

04/22/99
05/20/99

Introduced By: Rob McKenna
Maggi Fimia

at Proposed No.: 1999-0243

MOTION NO. **10696**

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A MOTION approving the 1999-2000 mission, goals and objectives of the transit division of the department of transportation.

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WHEREAS, the transit financial policies call for the regional transit committee to review and approve the annual mission and goals statement before establishing financial and service policies and priorities, and

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WHEREAS, the transit division of the department of transportation has proposed 1999-2000 mission and goals and objectives as called for in the transit financial policies, and

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

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

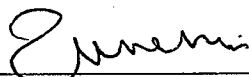
The 1999-2000 transit division mission statement and goals and objectives, as attached, are approved.

PASSED by a vote of 12 to 0 this 7th day of June, 1999.

KING COUNTY COUNCIL
KING COUNTY, WASHINGTON


Chair

ATTEST:


Clerk of the Council

Attachments: Transit Division 1999-2000 Mission and Goals dated May 20, 1999.

Transit Division 1999-2000 Mission and Goals

dated May 20, 1999

Mission

Provide the best possible public transit services that get people on the bus 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.

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.

- Maintain the reliability of products, services and infrastructure.
- Enhance the security of passengers and employees and enhance their comfort and satisfaction.
- Expeditiously complete Six-Year Plan service and capital investments.
- Improve the waiting and transfer environment for customers .
- Evaluate new, modified and existing transit services on a regular basis.
- Coordinate operating and capital programs to optimize services.
- Participate in and contribute to the Transit Six-Year Plan update process.
- Market all public transportation services.
- Monitor performance indicators to assess the success of continuous product and services improvements.
- Provide clean, convenient, and efficient products, services and infrastructure.

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

- Develop and implement a plan to optimize investments in appropriate transit technology.
- Ensure adequate farebox revenues and pursue other revenue sources to support our mission.
- Streamline processes and procedures.
- Provide services and products consistent with the Transit Financial Policies to achieve responsible, efficient and equitable use of public funds.
- Continue to test for and resolve Year 2000 problems.
- Monitor indicators of technical and financial performance.

Goal II: Be an active regional partner.

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

- Strengthen public and private partnerships to coordinate transportation plans, enhance services and use resources more efficiently.
- Provide a multi-modal and regional perspective in implementing transportation plans.
- Coordinate all transportation products and services with local, county and regional plans and policies.
- Reach agreement with Sound Transit and the City of Seattle on the long-term use of the downtown Seattle Transit Tunnel and surface streets.
- Integrate new and existing multi-modal public transportation systems with all providers.
- Work with partners in the region on efforts such as fare integration, inter-county connections and the park-and-ride program.
- 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

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.

- Work cooperatively 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.
- Communicate changing roles and procedures to employees in a timely manner.
- Strengthen working relationships within and outside the department
- Provide a safe work environment and promote safe work practices.

Objective 7: Be responsive to the community and our customers

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