



# AAC

## Accessibility Advisory Committee

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

February 21, 2017

#### NUMBER OF REGISTRANTS:

As of December 31, 2015:	39,608
As of December 31, 2016:	41,936
Change:	(+5.88%)

#### SERVICE PROVIDED:

<b>Ridership</b>	<b>(Passengers)  </b>	<b>(Completed Trips):</b>
December 2015:	190,258	162,056
December 2016:	192,224	162,504
Change:	(+1.03%)	(+0.28%)
2016 FYTD:	1,146,223	976,188
2017 FYTD:	1,187,455	1,006,388
Change:	(+3.60%)	(+3.09%)

#### **Average Weekday Ridership:**

December 2015:	7,341
December 2016:	7,657
Change:	(+4.30%)

2016 FYTD Average:	7,659
2017 FYTD Average:	7,983
Change:	(+4.23%)

#### **Reservations:**

December 2015:	278,350
December 2016:	287,851
Change:	(+3.41%)

2016 FYTD:	1,643,964
2017 FYTD:	1,737,714
Change:	(+5.70%)

**Trips Scheduled:**

December 2015:	209,804
December 2016:	208,644
Change:	(-0.55%)

2016 FYTD:	1,251,947
2017 FYTD:	1,288,203
Change:	(+2.90%)

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

December 2015:	3,656	(1.74%)
December 2016:	3,203	(1.54%)
Change:	(-12.39%)	(-0.20%)

2016 FYTD:	20,773	(1.66%)
2017 FYTD:	19,486	(1.51%)
Change:	(-6.20%)	(-0.15%)

**Late Cancellations (as a percentage of scheduled trips):**

December 2015:	11,317	(6.13%)
December 2016:	10,835	(5.19%)
Change:	(-4.26%)	(-0.94%)

2016 FYTD:	66,476	(5.31%)
2017 FYTD:	63,141	(4.90%)
Change:	(-5.02%)	(-0.41%)

**PERFORMANCE OUTCOMES\*\*:**

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

December 2015:	3.00
December 2016:	2.02
Change:	(-32.43%)

**Safety - Preventable Collisions per 100,000 Service Miles [Goal ≤ 2.0]:**

December 2015:	1.18
December 2016:	1.22
Change:	(+4.10%)

**Safety - Passenger Injuries per 100,000 Passengers:**

December 2015:	1.58
December 2016:	2.60
Change:	(+64.96%)

**On-Time Performance [Goal  $\geq$  92.0%]:**

December 2015:	93.74%
December 2016:	86.94%
Change:	(-6.80%)

2016 FYTD:	93.93%
2017 FYTD:	86.85%
Change:	(-7.08%)

**Percentage of Missed Trips [Goal  $\leq$  0.75%]:**

December 2016:	0.95%
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**Percentage of Excessively Late Trips**

**(More than 20 minutes beyond the pickup window) [Goal  $\leq$  0.75%]:**

December 2016:	3.37%
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**Customer Complaints**

**Complaints per 1,000 trips requested [Goal  $\leq$  5.00]:**

December 2015:	3.51
December 2016:	6.31
Change:	(+79.56%)

2016 FYTD:	3.80
2017 FYTD:	6.58
Change:	(+73.12%)

\*\*Per previous communication to the Subcommittee, acute shortages of paratransit operators, which began in earnest during the month of September 2016, continues to significantly impact service delivery and performance system-wide. MetroAccess is working closely with its service providers to improve operator staffing levels and restore performance across the board.

**AUTOMATED PROCESSES:**

**Trips Booked by Internet**

(As a percentage of total reservations):

December 2015:	36,944	(13.27%)
December 2016:	40,606	(14.11%)
Change:	(+9.91%)	(+0.84%)

**Trips Cancelled by Internet**

(As a percentage of total reservations):

December 2015:	18,005	(6.47%)
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December 2016: 22,019 (7.65%)  
 Change: (+22.29%) (+1.18%)

**Trips Cancelled by Interactive Voice Response System (IVR):**

(As a percentage of total reservations):

December 2015: 7,545 (2.71%)  
 December 2016: 10,280 (3.57%)  
 Change: (+36.25%) (+0.86%)

**EZ-Pay (Transactions) | (Value Added)**

(As a percentage of total reservations):

December 2015: 5,632 (2.02%) | \$379,961.47  
 December 2016: 5,341 (1.86%) | \$398,145.43  
 Change: (-5.17%) (-0.16%) | (+4.79%)

**FARES (PAYING PASSENGERS ONLY):**

**Average Fare:**

December 2016: \$4.75

**Percentage Paying Maximum \$6.50 Fare:**

December 2016: 33.87%