

**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 Paratransit/LIFT 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)

# Mass Transit Board – 7/19/22

## Paratransit Service Report

For Q3 FY 2022

Strategic Goal

Set the Standard for Sound Governance  
and Fiscal Management

Sun Metro LIFT

# Sun Metro LIFT Performance Measures 3rd Quarter, Fiscal Year 2022

SUN METRO LIFT RIDERSHIP	FY 2021 Q3	FY 2022 Q3	YTD FY 2022	Expected
Total Trips	40,528	41,847	127,633	175,000
SAFETY				
Collisions per 100k Miles	1.6	1.9	1.2	1 - 1.3
Passenger Incidents per 10k trips	0.04	0.9	0.7	.6 - .9
MAINTENANCE				
Preventative Maintenance	95%	79%	92.5%	99-100%
Revenue Miles Between Road Calls	96,392	63,731	83,064	75 - 90k
CUSTOMER SERVICE				
On-Time	94.4%	86.9%	84.1%	90 - 93%
Customer Complaints per 10k Passengers	13.1	14.6	17.8	10-12.9
Customer Service Ratings	4.83	4.75	4.75	4.0 - 4.5
Call Center/Dispatch Response Times	1:10	0:17	0:20	< 2 mins