

JULY 2026

MONTHLY OPERATIONS REPORT



DRIVEN BY THE NUMBERS

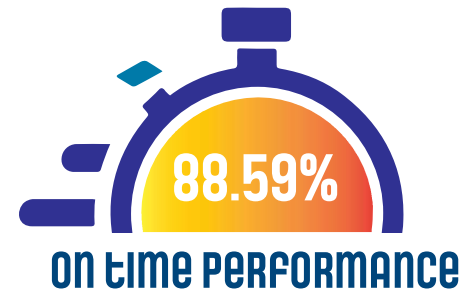


SUN TRAN RIDERSHIP

YEAR-OVER-YEAR | -3.65%

July 2025: 1,294,612

July 2026: 1,248,155



PASSENGERS
PER HOUR:
24.18
UNIQUE APP
USERS:
10,348

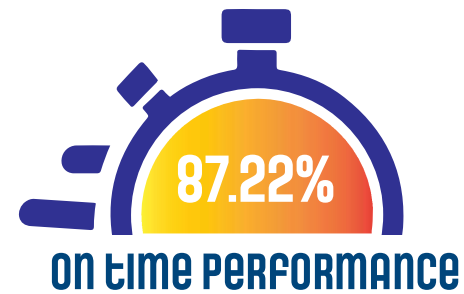


SUN VAN RIDERSHIP

YEAR-OVER-YEAR | +4.53%

July 2025: 45,509

July 2026: 47,622



PASSENGERS
PER
HOUR:
1.78

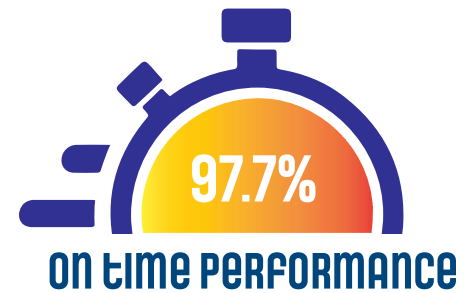


SUN LINK RIDERSHIP

YEAR-OVER-YEAR | -29.18%

July 2025: 68,071

July 2026: 50,735



PASSENGERS
PER
HOUR:
30.63

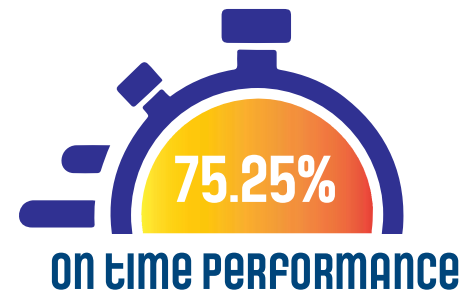


ON DEMAND RIDERSHIP

YEAR-OVER-YEAR | +0.62%

July 2025: 2,533

July 2026: 2,549



TRIPS
BOOKED
THROUGH APP
65.32%

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.

Every day, Sun Tran, Sun Van and Sun Link work to provide safe, reliable and customer focused transportation that helps people get where they need to go. Behind every trip is a team of operators, maintenance professionals, customer service staff, planners and support employees working together to keep Tucson moving.



Throughout July, that work continued through investments in safety, workforce development, technology, customer service and community engagement. These efforts are helping build stronger transit system while making public transportation more accessible and dependable for riders.

Safety remained at the center of operations this month. Sun Tran and Teamsters Local 104 reached an agreement on a new three-year collective bargaining agreement, following negotiations that began in March. The agreement includes competitive wages, retirement benefits and investments in employee safety, recognizing the essential role operators and maintenance professionals play in providing reliable public transportation. The agreement also supports continued investments in security, technology, training, updated operating procedures and improved operator protective barriers. These efforts align with the City of Tucson's Transit Safety and Security Action Plan. Regional funding is also supporting this work through the voter-approved RTA Next plan; \$51 million has been dedicated to regional transit safety and security. To learn more about the Safety Action and Security Plan visit [Suntran.com/transit-safety-action-plan](https://www.suntran.com/transit-safety-action-plan).

During their monthly safety meeting, Sun Van employees reviewed on-time performance, early pickups and professional presentation and monsoon-season safety. Drivers received guidance on avoiding flash-flood areas, approaching washes safely and managing summer hazards such as extreme heat and pedestrian activity.

Sun Van also recognized 12 employees whose commitment to safety has helped set a high standard across the organization. They received a Safety Award for maintaining injury free work records, avoiding preventable accidents and operating without moving violation during FY26. Their dedication demonstrates the professionalism and accountability that keeps the system operating safely each day.



MONTHLY OPERATIONS SNAPSHOT

As safety and reliability remain top priorities, technology continues to give riders more tools to plan and manager their trips. Since January 2026, the Sun Tran Transit App has continued to see strong engagement. The number of unique users grew from 5,208 to 10,348 this month – an increase of 5,140 users or 98.69%. The app allows riders to plan trips across Sun Tran, Sun Link, Sun On Demand and Sun Shuttle, receive real-time service updates and use the GO feature for step-by-step directions. Accessibility features, including audible instructions and adjustable walking and biking speeds, also helps trip planning more inclusive. GO also provides riders an opportunity to contribute to the transit experience. Throughout the GO trip riders may be asked to provide feedback about their riding experience which will help improve the accuracy of real-time tracking information and informing other riders along the route. The growing number of users demonstrates how riders are incorporating technology into their everyday travel and gaining more tools to navigate Tucson's transit system. For more information about the Sun Tran app visit [Suntran.com/sun-tran-app](https://suntran.com/sun-tran-app).

