

Monthly Operations Report February 2025

Fare Free Travel for ALL!

- Since **MARCH 2020** Sun Tran, Sun Link, Sun Van, Sun On Demand and Sun Shuttle services have been free

Sun On Demand: Curb-to-Curb Services

- Launched **NOVEMBER 2020**
- Service in 2 zones (West & South)
- 8 Sun on Demand vehicles
- Reservations or same day service

Transit Triumph: Celebrations & Awards

Celebrated Sun Link's 10th Anniversary

- All-day event and press conference **JULY 20, 2024**
- Launched July 25, 2014
- 3.7 million ridership in 2024

Sun Tran Bus Grant Award, \$11.38 Million!

- All **BUS STOPS** will receive new accessible signage.
- 80 bus stops will receive new bus shelters
- 2 **NEW** bus lifts for Sun Tran's Northeast Bus Maintenance Facility

South West Transit Association (SWTA) Spotlight Awards

- Awards in the following categories:
 - Best Media
 - Best Promotion

Celebrating Sun Tran's 50th Anniversary!

- Sun Tran was established in 1975
- 50th anniversary all year long!
- FUN** events beginning in 2025
- Scan the QR Code to view the history of Tucson transit and Sun Tran.

24/7 Accessibility: Transportation Solutions for All Needs

- 24/7 Accessibility: Transportation Solutions for All Needs
- All Link stations and 23 stops are ADA accessible
- All buses are equipped for mobility devices
- Buses are equipped with:
 - Wheelchair (111) Automatic Mobility Device Securement System
 - Sun Van Features:
 - Wheelchair based system by calling or using Sun Van Protocol app
 - Priority seats, stroller area and access up to 4' x 4' curb-free outside city limits
 - 1200 Sun Van vehicles

Stay in the Loop: Join us on Social Media!

OVERVIEW

- 223 fixed routes
- 122 fast commuter transportation routes
- 10 routes service every 20 minutes or less!
- Daily service in Tucson, South Tucson, Talavera O'Callahan Nation, Patagonia Yagui Tribe and Pima County.
- 2,287 bus stops
- 51+ thousand daily riders

Green Transit: Eco-Friendly Vehicles Reducing Carbon Footprint

Cleaner Burning Fleets

- 126 buses use Compressed Natural Gas (CNG)
- Awarded **\$21 MILLION** in CNG
- A new Compressed Natural Gas (CNG) is 39 CNG added to fleet
- 10 electric buses
- All electric tractor system
- Sunny Solutions
- 150+ bus shelters utilize solar

sun tran **sun shuttle** **SUN LINK**



February 2025 Highlights

Sun Tran Hosts 2025 SWTA Annual Conference and Expo

Sun Tran had the honor of serving as the host for the 2025 South West Transit Association (SWTA) Conference and Expo, from February 18 to 21. With over 500 attendees, the event featured a variety of educational sessions covering planning, leadership, marketing, operations, safety and security, tribal transit, and technology. As part of the conference, about 60 attendees toured Sun Tran's Northwest Facility to gain insight into transit operations in Tucson. Sun Tran General Manager Mikel Oglesby opened the general session and led a discussion on deploying alternative fuels and fleet electrification.



Safety Director Will Heath shared insights on installing operator dashcams to reduce liability, while Sun Van's Dispatch and Scheduling Manager Stephanie Ramirez presented on optimizing on-demand transit. Director of Service Planning and Development Davita Mueller explored transit in university communities and collaborated with Bus Stop Program Coordinator Mackenzi Wintermoyer on a session about heat-resilient bus stops. Marketing Director Cindy Glysson provided strategies for cost-conscious marketing. The conference was a valuable opportunity to display Sun Tran and Sun Van's leadership in public transit and engage with industry professionals from across the region.

February 2025 Highlights

February Transit Service Changes!

On February 23, Sun Tran, Sun Express, and Sun Shuttle implemented new schedules and route modifications. Major changes included route adjustments, new stops, and revised service hours. All Sun Tran and Sun Express routes experienced schedule updates, with significant route changes to Routes 3, 7, 11, 37, and 50. Several Sun Shuttle routes—401, 412, 413, 421X, 430, and 450—also had modifications, while Sahuarita/Green Valley Dial-a-Ride and Ajo Dial-a-Ride saw changes to their service hours. This edition of the Ride Guide is particularly special as it commemorates Sun Tran's 50th Anniversary, featuring a nostalgic cover showcasing generations of buses and a brief history of Sun Tran on page 49. Riders can view the updated schedules and access the new Ride Guide at SunTran.com.

Samsara Training for Buses and Company Vehicles

On February 12, all Sun Tran employees, including operators and administrative staff, attended the Samsara Camera Safety Training in preparation for the implementation of the new dashcam safety program. This program is designed to enhance the safety of employees, passengers, and the public by providing real-time feedback and monitoring. These cameras will be installed in all buses and company vehicles, serving as a valuable tool to support safe driving practices and improve overall transit safety. The dash cams will issue an audible “nudge” to alert drivers of unsafe behaviors such as unsafe following distances, inattentive driving, harsh braking, and improper seatbelt use. This program a key benefit in assisting employees with the safe performance of their duties.



February 2025 Highlights

Learn to Ride Sessions!

