



**BOARD OF COMMISSIONERS
SPECIAL STUDY SESSION AGENDA**

**Pierce Transit Training Center, Rainier Room
3720 96th Street SW, Lakewood, Washington**

April 10, 2017, 3:00 PM

The Regular Board Meeting will be held subsequent to this meeting at 4:00 p.m.

CALL TO ORDER

ROLL CALL

DISCUSSION:

1. Review and Discuss Proposed Strategic Plan

Samantha Einarson
Lean Administrator

ADJOURNMENT

Strategic Plan Development

Piece Transit Board of Commissioners'

Working Session

April 10, 2017, 3pm-4pm

Practical Definitions

Vision: Your Preferred Transportation Choice for Today and Tomorrow

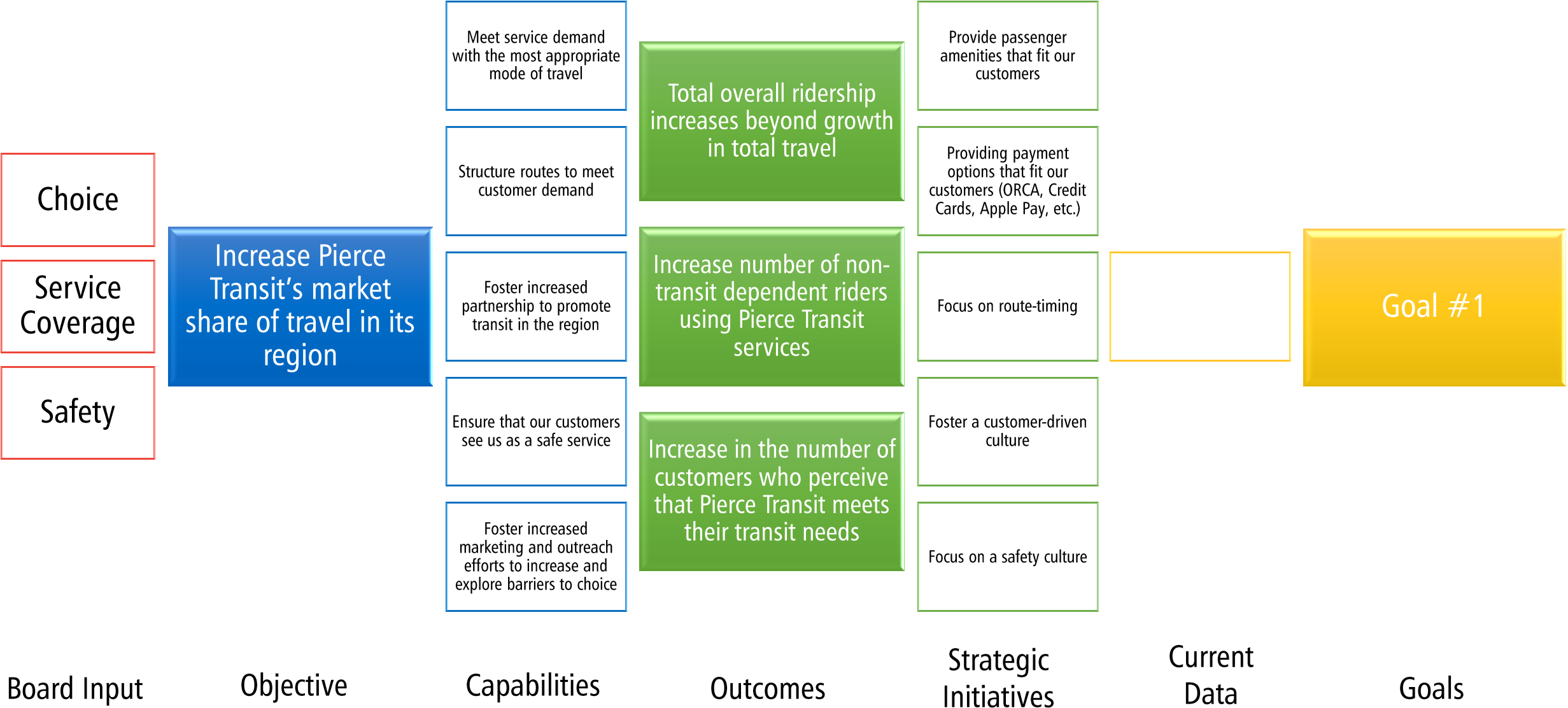
Value Proposition: Service Leadership

Mission: Pierce Transit improves people's quality of life by providing safe, reliable, innovative, and useful transportation services that are locally based and regionally connected (2015)

