

To: Advisory Committee

Date: May 26, 2026

From: Rosa Noya, Manager of Accessible Services

Reviewed by: JS

SUBJECT: LINK Paratransit Monthly Report – April 2026

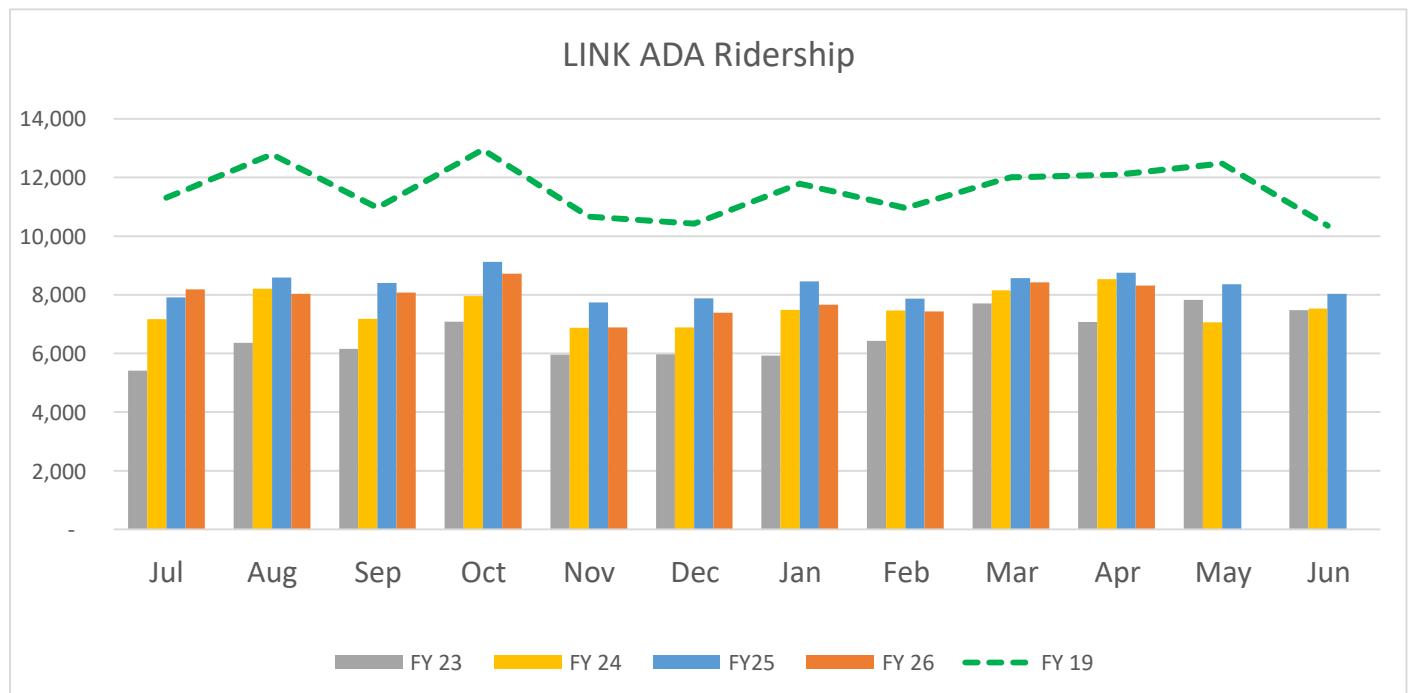
Background:

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 2026.

