



Accessibility Advisory Committee

600 Fifth Street NW
Washington, DC 20001
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METROACCESS SUBCOMMITTEE PERFORMANCE REPORT:

January 17, 2012

NUMBER OF REGISTRANTS:

As of November 30, 2010: 28,863
As of November 30, 2011: 27,466
Change: -4.8%

SERVICE PROVIDED:

Ridership	(Passenger Trips)	 	Customer Trips):
November 2010:	196,051		169,720
November 2011:	170,448		146,921
Change:	-13.1%		-13.4%
2011 FYTD:	1,015,835		877,082
2012 FYTD:	860,083		742,356
Change:	-15.3%		-15.4%

Average Weekday Ridership:

November 2010: 7,791
November 2011: 6,786
Change: -12.9%

2011 FYTD Average: 8,064
2012 FYTD Average: 6,867
Change: -14.9%

Reservations:

November 2010: 250,001
November 2011: 247,164
Change: -1.1%

2011 FYTD: 1,273,362
2012 FYTD: 1,229,442
Change: -3.4%

Trips Scheduled:

November 2010:	195,522
November 2011:	183,910
Change:	-5.9%

2011 FYTD:	1,009,689
2012 FYTD:	924,656
Change:	-8.4%

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

November 2010:	4,221	(2.2%)
November 2011:	3,065	(1.7%)
Change:	-27.3%	(-0.5%)

2011 FYTD:	22,192	(2.2%)
2012 FYTD:	15,562	(1.7%)
Change:	-29.9%	(-0.5%)

Late Cancellations (as a percentage of scheduled trips):

November 2010:	10,427	(5.3%)
November 2011:	8,405	(4.6%)
Change:	-19.4%	(-0.7%)

2011 FYTD:	55,778	(5.5%)
2012 FYTD:	43,325	(4.7%)
Change:	-22.3%	(-0.8%)

PERFORMANCE OUTCOMES:

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

November 2010:	37.4
November 2011:	16.3
Change:	-56.5%

2010 CYTD:	36.4
2011 CYTD:	27.7
Change:	-24.0%

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

November 2010:	17.2
November 2011:	4.5
Change:	-73.9%

2010 CYTD:	16.3
2011 CYTD:	11.2
Change:	-31.5%

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

November 2010:	35.7
November 2011:	17.6
Change:	-50.7%

2010 CYTD:	30.6
2011 CYTD:	24.7
Change:	-19.5%

On-Time Performance [Goal = 92.0%]

November 2010:	91.8%
November 2011:	93.0%
Change:	1.2%

2011 FYTD:	92.7%
2012 FYTD:	92.7%
Change:	0%

**Percentage of Missed/Excessively Late Trips
(More than 30 minutes late) [Goal = 1.5%]:**

November 2010:	2.3%
November 2011:	1.0%
Change:	-1.3%

2011 FYTD:	2.2%
2012 FYTD:	1.1%
Change:	-1.1%

Customer Satisfaction Measure*

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

November 2010:	5.1
November 2011:	3.7
Change:	-26.4%

2011 FYTD:	5.3
2012 FYTD:	4.2
Change:	-21.8%

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

AUTOMATED PROCESSES:

Trips Booked by Internet:

November 2010:	18,164
November 2011:	25,585
Change:	+40.9%

Trips Cancelled by Internet:

November 2010:	8,935
November 2011:	11,173
Change:	+25.0%

Trips Cancelled by Interactive Voice Response System (IVR):

November 2010:	11,626
November 2011:	8,988
Change:	-22.7%

EZ-Pay Transactions and Value Added:

November 2010:	1,922		\$123,420.23
November 2011:	3,725		\$319,143.48
Change:	+93.8%		+158.6%

FARES (PAYING PASSENGERS ONLY):

Average Fare:

November 2011:	\$4.86
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Percentage Paying Maximum \$7 Fare:

November 2011:	27.3%
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