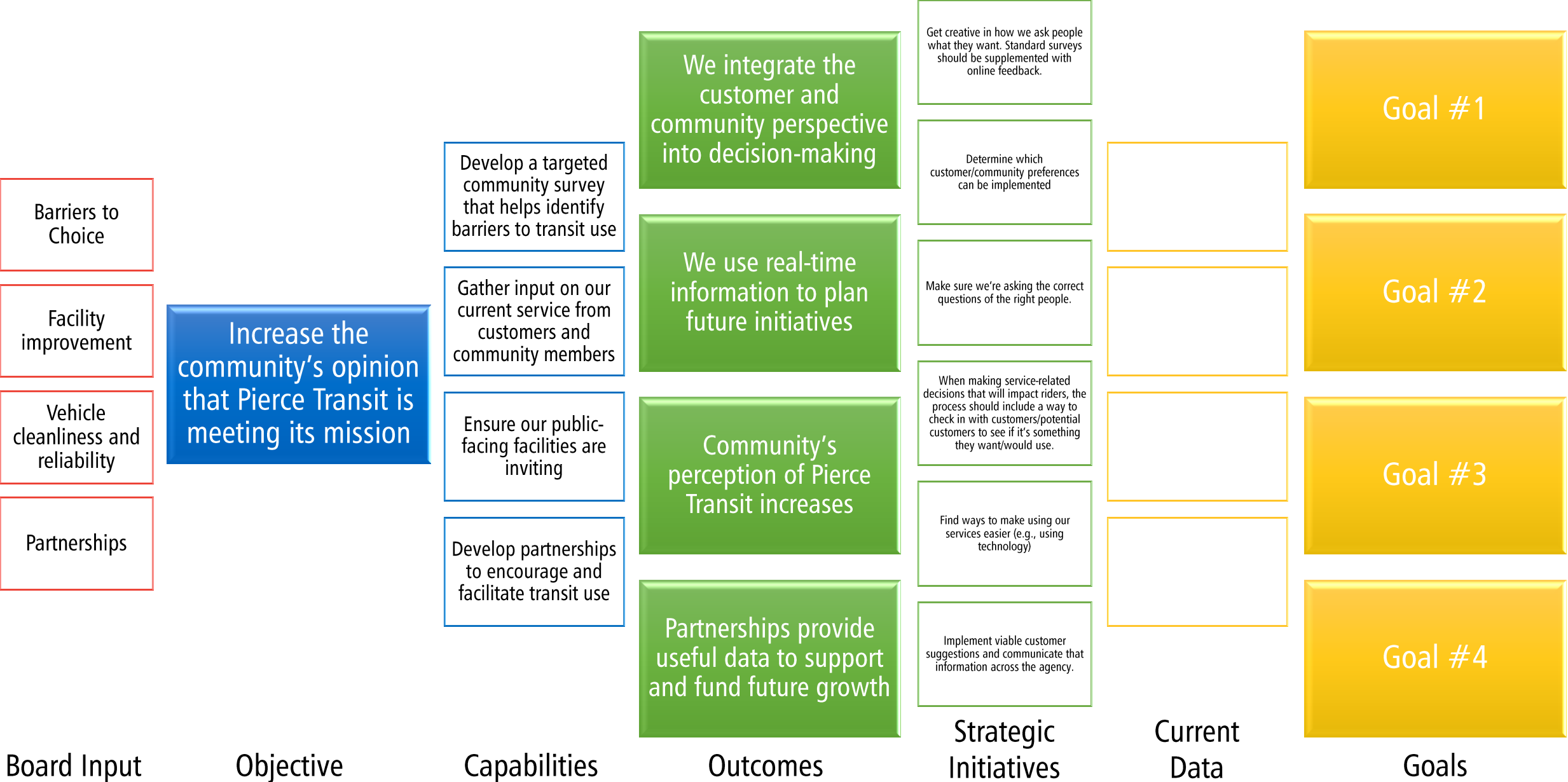
We make it more convenient for our customers to reach their destinations
(suggested)

Customers: Current and potential users of Pierce Transit's services and future services.