April 2026 Performance Report:

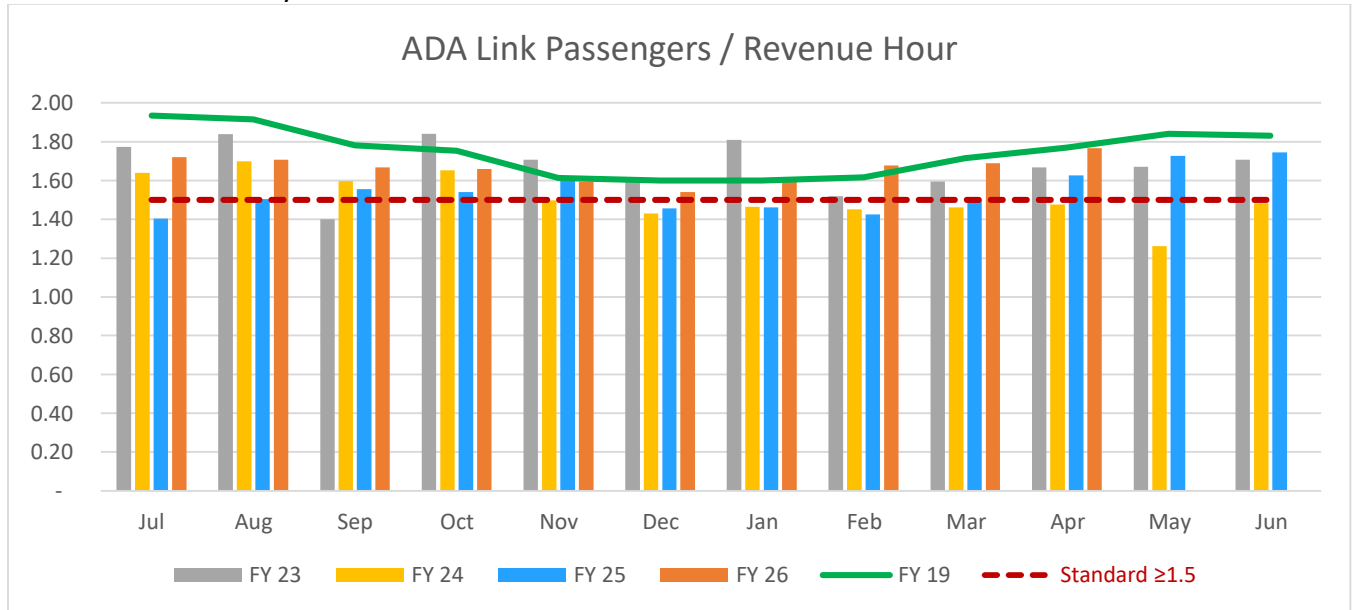
Ridership:

In April 2026, LINK recorded approximately 8,321 ADA paratransit trips. This reflects a 5% decrease from April 2025. Overall, April 2026 LINK ADA Paratransit ridership was approximately 38% below pre-pandemic April 2019 levels. However, when current One Seat Regional (OSR) trips are included—comparable to regional transfer trips counted in FY19—April 2026 ridership reaches approximately 82% of pre-pandemic levels.



