

BACK2GOOD

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SERVICE RELIABILITY

- **Rail customer satisfaction on the rise:** With Metrorail on-time performance now at 88%, customer satisfaction reached 76% in the third quarter of this fiscal year, compared with 69% last year.
- **Old, unreliable railcars are off the track:** 85% of 5000-series taken out of service, and all 1000- and 4000-series railcars are gone.
- **Better railcars = better service:** Railcar offloads down 60 percent compared to two years ago.
- **Metrobus on-time performance at 79 percent:** Best third quarter since reporting began in 2010.
- **MetroAccess on-time performance at 92 percent.**



RUSH HOUR PROMISE

- **Since the start of Rush Hour Promise, more than 140,000 credits have been delivered to customers** for trips that were delayed 15 minutes or more.
- **Register your SmarTrip card** at wmata.com to be eligible for the Rush Hour Promise.



SAFETY

- **Completed power cable safety upgrade:** Installed protective sealing sleeves on all 9,454 power cable connectors in the Metrorail system as part of effort to reduce fire and smoke incidents.
- **Reduced debris-related fires by nearly 20 percent** due to improved track bed cleaning.
- **Improving worker safety:** Red signal overruns cut in half compared to last year.



FINANCIAL MANAGEMENT

- **Historic dedicated funding approved for Metro:** Legislation signed into law in VA, MD and DC, providing Metro with an additional \$500 million in capital funding per year.
- **\$1.2 billion investment in safety and reliability:** On track to spend 95% of capital budget in FY18.



PREVENTIVE MAINTENANCE

- **Metro's first preventive track maintenance program underway:** By taking advantage of longer overnight work periods, crews accomplished 34 percent more work compared to two years ago.

For more information visit wmata.com/back2good