



MONTHLY OPERATIONS REPORT MARCH 2026



Leading the line: Our All Star Team



**Ira A.
Coach Operator**

“He helped make my day better and had an amazing attitude. He is an A+ driver and Sun Tran is lucky to have him as part of the team.”

**All Sun Link
Operators**

“Discovering the streetcar in Tucson has been fantastic. We use it all the time and we love it! Thank you for your service every day.”

Sun Tran received
143
customer
compliments.
Way to go team!

**Gary P.
Sun Van Driver**

“He helped me rearrange the bags that were falling from my walker. Thank you so much for your help.”

Kristi M.

Sun Van Driver

“She helped me load and unload my cart full of groceries. Thank you for being so kind and helpful.”

All Sun Tran Operators

“My husband and I have ridden Sun Tran a few times with friends from out of town. They were impressed and so were we! As seniors, we appreciate the ease of getting to various venues without the anxiety of finding parking. We give Sun Tran and its drivers an A+ rating for kindness, cleanliness, empathy and getting us to where we want to go.”

Are you a raving fan? Let us know how your driver went above and beyond. Call (520) 792-9222 or email SunTranInfo@tucsonaz.gov

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.

Driven By The Numbers: Monthly Update

sun tran **-0.14%**
Year to Year Ridership

March 2025 - 1,370,239

March 2026 - 1,368,303

SUN LINK **-21.75%**
Year to Year Ridership

March 2025 - 156,056

March 2026 - 125,431

sun van **+6.33%**
Year to Year Ridership

March 2025 - 45,103

March 2026 - 48,054

ON DEMAND **+26.99%**
Year to Year Ridership

March 2025 - 2,205

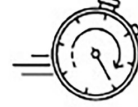
March 2026 - 2,893




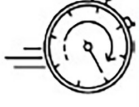
85.26% 
On time performance


Passengers per Revenue Hour:
26.86

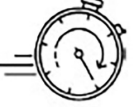
 **8,772**
App Unique Users


98.6% 
On time performance

Passengers per Revenue Hour:
 **76.81**

85.58% 
On time performance

Passengers per Revenue Hour:
 **1.82**

76.45% 
On time performance

Trips Booked through App:
 **65.72%**

Monthly Operations Snapshot

Sun Van Leadership Team

This month **Ana Cruz** was selected as Dispatch and Scheduling Manager. Ana began her Sun Van career in July 2021 as a Reservationist, advancing to Reservationist Supervisor and now in her new leadership role. She brings a strong background in leadership, team development and high-volume operations. In her new position she hopes to continue to lead her team with commitment to serving the paratransit community.



Leo Madonia started his career at Sun Van in 2017 as an operator. After four years, he promoted to supervisor. Now in 2026 in his new role as Operations Manager his goals are to lead Drivers, Supervisors and fleet operations for Sun Van. Congratulations on your promotions we look forward to your leadership!

Director of Strategic Projects

John Zukas was appointed Director of Strategic Projects, where he will provide executive leadership over the planning, governance, and delivery of high priority initiatives across Sun Tran, Sun Van, and Sun Link operations. In this role, he will ensure alignment with City priorities while strengthening coordination and maintaining compliance with federal, state, and local requirements. John brings more than 28 years of leadership experience in public transit, with expertise in regulatory compliance, safety and security, and large-scale program management. He previously served as Assistant General Manager for Sun Link Streetcar and as Director of Safety & Security for Sun Tran, Sun Link, and Sun Van, and earlier as Transit Services Manager for the City of Tucson and with the Town of Oro Valley, where he developed a multi-award-winning transit system. Welcome back, John!



Trapeze OPS Staff Training

Sun Tran IT, Payroll and Operations Departments participated in a weeklong hands-on training focused on improving the Trapeze OPS System that is currently being utilized by Sun Tran and a key tool used to support daily transit operations. This training focused on system administration, including improving workspace set up and auditing permission and user group properties to ensure the system is configured effectively. By working directly with a subject matter expert, staff were able to implement immediate improvements and identified enhancements to streamline workflows across departments. This effort strengthens internal process, reduces inefficiencies and ensures staff are using the system to its full capability.

Monthly Operations Snapshot

Sun Link Maintenance Keep Service Running Strong

Sun Link's Maintenance team completed a switch upgrade ahead of the Fourth Avenue Spring Street Fair, which brings thousands of visitors to Fourth Avenue. The new "spring-back" configuration allows the track switch to automatically reset after each streetcar passes, improving efficiency and reducing the need for extra staff during large events. The crew also responded quickly to an incident that damaged Sun Link's overhead catenary system (OCS) infrastructure, completing repairs and restoring full service within 16 hours. During service interruptions, Sun Tran provided service along the streetcar alignment to keep riders moving to their destinations. In addition, the team completed a critical power system repair on Streetcar 101, returning it to service the following day. Together, these efforts highlight Sun Link's commitment to safe, reliable service and quick response during unexpected disruptions.



Quarterly Operators Safety Meetings

More than 300 Sun Tran operators participated in a quarterly Safety Meeting all demonstrating strong engagement and a shared commitment to safety and service excellence. Attendance at these meetings is required for all Operators to support the Safety Departments goal of 100% participation. Highlights from this quarter included a review of customer service performance, intersection safety and reinforcement of the "Ask Once" policy. Additionally, 40 operators were recognized for their dedication in meeting the on-time performance goals. Safety meetings serve as a forum to reinforce safety culture, ensuring operators remain aligned on policies, best practices and evolving priorities. They also provide an opportunity to address new initiatives and maintain consistency across the board, directly supporting safe, reliable customer focused service.



