



Sun Metro (LIFT) Management Update

September 27, 2022



GOAL 7

Key Strategic Objective

**Implement improvements
and activate programming
that support and promotes
multimodal transportation**





What We Will Cover:

- 1 Recap
- 2 Key Challenges & Opportunities
- 3 Now
- 4 Long-Term Future



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1 Recap

2 Key Challenges & Opportunities

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HISTORY

- **New five-year contract with MV in 2019**
 - **65 units required**
 - **33 units to be delivered to contractor in 2020**
 - **32 units to be delivered in 2021**
- **Due to the impact of COVID – assembly line shutdowns and people out of work – this did not happen**
- **In 2020 and 2021, parts were still available**
- **In 2022, warehouses are now empty of parts and production has not caught up**
- **Because LIFT ridership was down in 2020 and 2021, we were able to meet demand**

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VOICE OF OUR CUSTOMERS

Challenge: Improving reliability and addressing supply chain-delays

Expected delivery

- **10 units June 2022**
- **10 units (December 2022)**
- **10+ more units (August 2023)**

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VOICE OF OUR CUSTOMERS

Opportunities:

- **Listening sessions and conversations**
- **Re-purposed 5 ESD sedans (immediate measure)**
- **Pursuing new partnerships (expanding transport options)**
- **Exploring Voucher Pilot Program**

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IMMEDIATE FUTURE LOOKS BRIGHT

- **Partners fully on-board: taxis and other transportation providers**
- **Pilot Voucher program being explored for overflow conditions**
 - **Customer purchases \$2.50 voucher**
 - **Transportation provider bills City cost of service**
- **New units will be delivered**
- **Parts will be more readily available**
- **Old units will be retired**
- **New customer service software**

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LONG-TERM FUTURE

- **CNG—Clean Energy supplemented by EV**
- **Hybrid fleet of both CNG and EV**
- **Overall fleet will need to increase to 90 units**



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