



Accessibility Advisory Committee

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

METROACCESS SUBCOMMITTEE PERFORMANCE REPORT:

April 16, 2012

NUMBER OF REGISTRANTS:

As of February 29, 2011: 28,741

As of February 29, 2012: 27,974

Change: -2.7%

SERVICE PROVIDED:

Ridership	(Passenger Trips)	 	Customer Trips:
February 2011:	189,563		165,167
February 2012:	171,105		147,543
Change:	-9.7%		-10.7%
2011 FYTD:	1,582,550		1,367,296
2012 FYTD:	1,369,526		1,180,550
Change:	-13.5%		-13.7%

Average Weekday Ridership:

February 2011: 8,187

February 2012: 7,158

Change: -12.6%

2011 FYTD Average: 7,906

2012 FYTD Average: 6,846

Change: -13.4%

Reservations:

February 2011: 240,988

February 2012: 246,268

Change: 2.2%

2011 FYTD: 2,020,012

2012 FYTD: 1,969,351

Change: -2.5%

Trips Scheduled:

February 2011:	192,030
February 2012:	186,526
Change:	-2.9%

2011 FYTD:	1,584,752
2012 FYTD:	1,477,912
Change:	-6.7%

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

February 2011:	3,628	(1.9%)
February 2012:	2,879	(1.5%)
Change:	-20.6%	(-0.4%)

2011 FYTD:	33,878	(2.1%)
2012 FYTD:	24,627	(1.7%)
Change:	-27.3%	(-0.4%)

Late Cancellations (as a percentage of scheduled trips):

February 2011:	11,884	(6.2%)
February 2012:	8,723	(4.7%)
Change:	-26.6%	(-1.5%)

2011 FYTD:	96,178	(6.1%)
2012 FYTD:	71,007	(4.8%)
Change:	-26.2%	(-1.3%)

PERFORMANCE OUTCOMES:

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

February 2011:	36.0
February 2012:	25.7
Change:	-28.6%

2011 CYTD:	34.7
2012 CYTD:	23.0
Change:	-33.7%

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

February 2011:	12.6
February 2012:	11.7
Change:	-6.8%

2011 CYTD:	14.4
2012 CYTD:	11.1
Change:	-23.0%

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

February 2011:	15.8
February 2012:	11.7
Change:	-26.1%

2011 CYTD:	26.9
2012 CYTD:	8.8
Change:	-67.2%

On-Time Performance [Goal = 92.0%]

February 2011:	89.0%
February 2012:	92.2%
Change:	3.2%

2011 FYTD:	92.0%
2012 FYTD:	92.8%
Change:	0.8%

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

February 2011:	2.5%
February 2012:	0.9%
Change:	-1.6%

2011 FYTD:	2.1%
2012 FYTD:	1.0%
Change:	-1.1%

Customer Satisfaction Measure*

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

February 2011: 6.6
February 2012: 4.2
Change: -36.6%

2011 FYTD: 5.2
2012 FYTD: 4.0
Change: -22.5%

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

AUTOMATED PROCESSES:

Trips Booked by Internet:

February 2011: 20,487
February 2012: 28,096
Change: +37.1%

Trips Cancelled by Internet:

February 2011: 8,662
February 2012: 11,762
Change: +35.8%

Trips Cancelled by Interactive Voice Response System (IVR):

February 2011: 11,433
February 2012: 8,209
Change: -28.2%

EZ-Pay Transactions and Value Added:

February 2011:	3,002		\$220,354.60
February 2012:	3,751		\$302,104.52
Change:	+25.0%		+37.1%

FARES (PAYING PASSENGERS ONLY):

Average Fare:

February 2012: \$4.82

Percentage Paying Maximum \$7 Fare:

February 2012: 27.2%