

To: Operations & Scheduling Committee

Date: December 31, 2025

From: Rosa Noya, Manager of Accessible Services

Reviewed by: JS

SUBJECT: LINK Paratransit Monthly Report – November 2025

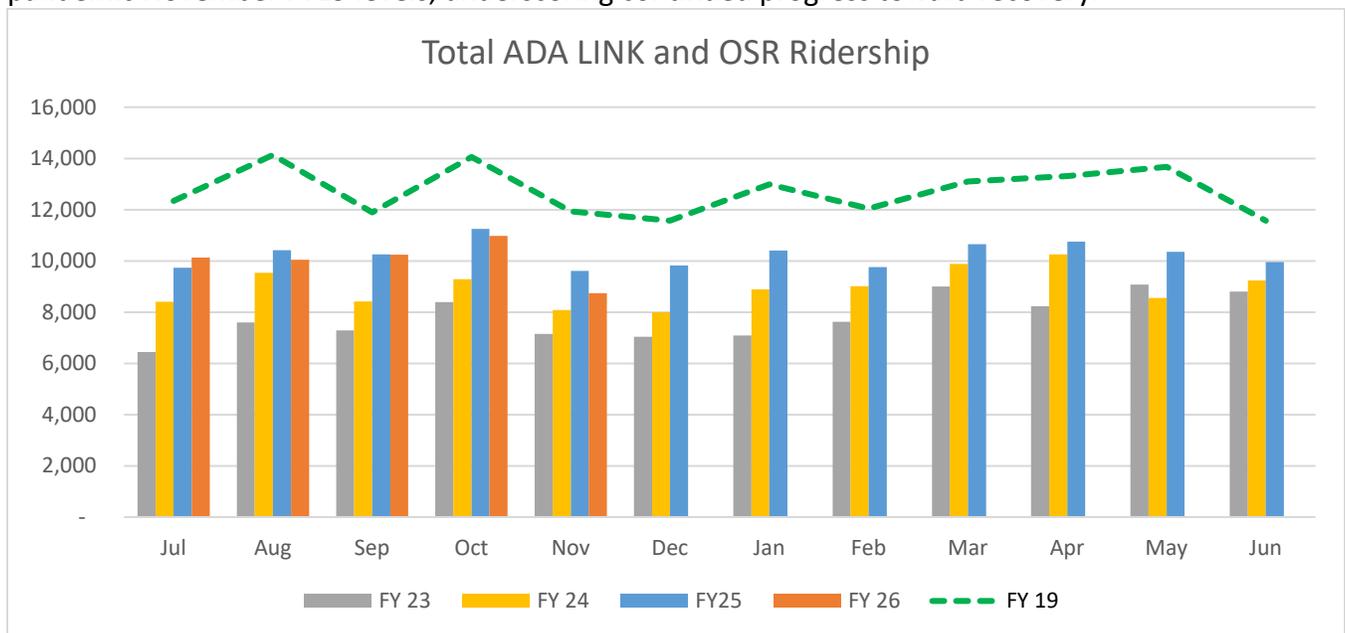
Background:

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 November 2025.

November 2025 Performance Report:

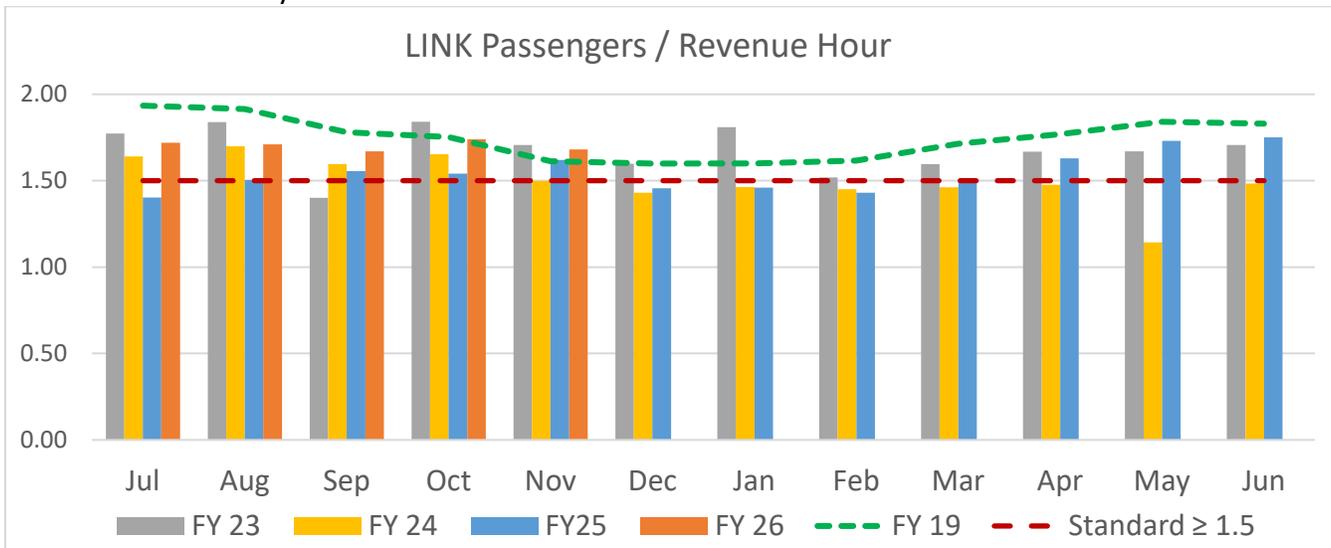
Ridership:

In November 2025, total ADA ridership for LINK and OSR combined was approximately 8,800 trips, reflecting a decline of about 8% compared to November FY25, consistent with normal month-to-month and year-over-year variability as the system enters the winter period and with it many Holidays. Despite this decrease, November 2025 ridership remained approximately 9% higher than November 2024 and about 24% above November 2023, indicating that overall, ADA demand continues to remain elevated relative to pre-recovery years. Ridership in November 2025 was still approximately 25% below pre-pandemic November FY19 levels, underscoring continued progress toward recovery.



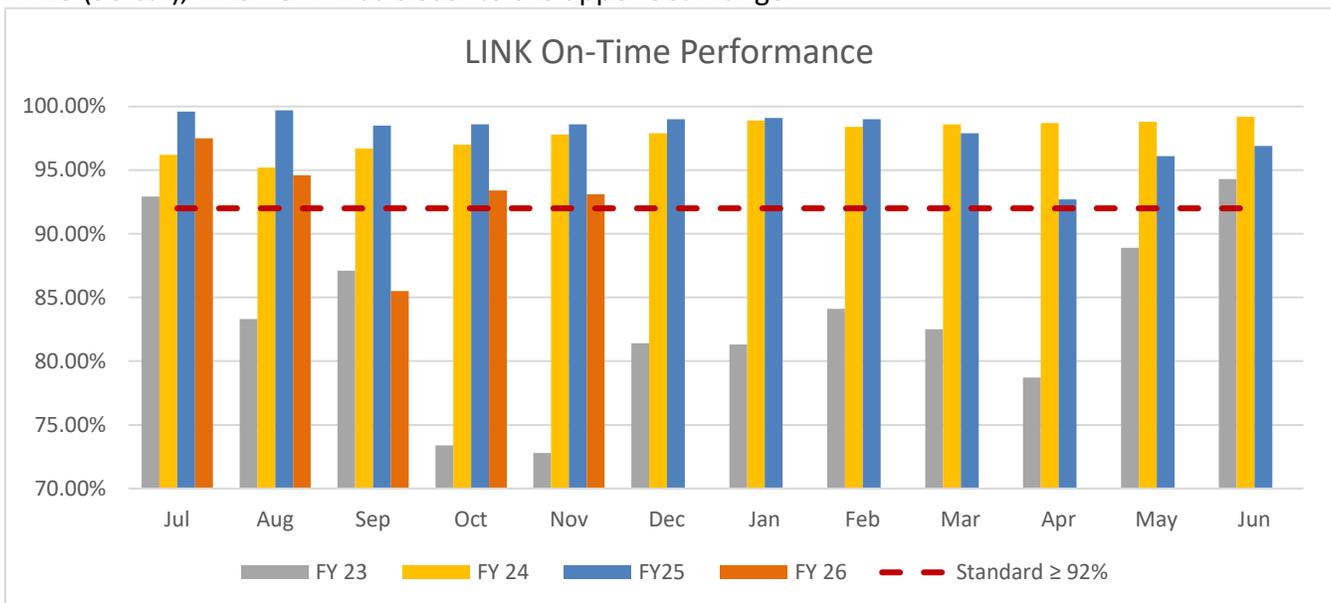
Productivity:

LINK transported 1.68 passengers per revenue hour in November — 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.



