

VISION/MISSION STATEMENT/VALUES

VISION STATEMENT

We envision HRT among the preeminent transportation organizations in the nation. We see regional mobility as the cornerstone of economic development and quality of life in Hampton Roads.

MISSION STATEMENT

HRT's mission is to be an innovative regional provider of inter-modal transportation opportunities at a high level of quality, safety, and efficiency.

VALUES

In order to better serve the community and our customers, HRT will achieve our vision through:

- Excellent customer service
- A safe and secure environment
- A diverse, well-trained and highly qualified work force
- A high degree of professional integrity and public accountability
- Providing clean and well maintained vehicles and facilities
- A commitment to responsive and dependable service
- Recognition of the value and achievements of our employees

GOALS:

ACHIEVE FINANCIAL STABILITY THROUGH:

- Dedicated funding
- Comprehensive fare strategy
- Increased ridership
- Aggressive grant program
- Financial management plan

BUILD A PREMIER TRANSPORTATION SYSTEM THAT PROVIDES:

- Innovative solutions
- Balanced travel opportunities
- Intermodal services
- Regional coverage
- Geographical connectivity
- Use of technology to increase efficiency and effectiveness

CREATE AN IMAGE THAT REFLECTS:

- A unified HRT
- Growth and progress
- Value through quality service
- Regional cooperation and partnerships
- Community involvement
- Diversity
- Sensitivity to all transportation needs
- Accountability

ENSURE A HIGH LEVEL OF CUSTOMER SERVICE AND SATISFACTION THROUGH PROVIDING:

- Reliable service
- A safe and secure environment
- Accurate and timely response to inquiries
- Clean and well maintained vehicles, stations and facilities
- A trained and motivated workforce

COMMUNICATE EFFECTIVELY BOTH INTERNALLY AND EXTERNALLY TO ENSURE:

- HRT's goals, programs, projects and services are understood
- Increased support for public transportation through advocacy