



Mass Transit Board – November 13, 2018

Paratransit Service Report

For 4th Quarter 2018

Strategic Goal

Set the Standard for Sound Governance
and Fiscal Management

Sun Metro LIFT



LIFT Performance Measures

4th Quarter FY 2018

period ending August 31st, 2018

June/July/August 2018	MV Performance 4th Quarter 2018					
SUN METRO LIFT RIDERSHIP	FY 2017		FY 2018		YTD FY 2018	GOAL FY 2018
	August	4th Qtr	August	4th Qtr		
Total	24,935	73,323	23,032	66,831	265,257	310,000
Trips per Revenue Hour	1.73	1.71	1.68	1.69	1.67	2.0
SAFETY						
Collisions per 100,000 Miles	1.8	1.4	2.8	1.8	1.3	1.3
Worker's Comp Claims per 100 Employees	0.0	0.4	0.0	0.0	0.5	1.0
MAINTENANCE						
Preventative Maintenance	100%	100.0%	100%	100.0%	100.0%	100%
Revenue Miles Between Road Calls	79,536	81,965	39,283	40,811	70,287	35,000
CUSTOMER SATISFACTION						
On-Time	89.4%	91.2%	92.5%	91.9%	91.9%	95%
Missed Service (Late arrival & passenger refuses trip)	0.17%	0.16%	0.13%	0.15%	0.10%	0.04%
Detailed Bus Cleanings per Month	74	221	61	181	735	900
Customer Complaints per 10,000 Passengers	21.7	16.2	10.8	11.9	12.8	10