

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

AGENDA DATE: October 11, 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 FY22 period ending August 31, 2022.

BACKGROUND / DISCUSSION:

N/A

PRIOR COUNCIL ACTION:

Council regularly hears updates on quarterly and annual performance measures from Sun Metro

AMOUNT AND SOURCE OF FUNDING:

HAVE ALL AFFECTED DEPARTMENTS BEEN NOTIFIED? ☒ YES ☐ NO

PRIMARY DEPARTMENT: Sun Metro

SECONDARY DEPARTMENT:

*****REQUIRED AUTHORIZATION*****

DEPARTMENT HEAD:

 *Ellen Smyth*

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

Sun Metro LIFT Performance Measures

Fiscal Year 2022

SUN METRO LIFT RIDERSHIP	FY	FY	YTD FY 2022	Expected
	2021	2022		
Total Trips	163,168	176,127	176,127	170,000
SAFETY				
Collisions per 100K Miles	1.0	1.2	1.2	1 - 1.3
Passenger Incidents per 10K trips	0.14	0.79	0.79	0.6 - 0.9
MAINTENANCE				
Preventative Maintenance	98.0%	83.0%	83.0%	99-100%
Revenue Miles Between Road Calls	86,462	72,095	72,095	75 - 90K
CUSTOMER SATISFACTION				
On-Time	90.5%	80.9%	80.9%	90 - 93%
Customer Complaints per 10K Passengers	9.6	20.2	20.2	10-12.9
Customer Survey Ratings	4.82	4.73	4.73	4.0 - 4.5
Call Center/Dispatch Response Times	1:03	0:21	0:21	< 2 mins