

# *City of Alexandria, Virginia*

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## **MEMORANDUM**

DATE: JANUARY 9, 2013

TO: MEMBERS OF THE TRANSPORTATION COMMISSION

FROM: SANDRA MARKS, ACTING DEPUTY DIRECTOR, T&ES

SUBJECT: AGENDA ITEM #3 – WMATA STRATEGIC PLAN

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**ISSUE:** Update on WMATA’s strategic planning effort.

**RECOMMENDATION:** That the Transportation Commission receive the report.

**DISCUSSION:** The WMATA Board of Directors and management have embarked on the development of a new strategic plan – the first the agency has developed in over 10 years. The next generation of Metro seeks to meet the needs of all its stakeholders – jurisdictions, businesses, communities, and customers. Below is an overview of the Vision, Mission, and Goals, as currently defined. WMATA staff will be seeking input from the Transportation Commission and is also gathering feedback online.

### **Vision**

Metro moves the region forward by connecting communities and improving mobility for our customers.

### **Mission**

Metro provides safe, equitable, reliable and cost-effective public transit.

### **Goals**

- Build and maintain a premier safety culture and system
- Meet or exceed customer expectations by consistently delivering quality service
- Improve regional mobility and connect communities
- Ensure financial stability and invest in our people and assets

To achieve this path forward, Metro's family – our employees, management, unions, Board of Directors, and regional, state and local funders – pledges to work together to deliver safe, high-quality transit service for the Nation's Capital.

**ATTACHMENT:** Guide to the Strategic Framework