Sun Van Employee of the Month

David Mariscal was recognized as Employee of the Month during the monthly Safety Meeting. These meetings serve as a key place to celebrate employees who model Sun Van's values and to promote a safety culture. David, who has been with Sun Van for 21 years, exemplifies these values through his consistent dedication, positive attitude, and commitment to delivering high quality service to riders. He has maintained an outstanding safety record of zero accidents or incidents since he began in 2005. His career progression from Sun Van driver to Sun On Demand driver further reflects his adaptability. If you'd like to give your driver a shout-out, we'd love to hear from you! Call Customer Service (520) 792-9222 or SunTranInfo@tucsonaz.gov to share your appreciation.



Monthly Operations Snapshot

Beating the Heat at Bus Stops

At the Annual Southern Arizona Heat Summit, Assistant General Manager of Safety & Security Will Heath and Bus Stop Coordinator James Tewksbury represented Sun Tran in discussions on extreme heat and community resilience. The event emphasized the City's commitment to addressing heat-related risks, particularly for vulnerable populations. During a breakout session focused on outage response, transit was identified as essential for transporting residents to cooling centers and maintaining mobility during emergencies. Key insights also highlighted bus stops as high exposure areas, reinforcing the need for infrastructure improvements. Sun Tran is advancing heat resilience initiatives through a Federal Transit Administration grant, funding the installation of 80 new shelters and green infrastructure to increase shade coverage. Participation in the summit strengthened partnerships with local agencies and aligned transit planning with citywide emergency response efforts, directly benefiting the public through improved safety, accessibility and system reliability during extreme weather conditions. To learn more about this grant and timeline visit www.suntran.com/about/ and click the Grants & Projects tab.

Transit Employee Appreciation Day

Transit Employee Appreciation Day highlighted the critical role more than 800 employees across Sun Tran, Sun Van and Sun Link play in delivering essential transit services to the Tucson community. In March alone, the team provided more than 1.5 million rides, ensuring residents maintain access to employment, healthcare, education and daily needs. Customer engagement efforts, including messages submitted through the Transit App, reinforced public appreciation for frontline staff, with 90 riders participating and 60 compliments received through Customer Service. These results underscore the coordination and professionalism required to deliver safe, reliable, and customer-focused service, directly supporting system performance and community connectivity. Thank you Sun Tran, Sun Van and Sun Link teams for keeping Tucson moving not only today but everyday!



March CDL Graduates

7 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! Start your driving career in as little as 3-7 weeks. Learn more about job opportunities at Suntran.com/opportunities/jobs.

Recruitment		
	New Hires	Promotions
Sun Tran	14- Full-time Coach Operators 1- Parts Clerk 1- HR Analyst 1- Staff Accountant 1- Director of Special Projects 1- Service Island Attendant	7- Operator Trainees to Full Time Coach Operator
Sun Van	1 - Reservationist 24 - Van Operators	1- Reservation/Dispatch Manager 1- Operations Manager
Sun Link	2 - Streetcar Operators	0 - Promotions

Connecting Our Community

Accessible Bus Stop Design

As part of ongoing efforts to improve accessibility, Sun Tran hosted two community focus groups to gather input on future bus stop signs redesigns. Meetings were held with members of the visually impaired community, including SAAVI on March 2 and the American Council of the Blind on March 18. Bus stop design feedback will go out to the general public in April. This work is supported by the 2024 Federal Transit Administration Buses & Bus Facilities Grant and will enhance all Sun Tran bus stop signs with features such as large print, improved wayfinding and audible information.

Children's Museum Futureville

Sun Tran participated in Futureville at the Children's Museum, an interactive event designed to inspire kids to explore future careers. A Sun Tran Coach Operator was on-site to engage with families, offering children the chance to climb aboard the bus, sit in the driver's seat and learn what it's like to operate a 40-foot bus. With hand-on exploration and fun coloring activities, the event provided a memorable way to connect young riders and spark interest in public transit careers. Schools interested in teaching students about their public transit system can schedule an in-person Learn to Ride session, available for groups of 20 or more. For more information and availability, please email SunTranMarketing@tucsonaz.gov



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	System Indicator	Current Month	Prior Year	FY26 YTD	FY25 YTD
1	Ridership	1,368,303	1,370,239	12,094,286	12,593,472
2	Passenger per Revenue Mile	2.27	2.24	2.23	2.31
3	Passenger per Revenue Hour	26.86	27.24	26.70	28.83
4	Cost per Passenger	\$ 4.60	\$ 4.37	\$ 4.35	\$ 3.99
5	Cost per Revenue Mile	\$ 10.43	\$ 9.81	\$ 9.69	\$ 9.29
6	Cost per Revenue Hour	\$ 123.69	\$ 119.08	\$ 116.11	\$ 115.00
7	Miles Between Road Calls	16,319	17,455	16,318	17,746
8	Miles Between Bus Inspections	5,870	5,928	5,841	6,068
9	Vehicle Accidents per 100,000 Miles	0.29	0.14	0.16	0.66
10	Complaints per 100,000 Passengers	21.63	14.30	21.07	15.57
11	Vehicles Operated in Maximum Service	145	143	146	143

System Summary - Sun Tran



Month to Date	2026	March		Variance		March Budget	Variance	
		Current	Prior Year	Amount	Percent		Amount	Percent
Ridership								
	Weekday	1,147,520	1,115,709	\$ 31,811	2.9%	994,409	(153,111)	-15.4%
	Saturday	111,488	143,040	(31,552)	-22.1%	182,109	70,621	38.8%
	Sunday	109,295	111,490	(2,195)	-2.0%	227,636	118,341	52.0%
	Holiday	0	0	0	0.0%	0	0	0.0%
	Total Route Passengers	1,368,303	1,370,239	(1,936)	-0.1%	1,404,155	35,852	2.6%

