



Accessibility Advisory Committee

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

December 17, 2012

NUMBER OF REGISTRANTS:

As of October 30, 2011: 27,426
As of October 30, 2012: 27,952
Change: (+ 1.9%)

SERVICE PROVIDED:

Ridership	(Passenger Trips 	Customer Trips):
October 2011:	173,735	150,068
October 2012:	167,224	145,045
Change:	(-3.7%)	(-3.3%)
2012 FYTD:	689,635	595,435
2013 FYTD:	670,983	577,613
Change:	(-2.7%)	(-3.0%)

Average Weekday Ridership:

October 2011: 7,036
October 2012: 6,415
Change: (-8.8%)

2012 FYTD Average: 6,887
2013 FYTD Average: 6,668
Change: (-3.2%)

Reservations:

October 2011: 248,898
October 2012: 254,152
Change: (+2.1%)

2012 FYTD: 982,278
2013 FYTD: 982,256
Change: (0.0%)

Trips Scheduled:

October 2011:	188,186
October 2012:	187,211
Change:	(-0.5%)

2012 FYTD:	740,746
2013 FYTD:	737,626
Change:	(-0.4%)

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

October 2011:	3,073	(1.6%)
October 2012:	3,149	(1.7%)
Change:	(+2.5%)	(+0.1%)

2012 FYTD:	12,497	(1.7%)
2013 FYTD:	12,839	(1.7%)
Change:	(+2.7%)	(+0.0%)

Late Cancellations (as a percentage of scheduled trips):

October 2011:	8,646	(4.6%)
October 2012:	10,100	(5.4%)
Change:	(+16.8%)	(+0.8%)

2012 FYTD:	34,920	(4.7%)
2013 FYTD:	34,816	(4.7%)
Change:	(-0.3%)	(0.0%)

PERFORMANCE OUTCOMES:

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

October 2011:	29.1
October 2012:	29.8
Change:	(+2.6%)

2011 CYTD:	28.8
2012 CYTD:	24.2
Change:	(-16.0%)

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

October 2011:	11.0
October 2012:	11.6
Change:	(+5.4%)

2011 CYTD:	11.8
2012 CYTD:	9.8
Change:	(-16.8%)

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

October 2011:	46.0
October 2012:	17.9
Change:	(-61.0%)

2011 CYTD:	25.3
2012 CYTD:	18.0
Change:	(-29.1%)

On-Time Performance [Goal = 92.0%]

October 2011:	93.0%
October 2012:	92.4%
Change:	(-0.6%)

2012 FYTD:	92.7%
2013 FYTD:	92.7%
Change:	(0.0%)

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

October 2011:	1.0%
October 2012:	0.9%
Change:	(-0.1%)

2012 FYTD:	1.1%
2013 FYTD:	0.8%
Change:	(-0.3%)

Customer Satisfaction Measure*

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

October 2011:	4.2
October 2012:	3.6
Change:	(-16.2%)

2012 FYTD:	4.3
2013 FYTD:	3.5
Change:	(-16.9%)

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

AUTOMATED PROCESSES:

Trips Booked by Internet:

October 2011:	26,726
October 2012:	29,649
Change:	(+10.9%)

Trips Cancelled by Internet:

October 2011:	11,320
October 2012:	14,366
Change:	(+26.9%)

Trips Cancelled by Interactive Voice Response System (IVR):

October 2011:	9,205
October 2012:	8,489
Change:	(-7.8%)

EZ-Pay Transactions and Value Added:

October 2011:	3,887		\$341,042.42
October 2012:	4,669		\$339,420.50
Change:	(+20.1%)		(-0.5%)

FARES (PAYING PASSENGERS ONLY):

Average Fare:

October 2012:	\$5.00
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Percentage Paying Maximum \$7 Fare:

October 2012:	29.7%
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