Building A TriMet Business Plan

Our Vision: To do our part in making our community the best place to live in the country.

Progress Update
TriMet Board, 2/22/2017
Strategy Map

Vision
Do our part in making our community the best place to live in the country

Mission
Provide valued transit service that is safe, dependable, and easy to use

Values
Do the right thing, by being responsive, inclusive, and accountable

Roles
• Connect people to jobs, services & retail
• Relieve congestion in peaks
• Serve those with limited mobility options (seniors, persons with disabilities, youth and low income)
• Help shape regional growth

Customers
Satisfied riders

Satisfied community stakeholders & employers

Supportive broader community

Deliver safe, efficient and equitable service

Design & deliver successful projects

Business practices that create value and spur innovation and continuous improvement

Ensure a culture of safety

Trillium is where diverse and talented people want to come, stay, and thrive

Foster service excellence and innovation

Financially sound and compliant

Manage assets to ensure safety and optimize value, performance, and resiliency

Financial capacity to advance regional expectations for service growth and quality as represented in RTP*

*RTP = Regional Transportation Plan, Financially Constrained

Draft Version 7.3
2/2/2017
Vision, Mission, Values, and Roles

Vision
Do our part in making our community the best place to live in the country

Mission
Provide valued transit service that is safe, dependable, and easy to use

Values
Do the right thing, by being responsive, inclusive, and accountable

Roles
• Connect people to jobs, services & retail
• Relieve congestion in peaks
• Serve those with limited mobility options (seniors, persons with disabilities, youth and low income)
• Help shape regional growth
Fiscally sound and compliant

Ensure a culture of safety

Manage assets to ensure safety and optimize value, performance, and resiliency

Financial capacity to advance regional expectations for service growth and quality as represented in RTP*

Deliver safe, efficient and equitable service

Design & deliver successful projects

Business practices that create value and spur innovation and continuous improvement

TriMet is where diverse and talented people want to come, stay, and thrive

Foster service excellence and innovation

*RTP = Regional Transportation Plan, Financially Constrained
- Help shape regional growth

Deliver safe, efficient and equitable service

- Satisfied riders
- Satisfied community stakeholders & employers
- Supportive broader community

Design & deliver successful projects

Business practices that create value and spur innovation and continuous improvement

Customers

Internal Business Practices
Deliver safe, efficient and equitable service

Ensure a culture of safety

Fiscally sound and compliant

Manage assets to ensure safety and optimize value, performance, and resiliency

Satisfied riders

Satisfied community stakeholders & employers

Foster service excellence and innovation

Business practices that create value and spur innovation and continuous improvement

Fiscally sound and compliant

Manage assets to ensure safety and optimize value, performance, and resiliency

Foster service excellence and innovation

Business practices that create value and spur innovation and continuous improvement

Satisfied riders

Satisfied community stakeholders & employers

Supportive broader community

Fiscally sound and compliant

Manage assets to ensure safety and optimize value, performance, and resiliency

Financial capacity to advance regional expectations for service growth and quality as represented in RTP*

*SRTP = Regional Transportation Plan, Financially Constrained
Developing the Business Plan

Objective: ....

Measure: ....

Target: ....

Strategic Action: ....

Focus, Prioritize & Budget

Year 1  Year 2  Year 3  Year 4  Year 5

Strategic Action: ....

Financial capacity to advance regional expectations for service growth and quality as represented in RTP

Fiscally sound and compliant

Manage assets to ensure safety, optimize value, performance, and resiliency

Financial capacity to advance regional expectations for service growth and quality as represented in RTP

Fiscally sound and compliant
### One Example...

<table>
<thead>
<tr>
<th>Objective</th>
<th>Measure</th>
<th>Target</th>
<th>Strategic Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manage financial performance within Strategic Financial Plan guidelines</td>
<td>Annual alignment with Strategic Financial Plan guidelines</td>
<td>Meet all six guidelines each year</td>
<td>Continue to effectively manage and monitor all aspects of financial performance and consider future financial enhancements</td>
</tr>
</tbody>
</table>

**Financial**

- Fiscally sound and compliant
- Manage assets to ensure safety and optimize value, performance, and resiliency
- Financial capacity to advance regional expectations for service growth and quality as represented in RTP*
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<td>Successfully implement and achieve strong acceptance of Safety Management System</td>
<td>Set of measures: • percent of employees trained on SMS principles • number of safety audits performed • Lost Time Injuries (LTI)</td>
<td>Targets: • 90% of active employees have received SMS training within previous fiscal year • 6 or more safety audits annually • LTI: Improving each year per 200,000 hours, will change by year.</td>
<td>Develop SMS training and implementation plan including such elements as: • Ensure 100% of all new employees trained on SMS then ongoing annual training for all employees • Conduct enhanced Risk Analyses, including Operational and Job Hazard Analyses</td>
</tr>
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## One Example...

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| Provide Reliable Performance      | On-Time Performance (Bus, MAX, WES, LIFT) | FY18: Bus 84% MAX 86.5% FY19: Bus 84.5% MAX 87% FY20: Bus 85% MAX 88% FY21: Bus 85.5% MAX 89% FY22: Bus 86% MAX 90% WES: Maintain at 99.00% LIFT: >=93.50%, | Agency-wide multi-faceted strategy for improving the service and maintenance components that contribute to OTP (especially vehicle reliability and switch reliability):  
  - Improve operator support and oversight  
  - Benchmarking efforts across multiple agencies to provide enhanced feedback on performance |
### One Example...

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<td>Improve customer information and services</td>
<td>Progress on customer information and services strategy</td>
<td>Meet milestones for customer information strategy</td>
<td>- Develop strategy, technologies, and techniques to provide customized and targeted real-time service information to improve customer communications and minimize imprecise global service messages</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>- Aggressively roll out information and customer access to Hop Fastpass</td>
</tr>
</tbody>
</table>
Business Plan Timeline

Key Dates

• Draft – April 2017
• Reconcile strategies with resources – Spring 2017
• Board final report – May 2017