



Accessibility Advisory Committee

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

METROACCESS SUBCOMMITTEE PERFORMANCE REPORT: July 21, 2014

NUMBER OF REGISTRANTS:

As of May 31, 2013: 29,301
As of May 31, 2014: 33,911
Change: (+15.7%)

SERVICE PROVIDED:

Ridership	(Passengers	 	Completed Trips):
May 2013:	183,430		157,485
May 2014:	190,728		162,523
Change:	(+4.0%)		(+3.2%)
2013 FYTD:	1,864,086		1,604,199
2014 FYTD:	1,939,732		1,653,323
Change:	(+4.1%)		(+3.1%)

Average Weekday Ridership:

May 2013: 7,059
May 2014: 7,512
Change: (+6.4%)

2013 FYTD Average: 6,785
2014 FYTD Average: 7,045
Change: (+3.8%)

Reservations:

May 2013: 260,756
May 2014: 271,188
Change: (+4.0%)

2013 FYTD: 2,725,927
2014 FYTD: 2,813,505
Change: (+3.2%)

Trips Scheduled:

May 2013:	198,683
May 2014:	208,773
Change:	(+5.08%)

2013 FYTD:	2,047,172
2014 FYTD:	2,129,162
Change:	(+4.0%)

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

May 2013:	3,246	(1.6%)
May 2014:	3,491	(1.7%)
Change:	(+7.5%)	(+0.1%)

2013 FYTD:	35,018	(1.7%)
2014 FYTD:	35,809	(1.7%)
Change:	(+2.3%)	(0%)

Late Cancellations (as a percentage of scheduled trips):

May 2013:	8,519	(4.3%)
May 2014:	10,093	(4.8%)
Change:	(+18.5%)	(+0.5%)

2013 FYTD:	95,300	(4.7%)
2014 FYTD:	108,278	(5.1%)
Change:	(+13.1%)	(+0.4%)

PERFORMANCE OUTCOMES:

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

May 2013:	30.0
May 2014:	36.7
Change:	(+22.2%)

2013 CYTD:	25.6
2014 CYTD:	28.6
Change:	(+11.4%)

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

May 2013:	13.0
May 2014:	17.0
Change:	(+30.3%)

2013 CYTD:	10.4
2014 CYTD:	13.0
Change:	(+25.3%)

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

May 2013:	21.8
May 2014:	21.0
Change:	(-3.8%)

2013 CYTD:	16.1
2014 CYTD:	18.1
Change:	(+12.2%)

On-Time Performance [Goal = 92.0%]

May 2013:	91.9%
May 2014:	92.3%
Change:	(+0.4%)

2013 FYTD:	92.4%
2014 FYTD:	91.7%
Change:	(-0.7%)

Percentage of Missed Trips*

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

May 2014:	0.4%
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Percentage of Excessively Late Trips*

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

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

Customer Satisfaction Measure*

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

May 2013:	4.5
May 2014:	5.0
Change:	(+9.2%)
2013 FYTD:	3.8
2014 FYTD:	4.8
Change:	(+28.5%)

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

AUTOMATED PROCESSES:

Trips Booked by Internet:

May 2013:	30,244
May 2014:	35,081
Change:	(+11.9%)

Trips Cancelled by Internet:

May 2013:	13,395
May 2014:	14,438
Change:	(+4.6%)

Trips Cancelled by Interactive Voice Response System (IVR):

May 2013:	7,467
May 2014:	7,596
Change:	(+1.7%)

EZ-Pay Transactions and Value Added:

May 2013:	4,917		\$366,201.25
May 2014:	5,255		\$379,234.51
Change:	(+6.9%)		(+3.6%)

FARES (PAYING PASSENGERS ONLY):

Average Fare:

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

May 2014:	24.6%
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