



600 Fifth Street NW  
Washington, DC 20001  
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## Accessibility Advisory Committee

### **METROACCESS SUBCOMMITTEE PERFORMANCE REPORT:**

September 16, 2013

#### **NUMBER OF REGISTRANTS:**

As of July 31, 2012:	27,487
As of July 31, 2013:	30,058
Change:	+ 9.4%

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.

#### **SERVICE PROVIDED:**

<b>Ridership</b>	<b>(Passenger Trips  </b>	<b>Customer Trips):</b>
July 2012:	164,452	140,261
July 2013:	178,719	152,392
Change:	+8.7%	+8.6%

#### **Average Weekday Ridership:**

July 2012:	6,551
July 2013:	6,916
Change:	+5.6%

#### **Reservations:**

July 2012:	239,278
July 2013:	248,953
Change:	+4.0%

**Trips Scheduled:**

July 2012:	178,586
July 2013:	190,356
Change:	+6.6%

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

July 2012:	3,341		(1.9%)
July 2013:	3,090		(1.6%)
Change:	-7.5%		(-0.3%)

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

July 2012:	8,424		(4.7%)
July 2013:	7,667		(4.0%)
Change:	-9.0%		(-0.7%)

**PERFORMANCE OUTCOMES:**

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

July 2012:	25.4
July 2013:	32.5
Change:	+27.9%

2012 CYTD:	23.4
2013 CYTD:	26.9
Change:	+15.0%

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

July 2012:	11.5
July 2013:	16.8
Change:	+48.6%

2012 CYTD:	10.1
2013 CYTD:	11.6
Change:	+14.9%

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

July 2012:	36.5
July 2013:	33.6
Change:	-8.0%

2012 CYTD:	14.0
2013 CYTD:	19.7
Change:	+41.5%

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

July 2012:	93.6%
July 2013:	91.3%
Change:	-2.5%

**Percentage of Missed Trips\***

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

July 2013:	0.5%
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**Percentage of Excessively Late Trips\***

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

July 2013:	1.6%
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\*Based on new contract performance measures effective July 1, 2013.

**Customer Satisfaction Measure\*\***

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

July 2012:	3.1
July 2013:	4.8
Change:	+53.7%

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

**AUTOMATED PROCESSES:**

**Trips Booked by Internet:**

July 2012:	24,164
July 2013:	32,216
Change:	+36.3%

**Trips Cancelled by Internet:**

July 2012:	11,616
July 2013:	13,271
Change:	+14.2%

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

July 2012:	8,523
July 2013:	7,179
Change:	-15.8%

<b>EZ-Pay</b>	<b>(Transactions</b>	<b> </b>	<b>Value Added)</b>
July 2012:	4,299		\$331,182.90
July 2013:	4,988		\$372,154.59
Change:	+16.0%		+12.4%

**FARES (PAYING PASSENGERS ONLY):**

**Average Fare:**

July 2013:	\$4.76
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**Percentage Paying Maximum \$7 Fare:**

July 2013:	25.4%
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