

PARTNERING CHARTER

MISSION

As partners in transportation, our mission is to develop, foster, and maintain good working relationships in order to construct, operate, and maintain the most reliable, economical, efficient, and effective transportation system for the safety of the traveling public.

We commit to promoting a sustained opportunity and investment in the partnering effort through the pursuit of mutually beneficial goals in a spirit of respect, open communication, cooperation and trust.

STANDARDS OF CONDUCT

Mutual Respect

Recognizing differences in culture, laws, systems, processes, policies, procedures and needs and involving appropriate people when making decisions.

Trust

Be trustworthy in all interactions, freely sharing information, dealing honestly and fairly with each other, staying within established authority when making promises and following through on commitments.

Communication

Maintaining clear, open and honest dialogue through empathy, understanding, sincere listening, soliciting feedback and regular meetings.

OBJECTIVES

Quality

Completing all projects in accordance with agreed upon partnered quality standards in a timely, efficient, productive and professional manner.

Partnering Relationship

Assuring a positive partnering relationship through the establishment of team(s) responsible for encouraging the continuation and growth of our partnering effort.

Timely Decisions

Developing and maintaining a list of key contacts and appropriate lines of authority, prompt responds to requests for information, adhering to established deadlines and timeframes, being on time, and following up on commitments.

Mutual Goals

Seeking to accomplish mutually beneficial objectives involving funding, quality, safety, schedules, minimal negative impact to the public, and monitoring/preserving the environment.

Continuous Improvement

Making continuous improvement and on-going innovative initiative through open communication, regular meetings, performance benchmarks and a system for early identification, tracking and monitoring of challenges posed.

Conflict Resolution

Recognizing conflicts as opportunities for improvement, understanding roles and responsibilities and being willing to resolve differences in a timely manner.

Teamwork

Developing and maintaining a partnering effort characterized by proactive planning, mutual respect, honesty, commitment to each other, participative decision-making, and timely follow through.

