

**To:** Operations & Scheduling Committee

**Date:** July 31, 2026

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

**Reviewed by:** JS

**SUBJECT: LINK Paratransit Monthly Report – May 2026**

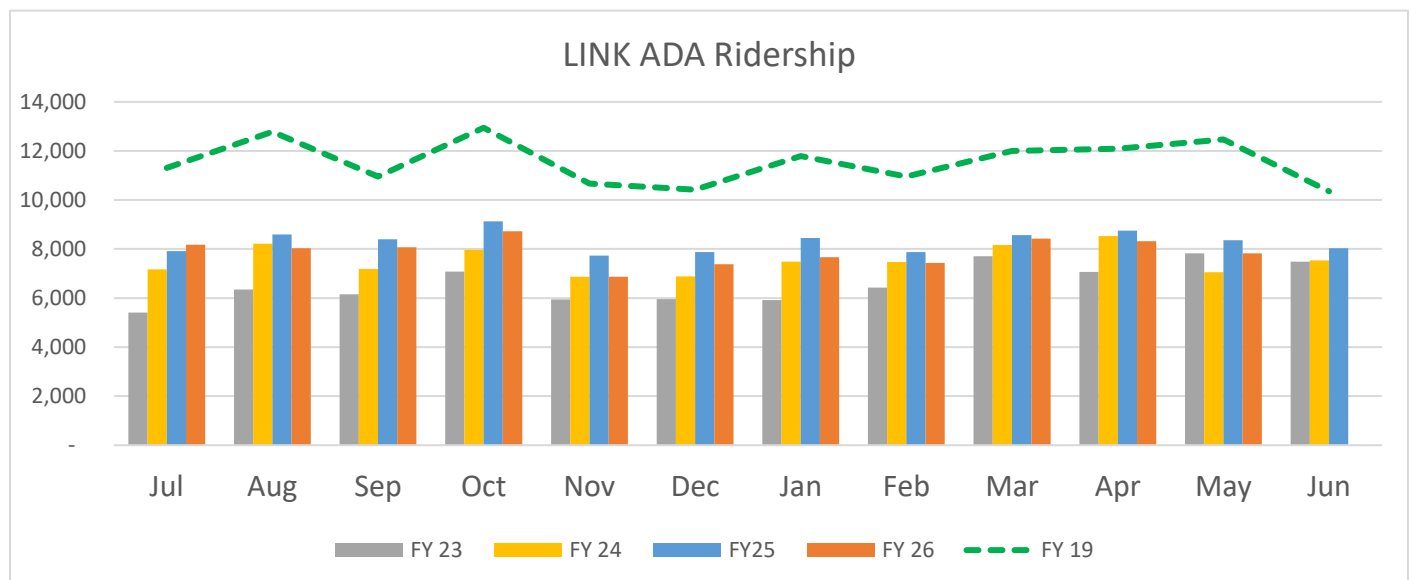
## Background:

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 May 2026.

## May 2026 Performance Report:

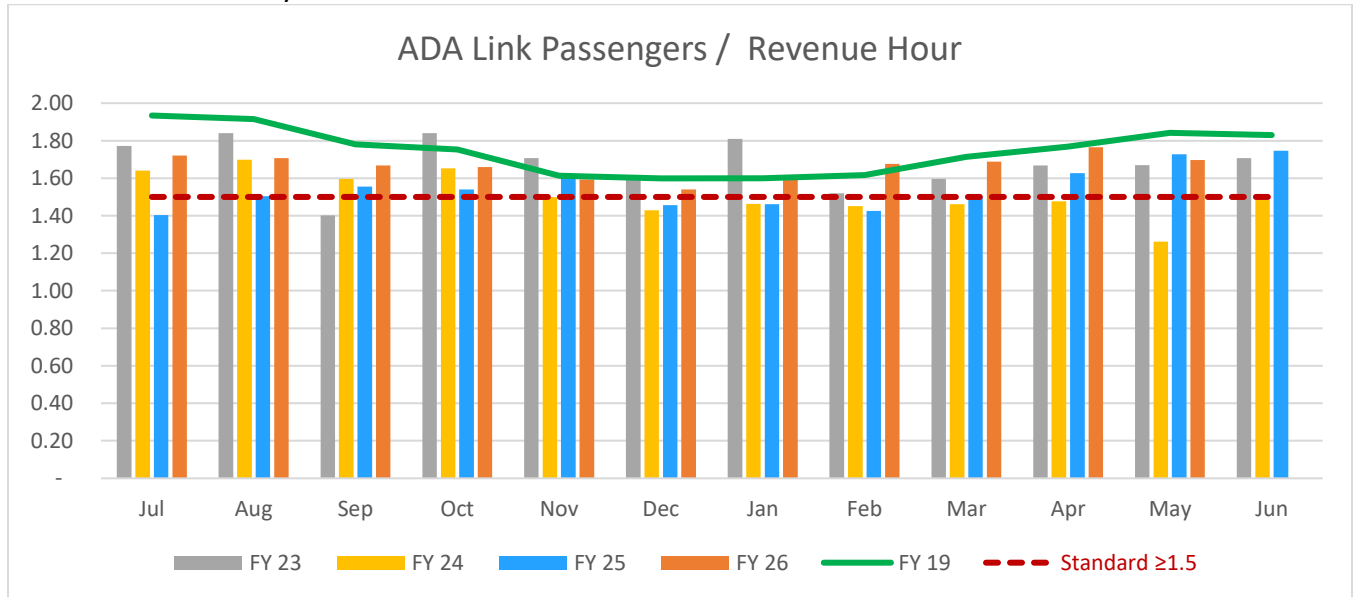
### Ridership:

