



Mass Transit Board – February 5th, 2019

Paratransit Service Report

For 1st Quarter FY 2019

Strategic Goal

Set the Standard for Sound Governance
and Fiscal Management

Sun Metro LIFT



LIFT Performance Measures

1st Quarter FY 2019

period ending November 30th, 2018

November 2018 FY 2019 SUN METRO LIFT RIDERSHIP	MV Performance 1st Quarter 2019					
	FY 2019		FY 2018		YTD FY 2019	GOAL FY 2019
	November	1st Qtr	November	1st Qtr		
Total	23,737	74,246	22,974	70,432	74,246	310,000
Trips per Revenue Hour	1.55	1.62	1.66	1.64	1.62	2.0
SAFETY						
Collisions per 100,000 Miles	1.3	1.4	1.1	1.3	1.4	1.3
Worker's Comp Claims per 100 Employees	0.0	0.0	1.6	1.0	0.0	1.0
MAINTENANCE						
Preventative Maintenance	100%	100.0%	100%	100.0%	100.0%	100%
Revenue Miles Between Road Calls	55,305	57,584	38,661	53,738	57,584	35,000
CUSTOMER SATISFACTION						
On-Time	93.3%	91.7%	92.8%	92.4%	91.7%	95%
Missed Service (Late arrival & passenger refuses trip)	0.12%	0.14%	0.08%	0.09%	0.14%	0.04%
Detailed Bus Cleanings per Month	58	180	195	181	180	900
Customer Complaints per 10,000 Passengers	13.1	14.1	12.2	13.2	14.1	10