



600 Fifth Street NW
Washington, DC 20001
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Accessibility Advisory Committee

METROACCESS SUBCOMMITTEE PERFORMANCE REPORT:

October 15, 2012

NUMBER OF REGISTRANTS:

As of August 30, 2011: 27,450
As of August 30, 2012: 27,610
Change: (+ 1.0%)

SERVICE PROVIDED:

Ridership	(Passenger Trips 	Customer Trips):
August 2011:	177,508	153,242
August 2012:	177,490	152,594
Change:	(-0.01%)	(-0.4%)
2012 FYTD:	344,293	296,614
2013 FYTD:	341,942	292,855
Change:	(-0.7%)	(-1.3%)

Average Weekday Ridership:

August 2011: 6,952
August 2012: 6,862
Change: (-1.3%)

2012 FYTD Average: 6,844
2013 FYTD Average: 6,710
Change: (-2.0%)

Reservations:

August 2011: 249,149
August 2012: 252,071
Change: (+1.2%)

2012 FYTD: 485,851
2013 FYTD: 491,349
Change: (+1.1%)

Trips Scheduled:

August 2011:	189,741
August 2012:	192,467
Change:	(+1.4%)

2012 FYTD:	366,300
2013 FYTD:	371,053
Change:	(+1.3%)

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

August 2011:	3,240	(1.7%)
August 2012:	3,242	(1.7%)
Change:	(+0.1%)	(0.0%)

2012 FYTD:	6,245	(1.7%)
2013 FYTD:	6,583	(1.8%)
Change:	(+5.4%)	(+0.1%)

Late Cancellations (as a percentage of scheduled trips):

August 2011:	9,043	(4.8%)
August 2012:	8,215	(4.3%)
Change:	(-9.2%)	(-0.5%)

2012 FYTD:	17,085	(4.7%)
2013 FYTD:	16,639	(4.5%)
Change:	(-2.6%)	(-0.2%)

PERFORMANCE OUTCOMES:

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

August 2011:	25.3
August 2012:	21.1
Change:	(-16.6%)

2011 CYTD:	29.8
2012 CYTD:	23.1
Change:	(-22.4%)

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

August 2011:	13.2
August 2012:	6.3
Change:	(-52.4%)

2011 CYTD:	12.3
2012 CYTD:	9.6
Change:	(-22.0%)

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

August 2011:	28.2
August 2012:	50.7
Change:	(+80.0%)

2011 CYTD:	23.8
2012 CYTD:	18.6
Change:	(-21.7%)

On-Time Performance [Goal = 92.0%]

August 2011:	92.7%
August 2012:	92.5%
Change:	(-0.2%)

2012 FYTD:	92.9%
2013 FYTD:	93.0%
Change:	(+0.1%)

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

August 2011:	1.0%
August 2012:	0.8%
Change:	(-0.2%)

2012 FYTD:	1.0%
2013 FYTD:	0.8%
Change:	(-0.2%)

Customer Satisfaction Measure*

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

August 2011:	3.9
August 2012:	3.8
Change:	(-2.7%)
2012 FYTD:	4.1
2013 FYTD:	3.5
Change:	(-15.0%)

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

AUTOMATED PROCESSES:

Trips Booked by Internet:

August 2011:	24,162
August 2012:	26,637
Change:	(+10.2%)

Trips Cancelled by Internet:

August 2011:	10,698
August 2012:	12,401
Change:	(+15.9%)

Trips Cancelled by Interactive Voice Response System (IVR):

August 2011:	10,156
August 2012:	8,127
Change:	(-20.0%)

EZ-Pay Transactions and Value Added:

August 2011:	3,663		\$321,480.96
August 2012:	4,495		\$319,500.70
Change:	(+22.7%)		(-0.6%)

FARES (PAYING PASSENGERS ONLY):

Average Fare:

August 2012:	\$4.99
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Percentage Paying Maximum \$7 Fare:

August 2012:	29.5%
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