

To: Operations & Scheduling Committee

Date: March 23, 2026

From: Rosa Noya, Manager of Accessible Services

Reviewed by: JS

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

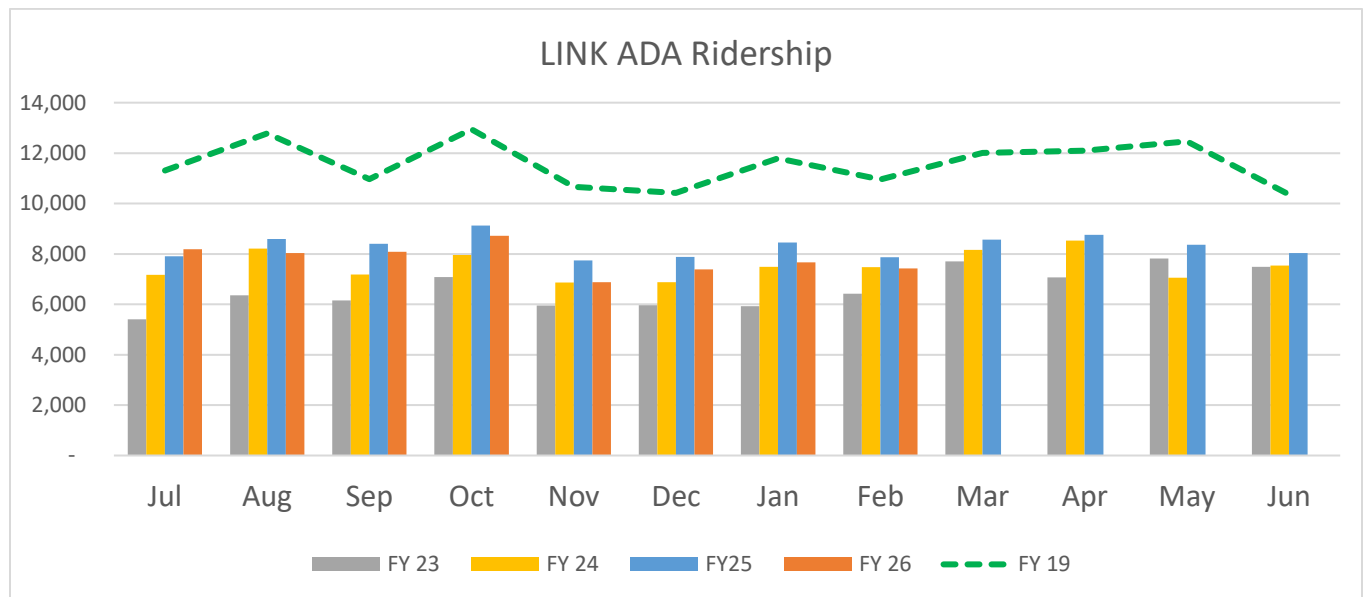
**Background:**

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 February 2026.

**February 2026 Performance Report:**

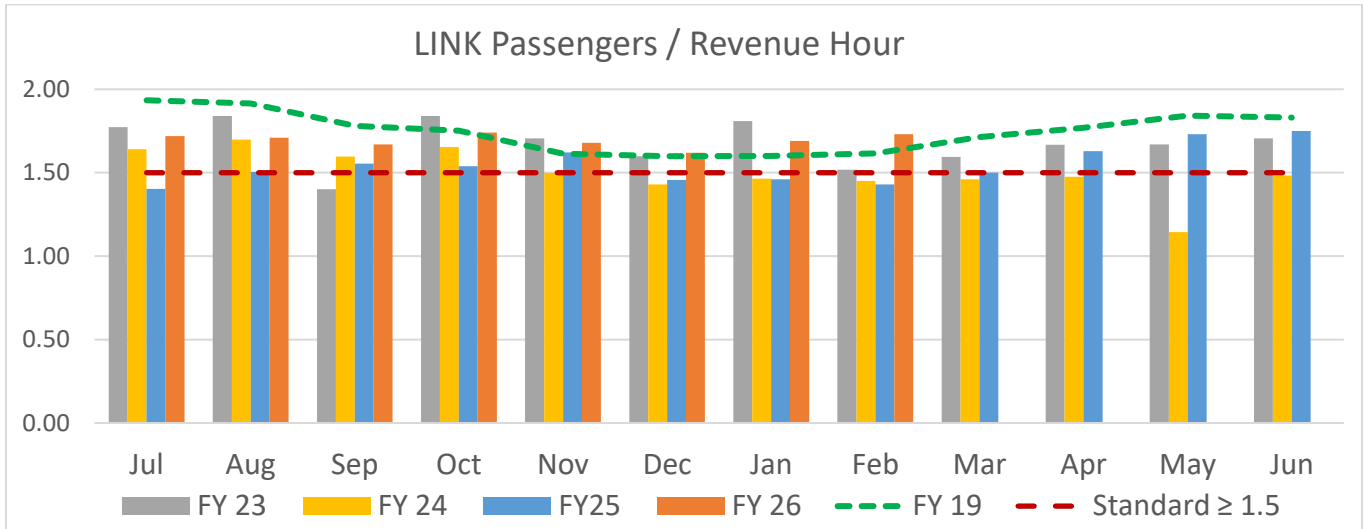
Ridership:

In February 2026, LINK recorded approximately 7,429 ADA paratransit trips. This reflects a 5.6% decrease from February 2025. Overall, February 2026 LINK ADA Paratransit ridership was approximately 34% below pre-pandemic February 2020 levels. However, when current One Seat Regional (OSR) trips are included—comparable to regional transfer trips counted in FY19—February 2026 ridership reaches approximately 88% of pre-pandemic levels.



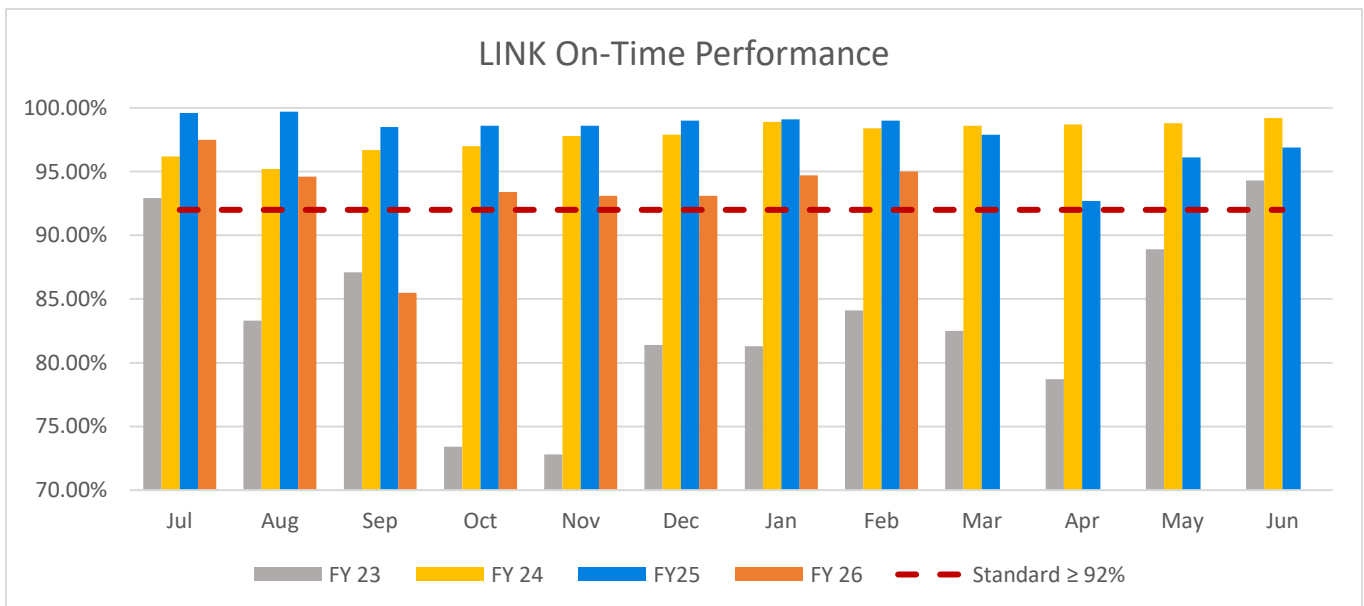
**Productivity:**

LINK transported 1.69 passengers per revenue hour in February — 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.



