

BACK2GOOD

Customer confidence that Metro is “getting better” reached the highest level in two years.



VEHICLE IMPROVEMENTS

- **Best railcar performance in eight years achieved in 2017**, with customer offloads down 40%.
- **Nearly 500 new 7000-series railcars now in service** – that’s more than 40% of Metro’s active rail fleet.
- **Almost half of the 5000-series railcars are off the tracks**, and ALL 1000- and 4000-series are gone.
- **Metrobus achieved 81% on time performance** in January 2018, its highest in three years.
- **202 new MetroAccess vehicles in 2017** – replacing older vehicles and expanding the fleet.



SAFETY & SECURITY

- **Serious crime on Metrorail and Metrobus at lowest level in more than a decade, down 19% last year:**
 - Aggravated assaults down 27%
 - Robberies down 18%
 - Snatch/pickpocket incidents down 27%
- **Three National Transportation Safety Board (NTSB) recommendations closed in January 2018** for the removal of all 1000-series railcars and improved tunnel ventilation procedures and training.



RUSH HOUR PROMISE

- **Since the start of Rush Hour Promise, 90% of all rush hour trips on Metrorail have arrived on time.**
- **Metro’s Rush Hour Promise has provided travel credits to registered SmarTrip users for just over 26,000 trips**, less than 0.2% of all trips taken on Metrorail.



FREE WI-FI

- **Free Wi-Fi now available in 36 underground stations.** All remaining underground stations will have Wi-Fi later this year.



FINANCIAL MANAGEMENT

- **Saved \$3 million in overtime and sick leave pay in 2017**, and reduced long-term leave by 30%.
- **On track to achieve \$1 billion capital investment** in safety and reliability for the second year in a row.
- **Pursuing cost savings through contracting** new services at Cinder Bed Road bus facility, parts inventory and warehousing, and operating and maintaining the Silver Line extension.

For more information visit wmata.com/back2good

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