

# MAY 2026

## MONTHLY OPERATIONS REPORT



# DRIVEN BY THE NUMBERS

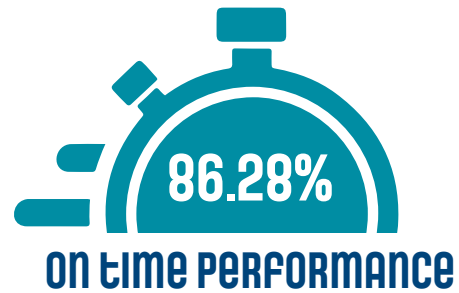


## SUN TRAN RIDERSHIP

YEAR-OVER-YEAR | -3.12%

May 2025: 1,371,913

May 2026: 1,329,641



PASSENGERS PER HOUR:  
26.93

UNIQUE APP USERS:  
555

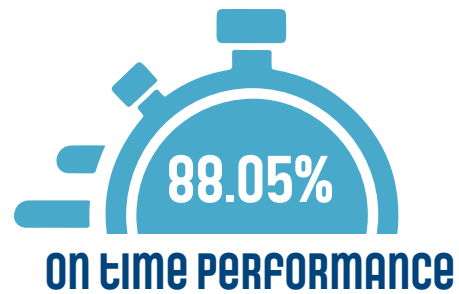


## SUN VAN RIDERSHIP

YEAR-OVER-YEAR | +0.16%

May 2025: 45,286

May 2026: 45,362



PASSENGERS PER HOUR:  
1.72



## SUN LINK RIDERSHIP

YEAR-OVER-YEAR | -21.77%

May 2025: 117,793

May 2026: 94,659



PASSENGERS PER HOUR:  
53.89

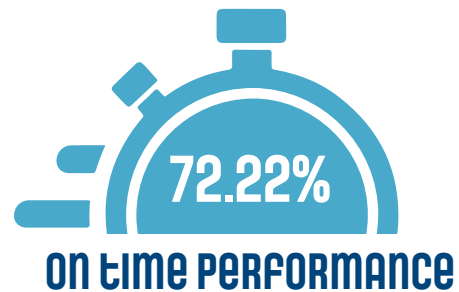


## ON DEMAND RIDERSHIP

YEAR-OVER-YEAR | +6.72%

May 2025: 2,314

May 2026: 2,475



TRIPS BOOKED THROUGH APP:  
72.22%

# 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.**

Throughout May 2026, Sun Tran, Sun Van and Sun Link continued advancing our mission of providing safe, reliable and customer-focused public transportation while enhancing lives through mobility. Service improvements, employee development, community outreach and rider engagement remained top priorities as we worked to strengthen transportation options and improve rider experience across the region.

Sun Tran implemented service changes to Routes 9, 12 and 37 to improve service reliability and accommodate operational needs. Additional time was incorporated into schedules to account for detours, improve operator rest periods and add additional service to the Amazon facility. These adjustments help ensure schedules remain dependable for riders while supporting safe and effective operations. Route 9 also began a temporary detour due to ongoing construction activity. The detour is expected to remain in place through August 2026.

Sun Link transitioned to its summer schedule due to University of Arizona students on summer break. The seasonal schedule provides service every 15 to 20 minutes Monday through Friday, extends service until midnight on Fridays and Saturdays, and operates until 8 p.m. on Sundays. These adjustments align service with summer ridership patterns while continuing to maintain access to jobs, entertainment, education and local businesses along the route. Riders can view schedules and any service alerts at [Suntran.com](http://Suntran.com).

Listening to rider's remains an essential part of delivering customer focused transportation services. From May 4 through May 17, Sun Tran's official app, Transit, launched its quarterly Transit Rider Customer Experience Survey. More than 300 riders 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 90% of participants regularly used fixed-route services, while 31% ride transit seven days a week. Rider feedback collected through surveys helps identify opportunities for improvement and guides future service enhancements. The next Transit Rider Customer Experience Survey is scheduled to launch in early August 2026.



Safety remains a cornerstone of Sun Tran and Sun Van daily operations, guiding employee development and daily service delivery. In this month's Safety Meeting Sun Van focused on slips, trips and falls as well as the importance of maintaining three points of contact when entering and exiting vehicles. These meetings provide employees with valuable opportunities to discuss workplace safety, operational updates and best practices while reinforcing Sun Van's commitment to maintaining a safe environment for both riders and staff.



# MONTHLY OPERATIONS SNAPSHOT

Sun Tran Safety Coordinator Autumn Nevarez attended the RATP Dev Certified Instructor Course as part of her onboarding and professional development. The week long training focused on adult learning principles, instructional techniques, classroom facilitation, coaching methods and so much more. This certification is required for Training Coordinators throughout RATP Dev and helps ensure training programs are using the best practices and standardized teaching methods. The knowledge and skills gained through the course will strengthen the development and delivery of safety and operational training programs, enhance instructional effectiveness, improve employee learning outcomes, and support a culture of safety, accountability, and continuous improvement.



Sun Van introduced a new operator display board designed to improve communication and daily operations. The display provides operators with real-time access to their schedules and important service information throughout the day. By making schedule information more visible and easily accessible, operators can quickly review assignments, stay informed of updates, and better prepare for their routes.

Recruiting, training and retaining remains critical to ensuring a reliable transit system throughout Tucson. To support workforce growth, Sun Tran and Sun Van Open House hiring events, provided potential employees the opportunity to learn about careers in transit and paratransit, and participate in on-the-spot interviews. About 55 and 18

applicants attended Sun Van's and Sun Tran's hiring events, demonstrating strong interest in supporting Tucson's transit.

This interest translated into workforce growth to both Sun Van and Sun Tran. Sun Van welcomed 17 new employees, including one Reservationist and 16 Operators. Additionally, 12 Operator Trainees successfully completed training and were promoted to full-time Operators. Sun Tran also added six new employees joining the Operations, Administration and Maintenance departments, and seven Operator Trainees successfully promoted to full time Operators.

Sun Tran further invested in workforce development through its paid-in house Commercial Driver License (CDL) training program. During May, eight Operator Trainees gained their CDL through a combination of classroom instruction and behind-the-wheel training. By providing CDL training internally, Sun Tran removes barriers for individuals interested in becoming Coach Operators and creates pathways to a rewarding career. Visit [Suntran.com/opportunities/jobs](https://www.suntran.com/opportunities/jobs) to learn more about opportunities within Sun Tran, Sun Van and Sun Link.