This month, Sun Tran hosted two successful Learn to Ride sessions, providing valuable transit education to the community. The first session took place at Sentinel House, where seniors had the opportunity to learn about the Sun Link streetcar, Sun Van paratransit, and our micro transit service, Sun On Demand. Attendees received a presentation by Sun Tran staff to help them navigate these services confidently and independently. Additionally, Sun Tran held its monthly Learn to Ride session at its northwest facility, open to the public, where participants gained insight into trip planning and accessibility features across our transit system. These sessions continue to foster confidence among new riders and promote greater access to public transportation. To attend one of Sun Tran's learn to ride sessions visit [Suntran.com!](https://www.suntran.com)

Enhancing Paratransit Operations with Trapeze PASS Training

In February, staff from Transportation Management & Design (TMD) visited Sun Van to provide enhanced training on the Trapeze PASS software, which is integral to daily paratransit operations. PASS is used by Reservations staff to create trip bookings for passengers and by Dispatch staff to monitor and adjust routes in real-time on the day of service. The software also integrates with Drivermate, a Trapeze product installed on operator tablets, allowing dispatchers to send route updates directly to drivers. This training helped staff maximize the software's capabilities, improving efficiency and service for Sun Van riders.

Valentine Cards on Board!

Sun Tran spread some love this Valentine's Day by handing out specially designed Valentine cards to operators as a token of appreciation for their dedication and hard work. In addition, surprise Valentine cards were placed on buses for riders to find, adding a touch of joy to their commute. Each card featured fun, transit-themed messages and was made with love, creating a heartfelt way to celebrate the day and show appreciation for both operators and passengers.



February 2025 Highlights

Michelle Hill Promoted to Sun Tran's Operations Coordinator

Michelle Hill has dedicated her career to the transportation industry, with decades of experience as both a driver and in supervisory roles. Michelle attended the University of Arizona before fully immersing herself in the transit industry. She joined Sun Tran in 2009 as a driver, later advancing to a supervisory role, and now serves as the new Operations Coordinator. Out of the office, Michelle enjoys traveling back home to Alaska for fishing adventures. Congratulations Michelle on your promotion!



Sun Tran Engages Job Seekers at Pima County Job Fair

Sun Tran participated in the Pima County Job Fair on February 27, where Pima County partnered with employers in education and the public sector to connect job seekers with opportunities. With over 300 attendees, the Sun Tran provided on-site applications, and staff were available to answer questions and engage with potential applicants interested in transit careers.

February New Hires & Promotions

Sun Tran

New Hires- 16

- **Coach Operator- 11**
- **Service Island Attendant- 2**
- **Supervisor/Dispatch - 2**
- **Bus Stop Maintenance - 1**

Promotions- 8

- **Student to Coach Operator - 7**
- **Superivos/Dispatch to Operations Coordinator - 1**

Sun Van

New Hires- 8

- **Van Operator Trainee - 6**
- **Resevationist - 1**
- **Dispatcher - 1**

Promotions- 6

- **Van Operator Trainee to Full Time Van Operator**

Sun Link

New Hires- 1

- **Streetcar Operator - 1**

STATS

sun tran **+5.9%**
Year to Year Ridership

February 2024 - 1,274,042

February 2025 - 1,351,624

SUN LINK **+1.3%**
Year to Year Ridership

February 2024 - 170,309

February 2025 - 172,512

sun van **+1.6%**
Year to Year Ridership

February 2024 - 42,114

February 2025 - 42,792

ON DEMAND **-26.3%**
Year to Year Ridership

February 2024 - 2,441

February 2025 - 1,873



85.87%
On time performance

Passangers per Hour:
29.24

16
Customer Compliments

84%
On time performance

Passangers per Revenue Hour:
 95.10

83.29%
On time performance

Passangers per Revenue Hour:
 1.93

81.68%
On time performance

Trips Booked through App:
 64.39%

February 2025 All-Stars



Gayla D. Horton-Archer, Coach

“She is doing a wonderful job. She remembers passengers names and is very pleasant to be around.”



Francisco Saenz, Coach Operator

“Our driver on the 109X in the morning is my absolute favorite person! He is so kind and I feel comfortable with him to get my kiddo to school on time. Thanks!”



Betty M. Marrufo, Customer

“I was very angry when I started the call but after she listened and spoke to me she calmed me down. Thank you!”



Mark T. Frauenfeld, Coach Operator

“He is very nice and I appreciated that he announced all the stops. He is one of the best drivers.”



R. Baldenegro, Sun Van Driver

“She went above and beyond in assisting me. She has excellent customer service!”



E. Felix, Sun Van Driver

“I got my mobility device stuck and they helped me to get going again. I appreciate you!”

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System Indicator		Current Month	Prior Year	FY25 YTD	FY24 YTD
1	Ridership	1,351,624	1,274,042	11,223,233	10,475,250
2	Passenger per Revenue Mile	2.38	2.15	2.31	2.14
3	Passenger per Revenue Hour	29.24	26.68	28.50	26.49
4	Cost per Passenger	4.08	4.43	4.06	4.11
5	Cost per Revenue Mile	9.70	9.54	9.36	8.82
6	Cost per Revenue Hour	119.24	118.16	115.62	108.90
7	Miles Between Road Calls	20,283	18,491	18,487	18,126
8	Miles Between Bus Inspections	6,055	6,264	6,025	6,097
9	Vehicle Accidents per 100,000 Miles	0.31	0.45	0.67	0.65
10	Complaints per 100,000 Passengers	25.30	18.29	20.72	17.72
11	Vehicles Operated in Maximum Service	143	144	143	147

System Summary - Sun Tran

Month to Date	February		Variance		February		Variance	
	2025	Current	Prior Year	Amount	Percent	Budget	Amount	Percent

RIDERSHIP

Weekday	1,152,700	1,130,094	\$ 22,606	2.0%	920,695	(232,005)	-25.2%
Saturday	111,112	108,396	2,716	2.5%	177,509	66,397	37.4%
Sunday	87,812	35,552	52,260	147.0%	177,509	89,697	50.5%
Holiday	0	0	0	0.0%	0	0	0.0%
Total Route Passengers	1,351,624	1,274,042	77,582	6.1%	1,275,714	(75,910)	-6.0%

