

County Connection

INTER OFFICE MEMO

To: Operations & Scheduling Committee

Date: 11/25/2024

From: John Sanderson, Director of ADA & Specialized Services

Reviewed by: *Ref*

SUBJECT: LINK Paratransit Monthly Report - October 2024

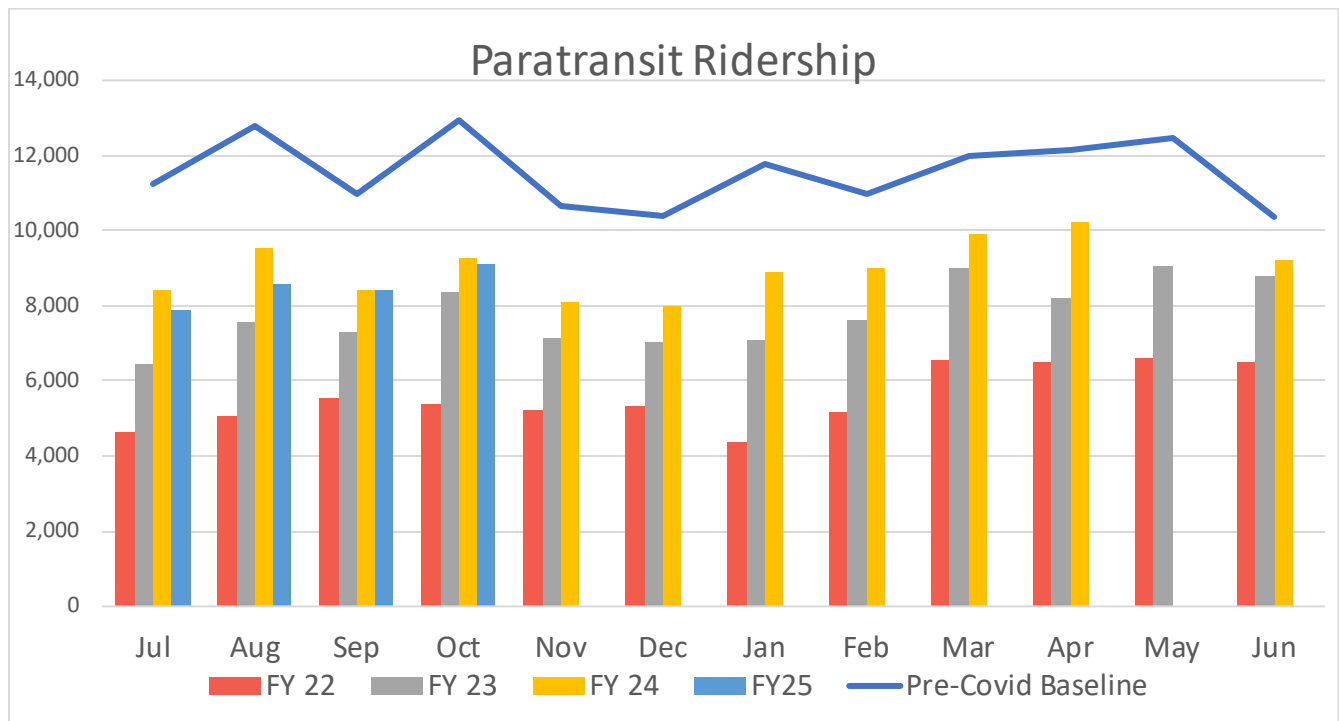
Background:

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

July 2024 Performance Report:

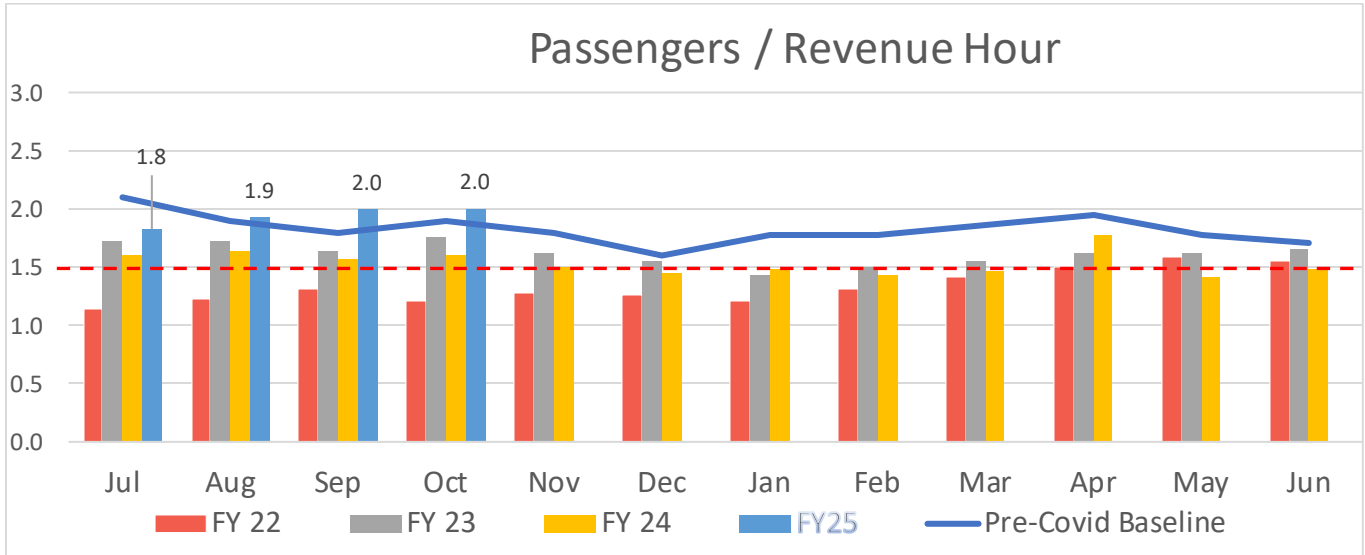
Ridership:

In October 2024 there were 9,127 ADA passenger trips, showing a slight decrease of 1.7% from the 9,281 trips reported for October 2023.



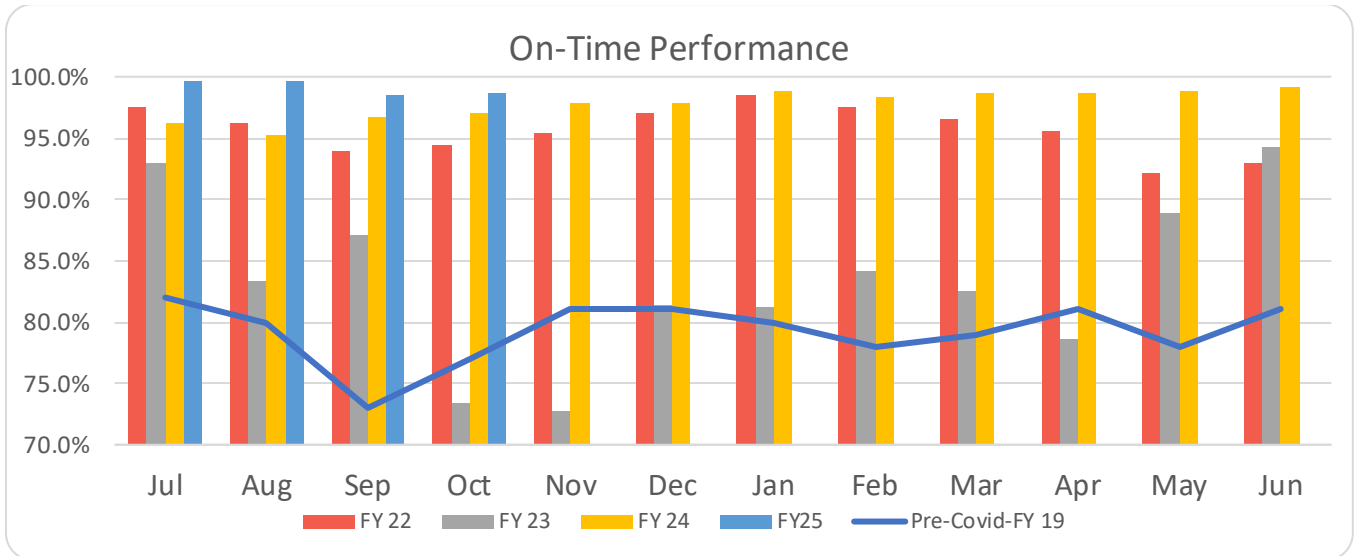
Productivity:

In October, the average number of ADA passengers per revenue hour was 2.0, exceeding the LINK Paratransit service standard of at least 1.5 ADA passengers per revenue hour for the fourth consecutive month.