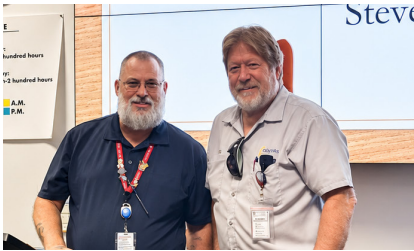


# EMPLOYEE ALL STARS



Employee development and advancement continue to play an important role. This month, Rudolfo Aros was promoted from Van Operator to a Road Supervisor. Rudolfo joined Sun Van in August 2024 and quickly demonstrated leadership potential and a passion for helping others. In his new role, he is focused on supporting his team, fostering accountability and ensuring compliance with Sun Van policies and procedures while continuing to learn the operational and administrative responsibilities of a supervisor.

Steven Stehle was promoted from Operations Road Supervisor to Dispatch Supervisor. Steven began his Sun Van career in 2015 as a Van Operator before advancing to Road Supervisor and Operator Trainer. Throughout his career, he has focused on safety and training. With a decade of experience and a deep understanding of paratransit operations, Steven looks forward to leading the dispatch team and supporting the continued growth of Sun Van services.



Fostering a positive workplace culture and delivering exceptional customer service was another highlight this month. Steven Lawrence was recognized as Employee of the Month. Throughout nearly 10 years of service as an Operator, Steve has earned the respect of fellow employees, supervisors and riders through his professionalism, dedication and commitment to service. Congratulations Steven!

Customer compliments also continued to highlight the impact transit employees have on the community. Throughout May, Sun Tran received 39 customer compliments recognizing employees for their kindness, professionalism and dedication to customer care. Each recognized employee received a personalized "Smile" card in appreciation of their efforts. Below are a few of the customer compliments:

**Amber Guerena, Coach Operator**

*"She is very polite, kind and always greeting every rider. I like how she holds a conversation with riders and always answers our questions."*

**Thomas La Corte, Coach Operator**

*"He is a professional, courteous, reliable and great driver. Sun Tran is lucky to have him. Thank you for providing excellent service."*

**Joshuah Dearman, Coach Operator**

*"He did a great job informing us passengers about the accident on the freeway and updating us on where he was going. Thank you!"*

**Linda J. Monk, Coach Operator**

*"She is always so happy and smiling when riders board her bus. Thank you for having such great attitude."*

Riders interested in recognizing the awesome job employees are doing, can contact Customer Service at (520) 792-9222 or email [SunTranInfo@tucsonaz.gov](mailto:SunTranInfo@tucsonaz.gov)

Another important part of enhancing mobility throughout the region is strong community connections. Sun Tran visited the Quail Creek Community in Green Valley to provide transportation education and outreach to local residents. More than 60 seniors attended the session and learned how Sun Shuttle can connect them to Sun Tran and Sun Link services. By engaging directly with community members and providing information about available transportation options, Sun Tran continues to support greater accessibility, independence and mobility.

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System Indicator		Current Month	Prior Year	FY26 YTD	FY25 YTD
1	Ridership	1,329,641	1,371,913	14,799,503	15,358,607
2	Passenger per Revenue Mile	2.27	2.25	2.24	2.29
3	Passenger per Revenue Hour	26.93	27.30	26.80	28.20
4	Cost per Passenger	\$ 5.22	\$ 3.95	\$ 4.46	\$ 4.13
5	Cost per Revenue Mile	\$ 11.85	\$ 8.89	\$ 10.00	\$ 9.47
6	Cost per Revenue Hour	\$ 140.70	\$ 107.79	\$ 119.59	\$ 116.39
7	Miles Between Road Calls	13,322	20,324	16,318	18,913
8	Miles Between Bus Inspections	5,817	5,819	5,841	5,987
9	Vehicle Accidents per 100,000 Miles	0.15	0.29	0.14	0.55
10	Complaints per 100,000 Passengers	17.45	18.95	20.49	16.19
11	Vehicles Operated in Maximum Service	145	145	146	145



Month to Date		May		Variance		May	Variance	
2026		Current	Prior Year	Amount	Percent	Budget	Amount	Percent
<b>Ridership</b>								
	Weekday	1,048,420	1,119,216	\$ (70,796)	-6.3%	1,052,347	3,927	0.4%
	Saturday	143,035	139,925	3,110	2.2%	227,915	84,880	37.2%
	Sunday	112,500	87,772	24,728	28.2%	227,915	115,415	50.6%
	Holiday	25,686	25,000	686	2.7%	45,583	19,897	0.0%
Total Route	Passengers	1,329,641	1,371,913	(42,272)	-3.1%	1,553,759	224,118	14.4%
<b>Expenses</b>								
Total	Expenses	\$ 6,945,561	\$ 5,417,508	(1,528,053)	-28.2%	\$ 7,262,608	\$ 317,047	4.4%
<b>Miles</b>								
	Revenue Miles	586,150	609,707	(23,557)	-3.9%	597,815	11,665	2.0%
	Deadhead Miles	67,830	67,302	528	0.8%	67,631	(199)	-0.3%
	Total Service Miles	653,980	677,009	(23,029)	-3.4%	665,446	11,466	1.7%
	Non-Route Miles	20,462	12,799	7,663	59.9%	7,325	(13,137)	-179.3%
	Total Miles	674,442	689,808	(15,366)	-2.2%	672,771	(1,671)	-0.2%
	Revenue Hours	49,365	50,262	(897)	-1.8%	49,994	629	1.3%
	Service Hours	52,271	53,611	(1,340)	-2.5%	53,318	1,047	2.0%
Year to Date		May YTD		Variance		May YTD	Variance	
		Current	Prior Year	Amount	Percent	Budget	Amount	Percent
<b>Ridership</b>								
	Weekday	12,285,670	12,859,467	(573,797)	-4.5%	11,232,307	(1,053,363)	-9.4%
	Saturday	1,348,417	1,369,130	(20,713)	-1.5%	2,312,562	964,145	41.7%
	Sunday	1,040,155	1,006,678	33,477	3.3%	2,309,176	1,269,021	55.0%
	Holiday	125,261	123,332	1,929	1.6%	281,926	156,665	55.6%
Total Route	Passengers	14,799,503	15,358,607	(559,104)	-3.6%	16,135,970	1,336,467	8.3%
<b>Expenses</b>								
Total	Expenses	\$ 66,073,704	\$ 63,402,605	\$ (2,671,099)	-4.2%	65,710,603	(363,101)	-0.6%
<b>Miles</b>								
	Revenue Miles	6,609,348	6,697,770	(88,422)	-1.3%	6,712,914	103,566	1.5%
	Deadhead Miles	745,646	733,624	12,022	1.6%	747,927	2,281	0.3%
	Total Service Miles	7,354,994	7,431,394	(76,400)	-1.0%	7,460,841	105,847	1.4%
	Non-Route Miles	259,852	152,812	107,040	70.0%	80,575	(179,277)	-222.5%
	Total Miles	7,614,846	7,584,206	30,640	0.4%	7,541,416	(73,430)	-1.0%
	Revenue Hours	552,521	544,726	7,795	1.4%	558,590	6,069	1.1%
	Service Hours	585,375	581,467	3,908	0.7%	592,047	6,672	1.1%

