

# 2011 Blueprint

**MISSION:** To improve the quality of life of our customers by providing access to employment, health, educational and social opportunities.

**VISION:** We are an excellent public transportation authority because of our pursuit of high standards and continuous improvement.

PRIORITIES	SAFETY	CUSTOMER SERVICE	EMPLOYEE DEVELOPMENT	TECHNOLOGY	CAPITAL IMPROVEMENTS	ENVIRONMENTAL RESPONSIBILITY	FINANCIAL RESPONSIBILITY
	Maintain a safe and secure environment for customers and employees.	Customer satisfaction will drive all of our actions, decisions and policies.	We value employee input, recognize their role in achieving excellence, and commit to providing opportunities for professional and personal growth.	Utilize technology to improve the overall transit experience for customers, and provide the technical and management tools employees need to excel.	Capital improvements focus on providing customers greater comfort and safety, employees a modern working environment, and a reduction in operating costs.	Promote policies and practices that embrace environmental sustainability.	As stewards of public resources, perform all facets of operation cost-effectively and practice fiscal strategies that warrant community trust.
ACTION ITEMS AND PERFORMANCE MEASURES	<ul style="list-style-type: none"><li>• Research synthetic drugs and revise Drug and Alcohol Policy as necessary.</li><li>• Develop Safety and Security Plan as recommended by FTA.</li><li>• Develop and initiate Distracted Driving Campaign.</li><li>• Develop policy for off-site security camera monitoring and deployment.</li><li>• Add security cameras at key transit locations &amp; obtain feeds from KCMO.</li><li>• Maintain FTA guidelines of revenue fleet P.M. Inspections and follow-up repairs every 7000 miles.</li><li>• Decrease avoidable vehicle accidents from 14.7 to 13.9 per million miles.</li><li>• Decrease passenger accidents from .0198 per 1,000 boardings to .0188 (-5%).</li><li>• Evaluate with Union installation of driver security compartments.</li></ul>	<ul style="list-style-type: none"><li>• Complete Phase I of CSA; begin implementation of service improvement package.</li><li>• Maintain Metro on time performance at the 92% level.</li><li>• Increase passenger boardings per customer complaint from 8,618 to 9,049 (+5%).</li><li>• Achieve 8000 miles between service calls.</li><li>• Execute major cleans of 268 buses monthly.</li><li>• Revamp Customer Action Team to utilize online technology and more customers than previous program.</li><li>• Implement credit card option for pass purchasing in Breen Lobby.</li><li>• Coordinate with JCT for implementation of interagency pass.</li><li>• Develop pedestrian/bus stop improvement plan focused on safe access.<ul style="list-style-type: none"><li>• Repaint 10 shelters, install benches at 20 new locations.</li><li>• Reconstruct layover at Winner &amp; White</li><li>• Upgrade 72nd &amp; Prairie View park-and-ride.</li></ul></li><li>• Maintain Regional Call Center avg. hold time &lt; 1:30.</li></ul>	<ul style="list-style-type: none"><li>• Complete negotiations with ATU 1287 on new collective bargaining agreement.</li><li>• Perform Succession Planning that includes Leadership Development Program.</li><li>• Restructure Salaried Classification Plan.</li><li>• Continue to provide training opportunities for employees throughout the organization.</li><li>• Develop a new Maintenance apprenticeship program.</li><li>• Implement SAF/RCC incentive program similar to DDAP/Maintenance Plus.</li><li>• Refresher training for 1/3 of bus operators annually.</li><li>• Implement new initiatives for the Employee Wellness Program in order to increase participation.</li><li>• Implement intranet for employees.</li></ul>	<ul style="list-style-type: none"><li>• Develop 5-year strategic plan for technology development.<ul style="list-style-type: none"><li>• Farebox technical specs</li><li>• Narrowbanding for radio system as required by FCC</li><li>• Evaluate smart card, TVMs, mobile apps., etc.</li></ul></li><li>• Complete telephone system procurement.</li><li>• Evaluate HASTUS Comments and Employee Performance Manager software modules.</li><li>• Develop technical specifications to procure replacement MetroFlex scheduling/dispatching software.</li></ul>	<ul style="list-style-type: none"><li>• Revise Fleet Replacement Plan predicated on anticipated reduction in available funding.</li><li>• Complete design and begin construction of all ATA TIGER projects.</li><li>• Complete State Ave. corridor design project.</li><li>• Manage construction of KCMO TIGER projects in Green Impact Zone.</li><li>• Begin design and construction of ATA stimulus (ARRA) projects.</li><li>• Develop 3-5 year plan for rehab of 35-year-old Bldg. 1.</li><li>• Complete the upgrade of the Energy Management System.</li><li>• Initiate DT streetcar AA; provide technical input to regional rail plan.</li><li>• Begin "State of Good Repair" Inventory and Database.</li></ul>	<ul style="list-style-type: none"><li>• Conduct internal review to identify processes that can be performed more sustainably.</li><li>• Complete design of replacement bus wash system.</li><li>• Develop long-range plan to reduce Bldg. 2 utility &amp; repair costs.</li><li>• Maintain "conditional exempt small quantity generator" status.</li><li>• Develop Board policy regarding alternative fuel vehicles.</li><li>• Develop plan for Breen Bldg. energy savings due to limited weekend work force.</li></ul>	<ul style="list-style-type: none"><li>• Be actively engaged with Missouri Transportation Alliance (MoTA) as they pursue planning and funding opportunities for a statewide transportation plan.</li><li>• Research/implement health insurance alternatives.</li><li>• Revise FMLA Policy and Administration</li><li>• Work with Congressional delegation and federal lobbyists to track all funding opportunities.</li><li>• In conjunction with MPTA and stakeholders, pursue increased State funding.</li></ul>
SHARE-A-FARE	Continue monitoring and management of vendor safety performance.	Improve SAF on-time performance to 92% from 90%.	Continue KCMO CSR training for SAF staff.	Upgrade RouteMatch to version 5 Q1, 2011. Implement latest version.			Begin process for implementing new Certification and Eligibility program.
		Maintain SAF call wait time < than 1:45.					Reduce monthly late cancellations & no shows to 7% from 11%.
							Start SAF No Show & Late Cancellation policy w/new ride guide 7/21/11.