



Accessibility Advisory Committee

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

METROACCESS SUBCOMMITTEE PERFORMANCE REPORT: July 16, 2012

NUMBER OF REGISTRANTS:

As of May 31, 2011: 27,055
As of May 31, 2012: 27,500
Change: 1.6%

SERVICE PROVIDED:

Ridership	(Passenger Trips)	 	Customer Trips):
May 2011:	182,424		158,381
May 2012:	182,526		156,947
Change:	0.1%		-0.9%
2011 FYTD:	2,156,776		1,868,447
2012 FYTD:	1,911,002		1,646,753
Change:	-11.4%		-11.9%

Average Weekday Ridership:

May 2011: 7,179
May 2012: 6,980
Change: -2.8%

2011 FYTD Average: 7,819
2012 FYTD Average: 6,927
Change: -11.4%

Reservations:

May 2011: 256,233
May 2012: 260,549
Change: 1.7%

2011 FYTD: 2,796,917
2012 FYTD: 2,737,095
Change: -2.1%

Trips Scheduled:

May 2011:	191,858
May 2012:	198,643
Change:	3.5%

2011 FYTD:	2,185,426
2012 FYTD:	2,067,612
Change:	-5.4%

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

May 2011:	3,438	(1.8%)
May 2012:	3,201	(1.6%)
Change:	-6.9%	(-0.2%)

2011 FYTD:	44,207	(2.0%)
2012 FYTD:	33,738	(1.6%)
Change:	-23.7%	(-0.4%)

Late Cancellations (as a percentage of scheduled trips):

May 2011:	8,440	(4.4%)
May 2012:	8,900	(4.5%)
Change:	5.5%	(0.1%)

2011 FYTD:	125,841	(5.8%)
2012 FYTD:	98,690	(4.8%)
Change:	-21.6%	(-1.0%)

PERFORMANCE OUTCOMES:

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

May 2011:	31.4
May 2012:	18.9
Change:	-39.9%

2011 CYTD:	32.6
2012 CYTD:	23.1
Change:	-29.0%

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

May 2011:	13.3
May 2012:	10.0
Change:	-24.9%

2011 CYTD:	13.3
2012 CYTD:	10.2
Change:	-23.3%

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

May 2011:	27.4
May 2012:	5.5
Change:	-80.0%

2011 CYTD:	25.4
2012 CYTD:	9.1
Change:	-64.2%

On-Time Performance [Goal = 92.0%]

May 2011:	92.2%
May 2012:	92.4%
Change:	0.2%

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%]:**

May 2011:	1.1%
May 2012:	0.9%
Change:	-0.2%

2011 FYTD:	1.9%
2012 FYTD:	1.0%
Change:	-0.9%

Customer Satisfaction Measure*

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

May 2011: 4.2
May 2012: 3.3
Change: -20.3%

2011 FYTD: 5.1
2012 FYTD: 4.0
Change: -20.6%

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

AUTOMATED PROCESSES:

Trips Booked by Internet:

May 2011: 22,304
May 2012: 30,081
Change: +34.9%

Trips Cancelled by Internet:

May 2011: 10,500
May 2012: 11,647
Change: +10.9%

Trips Cancelled by Interactive Voice Response System (IVR):

May 2011: 10,151
May 2012: 8,166
Change: -19.6%

EZ-Pay Transactions and Value Added:

May 2011:	3,644		\$302,542.50
May 2012:	4,272		\$322,028.40
Change:	+17.2%		+6.4%

FARES (PAYING PASSENGERS ONLY):

Average Fare:

May 2012: \$4.82

Percentage Paying Maximum \$7 Fare:

May 2012: 26.3%