# Route Ridership – Sun Tran



FIXED ROUTE	Ridership					Totals
	Weekdays	Saturdays	Sundays	Holiday		
1	GLENN/SWAN	25,740	2,795	2,725	611	31,871
2	CHERRYBELL	25,260	4,750	2,560	598	33,168
3	6TH STREET / WILMOT	42,660	4,420	3,400	660	51,140
4	SPEEDWAY	83,940	11,925	9,235	2,199	107,299
5	PIMA STREET / WEST SPEEDWAY	21,500	2,210	1,735	390	25,835
6	EUCLID/ NORTH FIRST AVENUE	41,940	6,250	3,770	904	52,864
7	22ND STREET	48,600	5,735	4,265	1,055	59,655
8	BROADWAY	86,480	14,895	11,545	2,640	115,560
9	GRANT ROAD	45,120	4,720	3,830	796	54,466
10	FLOWING WELLS	30,360	3,195	2,975	785	37,315
11	ALVERNON	86,560	10,555	8,745	2,057	107,917
12	10TH / 12TH AVENUE	32,720	3,665	3,645	821	40,851
15	CAMPBELL AVENUE	20,640	2,490	1,910	406	25,446
16	ORACLE / INA	128,840	22,025	18,205	4,105	173,175
17	COUNTRY CLUB / 29TH STREET	68,620	8,210	6,585	1,471	84,886
19	STONE	21,100	3,730	2,720	494	28,044
21	WEST CONGRESS / SILVERBELL	10,920	2,100	1,585	378	14,983
23	MISSION ROAD	27,140	3,375	2,820	622	33,957
25	S. PARK AVENUE	27,880	4,150	2,850	714	35,594
26	BENSON HIGHWAY	18,920	2,345	1,890	508	23,663
27	MIDVALE PARK	20,480	3,070	2,570	563	26,683
29	VALENCIA	42,460	5,765	4,345	1,022	53,592
34	CRAYCROFT / FT LOWELL	48,200	5,895	4,745	1,112	59,952
37	PANTANO	12,060	1,590	1,430	302	15,382
61	LA CHOLLA	9,420	1,120	975	234	11,749
62	INA RD.	16,540	2,055	1,440	239	20,274
<b>TOTAL FIXED ROUTE</b>		<b>1,044,100</b>	<b>143,035</b>	<b>112,500</b>	<b>25,686</b>	<b>1,325,321</b>
<b>EXPRESS ROUTE</b>						
101X	GOLF LINKS EXPRESS	660				660
102X	INA ROAD EXPRESS	200				200
103X	OLDFATHER EXPRESS	260				260
104X	MARANA EXPRESS	220				220
105X	SUNRISE EXPRESS	380				380
107X	ORO VALLEY/DOWNTOWN EXPRESS	240				240
108X	BROADWAY EXPRESS	440				440
109X	TANQUE VERDE EXPRESS	240				240
110X	RITA RANCH/DOWNTOWN EXPRESS	500				500
203X	ORO VALLEY/AEROPARK EXPRESS	500				500
204X	NW / AEROPARK EXPRESS	680				680
<b>TOTAL EXPRESS ROUTE</b>		<b>4,320</b>				<b>4,320</b>
<b>TOTALS</b>		<b>1,048,420</b>	<b>143,035</b>	<b>112,500</b>	<b>25,686</b>	<b>1,329,641</b>

# 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	23.4	1.9	22.6	22.0	1.6	18.6	21.7	1.5	18.2	24.4	1.7	20.4
2 CHERRYBELL	29.9	2.4	21.4	47.5	3.3	29.7	28.7	2.1	18.3	33.5	2.4	21.4
3 6TH STREET / WILMOT	27.7	1.9	35.0	21.9	1.5	27.6	20.8	1.4	26.2	20.3	1.4	25.4
4 SPEEDWAY	36.7	2.6	33.9	42.1	3.0	38.5	37.9	2.7	34.9	45.2	3.2	41.5
5 PIMA STREET / WEST SPEEDWAY	25.1	1.7	21.1	22.5	1.3	16.4	18.3	1.1	13.4	20.6	1.2	15.0
6 EUCLID/ NORTH FIRST AVENUE	49.3	3.9	24.7	44.3	3.4	21.9	50.9	4.0	25.1	60.8	4.7	30.1
7 22ND STREET	37.3	2.0	28.9	51.3	2.7	38.2	43.6	2.3	32.8	54.2	2.9	40.6
8 BROADWAY	46.2	3.3	35.7	39.9	2.6	28.1	38.6	2.7	28.9	44.1	3.0	33.0
9 GRANT ROAD	29.3	1.9	25.6	38.4	2.3	31.5	34.4	2.0	28.4	36.1	1.9	29.5
10 FLOWING WELLS	42.7	2.8	24.9	37.9	2.4	21.3	37.4	2.4	21.3	46.2	3.0	28.1
11 ALVERNON	42.5	2.8	35.2	46.6	2.9	36.4	38.6	2.4	30.2	45.4	2.8	35.5
12 10TH / 12TH AVENUE	33.5	2.4	52.8	33.7	2.1	45.8	37.4	2.4	52.1	43.6	2.7	58.7
15 CAMPBELL AVENUE	23.6	1.5	17.5	23.9	1.4	16.6	21.2	1.3	14.7	22.8	1.3	15.6
16 ORACLE / INA	61.3	5.2	53.7	52.4	4.2	42.8	54.6	4.3	44.4	61.4	4.8	50.1
17 COUNTRY CLUB / 29TH STREET	35.1	2.2	53.6	37.3	2.2	54.7	34.6	2.1	50.7	38.7	2.3	56.6
19 STONE	45.5	3.5	17.3	39.5	3.0	14.9	52.2	3.9	19.5	47.8	3.6	17.6
21 WEST CONGRESS / SILVERBELL	23.6	1.7	9.6	19.5	1.3	7.0	16.3	1.1	5.9	19.3	1.3	7.0
23 MISSION ROAD	27.6	1.9	21.9	31.2	2.1	24.1	25.2	1.7	19.5	27.9	1.9	21.5
25 S. PARK AVENUE	32.8	2.3	21.5	22.0	1.4	13.4	31.2	2.0	19.0	39.3	2.5	23.8
26 BENSON HIGHWAY	26.4	1.4	15.8	25.1	1.3	14.7	21.5	1.1	12.6	29.7	1.5	16.9
27 MIDVALE PARK	25.9	1.4	16.5	31.6	1.7	19.2	27.9	1.5	17.1	31.4	1.6	18.8
29 VALENCIA	21.5	1.4	25.0	30.1	1.9	33.9	26.3	1.7	30.0	31.1	2.0	35.3
34 CRAYCROFT / FT LOWELL	32.1	2.3	28.7	45.4	3.1	39.3	41.9	2.9	36.5	49.2	3.4	42.8
37 PANTANO	18.1	1.1	11.0	16.2	0.9	9.6	15.0	0.8	8.9	16.7	1.0	9.5
61 LA CHOLLA	18.8	1.0	8.4	18.3	1.0	8.0	16.9	0.9	7.5	20.9	1.2	9.0
62 INA RD.	28.4	1.6	13.1	32.5	1.7	14.2	22.6	1.2	9.9	18.8	1.0	8.3
<b>AVERAGE TOTAL</b>	<b>34.4</b>	<b>2.3</b>	<b>27.5</b>	<b>36.2</b>	<b>2.3</b>	<b>26.2</b>	<b>33.7</b>	<b>2.2</b>	<b>25.0</b>	<b>38.6</b>	<b>2.5</b>	<b>28.1</b>
EXPRESS ROUTE												
101X GOLF LINKS EXPRESS	13.9	0.6	8.3									
102X INA ROAD EXPRESS	5.0	0.2	5.0									
103X OLDFATHER EXPRESS	5.7	0.4	6.5									
104X MARANA EXPRESS	10.8	0.4	5.5									
105X SUNRISE EXPRESS	10.3	0.6	9.5									
107X ORO VALLEY/DOWNTOWN EXPRESS	3.8	0.2	3.0									
108X BROADWAY EXPRESS	16.7	0.9	11.0									
109X TANQUE VERDE EXPRESS	7.6	0.5	6.0									
110X RITA RANCH/DOWNTOWN EXPRESS	8.7	0.3	6.3									
203X ORO VALLEY/AEROPARK EXPRESS	4.8	0.2	6.3									
204X NW / AEROPARK EXPRESS	6.3	0.2	5.7									
<b>AVERAGE TOTAL</b>	<b>7.4</b>	<b>0.3</b>	<b>6.4</b>									

