



Accessibility Advisory Committee

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

METROACCESS SUBCOMMITTEE PERFORMANCE REPORT: June 15, 2015

NUMBER OF REGISTRANTS:

As of April 30, 2014: 33,566
As of April 30, 2015: 38,081
Change: (+13.45%)

SERVICE PROVIDED:

Ridership	(Passengers	 	Completed Trips):
April 2014:	193,606		165,524
April 2015	198,999		169,763
Change:	(+2.79%)		(+2.56%)
2014 FYTD:	1,748,995		1,490,800
2015 FYTD:	1,850,403		1,576,288
Change:	(+5.80%)		(+5.73%)

Average Weekday Ridership:

April 2014: 7,759
April 2015: 8,006
Change: (+3.17%)

2014 FYTD Average: 6,998
2015 FYTD Average: 7,450
Change: (+6.46%)

Reservations:

April 2014: 276,350
April 2015: 285,427
Change: (+3.28%)

2014 FYTD: 2,542,317
2015 FYTD: 2,713,062
Change: (+6.72%)

Trips Scheduled:

April 2014:	212,208
April 2015:	219,046
Change:	(+3.22%)

2014 FYTD:	1,920,389
2015 FYTD:	2,050,892
Change:	(+3.22%)

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

April 2014:	3,588	(1.69%)
April 2015:	3,703	(1.69%)
Change:	(+3.21%)	(UNCH)

2014 FYTD:	32,318	(1.68%)
2015 FYTD:	36,252	(1.77%)
Change:	(+12.17%)	(+0.09%)

Late Cancellations (as a percentage of scheduled trips):

April 2014:	10,343	(4.87%)
April 2015:	11,787	(5.38%)
Change:	(+13.96%)	(+0.51%)

2014 FYTD:	98,185	(5.11%)
2015 FYTD:	106,356	(5.19%)
Change:	(8.32%)	(+0.08%)

PERFORMANCE OUTCOMES:

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

April 2014:	21.94
April 2015:	30.27
Change:	(+37.93%)

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

April 2014:	11.24
April 2015:	17.95
Change:	(+59.75%)

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

April 2014:	10.33
April 2015:	15.08
Change:	(+45.93%)

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

April 2014:	91.14%
April 2015:	92.01%
Change:	(+0.87%)

2014 FYTD:	91.65%
2015 FYTD:	90.77%
Change:	(-0.88%)

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

April 2015:	0.45%
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Percentage of Excessively Late Trips

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

April 2015:	1.42%
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Complaints per 1,000 trips requested [Goal ≤ 5.00]:

April 2014:	5.46
April 2015:	4.69
Change:	(-14.08%)

2014 FYTD:	6.01
2015 FYTD:	5.02
Change:	(-16.46%)

AUTOMATED PROCESSES:

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

April 2014:	38,012	(13.76%)
April 2015:	39,682	(13.90%)
Change:	(+4.39%)	(+0.14%)

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

April 2014:	15,228	(5.51%)
April 2015:	16,237	(5.69%)
Change:	(+6.63%)	(+0.18%)

Trips Cancelled by Interactive Voice Response System (IVR):

April 2014:	7,850
April 2015:	7,756
Change:	(-1.20%)

FARES (PAYING PASSENGERS ONLY):

Average Fare:

April 2015:	\$4.79
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Percentage Paying Maximum \$6.50 Fare:

April 2015:	35.07%
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