

WMATA

Department of Planning and Joint Development

Office of Long Range Planning/Capital and Strategic Planning

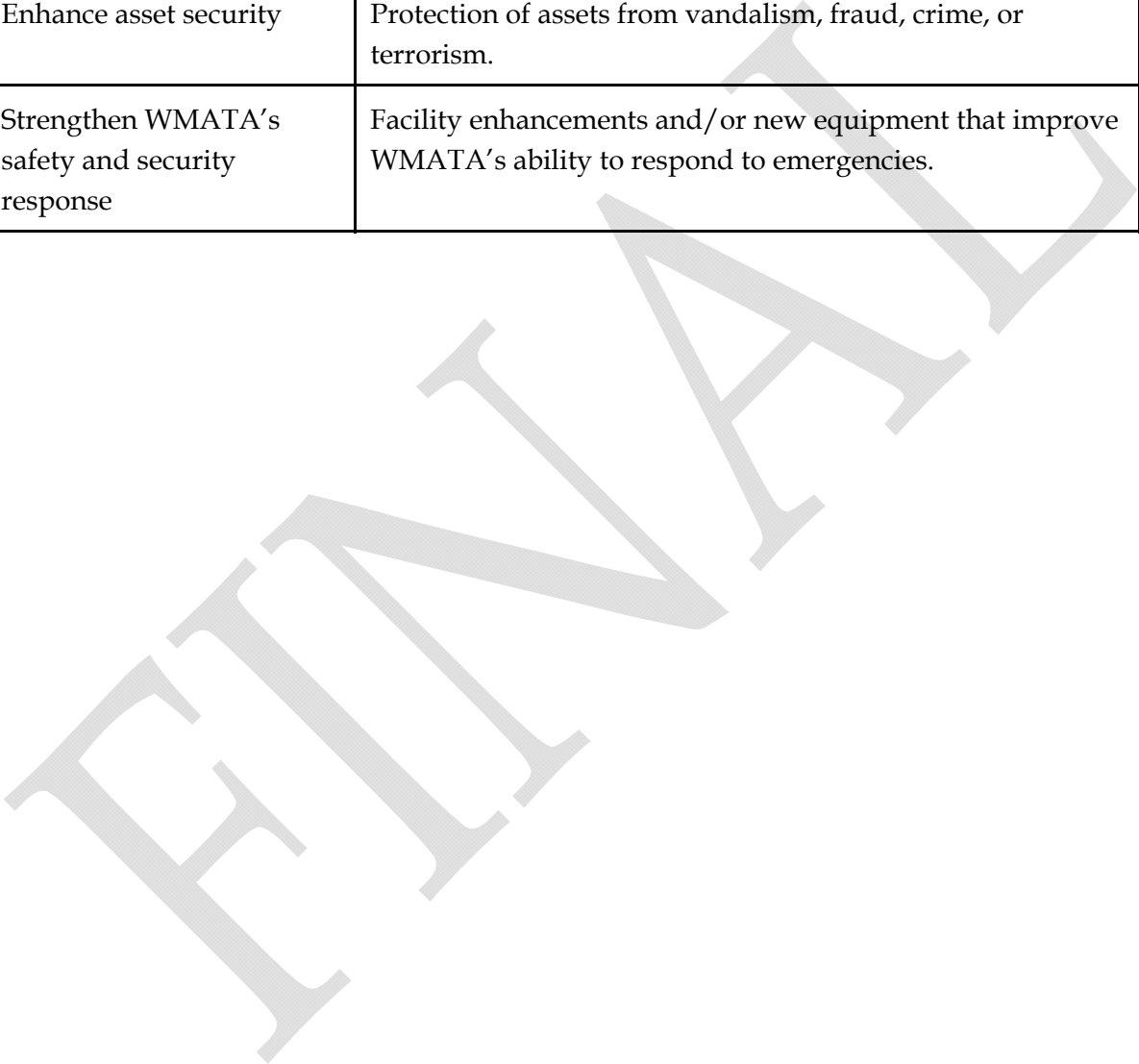
Prioritization Objectives

GOAL: Deliver Quality Service

Objective	Definition
Improve reliability of service	Maintenance and replacement of capital assets to minimize disruptions and subsequent delays.
Enhance regional mobility by improving access and linkages between transportation options	Increased system availability to all residents and integration through transit facility enhancements and upgraded support facilities and equipment. Improved connectivity between travel modes, including other transit systems and pedestrian/bicycle facilities. Accessibility for disabled persons in compliance with ADA and federal mandates for paratransit.
Maximize customer satisfaction through convenient and comfortable services/ facilities	Facility and vehicle improvements that ease the use of WMATA services and improve asset condition / ride quality. Investments that provide information to customers regarding various aspects of their trips.
Increase service and capacity to relieve overcrowding and meet future demand	Targeted capacity expansion investments to relieve overcrowding and to promote regional ridership growth.

GOAL: Create a Safety Culture

Objective	Definition
Improve customer and employee safety	Provision, maintenance, upgrade or replacement of assets to prevent breakdowns and malfunctions, to reduce incidents and to comply with federal environmental and safety regulations.
Enhance asset security	Protection of assets from vandalism, fraud, crime, or terrorism.
Strengthen WMATA's safety and security response	Facility enhancements and/or new equipment that improve WMATA's ability to respond to emergencies.



GOAL: Use Every Resource Wisely

Objective	Definition
Manage assets based on an economic life cycle	Strategic investments that rehabilitate reconstruct or replace assets based on life cycle data, conditions and usage.
Maximize capacity and functionality of existing assets	Capacity expansion of existing asset through technology, facility upgrades and other renovations.
Target capital asset investments that reduce operating costs and / or generate revenue	Tactical capital investments that reduce operating costs through resource efficiencies, lower staffing requirements, or reduced maintenance needs. Investments that increase asset revenue generation.
Use natural resources efficiently and reduce environmental impacts	Technologies and capital assets that reduce the consumption of natural resources and pollution.

GOAL: Maintain and Enhance Metro's Image

Objective	Definition
Enhance communication with customers	Convenient access to timely and accurate information on travel modes, schedules, facilities and service disruptions.
Promote the region's economy and strengthen opportunities for joint development	Capital investments that generate economic return for jurisdictional partners and enhance the economic competitiveness of the region.

GOAL: Retain and Attract the Best and the Brightest

Objective	Definition
Provide a safe and secure work environment	Renovation, replacement or enhancement of employee facilities to improve working conditions. Maintenance of fleet and equipment to ensure safe operation for employee and customers.
Support workforce development through state of the art facilities, vehicles, and equipment	Innovative technologies and equipment that enhance employee skills and promote career development.