County Connection

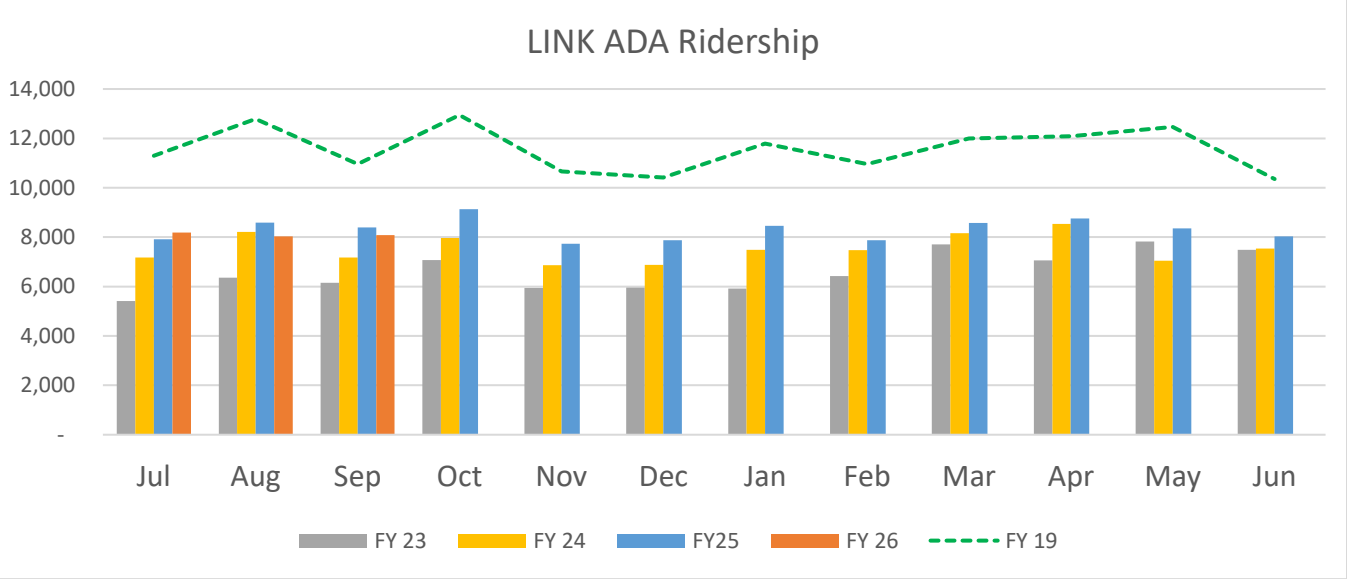
To: Operations & Scheduling Committee **Date:** 10/31/2025

