

# BACK2GOOD

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## RAILCARS

- **1000- and 4000-series gone six months ahead of schedule:** By the end of this month, all of Metro's oldest and least reliable railcars – the 1000- and 4000-series cars – will be off the tracks permanently
- **More new trains carrying passengers:** 42 new 7000-series trains in service at the end of May
  - 7000-series railcars perform 2x better than rest of the fleet
  - First regularly scheduled 7000-series train coming to the Silver Line in June



## SERVICE RELIABILITY

- **MyTripTime shows lengthy delays are infrequent:** In May, 91% of all rail trips resulted in customers arriving within 5 minutes of schedule
- **Fewer unscheduled delays:** The number of unscheduled delays in the first 5 months of 2017 is down 23% compared with the same period in 2016
  - Delays caused by railcar problems down 41%
  - Delays caused by track problems down 3%



## SAFETY

- **SafeTrack program to be completed on June 25:** Intensive maintenance effort renewing 1/3 of the system's track in just over one year
  - **Before SafeTrack:** 22% of all wooden ties in the system were defective
  - **Now:** just 2%
  - **Before SafeTrack:** nearly 350 temporary gauge rods needed to hold track in place
  - **Now:** just 9



## STATION IMPROVEMENTS

- **New escalators going in:** With the completion of a major escalator project at Woodley Park Station, Metro has now replaced 75 escalators since 2011 and refurbished another 150 to like-new condition



## FINANCIAL MANAGEMENT

- **Improved workforce accountability:** New management policies have resulted in 20% reduction in sick leave and leave without pay taken in April 2017, compared with previous year

For more information on WMATA's plan for 2017, visit [wmata.com/back2good](http://wmata.com/back2good)