



**LANE TRANSIT DISTRICT
BOARD OF DIRECTORS
HUMAN RESOURCES COMMITTEE MEETING**

Thursday, April 11, 2019
4:00 – 5:00 p.m.

LTD Board Room
3500 E. 17th Avenue, Eugene
(Off Glenwood Blvd. in Glenwood)

AGENDA

<u>Time</u>	<u>ITEM</u>	<u>Page</u>
4:00 p.m.	I. CALL TO ORDER	
	II. ROLL CALL	
	<input type="checkbox"/> Carl Yeh <input type="checkbox"/> Caitlin Vargas <input type="checkbox"/> Steven Yett	
	III. COMMENTS FROM THE CHAIR	
4:05 p.m.	IV. APPROVAL OF MINUTES	
	Action Needed: Approval	
	<i>Approve minutes from the August 14, 2018, meeting.</i>	
4:10 p.m.	V. FISCAL YEAR 2018-2019 GENERAL MANAGER ANNUAL REVIEW [David Collier]	
	Action Needed: Discussion	
5:00 p.m.	VI. ADJOURNMENT	

The facility used for this meeting is wheelchair accessible. To request a reasonable accommodation or interpreter, including alternative formats of printed materials, please contact LTD's Administration office no later than 48 hours prior to the meeting at 541-682-5555 (voice) or 7-1-1 (TTY through Oregon Relay).

MINUTES OF HUMAN RESOURCES COMMITTEE MEETING

LANE TRANSIT DISTRICT

Tuesday, August 14, 2018

Pursuant to notice given to *The Register-Guard* for publication on August 7, 2018, and distributed to persons on the mailing list of the District, the Human Resources Committee of the Lane Transit District held a meeting on Tuesday, August 14, 2018, beginning at 5:30 p.m., at the LTD Board Room, 3500 E. 17th Avenue, Eugene, Oregon.

Present: Carl Yeh, Chair
Gary Wildish
Aurora Jackson, General Manager
Camille Gandolfi, Clerk of the Board
Dwight Purdy, General Counsel
Director of Human Resources David Collier
Lynn Taylor, Minutes Recorder

CALL TO ORDER/ROLL CALL — Mr. Yeh convened the meeting of the Human Resources (HR) Committee and called the roll.

MOTION APPROVAL OF MEETING MINUTES — Mr. Wildish moved to approve the minutes of the Human Resources Committee meeting of July 10, 2018. Mr. Yeh provided the second.

VOTE The motion passed as follows:
AYES: Wildish, Yeh (2)
NAYS: None
ABSTENTIONS: None
EXCUSED: None

GENERAL MANAGER 2018 CONTRACT RENEWAL DISCUSSION — Mr. Purdy distributed copies of the draft General Manager's Employment Contract. He said the document reflected the committee's deliberations regarding the term of employment and compensation package, although could easily be modified during the committee's review of the draft. He said the term of employment was December 1, 2018, to June 30, 2021. He highlighted those provisions that added duties related to the financial management of the District. He also pointed out a provision related to avoidance of fraternization and the appearance of favoritism, which had become standard language in chief executive officer contracts.

Mr. Yeh asked if Item 2.j. "Aspire to have no "significant deficiencies" or "material weaknesses..." with respect to audit findings should be strengthened. He also suggested that Item 2.o should prohibit fraternization rather than simply say it should be avoided. Mr. Purdy said he used the term "aspire" because there would be an audit exception.

Mr. Purdy reviewed the salary provisions and explained that the anniversary dates had been changed to align with the fiscal year. He said fringe benefits reflected the previous agreement to provide 10 consolidated annual leave days. He noted that the rate of retirement contributions had been increased to 20.8 percent.

In response to a question from Mr. Wildish, Mr. Purdy said the contribution rate was based upon the actuary's estimate of what was necessary for an employee of Ms. Jackson's tenure if she was participating in a defined benefit plan instead of a defined contribution plan and reflected the contribution rate of other senior employees who were under the defined benefit plan.

Mr. Wildish said it was important for the Board to understand how that contribution rate was determined.

Mr. Purdy said exhibits A, B, and C, related to the Board approved general manager's goals and performance evaluation process approved previously by the committee. He said that he was not certain a November evaluation, under the previous contract schedule, was necessary as Ms. Jackson's salary would not change. He said that conducting the evaluation in July, at the end of the fiscal year, was better timing.