# Expenses – Sun Tran



Month to Date	May		Variance		Monthly Budget	Variance				
	2026	Current	Prior Year	Amount		Percent	Amount	Percent		
OPERATOR WAGES	\$	1,863,605	\$	1,744,391	\$	(119,215)	-6.8%	1,687,675	(175,930)	-10.4%
MAINTENANCE WAGES		413,753		383,180		(30,573)	-8.0%	362,583	(51,170)	-14.1%
SALARIES		573,180		542,334		(30,846)	-5.7%	502,747	(70,433)	-14.0%
FRINGE BENEFITS		1,321,994		1,305,263		(16,731)	-1.3%	1,914,493	592,499	30.9%
SERVICES		1,142,565		692,573		(449,992)	-65.0%	619,750	(522,815)	-84.4%
UTILITIES		78,830		73,292		(5,538)	-7.6%	93,458	14,628	15.7%
VEHICLE MAINTENANCE		529,922		418,994		(110,928)	-26.5%	428,333	(101,589)	-23.7%
MATERIALS AND SUPPLIES		153,138		40,461		(112,677)	-278.5%	66,975	(86,163)	-128.6%
CNG FUEL		255,312		0		(255,312)		126,345	(128,967)	-102.1%
DIESEL FUEL		150,719		99,984		(50,736)	-50.7%	133,324	(17,395)	-13.0%
UNLEADED FUEL		21,591		0		(21,591)		14,167	(7,424)	-52.4%
ELECTRICITY FUEL		6,647		9,530		2,883	30.3%	13,750	7,103	51.7%
CAPITAL OUTLAY		127,089		0		(127,089)		-	(127,089)	0.0%
INSURANCE		296,187		107,506		(188,680)	-175.5%	108,333	(187,853)	-173.4%
LABOR CREDITS/EXP TRANSFERS		11,028		0		(11,028)		9,167	(1,861)	-20.3%
Total Expenses	\$	<b>6,945,561</b>	\$	<b>5,417,508</b>	\$	<b>(1,528,053)</b>	<b>-28.2%</b>	<b>6,081,101</b>	<b>(864,460)</b>	<b>-14.2%</b>

Year to Date	May YTD		Variance		Annual Budget	Budget Balance					
	Current Year	Prior Year	Amount	Percent		Amount	Percent				
OPERATOR WAGES	\$	22,905,208	\$	20,986,411	\$	(1,918,798)	-9.1%	\$	20,252,100	(2,653,108)	-13.1%
MAINTENANCE WAGES		5,209,049		4,573,934		(635,115)	-13.9%		4,351,000	(858,049)	-19.7%
SALARIES		6,597,440		6,548,007		(49,432)	-0.8%		6,032,960	(564,480)	-9.4%
FRINGE BENEFITS		13,363,282		13,755,565		392,283	2.9%		22,973,921	9,610,639	41.8%
SERVICES		6,697,881		7,286,469		588,587	8.1%		7,437,000	739,119	9.9%
UTILITIES		925,921		960,661		34,741	3.6%		1,121,500	195,579	17.4%
VEHICLE MAINTENANCE		4,799,544		4,660,056		(139,488)	-3.0%		5,140,000	340,456	6.6%
MATERIALS AND SUPPLIES		731,945		584,279		(147,667)	-25.3%		803,700	71,755	8.9%
CNG FUEL		1,495,128		1,305,507		(189,621)	-14.5%		1,516,140	21,012	1.4%
DIESEL FUEL		1,470,958		1,185,479		(285,478)	-24.1%		1,599,890	128,932	8.1%
UNLEADED FUEL		153,878		127,289		(26,589)	-20.9%		170,000	16,122	9.5%
ELECTRICITY FUEL		81,324		104,349		23,026	22.1%		165,000	83,676	50.7%
CAPITAL OUTLAY		208,794		28,916		(179,878)	-622.1%		-	(208,794)	0.0%
INSURANCE		1,292,691		1,182,570		(110,120)	-9.3%		1,300,000	7,309	0.6%
LABOR CREDITS/EXP TRANSFERS		140,662		113,114		(27,549)	-24.4%		110,000	(30,662)	-27.9%
Total Expenses	\$	<b>66,073,704</b>	\$	<b>63,402,605</b>	\$	<b>(2,671,099)</b>	<b>-4.2%</b>	\$	<b>72,973,211</b>	<b>6,899,507</b>	<b>9.5%</b>

# System Summary – Electric Bus



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

**Expenses**

Vehicle Maintenance	\$	-		\$	-	0.0%	-	-	0%
Services		634	2,122	1,488	70.1%	833	199	24%	
Materials & Supplies		-	-	-	0.0%	-	-	0%	
Electricity		6,445	9,530	3,085	32.4%	13,750	7,305	53%	
<b>Total Expenses</b>		<b>7,079</b>	<b>11,652</b>	<b>4,573</b>	<b>39.2%</b>	<b>14,583</b>	<b>7,504</b>	<b>51%</b>	

