



# 2010 Transit Board Members Seminar & Board Support Employee Development Workshop

**July 17 – 20, 2010**  
**Hilton Eugene & Conference Center**  
**66 East Sixth Avenue**  
**Eugene, OR**

You are invited to the American Public Transportation Association (APTA's) Transit Board Members Seminar & Board Support Employee Development Workshop to explore best practices in governance. This unique professional development forum brings together policy makers and staff to ...

- Learn more about current trends in public transportation
- Renew leadership skills
- Help further develop their agencies into vibrant organizations.

Join in relevant and engaging educational sessions and explore resources for board members and support staff.

You are invited to register now at [www.apta.com](http://www.apta.com).

**APTA's Vision**

Be the leading force in advancing public transportation.

**APTA's Mission**

To strengthen and improve public transportation, APTA serves and leads its diverse membership through advocacy, innovation, and information sharing.

**APTA's Policy on Diversity**

APTA recognizes the importance of diversity for conference topics and speakers and is committed to increasing the awareness of its membership on diversity issues. APTA welcomes ideas and suggestions on how to strengthen its efforts to meet these important diversity objectives.

# Transit Board Members Seminar At-A-Glance

Saturday, July 17 Transit Board Members	Sunday, July 18 Transit Board Members	Monday, July 19 Transit Board Members	Tuesday, July 20 Transit Board Members
<p>1 – 5 p.m. Registration</p> <p>9 a.m. – 1 p.m. NATIONAL TRANSIT INSTITUTE COURSE Overview of Transit Procurement for Senior Leadership</p> <p>2:15 – 3:15 p.m. Transit Board Members Committee Meeting</p> <p>3:30 – 4:30 p.m. This is APTA: Realizing the Full Potential of Membership*</p> <p>6 – 7 p.m. Welcoming Reception*</p>	<p>7 a.m. – 5 p.m. Registration</p> <p>8:30 – 9:15 a.m. Opening Session: Public Transportation Takes Us There*</p> <p>9:15 – 10 a.m. A View from the Hill</p> <p>10:15 – 11:45 a.m. The Board and Environmental Issues</p> <p>12 – 1:45 p.m. Board Members Lunch by APTA Region</p> <p>2 – 2:45 p.m. APTA Chair &amp; President’s Roundtable*</p> <p>3 – 4:30 p.m. Telling Our Story</p> <p>5 – 10:30 p.m. Dinner at King Estate 40<sup>th</sup> Anniversary of Lane Transit District*</p>	<p>8 – 8:45 a.m. Transit Board Members Committee Election of Officers</p> <p>9 – 10:30 a.m. Water The Bamboo: Tend Your Relationships</p> <p>10:45 a.m. – 12 p.m. LEED-ND and TOD: Station-Area &amp; Neighborhood Development</p> <p>12 – 1:30 p.m. Lunch on Your Own</p> <p>1:30 – 4:30 p.m. Mobile Workshops • Bus Rapid Transit (BRT) • Paratransit Call Center • Point2point Solutions</p>	<p>8:30 – 9:45 a.m. Crisis Management for Board Members</p> <p>10 – 11:45 a.m. ENO TRANSIT BOARD SUMMIT Board Members’ Work with Board Support Staff*</p> <p>12 – 2 p.m. Closing Luncheon*</p> <p style="text-align: center;">For après-seminar vacation and outdoor activities: <a href="http://www.TravelLaneCounty.org/apta">www.TravelLaneCounty.org/apta</a></p>

\* Sessions and events with board members and board support staff together  
APTA reserves the exclusive right to make program changes at any time.

