



Accessibility Advisory Committee

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

METROACCESS SUBCOMMITTEE PERFORMANCE REPORT: March 19, 2012

NUMBER OF REGISTRANTS:

As of January 31, 2011: 28,796
As of January 31, 2012: 27,801
Change: -3.5%

SERVICE PROVIDED:

Ridership	(Passenger Trips)	 	Customer Trips):
January 2011:	182,351		157,867
January 2012:	168,858		145,640
Change:	-7.4%		-7.7%
2011 FYTD:	1,392,987		1,202,129
2012 FYTD:	1,198,421		1,033,007
Change:	-14.0%		-14.1%

Average Weekday Ridership:

January 2011: 7,315
January 2012: 6,692
Change: -8.5%

2011 FYTD Average: 7,870
2012 FYTD Average: 6,803
Change: -13.6%

Reservations:

January 2011: 249,096
January 2012: 248,494
Change: -0.2%

2011 FYTD: 1,779,024
2012 FYTD: 1,723,083
Change: -3.1%

Trips Scheduled:

January 2011:	189,042
January 2012:	184,793
Change:	-2.2%

2011 FYTD:	1,392,722
2012 FYTD:	1,291,386
Change:	-7.3%

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

January 2011:	3,688	(2.0%)
January 2012:	3,108	(1.7%)
Change:	-15.7%	(-0.3%)

2011 FYTD:	30,250	(2.2%)
2012 FYTD:	21,748	(1.7%)
Change:	-28.1%	(-0.5%)

Late Cancellations (as a percentage of scheduled trips):

January 2011:	16,029	(8.5%)
January 2012:	9,594	(5.2%)
Change:	-40.1%	(-3.3%)

2011 FYTD:	84,294	(6.1%)
2012 FYTD:	62,284	(4.8%)
Change:	-26.1%	(-1.3%)

PERFORMANCE OUTCOMES:

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

January 2011:	33.4
January 2012:	20.3
Change:	-39.3%

2011 CYTD:	33.4
2012 CYTD:	20.3
Change:	-39.3%

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

January 2011:	16.2
January 2012:	10.4
Change:	-35.5%

2011 CYTD:	16.2
2012 CYTD:	10.4
Change:	-35.5%

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

January 2011:	38.4
January 2012:	5.9
Change:	-84.6%

2011 CYTD:	38.4
2012 CYTD:	5.9
Change:	-84.6%

On-Time Performance [Goal = 92.0%]

January 2011:	93.5%
January 2012:	93.4%
Change:	0.1%

2011 FYTD:	92.4%
2012 FYTD:	92.9%
Change:	0.5%

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

January 2011:	1.6%
January 2012:	0.8%
Change:	-0.8%

2011 FYTD:	2.1%
2012 FYTD:	1.0%
Change:	-1.1%

Customer Satisfaction Measure*

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

January 2011: 4.1
January 2012: 3.5
Change: -13.7%

2011 FYTD: 5.0
2012 FYTD: 4.0
Change: -19.9%

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

AUTOMATED PROCESSES:

Trips Booked by Internet:

January 2011: 19,269
January 2012: 26,994
Change: +40.1%

Trips Cancelled by Internet:

January 2011: 9,473
January 2012: 11,913
Change: +25.8%

Trips Cancelled by Interactive Voice Response System (IVR):

January 2011: 14,976
January 2012: 8,974
Change: -40.1%

EZ-Pay Transactions and Value Added:

January 2011:	2,168		\$134,783.23
January 2012:	4,152		\$323,392.29
Change:	+91.5%		+139.9%

FARES (PAYING PASSENGERS ONLY):

Average Fare:

January 2012: \$4.81

Percentage Paying Maximum \$7 Fare:

January 2012: 27.0%