In May 2026, LINK recorded approximately 7,820 ADA paratransit trips. This reflects a 6.5% decrease from May 2025. Overall, May 2026 LINK ADA Paratransit ridership was approximately 37% below pre-pandemic May 2019 levels. However, when current One Seat Regional (OSR) trips are included—comparable to regional transfer trips counted in FY19—May 2026 ridership reaches approximately 80% of pre-pandemic levels.



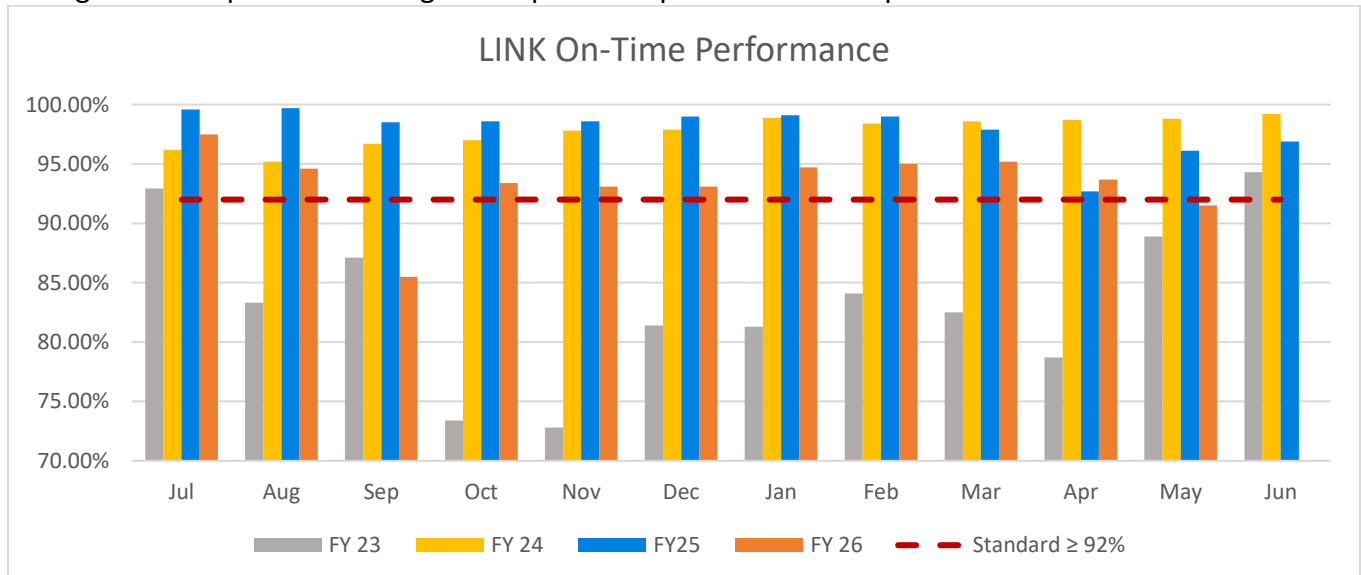
**Productivity:**

LINK transported 1.7 passengers per revenue hour in May — 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.



