



Mass Transit Board – June 8th, 2021

Paratransit Service Report

For Q2 FY 2021

Strategic Goal

Set the Standard for Sound Governance
and Fiscal Management

Sun Metro LIFT





Sun Metro LIFT Performance Measures

2nd Quarter, Fiscal Year 2021

SUN METRO LIFT RIDERSHIP	FY2020	FY2021	YTD FY 2021	Expected
	Q2	Q2		
Total Trips	74,854	35,030	74,695	310,000
SAFETY				
Collisions per 100K Miles	1.1	0.90	1.0	1 - 1.3
Passenger Incidents per 10K trips	0.04	0.02	0.04	0.6 - 0.9
MAINTENANCE				
Preventative Maintenance	99.0%	97.0%	98.0%	99-100%
Revenue Miles Between Road Calls	139,318	106,379	85,446	75 - 90K
CUSTOMER SATISFACTION				
On-Time	92.4%	93.8%	94.6%	90 - 93%
Customer Complaints per 10K Passengers	10.7	4.3	4.7	10-12.9
Customer Survey Ratings	4.74	4.85	4.84	4.0 - 4.5
Call Center/Dispatch Response Times	1:35	1:19	1:18	< 2 mins