

# Strategic Planning Committee

Lane Transit District, December 7, 2021



# Recap: Process Overview

Our approach to recruitment of qualified candidates ensures that we achieve alignment with the Board and Executive Management in order to deliver the most suitable individuals with the right mix of experience and skills.



# Agency Priorities

- Confirm strategic priorities and expectations for the next General Manager.
- Identify gaps that may exist in LTD to deliver on its strategic priorities.
- Stakeholders and employee surveys and forums

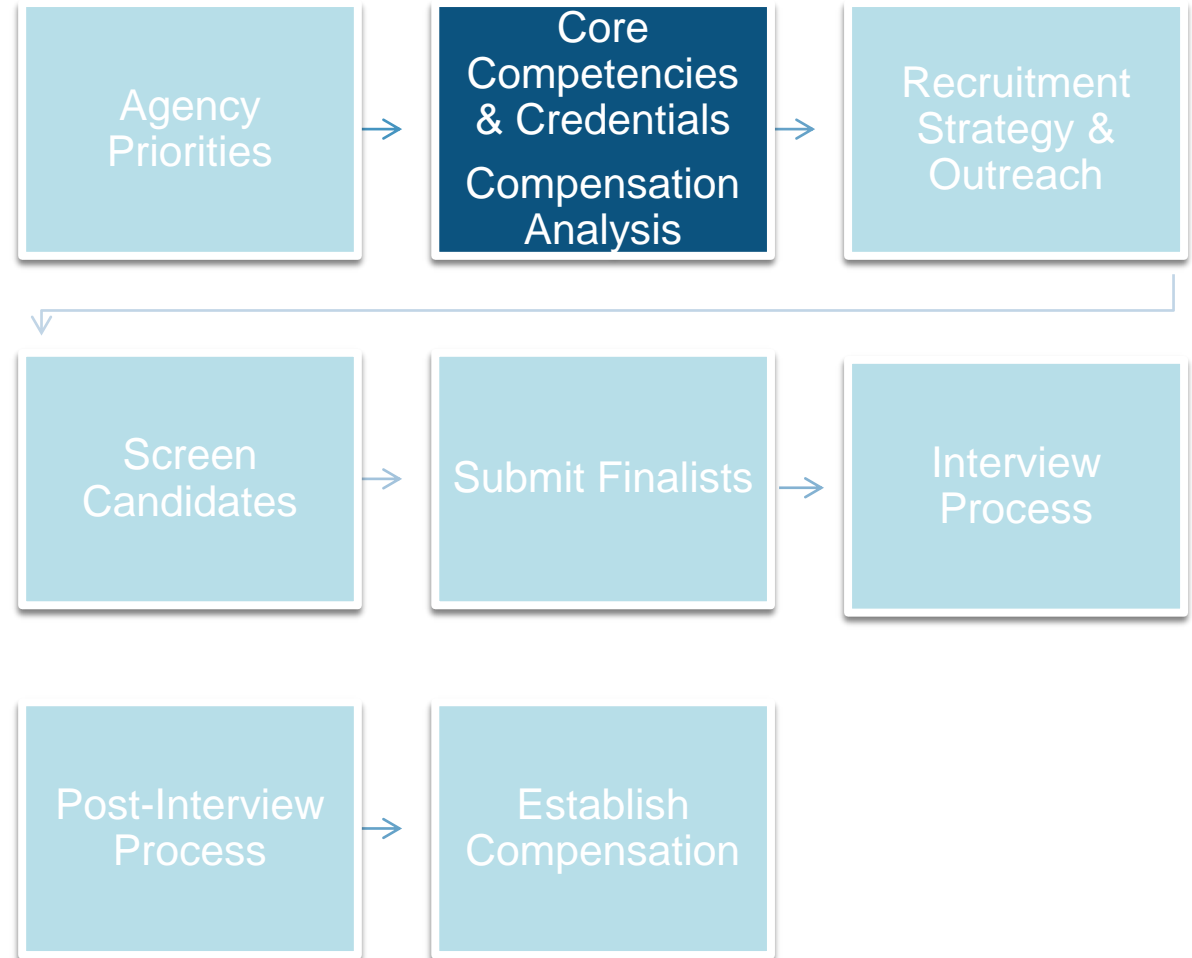


# Core Competencies & Compensation Analysis

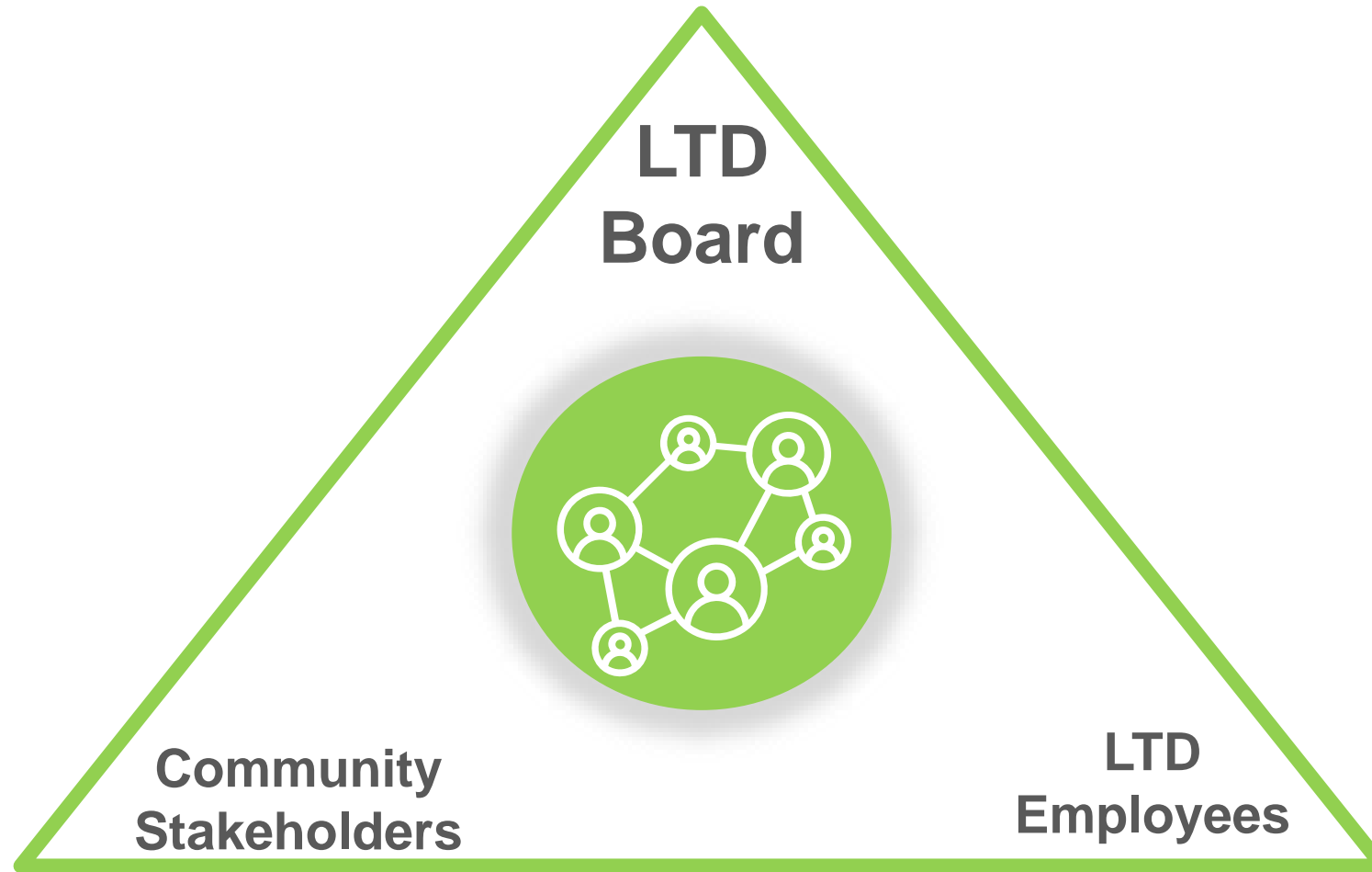
During this task we will use the information gathered from the first task in two ways:

- Refining the **job description** that clearly describes the responsibilities and expectations for the role, as well as the qualities that LTD seeks.
- **Evaluation criteria** for both the initial screening and formal interviewing of candidates.

We will conduct an industry scan of transit General Manager salaries and provide an analysis of compensation and provide data driven guidance that aligns salary with Board and stakeholder expectations, the core competencies, and the market to help guide the recruitment process.



# Informing the Job Description



How do these traits resonate with you?

Thoughts on flexibility v. precision?

## General Manager

### LOOKING FOR

#### Captain



A Captain is a problem solver who likes change and innovation while controlling the big picture.

[Learn More](#)

#### Persuader



A Persuader is a risk-taking, socially poised and motivating team builder.

[Learn More](#)

#### Strategist



A Strategist is results-oriented, innovative and analytical with a drive for change.

[Learn More](#)

### THEY

Will be

Intense

Restless

Driving

Will need

Variety

Opportunities to work at a faster than average pace

Mobility

Will Like Hearing

Manage multiple priorities

Take the Initiative

Lead the conversation

Explore new frontiers

1

# What are the preferred values of the General Manager?

## Respect

We honor and dignify all individuals by listening intently to their unique contributions and needs — treating others with trust, care, kindness, and courtesy.

