



Mass Transit Board – June 08, 2021

Fixed Route Service Report

For Q2 FY 2021

Strategic Goal

Set the Standard for Sound Governance and Fiscal
Management

Sun Metro Fixed Route





Sun Metro Fixed Route Performance Measures

2nd Quarter, Fiscal Year 2021

FIXED-ROUTE RIDERSHIP	FY 2020	FY 2021	ACTUAL FY 2020	EXPECTED FY 2021
	YTD	YTD		
Total (in thousands)	5,969	1,677	5,614	3,585
Passengers per Hour	24.8	8.9	14.8	9.2
Farebox Recovery Ratio	13.28%	6.15%	7.92%	7.08%
AFFORDABILITY				
Cost per Trip	\$4.14	\$12.21	\$6.15	\$10.31
Comparing fares- Full Fare	\$1.50	\$1.50	\$1.50	\$1.50
SAFETY				
Collisions per 100,000 Miles	2.93	2.56	2.56	1.50
Worker's Comp Claims per 100 Employees	2.2	1.3	1.4	2.0
MAINTENANCE				
Preventative Maintenance	100.0%	96.7%	100.0%	99.0%
Road Calls	48	42	85	130
CUSTOMER SATISFACTION				
On-Time	n/a	93.2%	92.2%	93.0%
Missed Service	0.04%	0.12%	0.05%	0.05%
Detailed Bus Cleanings per Month	861	724	1,739	2,000
Customer Complaints per 100,000 Passengers	19	n/a	n/a	15
Shelters / Bus Stops (531/2616)	18.89%	20.30%	18.89%	19.00%