



## Accessibility Advisory Committee

600 Fifth Street NW  
Washington, DC 20001  
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### **METROACCESS SUBCOMMITTEE PERFORMANCE REPORT: November 21, 2016**

#### **NUMBER OF REGISTRANTS:**

As of September 30, 2015: 38,900  
As of September 30, 2016: 41,407  
Change: (+6.44%)

#### **SERVICE PROVIDED:**

<b>Ridership</b>	<b>(Passengers)  </b>	<b>Completed Trips):</b>
September 2015:	191,044	163,100
September 2016:	199,521	169,774
Change:	(+4.44%)	(+4.09%)
2016 FYTD:	574,051	488,145
2017 FYTD:	600,217	508,516
Change:	(+4.56%)	(+4.17%)

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

September 2015: 7,713  
September 2016: 8,070  
Change: (+4.62%)

2016 FYTD Average: 7,678  
2017 FYTD Average: 8,036  
Change: (+4.67%)

#### **Reservations:**

September 2015: 269,894  
September 2016: 296,208  
Change: (+9.75%)

2016 FYTD: 812,145  
2017 FYTD: 873,571  
Change: (+7.56%)

**Trips Scheduled:**

September 2015:	206,701
September 2016:	219,131
Change:	(+6.01%)

2016 FYTD:	621,656
2017 FYTD:	650,123
Change:	(+4.58%)

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

September 2015:	3,333	(1.61%)
September 2016:	3,183	(1.45%)
Change:	(-4.50%)	(-0.16%)

2016 FYTD:	10,243	(1.65%)
2017 FYTD:	9,802	(1.51%)
Change:	(-4.31%)	(-0.14%)

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

September 2015:	10,472	(4.12%)
September 2016:	10,565	(4.82%)
Change:	(+0.89%)	(+0.70%)

2016 FYTD:	33,064	(5.32%)
2017 FYTD:	31,653	(4.87%)
Change:	(-4.27%)	(-0.45%)

**PERFORMANCE OUTCOMES:**

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

September 2015:	2.24
September 2016:	3.04
Change:	(+35.71%)

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

September 2015:	1.23
September 2016:	1.33
Change:	(+8.69%)

**Safety - Passenger Injuries per 100,000 Passengers:**

September 2015:	1.05
September 2016:	2.00
Change:	(+91.50%)

**On-Time Performance [Goal  $\geq$  92.0%]:**

September 2015:	93.91%
September 2016:	83.82%
Change:	(-10.09%)

2016 FYTD:	94.47%
2017 FYTD:	87.70%
Change:	(-6.77%)

**Percentage of Missed Trips [Goal  $\leq$  0.75%]:**

September 2016:	1.26%
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**Percentage of Excessively Late Trips**

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

September 2016:	4.54%
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**Customer Complaints\*\***

**Complaints per 1,000 trips requested [Goal  $\leq$  5.00]:**

September 2015:	3.95
September 2016:	7.89
Change:	(+99.94%)

2016 FYTD:	3.70
2017 FYTD:	5.88
Change:	(+59.01%)

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

**AUTOMATED PROCESSES:**

**Trips Booked by Internet**

(as a percentage of total reservations):

September 2015:	36,948	(13.69%)
September 2016:	44,049	(14.87%)
Change:	(+19.22%)	(+1.18%)

**Trips Cancelled by Internet**

(as a percentage of total reservations):

September 2015:	17,587	(6.52%)
September 2016:	20,941	(7.07%)
Change:	(+19.07%)	(+0.55%)

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

(as a percentage of total reservations):

September 2015:	5,872	(2.18%)
September 2016:	8,729	(2.95%)
Change:	(+48.65%)	(+0.77%)

<b>EZ-Pay</b>	<b>(Transactions</b>	<b> </b>	<b>Value Added)</b>
(as a percentage of total reservations):			
September 2015:	6,173	(2.29%)	\$425,703.16
September 2016:	6,699	(2.26%)	\$455,225.35
Change:	(+8.52%)	(-0.03%)	(+6.93%)

**FARES (PAYING PASSENGERS ONLY):**

**Average Fare:**

September 2016: \$4.73

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

September 2016: 34.12%