OCTOBER 2026

MONTHLY OPERATIONS REPORT



RATP DEV | sun tran | sun van | sun LINK | ON DEMAND

Driven by the numbers



Sun Tran Ridership

YEAR-OVER-YEAR -3.46%

OCT 2025: 1,439,149

OCT 2026: 1,390,164

85.13%

On time performance



Passengers per hour: **25.78**

Unique app users: **14,221**



Sun Van Ridership

YEAR-OVER-YEAR |+7.64%

OCT 2025: 47,935

OCT 2026: 51,745

80.98%

On time performance



Passengers per hour: **1.87**



Sun Link Ridership

YEAR-OVER-YEAR |-24.47%

OCT 2025: 164,565

OCT 2026: 128,681

90.3 %

On time performance



Passengers per hour: **73.55**



On Demand Ridership

YEAR-OVER-YEAR |+21.81%

OCT 2025: 2,594

OCT 2026: 3,229

89.91%

On time performance



Trips booked through app **75.66%**

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 October, Sun Tran, Sun Link and Sun Van and Sun On Demand continued their commitment to providing safe, reliable and accessible public transportation throughout the Tucson community. From enhancing passenger safety and improving rider communications to investing in employee development and strengthening community partnerships, this month's initiatives reflect the ongoing efforts to improve the transit experience.



Training with Trapeze

This month, **Sun Tran's Service Planning and Development team participated in a four-day training focused on Trapeze,** the software used to develop and manage transit schedules, routes, bus stops and operator assignments. The training provided an opportunity for team members to strengthen their technical knowledge and improve how they use the software to support daily operations. By investing in professional development, Sun Tran is working to improve scheduling efficiency and the planning processes that help keep transit services organized.

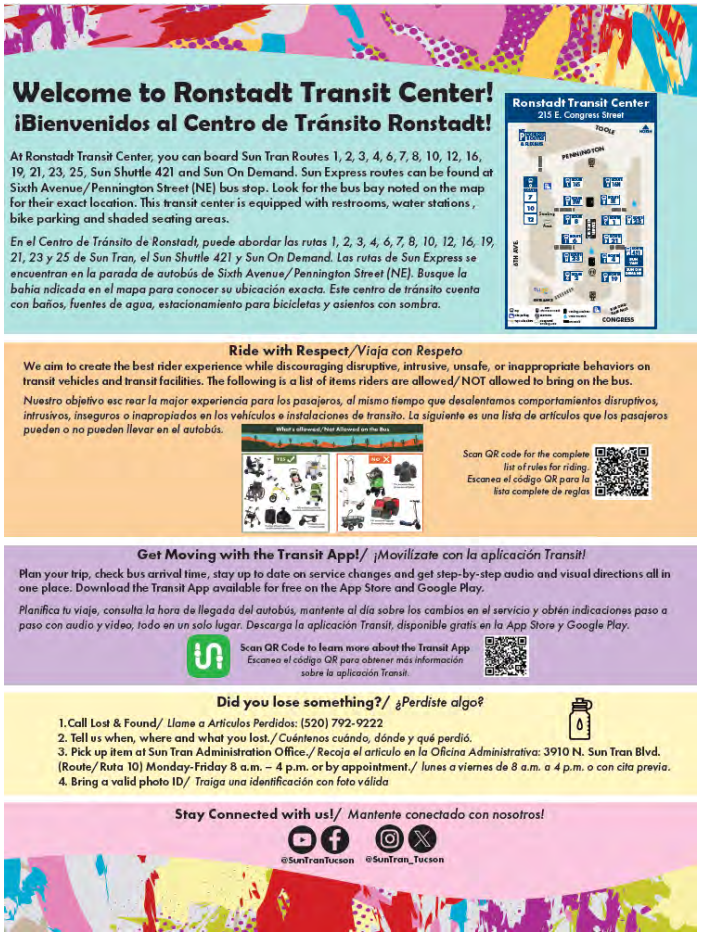
Safety remains a top priority for Sun Van. **Sun Vans monthly Safety Meeting** focused on recognizing stationary and developing hazards and maintaining a safety-first mindset. Supervisors also reinforced important safety practices, including G.O.A.L. (Get Out And Look), which encourages operators to assess their surroundings before proceeding, and proper mobility device securement procedures. These ongoing meetings reinforce the importance of remaining alert, identifying potential hazards, and following established safety procedures. For Sun Van riders, these efforts support a safer and more comfortable ride.

Exploring additional safety measures for bus operators was also a priority. **Sun Tran is evaluating an extended protective barrier designed to provide an enhanced safety barrier for operators.** As part of the evaluation process, operators were given the opportunity view and test the new barrier. The new barrier has been installed and is expected to be in service by mid-November. Over the following weeks, the bus will operate in different routes, allowing additional operators to experience the barrier during regular service and provide feedback. By involving frontline employees, Sun Tran can better understand how potential safety improvements affect daily operations.

MONTHLY OPERATIONS SNAPSHOT

Clear and accessible information helps passengers navigate public transportation with greater confidence. **As part of ongoing communication improvements, all 23 Sun Link streetcar stops received upgrades to their passenger information displays.** Each platform now features two information frames that allow Sun Link to share important service announcements, safety reminders and other rider information. With increases activity along the streetcar route, October's messaging focused on promoting safe riding habits. Safety posters were installed to remind new and returning passengers of important precautions when using the streetcar. These improvements help passengers stay informed and encourages everyone to take an active role in maintaining a safe transit environment.

Sun Tran also completed communication updates at the Ronstadt Transit Center to help passengers access the information they need when riding. Both informational kiosks received refreshed displays featuring welcoming posters and essential rider resources. Passengers can now find transit center maps, rider rules, lost and found information, Transit App details, and system maps. By updating information in a clear, organized and visually engaging format, Sun Tran continues to improve the passenger experience.