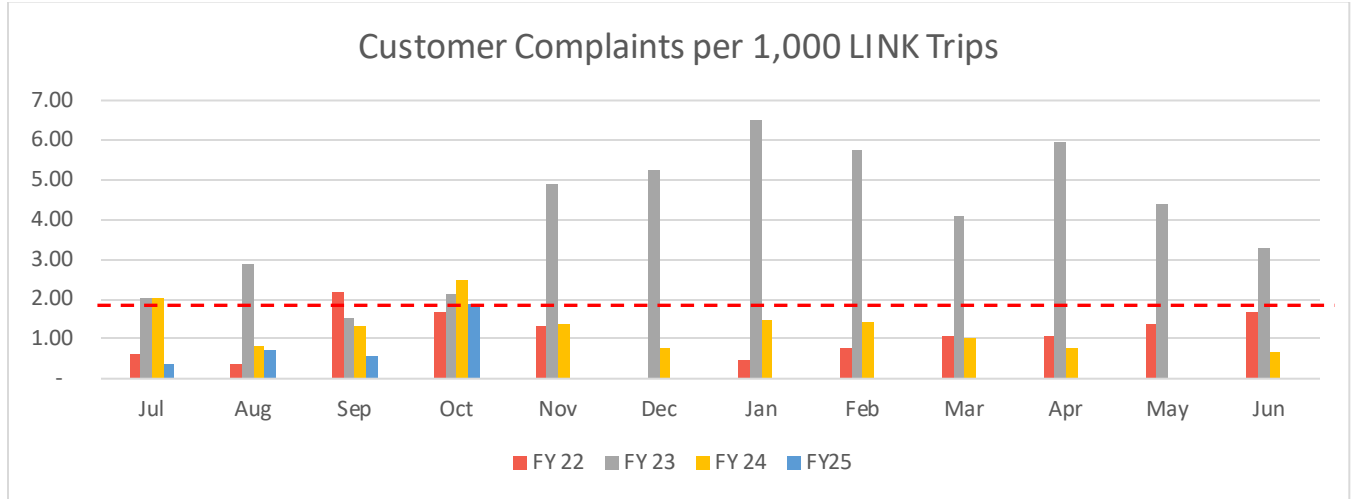
On-time Performance:

In October, the on-time performance of trips averaged 98.6%, significantly exceeding the contract standard of 92%.



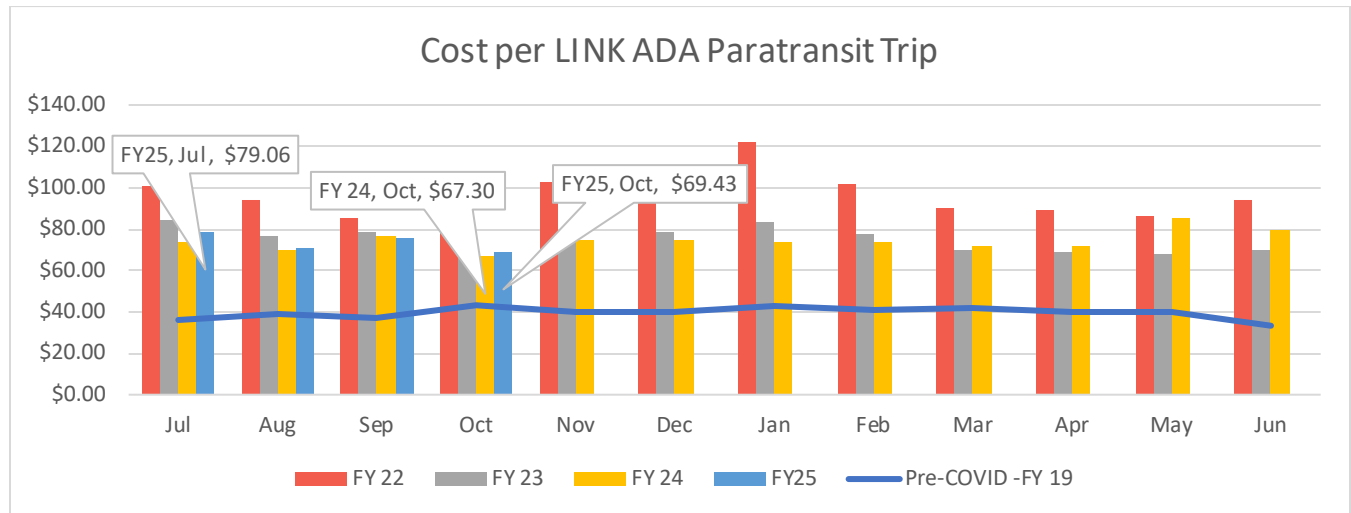
Customer Satisfaction:

Customer satisfaction with the LINK service remains consistently high, as evidenced by the number of commendations received from customers compared to the number of complaints. Verified complaints of 1.86 per 1,000 LINK rides in October exceeded the contract standard of less than 2.0 per 1,000 rides for the 12th month in a row.



Financial Implications:

In July, the cost per ADA passenger trip was \$69.43, marking a 3.2% increase from the same month in the prior year, and a simultaneous decrease of 12.2% since the start of the current fiscal year.



Recommendation:

None, for Information only.

Action Requested:

None, for information only.

Attachments:

None.