



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

**METROACCESS SUBCOMMITTEE PERFORMANCE REPORT:
 August 18, 2014**

NUMBER OF REGISTRANTS:

As of June 30, 2013: 29,515
 As of June 30, 2014: 34,539
 Change: (+17.0%)

SERVICE PROVIDED:

Ridership	(Passengers	 	Completed Trips):
June 2013:	169,304		144,233
June 2014:	186,595		158,358
Change:	(+10.2%)		(+9.8%)
2013 FYTD:	2,033,390		1,748,432
2014 FYTD:	2,126,318		1,811,681
Change:	(+4.6%)		(+3.6%)

Average Weekday Ridership:

June 2013: 7,173
 June 2014: 7,698
 Change: (+7.3%)

2013 FYTD Average: 6,815
 2014 FYTD Average: 7,098
 Change: (+4.2%)

Reservations:

June 2013: 238,872
 June 2014: 262,978
 Change: (+10.1%)

2013 FYTD: 2,964,569
 2014 FYTD: 3,076,483
 Change: (+3.8%)

Trips Scheduled:

June 2013:	181,627
June 2014:	202,871
Change:	(+11.7%)

2013 FYTD:	2,228,799
2014 FYTD:	2,332,033
Change:	(+4.6%)

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

June 2013:	2,745	(1.5%)
June 2014:	3,209	(1.6%)
Change:	(+16.9%)	(+0.1%)

2013 FYTD:	37,763	(1.7%)
2014 FYTD:	39,018	(1.7%)
Change:	(+3.3%)	(0%)

Late Cancellations (as a percentage of scheduled trips):

June 2013:	7,873	(4.3%)
June 2014:	9,616	(4.7%)
Change:	(+22.1%)	(+0.4%)

2013 FYTD:	103,173	(4.6%)
2014 FYTD:	117,894	(5.1%)
Change:	(+14.3%)	(+0.5%)

PERFORMANCE OUTCOMES:

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

June 2013:	27.7
June 2014:	35.3
Change:	(+27.5%)

2013 CYTD:	28.0
2014 CYTD:	32.0
Change:	(+14.1%)

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

June 2013:	12.3
June 2014:	17.6
Change:	(+43.5%)

2013 CYTD:	13.0
2014 CYTD:	14.0
Change:	(+8.1%)

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

June 2013:	23.6
June 2014:	59.0
Change:	(149.5%)

2013 CYTD:	18.1
2014 CYTD:	61.3
Change:	(+239.5%)

On-Time Performance [Goal = 92.0%]

June 2013:	89.9%
June 2014:	92.4%
Change:	(+2.5%)

2013 FYTD:	92.2%
2014 FYTD:	91.8%
Change:	(-0.4%)

Percentage of Missed Trips*

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

June 2014:	0.5%
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Percentage of Excessively Late Trips*

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

June 2014:	1.4%
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*Based on new contract performance measures effective July 1, 2013.

Complaints per 1,000 trips requested*

[Goal = 5.0]:

June 2013:	4.9
June 2014:	5.4
Change:	(+8.3%)

2013 FYTD:	3.9
2014 FYTD:	4.9
Change:	(+26.5%)

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

AUTOMATED PROCESSES:

Trips Booked by Internet:

June 2013:	29,249
June 2014:	35,814
Change:	(+22.4%)

Trips Cancelled by Internet:

June 2013:	12,790
June 2014:	14,883
Change:	(+16.4%)

Trips Cancelled by Interactive Voice Response System (IVR):

June 2013:	7,351
June 2014:	7,366
Change:	(+0.2%)

EZ-Pay Transactions and Value Added:

June 2013:	4,690		\$348,456.96
June 2014:	5,272		\$393,844.59
Change:	(+12.4%)		(+13.0%)

FARES (PAYING PASSENGERS ONLY):

Average Fare:

June 2014:	\$4.71
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Percentage Paying Maximum \$7 Fare:

June 2014:	22.8%
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