

To: Operations & Scheduling Committee

Date: August 28, 2026

From: Rosa Noya, Manager of Accessible Services

Reviewed by: JS

SUBJECT: LINK Paratransit Monthly Report – July 2026

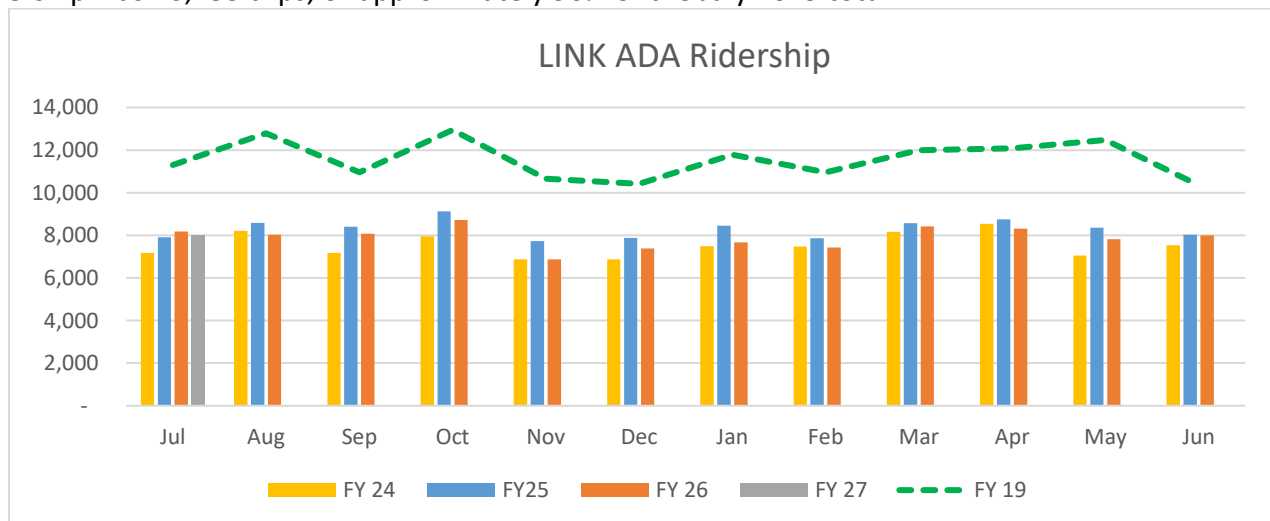
Background:

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 July 2026.

July 2026 Performance Report:

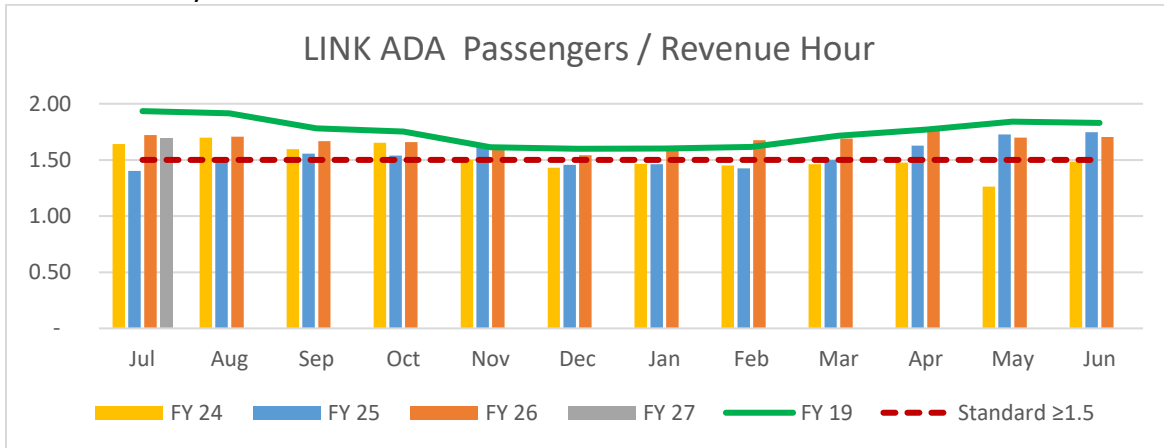
Ridership:

In July 2026, LINK recorded approximately 8,010 ADA paratransit trips –2.1% lower than the trip count from July 2025 (8,181 trips), and 29% lower than the 11,303 recorded in July 2019. However, prior to 2021, a substantial portion of LINK’s service consisted of “transfer trips” traveling between Operator service areas, nearly all of which have been subsumed by the One-Seat Ride (OSR) program. Including the OSR trips that would otherwise have been provided through the LINK program, July 2026 total ridership was 10,153 trips, or approximately 90% of the July 2019 total.



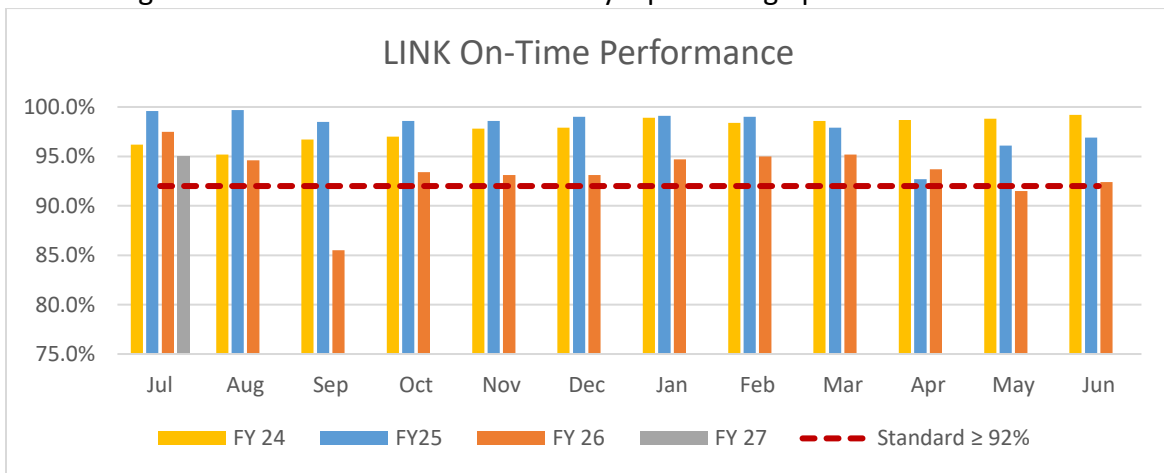
Productivity:

LINK transported 1.7 passengers per revenue hour in July — 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.



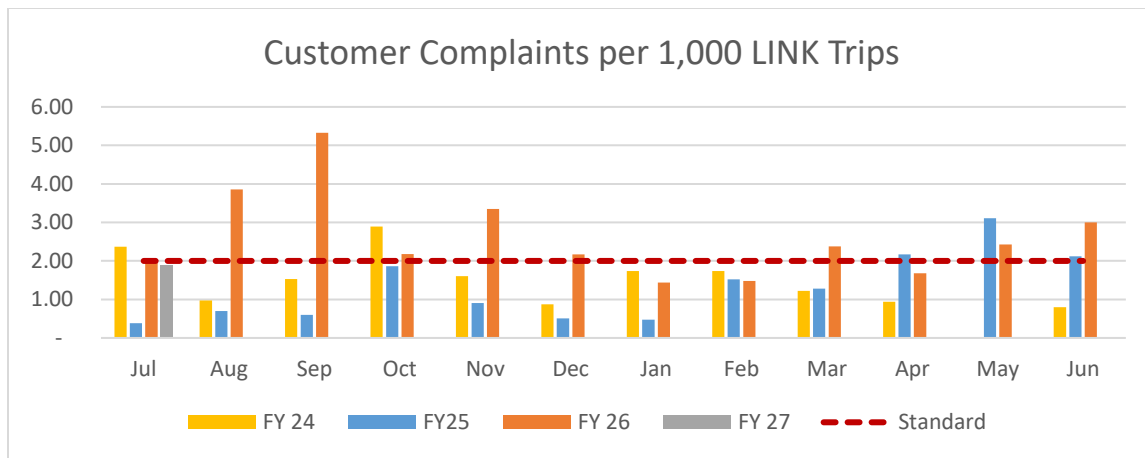
On-time Performance:

In July 2026, LINK achieved 95.0% on-time performance (OTP), lower than the July 2025 OTP of 97.5%, but still exceeding the contractual standard of 92% by 3 percentage points.



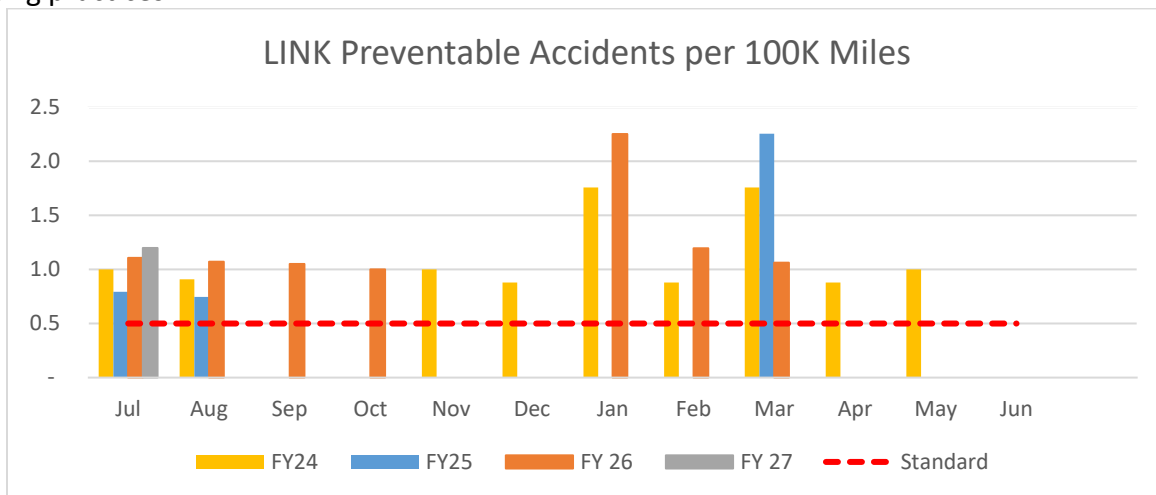
Customer Satisfaction:

In July 2026, LINK recorded approximately 1.87 customer complaints per 1,000 trips, meeting 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 12 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.



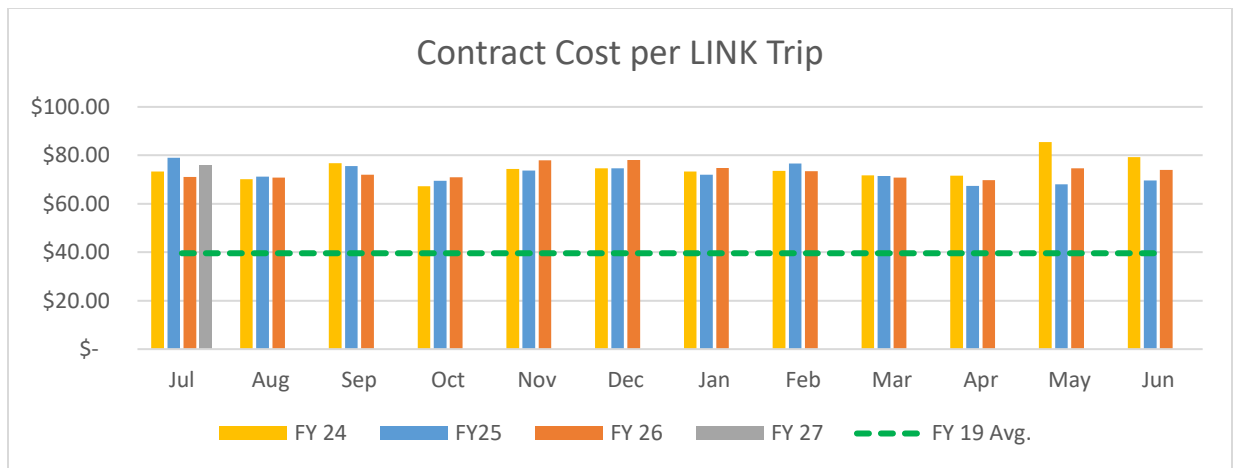
Safety Performance:

For July 2026, LINK recorded a preventable accident rate of 1.2 accidents per 100,000 miles, compared with 1.1 in July 2025, representing a slight year-over-year increase. The July 2026 rate was also above 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.

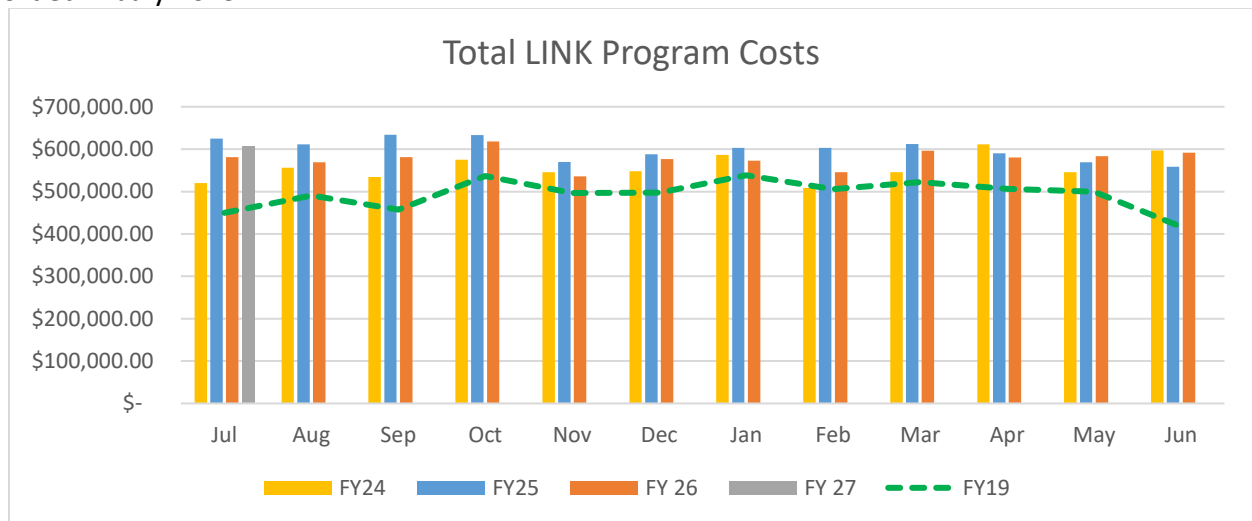


Financial Implications:

The average contract cost per LINK passenger trip in July 2026 was \$75.93. This was approximately 6.8% higher than July of the prior fiscal year (\$71.07) and about 2.6% higher than June 2026 (\$73.98). The July FY27 cost per trip also remained substantially above the FY19 average of approximately \$39.58. Staff will continue to monitor costs and service efficiency as FY27 progresses.



Total LINK contract costs for July 2026 were \$608,222, an increase from July 2025 (\$581,431). Overall expenditure remains approximately 35% higher than the pre-pandemic benchmark of \$449,966 recorded in July 2019.



Recommendation:

None. For information only.

Action Requested:

None. For information only.

Attachments:

None.