



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

Accessibility Advisory Committee

METROACCESS SUBCOMMITTEE PERFORMANCE REPORT:

June 17, 2013

NUMBER OF REGISTRANTS:

As of April 30, 2012: 27,620
As of April 30, 2013: 29,131
Change: + 5.5%

SERVICE PROVIDED:

Ridership	(Passenger Trips 	Customer Trips):
April 2012:	174,320	149,860
April 2013:	181,288	156,109
Change:	+4.0%	+4.2%
2012 FYTD:	1,728,476	1,489,806
2013 FYTD:	1,680,656	1,446,714
Change:	-2.8%	-2.9%

Average Weekday Ridership:

April 2012: 7,149
April 2013: 7,294
Change: +2.0%

2012 FYTD Average: 6,922
2013 FYTD Average: 6,756
Change: -2.4%

Reservations:

April 2012: 246,698
April 2013: 259,735
Change: +5.3%

2012 FYTD: 2,476,546
2013 FYTD: 2,464,941
Change: -0.5%

Trips Scheduled:

April 2012:	189,853
April 2013:	197,496
Change:	+4.0%

2012 FYTD:	1,868,969
2013 FYTD:	1,848,489
Change:	-1.1%

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

April 2012:	2,876		(1.5%)
April 2013:	3,253		(1.6%)
Change:	+13.1%		(+0.1%)

2012 FYTD:	30,537		(1.6%)
2013 FYTD:	31,772		(1.7%)
Change:	+4.0%		(+0.1%)

Late Cancellations (as a percentage of scheduled trips):

April 2012:	9,350		(4.9%)
April 2013:	8,895		(4.5%)
Change:	-4.9%		(-0.4%)

2012 FYTD:	89,790		(4.8%)
2013 FYTD:	86,781		(4.7%)
Change:	-3.4%		(-0.1%)

PERFORMANCE OUTCOMES:

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

April 2012:	24.6
April 2013:	26.0
Change:	+5.6%

2012 CYTD:	24.2
2013 CYTD:	24.5
Change:	+1.2%

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

April 2012:	9.4
April 2013:	12.4
Change:	+32.5%

2012 CYTD:	10.2
2013 CYTD:	9.7
Change:	-5.1%

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

April 2012:	11.5
April 2013:	16.5
Change:	+44.2%

2012 CYTD:	10.0
2013 CYTD:	14.6
Change:	+46.0%

On-Time Performance [Goal = 92.0%]

April 2012:	92.8%
April 2013:	91.6%
Change:	-1.2%

2012 FYTD:	92.7%
2013 FYTD:	92.5%
Change:	-0.2%

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

April 2012:	0.7%
April 2013:	1.2%
Change:	+0.5%

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

Customer Satisfaction Measure*

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

April 2012: 4.5
April 2013: 4.6
Change: +4.1%

2012 FYTD: 4.1
2013 FYTD: 3.7
Change: -10.9%

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

AUTOMATED PROCESSES:

Trips Booked by Internet:

April 2012: 28,158
April 2013: 33,624
Change: +19.4%

Trips Cancelled by Internet:

April 2012: 11,330
April 2013: 14,578
Change: +28.7%

Trips Cancelled by Interactive Voice Response System (IVR):

April 2012: 8,150
April 2013: 7,886
Change: -3.2%

EZ-Pay	(Transactions	 	Value Added)
April 2012:	3,939		\$300,940.75
April 2013:	5,078		\$379,092.50
Change:	+28.9%		+26.0%

FARES (PAYING PASSENGERS ONLY):

Average Fare:

April 2013: \$5.01

Percentage Paying Maximum \$7 Fare:

April 2013: 30.0%