

To: Advisory Committee

Date: 12/27/2024

From: Rosa Noya, Manager of Accessible Services

Reviewed by: JS

SUBJECT: LINK Paratransit Monthly Report - November 2024

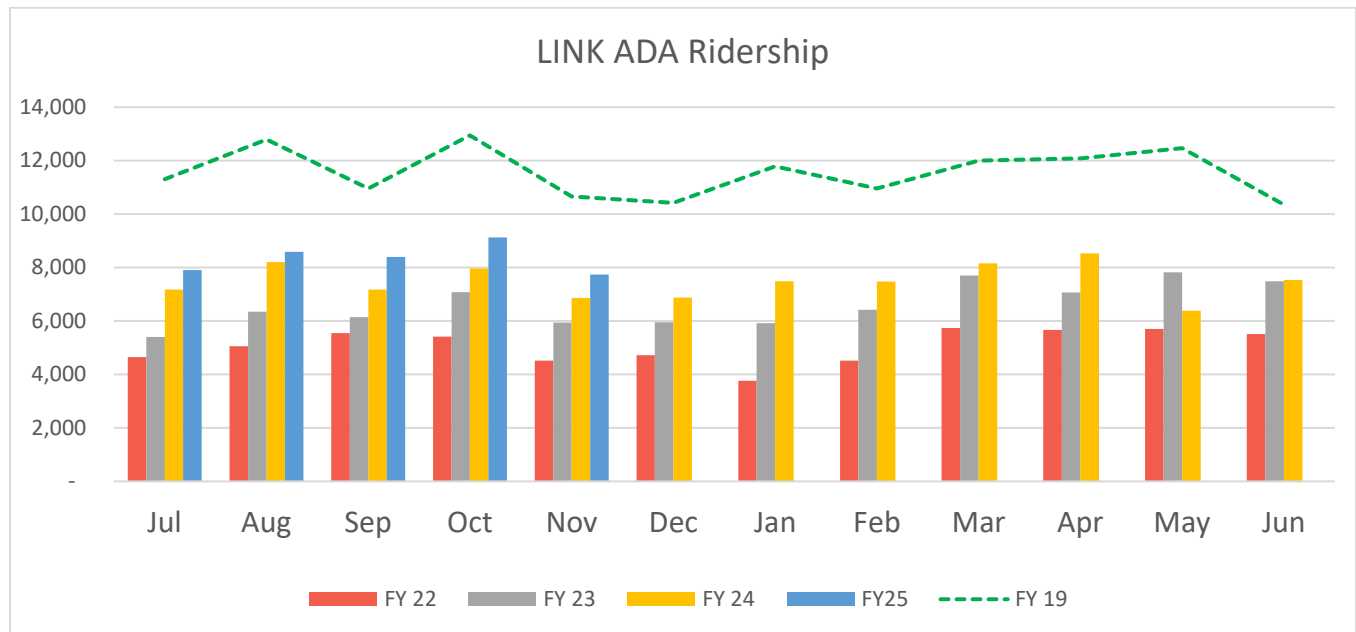
Background:

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 November 2024.

November 2024 Performance Report:

