



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

**METROACCESS SUBCOMMITTEE PERFORMANCE REPORT:**  
 January 22, 2013

**NUMBER OF REGISTRANTS:**

As of November 30, 2011: 27,466  
 As of November 30, 2012: 28,224  
 Change: (+ 2.8%)

**SERVICE PROVIDED:**

<b>Ridership</b>	<b>(Passenger Trips  </b>	<b>Customer Trips):</b>
November 2011:	170,448	146,921
November 2012:	167,218	144,148
Change:	(-1.9%)	(-1.9%)
2012 FYTD:	860,083	742,356
2013 FYTD:	838,201	721,761
Change:	(-2.5%)	(-2.8%)

**Average Weekday Ridership:**

November 2011: 6,786  
 November 2012: 6,714  
 Change: (-1.1%)

2012 FYTD Average: 6,867  
 2013 FYTD Average: 6,677  
 Change: (-2.8%)

**Reservations:**

November 2011: 247,164  
 November 2012: 242,952  
 Change: (-1.7%)

2012 FYTD: 1,229,442  
 2013 FYTD: 1,225,208  
 Change: (-0.3%)

**Trips Scheduled:**

November 2011:	183,910
November 2012:	183,203
Change:	(-0.4%)

2012 FYTD:	924,656
2013 FYTD:	920,829
Change:	(-0.4%)

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

November 2011:	3,065	(1.7%)
November 2012:	3,246	(1.8%)
Change:	(+5.9%)	(+0.1%)

2012 FYTD:	15,562	(1.7%)
2013 FYTD:	16,085	(1.7%)
Change:	(+3.4%)	(+0.0%)

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

November 2011:	8,405	(4.6%)
November 2012:	7,730	(4.2%)
Change:	(-8.0%)	(-0.4%)

2012 FYTD:	43,325	(4.7%)
2013 FYTD:	42,546	(4.6%)
Change:	(-1.8%)	(-0.1%)

**PERFORMANCE OUTCOMES:**

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

November 2011:	16.3
November 2012:	25.6
Change:	(+57.6%)

2011 CYTD:	27.7
2012 CYTD:	24.3
Change:	(-12.2%)

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

November 2011:	4.5
November 2012:	13.1
Change:	(+192.3%)

2011 CYTD:	11.2
2012 CYTD:	10.1
Change:	(-9.4%)

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

November 2011:	17.6
November 2012:	6.0
Change:	(-66.0%)

2011 CYTD:	24.7
2012 CYTD:	16.9
Change:	(-31.4%)

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

November 2011:	93.0%
November 2012:	92.2%
Change:	(-0.9%)

2012 FYTD:	92.7%
2013 FYTD:	92.6%
Change:	(-0.1%)

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

November 2011:	1.0%
November 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]:**

November 2011:	3.7
November 2012:	3.3
Change:	(-10.7%)
2012 FYTD:	4.2
2013 FYTD:	3.5
Change:	(-15.8%)

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

**AUTOMATED PROCESSES:**

**Trips Booked by Internet:**

November 2011:	25,585
November 2012:	29,602
Change:	(+15.7%)

**Trips Cancelled by Internet:**

November 2011:	11,173
November 2012:	14,039
Change:	(+25.7%)

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

November 2011:	8,988
November 2012:	7,850
Change:	(-12.7%)

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

November 2011:	3,725		\$312,723.48
November 2012:	4,401		\$330,755.09
Change:	(+18.1%)		(+5.8%)

**FARES (PAYING PASSENGERS ONLY):**

**Average Fare:**

November 2012:	\$5.01
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**Percentage Paying Maximum \$7 Fare:**

November 2012:	29.7%
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