



Torch Transit by Sun Metro

Microtransit Service at Ft. Bliss

The Mission of Sun Metro is to connect our El Paso community through high-quality transit services.

Sun Metro recognizes that serving the public is our reason for existing and will strive to do whatever possible to assure our public a pleasant experience.



Agenda

- Background
- Torch Transit
- Service Requirements
- On-Demand App-Based Technology
- Fort Bliss Service Area
- Sun Metro Recommendation



Background

- **First Department of Defense Transit Partnership with a municipality utilizing an IGSA**
 - (Intergovernmental Support Agreement)
- **Ft. Bliss goal** - provide transit service for active duty servicemembers and dependents on post.
- **City of El Paso / Sun Metro** - developed a service plan to meet the goal of FT Bliss Leadership.
- Transit Operation will be “**Torch Transit by Sun Metro**”



"Torch Transit by Sun Metro"

- Torch Transit by Sun Metro is **"No Cost"** to local tax payers
- The name "Torch Transit" reflects the rich history of 1st Armored Division.
 - Operation Torch was the first combat operation of the division in World War II.
- Leverages local transit resource Sun Metro, to **enhance the quality** of life for Ft. Bliss service members.



Service Requirements

- **On-Demand Service:**
 - **Free-Fare service** on the installation
 - All Active duty Department of Defense ID card holders (includes dependents)
- **Hours of Operation:**
 - 0600-1900 Monday through Thursday
 - 0600-2100 Friday
 - 1100-2100 Saturday
 - 1100-1800 Sunday and Federal Holidays
- **Vehicles:**
 - 10 Leased vehicles,
 - (9) 14-passenger vehicles and
 - (1) ADA will Fort Bliss Micro-Transit



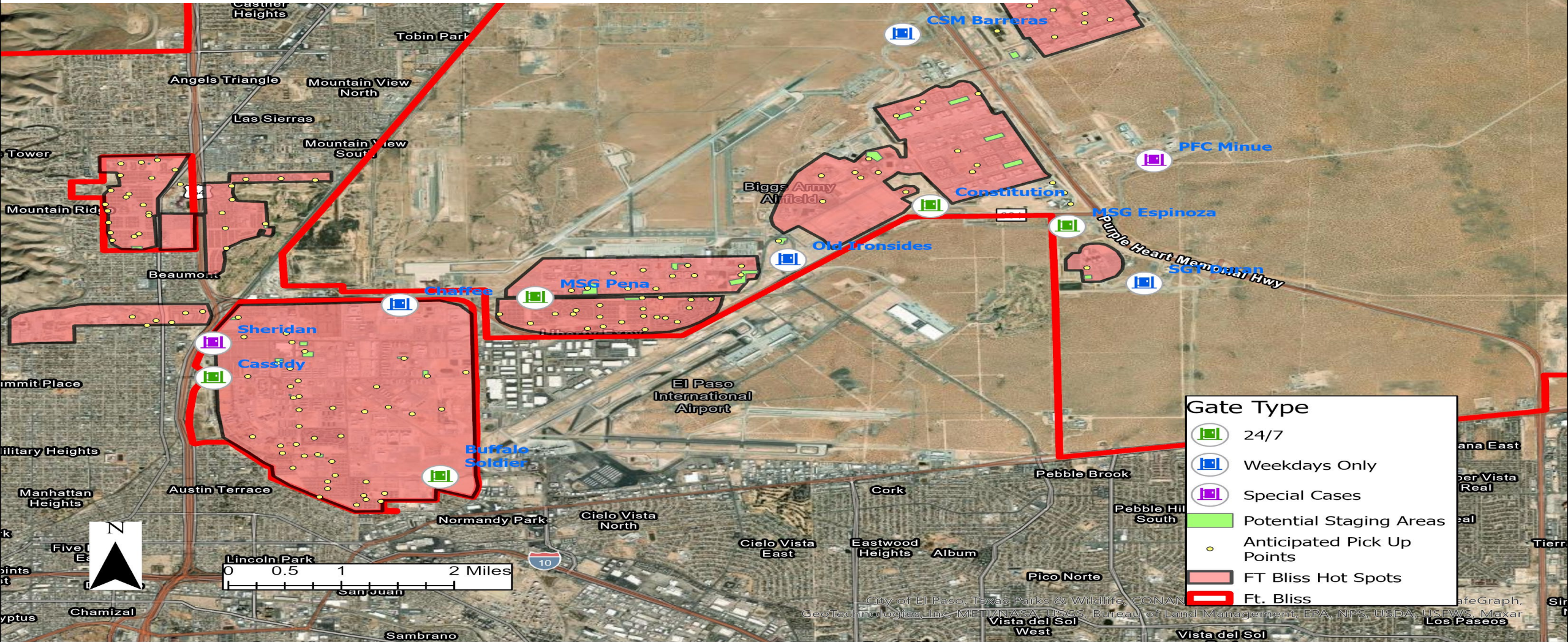
On-Demand Service

App-Based Technology

- **Scheduling a Ride:**
 - All reservations made via the mobile application
 - Customer service line will be available for assistance
- **Rider Interfaces:**
 - Facilitates easy booking, planning & managing trips
 - Features include account management, real-time trip updates, and booking flexibility
- **Driver Interface:**
 - Driver will have easier with real-time navigation, trip instructions, and updates on tablet devices



On-Demand Service Coverage



Sun Metro Recommendation

- Mass Transit Department Board approves Intergovernmental Support Agreement ("IGSA") between the City of El Paso and the United States Army to provide public transportation services, in the form of micro transit services.

Mission

Deliver exceptional services to support a high quality of life and place for our community

Values

Integrity, **R**espect, **E**xcellence,
Accountability, **P**eople

Vision

Develop a vibrant regional economy, safe and beautiful neighborhoods and exceptional recreational, cultural and educational opportunities powered by a high performing government