

To: Operations & Scheduling Committee

Date: 08/29/2024

From: John Sanderson, Director of ADA & Specialized Services

Reviewed by:

SUBJECT: LINK Paratransit Monthly Report - July 2024

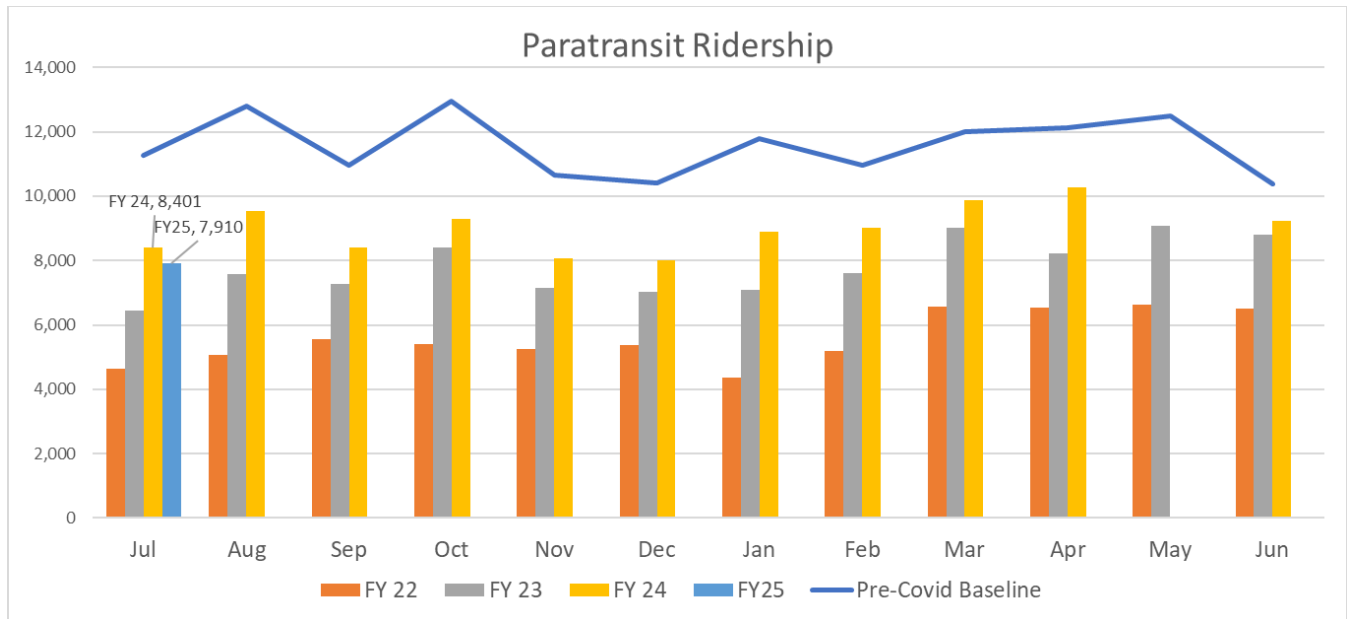
Background:

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 July 2024.

July 2024 Performance Report:

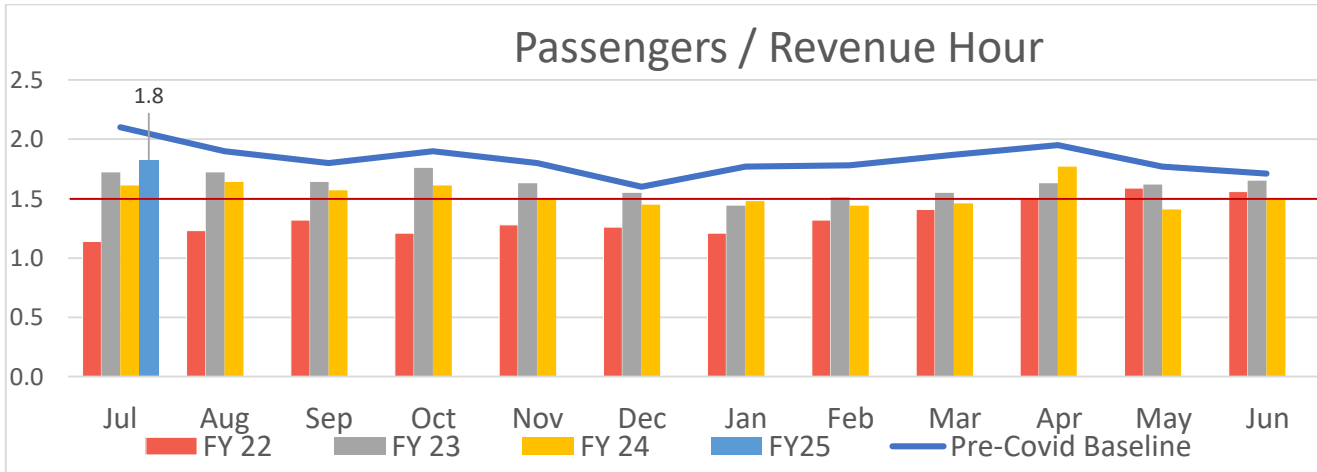
Ridership:

In July 2024 there were 7,910 ADA passenger trips, showing a decrease of 5.8% from the 8,401 trips reported in July 2023.