A reliable transit system also depends on strong workforce. Sun Tran and Sun Van continued recruiting, hiring and developing employees who keep service running every day. Sun Tran continued investing in employees through its paid, in-house Commercial Driver License training program. Seven Operator Trainees earned their CDLs through classroom instruction and behind-the-wheel training. By providing CDL training internally, Sun Tran removes barriers for people interested in becoming Coach Operators while creating opportunities for career development within public transportation.

Sun Van's hiring events saw a record number of attendees, with participants taking part in on-the-spot interviews. Sun Tran also continued its weekly Operator hiring events, giving prospective employees the opportunity to learn about careers in public transportation and participate in on-the-spot interviews.



July also brought new employees to both organizations. Sun Tran welcomes 15 new employees across several departments, including Coach Operators, mechanics, administrative support, service island attendants and maintenance leadership. Sun Van also welcomed new employees, including seven new Van Operators, while 11 Van Operator trainees advanced to full-time Van Operators. Visit Suntran.com/opportunities to learn more about opportunities within Sun Tran, Sun Van and Sun Link.

This month also brought new experience to the Sun Tran team with the addition of Eddie Provost. Eddie joins Sun Tran as Maintenance Supervisor with more than 20 years of experience in operations, management, technical work, training and team leadership across automotive, heavy equipment and transportation industries. His previous public transportation experience includes work with the San Diego's Metropolitan Transit System Light Rail Vehicle division, where he was responsible for on-track safety procedures and compliance. His experience in safety, operational efficiency, team development and customer service will support Sun Tran's continued focus on strengthening communication, improving operation and serving the community.



OUR ALL STAR TEAM

The people behind transit make a difference in the everyday experience of riders and this month provided many examples. Sun Van recognized Dispatcher Madison Lucas as Employee of the Month. Lucas has been with Sun Van since 2021, beginning her career as a Reservationist before moving into dispatch. Her dedication, compassion and focus on improving operations have helped strengthen both service and workplace culture. Reflecting on her role, Lucas shared that she most enjoys improving routes to ensure smooth operations and assisting Reservationists in performing their jobs efficiently.

Customer feedback also highlighted the positive impact of Sun Tran employees. Sun Tran received 52 customer compliments recognizing employees for their kindness, professionalism and dedication to riders. Rider's thanked operators for providing excellent customer service, maintaining a positive attitude, keeping passengers informed and remembering their stops. Below are a few of the customer compliments:



Krystal Taylor, Coach Operator

"I wanted to compliment her for providing excellent customer service. She was friendly and always made sure passengers were being careful when exiting the bus. Thank you for your service!"

Allen Romero, Coach Operator

"I want to compliment him for providing excellent customer service. I appreciate his professionalism and positive attitude."

Michelle Hauss, Coach Operator

"Thank you for being so friendly, welcoming and keeping us informed with everything that is going on the road."

Nicole Leon, Coach Operator

"I forgot to request for my stop but she remembered where I get off so she stopped. I am so thankful she remembers my stop."

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 works best when people feel confident using it. Sun Tran continued bringing education and outreach directly into the community through its Learn to Ride program.

A Learn to Ride session in Ward 6 welcomed 17 participants. The program provided hands-on instruction for people who may be new to transit, returning to transit or simply looking to build their confidence. Participants learned how to plan trips, reach schedules and route maps and use the Transit App.

Sun Tran also hosted a session at Sierra Del Sol Senior Living, where 15 participants learned about Sun On Demand service. With a new Sun On Demand zone approaching Tucson's east side, the session helped residents understand what the service is, how to reserve a ride by phone or through the app and which destinations are available within their new zone. These community-based programs help turn transit information into practical knowledge, giving residents the confidence and tools they need to use public transportation independently.

July also marked the conclusion of Sun Tran's Summer Scavenger Hunt, an initiative designed to encourage riders to explore Tucson using public transportation. Throughout the summer, participants completed activities across the city using public transit and entered drawings for weekly prizes. The program encouraged community engagement while showcasing the convenience, accessibility and enjoyment of exploring Tucson. By the end of the summer, seven participants were randomly drawn to win fun transit-themed prizes.

July demonstrated that a strong transit system is built through many connected efforts — from protecting employees and riders to hiring and training the next generation of transit professionals, investing in technology, listening to customers and bringing transit education directly into the community. 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.



