

To: Operations & Scheduling Committee

Date: 2/17/2025

From: Rosa Noya, Manager of Accessible Services

Reviewed by: JS

SUBJECT: LINK Paratransit Monthly Report - January 2024

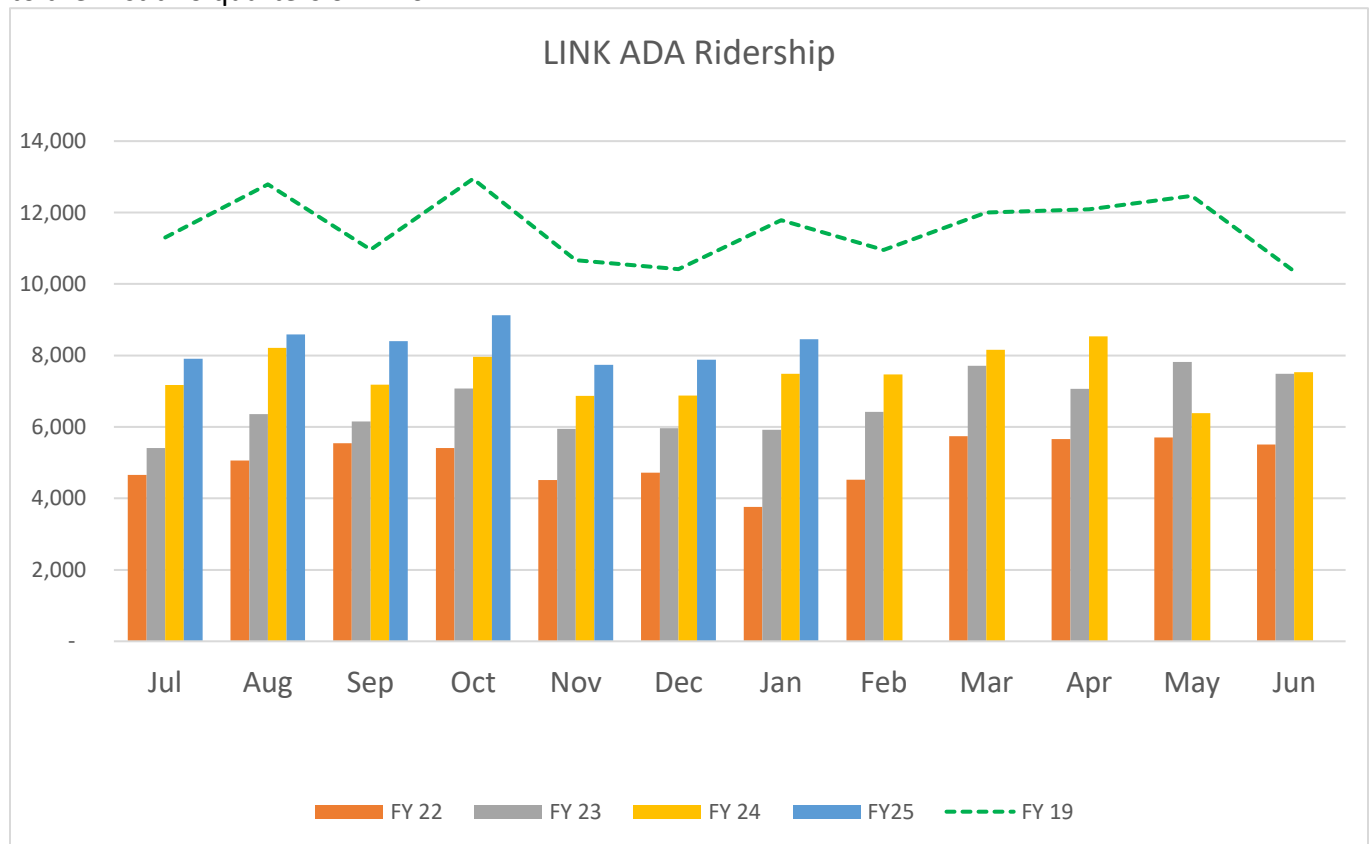
Background:

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 January 2024.

