

**To:** Operations & Scheduling Committee

**Date:** 6/20/2025

**From:** Rosa Noya, Manager of Accessible Services

**Reviewed by:** JS

**SUBJECT: LINK Paratransit Monthly Report - May 2025**

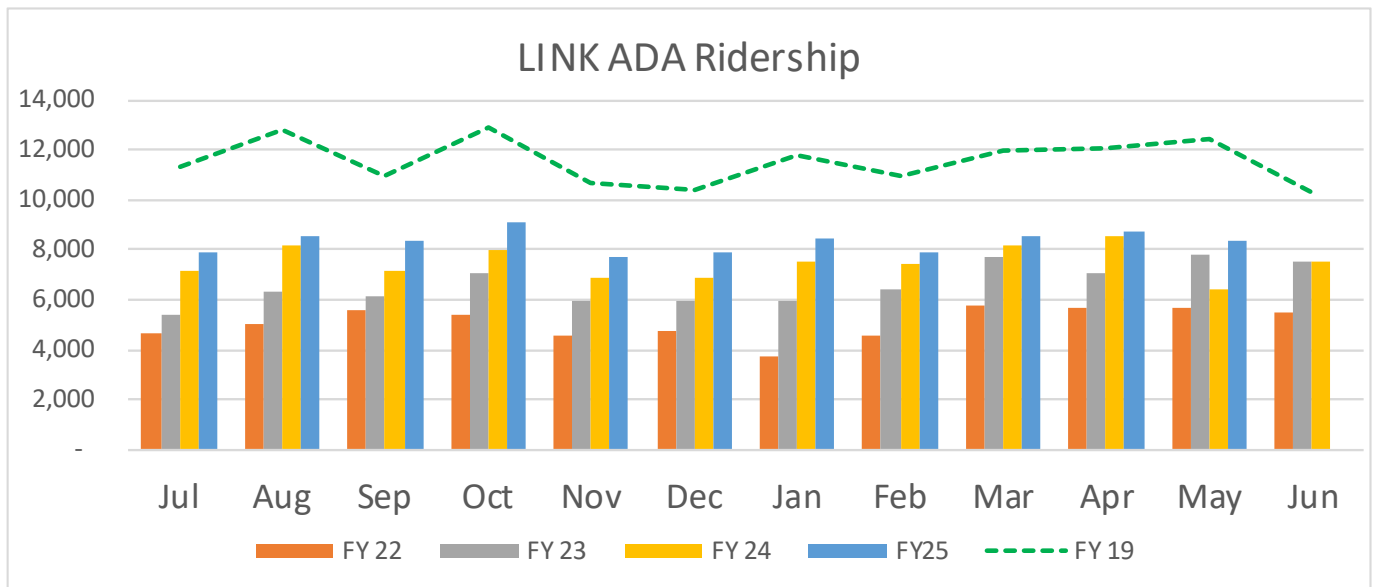
### Background:

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 May 2025.