Expenses								
	Total Expenses	\$ 6,300,446	\$ 5,990,549	(309,897)	-5.2%	\$ 7,262,608	\$ 962,162	13.2%

Miles								
	Revenue Miles	603,800	610,909	(7,108)	-1.2%	599,071	(4,729)	-0.8%
	Deadhead Miles	67,344	67,926	(581)	-0.9%	67,793	449	0.7%
	Total Service Miles	671,145	678,834	(7,690)	-1.1%	666,864	(4,281)	-0.6%
	Non-Route Miles	28,801	15,121	13,681	90.5%	7,325	(21,476)	-293.2%
	Total Miles	699,946	693,955	5,991	0.9%	674,189	(25,757)	-3.8%

	Revenue Hours	50,938	50,309	629	1.3%	49,066	(1,872)	-3.8%
	Service Hours	54,327	54,055	272	0.5%	53,379	(948)	-1.8%

Year to Date		March YTD		Variance		March YTD Budget	Variance	
		Current	Prior Year	Amount	Percent		Amount	Percent
Ridership								
	Weekday	10,059,766	10,545,805	(486,039)	-4.6%	9,178,359	(881,407)	-9.6%
	Saturday	1,093,358	1,115,925	(22,567)	-2.0%	1,893,311	799,953	42.3%
	Sunday	841,587	833,410	8,177	1.0%	1,889,926	1,048,339	55.5%
	Holiday	99,575	98,332	1,243	1.3%	236,343	136,768	57.9%
	Total Route Passengers	12,094,286	12,593,472	(499,186)	-4.0%	13,197,939	1,103,653	8.4%

Expenses								
	Total Expenses	\$ 52,593,315	\$ 51,515,615	\$ (1,077,700)	-2.1%	51,185,388	(1,407,927)	-2.8%

Miles								
	Revenue Miles	5,425,626	5,476,460	(50,835)	-0.9%	5,502,539	76,913	1.4%
	Deadhead Miles	608,660	597,786	10,874	1.8%	611,050	2,390	0.4%
	Total Service Miles	6,034,286	6,074,246	(39,960)	-0.7%	6,113,589	79,303	1.3%
	Non-Route Miles	216,002	128,837	87,165	67.7%	65,925	(150,077)	-227.6%
	Total Miles	6,250,288	6,203,083	47,205	0.8%	6,179,514	(70,774)	-1.1%

	Revenue Hours	452,965	444,066	8,899	2.0%	457,470	4,505	1.0%
	Service Hours	479,940	474,232	5,709	1.2%	488,412	8,472	1.7%

FIXED ROUTE		Ridership				
		Weekdays	Saturdays	Sundays	Holiday	Totals
1	GLENN/SWAN	28,468	2,248	2,605		33,321
2	CHERRYBELL	28,138	2,416	1,320		31,874
3	6TH STREET / WILMOT	49,390	3,908	3,400		56,698
4	SPEEDWAY	92,774	10,008	9,530		112,312
5	PIMA STREET / WEST SPEEDWAY	24,134	1,712	1,650		27,496
6	EUCLID/ NORTH FIRST AVENUE	45,892	5,244	4,065		55,201
7	22ND STREET	54,538	4,696	4,290		63,524
8	BROADWAY	94,534	11,904	11,410		117,848
9	GRANT ROAD	50,050	3,564	4,125		57,739
10	FLOWING WELLS	32,538	2,452	2,995		37,985
11	ALVERNON	92,686	8,604	8,995		110,285
12	10TH / 12TH AVENUE	37,070	2,624	3,315		43,009
15	CAMPBELL AVENUE	22,880	1,924	2,085		26,889
16	ORACLE / INA	138,908	16,224	16,910		172,042
17	COUNTRY CLUB / 29TH STREET	72,050	6,092	6,090		84,232
19	STONE	22,726	2,984	2,280		27,990
21	WEST CONGRESS / SILVERBELL	13,728	1,980	1,860		17,568
23	MISSION ROAD	28,688	2,876	2,750		34,314
25	S. PARK AVENUE	32,054	3,376	2,805		38,235
26	BENSON HIGHWAY	19,558	1,740	1,815		23,113
27	MIDVALE PARK	21,890	2,212	2,575		26,677
29	VALENCIA	44,704	4,088	3,755		52,547
34	CRAYCROFT / FT LOWELL	55,132	4,388	4,695		64,215
37	PANTANO	13,442	1,304	1,325		16,071
61	LA CHOLLA	9,988	928	930		11,846
62	INA RD.	17,314	1,992	1,720		21,026
TOTAL FIXED ROUTE		1,143,274	111,488	109,295		1,364,057
EXPRESS ROUTE						
101X	GOLF LINKS EXPRESS	660				660
102X	INA ROAD EXPRESS	264				264
103X	OLDFATHER EXPRESS	286				286
104X	MARANA EXPRESS	242				242
105X	SUNRISE EXPRESS	374				374
107X	ORO VALLEY/DOWNTOWN EXPRESS	220				220
108X	BROADWAY EXPRESS	418				418
109X	TANQUE VERDE EXPRESS	308				308
110X	RITA RANCH/DOWNTOWN EXPRESS	440				440
203X	ORO VALLEY/AEROPARK EXPRESS	396				396
204X	NW / AEROPARK EXPRESS	638				638
TOTAL EXPRESS ROUTE		4,246				4,246
TOTALS		1,147,520	111,488	109,295		1,368,303