**Miles**

Total Miles	14,185	19,538	5,353	27%
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**KWH**

15,195	27,884	12,689	46%
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Year to Date	May YTD		Variance		May YTD		Variance	
	Current	Prior Year	Amount	Percent	Budget	Amount	Percent	

**Expenses**

Vehicle Maintenance	\$	69	-	\$	(69)	0.0%	0	(69)	0%
Services		46,621	13,883	(32,738)	-235.8%	10,000	(36,621)	-366%	
Materials & Supplies		-	-	-	0.0%	-	-	0%	
Electricity		81,324	104,349	23,025	22.1%	165,000	83,676	51%	
<b>Total Expenses</b>		<b>128,014</b>	<b>118,232</b>	<b>(9,782)</b>	<b>-8.3%</b>	<b>175,000</b>	<b>46,986</b>	<b>27%</b>	

**Miles**

Total Miles	189,495	233,463	43,968	19%
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**KWH**

244,922	328,616	83,694	25%
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System Indicator	Current Month	Prior Year	FY26 YTD	FY25 YTD
1. Ridership	94,659	117,793	1,321,137	1,627,653
2. Passengers per Revenue Mile	7.28	7.64	9.30	9.67
3. Passengers per Revenue Hour	53.89	59.60	69.73	73.63
4. Cost per Passenger	4.35	3.08	3.80	2.98
5. Cost per Revenue Mile	31.71	23.53	35.36	28.81
6. Cost per Revenue Hour	234.67	183.68	265.10	219.24
7. Miles Between Streetcar Inspection	962	955	956	953
8. Total Preventable Accidents per 100,000 Miles	-	-	0.69	0.59
9. Total Complaints per 100,000 Passengers	2.11	1.70	0.15	0.12

# System Summary – Sun Link



Month to Date		May		Variance		May	Variance	
2026		Current	Prior Year	Amount	Percent	Budget	Amount	Percent
<b>Ridership</b>								
	WEEKDAYS	70,510	91,959	(21,449)	-23.3%	92,879	(22,369)	-24.1%
	SATURDAY	17,638	18,766	(1,128)	-6.0%	18,954	(1,316)	-6.9%
	SUNDAY	5,513	6,041	(528)	-8.7%	6,101	(588)	-9.6%
	HOLIDAY	998	1,027	(29)	-2.8%	1,037	(39)	-3.8%
	<b>Total Route Passengers</b>	<b>94,659</b>	<b>117,793</b>	<b>(23,134)</b>	<b>-19.6%</b>	<b>118,971</b>	<b>(24,312)</b>	<b>-20.4%</b>
<b>Expenses</b>								
	<b>Total Expenses</b>	<b>\$ 412,204</b>	<b>\$ 363,037</b>	<b>\$ 49,167</b>	<b>13.5%</b>	<b>\$ 457,533</b>	<b>\$ (45,330)</b>	<b>-9.9%</b>
<b>Miles</b>								
	Revenue Miles	12,999	15,428	(2,429)	-15.7%	15,428	(2,429)	-15.7%
	Deadhead Miles	248	248	-	0.0%	248	-	0.0%
	<b>Total Service Miles</b>	<b>13,247</b>	<b>15,676</b>	<b>(2,429)</b>	<b>-15.5%</b>	<b>15,676</b>	<b>(2,429)</b>	<b>-15.5%</b>
	<b>Revenue Hours</b>	<b>1,757</b>	<b>1,977</b>	<b>(220)</b>	<b>-11.1%</b>	<b>1,977</b>	<b>(220)</b>	<b>-11.1%</b>
	<b>Service Hours</b>	<b>1,788</b>	<b>2,008</b>	<b>(220)</b>	<b>-11.0%</b>	<b>2,008</b>	<b>(220)</b>	<b>-11.0%</b>
Year to Date		May		Variance YTD		May YTD	Variance YTD	
		Current	Prior Year	Amount	Percent	Budget	Amount	Percent
<b>Ridership</b>								
	WEEKDAYS	1,026,202	1,295,228	(269,026)	-20.8%	1,308,180	(281,978)	-21.6%
	SATURDAY	203,911	232,274	(28,363)	-12.2%	234,597	(30,686)	-13.1%
	SUNDAY	84,552	92,977	(8,425)	-9.1%	93,907	(9,355)	-10.0%
	HOLIDAY	6,472	7,174	(702)	-9.8%	7,246	(774)	-10.7%
	<b>Total Route Passengers</b>	<b>1,321,137</b>	<b>1,627,653</b>	<b>(306,516)</b>	<b>-18.8%</b>	<b>1,643,930</b>	<b>(322,793)</b>	<b>-19.6%</b>
<b>Expenses</b>								
	<b>Total Expenses</b>	<b>\$ 5,022,370</b>	<b>\$ 4,846,644</b>	<b>\$ 175,726</b>	<b>3.6%</b>	<b>\$ 5,032,867</b>	<b>\$ (10,496)</b>	<b>-0.2%</b>
<b>Miles</b>								
	Revenue Miles	142,025	168,252	(26,227)	-15.6%	168,252	(26,227)	-15.6%
	Deadhead Miles	2,680	2,680	-	0.0%	2,680	-	0.0%
	<b>Total Service Miles</b>	<b>144,705</b>	<b>170,932</b>	<b>(26,227)</b>	<b>-15.3%</b>	<b>170,932</b>	<b>(26,227)</b>	<b>-15.3%</b>
	<b>Revenue Hours</b>	<b>18,946</b>	<b>22,107</b>	<b>(3,161)</b>	<b>-14.3%</b>	<b>22,107</b>	<b>(3,161)</b>	<b>-14.3%</b>
	<b>Service Hours</b>	<b>19,281</b>	<b>22,442</b>	<b>(3,161)</b>	<b>-14.1%</b>	<b>22,442</b>	<b>(3,161)</b>	<b>-14.1%</b>