January 2024 Performance Report:

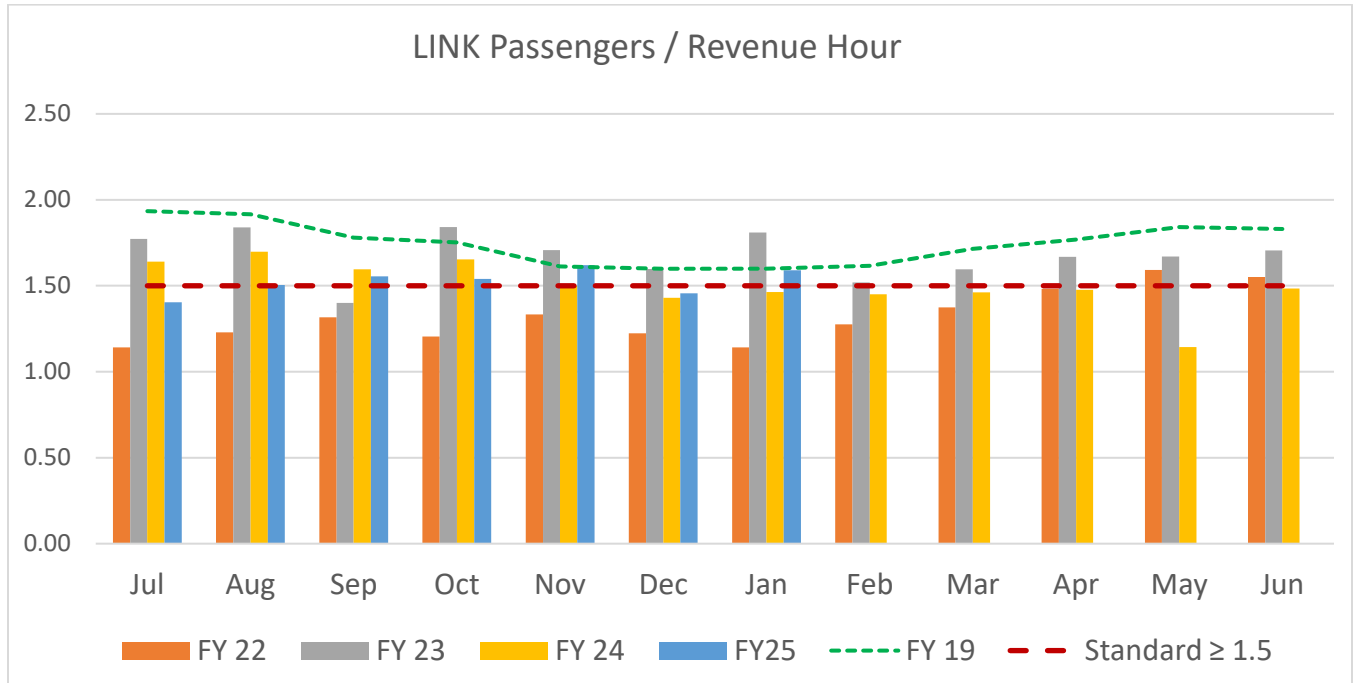
Ridership:

In January, LINK provided 8,456 ADA paratransit trips, reflecting a 12.9% increase from the 7,487 trips provided in January 2023. Total demand increase stands at 12.1% for the Fiscal Year to date, compared to the first two quarters of FY2024.



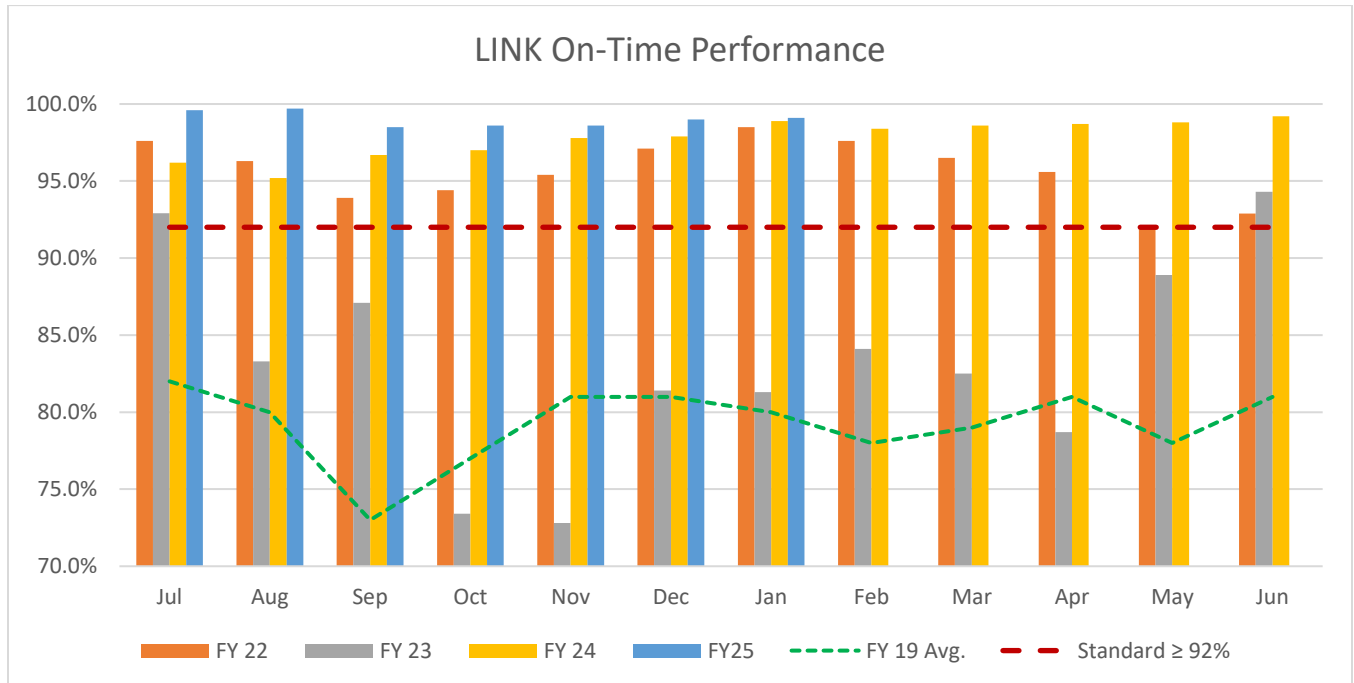
Productivity:

In January, LINK transported approximately 1.59 passengers per revenue hour, exceeding the contract standard of at least 1.5 passengers per hour.



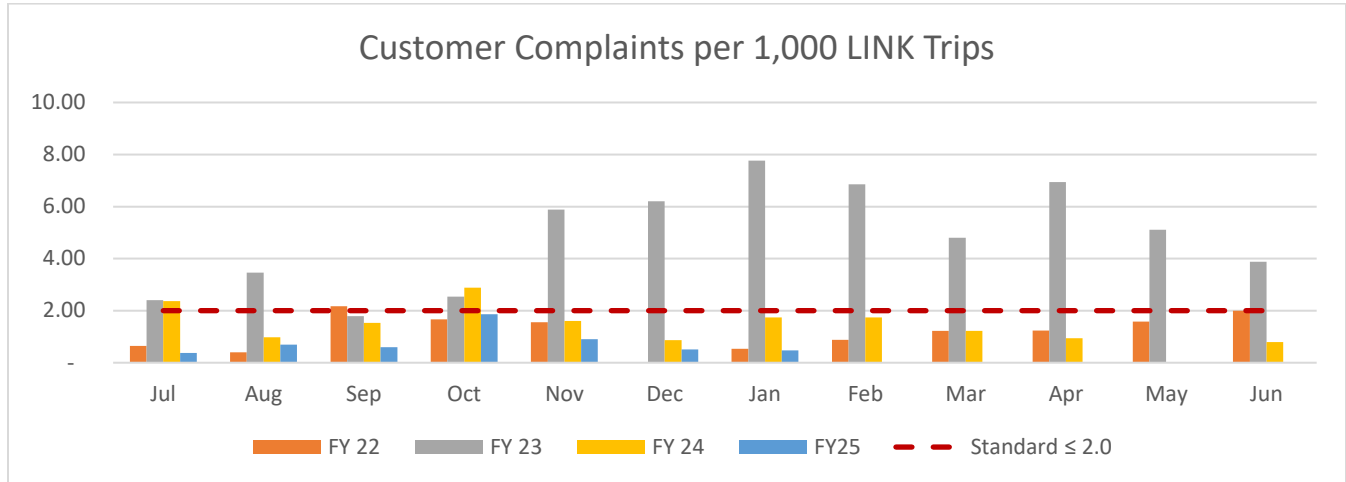
On-time Performance:

In January, the on-time performance (OTP) of trips averaged 99.1%. OTP has consistently met or exceeded 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 0.47 per 1,000 LINK passenger trips in January fell well below the contract standard of 2.0 per 1,000 rides. In addition, positive feedback exceeded complaints by 39 to 1 in January.



Financial Implications:

In January, the cost per LINK passenger trip was \$71.36, marking a decrease of 2.7% from the same month last year. However, due to the increase in overall demand, total LINK program costs are up 11.7% compared to the first half of FY2024. Staff continue to closely monitor expenditures and work with the Contractor to improve efficiency wherever possible.

Recommendation:

None, for Information only.

Action Requested:

None, for information only.

Attachments:

None.