

BACK2GOOD

Customer satisfaction among bus & rail customers continues to rise – reaching 80% for the first time in four years.



SERVICE RELIABILITY

- **Railcar performance is now highest in 8 years.** Our cars travel more than 100,000 miles on average between a problem resulting in a delay.
- **New rail preventive maintenance programs** have cut infrastructure-related disruptions in half.
- **Rail fire incidents down nearly 40%** in the past year.



RUSH HOUR PROMISE

- **88% of all Metrorail rush-hour trips have arrived on-time** since the start of Rush Hour Promise in January.
- **Keeping our promise:** 235,000 trip credits have been delivered to customers who were delayed 15 minutes or more, less than 0.2% of all trips taken on Metrorail.
- **Register your SmarTrip card at wmata.com** to be eligible for the Rush Hour Promise.



STATION IMPROVEMENTS

- **Free customer Wi-Fi now available** in all underground stations.
- **Work to install cellular service** in all underground tunnels continues.
- **Brighter stations are coming.** Work is underway to “relamp” all underground stations with brighter LED bulbs, improving safety and saving money.



CAPITAL PROGRAM

- **Improved capital program management** to spend more than 99% of the FY18 capital budget – that’s more than \$1.24 billion invested in system safety and reliability.
- **Two major capital projects completed this summer:**
 - Rebuilt track infrastructure at the tightest curve, outside McPherson Square on the Blue/Orange/Silver lines.
 - Completed structural repairs & improved platform boarding for customers at Rhode Island Ave Station



METROBUS

- **Bus on-time performance improved** to its best year-to-date performance since reporting began in 2010 (79%).

For more information visit wmata.com/back2good

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