

To: Operations & Scheduling Committee

Date: 09/20/2024

From: John Sanderson, Director of ADA & Specialized Services

Reviewed by: *Ref*

SUBJECT: LINK Paratransit Monthly Report - August 2024

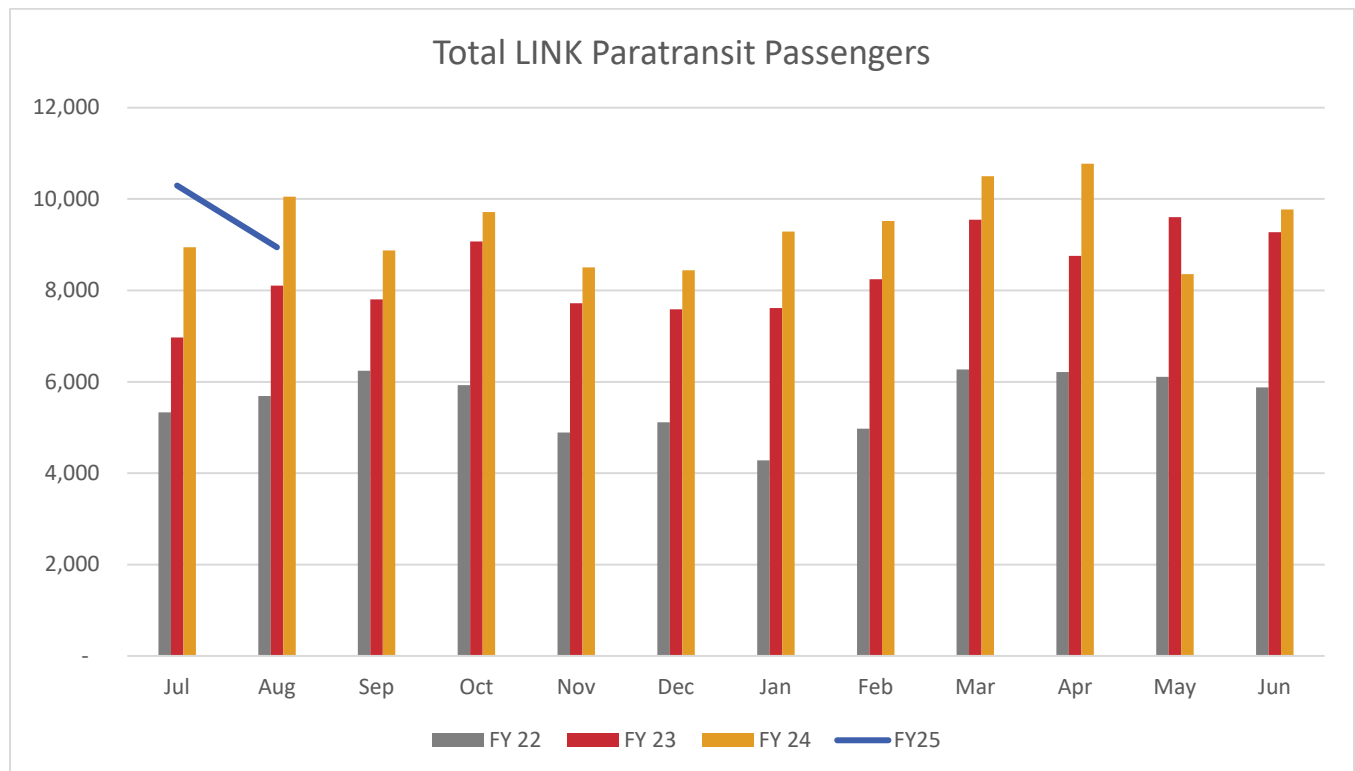
Background:

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 August 2024.

