

BACK2GOOD

Metro launched Back2Good to improve safety, service and financial management by the end of 2017, and progress has been achieved in every area. **For more information** visit wmata.com/back2good



SERVICE RELIABILITY

- **Offloads due to railcar issues down 45%** this year.
- **Nearly 9 out of 10 customer trips arrived on time in October 2017**, compared with just 7 out of 10 last fall.
- **452 new 7000-series railcars now delivered**, doubling the number of new trains in the past 12 months.
- **Escalators achieving 95% performance** this year.
- **More than 130 real-time bus information signs installed** in bus shelters and rail stations this year, and upgraded technology now used by street supervisors.
- **Abilities-Ride program launched**, providing MetroAccess customers in Maryland with more flexible service options.



SAFETY

- **Red signal overruns down 60%** this year.
- **Rail fire incidents down 25%** this year.
- **White platform edge lights** installed so far this year at 19 Metrorail stations and **brighter LED lights** installed in 197 pylons at 13 stations.
- **Enhanced cleaning** of platforms, mezzanines and entrances at all 91 stations in 2017.
- **Major crime on Metro down 18%** through October, compared to same period in 2016.
- **Cellular service activated in tunnels as work progresses** – segments of RD, OR, BL & SV lines completed this year.



FINANCIAL MANAGEMENT

- **FTA's Financial Management Oversight audit closed** with all corrective actions completed, resulting in improved access to federal funds.
- **Employee absenteeism down 16%** since management policies put in place.
- For the second year in a row, Metro completed an **on-time, clean financial audit**.