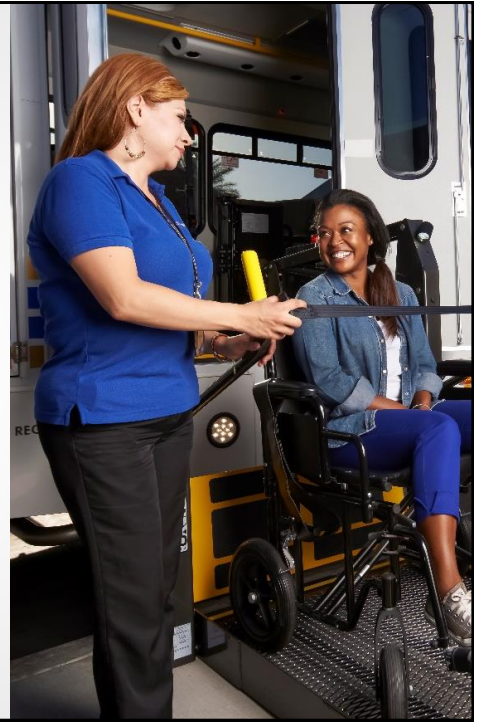




Paratransit and Specialized Services

UPDATES



1

Overview



Paratransit Ridership



Staffing



Paratransit KPIs



UZURV



SilverRide

2



Paratransit

	Trips	YOY Variance
November 2019	104,627	
November 2020	61,286	-41.42
November 2021	85,573	39.63
November 2022	92,851	8.51
November 2023	92,069	-0.84

3



Staffing

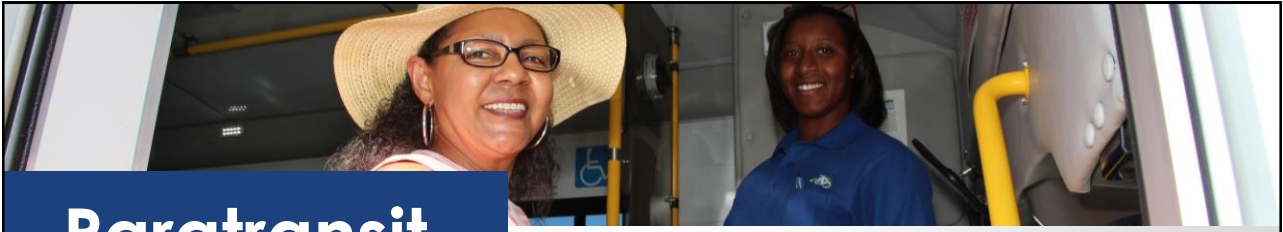


Target



Actual

4



Paratransit

Key Performance Indicators

January 1st – December 31st



All Passengers
1,491,734



OTP
88.62%



AOTP
85.25%

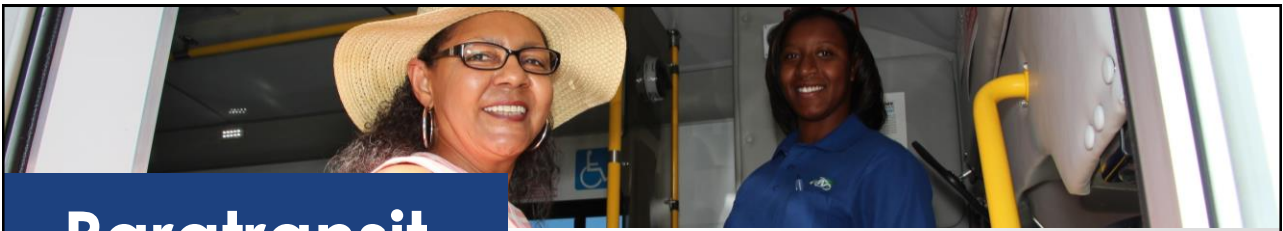


Performed Trips
1,189,244



Service Hours
770,499

5



Paratransit

Key Performance Indicators

November 1st – 30th



All Passengers
120,821



OTP
91.45%



AOTP
87.62%



Performed Trips
95,115



Service Hours
65,316

6



UZURV

November 1st – 30th



Clients Enrolled
634



OTP
99.2%



AOTP
100.0%



Performed Trips
2,872



Service Hours
1,108

7



SilverRide

November 1st – 30th



Clients Enrolled
482



OTP
96.4%



AOTP
96.8%



Performed Trips
7,302



Service Hours
5,806

8