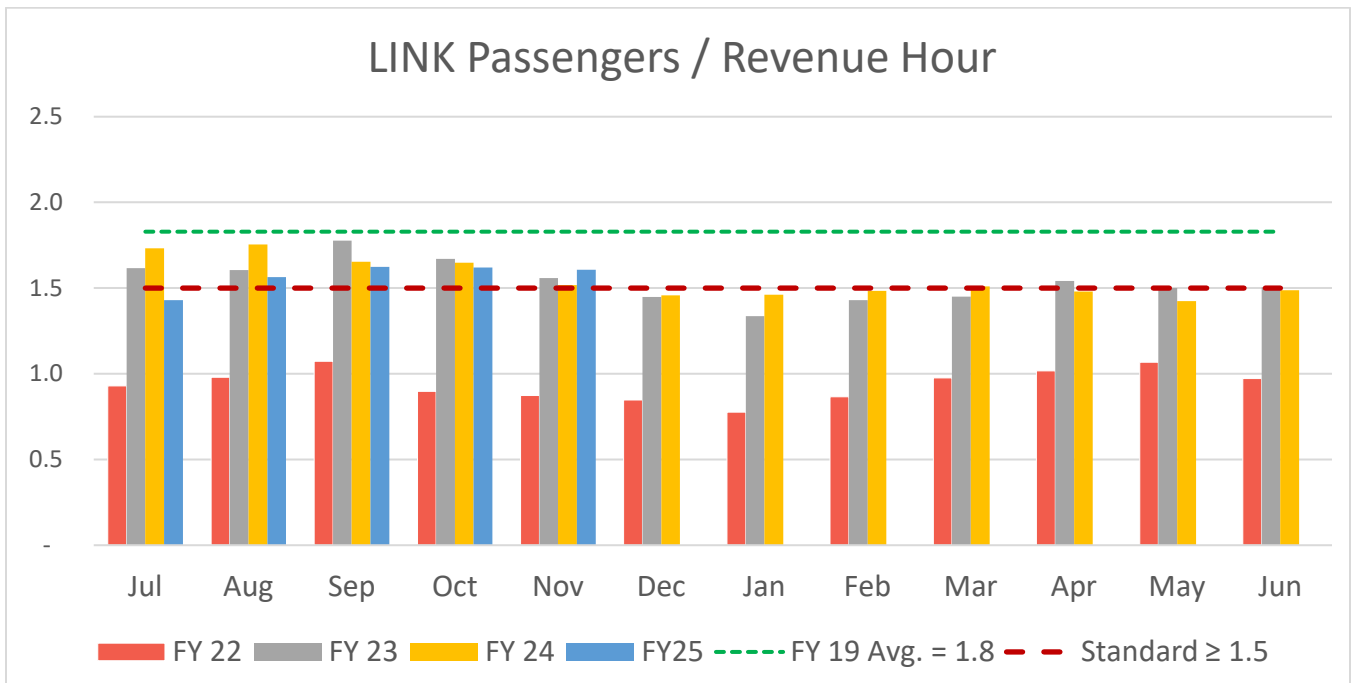
Ridership:

In November LINK provided 7,735 ADA paratransit trips, an increase of 12.7% from the 6,866 trips provided in November 2023. While the month-to-month seasonal fluctuation is consistent with historical norms, the year over year demand growth has been higher than anticipated for the Fiscal Year to date.



