**SacRT GO Paratransit Service Operations Update**

**MAC Meeting Update – Thursday, January 18, 2024**

**SacRT GO Paratransit Service Ridership**

**Ecolane Report: Total Passenger Trips by Passenger Type**

| **Month** | **SacRT GO Ridership** | **UZURV Ridership** | **Total Ridership**  **FY 2024** |
| --- | --- | --- | --- |
| **Jul-23** | **20,818** | **5,533** | **26,351** |
| **Aug-23** | **22,207** | **6,808** | **29,015** |
| **Sep-23** | **21,134** | **6,932** | **28,066** |
| **Oct-23** | **22,459** | **7,786** | **30,245** |
| **Nov-23** | **20,991** | **7,032** | **28,023** |
| **Dec-23** | **20,182** | **7,033** | **27,215** |
| **Jan-24** |  |  |  |
| **Feb-24** |  |  |  |
| **Mar-24** |  |  |  |
| **Apr-24** |  |  |  |
| **May-24** |  |  |  |
| **June-24** |  |  |  |
| **FY 2023-2024** | **127,791** | **41,124** | **168,915** |

**SacRT GO Paratransit Service On-Time Performance**

**Ecolane Report: On Time Performance**

| **Month and Year** | **SacRT GO**  **OTP** | **SacRT GO**  **Supplemental:**  **UZURV**  **OTP** | **Combined**  **OTP** |
| --- | --- | --- | --- |
| **Jul-23** | **83%** | **99%** | **86%** |
| **Aug-23** | **80%** | **99%** | **85%** |
| **Sep-23** | **77%** | **99%** | **82%** |
| **Oct-23** | **71%** | **99%** | **78%** |
| **Nov-23** | **72%** | **99%** | **79%** |
| **Dec-23** | **76%** | **99%** | **82%** |
| **Jan-24** |  |  |  |
| **Feb-24** |  |  |  |
| **Mar-24** |  |  |  |
| **Apr-24** |  |  |  |
| **May-24** |  |  |  |
| **June-24** |  |  |  |

Note: There are many differences in comparing on-time performance for SacRT GO paratransit services versus brokerage services like UZURV.  It is akin to comparing apples to oranges. For example, SacRT GO paratransit service cannot deny or return trip requests, whereas UZURV can select the trips offered to them from SacRT GO and return trips that they are unable to timely perform.

**SacRT Hiring Events**

SacRT Hiring Events for recruiting Bus Operators, including Paratransit Operators during the second quarter of FY24, was rescheduled to January 2024. The third quarter SacRT Hiring Events for recruiting Bus Operators, including Paratransit Operators was held on Thursday January 11th , 2024, with the next SacRT Hiring Event scheduled for January 19th, 2024.