



MetroAccess Subcommittee Performance Report

March 2024

Accessibility Advisory Committee

300 7th St SW

Washington, DC 20024

202-962-6060

1) NUMBER OF REGISTRANTS

Date	Registrants
As of March 31, 2023:	35,691
As of March 31, 2024:	36,735
Change:	2.93%

2) SERVICE PROVIDED

a. Ridership

Date	Passengers	Completed Trips
March 2023:	123,287	105,932
March 2024:	117,719	98,990
Change:	-4.52%	-6.55%
2023 FYTD:	1,033,075	888,487
2024 FYTD:	1,062,541	898,013
Change:	2.85%	1.07%

b. Average Weekday Ridership

Date	Average Weekday Ridership
March 2023:	4,783
March 2024:	4,725
Change:	-1.23%
2023 FYTD:	4,586
2024 FYTD:	4,673
Change:	1.90%

c. Reservations

Date	Reservations
March 2023:	160,667
March 2024:	153,105
Change:	-4.71%
2023 FYTD:	1,399,264
2024 FYTD:	1,420,472
Change:	1.52%

d. Trips Scheduled

Date	Trips Scheduled
March 2023:	122,527
March 2024:	117,007
Change:	-4.51%
2023 FYTD:	1,039,196
2024 FYTD:	1,059,592
Change:	1.96%

e. No-Show Rate (as a percentage of scheduled trips)

Date	No-Show Rate
March 2023:	1.58%
March 2024:	1.77%
Percentage Point Change:	0.19%
2023 FYTD:	1.54%
2024 FYTD:	1.67%
Percentage Point Change:	0.13%

f. Late Cancellation Rate (as a percentage of scheduled trips)

Date	Late Cancellation Rate
March 2023:	4.34%
March 2024:	4.82%
Percentage Point Change:	0.48%
2023 FYTD:	4.42%
2024 FYTD:	4.77%
Percentage Point Change:	0.35%

3) PERFORMANCE OUTCOMES

a. Safety - Collisions per 100,000 Service Miles [Goal < 2.90]

Date	Collisions Per 100,000 Service Miles
March 2023:	1.40
March 2024:	1.60
Change:	14.29%
2023 FYTD:	1.80
2024 FYTD:	1.38
Change:	-23.63%

b. Safety - Preventable Collisions per 100,000 Service Miles [Goal < 2.0]

Date	Preventable Collisions Per 100,000 Service Miles
March 2023:	0.60
March 2024:	0.62
Change:	3.23%
2023 FYTD:	0.81
2024 FYTD:	0.58
Change:	-27.68%

c. Safety - Passenger Injuries per 100,000 Passengers [Goal <= 2.0]

Date	Passenger Injuries per 100,000 Passengers
March 2023:	0.00
March 2024:	4.25
Change:	NA
2023 FYTD:	2.03
2024 FYTD:	1.32
Change:	-35.18%

d. On-Time Pick-up Performance [Goal >= 93.0%]

Note: FY23 pickup window began 15 minutes before scheduled arrival time and ended 15 minutes after scheduled arrival time. FY24 pickup window begins at scheduled arrival time and ends 30 minutes after scheduled arrival time.

Date	On-Time Performance
March 2023:	92.56%
March 2024:	91.14%
Change:	-1.42%
2023 FYTD:	92.59%
2024 FYTD:	91.33%
Change:	-1.26%

e. Trips Meeting Fixed-Route Equivalent (FRE) [Goal >= 90.0%] *Excludes non-ADA trips.*

Date	Percentage of Trips Meeting FRE
March 2023:	90.71%
March 2024:	91.92%
Percentage Point Change:	1.21%

f. Percentage of Missed Trips [Goal <= 0.75%] *(Trips that are scheduled and the customer does not take the trip because MetroAccess arrives early/late or the vehicle does not wait the required time and the vehicle departs without the rider)*

Date	Percentage of Missed Trips
March 2023:	0.79%
March 2024:	1.16%
Percentage Point Change:	0.37%

g. Percentage of Excessively Late Trips [Goal ≤ 0.75%] *(More than 20 minutes beyond the pickup window)*

Date	Percentage of Excessively Late Trips
March 2023:	1.57%
March 2024:	2.20%
Percentage Point Change:	0.63%

h. Customer Complaints per 1,000 trips requested [Goal <= 5.00]

Date	Customer Complaints per 1,000 Trips Requested
March 2023:	3.11
March 2024:	4.01
Change:	29.12%
2023 FYTD:	3.51
2024 FYTD:	3.77
Change:	7.42%

i. Reservations Response Time [Goal ≥ 95%] (*% reservations calls answered within 2-minute threshold out of total calls offered, excluding calls abandoned within 2-minute threshold*)

Date	Reservations Response Time
March 2023:	97.07%
March 2024:	99.34%
Percentage Point Change	2.27%
2023 FYTD:	93.17%
2024 FYTD:	92.65%
Percentage Point Change	-0.51%

j. Where's My Ride (WMR) Response Time [Goal ≥ 95%] (*% WMR calls answered within 2-minute threshold out of total calls offered, excluding calls abandoned within 2-minute threshold*)

Date	WMR Response Time
March 2023:	97.72%
March 2024:	90.39%
Percentage Point Change	-7.34%
2023 FYTD:	88.13%
2024 FYTD:	87.60%
Percentage Point Change	-0.53%

4) AUTOMATED PROCESSES

a. Trips Booked by Internet (As a percentage of total reservations)

Date	Trips Booked by Internet	Percent of Total Reservations
March 2023:	27,718	17.25%
March 2024:	32,716	21.37%
Percentage Point Change:	NA	4.12%

b. Trips Cancelled by Internet (As a percentage of total reservations)

Date	Trips Cancelled by Internet	Percent of Total Reservations
March 2023:	9,442	5.88%
March 2024:	9	0.01%
Percentage Point Change:	NA	-5.87%

c. Trips Cancelled by Interactive Voice Response System (IVR) (As a percentage of total reservations)

Date	Trips Cancelled by Interactive Voice Response System (IVR)	Percent of Total Reservations
March 2023:	8,756	5.45%
March 2024:	9,497	6.20%
Percentage Point Change:	NA	0.75%

d. EZ-Pay (As a percentage of total reservations)

Date	Transactions	Percent of Total Reservations	Value Added
March 2023:	6,312	3.93%	\$259,289
March 2024:	4,276	2.79%	\$216,237
Percentage Point Change:	NA	-1.14%	NA
Percent Change:	-32.26%	NA	-16.60%