



# Accessibility Advisory Committee

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

## METROACCESS SUBCOMMITTEE PERFORMANCE REPORT: May 20, 2013

### NUMBER OF REGISTRANTS:

As of March 31, 2012:	27,803
As of March 31, 2013:	28,928
Change:	+ 4.0%

### SERVICE PROVIDED:

<b>Ridership</b>	<b>(Passenger Trips  </b>	<b>Customer Trips):</b>
March 2012:	184,630	159,396
March 2013:	171,365	146,839
Change:	-7.2%	-7.9%
2012 FYTD:	1,554,156	1,339,946
2013 FYTD:	1,499,368	1,290,605
Change:	-3.5%	-3.7%

### **Average Weekday Ridership:**

March 2012:	7,305
March 2013:	6,918
Change:	-5.3%

2012 FYTD Average:	6,897
2013 FYTD Average:	6,695
Change:	-2.9%

### **Reservations:**

March 2012:	260,497
March 2013:	258,114
Change:	-0.9%

2012 FYTD:	2,229,848
2013 FYTD:	2,205,206
Change:	-1.1%

**Trips Scheduled:**

March 2012:	201,204
March 2013:	189,581
Change:	-5.8%

2012 FYTD:	1,679,116
2013 FYTD:	1,650,993
Change:	-1.7%

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

March 2012:	3,034		(1.5%)
March 2013:	3,292		(1.7%)
Change:	+8.5%		(+0.2%)

2012 FYTD:	27,661		(1.6%)
2013 FYTD:	28,519		(1.7%)
Change:	+3.1%		(+0.1%)

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

March 2012:	9,433		(4.7%)
March 2013:	9,154		(4.8%)
Change:	-3.0%		(+0.1%)

2012 FYTD:	84,440		(4.8%)
2013 FYTD:	77,886		(4.7%)
Change:	-3.2%		(-0.1%)

**PERFORMANCE OUTCOMES:**

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

March 2012:	26.2
March 2013:	25.5
Change:	-2.7%

2012 CYTD:	24.1
2013 CYTD:	24.0
Change:	-0.4%

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

March 2012:	9.5
March 2013:	9.9
Change:	+3.9%

2012 CYTD:	10.5
2013 CYTD:	8.8
Change:	-16.5%

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

March 2012:	10.8
March 2013:	11.7
Change:	+7.7%

2012 CYTD:	9.5
2013 CYTD:	13.9
Change:	+46.1%

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

March 2012:	91.7%
March 2013:	92.6%
Change:	+0.9%

2012 FYTD:	92.7%
2013 FYTD:	92.6%
Change:	-0.1%

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

March 2012:	1.2%
March 2013:	0.9%
Change:	-0.3%

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

**Customer Satisfaction Measure\***

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

March 2012: 4.7  
March 2013: 3.4  
Change: -27.9%

2012 FYTD: 4.1  
2013 FYTD: 3.6  
Change: -12.9%

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

**AUTOMATED PROCESSES:**

**Trips Booked by Internet:**

March 2012: 28,786  
March 2013: 34,156  
Change: +18.7%

**Trips Cancelled by Internet:**

March 2012: 12,081  
March 2013: 14,999  
Change: +24.2%

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

March 2012: 8,168  
March 2013: 8,412  
Change: +3.0%

<b>EZ-Pay</b>	<b>(Transactions</b>	<b> </b>	<b>Value Added)</b>
March 2012:	4,180		\$323,469.84
March 2013:	4,876		\$369,671.15
Change:	+16.7%		+14.3%

**FARES (PAYING PASSENGERS ONLY):**

**Average Fare:**

March 2013: \$5.01

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

March 2013: 29.6%