County Connection

Agenda Item # 5b

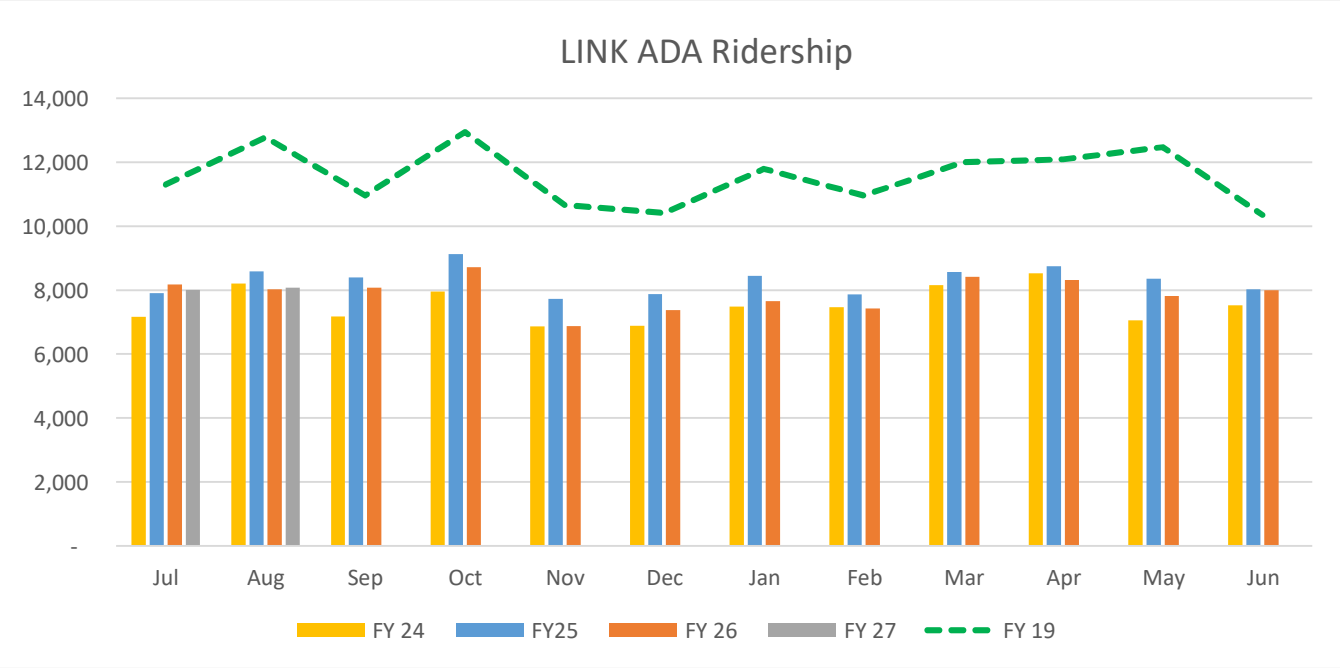
To: Advisory Committee **Date:** September 24, 2026

