



Accessibility Advisory Committee

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

METROACCESS SUBCOMMITTEE PERFORMANCE REPORT:

February 21, 2012

NUMBER OF REGISTRANTS:

As of December 31, 2010: 28,578
As of December 31, 2011: 27,745
Change: -2.9%

SERVICE PROVIDED:

Ridership	(Passenger Trips)	 	Customer Trips:
December 2010:	194,801		167,180
December 2011:	169,480		145,011
Change:	-13.0%		-13.3%
2011 FYTD:	1,210,636		1,044,262
2012 FYTD:	1,029,563		887,367
Change:	-15.0%		-15.0%

Average Weekday Ridership:

December 2010: 7,454
December 2011: 6,599
Change: -11.5%

2011 FYTD Average: 7,958
2012 FYTD Average: 6,822
Change: -14.3%

Reservations:

December 2010: 256,566
December 2011: 245,147
Change: -4.5%

2011 FYTD: 1,529,928
2012 FYTD: 1,474,589
Change: -3.6%

Trips Scheduled:

December 2010:	193,991
December 2011:	181,937
Change:	-6.2%

2011 FYTD:	1,203,680
2012 FYTD:	1,106,593
Change:	-8.1%

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

December 2010:	4,370	(2.3%)
December 2011:	3,078	(1.7%)
Change:	-29.6%	(-0.6%)

2011 FYTD:	26,562	(2.2%)
2012 FYTD:	18,640	(1.7%)
Change:	-29.8%	(-0.5%)

Late Cancellations (as a percentage of scheduled trips):

December 2010:	12,487	(6.4%)
December 2011:	9,365	(5.1%)
Change:	-25.0%	(-1.3%)

2011 FYTD:	68,265	(5.7%)
2012 FYTD:	52,690	(4.8%)
Change:	-22.8%	(-0.9%)

PERFORMANCE OUTCOMES:

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

December 2010:	46.1
December 2011:	28.6
Change:	-37.8%

2010 CYTD:	37.2
2011 CYTD:	27.8
Change:	-25.5%

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

December 2010:	25.0
December 2011:	9.7
Change:	-61.1%

2010 CYTD:	17.1
2011 CYTD:	11.1
Change:	-35.1%

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

December 2010:	25.7
December 2011:	23.6
Change:	-8.0%

2010 CYTD:	30.2
2011 CYTD:	24.6
Change:	-18.7%

On-Time Performance [Goal = 92.0%]

December 2010:	92.9%
December 2011:	93.1%
Change:	0.2%

2011 FYTD:	92.7%
2012 FYTD:	92.8%
Change:	0.1%

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

December 2010:	2.1%
December 2011:	0.9%
Change:	-1.2%

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

Customer Satisfaction Measure*

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

December 2010:	4.0
December 2011:	3.5
Change:	-13.3%

2011 FYTD:	5.1
2012 FYTD:	4.0
Change:	-20.7%

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

AUTOMATED PROCESSES:

Trips Booked by Internet:

December 2010:	17,030
December 2011:	25,613
Change:	+50.4%

Trips Cancelled by Internet:

December 2010:	8,243
December 2011:	12,158
Change:	+47.5%

Trips Cancelled by Interactive Voice Response System (IVR):

December 2010:	12,955
December 2011:	9,349
Change:	-27.8%

EZ-Pay Transactions and Value Added:

December 2010:	1,629		\$116,192.87
December 2011:	3,512		\$307,246.50
Change:	+115.6%		+164.4%

FARES (PAYING PASSENGERS ONLY):

Average Fare:

December 2011:	\$4.84
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Percentage Paying Maximum \$7 Fare:

December 2011:	27.0%
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