

To: Operations & Scheduling Committee

Date: 5/21/2025

From: Rosa Noya, Manager of Accessible Services

Reviewed by: JS

SUBJECT: LINK Paratransit Monthly Report - April 2025

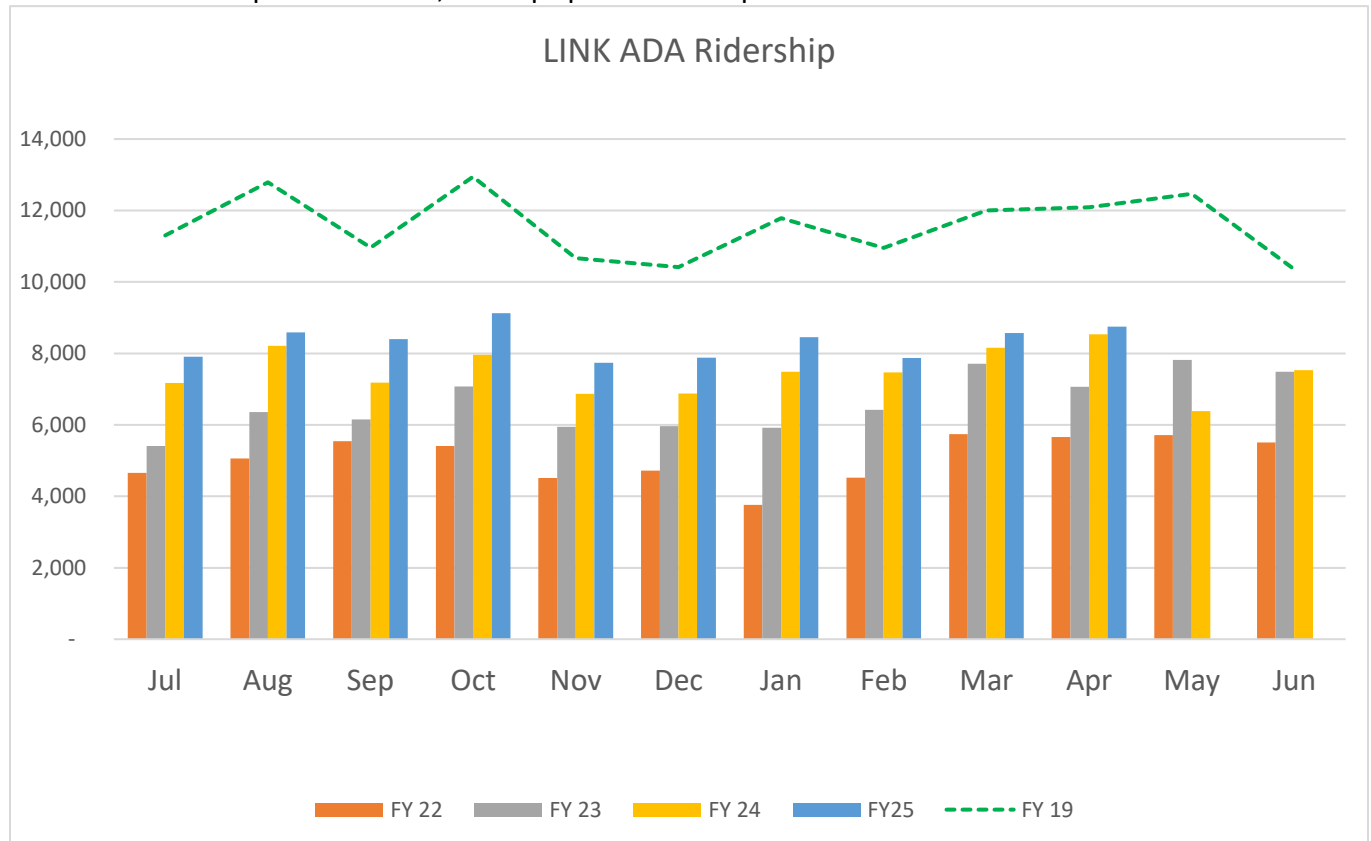
Background:

County Connection offers Paratransit services in accordance with the Americans with Disabilities Act (ADA) via its LINK Paratransit program. This report presents an overview of LINK Paratransit's performance for April 2025.

