



Paratransit and Specialized Services *Updates*

March 25, 2026

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Overview

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

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Paratransit

	Trips	YOY Variance
January 2022	68,787	N/A
January 2023	95,394	38.68%
January 2024	99,626	4.44%
January 2025	96,271	-3.37%
January 2026	101,790	5.73%



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Target
575



Actual
511

Staffing Level vs. Goal: 88.9%

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Paratransit

Key Performance Indicators

January 1st – 31st



All Passengers
130,315



OTP
90.10%



AOTP
84.70%



Performed Trips
101,543



Service Hours
87,418

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Non-Dedicated Service

January 1st – 31st



Clients Enrolled
2,786



OTP
97.7%



AOTP
96.7%



Performed Trips
20,583



Service Hours
16,781

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Mobility Training Center 10-Year Anniversary



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