

LANE TRANSIT DISTRICT BOARD OF DIRECTORS

Board Luncheon

May 25, 2010

11:30 a.m. to 1:15 p.m.

LTD BOARD ROOM

3500 E. 17th Avenue, Eugene

Agenda

			<u>Page No.</u>
11:30	Lunch Served		
11:45	Introductions and Welcome	Mike Eyster	
	<ul style="list-style-type: none">▪ Roll Call LTD Board Members: Towery ___ Gillespie ___ Necker ___ Kortge ___ Evans ___ Dubick ___ Eyster ___▪ Review Agenda		
11:50	New Decision-making Process for West Eugene EmX Extension	Tom Schwetz	2
12:05	LTD 20-Year Vision Development	Tom Schwetz	3
	<ul style="list-style-type: none">▪ Overview of Process and Definitions▪ Goal of Today's Meeting▪ Board Member Survey Results▪ Vision Matrix Integrating LTD Values and Major Themes▪ Vision Next Steps▪ Update on Leadership Competencies Development	Mary Adams	
1:10	Wrap Up	Mike Eyster	
	<ul style="list-style-type: none">▪ Board Discussion▪ Future Items		
1:15	Adjourn		

AGENDA ITEM SUMMARY

DATE OF MEETING: May 25, 2010

ITEM TITLE: NEW DECISION-MAKING PROCESS FOR WEST EUGENE EmX EXTENSION

PREPARED BY: Tom Schwetz, Director of Planning and Development

ACTION REQUESTED: None. Information only.

BACKGROUND: Staff will provide an overview of the new decision-making process for the West Eugene EmX Extension project. As discussed in the April 30 General Manager's Report to the Board, the new process will provide several advantages for the project, for LTD, and for the community. Staff will review the advantages and provide additional detail as to how the new process will work; including a timeline for involving the public, completing key elements, and finalizing decisions.

ATTACHMENTS: None.

PROPOSED MOTION: None.

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AGENDA ITEM SUMMARY

DATE OF MEETING: May 25, 2010

ITEM TITLE: LTD 20-YEAR VISION DEVELOPMENT

PREPARED BY: Tom Schwetz, Director of Planning and Development

ACTION REQUESTED: None

BACKGROUND: The focus of the May 25 Board Luncheon discussion will be the development of a new vision statement for LTD. A vision statement for an organization is typically developed through a consideration of the organization's stated values and its sense of the future.

The Board's discussion will be facilitated using a framework of the District's Core Values and the set of general future themes that were recently identified by the Board during the October 2009 Retreat. That framework is attached. Example statements that reflect a particular core value and future theme are provided within the framework. The Board's responses to the online vision survey will be incorporated within the framework as a starting point for the Board's discussion.

A set of definitions of Mission, Vision, Values, and Goals also is attached.

ATTACHMENTS:

- 1) Strategic Themes and Core Values - A Framework for Vision
- 2) Defining Mission, Vision, Values, and Goals

PROPOSED MOTION: None

Strategic Themes and Core Values - A Framework for Vision

Core Values				
Work Together		Take Initiative	Be Professional	Practice Safety
We work, help, and communicate effectively with others in our workplace and our community, and we treat all people with whom we come in contact with respect, courtesy, and dignity.		We offer creative and workable solutions to present and future challenges and processes, we take opportunities to grow personally and professionally, and we encourage others to do the same.	We show pride in our appearance, attitude, actions, work, and in the quality of our equipment and facilities.	We keep a safety awareness and act when necessary in order to maintain safe services, vehicles, equipment, facilities, and a safe work environment.
Pursue public and private partnerships for funding projects and operations.	We have effectively established relationships with our partners from the private and public sector to implement and operate a broad range of public transit services.			We have worked tirelessly with our partners to invest in and maintain the safest services available.
Implement sustainable technology in facilities, vehicles, and operations.	To further our contribution to the region's sustainable transportation system, we work with our partners to rapidly advance the cost-effective use of sustainable technologies in our facilities, vehicles, and operations.			
Pursue new types of services that improve the reliability and efficiency of the transportation experience and provide better services to outlying areas.		We continue to adapt to changes in our markets and identify innovative approaches to increasing the reliability and efficiency of our services.		
Improve access and ease of use through enhancements, such as a cashless fare system and real-time customer information.			We excel in customer service, recognizing the role we each play in helping our riders get where they need to go in the safest manner possible.	

