



# Accessibility Advisory Committee

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## METROACCESS SUBCOMMITTEE PERFORMANCE REPORT: August 20, 2012

### NUMBER OF REGISTRANTS:

As of June 30, 2011: 27,526  
As of June 30, 2012: 27,388  
Change: -0.5%

### SERVICE PROVIDED:

<b>Ridership</b>	<b>(Passenger Trips)</b>	<b> </b>	<b>Customer Trips:</b>
June 2011:	179,407		155,403
June 2012:	171,880		146,636
Change:	-4.2%		-5.6%
2011 FYTD:	2,336,183		2,023,850
2012 FYTD:	2,082,882		1,793,389
Change:	-10.8%		-11.4%

### **Average Weekday Ridership:**

June 2011: 7,156  
June 2012: 7,083  
Change: -1.0%

2011 FYTD Average: 7,763  
2012 FYTD Average: 6,940  
Change: -10.6%

### **Reservations:**

June 2011: 245,759  
June 2012: 241,832  
Change: -1.6%

2011 FYTD: 3,042,676  
2012 FYTD: 2,978,927  
Change: -2.1%

**Trips Scheduled:**

June 2011:	189,322
June 2012:	185,473
Change:	-2.0%

2011 FYTD:	2,374,748
2012 FYTD:	2,253,085
Change:	-5.1%

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

June 2011:	3,173	(1.7%)
June 2012:	3,124	(1.7%)
Change:	-1.5%	(0%)

2011 FYTD:	47,380	(2.0%)
2012 FYTD:	36,862	(1.6%)
Change:	-22.2%	(-0.4%)

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

June 2011:	8,417	(4.4%)
June 2012:	8,705	(4.7%)
Change:	3.4%	(0.3%)

2011 FYTD:	134,258	(5.7%)
2012 FYTD:	107,395	(4.8%)
Change:	-20.0%	(-0.9%)

**PERFORMANCE OUTCOMES:**

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

June 2011:	26.0
June 2012:	23.0
Change:	-11.3%

2011 CYTD:	31.5
2012 CYTD:	23.1
Change:	-26.6%

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

June 2011:	11.4
June 2012:	8.3
Change:	-27.2%

2011 CYTD:	13.0
2012 CYTD:	9.9
Change:	-23.8%

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

June 2011:	16.7
June 2012:	17.5
Change:	4.4%

2011 CYTD:	24.0
2012 CYTD:	10.4
Change:	-56.5%

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

June 2011:	93.2%
June 2012:	92.7%
Change:	-0.5%

2011 FYTD:	92.0%
2012 FYTD:	92.7%
Change:	0.7%

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

June 2011:	0.9%
June 2012:	0.8%
Change:	-0.1%

2011 FYTD:	1.8%
2012 FYTD:	1.0%
Change:	-0.8%

**Customer Satisfaction Measure\***

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

June 2011: 3.9  
June 2012: 3.8  
Change: -3.2%

2011 FYTD: 5.0  
2012 FYTD: 4.0  
Change: -19.5%

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

**AUTOMATED PROCESSES:**

**Trips Booked by Internet:**

June 2011: 23,285  
June 2012: 26,737  
Change: +14.8%

**Trips Cancelled by Internet:**

June 2011: 10,935  
June 2012: 10,943  
Change: +0.1%

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

June 2011: 9,411  
June 2012: 7,755  
Change: -17.6%

**EZ-Pay Transactions and Value Added:**

June 2011:	3,608		\$305,826.40
June 2012:	4,196		\$306,915.35
Change:	+16.3%		+0.4%

**FARES (PAYING PASSENGERS ONLY):**

**Average Fare:**

June 2012: \$4.83

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

June 2012: 26.2%