

**To:** Operations & Scheduling Committee  
**From:** Rosa Noya, Manager of Accessible Services

**Date:** 04/22/2024  
**Reviewed by:** JS

**SUBJECT: LINK Paratransit Executive Summary Report - March 2024**

### Background:

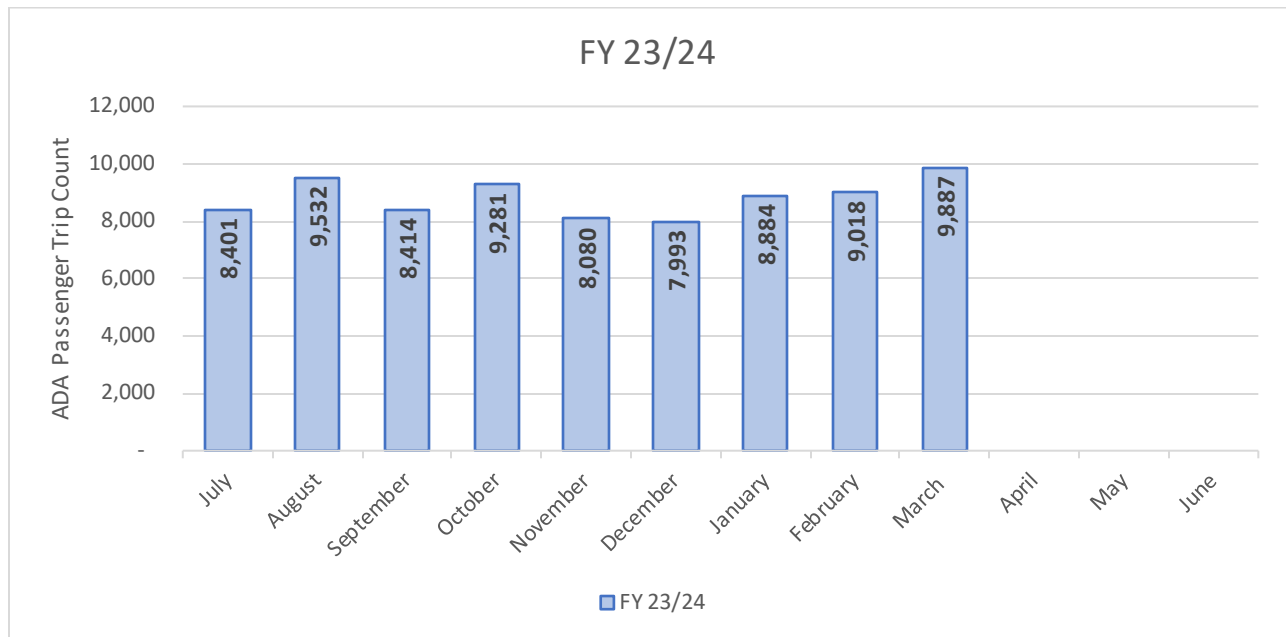
County Connection offers Paratransit services in accordance with the Americans with Disabilities Act (ADA) through its LINK Paratransit program. Presented here is an overview of the Paratransit services rendered during March 2024.

