

**AAC****Accessibility Advisory Committee**

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

METROACCESS SUBCOMMITTEE**PERFORMANCE REPORT - May 15, 2017 Meeting**

1- NUMBER OF REGISTRANTS

As of March 31, 2016	:	40,136
As of March 31, 2017	:	42,530
Change	:	(+5.96%)

2- SERVICE PROVIDED**a. Ridership**

		<i>(Passengers)</i>	<i>(Completed Trips)</i>
March 2016	:	208,560	178,663
March 2017	:	201,179	171,840
Change	:	(-3.54%)	(-3.82%)
2016 FYTD	:	1,685,966	1,438,612
2017 FYTD	:	1,760,667	1,495,126
Change	:	(+4.43%)	(+3.93%)

b. Average Weekday Ridership

March 2016	:	8,140
March 2017	:	7,835
Change	:	(-3.75%)
2016 FYTD Avg.	:	7,595
2017 FYTD Avg.	:	7,937
Change	:	(+4.50%)

c. Reservations

March 2016	:	302,547
March 2017	:	301,723
Change	:	(-0.27%)
2016 FYTD	:	2,464,185
2017 FYTD	:	2,587,457
Change	:	(+5.00%)

d. Trips Scheduled

March 2016	:	228,559
March 2017	:	218,801
Change	:	(-4.27%)
2016 FYTD	:	1,851,369
2017 FYTD	:	1,911,732
Change	:	(+3.26%)

e. No-Shows

(As a percentage of scheduled trips)

March 2016	:	3,586	(1.57%)
March 2017	:	3,285	(1.50%)
Change	:	(-8.39%)	(-0.07%)
2016 FYTD	:	30,535	(1.65%)
2017 FYTD	:	28,700	(1.50%)
Change	:	(-6.01%)	(-0.15%)

f. Late Cancellations

(As a percentage of scheduled trips)

March 2016	:	11,280	(5.11%)
March 2017	:	11,265	(5.15%)
Change	:	(-0.13%)	(+0.04%)
2016 FYTD	:	99,000	(5.35%)
2017 FYTD	:	95,201	(4.98%)
Change	:	(-3.84%)	(-0.37%)

3- PERFORMANCE OUTCOMES

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

March 2016	:	2.65
March 2017	:	2.93
Change	:	(+10.37%)

2016 CYTD	:	3.05
2017 CYTD	:	2.28
Change	:	(-25.25%)

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

March 2016	:	1.25
March 2017	:	1.25
Change	:	(0.00%)

2016 CYTD	:	1.40
2017 CYTD	:	1.06
Change	:	(-24.29%)

c. Safety - Passenger Injuries per 100,000 Passengers

March 2016	:	0.48
March 2017	:	2.98
Change	:	(+522.01%)

2016 CYTD	:	18.53
2017 CYTD	:	2.27
Change	:	(-87.75%)

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

March 2016	:	92.96%
March 2017	:	85.38%
Change	:	(-7.58%)

2016 FYTD	:	93.71%
2017 FYTD	:	86.86%
Change	:	(-6.85%)

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

March 2017	:	1.17%
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f. Percentage of Excessively Late Trips [Goal \leq 0.75%]

(More than 20 minutes beyond the pickup window)

March 2017	:	3.60%
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g. **Customer Complaints per 1,000 trips requested [Goal ≤ 5.00]**

March 2016	:	5.01
March 2017	:	5.73
Change	:	(+14.37%)

2016 FYTD	:	3.86
2017 FYTD	:	6.19
Change	:	(+60.36%)

4- **AUTOMATED PROCESSES**

a. **Trips Booked by Internet**

(As a percentage of total reservations)

March 2016	:	42,261	(13.97%)
March 2017	:	43,597	(14.45%)
Change	:	(+3.16%)	(+0.48%)

b. **Trips Cancelled by Internet**

(As a percentage of total reservations)

March 2016	:	20,732	(6.85%)
March 2017	:	22,354	(7.41%)
Change	:	(+7.82%)	(+0.56%)

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

(As a percentage of total reservations)

March 2016	:	7,982	(2.64%)
March 2017	:	10,860	(3.60%)
Change	:	(+36.06%)	(+1.04%)

d. **EZ-Pay**

(As a percentage of total reservations)

		(Transactions)		(Value Added)
March 2016	:	6,198	(2.05%)	\$419,495
March 2017	:	6,235	(2.07%)	\$430,599
Change	:	(+0.60%)	(+0.02%)	(+2.65%)

5- **FARES** *(Paying Passengers Only)*

a. **Average Fare**

March 2017	:	\$4.70
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b. **Percentage Paying Maximum \$6.50 Fare**

March 2017 : 33.56%