



600 Fifth Street NW
Washington, DC 20001
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Accessibility Advisory Committee

METROACCESS SUBCOMMITTEE PERFORMANCE REPORT:

September 17, 2012

WMATA's fiscal year begins in July, thus all FYTD comparisons for July data are identical to the monthly comparisons and have therefore been temporarily removed. FYTD comparisons will return with August data. CYTD comparisons remain.

NUMBER OF REGISTRANTS:

As of July 30, 2011:	27,507
As of July 30, 2012:	27,487
Change:	-0.1%

SERVICE PROVIDED:

Ridership	(Passenger Trips	 	Customer Trips):
July 2011:	166,785		143,372
July 2012:	164,452		140,261
Change:	-1.4%		-2.2%

Average Weekday Ridership:

July 2011:	6,726
July 2012:	6,551
Change:	-2.6%

Reservations:

July 2011:	236,702
July 2012:	239,278
Change:	+1.1%

Trips Scheduled:

July 2011:	176,559
July 2012:	178,586
Change:	+1.1%

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

July 2011:	3,005	(1.7%)
July 2012:	3,341	(1.9%)
Change:	+11.2%	(+0.2%)

Late Cancellations (as a percentage of scheduled trips):

July 2011:	8,042	(4.6%)
July 2012:	8,424	(4.7%)
Change:	+4.8%	(+0.1%)

PERFORMANCE OUTCOMES:

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

July 2011:	24.2
July 2012:	25.4
Change:	+5.1%

2011 CYTD:	30.5
2012 CYTD:	23.4
Change:	-23.1%

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

July 2011:	7.5
July 2012:	11.5
Change:	+52.9%

2011 CYTD:	12.2
2012 CYTD:	10.1
Change:	-17.2%

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

July 2011:	18.0
July 2012:	36.5
Change:	+102.8%

2011 CYTD:	23.2
2012 CYTD:	14.0
Change:	-39.9%

On-Time Performance [Goal = 92.0%]

July 2011:	93.1%
July 2012:	93.6%
Change:	+0.5%

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

July 2011:	1.1%
July 2012:	0.7%
Change:	-0.4%

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

July 2011:	4.3
July 2012:	3.1
Change:	-26.9%

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

AUTOMATED PROCESSES:

Trips Booked by Internet:

July 2011:	22,580
July 2012:	24,164
Change:	+7.0%

Trips Cancelled by Internet:

July 2011:	10,899
July 2012:	11,616
Change:	+6.6%

Trips Cancelled by Interactive Voice Response System (IVR):

July 2011:	9,201
July 2012:	8,523
Change:	-7.4%

EZ-Pay Transactions and Value Added:

July 2011:	3,604		\$307,227.80
July 2012:	4,299		\$331,182.90
Change:	+19.3%		+7.8%

FARES (PAYING PASSENGERS ONLY):

Average Fare:

July 2012:	\$5.00
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Percentage Paying Maximum \$7 Fare:

July 2012:	29.6%
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