



AAC

Accessibility Advisory Committee

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

METROACCESS SUBCOMMITTEE

PERFORMANCE REPORT - September 18, 2017 Meeting

1- NUMBER OF REGISTRANTS

As of June 30, 2016 : 40,785
As of June 30, 2017 : 42,783
Change : (+4.90%)

2- SERVICE PROVIDED

a. Ridership

		<i>(Passengers)</i>		<i>(Completed Trips)</i>
June 2016	:	201,421		171,696
June 2017	:	204,758		173,438
Change	:	(+1.66%)		(+1.01%)
2016 FYTD	:	2,280,730		1,946,501
2017 FYTD	:	2,367,878		2,009,280
Change	:	(+3.82%)		(+3.23%)

b. Average Weekday Ridership

June 2016 : 8,162
June 2017 : 8,302
Change : (+1.72%)

2016 FYTD Avg. : 7,716
2017 FYTD Avg. : 8,011
Change : (+3.82%)

c. Reservations

June 2016 : 286,895
June 2017 : 288,371
Change : (+0.51%)

2016 FYTD : 3,317,528
2017 FYTD : 3,452,653
Change : (+4.07%)

d. Trips Scheduled

June 2016	:	217,566
June 2017	:	216,471
Change	:	(-0.50%)

2016 FYTD	:	2,498,689
2017 FYTD	:	2,558,833
Change	:	(+2.41%)

e. No-Shows

(As a percentage of scheduled trips)

June 2016	:	3,366	(1.55%)
June 2017	:	3,271	(1.51%)
Change	:	(-2.82%)	(-0.04%)

2016 FYTD	:	40,642	(1.63%)
2017 FYTD	:	38,154	(1.49%)
Change	:	(-6.12%)	(-0.14%)

f. Late Cancellations

(As a percentage of scheduled trips)

June 2016	:	10,838	(4.74%)
June 2017	:	10,998	(5.08%)
Change	:	(+1.48%)	(+0.34%)

2016 FYTD	:	131,980	(5.28%)
2017 FYTD	:	127,826	(5.00%)
Change	:	(-3.15%)	(-0.28%)

3- PERFORMANCE OUTCOMES

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

June 2016	:	3.71
June 2017	:	2.91
<i>Change</i>	:	<i>(-21.63%)</i>

2016 CYTD	:	3.43
2017 CYTD	:	2.66
<i>Change</i>	:	<i>(-22.61%)</i>

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

June 2016	:	1.19
June 2017	:	1.22
<i>Change</i>	:	<i>(+3.29%)</i>

2016 CYTD	:	1.43
2017 CYTD	:	1.13
<i>Change</i>	:	<i>(-21.15%)</i>

c. Safety - Passenger Injuries per 100,000 Passengers

June 2016	:	1.49
June 2017	:	1.95
<i>Change</i>	:	<i>(31.16%)</i>

2016 CYTD	:	2.47
2017 CYTD	:	2.03
<i>Change</i>	:	<i>(-17.62%)</i>

d. On-Time Performance [Goal $\geq 92.0\%$]

June 2016	:	92.28%
June 2017	:	91.65%
<i>Change</i>	:	<i>(-0.63%)</i>

2016 FYTD	:	93.42%
2017 FYTD	:	87.36%
<i>Change</i>	:	<i>(-6.06%)</i>

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

June 2017 : 0.56%

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

(More than 20 minutes beyond the pickup window)

June 2017 : 1.49%

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

June 2016 : 4.66
June 2017 : 3.96
Change : (-15.02%)

2016 FYTD : 3.98
2017 FYTD : 5.83
Change : (+46.48%)

4- AUTOMATED PROCESSES

a. Trips Booked by Internet

(As a percentage of total reservations)

June 2016 : 38,607 (13.46%)
June 2017 : 43,960 (15.24%)
Change : (+13.87%) (+1.78%)

b. Trips Cancelled by Internet

(As a percentage of total reservations)

June 2016 : 18,221 (6.35%)
June 2017 : 21,443 (7.44%)
Change : (+17.68%) (+1.09%)

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

(As a percentage of total reservations)

June 2016 : 8,116 (2.83%)
June 2017 : 9,825 (3.41%)
Change : (+21.06%) (+0.58%)

d. **EZ-Pay**

(As a percentage of total reservations)

		(Transactions)			(Value Added)
June 2016	:	6,077	(2.12%)		\$434,713.10
June 2017	:	6,137	(2.13%)		\$425,067.92
Change	:	(+0.99%)	(+0.01%)		(-2.22%)

5- **FARES** *(Paying Passengers Only)*

a. **Average Fare**

June 2017 : \$4.72

b. **Percentage Paying Maximum \$6.50 Fare**

June 2017 : 33.10%