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

System Summary - Sun Tran



Month to Date		July		Variance		July	Variance	
	2026	Current	Prior Year	Amount	Percent	Budget	Amount	Percent
Ridership								
	Weekday	1,028,170	1,074,744	\$ (46,574)	-4.3%	960,519	(67,651)	-7.0%
	Saturday	97,128	109,728	(12,600)	-11.5%	167,047	69,919	41.9%
	Sunday	90,824	86,068	4,756	5.5%	167,047	76,223	45.6%
	Holiday	32,033	24,072	7,961	33.1%	41,762	9,729	0.0%
Total Route	Passengers	1,248,155	1,294,612	(46,457)	-3.6%	1,336,374	88,219	6.6%
Expenses								
Total Expenses		\$ 5,416,516	\$ 5,048,608	(367,908)	-7.3%	\$ 6,293,086	\$ 876,570	13.9%
Miles								
	Revenue Miles	611,856	620,089	(8,233)	-1.3%	614,679	2,823	0.5%
	Deadhead Miles	70,597	67,914	2,683	4.0%	70,707	110	0.2%
	Total Service Miles	682,453	688,003	(5,550)	-0.8%	685,386	2,933	0.4%
	Non-Route Miles	22,171	23,883	(1,712)	-7.2%	7,325	(14,846)	-202.7%
	Total Miles	704,624	711,886	(7,262)	-1.0%	692,711	(11,913)	-1.7%
Revenue Hours		51,618	51,136	482	0.9%	51,620	2	0.0%
Service Hours		54,665	54,041	623	1.2%	56,500	1,835	3.2%
Year to Date		July YTD		Variance		July YTD	Variance	
		Current	Prior Year	Amount	Percent	Budget	Amount	Percent
Ridership								
	Weekday	1,028,170	1,074,744	(46,574)	-4.3%	960,519	(67,651)	-7.0%
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Service Hours		54,665	54,041	623	1.2%	56,500	1,835	3.2%

Route Ridership – Sun Tran



FIXED ROUTE		Ridership				
		Weekdays	Saturdays	Sundays	Holiday	Totals
1	GLENN/SWAN	22,968	1,936	2,020	681	27,605
2	CHERRYBELL	26,488	1,896	1,476	648	30,508
3	6TH STREET / WILMOT	36,520	2,456	2,640	913	42,529
4	SPEEDWAY	81,840	8,092	7,324	2,576	99,832
5	PIMA STREET / WEST SPEEDWAY	17,490	1,672	1,308	486	20,956
6	EUCLID/ NORTH FIRST AVENUE	42,526	4,436	3,372	1,271	51,605
7	22ND STREET	44,462	3,740	3,252	1,250	52,704
8	BROADWAY	87,406	10,828	9,500	3,317	111,051
9	GRANT ROAD	42,944	2,944	3,036	1,103	50,027
10	FLOWING WELLS	33,858	2,528	2,604	784	39,774
11	ALVERNON	83,160	7,624	7,524	2,637	100,945
12	10TH / 12TH AVENUE	33,440	2,788	2,936	1,064	40,228
15	CAMPBELL AVENUE	20,262	1,676	1,640	503	24,081
16	ORACLE / INA	129,492	14,960	15,052	5,244	164,748
17	COUNTRY CLUB / 29TH STREET	65,384	5,320	5,028	1,917	77,649
19	STONE	21,032	2,444	1,960	672	26,108
21	WEST CONGRESS / SILVERBELL	11,770	1,532	1,336	498	15,136
23	MISSION ROAD	27,082	2,532	2,272	752	32,638
25	S. PARK AVENUE	27,962	3,108	2,320	847	34,237
26	BENSON HIGHWAY	18,282	1,592	1,548	592	22,014
27	MIDVALE PARK	19,602	1,864	1,988	788	24,242
29	VALENCIA	42,658	3,944	3,648	1,125	51,375
34	CRAYCROFT / FT LOWELL	48,510	4,176	4,012	1,274	57,972
37	PANTANO	12,144	1,096	1,088	393	14,721
61	LA CHOLLA	9,504	812	752	234	11,302
62	INA RD.	17,226	1,132	1,188	464	20,010
TOTAL FIXED ROUTE		1,024,012	97,128	90,824	32,033	1,243,997
EXPRESS ROUTE						
101X	GOLF LINKS EXPRESS	572				572
102X	INA ROAD EXPRESS	198				198
103X	OLDFATHER EXPRESS	154				154
104X	MARANA EXPRESS	242				242
105X	SUNRISE EXPRESS	352				352
107X	ORO VALLEY/DOWNTOWN EXPRESS	264				264
108X	BROADWAY EXPRESS	440				440
109X	TANQUE VERDE EXPRESS	176				176
110X	RITA RANCH/DOWNTOWN EXPRESS	484				484
203X	ORO VALLEY/AEROPARK EXPRESS	440				440
204X	NW / AEROPARK EXPRESS	836				836
TOTAL EXPRESS ROUTE		4,158				4,158
TOTALS		1,028,170	97,128	90,824	32,033	1,248,155