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	23.6	1.9	22.7	22.1	1.6	18.7	20.8	1.5	17.4			
2 CHERRYBELL	30.3	2.4	21.7	30.0	2.1	18.9	14.9	1.1	9.4			
3 6TH STREET / WILMOT	29.1	2.0	36.8	24.1	1.7	30.6	20.7	1.4	26.2			
4 SPEEDWAY	36.9	2.6	34.0	44.2	3.1	40.4	39.1	2.8	36.0			
5 PIMA STREET / WEST SPEEDWAY	25.6	1.7	21.5	21.8	1.3	15.9	17.4	1.0	12.7			
6 EUCLID/ NORTH FIRST AVENUE	49.3	3.9	24.6	46.4	3.6	23.0	54.9	4.3	27.1			
7 22ND STREET	38.0	2.1	29.5	52.5	2.8	39.1	43.9	2.3	33.0			
8 BROADWAY	45.9	3.3	35.5	39.9	2.6	28.1	38.2	2.6	28.5			
9 GRANT ROAD	29.5	2.0	25.9	36.2	2.2	29.7	37.1	2.3	30.6			
10 FLOWING WELLS	41.6	2.8	24.3	36.6	2.3	20.5	38.0	2.4	21.4			
11 ALVERNON	41.3	2.7	34.3	47.5	2.9	37.1	39.7	2.4	31.0			
12 10TH / 12TH AVENUE	34.4	2.5	54.4	30.5	1.9	41.0	35.0	2.2	47.4			
15 CAMPBELL AVENUE	23.8	1.5	17.6	23.1	1.4	16.0	23.1	1.4	16.0			
16 ORACLE / INA	60.0	5.1	52.6	47.9	3.8	39.4	50.6	4.0	41.3			
17 COUNTRY CLUB / 29TH STREET	33.5	2.1	51.2	34.6	2.1	50.8	31.8	1.9	46.9			
19 STONE	44.5	3.4	16.9	39.4	3.0	14.9	43.8	3.3	16.3			
21 WEST CONGRESS / SILVERBELL	27.0	2.0	11.0	23.0	1.5	8.3	19.1	1.3	6.9			
23 MISSION ROAD	26.5	1.8	21.0	33.3	2.3	25.7	24.6	1.7	19.0			
25 S. PARK AVENUE	34.3	2.4	22.4	22.4	1.4	13.6	30.7	2.0	18.7			
26 BENSON HIGHWAY	24.8	1.3	14.8	23.4	1.2	13.6	20.7	1.1	12.1			
27 MIDVALE PARK	25.1	1.4	16.1	28.3	1.5	17.3	27.9	1.5	17.2			
29 VALENCIA	20.5	1.3	23.9	26.7	1.7	30.1	22.8	1.5	25.9			
34 CRAYCROFT / FT LOWELL	33.4	2.3	29.8	42.3	2.9	36.6	41.5	2.8	36.1			
37 PANTANO	18.3	1.1	11.1	16.6	0.9	9.9	13.9	0.8	8.3			
61 LA CHOLLA	18.1	1.0	8.1	18.9	1.0	8.3	16.2	0.9	7.2			
62 INA RD.	27.0	1.5	12.5	38.8	2.1	17.2	27.2	1.4	11.9			
AVERAGE TOTAL	34.2	2.3	27.3	35.4	2.3	25.3	32.9	2.1	24.4			
EXPRESS ROUTE												
101X GOLF LINKS EXPRESS	12.7	0.6	7.5									
102X INA ROAD EXPRESS	6.0	0.3	6.0									
103X OLDFATHER EXPRESS	5.7	0.4	6.5									
104X MARANA EXPRESS	10.8	0.4	5.5									
105X SUNRISE EXPRESS	9.2	0.6	8.5									
107X ORO VALLEY/DOWNTOWN EXPRESS	3.2	0.1	2.5									
108X BROADWAY EXPRESS	14.4	0.8	9.5									
109X TANQUE VERDE EXPRESS	8.8	0.5	7.0									
110X RITA RANCH/DOWNTOWN EXPRESS	6.9	0.3	5.0									
203X ORO VALLEY/AEROPARK EXPRESS	3.5	0.1	4.5									
204X NW / AEROPARK EXPRESS	5.4	0.2	4.8									
AVERAGE TOTAL	6.6	0.3	5.7									

Expenses – Sun Tran



Month to Date	March		Variance		Monthly Budget	Variance					
	2026	Current	Prior Year	Amount		Percent	Amount	Percent			
OPERATOR WAGES	\$	1,915,923	\$	1,770,671	\$	(145,252)	-8.2%	1,687,675	(228,248)	-13.5%	
MAINTENANCE WAGES		432,052		377,448		(54,603)	-14.5%	730,667	298,615	40.9%	
SALARIES		566,613		530,737		(35,876)	-6.8%	610,663	44,050	7.2%	
FRINGE BENEFITS		1,235,598		1,234,580		(1,017)	-0.1%	2,312,000	1,076,402	46.6%	
SERVICES		903,678		1,095,285		191,607	17.5%	619,750	(283,928)	-45.8%	
UTILITIES		95,837		94,355		(1,482)	-1.6%	93,458	(2,378)	-2.5%	
VEHICLE MAINTENANCE		535,586		482,121		(53,465)	-11.1%	736,333	200,747	27.3%	
MATERIALS AND SUPPLIES		104,831		26,617		(78,214)	-293.8%	66,975	(37,856)	-56.5%	
CNG FUEL		131,832		123,348		(8,484)	-6.9%	126,345	(5,487)	-4.3%	
DIESEL FUEL		225,745		128,112		(97,632)	-76.2%	133,324	(92,421)	-69.3%	
UNLEADED FUEL		15,302		11,184		(4,118)	-36.8%	14,167	(1,135)	-8.0%	
ELECTRICITY FUEL		4,976		8,584		3,608	42.0%	13,750	8,774	63.8%	
CAPITAL OUTLAY		21,743		0		(21,743)		0	(21,743)	0.0%	
INSURANCE		110,732		107,506		(3,225)	-3.0%	108,333	(2,398)	-2.2%	
LABOR CREDITS/EXP TRANSFERS		-		0		0		9,167	9,167	100.0%	
Total Expenses	\$	6,300,446	\$	5,990,549	\$	(309,897)	-5.2%	7,262,608	\$	962,162	13.2%