# Board Support Employee Development Workshop At-A-Glance

Saturday, July 17 Board Support Staff	Sunday, July 18 Board Support Staff	Monday, July 19 Board Support Staff	Tuesday, July 20 Board Support Staff
<p>1 – 5 p.m. Registration</p> <p>3:30 – 4:30 p.m. This is APTA: Realizing the Full Potential of Membership*</p> <p>4:30 – 5:45 p.m. Board Support Subcommittee Meeting</p> <p>6 – 7 p.m. Welcoming Reception*</p> <p>7 – 9 p.m. Board Support Group Dutch Treat Dinner</p>	<p>7 a.m. – 5 p.m. Registration</p> <p>8:30 – 9:15 a.m. Opening Session: Public Transportation Takes Us There*</p> <p>9:15 – 10 a.m. A View from the Hill*</p> <p>10:15 – 11:45 a.m. Quality Support with Fewer Resources</p> <p>12 – 1:45 p.m. Board Support Employee Development Luncheon</p> <p>2 – 2:45 p.m. APTA Chair &amp; President’s Roundtable*</p> <p>3 – 4:30 p.m. Flourishing in the Workplace: Living From Your Truest Yes</p> <p>5 – 10:30 p.m. Dinner at King Estate 40<sup>th</sup> Anniversary of Lane Transit District*</p>	<p>8 – 11 a.m. Registration</p> <p>8 – 12 p.m. Mastering Crucial Conversations</p> <p>12 – 1:30 p.m. Board Support Group Dutch Treat Lunch</p> <p>1:30 – 2:45 p.m. Lane Transit’s Board Room Tour Best Practices</p> <p>3 – 4:30 p.m. New Board Member Orientation</p>	<p>8:30 – 10 a.m. PEER EXCHANGE Handling Situations: What is the Biggest Problem You Face in Your Organization?</p> <p>10:15 – 11:45 a.m. ENO TRANSIT BOARD SUMMIT Board Members Work with Board Support Staff*</p> <p>12 – 2 p.m. Closing Luncheon*</p> <p style="text-align: center;">For après-workshop vacation and outdoor activities: <a href="http://www.TravelLaneCounty.org/apta">www.TravelLaneCounty.org/apta</a></p>

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# Preliminary Program

## Transit Board Members Seminar

**SATURDAY JULY 17**

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9 a.m. – 1 p.m.

**NATIONAL TRANSIT INSTITUTE COURSE**

### **Overview of Transit Procurement for Senior Leadership**

This seminar offers a better understanding of the rationale, functions, and process of third-party contracting for FTA grantees. It provides an overview of major elements of an acceptable procurement program. Topics will highlight competence and training, teaming and partnering, supporting advance planning of procurements, and adhering to pre-established procedures. The seminar will focus on the principles of procurement, the procurement process, roles and responsibilities, policy and practices, and the transit agency organization. While there is no additional fee for this NTI seminar, registration is requested on the APTA Transit Board Members Seminar registration form at [www.apta.com](http://www.apta.com) or [www.ntionline.com](http://www.ntionline.com). CEUs: 0.3.

**Presenters:**

**James “Jim” Harper, Jr.**, director, Office of Acquisition Management and Procurement, Federal Transit Administration, Washington, DC

**Paul J. Larrousse**, director, National Transit Institute in the Edward J. Bloustein School of Planning and Public Policy at Rutgers, The State University of New Jersey, New Brunswick, NJ

1 – 5 p.m.

### **Registration**

2:15 – 3:15 p.m.

### **Transit Board Members Committee Meeting**

**Chair W. Randy Wright**

You are welcome to attend this meeting, one of three convened each year: during this July seminar, in conjunction with the APTA Annual Meeting in October, and the Legislative Conference in March.

## SATURDAY JULY 17 (CONT'D)

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3:30 – 4:30 p.m.

### **This is APTA: Maximizing Your Membership\*** *Getting involved in your association*

The American Public Transportation Association is widely recognized as the voice of the transit industry. This session will focus on the many resources available to you to help you realize the full potential of your membership. APTA's success depends on participation and input from all its members.

**Presenters:**

**Flora Castillo**, vice chair-transit board members, APTA, and board member, New Jersey Transit, Newark, NJ

**William Millar**, president, APTA

6 – 7 p.m.

### **Welcoming Reception\***

Mix and mingle at this lively welcoming reception that is sure to set the tone for a week of networking and learning.

## SUNDAY JULY 18

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7 a.m. – 5 p.m.

### **Registration**

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**Today's Presiding Officer:**

**W. Randy Wright**, chair, APTA Transit Board Members Committee, and vice chair, Hampton Roads Transit, Hampton, VA

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8:30 – 9:15 a.m.

### **Opening General Session:** **Public Transportation Takes Us There\*** *Enjoy a warm, Pacific Northwest welcome.*

The transit industry's unique learning and networking experience for board members and support staff officially begins at this opening session. Come and join us as we review our industry priorities including the chair's signature initiative, "Telling Our Story," and start the seminar/workshop on the latest governance and business practices with a hearty welcome from our host, Lane Transit District. Whether it's creating jobs, helping to lead the way towards energy independence, improving quality of life, or protecting the environment, public transportation plays a significant role in taking us there.

\*Sessions and events feature board members and board support staff together.

