



600 Fifth Street NW
Washington, DC 20001
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Accessibility Advisory Committee

METROACCESS SUBCOMMITTEE PERFORMANCE REPORT:

February 18, 2014

NUMBER OF REGISTRANTS:

As of December 31, 2012: 28,441
As of December 31, 2013: 32,021
Change: (+ 12.6%)

SERVICE PROVIDED:

Ridership	(Passengers	 	Completed Trips):
December 2012:	158,534		135,553
December 2013:	165,656		140,737
Change:	(+4.5%)		(+3.8%)
2013 FYTD:	996,735		857,314
2014 FYTD:	1,066,577		908,268
Change:	(+7.0%)		(+5.9%)

Average Weekday Ridership:

December 2012: 6,353
December 2013: 6,498
Change: (+2.3%)

2013 FYTD Average: 6,625
2014 FYTD Average: 7,068
Change: (+6.7%)

Reservations:

December 2012: 236,914
December 2013: 253,826
Change: (+7.1%)

2013 FYTD: 1,462,122
2014 FYTD: 1,518,181
Change: (+3.8%)

Trips Scheduled:

December 2012:	174,555
December 2013:	186,945
Change:	(+7.1%)

2013 FYTD:	1,095,384
2014 FYTD:	1,155,316
Change:	(+5.5%)

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

December 2012:	3,243	(1.9%)
December 2013:	3,631	(1.9%)
Change:	(+12.0%)	(0.0%)

2013 FYTD:	19,328	(1.8%)
2014 FYTD:	18,628	(1.6%)
Change:	(-3.6%)	(-0.2%)

Late Cancellations (as a percentage of scheduled trips):

December 2012:	8,422	(4.8%)
December 2013:	11,453	(6.1%)
Change:	(+36.0%)	(+1.3%)

2013 FYTD:	50,968	(4.7%)
2014 FYTD:	52,756	(4.6%)
Change:	(+3.5%)	(-0.1%)

PERFORMANCE OUTCOMES:

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

December 2012:	28.1
December 2013:	33.6
Change:	(+19.5%)

2012 CYTD:	24.6
2013 CYTD:	28.0
Change:	(+13.8%)

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

December 2012:	13.4
December 2013:	18.0
Change:	(+33.8%)

2012 CYTD:	10.4
2013 CYTD:	13.0
Change:	(+24.8%)

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

December 2012:	6.3
December 2013:	30.2
Change:	(+378.5%)

2012 CYTD:	16.1
2013 CYTD:	18.1
Change:	(+12.2%)

On-Time Performance [Goal = 92.0%]

December 2012:	92.3%
December 2013:	92.5%
Change:	(+0.2%)

2013 FYTD:	92.5%
2014 FYTD:	91.6%
Change:	(-0.9%)

Percentage of Missed Trips*

(More than 20 minutes late) [Goal = 0.75%]:

December 2013	0.5%
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Percentage of Excessively Late Trips*

(More than 20 minutes late) [Goal = 0.75%]:

December 2013:	1.4%
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*Based on new contract performance measures effective July 1, 2013.

Customer Satisfaction Measure*

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

December 2012: 3.8
December 2013: 4.1
Change: (+10.5%)

2013 FYTD: 3.5
2014 FYTD: 4.7
Change: (+31.6%)

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

AUTOMATED PROCESSES:

Trips Booked by Internet:

December 2012: 26,738
December 2013: 35,616
Change: (+33.2%)

Trips Cancelled by Internet:

December 2012: 14,229
December 2013: 15,278
Change: (+7.4%)

Trips Cancelled by Interactive Voice Response System (IVR):

December 2012: 8,256
December 2013: 9,360
Change: (+13.4%)

EZ-Pay Transactions and Value Added:

December 2012:	4,274		\$317,675.48
December 2013:	4,421		\$337,453.91
Change:	(+3.4%)		(+6.2%)

FARES (PAYING PASSENGERS ONLY):

Average Fare:

December 2013: \$4.71

Percentage Paying Maximum \$7 Fare:

December 2013: 24.2%