



# Paratransit (LIFT)



## On-Time Performance (OTP): Picking up or dropping off a customer within a 30-minute window

### Average OTP:

- Jan-Dec (2023): 81.26%
- Jan-Dec (2024): **91.11%**
- FY25 (Sep-Feb): **90.9%**

### Average Monthly Trips:

- Jan-Dec (2023): 16,282
- Jan-Dec (2024): **18,636**
  - Increased by **2,354** in 2024
- FY25 (Sep-Feb): **18,890**

LIFT RIDERSHIP & ON-TIME PERFORMANCE

