



Washington Metropolitan
Area Transit Authority

300 7th Street, SW
Washington, DC 20024
wmata.com

Notice of Public Hearing

Washington Metropolitan Area Transit Authority Proposed Changes to Strategic Transformation Plan Docket B25-03

Purpose

Notice is hereby given that a public hearing will be held by the Washington Metropolitan Area Transit Authority on proposed changes to the Strategic Transformation Plan as follows:

Open House 6:00 p.m.

Hearing No. 671

6:30 p.m., Thursday, October 30, 2025

Northern Virginia Transportation Commission

2300 Wilson Blvd.

First Floor Conference Room

Arlington, Virginia

Please note that this date is subject to the facility's cancellation policy. In the event of a cancellation, Metro will post information about a new hearing on wmata.com.

The location for this public hearing is wheelchair accessible. Sign language interpretation will be provided. Any individual who requires special assistance or additional accommodation to participate in this public hearing, or who requires these materials in an alternate format, should contact the Office of Board Affairs at 202-962-2511 or TTY: 202-962-2033 as soon as possible in order for Metro to make necessary arrangements. For language assistance, such as an interpreter or information in another language, please call 202-962-1082 at least 48 hours prior to the public hearing date.

For more information, please visit wmata.com/strategicplanrefresh.



In accordance with the requirements of the Virginia Dedicated Funding statute and Section 62 of the WMATA Compact, Metro will conduct public hearings at the location listed in this notice. Information on this hearing will be provided in nearby Metrorail stations, and online at wmata.com.

HOW TO REGISTER TO SPEAK AT THE PUBLIC HEARING

All organizations or individuals desiring to be heard with respect to this docket will be afforded the opportunity to present their views, make supporting statements and to offer alternative proposals. Public officials will be allowed five minutes each to make their presentations. All others will be allowed three minutes each. Relinquishing of time by one speaker to another will not be permitted.

Individuals can provide testimony at the hearing in one of three ways:

In person: Individuals wishing to provide testimony in person during a hearing are encouraged to pre-register by emailing speak@wmata.com or calling (202) 962-2511 by 12 p.m. the day of the hearing. Please submit only one speaker's name per request. Individuals can also sign up at the hearing to provide testimony; advance registration to provide in-person testimony is not required.

By videoconference: Individuals wishing to provide testimony via videoconference are required to furnish, in writing, their name and organizational affiliation, if any, via email to speak@wmata.com by 5 p.m. the day prior to the hearing. Please submit only one speaker's name per request.

By telephone: Individuals should call (206) 899-2028 during the hearing and enter Meeting Code 515 197 031#. There is no advance registration available to provide testimony via telephone.

HOW TO SUBMIT TESTIMONY NOT AT A PUBLIC HEARING

Testimony about this proposal may be submitted at wmata.com/strategicplanrefresh. This website will open by 9 a.m. on Saturday, October 11, 2025, and will close at 5 p.m. on Tuesday, November 4, 2025. The website will also provide the opportunity to upload



documents and submit freeform comments. This is in addition to your ability to speak at a public hearing. For those without access to computers or internet, testimony may also be mailed to the Office of Board Affairs, SECT 2E, Washington Metropolitan Area Transit Authority, P.O. Box 44390, Washington, DC 20026-4390. All comments must be received by the Office of Board Affairs by 5 p.m. on Tuesday, November 4, 2025, to be included in the public record. Please reference “Strategic Transformation Plan” in your correspondence.

The comments received by the Office of Board Affairs, along with the survey results and public hearing comments, will be presented to the Board and will be part of the official public hearing record. Please note all statements are releasable to the public upon request, and may be posted on WMATA’s website, without change, including any personal information provided.

For those who do not have access to computers or internet, note that copies of the docket in its entirety can be requested from Metro’s Office of Board Affairs by calling 202-962-2511, and are available for inspection during normal business hours at Metro’s Headquarters at 300 7th Street SW, Washington, DC 20024. Please call 202-962-2511 in advance to schedule an appointment.

WHAT IS PROPOSED

Metro adopted its Strategic Transformation Plan, *Your Metro, The Way Forward*, in fiscal year 2023 to guide Metro’s strategy and actions over the next 5+ years. Metro is updating this Strategic Transformation plan to reflect the significant progress made in the past 3 years, and to ensure Metro remains aspirational in its Goals, Objectives, and Key Results. This updated plan will continue to serve as both a long-term strategy and a tool for annual priority setting as Metro works to meet the evolving needs of its customers, employees, and the region.



Highlights of the refreshed Strategic Transformation Plan:

- Reinforced Metro's ambition to provide world-class transit and be the primary connector of people and places across the DMV Region
- Elevated and expanded Metro's focus on achieving Financial & Organizational Efficiency as a core goal
- Recognized Regional Partnership & Long-Term Transit Planning as a critical cross-cutting enabler across all three goals
- Elevated "Continuously Improving" as a new guiding value and set new standards for customer service including internal processes
- Refreshed how Metro activates the plan to emphasize community engagement and ties to the capital plan
- Streamlined priorities to focus on critical programs empowering the Metro team to deliver on Metro's ambition

YOUR METRO, THE WAY FORWARD UPDATED STANDARDS FOR PUBLIC INPUT AND CONSIDERATION

Values:

- Safe
- Customer centric
- Ethical
- Innovative
- Continuously improving

Mission: Your Metro – Connecting you to possibilities.

Vision: The region's trusted way to move more people safely and efficiently.

**Goals and Objectives:**

The strategic transformation plan establishes three goals and aligns objectives to these goals:

- Service Excellence: Deliver safe, reliable, convenient, accessible, and world class service that customers can trust, across Modes.
- Talented Teams: Attract, develop, and retain world class talent where individuals feel valued, supported, and proud of their contribution.
- Financial & Organizational Efficiency: Steward public resources and efficiently allocate resources where they drive the most value, to ensure service delivery

REFERENCE MATERIAL AVAILABLE FOR INSPECTION

The docket consists of this Notice of Public Hearing, an executive summary of the draft updated Strategic Transformation Plan in English and Spanish, the draft updated Strategic Transformation Plan in English, and the public hearing presentation in English and Spanish. These documents are available online at wmata.com/strategicplanrefresh and may be inspected during normal business hours at the following location:

WMATA, Office of Board Affairs
300 7th Street, SW
Washington, DC 20024
202-962-2511
(Please call in advance to coordinate)

You can also request to have these materials mailed to you by calling the Office of the Secretary at 202-962-2511.