## SUNDAY JULY 18 (CONT'D)

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### **Welcoming Remarks:**

**Mattie P. “M.P.” Carter**, chair, APTA, and commissioner, Memphis Area Transit Authority, Memphis, TN

**William Millar**, president, APTA

### **Representatives of Lane Transit District, Eugene, OR**

**Flora Castillo**, vice chair-transit board members, APTA, and board member, New Jersey Transit, Newark, NJ

**Rhodetta Seward**, chair, Board Support Subcommittee, APTA, and executive services director, Intercity Transit, Olympia, WA

9:15 – 10 a.m.

### **A View from the Hill\***

*If “all politics are local,” how can Oregon’s officials help guide board members and commissioners nationwide?*

Come hear the latest national and statewide perspective from Oregon’s elected officials regarding public transportation. You’re sure to hear new ideas that can be adapted for *your* agency.

10:15 – 11:45 a.m.

### **The Board and Environmental Issues**

*Leading and advocating for public transportation as the responsible environmental choice*

Attend this session to learn more about the board’s role in advocating for transit and come away armed with information. Public transportation saves on carbon dioxide emissions – equivalent to the emissions from household electricity generated for about 5 million households (or every household in New York City, Atlanta, Denver, Los Angeles, and Washington, DC.). Even with this important contribution, public transportation agencies are reducing their carbon footprint with environmentally friendly vehicles, technology, and meeting new energy-efficient standards.

### **Moderator:**

**Fred Hansen**, general manager, Tri-County Metropolitan Transportation District of Oregon

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## SUNDAY JULY 18 (CONT'D)

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12 – 1:45 p.m.

### **Board Members Luncheon Discussion by APTA Region** *Enjoy this lively, open discussion about funding for operations*

This popular lunch invites a free-form exchange of ideas. Take your buffet lunch into a breakout room to join your group for a lively discussion on methods of funding for operations and an update on what's going on in board rooms

#### ***Region I, Maine, Vermont, New Hampshire, Massachusetts, Connecticut, New York, Rhode Island***

**Facilitator: Sharon A. McNeal**, APTA regional representative, Region I, APTA Transit Board Members Committee, and commissioner, Greater Bridgeport Transit Authority, Bridgeport, CT

#### ***Region II, Virginia, New Jersey, Pennsylvania, Delaware, Maryland, West Virginia, Washington DC, North Carolina, South Carolina***

**Facilitator: Charles F. Brown**, regional representative, Region II, APTA Transit Board Members Committee, and commissioner, Hampton Roads Transit, Hampton, VA

#### ***Region III, Alabama, Kentucky, Tennessee, Georgia, Florida, Arkansas Mississippi, Louisiana, Puerto Rico, U.S. Virgin Islands***

**Facilitator: Karl Birkholz**, regional representative, Region III, APTA Transit Board Members Committee, and commissioner, Memphis Area Transit Authority, Memphis, TN

#### ***Region IV, Ohio, Minnesota, Wisconsin, Illinois, Indiana, Michigan, North Dakota, South Dakota***

**Facilitator: Valarie McCall**, regional representative, Region IV, APTA Transit Board Members Committee, and member, Board of Trustees, Greater Cleveland Regional Transit Authority, Cleveland, OH

#### ***Region V, Texas, Nebraska, Kansas, Oklahoma, Montana, Wyoming, Colorado, Utah, New Mexico, Iowa, Missouri***

**Facilitator: Rosa Navejar**, regional representative, Region V, APTA Transit Board Members Committee, and board member, Fort Worth Transportation Authority, Fort Worth, TX

#### ***Region VI, Oregon, Idaho, Nevada, Arizona, Washington, California, Alaska, Hawaii***

**Facilitator: Greg Evans, M.Ed.**, regional representative, Region VI, APTA Transit Board Members Committee, and board member, Lane Transit District, Eugene, OR

#### ***Region VII, Canada***

**Facilitator: Bernard Blanchet**, regional representative, Region VII, APTA Transit Board Members Committee, and borough councilor/board member, Société de transport de Montréal, Montréal, QC

## SUNDAY JULY 18 (CONT'D)

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2 – 2:45 p.m.

### **APTA Chair & President's Round Table**

*Hear about APTA's initiatives and work on "The Hill" and become a better advocate for public transportation.*

Join APTA's chair and president for a discussion on authorization of the federal surface transportation legislation, climate change legislation, and key APTA initiatives such as the Workforce Development Blue Ribbon Panel, Strategic Plan 2010-2014, and the association's new governance and committee structure.

