



**SHIFTINGGEARS**  
*TRANSITION TO EXCELLENCE*



# SHIFTINGGEARS

## Why do we exist? [Core Purpose]

We exist to connect communities and enhance lives

## How do we behave? [Core Values]

### Whatever it takes

- Exceed expectations! Take pride in everything you do, everyday
- Own it! Build trust, take responsibility and follow through
- Take initiative! Fill the gap, raise your hand and speak up

### Team player

- Recognize each team member's unique skill and perspectives
- Create a collaborative culture by being positive, respectful and friendly
- Be honest! Act with integrity

### Positive customer care/service

- Listen, anticipate and seek to understand our customers' needs
- Make the customer feel valued
- Provide high-quality service every time

## What do we do? [Business Definition]

We plan, build, operate and maintain a safe, regional, multi-modal transportation system

## How will we succeed? [Strategic Anchors]

- Great customer service
- Fiscally responsible
- Community focus



## What is most important, right now?

### TRANSITION TO EXCELLENCE

Provide personal/  
professional  
development

Offer  
training

Improve  
accountability/  
positive  
recognition

Improve  
communication

Empower  
employees

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# How do we behave?

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# What do we do?

We plan, build, operate and maintain a safe, regional, multimodal transportation system





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