ACCESSIBLE SERVICES

MONTHLY PERFORMANCE REPORT - JUNE 2018

		Year-To-Date Total			
BOARDINGS	**Jun-18**	**Jun-18**	**Jun-17**	**%Change**	**Target**
Total Access Boardings	72,812	440,818	430,352	2.4%	
Total Taxi Overflow Boardings	10,209	65,214	49,646	31.4%	
Total Comm. Access (CAT) Boardings	28,611	154,652	172,545	-10.4%	
Total Boardings	**111,632**	**660,684**	**652,543**	**1.2%**	
SERVICE COSTS					
Access Operating Cost	$4,426,982	$26,878,330	$25,778,068	4.3%	
Taxi Overflow Cost*	$321,837	$2,617,579	$2,170,420	20.6%	
Community Access Cost	$264,228	$1,553,657	$1,446,065	7.4%	
Total Transportation Costs	**$5,013,047**	**$31,049,566**	**$29,394,553**	**5.6%**	
Cost Per Access Boarding**	**$60.80**	**$60.97**	**$59.90**	**1.8%**	
Cost Per Taxi Overflow Boarding	**$31.52**	**$40.14**	**$43.72**	**-8.2%**	
Cost Per Comm. Access Boarding	**$9.24**	**$10.05**	**$8.38**	**19.9%**	
Average Cost Per Boarding	**$44.91**	**$47.00**	**$45.05**	**4.3%**	
REVENUES					
Access Fares (cash only)	$48,561	$289,410	$285,046	1.5%	
Estimated Pass fares**	$43,344	$252,555	$252,678	0.0%	
Total Fares	$91,905	$541,965	$537,724	0.8%	
ACCESS PERFORMANCE INDICATORS					
Accidents per 100,000 Miles	1.41	2.12	1.70	24.7%	**2.00**
Complaints per 1,000 Boardings	3.55	3.56	2.49	42.9%	**5.00**
Percent No shows****	5.81%	5.75%	4.29%	34.3%	
On-Time Performance	90.0%	90.4%	90.6%	-0.2%	**90.0%**
Rides per Vehicle Service Hour	1.52	1.54	1.51	2.1%	**1.49**
Road Calls per 100,000 miles	0.73	0.85	0.88	-3.6%	
Total Taxi Scrip Boardings	975	6,749	8,828	-23.6%	
Taxi Scrip Program Cost	$15,797	$103,734	$107,520	-3.5%	
Vehicle Service Hours	54,758	327,638	317,983	3.0%	
Same Day Cancellations***	4,832	24,240	20,498	18%	
ACCESS CALL TAKING & RESERVATIONS					
Number of Calls Handled	28,383	169,769	173,042	-1.9%	
Number of Dropped Calls******	4,607	24,704	23,536	5.0%	
% Answered within 3 min.	95%	96%	95%	1.4%	**90.0%**

	New/Recert. Registrants	Current Registrants		
CURRENT REGISTRATION	**Jun-18**	**Jun-18**	**Jun-17**	**%Change**
ADA Registrants	375	13,942	13,951	-0.1%
Taxi Scrip Registrants	52	11,409	10,852	5.1%
Total Registrants	**427**	**25,351**	**24,803**	2.2%

NOTES:

*Access has adjusted overflow strategy to assign shorter length trips to taxi/cabulance. Longer trips and those requiring lift use are being prioritized to be assigned to Access vehicles. It is anticipated that this will shorten on board times on Access and lower the cost per trip on overflow.

**Accessible Services has implemented a decrease in system speeds and an increase in service hours to the program in an effort to improve poor on-time performance. The increase in service hours and use of taxi overflow has increased the cost per boarding. It is anticipated that this will be a continuing trend for 2018.

***Estimated pass fares based on Trapeze reported sales

**Taxi scrips for Dec include mid-November billing/count for year end

****Percent No Shows is the number of rides that customers canceled on the same day divided by the total number of rides that month.

*****Same Day Cancelations are the number of trips that customers canceled after the pick-up window began, during the pick-up window or failed to meet the van at the designated pick-up point.

******A Dropped call is a call abandoned by the customer before it is picked up.