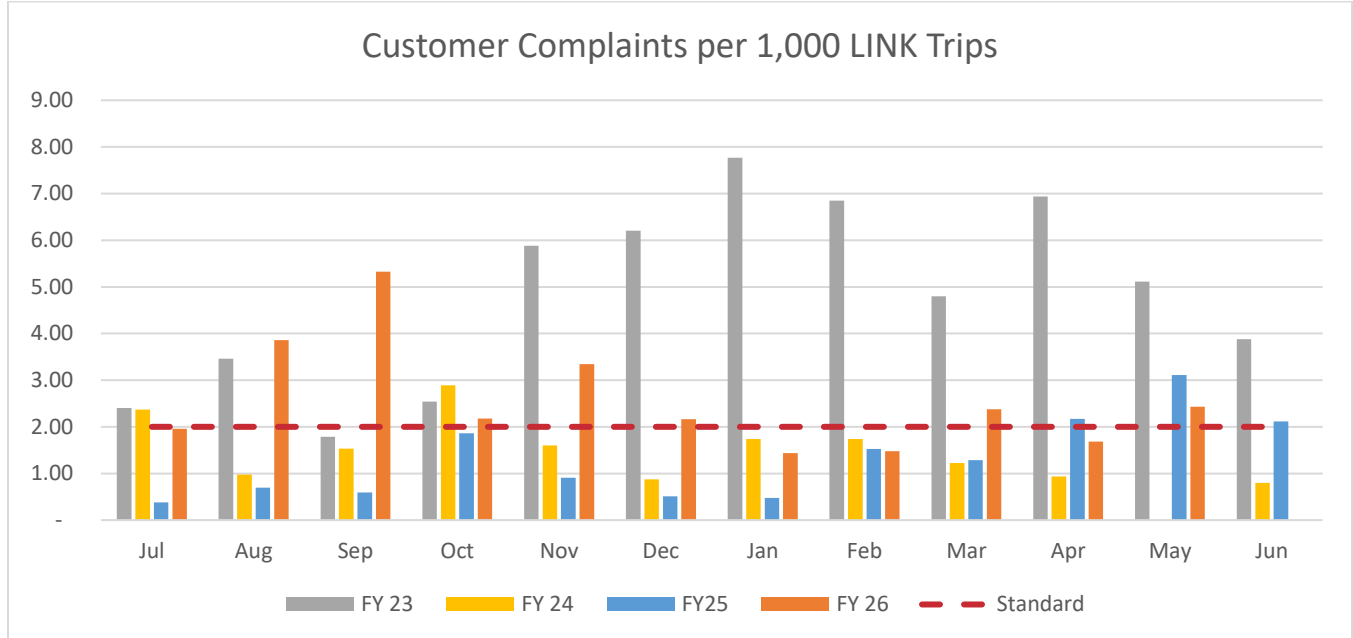
**On-time Performance:**

A trip is considered “on time” when the vehicle arrives within the established 30-minute pickup window. In May, on-time performance (OTP) was 91.5%, slightly below the contractual standard of 92%. 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.



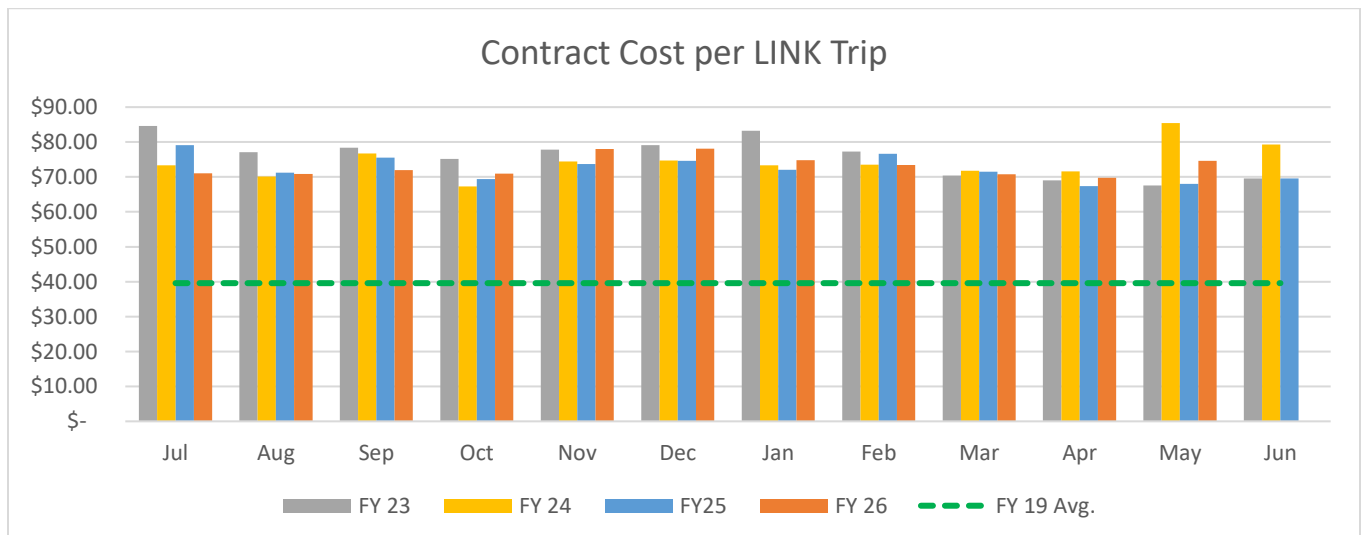
### Customer Satisfaction:

