Accessible Services Monthly Performar

Performance Measure	Aug-18	Year-To-Date Total 8/1/2018
BOARDINGS		
Total Access Boardings	77,795	592,455
Total Taxi Overflow Boardings	11,422	86,830
Total Comm. Access (CAT) Boardings	27,668	211,703
Total Boardings	**116,885**	**890,988**
SERVICE COSTS		
Access Operating Cost	$4,637,846	$36,068,086
Taxi Overflow Cost*	$486,390	$3,667,477
Community Access Cost	267454	$2,232,994
Total Transportation Costs	**$5,391,690**	**$41,968,557**
Cost Per Access Boarding**	**$59.62**	**$60.88**
Cost Per Taxi Overflow Boarding	**$42.58**	**$42.24**
Cost Per Comm. Access Boarding	**$9.67**	**$10.55**
Average Cost Per Boarding	**$46.13**	**$47.10**
REVENUES		
Access Fares (cash only)	$49,224	$390,776
Estimated Pass fares**	$43,646	$337,930
Total Fares	$92,870	$728,706
ACCESS PERFORMANCE INDICATORS		
Accidents per 100,000 Miles	1.70	2.15
Complaints per 1,000 Boardings	4.42	3.78
Percent No shows****	5.57%	5.73%
On-Time Performance	89.3%	90.2%
Rides per Vehicle Service Hour	1.51	1.53
Road Calls per 100,000 miles	0.23	1.02
Total Taxi Scrip Boardings	0	10,030
Taxi Scrip Program Cost	$0	$155,639
Vehicle Service Hours	58,995	$442,633
Same Day Cancelations*****	4,862	33,925
ACCESS CALL TAKING & RESERVATIONS		
Number of Calls Handled	30,087	229,440
Number of Dropped Calls******	5,344	35,027
% Answered within 3 min.	96%	96%
CURRENT REGISTRATION	**New/Recert. Registrants 8/1/2018**	**Current Registrants 8/1/2018**
ADA Registrants	375	14,059
Taxi Scrip Registrants	45	11,487
Total Registrants	**420**	**25,546**

NOTES:

*Access has adjusted overflow strategy to assign shorter length trips to taxi/cabulance. Longer trips and those 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 p hours and use of taxi overflow has increased the cost per boarding. It is anticipated that this will be a continu

***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 nu

*****Same Day Cancelations are the number of trips that customers canceled after the pick-up window bega point.

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

nce Report - AUG 2018

Year To Date Total 8/1/2017	Year to Date '%Change	Target
574,380	3.1%	
66,764	30.1%	
233,091	-9.2%	
874,235	**1.9%**	
$34,370,689	4.9%	
$2,969,672	23.5%	
$1,872,243	19.3%	
$39,212,604	**7.0%**	
$59.84	**1.7%**	
$44.48	**-5.0%**	
$8.03	**31.3%**	
$44.85	**5.0%**	
$380,907	2.6%	
$329,399	2.6%	
$710,306	2.6%	
1.81	18.8%	**2.00**
2.70	40.3%	**5.00**
4.20%	-0.3%	
90.5%	1.2%	**90.0%**
1.51	1.2%	**1.49**
0.85	19.5%	
11,666	-14.0%	
$152,348	2.2%	
$424,003	4.4%	
23,547	44%	
231,251	-0.8%	
31,109	12.6%	
95%	0.7%	**90.0%**

Current Registrants 8/1/2017	Current Registrants '%Change
13,959	0.7%
10,954	4.9%
24,913	2.5%

requiring lift use are being prioritized to be assigned to Access vehicles. It is

program in an effort to improve poor on-time performance. The increase in service
ing trend for 2018.

umber of rides that month.

an, during the pick-up window or failed to meet the van at the designated pick-up