Mr. Wildish commented that while obtaining input from members of the community as identified in the exhibits was good, the Board's assessment of the general manager's performance should have the most weight. Mr. Purdy observed that the new process established by the committee was more structured and better defined.

Mr. Purdy commended Mr. Collier for developing spreadsheets that showed a range of compensation packages.

Mr. Collier reviewed the spreadsheets that compared LTD's general manager compensation package to the Salem Area Mass Transit general manager's compensation package, using different rates for merit increases. Mr. Wildish said the Board would decide on the appropriate level of increase.

MOTION Mr. Wildish moved to forward the contract to the LTD Board of Directors with a recommendation of approval. Mr. Yeh provided the second.

VOTE The motion passed as follows:
AYES: Wildish, Yeh (2)
NAYS: None
ABSTENTIONS: None
EXCUSED: None

Mr. Purdy said the contract would be presented to the Board at its regular September meeting.

Mr. Wildish suggested changing the HR Committee's meeting time to 4:00 p.m. as Ms. Wick was no longer on the committee and the 5:30 p.m. time had been set to accommodate her work schedule.

Mr. Yeh agreed and recommended appointing Board member Kate Reid to the HR Committee to fill the vacancy.

The next meeting was scheduled for September 13, 2018, at 4:00 p.m.

ADJOURNMENT

Mr. Yeh adjourned the meeting at 5:55 p.m.



AGENDA ITEM SUMMARY

DATE OF MEETING: April 11, 2019

ITEM TITLE: FISCAL YEAR 2018-2019 GENERAL MANAGER ANNUAL REVIEW

PRESENTER: David Collier, Director of Human Resources and Risk Management

DIRECTOR: David Collier, Director of Human Resources and Risk Management

ACTION REQUESTED: Information and Discussion

PURPOSE:

To begin the general managers fiscal year 2018-2019 annual review process.

HISTORY:

The Board Human Resources (HR) Committee is responsible for conducting the annual general manager evaluation process. Per the General Manager's Contract, the evaluation needs to be presented at the beginning of each fiscal year, or as soon thereafter as is reasonably possible.

Part of the process is to set specific goals and objectives for the general manager that are approved by the LTD Board of Directors. At the August 14, 2018, Human Resources (HR) Committee meeting the committee agreed to recommend a three (3) year contract renewal with General Manager Aurora Jackson to the full board at the September Board meeting. The contract recommended by the HR committee had some set increases in the General Manager's salary as well as some merit opportunities. The purpose of these adjustments was to bring the salary and benefit package for the LTD General Manager position to a comparative level with other General Manager's contracts within the regional transit industry. The contract also included when and how the General Manager's performance evaluation process would be executed. The contract was approved by the Board of Directors at the September 2018 Board meeting.

Since the full Board adopted the contract in September the HR Committee is at a timeline where it should review the goals set for the General Manager and gather input from the community stakeholders listed in the contract of the General Manager to determine Ms. Jackson's performance rating for her evaluation.

CONSIDERATIONS:

Included in the meeting packet is the Board approved contract, which includes the addendums that define the annual review process, including the stakeholders to be interviewed and the question's that the stakeholders are to be asked related to the general managers performance.

ALTERNATIVES: N/A

NEXT STEPS:

- The HR Committee will review the goals and objectives set for Ms. Jackson for the fiscal year 2018-2019 annual review period, perform the agreed upon interviews, and set the general manager's goals for the fiscal year 2019-2010 annual review period.
- Stakeholders will be assigned to committee members and a deadline established to have the interviews completed.

SUPPORTING DOCUMENTATION:

- 1) General Manager's Employment Contract
- 2) 2018 Goals
- 3) List of Community Stakeholders
- 4) Community Survey

LANE TRANSIT DISTRICT

GENERAL MANAGER'S EMPLOYMENT CONTRACT

BETWEEN: Aurora Jackson (“Ms. Jackson”) or (“General Manger”)

AND: Lane Transit District (“LTD”)

**EFFECTIVE
DATE:** December 1, 2018

RECITALS:

A. The Board of Directors of LTD (the “Board”) are authorized pursuant to ORS 267.200 (5) to enter into contracts on behalf of LTD and to appoint and fix the salary of the General Manager.