Route Productivity – Sun Tran



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	19.3	1.6	18.6	21.5	1.5	18.3	22.2	1.6	18.6	27.4	1.9	22.7
2 CHERRYBELL	21.6	1.7	15.4	3.6	0.4	3.5	23.8	1.7	15.2	36.3	2.6	23.1
3 6TH STREET / WILMOT	23.2	1.6	29.3	22.2	1.6	28.1	21.9	1.5	27.6	28.2	1.9	35.1
4 SPEEDWAY	33.4	2.4	30.8	40.8	2.9	37.2	36.6	2.6	33.6	52.9	3.8	48.6
5 PIMA STREET / WEST SPEEDWAY	19.2	1.3	16.1	22.4	1.3	16.3	16.0	0.9	11.7	25.6	1.5	18.7
6 EUCLID/ NORTH FIRST AVENUE	46.2	3.6	23.1	43.6	3.4	21.6	49.9	3.9	24.6	85.6	6.7	42.4
7 22ND STREET	31.9	1.7	24.8	44.2	2.3	32.9	38.0	2.0	28.5	64.1	3.4	48.1
8 BROADWAY	43.5	3.1	33.7	39.7	2.6	28.0	38.0	2.6	28.4	56.4	3.8	41.5
9 GRANT ROAD	19.8	1.5	22.6	23.0	1.6	24.9	22.5	1.6	24.5	37.8	2.6	40.9
10 FLOWING WELLS	42.4	2.8	24.7	38.4	2.4	21.7	39.9	2.6	22.9	50.9	3.2	28.0
11 ALVERNON	39.0	2.5	32.4	47.5	2.9	37.2	38.4	2.4	30.0	57.8	3.6	45.5
12 10TH / 12TH AVENUE	32.6	2.4	51.5	33.4	2.4	51.3	31.2	2.2	48.5	48.5	3.5	76.0
15 CAMPBELL AVENUE	21.7	1.4	16.1	23.3	1.4	16.2	22.5	1.3	15.6	28.1	1.7	19.4
16 ORACLE / INA	58.4	5.0	51.1	50.1	4.0	40.7	53.3	4.2	43.4	77.3	6.2	64.0
17 COUNTRY CLUB / 29TH STREET	31.2	1.9	47.7	32.7	1.9	47.9	33.1	2.0	48.5	50.5	3.0	73.8
19 STONE	41.3	3.2	15.7	37.6	2.9	14.2	52.2	4.0	19.5	65.5	4.9	24.0
21 WEST CONGRESS / SILVERBELL	23.2	1.7	9.4	19.1	1.2	6.8	17.3	1.1	6.2	25.5	1.7	9.2
23 MISSION ROAD	24.9	1.7	19.8	33.4	2.3	25.8	25.3	1.7	19.5	33.4	2.3	25.9
25 S. PARK AVENUE	27.9	1.9	18.3	21.7	1.4	13.2	28.1	1.8	17.1	46.3	3.0	28.2
26 BENSON HIGHWAY	23.4	1.2	14.0	25.6	1.3	14.9	21.8	1.1	12.8	33.9	1.7	19.8
27 MIDVALE PARK	23.4	1.3	14.9	27.2	1.4	16.4	25.1	1.3	15.5	41.3	2.2	26.3
29 VALENCIA	19.3	1.3	22.5	27.7	1.8	31.3	24.2	1.5	27.5	34.2	2.2	38.8
34 CRAYCROFT / FT LOWELL	29.8	2.1	26.6	43.8	3.0	37.9	39.6	2.7	34.5	56.3	3.9	49.0
37 PANTANO	16.4	1.0	10.1	16.9	1.0	10.1	13.6	0.8	8.2	20.7	1.2	12.3
61 LA CHOLLA	18.0	1.0	8.1	17.9	1.0	7.9	16.7	0.9	7.4	20.5	1.1	9.0
62 INA RD.	27.0	1.5	12.5	42.3	2.2	18.3	21.6	1.1	9.5	36.9	1.9	16.0
AVERAGE TOTAL	30.8	2.1	25.1	34.5	2.3	25.3	31.9	2.1	24.0	46.8	3.1	34.6
EXPRESS ROUTE												
101X GOLF LINKS EXPRESS	11.8	0.5	7.0									
102X INA ROAD EXPRESS	5.0	0.2	5.0									
103X OLDFATHER EXPRESS	4.4	0.3	5.0									
104X MARANA EXPRESS	9.8	0.3	5.0									
105X SUNRISE EXPRESS	7.6	0.5	7.0									
107X ORO VALLEY/DOWNTOWN EXPRESS	3.5	0.2	2.8									
108X BROADWAY EXPRESS	16.7	0.9	11.0									
109X TANQUE VERDE EXPRESS	6.9	0.4	5.5									
110X RITA RANCH/DOWNTOWN EXPRESS	9.0	0.4	6.5									
203X ORO VALLEY/AEROPARK EXPRESS	3.7	0.1	4.8									
204X NW / AEROPARK EXPRESS	7.2	0.2	6.5									
AVERAGE TOTAL	6.9	0.3	5.9									

Expenses – Sun Tran



Month to Date	July		Variance		Monthly		Variance	
	2026	Current	Prior Year	Amount	Percent	Budget	Amount	Percent
OPERATOR WAGES	\$	1,497,631	\$ 1,946,251	\$ 448,620	23.1%	\$ 2,207,992	\$ 710,361	32.2%
MAINTENANCE WAGES		387,072	514,207	127,135	24.7%	512,533	125,461	24.5%
SALARIES		434,791	533,152	98,361	18.4%	650,483	215,692	33.2%
FRINGE BENEFITS		2,284,356	1,195,949	(1,088,407)	-91.0%	1,109,250	(1,175,106)	-105.9%
SERVICES		205,581	266,167	60,586	22.8%	619,583	414,002	66.8%
UTILITIES		79,672	71,988	(7,684)	-10.7%	93,458	13,786	14.8%
VEHICLE MAINTENANCE		41,839	226,915	185,076	81.6%	428,333	386,494	90.2%
MATERIALS AND SUPPLIES		13,358	26,308	12,950	49.2%	66,975	53,617	80.1%
CNG FUEL		-	140,600			225,378		0.0%
DIESEL FUEL		99,575	103,940	4,365	4.2%	45,349	(54,226)	-119.6%
UNLEADED FUEL		21,667	12,814	(8,853)		14,167	(7,500)	-52.9%
ELECTRICITY FUEL		6,771	10,318	3,547	34.4%	13,750	6,979	50.8%
CAPITAL OUTLAY		-	0			-		0.0%
INSURANCE		148,093	0	(148,093)		108,333	(39,760)	-36.7%
LABOR CREDITS/EXP TRANSFERS		196,110	0	(196,110)		197,500	1,390	0.7%
Total Expenses	\$	5,416,516	\$ 5,048,608	\$ (508,508)	-10.1%	6,293,086	876,570	13.9%