Themes from Fall '09 Workshops

Defining Mission, Vision, Values, and Goals

(Definitions drawn from Peter Senge, *The Fifth Discipline*)

Mission – *“Whether you call it a mission or purpose, it represents the fundamental reason for the organization's existence. What are we here to do together?”*

Examples:

LTD:

LTD enhances the community's quality of life by:

- ❖ Delivering reliable, responsive, and accessible public transportation services
- ❖ Offering innovative services that reduce dependency on the automobile
- ❖ Providing progressive leadership for the community's transportation needs

Ann Arbor Transportation Authority:

“It is the mission of the Ann Arbor Transportation Authority to facilitate mobility by providing options for safe, efficient, and reliable transportation.”

Vision – *“A vision is a picture of the future you seek to create, described in the present tense, as if it were happening now. A statement of ‘our vision’ shows where we want to go and what we will be like when we get there.”*

Examples:

LTD:

"To provide the best public transportation services imaginable."

Ann Arbor Transportation Authority:

"The Ann Arbor Transportation Authority is an organization providing, managing, and facilitating the greatest range of high-quality transportation options throughout Washtenaw County. It is an organization that respects and values its customers and its employees. AATA maintains its position as a recognized leader in the public presentation industry by being a flexible organization utilizing innovative technology and practices for the benefit of its customers. Members of AATA interact and work together and with external stakeholders in a spirit of cooperation and with the highest professional standards in order to make the organization ‘The Ride of Choice’."

Valley Regional Transit:

We envision a Valley Regional Transit with adequate and secure funding to support a regional public transportation system that meets the personal and business needs of treasure valley residents and supports a livable and healthy community.

Intercity Transit (Olympia, WA):

Our vision is to be a leading transit system in the country, recognized for our well trained, highly motivated, customer-focused, community-minded employees committed to enhancing the quality of life for all citizens of Thurston County.

Values – “Values describe how we intend to operate, on a day-to-day basis, as we pursue our vision. Values are best expressed in terms of behavior: If we act as we should, what would an observer see us doing? How would we be thinking?”

Examples:

LTD:

Work Together

We work, help, and communicate effectively with others in our workplace and in our community; and we treat all people with whom we come in contact with respect, courtesy, and dignity.

Take Initiative

We offer creative and workable solutions to present and future challenges and processes; we take opportunities to grow personally and professionally; and we encourage others to do the same.

Be Professional

We show pride in our appearance, attitude, actions, work, and in the quality of our equipment and facilities.

Practice Safety

We keep a safety awareness and act when necessary in order to maintain safe services, vehicles, equipment, facilities, and a safe work environment.

Goals – Goals are “milestones we expect to reach before too long. Every shared vision effort needs not just a broad vision, but specific, realizable goals. Goals represent what people commit themselves to do in the short-run.”

Six long-term strategic goals have been established to serve as a basis in realizing the components of *The LTD Road Map*.

Examples:

LTD:

1. Deliver reliable public transportation service.
2. Develop innovative services that reduce dependency on the automobile.
3. Maintain LTD’s fiscal integrity.
4. Provide leadership for the community’s transportation needs.
5. Develop a supportive workplace that fosters the success of all employees by providing an environment that encourages strong working relationships and offers opportunities to learn and grow.
6. Instill in each employee an active awareness of Our Position, Our Personality, Our Promise, and Our Core Values in order to help ensure that these are part of LTD’s everyday practices.

