

**AAC****Accessibility Advisory Committee**600 Fifth Street NW
Washington, DC 20001
202-962-6060**METROACCESS SUBCOMMITTEE PERFORMANCE REPORT:**

October 17, 2016

NUMBER OF REGISTRANTS:

As of July 31, 2015: 38,578
As of July 31, 2016: 41,073
Change: (+6.47%)

WMATA's fiscal year begins in July; thus, all FYTD comparisons for July data are identical to the monthly comparisons and have therefore been temporarily removed. FYTD comparisons will return with August data.

SERVICE PROVIDED:

Ridership	(Passengers	 	Completed Trips):
July 2015:	193,910		164,851
July 2016:	189,991		160,390
Change:	(-2.02%)		(-2.70%)

Average Weekday Ridership:

July 2015: 7,563
July 2016: 7,805
Change: (+3.21%)

Reservations:

July 2015: 277,138
July 2016: 274,020
Change: (-1.13%)

Trips Scheduled:

July 2015: 210,866
July 2016: 204,649
Change: (-2.95%)

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

July 2015: 3,627 (1.72%)
July 2016: 3,101 (1.52%)
Change: (-14.50%) (-0.20%)

Late Cancellations (as a percentage of scheduled trips):

July 2015:	11,170	(4.03%)
July 2016:	10,510	(5.14%)
Change:	(-5.91%)	(+1.11%)

PERFORMANCE OUTCOMES:

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

July 2015:	2.09
July 2016:	2.83
Change:	(+35.21%)

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

July 2015:	1.05
July 2016:	1.11
Change:	(+6.05%)

Safety - Passenger Injuries per 100,000 Passengers:

July 2015:	2.06
July 2016:	5.26
Change:	(+155.16%)

On-Time Performance [Goal ≥ 92.0%]:

July 2015:	94.78%
July 2016:	91.99%
Change:	(-2.79%)

Percentage of Missed Trips [Goal ≤ 0.75%]:

July 2016:	0.46%
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Percentage of Excessively Late Trips

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

July 2016:	1.51%
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Customer Complaints**

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

July 2015:	3.59
July 2016:	4.47
Change:	(+24.39%)

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

AUTOMATED PROCESSES:

Trips Booked by Internet

(as a percentage of total reservations):

July 2015:	39,023	(14.08%)
July 2016:	37,550	(13.70%)
Change:	(-3.77%)	(-0.38%)

Trips Cancelled by Internet

(as a percentage of total reservations):

July 2015:	19,139	(6.91%)
July 2016:	18,401	(6.72%)
Change:	(-3.86%)	(-0.19%)

Trips Cancelled by Interactive Voice Response System (IVR):

(as a percentage of total reservations):

July 2015:	7,730	(2.79%)
July 2016:	8,617	(3.15%)
Change:	(+11.47%)	(+0.36%)

EZ-Pay (Transactions | Value Added)

(as a percentage of total reservations):

July 2015:	5,895	(2.13%)		\$401,459.18
July 2016:	5,908	(2.16%)		\$420,237.49
Change:	(+0.22%)	(+0.03%)		(+4.68%)

FARES (PAYING PASSENGERS ONLY):

Average Fare:

July 2016: \$4.78

Percentage Paying Maximum \$6.50 Fare:

July 2016: 34.91%

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202-962-6060**METROACCESS SUBCOMMITTEE PERFORMANCE REPORT:
October 17, 2016****NUMBER OF REGISTRANTS:**As of August 31, 2015: 38,620
As of August 31, 2016: 41,347
Change: (+7.06%)**SERVICE PROVIDED:**

Ridership	(Passengers) 	Completed Trips):
August 2015:	189,097	160,194
August 2016:	210,705	178,352
Change:	(+11.43%)	(+11.34%)
2015 FYTD:	383,007	325,045
2016 FYTD:	400,696	338,742
Change:	(+4.62%)	(+4.21%)

Average Weekday Ridership:August 2015: 7,766
August 2016: 8,216
Change: (+5.79%)2015 FYTD Average: 7,660
2016 FYTD Average: 8,020
Change: (+4.70%)**Reservations:**August 2015: 265,113
August 2016: 303,343
Change: (+14.42%)2015 FYTD: 542,251
2016 FYTD: 577,363
Change: (+6.48%)

Trips Scheduled:

August 2015:	204,089
August 2016:	226,343
Change:	(+10.90%)

2015 FYTD:	414,955
2016 FYTD:	430,992
Change:	(+3.86%)

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

August 2015:	3,283	(1.61%)
August 2016:	3,518	(1.55%)
Change:	(+7.16%)	(-0.06%)

2015 FYTD:	6,910	(1.67%)
2016 FYTD:	6,619	(1.54%)
Change:	(-4.20%)	(-0.13%)

Late Cancellations (as a percentage of scheduled trips):

August 2015:	11,422	(4.19%)
August 2016:	10,578	(4.67%)
Change:	(-7.39%)	(+0.48%)

2015 FYTD:	22,592	(5.44%)
2016 FYTD:	21,088	(4.89%)
Change:	(-6.66%)	(-10.13%)

PERFORMANCE OUTCOMES:

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

August 2015:	2.64
August 2016:	3.76
Change:	(+42.13%)

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

August 2015:	1.62
August 2016:	1.73
Change:	(+6.67%)

Safety - Passenger Injuries per 100,000 Passengers:

August 2015:	2.64
August 2016:	1.90
Change:	(-28.20%)