Ronstadt Transit Center Werlcome Poster



Sun Link streetcar information display

MONTHLY OPERATIONS SNAPSHOT



Orange County Transportation Authority

As Sun Tran and Sun Link enhance passenger experience, collaboration with other transportation agencies provides valuable opportunities to exchange best practices. **During October, Sun Link welcomed representatives from the Orange County Transportation Authority (OCTA)** for a visit focused on sharing knowledge as OCTA prepares to introduce its own streetcar service. Representatives explored the Sun Link facility and learned about its operations, safety practices, service delivery, and passenger communications. Discussions also focused on marketing strategies, building public excitement ahead of service launch and creating a positive customer experience. OCTA experienced the Sun Link streetcar system firsthand, providing additional insight into how the service operates. Opportunities like these strengthen relationships across the transit industry and encourage the exchange of ideas that can contribute to future service improvements



Sun Tran Operator Trainees

The importance of accessible transit was also evident during Halloween festivities in Downtown Tucson. On October 31, Congress Street was temporarily closed to vehicle traffic creating a pedestrian friendly environment. Sun Link provided service until 2 a.m., offering residents a convenient way to travel to and from the downtown activities. Throughout Halloween night, **Sun Link recorded more than 4,000 passengers,** highlighting the important role public transportation plays in connecting people to their destinations.

Providing these essential transportation connections requires a dedicated workforce. Throughout October, Sun Tran and Sun Van continued investing in recruitment. **8** Sun Tran Operator Trainees earned their Commercial Driver's License (CDL) through Sun Tran's paid, in-house training program, which combines classroom instruction with behind-the-wheel training. By providing CDL training internally, Sun Tran helps remove a barrier for individuals interested in becoming Coach Operators and creates a structured path into a public transportation career.

Recruitment and employee advancement efforts also continued throughout the month. Sun Tran welcomed **9** new employees across several departments, including operations, human resources and customer service. Additionally, **6** Coach Operator Trainees advanced to full-time Coach Operators, while **2** existing employees transitions into new roles within the company. Sun Tran's weekly Coach Operator hiring events also attracted **10** applicants, providing opportunities for individuals to apply and participate in on-the-spot interviews. These efforts help build the workforce needed to maintain daily transit operations while creating opportunities for professional growth and advancement.

Similarly, Sun Van made progress in strengthening its team, welcoming **9** new employees, all Sun Van Drivers. Recruitment efforts continued through weekly hiring events, which attracted **25** prospective employees interested in learning about career opportunities and participating in on-the-spot interviews. As Sun Van continued serving passengers who depend on accessible transportation, recruiting and retaining qualified employees remains essential.

OUR ALL STAR TEAM



American Public Transportation Association's (APTA) Conference in Chicago

Beyond recruitment and professional development, recognizing the dedication of employees remains an important part of fostering a positive transit workforce. During the American Public Transportation Association's (APTA) Conference in Chicago, General Manager Mikel Oglsby was joined by Sun Link Streetcar Operator Felix Morelos. Felix received special recognition for his service and dedication. Video highlights from RATP Devs's *I am a Streetcar Operator* featuring Felix were showcased at the conference and during a special client event, celebrating his contributions as a transit operator. Felix also had the opportunity to connect with fellow operators and transportation industry professionals. His participation highlighted the importance of frontline employees and the perspectives they bring to conversations about improving public transportation.


Sun Van Employee of the Month

That same dedication to service is demonstrated by employees working behind the scenes. Sun Van recognized Dispatcher Tammy Anderson as its Employee of the Month for her outstanding teamwork, dependability and willingness to support her team. After 8 years of service she continues to go above and beyond to assist whenever additional support is needed. Her proactive attitude and commitment to getting the job done make her a valued member of the dispatch team.

The commitment of transit employees was also recognized directly by the community, with Sun Tran receiving 49 customer compliments. These messages highlighted the positive impact employees make through acts of kindness, clear communication, and attentiveness. Below are some rider compliments:

Francisco Barajas
Coach Operator
"You can tell he truly cares about passengers and is a very excellent driver, always paying attention to folks who are running for the bus. He helps anyone with questions and treats all people with respect. Seeing him in the afternoons on my commute home always brightens my day."

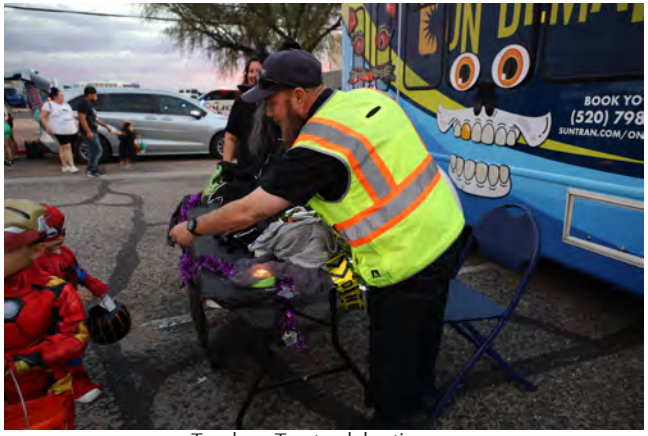
Amanda R. King
Coach Operator
"There was traffic because of an accident and she announced to everyone that we will be a few minutes late. I really appreciated her for communication with us what was happening. Thank you!"

Bianca Martinez
Coach Operator
"I noticed the bus stopping at the stop I was going to pass. From the looks of it, the driver may have done this just in case I was riding over to hop on. Even though I didn't intend to board, I really appreciate that the driver was willing to wait for me to safely cross the road if I did. This was a really kind gesture."

Melinda Abarca
Customer Service Representative
"She went above and beyond to help me. She helped me trip plan for the next day. She did an awesome job!"

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



Trunk-or-Treat celebration

Commitment to serving the public extends beyond buses and streetcars. Throughout the month Sun Tran, Sun Van and Sun On Demand participated in several community events, connecting directly with the community and sharing information about transportation services.

At the grand reopening of Santa Rita Park, Sunny Sun Tran joined the community for a celebration featuring entertainment, family activities and the opening of the park's new playground. Sunny participated alongside other local mascots, helping welcome residents back to this important neighborhood space. Participating in events like these allows Sun Tran to build connections with residents outside the transit environment.