**Presenters:**

**Mattie P. "M.P." Carter**, chair, APTA, and commissioner, Memphis Area Transit Authority, Memphis, TN

**William Millar**, president, APTA

3 – 4:30 p.m.

### **Telling Our Story**

*Bringing the benefits of public transportation to life*

APTA Chair Mattie P. "M.P." Carter's major initiative is "Telling Our Story." Communicating the benefits of public transportation and advocating for increased public transit investment is critical to advance the industry. We need to continue to find ways to tell our story in compelling and engaging ways. This session will highlight ideas and best practices, including using social media and testimonials, to tell the public transportation story.

5 – 10:30 p.m.

### **Dinner at King Estate Winery\***

Join this celebration of Lane Transit's 40<sup>th</sup> Anniversary and enjoy a lovely evening of great food and superb wines. Set on a 1,033 acre estate amidst rolling, vine-covered hills, King Estate Winery will provide live jazz music as you enjoy the evening. Dinner, beverages, and transportation are complimentary.

\*Sessions and events feature board members and board support staff together.

## MONDAY JULY 19

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8 – 8:45 a.m.

### **Transit Board Members Committee Meeting: Election of Officers** Chair W. Randy Wright

Learn more about the candidates for the offices of chair, vice chair, secretary, and the representatives for APTA Regions I, III, IV, and VII. Candidates declare their candidacy 30 days prior to the election (June 18) by sending APTA letters of intent and support. Board members must be members of the committee in order to vote. To join the committee, please e-mail [lmorsen@apta.com](mailto:lmorsen@apta.com) by July 9.

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#### **Today's Presiding Officer:**

**Gloria Leonard**, vice chair, APTA Transit Board Members Committee, and board member, Metropolitan Atlanta Rapid Transit Authority, Atlanta, GA

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9 – 10:30 a.m.

### **Water the Bamboo: Tend Your Relationships** *Professional leadership and communication*

Many workplaces are so driven by relentless projects that it's easy to lose track of relationships – even though they are one of the workplace's essential elements. Watering relationships so they flourish and produce astonishing results is just as important as watering the project itself. Renew your skills in working with and through others. Experience a new method, the GregBell Curve®, a research-based, four-stage model for creating effective relationships and a more inclusive business culture. Universally applicable, the model will help shape a new approach to personal and organizational communication, relationships, and inclusion.

#### **Presenter:**

**Greg Bell, JD**, founder, Water the Bamboo Center for Leadership, Portland, OR (invited)

10:45 a.m. – 12 p.m.

### **LEED-ND and TOD: Station-Area & Neighborhood Development** *The U.S. Green Building Council's Leadership in Energy and Environment and Environmental Design (LEED-ND) + interoperability and connectivity*

This session will focus on transit's potential to transform communities with facilities that become gateways to the community. How do the facilities connect people with the regional transportation system such as light rail, commuter or, later, high-speed rail? Hear the latest on station area planning from the building designs and functions to how the facilities fit into the surrounding community and offer opportunities for transit-oriented development.

## MONDAY JULY 19 (CONT'D)

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12 – 1:30 p.m.

### Lunch on Your Own

1:30 – 4 p.m.

### Mobile Workshops

*Please sign up for the tour of your choice in the APTA registration room by the end of the day on Sunday, July 18. There will be a presentation from 1:30-2:30 p.m. in the hotel and you'll board the tour buses at 2:30.*

### Bus Rapid Transit (BRT)

Lane Transit's Emerald Express (EmX) opened in 2007 and already has exceeded its 20-year ridership projections. Ride the inaugural route and tour the Gateway EmX Extension that is scheduled to open in 2011.

### Paratransit Call Center

Tour of the call center and a presentation from LTD's accessible services manager.

### Point2point Solutions

Hear about LTD's transportation option programs for businesses, organizations, and educational institutions.

## TUESDAY JULY 20

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### TODAY'S PRESIDING OFFICER:

**Alison Hewitt**, secretary, APTA Transit Board Members Committee, and board member, Hillsborough Area Regional Transit Authority, Tampa, FL

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8:30 – 9:45 a.m.

### Crisis Management for Board Members

*How does your board tend to react?*

Was there an emergency or incident? Were there cost overruns? Has the media focused on your chief executive officer? If yes, was your board prepared? Board members from the following systems will describe their situations and strategies – and talk about what they wouldn't do again: Hampton Roads Transit (HRT) in Hampton Roads, VA; Metropolitan Atlanta Rapid Transit Authority (MARTA) in Atlanta, GA; and South Bend Public Transportation Corporation (TRANSPO). Meld their experiences with your own into best practices for unexpected occurrences and your board's early recognition of developing problems.