Q:\Reference\Board Packet\2010\05\Board Luncheon 5-25-10\Vision Value Definitions Attachment.docx



Focusing the Future of LTD

LTD Board
Luncheon

May 25, 2010

A promotional image for the TV series Spartacus. It features the main character, Spartacus, riding a brown horse. He is wearing a dark, leather-like tunic with metal studs and is holding a sword aloft in his right hand. The background is a bright blue sky with white clouds. In the foreground, a large crowd of people is visible, though they are out of focus. The overall tone is dramatic and heroic.

SPARTACUS

“HE SPOKE
WORDS TO
STEEL THE
MOST TIMID
SOUL”



Deb's
FAMILY
RESTAURANT

RESTAURANT BUILDING
600 BUCKS

“There was a certain greatness of soul that ran through the whole story of Spartacus”

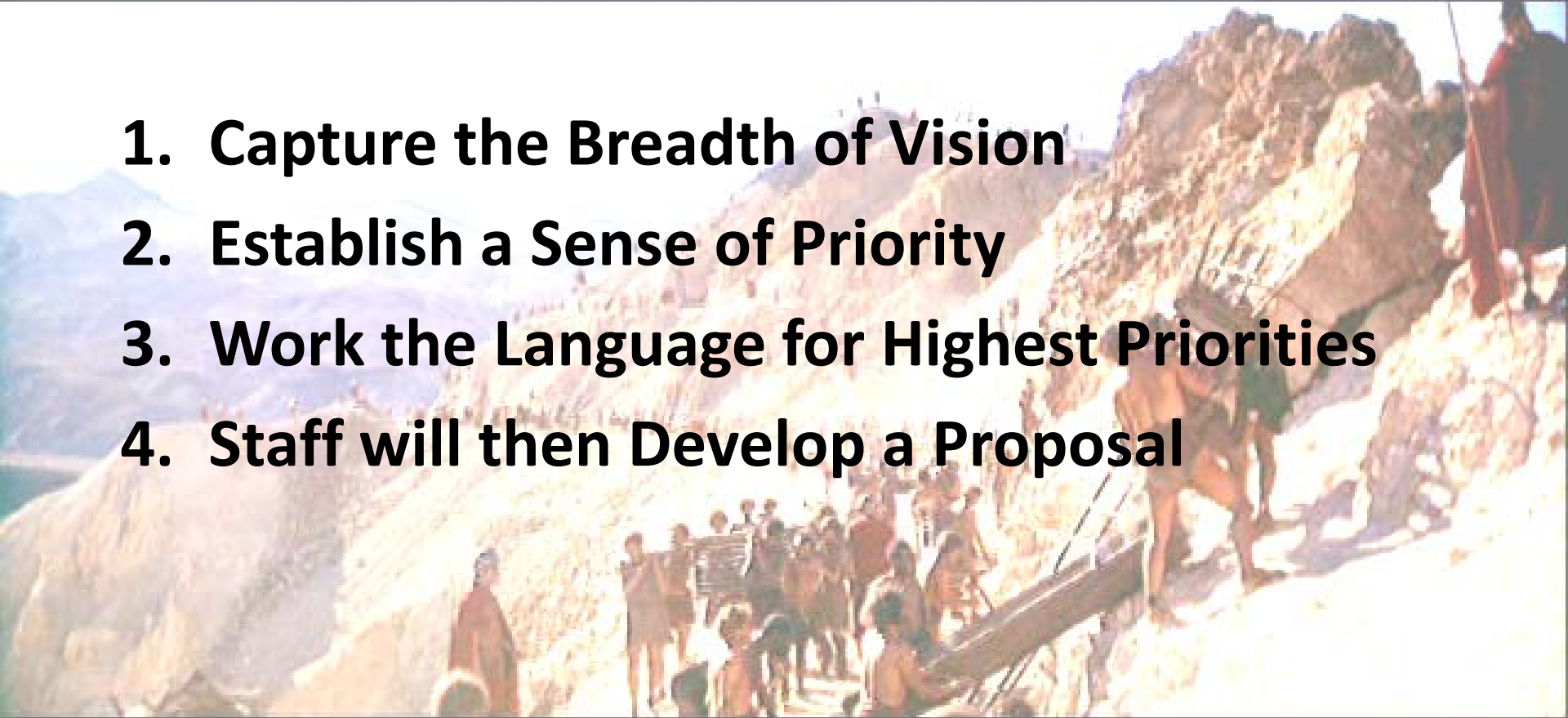


*Rosa Parks Plaza
Dedication
January 19, 2009*



The Process

- 1. Capture the Breadth of Vision**
- 2. Establish a Sense of Priority**
- 3. Work the Language for Highest Priorities**
- 4. Staff will then Develop a Proposal**



Purpose for New Vision

- 1. Develop a shared understanding of what the vision is in preparation for recruitment of the new general manager**
 - 2. Use as a foundation for development of LTD's leadership competencies**
 - 3. Use as a foundation for development of the Long-Range Transit Plan**
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Strategic Themes and Core Values – Capturing the Breadth of Vision

Core Values

Work Together

Take Initiative

Be Professional

Practice Safety

Themes from Fall '09 workshops

Strategic Themes and Core Values – Capturing the Breadth of Vision

Core Values

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Themes from Fall '09 workshops

Pursue public and private partnerships for funding projects and operations.

Implement sustainable technology in facilities, vehicles and operations.

Pursue new types of services that improve the reliability and efficiency of the transportation experience and provide better services to outlying areas.

Improve access and ease of use through enhancements such as a cashless fare system and real time customer information.

Strategic Themes and Core Values – Capturing the Breadth of Vision

Core Values

Work Together

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Be Professional

Practice Safety

Themes from Fall '09 workshops

Pursue public and private partnerships for funding projects and operations.

We have effectively established relationships with our partners from the private and public sector to implement and operate a broad range of public transit services.

The deep pride and professional attitude of our organization's employees helps create continuous opportunities for LTD as public and private sector agencies are attracted to working with us.

