



**KING COUNTY**

1200 King County Courthouse  
516 Third Avenue  
Seattle, WA 98104

**Signature Report**

**March 24, 2003**

**Motion 11671**

**Proposed No. 2003-0122.1**

**Sponsors McKenna**

1                   A MOTION approving the 2003-2004 mission and goals of  
2                   the transit division of the department of transportation.  
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5                   WHEREAS, the transit financial policies call for the regional transit committee to  
6                   review and approve the annual mission and goals statement before establishing financial  
7                   and service policies and priorities, and

8                   WHEREAS, the transit division of the department of transportation has proposed  
9                   2003-2004 mission and goals as called for in the transit financial policies, and

10                   WHEREAS, the regional transit committee has reviewed and recommended  
11                   approval of the proposed mission and goals statement as shown in the attachment to this  
12                   motion;

13 NOW, THEREFORE, BE IT MOVED by the Council of King County:  
14 The Transit Division 2003-2004 Mission and Goals, Attachment A to this motion,  
15 is approved.  
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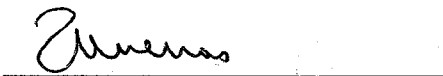
Motion 11671 was introduced on 3/17/2003 and passed by the Metropolitan King County Council on 3/24/2003, by the following vote:

Yes: 12 - Ms. Sullivan, Ms. Edmonds, Mr. von Reichbauer, Ms. Lambert, Mr. Phillips, Mr. McKenna, Mr. Constantine, Mr. Pullen, Mr. Gossett, Ms. Hague, Mr. Irons and Ms. Patterson  
No: 0  
Excused: 1 - Mr. Pelz

KING COUNTY COUNCIL  
KING COUNTY, WASHINGTON

  
Cynthia Sullivan, Chair

ATTEST:



Anne Noris, Clerk of the Council

**Attachments**      A. Transit Division 2003-2004 Mission and Goals

## **Transit Division**

### **2003-2004 Mission and Goals**

#### **Mission**

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Provide the best possible public transportation services and improve regional mobility and quality of life in King County.

#### **Goal I: Provide the transportation products and services needed by citizens, businesses and communities.**

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Plan, construct and operate reliable, safe and convenient transportation services that provide alternatives to driving alone and are responsive to the needs of citizens, businesses and communities.

#### **Objective 1: Continuously improve our products and services to efficiently and effectively meet the mobility needs of citizens, businesses and communities.**

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

- a. Maintain and enhance the convenience, reliability and cleanliness of products, services and infrastructure
- b. Enhance the security, comfort and satisfaction of passengers and employees
- c. Implement Six-Year Plan service and capital investments
- d. Improve the waiting and transfer environment for customers
- e. Evaluate new, modified and existing transit services on a regular basis
- f. Coordinate operating and capital programs to optimize services
- g. Market all public transportation services
- h. Monitor performance indicators to assess the success of continuous product and services improvements
- i. Study and evaluate methods to encourage more bicycle use and integration of multi-modal transportation choices with the bus system.

**Objective 2: Ensure both the short- and long-term viability of public transportation programs**

- a. Ensure adequate farebox revenues and pursue other revenue sources to support our mission
- b. Streamline processes and procedures
- c. Implement and monitor investments in appropriate, cost-effective transit technology consistent with King County technology plans.
- d. Provide services and products consistent with the Transit Financial Policies to achieve responsible, efficient and equitable use of public funds
- e. Monitor indicators of technical and financial performance
- f. Maintain, replace and upgrade facilities, equipment and systems based on anticipated use and customary and reasonable public transportation and engineering practices.

**Goal II: Be an active regional partner.**

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

**Objective 3: Enhance transportation plans and services through regional partnerships**

- a. Update the Transit 6-Year Plan, as directed in the adopted plan, at least every two years or more frequently if changing conditions or priorities dictate.
- b. Strengthen public and private partnerships to coordinate transportation plans, enhance services and use resources more efficiently
- c. Provide a multi-modal and regional perspective in implementing transportation plans
- d. Coordinate all transportation products and services with local, county and regional plans and policies
- e. Reach agreement with Sound Transit on King County Metro operation of light rail and the downtown Seattle Transit Tunnel which insures continuing bus system efficiency.
- f. Work with other public transportation agencies in the region to provide an integrated, multi-modal public transportation system through coordinated service connections, fare integration, and the park-and-ride program
- g. Encourage enhancements by local and regional jurisdictions of pedestrian and bicycle facilities to better access transit facilities

**Objective 4: Improve environmental quality**

Improve environmental quality through actions supporting clean air, clean water, Transit-Oriented Development (TOD), noise reduction, adopted land use plans and regional mobility.

**Goal III: Be an outstanding place to work**

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Provide an effective, customer-oriented work force that reflects the diversity of the community.

**Objective 5: Improve our organization's culture**

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

- a. Work cooperatively with each other, our unions and other stakeholders
- b. Develop a diverse work force and encourage all people to achieve their full potential
- c. Ensure that all employees are treated fairly, consistently and with respect
- d. Communicate changing roles and procedures to employees in a timely manner
- e. Strengthen working relationships within and outside the department
- f. Provide a safe work environment and promote safe work practices

**Objective 6: Be responsive to the community and our customers**

- a. Provide timely, consistent and clear two-way communication tailored to the communities and businesses we serve
- b. Provide courteous, prompt, respectful, fair, consistent and accurate service to customers