April 2025 Performance Report:

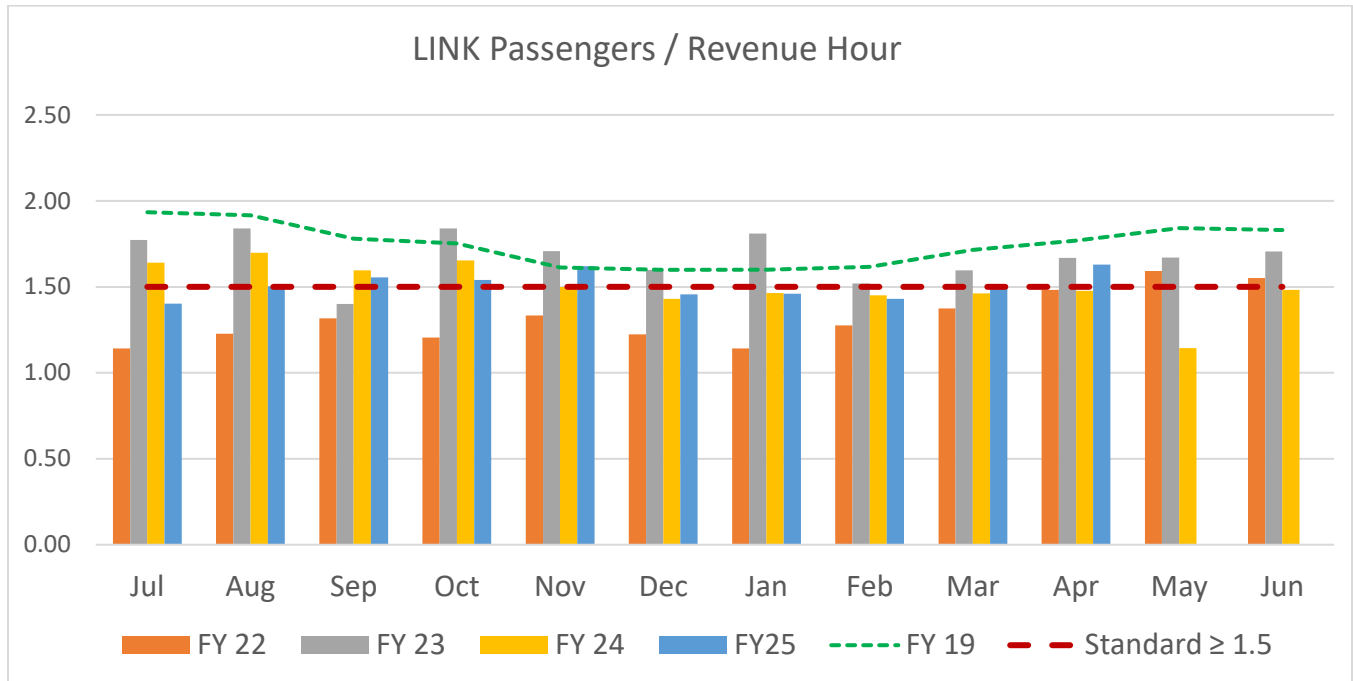
Ridership:

In April, LINK provided 8,751 ADA paratransit trips, an increase from the prior month. This represents a 2.6% increase compared to the 8,533 trips provided in April 2024.



Productivity:

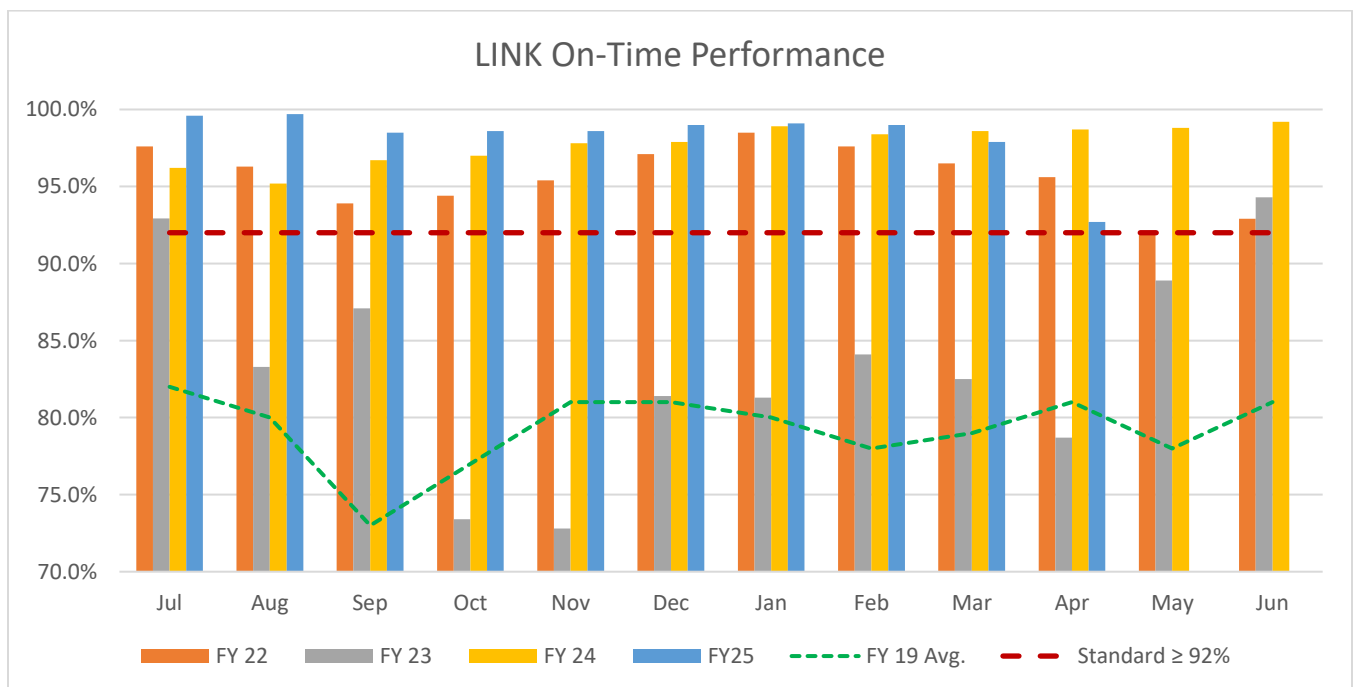
In April, LINK transported approximately 1.63 ADA paratransit passengers per revenue hour, an increase compared to prior months, meeting the contract standard of at least 1.5 ADA paratransit passengers per revenue hour.



