



Paratransit Operations Performance Report 12/10/2025 October & November

	October	Prior Year	November	Prior Year
Pickup OTP (Goal 95%)	92.9%	94.5%	93%	93.9%
Drop-Off OTP (Goal 95%)	95.8%	96.3%	96.2%	96.5%
Trips Requested	53,451 (+5.7%)	50,576	48,381 (+5%)	46,074
Trips Performed	35,594 (+2.2%)	34,829	31,187 (+3.8%)	30,034
Trips Cancelled in Advance	13,060 (24.4%)	12,372 (24.5%)	13,549 (28%)	12,867 (27.9%)
Customer Trip Violations (NS/CD/LC)	3,797 (10.6%)	3,192 (9.2%)	3,441 (11%)	2,982 (9.9%)
Trips Cancelled For Cause	1,001 (2.8%)	184 (0.5%)	205 (0.6%)	191 (0.6%)
Average Customer Trip Travel Time	25.74 minutes	25.21 minutes	25.11 minutes	24.01 minutes
Peak # of Vehicles Scheduled	148 85 Fleet 28 Taxi 35 TNC	131 77 Fleet 30 Taxi 24 TNC	146 85 Fleet 22 Taxi 39 TNC	128 74 Fleet 30 Taxi 24 TNC
Number of Paratransit trips taken on Fixed Route	12,511 (-3.5%)	12,968	10,467 (-3.9%)	10,891