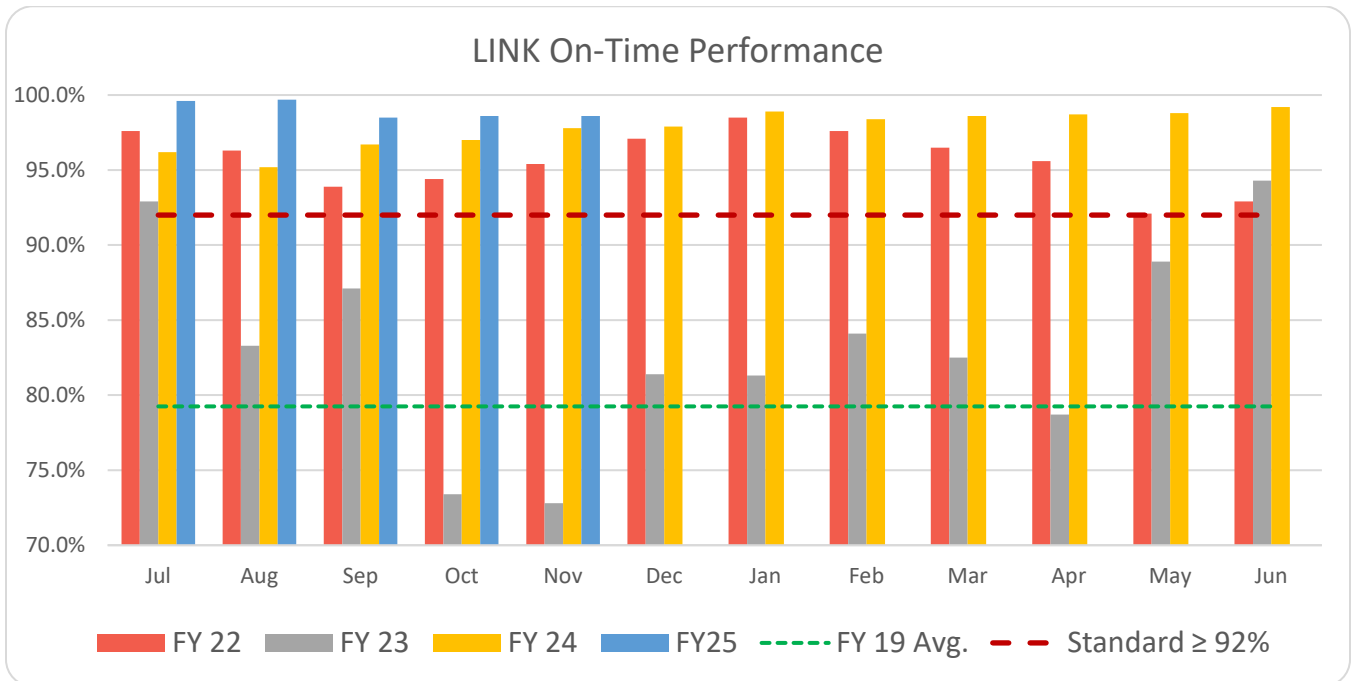
Productivity:

In November, LINK transported approximately 1.6 passengers per revenue hour, slightly exceeding the contract standard of at least 1.5 passengers per hour for the fourth consecutive month.



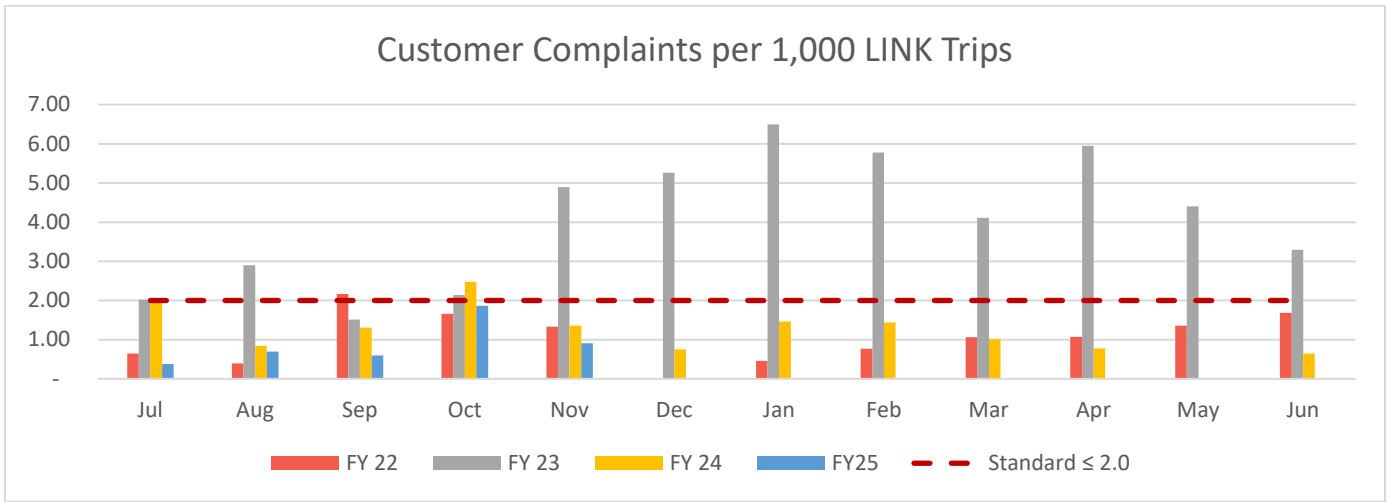
On-time Performance:

In November, the on-time performance of trips averaged 98.6%, handily exceeding the contract standard of 92% for the eighteenth consecutive month.



