

Public notice was given to *The Register-Guard* for publication on October 16, 2009.

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

**Tuesday, October 20, 2009  
4 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**

Page No.

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|------|--|----|
| I.   | CALL TO ORDER  |    |
| II.  | ROLL CALL  |    |
| III. | Dubick (Chair) _____ Gaydos _____ Kortge _____   |    |
| IV.  | APPROVAL OF MINUTES  | 02 |
|      | <ul style="list-style-type: none"><li>• Minutes of the August 25, 2009, Canceled Board Human Resources Committee Meeting</li><li>• Minutes of the September 8, 2009, Board Human Resources Committee Meeting</li></ul> |    |
| V.   | EXECUTIVE SESSION PURSUANT TO ORS 192.660(2)(i), to review and evaluate the work-related performance of the general manager  | 07 |
| VI.  | NEXT MEETING   |    |
| VII. | ADJOURNMENT  |    |

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

August 25, 2009

The meeting of the Board of Directors Human Resources Committee of the Lane Transit District scheduled for Tuesday, August 25, 2009, at 4:00 p.m., was canceled.

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Recording Secretary

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

September 8, 2009

Pursuant to notice given to *The Register-Guard* for publication on September 3, 2009, 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 Tuesday, September 8, 2009, in the District's conference room at 3500 E 17<sup>th</sup> Avenue, Eugene.

Present: Michael Dubick, Chair (by conference phone)  
Dean Kortge  
Mary Adams, Director of Human Resources and Risk Management  
Mark Pangborn, General Manager  
Jeanne Schapper, Clerk of the Board/Recording Secretary

Absent: Gerry Gaydos

**CALL TO ORDER:** Mr. Dubick called the meeting to order at 4:05 p.m. and called the role.

**APPROVAL OF MINUTES:** Dean Kortge moved approval of the minutes of the February 24, 2009, meeting as written; Michael Dubick provided the second.

VOTE The motion was approved as follows:  
AYES: Dubick, Kortge (2)  
NAYS: None  
ABSENT: Gaydos

**GENERAL MANAGER PROCESS AND TOOL:** Ms. Adams explained the annual process for evaluating the performance of the general manager, which is usually done in the fall and syncs up with the following year's budget process. The proposal then will go to the LTD Board at its November or December regular meeting.

Ms. Adams directed attention to the survey document, *Assessment of the General Manager September 2009*, included in the meeting packet. The Board completes the survey each year, with completion of the survey rotating every year between Leadership Council (department directors) for an internal evaluation and key community leaders for an external evaluation. This process is now in its sixth year (or three full cycles), and this year community leaders would be involved in the process. Repeating this process has also proven beneficial in observing trends. Ms. Adams added that two years ago, the Human Resources (HR) Committee decided to include a survey of LTD employees as well since the general manager was fairly new in his position. Mr. Pangborn has now participated in two annual general manager evaluations.

Ms. Adams continued. Considering the community leaders' participation in the process and the work the Board is doing in planning a leadership succession planning model, it may be beneficial to include questions that would help the Board get a better understanding of what the community would like to see in future LTD leadership. That considered, it could make sense to forego the written survey tool in favor of Committee

members participating in more informal one-on-ones with community leaders, whether in person or on the phone. It is anticipated that more in-depth information may be gleaned from community leaders than would have otherwise been received through a written survey.

Mr. Pangborn mentioned that it was interesting to see how the survey process of including the Board members and the Leadership Council (LC) members was able to differentiate between how the Board perceived the general manager's role and how his colleagues perceived his role. The survey also allows for detailed written comments, which can be very informative

Mr. Pangborn stated that two years ago when the process involved a written survey from community leaders, only six completed surveys were returned. In addition, the few comments that were offered weren't incisive. A short half-hour confidential conversation with someone could provide more specific assessments of the general manager's and LTD's performances. That information could be more useful to the Board in terms of how the general manager is perceived by his colleagues in the community. The information received also could ultimately be beneficial in terms of leadership succession planning and determining valuable qualities and characteristics that would be desirable in the next general manager.

