



Accessibility Advisory Committee

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

METROACCESS SUBCOMMITTEE PERFORMANCE REPORT: June 20, 2016

NUMBER OF REGISTRANTS:

As of April 30, 2015: 38,081
As of April 30, 2016: 40,386
Change: (+6.05%)

SERVICE PROVIDED:

Ridership	(Passengers	 	Completed Trips):
April 2015:	198,999		169,763
April 2016:	196,301		167,907
Change:	(-1.36%)		(-1.09%)
2015 FYTD:	1,850,403		1,576,288
2016 FYTD:	1,882,267		1,606,519
Change:	(+1.72%)		(+1.92%)

Average Weekday Ridership:

April 2015: 8,006
April 2016: 8,212
Change: (+2.58%)

2015 FYTD Average: 7,450
2016 FYTD Average: 7,655
Change: (+2.75%)

Reservations:

April 2015: 285,427
April 2016: 282,850
Change: (-0.90%)

2015 FYTD: 2,713,062
2016 FYTD: 2,747,035
Change: (+1.25%)

Trips Scheduled:

April 2015:	219,046
April 2016:	214,849
Change:	(-1.92%)
2015 FYTD:	2,050,892
2016 FYTD:	2,066,218
Change:	(+0.75%)

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

April 2015:	3,703	(1.69%)
April 2016:	3,503	(1.63%)
Change:	(-5.40%)	(-0.06%)
2015 FYTD:	36,252	(1.77%)
2016 FYTD:	34,038	(1.65%)
Change:	(-6.11%)	(-0.12%)

Late Cancellations (as a percentage of scheduled trips):

April 2015:	11,787	(4.87%)
April 2016:	10,921	(5.08%)
Change:	(-7.35%)	(+0.21%)
2015 FYTD:	106,356	(5.19%)
2016 FYTD:	109,921	(5.32%)
Change:	(+3.35%)	(+0.13%)

PERFORMANCE OUTCOMES:

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

April 2015:	3.03
April 2016:	3.53
Change:	(+16.75%)

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

April 2015:	1.74
April 2016:	1.37
Change:	(-21.38%)

Safety - Passenger Injuries per 100,000 Passengers:

April 2015:	1.51
April 2016:	2.55
Change:	(+68.96%)

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

April 2015:	92.01%
April 2016:	92.54%
Change:	(+0.53%)

2015 FYTD:	91.66%
2016 FYTD:	92.76%
Change:	(+1.10%)

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

April 2016:	0.45%
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Percentage of Excessively Late Trips

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

April 2016:	1.16%
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Customer Complaints**

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

April 2015:	4.69
April 2016:	4.33
Change:	(-7.82%)

2015 FYTD:	4.65
2016 FYTD:	3.91
Change:	(-16.10%)

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

AUTOMATED PROCESSES:

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

April 2015:	39,682	(13.90%)
April 2016:	38,329	(13.55%)
Change:	(-3.41%)	(-0.35%)

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

April 2015:	16,237	(5.69%)
April 2016:	18,216	(6.44%)
Change:	(+12.19%)	(+0.75%)

Trips Cancelled by Interactive Voice Response System (IVR):

April 2015:	7,756
April 2016:	7,469
Change:	(-3.70%)

EZ-Pay	(Transactions	 	Value Added)
April 2015:	5,746		\$388,120.42
April 2016:	6,129		\$422,180.87
Change:	(+6.67%)		(+8.78%)

FARES (PAYING PASSENGERS ONLY):

Average Fare:

April 2016:	\$4.79
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Percentage Paying Maximum \$6.50 Fare:

April 2016:	35.50%
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