



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.

Vision

Your preferred transportation choice for today and tomorrow.

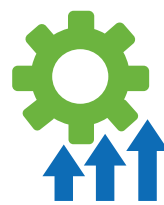
Core Values

Our core values are simple, honest and true.



Innovative

Dedicated to providing our customers with leading-edge services that enhance their transportation experience.



Driven

Continuously improving our capabilities, work habits, processes and attitudes by listening to our employees and customers.



Responsible

Invested in managing the safety, quality and reliability of our services.

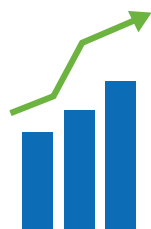
Guiding Principles

Every year we develop key performance indicators and strategic goals based on our guiding principles.



Customer Focused

Provide transportation services that meet our current and potential customers' needs.



Culture of Excellence

Develop a culture which fosters safety, collaboration, data-driven decisions and innovation.



Financially Responsible

Act with financial accountability and transparency as stewards of the public trust.



Dedicated Employees

Attract, cultivate, and maintain an engaged workforce.

Brand Promise

Pierce Transit is the local transportation option that **makes it easier for people to connect with what matters.**

Anchor Statement

Pierce Transit offers **high quality transportation services that are affordable and local.** Providing local transportation services is the smart way to **help our neighbors get to work, run errands, enjoy life, or connect with other transit systems.** We create **peace of mind** for our customers by reducing the stress associated with traffic congestion and traveling alone by car so they can focus on what matters.

Unique Brand Proposition

In a world that is constantly chasing the latest trend, we remain committed to what we have been doing well since 1980—connecting customers locally throughout Pierce County. Pierce Transit **provides affordable transportation solutions that help improve the customer's well-being and quality of life** by providing easy access to everyday needs.

We **offer a cost-effective option to get people where they need to go**, and lessen environmental impacts caused by traffic congestion. This means people spend less on transportation, freeing up income to address other areas of need. Public transportation drives business, and we know that the vast majority

of Pierce Transit rides involve work, school, shopping, or an appointment. **Greater transit gives businesses and cities an advantage in planning for effective infrastructure investments.** Our work is also integral to economic development efforts throughout the county at a time when competition for resources is on the rise.

Because we care about our community, we are **committed to making every ride a safe ride.** This starts by educating staff throughout the agency to think with a safety mindset. We do this by **training the best drivers in the business**, providing them a fleet equipped with advanced safety technology, and creating a culture driven by safety.

Our Story



Our story begins with a desire to **connect people with the things that matter most** to them. Since 1980, Pierce Transit employees have dedicated themselves to helping their neighbors achieve a better quality of life by connecting them to what matters. **Local bus service gives people the ability to pursue** a college education, a better job, or even a family trip to the fair. Those riding paratransit have the freedom to make important medical appointments,

pick up groceries, or visit with friends over a meal. Our Vanpooling option also provides connections to what matters, **enhancing the lives of thousands each day by removing the stress of drive-alone commutes**, and offering friendships with their fellow road warriors. In 2019, through more than 9.3 million trips, Pierce Transit employees gave our neighbors a great way to reach what matters. Like Pierce County residents, we are hard-working individuals who take pride in being part of a larger community. Working every day for more than 40 years, we have created a rich heritage of service that betters lives and connects our community.

Our Culture



We have a **strong commitment to the community we serve and our employees**. As an equal opportunity employer, we strive to have a workforce that reflects the community we serve.

Our positive and collaborative culture encourages our employees to do their best work every day. We recognize their uniqueness and provide them with the tools they need to grow and develop professionally. We **celebrate the diversity in our employees** and the unique talents they bring. We encourage open dialogue between employees at all levels to continuously improve our processes.

It's important that our employees have a healthy work-life balance. We offer wellness programs and check in with our employees to ensure that we are supporting them to lead a healthy and balanced life.

Value Diversity, Equity, and Inclusion (DEI)



Pierce Transit's DEI Committee was formed to **champion the agency's ongoing efforts to build and maintain an open, engaged and inclusive environment where differences of opinions, beliefs, and values are integral to success**. The Committee's efforts support this mission through action, outreach and accountability. Their work is guided by the foundational value that all people deserve equitable opportunity to be successful within our organization.

Giving Back to the Community



Pierce Transit partners with local organizations to **help clients access services, get to jobs, after-school programs, medical appointments, shopping and other services**.

To ensure the agency's generosity supports our community in a meaningful and impactful way, Pierce Transit developed the Good to Give Team. This is a committee comprised of Pierce Transit volunteers who harness the power of giving to strengthen communities throughout Pierce County.



Commitment to Sustainability

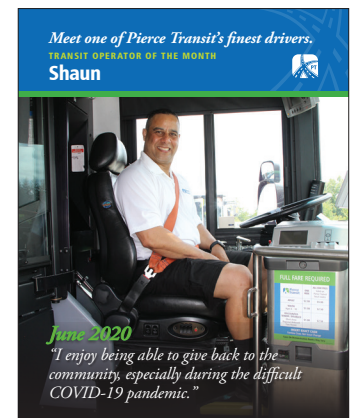


Pierce Transit has **pledged to adopt sustainable business practices and strategies**. We track, measure and report progress. We administer these practices on an ongoing basis to continually improve them over time. As a signatory to the American Public Transportation Association (APTA) Sustainability Commitment, Pierce Transit actively supports and responsibly serves our community.

Pierce Transit formed the Green Team, comprised of representatives from a variety of departments including Data Analytics, Marketing, Maintenance, Safety & Training, Community Development, ADA Accessibility and Planning. The goal of the Green Team is to establish sustainability outcomes for the agency and develop best practices, benchmarks and data collection protocol to measure outcome attainment.

Employee Recognition

We value and celebrate the achievement of our employees. Pierce Transit has developed the **Awards and Recognition program, which recognizes employees' contributions to the agency's overall objectives to support the mission and vision**. Pierce Transit encourages the recognition of excellent performance and achievement using Awards and Recognition initiatives that are creative, flexible and meaningful. We acknowledge outstanding achievements such as our Million Miler Club, recognizing operators who have driven a million miles, accident free.



Support the Development and Growth of Employees



Pierce Transit provides promotional opportunities for career advancement and ensures employees have access to a comprehensive array of professional development services and programs such as **Change Management; Lean; Diversity, Equity, and Inclusion; and Employee Engagement**. We provide our Transit Operators **in-house, paid CDL training**. For those looking to gain on-the-job experience, we offer **apprenticeship and internship programs**.

To support the professional growth and development of our employees we offer a generous tuition assistance program for employment related tuition.

Provide Full Benefits Package

Competitive Wages and Benefits

Accepting a position on the Pierce Transit team is the ticket to a rewarding career. The total employment package includes a **competitive pay** as well as a wide array of benefits.

Insurance Options

As an employee, you and your family can choose to be covered by one of **several excellent medical and vision plans as well as dental, life insurance and long-term disability insurance plans**.

Retirement

As a public sector employee, you are included in the Washington State Public Employees Retirement System. Employees are **eligible to participate in a Deferred Compensation (457) plan for tax-deferred retirement investment**.