In May 2026, LINK recorded approximately 2.4 customer complaints per 1,000 trips, slightly exceeding the performance standard of no more than 2.0 complaints per 1,000 trips. Most complaints involved late arrivals for scheduled pickups and appointments. Despite exceeding the complaint standard, positive customer feedback continued to far outweigh complaints by a 10-to-1 ratio, with many riders praising operators for their courtesy and the overall quality of service.

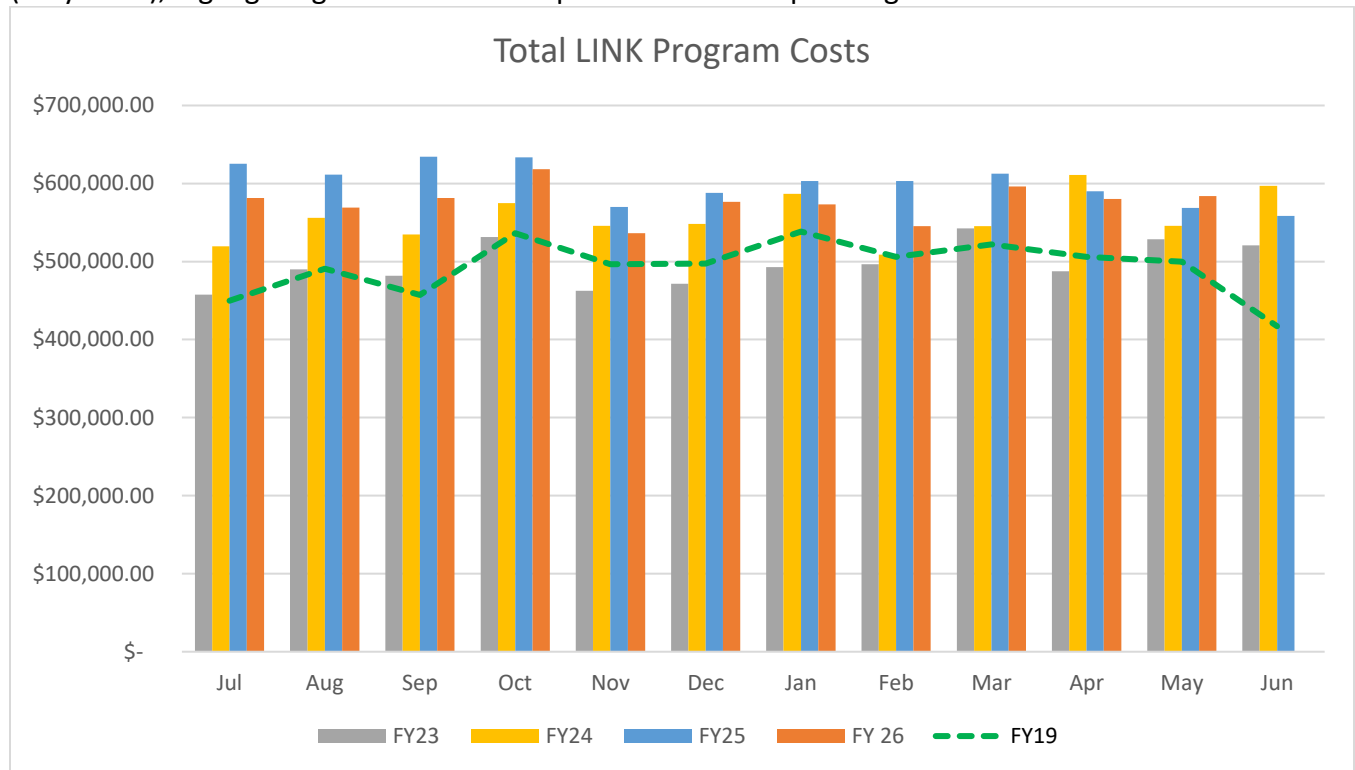


### Financial Implications:

The average contract cost per passenger trip in May 2026 was \$74.64, an increase from \$69.75 in the prior month and approximately 9.7% higher than May of the previous fiscal year (\$68.04). The increase may be attributed to a combination of factors, including changes in ridership, trip lengths, service productivity, and other operational conditions. Staff continue to work closely with the contractor to monitor costs, improve operational efficiency, and maintain a high level of service quality.



