



**Signature Report**

**October 22, 2002**

**Motion 11604**

**Proposed No.** 2002-0442.3

**Sponsors** McKenna

1                   A MOTION approving the 2002-2003 mission and goals of  
2                   the transit division of the department of transportation.

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5                   WHEREAS, the King County transit division is dedicated to provide the best  
6 possible public transportation, and

7                   WHEREAS, performance measurement provides citizens, county elected  
8 officials, county managers and staff with ways to measure the performance of its transit  
9 division, to determine how well the transit division is meeting its mission, goals and  
10 objectives, and

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

14                   WHEREAS, the transit division of the department of transportation has proposed  
15 2002-2003 mission and goals as called for in the transit financial policies, and

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

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

20 The Transit Division 2002-2003 Mission and Goals, Attachment A to this motion,  
21 is approved.

22 In conjunction with the annual transmittal of proposed transit division mission,  
23 goals and objectives, the executive is requested to submit business outcome and  
24 efficiency measures, benchmarks and performance targets for the transit division as well  
25 as historical data on each performance measure. No new documents or work products are  
26 requested by this legislation. Rather, the intent is to use performance measures to provide  
27 a context for the review of the mission, goals and objectives.

28 It is the intent of the council to review submitted performance measures to  
29 determine how well the transit division is meeting their mission, goals and objectives and  
30 whether services are being provided that strike an appropriate balance of quality, level of

31 service, ridership and cost.

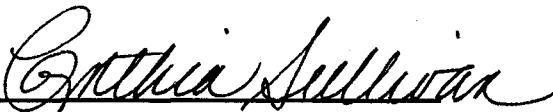
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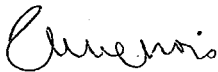
Motion 11604 was introduced on 9/16/2002 and passed by the Metropolitan King County Council on 10/21/2002, by the following vote:

Yes: 13 - Ms. Sullivan, Ms. Edmonds, Mr. von Reichbauer, Ms. Lambert, Mr. Phillips, Mr. Pelz, Mr. McKenna, Mr. Constantine, Mr. Pullen, Mr. Gossett, Ms. Hague, Mr. Irons and Ms. Patterson  
No: 0  
Excused: 0

KING COUNTY COUNCIL  
KING COUNTY, WASHINGTON

  
Cynthia Sullivan, Chair

ATTEST:



Anne Noris, Clerk of the Council

**Attachments**      A. Transit Division 2002-2003 Mission and Goals, Dated September 18, 2002

## Transit Division

### 2002-2003 Mission and Goals

September 18, 2002

#### **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 reliability and delivery of products, services and infrastructure
- b. Enhance the security of passengers and employees and enhance their comfort and satisfaction
- 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. Provide clean, convenient, and efficient products, services and infrastructure
- j. 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 a plan to optimize investments in appropriate, cost-effective transit technology
- 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

**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. Integrate King County Metro's multi-modal public transportation system with all new and existing transit providers including new systems approved by voters.
- g. Work with partners in the region on efforts such as fare integration, inter-county connections and the park-and-ride program
- h. 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