

ACCESSIBLE SERVICES

MONTHLY PERFORMANCE REPORT - SEPT 2018

	Year-To-Date Total				Target
	Sep-18	Sep-18	Sep-17	%Change	
BOARDINGS					
Total Access Boardings	68,849	661,302	641,609	3.1%	
Total Taxi Overflow Boardings	12,673	99,503	75,097	32.5%	
Total Comm. Access (CAT) Boardings	25,920	237,623	260,915	-8.9%	
Total Boardings	107,442	998,428	977,621	2.1%	
SERVICE COSTS					
Access Operating Cost	\$4,444,047	\$40,512,133	\$38,551,780	5.1%	
Taxi Overflow Cost*	\$530,578	\$4,198,055	\$3,514,095	19.5%	
Community Access Cost	251,768	\$2,484,762	\$2,074,158	19.8%	
Total Transportation Costs	\$5,226,393	\$47,194,950	\$44,140,033	6.9%	
Cost Per Access Boarding**	\$64.55	\$61.26	\$60.09	2.0%	
Cost Per Taxi Overflow Boarding	\$41.87	\$42.19	\$46.79	-9.8%	
Cost Per Comm. Access Boarding	\$9.71	\$10.46	\$7.95	31.5%	
Average Cost Per Boarding	\$48.64	\$47.27	\$45.15	4.7%	
REVENUES					
Access Fares (cash only)	\$50,589	\$441,365	\$426,798	3.4%	
Estimated Pass fares**	\$42,732	\$380,662	\$370,075	2.9%	
Total Fares	\$93,321	\$822,027	\$796,873	3.2%	
ACCESS PERFORMANCE INDICATORS					
Accidents per 100,000 Miles	1.15	2.04	1.82	12.1%	2.00
Complaints per 1,000 Boardings	5.04	3.92	2.86	37.0%	5.00
Percent No shows****	6.12%	5.78%	4.20%	-0.7%	
On-Time Performance	86.0%	89.8%	90.4%	1.9%	90.0%
Rides per Vehicle Service Hour	1.55	1.54	1.51	1.9%	1.49
Road Calls per 100,000 miles	1.15	1.03	0.82	25.8%	
Total Taxi Scrip Boardings	1,074	12,160	13,231	-8.1%	
Taxi Scrip Program Cost	\$18,005	\$190,561	\$179,253	6.3%	
Vehicle Service Hours	52,563	\$495,196	\$474,042	4.5%	
Same Day Cancellations*****	4,862	33,925	23,547	44%	
ACCESS CALL TAKING & RESERVATIONS					
Number of Calls Handled	29,487	258,927	259,252	-0.1%	
Number of Dropped Calls*****	7,481	42,508	34,090	24.7%	
% Answered within 3 min.	91%	95%	95%	0.2%	90.0%
CURRENT REGISTRATION					
	New/Recert. Registrants	Current Registrants			
	Sep-18	Sep-18	Sep-17	%Change	
ADA Registrants	342	14,051	13,928	0.9%	
Taxi Scrip Registrants	48	11,520	10,994	4.8%	
Total Registrants	390	25,571	24,922	2.6%	

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 Cancellations 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.



November 2018 Update

Performance Metrics

Due to the timing of this meeting, we are providing September performance metrics. We are currently experiencing below 90% on-time performance. This is due to:

Reduction in Drop-Off Window from 60 Minutes to 30 Minutes

We implemented this new policy on October 1. We have not reached our goal of 90% on-time yet, and we continue to actively identify and correct challenges related to this new scheduling policy. This new policy also coincided with a team of new drivers.

Mobile Computers on Vehicles

The work to install new computers, with Google mapping, on the vehicles is about 75% complete. We are encountering hardware and systems issues that are being addressed.

Procurement Process

We continue to review proposals, and anticipate selecting a contractor in January 2019, with final contract negotiations to take place in February and March. We anticipate new contract implementation on August 1, 2019. Visit here to see the RFP(Click on the "enter as guest"):
[Access RFP.](#)

Ride-2 -

Eastgate Park & Ride, a new way to Ride2 it!

Starting October 23rd, travel with Ride2 to/from the Eastgate Park & Ride and connect to bus service to Downtown Seattle, the University District, Downtown Bellevue, and Issaquah.

Find out more about Ride2: <https://kingcounty.gov/depts/transportation/metro/programs-projects/innovation-technology/innovative-mobility/first-last-mile/ride2/eastgate.aspx>

Same-Day Service Pilot with Yellow Cab

Overview

King County Metro is launching a Same-Day Service (SDS) program supported by Yellow Cab for Access registered customers. Yellow Cab will facilitate the rides, provide Metro with detailed trip information of each ride completed and ensure that wheelchair accessible taxicabs are provided 24/7 (with the exception of severe inclement weather such as heavy snow or ice). Yellow Cab has about 38 wheelchair accessible taxicabs (WATs) to provide rides for customers who have a walker or wheelchair (32" X 48" or smaller).

Details:

- Access Customers: Up to 400 Access registered customers may schedule rides on Yellow Cab and receive a \$20 subsidy (up to \$325 per month):
 - Customer pays the first \$2
 - Metro pays up to \$20 more
 - Customer pays any balance due

Phase One:

- Interim testing with Yellow Cab and Access Task Force (12 customers)
- Timeframe: December 1, 2018 – January 31, 2019 (could be extended a month if needed)
- Initial use of vouchers before moving to program cards in phase II
- 16 vouchers will be distribute on Monday. Each voucher has a unique serial number that will be assigned to specific customers.
- Vouchers work like cash and cannot be replaced if lost or stolen. If you lose the vouchers you must contact Metro within 24 hours at don.okazaki@kingcounty.gov or 206-263-1082.
- Vouchers are **not transferable** and may only be used by the Access Taskforce member issued the vouchers. Misuse of vouchers can result in suspension or termination of the pilot project.
- Goals:
 - Feedback on:
 - Service quality and customer service
 - Wait times
 - How or where did you use the service
 - What worked well
 - Concerns or comments

How it works:

- Customer contacts Yellow Cab at to schedule ride (advance reservations available)
 - Seattle – 206.622.6500
 - Eastside – 425.455.4999
 - South King County 253.872.5600
 - When booking trip customer is to inform Yellow Cab dispatch they are reserving trip as part of “**Metro Max**” program

- Online or emailed reservations are not available at this time
- Customer takes trip, provides voucher to Yellow Cab driver (customer **must** provide voucher to driver at time of trip)
- Metro subsidizes up to \$20 per trip, if total bill is over \$20 customer pays the balance on their credit card or with cash
 - Customer can tip using their own money (Metro Max cannot be used for tips)
- Subsidy is limited to 16 trips per month during the test phase, customer may reorder vouchers for January if needed by sending an email to don.okazaki@kingcounty.gov or calling 206-263-1082 (that will be mailed to you). In your email, please let us know how many you have left, or very likely have left at the end of the month.

Next steps:

- Fill out the registration form provided today or online!
- Fill out pre-survey online or mail back to us
- Vouchers will be mailed to contact address or issued today if they are available
- Take trips using Metro Max vouchers
- Provide feedback as requested (End of phase I survey)
- Contact King County Metro Transportation Planner Don Okazaki at don.okazaki@kingcounty.gov for program related questions
- Contact Yellow Cab for day of service questions
 - Seattle – 206.622.6500
 - Eastside – 425.455.4999
 - South King County 253.872.5600