Community engagement continued at the Quincie Douglas Center, where Sun On Demand participated in a Trunk-or-Treat celebration. Because the center is located within a Sun On Demand service zone, the event provided an opportunity to introduce families to transportation options available in their neighborhood. Through talks with attendees, Sun On Demand encouraged residents to explore how on-demand transit can support their travels.

Sun Tran also connected with resident at Tucson's Cyclovia event, which temporarily transforms public streets into spaces for walking, biking, rolling and other forms of active transportation. At the Sun Tran booth, attendees learned how public transportation can complement bicycling and explored how to use the bike racks available on all Sun Tran buses. Participants also took part in a friendly challenge to see how quickly they could load a bicycle onto the bike rack. Events like Cyclovia demonstrate how transit and active transportation can work together, providing residents with greater flexibility. .

Supporting mobility and independence was also a focus of Sun Van's participation in the White Cane Day event hosted by the Tucson School for the Blind. The event celebrated accessibility, inclusion, and the accomplishments of individuals who are blind or visually impaired. Sun Van shared information about available transportation services and explained the eligibility process, helping attendees better understand the resources available to them.



Cyclovia Event

Sun Tran continued its outreach to students by participating in a tabling event at Pima Community College Northwest campus. During the event, staff provided information about available transit routes; answered transportation related questions and helped students identify travel options for getting to and from campus. By engaging directly with students, Sun Tran helps increase awareness of transit services and provides resources that make navigating public

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Performance Indicators – Sun Tran

	System Indicator	Current Month	Prior Year	FY27 YTD	FY26 YTD
1	Ridership	1,390,164	1,439,149	5,257,154	5,526,562
2	Passenger per Revenue Mile	2.25	2.17	2.17	2.24
3	Passenger per Revenue Hour	25.78	26.26	25.13	26.94
4	Cost per Passenger	$ 3.74	$ 4.59	$ 4.72	4.28
5	Cost per Revenue Mile	$ 8.44	$ 9.96	$ 10.26	9.57
6	Cost per Revenue Hour	$ 96.49	$ 120.56	$ 118.77	115.37
7	Miles Between Road Calls	14,338	18,941	17,186	16,122
8	Miles Between Bus Inspections	6,071	5,855	6,117	5,827
9	Vehicle Accidents per 100,000 Miles		0.27	0.04	0.14
10	Complaints per 100,000 Passengers	18.99	18.76	21.70	21.64
11	Vehicles Operated in Maximum Service	146	145	146	145

System Summary - Sun Tran

Month to Date 2026	October Current	October Prior Year	Variance Amount	Variance Percent	October Budget	Variance Amount	Variance Percent
RIDERSHIP							
Weekday	1,159,532	1,237,197	$ (77,665)	-6.3%	1,198,878	39,346	3.3%
Saturday	141,560	115,096	26,464	23.0%	217,978	76,418	35.1%
Sunday	89,072	86,856	2,216	2.6%	217,978	128,906	59.1%
Holiday	0	0	0	0.0%	0	0	0.0%
Total Route Passengers	1,390,164	1,439,149	(48,985)	-3.4%	1,634,834	244,670	15.0%
Expenses							
Total Expenses	$ 5,203,575	$ 6,605,891	1,402,317	21.2%	$ 6,293,086	$ 1,089,511	17.3%
Miles							
Revenue Miles	616,550	662,941	(46,391)	-7.0%	618,707	2,157	0.3%
Deadhead Miles	75,872	72,637	3,235	4.5%	75,872	0	0.0%
Total Service Miles	692,422	735,578	(43,156)	-5.9%	694,579	2,157	0.3%
Non-Route Miles	19,178	3,054	16,124	528.0%	7,325	(11,853)	-161.8%
Total Miles	711,600	738,632	(27,032)	-3.7%	701,904	(9,696)	-1.4%
Revenue Hours	53,931	54,794	(863)	-1.6%	53,931	(0)	0.0%
Service Hours	57,624	57,374	250	0.4%	58,991	1,367	2.3%

Year to Date	October YTD Current	October YTD Prior Year	Variance Amount	Variance Percent	October YTD Budget	Variance Amount	Variance Percent
Ridership							
Weekday	4,343,709	4,627,632	(283,923)	-6.1%	4,247,954	(95,755)	-2.3%
Saturday	484,447	477,351	7,096	1.5%	5,089,091	4,604,644	90.5%
Sunday	373,356	372,216	1,140	0.3%	5,930,227	5,556,871	93.7%
Holiday	55,642	49,363	6,279	12.7%	6,023,096	5,967,454	99.1%
Total Route Passengers	5,257,154	5,526,562	(269,408)	-4.9%	21,290,367	16,033,213	75.3%
Expenses							
Total Expenses	$ 24,839,746	$ 23,678,064	$ (1,161,682)	-4.9%	26,395,677	1,555,931	5.9%
Miles							
Revenue Miles	2,421,905	2,475,809	(53,904)	-2.2%	5,201,164	2,779,259	53.4%
Deadhead Miles	290,833	274,073	16,759	6.1%	5,495,103	5,204,270	94.7%
Total Service Miles	2,712,738	2,749,882	(37,144)	-1.4%	10,696,267	7,983,529	74.6%
Non-Route Miles	77,682	98,746	(21,064)	-21.3%	5,524,403	5,446,721	98.6%
Total Miles	2,790,420	2,848,628	(58,208)	-2.0%	16,220,670	13,430,250	82.8%
Revenue Hours	209,139	205,362	3,777	1.8%	442,032	232,893	52.7%
Service Hours	222,954	217,428	5,526	2.5%	3,227,715	3,004,762	93.1%