Total LINK contract costs for May 2026 were \$583,722, reflecting a increase from May 2025 (\$568,845). However, overall expenditure remains approximately 16.8% higher than the pre-pandemic benchmark (May 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.

To: Operations & Scheduling Committee

Date: July 31, 2026

From: Rosa Noya, Manager of Accessible Services

Reviewed by: JS

**SUBJECT: LINK Paratransit Monthly Report – June 2026**

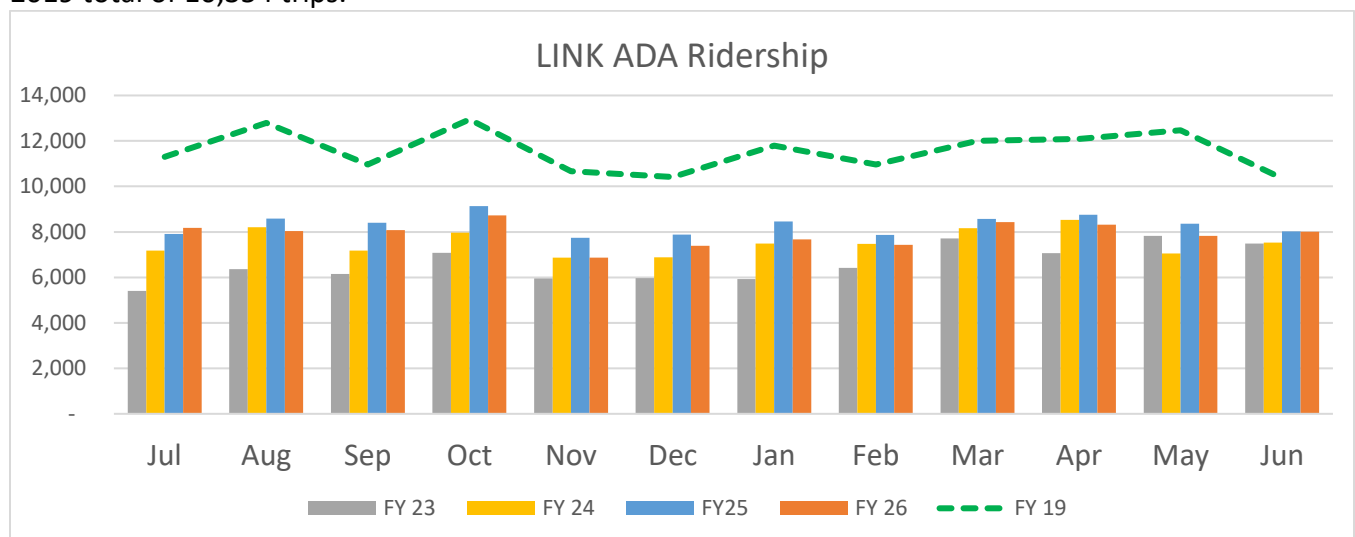
## Background:

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 June 2026.

## June 2026 Performance Report:

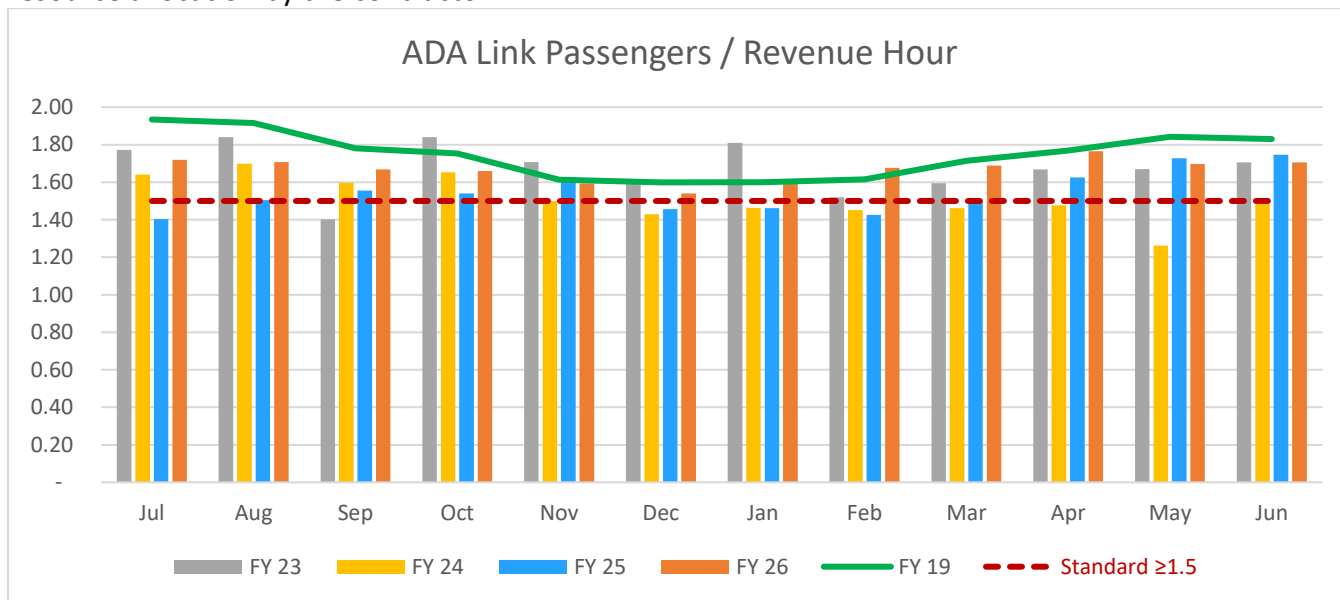
### Ridership:

In June 2026, LINK recorded approximately 8,004 ADA paratransit trips. This reflects a 0.3% decrease from June 2025. Overall, June 2026 LINK ADA Paratransit ridership was approximately 23% below pre-pandemic June 2019 levels. However, before the pandemic, trips that crossed into neighboring transit service areas were shared between agencies, and County Connection counted only the portion of the trip provided within its service area. Today, County Connection provides and records most of these trips as One Seat Regional (OSR) trips, allowing passengers to travel across service areas without transferring vehicles. Including these OSR trips provides a more accurate comparison to pre-pandemic regional service. On this basis, June 2026 total ridership reached 10,153 trips, approximately 98% of the June 2019 total of 10,354 trips.



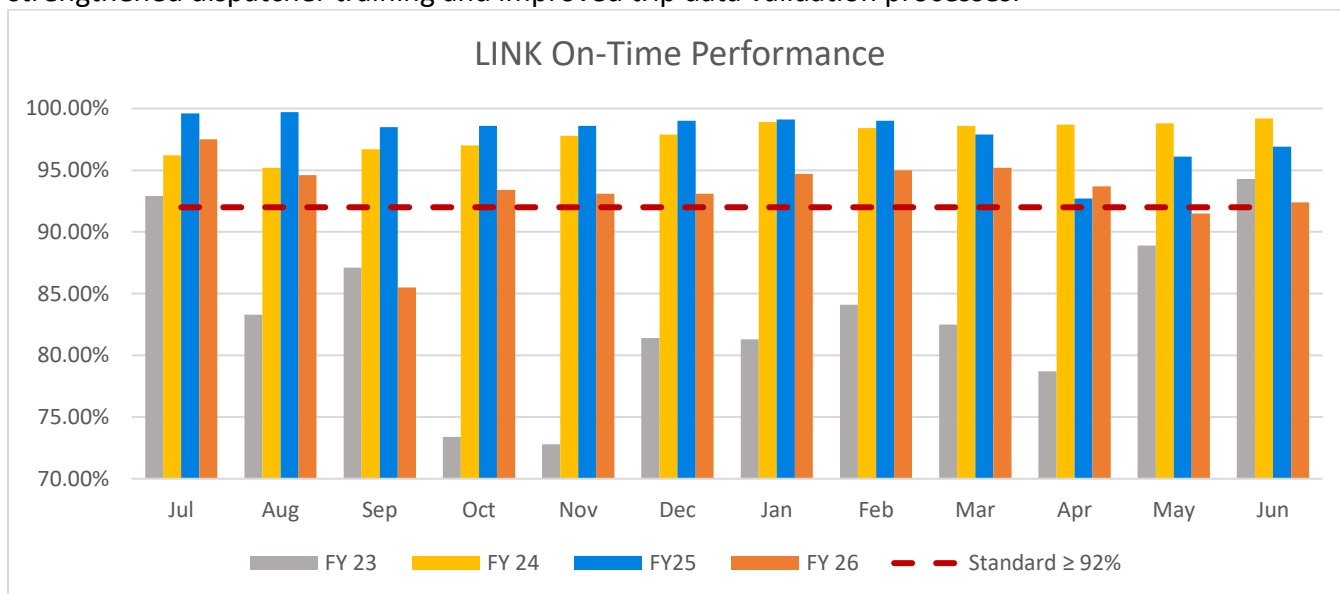
### Productivity:

LINK transported 1.7 passengers per revenue hour in June — 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.