From: Rosa Noya, Manager of Accessible Services **Reviewed by:** JS

SUBJECT: LINK Paratransit Monthly Report – July 2025 through September 2025

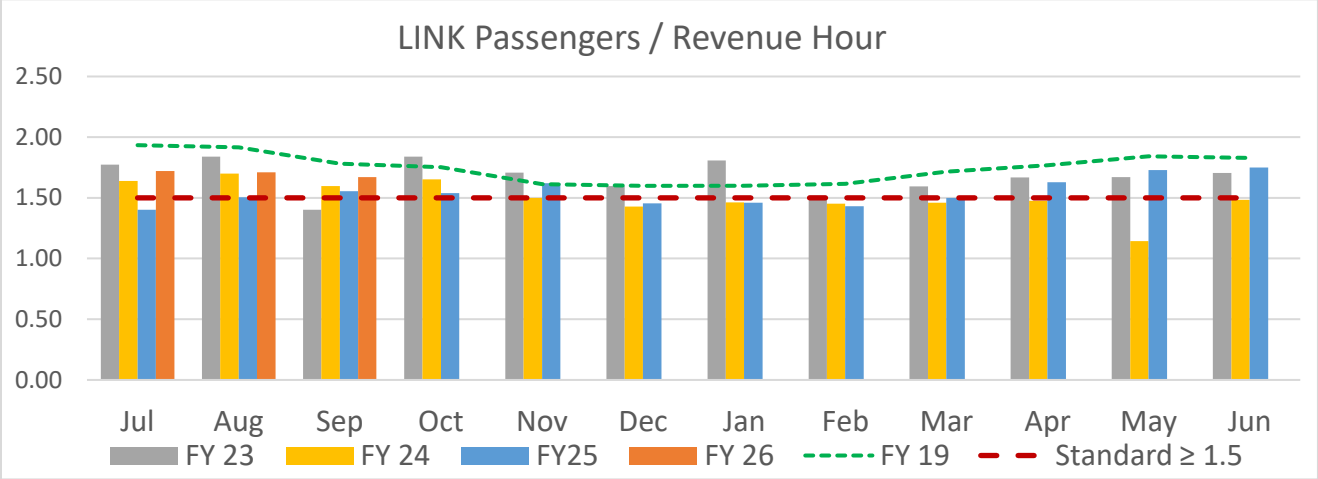
Background:
County Connection offers Paratransit services in accordance with the Americans with Disabilities Act (ADA) via its LINK Paratransit program. Due to delays related to updates in report data sources, this report presents an overview of LINK Paratransit's performance for July, August, and September 2025.

July- September 2025 Performance Report:
Ridership:
In July, LINK provided 8,181 ADA paratransit trips, followed by 8,030 in August and 8,077 in September. This reflects a moderate seasonal decrease during the summer months, followed by slight stabilization as fall service patterns resumed. Overall, total ridership for the quarter was approximately 2.4% lower than the same period last year.



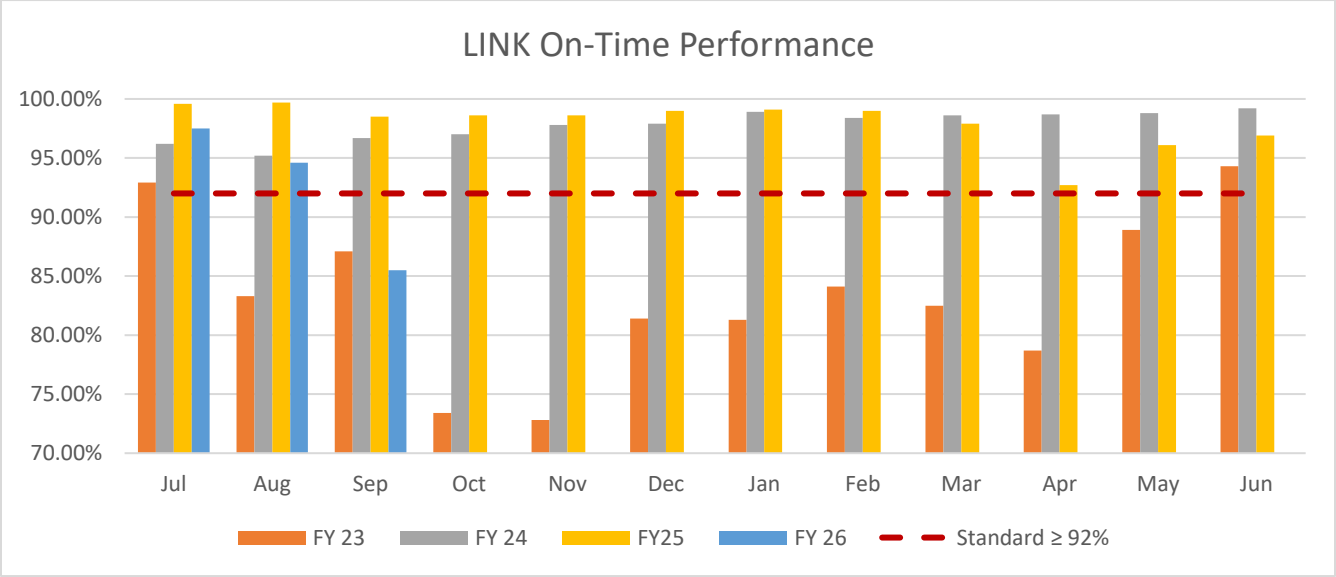
Productivity:

Average productivity for the quarter remained strong. LINK transported 1.72 passengers per revenue hour in July, 1.71 in August, and 1.67 in September — all above the contractual minimum of 1.5 passengers per hour. The consistency in productivity indicates efficient trip scheduling and effective resource allocation by the contractor.



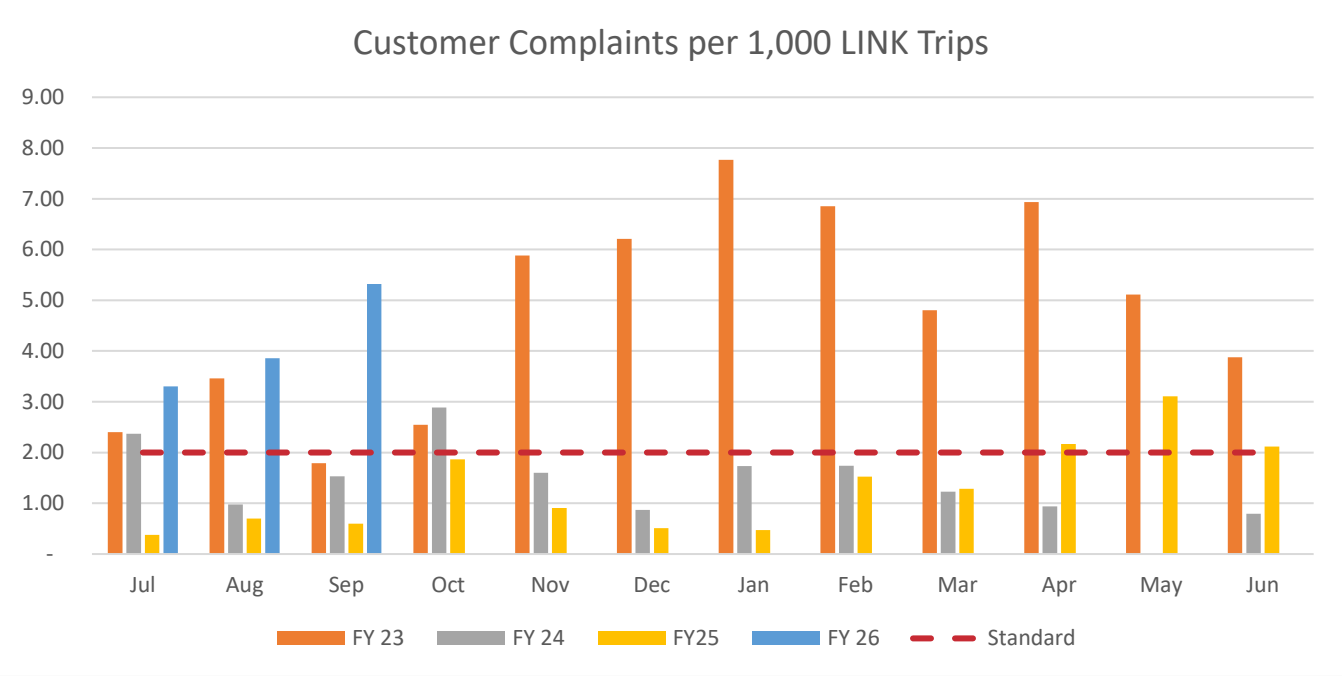
On-time Performance:

A trip is considered "on time" when the vehicle arrives within the designated 30-minute pickup window. On-time performance (OTP) declined substantially during the quarter. Performance in July and August exceeded the contractual standard of 92%, with a reported OTP of 97.5% in July, and 94.6% in August. However, September OTP declined to a two-year low of 85.5%. The decrease in September was partly attributed to driver and dispatcher staffing shortages, as well as changes to the calculation methodology and disruptions related to the scheduling software itself. Since September, OTP has partially rebounded and is currently holding near or above the 92% standard. County Connection staff that the Contractor are actively working to understand and resolve these issues, and are exploring the addition of another subcontractor to better support operations.



