AGENDA

ACCESS ADVISORY COMMITTEE

Board Room
32-505 Harry Oliver Trail,
Thousand Palms, CA 92276

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NOTICE TO THE PUBLIC

In compliance with the Brown Act, agenda materials distributed 72 hours or less prior to the meeting, which are public records relating to open-session agenda items, will be available for inspection by members of the public prior to or at the meeting at SunLine Transit Agency's Administration Building, 32505 Harry Oliver Trail, Thousand Palms, CA 92276 and on the Agency's website, www.sunline.org.

Upon request, SunLine will provide written agenda materials in appropriate alternative formats to individuals with disabilities. In addition, SunLine will arrange for disability-related modifications or accommodations, including auxiliary aids or services, to enable individuals with disabilities to participate in public meetings. Please contact the Clerk of the Board at (760) 343-3456 or send a written request by emailing clerkoftheboard@sunline.org, including your name, mailing address, telephone number and brief description of the requested materials, preferred alternative format, and/or auxiliary aid or service at least three (3) days before the meeting.

****

ITEM   **RECOMMENDATION**

1. **CALL TO ORDER**

2. **FLAG SALUTE**

3. **ROLL CALL**

4. **FINALIZATION OF AGENDA**

5. **APPROVAL OF MINUTES**

6. PUBLIC COMMENTS   **RECEIVE COMMENTS**

NON AGENDA ITEMS
Members of the public may comment on any matter. Please fill out the comment card prior to making public comment. After public comment cards are collected, the public comment portion will begin. Your name will be called when it is your turn to speak. Each person's comments are limited to three (3) minutes. Public comment cards will not continue to be collected throughout the meeting.

7. PRESENTATIONS
       7a) **SunLine: Rides Re-Imagined Presentation**
          (Presenter: Mona Babauta, CEO/General Manager)

8. COMMITTEE MEMBER COMMENTS   **RECEIVE COMMENTS**

9. COMMITTEE CORRESPONDENCE REPORTS

       9a) Review Ridership for Fixed Route, SunRide, and SunDial
          December 2024-2025, and January 2025-2026.

10. NEW BUSINESS

11. COMMUNITY UPDATES

12. NEXT MEETING DATE – May 19, 2026, at 10:00 AM at:

       Wellness Room
       SunLine Transit Agency
       32-505 Harry Oliver Trail
       Thousand Palms, CA 92276

13. ADJOURN

MINUTES

ACCESS Advisory Committee Meeting

January 13, 2026

The ACCESS Advisory Meeting is held at 10:00 AM on Tuesday, January 13, 2025, in the Wellness Room at SunLine Transit Agency, 32-505 Harry Oliver Trail, Thousand Palms, CA 92276

1. **CALL TO ORDER**

   The meeting was called to order at 10:04 AM by Chairperson Colleen Evans.

2. **FLAG SALUTE**

   Bryan Valenzuela led the pledge of allegiance.

3. **ROLL CALL**

   Committee Members Present:
   Colleen Evans, Coachella Valley Transit Rider
   Rigoberto Mariscal, Desert ARC Director of Transportation

   A quorum was not met.

4. **FINALIZATION OF AGENDA**

   - No changes to the agenda.

5. **APPROVAL OF THE MINUTES**

   - Discussion only. Quorum was not met.

6. **PUBLIC COMMENTS**

   - No public comments were made.

7. **PRESENTATION**

   - No presentations were made.

8. **COMMITTEE MEMBER COMMENTS**

- No comments were made.

9. COMMITTEE CORRESPONDENCE REPORTS

9a) Review Ridership for Fixed Route and SunDial
August 2024-2025, September 2024-2025, October 2024-2025, and November 2024-2025 .

A presentation was provided by Daren Tatham, Assistant Transit Planner, and Anthony Parham, Paratransit Operations Manager, on the Fixed Route and Paratransit Services.

Comments were made by:

- Member Rigoberto Mariscal

9b) Appeals Subcommittee

- No appeals pending at this time.

9c) Membership Subcommittee

- No reports were provided.

9d) Evaluation of Services Subcommittee

- No reports were provided.

9e) Legislative Subcommittee

- No reports were provided.

10. NEW BUSINESS

- No new business.

11. COMMUNITY UPDATES

- An oral update was provided by Tammy Edwards, Customer Care Coordinator, on the clothes drive with Best Friends Closet.
- A second oral update was provided by Tammy Edwards, Customer Care Coordinator, on the Rides Reimagined community survey.

12. NEXT MEETING DATE:

March 17, 2026, at 10:00 AM
SunLine's Wellness Room

32-505 Harry Oliver Trail
Thousand Palms, CA 92276

13. ADJOURNMENT

The ACCESS Advisory Committee meeting adjourned at 10:30 AM.

ACCESS Advisory Committee
March 17, 2026

ITEM 1

CALL TO ORDER

ITEM 3

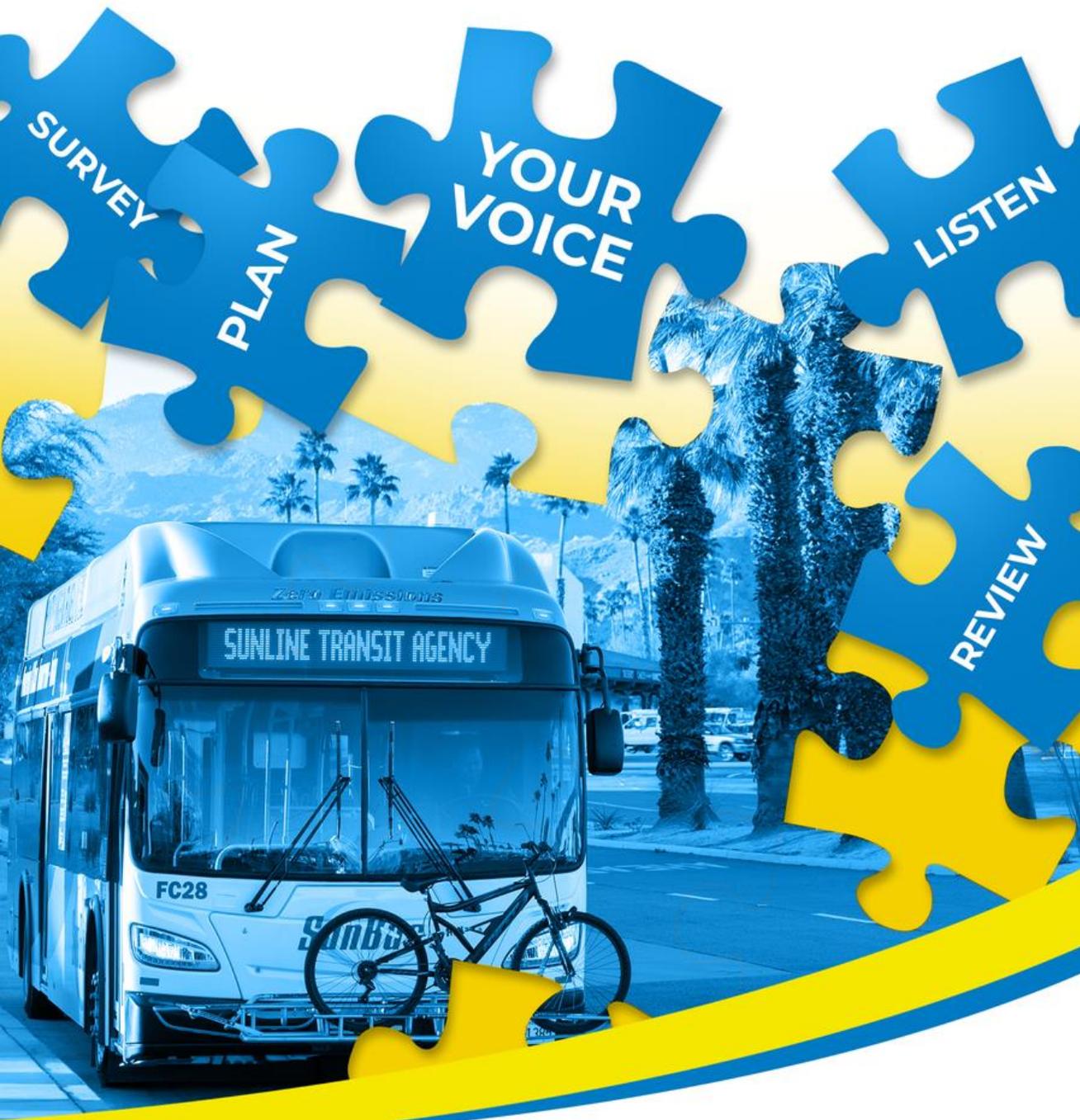# ROLL CALL

ITEM 4

FINALIZATION OF AGENDA

ITEM 5

APPROVAL OF MINUTES

ITEM 6

PUBLIC COMMENTS

ITEM 7

PRESENTATIONS
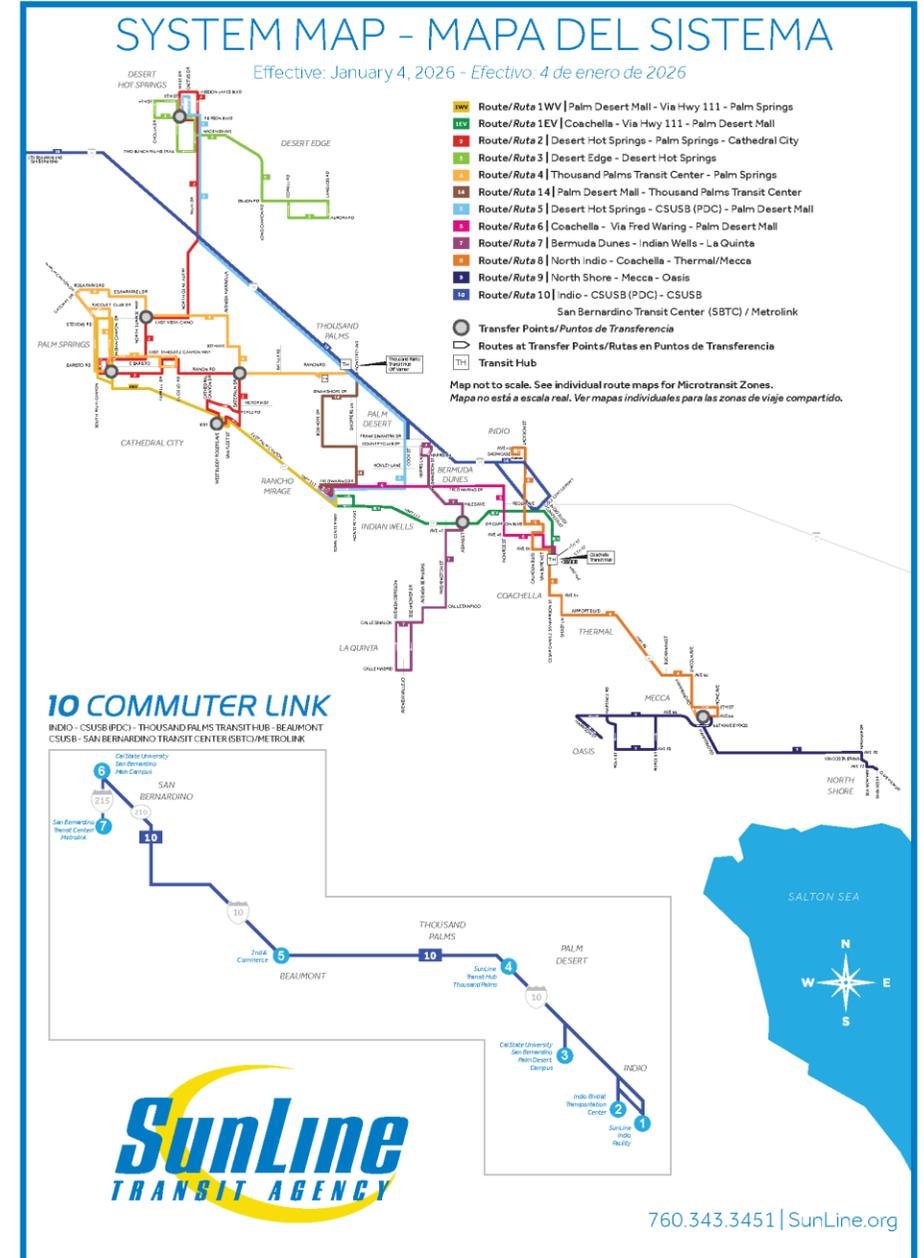
SunLine Service Area

Joint Powers Authority formed in 1977

<u>Member Agencies</u>: Palm Springs, Desert Hot Springs, Cathedral City, Palm Desert, Rancho Mirage, Indian Wells, La Quinta, Indio, Coachella and unincorporated areas of Riverside County

Service Characteristics:

- ◉ 1,120 mile service area (roughly the size of the State of Rhode Island)
- ◉ Fixed Route, Paratransit, Microtransit, and Commuter Link
- ◉ Taxi voucher program

Annual Ridership = Approximately 3 million

SunLine: Rides Reimagined

SunLine is conducting a system-wide review and developing service alternatives and scenarios, informed by public and stakeholder engagement, in order to respond effectively to changing mobility needs and resource availability over time.

- The last review, **SunLine Refueled**, was completed prior to COVID-19 or over 6 years ago.
- Transit agencies typically undertake this process every 5-6 years.
- This effort will guide SunLine's future planning and resource allocation decisions.

SunLine:
Rides Reimagined
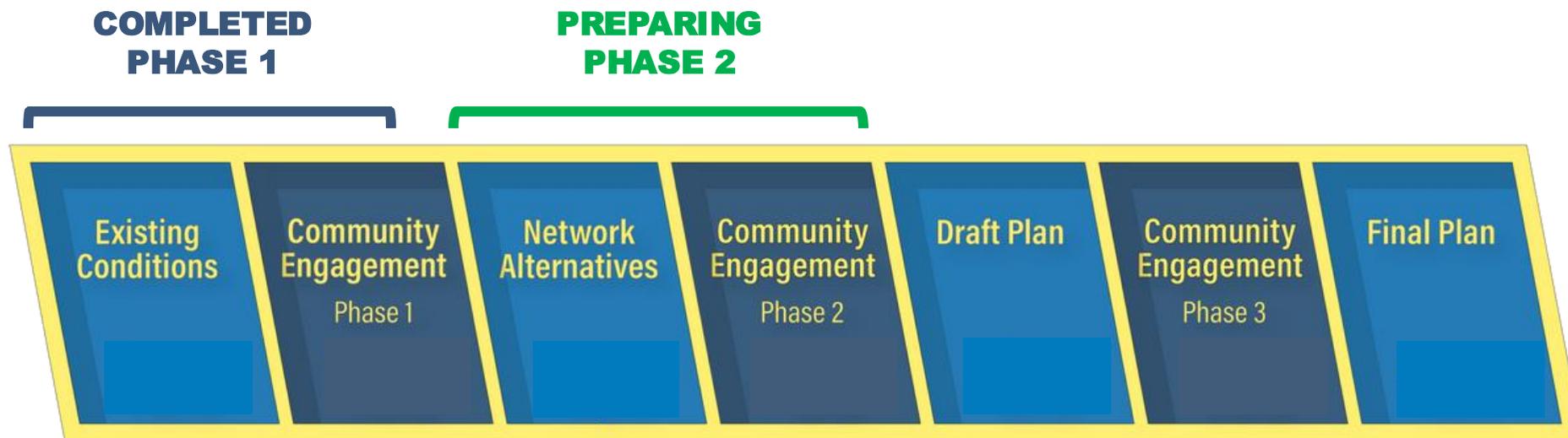## seeks to answer questions like:

- Where and how often should transit run?

- What kind of service is appropriate in different locations?

- Should service be concentrated around job centers and in more densely populated areas?

- Should "lifeline" service be prioritized?

How can SunLine grow ridership and leverage its services and/or resources to better support community needs?

Where are we in the process?

SunLine TRANSIT AGENCY

COMPLETED PHASE 1

PREPARING PHASE 2

| Existing Conditions | Community Engagement Phase 1 | Network Alternatives | Community Engagement Phase 2 | Draft Plan | Community Engagement Phase 3 | Final Plan |

Existing Conditions
Learn from the existing transit service and the transit market.

Community Engagement
Talk to the public and gather feedback on their needs and experiences.

Network Alternatives
Develop two contrasting network concepts – one prioritizing ridership and the other, coverage.