### March 2024 Performance Report:

#### Ridership:

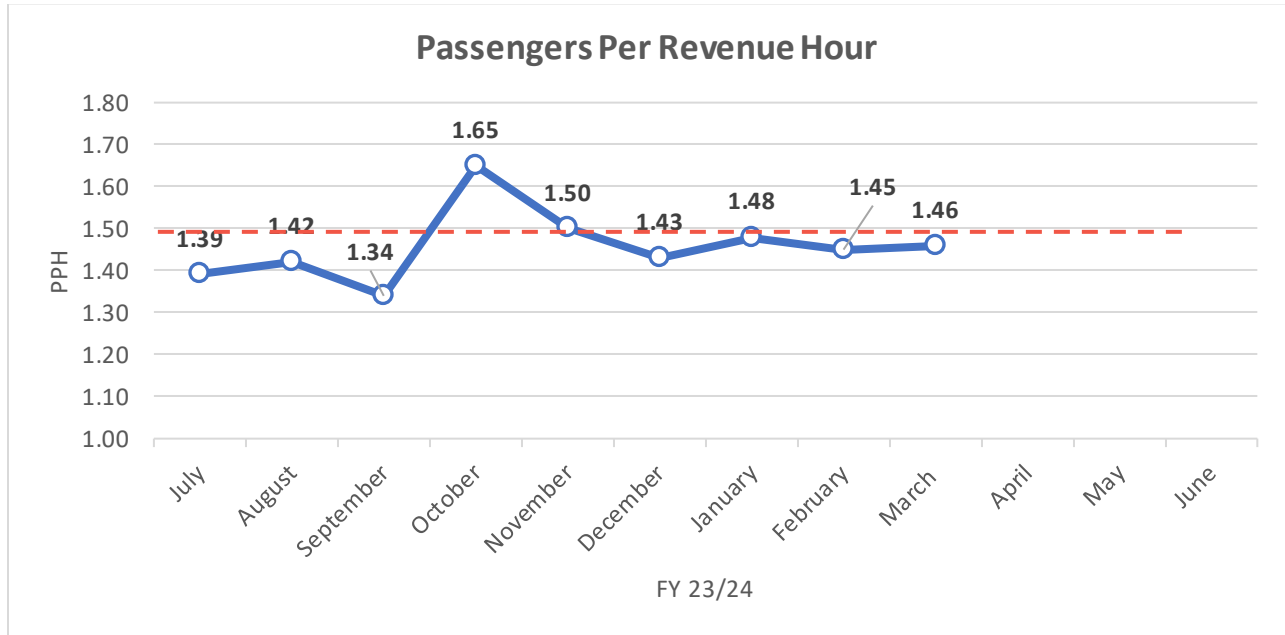
In March there were 9,887 ADA passenger trips, showing an increase from the 9,018 trips reported in February.

It's worth noting that the total reported number of ADA passengers in March 2024 represents approximately 83% of pre-pandemic ridership levels observed in March 2019.



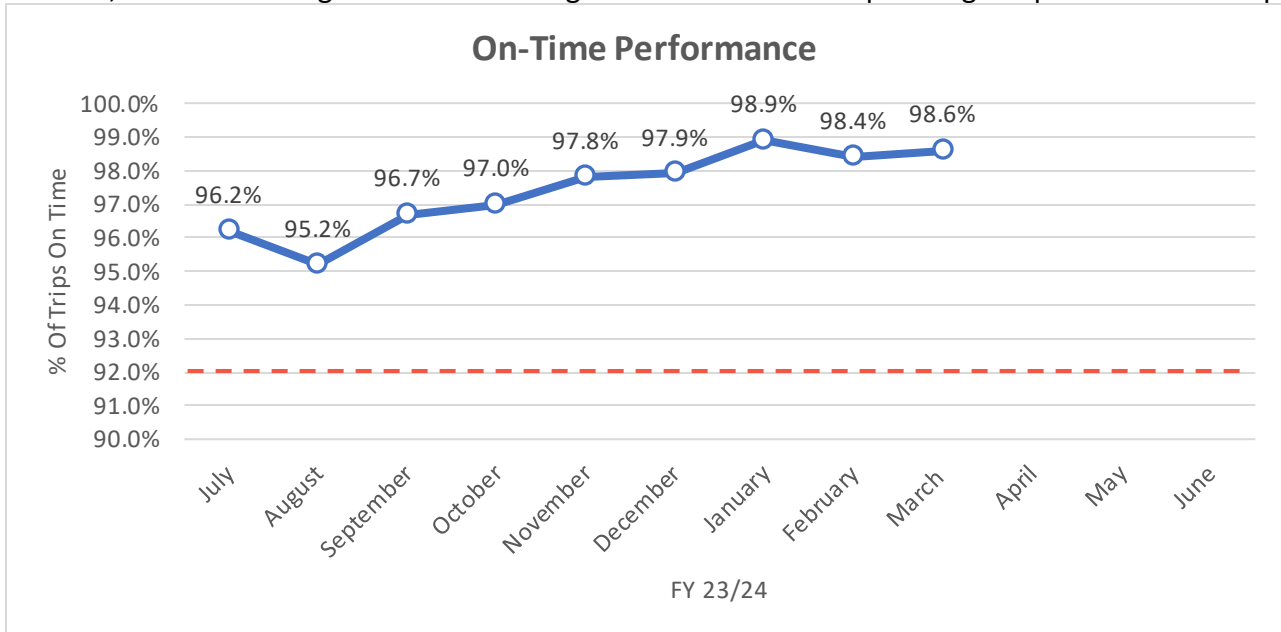
Productivity:

In March, the average number of ADA passengers per revenue hour was 1.46, showing an increase from February's 1.45 ADA passengers per revenue hour, excluding escorts or attendants. It's important to highlight that the LINK Paratransit service's standard benchmark is to maintain a minimum of 1.50 ADA passengers per revenue hour. Although March increased towards the benchmark, we are proactively monitoring and addressing factors influencing this measurement.



On-time Performance:

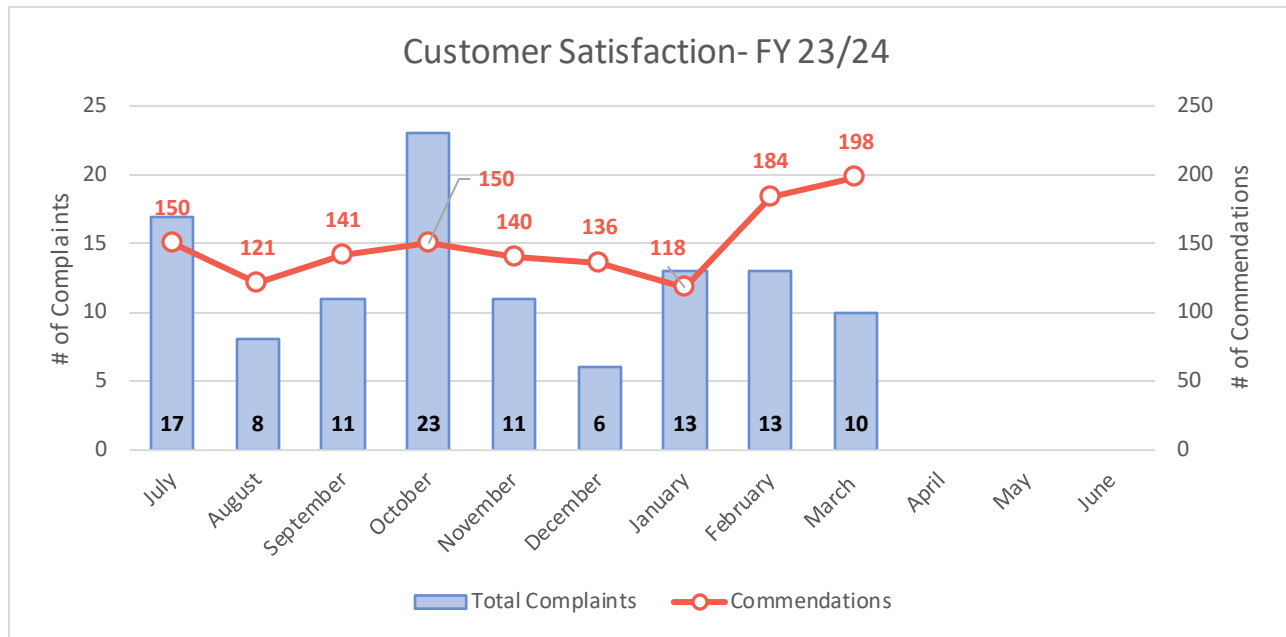
During March, the punctuality of trips maintained a strong average on-time performance of 98.6%, slightly surpassing February's outstanding 98.4%. This achievement continues to exceed our set standard of 92%, demonstrating our unwavering commitment to upholding superior service quality.