Expenses

Total Expenses	\$ 5,511,064	\$ 5,642,531	(131,467)	2.3%	\$ 5,568,033	\$ 56,969	1.0%
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Miles

Revenue Miles	567,911	591,718	(23,807)	-4.0%	568,000	89	0.0%
Deadhead Miles	62,248	64,931	(2,683)	-4.1%	99,811	37,563	37.6%
Total Service Miles	630,160	656,649	(26,490)	-4.0%	667,811	37,651	5.6%
Non-Route Miles	11,912	16,846	(4,933)	-29.3%	7,325	(4,587)	-62.6%
Total Miles	642,072	673,495	(31,423)	-4.7%	675,136	33,064	4.9%

Revenue Hours

46,219	47,755	(1,536)	-3.2%	46,000	(219)	-0.5%
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Service Hours

49,321	50,981	(1,660)	-3.3%	49,000	(321)	-0.7%
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Year to Date	February YTD		Variance		February YTD		Variance	
	Current	Prior Year	Amount	Percent	Budget	Amount	Percent	

RIDERSHIP

Weekday	9,430,096	8,798,889	631,207	7.2%	7,473,355	(1,956,741)	-26%
Saturday	972,885	971,048	1,837	0.2%	1,495,024	522,139	35%
Sunday	721,920	615,318	106,602	17.3%	1,492,876	770,956	52%
Holiday	98,332	89,995	8,337	9.3%	216,148	117,816	55%
Total Route Passengers	11,223,233	10,475,250	747,983	7.1%	10,677,402	(545,831)	-5%

Expenses

Total Expenses	\$ 45,525,066	\$ 43,070,580	\$ 2,454,487	5.7%	44,544,267	21,291,334	32%
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Miles

Revenue Miles	4,865,552	4,883,867	(18,316)	-0.4%	4,828,000	(37,552)	-1%
Deadhead Miles	529,860	542,329	(12,469)	-2.3%	798,488	268,628	34%
Total Service Miles	5,395,412	5,426,196	(30,784)	-0.6%	5,626,488	231,076	4%
Non-Route Miles	113,716	138,468	(24,752)	-17.9%	58,600	(55,116)	-94%
Total Miles	5,509,128	5,564,664	(55,536)	-1.0%	5,685,088	175,960	3%

Revenue Hours

393,757	395,509	(1,752)	-0.4%	393,000	(757)	0%
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Service Hours

420,177	422,370	(2,193)	-0.5%	417,000	(3,177)	-1%
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FIXED ROUTE		Ridership				
		Weekdays	Saturdays	Sundays	Holiday	Totals
1	GLENN/SWAN	34,420	1,020	1,640		37,080
2	CHERRYBELL	27,320	2,244	1,520		31,084
3	6TH STREET / WILMOT	50,780		2,676		53,456
4	SPEEDWAY	89,180	10,804	7,644		107,628
5	PIMA STREET / WEST SPEEDWAY	23,800		1,032		24,832
6	EUCLID/ NORTH FIRST AVENUE	48,520	5,832	3,208		57,560
7	22ND STREET	54,320	5,008	3,488		62,816
8	BROADWAY	93,660	12,424	9,312		115,396
9	GRANT ROAD	48,920	3,100	2,896		54,916
10	FLOWING WELLS	28,140	2,656	2,248		33,044
11	ALVERNON	91,860	8,908	6,640		107,408
12	10TH / 12TH AVENUE	32,080	3,116	3,012		38,208
15	CAMPBELL AVENUE	23,420	1,968	1,552		26,940
16	ORACLE / INA	77,620	10,816	7,732		96,168
17	COUNTRY CLUB / 29TH STREET	71,020	5,740	4,992		81,752
18	S. 6TH AVENUE	81,940	8,904	7,508		98,352
19	STONE	23,060	2,816	1,888		27,764
21	WEST CONGRESS / SILVERBELL	9,140	1,660	1,212		12,012
22	GRANDE	4,720	496	376		5,592
23	MISSION ROAD	32,380	3,160	2,228		37,768
24	12TH AVENUE	15,980	1,560	1,396		18,936
25	S. PARK AVENUE	38,680	4,072	2,844		45,596
26	BENSON HIGHWAY	18,760	2,080	1,828		22,668
27	MIDVALE PARK	16,000	2,148	1,368		19,516
29	VALENCIA	26,880	3,120	2,128		32,128
34	CRAYCROFT / FT LOWELL	51,320	4,592	3,336		59,248
37	PANTANO	14,880	1,280	984		17,144
50	AJO	7,820	688	440		8,948
61	LA CHOLLA	9,840	900	684		11,424
TOTAL FIXED ROUTE		1,146,460	111,112	87,812		1,345,384
EXPRESS ROUTE						
101X	GOLF LINKS EXPRESS	900				900
102X	INA ROAD EXPRESS	460				460
103X	OLDFATHER EXPRESS	500				500
104X	MARANA EXPRESS	160				160
105X	SUNRISE EXPRESS	440				440
107X	ORO VALLEY/DOWNTOWN EXPRESS	480				480
108X	BROADWAY EXPRESS	460				460
109X	TANQUE VERDE EXPRESS	240				240
110X	RITA RANCH/DOWNTOWN EXPRESS	440				440
201X	SPEEDWAY/AEROPARK EXPRESS	900				900
203X	ORO VALLEY/AEROPARK EXPRESS	600				600
204X	NW / AEROPARK EXPRESS	660				660
TOTAL EXPRESS ROUTE		6,240				6,240
TOTAL S		1,152,700	111,112	87,812		1,351,624

