



## Accessibility Advisory Committee

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

### METROACCESS SUBCOMMITTEE

### PERFORMANCE REPORT - July 17, 2017 Meeting

---

#### 1- NUMBER OF REGISTRANTS

As of May 31, 2016 :	40,581
As of May 31, 2017 :	42,768
Change :	(+5.39%)

#### 2- SERVICE PROVIDED

##### a. Ridership

	<i>(Passengers)</i>		<i>(Completed Trips)</i>
May 2016 :	197,042		168,286
May 2017 :	208,407		176,652
Change :	(+5.77%)		(+4.97%)
2016 FYTD :	2,079,309		1,774,805
2017 FYTD :	2,163,120		1,835,842
Change :	(+4.03%)		(+3.44%)

##### b. Average Weekday Ridership

May 2016 :	7,873
May 2017 :	8,110
Change :	(+3.01%)
2016 FYTD Avg. :	7,675
2017 FYTD Avg. :	7,984
Change :	(+4.03%)

##### c. Reservations

May 2016 :	283,598
May 2017 :	296,998
Change :	(+4.72%)
2016 FYTD :	3,030,633
2017 FYTD :	3,164,282
Change :	(+4.41%)

**d. Trips Scheduled**

May 2016	:	214,905
May 2017	:	222,479
Change	:	(+3.52%)

2016 FYTD	:	2,281,123
2017 FYTD	:	2,342,362
Change	:	(+2.68%)

**e. No-Shows**

*(As a percentage of scheduled trips)*

May 2016	:	3,238	(1.51%)
May 2017	:	3,152	(1.42%)
Change	:	(-2.66%)	(-0.09%)

2016 FYTD	:	37,276	(1.63%)
2017 FYTD	:	34,883	(1.49%)
Change	:	(-6.42%)	(-0.14%)

**f. Late Cancellations**

*(As a percentage of scheduled trips)*

May 2016	:	11,221	(4.83%)
May 2017	:	11,365	(5.11%)
Change	:	(+1.28%)	(+0.28%)

2016 FYTD	:	121,142	(5.31%)
2017 FYTD	:	116,828	(4.99%)
Change	:	(-3.56%)	(-0.32%)

**3- PERFORMANCE OUTCOMES**

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

May 2016	:	4.11
May 2017	:	2.93
Change	:	(-28.71%)

2016 CYTD	:	3.37
2017 CYTD	:	3.02
<i>Change</i>	:	<i>(-10.39%)</i>

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

May 2016	:	1.82
May 2017	:	1.36
<i>Change</i>	:	<i>(-25.27%)</i>

2016 CYTD	:	1.48
2017 CYTD	:	1.21
<i>Change</i>	:	<i>(-18.24%)</i>

**c. Safety - Passenger Injuries per 100,000 Passengers**

May 2016	:	5.08
May 2017	:	2.88
<i>Change</i>	:	<i>(-43.31%)</i>

2016 CYTD	:	2.68
2017 CYTD	:	2.15
<i>Change</i>	:	<i>(-19.78%)</i>

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

May 2016	:	93.04%
May 2017	:	87.19%
<i>Change</i>	:	<i>(-5.85%)</i>

2016 FYTD	:	93.53%
2017 FYTD	:	86.95%
<i>Change</i>	:	<i>(-6.58%)</i>

**e. Percentage of Missed Trips [Goal  $\leq 0.75\%$ ]**

May 2017	:	0.85%
----------	---	-------

**f. Percentage of Excessively Late Trips [Goal  $\leq 0.75\%$ ]**

*(More than 20 minutes beyond the pickup window)*

May 2017	:	2.89%
----------	---	-------

**g. Customer Complaints per 1,000 trips requested [Goal  $\leq 5.00$ ]**

May 2016	:	3.98
May 2017	:	5.37
<i>Change</i>	:	<i>(+34.92%)</i>
2016 FYTD	:	3.91
2017 FYTD	:	6.00
<i>Change</i>	:	<i>(+53.45%)</i>

#### **4- AUTOMATED PROCESSES**

##### **a. Trips Booked by Internet**

*(As a percentage of total reservations)*

May 2016	:	37,755	(13.31%)
May 2017	:	44,978	(15.14%)
Change	:	(+19.13%)	(+1.83%)

##### **b. Trips Cancelled by Internet**

*(As a percentage of total reservations)*

May 2016	:	17,882	(6.31%)
May 2017	:	22,761	(7.66%)
Change	:	(+27.28%)	(+1.35%)

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

*(As a percentage of total reservations)*

May 2016	:	7,706	(2.72%)
May 2017	:	10,519	(3.54%)
Change	:	(+36.50%)	(+0.82%)

##### **d. EZ-Pay**

*(As a percentage of total reservations)*

		<b>(Transactions)</b>		<b>(Value Added)</b>
May 2016	:	5,929	(2.09%)	\$419,885
May 2017	:	6,019	(2.03%)	\$416,884
Change	:	(+1.52%)	(-0.06%)	(-0.71%)

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

##### **a. Average Fare**

May 2017	:	\$4.67
----------	---	--------

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

May 2017	:	32.78%
----------	---	--------