In 2019, 23 FlexRide service areas covered 211 square miles and had a total of 454,200 boardings, or 3.5 boardings per service hour. The average subsidy per boarding was $22.60.
Boardings on FlexRide & Special Services reached their lowest point (11,000 boardings) in May 2020. This was an 80% decrease compared to May 2019. As of July, boardings have been slow to recover.