



**KING COUNTY**

1200 King County Courthouse  
516 Third Avenue  
Seattle, WA 98104

**Signature Report**

**April 26, 2005**

**Motion 12108**

**Proposed No.** 2005-0135.2

**Sponsors** von Reichbauer

1                   A MOTION approving the 2005-2006 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                   2005-2006 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;

**Motion 12108**

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

14 The Transit Division 2005-2006 Mission and Goals, Attachment A to this motion,

15 dated April 20, 2005, is approved.

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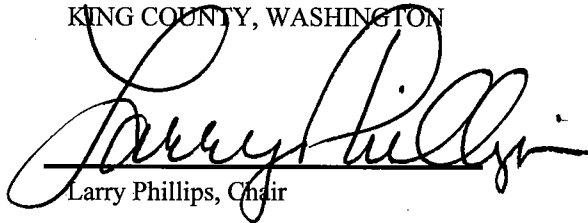
Motion 12108 was introduced on 3/28/2005 and passed by the Metropolitan King County Council on 4/25/2005, by the following vote:

Yes: 12 - Mr. Phillips, Ms. Edmonds, Mr. von Reichbauer, Ms. Lambert, Mr. Pelz, Mr. Dunn, Mr. Ferguson, Mr. Hammond, Mr. Gossett, Mr. Irons, Ms. Patterson and Mr. Constantine

No: 0

Excused: 1 - Ms. Hague

KING COUNTY COUNCIL  
KING COUNTY, WASHINGTON



Larry Phillips, Chair

ATTEST:



Anne Noris, Clerk of the Council

**Attachments**      A. Transit Division 2005-2006 Mission and Goals, dated April 20, 2005

## **Transit Division**

### **2005-2006 Mission and Goals**

April 20, 2005

#### **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 competitive 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 increase ridership by attracting new customers and retaining 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 and explore options for real-time bus information.
- e. Evaluate new, modified and existing transit services on a regular basis
- f. Coordinate operating and capital programs to optimize services
- g. Investigate opportunities to incorporate transit into the County's wireless network.
- h. Market and promote all public transportation services
- i. In consultation with local jurisdictions, use quality of service measures to monitor transit performance (including from the rider's perspective) to assist in making strategic transit corridor investments.
- j. Monitor performance indicators to assess the success of continuous product and services improvements
- k. 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 facilities and use resources more efficiently
- c. Provide a multi-modal and regional perspective in developing and implementing transportation plans such as the efforts of the Regional Transportation Investment District, Sound Transit Phase 2 and exploring the potential of waterborne transportation including the Elliot Bay Water Taxi
- d. Coordinate all transportation products and services with local, county and regional plans and policies
- e. Work with Sound Transit and the City of Seattle to ensure mobility to and within downtown Seattle through efficient and effective bus service on surface streets with closure of the downtown Seattle Transit Tunnel for light rail construction, and to plan for efficient joint operation of both buses and light rail within the tunnel upon reopening.
- f. Work with WSDOT and the City of Seattle to develop and implement a plan to mitigate impacts of an emergency or planned construction closure of the Alaskan Way Viaduct
- g. Work with the City of Seattle, the Port of Seattle, and other entities to support the continued operation of the Waterfront Streetcar and relocation of the streetcar maintenance facility consistent with the Six-Year Plan.
- h. Work with other public transportation agencies in the region, including Sound Transit, the Seattle Monorail Project, Community Transit, Everett Transit, Pierce

Transit, Kitsap Transit and the Washington State Ferry System, to provide an integrated, multi-modal public transportation system through coordinated service connections, the regional smart card fare collection system and the park-and-ride program

- i. Encourage enhancements by local and regional jurisdictions of pedestrian and bicycle facilities to better access transit facilities, and partner with these jurisdictions to enhance transit speed and reliability.

#### **Objective 4: Improve environmental quality**

Improve environmental quality through actions supporting clean air, clean water, alternative fuels, 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