Year to Date	July YTD		Variance		Annual Budget	Budget Balance	
	Current Year	Prior Year	Amount	Percent		Amount	Percent
OPERATOR WAGES	\$ 1,497,631	\$ 1,946,251	\$ 448,620	23.1%	\$ 26,495,900	\$ 24,998,269	94.3%
MAINTENANCE WAGES	387,072	514,207	127,135	24.7%	6,150,400	5,763,328	93.7%
SALARIES	434,791	533,152	98,361	18.4%	7,805,800	7,371,009	94.4%
FRINGE BENEFITS	2,284,356	1,195,949	(1,088,407)	-91.0%	13,311,000	11,026,644	82.8%
SERVICES	205,581	266,167	60,586	22.8%	7,435,000	7,229,419	97.2%
UTILITIES	79,672	71,988	(7,684)	-10.7%	1,121,500	1,041,828	92.9%
VEHICLE MAINTENANCE	41,839	226,915	185,076	81.6%	5,140,000	5,098,161	99.2%
MATERIALS AND SUPPLIES	13,358	26,308	12,950	49.2%	803,700	790,342	98.3%
CNG FUEL	0	140,600	140,600	0.0%	2,704,540	2,704,540	100.0%
DIESEL FUEL	99,575	103,940	4,365	4.2%	544,190	444,615	81.7%
UNLEADED FUEL	21,667	12,814	(8,853)	-69.1%	170,000	148,333	87.3%
ELECTRICITY FUEL	6,771	10,318	3,547	34.4%	165,000	158,229	95.9%
CAPITAL OUTLAY	0	0	0	0.0%	0	0	0.0%
INSURANCE	148,093	0	(148,093)		1,300,000	1,151,907	88.6%
LABOR CREDITS/EXP TRANSFERS	196,110	0	(196,110)		2,370,000	2,173,890	91.7%
Total Expenses	\$ 5,416,516	\$ 5,048,608	\$ (367,908)	-7.3%	\$ 75,517,030	70,100,514	92.8%

System Summary – Electric Bus



Month to Date	July		Variance		July	Variance	
2026	Current	Prior Year	Amount	Percent	Budget	Amount	Percent

Expenses

Vehicle Maintenance	\$	-	-	\$	-	0.0%	-	-	0%
Services		634	907		273	30.1%	833	199	24%
Materials & Supplies		-	-		-	0.0%	-	-	0%
Electricity		6,771	10,318		3,547	34.4%	13,750	6,979	51%
Total Expenses		7,405	11,225		3,820	34.0%	14,583	7,178	49%

Miles

Total Miles	14,551	22,161	7,610	34%
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KWH	24,025	27,619	3,594	13%
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Year to Date	July YTD		Variance		July YTD	Variance	
	Current	Prior Year	Amount	Percent	Budget	Amount	Percent

Expenses

Vehicle Maintenance	\$	-	-	\$	-	0	0	0%
Services		634	907	273	30.1%	10,000	9,366	94%
Materials & Supplies		-	-	-	0.0%	-	-	0%
Electricity		6,771	10,318	3,547	34.4%	165,000	158,229	96%
Total Expenses		7,405	11,225	3,820	34.0%	175,000	167,595	96%

Miles

Total Miles	14,551	22,161	7,610	34%
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KWH	24,025	27,619	3,594	13%
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System Indicator	Current Month	Prior Year	FY27 YTD	FY26 YTD
1. Ridership	50,735	68,071	50,735	68,071
2. Passengers per Revenue Mile	4.10	4.02	4.10	4.02
3. Passengers per Revenue Hour	30.63	30.52	30.63	30.52
4. Cost per Passenger	7.50	5.77	7.50	5.77
5. Cost per Revenue Mile	30.76	23.16	30.76	23.16
6. Cost per Revenue Hour	229.71	176.01	229.71	176.01
7. Miles Between Streetcar Inspection	952.00	960.00	952.00	960.00
8. Total Preventable Accidents per 100,000 Miles	-	-	-	-
9. Total Complaints per 100,000 Passengers	-	5.88	-	5.88

System Summary – Sun Link



Month to Date		July			Variance	July		Variance
2026	Current	Prior Year	Amount	Percent	Budget	Amount	Percent	
Ridership								
WEEKDAYS	40,292	54,561	(14,269)	-26.2%	55,107	(14,815)	-26.9%	
SATURDAY	6,498	7,767	(1,269)	-16.3%	7,845	(1,347)	-17.2%	
SUNDAY	3,428	3,903	(475)	-12.2%	3,942	(514)	-13.0%	
HOLIDAY	517	1,840	(1,323)	-71.9%	1,858	(1,341)	-72.2%	
Total Route Passenger	50,735	68,071	(17,336)	-25.5%	68,752	(18,017)	-26.2%	

Expenses												
Total Expenses	\$	380,522	\$	392,587	\$	(12,065)	-3.1%	\$	472,564	\$	(92,042)	-19.5%