B. On behalf of LTD, the Board wishes to continue to employ Ms. Jackson as General Manager and Ms. Jackson wishes to continue to be employed as General Manager of LTD.

AGREEMENT:

THEREFORE, in consideration of the foregoing and the mutual covenants contained herein, the parties agree as follows:

1. Term of Employment. LTD employs the General Manager for a period beginning on December 1, 2018 and terminating on June 30, 2021. Notwithstanding the term of employment, the General Manager is an “At Will” employee. The General Manager may be removed by the Board and this Contract may be terminated at the Board’s sole discretion, with only an affirmative vote of a majority of the Board. This Contract may be extended by mutual agreement of the parties.

2. Duties and Responsibilities. LTD continues to employ Ms. Jackson as General Manager and Ms. Jackson accepts such employment upon the terms and conditions set forth herein. As the chief executive officer of LTD, the General Manager shall perform the duties of General Manager as prescribed by the laws of the State of Oregon, along with the additional powers and duties set forth in LTD’s policies, rules and regulations, as the Board may prescribe from time-to-time.

The General Manager shall devote full-time employment and agrees to perform in good faith and to the best of her abilities, the duties and responsibilities of the General Manager. The General Manager shall have an affirmative duty to provide the Board with timely and accurate information, with updates, on all important matters affecting LTD. The Board reserves the right

to change the duties and responsibilities of the General Manager at its discretion. As General Manager, Ms. Jackson:

- a. Shall maintain her office at LTD's headquarters;
- b. Shall have full responsibility for the acquisition, construction and operation of the mass transit system of LTD;
- c. Shall have full responsibility for the administration and business affairs of LTD;
- d. Shall abide by and enforce all policies, regulations and ordinances adopted by the Board;
- e. Shall administer the personnel system of LTD with full authority to employ, appoint, discipline, or remove all employees and officers, subject to the rules of the Board, except for those employees and officers directly employed or appointed by the Board;
- f. Shall comply with all laws for Mass Transit Districts, ORS 267.010 to 267.390, and all laws, regulations, circulars and notices of the Federal Transit Administration, where applicable.
- g. Shall cause to be installed and maintained a system of auditing and accounting that shows completely and at all times the financial condition of LTD;
- h. Shall prepare and submit to the Board a complete report on the finances and activities of LTD for the prior fiscal year within thirty (30) days following the end of the fiscal year;
- i. Shall arrange to have prepared and timely filed the annual financial report to the Oregon Secretary of State, the Comprehensive Annual Financial Report (CAFR), the Annual Transit Database reporting, and the Grant Reports to the Federal Transit Administration;
- j. Shall aspire to have no "significant deficiencies" or "material weaknesses" in the annual audit findings;
- k. Shall advise the Board of Directors as to the current and the projected needs of LTD, along with the current and projected future financial status of LTD;
- l. Shall prepare all plans for the acquisition of equipment or construction of improvements and facilities;
- m. Shall participate in civic and charitable activities and keep the Board informed as to such activities;
- n. Shall attend Board meetings and assist in preparing the Board agenda; and

o. Shall not fraternize, date, or explore or develop personal relationships with any employee or officer of LTD that goes beyond the scope of normal employee interactions, nor engage in flirtatious conduct with any employee or officer of LTD. While the General Manager may exhibit favoritism towards high performing employees, the above wording is to be given the broadest interpretation possible so as to prevent the appearance of favoritism with an employee because the General Manager may have a consensual relationship with that employee.

3. Compensation and Evaluation.

a. **Annual Salary.** Ms. Jackson shall not receive an increase in compensation for the 2018-2019 fiscal year. As compensation for services rendered to LTD from December 1, 2018-June 30, 2019 and commencing on December 1, 2018, Ms. Jackson shall be paid based upon an annual salary of \$157,000.00, payable bi-weekly in accordance with the District's regular payroll procedures.

b. **Second Year Annual Salary.** As compensation for services rendered to LTD from July 1, 2019-June 30, 2020, Ms. Jackson shall be paid based upon an annual salary of \$161,710.00, payable bi-weekly in accordance with the District's regular payroll procedures. In addition, the General Manager may receive a merit increase from zero (0) percent to five (5) percent, based on her last fiscal years' salary. The decision on a merit increase will be based on the Board's annual performance evaluation of the General Manager's performance during the previous fiscal year, as set forth herein.

