



Accessibility Advisory Committee

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

METROACCESS SUBCOMMITTEE PERFORMANCE REPORT: July 15, 2013

NUMBER OF REGISTRANTS:

As of May 31, 2012:	27,500
As of May 31, 2013:	29,301
Change:	+ 6.5%

SERVICE PROVIDED:

Ridership	(Passenger Trips 	Customer Trips):
May 2012:	182,526	156,947
May 2013:	183,430	157,485
Change:	+0.5%	+0.3%
2012 FYTD:	1,911,002	1,646,753
2013 FYTD:	1,864,086	1,604,199
Change:	-2.5%	-2.6%

Average Weekday Ridership:

May 2012:	6,980
May 2013:	7,059
Change:	+1.1%

2012 FYTD Average:	6,927
2013 FYTD Average:	6,785
Change:	-2.1%

Reservations:

May 2012:	260,549
May 2013:	260,756
Change:	+0.1%

2012 FYTD:	2,737,095
2013 FYTD:	2,725,697
Change:	-0.4%

Trips Scheduled:

May 2012:	198,643
May 2013:	198,683
Change:	+0.02%

2012 FYTD:	2,067,612
2013 FYTD:	2,047,172
Change:	-1.0%

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

May 2012:	3,201		(1.6%)
May 2013:	3,246		(1.6%)
Change:	+1.4%		(+0.0%)

2012 FYTD:	33,738		(1.6%)
2013 FYTD:	35,018		(1.7%)
Change:	+3.8%		(+0.1%)

Late Cancellations (as a percentage of scheduled trips):

May 2012:	8,900		(4.5%)
May 2013:	8,519		(4.3%)
Change:	-4.3%		(-0.2%)

2012 FYTD:	98,690		(4.8%)
2013 FYTD:	95,300		(4.7%)
Change:	-3.4%		(-0.1%)

PERFORMANCE OUTCOMES:

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

May 2012:	18.9
May 2013:	30.0
Change:	+59.1%

2012 CYTD:	23.1
2013 CYTD:	25.6
Change:	+10.9%

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

May 2012:	10.0
May 2013:	13.0
Change:	+30.4%

2012 CYTD:	10.2
2013 CYTD:	10.4
Change:	+2.0%

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

May 2012:	5.5
May 2013:	21.8
Change:	+298.0%

2012 CYTD:	9.1
2013 CYTD:	16.1
Change:	+77.8%

On-Time Performance [Goal = 92.0%]

May 2012:	92.4%
May 2013:	91.9%
Change:	-0.5%

2012 FYTD:	92.7%
2013 FYTD:	92.4%
Change:	-0.3%

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

May 2012:	0.9%
May 2013:	0.9%
Change:	+0.0%

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

Customer Satisfaction Measure*

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

May 2012: 3.3
May 2013: 4.5
Change: +36.2%

2012 FYTD: 4.0
2013 FYTD: 3.8
Change: -7.2%

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

AUTOMATED PROCESSES:

Trips Booked by Internet:

May 2012: 30,081
May 2013: 33,045
Change: +9.9%

Trips Cancelled by Internet:

May 2012: 11,647
May 2013: 14,354
Change: +23.2%

Trips Cancelled by Interactive Voice Response System (IVR):

May 2012: 8,166
May 2013: 7,467
Change: -8.6%

EZ-Pay	(Transactions	 	Value Added)
May 2012:	4,272		\$322,028.40
May 2013:	4,917		\$366,201.25
Change:	+15.1%		+13.7%

FARES (PAYING PASSENGERS ONLY):

Average Fare:

May 2013: \$4.98

Percentage Paying Maximum \$7 Fare:

May 2013: 29.4%