

BACK2GOOD

More new trains: 7000-series trains now make up more than 50 percent of the Metrorail fleet.



SAFETY

- **Major crime on Metro last year dropped to the lowest level since 1999**
- **Insulator fire incidents in 2018 dropped to lowest level in years** – 66% fewer than 2016 – due to new preventive maintenance and tunnel waterproofing
- **Two major capital projects completed in late 2018:**
 - Completed first major reconstruction project for 40-year-old Yellow Line Bridge
 - Upgraded several switches that allow trains to change tracks at Reagan National Airport Station



SERVICE

- **Metrorail on-time performance in 2018 reached the highest level in seven years.**
- **Doubled rush-hour service at four Red Line stations** by eliminating the “Grosvenor Turnback”
- **Work underway to install traffic signal priority technology on all 1,500 buses** this year to speed up bus trips



RUSH HOUR PROMISE

- **89% of all Metrorail rush-hour trips have arrived on-time** since the start of Rush Hour Promise
- **Improving our promise:** Now through June, customers can receive a travel credit if they are delayed by 10 minutes or more during rush-hour, reduced from 15 minutes in 2018
- **Register your SmarTrip card** at wmata.com to be eligible for the Rush Hour Promise



STATIONS AND TUNNELS

- **Cell service now available in more than half** of Metro’s tunnels
- **Brighter stations:** New LED lighting installed in 15 underground stations, making them an average of 6x brighter. All 48 underground stations will receive lighting upgrades over 2-3 years



FINANCIAL MANAGEMENT

- **Clean financial audit** for 4th straight year
- **Purchased new DC headquarters**, the 1st major step in a broader office consolidation strategy projected to save \$130 million over 20 years

For more information visit wmata.com/back2good

Update Published: January 8, 2019