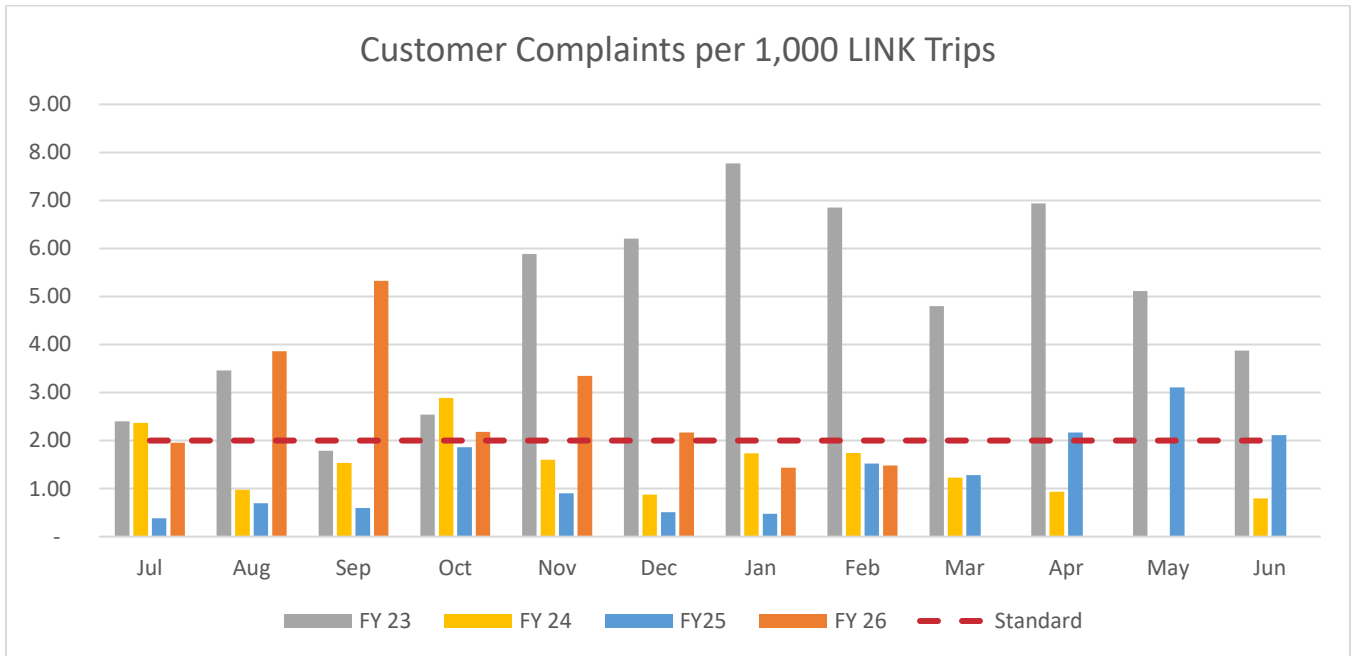
**On-time Performance:**

A trip is considered “on time” when the vehicle arrives within the established 30-minute pickup window. In February, on-time performance (OTP) was 95%, 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.