We have worked tirelessly with our partners to invest in and maintain the safest services available.

Implement sustainable technology in facilities, vehicles and operations.

To further our contribution to the region's sustainable transportation system, we work with our partners to rapidly advance the cost effective use of sustainable technologies in our facilities, vehicles and operations.

Pursue new types of services that improve the reliability and efficiency of the transportation experience and provide better services to outlying areas.

We continue to adapt to changes in our markets and identify innovative approaches to increasing the reliability and efficiency of our services.

Improve access and ease of use through enhancements such as a cashless fare system and real time customer information.

We excel in customer service, recognizing the role we each play in helping our riders get where they need to go in the safest manner possible.

Strategic Themes and Core Values – Establishing a Sense of Priorities

Core Values

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Take Initiative

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Practice Safety

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Themes from Fall '09 Workshops

Pursue public and private partnerships for funding projects and operations.

We have an extremely positive public persona.
 We emphasize our services community education.
 LTD is seen by customers, taxpayers, and funding agencies as a smart investment, where staff are proactive and innovative in maintaining and improving the quality of service, and where funds are spent efficiently to provide a quality product.
 We are innovative, progressive, helpful problem solvers.
 We have realized the implication of our leadership tendency; we constantly remind ourselves to consult with others.
 There will always be a need for our services. The Board takes the financial integrity issue seriously.
 Through efforts at the local, state, and federal levels, LTD has sufficient funding for both fixed-route and dial-a-ride operations.
 We are the premier and primary mode of mechanized transportation.
 We provide transportation to ALL the people in all the segments of our community at a price they can afford.
 LTD is a leader in transportation planning, a model for the wise use of public funds, and a workplace known for well paying jobs and high morale.
 We are problem solvers, collaborators and vision developers. We need to be the organization that is thought of as the folks who are KEY in reducing GHG emission, dependence on foreign oil, and VMTs.

