



Accessibility Advisory Committee

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

METROACCESS SUBCOMMITTEE PERFORMANCE REPORT:

December 16, 2013

NUMBER OF REGISTRANTS:

As of October 31, 2012: 27,952
As of October 31, 2013: 31,424
Change: (+ 12.4%)

SERVICE PROVIDED:

Ridership	(Passengers	 	Completed Trips):
October 2012:	167,224		145,045
October 2013:	189,573		161,878
Change:	(+13.4%)		(+11.6%)
2013 FYTD:	670,983		577,613
2014 FYTD:	728,256		620,884
Change:	(+8.5%)		(+7.5%)

Average Weekday Ridership:

October 2012: 6,415
October 2013: 7,344
Change: (+14.5%)

2013 FYTD Average: 6,668
2014 FYTD Average: 7,206
Change: (+8.1%)

Reservations:

October 2012: 254,152
October 2013: 267,606
Change: (+5.3%)

2013 FYTD: 982,256
2014 FYTD: 1,017,981
Change: (+3.6%)

Trips Scheduled:

October 2012:	187,211
October 2013:	204,660
Change:	(+9.3%)

2013 FYTD:	737,626
2014 FYTD:	780,424
Change:	(+5.8%)

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

October 2012:	3,149	(1.7%)
October 2013:	3,019	(1.5%)
Change:	(-4.1%)	(-0.2%)

2013 FYTD:	12,839	(1.7%)
2014 FYTD:	11,862	(1.5%)
Change:	(-7.6%)	(-0.2%)

Late Cancellations (as a percentage of scheduled trips):

October 2012:	10,100	(5.4%)
October 2013:	9,084	(4.4%)
Change:	(-10.1%)	(-1.0%)

2013 FYTD:	34,816	(4.7%)
2014 FYTD:	32,773	(4.2%)
Change:	(-5.9%)	(-0.5%)

PERFORMANCE OUTCOMES:

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

October 2012:	29.8
October 2013:	22.8
Change:	(-23.7%)

2012 CYTD:	24.2
2013 CYTD:	27.5
Change:	(+13.7%)

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

October 2012:	11.6
October 2013:	7.6
Change:	(-34.4%)

2012 CYTD:	9.8
2013 CYTD:	12.5
Change:	(+27.6%)

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

October 2012:	17.9
October 2013:	21.1
Change:	(+17.6%)

2012 CYTD:	18.0
2013 CYTD:	18.1
Change:	(+0.9%)

On-Time Performance [Goal = 92.0%]

October 2012:	92.4%
October 2013:	91.2%
Change:	(-1.2%)

2013 FYTD:	92.7%
2014 FYTD:	91.5%
Change:	(-1.2%)

Percentage of Missed Trips*

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

October 2013	0.5%
--------------	------

Percentage of Excessively Late Trips*

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

October 2013:	1.7%
---------------	------

*Based on new contract performance measures effective July 1, 2013.

Customer Satisfaction Measure*

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

October 2012:	3.6
October 2013:	4.9
Change:	(+38.6%)

2013 FYTD:	3.5
2014 FYTD:	4.7
Change:	(+32.0%)

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

AUTOMATED PROCESSES:

Trips Booked by Internet:

October 2012:	29,649
October 2013:	38,776
Change:	(+30.8%)

Trips Cancelled by Internet:

October 2012:	14,366
October 2013:	14,773
Change:	(+2.8%)

Trips Cancelled by Interactive Voice Response System (IVR):

October 2012:	8,489
October 2013:	7,848
Change:	(-7.6%)

EZ-Pay Transactions and Value Added:

October 2012:	4,669		\$339,420.50
October 2013:	5,016		\$370,754.73
Change:	(+7.4%)		(+9.2%)

FARES (PAYING PASSENGERS ONLY):

Average Fare:

October 2013:	\$4.69
---------------	--------

Percentage Paying Maximum \$7 Fare:

October 2013:	23.8%
---------------	-------