



600 Fifth Street NW  
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## Accessibility Advisory Committee

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

September 15, 2014

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

As of July 31, 2013:	30,058
As of July 31, 2014:	34,654
Change:	15.3%

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> </b>	<b>Customer Trips):</b>
July 2013:	178,719		152,392
July 2014:	192,331		162,627
Change:	7.6%		6.7%

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

July 2013:	6,916
July 2014:	7,479
Change:	8.1%

#### **Reservations:**

July 2013:	248,953
July 2014:	272,538
Change:	9.5%

**Trips Scheduled:**

July 2013:	190,356
July 2014:	208,555
Change:	9.6%

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

July 2013:	3,090		1.6%
July 2014:	3,190		1.5%
Change:	100		(-0.1%)

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

July 2013:	7,667		4.0%
July 2014:	9,551		4.6%
Change:	1,884		0.6%

**PERFORMANCE OUTCOMES:**

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

July 2013:	32.5
July 2014:	22.3
Change:	(-31.5%)

2013 CYTD:	26.9
2014 CYTD:	28.6
Change:	6.0%

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

July 2013:	16.8
July 2014:	13.1
Change:	(-22.4%)

2013 CYTD:	11.6
2014 CYTD:	13.2
Change:	13.5%

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

July 2013:	33.6
July 2014:	26.0
Change:	(-22.6%)

2013 CYTD:	19.7
2014 CYTD:	19.8
Change:	0.2%

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

July 2013:	91.3%
July 2014:	92.6%
Change:	1.3%

**Percentage of Missed Trips\*  
(More than 20 minutes late) [Goal = 0.75%]:**

July 2014:	0.4%
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**Percentage of Excessively Late Trips\*  
(More than 20 minutes late) [Goal = 0.75%]:**

July 2014:	1.4%
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**Customer Complaints\*\*  
(Complaints per 1,000 trips requested) [Goal = 5.0]:**

July 2013:	4.8
July 2014:	5.1
Change:	5.7%

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

**AUTOMATED PROCESSES:**

**Trips Booked by Internet:**

July 2013: 32,216  
July 2014: 37,484  
Change: 16.4%

**Trips Cancelled by Internet:**

July 2013: 13,271  
July 2014: 14,887  
Change: 12.2%

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

July 2013: 7,179  
July 2014: 7,692  
Change: 7.1%

<b>EZ-Pay</b>	<b>(Transactions</b>	<b> </b>	<b>Value Added)</b>
July 2013:	4,988		\$372,154.59
July 2014:	5,411		\$398,966.72
Change:	8.5%		7.2%

**FARES (PAYING PASSENGERS ONLY):**

**Average Fare:**

July 2014: \$4.78

**Percentage Paying Maximum \$6.50 Fare:**

July 2014: 33.5%