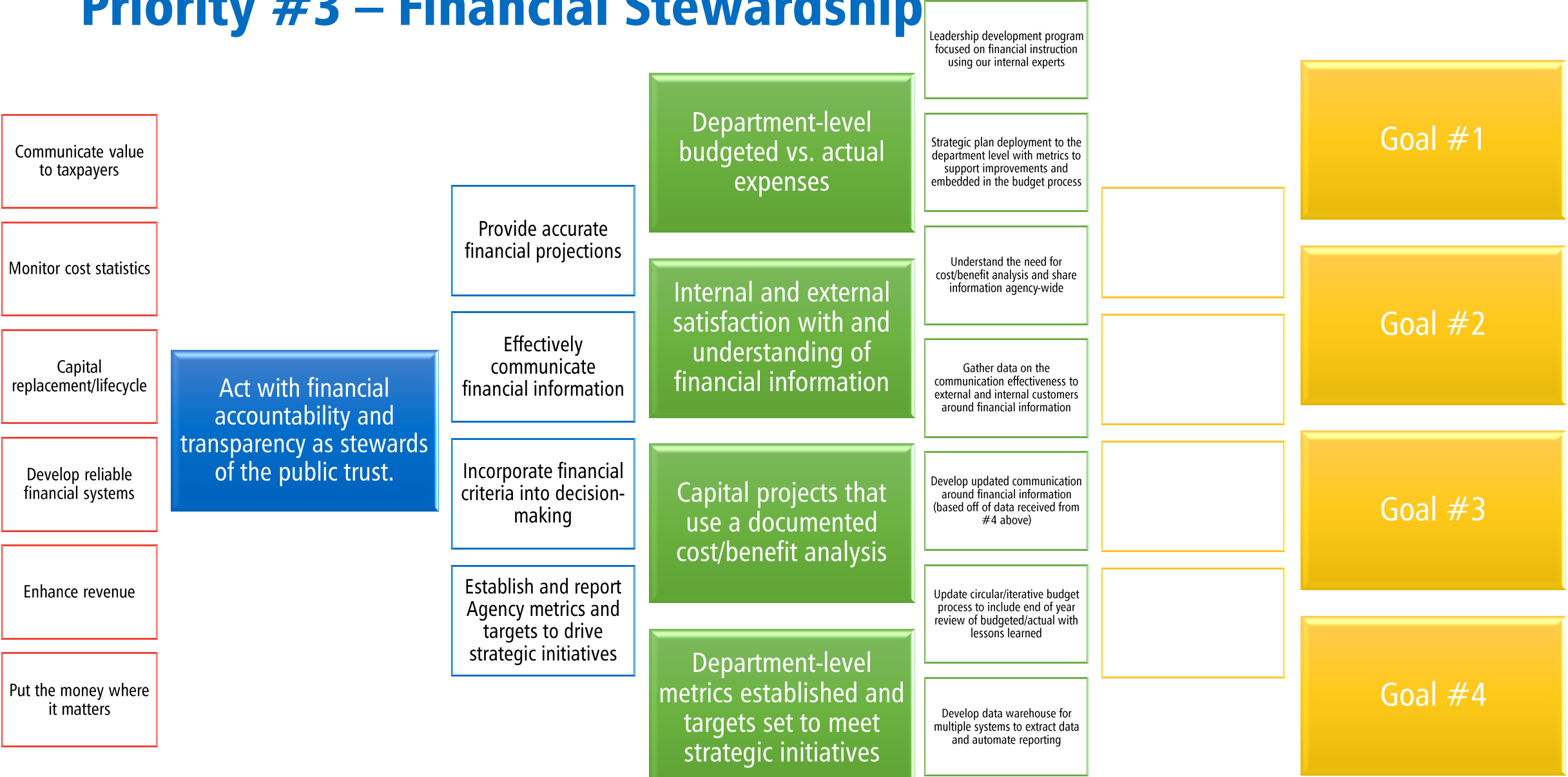
Priority #1 – Service Excellence



Priority #2 – Customer-focused decisions



Priority #3 – Financial Stewardship



Board Input

Objective

Capabilities

Outcomes

Strategic
Initiatives

Current
Data

Goals

Priority #4 – Engaged employees

