



600 Fifth Street NW
Washington, DC 20001
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Accessibility Advisory Committee

METROACCESS SUBCOMMITTEE PERFORMANCE REPORT:

October 21, 2013

NUMBER OF REGISTRANTS:

As of August 31, 2012: 27,610
As of August 31, 2013: 30,470
Change: (+ 10.4%)

SERVICE PROVIDED:

Ridership	(Passengers	 	Completed Trips):
August 2012:	177,490		152,594
August 2013:	182,680		155,227
Change:	(+2.9%)		(+1.7%)
2013 FYTD:	341,942		292,855
2014 FYTD:	361,399		307,619
Change:	(+5.7%)		(+5.0%)

Average Weekday Ridership:

August 2012: 6,862
August 2013: 7,250
Change: (+5.6%)

2013 FYTD Average: 6,710
2014 FYTD Average: 7,079
Change: (+5.5%)

Reservations:

August 2012: 252,071
August 2013: 253,560
Change: (+0.6%)

2013 FYTD: 491,349
2014 FYTD: 502,513
Change: (+2.3%)

Trips Scheduled:

August 2012:	192,467
August 2013:	194,595
Change:	(+1.1%)

2013 FYTD:	371,053
2014 FYTD:	384,951
Change:	(+3.7%)

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

August 2012:	3,242	(1.7%)
August 2013:	2,892	(1.5%)
Change:	(-10.8%)	(-0.2%)

2013 FYTD:	6,583	(1.8%)
2014 FYTD:	5,982	(1.6%)
Change:	(-9.1%)	(-0.2%)

Late Cancellations (as a percentage of scheduled trips):

August 2012:	8,215	(4.3%)
August 2013:	8,158	(4.2%)
Change:	(-0.7%)	(-0.1%)

2013 FYTD:	16,639	(4.5%)
2014 FYTD:	15,825	(4.1%)
Change:	(-4.9%)	(-0.4%)

PERFORMANCE OUTCOMES:

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

August 2012:	21.1
August 2013:	30.2
Change:	(+43.2%)

2012 CYTD:	23.1
2013 CYTD:	27.4
Change:	(+18.3%)

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

August 2012:	6.3
August 2013:	15.9
Change:	(+154.0%)

2012 CYTD:	9.6
2013 CYTD:	12.2
Change:	(+26.6%)

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

August 2012:	50.7
August 2013:	5.5
Change:	(-89.2%)

2012 CYTD:	18.6
2013 CYTD:	17.9
Change:	(-4.0%)

On-Time Performance [Goal = 92.0%]

August 2012:	92.5%
August 2013:	92.9%
Change:	(+0.4%)

2013 FYTD:	93.0%
2014 FYTD:	92.1%
Change:	(-0.9%)

Percentage of Missed Trips*

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

August 2013	1.1%
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Percentage of Excessively Late Trips*

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

August 2013:	0.4%
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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]:

August 2012: 3.8
August 2013: 3.8
Change: (+0.8%)

2013 FYTD: 3.5
2014 FYTD: 4.3
Change: (+24.1%)

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

AUTOMATED PROCESSES:

Trips Booked by Internet:

August 2012: 26,637
August 2013: 35,235
Change: (+32.3%)

Trips Cancelled by Internet:

August 2012: 12,401
August 2013: 13,997
Change: (+12.9%)

Trips Cancelled by Interactive Voice Response System (IVR):

August 2012: 8,127
August 2013: 7,106
Change: (-12.6%)

EZ-Pay Transactions and Value Added:

August 2012:	4,495		\$319,500.70
August 2013:	4,772		\$376,008.66
Change:	(+6.2%)		(+17.7%)

FARES (PAYING PASSENGERS ONLY):

Average Fare:

August 2013: \$4.74

Percentage Paying Maximum \$7 Fare:

August 2013: 24.9%