

BACK2GOOD



SERVICE RELIABILITY

- **Customer offloads down nearly 40%** in first seven months of 2017, compared to the same period in 2016.
- **Rail customer on-time performance improved to 89%** for August 2017.
- **MyTripTime:** WMATA is the first transit property in the country to offer personalized travel time data for customers. Check it out by logging into your SmarTrip account at smartrip.wmata.com.



RAIL & BUS FLEET

- **Railcar reliability up more than 50%** in first seven months of 2017, compared to the same period in 2016.
- **Cooler railcars:** Nearly 60% fewer HVAC issues reported in July 2017, compared with July 2016.
- **50 new 7000-series trains** (400 railcars) in service.
- **100 new Metrobuses** each year replace the oldest, least reliable buses in the fleet.



FINANCIAL MANAGEMENT

- **Largest annual capital investment** – \$1.16 billion – recorded in Fiscal Year 2017.
- **Slashed more than \$100 million** in spending and ended Fiscal Year 2017 with a balanced budget.
- **Employee absenteeism down 10%** following policy changes.



SAFETY & SECURITY

- **Major crime on Metro down 20% in the first seven months of 2017**, including pickpocket thefts down 50%, bicycle thefts down 26%, and snatch thefts down 14%.
- **Fire & smoke incidents down 20%** this year, including an **11% drop in arcing incidents**, due to aggressive rail infrastructure rebuilding and preventive maintenance programs.



STATION IMPROVEMENTS

- **Escalators achieving 95% performance** for first seven months of the year, with 80 new and 153 fully rehabilitated escalators since 2011.

For more information visit wmata.com/back2good

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