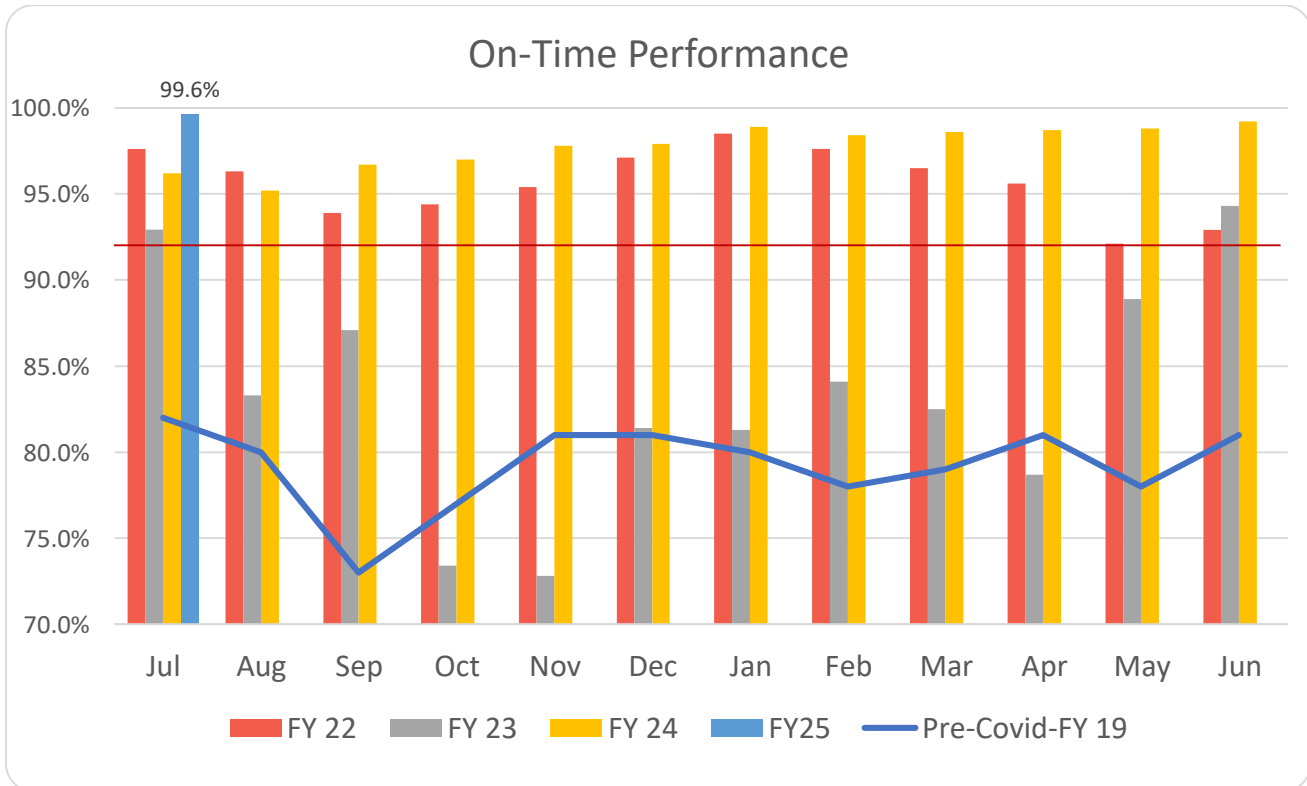
Productivity:

In July, the average number of ADA passengers per revenue hour was 1.8, exceeding the LINK Paratransit service standard of at least 1.5 ADA passengers per revenue hour.