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

SUBJECT: LINK Paratransit Monthly Report – August 2026

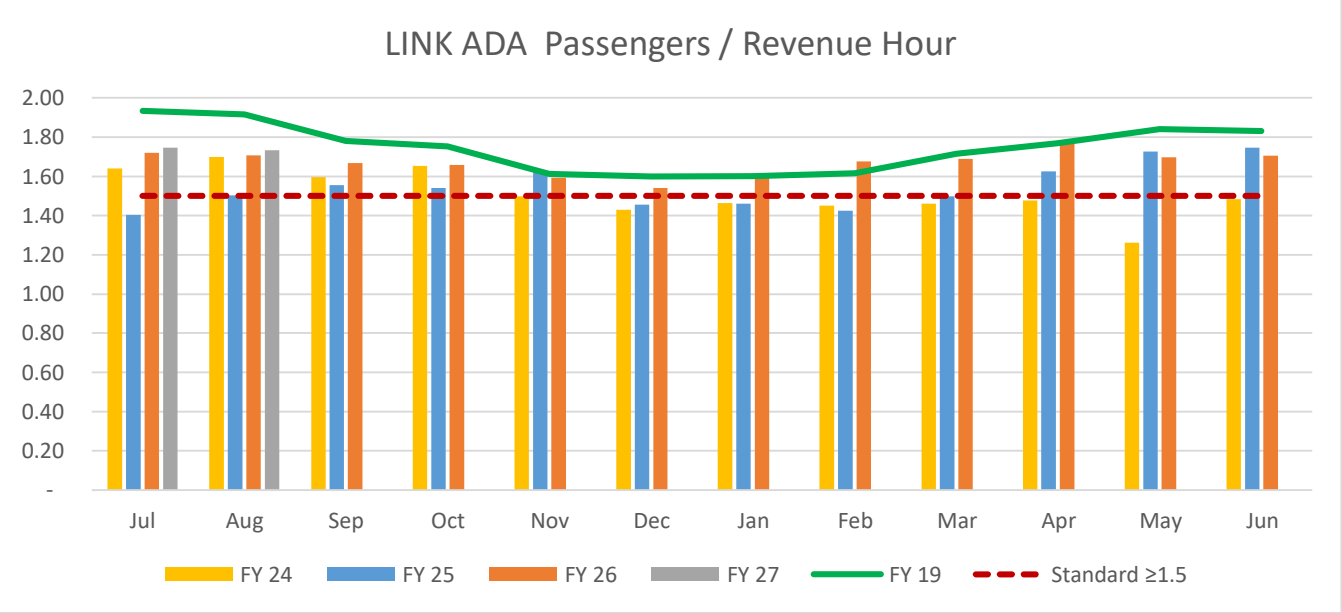
Background:
County Connection offers Paratransit services in accordance with the Americans with Disabilities Act (ADA) via its County Connection LINK (LINK) paratransit program. This report presents an overview of LINK performance for August 2026.

August 2026 Performance Report:
Ridership:
In August 2026, LINK recorded approximately 8,080 ADA paratransit trips, an increase of 0.6% compared to August 2025 (8,030 trips) and a decrease of 30.7% compared to August 2019 (11,663 trips). However, prior to 2021, a substantial portion of LINK's service consisted of transfer trips between transit operators' service areas, nearly all of which have since been absorbed by the One-Seat Ride (OSR) program. Including the OSR trips that would otherwise have been provided through the LINK program, August 2026 total ridership was 10,226 trips, or approximately 88% of the August 2019 ridership count.



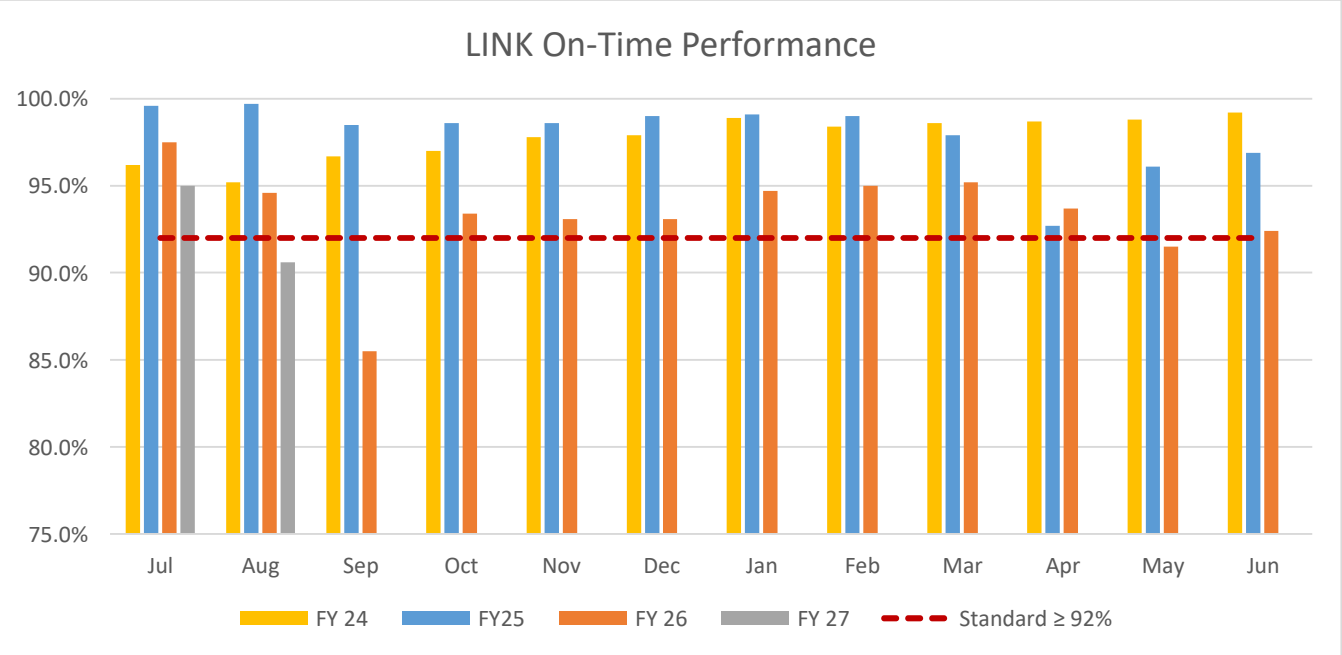
Productivity:

