

# **Appendix 6 1**

Appendix B1 - Operating Data		Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16
<b>1. Eligibility</b>									
a.	Registrants	38,578	38,620	38,900	39,199	39,535	39,608	39,678	39,911
<b>2. Reservations</b>									
a.	Total Requests	277,138	265,113	269,894	289,995	263,474	278,350	247,351	270,323
b.	Demand Requests	214,439	203,581	208,537	227,006	208,235	217,797	189,223	208,917
c.	Subscription Requests	62,699	61,532	61,357	62,989	55,239	60,553	58,128	61,406
d.	Denials	0	0	0	0	0	0	0	0
e.	Early Cancellations	66,272	61,024	63,193	69,569	63,413	68,546	78,451	68,360
f.	Trips Scheduled	210,866	204,089	206,701	220,426	200,061	209,804	168,900	201,963
<b>3. Passengers</b>									
a.	Total Passengers	193,910	189,097	191,044	200,291	181,623	190,258	148,152	183,031
b.	Ambulatory	159,218	155,909	157,623	165,275	149,719	156,734	123,016	152,394
c.	Wheelchairs	34,692	33,188	33,421	35,016	31,904	33,524	25,136	30,637
d.	Customers	164,851	160,194	163,100	171,233	154,755	162,056	126,775	156,986
e.	PCA	26,325	26,110	25,491	26,569	24,390	25,468	19,402	23,474
f.	Companions	2,734	2,793	2,453	2,489	2,478	2,734	1,975	2,571
g.	Under 5 (subset of companions)	1,416	1,487	1,258	1,376	1,350	1,507	1,236	1,550
h.	WMATA Employees (subset of customers)	758	707	679	833	706	819	704	815
i.	No Shows	3,627	3,283	3,333	3,687	3,187	3,656	3,079	3,097
j.	Late - Not Transported	0	0	0	0	0	0	0	0
k.	Missed - Dwell	130	86	89	124	75	120	94	85
l.	Cancel At Door	2,773	2,733	2,751	2,888	2,516	2,953	3,265	2,834
m.	Late Cancellations	11,170	11,422	10,472	11,379	10,716	11,317	10,261	10,983
n.	Avg Wkdy Trips	6,498	6,680	6,670	6,948	6,535	6,324	5,290	6,719
o.	Avg Sat Trips	2,017	2,132	2,189	2,177	2,082	2,199	1,682	2,127
p.	Avg Sun Trips	1,829	1,846	1,896	1,867	1,836	1,951	1,451	1,839
q.	Avg Trip Time	38	39	40	41	40	40	39	40
r.	Avg Trip Dist	14	14	15	15	16	16	13	16
<b>4. Trip Mode</b>									
a.	Trips Completed (All)	164,851	160,194	163,100	171,232	154,755	162,056	126,775	156,986
b.	Trips Completed (Taxi)	7,659	6,988	7,439	8,598	8,328	8,360	5,026	8,708
<b>5. On Time</b>									
a.	On Time	162,829	157,875	159,413	166,006	150,439	158,713	125,414	152,272
b.	Late	8,966	8,799	10,333	12,451	10,557	10,590	8,376	11,239
c.	Missed Trips	414	378	473	526	463	518	577	509
d.	On Time %	94.78%	94.72%	93.91%	93.02%	93.44%	93.74%	93.74%	93.13%
e.	Excessively Late	489	466	579	838	733	749	793	815
f.	Below Standard	1,033	930	1,141	1,488	1,271	1,387	1,464	1,409
<b>6. Revenue</b>									
a.	Fares Collected	301,960.55	305,954.06	308,114.42	326,788.43	291,795.51	300,387.04	237,850.02	290,091.53
<b>7. Weekday Service Operated (All)</b>									
a.	Weekday Service Hours	167,552	155,268	162,560	168,400	150,319	162,006	132,487	156,873
b.	Weekday Revenue Hours	145,709	135,144	142,069	147,208	131,616	141,596	113,740	136,361
c.	Weekday Service Miles	1,699,147	1,583,878	1,656,101	1,711,832	1,530,586	1,644,425	1,295,606	1,567,867
d.	Weekday Revenue Miles	1,443,927	1,346,092	1,409,226	1,455,749	1,300,186	1,397,748	1,090,850	1,331,345
<b>8. Saturday Service Operated (All)</b>									
a.	Saturday Service Hours	9,385	11,854	9,490	9,512	11,683	9,656	9,131	9,191
