

**AAC****Accessibility Advisory Committee**

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

**METROACCESS SUBCOMMITTEE PERFORMANCE REPORT:**

January 17, 2017

**NUMBER OF REGISTRANTS:**

As of November 30, 2015: 39,535  
As of November 30, 2016: 41,718  
Change: (+5.52%)

**SERVICE PROVIDED:**

<b>Ridership</b>	<b>(Passengers)  </b>	<b>(Completed Trips):</b>
November 2015:	181,623	154,755
November 2016:	193,890	164,379
Change:	(+6.75%)	(+6.22%)
2016 FYTD:	955,965	814,132
2017 FYTD:	995,231	843,884
Change:	(+4.11%)	(+3.65%)

**Average Weekday Ridership:**

November 2015: 7,565  
November 2016: 7,849  
Change: (+3.75%)

2016 FYTD Average: 7,727  
2017 FYTD Average: 8,049  
Change: (+4.17%)

**Reservations:**

November 2015: 263,474  
November 2016: 282,755  
Change: (+7.32%)

2016 FYTD: 1,365,614  
2017 FYTD: 1,449,863  
Change: (+6.17%)

**Trips Scheduled:**

November 2015:	200,061
November 2016:	210,523
Change:	(+5.23%)

2016 FYTD:	1,042,143
2017 FYTD:	1,079,559
Change:	(+3.59%)

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

November 2015:	3,187	(1.59%)
November 2016:	3,306	(1.57%)
Change:	(+3.73%)	(-0.02%)

2016 FYTD:	17,117	(1.64%)
2017 FYTD:	16,283	(1.51%)
Change:	(-4.87%)	(-0.13%)

**Late Cancellations (as a percentage of scheduled trips):**

November 2015:	10,716	(4.54%)
November 2016:	10,211	(4.85%)
Change:	(-4.71%)	(+0.31%)

2016 FYTD:	55,159	(5.29%)
2017 FYTD:	52,306	(4.85%)
Change:	(-5.17%)	(-0.44%)

**PERFORMANCE OUTCOMES:**

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

November 2015:	3.392
November 2016:	2.730
Change:	(-19.52%)

**Safety - Preventable Collisions per 100,000 Service Miles [Goal ≤ 2.0]:**

November 2015:	1.47
November 2016:	1.25
Change:	(-14.56%)

**Safety - Passenger Injuries per 100,000 Passengers:**

November 2015:	0.55
November 2016:	3.09
Change:	(+462.04%)

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

November 2015:	93.44%
November 2016:	83.60%
Change:	(-9.84%)

2016 FYTD:	93.97%
2017 FYTD:	86.83%
Change:	(-7.14%)

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

November 2016:	1.26%
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**Percentage of Excessively Late Trips**

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

November 2016:	4.70%
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**Customer Complaints\*\***

**Complaints per 1,000 trips requested [Goal  $\leq 5.00$ ]:**

November 2015:	4.08
November 2016:	7.15
Change:	(+75.27%)

2016 FYTD:	3.86
2017 FYTD:	6.64
Change:	(+71.89%)

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

**AUTOMATED PROCESSES:**

**Trips Booked by Internet**

(As a percentage of total reservations):

November 2015:	36,639	(13.91%)
November 2016:	41,916	(14.82%)
Change:	(+14.40%)	(+0.91%)

**Trips Cancelled by Internet**

(As a percentage of total reservations):

November 2015:	17,417	(6.61%)
November 2016:	20,550	(7.27%)
Change:	(+17.99%)	(+0.66%)

**Trips Cancelled by Interactive Voice Response System (IVR):**

(As a percentage of total reservations):

November 2015:	6,651	(2.52%)
November 2016:	8,760	(3.10%)
Change:	(+31.71%)	(+0.58%)

**EZ-Pay (Transactions) | (Value Added)**

(As a percentage of total reservations):

November 2015:	5,581	(2.12%)		\$387,244.04
November 2016:	5,841	(2.07%)		\$395,018.82
Change:	(+4.66%)	(-0.05%)		(+2.01%)

**FARES (PAYING PASSENGERS ONLY):**

**Average Fare:**

November 2016:	\$4.69
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**Percentage Paying Maximum \$6.50 Fare:**

November 2016:	32.80%
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