Month to Date	May		Variance		Monthly		Variance					
	2026	Current	Prior Year	Amount	Percent	Budget	Amount	Percent				
OPERATOR WAGES	\$	74,044	\$	86,419	\$	12,375	14.3%	\$	70,833	\$	(3,211)	-4.5%
MAINTENANCE WAGES		48,363		26,061		(22,302)	-85.6%		47,500		(863)	-1.8%
SALARIES		76,099		78,762		2,664	3.4%		58,333		(17,765)	-30.5%
FRINGE BENEFITS		77,530		64,359		(13,171)	-20.5%		115,417		37,887	32.8%
SERVICES		96,331		60,035		(36,297)	-60.5%		68,979		(27,352)	-39.7%
UTILITIES		13,474		13,195		(279)	-2.1%		15,642		2,168	13.9%
VEHICLE MAINTENANCE		475		12,617		12,141	96.2%		21,729		21,254	97.8%
MATERIALS AND SUPPLIES		1,910		6,782		4,872	71.8%		12,417		10,507	84.6%
FUEL-ELECTRICITY		14,818		14,807		(11)	-0.1%		16,683		1,865	11.2%
CAPITAL OUTLAY		-		-		-	0.0%		1,667		1,667	100.0%
INSURANCE		9,160		-		(9,160)	0.0%		28,333		19,173	67.7%
<b>TOTAL EXPENSES</b>	<b>\$</b>	<b>412,204</b>	<b>\$</b>	<b>363,037</b>	<b>\$</b>	<b>(49,167)</b>	<b>-13.5%</b>	<b>\$</b>	<b>457,533</b>	<b>\$</b>	<b>45,330</b>	<b>9.9%</b>

Year to Date	May		Variance		Annual		Budget Variance					
	Current Year	Prior Year	Amount	Percent	Budget	Amount	Percent					
OPERATOR WAGES	\$	934,463	\$	957,640	\$	23,177	2.4%	\$	850,000	\$	(84,463)	-9.9%
MAINTENANCE WAGES		555,028		398,517		(156,511)	-39.3%		570,000		14,972	3%
SALARIES		899,695		996,000		96,304	9.7%		700,000		(199,695)	-29%
FRINGE BENEFITS		890,426		779,235		(111,191)	-14.3%		1,385,000		494,574	36%
SERVICES		808,292		731,528		(76,763)	-10.5%		827,750		19,458	2%
UTILITIES		156,332		161,252		4,920	3.1%		187,700		31,368	17%
VEHICLE MAINTENANCE		141,849		257,670		115,821	44.9%		260,750		118,901	46%
MATERIALS AND SUPPLIES		100,871		95,221		(5,650)	-5.9%		149,000		48,129	32%
FUEL-ELECTRICITY		157,218		186,926		29,708	15.9%		200,200		42,982	21%
CAPITAL OUTLAY		72,429		63,047		(9,382)	-14.9%		20,000		(52,429)	-262%
INSURANCE		305,768		219,609		(86,160)	-39.2%		340,000		34,232	10%
<b>TOTAL EXPENSES</b>	<b>\$</b>	<b>5,022,370</b>	<b>\$</b>	<b>4,846,644</b>	<b>\$</b>	<b>(175,726)</b>	<b>-3.6%</b>	<b>\$</b>	<b>5,490,400</b>	<b>\$</b>	<b>468,030</b>	<b>8.5%</b>

System Indicator	Current Month	Prior Year	FY26 YTD	FY25 YTD
1. Ridership	45,362	45,286	498,609	497,164
2. Demand	63,949	62,654	704,920	690,242
3. Cancellations	14,420	12,877	158,356	142,805
4. No-Shows	4,167	4,490	47,937	50,261
5. Passengers per Revenue Hour	1.72	1.94	1.82	1.91
6. Passengers per Service Hour	1.55	1.68	1.61	1.65
7. Cost per Trip	\$ 55.24	\$ 46.90	\$ 47.36	\$ 44.99
8. Vehicles Operated in Maximum Service	130	113	130	123
9. Trip Time, Sun Tran	85.77%	83.02%	81.96%	82.43%
10. Trip Time 110% + 5 Minutes	92.87%	90.84%	89.74%	90.24%
11. Pick-Ups	88.05%	84.04%	86.68%	84.71%
12. Pick-Ups Before Significantly Late	99.51%	99.07%	99.44%	98.96%

# System Summary- Sun Van



Month to Date	May				May							
	2026	Current Year	Prior Year	Variance Amount	Variance Percent	Budget	Variance Amount	Variance Percent				
<b>Ridership</b>												
Weekday		38,081	38,640	(559)	-1.4%							
Saturday		3,366	3,584	(218)	-6.1%							
Sunday		3,438	2,546	892	35.0%							
Holiday		477	516	(39)								
<b>Total Passengers</b>		<b>45,362</b>	<b>45,286</b>	<b>76</b>	<b>0.2%</b>							
<b>Total Booked Passengers</b>		<b>63,949</b>	<b>62,654</b>	<b>1,295</b>	<b>2.1%</b>	<b>51,330</b>	<b>12,619</b>	<b>24.6%</b>				
Missed Trips		-	1	(1)	-100.0%	-	-	0.0%				
Cancellations		14,420	12,877	1,543	12.0%	11,630	2,790	24.0%				
No Shows		4,167	4,490	(323)	-7.2%	2,780	1,387	49.9%				
<b>Total Passengers</b>		<b>45,362</b>	<b>45,286</b>	<b>76</b>	<b>0.2%</b>	<b>36,370</b>	<b>8,992</b>	<b>24.7%</b>				
ADA Passengers		41,675	42,115	(440)	-1.0%							
Optional ADA Passengers		3,687	3,171	516	16.3%							
Percentage of Optional		8.1%	7.0%									
<b>Trips</b>												
ADA Trips		38,421	38,947	(526)	-1.4%							
Optional ADA Trips		3,382	2,917	465	15.9%							
<b>Total Trips</b>		<b>41,803</b>	<b>41,864</b>	<b>(61)</b>	<b>-0.1%</b>	<b>36,060</b>	<b>5,743</b>	<b>15.9%</b>				
<b>Expenses</b>												
<b>Total Expenses</b>	\$	<b>2,309,194</b>	\$	<b>1,963,595</b>	\$	<b>(345,599)</b>	<b>-17.6%</b>	\$	<b>1,947,843</b>	\$	<b>361,352</b>	<b>18.6%</b>
<b>Miles</b>												
Revenue Miles		324,969	318,545	6,424	2.0%	294,991	29,978	10.2%				
Deadhead Miles		53,796	54,878	(1,082)	-2.0%	49,629	4,167	8.4%				
Total Service Miles		378,765	373,423	5,342	1.4%	344,620	34,145	9.9%				
Non-Route Miles		-1,629	6,817	(8,446)	-123.9%	7,204	(8,833)	-122.6%				
<b>Total Miles</b>		<b>377,136</b>	<b>380,240</b>	<b>(3,104)</b>	<b>-0.8%</b>	<b>351,824</b>	<b>25,312</b>	<b>7.2%</b>				
<b>Revenue Hours</b>		<b>26,378</b>	<b>23,291</b>	<b>3,086</b>	<b>13.3%</b>	<b>21,242</b>	<b>5,136</b>	<b>24.2%</b>				
<b>Service Hours</b>		<b>29,355</b>	<b>26,939</b>	<b>2,417</b>	<b>9.0%</b>	<b>24,461</b>	<b>4,894</b>	<b>20.0%</b>				