Route Ridership – Sun Tran

	FIXED ROUTE	Ridership				
		Weekdays	Saturdays	Sundays	Holiday	Totals
1	GLENN/SWAN	31,372	3,220	2,464		37,056
2	TUCSON MARKETPLACE	28,116	4,965	1,432		34,513
3	6TH STREET / WILMOT	49,060	3,910	2,532		55,502
4	SPEEDWAY	77,638	10,040	6,232		93,910
5	PIMA STREET / WEST SPEEDWAY	26,950	2,565	1,620		31,135
6	EUCLID/ NORTH FIRST AVENUE	49,676	7,460	3,392		60,528
7	22ND STREET	53,284	5,830	3,580		62,694
8	BROADWAY	93,786	14,615	9,844		118,245
9	GRANT ROAD	59,202	6,460	4,500		70,162
10	RUTHRAUFF	32,912	3,115	2,128		38,155
11	ALVERNON/AJO	95,854	10,740	6,796		113,390
12	10TH / 12TH AVENUE	37,928	4,495	2,568		44,991
15	CAMPBELL AVENUE	25,344	2,370	1,756		29,470
16	ORACLE / S. 6TH AVE	121,902	17,245	11,660		150,807
17	COUNTRY CLUB / 29TH STREET	76,472	8,355	5,748		90,575
19	STONE	22,704	4,170	1,932		28,806
21	WEST CONGRESS / SILVERBELL	13,090	2,305	1,556		16,951
23	MISSION ROAD	32,472	3,500	2,256		38,228
25	S. PARK AVENUE	34,870	5,175	2,412		42,457
26	BENSON HIGHWAY	21,186	2,145	1,644		24,975
27	MIDVALE PARK	22,462	2,860	2,020		27,342
29	PASCUA YAQUI/BANNER UMC SOUTH	45,144	4,770	3,528		53,442
34	CRAYCROFT / FT LOWELL	58,608	5,885	3,896		68,389
37	PANTANO	14,762	1,730	1,280		17,772
61	LA CHOLLA	11,352	1,305	832		13,489
62	INA RD.	18,854	2,330	1,464		22,648
	TOTAL FIXED ROUTE	1,155,000	141,560	89,072		1,385,632
	EXPRESS ROUTE					
101X	GOLF LINKS-DOWNTOWN EXPRESS	594				594
103X	NORTHWEST-UA-DOWNTOWN EXPRESS	440				440
105X	FOOTHILLS-DOWNTOWN EXPRESS	550				550
107X	ORO VALLEY/DOWNTOWN EXPRESS	286				286
109X	CATALINA HWY-DOWNTOWN EXPRESS	308				308
110X	RITA RANCH/DOWNTOWN EXPRESS	572				572
124X	NORTHWEST/DOWNTOWN EXPRESS	440				440
203X	ORO VALLEY/AEROPARK EXPRESS	572				572
204X	NW / AEROPARK EXPRESS	770				770
	TOTAL EXPRESS ROUTE	4,532				4,532
	TOTALS	1,159,532	141,560	89,072		1,390,164

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	26.0	2.1	25.0	25.3	1.8	21.5	24.5	1.7	20.5			
2	TUCSON MARKETPLACE	30.6	2.4	21.7	49.5	3.5	31.0	20.1	1.5	12.8			
3	6TH STREET / WILMOT	28.9	2.0	36.6	19.3	1.3	24.5	19.4	1.3	24.4			
4	SPEEDWAY	33.7	2.3	28.5	36.8	2.5	30.9	29.6	2.1	25.1			
5	PIMA STREET / WEST SPEEDWAY	28.6	1.9	24.0	26.1	1.5	19.0	20.6	1.2	15.0			
6	EUCLID/ NORTH FIRST AVENUE	53.1	4.2	26.6	52.8	4.1	26.2	57.0	4.5	28.3			
7	22ND STREET	37.2	2.0	28.8	52.2	2.7	38.9	45.8	2.4	34.4			
8	BROADWAY	43.2	2.9	35.2	45.6	2.8	34.0	37.9	2.5	30.0			
9	GRANT ROAD	31.1	2.1	41.4	33.9	2.0	40.4	32.2	1.9	38.8			
10	RUTHRAUFF	42.0	2.8	24.5	37.1	2.4	20.8	33.6	2.1	19.0			
11	ALVERNON/AJO	41.1	2.8	35.4	47.6	2.9	37.0	37.7	2.3	29.3			
12	10TH / 12TH AVENUE	35.1	2.6	55.6	36.0	2.6	56.2	29.6	2.1	45.9			
15	CAMPBELL AVENUE	26.4	1.7	19.5	22.7	1.3	15.8	24.5	1.4	16.9			
16	ORACLE / S. 6TH AVE	49.5	4.5	46.2	39.4	3.2	33.5	41.6	3.4	35.6			
17	COUNTRY CLUB / 29TH STREET	35.6	2.2	54.3	38.0	2.3	55.7	37.5	2.2	55.3			
19	STONE	44.5	3.4	16.9	44.3	3.4	16.7	46.8	3.5	17.3			
21	WEST CONGRESS / SILVERBELL	25.8	1.9	10.4	21.4	1.4	7.7	19.9	1.3	7.2			
23	MISSION ROAD	30.0	2.1	23.8	32.4	2.2	25.0	25.2	1.7	19.5			
25	S. PARK AVENUE	37.3	2.6	24.4	27.4	1.8	16.7	33.0	2.1	20.1			
26	BENSON HIGHWAY	26.8	1.4	16.1	23.0	1.2	13.4	23.4	1.2	13.7			
27	MIDVALE PARK	25.8	1.4	16.5	29.3	1.5	17.9	27.5	1.4	16.9			
29	PASCUA YAQUI/BANNER UMC SOUTH	20.8	1.4	24.2	25.0	1.6	28.1	26.7	1.7	30.4			
34	CRAYCROFT / FT LOWELL	34.3	2.4	30.6	45.6	3.1	39.3	43.0	2.9	37.5			
37	PANTANO	19.1	1.1	11.8	17.4	1.0	10.5	16.7	1.0	10.0			
61	LA CHOLLA	20.5	1.1	9.2	21.2	1.2	9.3	18.1	1.0	8.0			
62	INA RD.	29.4	1.6	13.6	37.5	1.9	16.1	29.5	1.5	12.6			
	AVERAGE TOTAL	**33.7**	**2.3**	**27.4**	**35.5**	**2.3**	**25.9**	**31.3**	**2.0**	**23.8**			
	EXPRESS ROUTE												
101X	GOLF LINKS-DOWNTOWN EXPRESS	11.4	0.5	6.8									
103X	NORTHWEST-UA-DOWNTOWN EXPRESS	8.8	0.6	10.0									
105X	FOOTHILLS-DOWNTOWN EXPRESS	13.5	0.8	12.5									
107X	ORO VALLEY/DOWNTOWN EXPRESS	4.1	0.2	3.3									
109X	CATALINA HWY-DOWNTOWN EXPRESS	8.8	0.5	7.0									
110X	RITA RANCH/DOWNTOWN EXPRESS	9.0	0.4	6.5									
124X	NORTHWEST/DOWNTOWN EXPRESS	6.7	0.3	6.7									
203X	ORO VALLEY/AEROPARK EXPRESS	5.0	0.2	6.5									
204X	NW / AEROPARK EXPRESS	6.5	0.2	5.8									
	AVERAGE TOTAL	**7.4**	**0.3**	**6.7**									

