

**AAC****Accessibility Advisory Committee**

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

METROACCESS SUBCOMMITTEE PERFORMANCE REPORT:**September 21, 2015****NUMBER OF REGISTRANTS:**

As of July 31, 2014: 34,654
As of July 31, 2015: 38,578
Change: (+11.31%)

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):
July2014:	192,331		162,627
July2015	193,910		164,851
Change:	(+0.82%)		(+1.4%)

Average Weekday Ridership:

July2014: 7,479
July2015: 7,563
Change: (+1.12%)

Reservations:

July2014: 272,538
July2015: 277,138
Change: (+1.69%)

Trips Scheduled:

July2014:	208,555
July2015:	210,866
Change:	(+1.11%)

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

July2014:	3,190	(1.53%)
July2015:	3,627	(1.72%)
Change:	(+13.70%)	(+0.19%)

Late Cancellations (as a percentage of scheduled trips):

July2014:	9,551	(4.03%)
July2015:	11,170	(5.30%)
Change:	(+16.95%)	(+1.27%)

PERFORMANCE OUTCOMES:

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

July2014:	22.29
July2015:	20.91
Change:	(-6.20%)

2014 CYTD:	29.08
2015 CYTD:	27.15
Change:	(-6.63%)

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

July2014:	13.05
July2015:	10.46
Change:	(-19.88%)

2014 CYTD:	13.30
2015 CYTD:	12.42
Change:	(-6.63%)

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

July2014:	26.00
July2015:	20.63
Change:	(-20.65%)

2014 CYTD:	25.56
2015 CYTD:	23.76
Change:	(-7.03%)

On-Time Performance [Goal ≥ 92.0%]:

July2014:	92.60%
July2015:	94.78%
Change:	(+2.35%)

Percentage of Missed Trips [Goal ≤ 0.75%]:

July2015:	0.33%
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Percentage of Excessively Late Trips

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

July2015:	0.68%
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Customer Complaints**

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

July2014:	5.06
July2015:	3.59
Change:	(-29.02%)

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

AUTOMATED PROCESSES:

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

July2014:	37,484	(13.75%)
July2015:	39,023	(14.08%)
Change:	(+4.11%)	(+0.33%)

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

July2014:	14,887	(5.46%)
July2015:	19,139	(6.91%)
Change:	(+28.56%)	(+1.45%)

Trips Cancelled by Interactive Voice Response System (IVR):

July2014:	7,692
July2015:	7,730
Change:	(+0.49%)

EZ-Pay	(Transactions	 	Value Added)
July 2014:	5,411		\$398,966.72
July 2015:	5,895		\$401,459.18
Change:	8.94%		0.62%

FARES (PAYING PASSENGERS ONLY):

Average Fare:

July2015:	\$4.76
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Percentage Paying Maximum \$6.50 Fare:

July2015:	34.33%
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