# System Summary- Sun Van



Year to Date	May YTD		Variance		May YTD Budget	Variance		
	2026	Current Year	Prior Year	Amount		Percent	Amount	Percent
<b>Ridership</b>								
Weekday		432,186	430,906	1280			0%	
Saturday		32,466	33,561	-1095			-3%	
Sunday		31,217	30,082	1135			4%	
Holiday		2,738	2,615	123			5%	
<b>Total Passengers</b>		<b>498,607</b>	<b>497,164</b>	<b>1,443</b>			<b>0.3%</b>	
<b>Total Booked Passengers</b>		<b>704,920</b>	<b>690,242</b>	<b>14,678</b>	<b>51,330</b>	<b>653,590</b>	<b>1273.3%</b>	
Missed Trips		18	12	6	-	18	0.0%	
Cancellations		158,356	142,805	15,551	11,630	146,726	1261.6%	
No Shows		47,937	50,261	(2,324)	2,780	45,157	1624.4%	
<b>Total Passengers</b>		<b>498,609</b>	<b>497,164</b>	<b>1,445</b>	<b>36,920</b>	<b>461,689</b>	<b>1250.5%</b>	
ADA Passengers		458,718	461,371	(2,653)			-0.6%	
Optional ADA		39,889	35,793	4,096			11.4%	
Percentage of Optional		8.0%	7.2%					
<b>Trips</b>								
ADA Trips		424,203	427,148	(2,945)			-0.7%	
Optional ADA Trips		36,565	33,063	3,502			10.6%	
<b>Total Trips</b>		<b>460,768</b>	<b>460,211</b>	<b>557</b>	<b>262,600</b>	<b>198,168</b>	<b>75.5%</b>	
<b>Expenses</b>								
<b>Total Expenses</b>		<b>\$ 21,819,909</b>	<b>\$ 20,705,886</b>	<b>\$ 1,114,023</b>	<b>5.4%</b>	<b>\$ 23,374,110</b>	<b>\$ (1,554,201)</b>	<b>-6.6%</b>
<b>Miles</b>								
Revenue Miles		3,476,572	3,516,560	(39,988)	-1.1%	234,400	3,242,172	1383.2%
Deadhead Miles		589,421	627,279	(37,858)	-6.0%	42,800	546,621	1277.2%
Total Service Miles		4,065,993	4,143,839	(77,846)	-1.9%	277,200	3,788,793	1366.8%
Non-Route Miles		18,777	42,691	(23,914)	-56.0%	1,800	16,977	943.2%
<b>Total Miles</b>		<b>4,084,770</b>	<b>4,186,530</b>	<b>(101,760)</b>	<b>-2.4%</b>	<b>279,000</b>	<b>3,805,770</b>	<b>1364.1%</b>
<b>Revenue Hours</b>		<b>274,028</b>	<b>260,740</b>	<b>13,288</b>	<b>5.1%</b>	<b>16,700</b>	<b>257,328</b>	<b>1540.9%</b>
<b>Service Hours</b>		<b>309,038</b>	<b>301,807</b>	<b>7,231</b>	<b>2.4%</b>	<b>19,200</b>	<b>289,838</b>	<b>1509.6%</b>

# Expenses – Sun Van



Month to Date	May		Variance		Monthly		Variance					
	2026	Current Year	Prior Year	Amount	Percent	Budget	Amount	Percent				
OPERATOR WAGES	\$	868,966	\$	749,303	\$	(119,663)	-16.0%	\$	663,288	\$	(205,678)	-31.0%
OTHER BU WAGES		130,249		340,568		210,319	61.8%		101,883		(28,366)	-27.8%
SALARIES		106,685		133,500		26,815	20.1%		84,583		(22,101)	-26.1%
FRINGE BENEFITS		349,451		335,724		(13,727)	-4.1%		584,620		235,169	40.2%
SERVICES		370,144		66,799		(303,344)	-454.1%		76,942		(293,202)	-381.1%
CONTRACT VEHICLE MAINT.		204,167		117,133		(87,034)	-74.3%		162,083		(42,084)	-26.0%
UTILITIES		17,735		18,095		360	2.0%		18,075		340	1.9%
MATERIALS AND SUPPLIES		13,658		19,529		5,871	30.1%		9,725		(3,933)	-40.4%
UNLEADED FUEL		187,112		130,806		(56,306)	-43.0%		200,393		13,281	6.6%
CAPITAL OUTLAY		-		-		0	0.0%		-		-	0.0%
LIABILITY INSURANCE		61,029		52,138		(8,891)	-17.1%		46,250		(14,779)	-32.0%
<b>TOTAL EXPENSES</b>	<b>\$</b>	<b>2,309,194</b>	<b>\$</b>	<b>1,963,595</b>	<b>\$</b>	<b>(345,599)</b>	<b>-17.6%</b>	<b>\$</b>	<b>1,947,843</b>	<b>\$</b>	<b>(361,352)</b>	<b>-18.6%</b>

Year to Date	May YTD		Variance		YTD		Variance					
	Current Year	Prior Year	Amount	Percent	Budget	Amount	Percent					
OPERATOR WAGES	\$	9,069,601	\$	7,289,553	\$	(1,780,048)	-24.4%	\$	7,959,460	\$	(1,110,141)	-13.9%
OTHER BU WAGES		1,451,051		3,203,632		1,752,581	54.7%		1,222,600		(228,451)	-18.7%
SALARIES		1,275,192		1,219,048		(56,144)	-4.6%		1,015,000		(260,192)	-25.6%
FRINGE BENEFITS		4,027,454		3,471,074		(556,379)	-16.0%		7,015,440		2,987,986	42.6%
SERVICES		1,172,100		1,084,476		(87,624)	-8.1%		923,300		(248,800)	-26.9%
CONTRACT VEHICLE MAINT.		2,172,006		1,988,077		(183,929)	-9.3%		1,945,000		(227,006)	-11.7%
UTILITIES		183,938		192,219		8,280	4.3%		216,900		32,962	15.2%
MATERIALS AND SUPPLIES		171,677		154,814		(16,863)	-10.9%		116,700		(54,977)	-47.1%
UNLEADED FUEL		1,625,571		1,529,480		(96,091)	-6.3%		2,404,710		779,139	32.4%
CAPITAL OUTLAY		-		-		-	0.0%		-		-	0.0%
LIABILITY INSURANCE		671,319		573,513		(97,806)	-17.1%		555,000		(116,319)	-21.0%
<b>TOTAL EXPENSES</b>	<b>\$</b>	<b>21,819,909</b>	<b>\$</b>	<b>20,705,886</b>	<b>\$</b>	<b>(1,114,023)</b>	<b>-5.4%</b>	<b>\$</b>	<b>23,374,110</b>	<b>\$</b>	<b>1,554,201</b>	<b>6.6%</b>

