



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

## Accessibility Advisory Committee

### METROACCESS SUBCOMMITTEE PERFORMANCE REPORT: May 21, 2012

#### NUMBER OF REGISTRANTS:

As of March 31, 2011: 28,596  
As of March 31, 2012: 27,803  
Change: -2.8%

#### SERVICE PROVIDED:

<b>Ridership</b>	<b>(Passenger Trips</b>	<b> </b>	<b>Customer Trips):</b>
March 2011:	204,998		179,821
March 2012:	184,630		159,396
Change:	-9.9%		-11.4%
2011 FYTD:	1,787,548		1,547,117
2012 FYTD:	1,554,156		1,339,946
Change:	-13.1%		-13.4%

#### **Average Weekday Ridership:**

March 2011: 7,932  
March 2012: 7,305  
Change: -7.9%

2011 FYTD Average: 7,909  
2012 FYTD Average: 6,897  
Change: -12.8%

#### **Reservations:**

March 2011: 268,768  
March 2012: 260,497  
Change: -3.1%

2011 FYTD: 2,288,780  
2012 FYTD: 2,229,848  
Change: -2.6%

**Trips Scheduled:**

March 2011:	212,571
March 2012:	201,204
Change:	-5.3%

2011 FYTD:	1,797,323
2012 FYTD:	1,679,116
Change:	-6.6%

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

March 2011:	3,619	(1.7%)
March 2012:	3,034	(1.5%)
Change:	-16.2%	(-0.2%)

2011 FYTD:	37,497	(2.1%)
2012 FYTD:	27,661	(1.6%)
Change:	-26.2%	(-0.5%)

**Late Cancellations (as a percentage of scheduled trips):**

March 2011:	10,975	(5.2%)
March 2012:	9,433	(4.7%)
Change:	-14.1%	(-0.5%)

2011 FYTD:	107,153	(6.0%)
2012 FYTD:	80,440	(4.8%)
Change:	-24.9%	(-1.2%)

**PERFORMANCE OUTCOMES:**

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

March 2011:	27.7
March 2012:	26.2
Change:	-5.4%

2011 CYTD:	32.2
2012 CYTD:	24.1
Change:	-25.2%

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

March 2011:	10.4
March 2012:	9.5
Change:	-8.8%

2011 CYTD:	13.0
2012 CYTD:	10.5
Change:	-18.8%

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

March 2011:	14.6
March 2012:	10.8
Change:	-26.0%

2011 CYTD:	22.5
2012 CYTD:	9.5
Change:	-57.7%

**On-Time Performance [Goal = 92.0%]**

March 2011:	91.3%
March 2012:	91.7%
Change:	0.4%

2011 FYTD:	91.9%
2012 FYTD:	92.7%
Change:	0.8%

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

March 2011:	1.4%
March 2012:	1.2%
Change:	-0.2%

2011 FYTD:	2.0%
2012 FYTD:	1.0%
Change:	-1.0%

**Customer Satisfaction Measure\***

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

March 2011: 5.6  
March 2012: 4.7  
Change: -15.9%

2011 FYTD: 5.2  
2012 FYTD: 4.1  
Change: -21.6%

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

**AUTOMATED PROCESSES:**

**Trips Booked by Internet:**

March 2011: 23,264  
March 2012: 28,786  
Change: +23.7%

**Trips Cancelled by Internet:**

March 2011: 11,086  
March 2012: 12,081  
Change: +9.0%

**Trips Cancelled by Interactive Voice Response System (IVR):**

March 2011: 12,311  
March 2012: 8,168  
Change: -33.7%

**EZ-Pay Transactions and Value Added:**

March 2011:	3,908		\$281,515.32
March 2012:	4,180		\$323,469.84
Change:	+7.0%		+14.9%

**FARES (PAYING PASSENGERS ONLY):**

**Average Fare:**

March 2012: \$4.82

**Percentage Paying Maximum \$7 Fare:**

March 2012: 27.2%