



Accessibility Advisory Committee

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

November 19, 2012

NUMBER OF REGISTRANTS:

As of September 30, 2011:	27,219
As of September 30, 2012:	27,763
Change:	(+ 1.9%)

SERVICE PROVIDED:

Ridership	(Passenger Trips 	Customer Trips):
September 2011:	171,607	148,753
September 2012:	161,817	139,713
Change:	(-5.7%)	(-6.1%)
2012 FYTD:	515,900	445,367
2013 FYTD:	503,759	432,568
Change:	(-2.4%)	(-2.9%)

Average Weekday Ridership:

September 2011:	6,831
September 2012:	6,863
Change:	(+0.5%)

2012 FYTD Average:	6,839
2013 FYTD Average:	6,757
Change:	(-1.2%)

Reservations:

September 2011:	247,529
September 2012:	236,755
Change:	(-4.4%)

2012 FYTD:	733,380
2013 FYTD:	728,104
Change:	(-0.7%)

Trips Scheduled:

September 2011:	186,260
September 2012:	179,362
Change:	(-3.7%)

2012 FYTD:	552,560
2013 FYTD:	550,415
Change:	(-0.4%)

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

September 2011:	3,179	(1.7%)
September 2012:	3,107	(1.7%)
Change:	(-2.3%)	(0.0%)

2012 FYTD:	9,424	(1.7%)
2013 FYTD:	9,690	(1.8%)
Change:	(+2.8%)	(+0.1%)

Late Cancellations (as a percentage of scheduled trips):

September 2011:	9,189	(4.9%)
September 2012:	8,077	(4.5%)
Change:	(-12.1%)	(-0.4%)

2012 FYTD:	26,274	(4.8%)
2013 FYTD:	24,716	(4.5%)
Change:	(-5.9%)	(-0.3%)

PERFORMANCE OUTCOMES:

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

September 2011:	19.6
September 2012:	27.3
Change:	(+38.9%)

2011 CYTD:	28.7
2012 CYTD:	23.6
Change:	(-18.0%)

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

September 2011:	8.4
September 2012:	9.9
Change:	(+17.9%)

2011 CYTD:	11.9
2012 CYTD:	9.6
Change:	(-19.0%)

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

September 2011:	17.5
September 2012:	12.4
Change:	(-29.3%)

2011 CYTD:	23.2
2012 CYTD:	18.0
Change:	(-22.3%)

On-Time Performance [Goal = 92.0%]

September 2011:	91.8%
September 2012:	92.1%
Change:	(+0.3%)

2012 FYTD:	92.6%
2013 FYTD:	92.7%
Change:	(+0.1%)

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

September 2011:	1.4%
September 2012:	0.9%
Change:	(-0.5%)

2012 FYTD:	1.2%
2013 FYTD:	0.8%
Change:	(-0.4%)

Customer Satisfaction Measure*

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

September 2011: 4.6
September 2012: 3.7
Change: (-20.8%)

2012 FYTD: 4.3
2013 FYTD: 3.5
Change: (-17.2%)

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

AUTOMATED PROCESSES:

Trips Booked by Internet:

September 2011: 25,420
September 2012: 27,170
Change: (+6.9%)

Trips Cancelled by Internet:

September 2011: 10,704
September 2012: 12,111
Change: (+13.1%)

Trips Cancelled by Interactive Voice Response System (IVR):

September 2011: 9,221
September 2012: 7,481
Change: (-18.9%)

EZ-Pay Transactions and Value Added:

September 2011:	3,882		\$330,115.02
September 2012:	4,610		\$339,956.30
Change:	(+18.8%)		(+3.0%)

FARES (PAYING PASSENGERS ONLY):

Average Fare:

September 2012: \$5.01

Percentage Paying Maximum \$7 Fare:

September 2012: 29.6%