



# Accessibility Advisory Committee

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

## METROACCESS SUBCOMMITTEE PERFORMANCE REPORT: February 19, 2013

### NUMBER OF REGISTRANTS:

As of December 30, 2011:	27,745
As of December 30, 2012:	28,441
Change:	+ 2.5%

### SERVICE PROVIDED:

<b>Ridership</b>	<b>(Passenger Trips  </b>	<b>Customer Trips):</b>
December 2011:	169,480	145,011
December 2012:	158,534	135,553
Change:	-6.5%	-6.5%
2012 FYTD:	1,029,563	887,367
2013 FYTD:	996,735	857,314
Change:	-3.2%	-3.4%

### **Average Weekday Ridership:**

December 2011:	6,599
December 2012:	6,353
Change:	-3.7%
2012 FYTD Average:	6,822
2013 FYTD Average:	6,625
Change:	-2.9%

### **Reservations:**

December 2011:	245,147
December 2012:	236,914
Change:	-3.4%
2012 FYTD:	1,474,589
2013 FYTD:	1,462,122
Change:	-0.8%

**Trips Scheduled:**

December 2011:	181,937
December 2012:	174,555
Change:	-4.1%

2012 FYTD:	1,106,593
2013 FYTD:	1,095,384
Change:	-1.0%

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

December 2011:	3,078		(1.7%)
December 2012:	3,243		(1.9%)
Change:	+5.4%		(+0.2%)

2012 FYTD:	18,640		(1.7%)
2013 FYTD:	19,328		(1.8%)
Change:	+3.7%		(+0.1%)

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

December 2011:	9,365		(5.1%)
December 2012:	8,422		(4.8%)
Change:	-10.1%		(-0.3%)

2012 FYTD:	52,690		(4.8%)
2013 FYTD:	50,968		(4.7%)
Change:	-3.3%		(-0.1%)

**PERFORMANCE OUTCOMES:**

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

December 2011:	28.6
December 2012:	28.1
Change:	-1.9%

2011 CYTD:	27.8
2012 CYTD:	24.6
Change:	-11.4%

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

December 2011:	9.7
December 2012:	13.4
Change:	+37.9%

2011 CYTD:	11.1
2012 CYTD:	10.4
Change:	-6.1%

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

December 2011:	23.6
December 2012:	6.3
Change:	-73.3%

2011 CYTD:	24.6
2012 CYTD:	16.1
Change:	-34.5%

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

December 2011:	93.1%
December 2012:	92.3%
Change:	-0.8%

2012 FYTD:	92.8%
2013 FYTD:	92.5%
Change:	-0.3%

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

December 2011:	0.9%
December 2012:	1.0%
Change:	+0.1%

2012 FYTD:	1.1%
2013 FYTD:	0.9%
Change:	-0.2%

**Customer Satisfaction Measure\***

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

December 2011:	3.5
December 2012:	3.8
Change:	+7.3%

2012 FYTD:	4.0
2013 FYTD:	3.5
Change:	-12.5%

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

**AUTOMATED PROCESSES:**

**Trips Booked by Internet:**

December 2011:	25,613
December 2012:	26,738
Change:	+4.4%

**Trips Cancelled by Internet:**

December 2011:	12,158
December 2012:	14,229
Change:	+17.0%

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

December 2011:	9,349
December 2012:	8,256
Change:	-11.7%

<b>EZ-Pay</b>	<b>(Transactions</b>	<b> </b>	<b>Value Added)</b>
December 2011:	3,512		\$307,246.50
December 2012:	4,274		\$317,675.48
Change:	+21.7%		+3.4%

**FARES (PAYING PASSENGERS ONLY):**

**Average Fare:**

December 2012:	\$4.98
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**Percentage Paying Maximum \$7 Fare:**

December 2012:	29.0%
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