



Accessibility Advisory Committee

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

METROACCESS SUBCOMMITTEE

PERFORMANCE REPORT – January 16, 2018 Meeting

1- NUMBER OF REGISTRANTS

As of November 30, 2016 :	41,718
As of November 30, 2017 :	43,097
<i>Change</i> :	<i>(+3.31%)</i>

2- SERVICE PROVIDED

a. **Ridership**

	<i>(Passengers)</i>		<i>(Completed Trips)</i>
November 2016	: 193,890		164,379
November 2017	: 193,974		164,517
<i>Change</i>	: <i>(0.04%)</i>		<i>(0.08%)</i>
2017 FYTD	: 995,231		843,884
2018 FYTD	: 984,144		836,398
<i>Change</i>	: <i>(-1.11%)</i>		<i>(-0.89%)</i>

b. **Average Weekday Ridership**

November 2016	: 7,849
November 2017	: 7,885
<i>Change</i>	: <i>(+0.46%)</i>
2017 FYTD	: 8,049
2018 FYTD	: 7,985
<i>Change</i>	: <i>(-0.79%)</i>

c. **Reservations**

November 2016	: 282,755
November 2017	: 273,287
<i>Change</i>	: <i>(-3.35%)</i>
2017 FYTD	: 1,449,863
2018 FYTD	: 1,389,503
<i>Change</i>	: <i>(-4.16%)</i>

d. Trips Scheduled

November 2016	:	210,523
November 2017	:	203,407
<i>Change</i>	:	<i>(-3.38%)</i>
2017 FYTD	:	1,079,559
2018 FYTD	:	1,027,374
<i>Change</i>	:	<i>(-4.83%)</i>

e. No-Show Rate

(As a percentage of scheduled trips)

November 2016	:	1.57%
November 2017	:	1.42%
<i>Change</i>	:	<i>(-0.15%)</i>
2017 FYTD	:	1.51%
2018 FYTD	:	1.39%
<i>Change</i>	:	<i>(-0.12%)</i>

f. Late Cancellation Rate

(As a percentage of scheduled trips)

November 2016	:	4.85%
November 2017	:	3.47%
<i>Change</i>	:	<i>(-1.38%)</i>
2017 FYTD	:	4.85%
2018 FYTD	:	4.35%
<i>Change</i>	:	<i>(-0.50%)</i>

3- PERFORMANCE OUTCOMES

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

November 2016	:	2.73
November 2017	:	2.25
<i>Change</i>	:	<i>(-17.40%)</i>
2017 FYTD	:	3.30
2018 FYTD	:	2.96
<i>Change</i>	:	<i>(-10.28%)</i>

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

November 2016	:	1.26
November 2017	:	1.13
<i>Change</i>	:	<i>(-10.22%)</i>
2016 FYTD	:	1.39
2017 FYTD	:	1.28
<i>Change</i>	:	<i>(-7.84%)</i>

c. Safety - Passenger Injuries per 100,000 Passengers

November 2016	:	3.09
November 2017	:	1.55
<i>Change</i>	:	<i>(-50.02%)</i>
2017 FYTD	:	2.68
2018 FYTD	:	2.13
<i>Change</i>	:	<i>(-20.27%)</i>

d. On-Time Performance [Goal ≥ 92.0%]

November 2016	:	83.60%
November 2017	:	93.30%
<i>Change</i>	:	<i>(+9.70%)</i>
2017 FYTD	:	86.83%
2018 FYTD	:	91.71%
<i>Change</i>	:	<i>(+4.88%)</i>

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

November 2016	:	1.26%
November 2017	:	0.52%
<i>Change</i>	:	<i>(-0.74%)</i>

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

(More than 20 minutes beyond the pickup window)

November 2016	:	4.70%
November 2017	:	1.37%
<i>Change</i>	:	<i>(-3.33%)</i>

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

November 2016	:	7.15
November 2017	:	3.75
<i>Change</i>	:	<i>(-47.55%)</i>

2017 FYTD	:	6.64
2018 FYTD	:	4.21
<i>Change</i>	:	<i>(-36.59%)</i>

4- AUTOMATED PROCESSES

a. Trips Booked by Internet

(As a percentage of total reservations)

November 2016	:	41,916	(14.82%)
November 2017	:	43,751	(16.01%)
<i>Change</i>	:		<i>(+1.19%)</i>

b. Trips Cancelled by Internet

(As a percentage of total reservations)

November 2016	:	20,550	(7.27%)
November 2017	:	20,614	(7.54%)
<i>Change</i>	:		<i>(+0.27%)</i>

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

(As a percentage of total reservations)

November 2016	:	8,760	(3.10%)
November 2017	:	8,850	(3.24%)
<i>Change</i>	:		<i>(+0.14%)</i>

d. EZ-Pay

(As a percentage of total reservations)

		(Transactions)		(Value Added)
November 2016	:	5,841	(2.07%)	\$395,018.82
November 2017	:	6,871	(2.51%)	\$476,747.00
<i>Change</i>	:		<i>(+0.44%)</i>	<i>(+19.46%)</i>

5- FARES *(Paying Passengers Only)*

a. Average Fare

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

November 2017	:	55.36%
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c. Percentage Paying Maximum \$6.50 Fare

November 2017	:	35.42%
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