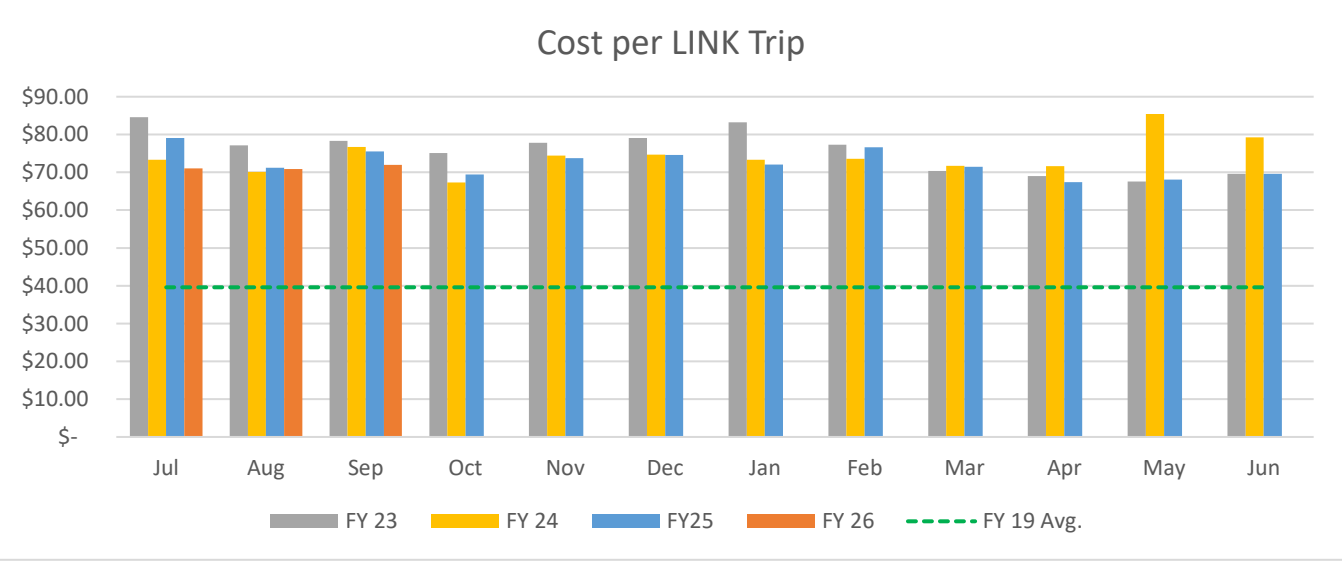
Customer Satisfaction:

Customer feedback activity increased over the course of the quarter. The complaint rate averaged 3.71 per 1,000 passenger trips, exceeding the contractual standard of 2.0. Most complaints involved vehicles arriving late to pick up locations or destinations. Nonetheless, positive comments continued to significantly outweigh complaints—by a ratio of 7 to 1—with many passengers commending operators for their courtesy and professionalism.



Financial Implications:

The average cost per passenger trip during the quarter was $71.31 — a slight increase compared to the prior quarter and a 5.3% decrease from the same period last year. Program costs remained stable as productivity gains and ridership growth helped offset inflationary pressures. Staff continue to collaborate with the contractor to maintain cost efficiency and service quality.



Recommendation:
None, for information only.

Action Requested:
None, for information only.

Attachments:
None.