Month to Date	May		Variance		
	2026	Current Year	Prior Year	Amount	Percent
<b>Ridership</b>					
Weekday		1,936	1,817	119	6.5%
Saturday		261	285	(24)	-8.4%
Sunday		230	165	65	39.4%
Holiday		48	47	1	2.1%
<b>Total Passengers</b>		<b>2,475</b>	<b>2,314</b>	<b>161</b>	<b>7.0%</b>
<b>Ridership</b>					
<b>Total Demand</b>		<b>3,573</b>	<b>3,234</b>	<b>339</b>	<b>10.5%</b>
Missed Trips		-	-	-	0.0%
Cancellations		953	826	127	15.4%
No Shows		145	94	51	54.3%
<b>Total Passengers</b>		<b>2,475</b>	<b>2,314</b>	<b>161</b>	<b>7.0%</b>
<b>Trips</b>					
<b>Total Trips</b>		<b>2,091</b>	<b>2,036</b>	<b>55</b>	<b>2.7%</b>
<b>Miles</b>					
Revenue Miles		9,311	9,976	(665)	-6.7%
De\$ae\$he\$ae\$ Miles		1,614	1,774	(160)	-9.0%
Total Service Miles		10,925	11,749	(824)	-7.0%
Non-Route Miles		-273	(462)	190	-41.0%
<b>Total Miles</b>		<b>10,652</b>	<b>11,287</b>	<b>(635)</b>	<b>-5.6%</b>
<b>Revenue Hours</b>		<b>795</b>	<b>791</b>	<b>4</b>	<b>0.5%</b>
<b>Service Hours</b>		<b>916</b>	<b>942</b>	<b>(26)</b>	<b>-2.8%</b>

Year to Date	May YTD		Variance		
	2026	Current Year	Prior Year	Amount	Percent
<b>Ridership</b>					
Weekday		21,517	19,411	2,106	10.8%
Saturday		2,668	2,455	213	8.7%
Sunday		2,179	2,025	154	7.6%
Holiday		270	207	63	30.4%
<b>Total Passengers</b>		<b>26,634</b>	<b>24,098</b>	<b>2,536</b>	<b>10.5%</b>
<b>Total Demand</b>		<b>40,124</b>	<b>35,349</b>	<b>4,775</b>	<b>13.5%</b>
Missed Trips		-	-	-	0.0%
Cancellations		12,009	10,401	1,608	15.5%
No Shows		1,481	850	631	74.2%
<b>Total Passengers</b>		<b>26,634</b>	<b>24,098</b>	<b>2,536</b>	<b>10.5%</b>
<b>Trips</b>					
<b>Total Trips</b>		<b>22,392</b>	<b>20,661</b>	<b>1,731</b>	<b>8.4%</b>
<b>Miles</b>					
Revenue Miles		101,662	104,176	(2,514)	-2.4%
Deadhead Miles		18,170	20,243	(2,074)	-10.2%
<b>Total Service Miles</b>		<b>119,832</b>	<b>124,420</b>	<b>(4,588)</b>	<b>-3.7%</b>
Non-Route Miles		-49	995	(1,044)	-105.0%
<b>Total Miles</b>		<b>119,783</b>	<b>125,415</b>	<b>(5,632)</b>	<b>-4.5%</b>
<b>Revenue Hours</b>		<b>8,578</b>	<b>8,337</b>	<b>242</b>	<b>2.9%</b>
<b>Service Hours</b>		<b>10,232</b>	<b>10,109</b>	<b>122</b>	<b>1.2%</b>

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

<b>SUN TRAN CUSTOMER INFORMATION CENTER</b>	
<b>May 2026</b>	
Total Calls/E-mails Received	300
Inquiries	22
Compliments	42
Complaints	232
Chargeable	48
Non-chargeable	182
Pending/Incomplete	6

<b>SUN LINK CUSTOMER INFORMATION CENTER</b>	
<b>May 2026</b>	
Total Calls/E-mails Received	11
Inquiries	9
Compliments	2
Complaints	2
Chargeable	0
Non-chargeable	1
Pending/Incomplete	0

<b>SUN VAN CUSTOMER INFORMATION CENTER</b>	
<b>May 2026</b>	
Total Calls/E-mails Received	41
Inquiries	2
Compliments	11
Complaints	28
Chargeable	12
Non-chargeable	16
Pending/Incomplete	0

<b>ON DEMAND CUSTOMER INFORMATION CENTER</b>	
<b>May 2026</b>	
Total Calls/E-mails Received	0
Inquiries	0
Compliments	0
Complaints	0
Chargeable	0
Non-chargeable	0
Pending/Incomplete	0

## Glossary of Terms

<b>Cancellations (Sun Van)</b>	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.
<b>Complaints per 100,000 Passengers</b>	Equals total complaints divided by total passengers times 100,000.
<b>Cost per Mile</b>	Equals total operating expenditures divided by total miles.
<b>Cost per Service Hour</b>	Equals total operating expenditures divided by total service hours.
<b>Cost per Trip (Sun Van)</b>	Total operating expenses divided by total trips.
<b>Deadhead Miles and Hours</b>	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.
<b>No-Shows (Sun Van)</b>	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.
<b>Optional ADA (Sun Van)</b>	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.
<b>Passengers per Mile</b>	Equals total passengers divided by total revenue miles.
<b>Passengers per Service Hour</b>	Equals total ridership divided by total service hours.

## Glossary of Terms

<b>Pick-Ups Before Significantly Late (Sun Van)</b>	Pick-ups 30 minutes outside of the originally scheduled pick-up window.
<b>Revenue Miles and Hours</b>	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.
<b>Ridership (Unlinked Passenger Trips)</b>	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.
<b>Ridership (Unlinked Passenger Trips) Sun Van</b>	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.
<b>Service Miles and Hours</b>	Miles and hours that vehicles travel while in revenue service plus deadhead miles/hours. Service miles/hours does not include operator or maintenance traing.
<b>Total Demand (Sun Van)</b>	Total number of passenger trips requested.
<b>Total Cost per Passenger</b>	Equals total operating expenditures divided by total passengers.
<b>Trip (Sun Van)</b>	A one-way trip taken by an ADA paratransit-eligible passenger from the pick-up point to the destination (excludes PCA's and companions).
<b>Trip Time (Sun Van)</b>	The percentage of ADA trips with a trip time less than the comparable Sun Tran fixed route trip.
<b>Trip Time 110% + 5 Minutes (Sun Van)</b>	When an ADA trip length exceed 110% + 5 minutes of the comparable Sun Tran fixed route trip.