Expenses – Sun Tran

Month to Date	October		Variance		October	Variance	
2026	Current	Prior Year	Amount	Percent	Budget	Amount	Percent
OPERATOR WAGES	$ 1,556,495	$ 2,547,730	$ 991,235	38.9%	2,207,992	651,496	29.5%
MAINTENANCE WAGES	333,432	547,394	213,961	39.1%	512,533	179,101	34.9%
SALARIES	464,590	679,727	215,136	31.7%	650,483	185,893	28.6%
FRINGE BENEFITS	825,263	1,229,493	404,230	32.9%	1,109,250	283,987	25.6%
SERVICES	844,411	390,834	(453,577)	-116.1%	619,583	(224,828)	-36.3%
UTILITIES	85,393	79,431	(5,962)	-7.5%	93,458	8,065	8.6%
VEHICLE MAINTENANCE	370,321	640,035	269,714	42.1%	428,333	58,012	13.5%
MATERIALS AND SUPPLIES	76,682	32,583	(44,100)	-135.3%	66,975	(9,707)	-14.5%
CNG FUEL	144,271	127,661			225,378		0.0%
DIESEL FUEL	86,826	185,769	98,943	53.3%	45,349	(41,477)	-91.5%
UNLEADED FUEL	23,045	10,526	(12,520)		14,167	(8,879)	-62.7%
ELECTRICITY FUEL	18,904	8,440	(10,463)	-124.0%	13,750	(5,154)	-37.5%
CAPITAL OUTLAY	22,244	0			0		0.0%
INSURANCE	148,093	110,732	(37,362)		108,333	(39,760)	-36.7%
LABOR CREDITS/EXP TRANSFERS	203,604	15,538	(188,066)		197,500	(6,104)	-3.1%
Total Expenses	**$ 5,203,575**	**$ 6,605,891**	**$ 1,441,170**	**21.8%**	**6,293,086**	**1,089,511**	**17.3%**
							0.00

Year to Date	October YTD		Variance		Annual	Budget Balance	
	Current Year	Prior Year	Amount	Percent	Budget	Amount	Percent
OPERATOR WAGES	$ 6,420,050	$ 8,223,071	$ 1,803,021	21.9%	$ 26,495,900	20,075,850	75.8%
MAINTENANCE WAGES	1,508,933	1,933,249	424,316	21.9%	6,150,400	4,641,467	75.5%
SALARIES	1,858,334	2,245,171	386,837	17.2%	7,805,800	5,947,466	76.2%
FRINGE BENEFITS	7,493,282	4,880,127	(2,613,155)	-53.5%	13,311,000	5,817,718	43.7%
SERVICES	2,521,935	2,308,765	(213,170)	-9.2%	7,435,000	4,913,065	66.1%
UTILITIES	358,464	325,268	(33,196)	-10.2%	1,121,500	763,036	68.0%
VEHICLE MAINTENANCE	1,655,956	1,831,050	175,094	9.6%	5,140,000	3,484,044	67.8%
MATERIALS AND SUPPLIES	233,380	215,515	(17,865)	-8.3%	803,700	570,320	71.0%
CNG FUEL	593,051	546,684	(46,366)	-8.5%	2,704,540	2,111,489	78.1%
DIESEL FUEL	639,260	591,010	(48,250)	-8.2%	544,190	(95,070)	-17.5%
UNLEADED FUEL	86,337	46,823	(39,515)	-84.4%	170,000	83,663	49.2%
ELECTRICITY FUEL	50,368	39,139	(11,229)	-28.7%	165,000	114,632	69.5%
CAPITAL OUTLAY	45,208	0	(45,208)		0	(45,208)	0.0%
INSURANCE	592,373	442,926	(149,447)		1,300,000	707,627	54.4%
LABOR CREDITS/EXP TRANSFERS	782,816	49,267	(733,549)		2,370,000	1,587,184	67.0%
Total Expenses	**$ 24,839,746**	**$ 23,678,064**	**$ (1,161,682)**	**-4.9%**	**$ 75,517,030**	**50,677,284**	**67.1%**

Month to Date FY2027	October Current	Prior Year	Variance Amount	Variance Percent	October Budget	Variance Amount	Variance Percent
Expenses							
Vehicle Maintenance	$ -	-	$ -	0.0%	-	-	0%
Services	634	634	(0)	0.0%	833	199	24%
Materials & Supplies	-	-	-	0.0%	-	-	0%
Electricity	18,904	8,440	(10,464)	-124.0%	13,750	(5,154)	-37%
Total Expenses	19,538	9,074	(10,464)	-115.3%	14,583	(4,954)	-34%
Miles							
Total Miles	49,943	21,210	(28,733)	-135%			
KWH	-	29,177	29,177	0%			

***NOTE: October KWH not reported by Maintenance due to reporting system outage. No resolution as of this report.**

Year to Date	October YTD Current	Prior Year	Variance Amount	Variance Percent	October YTD Budget	Variance Amount	Variance Percent
Expenses							
Vehicle Maintenance	$ -	-	$ -	0.0%	0	0	0%
Services	2,945	31,293	28,348	90.6%	10,000	7,055	71%
Materials & Supplies	-	-	-	0.0%	-	-	0%
Electricity	50,368	39,139	(11,229)	-28.7%	165,000	114,632	69%
Total Expenses	53,313	70,432	17,119	24.3%	175,000	121,687	70%
Miles							
Total Miles	131,719	84,399	(47,320)	-56%			
KWH	120,279	107,418	(12,861)	-12%			

