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Public notice was given to *The Register-Guard* for publication on August 25, 2006.

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

**August 29, 2006  
4:15 p.m.**

**LTD CONFERENCE ROOM  
3500 E. 17<sup>th</sup> Avenue, Eugene  
(off Glenwood Blvd.)**

*Public testimony will not be heard at this meeting*

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**AGENDA**

- I. CALL TO ORDER
- II. ROLL CALL
- III. Gaydos (Chair) \_\_\_\_\_ Ban \_\_\_\_\_ Eyster \_\_\_\_\_
- IV. APPROVAL OF MINUTES (June 14, 2006)
- V. GENERAL MANAGER EVALUATION PROCESS AND TOOL
- VI. STAFF REPORTS
  - A. Maintenance Department Succession Planning
  - B. Assistant General Manager Succession
  - C. *Looking to the Future* – Training Specialist Work Plan
- VII. NEXT MEETING
- VIII. ADJOURNMENT

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

June 14, 2006

Pursuant to notice given to *The Register-Guard* for publication on June 12, 2006, and distributed to persons on the mailing list of the District, a meeting of the Lane Transit District Board of Directors Human Resources Committee was held at 4 p.m. on June 14, 2006, in the District's conference room at 3500 E. 17th Avenue, Eugene.

Present:

Susan Ban  
Mike Eyster  
Mark Pangborn, General Manager  
Mary Neidig, Director of Human Resources and Risk Management  
Andy Vobora, Director of Marketing and Communications  
Jo Sullivan, Clerk of the Board/Minutes Recorder

Absent:

Gerry Gaydos, Chair (arrived at end of meeting)

**CALL TO ORDER:** Ms. Ban called the meeting to order at 4:05 p.m.

**COMMUNICATIONS AUDIT REPORT:** Mr. Vobora introduced Beverly Mayhew and Amber Williamson of The Ulum Group, who were present for this discussion. Ms. Mayhew provided a background summary, explaining that the audit was done to see how communication channels at LTD were working and how they could be improved. She noted that LTD was not a simple environment in which to communicate, with different shifts, computers, mechanics, a union, etc., forming a diverse group of people with diverse backgrounds and communication styles. Ms. Mayhew also explained the process used for the audit and how the information was gathered.

There was some discussion about having a written philosophy of written communications. Ms. Ban suggested tying the communications approach to the District's core values. Ms. Mayhew noted that the public records requirements for external communications set the example for internal communication, as well, and suggested that communication be part of performance expectations and evaluations.

Ms. Mayhew briefly discussed each finding from the communications audit, including recommendations for the existing communication tools. She noted that administrative staff were the most satisfied with current communications because they had the best access to information, and there were different levels of satisfaction among different work groups.

It was decided that this report would be presented to the Board at the July 10 special meeting and that all employees would receive a summary of the report before the meeting.

Mr. Eyster mentioned the financial impact of some of the miscellaneous recommendations. He said that if they were written and not done, the reasons for not doing them would have to

be explained. He also said that it was clear that employees wanted to know the rationale behind decisions.

Following this discussion, Ms. Mayhew and Ms. Williamson left at 4:45 p.m.

Mr. Vobora stated that this report provided a good baseline, and that LTD could review this issue in a couple of years.

**LOOKING TO THE FUTURE UPDATE:** Ms. Neidig reviewed the *Looking to the Future* document and said that staff had received no feedback after the most recent update was distributed to employees. The Committee made a few suggested wording changes. This update was scheduled to be discussed with the Board at the July 10 special meeting.

**EMPLOYEE EmX TOURS:** Mr. Vobora reported that the tours were well received by employees. Approximately 25 tours had been offered, with from 3 to 10 people participating in each one. Tours for outside groups also were being provided.

**MAINTENANCE DIRECTOR RECRUITMENT STATUS:** Mr. Neidig told the Committee that 16 applications had been forwarded from the recruiting firm, including two internal candidates and an array of applicants from around the country. Telephone interviews were planned for an initial group, and in-house interviews with the finalists would be scheduled for sometime in July.

**ASSISTANT GENERAL MANAGER INTERVIEWS:** Mr. Pangborn noted that there were two internal and one external finalists. Interviews were planned for June 26. No Board members would be involved directly, but the Board would be kept apprised. Several external panelists were scheduled to participate.

**ADJOURNMENT:** Mr. Gaydos arrived at 5:15 p.m. There was little further discussion, and the meeting was adjourned at 5:20 p.m.

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Recording Secretary

## **BOARD HUMAN RESOURCES COMMITTEE AGENDA ITEM SUMMARY**

**DATE OF MEETING:** August 29, 2006

**ITEM TITLE:** GENERAL MANAGER EVALUATION PROCESS AND TOOL

**PREPARED BY:** Mary Neidig, Director of Human Resources and Risk Management

**ACTION REQUESTED:** Approve or Modify Current Process and Tool

**BACKGROUND:** In 2003 the Board Human Resources Committee designed and approved a process for evaluating the general manager. It involved a two-year cycle in which local community leaders were asked to fill out a questionnaire on odd-numbered years and Leadership Council members were asked to fill out a questionnaire on even-numbered years. The questionnaire was given to Board members every year. The questionnaires were circulated in the fall with the intent of having the process completed by December of each year. This would align with the annual budget development process.

This process was followed in 2003, 2004, and 2005. In early 2006 a new general manager was selected. It is time now to determine what process the Committee will use for 2006.

**ATTACHMENT:** Process for LTD General Manager Performance Review  
Cover letter and Questionnaire for Board Members  
Cover letter and Questionnaire for Leadership Council  
Names of 2005 Community Leaders

**RECOMMENDATIONS:** Staff recommends that the Committee give questionnaires to the Leadership Council and Board members this year in accordance with the approved schedule. Staff also recommends that the Committee work with the general manager to develop goals and objectives for 2006-07.