FIXED ROUTE	WEEKDAY PRODUCTIVITY			SATURDAY PRODUCTIVITY			SUNDAY PRODUCTIVITY			HOLIDAY PRODUCTIVITY		
	Passenger Per Hour	Passenger Per Mile	Passenger Per Trip	Passenger Per Hour	Passenger Per Mile	Passenger Per Trip	Passenger Per Hour	Passenger Per Mile	Passenger Per Trip	Passenger Per Hour	Passenger Per Mile	Passenger Per Trip
1 GLENN/SWAN	32	2	29	10	1	9	18	1	16			
2 CHERRYBELL	39	3	23	23	2	20	20	1	18			
3 6TH STREET / WILMOT	43	3	37	0	0	0	20	1	26			
4 SPEEDWAY	42	3	17	47	3	44	39	3	36			
5 PIMA STREET / WEST SPEEDWAY	25	2	19	0	0	0	14	1	10			
6 EUCLID/ NORTH FIRST AVENUE	45	3	33	51	4	25	59	5	30			
7 22ND STREET	37	2	55	54	3	42	45	2	34			
8 BROADWAY	86	10	32	42	3	29	39	3	29			
9 GRANT ROAD	48	4	18	33	2	26	36	2	20			
10 FLOWING WELLS	27	2	23	40	3	22	36	2	29			
11 ALVERNON	19	2	8	45	3	37	37	3	14			
12 10TH / 12TH AVENUE	18	1	4	37	3	14	22	1	15			
15 CAMPBELL AVENUE	31	2	25	24	1	16	43	3	26			
16 ORACLE / INA	44	3	27	52	3	29	33	2	48			
17 COUNTRY CLUB / 29TH STREET	36	3	29	32	2	48	67	5	24			
18 S. 6TH AVENUE	28	2	15	61	5	21	44	3	17			
19 STONE	22	1	13	40	3	14	16	1	6			
21 WEST CONGRESS / SILVERBELL	29	2	22	21	1	7	16	1	3			
22 GRANDE	33	2	41	20	1	4	29	2	22			
23 MISSION ROAD	34	2	30	37	3	28	46	3	27			
24 12TH AVENUE	22	1	14	45	3	26	32	2	25			
25 S. PARK AVENUE	39	3	36	28	2	17	34	2	18			
26 BENSON HIGHWAY	27	2	23	34	2	16	22	1	13			
27 MIDVALE PARK	30	2	7	29	2	19	25	2	19			
29 VALENCIA	51	4	25	33	2	25	37	3	32			
34 CRAYCROFT / FT LOWELL	20	1	9	42	3	38	13	1	8			
37 PANTANO	41	2	32	17	1	10	28	2	5			
50 AJO	47	3	37	36	2	6	15	1	7			
61 LA CHOLLA	30	2	26	20	1	8	33	2	27			
AVERAGE TOTAL	37	3	27	38	2	24	33	2	22			
EXPRESS ROUTE												
101X GOLF LINKS EXPRESS	19	1	11									
102X INA ROAD EXPRESS	11	1	12									
103X OLDFATHER EXPRESS	11	1	13									
104X MARANA EXPRESS	8	0	4									
105X SUNRISE EXPRESS	12	1	11									
107X ORO VALLEY/DOWNTOWN EXPRESS	8	0	6									
108X BROADWAY EXPRESS	18	1	12									
109X TANQUE VERDE EXPRESS	8	1	6									
110X RITA RANCH/DOWNTOWN EXPRESS	9	0	6									
201X SPEEDWAY/AEROPARK EXPRESS	9	0	11									
203X ORO VALLEY/AEROPARK EXPRESS	6	0	8									
204X NW / AEROPARK EXPRESS	6	0	6									
AVERAGE TOTAL	9	0	8									

Month to Date	February		Variance		Monthly		Variance					
	2025	Current	Prior Year	Amount	Percent	Budget	Amount	Percent				
OPERATOR WAGES	\$	1,724,193	\$	1,643,440	\$	80,752	-4.9%	\$	1,858,892	\$	134,699	-25%
MAINTENANCE WAGES		386,883		353,819		33,063	-9.3%		388,658		1,776	-45%
SALARIES		613,535		465,785		147,750	-31.7%		553,467		(60,068)	-36%
FRINGE BENEFITS		1,246,504		1,262,304		(15,800)	1.3%		938,817		(307,687)	-31%
SERVICES		607,746		672,244		(64,498)	9.6%		561,858		(45,888)	60%
UTILITIES		81,692		122,780		(41,088)	33.5%		90,750		9,058	4%
VEHICLE MAINTENANCE		421,893		596,320		(174,426)	29.3%		566,500		144,607	42%
MATERIALS AND SUPPLIES		79,830		99,790		(19,961)	20.0%		91,692		11,862	72%
CNG FUEL		132,376		140,148		(7,772)	5.5%		189,792		57,416	36%
DIESEL FUEL		87,753		165,356		(77,603)	46.9%		176,625		88,872	66%
UNLEADED FUEL		10,270		13,039		(2,769)	21.2%		12,875		2,605	9%
ELECTRICITY FUEL		10,884		0		10,884	0.0%		9,167		(1,717)	14%
CAPITAL OUTLAY		-		0		-	-		-		-	0%
INSURANCE		107,506		107,506		-	0.0%		128,942		21,435	17%
LABOR CREDITS/EXP TRANSFERS		-		0		-	-		-		-	0%
Total Expenses	\$	5,511,064	\$	5,642,531	\$	(131,467)	2.3%	\$	5,568,033	\$	56,969	1%