On-time Performance:

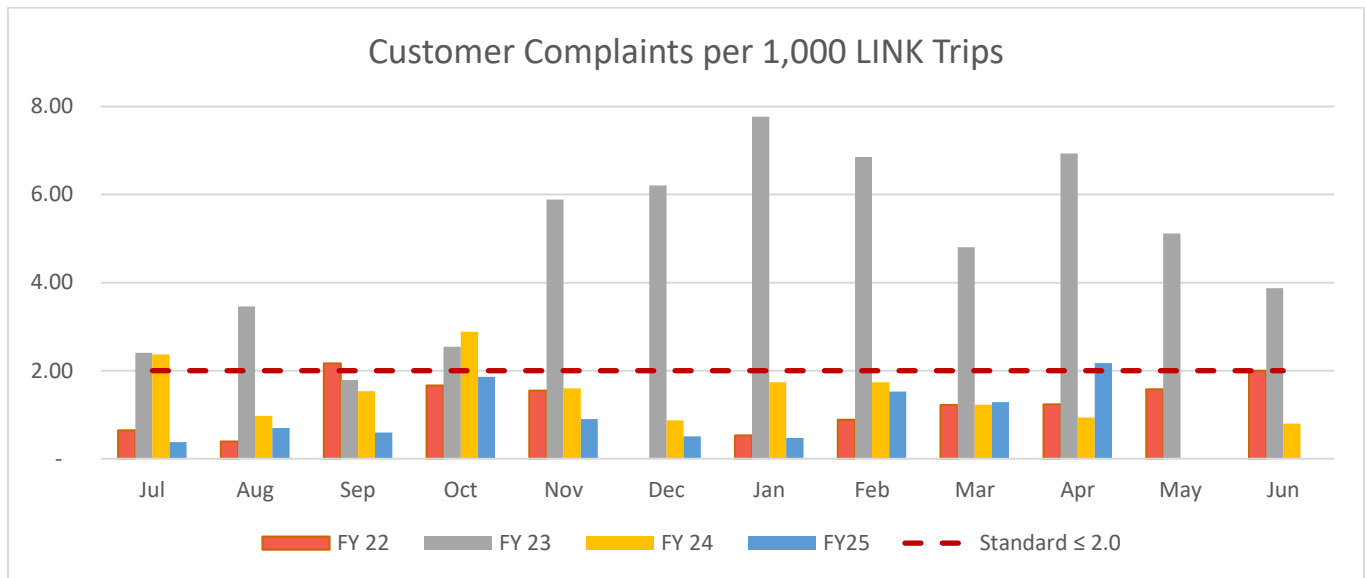
A trip is considered “on time” if the vehicle arrives within the designated 30-minute pickup window.

In April, the on-time performance (OTP) averaged 92.7%. Although this is a decrease compared to prior months, it continues to meet or exceed the contractual standard of 92%.



Customer Satisfaction:

In April, verified complaints totaled 2.17 per 1,000 passenger trips, slightly exceeding the contract limit of 2.0 per 1,000 rides. Most of these complaints were related to passengers arriving late to their destinations. Despite this, positive feedback outnumbered complaints by a ratio of 7 to 1, highlighting continued rider appreciation for the service. Notably, passengers frequently expressed appreciation for the courtesy and professionalism of the drivers



Financial Implications:

In April, the cost per LINK passenger trip was \$67.41, representing a 5.9% decrease from the same month in 2024. Staff continue to monitor expenses and work with the Contractor to improve efficiency wherever possible.

Recommendation:

None, for Information only.

Action Requested:

None, for information only.

Attachments:

None.