



Vision:	To be a transformative and collaborative leader in transit safety and risk management. Our destination . . . zero losses!
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Mission:	To promote risk reduction with our partners.
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Guideposts for Decisions:

- Supports the mission and vision.
- Impact on the “whole” while balancing individual member needs and WSTIP’s
- WSTIP’s long-term sustainability
- Cost benefit analysis for WSTIP and the members
- 3 Year Horizon (2020-2022)

Strategic Priorities

1. Member Engagement, Retention and Satisfaction – Intentionally cultivate member satisfaction through education, advocacy and collaboration.

- 1a. By March 2020, develop and publish a member satisfaction survey (MSS) to establish a baseline of member satisfaction with respect to WSTIP’s website. From the survey results: (1) identify opportunities for improvement, (2) develop solutions to improve member satisfaction, (3) assess alternative website, (4) implement and migrate to new website by the end of 2020. Measure member satisfaction with follow up MSS in 2021, 2022, 2023.
- 1b. By June 2020, develop and publish two member satisfaction surveys to establish a baseline of member satisfaction. From the 2020 survey results: (1) identify opportunities for improvement, (2) develop solutions to improve member satisfaction, (3) identify and allocate current resources as well as plan for resources in the development of the 2021 budget and (4) implement identified solutions.
 - Measure satisfaction with respect to how satisfied/effective WSTIP is at helping members manage and reduce risk (the mission).
 - Measure satisfaction with respect to how satisfied/effective WSTIP is at supporting board members/alternates in their governance roles.

Measure member satisfaction with follow up MSS in 2021, 2022, 2023.

- 1c. Improve member satisfaction such that all members want to continue to participate in the Pool.



2. Risk and Loss Management – Reduce the frequency and severity of losses while continually monitoring for emerging risks and threats.

- 2a Using 2016 as the baseline year (in terms of 2016 frequency/100,000 miles), reduce the frequency (number) of claims resulting from rear-end collisions, passenger injuries from hard braking and improper mobility securement by 5% annually (year over year). The desired result:
- 2020 claims frequency target is 95% of 2016 (in terms of 2016 frequency/100,000 miles)
 - 2021 claims frequency target is 90% of 2016 (in terms of 2016 frequency/100,000 miles)
 - 2022 claims frequency target is 85% of 2016 (in terms of 2016 frequency/100,000 miles)
- 2b. Using 2016 as the baseline year (in terms of 2016 frequency/100,000 miles), reduce the frequency (number) of auto liability claims that exceed \$500,000 by an average of 1 claim per year annually from 2020 to 2022.
- 2c. Reduce the number of bus/pedestrian and bus/bicyclist strikes to zero annually. This strategic priority shall result in an annual report.
- 2d. Using loss trends, identify the top five best practices for Members to revisit (focus on) as a means of improving loss trends in the Pool.

3. Financial Stability, Coverage and Costs – means the stability and competitiveness of rates and long-term financial stability of WSTIP. Coverage options to fit member needs.

- 3a. Develop a model to align cost, coverage and resources to specific needs of members by December 31, 2022.
- 3b. Maintain zero retro-assessments.

4. Innovation and Technology - Increase the adoption of innovative technology that reduces risks.

- 4a. Support the ability for an additional nine members to implement loss prevention vehicle technology to further reduce auto liability and auto physical damage claims as measured by three members per year implementing loss preventative vehicle technology by December 31, 2022.
- 4b. Increase to 100% the members who adopt technological solutions that reduce the risks associated with cyber liability by December 31, 2022. Examples include:
- WSTIP purchases a cyber security awareness training solution (e.g. KnowBe4) for all members which would also include simulated phishing attacks.
 - Members apply for network security grants to fund cyber security training for their organization.
 - Implementations of multifactor authentication to member networks (user logins)
 - Purchases of password management programs.



5. Value-Added Products and Services – Create products and services to help members achieve efficiencies, manage risk, and control cost. All things not coverage.

5a. Procure a learning management system in the 12 months following the adoption of this goal with 10% of the member agencies utilizing the system by the end of 2021, 25% by the end of 2022, and 50% by the end of 2023. This strategic priority shall result in an annual report.

After the adoption of this goal, WSTIP would start the process of a member want/needs assessment (six-month process). Based on that assessment WSTIP would start the RFP process for a LMS (six-month process). Results of the RFP would be presented and LMS would be acquired in one of two options:

- Option A: Voluntary (in terms of cost/implementation), WSTIP Members Direct Pay Vendor
- Option B: All WSTIP members pay for access (becomes part of annual assessment like DRM), presumption is members will use LMS but utilization is optional, WSTIP direct pays vendor

5b. Three months after adoption of this goal, develop and publish a products and services questionnaire to determine the extent of interest in new products and services including those that would be developed by transit for transit. From the survey results: (1) identify options for bringing the new products and services to WSTIP's members, (2) determine the availability for funding as well as plan for resources in the development of future budgets.