



Accessibility Advisory Committee

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

METROACCESS SUBCOMMITTEE PERFORMANCE REPORT: May 16, 2016

NUMBER OF REGISTRANTS:

As of March 31, 2015: 37,635
As of March 31, 2016: 40,136
Change: (+6.65%)

SERVICE PROVIDED:

Ridership	(Passengers	 	Completed Trips):
March 2015:	185,043		158,432
March 2016:	208,560		178,663
Change:	(+12.71%)		(+12.77%)
2015 FYTD:	1,651,404		1,406,525
2016 FYTD:	1,685,966		1,438,612
Change:	(+2.09%)		(+2.28%)

Average Weekday Ridership:

March 2015: 7,332
March 2016: 8,140
Change: (+11.03%)

2015 FYTD Average: 7,388
2016 FYTD Average: 7,595
Change: (+2.81%)

Reservations:

March 2015: 280,430
March 2016: 302,547
Change: (+7.89%)

2015 FYTD:	2,427,635
2016 FYTD:	2,464,185
Change:	(+1.51%)

Trips Scheduled:

March 2015:	204,787
March 2016:	228,559
Change:	(+11.61%)

2015 FYTD:	1,831,846
2016 FYTD:	1,851,369
Change:	(+1.07%)

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

March 2015:	3,699	(1.81%)
March 2016:	3,586	(1.57%)
Change:	(-3.05%)	(-0.24%)

2015 FYTD:	32,549	(1.78%)
2016 FYTD:	30,535	(1.65%)
Change:	(-6.19%)	(-0.13%)

Late Cancellations (as a percentage of scheduled trips):

March 2015:	7,617	(5.11%)
March 2016:	11,280	(4.94%)
Change:	(+48.09%)	(-0.17%)

2015 FYTD:	94,569	(5.16%)
2016 FYTD:	99,000	(5.35%)
Change:	(+4.69%)	(+0.19%)

PERFORMANCE OUTCOMES:

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

March 2015:	31.01
March 2016:	26.53
Change:	(-14.45%)

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

March 2015:	11.63
March 2016:	12.51
Change:	(+7.61%)

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

March 2015:	5.40
March 2016:	4.79
Change:	(-11.28%)

On-Time Performance [Goal ≥ 92.0%]:

March 2015:	89.44%
March 2016:	92.96%
Change:	(+3.52%)

2015 FYTD:	91.62%
2016 FYTD:	93.04%
Change:	(+1.42%)

Percentage of Missed Trips [Goal ≤ 0.75%]:

March 2016:	0.39%
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Percentage of Excessively Late Trips

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

March 2016:	1.18%
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Customer Complaints**

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

March 2015:	5.21
March 2016:	5.01
Change:	(-3.82%)

2015 FYTD:	4.65
2016 FYTD:	3.86
Change:	(-17.05%)

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

AUTOMATED PROCESSES:

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

March 2015:	43,097	(15.37%)
March 2016:	42,261	(13.97%)
Change:	(-1.94%)	(-1.40%)

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

March 2015:	16,915	(6.03%)
March 2016:	20,732	(6.85%)
Change:	(+22.57%)	(+0.82%)

Trips Cancelled by Interactive Voice Response System (IVR):

March 2015:	8,713
March 2016:	7,982
Change:	(-8.39%)

EZ-Pay	(Transactions	 	Value Added)
March 2015:	5,543		\$392,199.55
March 2016:	6,198		\$419,494.81
Change:	(+11.82%)		(+6.96%)

FARES (PAYING PASSENGERS ONLY):

Average Fare:

March 2016:	\$4.80
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Percentage Paying Maximum \$6.50 Fare:

March 2016:	33.44%
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