



Appendix N

Vision, Mission, Principles

Given the growing demand for transportation over the next ten years, the opportunities to better coordinate services, and the gaps in transportation services, the regional workgroup decided to frame a blueprint for how to collectively move from mobility today to the desired mobility of the future.

Our Vision....

Mobility, Quality and Efficiency through Regional Coordination

Our Mission....

We are multiple organizations working together for mutual benefit to gain economies of scale, eliminate duplication, expand service, and or improve the quality of service in order to better address the regional transportation needs of transportation disadvantaged people in the Central Puget Sound.

Our Stakeholders....

Riders

People that need transportation, including those with physical and mental disabilities, youth, older adults, and people that simply can't afford to own or maintain a car, or are unable to operate a vehicle.

Transportation Purchasers

Agencies and people that pay for transportation, including taxpayers, social service agencies, transit agencies, school districts, service providers, nursing homes and hospitals.

Transportation Providers

Agencies that arrange and provide the trips, including transit agencies, school districts, transportation brokers, non-profits, private transportation companies, volunteer driver programs, community shuttles, and social service agencies.

Community At-Large

Those who serve people with special transportation needs including hospitals, nursing homes, colleges and universities, pharmacies and medical facilities, retail and grocery stores, community programs, family and friends, government agencies, and employers.

Our Principles & Values....

Transportation stakeholders have different principles and values, depending on their viewpoint. The values from each stakeholder perspective are listed below and stated as “forward-looking” statements – the ideal environment for coordinated special needs transportation to thrive. These four viewpoints will be balanced throughout the planning and building of a coordinated special needs transportation system in the region.

RIDER VALUES

Choice	A range of mobility and cost options gives riders a variety of usable and effective choices to meet the need.
Easy	Riders can easily plan, arrange, and/or pay for trips, regardless of mode.
Reliable and Dependable	Transportation services can be depended upon to arrive and depart within agreed upon timeframes. Drivers are consistently respectful and helpful.
Safe	Services are safe and secure.
Service	Gaps in service areas are filled, and services are sufficient to meet the need.
Privacy	Passenger information is kept confidential and is treated respectfully.
Coordination	Coordination takes place “behind the scenes” – it is handled to the greatest degree possible by the agencies – not the riders.

PURCHASER VALUES

Client-Focus	Agencies continue to represent client interests and get them the most appropriate transportation that meets their specific needs.
Cost	Coordination will be cost neutral or result in cost savings for all participating agencies. Where possible, cost savings realized by the plan will be reinvested into more mobility.
Standards	Driver and vehicle level of standards are agreed upon and enforced. The service quality of publicly-funded special needs transportation services should be at least equal to fixed-route services.
Market-driven	Competition is a good thing.
Trustworthy partners	Costs and responsibilities are not shifted to other purchasers without adequate compensation. (“budgets are not balanced on the backs of others”)
Equitable	No one entity is solely responsible for special needs transportation. Costs of providing grouped trips are shared equitably.
Lowest Cost, Most Appropriate	Publicly-funded rides are provided by the lowest cost, most appropriate service for the passenger.
Funding	Transportation coalitions have the responsibility to seek additional funding to supplement federal, state, and local funds.
Regulations	Federal, state, and local regulations are consistent and support the coordination of transportation services.
Options	A range of transportation options are available, including but not limited to, car pools, transit, taxi cabs, community businesses, non-profits, cabulances, school buses, volunteer drivers, gas vouchers, and non-motorized alternatives.

PROVIDER VALUES

Fair	Competition for providing publicly funded rides remains fair – everyone has an equal chance to compete for a share of the market.
Simple	The administrative burden of collecting fares, reporting data, and complying with regulations are simplified and streamlined.
Public/Private	Publicly-funded rides will continue to be provided by both public and private providers.
Information	It's easy to help people access different transportation programs without having to know the details about each program.
Share Resources	Opportunities to share resources among providers are leveraged, such as vehicles, training, maintenance, and drivers.

COMMUNITY VALUES

Inclusive	Everyone benefits from pedestrian friendly accessible communities with a full range of mobility options.
System Approach	Responsibility of transportation is shared among the community.
Healthy Communities	All federal, state, and local planning processes recognize that mobility is integral to achieving healthy communities.
Accountability	The community is held accountable for working together to meet mobility needs.
Coordination	Mobility choices are usable and presented in effective ways. Coordination of choices is efficient and requires the least amount of work by riders.