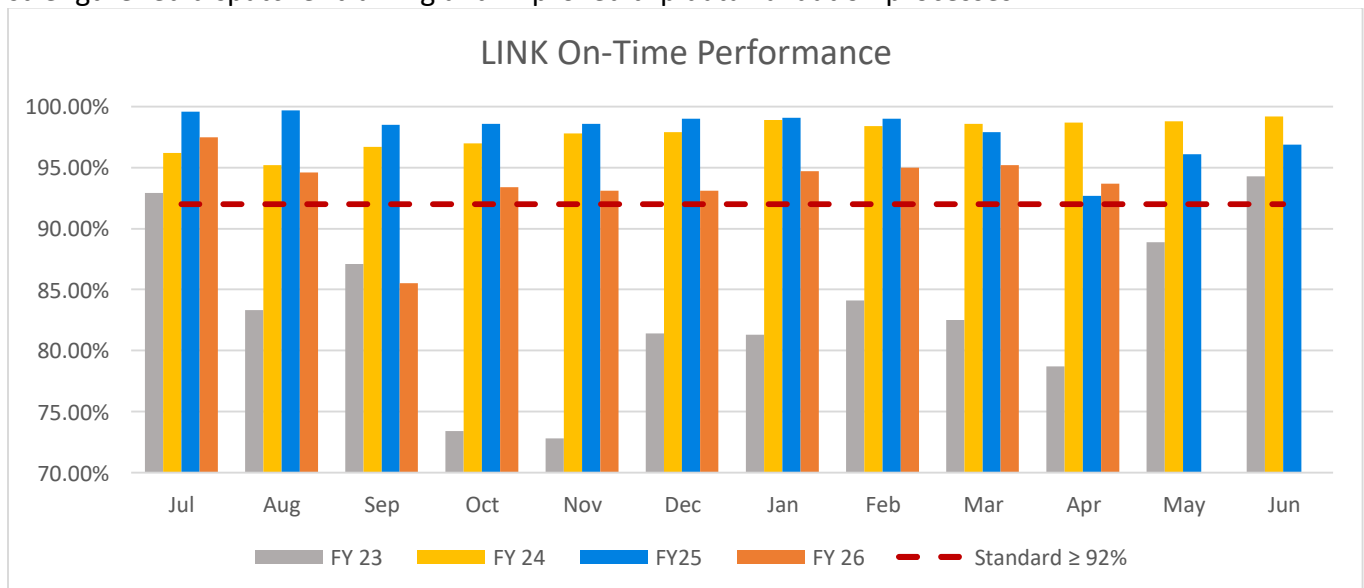
Productivity:

LINK transported 1.77 passengers per revenue hour in April — 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.



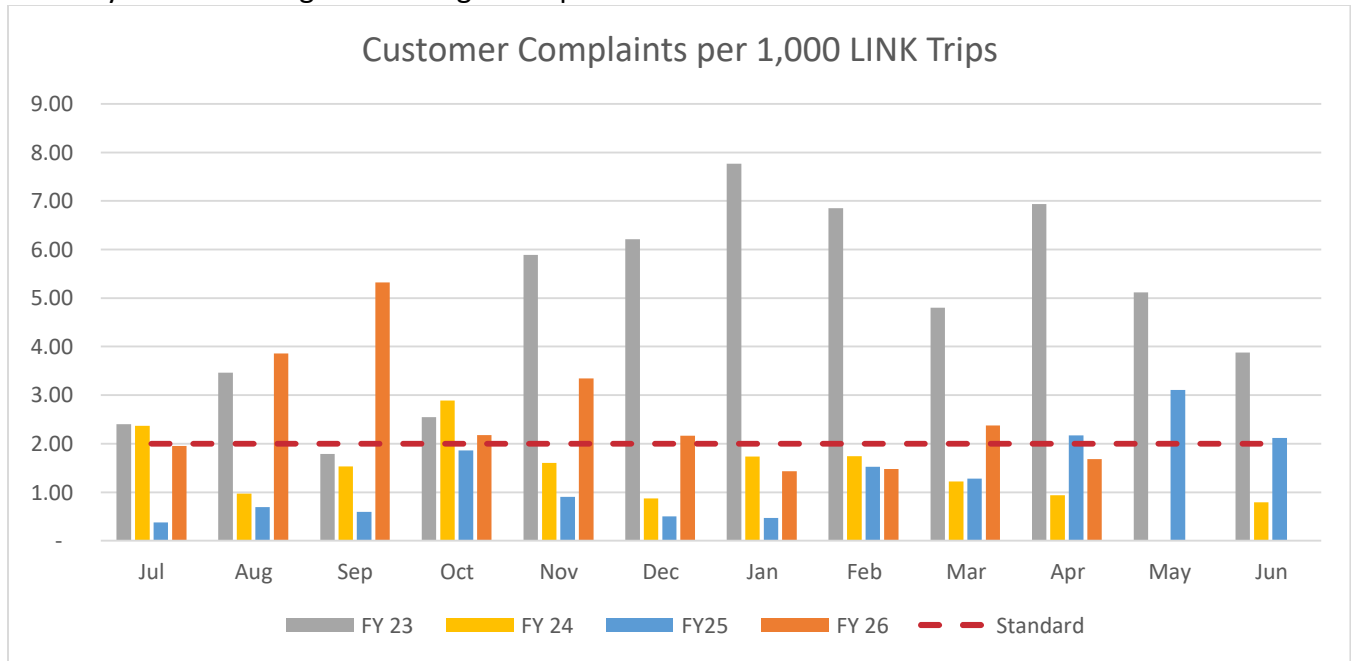
On-time Performance:

A trip is considered “on time” when the vehicle arrives within the established 30-minute pickup window. In April, on-time performance (OTP) was 93.7%, exceeding the contractual standard of 92%. Performance has been steadily improving following a substantial dip in September 2025. Staff continue to collaborate closely with the contractor to enhance on-time performance, with a focus on strengthened dispatcher training and improved trip data validation processes.



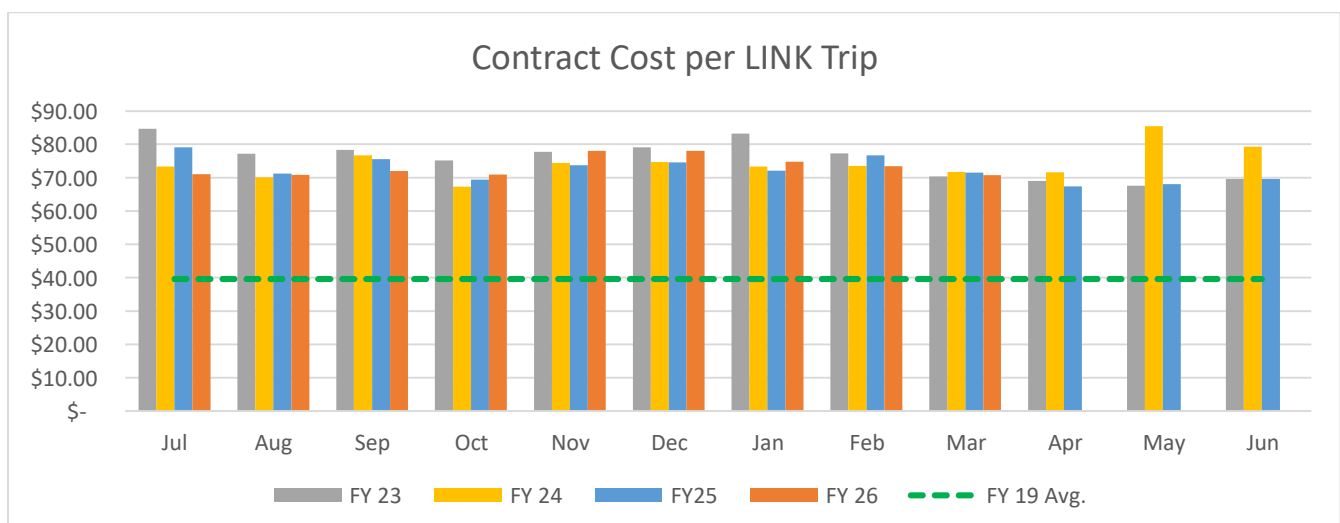
Customer Satisfaction:

In April 2026, LINK recorded approximately 1.68 customer complaints per 1,000 trips, exceeding the performance standard of no more than 2.0 complaints per 1,000 trips. Most complaints were related to late arrivals at pickup locations and destinations. Despite this, positive feedback continued to significantly outweigh complaints by a ratio of 11 to 1, with many riders commending operators for their courtesy and for having an overall good experience.