Year to Date	March YTD		Variance		Annual Budget	Budget Balance					
	Current Year	Prior Year	Amount	Percent		Amount	Percent				
OPERATOR WAGES	\$	18,618,962	\$	17,042,871	\$	(1,576,092)	-9.2%	\$	20,252,100	1,633,138	8.1%
MAINTENANCE WAGES		4,289,006		3,720,767		(568,239)	-15.3%		4,351,000	61,994	1.4%
SALARIES		5,275,287		5,341,238		65,950	1.2%		6,032,960	757,673	12.6%
FRINGE BENEFITS		10,752,117		11,098,494		346,378	3.1%		22,973,921	12,221,804	53.2%
SERVICES		4,967,459		5,808,539		841,080	14.5%		7,437,000	2,469,541	33.2%
UTILITIES		783,531		802,974		19,443	2.4%		1,121,500	337,969	30.1%
VEHICLE MAINTENANCE		3,722,510		3,776,695		54,185	1.4%		5,140,000	1,417,490	27.6%
MATERIALS AND SUPPLIES		530,560		518,034		(12,525)	-2.4%		803,700	273,140	34.0%
CNG FUEL		1,239,816		1,172,076		(67,740)	-5.8%		1,516,140	276,324	18.2%
DIESEL FUEL		1,105,128		954,130		(150,998)	-15.8%		1,599,890	494,762	30.9%
UNLEADED FUEL		112,593		114,693		2,100	1.8%		170,000	57,407	33.8%
ELECTRICITY FUEL		68,231		87,236		19,004	21.8%		165,000	96,769	58.6%
CAPITAL OUTLAY		38,507		22,263		(16,244)	-73.0%		0	(38,507)	0.0%
INSURANCE		996,504		967,557		(28,947)	-3.0%		1,300,000	303,496	23.3%
LABOR CREDITS/EXP TRANSFERS		93,103		88,049		(5,055)	-5.7%		110,000	16,897	15.4%
Total Expenses	\$	52,593,315	\$	51,515,615	\$	(1,077,700)	-2.1%	\$	72,973,211	20,379,896	27.9%

System Summary – Electric Bus



Month to Date	March		Variance		March		Variance	
	2026	Current	Prior Year	Amount	Percent	Budget	Amount	Percent
Expenses								
Vehicle Maintenance	\$	-		\$ -	0.0%	-	-	0%
Services		11,523	907	(10,616)	-1170.5%	833	(10,690)	-1283%
Materials & Supplies		-	-	-	0.0%	-	-	0%
Electricity		4,976	10,884	5,908	54.3%	13,750	8,774	64%
Total Expenses		16,500	11,791	(4,709)	-39.9%	14,583	(1,916)	-13%
Miles								
Total Miles		14,948	21,528	6,580	31%			
KWH								
		17,599	31,819	14,220	45%			

Year to Date	March YTD		Variance		March YTD		Variance	
	Current	Prior Year	Amount	Percent	Budget	Amount	Percent	
Expenses								
Vehicle Maintenance	\$	69	-	\$ (69)	0.0%	0	(69)	0%
Services		45,353	9,643	(35,710)	-370.3%	10,000	(35,353)	-354%
Materials & Supplies		-	-	-	0.0%	-	-	0%
Electricity		68,231	78,651	10,420	13.2%	165,000	96,769	59%
Total Expenses		113,653	88,294	(25,359)	-28.7%	175,000	61,347	35%
Miles								
Total Miles		158,825	172,941	14,116	8%			
KWH								
		208,386	233,406	25,020	11%			

	System Indicator	Current Month	Prior Year	FY26 YTD	FY25 YTD
1.	Ridership	125,431	156,056	1,086,806	1,341,682
2.	Passengers per Revenue Mile	9.85	10.32	9.39	9.76
3.	Passengers per Revenue Hour	76.81	79.66	70.54	73.98
4.	Cost per Passenger	3.77	2.69	3.78	3.07
5.	Cost per Revenue Mile	37.12	27.72	35.44	29.98
6.	Cost per Revenue Hour	289.35	214.02	266.32	227.16
7.	Miles Between Streetcar Inspection	966.00	953.00	954.67	951.78
8.	Total Preventable Accidents per 100,000 Miles	-	-	0.85	0.72
9.	Total Complaints per 100,000 Passengers	3.99	1.92	0.46	0.22