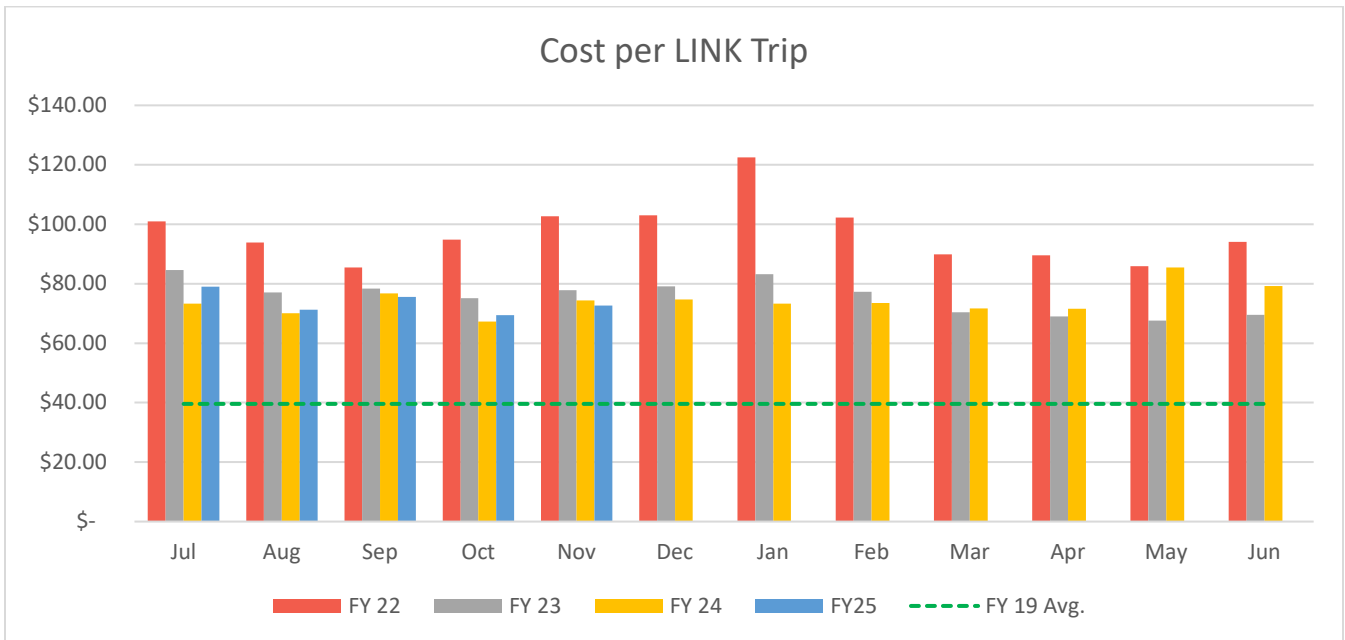
Customer Satisfaction:

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 0.9 per 1,000 LINK passenger trips in November fell well under the contract standard of 2.0 per 1,000 rides. In addition, the rate of positive customer feedback has exceeded the rate of complaints by a factor of approximately eighteen to one since the data became available nearly three years ago.



Financial Implications:

In November, the cost per LINK passenger trip was \$72.70, marking a decrease of 2.3% from the same month last year. However, the higher-than-expected increase in trip demand led to an increase in total program cost of just over 16% for the first quarter of the fiscal year. Staff continues to monitor the situation and work closely with the LINK contractor to control costs by keeping the program as efficient as possible.



Recommendation:

None, for Information only.

Action Requested:

None, for information only.

Attachments:

None.