



MISSION:
Capital Metro connects people and communities to jobs and opportunities by providing quality transportation choices.

FIVE-YEAR VISION:
Capital Metro is transforming the daily lives of Central Texans by providing a robust, sustainable transportation network.



STRATEGIC PRIORITIES		PERFORMANCE SCORECARD		
High Quality Customer Experience	<p>Provide intuitive, consistently reliable, and safe service meeting the transportation needs of the community</p> <ul style="list-style-type: none"> › Safety & Risk › Continuous Improvement › Dynamic Change › Culture of Innovation 	1. On-Time Performance	4. Customer Satisfaction	6. Capital Projects Performance
Engaged Workforce	<p>Nurture a talented, diverse, high performance workforce</p> <ul style="list-style-type: none"> › Be An Employer of Choice › Organizational Development › Organizational Culture 	1. Staff Engagement	2. Staff Satisfaction	3. Adherence to Professional Development Plan
Sustainability	<p>Improve financial, environmental, and safety positions</p> <ul style="list-style-type: none"> › Resource Optimization › Safety Culture › Environmental Leadership 	1. Operating Cost/Revenue Hour	2. Customers/Revenue Hour	3. 5-Year Projected Cash Flow Available for CIP
Valued Community Partner	<p>Demonstrate the value of public transportation to deliver a plan for future mobility</p> <ul style="list-style-type: none"> › Educate & Call to Action › Build Partnerships › Value of Transit › Project Connect 	4. Financial Diversity	5. APTA Sustainability Program Index	6. Adherence to State of Good Repair Program
		7. Adherence to Safety Management Systems	1. Brand Reputation	2. AllTransit Performance Score
		3. Project Connect Program Progress	4. Organizational Partner Satisfaction	