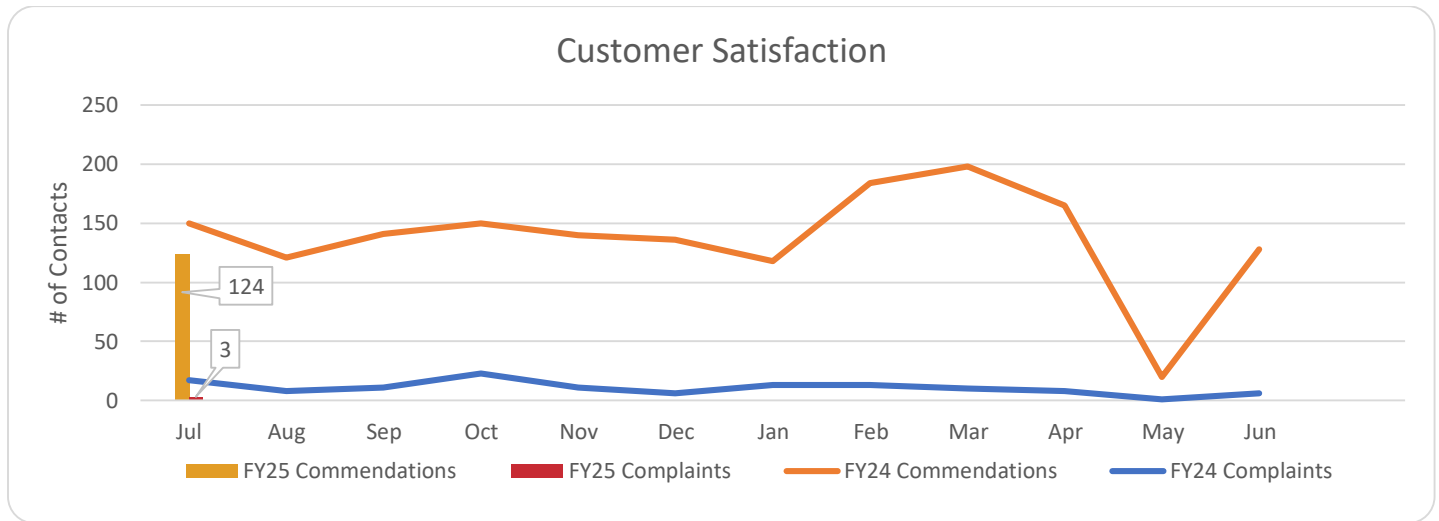
On-time Performance:

In July, the on-time performance of trips averaged 99.6%, handily exceeding the contract standard of 92% for the 26th consecutive month.



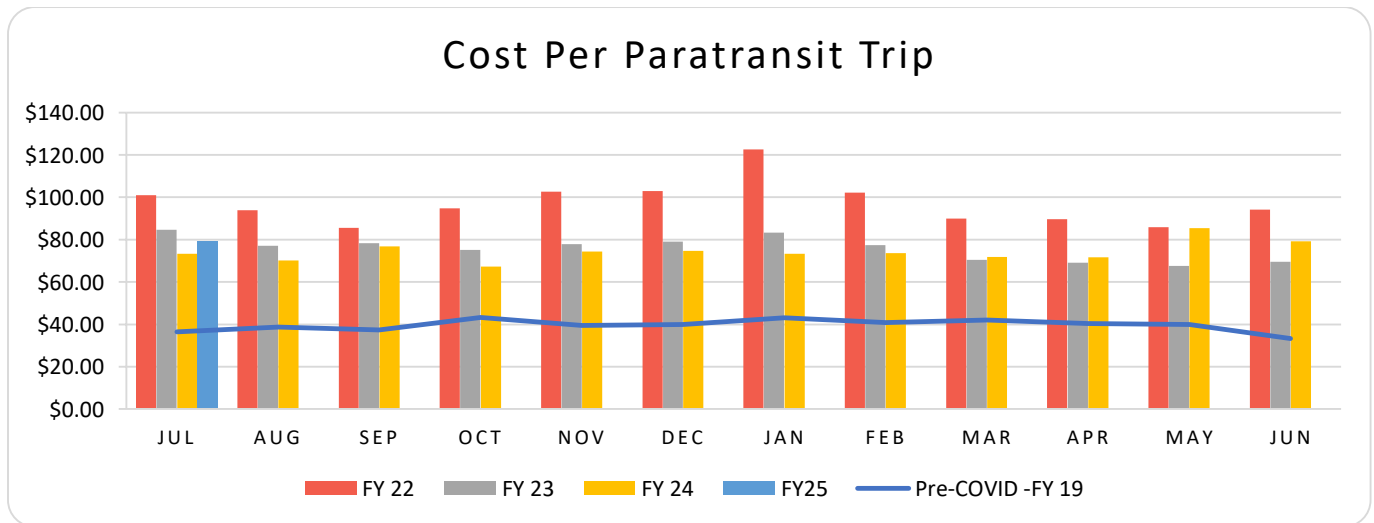
Customer Satisfaction:

Customer satisfaction remained very high throughout FY24, as evidenced by the number of commendations received from customers compared to the number of complaints.



Financial Implications:

In July, the cost per ADA passenger trip was \$79.06, marking a 7.8% increase from the same month in the prior fiscal year.



Recommendation:

None, for Information only.

Action Requested:

None, for information only.

Attachments:

None.