

Case Study: WMATA Multi-Site and Mission Critical Relocation

Client

Washington Metropolitan Area Transit Authority (WMATA)

Overview:

TPM provided comprehensive move planning and logistics services to WMATA as part of its initiative to vacate its aging headquarters and redistribute staff across multiple new and existing facilities throughout the Washington metropolitan area. The program impacted approximately 4,000 staff across 15 locations in Washington, D.C., Maryland, and Virginia, requiring a phased, highly coordinated approach to ensure continuity of operations and protection of sensitive assets.

Key Challenges:

1. Scale and Complexity of a Multi-Site Relocation

The project required coordinating moves for thousands of employees across five destination facilities while managing space constraints, move sequencing, and tight occupancy schedules. The scale of the effort necessitated detailed planning to avoid disruption across multiple departments operating simultaneously in different jurisdictions.

2. Maintaining Continuous Operations for Critical Functions

Several departments—including a Parking Operations Center and two Call Centers—required uninterrupted operations throughout the relocation. TPM was challenged with designing and executing dual operations move strategies that allowed staff to transition without any downtime or service interruption to the public.

3. Handling of Sensitive and Regulated Materials

Specialized spaces presented unique logistical and compliance challenges. These included a Medical Clinic with confidential medical records and the MTPD Evidence and Property Storage facility, which required strict chain-of-custody controls, officer escorts, secure truck routes, and precise manifest documentation to maintain evidentiary integrity.

TPM's Approach:

TPM's move management and logistics teams collaborated to develop tailored move plans for each department and special space. The team planned and executed move events for approximately 4,000 employees into the new buildings, supplying all cartons, crates, and labeling materials. For off-site storage, TPM used Move Inventory Forms to document container contents and locations, enabling precise quality control and streamlined reinstallation at the destination building.

Results:

All moves were completed on schedule and within budget, with minimal post-move concerns. Critical operations continued without interruption, sensitive materials were transferred securely, and WMATA successfully advanced its long-term workplace strategy across the region.