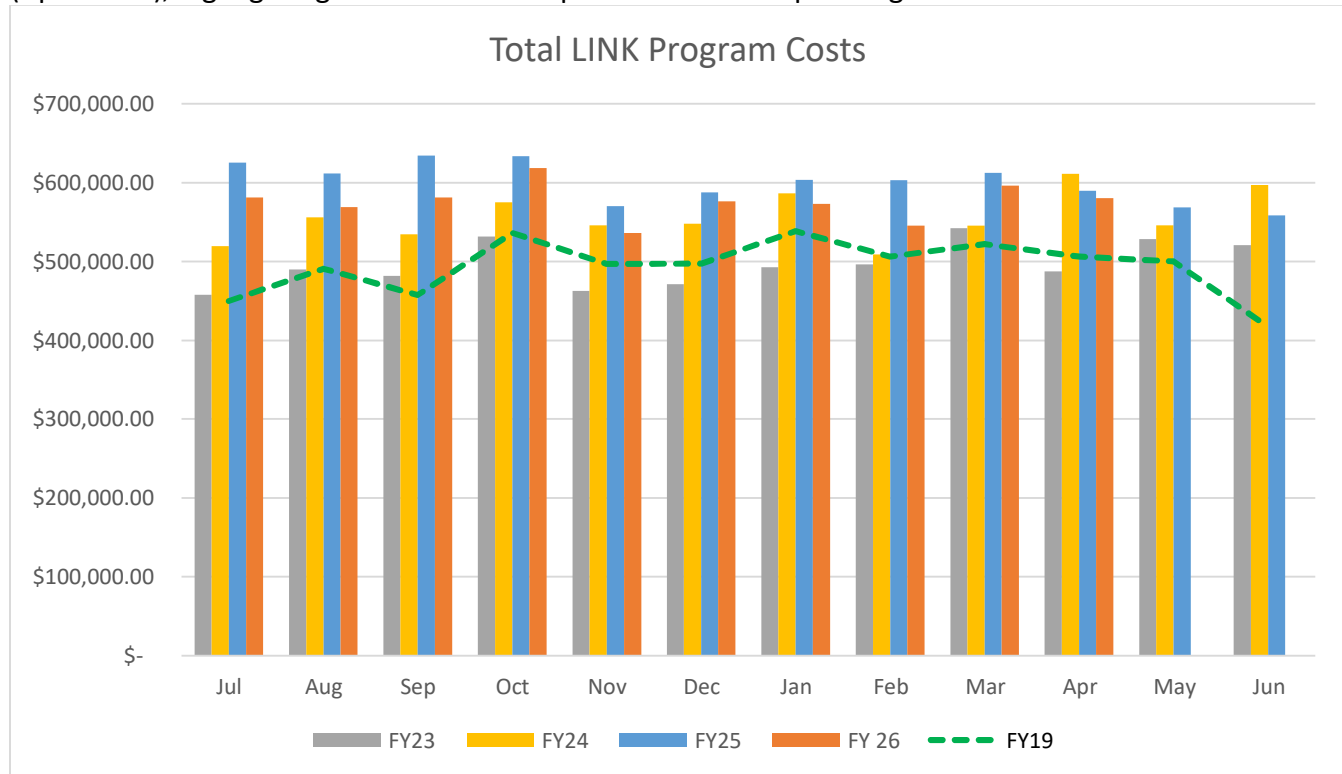


Financial Implications:

The average contract cost per passenger trip in April 2026 was \$70.77, reflecting a decrease from the prior month (\$73.44) and a 1% reduction compared to April of the previous fiscal year. This change may be attributed to a combination of factors, including variations in ridership levels, trip length, and overall service productivity, as well as operational efficiencies achieved through close coordination with the contractor. Staff continue to work closely with the contractor to monitor expenses, improve efficiency, and maintain a high level of service quality.



Total LINK contract costs for April 2026 were \$580,409, reflecting a decrease from April 2025 (\$589,941). However, overall expenditure remains approximately 14.7% higher than the pre-pandemic benchmark (April 2019), highlighting the continued impact of elevated operating costs relative to historical levels.



Recommendation:

None. For information only.

Action Requested:

None. For information only.

Attachments:

None.