Year to Date	February YTD		Variance		Annual		Budget Balance				
	Current Year	Prior Year	Amount	Percent	Budget	Amount	Percent				
OPERATOR WAGES	\$	15,272,200	\$	14,868,002	\$	404,198	2.7%	\$	22,306,700	7,034,500	50%
MAINTENANCE WAGES		3,343,319		3,293,207		50,112	1.5%		4,663,900	1,320,581	49%
SALARIES		4,810,500		4,236,661		573,840	13.5%		6,641,600	1,831,100	47%
FRINGE BENEFITS		9,863,914		9,657,029		206,885	2.1%		11,265,800	1,401,886	33%
SERVICES		4,713,254		3,833,519		879,735	22.9%		6,742,300	2,029,046	42%
UTILITIES		708,620		722,707		(14,087)	-1.9%		1,089,000	380,380	53%
VEHICLE MAINTENANCE		3,294,574		2,797,628		496,946	17.8%		6,798,000	3,503,426	68%
MATERIALS AND SUPPLIES		491,417		443,130		48,287	10.9%		1,100,300	608,883	65%
CNG FUEL		1,048,728		938,037		110,692	11.8%		2,277,500	1,228,772	65%
DIESEL FUEL		826,017		1,119,407		(293,389)	-26.2%		2,119,500	1,293,483	71%
UNLEADED FUEL		103,509		101,225		2,285	2.3%		154,500	50,991	47%
ELECTRICITY FUEL		78,651		38,873		39,779	102.3%		110,000	31,349	47%
CAPITAL OUTLAY		22,263		153,326		(131,063)	-85.5%		-	(22,263)	-
INSURANCE		860,051		867,831		(7,780)	-0.9%		1,547,300	687,249	58%
LABOR CREDITS/EXP TRANSFERS		88,049		0		88,049	-		-	(88,049)	-
Total Expenses	\$	45,525,066	\$	43,070,580	\$	2,454,487	5.7%	\$	66,816,400	21,291,334	31.9%

Month to Date	February		Variance		February		Variance	
	2025	Current	Prior Year	Amount	Percent	Budget	Amount	Percent
Expenses								
Vehicle Maintenance	\$	-	137	\$ (137)	0.0%	10,000	10,000	100%
Services		907	-	907	0.0%	-	(907)	0%
Materials & Supplies		-	-	-	0.0%	-	-	0%
Electricity		10,884	-	10,884	0.0%	9,167	(1,717)	-19%
Total Expenses		11,791	137	11,654	8506.4%	19,167	7,376	38%
Miles								
Total Miles		21,528	20,373	1,155	6%			
KWH								
		31,819	28,667	3,152	11%			

Year to Date	February YTD		Variance		February YTD		Variance	
	Current	Prior Year	Amount	Percent	Budget	Amount	Percent	
Expenses								
Vehicle Maintenance	\$	-	673	\$ (673)	0.0%	120,000	120,000	100%
Services		9,643	10,841	(1,198)	-11.1%	-	(9,643)	0%
Materials & Supplies		-	-	-	0.0%	-	-	0%
Electricity		78,651	38,873	39,778	102.3%	110,000	31,349	28%
Total Expenses		88,294	50,387	37,907	75.2%	230,000	141,706	62%
Miles								
Total Miles		172,941	137,540	35,401	26%			
KWH								
		233,406	162,224	71,182	44%			

	System Indicator	Current Month	Prior Year	FY25 YTD	FY24 YTD
1.	Ridership	172,512	170,309	1,185,626	1,185,239
2.	Passengers per Revenue Mile	12.50	11.54	9.70	9.51
3.	Passengers per Revenue Hour	95.10	85.95	73.29	70.83
4.	Cost per Passenger	2.70	3.05	3.12	2.77
5.	Cost per Revenue Mile	33.74	35.25	30.26	26.36
6.	Cost per Revenue Hour	256.75	262.46	228.75	196.26
7.	Miles Between Streetcar Inspection	945.00	955.00	951.63	952.13
8.	Total Preventable Accidents per 100,000 Miles	0	0	0.80	1.58
9.	Total Complaints per 100,000 Passengers	0.58	3.52	0.08	0.51

Month to Date	February	Prior Year	Variance		February	Variance		
	2025		Current	Amount	Percent	Budget	Amount	Percent
Ridership								
WEEKDAYS	138,317	138,303	14	0.0%	139,686	(1,369)	-1.0%	
SATURDAY	24,346	22,904	1,442	6.3%	23,133	1,213	5.2%	
SUNDAY	9,849	9,102	747	8.2%	9,193	656	7.1%	
HOLIDAY	-	-	0	0.0%	-	-	0.0%	
Total Route Passengers	172,512	170,309	2,203	1.3%	172,012	500	0.3%	

Expenses								
Total Expenses	\$ 465,738	\$ 520,057	\$ (54,320)	-10.4%	\$ 471,392	\$ (5,654)	-1.2%	

Miles								
Revenue Miles	13,803	14,753	(950)	-6.4%	14,753	(950)	-6.4%	
Deadhead Miles	224	232	(8)	-3.4%	232	(8)	-3.4%	
Total Service Miles	14,027	14,985	(958)	-6.4%	14,985	(958)	-6.4%	

Revenue Hours	1,814	1,982	(168)	-8.5%	1,982	(168)	-8.5%
Service Hours	1,842	2,011	(169)	-8.4%	2,011	(169)	-8.4%

Year to Date	February	Prior Year	Variance YTD		February YTD	Variance YTD		
	Current		Amount	Percent	Budget	Amount	Percent	
Ridership								
WEEKDAYS	949,193	950,788	(1,595)	-0.2%	960,296	(11,103)	-1.2%	
SATURDAY	165,976	163,463	2,513	1.5%	165,098	878	0.5%	
SUNDAY	65,047	65,897	(850)	-1.3%	66,556	(1,509)	-2.3%	
HOLIDAY	5,410	5,091	319	6.3%	5,142	268	5.2%	
Total Route Passengers	1,185,626	1,185,239	387	0.0%	1,197,091	(11,465)	-1.0%	

