



# AAC

## Accessibility Advisory Committee

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

### METROACCESS SUBCOMMITTEE PERFORMANCE REPORT: March 21, 2016

#### NUMBER OF REGISTRANTS:

As of January 31, 2015: 37,185  
As of January 31, 2016: 39,678  
Change: (+6.70%)

#### SERVICE PROVIDED:

<b>Ridership</b>	<b>(Passengers</b>	<b> </b>	<b>Completed Trips):</b>
January 2015:	170,646		145,850
*January 2016:	148,152		126,775
Change:	(-13.18%)		(-13.08%)
2015 FYTD:	1,304,268		1,108,813
2016 FYTD:	1,294,375		1,102,963
Change:	(-0.76%)		(-0.53%)

#### **Average Weekday Ridership:**

January 2015:	6,725
**January 2016:	6,399
Change:	(-4.84%)
2015 FYTD Average:	7,421
2016 FYTD Average:	7,494
Change:	(+0.98%)

Note:

\* Uncharacteristic decline in January ridership is due to the severe weather events that forced the service to be completely shut down for 3 days during the month.

\*\* Average Weekday ridership statistic has been adjusted accordingly.

**Reservations:**

January 2015:	267,983
January 2016:	247,351
Change:	(-7.70%)

2015 FYTD:	1,896,079
2016 FYTD:	1,891,315
Change:	(-0.25%)

**Trips Scheduled:**

January 2015:	196,051
January 2016:	168,900
Change:	(-13.85%)

2015 FYTD:	1,441,372
2016 FYTD:	1,420,847
Change:	(-1.42%)

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

January 2015:	3,926	(2.00%)
January 2016:	3,079	(1.82%)
Change:	(-21.57%)	(-0.18%)

2015 FYTD:	25,734	(1.79%)
2016 FYTD:	23,852	(1.68%)
Change:	(-7.31%)	(-0.11%)

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

January 2015:	13,722	(8.36%)
January 2016:	10,261	(6.08%)
Change:	(-25.22%)	(-2.28%)

2015 FYTD:	74,905	(5.20%)
2016 FYTD:	76,737	(5.40%)
Change:	(+2.45%)	(+0.20%)

**PERFORMANCE OUTCOMES:**

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

January 2015:	26.69
January 2016:	35.91
Change:	(+34.58%)

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

January 2015:	13.34
January 2016:	18.62
Change:	(+39.56%)

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

January 2015:	29.30
January 2016:	33.75
Change:	(15.18%)

**On-Time Performance [Goal ≥ 92.0%]:**

January 2015:	93.01%
January 2016:	93.74%
Change:	(+0.73%)

2015 FYTD:	92.25%
2016 FYTD:	93.74%
Change:	(+1.49%)

**Percentage of Missed Trips [Goal ≤ 0.75%]:**

January 2016:	0.53%
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**Percentage of Excessively Late Trips**

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

January 2016:	1.12%
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**Customer Complaints\*\***

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

January 2015:	3.25
January 2016:	2.90
Change:	(-10.71%)

2015 FYTD:	4.50
2016 FYTD:	3.68
Change:	(-18.11%)

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

**AUTOMATED PROCESSES:**

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

January 2015:	39,376	(14.69%)
January 2016:	33,812	(13.67%)
Change:	(-14.13%)	(-1.02%)

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

January 2015:	17,149	(6.40%)
January 2016:	19,446	(7.86%)
Change:	(+13.39%)	(+1.46%)

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

January 2015:	10,213
January 2016:	8,976
Change:	(-12.11%)

<b>EZ-Pay</b>	<b>(Transactions</b>	<b> </b>	<b>Value Added)</b>
January 2015:	5,527		\$373,380.01
January 2016:	5,219		\$359,500.37
Change:	(-5.57%)		(-3.72%)

**FARES (PAYING PASSENGERS ONLY):**

**Average Fare:**

January 2016:	\$4.76
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**Percentage Paying Maximum \$6.50 Fare:**

January 2016:	34.03%
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