



# Accessibility Advisory Committee

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

## METROACCESS SUBCOMMITTEE PERFORMANCE REPORT:

November 18, 2013

### NUMBER OF REGISTRANTS:

As of September 30, 2012:	27,763
As of September 30, 2013:	30,938
Change:	(+ 11.4%)

### SERVICE PROVIDED:

<b>Ridership</b>	<b>(Passengers</b>	<b> </b>	<b>Completed Trips):</b>
September 2012:	161,817		139,713
September 2013:	177,284		151,387
Change:	(+9.6%)		(+8.4%)
2013 FYTD:	503,759		432,568
2014 FYTD:	538,683		459,006
Change:	(+6.9%)		(+6.1%)

### **Average Weekday Ridership:**

September 2012:	6,863
September 2013:	7,327
Change:	(+6.8%)

2013 FYTD Average:	6,757
2014 FYTD Average:	7,158
Change:	(+5.9%)

### **Reservations:**

September 2012:	236,755
September 2013:	247,862
Change:	(+4.7%)

2013 FYTD:	728,104
2014 FYTD:	750,375
Change:	(+3.1%)

**Trips Scheduled:**

September 2012:	179,362
September 2013:	190,813
Change:	(+6.4%)

2013 FYTD:	550,415
2014 FYTD:	575,764
Change:	(+4.6%)

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

September 2012:	3,107	(1.7%)
September 2013:	2,861	(1.5%)
Change:	(-7.9%)	(-0.2%)

2013 FYTD:	9,690	(1.8%)
2014 FYTD:	8,843	(1.5%)
Change:	(-8.7%)	(-0.3%)

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

September 2012:	8,077	(4.5%)
September 2013:	7,864	(4.1%)
Change:	(-2.6%)	(-0.4%)

2013 FYTD:	24,716	(4.5%)
2014 FYTD:	23,689	(4.1%)
Change:	(-4.2%)	(-0.4%)

**PERFORMANCE OUTCOMES:**

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

September 2012:	27.3
September 2013:	33.5
Change:	(+22.8%)

2012 CYTD:	23.6
2013 CYTD:	28.0
Change:	(+19.0%)

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

September 2012:	9.9
September 2013:	20.8
Change:	(+109.5%)

2012 CYTD:	9.6
2013 CYTD:	13.1
Change:	(+36.1%)

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

September 2012:	12.4
September 2013:	16.9
Change:	(+36.9%)

2012 CYTD:	18.0
2013 CYTD:	17.8
Change:	(-1.2%)

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

September 2012:	92.1%
September 2013:	90.6%
Change:	(-1.5%)

2013 FYTD:	92.7%
2014 FYTD:	91.6%
Change:	(-1.1%)

**Percentage of Missed Trips\***

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

September 2013	0.5%
----------------	------

**Percentage of Excessively Late Trips\***

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

September 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]:**

September 2012: 3.7  
September 2013: 5.1  
Change: (+40.2%)

2013 FYTD: 3.5  
2014 FYTD: 4.6  
Change: (+29.7%)

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

**AUTOMATED PROCESSES:**

**Trips Booked by Internet:**

September 2012: 27,170  
September 2013: 34,825  
Change: (+28.2%)

**Trips Cancelled by Internet:**

September 2012: 12,111  
September 2013: 13,051  
Change: (+7.8%)

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

September 2012: 7,481  
September 2013: 6,762  
Change: (-9.6%)

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

September 2012:	4,610		\$339,956.30
September 2013:	4,586		\$353,259.45
Change:	(-0.5%)		(+3.9%)

**FARES (PAYING PASSENGERS ONLY):**

**Average Fare:**

September 2013: \$4.74

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

September 2013: 25.1%