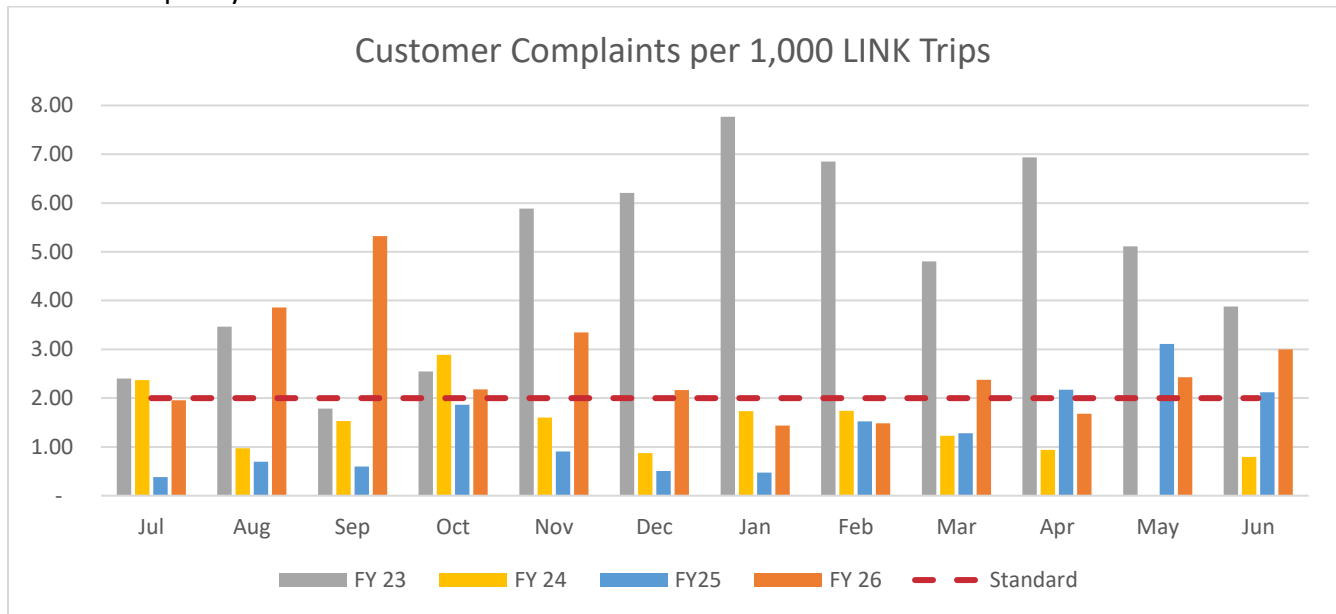
### On-time Performance:

A trip is considered “on time” when the vehicle arrives within the established 30-minute pickup window. In June, on-time performance (OTP) was 92.4%, slightly above the contractual standard of 92%. 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.



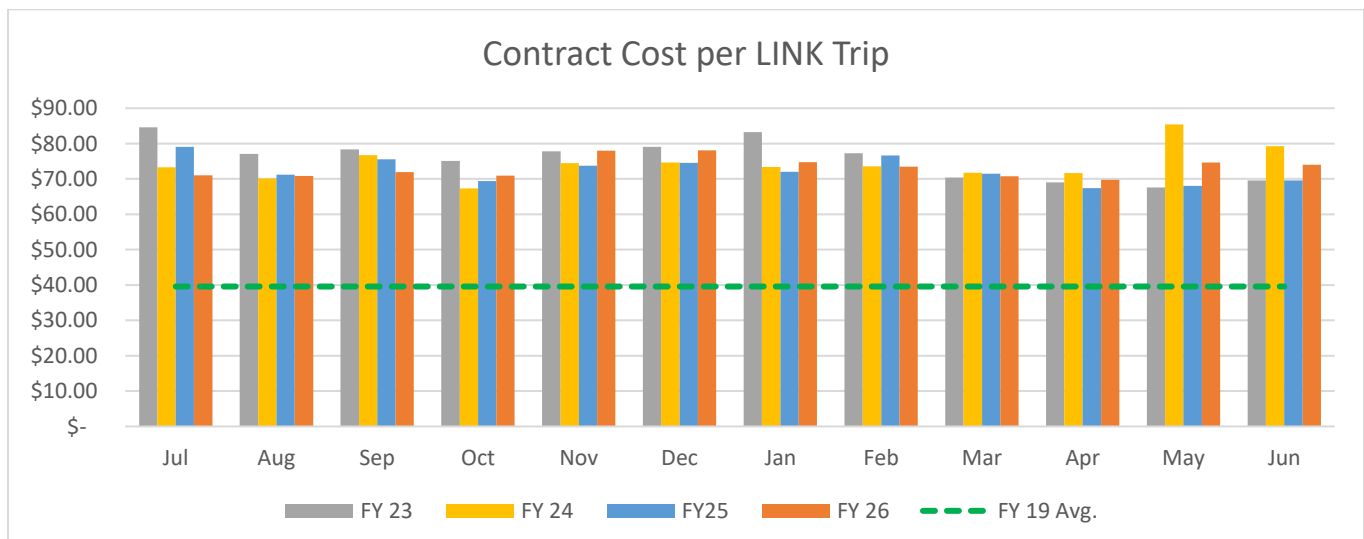
### Customer Satisfaction:

In June 2026, LINK recorded approximately 3.0 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, as well as concerns related to staff performance. The increase in complaints may be attributable, in part, to the onboarding of new operations staff who are continuing to gain experience in their roles. Despite exceeding the complaint performance standard, 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.

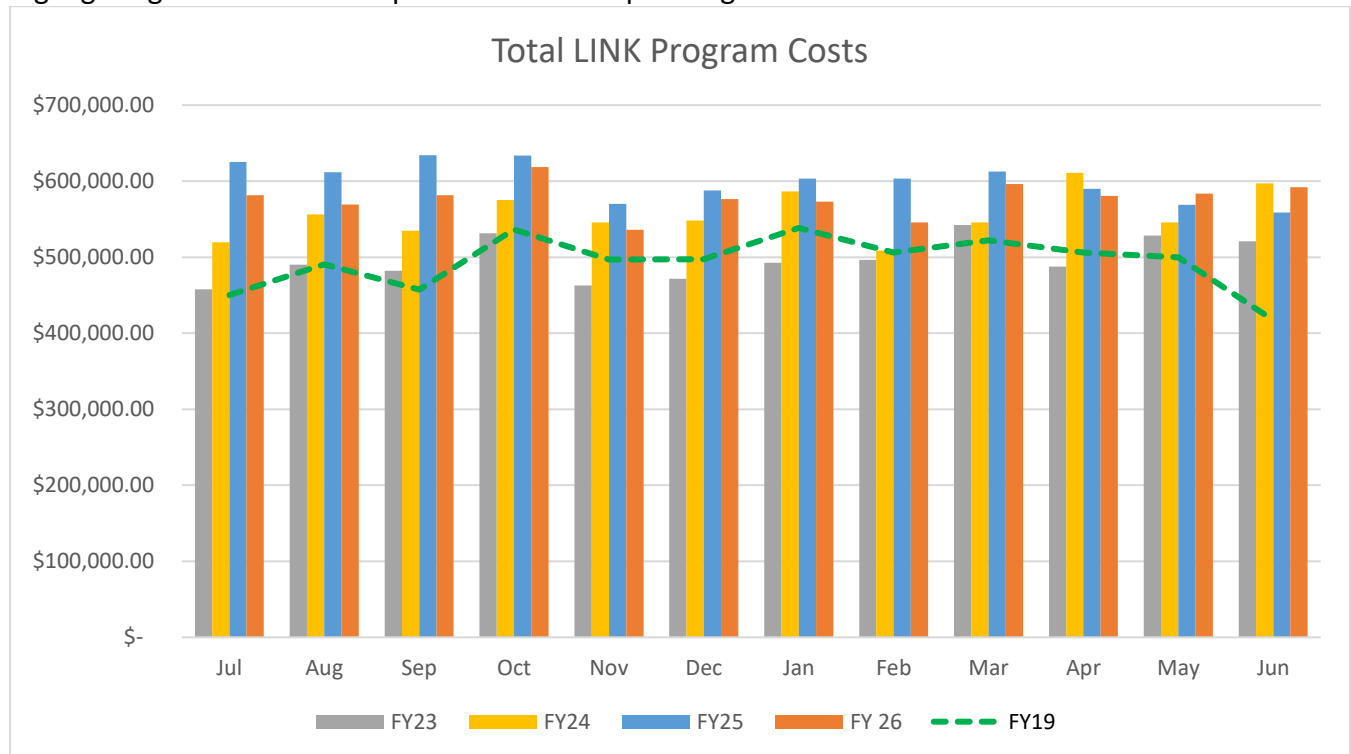


### Financial Implications:

The average contract cost per passenger trip in June 2026 was \$73.98, a decrease from \$74.64 in the prior month and approximately 6% higher than June of the previous fiscal year (\$69.59). The increase in June is attributed to a combination of factors, including changes in ridership, trip lengths, service productivity, and other operational conditions. Staff continue to work closely with the contractor to monitor costs, improve operational efficiency, and maintain a high level of service quality.



Total LINK contract costs for June 2026 were \$592,150, reflecting an increase from June 2025 (\$558,674). Overall expenditure remains approximately 42% higher than the pre-pandemic benchmark (June 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.