Miles							
Revenue Miles	12,372	16,949	(4,577)	-27.0%	16,949	(4,577)	-27.0%
Deadhead Miles	248	248	-	0.0%	248	-	0.0%
Total Service Miles	12,620	17,197	(4,577)	-26.6%	17,197	(4,577)	-26.6%

Revenue Hours	1,657	2,231	(574)	-25.7%	2,231	(574)	-25.7%
Service Hours	1,688	2,262	(574)	-25.4%	2,262	(574)	-25.4%

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

Ridership								
WEEKDAYS	40,292	54,561	(14,269)	-26.2%	55,107	(14,815)	-26.9%	
SATURDAY	6,498	7,767	(1,269)	-16.3%	7,845	(1,347)	-17.2%	
SUNDAY	3,428	3,903	(475)	-12.2%	3,942	(514)	-13.0%	
HOLIDAY	517	1,840	(1,323)	-71.9%	1,858	(1,341)	-72.2%	
Total Route Passenger	50,735	68,071	(17,336)	-25.5%	68,752	(18,017)	-26.2%	

Expenses												
Total Expenses	\$	380,522	\$	392,587	\$	(12,065)	-3.1%	\$	472,564	\$	(92,042)	-19.5%

Miles							
Revenue Miles	12,372	16,949	(4,577)	-27.0%	16,949	(4,577)	-27.0%
Deadhead Miles	248	248	-	0.0%	248	-	0.0%
Total Service Miles	12,620	17,197	(4,577)	-26.6%	17,197	(4,577)	-26.6%

Revenue Hours	1,657	2,231	(574)	-25.7%	2,231	(574)	-25.7%
Service Hours	1,688	2,262	(574)	-25.4%	2,262	(574)	-25.4%

Expenses – Sun Link



Month to Date	2026	July Current	Prior Year	Variance Amount	Percent	Monthly Budget	Variance Amount	Percent
OPERATOR WAGES	\$	51,840	\$ 83,191	\$ 31,351	37.7%	\$ 88,048	\$ 36,208	41.1%
MAINTENANCE WAGES		34,999	48,169	13,169	27.3%	53,550	18,551	34.6%
SALARIES		49,615	70,845	21,230	30.0%	87,425	37,810	43.2%
FRINGE BENEFITS		158,372	85,536	(72,836)	-85.2%	74,758	(83,614)	-111.8%
SERVICES		20,457	39,620	19,163	48.4%	72,313	51,855	71.7%
UTILITIES		16,271	17,694	1,423	8.0%	15,642	(629)	-4.0%
VEHICLE MAINTENANCE		899	413	(486)	-117.6%	21,729	20,830	95.9%
MATERIALS AND SUPPLIES		314	2,251	1,937	86.1%	12,417	12,103	97.5%
FUEL-ELECTRICITY		19,691	19,739	48	0.2%	16,683	(3,007)	-18.0%
CAPITAL OUTLAY		-	-	-	0.0%	1,667	1,667	100.0%
INSURANCE		28,064	25,128	(2,936)	-11.7%	28,333	269	0.9%
TOTAL EXPENSES	\$	380,522	\$ 392,587	\$ 12,065	3.1%	\$ 472,564	\$ 92,042	19.5%

Year to Date		July Current Year	Prior Year	Variance Amount	Percent	Annual Budget	Budget Variance Amount	Percent
OPERATOR WAGES	\$	51,840	\$ 83,191	\$ 31,351	37.7%	\$ 1,056,570	\$ 1,004,730	95.1%
MAINTENANCE WAGES		34,999	48,169	13,169	27.3%	642,600	607,601	94.6%
SALARIES		49,615	70,845	21,230	30.0%	1,049,100	999,485	95.3%
FRINGE BENEFITS		158,372	85,536	(72,836)	-85.2%	897,100	738,728	82.3%
SERVICES		20,457	39,620	19,163	48.4%	867,750	847,293	97.6%
UTILITIES		16,271	17,694	1,423	8.0%	187,700	171,429	91.3%
VEHICLE MAINTENANCE		899	413	(486)	-117.6%	260,750	259,851	99.7%
MATERIALS AND SUPPLIES		314	2,251	1,937	86.1%	149,000	148,686	99.8%
FUEL-ELECTRICITY		19,691	19,739	48	0.2%	200,200	180,509	90.2%
CAPITAL OUTLAY		-	-	-	0.0%	20,000	20,000	100.0%
INSURANCE		28,064	25,128	(2,936)	-11.7%	340,000	311,936	91.7%
TOTAL EXPENSES	\$	380,522	\$ 392,587	\$ 12,065	3.1%	\$ 5,670,770	\$ 5,290,248	93.3%

Performance Indicators – Sun Van



System Indicator		Current Month	Prior Year	FY27 YTD	FY26 YTD
1.	Ridership	47,622	45,509	47,622	45,509
2.	Demand	67,606	63,825	67,606	63,825
3.	Cancellations	14,924	14,511	14,924	14,511
4.	No-Shows	5,060	3,804	5,060	3,804
5.	Passengers per Revenue Hour	1.78	1.91	1.78	1.91
6.	Passengers per Service Hour	1.59	1.63	1.59	1.63
7.	Cost per Trip	\$ 42.45	\$ 39.09	\$ 42.45	\$ 39.03
8.	Vehicles Operated in Maximum Service	123	121	123	121
9.	Trip Time, Sun Tran	85.83%	85.02%	85.83%	85.02%
10.	Trip Time 110% + 5 Minutes	93.25%	92.04%	93.25%	92.04%
11.	Pick-Ups	87.34%	89.38%	87.34%	89.38%
12.	Pick-Ups Before Significantly Late	99.36%	99.76%	99.36%	99.76%

