

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

AGENDA DATE: January 18, 2023

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 the First Quarter of FY23 period ending November 30, 2023.

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:



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

Sun Metro LIFT Performance Measures

Qtr. 1 Fiscal Year 2023

SUN METRO LIFT RIDERSHIP	FY 2022	FY 2023	FY2022	Expected
	QTR 1	QTR 1	ACTUAL	FY 2023
Total Trips	45,992	44,084	163,168	165,000
SAFETY				
Collisions per 100K Miles	1.5	1.99	1.0	2.0
Passenger Incidents per 10K trips	0.43	0.90	0.50	1.0
MAINTENANCE				
Preventative Maintenance	98.0%	70.0%	98.0%	81%
Revenue Miles Between Road Calls	57,254	43,813	86,462	60,000
CUSTOMER SATISFACTION				
On-Time	86.0%	68.96%	90.5%	90%
Customer Complaints per 10K Passengers	18.5	32.4	9.6	15
Customer Survey Ratings	4.75	4.63	4.80	4.0
Call Center/Dispatch Response Times	0:21	0:59	1:03	< 2 mins



Sun Metro LIFT Performance Measures

Focus Area Improvements

SUN METRO LIFT RIDERSHIP	FY 2022	FY 2023	NOVEMBER 2022	DECEMBER 2022
	QTR 1	QTR 1	ACTUAL	ACTUAL
MAINTENANCE				
Preventative Maintenance	98.0%	70.0%	85.0%	96.9%
CUSTOMER SATISFACTION				
On-Time	86.0%	68.96%	74.10%	84.3%
Customer Complaints per 10K Passengers	18.5	32.4	19.5	6.4

Maintenance:

- MV Maintenance went from 70% staff with transitioning manager to 100% staff 1STQT November.
- Partnered with Project Amistad in November. Increased number of vehicles available for maintenance.
- Increased Sun Metro maintenance oversight / inspection program.
- Future: 20 Vans projected to be delivered March 2023 (pending manufacturing issues)

Customer Satisfaction

- Corrections made to Via-Ride Software system implemented in September affecting performance during adjustment period.
 - Required training for all drivers, dispatch and call center personnel.
 - Replaced original iPads with Android Tablets to solve system connectivity issues.
 - Via-Ride System algorithms and window travel times adjusted to meet performance expectations.
 - On Time Performance Warning Tracker was added so Dispatchers could override system to make manual corrections.