August 2024 Performance Report:

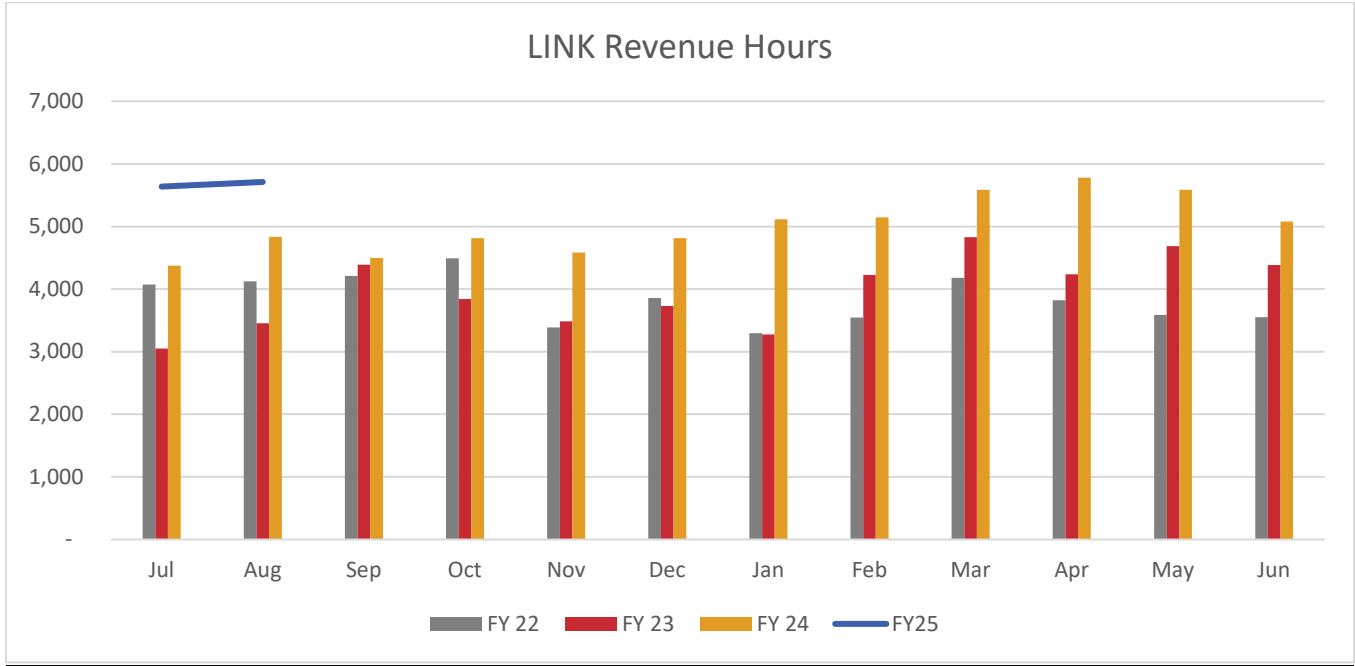
Ridership:

In August 2024 LINK paratransit transported 8,945 passengers, showing an unexpected decrease of 13.1% from the prior month (July 2024) and a decrease of 11.0% from the same month last year. Typically, trip demand increases through the late Summer and early Fall, from July through October, before reducing slightly in the Winter months. The reasons for the decline in August are not known yet, however Staff will continue to monitor for future developments.