Community Engagement
Talk to the public and gather feedback on how to preference for ridership or coverage

Phase 1 Community Survey – Completed

- December 10, 2025 – March 11, 2026

- Available online and in print

- Open to the entire Coachella Valley community

- Questions about mobility needs, travel patterns, and service priorities

- A series of trade-off questions on preferences for frequency (ridership) or coverage
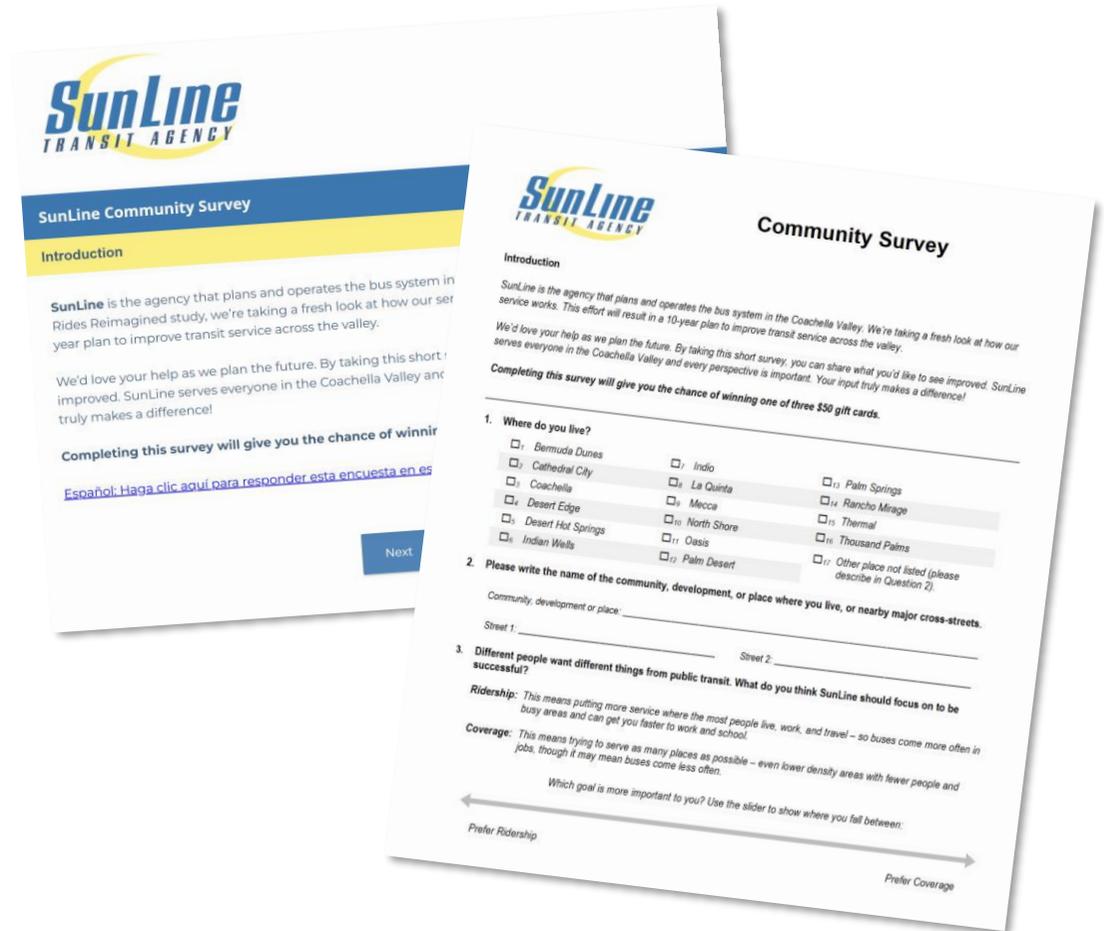
Preliminary Survey Results

- 1,791 survey responses

- 1,588 surveys were completed in English **(88.6%)**

- 878 responses reported not having ridden any of SunLine's services in the last month **(49%)**

- 403 responses reported riding SunBus 5+ days in the last month **(22%)**

- 723 lean toward coverage **(43%)**

- 734 lean toward ridership **(43%)**

- 237 are in the middle **(14%)**

CITY	RESPONSES
Palm Springs	375
Indio	244
Desert Hot Springs	200
Coachella	167
Cathedral City	158
Indian Wells	136
Palm Desert	120
La Quinta	76
Other	60
Rancho Mirage	57
Mecca	56
Thermal	44
North Shore	39
Bermuda Dunes	24
Desert Edge	14
Thousand Palms	14
Oasis	7
Total	**1,791**

SunLine
TRANSIT AGENCY

How should SunLine allocate its resources?

Dots = people and jobs

Ridership

- The straight lines offer density, short walks, and efficient transit path.

- All buses are focused on few lines, so they are frequent.
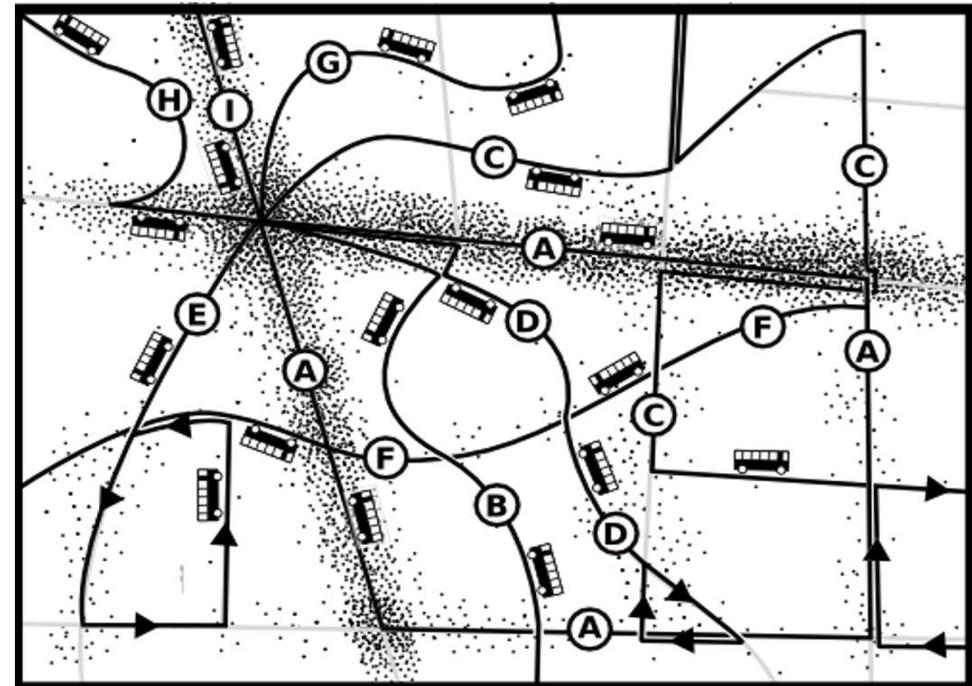
Coverage

- Tries to serve everyone, even low-density areas.

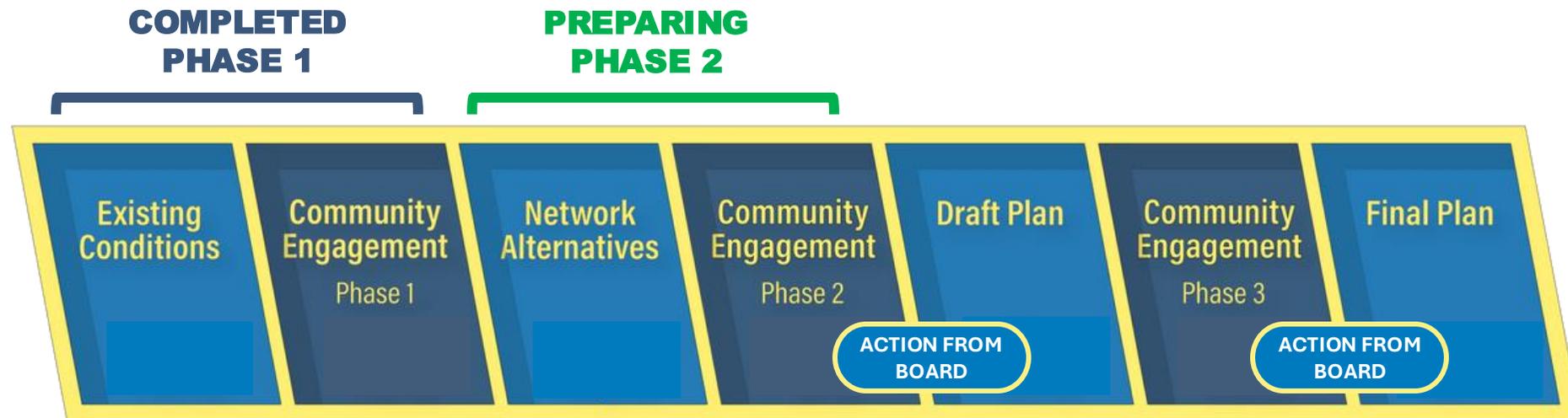- More routes covering everyone, but less frequency, more complexity.

Phase 2 Ongoing Outreach & Engagement

Each phase is defined by outreach efforts, some repeated and some unique, but all building on what came before.

◉ Focus Groups

◉ Survey — online and paper

◉ Stakeholder Meeting

◉ Core Design Retreat

◉ Targeted Outreach Meetings/Events

Role of the ACCESS Advisory Committee

COMPLETED PHASE 1

PREPARING PHASE 2

| Existing Conditions | Community Engagement Phase 1 | Network Alternatives | Community Engagement Phase 2 | Draft Plan | Community Engagement Phase 3 | Final Plan |

ACTION FROM BOARD

ACTION FROM BOARD

◉ The Committee will serve as a key touchpoint to review and provide feedback on SunLine planning programs (e.g., Rides Reimagined) and deliverables before they reach the Board, offering recommendations and accessibility-focused endorsements.

◉ Staff will strategically engage the ACCESS Committee around Board meetings when action is required on Rides Reimagined.

Thank You!
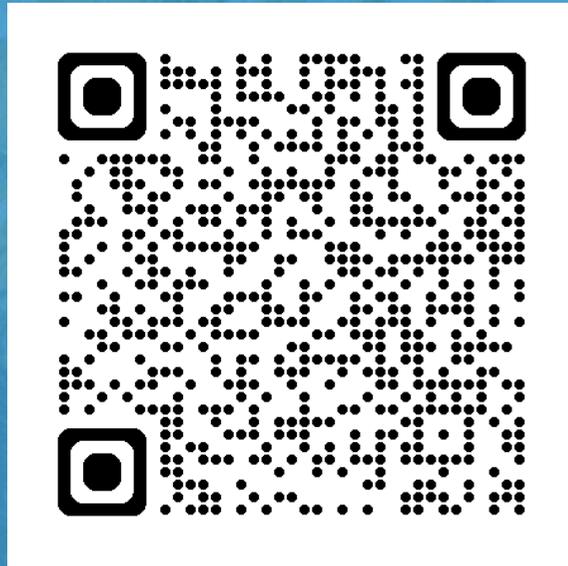
Follow the progress of Rides Reimagined:

🌐 https://www.sunline.org/rides-reimagined

✉ rides-reimagined@sunline.org
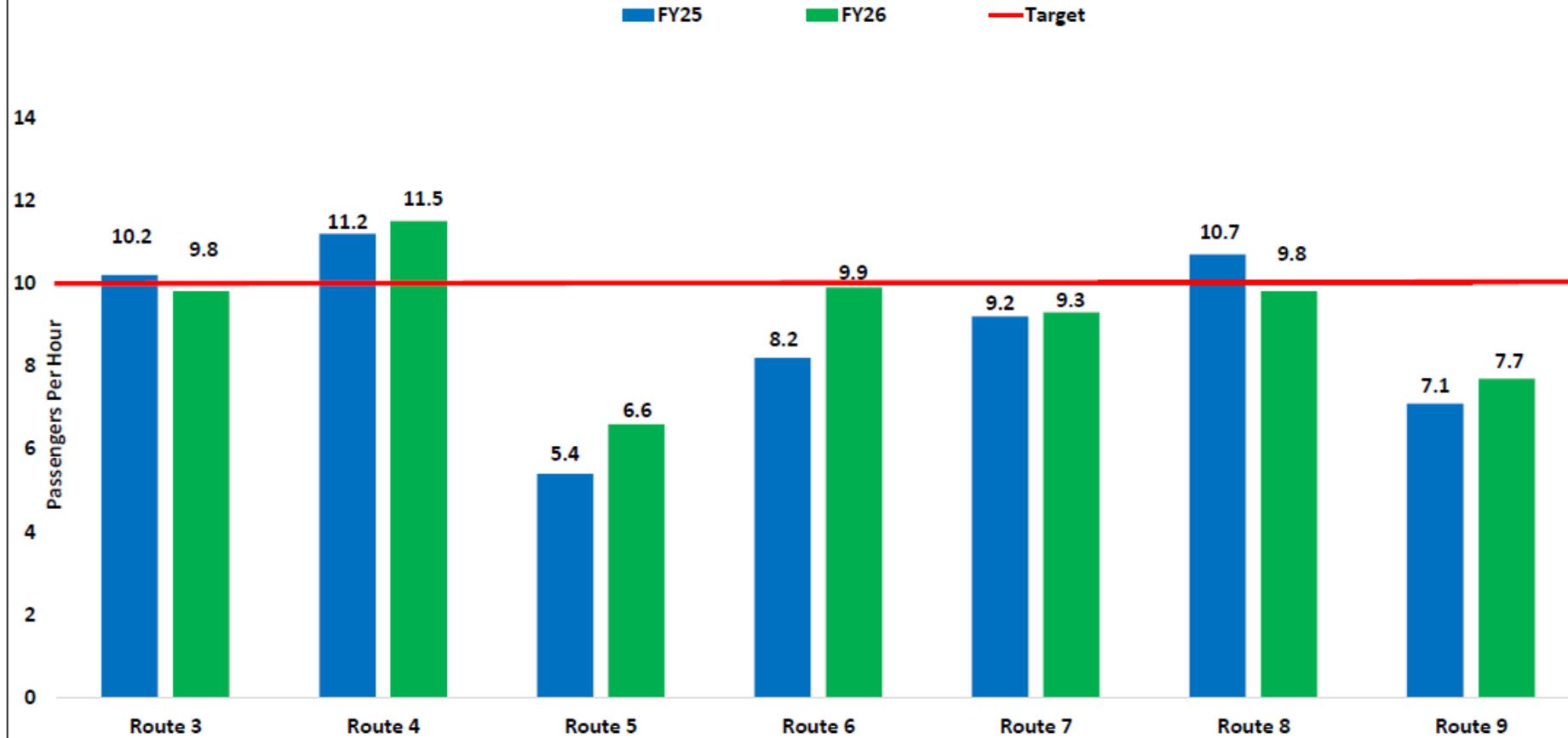
SunLine TRANSIT AGENCY

ITEM 8

COMMITTEE MEMBER COMMENTS

ITEM 9

COMMITTEE CORRESPONDENCE REPORTS

FYTD Passengers Per Revenue Hour - Local Routes
December 2025

Legend: FY25, FY26, Target

| Route	FY25	FY26
Route 3	10.2	9.8
Route 4	11.2	11.5
Route 5	5.4	6.6
Route 6	8.2	9.9
Route 7	9.2	9.3
Route 8	10.7	9.8
Route 9	7.1	7.7

The chart above represents the system performance on local routes for Passengers Per Revenue Hour (PPRH).
The target for local fixed routes is 10 PPRH. The FY26 goal is based on the Board approved Service Standards Policy (B-190613).
Local routes are secondary routes that connect to the trunk routes and supplement the SunBus network.

FYTD Passengers Per Revenue Hour - Trunk Routes
December 2025

Legend: FY25 | FY26 | Target

Route	FY25	FY26
Route 1EV	19.4	17.8
Route 1WV	15.5	16.0
Route 2	18.8	17.8

Y-axis: Passengers Per Hour (0, 5, 10, 15, 20, 25)
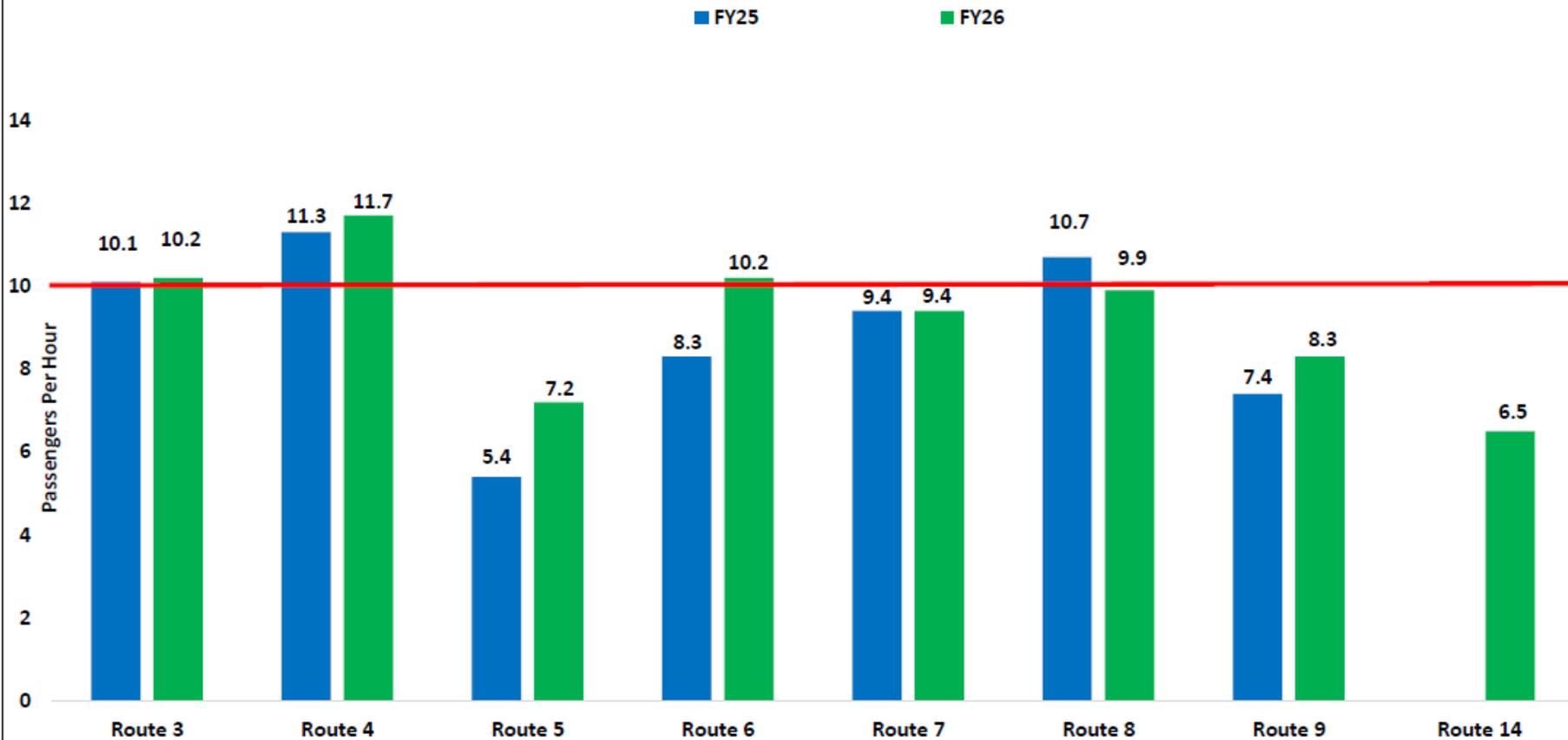
Target: 20

The chart above represents the system performance on trunk routes for Passengers Per Revenue Hour (PPRH).