System Summary- Sun Van



Month to Date	July		Variance		July	Variance	
	2026	Current Year	Prior Year	Amount	Budget	Amount	Percent
Ridership							
Weekday		42,101	39,695	2,406			6.1%
Saturday		2,066	2,694	(628)			-23.3%
Sunday		2,866	2,581	285			11.0%
Holiday		589	539	50			
Total Passengers		47,622	45,509	2,113			4.6%
Total Booked Passengers		67,606	63,825	3,781	51,330	16,276	31.7%
Missed Trips		-	1	(1)	-	-	0.0%
Cancellations		14,924	14,511	413	11,630	3,294	28.3%
No Shows		5,060	3,804	1,256	2,780	2,280	82.0%
Total Passengers		47,622	45,509	2,113	36,370	11,252	30.9%
ADA Passengers		43,539	42,129	1,410			3.3%
Optional ADA Passengers		4,083	3,380	703			20.8%
Percentage of Optional		8.6%	7.4%				
Trips							
ADA Trips		39,852	38,971	881			2.3%
Optional ADA Trips		3,758	3,113	645			20.7%
Total Trips		43,610	42,084	1,526	35,650	7,960	22.3%
Expenses							
Total Expenses	\$	1,851,434	\$ 1,645,134	\$ (206,300)	\$ 2,167,901	\$ (316,467)	-14.6%
Miles							
Revenue Miles		333,244	314,824	18,420	291,897	41,347	14.2%
Deadhead Miles		55,311	56,053	(742)	50,614	4,696	9.3%
Total Service Miles		388,554	370,877	17,677	342,511	46,043	13.4%
Non-Route Miles		-1,082	8,477	(9,559)	5,420	(6,502)	-120.0%
Total Miles		387,472	379,354	8,118	347,932	39,541	11.4%
Revenue Hours		26,683	23,855	2,828	21,086	5,597	26.5%
Service Hours		30,039	27,876	2,163	24,282	5,757	23.7%

System Summary- Sun Van



Year to Date	July YTD			Variance		July YTD Budget	Variance	
	2026	Current Year	Prior Year	Amount	Percent		Amount	Percent
Ridership								
Weekday		42,101	39,695	2406	6%			
Saturday		2,066	2,694	-628	-23%			
Sunday		2,866	2,581	285	11%			
Holiday		589	539	50	9%			
Total Passengers		47,622	45,509	2,113	4.6%			
Total Booked Passengers		67,606	63,825	3,781	5.9%	51,330	16,276	31.7%
Missed Trips		-	1	(1)	-100.0%	-	-	0.0%
Cancellations		14,924	14,511	413	2.8%	11,630	3,294	28.3%
No Shows		5,060	3,804	1,256	33.0%	2,780	2,280	82.0%
Total Passengers		47,622	45,509	2,113	4.6%	36,920	10,702	29.0%
ADA Passengers		43,539	42,129	1,410	3.3%			
Optional ADA		4,083	3,380	703	20.8%			
Percentage of Optional		8.6%	7.4%					
Trips								
ADA Trips		39,852	38,971	881	2.3%			
Optional ADA Trips		3,758	3,113	645	20.7%			
Total Trips		43,610	42,084	1,526	3.6%	262,600	(218,990)	-83.4%
Expenses								
Total Expenses	\$	1,851,434	\$ 1,645,134	\$ 206,300	12.5%	\$ 26,014,810	\$ (24,163,376)	-92.9%
Miles								
Revenue Miles		333,244	314,824	18,420	5.9%	234,400	98,844	42.2%
Deadhead Miles		55,311	56,053	(742)	-1.3%	42,800	12,511	29.2%
Total Service Miles		388,554	370,877	17,677	4.8%	277,200	111,354	40.2%
Non-Route Miles		-1,082	8,477	(9,559)	-112.8%	1,800	(2,882)	-160.1%
Total Miles		387,472	379,354	8,118	2.1%	279,000	108,472	38.9%
Revenue Hours		26,683	23,855	2,828	11.9%	16,700	9,983	59.8%
Service Hours		30,039	27,876	2,163	7.8%	19,200	10,839	56.5%

Expenses – Sun Van



Month to Date	July		Variance		Monthly Budget	Variance	
	2026	Current Year	Prior Year	Amount	Percent	Amount	Percent
OPERATOR WAGES	\$	608,698	\$ 726,628	\$ 117,930	16.2%	\$ 962,867	\$ 354,169 36.8%
OTHER BU WAGES		99,678	122,920	23,243	18.9%	136,875	37,198 27.2%
SALARIES		73,841	100,143	26,301	26.3%	124,592	50,751 40.7%
FRINGE BENEFITS		741,967	369,438	(372,529)	-100.8%	422,242	(319,725) -75.7%
SERVICES		12,007	45,417	33,410	73.6%	76,942	64,935 84.4%
CONTRACT VEHICLE MAINT.		200,743	175,145	(25,599)	-14.6%	162,083	(38,660) -23.9%
UTILITIES		11,726	11,974	249	2.1%	18,075	6,349 35.1%
MATERIALS AND SUPPLIES		987	5,279	4,292	81.3%	9,725	8,738 89.9%
UNLEADED FUEL		101,788	88,190	(13,598)	-15.4%	208,251	106,463 51.1%
CAPITAL OUTLAY		-	-	0	0.0%	-	- 0.0%
LIABILITY INSURANCE		-	-	0	0.0%	46,250	46,250 100.0%
TOTAL EXPENSES	\$	1,851,434	\$ 1,645,134	\$ (206,300)	-12.5%	\$ 2,167,901	\$ 316,467 14.6%