b.	Saturday Revenue Hours	8,073	10,224	8,219	8,232	10,098	8,406	7,927	7,925
c.	Saturday Service Miles	102,692	129,994	104,371	102,550	130,055	107,199	99,521	103,883
d.	Saturday Revenue Miles	84,653	107,109	86,436	84,780	107,536	89,089	82,802	86,533
<b>9. Sunday Service Operated (All)</b>									
a.	Sunday Service Hours	10,891	13,779	11,016	13,968	10,610	11,251	11,061	11,109
b.	Sunday Revenue Hours	9,417	11,925	9,622	12,219	9,305	9,878	9,604	9,612
c.	Sunday Service Miles	111,010	140,126	113,156	144,460	108,359	117,971	108,548	108,052
d.	Sunday Revenue Miles	93,572	118,404	95,862	123,240	92,333	100,267	91,475	90,916
<b>10. Total Service Operated (All)</b>									
a.	Total Service Hours	187,829	180,902	183,067	191,881	172,612	182,914	152,681	177,174
b.	Total Revenue Hours	163,201	157,293	159,912	167,659	151,020	159,881	131,271	153,899
c.	Total Service Miles	1,912,850	1,853,998	1,873,630	1,958,843	1,769,002	1,869,597	1,503,676	1,779,804
d.	Total Revenue Miles	1,622,153	1,571,607	1,591,525	1,663,770	1,500,056	1,587,105	1,265,128	1,508,795

Appendix B1 - Operating Data		Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16
<b>1. Eligibility</b>									
a.	Registrants	40,136	40,386	40,581	40,785	41,073	41,347	41,407	41,478
<b>2. Reservations</b>									
a.	Total Requests	302,547	282,850	283,598	286,895	274,020	303,343	296,208	293,537
b.	Demand Requests	231,941	217,216	218,404	219,003	212,927	233,078	231,888	229,296
c.	Subscription Requests	70,606	65,634	65,194	67,892	61,093	70,265	64,320	64,241
d.	Denials	0	0	0	0	0	0	0	0
e.	Early Cancellations	73,988	68,001	68,693	69,329	69,371	77,000	77,077	74,624
f.	Trips Scheduled	228,559	214,849	214,905	217,566	204,649	226,343	219,131	218,913
<b>3. Passengers</b>									
a.	Total Passengers	208,560	196,301	197,042	201,421	189,991	210,705	199,521	201,124
b.	Ambulatory	172,927	162,627	162,914	166,928	157,555	174,144	164,599	166,354
c.	Wheelchairs	35,633	33,674	34,128	34,493	32,436	36,561	34,922	34,770
d.	Customers	178,663	167,907	168,286	171,698	160,390	178,352	169,774	170,989
e.	PCA	26,749	25,607	25,803	26,555	26,278	28,676	26,634	27,030
f.	Companions	3,148	2,787	2,953	3,168	3,323	3,677	3,113	3,105
g.	Under 5 (subset of companions)	1,844	1,643	1,750	1,750	1,852	2,061	1,824	1,801
h.	WMATA Employees (subset of customers)	989	871	798	787	827	1,029	1,037	1,074
i.	No Shows	3,586	3,503	3,238	3,366	3,101	3,518	3,183	3,175
j.	Late - Not Transported	0	0	0	0	0	0	0	0
k.	Missed - Dwell	97	78	54	44	47	64	126	117
l.	Cancel At Door	3,057	2,747	2,750	2,847	2,549	2,883	2,779	2,516
m.	Late Cancellations	11,280	10,921	11,221	10,838	10,510	10,578	10,565	10,442
n.	Avg Wkdy Trips	7,055	7,118	6,822	7,038	6,684	7,038	6,955	7,156
o.	Avg Sat Trips	2,211	2,233	2,198	2,346	2,153	2,257	2,271	2,232
p.	Avg Sun Trips	1,884	1,815	1,879	1,867	1,851	1,861	1,917	1,907
q.	Avg Trip Time	40	40	40	40	40	40	41	41
r.	Avg Trip Dist	18	17	16	16	17	18	19	20
<b>4. Trip Mode</b>									
a.	Trips Completed (All)	178,663	167,907	168,286	171,696	160,390	178,352	169,774	170,989
b.	Trips Completed (Taxi)	11,258	9,512	9,016	9,766	9,809	12,311	12,720	14,166
<b>5. On Time</b>									
a.	On Time	172,904	161,863	162,710	164,786	153,419	169,753	149,083	149,056
