



Accessibility Advisory Committee

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

METROACCESS SUBCOMMITTEE PERFORMANCE REPORT: May 18, 2015

NUMBER OF REGISTRANTS:

As of March 31, 2014: 33,209
As of March 31, 2015: 37,635
Change: (+13.33%)

SERVICE PROVIDED:

Ridership	(Passengers	I	Completed Trips):
March 2014:	170,580		145,176
March 2015	185,043		158,432
Change:	(+8.48%)		(+9.13%)
2014 FYTD:	1,555,389		1,325,276
2015 FYTD:	1,651,404		1,406,525
Change:	(+6.17%)		(+6.13%)

Average Weekday Ridership:

March 2014: 6,838
March 2015: 7,332
Change: (+7.22%)

2014 FYTD Average: 6,913
2015 FYTD Average: 7,388
Change: (+6.87%)

Reservations:

March 2014: 251,363
March 2015: 280,430
Change: (+11.56%)

2014 FYTD: 2,265,967
2015 FYTD: 2,427,635
Change: (+7.13%)

Trips Scheduled:

March 2014:	189,898
March 2015:	204,787
Change:	(+7.84%)

2014 FYTD:	1,708,181
2015 FYTD:	1,831,846
Change:	(+7.24%)

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

March 2014:	3,536	(1.86%)
March 2015:	3,699	(1.81%)
Change:	(+4.61%)	(-0.05%)

2014 FYTD:	28,730	(1.68%)
2015 FYTD:	32,549	(1.78%)
Change:	(+13.29%)	(+0.10%)

Late Cancellations (as a percentage of scheduled trips):

March 2014:	9,711	(5.11%)
March 2015:	7,617	(3.72%)
Change:	(-21.56%)	(-1.39%)

2014 FYTD:	87,842	(5.14%)
2015 FYTD:	94,569	(5.16%)
Change:	(+7.68%)	(+0.02%)

PERFORMANCE OUTCOMES:

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

March 2014:	28.54
March 2015:	31.01
Change:	(+8.63%)

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

March 2014:	12.15
March 2015:	11.63
Change:	(-4.27%)

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

March 2014:	11.72
March 2015:	5.40
Change:	(-53.91%)

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

March 2014:	92.53%
March 2015:	89.44%
Change:	(-3.09%)

2014 FYTD:	91.72%
2015 FYTD:	89.29%
Change:	(-2.43%)

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

March 2015:	0.64%
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Percentage of Excessively Late Trips

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

March 2015:	2.26%
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Complaints per 1,000 trips requested [Goal ≤ 5.00]:

March 2014:	4.63
March 2015:	5.21
Change:	(+12.51%)

2014 FYTD:	4.88
2015 FYTD:	4.54
Change:	(-6.91%)

AUTOMATED PROCESSES:

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

March 2014:	36,207	(14.40%)
March 2015:	43,097	(15.37%)
Change:	(+9.34%)	(+0.97%)

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

March 2014:	15,344	(6.10%)
March 2015:	16,915	(6.03%)
Change:	(+10.24%)	(-0.07%)

Trips Cancelled by Interactive Voice Response System (IVR):

March 2014:	7,583
March 2015:	8,713
Change:	(+14.90%)

FARES (PAYING PASSENGERS ONLY):

Average Fare:

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

March 2015:	34.76%
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