Customer Satisfaction:

In March, a total of 10 complaints were registered, with half (5) attributed to timeliness issues, three (3), related to the driver’s skill concerns, and the remaining two (2) related to the skill of the scheduling staff.

For commendations, the service received a total of 198 in March- a noted increase from the 184 reported in February. Many of these commendations come from passengers expressing satisfaction with the drivers' performance, often citing their exemplary attention to safety and courtesy.



Safety:

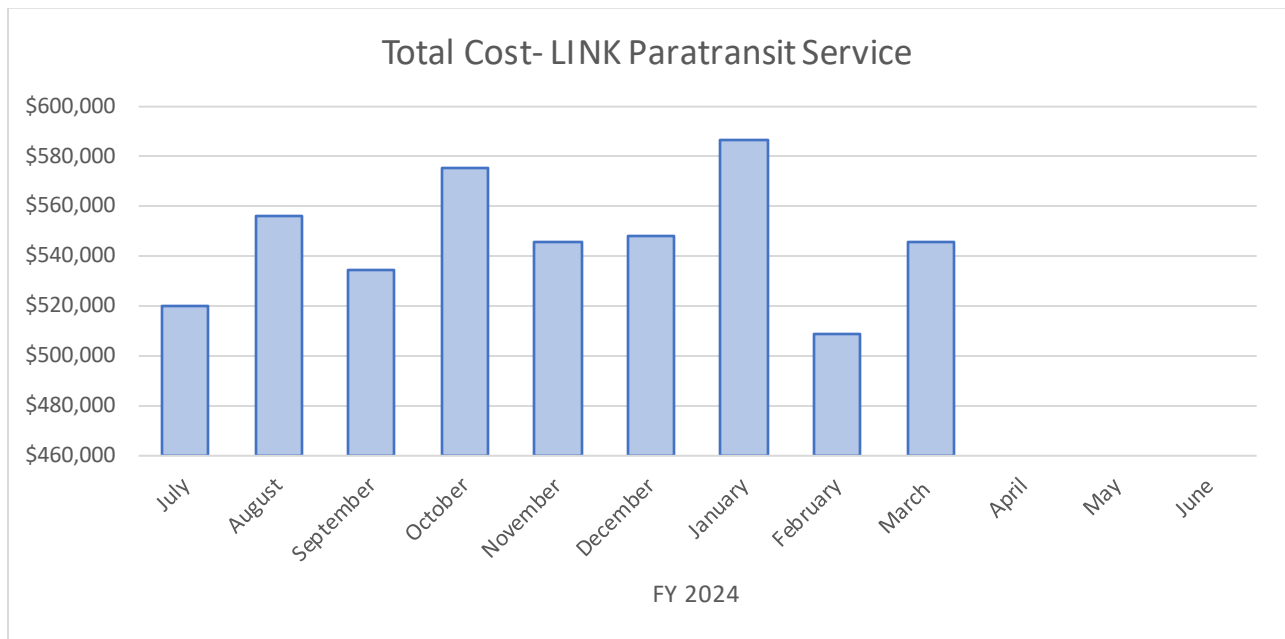
There was one reported preventable accident in the month of March which reflects an accident ratio of 0.88 preventable accidents per 100,000 miles. This is higher than the usual trend of having no accidents to report. The inclement weather may contribute to a higher rate of accidents during the wet months. The accident standard goal is to have no more than 0.5 preventable accidents per 100,000 miles.

Staffing:

For the month of March, LINK Paratransit had a total of 68 drivers. Our contractor had a successful hiring month in January and has reached a staffing level that will not require any further recruitment for the time being.

**Financial Implications:**

A preliminary un-audited total of \$545,510 was spent in March for the LINK paratransit service. This reflects an increase from February’s total reported at \$508,828.



**Recommendation:**

None, for Information only.

**Additional updates:**

None.

**Action Requested:**

None, for information only.

**Attachments:**

Attachment 1: March 2024 MOP