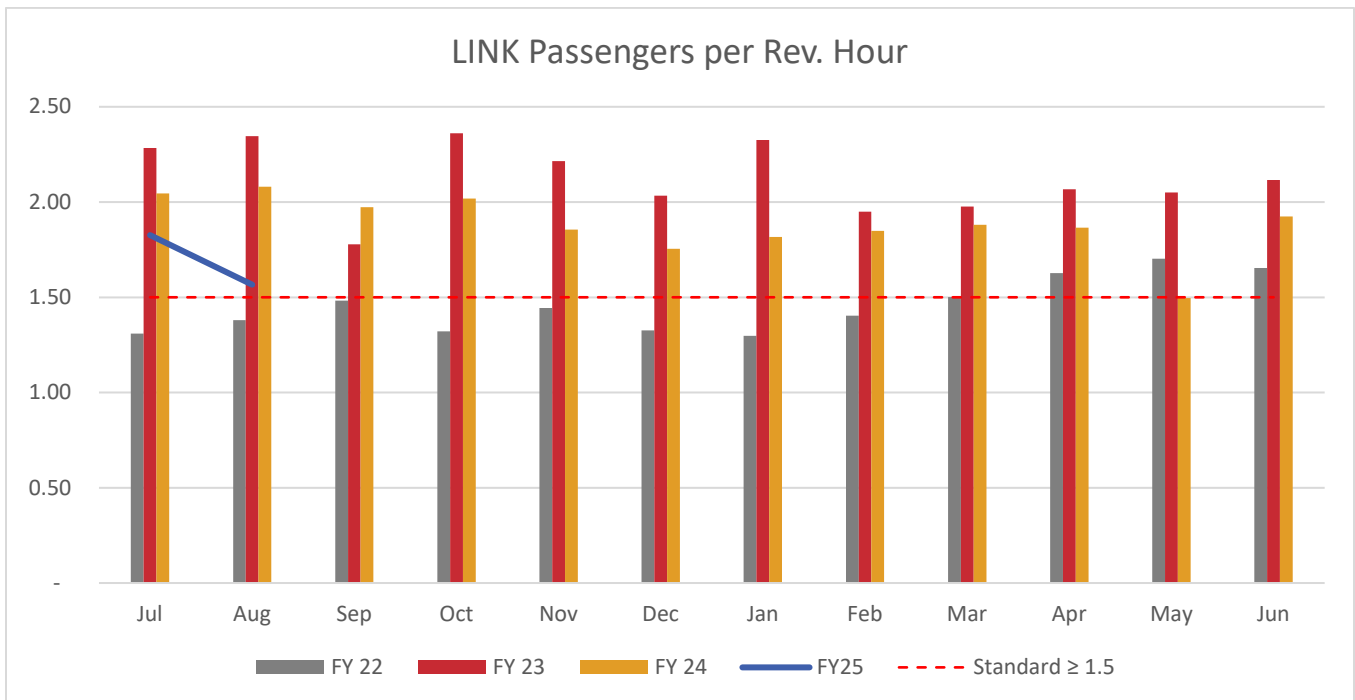
Revenue Hours:

LINK provided 5,711 hours of Revenue Service (time when the vehicle is in service and available for passengers to ride) in August 2024, up about 1.3% from the 5,673 hours operated in July. Although still trending upward, the rate of increase so far in FY25 appears to be down slightly from the robust growth experienced in most of FY24.



Productivity:

In August, the average number of ADA passengers per revenue hour was 1.57, a decrease of 0.26 passengers per hour from the 1.83 seen in July, but still exceeding the LINK Paratransit service standard of at least 1.5 ADA passengers per revenue hour.