c. **Third Year Annual Salary.** As compensation for services rendered to LTD from July 1, 2020-June 30, 2021, Ms. Jackson shall be paid based upon an annual salary calculated by adding last fiscal year's salary plus three (3) percent, payable bi-weekly in accordance with the District's regular payroll procedures. In addition, the General Manager may receive a merit increase from zero (0) percent to five (5) percent, based on her last fiscal years' salary. The decision on a merit increase will be based on the Board's annual performance evaluation of the General Manager's performance during the previous fiscal year, as set forth herein.

d. **Fringe Benefits.** Ms. Jackson shall be entitled to the fringe benefits that are generally available to all other administrative employees of LTD who were hired in 2015, which presently include: hospital, surgical, dental, or other group health insurance; life insurance and disability benefits; holidays; sick leave; vacation; and participation in LTD's Salaried Employees' Defined Contribution Program (current retirement program with discretionary contribution account and matching account.) Ms. Jackson shall have ten (10) consolidated annual leave days (80 hours) in addition to the accrued consolidated annual leave in accordance with LTD's policy. In the event that there are increases in the fringe benefits provided to other administrative employees of LTD, Ms. Jackson shall automatically receive an increase in her fringe benefits in a similar manner.

4. LTD's Salaried Employees' Defined Contribution Program. Beginning December 1, 2018, LTD shall contribute 4.5% of Ms. Jackson's base pay, as provided in LTD's Salaried Employees' Defined Contribution Program (the "Plan"), plus an additional 16.3% of Ms.

Jackson's base pay. Beginning December 1, 2020, LTD shall contribute 5.6% of Ms. Jackson's base pay, as provided in the Plan, plus an additional 15.2% of Ms. Jackson's base pay. Such contributions are in addition to any contributions by LTD to Ms. Jackson's Eligible Participant's Matching Account under the Plan.

5. Annual Performance Evaluation. The Board shall evaluate Ms. Jackson's performance annually. In consultation with the General Manager, the Board shall set annual performance goals and objectives for the General Manager, at the beginning of each fiscal year. The Goals for 2018-2019 are attached hereto as Exhibit A. The annual performance evaluation shall be presented to the General Manager each July, or as soon thereafter as is reasonably possible. In addition to a review by the Board members themselves, the Board may survey the community members listed on Exhibit B and ask them the questions found on Exhibit C. The Board shall not have a formal survey of the employees of LTD for purposes of evaluating the General Manager.

6. Termination/Suspension.

a. **Suspension.** The Board may, in its sole discretion, suspend the General Manager from office at any time, pending a hearing. The suspension may be effective immediately and no prior notice is required. The decision to suspend the General Manager, pending a hearing, if approved by a majority of the Board members, may be reconsidered by the Board, but is otherwise final and not subject to appeal, until the hearing. The General Manager shall be entitled to full compensation and benefits during periods of suspension.

b. **Termination Without Cause.** In the event the Board, without cause, terminates the General Manager's employment, the General Manager shall receive a six (6) month severance payment of salary and benefits, which severance payment shall not include retirement or leave accrual benefits. The six month severance payment shall be paid over the six months that immediately follow the General Manager's termination date. At the sole discretion of the Board, the Board may ask Ms. Jackson to work as General Manager beyond her termination date and to continue to be paid salary and benefits in accordance with the terms of this Agreement. In that instance, the six-month period of severance payment will be reduced by the amount of time the General Manager works beyond her termination date. By way of example, if the General Manager received written notice that her termination was effective on March 1, and, at the discretion of the Board, continued to work until May 31 (for three months beyond her termination date), the General Manager would be entitled to receive three months' of severance payment, or payment through August 30. The severance payment to the General Manager shall be in lieu of all other payments and shall, at the Board's discretion, be due and payable: (i) at the District's standard pay periods during the six (6) month period following the date of termination, or (ii) in a lump sum. If the General Manager is asked to work during the six (6) months following her termination date, she shall be given paid time-off for purposes of attending job interviews.

