



Accessibility Advisory Committee

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

METROACCESS SUBCOMMITTEE PERFORMANCE REPORT: July 20, 2015

NUMBER OF REGISTRANTS:

As of May 31, 2014: 33,911
As of May 31, 2015: 38,197
Change: (+12.64%)

SERVICE PROVIDED:

Ridership	(Passengers		Completed Trips):
May 2014:	190,728		162,523
May 2015	190,039		161,642
Change:	(-0.36%)		(-0.54%)

2014 FYTD:	1,939,723		1,653,323
2015 FYTD:	2,040,442		1,737,930
Change:	(+5.19%)		(+5.12%)

Average Weekday Ridership:

May 2014: 7,512
May 2015: 7,699
Change: (+2.48%)

2014 FYTD Average: 7,045
2015 FYTD Average: 7,472
Change: (+6.06%)

Reservations:

May 2014: 271,188
May 2015: 269,629
Change: (-0.57%)

2014 FYTD: 2,813,505
2015 FYTD: 2,982,691
Change: (+6.01%)

Trips Scheduled:

May 2014:	208,773
May 2015:	207,063
Change:	(-0.82%)

2014 FYTD:	2,129,162
2015 FYTD:	2,257,955
Change:	(+6.05%)

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

May 2014:	3,491	(1.67%)
May 2015:	3,230	(1.56%)
Change:	(-7.48%)	(-0.11%)

2014 FYTD:	35,809	(1.68%)
2015 FYTD:	39,482	(1.75%)
Change:	(+10.26%)	(+0.07%)

Late Cancellations (as a percentage of scheduled trips):

May 2014:	10,093	(4.83%)
May 2015:	11,320	(5.47%)
Change:	(+12.16%)	(+0.64%)

2014 FYTD:	108,278	(5.09%)
2015 FYTD:	117,676	(5.21%)
Change:	(+8.68%)	(+0.12%)

PERFORMANCE OUTCOMES:

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

May 2014:	35.05
May 2015:	34.23
Change:	(-2.32%)

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

May 2014:	15.88
May 2015:	15.51
Change:	(-2.32%)

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

May 2014:	20.97
May 2015:	26.31
Change:	(+25.45%)

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

May 2014:	92.29%
May 2015:	92.90%
Change:	(+0.61%)

2014 FYTD:	91.71%
2015 FYTD:	92.45%
Change:	(+0.74%)

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

May 2015:	0.38%
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Percentage of Excessively Late Trips

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

May 2015:	1.06%
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Complaints per 1,000 trips requested [Goal ≤ 5.00]:

May 2014: 4.95
May 2015: 4.22
Change: (-14.77%)

2014 FYTD: 4.86
2015 FYTD: 4.71
Change: (-2.99%)

AUTOMATED PROCESSES:

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

May 2014: 36,975 (13.63%)
May 2015: 38,319 (14.21%)
Change: (+3.63%) (+0.58%)

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

May 2014: 15,013 (5.54%)
May 2015: 17,766 (6.59%)
Change: (+18.34%) (+1.05%)

Trips Cancelled by Interactive Voice Response System (IVR):

May 2014: 7,596
May 2015: 7,250
Change: (-4.56%)

FARES (PAYING PASSENGERS ONLY):

Average Fare:

May 2015: \$4.77

Percentage Paying Maximum \$6.50 Fare:

May 2015: 34.59%