



Accessibility Advisory Committee

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

METROACCESS SUBCOMMITTEE
PERFORMANCE REPORT - February 20, 2018 Meeting

1- NUMBER OF REGISTRANTS

As of December 31, 2016 : 41,936
As of December 31, 2017 : 43,175
Change : (+2.95%)

2- SERVICE PROVIDED

a. Ridership

Table with 2 columns: (Passengers) and (Completed Trips). Rows include December 2016, December 2017, Change, 2017 FYTD, 2018 FYTD, and Change.

b. Average Weekday Ridership

Table with 2 columns: (Passengers) and (Completed Trips). Rows include December 2016, December 2017, Change, 2017 FYTD, 2018 FYTD, and Change.

c. Reservations

Table with 2 columns: (Passengers) and (Completed Trips). Rows include December 2016, December 2017, Change, 2017 FYTD, 2018 FYTD, and Change.

d. Trips Scheduled

December 2016	:	208,644
December 2017	:	193,676
<i>Change</i>	:	<i>(-7.17%)</i>
2017 FYTD	:	1,288,203
2018 FYTD	:	1,221,050
<i>Change</i>	:	<i>(-5.21%)</i>

e. No-Show Rate

(As a percentage of scheduled trips)

December 2016	:	1.54%
December 2017	:	1.44%
<i>Change</i>	:	<i>(-0.10%)</i>
2017 FYTD	:	1.51%
2018 FYTD	:	1.40%
<i>Change</i>	:	<i>(-0.11%)</i>

f. Late Cancellation Rate

(As a percentage of scheduled trips)

December 2016	:	5.19%
December 2017	:	4.55%
<i>Change</i>	:	<i>(-0.64%)</i>
2017 FYTD	:	4.90%
2018 FYTD	:	4.38%
<i>Change</i>	:	<i>(-0.52%)</i>

3- PERFORMANCE OUTCOMES

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

December 2016	:	2.02
December 2017	:	2.51
<i>Change</i>	:	<i>(+24.04%)</i>
2017 FYTD	:	2.95
2018 FYTD	:	2.75
<i>Change</i>	:	<i>(-6.84)</i>

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

December 2016	:	1.22
December 2017	:	1.18
<i>Change</i>	:	<i>(-4.07%)</i>
2016 FYTD	:	1.33
2017 FYTD	:	1.27
<i>Change</i>	:	<i>(-4.54%)</i>

c. Safety - Passenger Injuries per 100,000 Passengers

December 2016	:	3.09
December 2017	:	0.55
<i>Change</i>	:	<i>(-78.98%)</i>
2017 FYTD	:	2.86
2018 FYTD	:	2.43
<i>Change</i>	:	<i>(-15.08%)</i>

d. On-Time Performance [Goal ≥ 92.0%]

December 2016	:	86.94%
December 2017	:	93.66%
<i>Change</i>	:	<i>(+6.72%)</i>
2017 FYTD	:	86.85%
2018 FYTD	:	91.65%
<i>Change</i>	:	<i>(+4.80%)</i>

e. Percentage of Missed Trips [Goal ≤ 0.75%]

December 2016	:	0.95%
December 2017	:	0.52%
<i>Change</i>	:	<i>(-0.43%)</i>

f. Percentage of Excessively Late Trips [Goal ≤ 0.75%]

(More than 20 minutes beyond the pickup window)

December 2016	:	3.37%
December 2017	:	1.29%
<i>Change</i>	:	<i>(-2.08%)</i>

g. Customer Complaints per 1,000 trips requested [Goal ≤ 5.00]

December 2016	:	6.31
December 2017	:	3.40
<i>Change</i>	:	<i>(-46.14%)</i>
2017 FYTD	:	6.58
2018 FYTD	:	4.08
<i>Change</i>	:	<i>(-38.01%)</i>

4- AUTOMATED PROCESSES

a. Trips Booked by Internet

(As a percentage of total reservations)

December 2016	:	40,606	(14.11%)
December 2017	:	42,143	(16.20%)
<i>Change</i>	:		<i>(+2.09%)</i>

b. Trips Cancelled by Internet

(As a percentage of total reservations)

December 2016	:	22,019	(7.65%)
December 2017	:	20,588	(7.91%)
<i>Change</i>	:		<i>(+0.26%)</i>

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

(As a percentage of total reservations)

December 2016	:	10,280	(3.57%)
December 2017	:	9,778	(3.76%)
Change	:		(+0.19%)

d. EZ-Pay

(As a percentage of total reservations)

		(Transactions)		(Value Added)
December 2016	:	5,341	(1.86%)	\$398,145.43
December 2017	:	6,606	(2.54%)	\$443,949.24
Change	:		(+0.68%)	(+11.50%)

5- FARES *(Paying Passengers Only)*

a. Average Fare

December 2017	:	\$4.94
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b. Percentage Paying Minimum \$4.00 Fare

December 2017	:	55.68%
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c. Percentage Paying Maximum \$6.50 Fare

December 2017	:	35.05%
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