



Accessibility Advisory Committee

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

METROACCESS SUBCOMMITTEE PERFORMANCE REPORT - March 20, 2017

1- NUMBER OF REGISTRANTS

As of January 31, 2016	:	39,678
As of January 31, 2017	:	42,082
Change	:	(+6.06%)

2- SERVICE PROVIDED

a. Ridership

		<i>(Passengers)</i>		<i>(Completed Trips)</i>
January 2016*	:	148,152		126,775
January 2017	:	185,852		158,495
Change	:	(+25.45%)		(+25.02%)
2016 FYTD	:	1,294,375		1,102,963
2017 FYTD	:	1,373,307		1,164,883
Change	:	(+6.10%)		(+5.61%)

b. Average Weekday Ridership

January 2016*	:	6,399
January 2017	:	7,517
Change	:	(+17.47%)
2016 FYTD Average	:	7,494
2017 FYTD Average	:	7,916
Change	:	(+5.64%)

c. Reservations

January 2016	:	247,351
January 2017	:	279,453
Change	:	(+12.98%)
2016 FYTD	:	1,891,315
2017 FYTD	:	2,017,167
Change	:	(+6.65%)

*Uncharacteristic decline in January 2016 ridership is due to the severe weather events that forced the service to be completely shut down for 3 days during the month.

d. Trips Scheduled

January 2016	:	168,900
January 2017	:	203,637
Change	:	(+20.57%)
2016 FYTD	:	1,420,847
2017 FYTD	:	1,491,840
Change	:	(+5.00%)

e. No-Shows

(As a percentage of scheduled trips)

January 2016	:	3,079	(1.82%)
January 2017	:	3,058	(1.50%)
Change	:	(-0.68%)	(-0.32%)
2016 FYTD	:	23,852	(1.68%)
2017 FYTD	:	22,544	(1.51%)
Change	:	(-5.48%)	(-0.17%)

f. Late Cancellations

(As a percentage of scheduled trips)

January 2016	:	10,261	(8.36%)
January 2017	:	10,784	(5.30%)
Change	:	(+5.10%)	(-3.06%)
2016 FYTD	:	76,737	(5.40%)
2017 FYTD	:	73,925	(4.96%)
Change	:	(-3.66%)	(-0.44%)

3- PERFORMANCE OUTCOMES

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

January 2016	:	3.59
January 2017	:	2.15
Change	:	(-40.04%)

b. Safety - Preventable Collisions per 100,000 Service Miles [Goal ≤ 2.0]

January 2016	:	1.86
January 2017	:	1.27
Change	:	(-31.80%)

c. Safety - Passenger Injuries per 100,000 Passengers

January 2016	:	3.37
January 2017	:	2.15
<i>Change</i>	:	<i>(-36.23%)</i>

d. On-Time Performance [Goal \geq 92.0%]

January 2016	:	93.74%
January 2017	:	87.95%
<i>Change</i>	:	<i>(-5.79%)</i>

2016 FYTD	:	93.91%
2017 FYTD	:	87.00%
<i>Change</i>	:	<i>(-6.91%)</i>

e. Percentage of Missed Trips [Goal \leq 0.75%]

January 2017	:	0.93%
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f. Percentage of Excessively Late Trips [Goal \leq 0.75%]

(More than 20 minutes beyond the pickup window)

January 2017	:	2.76%
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g. Customer Complaints per 1,000 trips requested [Goal \leq 5.00]

January 2016	:	2.90
January 2017	:	4.87
<i>Change</i>	:	<i>(+67.89%)</i>

2016 FYTD	:	3.68
2017 FYTD	:	6.34
<i>Change</i>	:	<i>(+72.22%)</i>

4- AUTOMATED PROCESSES

a. Trips Booked by Internet

(As a percentage of total reservations)

January 2016	:	33,812	(13.67%)
January 2017	:	38,348	(13.72%)
Change	:	(+13.42%)	(+0.05%)

b. Trips Cancelled by Internet

(As a percentage of total reservations)

January 2016	:	19,446	(7.86%)
January 2017	:	19,619	(7.02%)
Change	:	(+0.89%)	(-0.84%)

c. Trips Cancelled by Interactive Voice Response System (IVR)

(As a percentage of total reservations)

January 2016	:	8,976	(3.63%)
January 2017	:	9,887	(3.54%)
Change	:	(+10.15%)	(+0.07%)

d. EZ-Pay

(As a percentage of total reservations)

		(Transactions)		(Value Added)
January 2016	:	5,219	(2.11%)	\$359,500
January 2017	:	5,561	(1.99%)	\$391,080
Change	:	(+6.55%)	(-0.12%)	(+8.78%)

5- FARES *(Paying Passengers Only)*

a. Average Fare

January 2017	:	\$4.69
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b. Percentage Paying Maximum \$6.50 Fare

January 2017	:	33.17%
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