### May 2025 Performance Report:

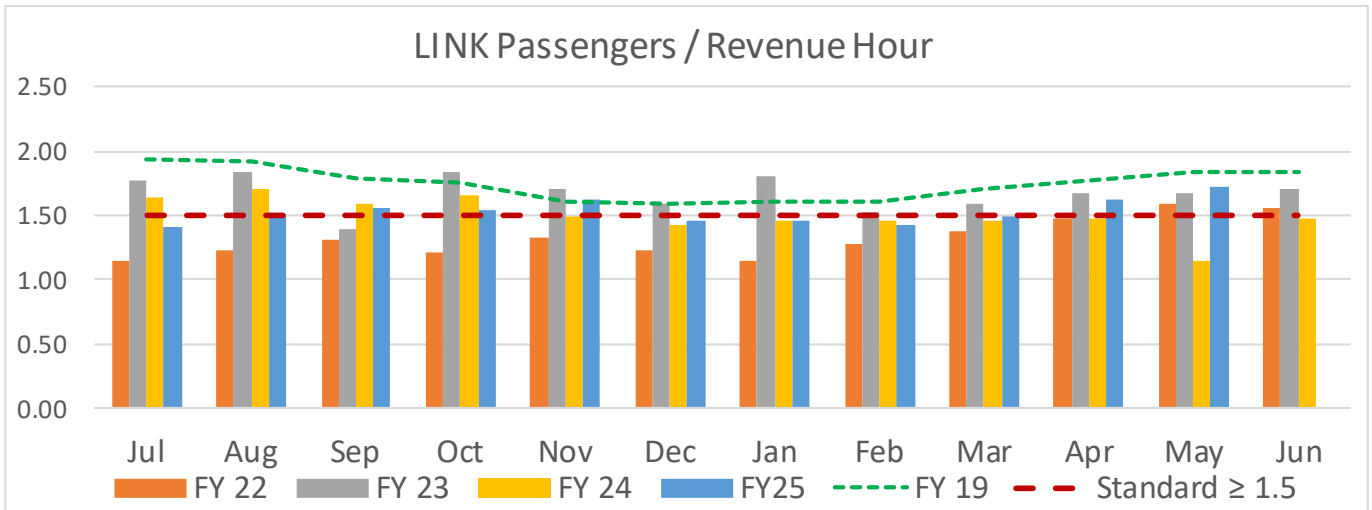
#### Ridership:

In May, LINK provided 8,360 ADA paratransit trips, showing a slight decline from April. This decrease is expected due to the holiday in May, when some riders likely opted for an extended weekend vacation travel. Overall, ridership in the current fiscal year has increased by approximately 11.3% compared to the same period last year. However, direct comparisons between May 2024 and May 2025 are limited due to a data breach that affected reporting in May 2024.



Productivity:

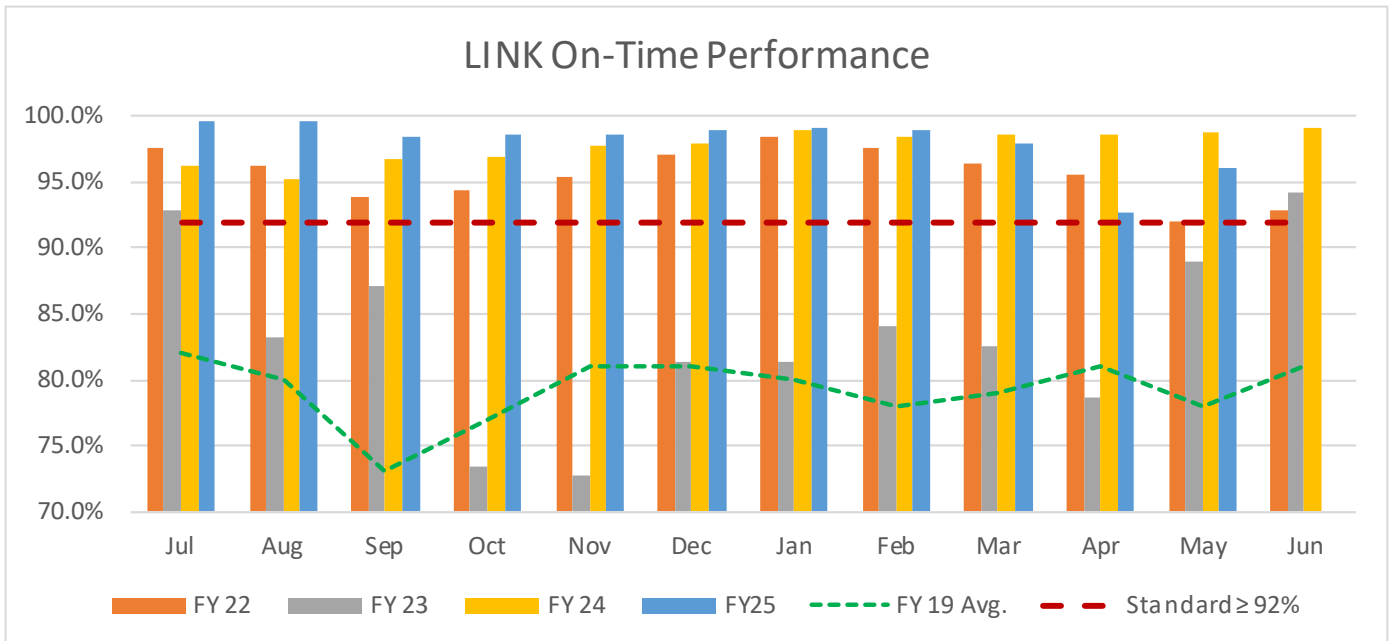
In May, LINK transported approximately 1.73 ADA paratransit passengers per revenue hour, an increase compared to prior months, meeting the contract standard of at least 1.5 ADA paratransit passengers per revenue hour. This marks the highest productivity rate recorded in FY 25 to date.



