Vision, Mission and Values

IT Vision Statement

We will be an industry leader in improving transit services to our customers by leveraging technology.

IT Mission Statement

To deliver innovative, sustainable and easy-to-use technology solutions for the Agency.

Just Do IT!

The IT Department embraces a "***Just Do IT!***" attitude to better serve our customers.

We simply have to answer 'yes' to 4 questions:

1. Is it the right thing for the customer?
2. Is it the right thing for the agency?
3. Is it honest and ethical?
4. Am I willing to be accountable?

*If the answer is **Yes!** - then **Just Do IT!***

IT Values

The values of the IT Department are Customer-Focus, Collaboration, Innovation and Openness and are representative of the qualities of the IT staff.

We actively seek, hire and recognize staff who demonstrates these values.

Click on the collapsible panel to open and close it.

Value 1: Customer-Focused

We solicit, listen to and respond to our customers' needs

We foster this value by:

- Offering quality solutions and being accountable for follow-through
- Being pro-active, responsive, trusted and empathetic advisors
- Prioritizing services that are most valued by our customers

Value 2: Collaboration

We work together in a way that leverages and values each other's expertise and insights

We foster this value by:

- Valuing and including diverse perspectives equally
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- Being accountable, sharing the team's successes and failures

Value 3: Innovation

We research and adopt new approaches and technology as appropriate

We foster this value by:

- Continuously striving to to improve how we work and deliver services

- Discovering and embracing new approaches and technologies
- Showing curiosity and a willingness to invest in calculated risks in order to evolve

Value 4: Openness

We practice principled, honest and respectful, two-way communication

We foster this value by:

- Balancing speaking with active listening
- Building mutual trust by speaking freely and contributing to discussions
- Proactively giving and receiving positive and constructive feedback.

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