



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

Accessibility Advisory Committee

METROACCESS SUBCOMMITTEE PERFORMANCE REPORT: January 21, 2014

NUMBER OF REGISTRANTS:

As of November30, 2012:	28,224
As of November30, 2013:	31,731
Change:	(+ 12.4%)

SERVICE PROVIDED:

Ridership	(Passengers	 	Completed Trips):
November2012:	167,218		144,148
November2013:	172,665		146,647
Change:	(+3.3%)		(+1.7%)
2013 FYTD:	838,201		721,761
2014 FYTD:	900,921		767,531
Change:	(+7.5%)		(+6.3%)

Average Weekday Ridership:

November2012:	6,714
November2013:	7,083
Change:	(+5.5%)

2013 FYTD Average:	6,677
2014 FYTD Average:	7,183
Change:	(+7.6%)

Reservations:

November2012:	242,952
November2013:	246,374
Change:	(+1.4%)

2013 FYTD:	1,225,208
2014 FYTD:	1,264,355
Change:	(+3.2%)

Trips Scheduled:

November2012:	183,203
November2013:	187,947
Change:	(+2.6%)

2013 FYTD:	920,829
2014 FYTD:	968,371
Change:	(+5.2%)

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

November2012:	3,246	(1.8%)
November2013:	3,135	(1.7%)
Change:	(-3.4%)	(-0.1%)

2013 FYTD:	16,085	(1.7%)
2014 FYTD:	14,997	(1.5%)
Change:	(-6.8%)	(-0.2%)

Late Cancellations (as a percentage of scheduled trips):

November2012:	7,730	(4.2%)
November2013:	8,530	(4.5%)
Change:	(+10.3%)	(+0.3%)

2013 FYTD:	42,546	(4.6%)
2014 FYTD:	41,303	(4.3%)
Change:	(-2.9%)	(-0.3%)

PERFORMANCE OUTCOMES:

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

November2012:	25.6
November2013:	27.9
Change:	(+8.9%)

2012 CYTD:	24.3
2013 CYTD:	27.5
Change:	(+13.3%)

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

November2012:	13.1
November2013:	12.5
Change:	(-4.9%)

2012 CYTD:	10.1
2013 CYTD:	12.5
Change:	(+23.8%)

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

November2012:	6.0
November2013:	5.8
Change:	(-3.2%)

2012 CYTD:	16.9
2013 CYTD:	17.0
Change:	(+0.7%)

On-Time Performance [Goal = 92.0%]

November2012:	92.2%
November2013:	91.1%
Change:	(-1.1%)

2013 FYTD:	92.6%
2014 FYTD:	91.4%
Change:	(-1.2%)

Percentage of Missed Trips*

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

November2013	0.6%
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Percentage of Excessively Late Trips*

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

November2013:	1.8%
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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]:

November2012: 3.3
November2013: 5.1
Change: (+53.8%)

2013 FYTD: 3.5
2014 FYTD: 4.8
Change: (+36.1%)

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

AUTOMATED PROCESSES:

Trips Booked by Internet:

November2012: 29,602
November2013: 35,501
Change: (+19.9%)

Trips Cancelled by Internet:

November2012: 14,039
November2013: 13,816
Change: (-1.6%)

Trips Cancelled by Interactive Voice Response System (IVR):

November2012: 7,850
November2013: 6,732
Change: (-14.2%)

EZ-Pay Transactions and Value Added:

November2012:	4,401		\$330,755.09
November2013:	4,383		\$336,057.80
Change:	(-0.4%)		(+1.6%)

FARES (PAYING PASSENGERS ONLY):

Average Fare:

November2013: \$4.72

Percentage Paying Maximum \$7 Fare:

November2013: 24.2%