The target for trunk routes is 20 PPRH. The FY26 goal is based on the Board approved Service Standards Policy (B-190613).

Trunk routes are highly traveled corridors serving a variety of trip purposes and connect a variety of regional destinations.

FYTD Passengers Per Revenue Trip - Regional Service
December 2025
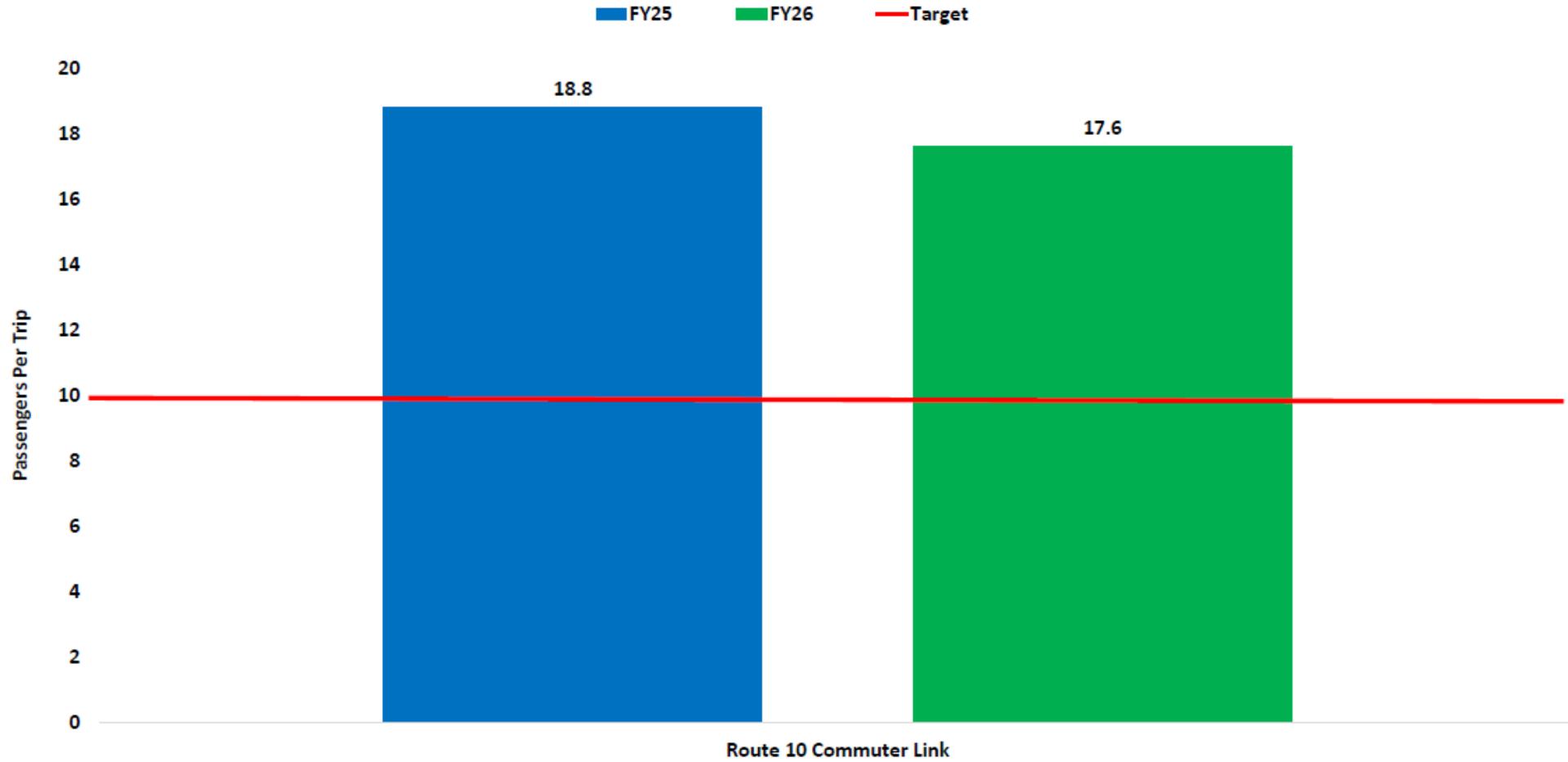
FY25   FY26   ——Target

Route 10 Commuter Link

FY25: 18.8
FY26: 17.6

The chart above represents the system performance target for regional service on the 10 Commuter Link which is based on Passengers Per Revenue Trip (PPRT). The target for regional service is 10 PPRT. The FY26 goal is based on the Board approved Service Standards Policy (B-190613).

FYTD Passengers Per Revenue Hour - Local Routes
January 2026

Legend: ■ FY25 ■ FY26

Route	FY25	FY26
Route 3	10.1	10.2
Route 4	11.3	11.7
Route 5	5.4	7.2
Route 6	8.3	10.2
Route 7	9.4	9.4
Route 8	10.7	9.9
Route 9	7.4	8.3
Route 14		6.5

The chart above represents the system performance on local routes for Passengers Per Revenue Hour (PPRH).

The target for local fixed routes is 10 PPRH. The FY25 goal is based on the Board approved Service Standards Policy (B-190613).
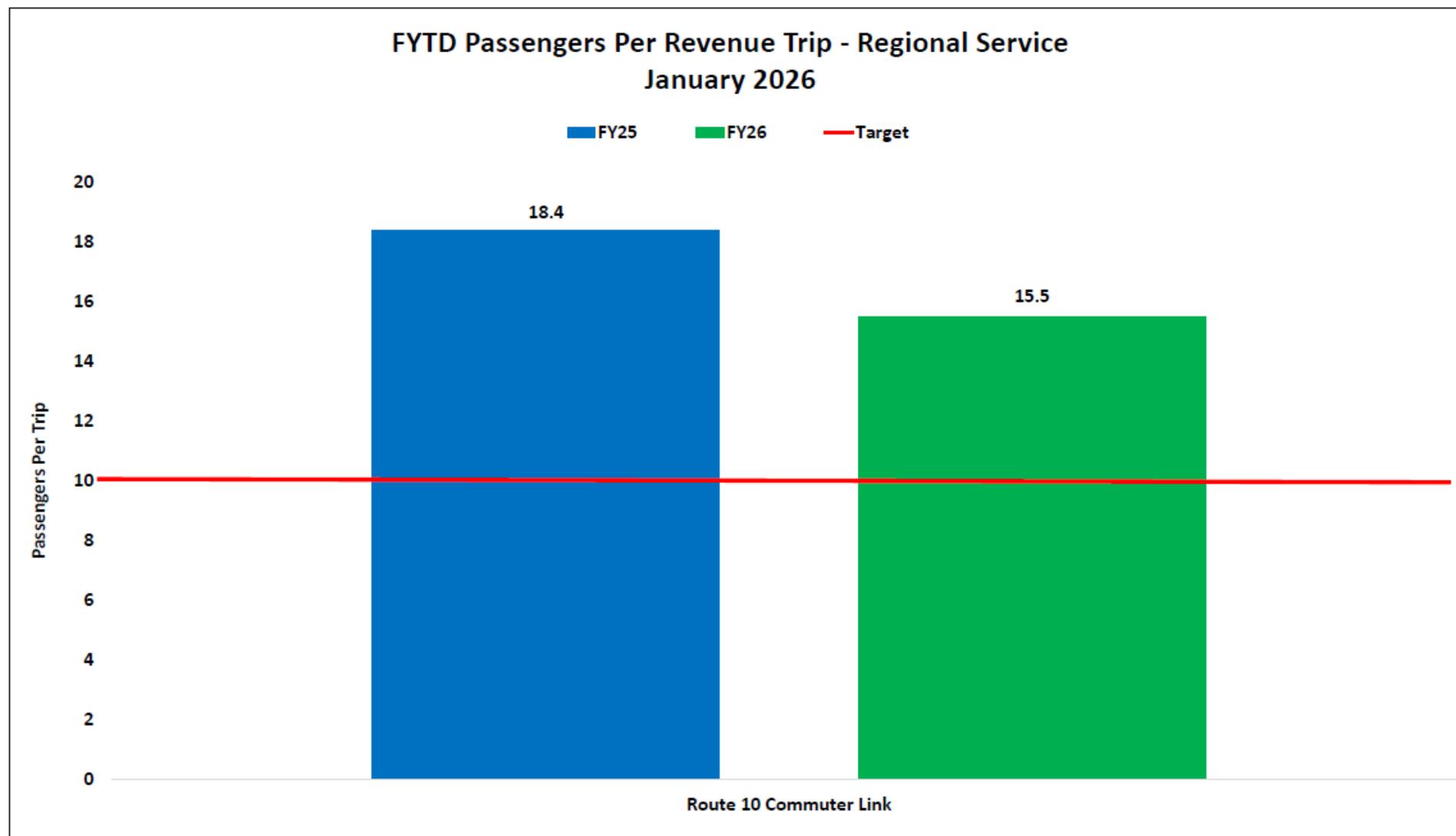
Local routes are secondary routes that connect to the trunk routes and supplement the SunBus network.

"Provisional metric based on GFI totals and manually compiled revenue hours; subject to rebaseline with GMV CAD/AVL + APC (target 2026). Not trend-comparable."

FYTD Passengers Per Revenue Hour - Trunk Routes
January 2026

Legend: FY25, FY26, Target

Route	FY25	FY26
Route 1EV	19.5	17.9
Route 1WV	15.6	16.0
Route 2	18.8	18.0

The chart above represents the system performance on trunk routes for Passengers Per Revenue Hour (PPRH).

The target for trunk routes is 20 PPRH. The FY25 goal is based on the Board approved Service Standards Policy (B-190613).

Trunk routes are highly traveled corridors serving a variety of trip purposes and connect a variety of regional destinations.

"Provisional metric based on GFI totals and manually compiled revenue hours; subject to rebaseline with GMV CAD/AVL + APC (target 2026). Not trend-comparable."

**FYTD Passengers Per Revenue Trip - Regional Service
January 2026**

Legend: ■ FY25 ■ FY26 —— Target

Route 10 Commuter Link
- FY25: 18.4
- FY26: 15.5
- Target: 10

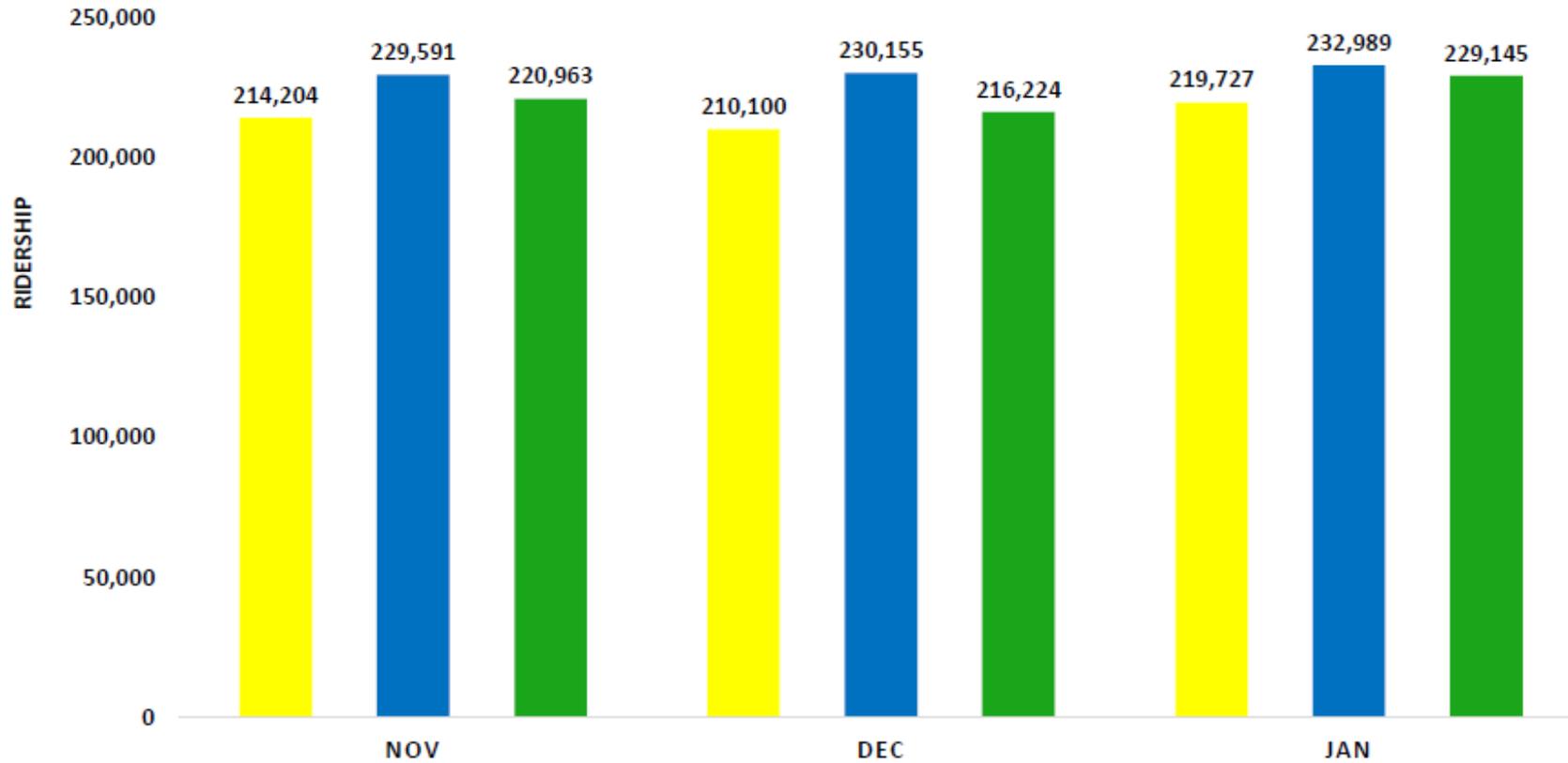Y-axis: Passengers Per Trip (0 to 20)

The chart above represents the system performance target for regional service on the 10 Commuter Link which is based on Passengers Per Revenue Trip (PPRT).

The target for regional service is 10 PPRT. The FY25 goal is based on the Board approved Service Standards Policy (B-190613).
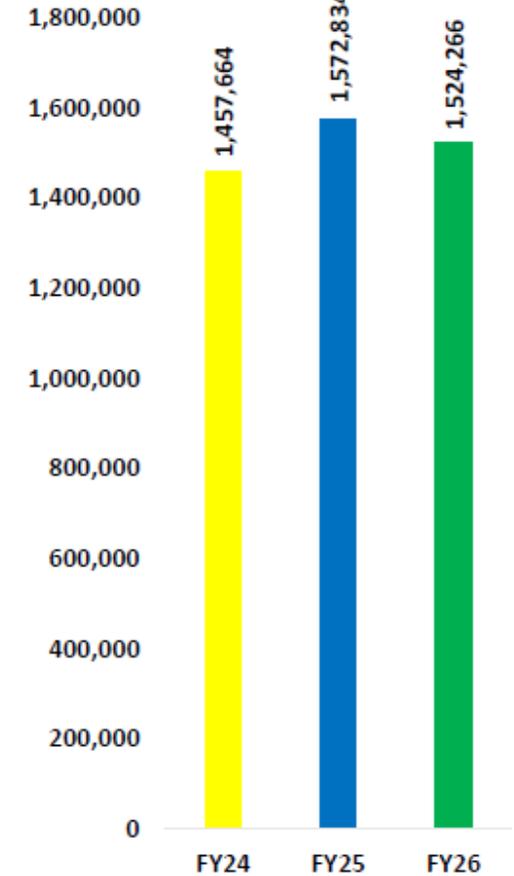
"Provisional metric based on GFI totals and manually compiled revenue hours; subject to rebaseline with GMV CAD/AVL + APC (target 2026). Not trend-comparable."

