



Accessibility Advisory Committee

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

METROACCESS SUBCOMMITTEE PERFORMANCE REPORT: September 19, 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
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Percentage Paying Maximum \$6.50 Fare:

July 2016:	34.91%
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