



Accessibility Advisory Committee

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

METROACCESS SUBCOMMITTEE PERFORMANCE REPORT: December 21, 2015

NUMBER OF REGISTRANTS:

As of October 31, 2014: 36,191
As of October 31, 2015: 39,199
Change: (+8.31%)

SERVICE PROVIDED:

Ridership	(Passengers	 	Completed Trips):
October 2014:	203,796		174,231
October 2015	200,291		171,232
Change:	(-1.72%)		(-1.72%)
2015 FYTD:	772,604		656,447
2016 FYTD:	774,342		659,377
Change:	(+0.22%)		(+0.45%)

Average Weekday Ridership:

October 2014: 7,917
October 2015: 8,027
Change: (+1.40%)

2015 FYTD Average: 7,664
2016 FYTD Average: 7,765
Change: (+1.31%)

Reservations:

October 2014: 292,428
October 2015: 289,995
Change: (-0.83%)

2015 FYTD: 1,100,906
2016 FYTD: 1,102,140
Change: (+0.11%)

Trips Scheduled:

October 2014:	224,740
October 2015:	220,426
Change:	(-1.92%)

2015 FYTD:	845,185
2016 FYTD:	842,082
Change:	(-0.37%)

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

October 2014:	3,995	(1.78%)
October 2015:	3,687	(1.67%)
Change:	(-7.71%)	(-0.11%)

2015 FYTD:	14,169	(1.68%)
2016 FYTD:	13,930	(1.65%)
Change:	(-1.70%)	(-0.03%)

Late Cancellations (as a percentage of scheduled trips):

October 2014:	10,887	(4.44%)
October 2015:	11,379	(5.16%)
Change:	(+4.52%)	(+0.72%)

2015 FYTD:	39,724	(4.70%)
2016 FYTD:	44,443	(5.28%)
Change:	(+11.88%)	(+0.58%)

PERFORMANCE OUTCOMES:

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

October 2014:	25.75
October 2015:	28.08
Change:	(+9.03%)

2014 CYTD:	27.89
2015 CYTD:	27.02
Change:	(-3.14%)

Safety - Preventable Collisions per 1,000,000 Service Miles [Goal \leq 20.00]:

October 2014:	7.57
October 2015:	10.21
Change:	(+34.80%)

2014 CYTD:	12.59
2015 CYTD:	12.46
Change:	(-1.05%)

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

October 2014:	24.53
October 2015:	19.97
Change:	(-18.60%)

2014 CYTD:	26.20
2015 CYTD:	23.31
Change:	(-11.00%)

On-Time Performance [Goal \geq 92.0%]:

October 2014:	91.85%
October 2015:	93.02%
Change:	(+1.17%)

2015 FYTD:	92.26%
2016 FYTD:	93.46%
Change:	(+1.20%)

Percentage of Missed Trips [Goal \leq 0.75%]:

October 2015:	0.38%
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Percentage of Excessively Late Trips

(More than 20 minutes beyond the pickup window) [Goal \leq 0.75%]:

October 2015:	1.06%
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Customer Complaints**

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

October 2014:	4.71
October 2015:	4.11
Change:	(-12.64%)

2015 FYTD:	4.96
2016 FYTD:	3.81
Change:	(-23.16%)

**Valid complaints only. Determination of validity is continuously subject to WMATA review.

AUTOMATED PROCESSES:

Trips Booked by Internet (as a percentage of total reservations):

October 2014:	41,723	(14.27%)
October 2015:	40,833	(14.08%)
Change:	(-2.13%)	(-0.19%)

Trips Cancelled by Internet (as a percentage of total reservations):

October 2014:	16,714	(5.72%)
October 2015:	19,187	(6.62%)
Change:	(+14.80%)	(+0.90%)

Trips Cancelled by Interactive Voice Response System (IVR):

October 2014:	7,863
October 2015:	7,338
Change:	(-6.68%)

EZ-Pay	(Transactions	 	Value Added)
October 2014:	5,909		\$421,985.35
October 2015:	6,377		\$432,777.98
Change:	(+7.92%)		(+2.56%)

FARES (PAYING PASSENGERS ONLY):

Average Fare:

October 2015:	\$4.76
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Percentage Paying Maximum \$6.50 Fare:

October 2015:	34.45%
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