Fixed Route Ridership - January 2026

■ FY24 ■ FY25 ■ FY26
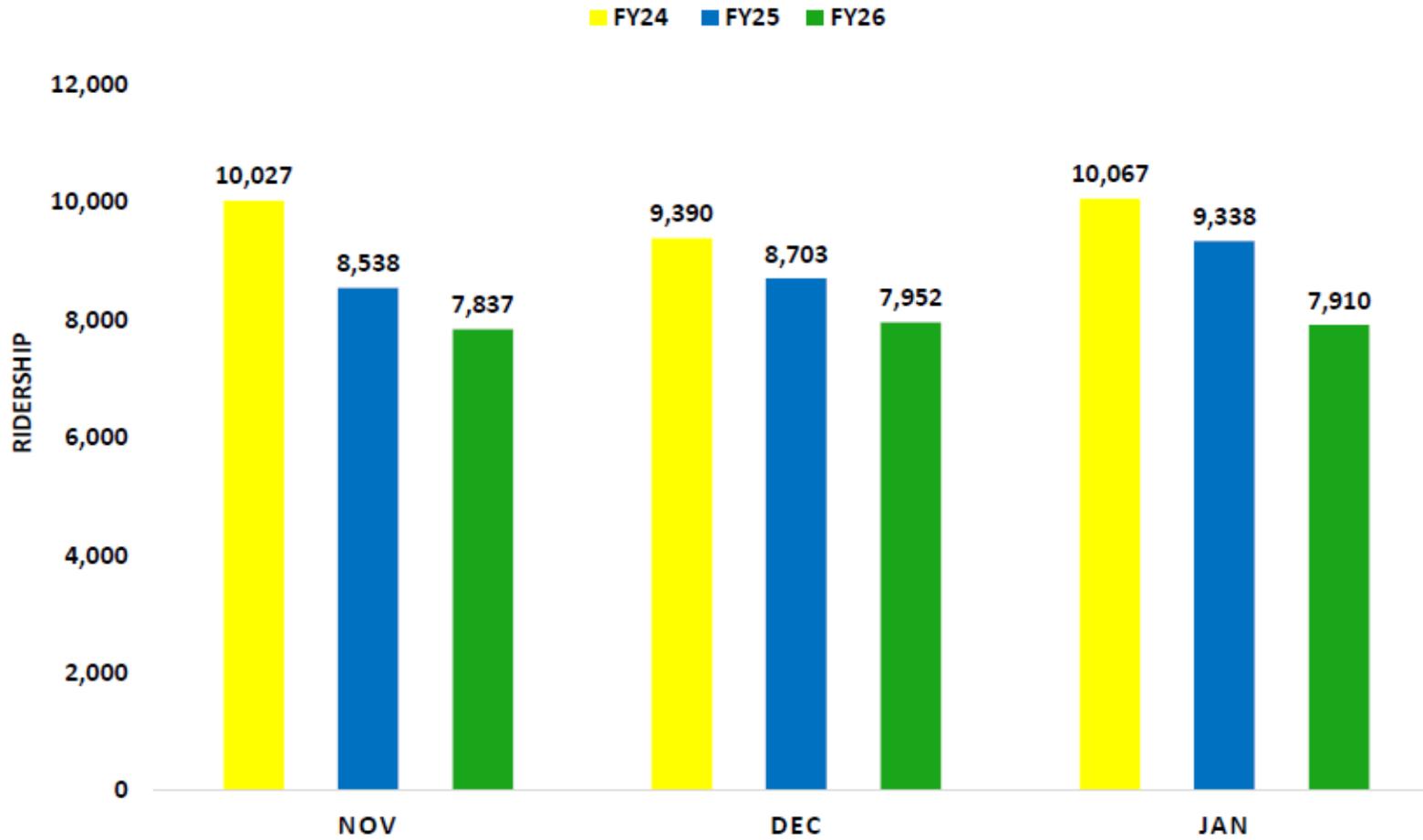
RIDERSHIP

NOV
- FY24: 214,204
- FY25: 229,591
- FY26: 220,963

DEC
- FY24: 210,100
- FY25: 230,155
- FY26: 216,224

JAN
- FY24: 219,727
- FY25: 232,989
- FY26: 229,145

Fixed Route Ridership FYTD Total

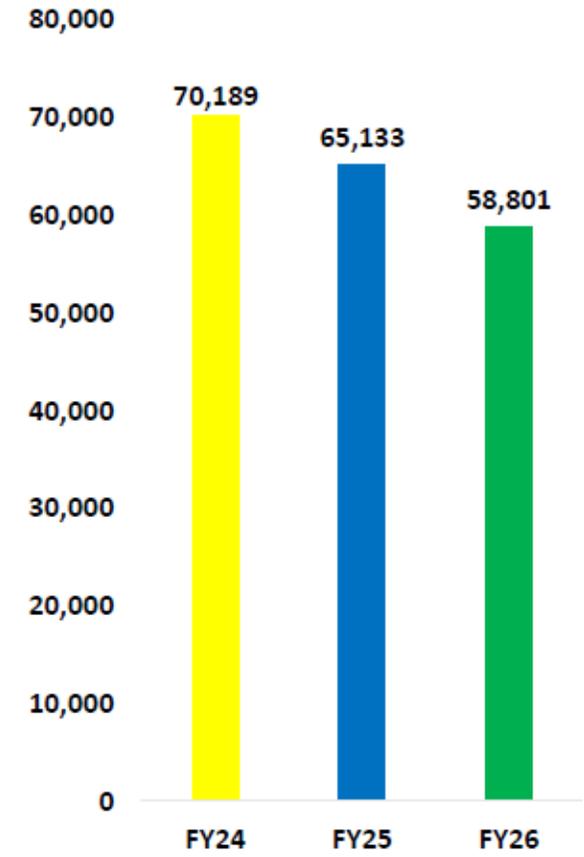- FY24: 1,457,664
- FY25: 1,572,834
- FY26: 1,524,266

Ridership (or boardings) is the number of rides taken by passengers.
Fixed route ridership counts are based on Unlinked Passenger Trips (UPT).
Fixed route ridership is down 3.1% fiscal year to date.
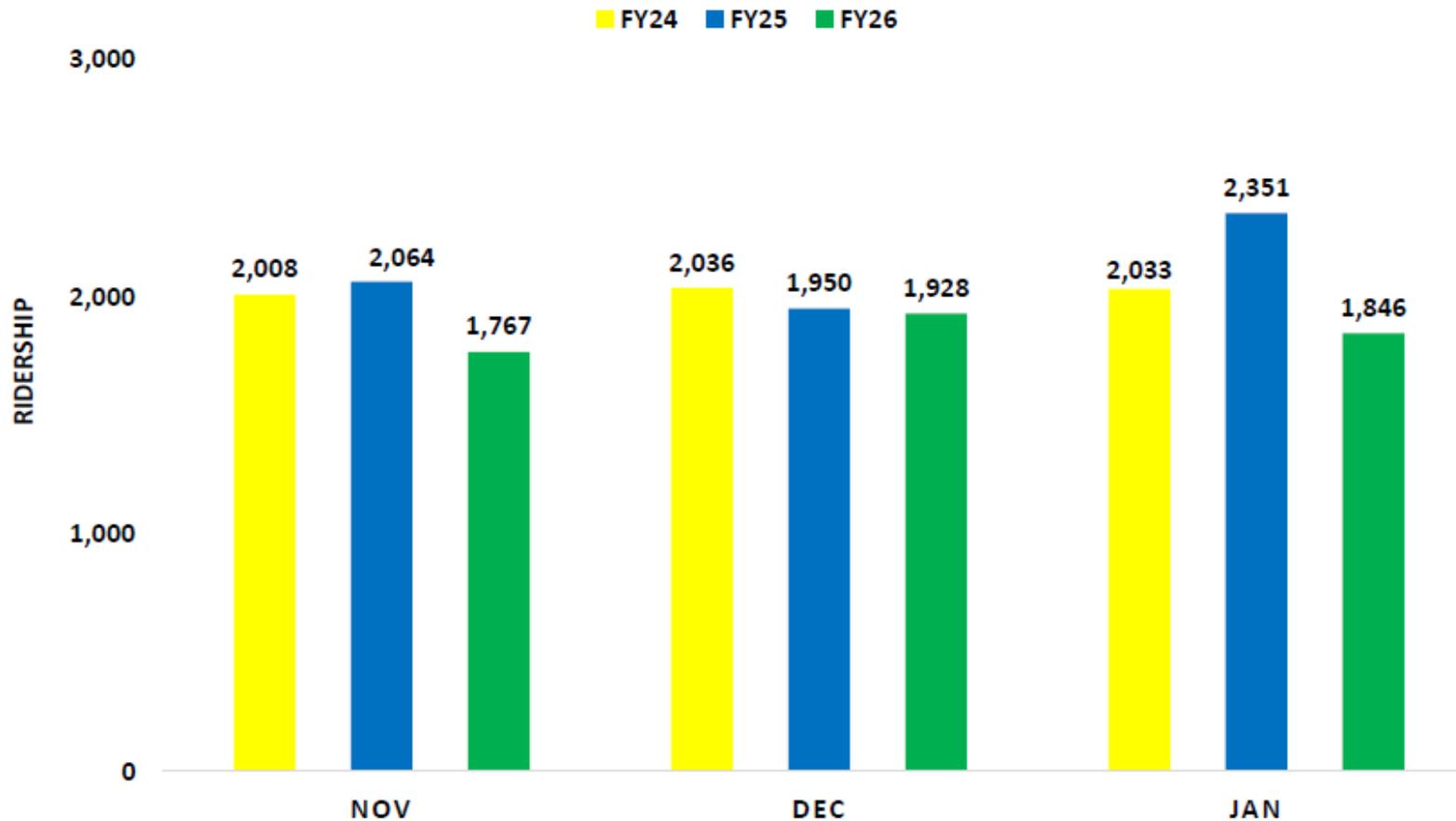
SunDial Ridership - January 2026

FY24 ▇ FY25 ▇ FY26 ▇

SunDial Ridership FYTD Total

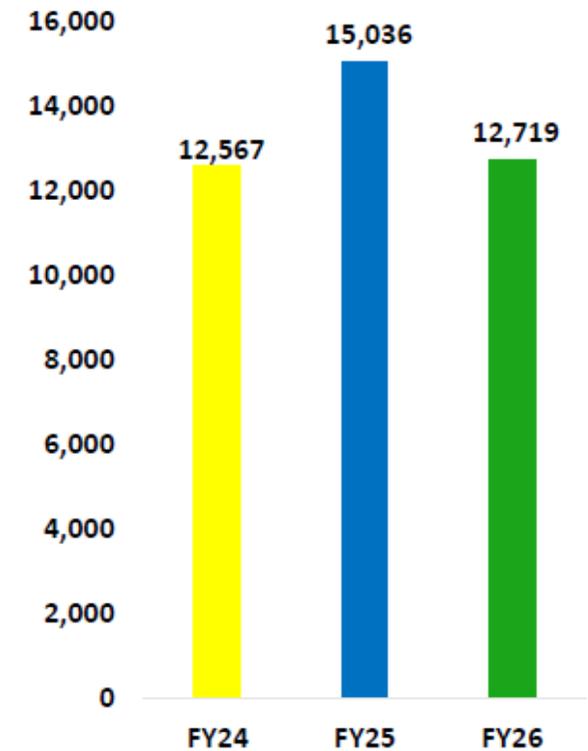| Month	FY24	FY25	FY26
NOV	10,027	8,538	7,837
DEC	9,390	8,703	7,952
JAN	10,067	9,338	7,910

FYTD Total: FY24 = 70,189; FY25 = 65,133; FY26 = 58,801

Ridership (or boardings) is the number of rides taken by passengers.
SunDial ridership is down 9.7% fiscal year to date.

SunRide Ridership - January 2026

■ FY24 ■ FY25 ■ FY26

RIDERSHIP

	NOV			DEC			JAN		
FY24	2,008			2,036			2,033		
FY25		2,064			1,950			2,351	
FY26			1,767			1,928			1,846

SunRide Ridership FYTD Total

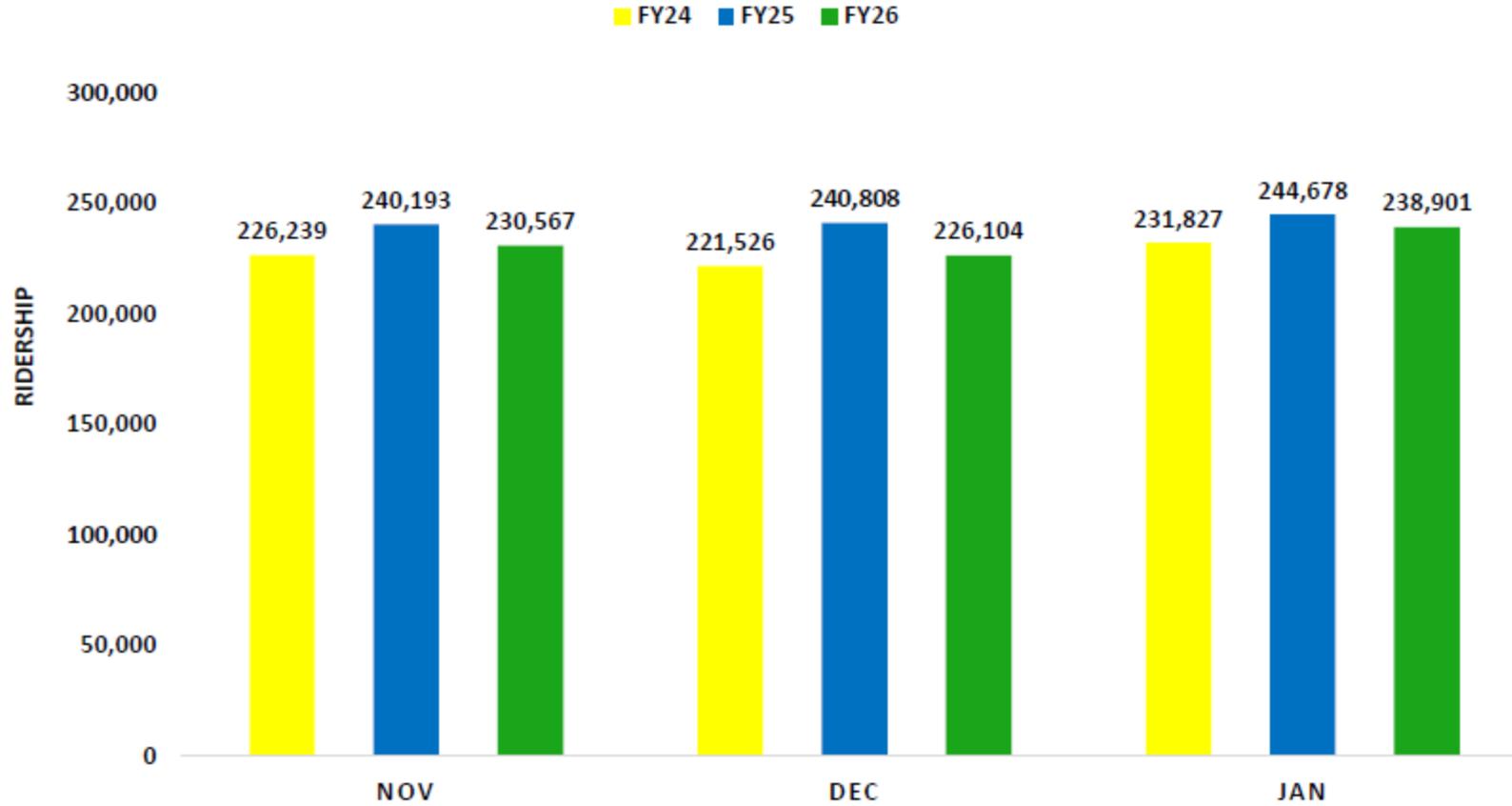| FY24	FY25	FY26
12,567	15,036	12,719

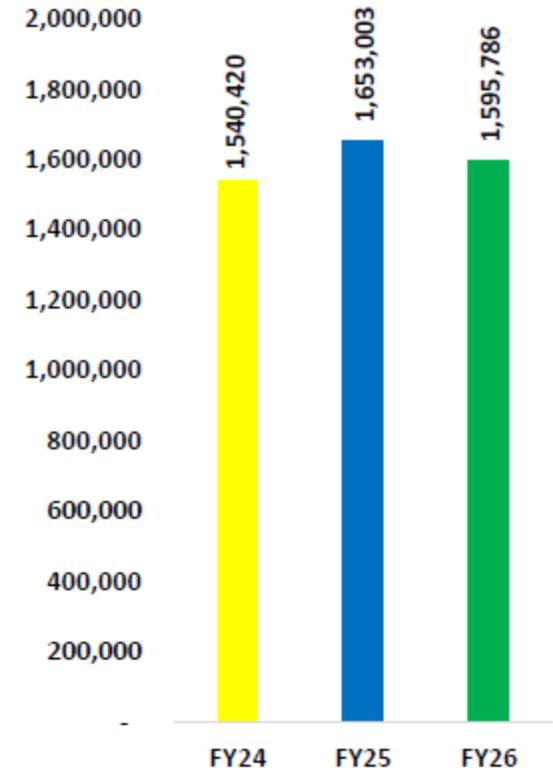Ridership (or boardings) is the number of rides taken by passengers.

SunRide is an on-demand shared ride (microtransit) service that is available in eight (8) Coachella Valley zones.

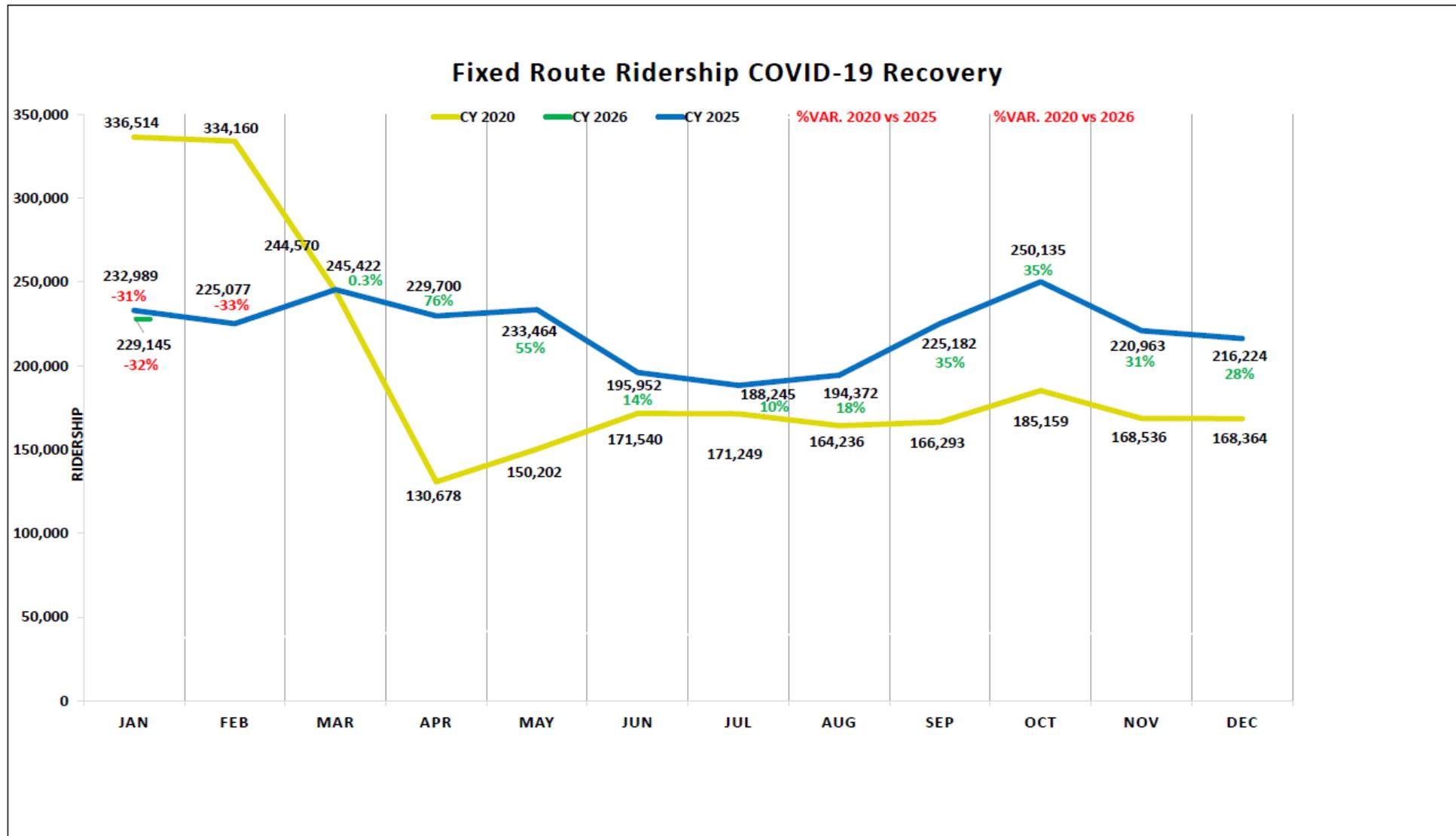Fare includes transfer to fixed route network.