On-time Performance:

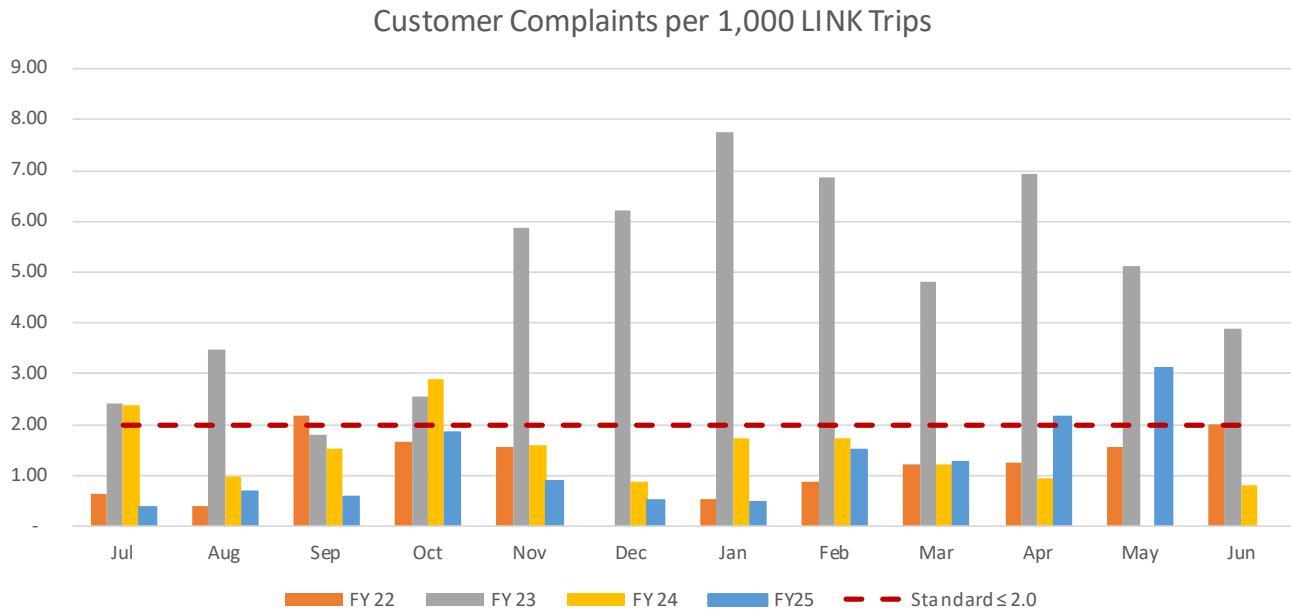
A trip is considered “on time” if the vehicle arrives within the designated 30-minute pickup window.

In May, the on-time performance (OTP) averaged 96.1%. This is an increase compared to prior months, and it continues to meet or exceed the contractual standard of 92%.