b.	Late	13,099	13,043	12,180	13,787	13,359	15,940	28,784	29,730
c.	Missed Trips	600	671	562	620	691	876	2,005	1,989
d.	On Time %	92.96%	92.54%	93.04%	92.28%	91.99%	91.42%	83.82%	83.37%
e.	Excessively Late	1,016	977	896	1,203	1,275	1,549	4,538	4,667
f.	Below Standard	1,713	1,726	1,512	1,867	2,013	2,489	6,669	6,773
<b>6. Revenue</b>									
a.	Fares Collected	331,212.06	301,656.22	315,128.27	307,020.07	283,623.22	317,762.36	295,327.43	286,391.56
<b>7. Weekday Service Operated (All)</b>									
a.	Weekday Service Hours	174,048	162,750	165,927	169,962	150,733	171,153	160,395	155,975
b.	Weekday Revenue Hours	152,619	142,760	145,447	148,835	132,165	150,368	142,281	137,685
c.	Weekday Service Miles	1,779,678	1,647,133	1,674,916	1,717,322	1,533,918	1,749,634	1,649,625	1,606,101
d.	Weekday Revenue Miles	1,519,298	1,406,589	1,426,827	1,464,573	1,309,882	1,494,123	1,413,973	1,373,527
<b>8. Saturday Service Operated (All)</b>									
a.	Saturday Service Hours	9,422	9,183	12,274	9,398	11,826	9,388	9,435	11,898
b.	Saturday Revenue Hours	8,196	7,969	10,476	8,068	10,177	8,065	8,211	10,245
c.	Saturday Service Miles	106,265	102,899	134,343	102,817	129,852	104,384	106,253	127,989
d.	Saturday Revenue Miles	88,379	85,477	110,052	85,192	108,299	86,852	88,504	105,884
<b>9. Sunday Service Operated (All)</b>									
a.	Sunday Service Hours	11,379	14,671	11,482	12,113	14,194	11,479	11,630	14,374
b.	Sunday Revenue Hours	9,749	12,646	9,928	10,521	12,162	9,928	10,175	12,453
c.	Sunday Service Miles	112,023	146,099	113,828	120,678	139,969	115,881	117,808	144,692
d.	Sunday Revenue Miles	94,253	123,815	95,871	102,106	117,938	98,066	99,723	120,839
<b>10. Total Service Operated (All)</b>									
a.	Total Service Hours	194,850	186,605	189,684	191,473	176,753	192,022	181,461	182,248
b.	Total Revenue Hours	170,565	163,377	165,852	167,426	154,504	168,361	160,668	160,384
c.	Total Service Miles	1,997,968	1,896,131	1,923,088	1,940,819	1,803,740	1,969,899	1,873,687	1,878,783
d.	Total Revenue Miles	1,701,931	1,615,882	1,632,751	1,651,872	1,536,119	1,679,042	1,602,201	1,600,251

Appendix B1 - Operating Data		Nov-16	Dec-16	Jan-17	Feb-17
<b>1. Eligibility</b>					
a.	Registrants	41,718	41,936	42,082	42,274
<b>2. Reservations</b>					
a.	Total Requests	282,755	287,851	279,453	268,567
b.	Demand Requests	220,669	219,029	212,688	206,088
c.	Subscription Requests	62,086	68,822	66,765	62,479
d.	Denials	0	0	0	0
e.	Early Cancellations	72,232	79,207	75,816	67,476
f.	Trips Scheduled	210,523	208,644	203,637	201,091
<b>3. Passengers</b>					
a.	Total Passengers	193,890	192,224	185,852	186,181
b.	Ambulatory	160,443	159,584	154,853	155,193
c.	Wheelchairs	33,447	32,640	30,999	30,988
d.	Customers	164,379	162,504	158,495	158,403
e.	PCA	26,423	26,471	24,359	24,933
f.	Companions	3,088	3,249	2,998	2,845
g.	Under 5 (subset of companions)	1,853	1,860	1,876	1,737
h.	WMATA Employees (subset of customers)	1,035	941	926	909
i.	No Shows	3,306	3,203	3,058	2,871
j.	Late - Not Transported	0	0	0	0
k.	Missed - Dwell	126	89	201	172
l.	Cancel At Door	2,767	3,164	2,817	2,795
m.	Late Cancellations	10,211	10,835	10,784	10,011
n.	Avg Wkdy Trips	6,728	6,568	6,486	7,079
o.	Avg Sat Trips	2,183	2,078	1,870	2,245
