trips					
Total Trips		14,589	13,131	1,458	11.1%
Miles					
Revenue Miles		65,776	66,363	(588)	-0.9%
Deadhead Miles		11,736	13,107	(1,371)	-10.5%
Total Service Miles		77,511	79,470	(1,959)	-2.5%
Non-Route Miles		-21	1,785	(1,806)	-101.2%
Total Miles		77,490	81,255	(3,765)	-4.6%
Revenue Hours		5,539	5,354	184	3.4%
Service Hours		6,644	6,498	146	2.3%

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

SUN TRAN CUSTOMER INFORMATION CENTER	
January 2026	
Total Service Reports:	373
Inquiries	46
Compliments	57
Complaints	269
Chargeable	44
Non-chargeable	221
Pending/Incomplete	6

SUN LINK CUSTOMER INFORMATION CENTER	
January 2026	
Total Calls & Emails Received	11
Inquiries	8
Compliments	0
Complaints	3
Non-Chargeable	1
Chargeable	1
Pending/Incomplete	2

SUN VAN CUSTOMER INFORMATION CENTER	
January 2026	
Total Calls/E-mails Received	30
Inquiries	2
Compliments	5
Complaints	23
Non-Chargeable	5
Chargeable	18
Pending/Incomplete	0

ON DEMAND CUSTOMER INFORMATION CENTER	
January 2026	
Total Calls/E-mails Received	1
Inquiries	0
Compliments	0
Complaints	1
Non-Chargeable	1
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 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.