



**AAC**

**Accessibility Advisory Committee**

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

**METROACCESS SUBCOMMITTEE PERFORMANCE REPORT: April 18, 2016**

**NUMBER OF REGISTRANTS:**

As of February 28, 2015: 37,400  
As of February 29, 2016: 39,911  
Change: (+6.71%)

**SERVICE PROVIDED:**

<b>Ridership</b>	<b>(Passengers</b>	<b> </b>	<b>Completed Trips):</b>
February 2015:	162,093		139,280
February 2016:	183,031		156,986
Change:	(+12.92%)		(+12.71%)

2015 FYTD:	1,466,361		1,248,093
2016 FYTD:	1,477,406		1,259,949
Change:	(+0.75%)		(+0.95%)

**Average Weekday Ridership:**

February 2015:	7,196
February 2016:	7,735
Change:	(+7.49%)

2015 FYTD Average:	7,395
2016 FYTD Average:	7,523
Change:	(+1.73%)

**Reservations:**

February 2015:	251,126
February 2016:	270,323
Change:	(+7.64%)

2015 FYTD:	2,147,205
2016 FYTD:	2,161,638
Change:	(+0.67%)

**Trips Scheduled:**

February 2015:	185,687
February 2016:	201,963
Change:	(+8.77%)

2015 FYTD:	1,627,059
2016 FYTD:	1,622,810
Change:	(-0.26%)

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

February 2015:	3,116	(1.68%)
February 2016:	3,097	(1.53%)
Change:	(-0.61%)	(-0.15%)

2015 FYTD:	28,850	(1.77%)
2016 FYTD:	26,949	(1.66%)
Change:	(-6.59%)	(-0.11%)

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

February 2015:	12,047	(5.53%)
February 2016:	10,983	(5.44%)
Change:	(-8.83%)	(-0.09%)

2015 FYTD:	86,952	(5.34%)
2016 FYTD:	87,720	(5.41%)
Change:	(+0.88%)	(+0.07%)

**PERFORMANCE OUTCOMES:**

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

February 2015:	28.47
February 2016:	30.34
Change:	(+6.58%)

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

February 2015:	15.82
February 2016:	11.80
Change:	(-25.39%)

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

February 2015:	24.68
February 2016:	21.85
Change:	(-11.44%)

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

February 2015:	89.12%
February 2016:	93.13%
Change:	(+4.01%)

2015 FYTD:	91.90%
2016 FYTD:	93.40%
Change:	(+1.50%)

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

February 2016:	0.38%
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**Percentage of Excessively Late Trips**

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

February 2016:	1.05%
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**Customer Complaints\*\***

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

February 2015:	5.17
February 2016:	3.78
Change:	(-26.91%)

2015 FYTD:	4.58
2016 FYTD:	3.70
Change:	(-19.25%)

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

**AUTOMATED PROCESSES:**

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

February 2015:	38,389	(15.29%)
February 2016:	37,178	(13.75%)
Change:	(-3.15%)	(-1.54%)

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

February 2015:	16,050	(6.39%)
February 2016:	17,963	(6.65%)
Change:	(+11.92%)	(+0.26%)

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

February 2015:	8,798
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February 2016: 8,389  
Change: (-4.65%)

<b>EZ-Pay</b>	<b>(Transactions</b>	<b> </b>	<b>Value Added)</b>
February 2015:	5,282		\$368,467.65
February 2016:	5,756		\$391,078.16
Change:	(+8.97%)		(+6.14%)

**FARES (PAYING PASSENGERS ONLY):**

**Average Fare:**  
February 2016: \$4.77

**Percentage Paying Maximum \$6.50 Fare:**  
February 2016: 34.61%