

BASIN TRANSIT SERVICE MISSION STATEMENT

The purpose of Basin Transit Service Transportation District is to provide safe, efficient, and accessible transportation, enhancing the livability of the community.

BTS VALUE STATEMENTS AND PERFORMANCE MEASURES

VALUE	STATEMENT	OBJECTIVE	PERFORMANCE MEASURE	STANDARD
1-Integrity	Ensuring a unified, equitable responsiveness to our mission and the people of the District.	1a - Efficiently meet the community need for public transportation	Number of Service refusals for demand responsive	< one per day
		1b - Subscription Service Balance	Percent of subscription usage in any one hour	< 50%
		1c - Increase the level of public information about BTS	Provide BTS School presentations	> 5 per year
		1d - Improve viability of BTS	Increase annual ridership	4% growth per year
		1e - Improve the BTS through a coordinated approach	Develop, adopt and implement a current Transit Development Plan	Annual Review with three year updates
2-Efficiency	Providing the highest level of service at the optimum cost.	2a – Provide Responsive Service- Demand Responsive	Maximum Wait Time	Less than 30 minutes
			Percent pickups within 0 – 10 minutes of scheduled time	95% on time
		2b – Provide responsive Service – Fixed Route	Percent vehicle at stop within 0 – 5 minutes after schedule	95% on time
			Passengers per revenue hour	DAR > 2 FR >10
		2c – Fare box Recovery	Demand Responsive/Paratransit	Fare box > 10% of Cost
			Fixed Route	Fare box > 20% of cost
		2d - Subsidy/Passenger	Demand Responsive/Paratransit	Subsidy < \$5.50 per passenger
Fixed Route	Subsidy < \$3.50 per passenger			
3-Safety	Creating and maintaining an environment which respects the well-being of the community and staff.	3a – provide safe transit	Miles between preventable crashes	Greater than 60,000 vehicle miles per preventable crash
			Passengers per 100,000 vehicle miles	Less than 2 injuries per 100,000 vehicle miles
			Employee Work days lost to injuries	Less than 10 days per year
4-Support	Encouraging livability by working together to meet the needs and expectations of our community and customers.	4a - Bus Stop Improvements	Install bus stop amenities according to adopted guidelines	<10% of stop amenities not meeting guidelines
		4b - Transit Route Access	walking routes to/from stops and scheduled improvements	Annual Review
5-Development	Creatively managing our future in response to community demand within present and other available resources.	5a - Coordinate Transit with Community Planning	Staff review of development projects using BTS guidelines	Pro-active
			Staff coordination with local governments to encourage transit oriented development	Pro-active
6-Community Networking	Being positive and proactive among the providers of community service	6a - Coordinate with private transportation services	Develop cooperative relationships with private providers	Pro-active
		6b - Coordinate with health and educational institutions to help meet their transportation needs in a cost efficient manner	Develop cooperative relationships with net zero cost	Pro-active