LINK transported 1.7 passengers per revenue hour in August — 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.



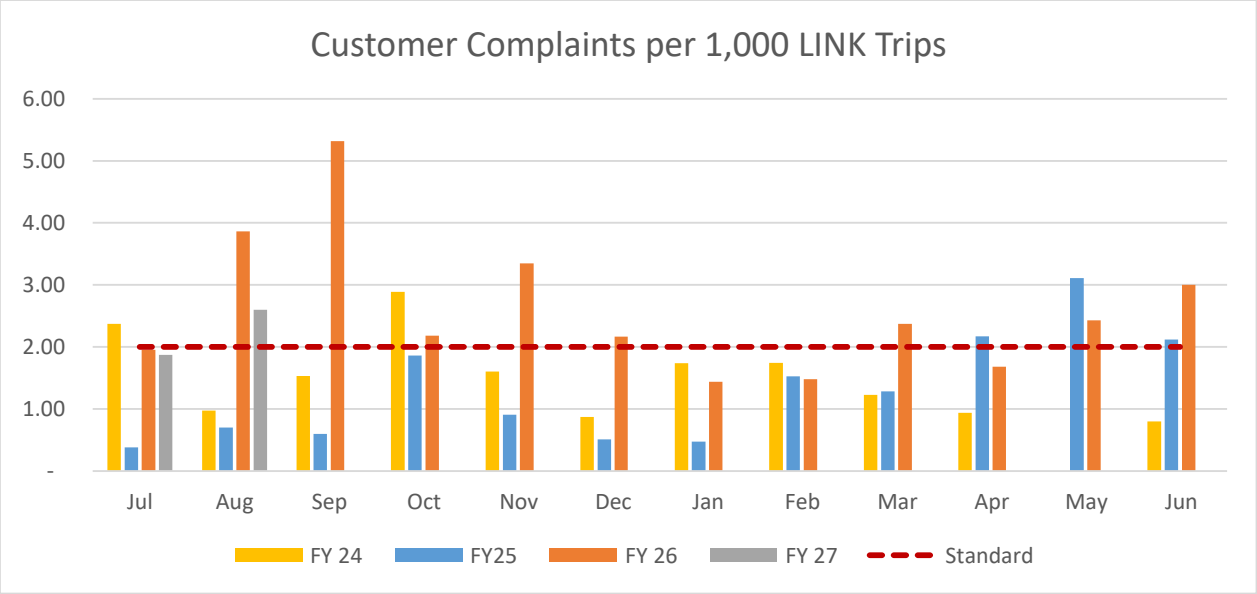
On-time Performance:

In August 2026, LINK achieved an on-time performance (OTP) rate of 90.6%, a decrease of 4.0 percentage points compared to August 2025 (94.6%) and 1.4 percentage points below the contractual standard of 92%. Staff are working closely with the contractor to identify factors contributing to the decline and implement corrective measures, including reviewing scheduling practices, optimizing routes, and monitoring daily performance to improve service reliability.