Month to Date	2026	March Current	Prior Year	Amount	Variance Percent	March Budget	Amount	Variance Percent
Ridership								
WEEKDAYS		96,628	114,879	(18,251)	-15.9%	116,028	(19,400)	-16.7%
SATURDAY		17,318	27,910	(10,592)	-38.0%	28,189	(10,871)	-38.6%
SUNDAY		11,485	13,267	(1,782)	-13.4%	13,400	(1,915)	-14.3%
HOLIDAY		-	-	0	0.0%	-	-	0.0%
Total Route Passengers		125,431	156,056	(30,625)	-19.6%	157,617	(32,186)	-20.4%
Expenses								
Total Expenses		\$472,510	\$419,256	\$ 53,254	12.7%	\$ 419,256	\$ 53,254	12.7%
Miles								
Revenue Miles		12,729	15,126	(2,397)	-15.8%	15,126	(2,397)	-15.8%
Deadhead Miles		248	248	-	0.0%	248	-	0.0%
Total Service Miles		12,977	15,374	(2,397)	-15.6%	15,374	(2,397)	-15.6%
Revenue Hours		1,633	1,959	(326)	-16.6%	1,959	(326)	-16.6%
Service Hours		1,664	1,990	(326)	-16.4%	1,990	(326)	-16.4%
Year to Date		March Current	Prior Year	Amount	Variance YTD Percent	March YTD Budget	Amount	Variance YTD Percent
Ridership								
WEEKDAYS		843,398	1,063,335	(219,937)	-20.7%	1,073,968	(230,570)	-21.5%
SATURDAY		165,867	193,886	(28,019)	-14.5%	195,825	(29,958)	-15.3%
SUNDAY		72,067	78,314	(6,247)	-8.0%	79,097	(7,030)	-8.9%
HOLIDAY		5,474	6,147	(673)	-10.9%	6,208	(734)	-11.8%
Total Route Passengers		1,086,806	1,341,682	(254,876)	-19.0%	1,355,099	(268,293)	-19.8%
Expenses								
Total Expenses		\$ 4,103,132	\$4,119,704	\$ (16,572)	-0.4%	\$ 4,119,704	\$ (16,572)	-0.4%
Miles								
Revenue Miles		115,772	137,418	(21,646)	-15.8%	137,418	(21,646)	-15.8%
Deadhead Miles		2,192	2,192	-	0.0%	2,192	-	0.0%
Total Service Miles		117,964	139,610	(21,646)	-15.5%	139,610	(21,646)	-15.5%
Revenue Hours		15,407	18,136	(2,729)	-15.0%	18,136	(2,729)	-15.0%
Service Hours		15,681	18,410	(2,729)	-14.8%	18,410	(2,729)	-14.8%

Month to Date	2026	March	Prior Year	Variance	Percent	Monthly	Variance	Percent
		Current		Amount		Budget	Amount	
OPERATOR WAGES		\$77,555	\$80,046	\$2,490	3.1%	\$80,046	\$2,490	3.1%
MAINTENANCE WAGES		49,397	35,252	(14,145)	-40.1%	35,252	(14,145)	-40.1%
SALARIES		76,393	80,713	4,321	5.4%	80,713	4,321	5.4%
FRINGE BENEFITS		85,569	71,666	(13,903)	-19.4%	71,666	(13,903)	-19.4%
SERVICES		103,281	82,305	(20,976)	-25.5%	82,305	(20,976)	-25.5%
UTILITIES		10,449	13,792	3,343	24.2%	13,792	3,343	24.2%
VEHICLE MAINTENANCE		25,467	4,610	(20,857)	-452.5%	4,610	(20,857)	-452.5%
MATERIALS AND SUPPLIES		6,203	13,572	7,369	54.3%	13,572	7,369	54.3%
FUEL-ELECTRICITY		13,067	12,899	(168)	-1.3%	12,899	(168)	-1.3%
CAPITAL OUTLAY		-	-	-	0.0%	-	-	0.0%
INSURANCE		25,128	24,401	(727)	-3.0%	\$24,401	(\$727)	-3.0%
TOTAL EXPENSES		\$472,510.32	\$419,255.97	(\$53,254.35)	-12.7%	\$419,256	(\$53,254)	-12.7%

Year to Date	March	Prior Year	Variance	Percent	Annual	Budget Variance	Percent
	Current Year		Amount		Budget	Amount	
OPERATOR WAGES	\$783,444	\$791,067	\$7,623	\$0	\$1,086,156	\$302,711	27.9%
MAINTENANCE WAGES	464,957	348,419	(116,538)	-33.4%	447,360	(17,597)	-3.9%
SALARIES	735,784	833,697	97,914	11.7%	1,121,204	385,420	34.4%
FRINGE BENEFITS	730,273	637,939	(92,334)	-14.5%	858,407	128,134	14.9%
SERVICES	608,703	615,564	6,861	1.1%	812,212	203,510	25.1%
UTILITIES	131,594	134,616	3,022	2.2%	177,669	46,076	25.9%
VEHICLE MAINTENANCE	126,200	243,347	117,147	48.1%	287,145	160,945	56.1%
MATERIALS AND SUPPLIES	95,713	79,768	(15,945)	-20.0%	117,683	21,971	18.7%
FUEL-ELECTRICITY	127,880	152,632	24,752	16.2%	206,447	78,567	38.1%
CAPITAL OUTLAY	72,429	63,047	(9,382)	-14.9%	72,205	(224)	-0.3%
INSURANCE	226,156	219,609	(6,547)	-3.0%	294,994	68,838	23.3%
TOTAL EXPENSES	\$4,103,132	\$4,119,704	\$16,572	0.4%	\$5,481,483	\$1,378,351	25.1%

System Indicator	Current Month	Prior Year	FY26 YTD	FY25 YTD
1. Ridership	48,054	45,103	404,944	405,135
2. Demand	66,551	62,450	574,334	564,191
3. Cancellations	14,173	12,925	129,837	117,642
4. No-Shows	4,324	4,422	39,535	41,407
5. Passengers per Revenue Hour	1.82	1.94	1.84	1.90
6. Passengers per Service Hour	1.64	1.67	1.62	1.64
7. Cost per Trip	\$ 46.74	\$ 42.77	\$ 45.85	\$ 45.16
8. Vehicles Operated in Maximum Service	124	116	124	123
9. Trip Time,Sun Tran	84.33%	84.81%	81.22%	82.22%
10. Trip Time 110% + 5 Minutes	92.50%	91.88%	89.08%	90.11%
11. Pick-Ups	85.58%	84.67%	86.64%	84.68%
12. Pick-Ups Before Significantly Late	99.35%	99.03%	99.43%	98.93%

