

**METROACCESS SUBCOMMITTEE PERFORMANCE REPORT:
 February 16, 2016**

NUMBER OF REGISTRANTS:

As of December 31, 2014: 36,851
 As of December 31, 2015: 39,608
 Change: (+7.48%)

SERVICE PROVIDED:

Ridership	(Passengers	 	Completed Trips):
December 2014:	186,970		158,748
December 2015	190,258		162,056
Change:	(+1.76%)		(+2.08%)
2015 FYTD:	1,133,622		962,963
2016 FYTD:	1,146,223		976,188
Change:	(+1.11%)		(+1.37%)

Average Weekday Ridership:

December 2014: 7,165
 December 2015: 7,341
 Change: (+2.45%)

2015 FYTD Average: 7,537
 2016 FYTD Average: 7,659
 Change: (+1.63%)

Reservations:

December 2014: 273,961
 December 2015: 278,350
 Change: (+1.60%)

2015 FYTD: 1,628,096
 2016 FYTD: 1,643,964
 Change: (+0.97%)

Trips Scheduled:

December 2014:	207,694
December 2015:	209,804
Change:	(+1.02%)

2015 FYTD:	1,245,321
2016 FYTD:	1,251,947
Change:	(+0.53%)

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

December 2014:	4,172	(2.01%)
December 2015:	3,656	(1.74%)
Change:	(-12.37%)	(-0.27%)

2015 FYTD:	21,808	(1.75%)
2016 FYTD:	20,773	(1.66%)
Change:	(-4.75%)	(-0.09%)

Late Cancellations (as a percentage of scheduled trips):

December 2014:	11,288	(6.13%)
December 2015:	11,317	(5.39%)
Change:	(+0.26%)	(-0.74%)

2015 FYTD:	61,183	(4.91%)
2016 FYTD:	66,476	(5.31%)
Change:	(+8.65%)	(+0.40%)

PERFORMANCE OUTCOMES:

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

December 2014:	24.96
December 2015:	29.95
Change:	(+20.00%)

2014 CYTD:	26.98
2015 CYTD:	27.29
Change:	(+1.17%)

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

December 2014:	10.31
December 2015:	11.77
Change:	(+14.14%)
2014 CYTD:	12.17
2015 CYTD:	12.50
Change:	(+2.70%)

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

December 2014:	21.39
December 2015:	15.77
Change:	(-26.30%)
2014 CYTD:	25.08
2015 CYTD:	22.61
Change:	(-9.83%)

On-Time Performance [Goal ≥ 92.0%]:

December 2014:	92.22%
December 2015:	93.74%
Change:	(+1.52%)
2015 FYTD:	92.13%
2016 FYTD:	93.60%
Change:	(+1.47%)

Percentage of Missed Trips [Goal ≤ 0.75%]:

December 2015:	0.39%
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Percentage of Excessively Late Trips

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

December 2015:	0.96%
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Customer Complaints**

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

December 2014:	4.20
December 2015:	3.51
Change:	(-16.37%)

2015 FYTD:	4.70
2016 FYTD:	3.80
Change:	(-19.18%)

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

AUTOMATED PROCESSES:

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

December 2014:	38,452	(14.04%)
December 2015:	36,944	(13.27%)
Change:	(-3.92%)	(-0.77%)

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

December 2014:	16,036	(5.85%)
December 2015:	18,005	(6.47%)
Change:	(+12.28%)	(+0.62%)

Trips Cancelled by Interactive Voice Response System (IVR):

December 2014:	7,966
December 2015:	7,545
Change:	(-5.28%)

EZ-Pay	(Transactions	 	Value Added)
December 2014:	5,512		\$403,397.24
December 2015:	5,632		\$379,961.47
Change:	(+2.18%)		(-5.81%)

FARES (PAYING PASSENGERS ONLY):

Average Fare:

December 2015:	\$4.77
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Percentage Paying Maximum \$6.50 Fare:

December 2015:	34.66%
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