System Ridership Total - January 2026

FY24 **FY25** **FY26**

Month	FY24	FY25	FY26
NOV	226,239	240,193	230,567
DEC	221,526	240,808	226,104
JAN	231,827	244,678	238,901

System Ridership FYTD Total

|	FY24	FY25	FY26
	1,540,420	1,653,003	1,595,786

Ridership (or boardings) is the number of rides taken by passengers using Fixed Route, SunDial, SolVan and SunRide.
Ridership counts are based on Unlinked Passenger Trips (UPT).
System Ridership Total is down 3.5% fiscal year to date.

Fixed Route Ridership COVID-19 Recovery

Legend: CY 2020 | CY 2026 | CY 2025 | %VAR. 2020 vs 2025 | %VAR. 2020 vs 2026

Month	CY 2020	CY 2025	%VAR 2020 vs 2025	CY 2026 / %VAR 2020 vs 2026
JAN	336,514	232,989	-31%	229,145 / -32%
FEB	334,160	225,077	-33%	
MAR	244,570	245,422	0.3%	
APR	130,678	229,700	76%	
MAY	150,202	233,464	55%	
JUN	171,540	195,952	14%	
JUL	171,249	188,245	10%	
AUG	164,236	194,372	18%	
SEP	166,293	225,182	35%	
OCT	185,159	250,135	35%	
NOV	168,536	220,963	31%	
DEC	168,364	216,224	28%	

The COVID-19 pandemic caused a major national and global disruption with closures of businesses, schools and entertainment venues due to the implementation of national and statewide public health policies.
Variances are in red close to their corresponding ridership number. 2024 and 2025 are referring to the baseline of 2020.
CY 2020 will remain on the chart since it is the baseline needed to compare ridership recovery for CY 2024 & CY 2025. CY 2021/2022/2023 have been removed to reflect the two (2) most recent years in recovery.
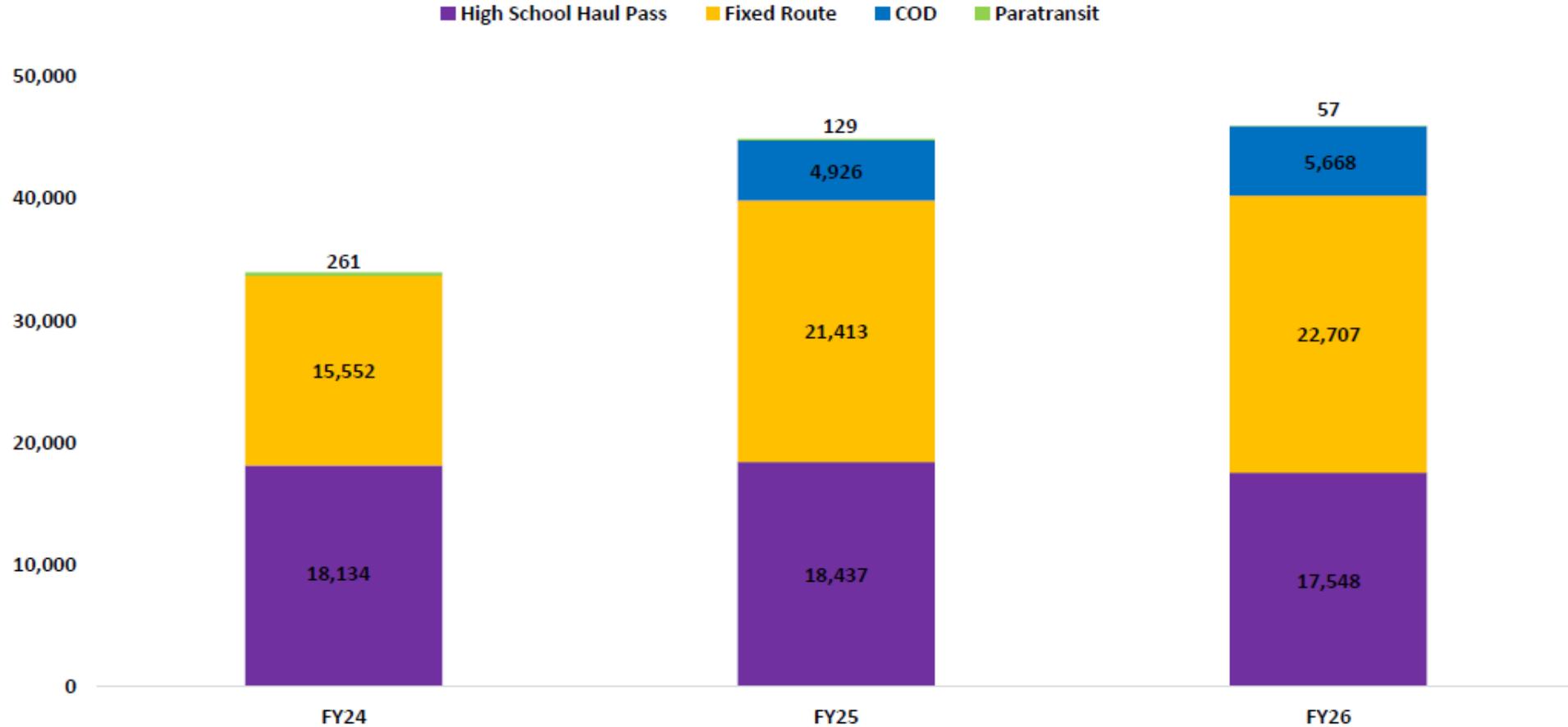
Mobile Ticketing Usage - December 2025
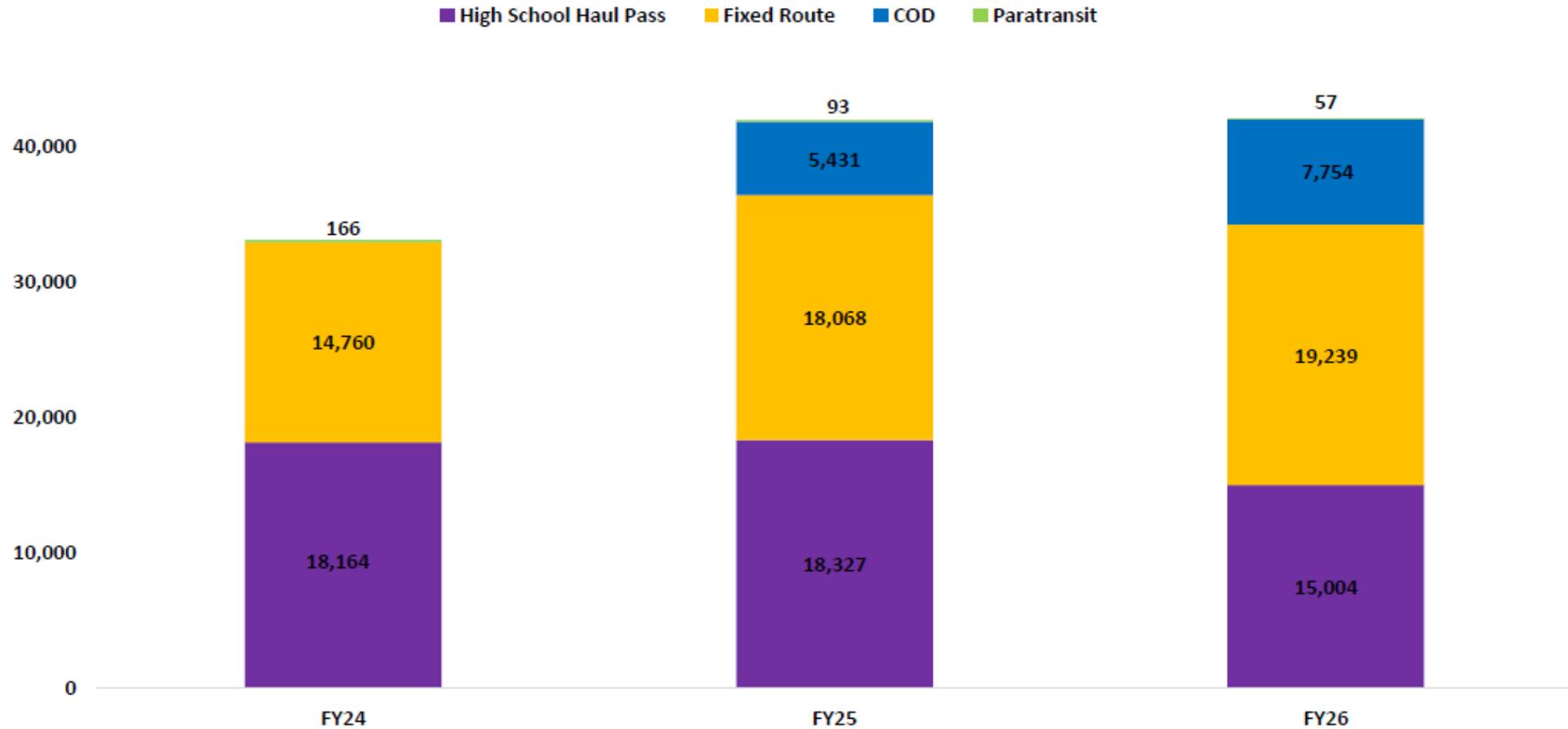
■ High School Haul Pass ■ Fixed Route ■ COD ■ Paratransit

This chart represents all monthly mobile ticketing usage by catergory based on the Token Transit app data.
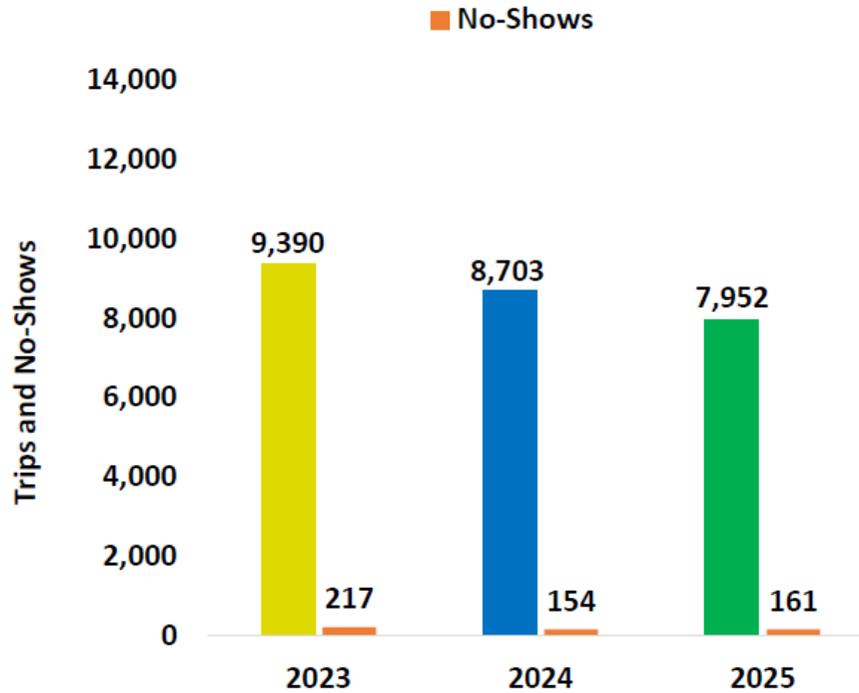The total for November 2025 includes the following passes used through Token Transit: High School Haul Pass, COD Haul Pass, Fixed Route and Paratransit.
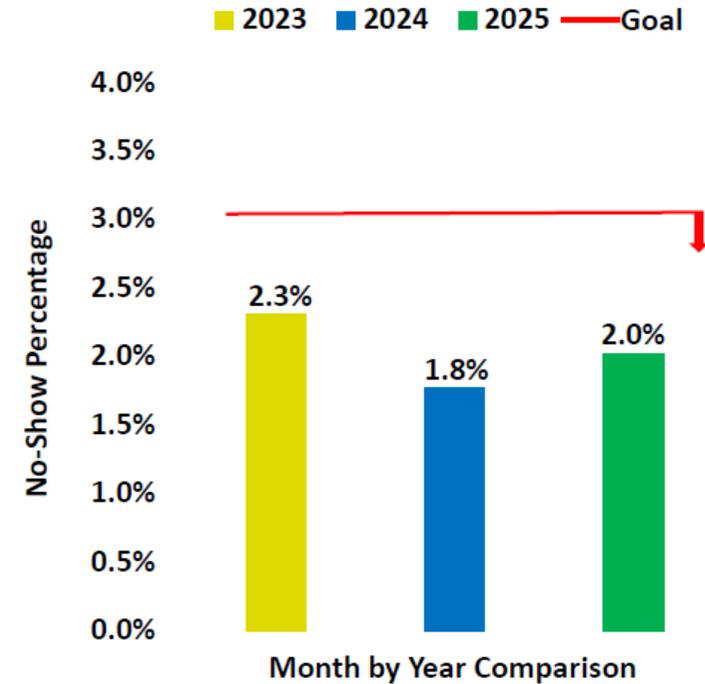Mobile Ticketing was introduced for COD in June 2024.

Mobile Ticketing Usage - January 2026

■ High School Haul Pass ■ Fixed Route ■ COD ■ Paratransit

This chart represents all monthly mobile ticketing usage by catergory based on the Token Transit app data.

The total for November 2025 includes the following passes used through Token Transit: High School Haul Pass, COD Haul Pass, Fixed Route and Paratransit.

Mobile Ticketing was introduced for COD in June 2024.

Paratransit
Total Trips vs. No-Shows
December 2025

■ No-Shows

Trips and No-Shows

Year	Trips	No-Shows
2023	9,390	217
2024	8,703	154
2025	7,952	161

No-Shows
by Percentage for
December 2025

■ 2023 ■ 2024 ■ 2025 — Goal

No-Show Percentage

Year	No-Show Percentage
2023	2.3%
2024	1.8%
2025	2.0%

Month by Year Comparison

Trip: A one-way trip booked by the rider. A round trip is counted as two (2) trips.
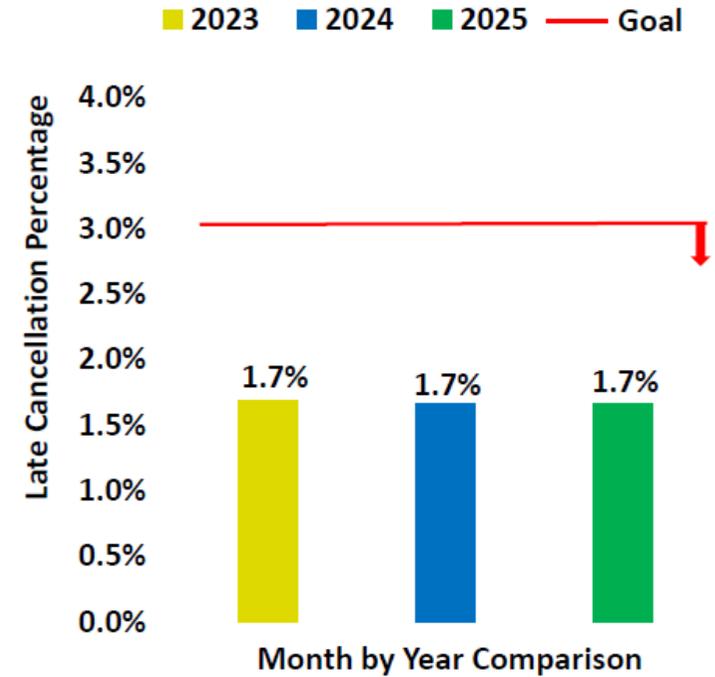
No-Show: A ride for which an authorized ADA paratransit service vehicle arrives at the designated pick-up time and location and waits the required five (5) minute period while the rider is not present to board the vehicle.

Goal for no-shows: 3% or below.