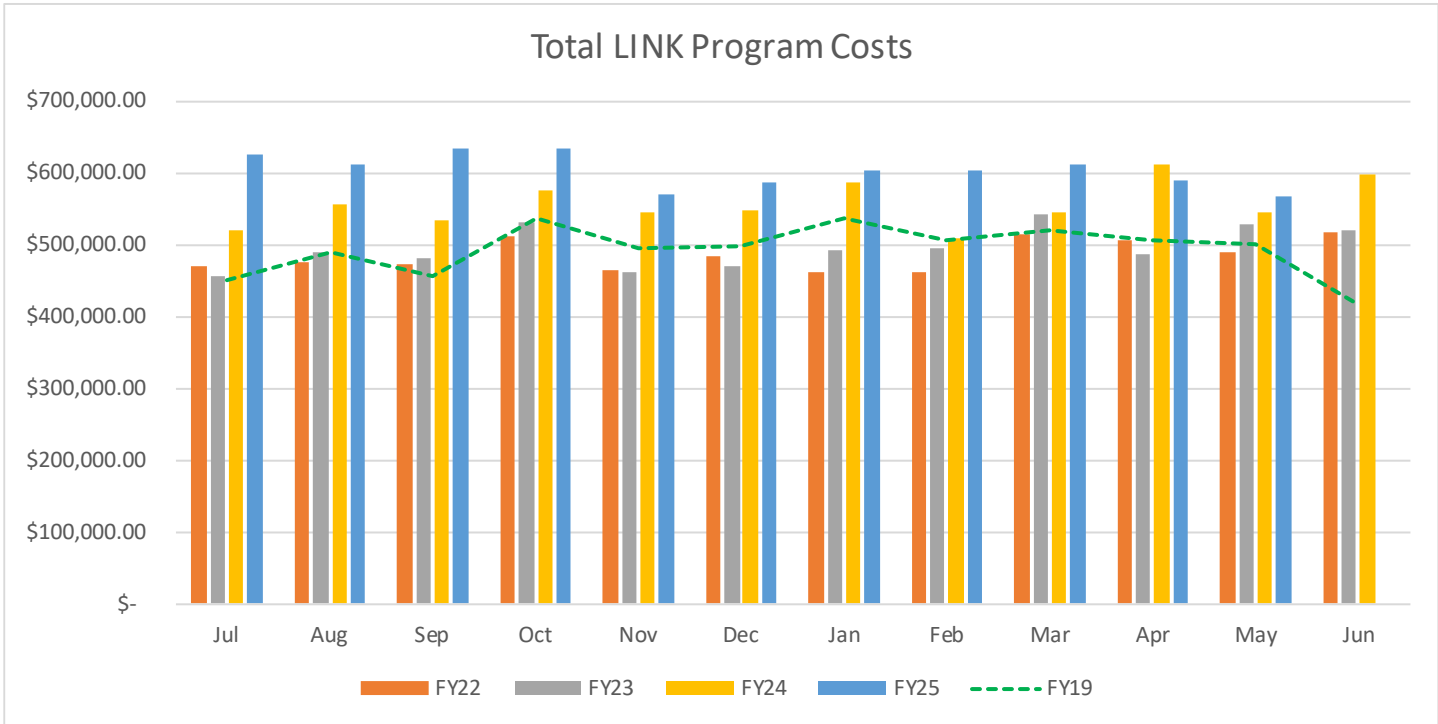
Customer Satisfaction:

There were 3.11 verified complaints per 1,000 passenger trips, exceeding the contract limit of 2.0. Most complaints involved late arrivals or issues with scheduling. However, positive feedback outweighed complaints 7 to 1, with many riders praising drivers for their courtesy and professionalism.



Financial Implications:

In May, the cost per LINK passenger trip was \$68.04 — a 20.4% decrease compared to May 2024. Program costs have been trending downward over the past three months, as staff continue to monitor expenses and work closely with the Contractor to improve efficiency, particularly by increasing productivity (measured in passengers per vehicle revenue hour). Despite this recent decline, the year-over-year rise in ridership reflects sustained post-pandemic growth in demand, consistent with the 24.9% increase in total program costs from FY22 to FY25.



**Recommendation:**

None, for Information only.

**Action Requested:**

None, for information only.

**Attachments:**

None.