Expenses								
Total Expenses	\$ 3,700,448	\$ 3,284,201	\$ 416,246	12.7%	\$ 3,771,133	\$ (70,686)	-1.9%	

Miles								
Revenue Miles	122,292	124,592	(2,300)	-1.8%	124,592	(2,300)	-1.8%	
Deadhead Miles	1,944	1,952	(8)	-0.4%	1,952	(8)	-0.4%	
Total Service Miles	124,236	126,544	(2,308)	-1.8%	126,544	(2,308)	-1.8%	

Revenue Hours	16,177	16,734	(558)	-3.3%	16,734	(558)	-3.3%
Service Hours	16,420	16,978	(559)	-3.3%	16,978	(559)	-3.3%

Month to Date	February		Variance		Monthly		Variance					
	2025	Current	Prior Year	Amount	Percent	Budget	Amount	Percent				
OPERATOR WAGES	\$	81,589	\$	72,947	\$	8,642	11.8%	\$	94,608	\$	13,019	13.8%
MAINTENANCE WAGES		33,759		30,924		2,835	9.2%		63,108		29,350	46.5%
SALARIES		93,165		82,507		10,658	12.9%		69,133		(24,032)	-34.8%
FRINGE BENEFITS		72,343		58,451		13,893	23.8%		65,992		(6,352)	-9.6%
SERVICES		63,430		159,760		(96,330)	-60.3%		101,467		38,036	37.5%
UTILITIES		14,000		14,637		(637)	-4.4%		18,250		4,250	23.3%
VEHICLE MAINTENANCE		3,703		29,786		(26,083)	-87.6%		3,267		(436)	-13.4%
MATERIALS AND SUPPLIES		7,503		60,294		(52,791)	-87.6%		22,100		14,597	66.0%
FUEL-ELECTRICITY		8,797		7,735		1,063	13.7%		15,742		6,944	44.1%
CAPITAL OUTLAY		63,047		-		63,047	0.0%		1,667		(61,380)	-3682.8%
INSURANCE		24,401		3,016		21,385	708.9%		16,058		(8,343)	-52.0%
TOTAL EXPENSES	\$	465,738	\$	520,057	\$	(54,320)	-10.4%	\$	471,392	\$	5,654	1.2%

Year to Date	February		Variance		Annual		Budget Variance					
	Current Year	Prior Year	Amount	Percent	Budget	Amount	Percent					
OPERATOR WAGES	\$	711,021	\$	671,206	\$	39,815	5.9%	\$	1,135,300	\$	424,279	37.4%
MAINTENANCE WAGES		313,167		261,077		52,090	20.0%		757,300		444,134	58.6%
SALARIES		752,984		777,055		(24,071)	-3.1%		829,600		76,616	9.2%
FRINGE BENEFITS		566,273		473,909		92,364	19.5%		791,900		225,627	28.5%
SERVICES		533,258		571,998		(38,740)	-6.8%		1,217,600		684,342	56.2%
UTILITIES		120,824		127,425		(6,601)	-5.2%		219,000		98,176	44.8%
VEHICLE MAINTENANCE		238,737		132,507		106,230	80.2%		39,200		(199,537)	-509.0%
MATERIALS AND SUPPLIES		66,196		108,410		(42,214)	-38.9%		265,200		199,004	75.0%
FUEL-ELECTRICITY		139,733		136,482		3,251	2.4%		188,900		49,167	26.0%
CAPITAL OUTLAY		63,047		-		63,047	0.0%		20,000		(43,046)	-215.2%
INSURANCE		195,208		24,132		171,076	708.9%		192,700		(2,508)	-1.3%
TOTAL EXPENSES	\$	3,700,448	\$	3,284,201	\$	416,246	12.7%	\$	5,656,700	\$	1,956,252	34.6%

System Indicator		Current Month	Prior Year	FY25 YTD	FY24 YTD
1.	Ridership	42,792	42,114	360,032	331,712
2.	Demand	59,163	58,340	501,741	458,929
3.	Cancellations	12,135	12,117	104,717	94,950
4.	No-Shows	4,234	4,109	36,985	32,260
5.	Passengers per Revenue Hour	1.93	1.94	1.90	1.90
6.	Passengers per Service Hour	1.65	1.71	1.64	1.66
7.	Cost per Trip	\$ 45.34	\$ 42.32	\$ 45.46	\$ 42.61
8.	Vehicles Operated in Maximum Service	122	106	123	114
9.	Trip Time,Sun Tran	83.07%	79.58%	81.89%	81.18%
10.	Trip Time 110% + 5 Minutes	90.65%	88.81%	89.89%	89.43%
11.	Pick-Ups	83.62%	83.81%	84.69%	87.28%
12.	Pick-Ups Before Significantly Late	98.77%	98.74%	98.92%	99.35%