System Summary- Sun Van



Month to Date	March		Variance		March Budget	Variance		
	2026	Current Year	Prior Year	Amount		Percent	Amount	Percent
Ridership								
Weekday		41,872	38,354	3,518			9.2%	
Saturday		2,813	3,448	(635)			-18.4%	
Sunday		3,369	3,301	68			2.1%	
Holiday		0	0	0				
Total Passengers		48,054	45,103	2,951			6.5%	
Total Booked Passengers		66,551	62,450	4,101	51,330	15,221	29.7%	
Missed Trips		-	-	-	-	-	0.0%	
Cancellations		14,173	12,925	1,248	11,630	2,543	21.9%	
No Shows		4,324	4,422	(98)	2,780	1,544	55.5%	
Total Passengers		48,054	45,103	2,951	36,370	11,684	32.1%	
ADA Passengers		44,223	41,760	2,463			5.9%	
Optional ADA Passengers		3,831	3,343	488			14.6%	
Percentage of Optional		8.0%	7.4%					
Trips								
ADA Trips		40,801	38,647	2,154			5.6%	
Optional ADA Trips		3,521	3,067	454			14.8%	
Total Trips		44,322	41,714	2,608	37,740	6,582	17.4%	
Expenses								
Total Expenses	\$	2,071,701	\$ 1,784,174	\$ (287,527)	-16.1%	\$ 1,947,843	\$ 123,858	6.4%
Miles								
Revenue Miles		334,607	312,185	22,422	7.2%	297,898	36,709	12.3%
Deadhead Miles		54,420	55,125	(705)	-1.3%	49,644	4,776	9.6%
Total Service Miles		389,027	367,310	21,717	5.9%	347,542	41,485	11.9%
Non-Route Miles		544	5,445	(4,901)	-90.0%	5,576	(5,032)	-90.2%
Total Miles		389,571	372,755	16,816	4.5%	353,118	36,453	10.3%
Revenue Hours		26,353	23,300	3,053	13.1%	21,145	5,209	24.6%
Service Hours		29,240	27,049	2,191	8.1%	24,271	4,969	20.5%

System Summary- Sun Van



Year to Date	March YTD		Variance		March YTD Budget	Variance		
	2026	Current Year	Prior Year	Amount		Percent	Amount	Percent
Ridership								
Weekday		351,334	350,833	501			0%	
Saturday		26,306	27,259	-953			-3%	
Sunday		25,043	24,944	99			0%	
Holiday		2,261	2,099	162			8%	
Total Passengers		404,944	405,135	(191)			0.0%	
Total Booked Passengers		574,334	564,191	10,143	51,330	523,004	1018.9%	
Missed Trips		18	7	11	-	18	0.0%	
Cancellations		129,837	117,642	12,195	11,630	118,207	1016.4%	
No Shows		39,535	41,407	(1,872)	2,780	36,755	1322.1%	
Total Passengers		404,944	405,135	(191)	36,920	368,024	996.8%	
ADA Passengers		372,670	375,901	(3,231)			-0.9%	
Optional ADA		32,274	29,234	3,040			10.4%	
Percentage of Optional		8.0%	7.2%					
Trips								
ADA Trips		344,599	347,850	(3,251)			-0.9%	
Optional ADA Trips		29,603	27,031	2,572			9.5%	
Total Trips		374,202	374,881	(679)	262,600	111,602	42.5%	
Expenses								
Total Expenses	\$	17,157,836	\$	16,928,887	\$	228,949	1.4%	\$
					23,374,110	\$	(6,216,274)	-26.6%
Miles								
Revenue Miles		2,810,817	2,868,139	(57,322)	234,400	2,576,417	1099.2%	
Deadhead Miles		479,719	514,088	(34,369)	42,800	436,919	1020.8%	
Total Service Miles		3,290,536	3,382,227	(91,691)	277,200	3,013,336	1087.1%	
Non-Route Miles		20,982	25,052	(4,070)	1,800	19,182	1065.7%	
Total Miles		3,311,518	3,407,279	(95,761)	279,000	3,032,518	1086.9%	
Revenue Hours		220,512	213,029	7,483	16,700	203,812	1220.4%	
Service Hours		249,621	246,566	3,055	19,200	230,421	1200.1%	

Expenses – Sun Van



Month to Date	March		Variance		Monthly Budget	Variance						
	2026	Current Year	Prior Year	Amount		Percent	Amount	Percent				
OPERATOR WAGES	\$	844,453	\$	603,359	\$	(241,095)	-40.0%	\$	663,288	\$	(181,165)	-27.3%
OTHER BU WAGES		120,039		259,279		139,241	53.7%		101,883		(18,155)	-17.8%
SALARIES		105,656		100,950		(4,705)	-4.7%		84,583		(21,072)	-24.9%
FRINGE BENEFITS		364,328		340,849		(23,479)	-6.9%		584,620		220,292	37.7%
SERVICES		111,677		100,412		(11,265)	-11.2%		76,942		(34,735)	-45.1%
CONTRACT VEHICLE MAINT.		193,678		189,855		(3,822)	-2.0%		162,083		(31,594)	-19.5%
UTILITIES		20,556		15,009		(5,547)	-37.0%		18,075		(2,481)	-13.7%
MATERIALS AND SUPPLIES		10,625		11,433		807	7%		9,725		(900)	-9.3%
UNLEADED FUEL		239,660		110,891		(128,769)	-116.1%		200,393		(39,267)	-19.6%
CAPITAL OUTLAY		-		-		0	0.0%		-		-	0.0%
LIABILITY INSURANCE		61,029		52,138		(8,891)	-17.1%		46,250		(14,779)	-32.0%
TOTAL EXPENSES	\$	2,071,701	\$	1,784,174	\$	(287,527)	-16.1%	\$	1,947,843	\$	(123,858)	-6.4%