***NOTE: YTD KWH not accurate due to reporting system outage as noted above.**

Performance Indicators – Sun Link

	System Indicator	Current Month	Prior Year	FY27 YTD	FY26 YTD
1.	Ridership	128,681	164,565	358,609	500,795
2.	Passengers per Revenue Mile	9.67	13.69	7.27	9.14
3.	Passengers per Revenue Hour	73.55	102.89	55.13	68.72
4.	Cost per Passenger	4.51	3.38	5.78	3.68
5.	Cost per Revenue Mile	43.62	46.22	42.05	33.66
6.	Cost per Revenue Hour	331.88	347.30	318.73	252.96
7.	Miles Between Streetcar Inspection	950.00	948.00	946.50	951.50
8.	Total Preventable Accidents per 100,000 Miles	-	-	-	1.79
9.	Total Complaints per 100,000 Passengers	0.78	0.61	0.28	0.20

System Summary – Sun Link

Month to Date		October		Variance		October	Variance	
	2026	Current	Prior Year	Amount	Percent	Budget	Amount	Percent
Ridership								
	WEEKDAYS	96,635	129,319	(32,684)	-25.3%	130,612	(33,977)	-26.0%
	SATURDAY	25,453	26,586	(1,133)	-4.3%	26,852	(1,399)	-5.2%
	SUNDAY	6,593	8,660	(2,067)	-23.9%	8,747	(2,154)	-24.6%
	HOLIDAY	-	-	0	0.0%	-	-	0.0%
Total Route Passengers		128,681	164,565	(35,884)	-21.8%	166,211	(37,530)	-22.6%
Expenses								
Total Expenses		$ 580,630	$ 555,499	$ 25,131	4.5%	$ 472,564	$ 108,066	22.9%
Miles								
Revenue Miles		13,312	12,018	1,294	10.8%	12,018	1,294	10.8%
Deadhead Miles		248	248	-	0.0%	248	-	0.0%
Total Service Miles		13,560	12,266	1,294	10.5%	12,266	1,294	10.5%
Revenue Hours		1,750	1,600	150	9.4%	1,600	150	9.4%
Service Hours		1,781	1,631	150	9.2%	1,631	150	9.2%

Year to Date		October		Variance YTD		October YTD	Variance YTD	
		Current	Prior Year	Amount	Percent	Budget	Amount	Percent
Ridership								
	WEEKDAYS	280,385	399,925	(119,540)	-29.9%	403,924	(123,539)	-30.6%
	SATURDAY	56,720	69,613	(12,893)	-18.5%	70,309	(13,589)	-19.3%
	SUNDAY	20,031	27,752	(7,721)	-27.8%	28,030	(7,999)	-28.5%
	HOLIDAY	1,473	3,505	(2,032)	-58.0%	3,540	(2,067)	-58.4%
Total Route Passengers		358,609	500,795	(142,186)	-28.4%	505,803	(147,194)	-29.1%
Expenses								
Total Expenses		$ 2,073,148	$ 1,843,456	$ 229,692	12.5%	$ 1,890,257	$ 182,891	9.7%
Miles								
Revenue Miles		49,306	54,773	(5,467)	-10.0%	54,773	(5,467)	-10.0%
Deadhead Miles		984	984	-	0.0%	984	-	0.0%
Total Service Miles		50,290	55,757	(5,467)	-9.8%	55,757	(5,467)	-9.8%
Revenue Hours		6,505	7,288	(783)	-10.7%	7,288	(783)	-10.7%
Service Hours		6,628	7,411	(783)	-10.6%	7,411	(783)	-10.6%

Month to Date 2026	October Current	Prior Year	Variance Amount	Percent	Monthly Budget	Variance Amount	Percent
OPERATOR WAGES	$ 56,955	$ 80,397	$ 23,442	29.2%	$ 88,048	$ 31,093	35.3%
MAINTENANCE WAGES	33,271	44,810	11,539	25.8%	53,550	20,279	37.9%
SALARIES	53,461	71,910	18,449	25.7%	87,425	33,964	38.8%
FRINGE BENEFITS	63,749	79,503	15,754	19.8%	74,758	11,009	14.7%
SERVICES	49,670	97,003	47,333	48.8%	72,313	22,642	31.3%
UTILITIES	15,743	3,037	(12,706)	-418.4%	15,642	(102)	-0.6%
VEHICLE MAINTENANCE	259,682	29,956	(229,726)	-766.9%	21,729	(237,953)	-1095.1%
MATERIALS AND SUPPLIES	1,588	39,696	38,108	96.0%	12,417	10,829	87.2%
FUEL-ELECTRICITY	18,446	11,630	(6,816)	-58.6%	16,683	(1,763)	-10.6%
CAPITAL OUTLAY	-	72,429	72,429	0.0%	1,667	1,667	100.0%
INSURANCE	28,064	25,128	(2,936)	-11.7%	28,333	269	0.9%
TOTAL EXPENSES	**$ 580,630**	**$ 555,499**	**$ (25,131)**	**-4.5%**	**$ 472,564**	**$ (108,066)**	**-22.9%**

Year to Date	October Current Year	Prior Year	Variance Amount	Percent	Annual Budget	Budget Variance Amount	Percent
OPERATOR WAGES	$ 214,497	$ 329,921	$ 115,423	35.0%	$ 1,056,570	$ 842,073	79.7%
MAINTENANCE WAGES	137,129	188,552	51,423	27.3%	642,600	505,471	78.7%
SALARIES	208,189	284,224	76,035	26.8%	1,049,100	840,911	80.2%
FRINGE BENEFITS	466,644	320,504	(146,140)	-45.6%	897,100	430,456	48.0%
SERVICES	348,673	280,312	(68,361)	-24.4%	867,750	519,077	59.8%
UTILITIES	64,104	74,690	10,586	14.2%	187,700	123,596	65.8%
VEHICLE MAINTENANCE	417,316	71,915	(345,401)	-480.3%	260,750	(156,566)	-60.0%
MATERIALS AND SUPPLIES	26,445	51,541	25,096	48.7%	149,000	122,555	82.3%
FUEL-ELECTRICITY	77,895	68,856	(9,039)	-13.1%	200,200	122,305	61.1%
CAPITAL OUTLAY	-	72,429	72,429	0.0%	20,000	20,000	100.0%
INSURANCE	112,257	100,514	(11,743)	-11.7%	340,000	227,743	67.0%
TOTAL EXPENSES	**$ 2,073,148**	**$ 1,843,456**	**$ (229,692)**	**-12.5%**	**$ 5,670,770**	**$ 3,597,622**	**63.4%**