p.	Avg Sun Trips	1,902	1,900	1,663	1,958
q.	Avg Trip Time	41	40	40	40
r.	Avg Trip Dist	20	17	16	17
<b>4. Trip Mode</b>					
a.	Trips Completed (All)	164,379	162,504	158,495	158,403
b.	Trips Completed (Taxi)	13,237	10,198	10,012	11,421
<b>5. On Time</b>					
a.	On Time	144,227	148,159	145,853	144,700
b.	Late	28,290	22,250	19,984	20,815
c.	Missed Trips	1,939	1,449	1,266	1,274
d.	On Time %	83.60%	86.94%	87.95%	87.42%
e.	Excessively Late	4,614	3,191	2,333	2,350
f.	Below Standard	6,679	4,729	3,800	3,796
<b>6. Revenue</b>					
a.	Fares Collected	252,534.23	241,986.28	222,697.70	248,193.18
<b>7. Weekday Service Operated (All)</b>					
a.	Weekday Service Hours	156,915	162,860	157,258	147,431
b.	Weekday Revenue Hours	138,120	141,942	137,604	130,075
c.	Weekday Service Miles	1,621,128	1,630,802	1,585,092	1,534,836
d.	Weekday Revenue Miles	1,379,776	1,380,980	1,341,222	1,307,364
<b>8. Saturday Service Operated (All)</b>					
a.	Saturday Service Hours	9,143	9,976	11,578	9,971
b.	Saturday Revenue Hours	7,955	8,559	9,736	8,577
c.	Saturday Service Miles	99,925	105,883	122,113	108,309
d.	Saturday Revenue Miles	83,525	86,778	99,086	88,890
<b>9. Sunday Service Operated (All)</b>					
a.	Sunday Service Hours	10,968	15,377	10,534	11,235
b.	Sunday Revenue Hours	9,542	12,911	9,090	9,814
c.	Sunday Service Miles	110,600	140,939	103,992	116,272
d.	Sunday Revenue Miles	93,169	115,776	86,292	98,538
<b>10. Total Service Operated (All)</b>					
a.	Total Service Hours	177,027	188,214	179,371	168,639
b.	Total Revenue Hours	155,619	163,413	156,431	148,466
c.	Total Service Miles	1,831,654	1,877,626	1,811,197	1,759,418
d.	Total Revenue Miles	1,556,471	1,583,535	1,526,601	1,494,793

<b>10 Most Common Complaint Types</b>	<b>Jul-15</b>	<b>Aug-15</b>	<b>Sep-15</b>	<b>Oct-15</b>	<b>Nov-15</b>	<b>Dec-15</b>	<b>Jan-16</b>	<b>Feb-16</b>	<b>Mar-16</b>	<b>Apr-16</b>
Dispatch Errors / Conduct	24	37	28	21	30	35	26	27	32	38
Driver Conduct	135	135	110	154	106	116	73	118	130	86
Early / Late Vehicle	252	245	274	352	332	286	185	322	355	366
Excessive OBT/Scheduling Error	216	213	275	295	241	241	156	252	261	304
Fare Dispute	32	16	45	22	38	23	22	23	379	52
IVR / Web Booking	23	38	33	22	21	13	22	14	26	30
Request Removal NSLC Warning	40	27	46	39	45	40	44	44	51	53
Reservations Errors / Conduct	40	40	47	67	54	38	28	41	46	47
Safety	71	49	64	75	70	76	50	56	73	72
Vehicle No-Show/Failed to Wait	144	133	133	139	128	102	101	120	154	162

<b>10 Most Common Complaint Types</b>	<b>May-16</b>	<b>Jun-16</b>	<b>Jul-16</b>	<b>Aug-16</b>	<b>Sep-16</b>	<b>Oct-16</b>	<b>Nov-16</b>	<b>Dec-16</b>	<b>Jan-17</b>	<b>Feb-17</b>
Dispatch Errors / Conduct	23	35	28	33	49	43	21	24	22	31
Driver Conduct	124	135	153	145	126	115	111	157	130	134
Early / Late Vehicle	375	447	409	562	1289	1387	1242	823	624	677
Excessive OBT/Scheduling Error	252	296	269	367	430	470	342	277	265	316
Fare Dispute	40	63	48	46	37	29	28	246	53	39
IVR / Web Booking	25	29	24	20	36	34	19	16	24	14
Request Removal NSLC Warning	45	54	45	54	73	94	47	52	36	46
Reservations Errors / Conduct	39	50	34	60	57	54	38	45	37	56
Safety	64	63	59	71	69	69	39	54	45	39
Vehicle No-Show/Failed to Wait	133	141	118	186	160	150	121	110	107	117