



MetroAccess Subcommittee Performance Report

November 2025

Accessibility Advisory Committee

300 7th St SW

Washington, DC 20024

202-962-6060

1) NUMBER OF REGISTRANTS

Date	Registrants
As of November 30, 2024:	37,180
As of November 30, 2025:	39,888
Change:	7.28%

2) SERVICE PROVIDED

a. Ridership

Date	Passengers	Completed Trips
November 2024:	78,481	65,717
November 2025:	75,153	62,614
Change:	-4.24%	-4.72%
2025 FYTD:	485,149	408,037
2026 FYTD:	427,504	358,247
Change:	-11.88%	-12.20%

b. Average Weekday Ridership

Date	Average Weekday Ridership
November 2024:	3,128
November 2025:	3,120
Change:	-0.25%
2025 FYTD:	3,768
2026 FYTD:	3,358
Change:	-10.88%

c. Reservations

Date	Reservations
November 2024:	118,806
November 2025:	122,602
Change:	3.20%
2025 FYTD:	678,045
2026 FYTD:	658,484
Change:	-2.88%

d. Trips Scheduled (Dedicated)

Date	Trips Scheduled
November 2024:	78,670
November 2025:	75,203
Change:	-4.41%
2025 FYTD:	485,842
2026 FYTD:	427,686
Change:	-11.97%

e. No-Show Rate (as a percentage of scheduled trips)

Date	No-Show Rate
November 2024:	1.68%
November 2025:	2.30%
Percentage Point Change:	0.62%
2025 FYTD:	1.78%
2026 FYTD:	2.08%
Percentage Point Change:	0.30%

f. Late Cancellation Rate (as a percentage of scheduled trips)

Date	Late Cancellation Rate
November 2024:	6.21%
November 2025:	7.32%
Percentage Point Change:	1.11%
2025 FYTD:	5.63%
2026 FYTD:	6.93%
Percentage Point Change:	1.30%

3) PERFORMANCE OUTCOMES

a. Safety - Collisions per 100,000 Service Miles

Date	Collisions Per 100,000 Service Miles
November 2024:	1.09
November 2025:	0.59
Change:	-45.44%
2025 FYTD:	1.27
2026 FYTD:	1.29
Change:	1.27%

b. Safety - Preventable Collisions per 100,000 Service Miles

Date	Preventable Collisions Per 100,000 Service Miles
November 2024:	0.61
November 2025:	0.40
Change:	-35.33%
2025 FYTD:	0.59
2026 FYTD:	0.70
Change:	18.06%

c. Safety - Passenger Injuries per 100,000 Passengers

Date	Passenger Injuries per 100,000 Passengers
November 2024:	0.00
November 2025:	2.66
Change:	N/A
2025 FYTD:	0.41
2026 FYTD:	1.87
Change:	353.94%

d. On-Time Pick-up Performance [Goal >= 90.0%]

Date	On-Time Performance
November 2024:	83.38%
November 2025:	91.30%
Change:	7.92%
2025 FYTD:	87.80%
2026 FYTD:	90.79%
Change:	2.99%

e. Trips Meeting Fixed-Route Equivalent (FRE) [Goal >= 91.5%] Excludes non-ADA trips.

Date	Percentage of Trips Meeting FRE
November 2024:	89.68%
November 2025:	91.55%
Percentage Point Change:	1.87%

f. Percentage of Missed Trips [Goal <= 0.75%] (Trips that are scheduled and the customer does not take the trip because MetroAccess arrives early/late or the vehicle does not wait the required time and the vehicle departs without the rider)

Date	Percentage of Missed Trips
November 2024:	3.27%
November 2025:	1.67%
Percentage Point Change:	-1.60%

g. Percentage of Excessively Late Trips [Goal ≤ 1.0%] (More than 20 minutes beyond the pickup window)

Date	Percentage of Excessively Late Trips
November 2024:	5.56%
November 2025:	2.59%
Percentage Point Change:	-2.97%

h. Customer Complaints per 1,000 trips requested [Goal <= 5.00]

Date	Customer Complaints per 1,000 Trips Requested
November 2024:	7.83
November 2025:	3.85
Change:	-50.82%
2025 FYTD:	6.13
2026 FYTD:	4.01
Change:	-34.56%

i. Reservations Response Time [Goal ≥ 95%] (% reservations calls answered within 2-minute threshold out of total calls offered, excluding calls abandoned within 2-minute threshold)

Date	Reservations Response Time
November 2024:	92.99%
November 2025:	95.39%
Percentage Point Change	2.41%
2025 FYTD:	76.72%
2026 FYTD:	90.65%
Percentage Point Change	13.93%

j. Where's My Ride (WMR) Response Time [Goal ≥ 95%] (% WMR calls answered within 2-minute threshold out of total calls offered, excluding calls abandoned within 2-minute threshold)

Date	WMR Response Time
November 2024:	78.39%
November 2025:	87.80%
Percentage Point Change	9.41%
2025 FYTD:	83.39%
2026 FYTD:	83.90%
Percentage Point Change	0.51%

4) AUTOMATED PROCESSES

a. Trips Booked by Internet (As a percentage of total reservations)

Date	Trips Booked by Internet	Percent of Total Reservations
November 2024:	29,635	24.94%
November 2025:	29,779	24.29%
Percentage Point Change:	NA	-0.65%

b. Trips Cancelled by Internet (As a percentage of total reservations)

Date	Trips Cancelled by Internet	Percent of Total Reservations
November 2024:	12,485	10.51%
November 2025:	13,234	10.79%
Percentage Point Change:	NA	0.28%

c. Trips Cancelled by Interactive Voice Response System (IVR) (As a percentage of total reservations)

Date	Trips Cancelled by Interactive Voice Response System (IVR)	Percent of Total Reservations
November 2024:	7,210	6.07%
November 2025:	6,205	5.06%
Percentage Point Change:	NA	-1.01%