Performance Indicators – Sun Van

	System Indicator	Current Month	Prior Year	FY27 YTD	FY26 YTD
1.	Ridership	51,745	47,935	198,785	186,452
2.	Demand	73,163	68,403	280,387	262,601
3.	Cancellations	16,334	15,533	61,756	58,751
4.	No-Shows	5,084	4,935	19,846	17,397
5.	Passengers per Revenue Hour	1.87	1.87	1.83	1.89
6.	Passengers per Service Hour	1.65	1.66	1.63	1.65
7.	Cost per Trip	$ 35.66	$ 47.36	$ 45.46	$ 44.32
8.	Vehicles Operated in Maximum Service	129	124	129	122
9.	Trip Time,Sun Tran	83.56%	75.34%	83.87%	85.02%
10.	Trip Time 110% + 5 Minutes	91.41%	82.77%	91.81%	92.04%
11.	Pick-Ups	81.35%	87.24%	84.01%	89.38%
12.	Pick-Ups Before Significantly Late	98.87%	99.47%	99.09%	99.53%

System Summary- Sun Van

Month to Date		October		Variance		October	Variance	
	2026 Current Year		Prior Year	Amount	Percent	Budget	Amount	Percent
Ridership								
Weekday		45,092	42,774	2,318	5.4%			
Saturday		3,720	2,671	1,049	39.3%			
Sunday		2,933	2,490	443	17.8%			
Holiday		0	0	0				
Total Passengers		51,745	47,935	3,810	7.9%			
Total Booked Passengers		73,163	68,403	4,760	7.0%	56,090	17,073	30.4%
Missed Trips		-	-	-	0.0%	-	-	0.0%
Cancellations		16,334	15,533	801	5.2%	12,710	3,624	28.5%
No Shows		5,084	4,935	149	3.0%	3,050	2,034	66.7%
Total Passengers		51,745	47,935	3,810	7.9%	39,740	12,005	30.2%
ADA Passengers		47,104	44,273	2,831	6.4%			
Optional ADA Passengers		4,641	3,662	979	26.7%			
Percentage of Optional		9.0%	7.6%					
Trips								
ADA Trips		43,225	41,010	2,215	5.4%			
Optional ADA Trips		4,230	3,385	845	25.0%			
Total Trips		47,455	44,395	3,060	6.9%	35,650	11,805	33.1%
Expenses								
Total Expenses		$ 1,692,107	$ 2,102,397	$ 410,290	19.5%	$ 2,167,901	$ (475,794)	-21.9%
Miles								
Revenue Miles		353,185	329,673	23,512	7.1%	291,897	61,288	21.0%
Deadhead Miles		56,073	55,524	549	1.0%	50,614	5,458	10.8%
Total Service Miles		409,257	385,197	24,060	6.2%	342,511	66,746	19.5%
Non-Route Miles		0	206	(206)	-100.0%	5,420	(5,420)	-100.0%
Total Miles		409,257	385,403	23,854	6.2%	347,932	61,326	17.6%
Revenue Hours		27,729	25,604	2,125	8.3%	21,086	6,642	31.5%
Service Hours		31,326	28,927	2,399	8.3%	24,282	7,044	29.0%

Year to Date	October YTD		Variance		October YTD	Variance	
2026	Current Year	Prior Year	Amount	Percent	Budget	Amount	Percent
Ridership							
Weekday	172,922	162,864	10058	6%			
Saturday	12,377	11,691	686	6%			
Sunday	12,364	10,867	1497	14%			
Holiday	1,122	1,030	92	9%			
Total Passengers	198,785	186,452	12,333	6.6%			
Total Booked Passengers	280,387	262,601	17,786	6.8%	213,560	66,827	31.3%
Missed Trips	-	1	(1)	-100.0%	-	-	0.0%
Cancellations	61,756	58,751	3,005	5.1%	48,400	13,356	27.6%
No Shows	19,846	17,397	2,449	14.1%	11,580	8,266	71.4%
Total Passengers	198,785	186,452	12,333	6.6%	153,580	45,205	29.4%
ADA Passengers	181,257	172,420	8,837	5.1%			
Optional ADA	17,528	14,032	3,496	24.9%			
Percentage of Optional	8.8%	7.5%					
Trips							
ADA Trips	166,473	159,534	6,939	4.3%			
Optional ADA Trips	16,073	12,892	3,181	24.7%			
Total Trips	182,546	172,426	10,120	5.9%	133,830	48,716	36.4%
Expenses							
Total Expenses	$ 8,297,675	$ 7,642,533	$ 655,143	8.6%	$ 26,014,810	$ (17,717,135)	-68.1%
Miles							
Revenue Miles	1,370,497	1,281,928	88,569	6.9%	998,800	371,697	37.2%
Deadhead Miles	221,209	221,412	(203)	-0.1%	182,500	38,709	21.2%
Total Service Miles	1,591,706	1,503,340	88,366	5.9%	1,181,300	410,406	34.7%
Non-Route Miles	-1,082	14,186	(15,268)	-107.6%	7,200	(8,282)	-115.0%
Total Miles	1,590,624	1,517,526	73,098	4.8%	1,188,500	402,124	33.8%
Revenue Hours	108,481	98,544	9,938	10.1%	70,530	37,951	53.8%
Service Hours	122,221	112,712	9,509	8.4%	80,380	41,841	52.1%

