



Paratransit Service Updates

September 25, 2024

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Overview

-  Paratransit Ridership
-  Staffing
-  Paratransit KPIs
-  Non-Dedicated Service

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Paratransit

	Trips	YOY Variance
July 2020	53,639	N/A
July 2021	85,229	58.89%
July 2022	89,244	4.71%
July 2023	97,791	9.58%
July 2024	100,611	2.88%



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 Target
578

 Actual
559

Staffing Level vs. Goal : 97%

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Paratransit

Key Performance Indicators

July 1st – 31st



All Passengers
126,609



OTP
92.0%



AOTP
91.2%



Performed Trips
100,277



Service Hours
70,219

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Non-Dedicated Service

July 1st – 31st



Clients Enrolled
2,524



OTP
94.9%



AOTP
96.0%



Performed Trips
16,389



Service Hours
10,367

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