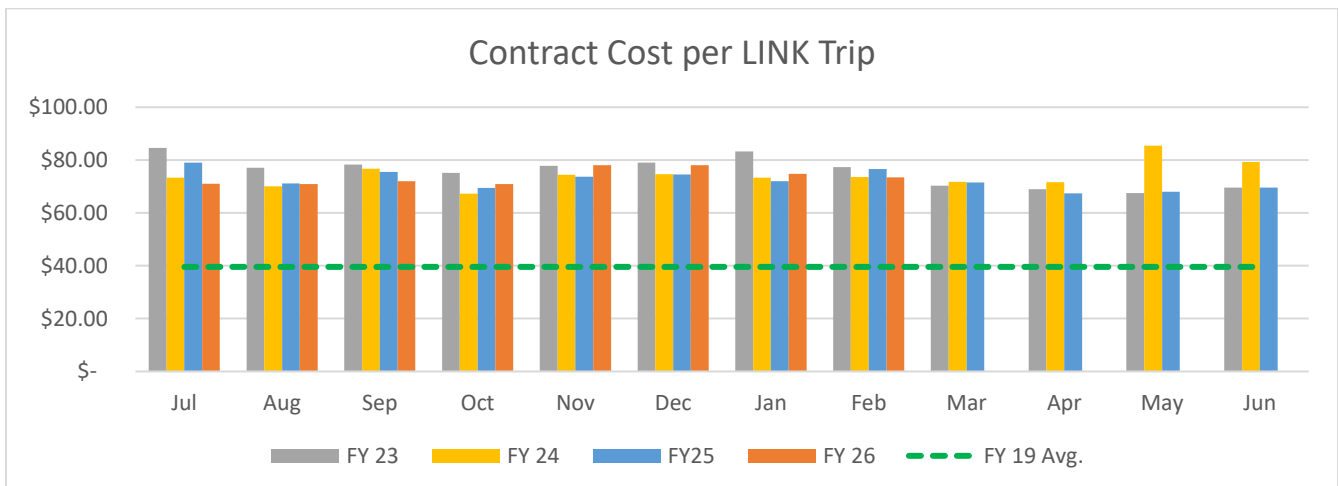
**Customer Satisfaction:**

In February 2026, LINK recorded approximately 1.48 customer complaints per 1,000 trips, exceeding the performance standard of 2.0 complaints per 1,000 trips. Most complaints were related to late arrivals at pickup locations and the courtesy of operators. Despite this, positive feedback continued to significantly outweigh complaints by a ratio of 17 to 1, with many riders commending operators for their courtesy and for having an overall good experience.

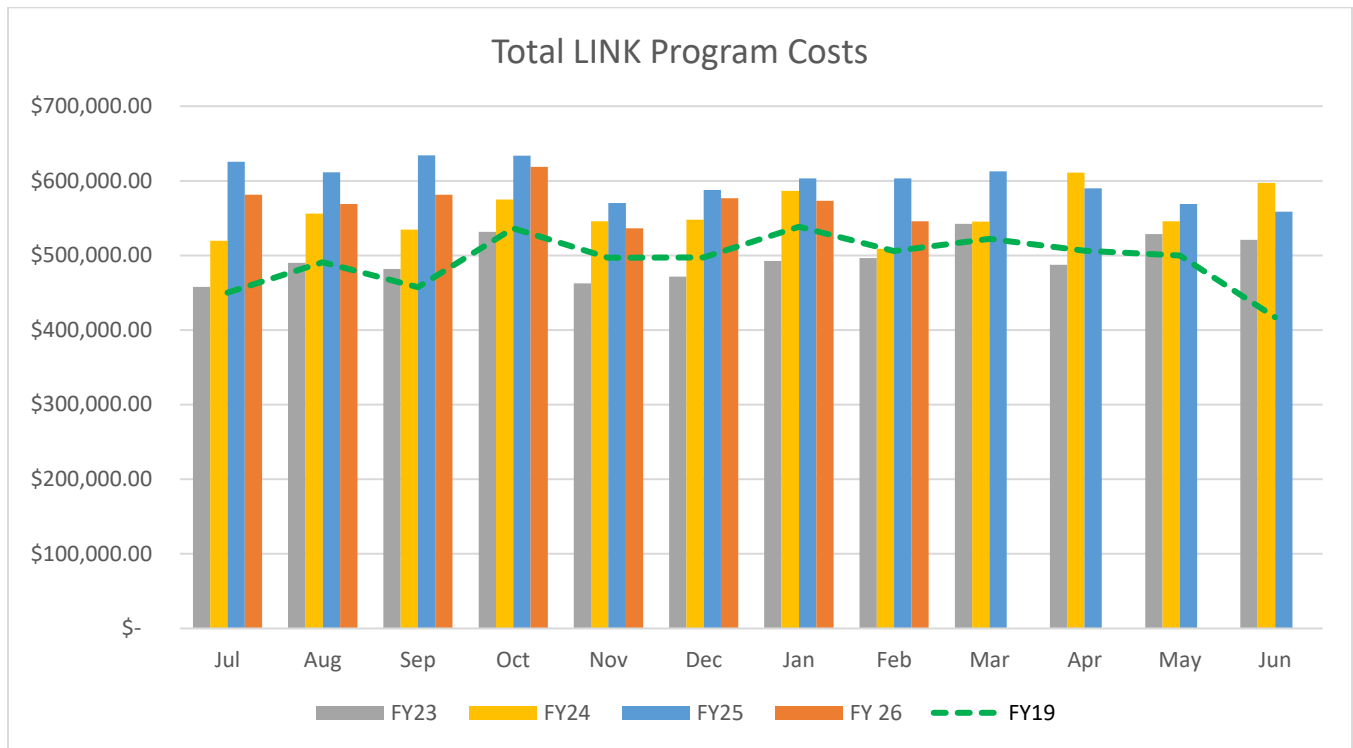


**Financial Implications:**

The average contract cost per passenger trip in February 2026 was \$73.44, reflecting a decrease from the prior month (\$74.78) and a 4.2% reduction compared to February 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 February 2026 were \$545,464, reflecting a decrease from February 2025 (\$603,241). However, overall expenditure remains approximately 4.5% higher than the pre-pandemic benchmark (February 2020), 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.