



Accessibility Advisory Committee

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

METROACCESS SUBCOMMITTEE PERFORMANCE REPORT:

February 17, 2015

NUMBER OF REGISTRANTS:

As of December 31, 2013:	32,021
As of December 31, 2014:	36,851
Change:	(+15.08%)

SERVICE PROVIDED:

Ridership	(Passengers	Completed Trips):
December 2013:	165,656	140,737
December 2014:	186,970	158,748
Change:	(+12.87%)	(+12.80%)
2014 FYTD:	1,066,577	908,268
2015 FYTD:	1,133,622	962,963
Change:	(+6.29%)	(+6.02%)

Average Weekday Ridership:

December 2013:	6,498
December 2014:	7,165
Change:	(+10.27%)
2014 FYTD Average:	7,068
2015 FYTD Average:	7,537
Change:	(+6.63%)

Reservations:

December 2013:	253,826
December 2014:	273,961
Change:	(+7.93%)
2014 FYTD:	1,518,181
2015 FYTD:	1,628,096
Change:	(+7.24%)

Trips Scheduled:

December 2013:	186,945
December 2014:	207,694
Change:	(+11.10%)

2014 FYTD: 1,155,316
2015 FYTD: 1,245,321
Change: (+7.79%)

No-Shows (as a percentage of scheduled trips):

December 2013: 3,631 (1.94%)
December 2014: 4,172 (2.01%)
Change: (+14.89%) (+0.07%)

2014 FYTD: 18,628 (1.61%)
2015 FYTD: 21,808 (1.75%)
Change: (+17.07%) (+0.14%)

Late Cancellations (as a percentage of scheduled trips):

December 2013: 11,453 (6.13%)
December 2014: 11,288 (5.43%)
Change: (-1.44%) (-0.70%)

2014 FYTD: 52,756 (4.57%)
2015 FYTD: 61,183 (4.91%)
Change: (+15.97%) (+0.34%)

PERFORMANCE OUTCOMES:

Safety - Collisions per 1,000,000 Service Miles [Goal ≤ 29.00]:

December 2013: 29.37
December 2014: 24.96
Change: (-15.00%)

2013 CYTD: 27.48
2014 CYTD: 27.31
Change: (-0.62%)

Safety - Preventable Collisions per 1,000,000 Service Miles [Goal ≤ 20.00]:

December 2013:	13.78
December 2014:	10.30
Change:	(-25.20%)

2013 CYTD:	12.49
2014 CYTD:	12.38
Change:	(-0.87%)

Safety - Passenger Injuries per 1,000,000 Passengers:

December 2013:	30.18
December 2014:	21.39
Change:	(-29.12%)

2013 CYTD:	18.07
2014 CYTD:	20.47
Change:	(+13.29%)

On-Time Performance [Goal ≥ 92.00%]:

December 2013:	92.45%
December 2014:	92.22%
Change:	(-0.23%)

2014 FYTD:	91.57%
2015 FYTD:	91.85%
Change:	(+0.28%)

Percentage of Missed Trips [Goal ≤ 0.75%]:

December 2014:	0.48%
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Percentage of Excessively Late Trips

(More than 20 minutes late beyond the pickup window) [Goal ≤ 0.75%]:

December 2014:	1.19%
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Complaints per 1,000 trips requested [Goal ≤ 5.00]:

December 2013:	4.14
December 2014:	4.20
Change:	(+1.37%)

2014 FYTD:	4.27
2015 FYTD:	4.37
Change:	(+2.29%)

AUTOMATED PROCESSES:

Trips Booked by Internet (as a percentage of total reservations):

December 2013:	35,616	(14.03%)
December 2014:	38,452	(14.03%)
Change:	(+7.96%)	(0.00%)

Trips Cancelled by Internet (as a percentage of total reservations):

December 2013:	15,278	(6.01%)
December 2014:	16,036	(5.85%)
Change:	(+4.96%)	(-0.16%)

Trips Cancelled by Interactive Voice Response System (IVR):

December 2013:	9,360	
December 2014:	7,966	
Change:	(-14.89%)	

FARES (PAYING PASSENGERS ONLY):

Average Fare:

December 2014:	\$4.79
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Percentage Paying Maximum \$6.50 Fare:

December 2014:	34.51%
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