



Accessibility Advisory Committee

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

METROACCESS SUBCOMMITTEE PERFORMANCE REPORT:

June 18, 2012

NUMBER OF REGISTRANTS:

As of April 30, 2011: 28,624
As of April 30, 2012: 27,620
Change: -3.5%

SERVICE PROVIDED:

Ridership	(Passenger Trips)	 	Customer Trips:
April 2011:	186,804		162,949
April 2012:	174,320		149,860
Change:	-6.7%		-8.0%
2011 FYTD:	1,974,352		1,710,066
2012 FYTD:	1,728,476		1,489,806
Change:	-12.5%		-12.9%

Average Weekday Ridership:

April 2011: 7,649
April 2012: 7,149
Change: -6.5%

2011 FYTD Average: 7,884
2012 FYTD Average: 6,922
Change: -12.2%

Reservations:

April 2011: 251,904
April 2012: 246,698
Change: -2.1%

2011 FYTD: 2,540,684
2012 FYTD: 2,476,546
Change: -2.5%

Trips Scheduled:

April 2011:	196,245
April 2012:	189,853
Change:	-3.3%

2011 FYTD:	1,993,568
2012 FYTD:	1,868,969
Change:	-6.3%

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

April 2011:	3,272	(1.7%)
April 2012:	2,876	(1.5%)
Change:	-12.1%	(-0.2%)

2011 FYTD:	40,769	(2.0%)
2012 FYTD:	30,537	(1.6%)
Change:	-25.1%	(-0.4%)

Late Cancellations (as a percentage of scheduled trips):

April 2011:	10,248	(5.2%)
April 2012:	9,350	(4.9%)
Change:	-8.8%	(-0.3%)

2011 FYTD:	117,401	(5.9%)
2012 FYTD:	89,790	(4.8%)
Change:	-23.5%	(-1.1%)

PERFORMANCE OUTCOMES:

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

April 2011:	34.7
April 2012:	24.6
Change:	-29.1%

2011 CYTD:	32.9
2012 CYTD:	24.2
Change:	-26.3%

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

April 2011:	14.2
April 2012:	9.4
Change:	-34.0%

2011 CYTD:	13.3
2012 CYTD:	10.2
Change:	-22.9%

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

April 2011:	32.1
April 2012:	11.5
Change:	-64.3%

2011 CYTD:	24.9
2012 CYTD:	10.0
Change:	-59.7%

On-Time Performance [Goal = 92.0%]

April 2011:	91.2%
April 2012:	92.8%
Change:	1.6%

2011 FYTD:	91.8%
2012 FYTD:	92.7%
Change:	0.9%

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

April 2011:	1.4%
April 2012:	0.7%
Change:	-0.7%

2011 FYTD:	2.0%
2012 FYTD:	1.0%
Change:	-1.0%

Customer Satisfaction Measure*

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

April 2011: 5.0
April 2012: 4.5
Change: -10.6%

2011 FYTD: 5.2
2012 FYTD: 4.1
Change: -20.6%

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

AUTOMATED PROCESSES:

Trips Booked by Internet:

April 2011: 21,292
April 2012: 28,158
Change: +32.2%

Trips Cancelled by Internet:

April 2011: 11,223
April 2012: 11,330
Change: +1.0%

Trips Cancelled by Interactive Voice Response System (IVR):

April 2011: 11,243
April 2012: 8,150
Change: -27.5%

EZ-Pay Transactions and Value Added:

April 2011:	3,467		\$281,856.28
April 2012:	3,939		\$300,940.75
Change:	+13.6%		+6.8%

FARES (PAYING PASSENGERS ONLY):

Average Fare:

April 2012: \$4.82

Percentage Paying Maximum \$7 Fare:

April 2012: 26.0%