Month to Date	February		Variance		February Budget	Variance						
	2025	Current Year	Prior Year	Amount		Percent	Amount	Percent				
Ridership												
Weekday		37,500	37,148	352		0.9%						
Saturday		2,812	2,495	317		12.7%						
Sunday		2,480	2,471	9		0.4%						
Holiday		0	0	0								
Total Passengers		42,792	42,114	678		1.6%						
Total Booked Passengers		59,163	58,340	823	47,710	1.4%	11,453	24.0%				
Missed Trips		2	-	2	-	0.0%	2	0.0%				
Cancellations		12,135	12,117	18	10,810	0.1%	1,325	12.3%				
No Shows		4,234	4,109	125	2,580	3.0%	1,654	64.1%				
Total Passengers		42,792	42,114	678	33,800	1.6%	8,992	26.6%				
ADA Passengers		39,566	39,569	(3)		0.0%						
Optional ADA Passengers		3,226	2,545	681		26.8%						
Percentage of Optional		7.5%	6.0%									
Trips												
ADA Trips		36,628	36,844	(216)		-0.6%						
Optional ADA Trips		2,976	2,413	563		23.3%						
Total Trips		39,604	39,257	347	32,160	0.9%	7,444	23.1%				
Expenses												
Total Expenses	\$	1,795,687	\$	1,661,351	\$	134,336	8.1%	\$	1,793,892	\$	1,796	0.1%
Miles												
Revenue Miles		299,006	297,187	1,819		0.6%	261,287	37,719	14.4%			
Deadhead Miles		53,446	49,589	3,857		7.8%	44,683	8,763	19.6%			
Total Service Miles		352,452	346,776	5,676		1.6%	305,970	46,482	15.2%			
Non-Route Miles		5,814	4,274	1,540		36.0%	3,201	2,613	81.6%			
Total Miles		358,266	351,050	7,216		2.1%	309,171	49,095	15.9%			
Revenue Hours		22,168	21,685	483		2.2%	18,652	3,516	18.9%			
Service Hours		25,888	24,696	1,192		4.8%	21,428	4,460	20.8%			

Year to Date	February YTD		Variance		February YTD Budget	Variance		
	2025	Current Year	Prior Year	Amount		Percent	Amount	Percent
Ridership								
Weekday		312,479	288,689	23,790	8%			
Saturday		23,811	21,589	2,222	10%			
Sunday		21,643	19,752	1,891	10%			
Holiday		2,099	1,682	417	25%			
Total Passengers		360,032	331,712	28,320	8.5%			
Total Booked Passengers		501,741	458,929	42,812	9.3%	410,440	91,301	22.2%
Missed Trips		7	7	-	0.0%	-	7	0.0%
Cancellations		104,717	94,950	9,767	10.3%	93,010	11,707	12.6%
No Shows		36,985	32,260	4,725	14.6%	22,240	14,745	66.3%
Total Passengers		360,032	331,712	28,320	8.5%	295,190	64,842	22.0%
ADA Passengers		334,141	310,917	23,224	7.5%			
Optional ADA		25,891	20,795	5,096	24.5%			
Percentage of Optional		7.2%	6.3%					
Trips								
ADA Trips		309,203	288,959	20,244	7.0%			
Optional ADA Trips		23,964	19,656	4,308	21.9%			
Total Trips		333,167	308,615	24,552	8.0%	262,600	70,567	26.9%
Expenses								
Total Expenses		\$ 15,144,713	\$ 13,150,357	\$ 1,994,356	15.2%	\$ 174,401,120	\$ (159,256,407)	-91.3%
Miles								
Revenue Miles		2,555,954	2,373,103	182,851	7.7%	1,985,500	570,454	28.7%
Deadhead Miles		458,963	401,568	57,395	14.3%	362,700	96,263	26.5%
Total Service Miles		3,014,917	2,774,671	240,246	8.7%	2,348,200	666,717	28.4%
Non-Route Miles		23,561	36,491	(12,930)	-35.4%	14,400	9,161	63.6%
Total Miles		3,038,478	2,811,162	227,316	8.1%	2,362,600	675,878	28.6%
Revenue Hours		189,729	174,636	15,093	8.6%	140,880	48,849	34.7%
Service Hours		219,517	199,944	19,572	9.8%	161,180	58,337	36.2%

Month to Date	February		Variance		Monthly Budget	Variance						
	2025	Current Year	Prior Year	Amount		Percent	Amount	Percent				
OPERATOR WAGES	\$	611,745	\$	531,723	\$	80,022	15.0%	\$	692,208	\$	80,463	11.6%
OTHER BU WAGES		266,528		269,857		(3,329)	-1.2%		126,358		(140,169)	-110.9%
SALARIES		119,176		87,687		31,489	35.9%		117,600		(1,576)	-1.3%
FRINGE BENEFITS		321,475		288,049		33,426	11.6%		352,525		31,050	8.8%
SERVICES		67,647		42,563		25,083	58.9%		100,267		32,620	32.5%
CONTRACT VEHICLE MAINT.		199,571		189,436		10,135	5.4%		158,333		(41,238)	-26.0%
UTILITIES		18,557		21,677		(3,120)	-14.4%		15,792		(2,765)	-17.5%
MATERIALS AND SUPPLIES		25,519		30,985		(5,466)	-18%		14,767		(10,752)	-72.8%
UNLEADED FUEL		113,333		157,335		(44,003)	-28.0%		163,125		49,792	30.5%
CAPITAL OUTLAY		-		-		-	0.0%		-		-	0.0%
LIABILITY INSURANCE		52,138		42,040		10,098	24.0%		52,917		779	1.5%
						0						
TOTAL EXPENSES	\$	1,795,687	\$	1,661,351	\$	134,336	8.1%	\$	1,793,892	\$	(1,796)	-0.1%

