



# Accessibility Advisory Committee

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## METROACCESS SUBCOMMITTEE PERFORMANCE REPORT: December 15, 2014

### NUMBER OF REGISTRANTS:

As of October 31, 2013: 31,424  
As of October 31, 2014: 36,191  
Change: (+15.17%)

### SERVICE PROVIDED:

Ridership	(Passengers		Completed Trips):
October 2013:	189,573		161,878
October 2014:	203,796		174,231
Change:	(+7.50%)		(+7.60%)
2014 FYTD:	728,256		620,884
2015 FYTD:	772,604		656,447
Change:	(+6.09%)		(+5.73%)

### Average Weekday Ridership:

October 2013: 7,344  
October 2014: 7,917  
Change: (+7.81%)  
  
2014 FYTD Average: 7,206  
2015 FYTD Average: 7,664  
Change: (+6.36%)

### Reservations:

October 2013: 267,606  
October 2014: 292,428  
Change: (+9.28%)  
  
2014 FYTD: 1,017,981  
2015 FYTD: 1,110,906  
Change: (+8.15%)

### Trips Scheduled:

October 2013: 204,660  
October 2014: 224,740  
Change: (+9.81%)

2014 FYTD:	780,424	
2015 FYTD:	845,185	
Change:	(+9.81%)	

**No-Shows (as a percentage of scheduled trips):**

October 2013:	3,019	(1.48%)
October 2014:	3,995	(1.78%)
Change:	(+32.33%)	(+0.30%)

2014 FYTD:	11,862	(1.52%)
2015 FYTD:	14,169	(1.68%)
Change:	(+10.30%)	(+0.16%)

**Late Cancellations (as a percentage of scheduled trips):**

October 2013:	9,084	(4.44%)
October 2014:	10,887	(4.84%)
Change:	(+19.85%)	(+0.40%)

2014 FYTD:	32,773	(4.20%)
2015 FYTD:	39,724	(4.70%)
Change:	(+21.21%)	(+0.50%)

**PERFORMANCE OUTCOMES:**

**Safety - Collisions per 1,000,000 Service Miles [Goal ≤ 29.00]:**

October 2013:	22.24
October 2014:	25.75
Change:	(+15.82%)

2013 CYTD:	27.38
2014 CYTD:	28.60
Change:	(+0.83%)

**Safety - Preventable Collisions per 1,000,000 Service Miles [Goal ≤ 20.00]:**

October 2013: 7.05  
October 2014: 7.57  
Change: (+7.43%)

2013 CYTD: 12.43  
2014 CYTD: 12.52  
Change: (+0.75%)

**Safety - Passenger Injuries per 1,000,000 Passengers:**

October 2013: 21.10  
October 2014: 24.53  
Change: (+16.28%)

2013 CYTD: 18.13  
2014 CYTD: 20.53  
Change: (+13.25%)

**On-Time Performance [Goal ≥ 92.00%]:**

October 2013: 91.21%  
October 2014: 91.85%  
Change: (+0.64%)

2014 FYTD: 91.48%  
2015 FYTD: 91.84%  
Change: (+0.36%)

**Percentage of Missed Trips [Goal ≤ 0.75%]:**

October 2014: 0.41%

**Percentage of Excessively Late Trips**

**(More than 20 minutes late beyond the pickup window) [Goal ≤ 0.75%]:**

October 2014: 1.30%

**Complaints per 1,000 trips requested [Goal ≤ 5.00]:**

October 2013: 4.93  
October 2014: 4.71  
Change: (-4.46%)

2014 FYTD: 5.32  
2015 FYTD: 4.92  
Change: (-7.54%)

**AUTOMATED PROCESSES:**

**Trips Booked by Internet:**

October 2013:	38,776
October 2014:	41,723
Change:	(+7.60%)

**Trips Cancelled by Internet:**

October 2013:	14,773
October 2014:	16,714
Change:	(+13.14%)

**Trips Cancelled by Interactive Voice Response System (IVR):**

October 2013:	7,848
October 2014:	7,863
Change:	(+0.19%)

**FARES (PAYING PASSENGERS ONLY):**

**Average Fare:**

October 2014:	\$4.78
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**Percentage Paying Maximum \$6.50 Fare:**

October 2014:	34.28%
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