



## Accessibility Advisory Committee

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

April 15, 2013

#### **NUMBER OF REGISTRANTS:**

As of February 29, 2012:	27,974
As of February 28, 2013:	28,814
Change:	+ 3.0%

#### **SERVICE PROVIDED:**

<b>Ridership</b>	<b>(Passenger Trips  </b>	<b>Customer Trips):</b>
February 2012:	171,105	147,543
February 2013:	163,082	140,754
Change:	-4.7%	-4.6%
2012 FYTD:	1,369,526	1,180,550
2013 FYTD:	1,328,003	1,143,766
Change:	-3.0%	-3.1%

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

February 2012:	7,158
February 2013:	7,172
Change:	+0.2%

2012 FYTD Average:	6,846
2013 FYTD Average:	6,668
Change:	-2.6%

#### **Reservations:**

February 2012:	246,268
February 2013:	236,400
Change:	-4.0%

2012 FYTD:	1,969,351
2013 FYTD:	1,947,092
Change:	-1.1%

**Trips Scheduled:**

February 2012:	186,526
February 2013:	179,149
Change:	-4.0%

2012 FYTD:	1,477,912
2013 FYTD:	1,461,412
Change:	-1.1%

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

February 2012:	2,879		(1.5%)
February 2013:	2,959		(1.7%)
Change:	+2.8%		(+0.2%)

2012 FYTD:	24,627		(1.7%)
2013 FYTD:	25,227		(1.7%)
Change:	+2.4%		(+0.0%)

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

February 2012:	8,723		(4.7%)
February 2013:	8,345		(4.7%)
Change:	-4.3%		(0.0%)

2012 FYTD:	71,007		(4.8%)
2013 FYTD:	68,732		(4.7%)
Change:	-3.2%		(-0.1%)

**PERFORMANCE OUTCOMES:**

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

February 2012:	25.7
February 2013:	23.7
Change:	-8.1%

2012 CYTD:	23.0
2013 CYTD:	23.3
Change:	+1.1%

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

February 2012:	11.7
February 2013:	9.7
Change:	-17.1%

2012 CYTD:	11.1
2013 CYTD:	8.2
Change:	-25.5%

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

February 2012:	11.7
February 2013:	24.5
Change:	+109.8%

2012 CYTD:	8.8
2013 CYTD:	15.1
Change:	+71.0%

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

February 2012:	92.2%
February 2013:	92.3%
Change:	+0.1%

2012 FYTD:	92.8%
2013 FYTD:	92.6%
Change:	-0.2%

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

February 2012:	0.9%
February 2013:	1.0%
Change:	+0.1%

2012 FYTD:	1.0%
2013 FYTD:	0.9%
Change:	-0.1%

**Customer Satisfaction Measure\***

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

February 2012: 4.2  
February 2013: 4.2  
Change: +0.9%

2012 FYTD: 4.0  
2013 FYTD: 3.6  
Change: -10.5%

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

**AUTOMATED PROCESSES:**

**Trips Booked by Internet:**

February 2012: 28,096  
February 2013: 31,804  
Change: +13.2%

**Trips Cancelled by Internet:**

February 2012: 11,762  
February 2013: 13,406  
Change: +14.0%

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

February 2012: 8,209  
February 2013: 7,225  
Change: -12.0%

<b>EZ-Pay</b>	<b>(Transactions</b>	<b> </b>	<b>Value Added)</b>
February 2012:	3,751		\$302,104.52
February 2013:	4,539		\$327,815.32
Change:	+21.0%		+8.5%

**FARES (PAYING PASSENGERS ONLY):**

**Average Fare:**

February 2013: \$4.97

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

February 2013: 29.5%