A set of potential questions and a list of suggested community leaders were discussed.

Mr. Dubick observed that the community leaders list could be too metro centric.

Mr. Kortge was concerned about asking an assessment of the general manager from community members who have only casual contact with him. One concern was that the criteria used in these assessments may not be similar to criteria that would be meaningful to persons who work with him regularly. Consideration should be given to the Board's stated future direction of LTD and how the general manager helps carry out that vision. Community leaders should be asked about what they see as the role of LTD in the future of the community. It may not be appropriate for community leaders to do an evaluation of the general manager.

Mr. Dubick felt that input was needed from community leaders who could provide valuable input as to the direction of LTD, issues and challenges facing LTD, its role in the community, and related topics. The focus should be a "look ahead" in terms of succession planning, whether it is a local, regional, or national search.

Mr. Kortge reflected that this question was discussed when former general manager Ken Hamm was hired, and the response from the Board was 50/50 in terms of a search process.

Mr. Kortge agreed that the focus of the one-on-one conversations should be what community leaders see as the future of LTD, and that will help the Board define the desired qualities of the next general manager.

Mr. Pangborn, in response to a question from Mr. Kortge, remarked that a benefit of this process would be hearing directly what the general manager is doing right and what he

could improve upon. This focus will provide community leaders' perspectives as to the attributes needed for the future leader of LTD.

Mr. Kortge agreed that one-on-one conversations are needed in order to receive this kind of valuable information. He added that the HR Committee should request information from leaders of organizations that will provide important partnerships with LTD in the next three to five years.

Mr. Dubick and Mr. Kortge made some suggested additions to the list of community leaders who will be approached. Then they divided up the list of 13 community leaders; which included mayors, city managers, and others; between the three HR Committee members.

Mr. Pangborn suggested that the three HR Committee members should feel free to approach other persons they do business with regularly who they believe would be candid about their response and who have given the issue some thought. This could include persons that Committee members believe would give a non-metro view to the discussion of LTD's long-range plans.

Mr. Kortge suggested that the list of questions be simplified to three or four. Too many questions could diminish spontaneity and the effectiveness of the process. Mr. Dubick concurred, suggested four specific questions, and Mr. Kortge agreed with the revised list of questions.

The timeline to complete the process was proposed:

- September 8, 2009 Board Human Resources Committee reviews and approves evaluation process.
- September 11, 2009 Communicate process to rest of LTD Board  
Begin conducting telephone interviews
- September 21, 2009 Distribute survey materials to LC and Board.
- October 5, 2009 Return all surveys  
Report back all interview results
- October 12, 2009 Consolidate all data, prepare report
- October 13, 2009 Present report to Board Human Resources Committee
- October 21, 2009 Cumulative responses mailed to Board, along with GM self-evaluation
- October 27, 2009 Present survey results to Board Human Resources Committee for action.

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September 8, 2009

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- November 18, 2009 Board of Directors holds executive session to conduct general manager performance review.

The next meeting of the Board Human Resources Committee is scheduled to be held on October 13, 2009.

**ADJOURNMENT:** There was no further discussion, and the meeting adjourned at 4:45 p.m.

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Recording Secretary

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## BOARD HUMAN RESOURCES COMMITTEE AGENDA ITEM SUMMARY

**DATE OF MEETING:** October 20, 2009

**ITEM TITLE:** EXECUTIVE (NON-PUBLIC) SESSION PURSUANT TO ORS 192.660(2)(i)

**PREPARED BY:** Jeanne Schapper, Clerk of the Board

**ACTION REQUESTED:** That the Board meet in Executive Session pursuant to ORS 192.660(2)(i), to review and evaluate the employment-related performance of the general manager.

**ATTACHMENT:** None

**PROPOSED MOTION:** I move that the Board meet in Executive Session pursuant to ORS 192.660(2)(i), to review and evaluate the employment-related performance of the general manager.

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