## Integrity

We hold all that we say and do to a high standard of honesty, stewardship, ethics, fairness, and compassion.

## Innovation

We persist in applying resourcefulness, creativity, and new technology alongside known best practices to best serve our community.

## Equity

We commit to listening, learning, and including voices from the diverse identities and abilities of our employees and our community — and we take care to consider how our decision-making processes address historic inequities in transportation.

## Safety






We create a safe environment for our employees, customers, and community — and are always willing to reach out to help, support, and assist others in ways that are safe to all involved.

## Collaboration

We demonstrate cooperation and excellent team behaviors when working with others — both internally and with our partners in the District — by focusing on common purpose and win-win outcomes.

# 2

## Externally or internally focused?

			Weighted Points
<b>CUSTOMER SATISFACTION</b> Our goal is to deliver outstanding customer service that increases the willingness of our customers to recommend our services to others.		A Net Promoter Score of 55%.	30
<b>EMPLOYEE ENGAGEMENT</b> Our goal is to attract and retain a high quality workforce through high levels of employee engagement.		An Employee Engagement Score of 65%*.	25
<b>COMMUNITY VALUE</b> Our goal is to provide strong value to the community through the services we offer, whether or not they use our services directly.		Establishment of a baseline for the percentage of the community that believes we provide value and improve 5%.	20
<b>FINANCIAL HEALTH</b> Our goal is to maintain LTD's strong financial position to sustain our operations for the future.		Achievement of 3-year rolling financial plan targets.	15
<b>SUSTAINABILITY</b> Our goal is to do our part to preserve and protect the environment through a reduction in greenhouse gas emissions.		A reduction in Greenhouse Gas Emissions of 70%.	10



- 3 What are the key competencies?
- 4 What are desired experiences?
- 5 Key criteria for evaluation of candidates?

Great **organization** or  
great **transit** agency?