#

# MetroAccess Subcommittee Performance Report

## March 2024

## Accessibility Advisory Committee

300 7th St SW

Washington, DC 20024

202-962-6060

1. **NUMBER OF REGISTRANTS**

| Date | Registrants |
| --- | --- |
| As of March 31, 2023: | 35,691 |
| As of March 31, 2024: | 36,735 |
| Change: | 2.93% |

2) **SERVICE PROVIDED**

a. **Ridership**

| Date | Passengers | Completed Trips |
| --- | --- | --- |
| March 2023: | 123,287 | 105,932 |
| March 2024: | 117,719 | 98,990 |
| Change: | -4.52% | -6.55% |
| 2023 FYTD: | 1,033,075 | 888,487 |
| 2024 FYTD: | 1,062,541 | 898,013 |
| Change: | 2.85% | 1.07% |

b. **Average Weekday Ridership**

| Date | Average Weekday Ridership |
| --- | --- |
| March 2023: | 4,783 |
| March 2024: | 4,725 |
| Change: | -1.23% |
| 2023 FYTD: | 4,586 |
| 2024 FYTD: | 4,673 |
| Change: | 1.90% |

c. **Reservations**

| Date | Reservations |
| --- | --- |
| March 2023: | 160,667 |
| March 2024: | 153,105 |
| Change: | -4.71% |
| 2023 FYTD: | 1,399,264 |
| 2024 FYTD: | 1,420,472 |
| Change: | 1.52% |

d. **Trips Scheduled**

| Date | Trips Scheduled |
| --- | --- |
| March 2023: | 122,527 |
| March 2024: | 117,007 |
| Change: | -4.51% |
| 2023 FYTD: | 1,039,196 |
| 2024 FYTD: | 1,059,592 |
| Change: | 1.96% |

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

| Date | No-Show Rate |
| --- | --- |
| March 2023: | 1.58% |
| March 2024: | 1.77% |
| Percentage Point Change: | 0.19% |
| 2023 FYTD: | 1.54% |
| 2024 FYTD: | 1.67% |
| Percentage Point Change: | 0.13% |

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

| Date | Late Cancellation Rate |
| --- | --- |
| March 2023: | 4.34% |
| March 2024: | 4.82% |
| Percentage Point Change: | 0.48% |
| 2023 FYTD: | 4.42% |
| 2024 FYTD: | 4.77% |
| Percentage Point Change: | 0.35% |

3) **PERFORMANCE OUTCOMES**

a. **Safety - Collisions per 100,000 Service Miles [Goal < 2.90]**

| Date | Collisions Per 100,000 Service Miles |
| --- | --- |
| March 2023: | 1.40 |
| March 2024: | 1.60 |
| Change: | 14.29% |
| 2023 FYTD: | 1.80 |
| 2024 FYTD: | 1.38 |
| Change: | -23.63% |

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

| Date | Preventable Collisions Per 100,000 Service Miles |
| --- | --- |
| March 2023: | 0.60 |
| March 2024: | 0.62 |
| Change: | 3.23% |
| 2023 FYTD: | 0.81 |
| 2024 FYTD: | 0.58 |
| Change: | -27.68% |

c. **Safety - Passenger Injuries per 100,000 Passengers [Goal <= 2.0]**

| Date | Passenger Injuries per 100,000 Passengers |
| --- | --- |
| March 2023: | 0.00 |
| March 2024: | 4.25 |
| Change: | NA |
| 2023 FYTD: | 2.03 |
| 2024 FYTD: | 1.32 |
| Change: | -35.18% |

d. **On-Time Pick-up Performance [Goal >= 93.0%]**

Note: FY23 pickup window began 15 minutes before scheduled arrival time and ended 15 minutes after scheduled arrival time. FY24 pickup window begins at scheduled arrival time and ends 30 minutes after scheduled arrival time.

| Date | On-Time Performance |
| --- | --- |
| March 2023: | 92.56% |
| March 2024: | 91.14% |
| Change: | -1.42% |
| 2023 FYTD: | 92.59% |
| 2024 FYTD: | 91.33% |
| Change: | -1.26% |

e. **Trips Meeting Fixed-Route Equivalent (FRE) [Goal >= 90.0%]** *Excludes non-ADA trips.*

| Date | Percentage of Trips Meeting FRE |
| --- | --- |
| March 2023: | 90.71% |
| March 2024: | 91.92% |
| Percentage Point Change: | 1.21% |

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 |
| --- | --- |
| March 2023: | 0.79% |
| March 2024: | 1.16% |
| Percentage Point Change: | 0.37% |

g. **Percentage of Excessively Late Trips [Goal ≤ 0.75%] *(More than 20 minutes beyond the pickup window)***

| Date | Percentage of Excessively Late Trips |
| --- | --- |
| March 2023: | 1.57% |
| March 2024: | 2.20% |
| Percentage Point Change: | 0.63% |

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

| Date | Customer Complaints per 1,000 Trips Requested |
| --- | --- |
| March 2023: | 3.11 |
| March 2024: | 4.01 |
| Change: | 29.12% |
| 2023 FYTD: | 3.51 |
| 2024 FYTD: | 3.77 |
| Change: | 7.42% |

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 |
| --- | --- |
| March 2023: | 97.07% |
| March 2024: | 99.34% |
| Percentage Point Change | 2.27% |
| 2023 FYTD: | 93.17% |
| 2024 FYTD: | 92.65% |
| Percentage Point Change | -0.51% |

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 |
| --- | --- |
| March 2023: | 97.72% |
| March 2024: | 90.39% |
| Percentage Point Change | -7.34% |
| 2023 FYTD: | 88.13% |
| 2024 FYTD: | 87.60% |
| Percentage Point Change | -0.53% |

4) **AUTOMATED PROCESSES**

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

| Date | Trips Booked by Internet | Percent of Total Reservations |
| --- | --- | --- |
| March 2023: | 27,718 | 17.25% |
| March 2024: | 32,716 | 21.37% |
| Percentage Point Change: | NA | 4.12% |

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

| Date | Trips Cancelled by Internet | Percent of Total Reservations |
| --- | --- | --- |
| March 2023: | 9,442 | 5.88% |
| March 2024: | 9 | 0.01% |
| Percentage Point Change: | NA | -5.87% |

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 |
| --- | --- | --- |
| March 2023: | 8,756 | 5.45% |
| March 2024: | 9,497 | 6.20% |
| Percentage Point Change: | NA | 0.75% |

d. **EZ-Pay (As a percentage of total reservations)**

| Date | Transactions | Percent of Total Reservations | Value Added |
| --- | --- | --- | --- |
| March 2023: | 6,312 | 3.93% | $259,289 |
| March 2024: | 4,276 | 2.79% | $216,237 |
| Percentage Point Change: | NA | -1.14% | NA |
| Percent Change: | -32.26% | NA | -16.60% |