Paratransit
Total Trips vs. Late Cancellations
December 2025
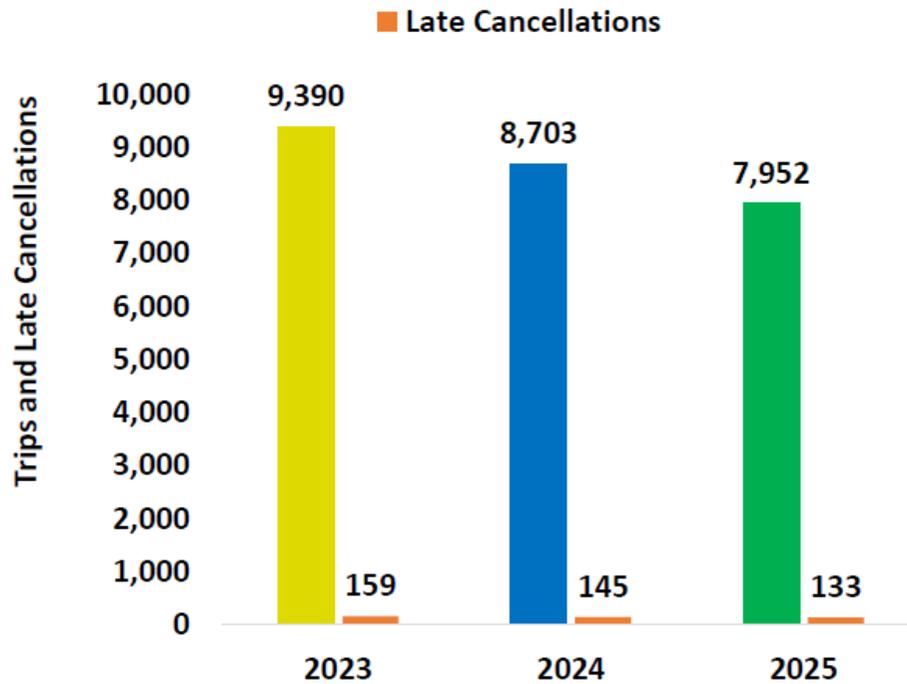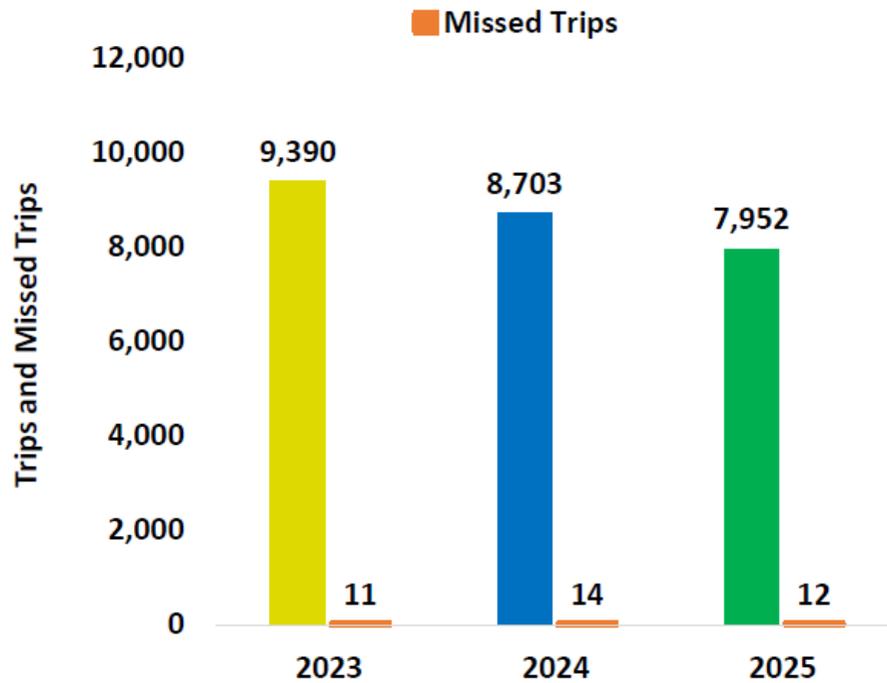

Late Cancellations by Percentage

Trip: A one-way trip booked by the rider. A round trip is counted as two (2) trips.

Late Cancellation: A trip for which a rider cancels two (2) hours or less before the scheduled pick-up time.
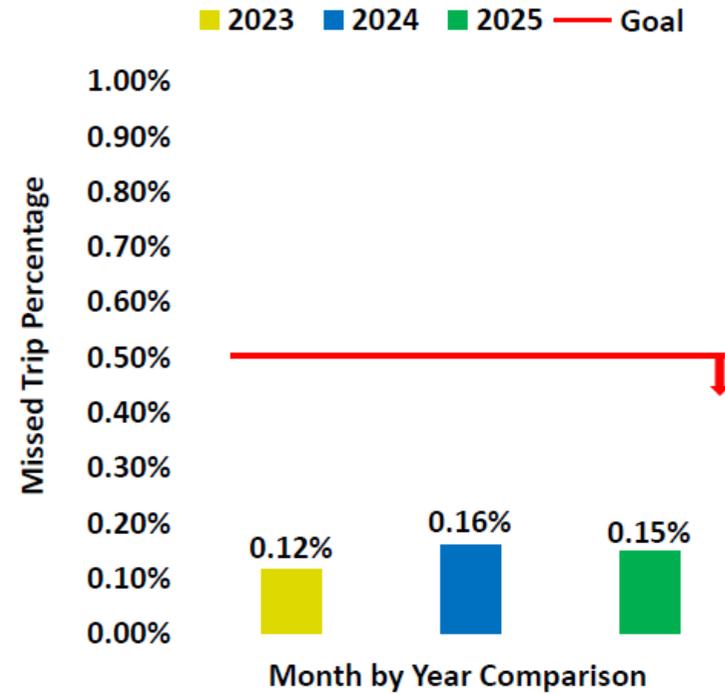
Goal for Late Cancellations: 3% or below.

Total Trips: Total one-way trips completed.

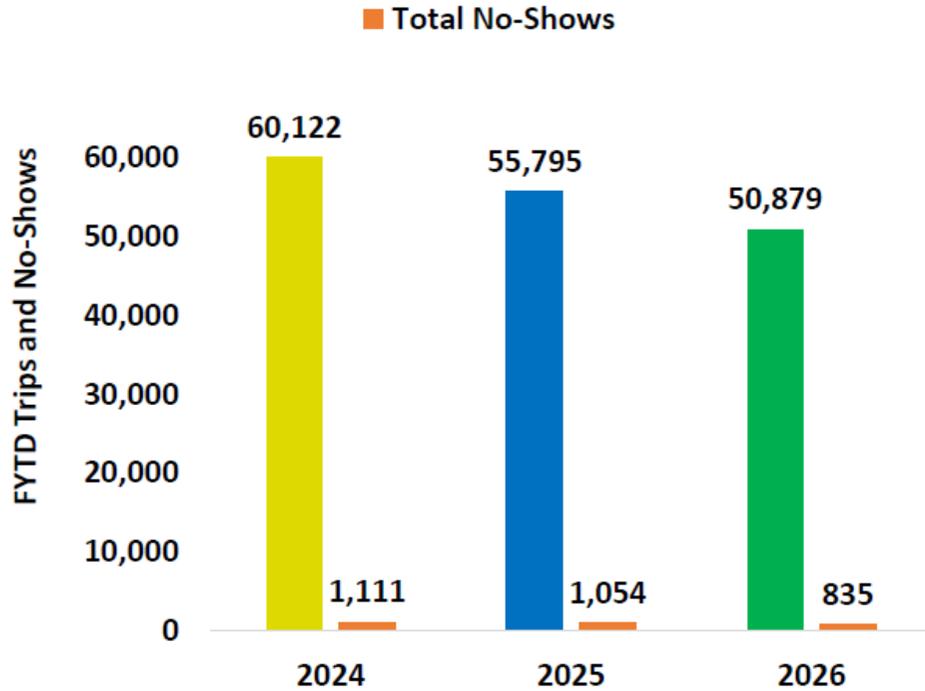**Paratransit Total Trips vs. Missed Trips for December 2025**

■ Missed Trips

	2023	2024	2025
Trips	9,390	8,703	7,952
Missed Trips	11	14	12

Missed Trips December 2025 by Percentage

■ 2023 ■ 2024 ■ 2025 — Goal

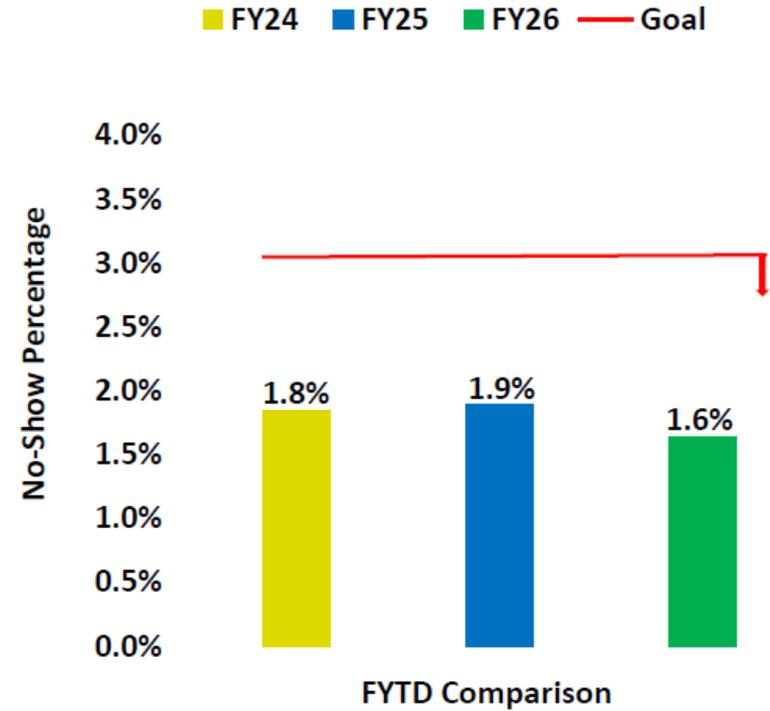|	2023	2024	2025
Missed Trip Percentage	0.12%	0.16%	0.15%

Month by Year Comparison

Missed Trip: A trip is considered missed by the Agency when the vehicle arrives outside of the pick-up window and the rider does not take the trip. Similarly, if a vehicle arrives before the beginning of the pick-up window and the rider does not board and the vehicle departs, it is a missed trip.

Goal for Missed Trips: 0.50% or below, which is the industry standard for missed trips.

Paratransit Total Trips vs. No-Shows FYTD Through December

■ Total No-Shows

FYTD Trips and No-Shows

- 2024: 60,122 / 1,111
- 2025: 55,795 / 1,054
- 2026: 50,879 / 835

No-Show Percentage December FYTD

■ FY24 ■ FY25 ■ FY26 ── Goal

No-Show Percentage

- FY24: 1.8%
- FY25: 1.9%
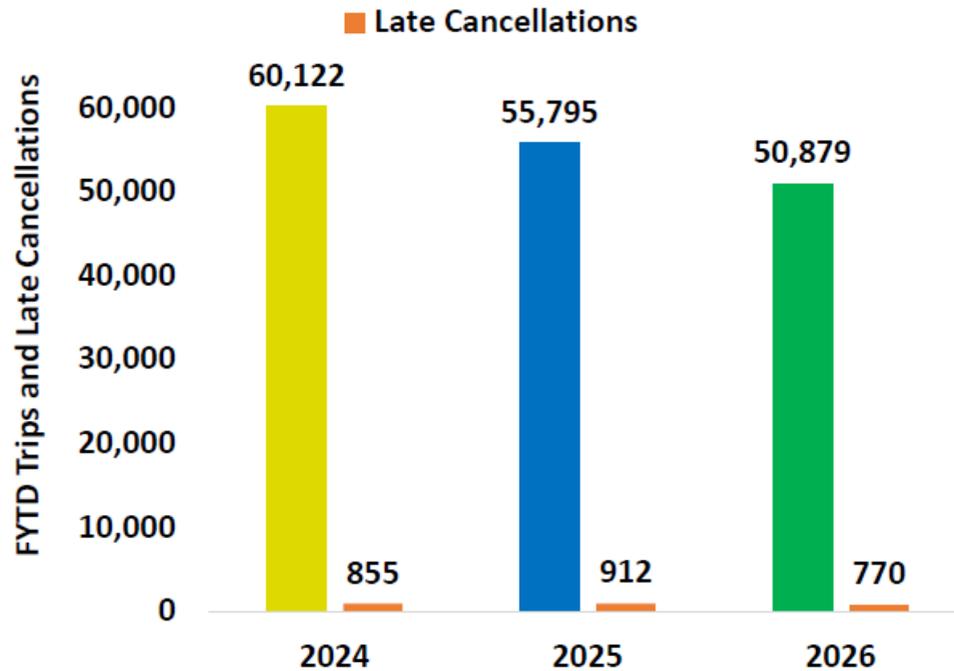- FY26: 1.6%

FYTD Comparison

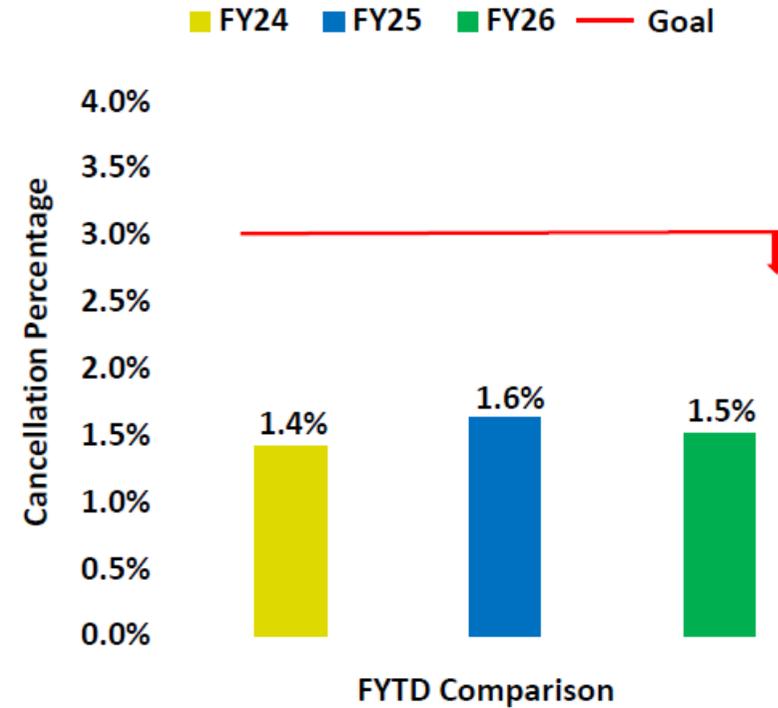Trip: A one-way trip booked by the rider. A round trip is counted as two (2) trips.

No-Show: A trip where an authorized ADA paratransit service vehicle arrives at the designated pick-up location, waits the required five (5) minute period while the rider is not present to board the vehicle.

Goal for No-Shows: 3% or below.

Paratransit Total Trips vs. Late Cancellations FYTD Through December

■ Late Cancellations

- 2024: 60,122 — 855
- 2025: 55,795 — 912
- 2026: 50,879 — 770

(Y-axis: FYTD Trips and Late Cancellations)

Late Cancellation Percentage December FYTD

■ FY24   ■ FY25   ■ FY26   —— Goal

- FY24: 1.4%
- FY25: 1.6%
- FY26: 1.5%

(Y-axis: Cancellation Percentage; X-axis: FYTD Comparison; Goal line at 3.0%)
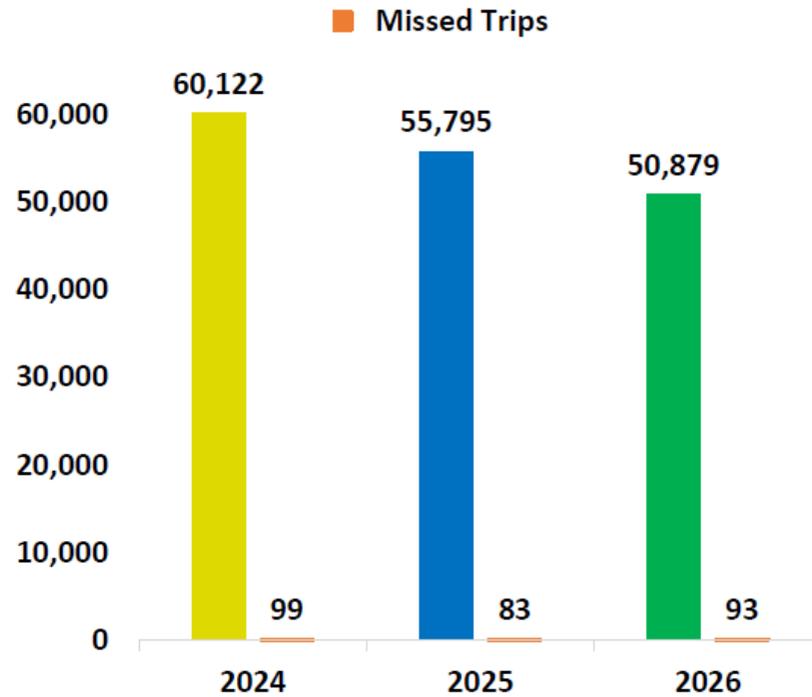
Trip: A one-way trip booked by the rider. A round trip is counted as two (2) trips.

Late Cancellation: A trip for which a rider does not cancel within two (2) hours before the scheduled pick-up time.
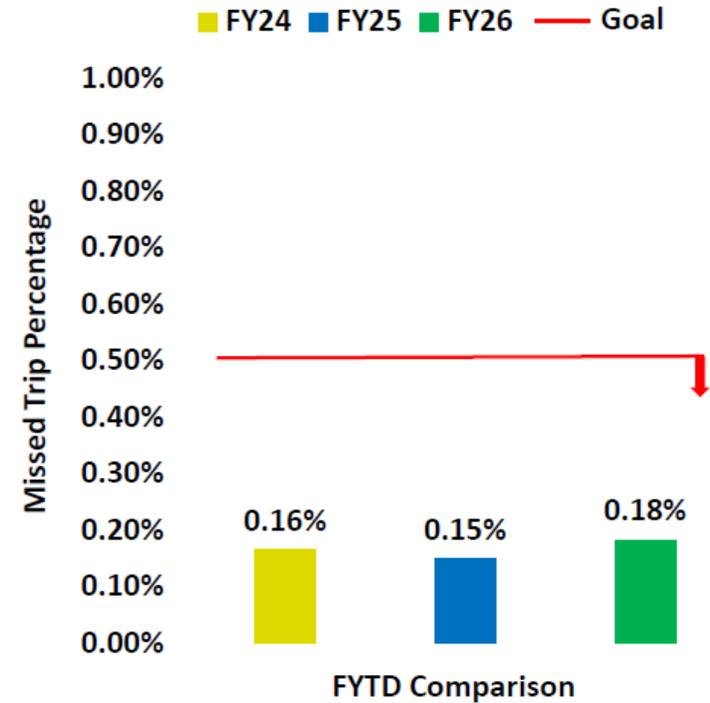
Goal for Late Cancellations: 3% or below.