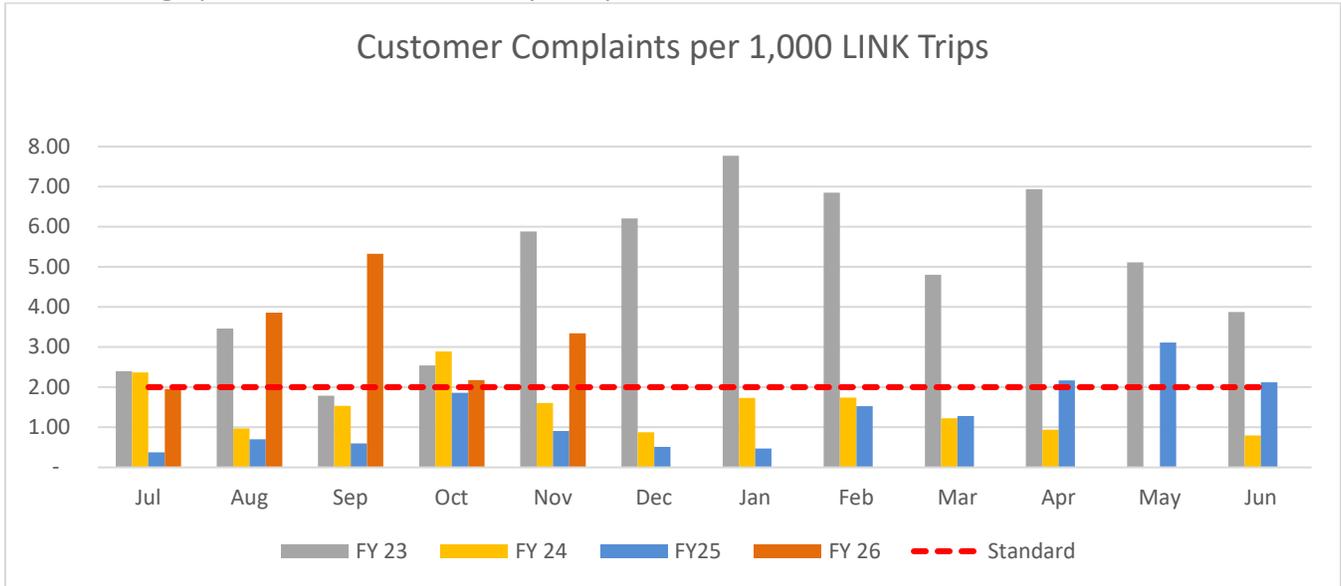
On-time Performance:

A trip is considered “on time” when the vehicle arrives within the designated 30-minute pickup window. Performance in November exceeded the contractual standard of 92%, with a reported OTP of 93.1%. While November remained compliant with service requirements, performance dropped compared to the stronger results seen in earlier months of FY 26 and was significantly lower than the same month in FY 25 (98.6%), when OTP was closer to the upper-90% range.



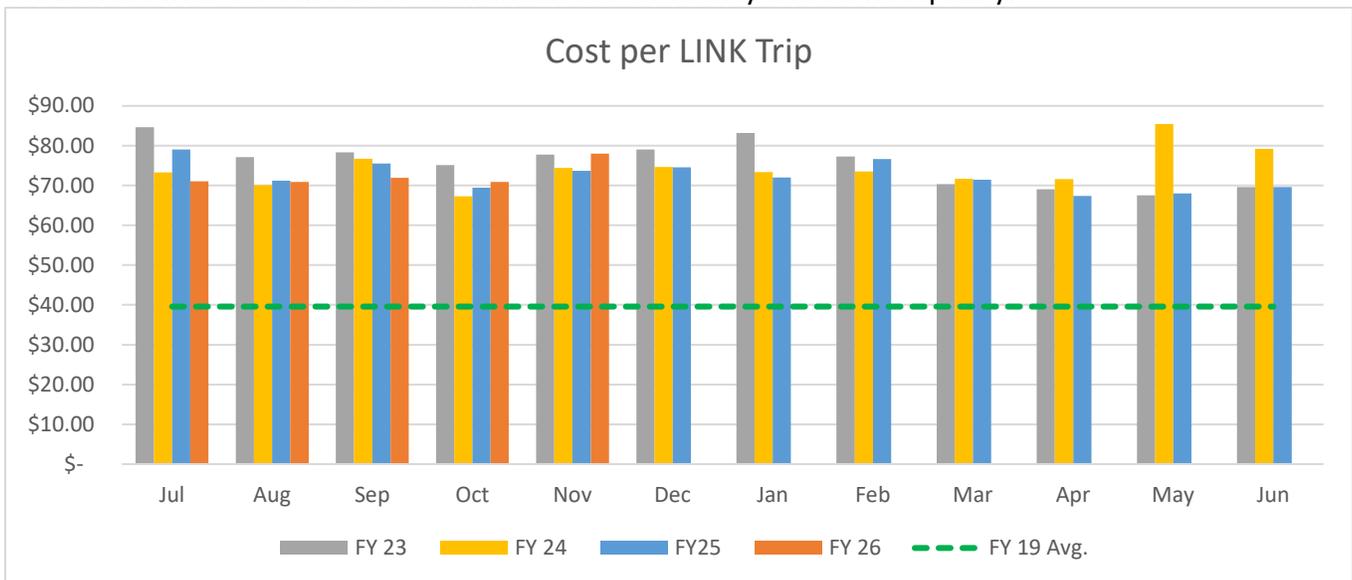
Customer Satisfaction:

In November 2025, LINK recorded approximately 3.3 customer complaints per 1,000 trips, exceeding the performance standard of 2.0 complaints per 1,000 trips and representing an increase from November FY25, when the rate was under 1.0 complaint per 1,000 trips. Although complaint levels remain below the highest rates observed in FY23, they were notably higher than November results in both FY24 and FY25. Most complaints related to late arrivals at pickup locations or destinations. Despite this, positive feedback continued to significantly outweigh complaints by a ratio of 7 to 1, with many riders commending operators for their courtesy and professionalism.



Financial Implications:

The average cost per passenger trip during the month of November was \$78.01 — an increase compared to the prior month (\$70.91) and a 5.8% increase 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.