



MetroAccess Subcommittee Performance Report

February 2024

Accessibility Advisory Committee

300 7th St SW

Washington, DC 20024

202-962-6060

1) NUMBER OF REGISTRANTS

Date	Registrants
As of February 28, 2023:	35,595
As of February 29, 2024:	36,745
Change:	3.23%

2) SERVICE PROVIDED

a. Ridership

Date	Passengers	Completed Trips
February 2023:	107,182	92,378
February 2024:	112,584	95,475
Change:	5.04%	3.35%
2023 FYTD:	909,788	782,555
2024 FYTD:	944,822	799,023
Change:	3.85%	2.10%

b. Average Weekday Ridership

Date	Average Weekday Ridership
February 2023:	4,701
February 2024:	4,667
Change:	-0.72%
2023 FYTD:	4,559
2024 FYTD:	4,667
Change:	2.35%

c. Reservations

Date	Reservations
February 2023:	144,004
February 2024:	148,992
Change:	3.46%
2023 FYTD:	1,238,597
2024 FYTD:	1,267,367
Change:	2.32%

d. Trips Scheduled

Date	Trips Scheduled
February 2023:	107,775
February 2024:	112,178
Change:	4.09%
2023 FYTD:	916,669
2024 FYTD:	942,585
Change:	2.83%

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

Date	No-Show Rate
February 2023:	1.67%
February 2024:	1.73%
Percentage Point Change:	0.06%
2023 FYTD:	1.53%
2024 FYTD:	1.65%
Percentage Point Change:	0.12%

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

Date	Late Cancellation Rate
February 2023:	4.41%
February 2024:	4.73%
Percentage Point Change:	0.32%
2023 FYTD:	4.43%
2024 FYTD:	4.77%
Percentage Point Change:	0.34%

3) PERFORMANCE OUTCOMES

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

Date	Collisions Per 100,000 Service Miles
February 2023:	1.76
February 2024:	1.51
Change:	-14.66%
2023 FYTD:	1.86
2024 FYTD:	1.35
Change:	-27.35%

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

Date	Preventable Collisions Per 100,000 Service Miles
February 2023:	0.68
February 2024:	0.86
Change:	25.98%
2023 FYTD:	0.83
2024 FYTD:	0.58
Change:	-30.62%

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

Date	Passenger Injuries per 100,000 Passengers
February 2023:	2.80
February 2024:	0.00
Change:	-100.00%
2023 FYTD:	2.31
2024 FYTD:	0.95
Change:	-58.73%

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
February 2023:	92.81%
February 2024:	90.23%
Change:	-2.58%
2023 FYTD:	92.59%
2024 FYTD:	91.35%
Change:	-1.24%

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

Date	Percentage of Trips Meeting FRE
February 2023:	90.54%
February 2024:	91.64%
Percentage Point Change:	1.10%

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
February 2023:	0.75%
February 2024:	1.28%
Percentage Point Change:	0.53%

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

Date	Percentage of Excessively Late Trips
February 2023:	1.64%
February 2024:	2.55%
Percentage Point Change:	0.91%

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

Date	Customer Complaints per 1,000 Trips Requested
February 2023:	2.95
February 2024:	4.97
Change:	68.29%
2023 FYTD:	3.56
2024 FYTD:	3.74
Change:	5.02%

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
February 2023:	94.89%
February 2024:	99.46%
Percentage Point Change	4.57%
2023 FYTD:	92.64%
2024 FYTD:	91.97%
Percentage Point Change	-0.66%

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
February 2023:	95.68%
February 2024:	86.84%
Percentage Point Change	-8.84%
2023 FYTD:	86.73%
2024 FYTD:	87.23%
Percentage Point Change	0.50%

4) AUTOMATED PROCESSES

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

Date	Trips Booked by Internet	Percent of Total Reservations
February 2023:	25,711	17.85%
February 2024:	31,146	20.90%
Percentage Point Change:	NA	3.05%

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

Date	Trips Cancelled by Internet	Percent of Total Reservations
February 2023:	9,096	6.32%
February 2024:	32	0.02%
Percentage Point Change:	NA	-6.3%

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
February 2023:	8,034	5.58%
February 2024:	8,772	5.89%
Percentage Point Change:	NA	0.31%

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

Date	Transactions	Percent of Total Reservations	Value Added
February 2023:	4,470	3.10%	\$236,365
February 2024:	4,374	2.94%	\$217,675
Percentage Point Change:	NA	-0.16%	NA
Percent Change:	-2.15%	NA	-7.91%