



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***

Developing the Business Plan

Key Premises and
External Scan

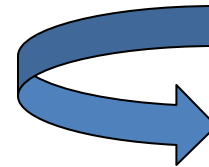
SWOT

Strategic
Initiatives

Strategy Map

Goals, Objectives, Measures,
Targets, Strategic Actions

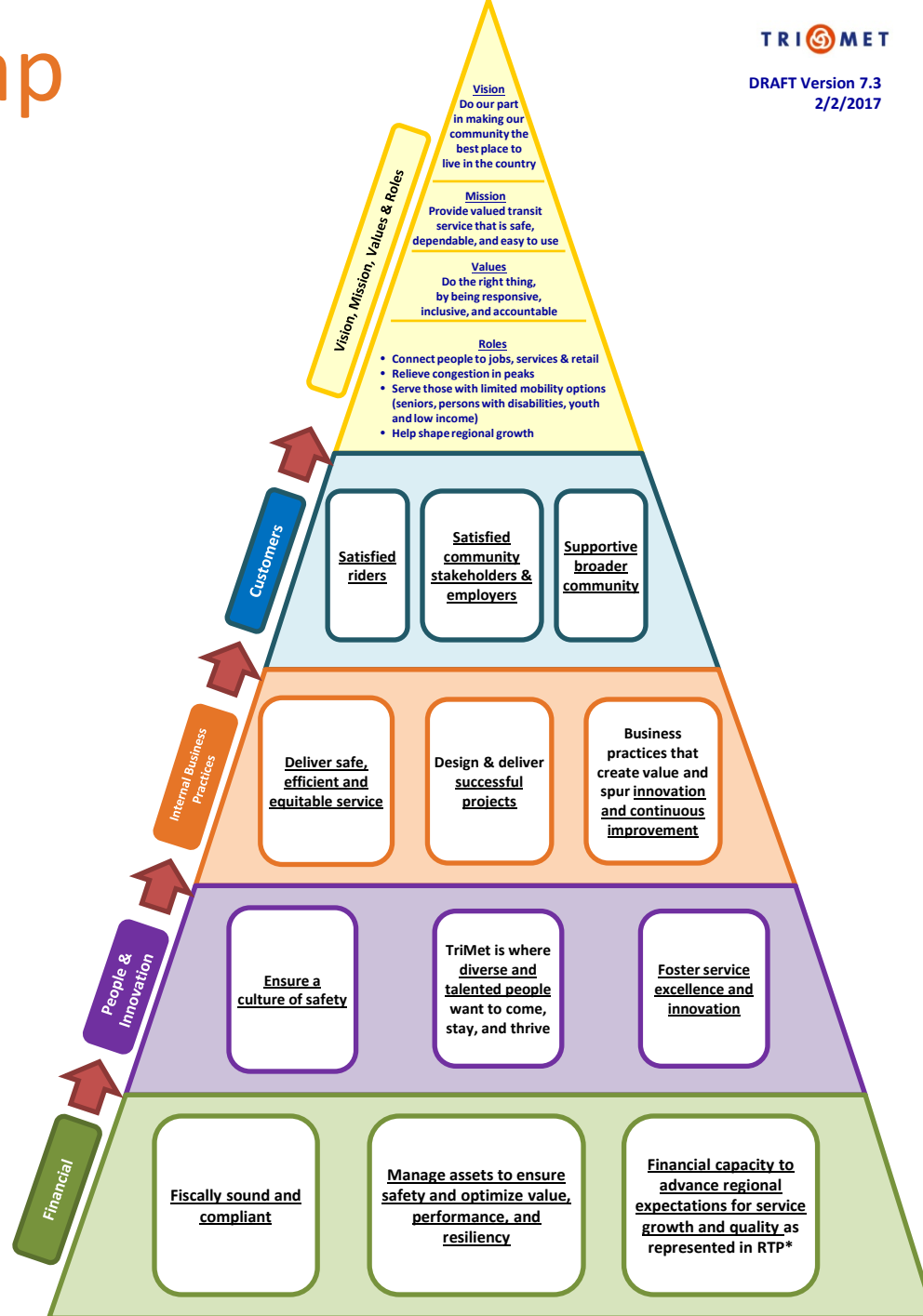
Internal iteration
and
public comment



Business Plan
Integration

FY18-FY22
Business Plan

Strategy Map



*RTP = Regional Transportation Plan, Financially Constrained



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

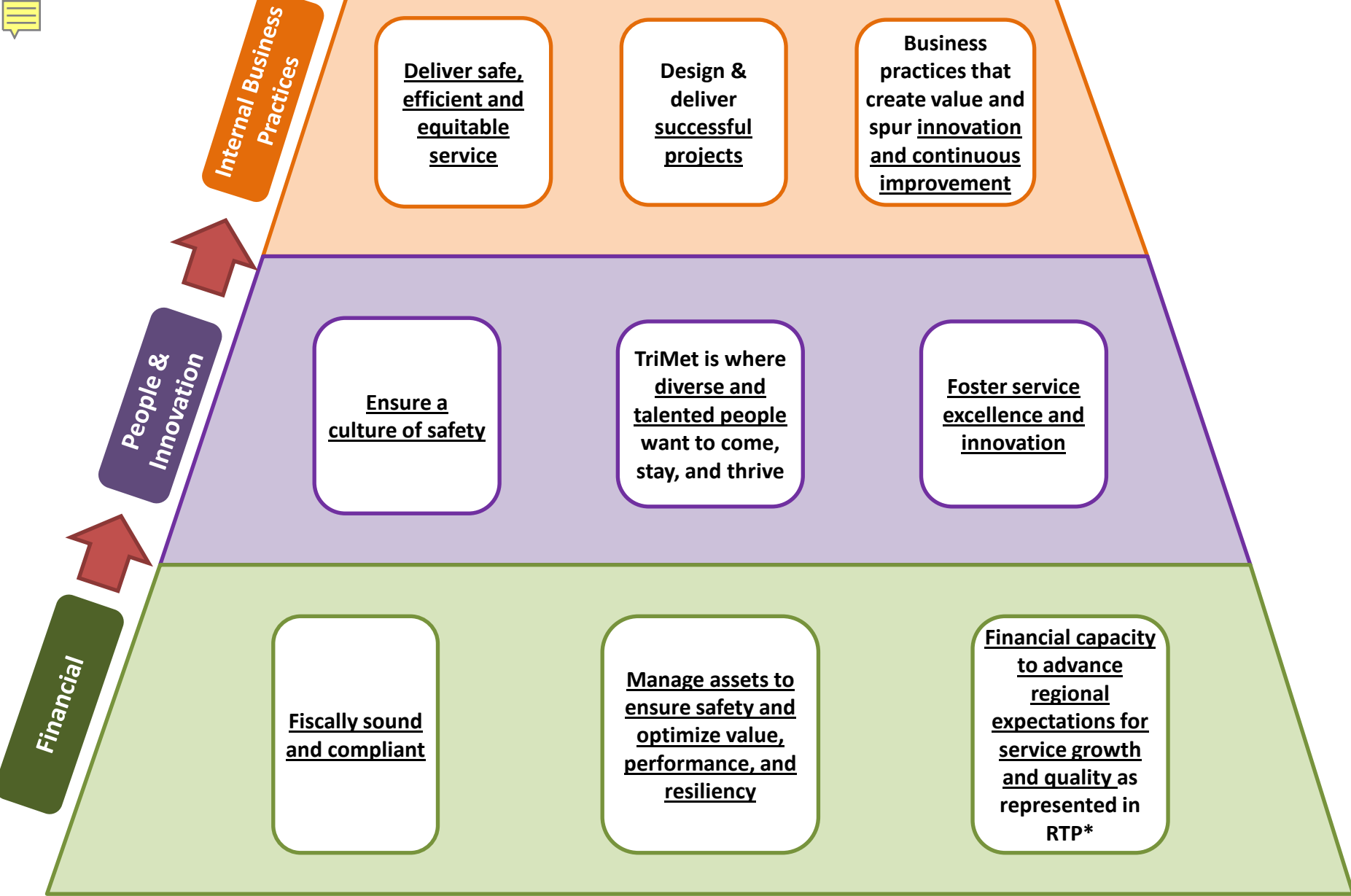
Values

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

Vision, Mission, Values & Roles



**RTP = Regional Transportation Plan, Financially Constrained*



low income)
•Help shape regional growth

Customers