### Moderator

**William Velasco**, chair, Dallas Area Rapid Transit Board of Directors, Dallas, TX (invited)

## TUESDAY JULY 20 (CONT'D)

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10 – 11:45 a.m.

### **Eno Transit Board Summit:**

#### **Board Members' Work with Board Support Staff**

*From agenda packets to monitoring your email and phone requests to board retreats, what are the best ways to work towards the same goals?*

In this session with board support staff members, you will discuss mutual expectations and ways of working together. Remember your first weeks as a director or commissioner? Who organized your orientation, tours, and staff meetings? How does the board liaison or clerk assist board members and involve staff in the board's decision making? Join this highly interactive session with board members and staff working to create exceptional board performance.

12 – 2 p.m.

### **Closing Luncheon\***

#### **Qualities of Exceptional Boards**

*What are the consistent characteristics of high performing boards?*

Hear a popular leader and motivator from the sports world talk about the dynamics of team leadership and golden rules that apply to your board. Renew your appreciation for the board support functions and the interactions that board members have with the internal organization and all members and groups in the community.

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\*Sessions and events feature board members and board support staff together.

# Preliminary Program

## Board Support

### Employee Development Workshop

**SATURDAY JULY 17**

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1 – 5 p.m.

#### **Registration**

3:30 – 4:30 p.m.

#### **This is APTA: Maximizing Your Membership\*** *Getting involved in your association*

The American Public Transportation Association is widely recognized as the voice of the transit industry. This session will focus on the many resources available to you to help you realize the full potential of your membership. APTA's success depends on participation and input from all its members.

#### **Presenters:**

**Flora Castillo**, vice chair-transit board members, APTA, and board member, New Jersey Transit, Newark, NJ

**William Millar**, president, APTA

4:30 – 5:45 p.m.

#### **Board Support Subcommittee Meeting** **Chair Rhodetta Seward**

You are welcome to attend this meeting, one of three convened each year: during this July seminar, in conjunction with the APTA Annual Meeting in October, and the Legislative Conference in March.

6 – 7 p.m.

#### **Welcoming Reception\***

Mix and mingle at this lively welcoming reception that is sure to set the tone for a week of networking and learning.

7 – 9 p.m.

#### **Board Support Group Dutch Treat Dinner**

Plans are being arranged for a dinner together in downtown Eugene.

*\*Sessions and events feature board members and board support staff together.*

# SUNDAY JULY 18

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7 a.m. – 5 p.m.

## Registration

8:30 – 9:15 a.m.

## Opening General Session: Public Transportation Takes Us There\* *Enjoy a warm, Pacific Northwest welcome.*

The transit industry’s unique learning and networking experience for board members and support staff officially begins at this opening session. Come and join us as we review our industry priorities including the chair’s signature initiative, “Telling Our Story,” and start the seminar/workshop on the latest governance and business practices with a hearty welcome from our host, Lane Transit District. Whether it’s creating jobs, helping to lead the way towards energy independence, improving quality of life, or protecting the environment, public transportation plays a significant role in taking us there.

### Welcoming Remarks:

**Mattie P. “M.P.” Carter**, chair, APTA, and commissioner, Memphis Area Transit Authority, Memphis, TN

**William Millar**, president, APTA

### Representatives of Lane Transit District, Eugene, OR

**Flora Castillo**, vice chair-transit board members, APTA, and board member, New Jersey Transit, Newark, NJ

**Rhodetta Seward**, chair, Board Support Subcommittee, APTA, and executive services director, Intercity Transit, Olympia, WA

9:15 – 10 a.m.

## A View from the Hill\* *If “all politics are local,” how can Oregon’s officials help guide board members and commissioners nationwide?*

Come hear the latest national and statewide perspective from Oregon’s elected officials regarding public transportation. You’re sure to hear new ideas that can be adapted for *your* agency.

10:30 – 11:45 a.m.

## Quality Support with Fewer Resources

Many of us are faced with reducing our budgets and staff. How can we continue to provide the quality work we take pride in with fewer resources?

### Presenter:

**Nancy K. Johnson**, director, board support, Dallas Area Rapid Transit, Dallas, TX

\*Sessions and events feature board members and board support staff together.