Expenses – Sun Van

Month to Date	October		Variance		Monthly	Variance	
2026	Current Year	Prior Year	Amount	Percent	Budget	Amount	Percent
OPERATOR WAGES	$ 629,779	$ 923,976	$ 294,197	31.8%	$ 962,867	$ 333,087	34.6%
OTHER BU WAGES	92,918	156,649	63,731	40.7%	136,875	43,957	32.1%
SALARIES	71,201	132,256	61,055	46.2%	124,592	53,391	42.9%
FRINGE BENEFITS	322,372	373,320	50,948	13.6%	422,242	99,870	23.7%
SERVICES	54,641	54,501	(140)	-0.3%	76,942	22,301	29.0%
CONTRACT VEHICLE MAINT.	212,099	182,129	(29,970)	-16.5%	162,083	(50,016)	-30.9%
UTILITIES	17,744	17,251	(493)	-2.9%	18,075	331	1.8%
MATERIALS AND SUPPLIES	18,511	15,931	(2,580)	-16.2%	9,725	(8,786)	-90.3%
UNLEADED FUEL	272,841	185,354	(87,487)	-47.2%	208,251	(64,590)	-31.0%
LIABILITY INSURANCE	-	61,029	61,029	0.0%	46,250	46,250	100.0%
TOTAL EXPENSES	**$ 1,692,107**	**$ 2,102,397**	**$ 410,290**	**19.5%**	**$ 2,167,901**	**$ 475,794**	**21.9%**

Year to Date	October YTD		Variance		YTD	Variance	
	Current Year	Prior Year	Amount	Percent	Budget	Amount	Percent
OPERATOR WAGES	$ 2,605,549	$ 3,116,038	$ 510,489	16.4%	$ 11,554,400	$ 8,948,851	77.4%
OTHER BU WAGES	411,860	520,501	108,641	20.9%	1,642,500	1,230,640	74.9%
SALARIES	300,432	473,156	172,724	36.5%	1,495,100	1,194,668	79.9%
FRINGE BENEFITS	2,580,597	1,468,173	(1,112,423)	-75.8%	5,066,900	2,486,303	49.1%
SERVICES	501,133	340,471	(160,662)	-47.2%	923,300	422,167	45.7%
CONTRACT VEHICLE MAINT.	847,267	758,026	(89,241)	-11.8%	1,945,000	1,097,733	56.4%
UTILITIES	65,062	64,926	(136)	-0.2%	216,900	151,838	70.0%
MATERIALS AND SUPPLIES	53,935	45,161	(8,774)	-19.4%	116,700	62,765	53.8%
UNLEADED FUEL	931,841	611,965	(319,876)	-52.3%	2,499,010	1,567,169	62.7%
LIABILITY INSURANCE	-	244,116	244,116	0.0%	555,000	555,000	100.0%
TOTAL EXPENSES	**$ 8,297,675**	**$ 7,642,533**	**$ (655,143)**	**-8.6%**	**$ 26,014,810**	**$ 17,717,135**	**68.1%**

System Summary- On Demand

Month to Date	October		Variance	
2026	Current Year	Prior Year	Amount	Percent
Ridership				
Weekday	2,643	2,107	536	25.4%
Saturday	365	217	148	68.2%
Sunday	221	270	(49)	-18.1%
Holiday	0	-	0	0.0%
Total Passengers	3,229	2,594	635	24.5%
Ridership				
Total Demand	4,989	3,964	1,025	25.9%
Missed Trips	-	-	-	0.0%
Cancellations	1,525	1,238	287	23.2%
No Shows	235	132	103	78.0%
Total Passengers	3,229	2,594	635	24.5%
Trips				
Total Trips	2,716	2,210	506	22.9%
Miles				
Revenue Miles	13,763	9,719	4,044	41.6%
Deadhead Miles	2,879	1,643	1,236	75.2%
Total Service Miles	16,643	11,362	5,281	46.5%
Non-Route Miles	0	443	(443)	-100.0%
Total Miles	16,643	11,805	4,838	41.0%
Revenue Hours	1,130	802	328	40.9%
Service Hours	1,366	972	395	40.6%

System Summary- On Demand

Year to Date	October YTD		Variance	
2026	Current Year	Prior Year	Amount	Percent
Ridership				
Weekday	9,788	8,488	1,300	15.3%
Saturday	1,130	1,015	115	11.3%
Sunday	862	859	3	0.3%
Holiday	78	112	(34)	-30.4%
Total Passengers	11,858	10,474	1,384	13.2%
Total Demand	18,015	15,746	2,269	14.4%
Missed Trips	-	-	-	0.0%
Cancellations	5,278	4,764	514	10.8%
No Shows	879	508	371	73.0%
Total Passengers	11,858	10,474	1,384	13.2%
Trips				
Total Trips	10,047	8,845	1,202	13.6%
Miles				
Revenue Miles	48,286	39,254	9,032	23.0%
Deadhead Miles	9,574	6,726	2,847	42.3%
Total Service Miles	57,859	45,980	11,879	25.8%
Non-Route Miles	1,544	(841)	2,385	-283.7%
Total Miles	59,404	45,139	14,264	31.6%
Revenue Hours	3,887	3,293	594	18.0%
Service Hours	4,759	3,904	855	21.9%

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

SUN TRAN CUSTOMER INFORMATION CENTER	
October 2026	
Total Calls/E-mails Received	372
Inquiries	38
Compliments	56
Complaints	264
Chargeable	59
Non-chargeable	202
Pending/Incomplete	17

SUN LINK CUSTOMER INFORMATION CENTER	
October 2026	
Total Calls/E-mails Received	13
Inquiries	11
Compliments	1
Complaints	1
Chargeable	0
Non-chargeable	1
Pending/Incomplete	0

SUN VAN CUSTOMER INFORMATION CENTER	
October 2026	
Total Calls/E-mails Received	79
Inquiries	1
Compliments	6
Complaints	72
Chargeable	38
Non-chargeable	34
Pending/Incomplete	0

ON DEMAND CUSTOMER INFORMATION CENTER	
October 2026	
Total Calls/E-mails Received	7
Inquiries	3
Compliments	0
Complaints	4
Chargeable	1
Non-chargeable	2
Pending/Incomplete	1

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 availbale 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.