

# Help Me Help You: The Power of Your Position

**Sabrina A. Muhne**

*Foothill Transit, Board Support  
Services Coordinator  
West Covina, CA*



# “The Power of Your Position” Where Your Level of Authority Lies

- The “power” to control schedules/calendars
- The ability to keep staff on task
- The knowledge of what’s expected of and around the agency
  - What are the laws regarding our work and what the public expects of us?
  - What report is a board member expecting at a future meeting?
  - What does staff need the Board to approve by a certain deadline?
- We help “make them look good”



# QUESTION

“Did you (or how would you) implement anything specific to help keep staff accountable for Board related deadlines?”



**Ms. Rebbie Ellisor-Taylor**  
**Assistant Secretary/Manager, MARTA Board of Directors**  
**Metropolitan Atlanta Rapid Transit Authority, Atlanta, GA**

**Group Answers:**

- Table #1
- Table #2
- Table #3
- Table #4
- Table #5
- Table #6

**Expert's Answer:**

- [...]



## COMMITTEE PACKAGE SCHEDULER

### JANUARY COMMITTEES

(BOARD – THU., JAN. 10)

AUDIT

- FRI, JAN 25

\*DOCUMENT PREPARATION: Monday, Nov 5 thru Friday, November 30 – STAFF

All items must be complete and loaded into EMIS by c-o-b Friday, November 30

Monday, Dec 3 thru Friday, December 7	-	Chief/AGM Review
Monday, Dec 10 thru Friday, December 14	-	CFO/Legal/DEO
Monday, Dec 17 thru Friday, December 28	-	GM/CEO
TUESDAY, JANUARY 8	-	DRY RUN
FRIDAY, JANUARY 18	-	PUBLISH TO BOARD

PLANNING & EXTERNAL RELATIONS /OPERATIONS & SAFETY/BUSINESS MGMT – THU, JAN 31

\*DOCUMENT PREPARATION: Monday, Nov 12 thru Friday, December 7 – STAFF

All items must be complete and loaded into EMIS by c-o-b Friday, December 7

Monday, Dec 10 thru Friday, December 14	-	Chief/AGM Review
Monday, Dec 17 thru Friday, December 21	-	CFO/Legal/DEO
Monday, Dec 24 thru Friday, January 4	-	GM/CEO
TUESDAY, JANUARY 15	-	DRY RUN
THURSDAY, JANUARY 24	-	PUBLISH TO BOARD

### FEBRUARY COMMITTEES

(BOARD – MON., FEB. 14)

PLANNING & EXTERNAL RELATIONS /OPERATIONS & SAFETY/BUSINESS MGMT – THU, FEB 28

\*DOCUMENT PREPARATION: Monday, Dec 17 thru Friday, January 11 – STAFF

All items must be complete and loaded into EMIS by c-o-b Friday, January 11

Monday, Dec 10 thru Friday, December 14	-	Chief/AGM Review
Monday, Dec 17 thru Friday, December 21	-	CFO/Legal/DEO
Monday, Dec 24 thru Friday, January 4	-	GM/CEO
TUESDAY, JANUARY 15	-	DRY RUN
THURSDAY, JANUARY 24	-	PUBLISH TO BOARD

### MARCH COMMITTEES

(BOARD – MON., MAR. 14)

PLANNING & EXTERNAL RELATIONS/OPERATIONS & SAFETY/BUSINESS MGMT– THU, MAR 28

\*DOCUMENT PREPARATION: Monday, Jan 14 thru Friday, February 8 - STAFF

All items must be complete and loaded into EMIS by c-o-b Friday, February 8

Monday, Feb 11 thru Friday, February 15	-	Chief/AGM Review
Monday, Feb 18 thru Friday, February 22	-	CFO/Legal/DEO
Monday, Feb 25 thru Friday, March 8	-	GM/CEO
TUESDAY, MARCH 12	-	DRY RUN
THURSDAY, MARCH 21	-	PUBLISH TO BOARD

\*DOCUMENT PREPARATION may require a longer period than noted on this calendar – please plan your work accordingly

# QUESTION

“How much follow-up do you personally have to do for deadlines in your agency?  
Has that changed over time?”



**Ms. Christina Lopez**  
**Board Support Services Manager/Executive Assistant**  
**Foothill Transit, West Covina, CA**

**Group Answers:**

- Table #1
- Table #2
- Table #3
- Table #4
- Table #5
- Table #6

**Expert's Answer:**

- [...]



# QUESTION

“Do you account for personality differences in your approach methods? Have you experienced any across-the-board methods that didn't work and that you would advise others to avoid in the future?”





**Mrs. Amorette Ko-Wong  
Secretary of the District**

**Golden Gate Bridge, Highway & Transportation District, San Francisco, CA**

**Group Answers:**

- Table #1
- Table #2
- Table #3
- Table #4
- Table #5
- Table #6

**Expert's Answer:**

- [...]



# QUESTION

“How do you approach the unapproachable, and get them on board with helping the agency follow its deadlines and guidelines?”



**Mrs. DiNaira Crosby Gilbert  
Executive Assistant/Board Support  
Birmingham-Jefferson County Transit Authority, Birmingham, AL**

**Group Answers:**

- Table #1
- Table #2
- Table #3
- Table #4
- Table #5
- Table #6

**Expert's Answer:**

- [...]



# QUESTION

“Are missed deadlines discussed one-on-one or team meeting level?

If both methods tried, which seems to work best? Who handles the discussion: CEO or Board Administrator?”



**Ms. Gina Mellen Pye  
Executive Assistant to the CEO  
Santa Cruz Metropolitan Transit District, Santa Cruz, CA**

**Group Answers:**

- Table #1
- Table #2
- Table #3
- Table #4
- Table #5
- Table #6

**Expert's Answer:**

- [...]



# BONUS QUESTION

“How have you developed your role to provide support but create accountability at the same time? What are some of your tricks to enforce compliance with agency deadlines?”



# BONUS QUESTION

## “We are the Experts” Answers:

- Table #1
- Table #2
- Table #3
- Table #4
- Table #5
- Table #6

