

**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 Fixed Route 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:**

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

**DEPARTMENT HEAD:**

*Anthony Dekeyser*

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

# Sun Metro Fixed Route Performance Measures Fiscal Year 2022

FIXED-ROUTE RIDERSHIP	ACTUAL FY 2021	ACTUAL FY 2022
Total Passengers (in thousands)	3664	5158
Passengers per Hour	9.7	14.35
AFFORDABILITY		
Cost per Rider	\$11.86	\$8.77
Comparing fares- Full Fare	\$1.50	\$1.50
Farebox Recovery Ratio	6.44%	8.89%
SAFETY		
Collisions per 100,000 Miles	2.19	2.49
Worker's Comp Claims	173	130
MAINTENANCE		
Preventative Maintenance	94%	84%
Road Calls	82	56
CUSTOMER SATISFACTION		
On-Time	89.90%	88.20%
Missed Service	0.10%	0.10%
Customer Complaints (per 100,000 Passengers)	71	23
Shelters / Bus Stops (531/2616)	20%	22%