

BACK2GOOD



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

For more information visit wmata.com/back2good
Update Published: January 8, 2019

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



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 SmartTrip 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