Satisfied riders

Satisfied community stakeholders & employers

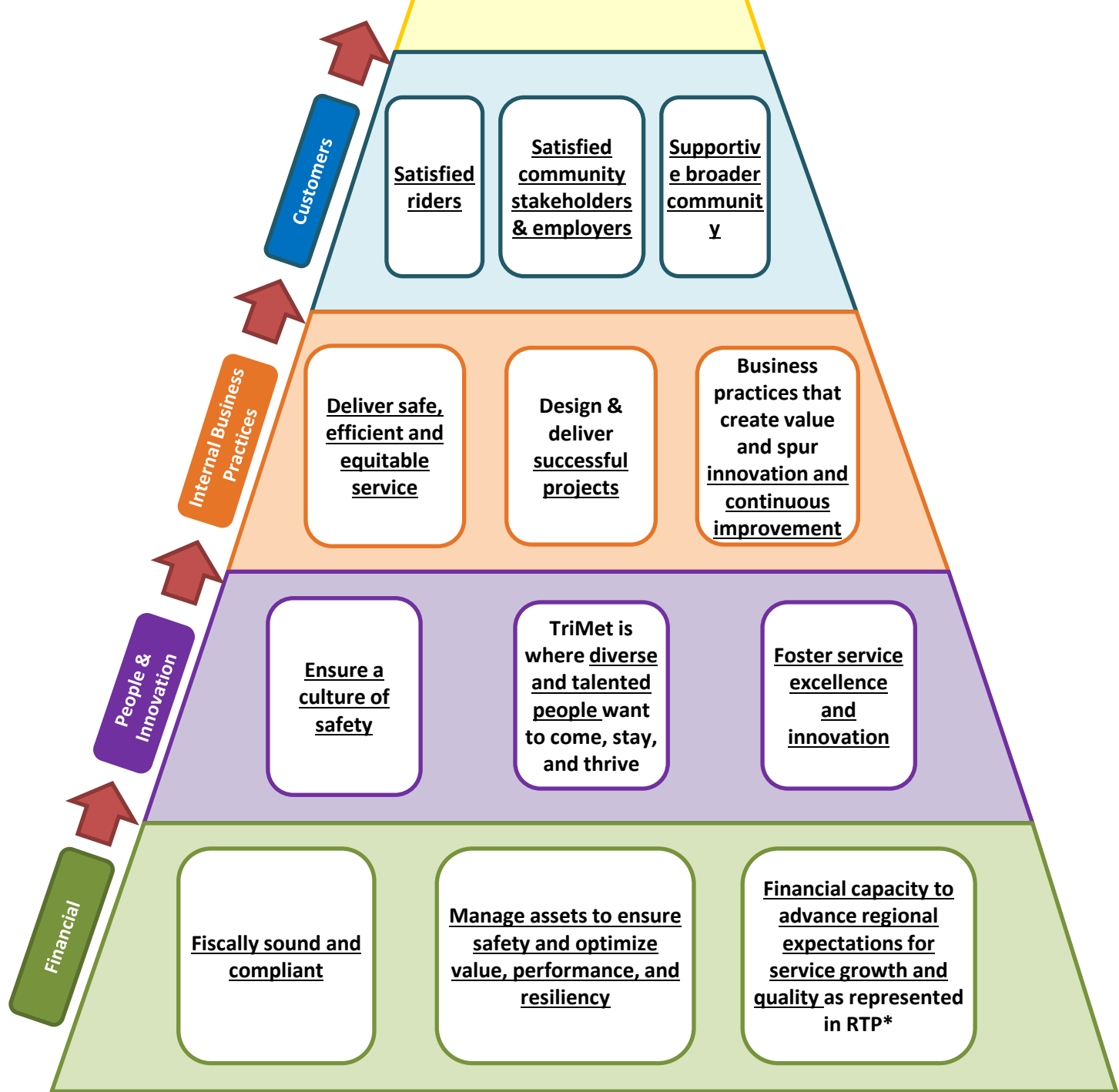
Supportive broader community

Internal Business Practices

Deliver safe, efficient and equitable service

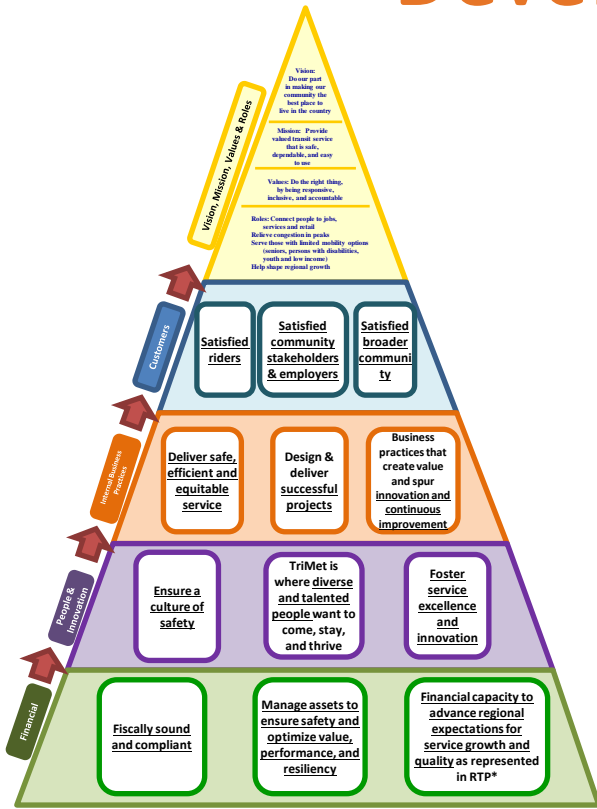
Design & deliver successful projects

Business practices that create value and spur innovation and continuous improvement



*RTP = Regional Transportation Plan, Financially Constrained

Developing the Business Plan



Goal:

Objective:

Measure:

Target:

Strategic Action:



Strategic Action:

Year 1	Year 2	Year 3	Year 4	Year 5



One Example...

Objective	Measure	Target	Strategic Actions
Manage financial performance within Strategic Financial Plan guidelines	Annual alignment with Strategic Financial Plan guidelines	Meet all six guidelines each year	Continue to effectively manage and monitor all aspects of financial performance and consider future financial enhancements



One Example...

Objective	Measure	Target	Strategic Actions
Successfully implement and achieve strong acceptance of Safety Management System	Set of measures: <ul style="list-style-type: none"> • percent of employees trained on SMS principles • number of safety audits performed • Lost Time Injuries (LTI) 	Targets: <ul style="list-style-type: none"> • 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. 	Develop SMS training and implementation plan including such elements as: <ul style="list-style-type: none"> • 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



One Example...

Objective	Measure	Target	Strategic Actions
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): <ul style="list-style-type: none"> -Improve operator support and oversight -Benchmarking efforts across multiple agencies to provide enhanced feedback on performance



One Example...

Objective	Measure	Target	Strategic Actions
Improve customer information and services	Progress on customer information and services strategy	Meet milestones for customer information strategy	<ul style="list-style-type: none"> -Develop strategy, technologies, and techniques to provide customized and targeted real-time service information to improve customer communications and minimize imprecise global service messages -Aggressively roll out information and customer access to Hop Fastpass



Business Plan Timeline

Key Dates

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