



## Accessibility Advisory Committee

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### METROACCESS SUBCOMMITTEE PERFORMANCE REPORT: January 19, 2016

#### NUMBER OF REGISTRANTS:

As of November 30, 2014: 36,554  
As of November 30, 2015: 39,535  
Change: (+8.15%)

#### SERVICE PROVIDED:

<b>Ridership</b>	<b>(Passengers</b>	<b> </b>	<b>Completed Trips):</b>
November 2014:	174,048		147,768
November 2015	181,623		154,755
Change:	(+4.35%)		(+4.73%)
2015 FYTD:	946,652		804,215
2016 FYTD:	955,965		814,132
Change:	(+0.98%)		(+1.23%)

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

November 2014: 7,396  
November 2015: 7,566  
Change: (+2.29%)

2015 FYTD Average: 7,615  
2016 FYTD Average: 7,727  
Change: (+1.46%)

#### **Reservations:**

November 2014: 253,229  
November 2015: 263,474  
Change: (+4.05%)

2015 FYTD: 1,354,135  
2016 FYTD: 1,365,614  
Change: (+0.85%)

**Trips Scheduled:**

November 2014:	192,442
November 2015:	200,061
Change:	(+3.96%)
2015 FYTD:	1,037,627
2016 FYTD:	1,042,143
Change:	(+0.44%)

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

November 2014:	3,467	(1.80%)
November 2015:	3,187	(1.59%)
Change:	(-8.08%)	(-0.21%)
2015 FYTD:	17,636	(1.70%)
2016 FYTD:	17,117	(1.64%)
Change:	(-2.94%)	(-0.06%)

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

November 2014:	10,171	(4.54%)
November 2015:	10,716	(5.36%)
Change:	(+5.36%)	(+0.82%)
2015 FYTD:	49,895	(4.81%)
2016 FYTD:	55,159	(5.29%)
Change:	(+10.59%)	(+0.48%)

**PERFORMANCE OUTCOMES:**

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

November 2014:	19.72
November 2015:	33.92
Change:	(+71.97%)
2014 CYTD:	27.17
2015 CYTD:	27.21
Change:	(+0.16%)

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

November 2014:	9.86
November 2015:	14.70
Change:	(+49.04%)

2014 CYTD:	12.35
2015 CYTD:	12.52
Change:	(+1.41%)

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

November 2014:	17.24
November 2015:	5.51
Change:	(-68.06%)

2014 CYTD:	25.42
2015 CYTD:	22.81
Change:	(-10.25%)

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

November 2014:	91.45%
November 2015:	93.44%
Change:	(+1.99%)

2015 FYTD:	92.11%
2016 FYTD:	93.22%
Change:	(+1.11%)

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

November 2015:	0.35%
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**Percentage of Excessively Late Trips**

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

November 2015:	1.02%
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**Customer Complaints\*\***

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

November 2014: 4.15  
 November 2015: 4.08  
 Change: (-1.79%)

2015 FYTD: 4.81  
 2016 FYTD: 3.86  
 Change: (-19.67%)

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

**AUTOMATED PROCESSES:**

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

November 2014: 36,248 (14.31%)  
 November 2015: 36,639 (13.91%)  
 Change: (+1.08%) (-0.40%)

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

November 2014: 15,277 (6.03%)  
 November 2015: 17,417 (6.61%)  
 Change: (+14.01%) (+0.58%)

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

November 2014: 7,303  
 November 2015: 6,651  
 Change: (-8.93%)

<b>EZ-Pay</b>	<b>(Transactions</b>	<b> </b>	<b>Value Added)</b>
November 2014:	5,393		\$391,539.68
November 2015:	5,581		\$387,244.04
Change:	(+3.49%)		(-1.10%)

**FARES (PAYING PASSENGERS ONLY):**

**Average Fare:**

November 2015: \$4.77

**Percentage Paying Maximum \$6.50 Fare:**

November 2015: 34.43%