



Accessibility Advisory Committee

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

METROACCESS SUBCOMMITTEE

PERFORMANCE REPORT – December 18, 2017 Meeting

1- NUMBER OF REGISTRANTS

As of October 30, 2016	:	41,478
As of October 30, 2017	:	42,996
Change	:	(+3.66%)

2- SERVICE PROVIDED

a. Ridership

	<i>(Passengers)</i>		<i>(Completed Trips)</i>	
October 2016	:	201,124		170,989
October 2017	:	206,407		175,936
Change	:	(2.60%)		(2.90%)
2017 FYTD	:	801,341		679,505
2018 FYTD	:	790,170		671,881
Change	:	(-1.39%)		(-1.12%)

b. Average Weekday Ridership

October 2016	:	8,298
October 2017	:	8,289
Change	:	(-0.11%)
2017 FYTD	:	8,100
2018 FYTD	:	8,010
Change	:	(-1.10%)

c. Reservations

October 2016	:	293,537
October 2017	:	287,248
Change	:	(-2.14%)
2017 FYTD	:	1,167,108
2018 FYTD	:	1,116,216
Change	:	(-4.36%)

d. Trips Scheduled

October 2016	:	218,913
October 2017	:	216,311
<i>Change</i>	:	<i>(-1.19%)</i>
2017 FYTD	:	869,036
2018 FYTD	:	823,967
<i>Change</i>	:	<i>(-5.19%)</i>

e. No-Show Rate

(As a percentage of scheduled trips)

October 2016	:	1.45%
October 2017	:	1.33%
<i>Change</i>	:	<i>(-0.12%)</i>
2017 FYTD	:	1.49%
2018 FYTD	:	1.33%
<i>Change</i>	:	<i>(-0.16%)</i>

f. Late Cancellation Rate

(As a percentage of scheduled trips)

October 2016	:	4.77%
October 2017	:	4.04%
<i>Change</i>	:	<i>(-0.73%)</i>
2017 FYTD	:	4.84%
2018 FYTD	:	4.56%
<i>Change</i>	:	<i>(-0.28%)</i>

3- PERFORMANCE OUTCOMES

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

October 2016	:	3.30
October 2017	:	3.56
<i>Change</i>	:	<i>(+7.86%)</i>
2017 FYTD	:	3.36
2018 FYTD	:	3.10
<i>Change</i>	:	<i>(-7.73%)</i>

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

October 2016	:	1.28
October 2017	:	1.61
<i>Change</i>	:	<i>(+25.97%)</i>
2016 FYTD	:	1.37
2017 FYTD	:	1.32
<i>Change</i>	:	<i>(-3.45%)</i>

c. Safety - Passenger Injuries per 100,000 Passengers

October 2016	:	2.49
October 2017	:	3.39
<i>Change</i>	:	<i>(+36.42%)</i>
2017 FYTD	:	2.87
2018 FYTD	:	2.28
<i>Change</i>	:	<i>(-20.63%)</i>

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

October 2016	:	83.37%
October 2017	:	92.67%
<i>Change</i>	:	<i>(+9.30%)</i>
2017 FYTD	:	87.62%
2018 FYTD	:	90.78%
<i>Change</i>	:	<i>(+3.16%)</i>

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

October 2016	:	1.23%
October 2017	:	0.49%
Change	:	(-0.74%)

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

(More than 20 minutes beyond the pickup window)

October 2016	:	4.76%
October 2017	:	1.54%
Change	:	(-3.22%)

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

October 2016	:	8.38
October 2017	:	4.23
Change	:	(-49.51%)

2017 FYTD	:	6.51
2018 FYTD	:	4.32
Change	:	(-33.65%)

4- AUTOMATED PROCESSES

a. Trips Booked by Internet

(As a percentage of total reservations)

October 2016	:	44,096	(7.99%)
October 2017	:	47,230	(7.11%)
Change	:		(-0.88%)

b. Trips Cancelled by Internet

(As a percentage of total reservations)

October 2016	:	21,386	(7.29%)
October 2017	:	21,615	(7.52%)
Change	:		(+0.23%)

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

(As a percentage of total reservations)

October 2016	:	9,100	(3.10%)
October 2017	:	9,074	(3.16%)
Change	:		(+0.06%)

d. EZ-Pay

(As a percentage of total reservations)

	(Transactions)		(Value Added)
October 2016	:	6,473 (2.21%)	\$464,738.89
October 2017	:	6,985 (2.43%)	\$476,747.00
Change	:	(+0.22%)	(+2.58%)

5- FARES *(Paying Passengers Only)*

a. Average Fare

October 2017	:	\$4.95
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b. Percentage Paying Minimum \$4.00 Fare

October 2017	:	54.83%
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c. Percentage Paying Maximum \$6.50 Fare

October 2017	:	35.75%
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