Total Trips: Total one-way trips completed.

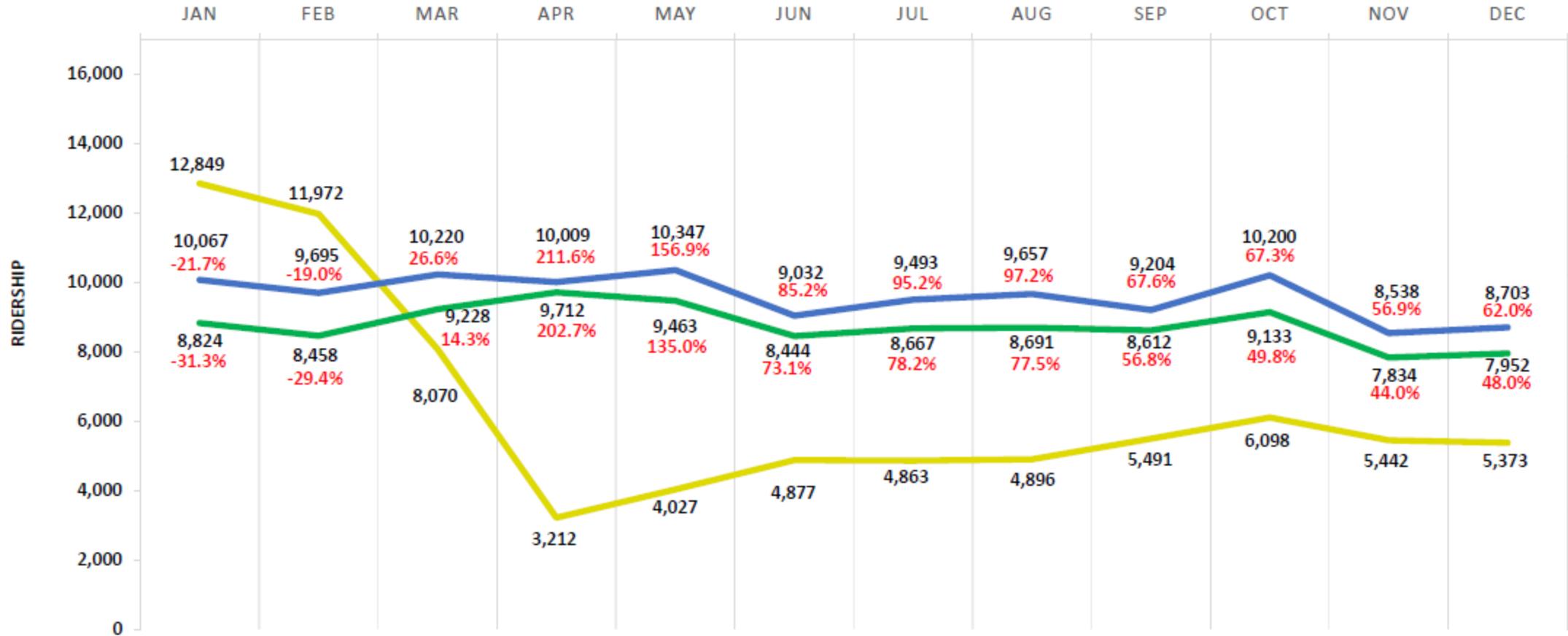## Paratransit Total Trips vs. Missed Trips FYTD Through December

■ Missed Trips

	2024	2025	2026
Total Trips	60,122	55,795	50,879
Missed Trips	99	83	93

Missed Trip Percentage December FYTD

■ FY24 ■ FY25 ■ FY26 — Goal

Missed Trip Percentage

FYTD Comparison

FY24: 0.16% FY25: 0.15% FY26: 0.18%

Goal: 0.50%

Missed Trip: A trip is considered missed by the Agency when the vehicle arrives outside of the pick-up window and the rider does not take the trip. Similarly, if a vehicle arrives early, before the beginning of the pick-up window and the rider does not board and the vehicle departs, it is a missed trip.

Goal for Missed Trips: 0.50% or below, which is the industry standard for missed trips.

Paratransit Ridership COVID-19 Recovery

Beginning January 2022, instead of comparing the ridership to the 2019 pre COVID-19 levels, we will be moving forward with comparing from 2020 and 2025. Variances are in red close to their corresponding ridership number. 2023 and 2024 are referring to the baseline of 2020. January 2020 and February 2020 show pre-pandemic COVID-19 ridership numbers.

CY 2021 has been removed to reflect the two (2) most recent years in recovery. CY 2020 will remain on the chart since it is the baseline needed to compare ridership recovery for CY 2022 & CY 2023.

Paratransit
Total Trips vs. No-Shows
January 2026
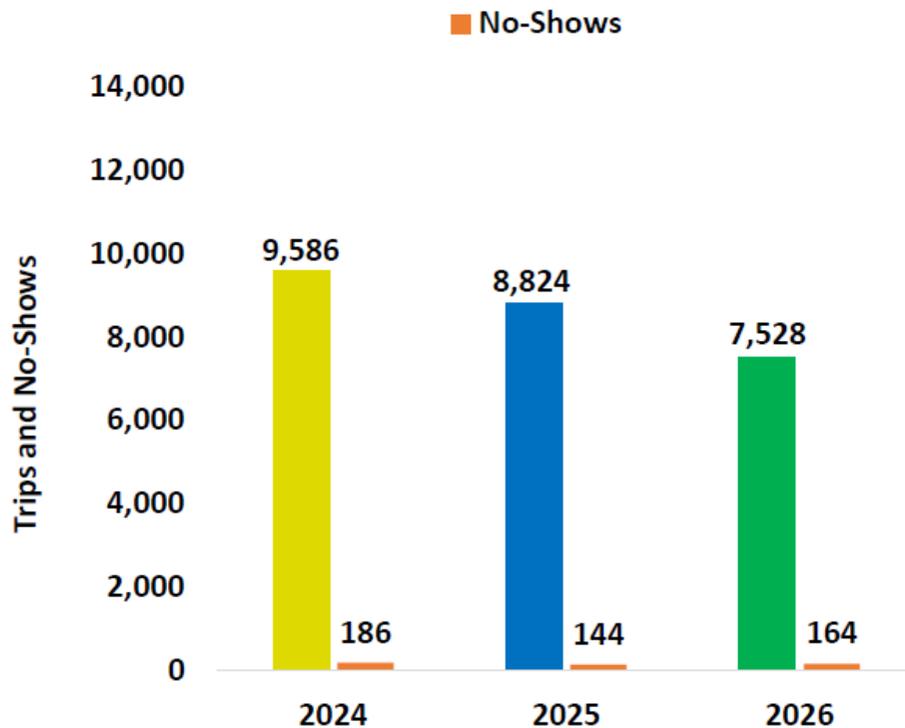
■ No-Shows

No-Shows
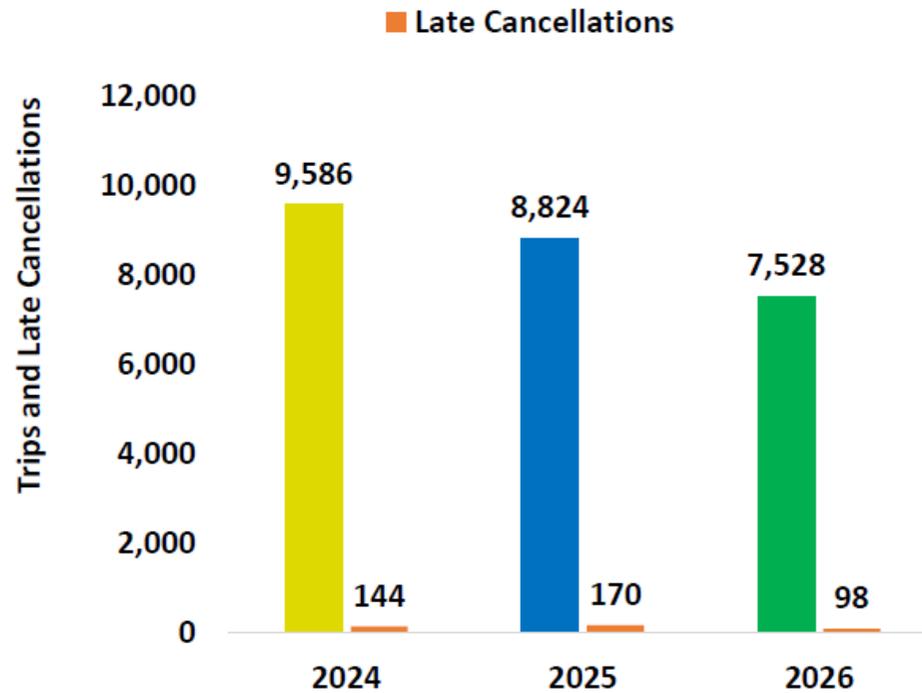## by Percentage for
January 2026
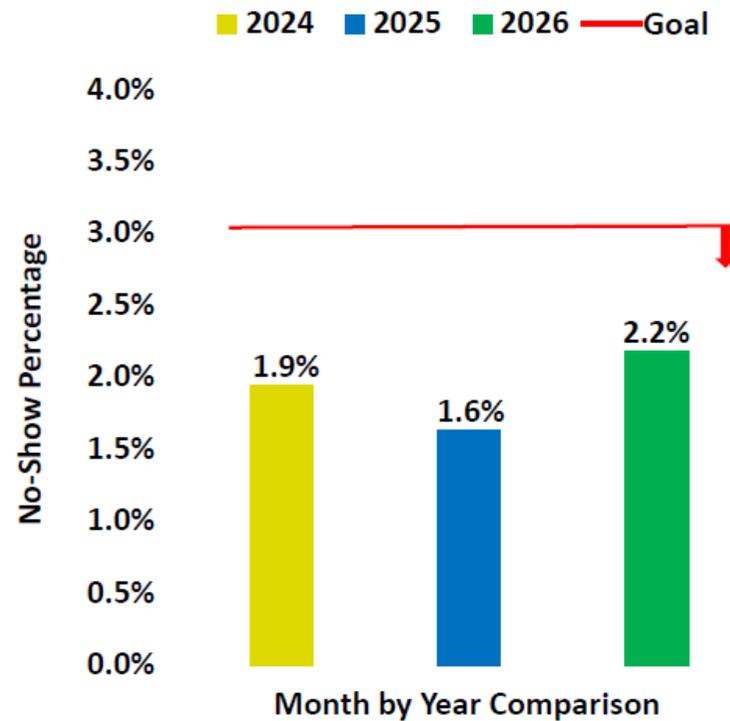
■ 2024 ■ 2025 ■ 2026 ── Goal

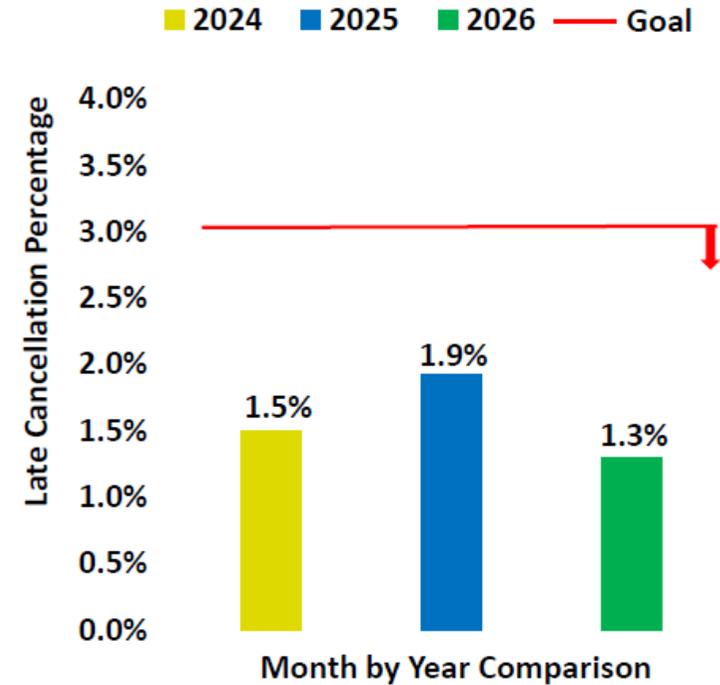Trip: A one-way trip booked by the rider. A round trip is counted as two (2) trips.

No-Show: A ride for which an authorized ADA paratransit service vehicle arrives at the designated pick-up time and location and waits the required five (5) minute period while the rider is not present to board the vehicle.

Goal for no-shows: 3% or below.

Paratransit
Total Trips vs. Late Cancellations
January 2026

■ Late Cancellations

Trips and Late Cancellations

Year	Total Trips	Late Cancellations
2024	9,586	144
2025	8,824	170
2026	7,528	98

Late Cancellations
by Percentage

■ 2024 ■ 2025 ■ 2026 ── Goal

Late Cancellation Percentage

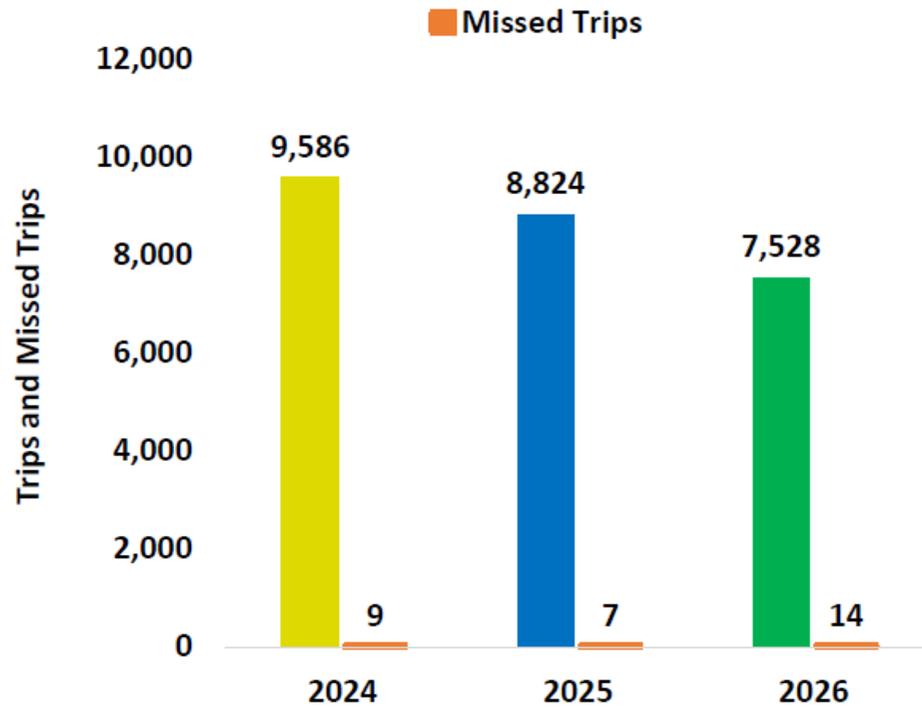| Year	Percentage
2024	1.5%
2025	1.9%
2026	1.3%

Month by Year Comparison

Trip: A one-way trip booked by the rider. A round trip is counted as two (2) trips.

Late Cancellation: A trip for which a rider cancels two (2) hours or less before the scheduled pick-up time.
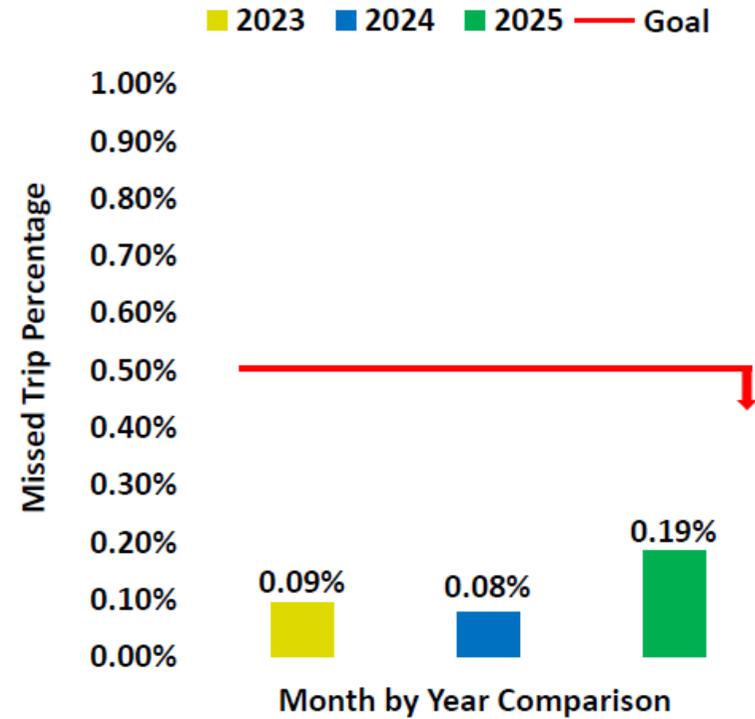
Goal for Late Cancellations: 3% or below.

Total Trips: Total one-way trips completed.