Year to Date	July YTD		Variance		YTD	Variance						
	Current Year	Prior Year	Amount	Percent	Budget	Amount	Percent					
OPERATOR WAGES	\$	608,698	\$	726,628	\$	117,930	16.2%	\$	11,554,400	\$	10,945,702	94.7%
OTHER BU WAGES		99,678		122,920		23,243	18.9%		1,642,500		1,542,823	93.9%
SALARIES		73,841		100,143		26,301	26.3%		1,495,100		1,421,259	95.1%
FRINGE BENEFITS		741,967		369,438		(372,529)	-100.8%		5,066,900		4,324,933	85.4%
SERVICES		12,007		45,417		33,410	73.6%		923,300		911,293	98.7%
CONTRACT VEHICLE MAINT.		200,743		175,145		(25,599)	-14.6%		1,945,000		1,744,257	89.7%
UTILITIES		11,726		11,974		249	2.1%		216,900		205,174	94.6%
MATERIALS AND SUPPLIES		987		5,279		4,292	81.3%		116,700		115,713	99.2%
UNLEADED FUEL		101,788		88,190		(13,598)	-15.4%		2,499,010		2,397,222	95.9%
CAPITAL OUTLAY		-		-		-	0.0%		-		-	0.0%
LIABILITY INSURANCE		-		-		-	0.0%		555,000		555,000	100.0%
TOTAL EXPENSES	\$	1,851,434	\$	1,645,134	\$	(206,300)	-12.5%	\$	26,014,810	\$	24,163,376	92.9%

Month to Date	July		Variance	
	2026	Current Year	Prior Year	Amount Percent
Ridership				
Weekday		2,181	2,091	90 4.3%
Saturday		184	214	(30) -14.0%
Sunday		151	181	(30) -16.6%
Holiday		33	47	(14) -29.8%
Total Passengers		2,549	2,533	16 0.6%
Ridership				
Total Demand		3,806	3,670	136 3.7%
Missed Trips		-	-	- 0.0%
Cancellations		1,045	1,033	12 1.2%
No Shows		212	104	108 103.8%
Total Passengers		2,549	2,533	16 0.6%
Trips				
Total Trips		2,141	2,123	18 0.8%
Miles				
Revenue Miles		10,024	9,449	575 6.1%
Deadhead Miles		1,804	1,852	(47) -2.6%
Total Service Miles		11,828	11,300	528 4.7%
Non-Route Miles		0	(25)	25 -100.0%
Total Miles		11,828	11,276	552 4.9%
Revenue Hours		802	909	(107) -11.8%
Service Hours		1,004	1,074	(70) -6.5%

Year to Date	July YTD		Variance		
	2026	Current Year	Prior Year	Amount	Percent
Ridership					
Weekday		2,181	2,091	90	4.3%
Saturday		184	214	(30)	-14.0%
Sunday		151	181	(30)	-16.6%
Holiday		33	47	(14)	-29.8%
Total Passengers		2,549	2,533	16	0.6%
Total Demand		3,806	3,670	136	3.7%
Missed Trips		-	-	-	0.0%
Cancellations		1,045	1,033	12	1.2%
No Shows		212	104	108	103.8%
Total Passengers		2,549	2,533	16	0.6%
Trips					
Total Trips		2,141	2,123	18	0.8%
Miles					
Revenue Miles		10,024	9,449	575	6.1%
Deadhead Miles		1,804	1,852	(47)	-2.6%
Total Service Miles		11,828	11,300	528	4.7%
Non-Route Miles		0	(25)	25	-100.0%
Total Miles		11,828	11,276	552	4.9%
Revenue Hours		802	909	(107)	-11.8%
Service Hours		1,004	1,074	(70)	-6.5%

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

SUN TRAN CUSTOMER INFORMATION CENTER	
July 2026	
Total Calls/E-mails Received	319
Inquiries	28
Compliments	58
Complaints	232
Chargeable	74
Non-chargeable	153
Pending/Incomplete	6

SUN VAN CUSTOMER INFORMATION CENTER	
July 2026	
Total Calls/E-mails Received	57
Inquiries	0
Compliments	10
Complaints	47
Chargeable	23
Non-chargeable	24
Pending/Incomplete	0

SUN LINK CUSTOMER INFORMATION CENTER	
July 2026	
Total Calls/E-mails Received	9
Inquiries	9
Compliments	0
Complaints	0
Chargeable	0
Non-chargeable	0
Pending/Incomplete	0

ON DEMAND CUSTOMER INFORMATION CENTER	
July 2026	
Total Calls/E-mails Received	8
Inquiries	0
Compliments	6
Complaints	2
Chargeable	1
Non-chargeable	1
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.