

October 31, 1996

Introduced By: Maggi Fimia

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Proposed No.: 96-707

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MOTION NO. **10026**

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A MOTION approving the 1996-1997 mission,
4 goals and objectives of the transit
5 division of the department of
6 transportation

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WHEREAS, the transit division of the department of
8 transportation has proposed 1996-1997 mission and goals and
9 objectives, and

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WHEREAS, the financial policies call for the regional
11 transit committee to review and approve the annual mission
12 and goals statements prior to establishing financial and
13 service policies and priorities, and

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WHEREAS, the regional transit committee has reviewed and
15 recommended approval of the proposed mission statement and
16 goals and objectives as shown in the attachment;

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NOW, THEREFORE BE IT MOVED by the Council of King
County:

The 1996-97 mission statement and goals and objectives
(as attached) are approved for the transit division of the
department of transportation:

PASSED by a vote of 12 to 0 this 16th day of
December, 1996.

KING COUNTY COUNCIL
KING COUNTY, WASHINGTON

Jane Hayes
Chair

ATTEST:

Gerald A. Peterson
Clerk of the Council

Attachment: Transit Division 1996-1997 Mission and Goals

Transit Division 1996-1997 Mission and Goals

10026

Mission

Provide the best possible public transit service that improves the quality of life in King County.

Goal I: Provide quality products and services.

Plan, construct and operate reliable, safe and convenient transportation services that provide alternatives to driving alone.

Objective 1: Community and customer responsiveness

Continuously improve the quality of our products and services to attract new customers and retain existing ones.

- Maintain the reliability of products, services and infrastructure.
- Enhance and measure the security of passengers and employees and their satisfaction with security.
- Increase regional mobility through implementation of the Six-Year Plan.

Objective 2: Ensure financial well-being

Ensure financial integrity of public transportation programs.

- Effectively manage the use of new technology to promote operational efficiencies and improve service effectiveness.
- Increase farebox revenues and pursue other revenue sources to support our mission.
- Use public funds responsibly, efficiently and equitably among the three subregions.

Objective 3: Increase ridership

Increase use of bus, paratransit and rideshare services.

Goal II: Be an active regional partner.

Work with others to develop and carry out integrated plans for transportation, land use and growth management.

Objective 4: Integrate multimodal planning and implementation

Incorporate a multimodal and regional perspective in developing and implementing transportation plans.

- Partner in Six-Year Plan annual updates, regional and community transportation plans.

Objective 5: Forge regional partnerships

Strengthen public and private partnerships to provide enhanced services and use resources more efficiently.

Objective 6: Improve environmental quality

Improve environmental quality through actions supporting clean air, clean water, noise reduction, adopted land use plans and regional mobility.

Goal III: Be an outstanding place to work.

Be recognized as an outstanding place for all employees to work.

Objective 7: Improve our organization's culture

Continue to improve our organization's culture to reflect our values, emphasizing customer orientation, collaboration, continuous improvement, innovation and diversity.

- Implement and provide training in quality concepts.
- Work collaboratively with each other, our unions and other stakeholders.
- Develop a diverse work force and encourage all people to achieve their full potential.
- Ensure that all employees are treated fairly, consistently and with respect.
- Provide a safe work environment and promote safe work practices.

Objective 8: Continue development of new organization

Provide leadership to continue the development of the new government.

- Actively participate in defining the new government's procedures and in streamlining processes to ensure effective services.
- Communicate the new organization, roles and procedures to employees in a timely manner.
- Strengthen working relationships within the new department and government.