Paratransit
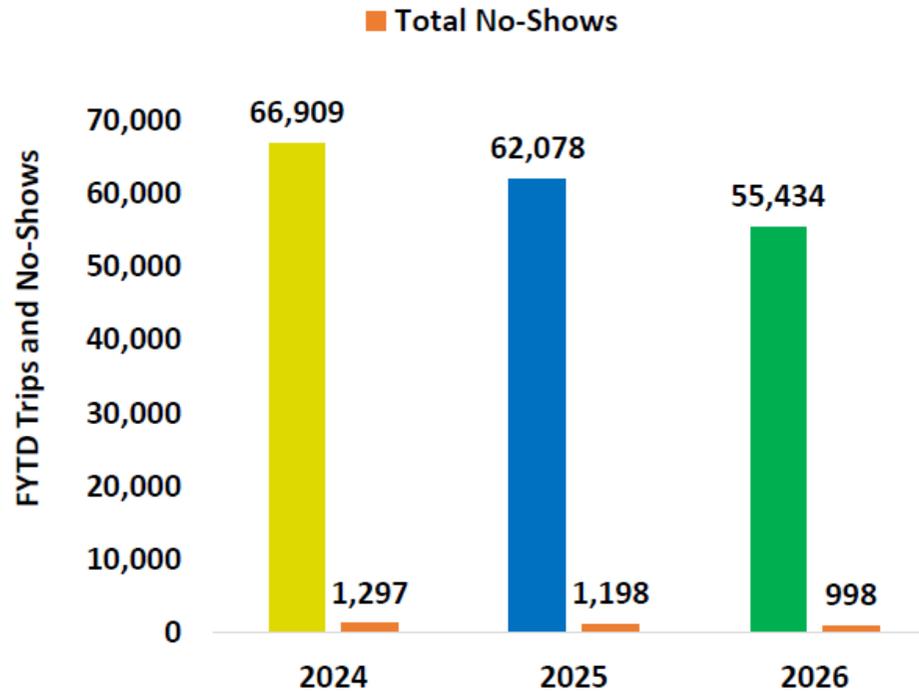## Total Trips vs. Missed Trips
for January 2026

■ Missed Trips

Year	Total Trips	Missed Trips
2024	9,586	9
2025	8,824	7
2026	7,528	14

Missed Trips
January 2026
by Percentage

■ 2023 ■ 2024 ■ 2025 ── Goal

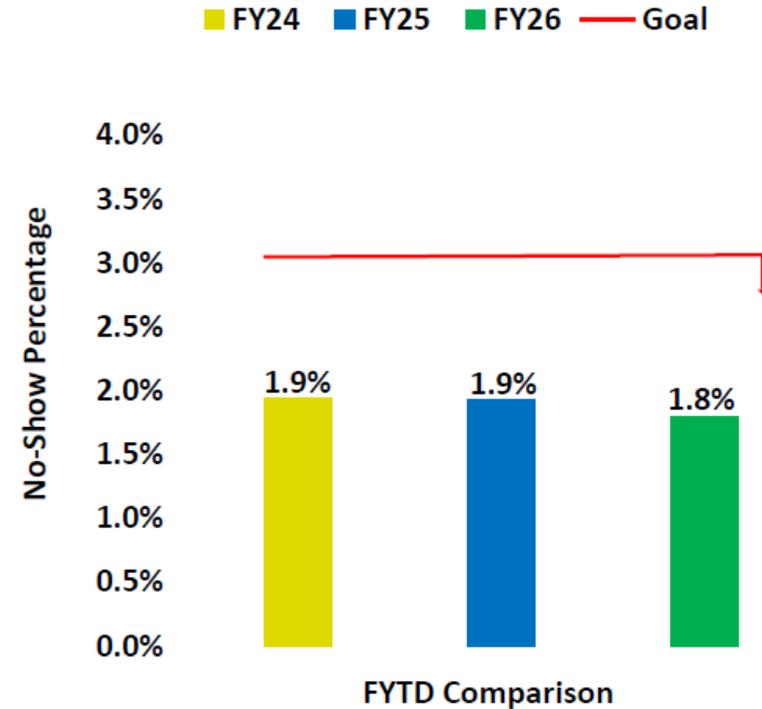| Year	Missed Trip Percentage
2023	0.09%
2024	0.08%
2025	0.19%

Month by Year Comparison

Missed Trip: A trip is considered missed by the Agency when the vehicle arrives outside of the pick-up window and the rider does not take the trip. Similarly, if a vehicle arrives before the beginning of the pick-up window and the rider does not board and the vehicle departs, it is a missed trip.

Goal for Missed Trips: 0.50% or below, which is the industry standard for missed trips.

Paratransit Total Trips vs. No-Shows FYTD Through January

■ Total No-Shows

	2024	2025	2026
Total Trips	66,909	62,078	55,434
Total No-Shows	1,297	1,198	998

No-Show Percentage FYTD

■ FY24 ■ FY25 ■ FY26 —— Goal

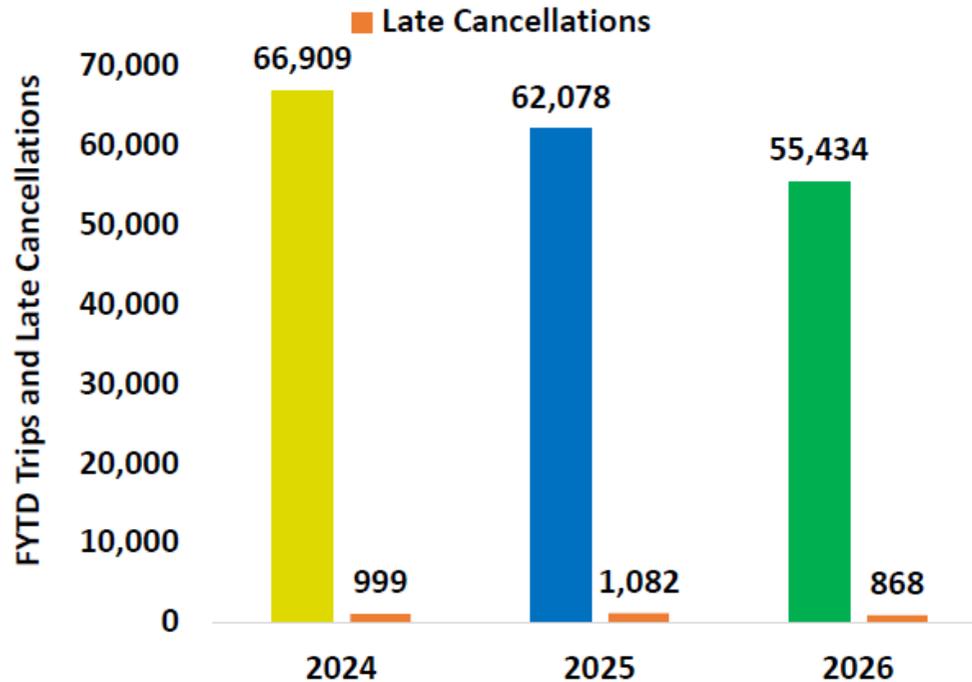|	FY24	FY25	FY26
FYTD Comparison	1.9%	1.9%	1.8%

Trip: A one-way trip booked by the rider. A round trip is counted as two (2) trips.
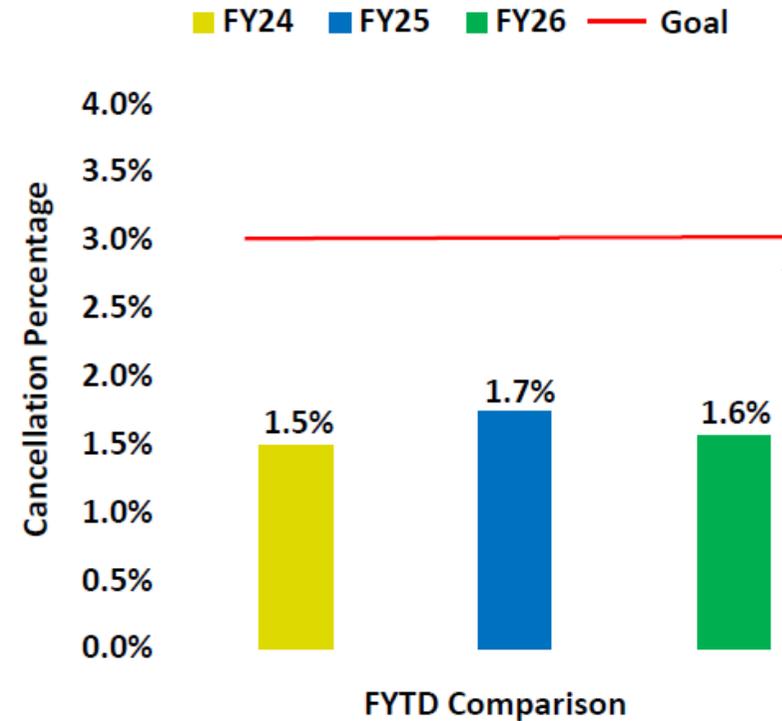
No-Show: A trip where an authorized ADA paratransit service vehicle arrives at the designated pick-up location, waits the required five (5) minute period while the rider is not present to board the vehicle.

Goal for No-Shows: 3% or below.

Paratransit Total Trips vs. Late Cancellations FYTD Through January

Late Cancellations

Year	Total Trips	Late Cancellations
2024	66,909	999
2025	62,078	1,082
2026	55,434	868

Late Cancellation Percentage FYTD

FY24 FY25 FY26 — Goal

| FYTD Comparison	Cancellation Percentage
FY24	1.5%
FY25	1.7%
FY26	1.6%

Trip: A one-way trip booked by the rider. A round trip is counted as two (2) trips.

Late Cancellation: A trip for which a rider does not cancel within two (2) hours before the scheduled pick-up time.
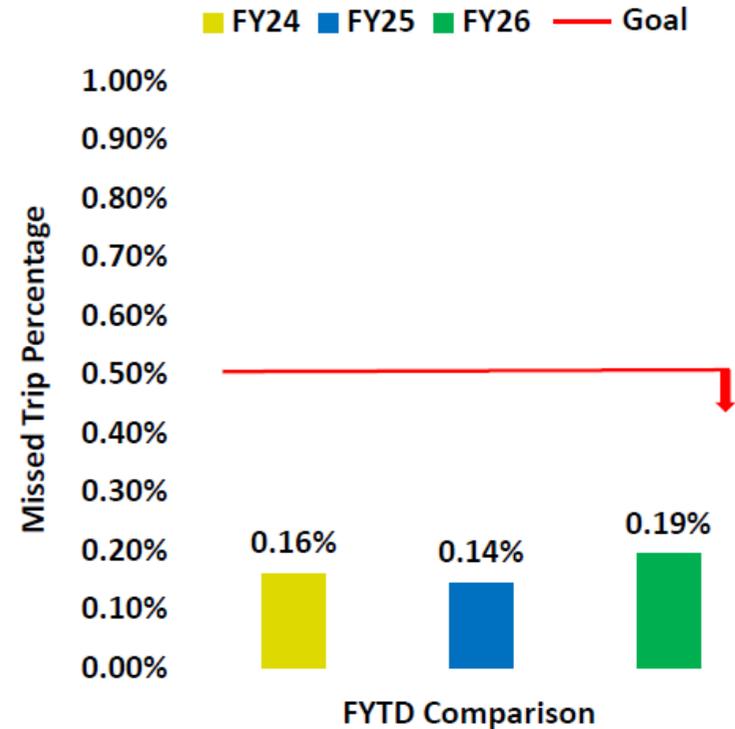
Goal for Late Cancellations: 3% or below.

Total Trips: Total one-way trips completed.

Paratransit Total Trips vs. Missed Trips FYTD Through January
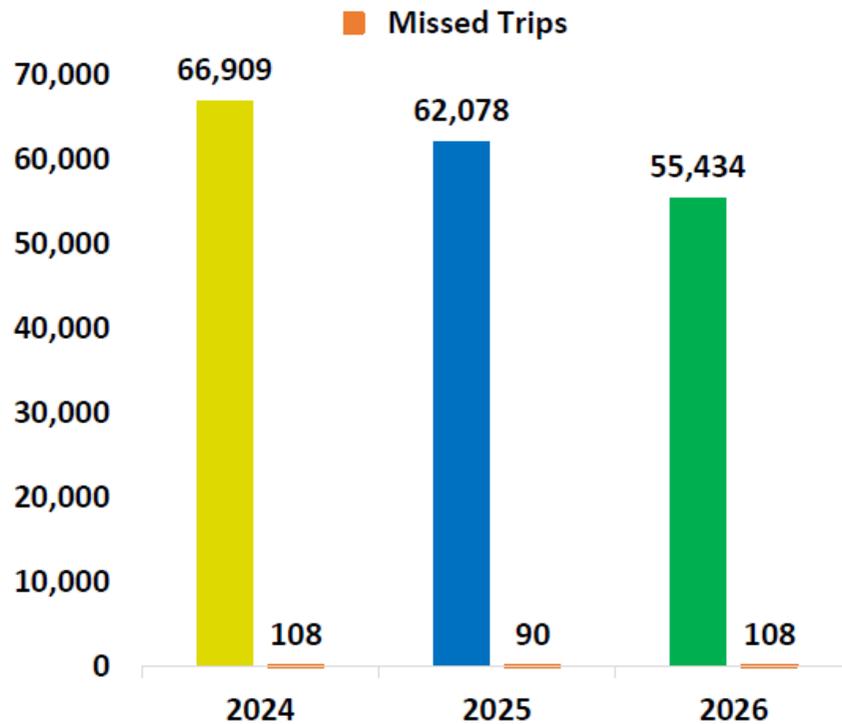
Missed Trip Percentage FYTD
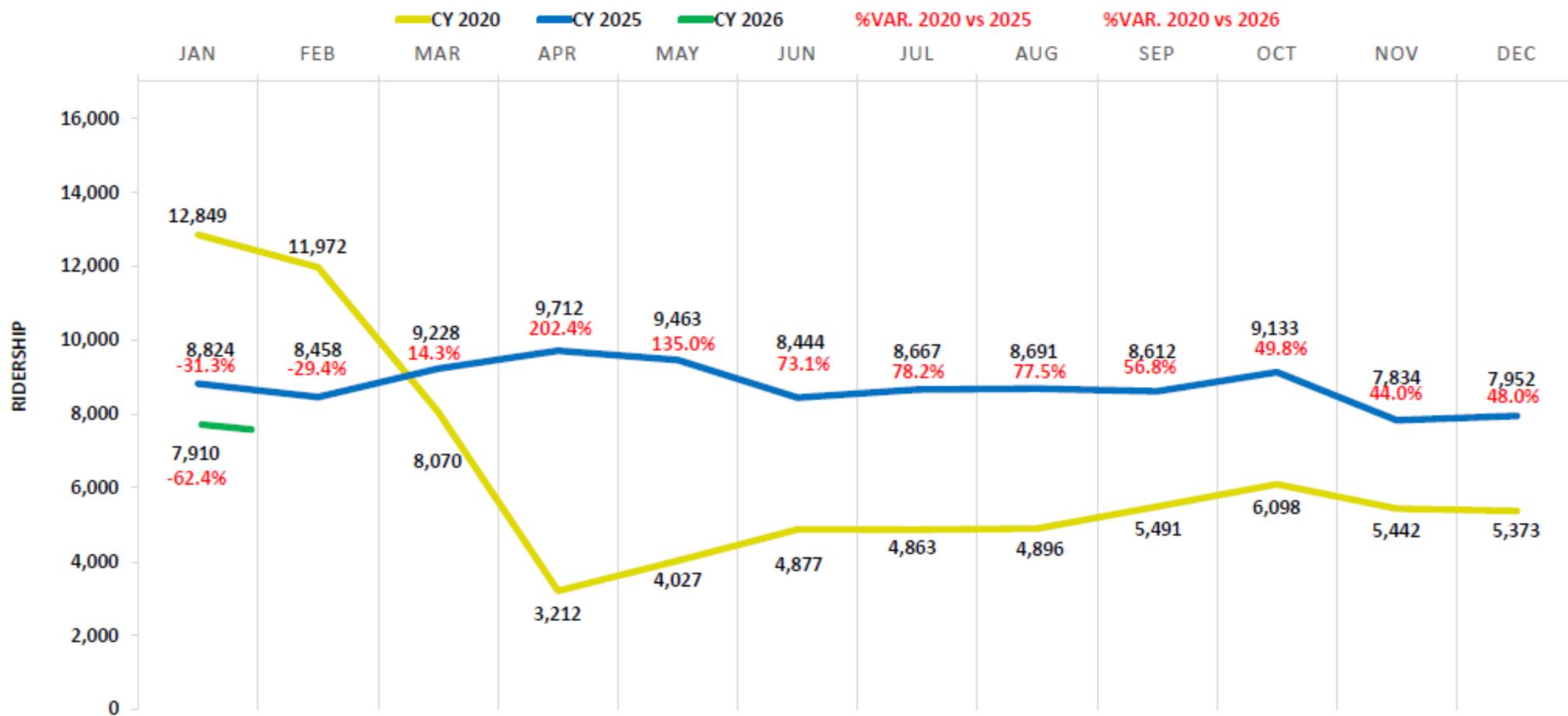

Missed Trip: A trip is considered missed by the Agency when the vehicle arrives outside of the pick-up window and the rider does not take the trip. Similarly, if a vehicle arrives early, before the beginning of the pick-up window and the rider does not board and the vehicle departs, it is a missed trip.

Goal for Missed Trips: 0.50% or below, which is the industry standard for missed trips.

Paratransit Ridership COVID-19 Recovery

Legend: CY 2020 · CY 2025 · CY 2026 · %VAR. 2020 vs 2025 · %VAR. 2020 vs 2026

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
CY 2020	12,849	11,972	8,070	3,212	4,027	4,877	4,863	4,896	5,491	6,098	5,442	5,373
CY 2025	8,824	8,458	9,228	9,712	9,463	8,444	8,667	8,691	8,612	9,133	7,834	7,952
CY 2026	7,910											
%VAR. 2020 vs 2025	-31.3%	-29.4%	14.3%	202.4%	135.0%	73.1%	78.2%	77.5%	56.8%	49.8%	44.0%	48.0%
%VAR. 2020 vs 2026	-62.4%											

Beginning January 2022, instead of comparing the ridership to the 2019 pre COVID-19 levels, we will be moving forward with comparing from 2020 and 2025. Variances are in red close to their corresponding ridership number. 2025 and 2026 are referring to the baseline of 2020. January 2020 and February 2020 show pre-pandemic COVID-19 ridership numbers.

CY 2024 has been removed to reflect the two (2) most recent years in recovery. CY 2020 will remain on the chart since it is the baseline needed to compare ridership recovery for CY 2025 & CY 2026.

ITEM 10

NEW BUSINESS

ITEM 11

COMMUNITY UPDATES

ITEM 12

NEXT MEETING DATE
May 19, 2026

ITEM 13

ADJOURN