

SacRT GO Paratransit Service Operations Update
MAC Meeting Update – Thursday, August 21, 2025

SacRT GO Paratransit Service Ridership

4th Quarter – April, May and June 2025

Total Passenger Trips by Passenger Type

Month	SacRT GO Ridership	UZURV Ridership	Total Ridership
FY 2023-2024	263,900	87,643	351,543
24-Jul	22,129	7,467	29,596
24-Aug	23,998	8,818	32,816
24-Sep	23,515	8,415	31,930
24-Oct	24,987	9,154	34,141
24-Nov	22,739	7,321	30,060
24-Dec	23,329	7,616	30,945
25-Jan	24,326	8,158	32,484
25-Feb	22,568	7,161	29,747
25-Mar	25,008	7,779	32,787
25-Apr	25,278	7,461	32,739
25-May	25,853	7,557	33,410
25-Jun	24,789	7,929	32,718
FY 2024-2025	288,519	94,836	383,355

SacRT GO Paratransit Service On-Time Performance**4th Quarter – April, May and June 2025**

Month and Year	SacRT GO OTP	SacRT GO Supplemental: UZURV OTP	Combine OTP
Jul-24	86%	99%	89%
Aug-24	81%	98%	86%
Sep-24	73%	98%	80%
Oct-24	73%	98%	80%
Nov-24	78%	99%	83%
Dec-24	74%	98%	80%
Jan-25	77%	99%	82%
Feb-25	76%	99%	82%
Mar-25	74%	99%	80%
Apr-25	64%	99%	82%
May-25	70%	99%	85%
June-25	81%	99%	90%

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 perform timely.