c. **Termination for Cause.** If the General Manager is terminated for cause, she shall not be entitled to receive any severance benefits and shall be paid only the salary and benefits accrued through the date of such termination. As used in this Agreement, "cause" includes, but is not limited to, fraud, dishonesty, misappropriation of funds, embezzlement, other

acts of misconduct in the rendering of services to or on behalf of LTD, the failure to properly and competently perform any of the duties of General Manager under Paragraph 1 of this Agreement, or the willful and continual failure or refusal to comply with the policies, standards and regulations of LTD as they are established periodically or failure or refusal to comply with directions from the Board.

d. **Written Notice of Termination.** The Board shall provide the General Manager with a written notice of termination, which termination shall be effective at the date specified therein. The termination date shall be no less than sixty (60) days after the date of the written notice of termination. Any request for a hearing by the General Manager, pursuant to section (e), below, shall not in any way extend the date of termination set forth in the written notice of termination. The written notice of termination shall be final, and no other action shall be required of the Board, unless the General Manager requests a hearing, pursuant to section (e), below.

e. **Written Statement and Hearing.** Within ten (10) business days of receipt of the written notice of termination, the General Manager may request: (a) a written statement of the reasons for her termination; and/or (b) an open hearing at a meeting of the Board before the final vote for her termination, in accordance with Oregon law, where she may be represented by counsel and present witnesses and other evidence on her behalf. Such hearing shall take place within thirty (30) days after the Board provides written notice of termination to the General Manager. The action of the Board in suspending or terminating the General Manager, if approved by a majority of the Board members, may be reconsidered by the Board, but is otherwise final and not subject to appeal.

f. **Termination at the Request of the General Manager.** In the event the General Manager wishes to terminate this Agreement prior to the end date, she will notify the Board immediately of her intention to seek other employment and shall give the District no less than sixty (60) days written notice in advance of taking another position. The General Manager will be paid for days actually worked, unused consolidated annual leave days, and holidays that occur prior to contract termination.

7. **Expenses.** LTD shall reimburse the General Manager for reasonable and necessary business expenses incurred by her in the performance of her duties and responsibilities set out in this Agreement. All expense reimbursements shall be made in accordance with LTD's normal practice and policies under which the General Manager shall present reasonably detailed statements of expense for which reimbursement is sought.

8. **Deferred Compensation.** The General Manager shall be eligible to participate in LTD's Section 457 deferred compensation plan in accordance with its terms.

9. **Illness or Death.** In the event the General Manager dies or becomes disabled during the term of this Agreement, or any extension thereof, this Agreement shall terminate upon the date of such death or disability. Disability shall mean any health condition which prevents the General Manager from performing her duties for a period which exceeds sixty-days.

10. **Professional Liability.** LTD shall defend, hold harmless and indemnify the General Manager from any and all demands, claims, suits, and legal proceedings brought against the General Manager in her official capacity as an agent and employee of LTD, provided the incident arose while the General Manager was acting within the scope of her employment. In no case shall individual Board members be considered personally liable for indemnifying the General Manager against such demands, claims, suits, actions, and legal proceedings.

11. **Arbitration.** The parties agree that any controversy or claim arising out of or relating to this Agreement, or any dispute arising out of the interpretation or application of this Agreement, which the parties are unable to resolve, shall be finally resolved and settled exclusively by arbitration in Eugene, Oregon, by a single arbitrator under the Oregon Arbitration Rules. If the parties cannot agree upon an arbitrator, then each party shall choose its own independent representative and those independent representatives shall in turn choose the single arbitrator within thirty (30) days of the date of the selection of the first independent representative. The parties shall equally pay the costs of arbitration.

12. **Assignment.** This Agreement is personal to Ms. Jackson and cannot be assigned by her to any other person.

13. **Entire Agreement.** This Agreement represents the entire agreement between the parties and supersedes any prior agreements or understandings, whether oral or written between the parties, including.

14. **Amendments.** This Agreement cannot be changed or terminated orally and may be modified only by a written agreement executed by both parties that specifically refers to this Agreement.

15. **Applicable Law.** This Agreement is subject all applicable laws of the State of Oregon.

16. **Notices.** Any notices that are required under the terms of this Contract shall be first class mailed or hand delivered to: (a) the President of the Board of Directors, and/or (b) Ms. Jackson at their respective latest addresses as shown by the records of the Clerk of the Board of LTD.

DATED this ___ day of August, 2018.

Aurora Jackson
General Manager

Gary Wildish
President, LTD Board of Directors

Proposed General Manager Goals – 2018

Goal/Objective 1: Develop a process for LTD’s continuous improvement using the ABBG categories.

