



Accessibility Advisory Committee

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

METROACCESS SUBCOMMITTEE PERFORMANCE REPORT:

June 16, 2014

NUMBER OF REGISTRANTS:

As of April 30, 2013: 29,131
As of April 30, 2014: 33,566
Change: (+15.2%)

SERVICE PROVIDED:

Ridership	(Passengers	 	Completed Trips):
April 2013:	181,288		156,109
April 2014:	193,606		165,524
Change:	(+6.8%)		(+6.0%)
2013 FYTD:	1,680,656		1,446,714
2014 FYTD:	1,748,995		1,490,800
Change:	(+4.1%)		(+3.0%)

Average Weekday Ridership:

April 2013: 7,294
April 2014: 7,759
Change: (+6.4%)

2013 FYTD Average: 6,756
2014 FYTD Average: 6,998
Change: (+3.6%)

Reservations:

April 2013: 259,735
April 2014: 276,350
Change: (+6.4%)

2013 FYTD: 2,464,941
2014 FYTD: 2,542,317
Change: (+3.1%)

Trips Scheduled:

April 2013:	197,496
April 2014:	212,208
Change:	(+7.4%)

2013 FYTD:	1,848,489
2014 FYTD:	1,920,389
Change:	(+3.9%)

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

April 2013:	3,253	(1.6%)
April 2014:	3,588	(1.7%)
Change:	(+10.3%)	(+0.1%)

2013 FYTD:	31,772	(1.7%)
2014 FYTD:	32,318	(1.7%)
Change:	(+1.7%)	(0%)

Late Cancellations (as a percentage of scheduled trips):

April 2013:	8,895	(4.5%)
April 2014:	10,343	(4.9%)
Change:	(+16.3%)	(+0.4%)

2013 FYTD:	86,781	(4.7%)
2014 FYTD:	98,185	(5.1%)
Change:	(+13.1%)	(+0.4%)

PERFORMANCE OUTCOMES:

Safety - Collisions per 1,000,000 Service Miles:

April 2013:	26.0
April 2014:	21.9
Change:	(-15.6%)

2013 CYTD:	24.5
2014 CYTD:	28.3
Change:	(+15.2%)

Safety - Preventable Collisions per 1,000,000 Service Miles:

April 2013:	12.4
April 2014:	11.2
Change:	(-9.6%)

2013 CYTD:	9.7
2014 CYTD:	12.9
Change:	(+32.4%)

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

April 2013:	16.5
April 2014:	10.3
Change:	(-37.6%)

2013 CYTD:	14.6
2014 CYTD:	18.0
Change:	(+23.1%)

On-Time Performance [Goal = 92.0%]

April 2013:	91.6%
April 2014:	91.1%
Change:	(-0.5%)

2013 FYTD:	92.5%
2014 FYTD:	91.7%
Change:	(-0.8%)

Percentage of Missed Trips*

(More than 20 minutes late) [Goal = 0.75%]:

April 2014:	0.5%
-------------	------

Percentage of Excessively Late Trips*

(More than 20 minutes late) [Goal = 0.75%]:

April 2014:	1.8%
-------------	------

*Based on new contract performance measures effective July 1, 2013.

Customer Satisfaction Measure*

(Complaints per 1,000 trips requested) [Goal = 5.0]:

April 2013: 4.6
April 2014: 5.5
Change: (+17.7%)

2013 FYTD: 3.7
2014 FYTD: 4.8
Change: (+31.0%)

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

AUTOMATED PROCESSES:

Trips Booked by Internet:

April 2013: 33,624
April 2014: 38,012
Change: (+13.1%)

Trips Cancelled by Internet:

April 2013: 14,578
April 2014: 15,228
Change: (+4.5%)

Trips Cancelled by Interactive Voice Response System (IVR):

April 2013: 7,467
April 2014: 7,850
Change: (-0.5%)

EZ-Pay Transactions and Value Added:

April 2013:	5,078		\$379,092.5
April 2014:	5,344		\$381,588.87
Change:	(+5.2%)		(+0.7%)

FARES (PAYING PASSENGERS ONLY):

Average Fare:

April 2014: \$4.71

Percentage Paying Maximum \$7 Fare:

April 2014: 24.6%