



Accessibility Advisory Committee

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

METROACCESS SUBCOMMITTEE
PERFORMANCE REPORT - October 15, 2018 Meeting

1- NUMBER OF REGISTRANTS

Table with 2 columns: Date/Category and Value. Rows: As of August 31, 2017 (42,561), As of August 31, 2018 (44,160), Change (+3.76%)

2- SERVICE PROVIDED

a. Ridership

Table with 3 columns: Date/Category, (Passengers), and (Completed Trips). Rows: August 2017, August 2018, Change, 2018 FYTD, 2019 FYTD, Change

b. Average Weekday Ridership

Table with 2 columns: Date/Category and Value. Rows: August 2017, August 2018, Change, 2018 FYTD, 2019 FYTD, Change

c. Reservations

Table with 2 columns: Date/Category and Value. Rows: August 2017, August 2018, Change, 2018 FYTD, 2019 FYTD, Change

d. Trips Scheduled

August 2017	:	216,471
August 2018	:	217,430
<i>Change</i>	:	<i>(+0.44%)</i>
2018 FYTD	:	413,804
2019 FYTD	:	412,136
<i>Change</i>	:	<i>(-0.40%)</i>

e. No-Show Rate

(As a percentage of scheduled trips)

August 2017	:	1.39%
August 2018	:	1.21%
<i>Change</i>	:	<i>(-0.18%)</i>
2018 FYTD	:	1.39%
2019 FYTD	:	1.24%
<i>Change</i>	:	<i>(-0.15%)</i>

f. Late Cancellation Rate

(As a percentage of scheduled trips)

August 2017	:	4.65%
August 2018	:	4.13%
<i>Change</i>	:	<i>(-0.52%)</i>
2018 FYTD	:	4.87%
2019 FYTD	:	4.36%
<i>Change</i>	:	<i>(-0.51%)</i>

3- PERFORMANCE OUTCOMES

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

August 2017	:	2.57
August 2018	:	2.95
<i>Change</i>	:	<i>(+14.89%)</i>

2018 FYTD	:	2.61
2019 FYTD	:	3.05
<i>Change</i>	:	<i>(+17.24%)</i>

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

August 2017	:	1.05
August 2018	:	1.26
<i>Change</i>	:	<i>(+20.20%)</i>

2018 FYTD	:	1.19
2019 FYTD	:	1.27
<i>Change</i>	:	<i>(+6.53%)</i>

c. Safety - Passenger Injuries per 100,000 Passengers

August 2017	:	1.46
August 2018	:	2.36
<i>Change</i>	:	<i>(+61.92%)</i>

2018 FYTD	:	1.78
2019 FYTD	:	2.45
<i>Change</i>	:	<i>(+37.26%)</i>

d. On-Time Performance [Goal ≥ 92.0%]

August 2017	:	90.72%
August 2018	:	92.25%
<i>Change</i>	:	<i>(+1.53%)</i>

2018 FYTD	:	90.10%
2019 FYTD	:	92.25%
<i>Change</i>	:	<i>(+2.15%)</i>

e. Percentage of Missed Trips [Goal ≤ 0.75%]

August 2017	:	0.60%
August 2018	:	0.52%
Change	:	(-0.08%)

f. Percentage of Excessively Late Trips [Goal ≤ 0.75%]

(More than 20 minutes beyond the pickup window)

August 2017	:	1.83%
August 2018	:	1.55%
Change	:	(-0.28%)

g. Customer Complaints per 1,000 trips requested [Goal ≤ 5.00]

August 2017	:	3.91
August 2018	:	3.89
Change	:	(-0.50%)

2018 FYTD	:	4.41
2019 FYTD	:	4.30
Change	:	(-2.38%)

4- AUTOMATED PROCESSES

a. Trips Booked by Internet

(As a percentage of total reservations)

August 2017	:	45,145	(15.58%)
August 2018	:	49,798	(17.33%)
Change	:		(+1.75%)

b. Trips Cancelled by Internet

(As a percentage of total reservations)

August 2017	:	22,556	(7.79%)
August 2018	:	22,860	(7.96%)
Change	:		(+0.17%)

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

(As a percentage of total reservations)

August 2017	:	9,623	(3.32%)
August 2018	:	9,520	(3.31%)
Change	:		(-0.01%)

d. EZ-Pay

(As a percentage of total reservations)

		(Transactions)		(Value Added)
August 2017	:	6,787	(2.34%)	\$442,260.17
August 2018	:	7,490	(2.61%)	\$521,428.71
Change	:		(+0.26%)	(+17.90%)

5- FARES *(Paying Passengers Only)*

a. Average Fare

August 2018	:	\$4.91
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b. Percentage Paying Minimum \$4.00 Fare

August 2018	:	57.12%
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c. Percentage Paying Maximum \$6.50 Fare

August 2018	:	34.17%
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