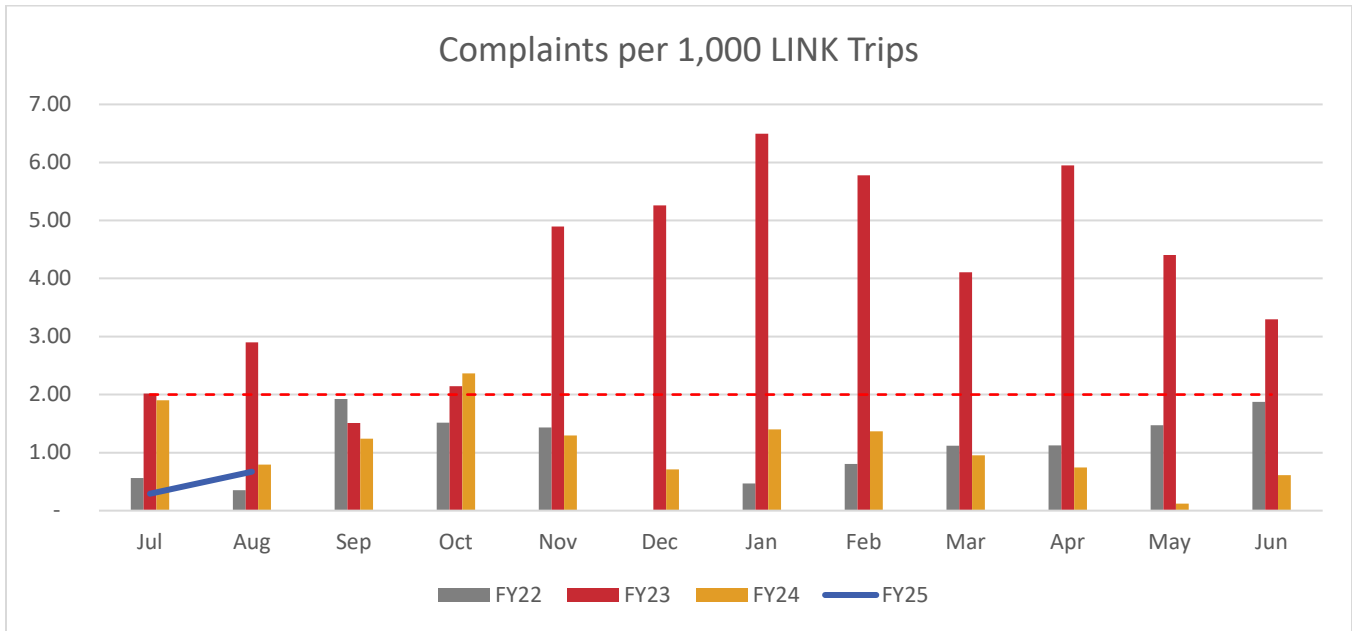


On-Time Performance:

LINK’s On-Time Performance remains exemplary. In August 2024, 99.7% of trips were delivered on time, up 0.1% from July, and handily exceeding the contract standard of 92% for the 27th consecutive month.

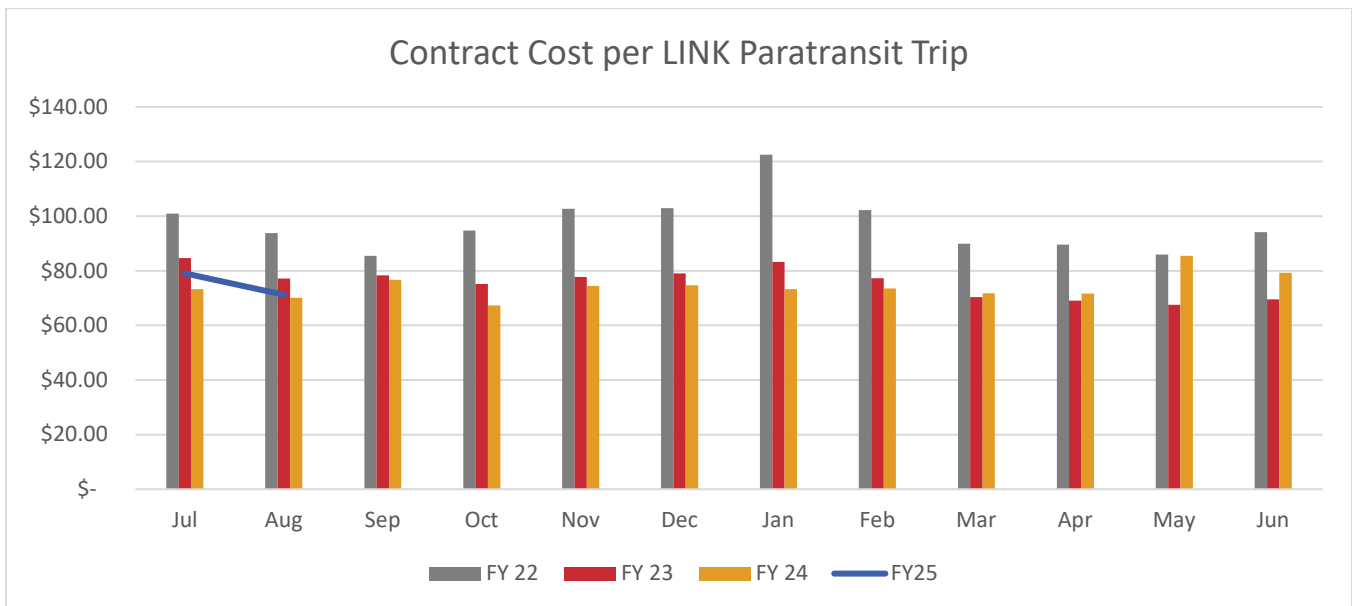
Customer Satisfaction:

Customer satisfaction remains very high with 0.67 validated complaints per 1,000 LINK passenger trips in August 2024. Customer feedback has remained well below the LINK standard of 2.0 complaints per 1,000 trips for the last 14 months.



Financial Implications:

In August 2024, the contract cost per LINK passenger trip was \$71.21, simultaneously marking an increase of 1.6% from the same month in the prior fiscal year, and a 9.9% decrease from the \$79.06 seen in July.



Recommendation:

None, for Information only.

Action Requested:

None, for information only.

Attachments:

None.