

MINUTES OF DIRECTORS  
STRATEGIC PLANNING WORK SESSION

LANE TRANSIT DISTRICT

SPECIAL MEETING

Friday and Saturday, December 9 and 10, 2005

Pursuant to notice given to *The Register-Guard* for publication on December 6, 2005, and distributed to persons on the mailing list of the District, the Board of Directors of the Lane Transit District held a strategic planning work session on Friday and Saturday, December 8 and 19, 2005, beginning at 8 a.m. on Friday, at the Lane Community College Workforce Training Center at 4000 East 30<sup>th</sup> Avenue, Eugene.

Present:

Board

Susan Ban, Vice President  
Debbie Davis  
Mike Eyster  
David Gant, Secretary  
Gerry Gaydos, President, presiding  
Dave Kleger, Treasurer  
Dean Kortge

Staff

Ken Hamm, General Manager  
Diane Hellekson, Director of Finance  
Mark Johnson, Director of Transit Operations  
Linda Lynch, Government Relations Manager  
Sam Marra, Director of Maintenance  
Mary Neidig, Director of Human Resources and Risk Management  
Mark Pangborn, Assistant General Manager  
Steve Parrott, IT Manager  
Charlie Simmons, Facilities Services Manager  
Jo Sullivan, Administrative Services Manager/Clerk of the Board (Recording Secretary)  
Stefano Viggiano, Director of Development Services  
Andy Vobora, Service Planning & Marketing Manager

Absent:

None

**CALL TO ORDER:** The meeting was called to order by Board President Gerry Gaydos at 8:38 a.m. on Friday, December 9.

**BOARD HR COMMITTEE/EXECUTIVE SEARCH PROCESS:** The Board HR Committee had met the previous day to discuss the resignation of General Manager Ken Hamm and the process to name an interim general manager and conduct an executive search process. Mr. Gaydos, chair of the Committee, noted that the Committee had agreed that LTD had a good plan and direction in place, was managed by good employees, and was an open organization with open doors. He stated that LTD would not be managed by press reports or petitions, and that communication from everyone was important to making good decisions.

There was some discussion about moving quickly to name an interim general manager. The Board noted that LTD had a procedure in place for what was to occur in the absence of the general manager. By Board resolution, the procedure was that Assistant General Manager Mark Pangborn would become acting general manager during the absence of the general manager. The Board

members agreed that no action needed to be taken, and that Mark Pangborn would be interim general manager upon Mr. Hamm's departure.

The Board also discussed whether to accelerate the executive search process. The Board agreed that a longer interim period would be beneficial because of the initiatives that were in progress at that point.

**STRATEGIC PLANNING WORK SESSION:** During the course of the two-day work session, the Board and staff discussed the following topics and their strategic impact on the District:

- A. Service Reliability – Recommended as Priority No. 1 for FY 2005-06 Budget
  - 1. Strategy: Include a 2 percent service increase in the FY 2006-07 budget to address service reliability issues
  - 2. Strategy: An annual 2 percent service increase in the Long-Range Financial Plan should be targeted to maintaining service reliability
  - 3. Strategy: Review current performance standards used in identifying service reliability needs
- B. Fleet Maintenance and Reliability
  - 1. Strategy: Replace 30 of the current buses by December 31, 2006
  - 2. Strategy: Implement a revised maintenance plan to ensure the reliability of the bus fleet
  - 3. Strategy: Expedite the completion of deferred maintenance
- C. Employee Relations and Employee Health
  - 1. Strategy: Institutionalize a comprehensive employee communications approach, and define the Board of Directors' role in the process
  - 2. Strategy: Create or reinstitute a comprehensive rewards and incentive program
  - 3. Strategy: Make training and skill development a high priority by creating a comprehensive program to support employee training and skills development
  - 4. Strategy: Expand health programs to include health education and injury and illness prevention
- D. Facilities Preservation
  - 1. Strategy: Invest in facilities maintenance to preserve and maximize the useful life of the District's facilities
  - 2. Strategy: Reallocate current Facilities Services division resources to restore deferred maintenance to District standards
  - 3. Strategy: Plan and budget facility operating funds to meet the growing needs of LTD's service systems
- E. Other Priorities
  - 1. Marketing and Communications Plan Development
    - a. Service marketing
    - b. Advertising and promotion
    - c. General program support
  - 2. Pioneer Parkway EmX project
    - a. Development schedule and budget
  - 3. Pension Funding
    - a. Fiscal responsibility, fiduciary responsibility; and desired benefit to employees

- 4. Redesign of Fixed-route System
  - a. Allocation of resources for service redesign; effectiveness of current service
- F. Long-Range Financial Plan
- G. Capital Improvements Program

**ADJOURNMENT:** The work session was adjourned at 10:30 a.m. on Saturday, December 10.

  
Board Secretary

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