## SUNDAY JULY 18 (CONT'D)

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12 – 2:15 p.m.

### **Board Support Employee Development Luncheon**

This informal buffet lunch will feature a challenge to write about the biggest problem you are facing in your organization. Plans are to discuss these issues in depth on Tuesday morning.

2 – 2:45 p.m.

### **APTA Chair & President's Round Table\***

***Hear about APTA's initiatives and work on "The Hill" and become a better advocate for public transportation.***

Join APTA's chair and president for a discussion on authorization of the federal surface transportation legislation, climate change legislation, and key APTA initiatives such as the Workforce Development Blue Ribbon Panel, Strategic Plan 2010-2014, and the association's new governance and committee structure.

**Presenters:**

**Mattie P. "M.P." Carter**, chair, APTA, and commissioner, Memphis Area Transit Authority, Memphis, TN

**William Millar**, president, APTA

3 – 4:30 p.m.

### **Flourishing in the Workplace:**

#### **Living From Your Truest Yes**

***Balancing the professional with the personal***

As workplace challenges grow and support staff contends with more challenges, how do we not feel overwhelmed by the immediacy of all the tasks before us? Explore positive, energetic ways to balance the "yeses" we extend to others with ways to authentically include our most important "Big Yes" into our daily lives. Through the use of the "Big Yes" model, you'll learn tools to balance your professional self with your personal self. Plus, you will learn a phrase that allows you to say "no" by using the word "yes," with others using their own "no" to themselves.

**Presenter:**

**Dr. Cara DiMarco**

5 – 10:30 p.m.

### **Dinner at King Estate Winery\***

Join this celebration of Lane Transit's 40<sup>th</sup> Anniversary and enjoy a lovely evening of great food and superb wines. Set on a 1,033 acre estate amidst rolling, vine-covered hills, King Estate Winery will provide live jazz music as you enjoy the evening. Dinner, beverages, and transportation are complimentary.

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## MONDAY JULY 19

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8 a.m. – 12 p.m.

### **Mastering Crucial Conversations**

*Planning your approach to high impact situations*

Could a conversation (or avoiding one) be keeping you from getting the results you need? Whatever the issue — from poor productivity or declining resources to lack of teamwork or strained relationships — you may be experiencing the effects of a poorly held crucial conversation. Discover how to communicate best when it matters most. This workshop will provide an interactive overview of the bestselling book *Crucial Conversations: Tools for Talking When Stakes are High*. You will learn to use valuable tools to help you work through any high impact situation with confidence. Get involved in the interactive discussions and small group exercises. Learn from the videos and receive materials that highlight the key points. A free, 30-minute follow-on coaching session is offered for each participant.

**Presenter and Facilitator:**

**Tonia Sugarman**, president, Northwest Consulting, Tumwater, WA

12 – 1:30 p.m.

### **Board Support Group Dutch Treat Lunch**

The group will organize a Dutch treat lunch together. Stay tuned!

1:30 – 2:45 p.m.

### **Lane Transit's Board Room Tour and Best Practices**

*See the board room, view LTD's board packet, and learn about the board's procedures*

3 – 4 p.m.

### **New Board Member Orientation**

*Bring your new board member training and materials to share with the group.*

\*Sessions and events feature board members and board support staff together.

## TUESDAY JULY 20

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8:30 – 9:45 a.m.

### **What is the Biggest Problem You Face in Your Organization?**

#### ***Peer Exchange***

Choose from the topics proposed during the Sunday luncheon and join the frank discussions that will tackle the board support staff's greatest challenges.

10 – 11:45 a.m.

### **Eno Transit Board Summit: Board Members' Work with Board Support Staff**

#### ***From agenda packets to monitoring your email and phone requests to board retreats, what are the best ways to work towards the same goals?***

In this session with board members, you will discuss mutual expectations and ways of working together. From the board members' first weeks as a director or commissioner when you organize their orientation, tours, and staff meetings to organizing public testimony, how does the board liaison or clerk assist board members and involve staff in the board's decision making? Join this highly interactive session with board members and staff working to create exceptional board performance.

12 – 2 p.m.

### **Closing Luncheon\* Qualities of Exceptional Boards**

#### ***What are the consistent characteristics of high performing boards?***

Hear a popular leader and motivator from the sports world talk about the dynamics of team leadership and golden rules that apply to your board. Renew your appreciation for the board support functions and the interactions that board members have with the internal organization and all members and groups in the community.

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