The General Manager will make recommendations to the Board regarding areas for improvement within the ABBG categories. The General Manager will develop processes for making improvements within these priority areas.

Explanation: The consensus is that LTD needs to improve within some of the ABBG categories. However, the concern among committee members is that Board members may not have the knowledge or technical expertise to, at this time, prioritize areas of improvement so that they best match with LTD’s goals. Therefore, the committee expects the General Manager to make a recommendation to the Board for what specific areas within the ABBG categories LTD should focus on as priorities. As part of the recommendation process, the committee expects the General Manager to gather input from the Board of Directors. The General Manager will then be responsible for developing a process to make improvements within these priority areas.

Goal/Objective 2: Maintain positive community relations.

The General Manager will continue relationship building with the community, LTD stakeholders, the LTD Board of Directors and staff in a manner that mirror’s LTD’s stated vision and goals.

Explanation: LTD’s stated mission and goals are attached hereto.

Goal/Objective 3: “Specific deliverables,” which are defined as agency priorities, which are already agreed to by the Board and approved within the budget, that require the leadership of the General Manager.

- A. Lead the agency and assist the Board of Directors in successfully implementing the transportation bill.

Explanation: The committee understands 2018 to be a year where the foundational groundwork is built for a successful implementation of the transportation bill. The General Manager should lead the agency in building this groundwork so that LTD is poised to act, and positioned advantageously, when funds are actually received. The committee expects that this work will include but not be limited to: relationship building, regular communication with the Board and any applicable advisory committees, and rule making participation.

- B. Manage the Comprehensive Operational Analysis process and contract, and guide the Board in receiving and interpreting the results, so that adopting short and long range plans will be feasible for Fiscal Year 2018-19.

Exhibit A

Page 1

Explanation: Ensure the Board understands the COA process and how it affects development of short and long range plans. Board members may have individual interests or priorities they would like to see the agency adopt. Ensure Board members understand the appropriate time for, and are given an opportunity to discuss, these interests with fellow Board members to determine whether these interests or priorities will become a part of the agency's short or long range plans.

- C. Improve processes for managing significant agency projects and/or initiatives.

Explanation. This may include, but is not limited to, high dollar value construction projects, procurements of significant value (e.g. fleet replacement), or planning projects of high importance to the agency or community (e.g. MovingAhead). Processes should be improved so that, as applicable, projects are managed in a cost effective manner while delivering good results to the community.

- D. Lead the agency, Board, and its subcommittees in making significant progress towards the evaluation and possible redevelopment of its fare system.

Explanation. The Board has made a commitment to examine its fare structure by establishing an ad hoc fare committee. No specific recommendations have been made by this newly established committee. The General Manager should ensure the Board and subcommittee understand the current fare system, are presented with options for available for electronic fare systems for consideration, and any relevant factors associated with those options (e.g. cost, equity and accessibility).

Exhibit A

Page 2

Organizations to contact for General Manager's Evaluation

1. Eugene Chamber of Commerce, President
2. Springfield Chamber of Commerce, President
3. Coburg City Manager
4. Springfield City Manager
5. Eugene City Manager
6. Better Eugene-Springfield Transportation (BEST), Executive Director
7. LCOG Senior and Disabilities Director
8. University of Oregon Athletics
9. University of Oregon Student Affairs Dean
10. Eugene School District 4J, Superintendent
11. Springfield Public Schools, Superintendent
12. Bethel School District, Superintendent
13. Lane Community College (LCC), Facilities Director or Student Affairs Dean
14. LCOG, Executive Director
15. United Way, Executive Director
16. NAACP, Executive Director
17. Homes for Good Housing Agency, Executive Director

Exhibit B

Page 1

LTD COMMUNITY SURVEY

GENERAL MANAGER EVALUATION

	Unacceptable			Average			Outstanding		Exceptional		
	N/A	1	2	3	4	5	6	7	8	9	10
1. Under the General Manager's leadership, how is LTD performing?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. How well does the General Manager interact with LTD's community partners?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Under the General Manager's leadership, how well does LTD meet the mass transit needs of the community?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. How has the General Manager done in building relationships within the community?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. What recommendations can you give us to help improve LTD?

Comments: _____

Exhibit
 Page