Year to Date	February YTD		Variance		YTD Budget	Variance						
	Current Year	Prior Year	Amount	Percent		Amount	Percent					
OPERATOR WAGES	\$	5,334,892	\$	4,543,654	\$	791,239	17.4%	\$	8,306,500	\$	2,971,608	35.8%
OTHER BU WAGES		2,331,945		2,134,847		197,099	9.2%		1,516,300		(815,645)	-53.8%
SALARIES		884,630		766,401		118,229	15.4%		1,411,200		526,570	37.3%
FRINGE BENEFITS		2,484,587		2,305,518		179,069	7.8%		4,230,300		1,745,713	41.3%
SERVICES		813,296		544,577		268,719	49.3%		1,203,200		389,904	32.4%
CONTRACT VEHICLE MAINT.		1,502,996		1,210,422		292,574	24.2%		1,900,000		397,004	20.9%
UTILITIES		139,556		128,261		11,295	8.8%		189,500		49,944	26.4%
MATERIALS AND SUPPLIES		119,142		86,190		32,952	38.2%		177,200		58,058	32.8%
UNLEADED FUEL		1,116,568		1,094,170		22,397	2.0%		1,957,500		840,932	43.0%
CAPITAL OUTLAY		-		-		-	0.0%		-		-	0.0%
LIABILITY INSURANCE		417,101		336,317		80,784	24.0%		635,000		217,899	34.3%
						0						
TOTAL EXPENSES	\$	15,144,713	\$	13,150,357	\$	1,994,356	15.2%	\$	21,526,700	\$	6,381,988	29.6%

Month to Date	February		Variance		
	2025	Current Year	Prior Year	Amount	Percent
Ridership					
Weekday		1,120	2,051	(931)	-45.4%
Saturday		387	230	157	68.3%
Sunday		366	160	206	128.8%
Holiday		0	-	0	0.0%
Total Passengers		1,873	2,441	(568)	-23.3%
Ridership					
Total Demand		2,672	3,639	(967)	-26.6%
Missed Trips		-	-	-	0.0%
Cancellations		737	1,128	(391)	-34.7%
No Shows		62	70	(8)	-11.4%
Total Passengers		1,873	2,441	(568)	-23.3%
Trips					
Total Trips		1,585	1,762	(177)	-10.0%
Miles					
Revenue Miles		8,421	9,005	(584)	-6.5%
Deadhead Miles		1,696	1,545	151	9.7%
Total Service Miles		10,116	10,550	(434)	-4.1%
Non-Route Miles		-43	522	(565)	-108.3%
Total Miles		10,073	11,072	(999)	-9.0%
Revenue Hours		688	749	(61)	-8.2%
Service Hours		838	912	(74)	-8.1%

Year to Date	February YTD		Variance		
	2025	Current Year	Prior Year	Amount	Percent
Ridership					
Weekday		13,526	13,202	324	2.5%
Saturday		1,915	1,832	83	4.5%
Sunday		1,695	1,426	269	18.9%
Holiday		160	135	25	18.5%
Total Passengers		17,296	16,595	701	4.2%
Total Demand		25,460	24,020	1,440	6.0%
Missed Trips		-	-	-	0.0%
Cancellations		7,564	6,929	635	9.2%
No Shows		600	496	104	21.0%
Total Passengers		17,296	16,595	701	4.2%
Trips					
Total Trips		14,716	12,675	2,041	16.1%
Miles					
Revenue Miles		74,784	66,515	8,269	12.4%
Deadhead Miles		14,803	13,342	1,461	10.9%
Total Service Miles		89,586	79,857	9,730	12.2%
Non-Route Miles		-2,112	2,303	(4,415)	-191.7%
Total Miles		87,474	82,159	5,315	6.5%
Revenue Hours		6,042	5,669	373	6.6%
Service Hours		7,336	7,063	273	3.9%

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

SUN TRAN CUSTOMER INFORMATION CENTER	
February 2025	
Total Service Reports:	342
Inquiries	60
Compliments	16
Complaints	265
Chargeable	65
Non-chargeable	198
Pending/Incomplete	10

SUN LINK CUSTOMER INFORMATION CENTER	
February 2025	
Total Calls & Emails Received	11
Inquiries	1
Compliments	2
Complaints	0
Non-Chargeable	2
Chargeable	0
Pending/Incomplete	0

SUN VAN CUSTOMER INFORMATION CENTER	
February 2025	
Total Calls/E-mails Received	20
Inquiries	1
Compliments	2
Complaints	17
Non-Chargeable	9
Chargeable	8
Pending/Incomplete	0

ON DEMAND CUSTOMER INFORMATION CENTER	
February 2025	
Total Calls/E-mails Received	2
Inquiries	0
Compliments	0
Complaints	2
Non-Chargeable	1
Chargeable	1
Pending/Incomplete	0

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.

Pick-Ups Before Significantly Late (Sun Van)	Pick-ups 30 minutes outside of the originally scheduled pick-up window.
Revenue Miles and Hours	The miles and hours that vehicles travel while in revenue service. Vehicle revenue miles and hours (VRM and VRH) include layover/recovery time but exclude deadhead, operator training and maintenance testing.
Ridership (Unlinked Passenger Trips)	The number of passengers who board public transportation vehicles. Passengers are counted each time they board vehicles no matter how many vehicles they use to travel from their origin to their destination.
Ridership (Unlinked Passenger Trips) Sun Van	Equals Total passengers actually transported. A one-way trip taken by an ADA paratransit-eligible passenger, a personal care attendant (PCA) or companions from the pick-up point to the destination.
Service Miles and Hours	Miles and hours that vehicles travel while in revenue service plus deadhead miles/hours. Service miles/hours does not include operator or maintenance training.
Total Demand (Sun Van)	Total number of passenger trips requested.
Total Cost per Passenger	Equals total operating expenditures divided by total passengers.
Trip (Sun Van)	A one-way trip taken by an ADA paratransit-eligible passenger from the pick-up point to the destination (excludes PCA's and companions).
Trip Time (Sun Van)	The percentage of ADA trips with a trip time less than the comparable Sun Tran fixed route trip.
Trip Time 110% + 5 Minutes (Sun Van)	When an ADA trip length exceed 110% + 5 minutes of the comparable Sun Tran fixed route trip.