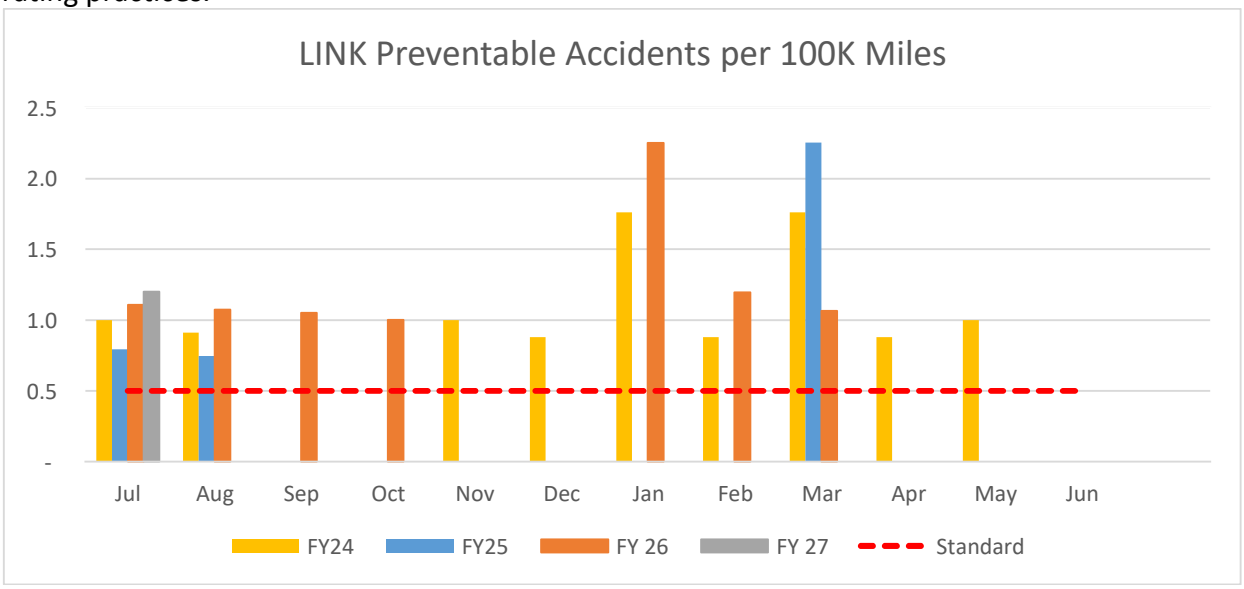
Customer Satisfaction:

In August 2026, LINK recorded approximately 2.6 customer complaints per 1,000 trips, exceeding the contractual performance standard of no more than 2.0 complaints per 1,000 trips. The majority of complaints involved late arrivals for scheduled pickups and appointments. Positive customer feedback continued to significantly outweigh complaints by approximately 8 to 1, with many riders commending operators for their courtesy, professionalism, and the overall quality of service. Staff will continue to monitor complaint trends and work with the contractor to address recurring service concerns.



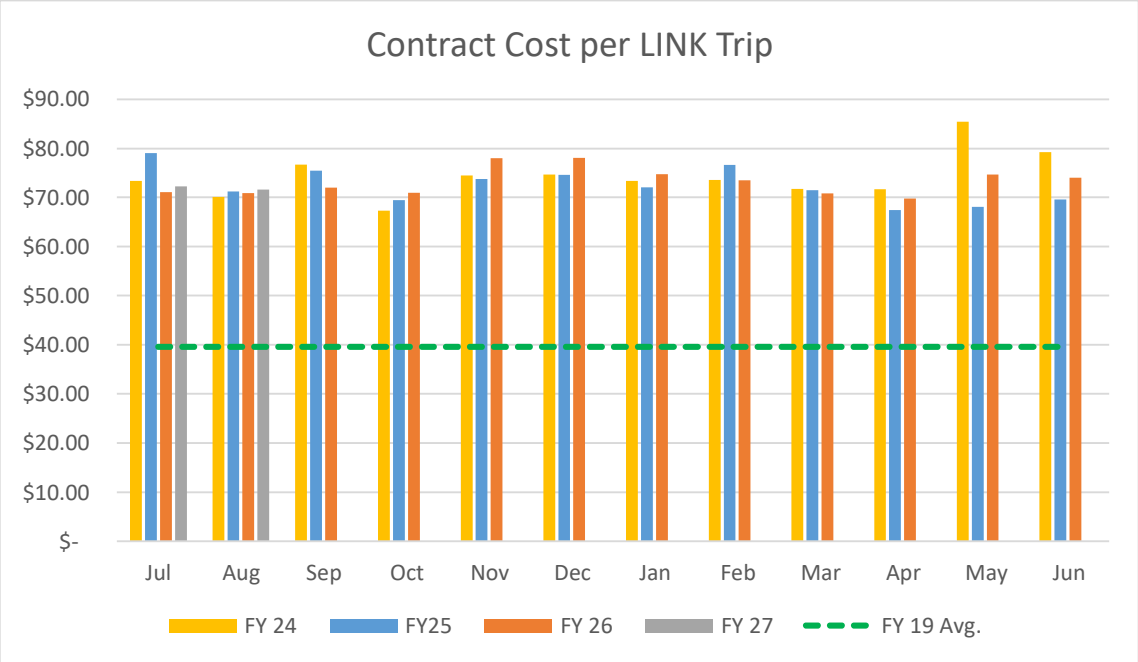
Safety Performance:

For August 2026, LINK recorded no preventable accidents per 100,000 miles. The August 2026 rate met the contractual performance standard of no more than 0.5 preventable accidents per 100,000 miles. Staff will continue to monitor safety performance and work with the contractor to reinforce safe operating practices.

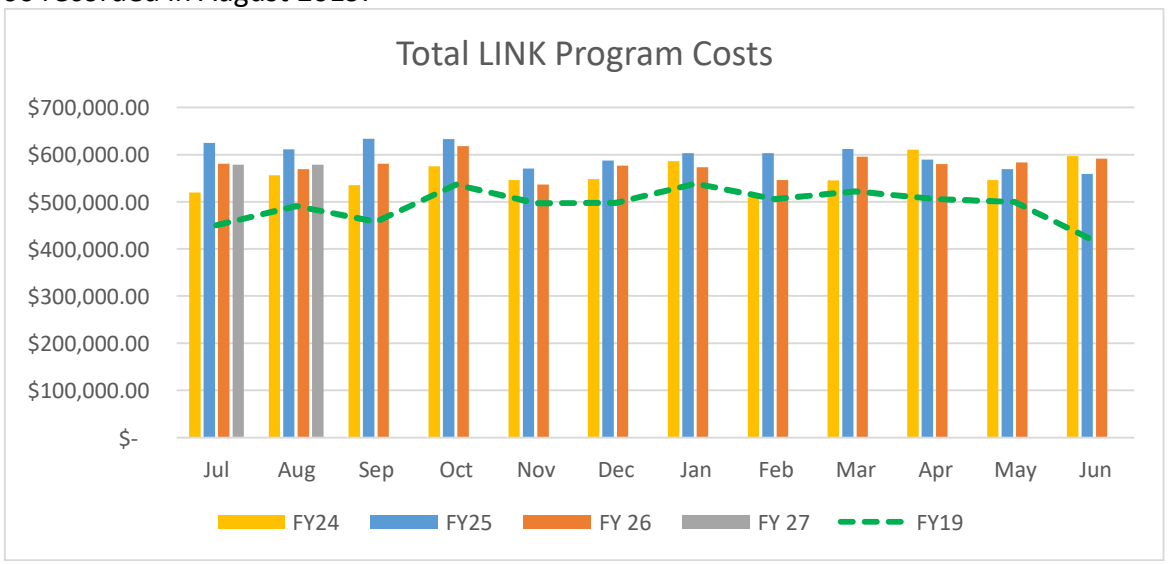


Financial Implications:

In August 2026, the average contract cost per LINK passenger trip was $71.58, an increase of approximately 1.0% compared to August 2025 ($70.88) and a decrease of 0.9% compared to July 2026 ($72.21). The August 2026 cost per trip remained substantially above the FY2019 average of approximately $39.58. Staff will continue to monitor operating costs and service efficiency as FY27 progresses.



Total LINK contract costs for August 2026 were $578,399.27, an increase from August 2025 ($569,128). Overall expenditure remains approximately 28.5% higher than the pre-pandemic benchmark of $449,966 recorded in August 2019.



Recommendation:
None. For information only.

Action Requested:
None. For information only.

Attachments:
None.