Year to Date	March YTD		Variance		YTD Budget	Variance						
	Current Year	Prior Year	Amount	Percent		Amount	Percent					
OPERATOR WAGES	\$	7,163,355	\$	5,938,251	\$	(1,225,104)	-20.6%	\$	7,959,460	\$	796,105	10.0%
OTHER BU WAGES		1,149,802		2,591,225		1,441,423	55.6%		1,222,600		72,798	6.0%
SALARIES		1,043,928		985,580		(58,348)	-5.9%		1,015,000		(28,928)	-2.9%
FRINGE BENEFITS		3,286,017		2,825,436		(460,581)	-16.3%		7,015,440		3,729,423	53.2%
SERVICES		717,662		913,707		196,045	21.5%		923,300		205,638	22.3%
CONTRACT VEHICLE MAINT.		1,738,887		1,692,852		(46,035)	-2.7%		1,945,000		206,113	10.6%
UTILITIES		147,951		154,565		6,614	4.3%		216,900		68,949	31.8%
MATERIALS AND SUPPLIES		136,591		130,574		(6,017)	-4.6%		116,700		(19,891)	-17.0%
UNLEADED FUEL		1,224,383		1,227,458		3,075	0.3%		2,404,710		1,180,327	49.1%
CAPITAL OUTLAY		-		-		-	0.0%		-		-	0.0%
LIABILITY INSURANCE		549,261		469,238		(80,023)	-17.1%		555,000		5,739	1.0%
TOTAL EXPENSES	\$	17,157,836	\$	16,928,887	\$	(228,949)	-1.4%	\$	23,374,110	\$	6,216,274	26.6%

Month to Date	March		Variance		
	2026	Current Year	Prior Year	Amount	Percent
Ridership					
Weekday		2,501	1,742	759	43.6%
Saturday		185	253	(68)	-26.9%
Sunday		207	210	(3)	-1.4%
Holiday		0	-	0	0.0%
Total Passengers		2,893	2,205	688	31.2%
Ridership					
Total Demand		3,415	3,283	132	4.0%
Missed Trips		-	-	-	0.0%
Cancellations		996	1,001	(5)	-0.5%
No Shows		126	77	49	63.6%
Total Passengers		2,293	2,205	88	4.0%
Trips					
Total Trips		0	1,923	(1,923)	-100.0%
Miles					
Revenue Miles		8,994	9,616	(622)	-6.5%
Deadhead Miles		1,739	1,774	(35)	-2.0%
Total Service Miles		10,733	11,390	(657)	-5.8%
Non-Route Miles		179	(142)	321	-225.9%
Total Miles		10,912	11,248	(336)	-3.0%
Revenue Hours		765	752	13	1.7%
Service Hours		955	922	33	3.6%

Year to Date	March YTD		Variance		
	2026	Current Year	Prior Year	Amount	Percent
Ridership					
Weekday		18,251	15,656	2,595	16.6%
Saturday		2,170	1,979	191	9.7%
Sunday		1,762	1,706	56	3.3%
Holiday		222	160	62	38.8%
Total Passengers		22,405	19,501	2,904	14.9%
Total Demand		33,076	28,743	4,333	15.1%
Missed Trips		-	-	-	0.0%
Cancellations		10,058	8,565	1,493	17.4%
No Shows		1,213	677	536	79.2%
Total Passengers		21,805	19,501	2,304	11.8%
Trips					
Total Trips		16,334	16,639	(305)	-1.8%
Miles					
Revenue Miles		82,907	84,400	(1,492)	-1.8%
Deadhead Miles		14,975	16,577	(1,602)	-9.7%
Total Service Miles		97,882	100,976	(3,094)	-3.1%
Non-Route Miles		504	1,700	(1,196)	-70.3%
Total Miles		98,387	102,677	(4,290)	-4.2%
Revenue Hours		7,012	6,794	218	3.2%
Service Hours		8,433	8,258	175	2.1%

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

SUN TRAN CUSTOMER INFORMATION CENTER	
March 2026	
Total Calls/E-mails Received	484
Inquiries	38
Compliments	143
Complaints	296
Chargeable	72
Non-chargeable	220
Pending/Incomplete	11

SUN LINK CUSTOMER INFORMATION CENTER	
March 2026	
Total Calls/E-mails Received	16
Inquiries	10
Compliments	1
Complaints	5
Chargeable	2
Non-chargeable	3
Pending/Incomplete	0

SUN VAN CUSTOMER INFORMATION CENTER	
March 2026	
Total Calls/E-mails Received	58
Inquiries	0
Compliments	10
Complaints	48
Chargeable	16
Non-chargeable	32
Pending/Incomplete	0

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

Glossary of Terms

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

Glossary of Terms

Pick-Ups Before Significantly Late (Sun Van)	Pick-ups 30 minutes outside of the originally scheduled pick-up window.
Revenue Miles and Hours	The miles and hours that vehicles travel while in revenue service. Vehicle revenue miles and hours (VRM and VRH) include layover/recovery time but exclude deadhead, operator training and maintenance testing.
Ridership (Unlinked Passenger Trips)	The number of passengers who board public transportation vehicles. Passengers are counted each time they board vehicles no matter how many vehicles they use to travel from their origin to their destination.
Ridership (Unlinked Passenger Trips) Sun Van	Equals Total passengers actually transported. A one-way trip taken by an ADA paratransit-eligible passenger, a personal care attendant (PCA) or companions from the pick-up point to the destination.
Service Miles and Hours	Miles and hours that vehicles travel while in revenue service plus deadhead miles/hours. Service miles/hours does not include operator or maintenance 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.