There will always be a need for our services. The Board takes the financial integrity issue seriously.
 Through efforts at the local, state, and federal levels, LTD has sufficient funding for both fixed-route and dial-a-ride operations.
 We have done a great job over the past 10 years of becoming relevant in the community. We have moved from the "mom and pop" years to a time of having a high profile. We need to continue to lead with vision, anticipating transportation needs and proposing solutions. We need to continue to be creative, which is something we have done VERY well in the past. We need to be the glue that holds the region together (Springfield, Eugene, Lane County, and the small towns in the area). We need to be one of the agencies that is thought of as problem solvers. All the while we need to not take our eye off the ball in providing outstanding service.

We are a respected partner in our community and set the highest standards for best business practices, community engagement, and community collaboration; we are a leader in building partnerships to serve our community and improve transportation.
 We attract the highest quality talent to our team and our employees feel empowered, energized and proud to work at LTD. We are considered the place to work and people aspire to work at LTD.
 LTD has become a model for positive, proactive management-labor relations. Employees are encouraged to share their ideas, and teamwork and innovation result in advancement within the organization.
 We provide opportunities for our employees to develop professionally and engage in being leaders in our community.

Implement sustainable technology in facilities, vehicles, and operations.

We have a significant impact on climate change and the relief of traffic congestion.
 We provide a service that civilization cannot do without. Transportation is a necessity for everyone.
 LTD is a leader in lowering greenhouse gas emissions in Lane County: by taking a high profile role in planning efforts to limit the use of the automobile as the primary means of transportation in the metropolitan area, and providing viable public transit alternatives to the automobile.
 We are increasingly relevant in the community with an increasingly high profile. We have stepped up to our level of importance, continually remind ourselves that individuals and various agencies see us as powerful.
 We have created a transit authority that has a constant eye toward the long-range transportation needs of the community while maintaining a consistent high level and quality of service.
 LTD will be a local, state, and national leader in the areas of transportation planning and innovation, accessible transportation, green technology, and labor relations.

We are seen as a community leader in the use of green technology.

Jobs with LTD are some of the most sought after in the community.
 Very welcoming environment, team minded, emphasis on safety
 Creativity is encouraged. People are encouraged to "own" projects and responsibilities.
 Our employees are sought out for their leadership and expertise in our community. We provide the best possible service to get people around our community in an efficient way. We look for opportunities to meet transportation needs while reducing the impact on our environment. We provide service that moves the masses but also does not leave behind our most vulnerable populations. We make our community a more livable place and increase the quality of life.
 We have a stable work force of highly skilled, talented, motivated employees who feel this is the best job/workplace. We continue to attract the best talent and keep them.
 We want to create a PERSON-CENTERED service that is safe and efficient.

Pursue new types of services that improve the reliability and efficiency of the transportation experience and provide better services to outlying areas.

In 20 years, we should be the primary transportation mode of choice for Lane County and regional residents. LTD's vision should reflect current and future community values and transportation needs.
 We create a more connected community and get people where they need to go in an efficient and effective manner.
 We make our community a more livable place by keeping current or improved services more available or more frequent, not only major corridors.

Incorporating business development opportunities and potential into our projects. Solving transportation and planning problems in the community. Serving as consultants to various agencies.

We create a positive work environment that is diverse and inclusive.
 LTD is an extremely well run organization that promotes staff professional and personal development, encourages creativity, and supports a positive work environment.

We provide safe, reliable, affordable transit service, linking all the major travel corridors in Lane County.

Improve access and ease of use through enhancements, such as a cashless fare system and real-time customer information.

Build strong partnerships to find creative solutions to regional transportation issues, work with partners to develop creative/innovation means to improve transportation and our community.

Next Steps

- **Staff will take what the Board has generated and come back with a proposal**
- **Schedule**



Update On Development Of Leadership Competencies



THE END

