



[ core values ] the *foundation* for all that we *decide* and the actions we *make*.



**Safe** - Customers and employers safety stays top of mind.

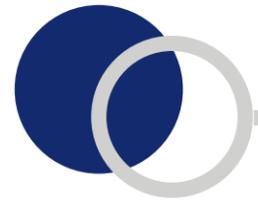
**Equity Focused** - Advance equity through our services.

**Customer Centric** - Exist to serve our customers and the region.

**Ethical** - We're ethical and transparent.

**Innovative** - Continuously improving with bold thinking.

# Metro Core Values



Keep customers and employers **SAFE** at all times.

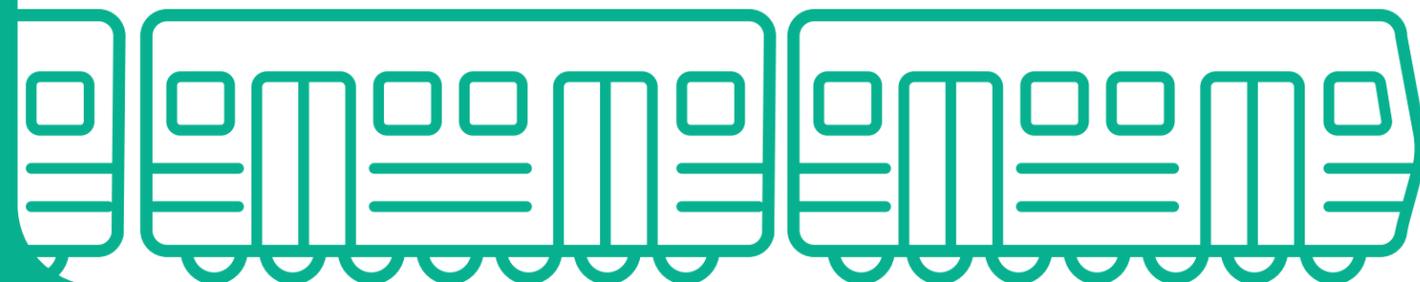


Stay **EQUITY-FOCUSED** through our services.

Always be **CUSTOMER-CENTRIC** and aim to provide better service.

Actively remain **ETHICAL** and transparent.

Improve through **INNOVATIVE** thinking and challenging the status quo.



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# goals for 2023 and beyond

**Our vision is to be the region's trusted way to move more people safely and sustainably. Here's how we can reach it, together:**

*Service Excellence* - Deliver safe, reliable, convenient, and enjoyable service for all customers.

*Regional Opportunity and Partnership* - Design transit service to move more people and connect a growing region.

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

*Talented Teams* - Attract, develop, and retain top talent where individuals feel valued, supported, and proud of their contribution.

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Silvia Otte

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# our goals

Through **Service Excellence, Regional Opportunity and Partnership, Sustainability,** and **Talented Teams,** we can achieve our vision of being the DMV's trusted way to move more people safely and sustainably.

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