



Notice of Public Hearing
Washington Metropolitan Area Transit Authority
Proposed Strategic Transformation Plan
Docket B23-01

Purpose

Notice is hereby given that a public hearing will be held by the Washington Metropolitan Area Transit Authority on the docket mentioned above as follows:

Hearing No. 646

Thursday, February 9, 2023

Northern Virginia Transportation Commission
2300 Wilson Blvd.
First Floor Conference Room
Arlington, Virginia

Doors open at 6 p.m. – Public Hearing at 6:30 p.m.

This hearing will also be conducted virtually and testimony can be provided via phone or video (see below). The hearing can be viewed online at:

wmata.com/strategicplan or youtube.com/metroforward

To listen/provide testimony via telephone: 855-925-2801, Meeting Code 4773

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 locations for all Metro public hearings are 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 the Board Corporate Secretary 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/strategicplan



In accordance with the requirements of the Virginia Dedicated Funding statute and Section 62 of the WMATA Compact, Metro will conduct a public hearing at the location listed in this notice. Information on the hearing will be provided in Metrorail stations, Metrobuses, MetroAccess vehicles, at area libraries 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 the hearing are encouraged to pre-register by emailing speak@wmata.com or calling (202) 962-2511 by 5 p.m. on Wednesday, February 8, 2023. Please submit only one speaker's name per request. Advance registration to provide in-person testimony is not required.

By videoconference: Individuals wishing to provide testimony during the hearing 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. on Wednesday, February 8, 2023. Please submit only one speaker's name per request.

By telephone: Individuals should call (855) 925-2801 during the hearing and enter Meeting Code 4773. Advance registration to provide testimony via telephone is not available.

HOW TO SUBMIT TESTIMONY NOT AT THE PUBLIC HEARING

Testimony about this proposal may be submitted online via a survey at wmata.com/strategicplan. The survey will open by 9 a.m. on Saturday, January 21, 2023 and will close on Tuesday, February 14, 2023 at 5 p.m. The survey will also provide the opportunity to submit freeform comments. This is in addition to your ability to speak at the public hearing. For those without access to computers or internet, testimony may also be mailed to the Office of the Board Corporate Secretary, SECT 2E, Washington Metropolitan Area Transit Authority, P.O. Box 44390, Washington, DC 20026-4390. All comments must be received by the Office of the Board Corporate Secretary by 5 p.m. on Tuesday, February 14, 2023 to be included in the public record.

The comments received by the Office of the Board Corporate Secretary, 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 the Board Corporate Secretary 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.

WMATA PROPOSAL FOR DOCKET B23-01: Proposed Strategic Transformation Plan

Overview

In December 2022, the General Manager and Chief Executive Officer (GM/CEO) proposed a strategic transformation plan: Your Metro, The Way Forward. The plan establishes or refreshes WMATA's Values, Mission, Vision, Goals, and Objectives. The GM/CEO will use these standards to establish Initiatives, Metrics, Reports, and Dashboards to move Metro forward.

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

Values

WMATA's core values are:

- Safe
- Customer centric
- Equity focused
- Ethical
- Innovative

Mission

WMATA's proposed mission statement is: Your Metro – Connecting you to possibilities.

Vision

WMATA's proposed vision is: WMATA will be the region's trusted way to move more people safely and sustainably.

Goals and Objectives

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

Service excellence: Deliver safe, reliable, convenient, accessible, equitable and enjoyable service for all customers. The goals associated with service excellence are: Reliability; Safety and security; Convenience.

Talented teams: Attract, develop, retain top talent where individuals feel valued, supported, and proud of their contribution. The goals associated with talented teams are: Engagement, empowerment, and recognition; Recruitment and retention; Development.

Regional opportunity and partnership: Design transit service to move more people and equitably connect a growing region. Goals in this category are regional network and partner optimization, and community partnership and engagement.

Sustainability: Manage resources responsibly to achieve a sustainable operating, capital, and environmental model.