



Accessibility Advisory Committee

600 Fifth Street NW
Washington, DC 20001
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METROACCESS SUBCOMMITTEE PERFORMANCE REPORT:

January 20, 2015

NUMBER OF REGISTRANTS:

As of November 30, 2013:	31,731
As of November 30, 2014:	36,554
Change:	(+15.20%)

SERVICE PROVIDED:

Ridership	(Passengers		Completed Trips):
November 2013:	172,665		146,647
November 2014:	174,018		140,073
Change:	(+0.80%)		(-4.48%)
2014 FYTD:	900,921		767,531
2015 FYTD:	946,652		796,520
Change:	(+5.08%)		(+3.78%)

Average Weekday Ridership:

November 2013:	7,083
November 2014:	7,396
Change:	(+4.42%)
2014 FYTD Average:	7,183
2015 FYTD Average:	7,615
Change:	(+6.02%)

Reservations:

November 2013:	246,374
November 2014:	253,229
Change:	(+2.78%)
2014 FYTD:	1,264,355
2015 FYTD:	1,354,135
Change:	(+7.10%)

Trips Scheduled:

November 2013:	187,947
November 2014:	192,442
Change:	(+2.39%)

2014 FYTD: 968,371
2015 FYTD: 1,037,627
Change: (+2.39%)

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

November 2013: 3,135 (1.67%)
November 2014: 3,467 (1.80%)
Change: (+10.59%) (+0.13%)

2014 FYTD: 14,997 (1.55%)
2015 FYTD: 17,636 (1.70%)
Change: (+9.75%) (+0.15%)

Late Cancellations (as a percentage of scheduled trips):

November 2013: 8,530 (4.54%)
November 2014: 10,171 (5.29%)
Change: (+19.24%) (+0.75%)

2014 FYTD: 41,303 (4.27%)
2015 FYTD: 49,895 (4.81%)
Change: (+20.80%) (+0.54%)

PERFORMANCE OUTCOMES:

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

November 2013: 26.71
November 2014: 19.72
Change: (-26.15%)

2013 CYTD: 27.32
2014 CYTD: 27.38
Change: (+0.23%)

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

November 2013:	11.87
November 2014:	9.86
Change:	(-16.92%)

2013 CYTD:	12.38
2014 CYTD:	12.45
Change:	(+0.54%)

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

November 2013:	5.79
November 2014:	17.24
Change:	(+197.62%)

2013 CYTD:	17.03
2014 CYTD:	20.44
Change:	(+20.02%)

On-Time Performance [Goal ≥ 92.00%]:

November 2013:	91.11%
November 2014:	91.45%
Change:	(+0.34%)

2014 FYTD:	91.41%
2015 FYTD:	91.66%
Change:	(+0.25%)

Percentage of Missed Trips [Goal ≤ 0.75%]:

November 2014:	0.54%
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Percentage of Excessively Late Trips

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

November 2014:	1.66%
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Complaints per 1,000 trips requested [Goal ≤ 5.00]:

November 2013:	5.11
November 2014:	4.15
Change:	(-18.77%)

2014 FYTD:	4.71
2015 FYTD:	4.91
Change:	(+4.27%)

AUTOMATED PROCESSES:

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

November 2013:	35,501	(14.41%)
November 2014:	36,248	(14.31%)
Change:	(+2.10%)	(-0.10%)

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

November 2013:	13,816	(5.61%)
November 2014:	15,277	(6.03%)
Change:	(+10.57%)	(+0.42%)

Trips Cancelled by Interactive Voice Response System (IVR):

November 2013:	6,732
November 2014:	7,303
Change:	(+8.48%)

FARES (PAYING PASSENGERS ONLY):

Average Fare:

November 2014:	\$4.78
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Percentage Paying Maximum \$6.50 Fare:

November 2014:	34.11%
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