



Accessibility Advisory Committee

600 Fifth Street NW
Washington, DC 20001
202-962-6060

METROACCESS SUBCOMMITTEE

PERFORMANCE REPORT - June 19, 2017 Meeting

1- NUMBER OF REGISTRANTS

As of April 30, 2016	:	40,386
As of April 30, 2017	:	42,565
Change	:	(+5.40%)

2- SERVICE PROVIDED

a. Ridership

		<i>(Passengers)</i>		<i>(Completed Trips)</i>
April 2016	:	196,301		167,907
April 2017	:	194,046		164,064
Change	:	(-1.15%)		(-2.29%)
2016 FYTD	:	1,882,267		1,606,519
2017 FYTD	:	1,954,713		1,659,190
Change	:	(+3.85%)		(+3.28%)

b. Average Weekday Ridership

April 2016	:	8,212
April 2017	:	8,305
Change	:	(+1.13%)
2016 FYTD Avg.	:	7,655
2017 FYTD Avg.	:	7,971
Change	:	(+4.12%)

c. Reservations

April 2016	:	282,850
April 2017	:	279,827
Change	:	(-1.07%)
2016 FYTD	:	2,747,035
2017 FYTD	:	2,867,284
Change	:	(+4.38%)

d. Trips Scheduled

April 2016	:	214,849
April 2017	:	208,151
Change	:	(-3.12%)
2016 FYTD	:	2,066,218
2017 FYTD	:	2,119,883
Change	:	(+2.60%)

e. No-Shows

(As a percentage of scheduled trips)

April 2016	:	3,503	(1.63%)
April 2017	:	3,031	(1.46%)
Change	:	(-13.47%)	(-0.17%)
2016 FYTD	:	34,038	(1.65%)
2017 FYTD	:	31,731	(1.50%)
Change	:	(-6.78%)	(-0.15%)

f. Late Cancellations

(As a percentage of scheduled trips)

April 2016	:	10,921	(4.87%)
April 2017	:	10,262	(4.93%)
Change	:	(-6.03%)	(+0.06%)
2016 FYTD	:	109,921	(5.32%)
2017 FYTD	:	105,463	(4.97%)
Change	:	(-4.06%)	(-0.35%)

3- PERFORMANCE OUTCOMES

a. Safety - Collisions per 100,000 Service Miles [Goal ≤ 2.9]:

April 2016	:	3.53
April 2017	:	3.22
Change	:	(-8.75%)

2016 CYTD	:	3.18
2017 CYTD	:	2.64
Change	:	(-17.04%)

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

April 2016	:	1.37
April 2017	:	0.98
Change	:	(-28.26%)

2016 CYTD	:	1.39
2017 CYTD	:	0.96
Change	:	(-30.86%)

c. Safety - Passenger Injuries per 100,000 Passengers

April 2016	:	2.55
April 2017	:	0.52
Change	:	(-79.77%)

2016 CYTD	:	2.04
2017 CYTD	:	1.72
Change	:	(-35.59%)

d. On-Time Performance [Goal $\geq 92.0\%$]

April 2016	:	92.54%
April 2017	:	87.59%
Change	:	(-4.95%)

2016 FYTD	:	93.59%
2017 FYTD	:	86.93%
Change	:	(-6.66%)

e. Percentage of Missed Trips [Goal $\leq 0.75\%$]

April 2017	:	0.13%
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f. Percentage of Excessively Late Trips [Goal $\leq 0.75\%$]

(More than 20 minutes beyond the pickup window)

April 2017	:	2.86%
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g. Customer Complaints per 1,000 trips requested [Goal ≤ 5.00]

April 2016	:	4.33
April 2017	:	4.89
Change	:	(+13.05%)

2016 FYTD	:	3.91
2017 FYTD	:	6.06
Change	:	(+55.21%)

4- AUTOMATED PROCESSES

a. Trips Booked by Internet

(As a percentage of total reservations)

April 2016	:	38,329	(13.55%)
April 2017	:	41,658	(14.89%)
Change	:	(+8.69%)	(+1.34%)

b. Trips Cancelled by Internet

(As a percentage of total reservations)

April 2016	:	18,216	(6.44%)
April 2017	:	21,541	(7.70%)
Change	:	(+18.25%)	(+1.26%)

c. Trips Cancelled by Interactive Voice Response System (IVR)

(As a percentage of total reservations)

April 2016	:	7,469	(2.64%)
April 2017	:	10,132	(3.62%)
Change	:	(+35.65%)	(-0.98%)

d. EZ-Pay

(As a percentage of total reservations)

		(Transactions)		(Value Added)
April 2016	:	6,129	(2.17%)	\$422,181
April 2017	:	5,496	(1.96%)	\$392,989
Change	:	(-10.33%)	(-0.21%)	(-6.91%)

5- FARES *(Paying Passengers Only)*

a. Average Fare

April 2017 : \$4.69

b. Percentage Paying Maximum \$6.50 Fare

April 2017 : 33.01%

