

**CITY OF EL PASO, TEXAS  
AGENDA ITEM  
DEPARTMENT HEAD'S SUMMARY FORM**

**AGENDA DATE:** July 19, 2022

**PUBLIC HEARING DATE:** N/A

**CONTACT PERSON(S) NAME AND PHONE NUMBER:** Ellen A. Smyth, P.E., (915) 212-6000

**DISTRICT(S) AFFECTED:** All

**STRATEGIC GOAL:** Strategic Goal 7.3: Enhance a regional comprehensive transportation system

**SUBGOAL:**

**SUBJECT:**

Presentation and discussion on the Fixed Route Performance Indicators for Q3 of FY22 period ending May 31, 2022.

**BACKGROUND / DISCUSSION:**

N/A

**PRIOR COUNCIL ACTION:**

Council regularly hears updates on quarterly performance measures from Sun Metro

**AMOUNT AND SOURCE OF FUNDING:**

**HAVE ALL AFFECTED DEPARTMENTS BEEN NOTIFIED?** ☒ YES ☐ NO

**PRIMARY DEPARTMENT:** Sun Metro

**SECONDARY DEPARTMENT:**

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\*\*\*\*\*REQUIRED AUTHORIZATION\*\*\*\*\*

**DEPARTMENT HEAD:**



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(If Department Head Summary Form is initiated by Purchasing, client department should sign also)

# Sun Metro Fixed Route Performance Measures

## 3rd Quarter, Fiscal Year 2022

April - 12				
FIXED-ROUTE RIDERSHIP	FY 2021	FY 2022	ACTUAL FY 2021	EXPECTED FY 2022
	QTR 1, 2,&3	QTR 1,2, &3		
Total Passengers (in thousands)	2627	3828	3664	5180
Passengers per Hour	9.3	14.3	9.7	12.5
AFFORDABILITY				
Cost per Trip	\$11.64	\$8.31	\$11.86	\$8.96
Comparing fares- Full Fare	\$1.50	\$1.50	\$1.50	\$1.50
Farebox Recovery Ratio	6.45%	9.24%	6.44%	9.24%
SAFETY				
Collisions per 100,000 Miles	1.96	2.39	2.19	2.50
Worker's Comp Claims	119	105	173	175
MAINTENANCE				
Preventative Maintenance	92%	82%	94%	85%
Road Calls	63	45	82	91
CUSTOMER SATISFACTION				
On-Time	89.90%	90%	89.90%	90%
Missed Service	0.5%	.0.5%	0.10%	.10%
Customer Complaints (per 100,000 Passengers)	37	21	71	63
Shelters / Bus Stops (531/2616)	18.99%	20%	20%	22%