



Public notice was given to *The Register-Guard*  
for publication on January 8, 2017.

**LANE TRANSIT DISTRICT  
BOARD HUMAN RELATIONS COMMITTEE MEETING  
Monday, January 9, 2017  
5:00 p.m.**

**LTD Board Room  
3500 E. 17<sup>th</sup> Avenue, Eugene  
(Off Glenwood Boulevard in Glenwood)**

*Public testimony will not be heard at this meeting.*

**A G E N D A**

**Page No.**

- |      |   |   |
|------|---|---|
| I.   | CALL TO ORDER   |   |
| II.  | ROLL CALL   |   |
|      | Gillespie (Chair) _____ Wildish _____ Vacant _____                                    |   |
| III. | APPROVAL OF MINUTES   |   |
|      | • Minutes of the December 5, 2016, Meeting of the LTD Board Human Relations Committee | 2 |
| IV.  | GENERAL MANAGER GOALS AND OBJECTIVES  | 5 |
| V.   | NEXT MEETING  |   |
| VI.  | ADJOURNMENT   |   |

**The facility used for this meeting is wheelchair accessible. If you require any special physical or language accommodations, including alternative formats of printed materials, please contact LTD's Administration office as far in advance of the meeting as possible and no later than 48 hours prior to the meeting. To request these arrangements, please call 682-5555 (voice) or 7-1-1 (TTY, through Oregon Relay, for persons with hearing impairments.**

MINUTES OF HUMAN RELATIONS COMMITTEE MEETING

LANE TRANSIT DISTRICT BOARD OF DIRECTORS

December 5, 2016

Pursuant to notice given to *The Register-Guard* for publication on December 1, 2016, and distributed to persons on the mailing list of the District, a meeting of the Lane Transit District Board of Directors Human Relations Committee was held at 5:00 p.m. on Monday, December 5, 2016, in the District's Board Room at 3500 E 17<sup>th</sup> Avenue, Eugene.

Present: Gary Gillespie, Chair  
Gary Wildish  
Julie Grossman  
Aurora Jackson, General Manager  
Roland Hoskins, Director of Administrative Services  
David Collier, Human Relations Manager  
Jeanne Schapper, Clerk of the Board

Guest: Dwight Purdy, Thorp, Purdy, Jewett, Urness & Wilkinson P.C.

**CALL TO ORDER/ROLL CALL:** Mr. Gillespie called the meeting to order and called the roll.

**APPROVAL OF MINUTES:**

MOTION Mr. Wildish moved approval of the October 17, 2016, minutes; Ms. Grossman provided the second.

VOTE The motion was approved as follows:

AYES: Gillespie, Wildish, Grossman (3)  
NAYS: None

**EXECUTIVE SESSION PURSUANT TO ORS 192.660(2)(i):**

MOTION It was moved by Mr. Wildish and seconded by Ms. Grossman that the Committee meet in Executive Session pursuant to ORS 192.660(2)(i) to review and evaluate the employment-related performance of the general manager of LTD.

VOTE The motion was approved as follows:

AYES: Grossman, Gillespie, Wildish (3)  
NAYS: None

The Committee entered Executive Session at 5:02 p.m.

**RETURN TO REGULAR SESSION:** The Committee returned to regular session at 6:04 p.m.

**GENERAL MANAGER EVALUATION:** The Committee reviewed the draft General Manager Self-Evaluation, which included suggested goals for the next 12 months.

During the discussion, the Committee came to consensus regarding the general manager evaluation as follows:

**1. Continue relationship building with Board, community, and LTD personnel.**

The Human Relations (HR) Committee found that this effort has been exceptionally well done over the last year. Ms. Jackson has demonstrated a willingness to introduce herself and build relationships on all three fronts.

**2. Recommend modifications to operational procedures that need adjustment.**

Ms. Jackson has brought with her to LTD a fresh set of eyes and a determination to shore up procedures that struck her as inefficient and problematic from the very beginning. She has greatly improved areas that the Board identified as needing immediate attention and acted thoughtfully and decisively to improve other operations.

**3. Recommend revisions to the Organization Chart as may be appropriate.**

The HR Committee believes that Ms. Jackson has appropriately and effectively built the staffing structure needed to respond best to her style of leadership. Indications are that staff are reacting favorably and feel optimistic and supported. It will be the HR Committee's recommendation that the Board work with Ms. Jackson to identify the best way to gauge staff morale and productivity going forward in this new structure. The HR Committee moved away from asking staff directly for their input at this time--a decision based on the need for staff relations to be Ms. Jackson's work, and that it's the responsibility of the LTD Board to evaluate her ability to do so satisfactorily. It will be a team effort going forward to determine how to best ensure that LTD staff are satisfied with the direction of the organization and their work environment.

**4. Lead the Board in developing efficiencies related to other Board advisory committees, fiscal responsibility, service quality, and communication.**

It is the belief of the HR Committee that Ms. Jackson has made important progress here: for example, engaging the Board early in conversations of weighty and complex issues, and finding ways to streamline reports. It will be the recommendation of the HR Committee that improvement efforts related to engaging the committee formerly known as the EmX Steering Committee continue.

**5. Investigate additional revenue sources for transit.**

In addition to what is noted in Ms. Jackson's Self-evaluation, it is the recommendation of the HR Committee that this becomes an opportunity for community engagement and leadership—perhaps potentially the focus of a Board subcommittee or newly formed task force. (This could conceivably be a good way to engage the more skeptical business leaders who support transit but grow weary of taxation.)

**6. Lead the Board in developing a Short-Range Transportation Plan.**

This is a work in progress. It is the belief of the HR Committee that Ms. Jackson has shown commitment to laying the foundation for long-term planning. She is motivated and strategic in her preparation for this. It is the recommendation of the HR Committee to identify specific measurable benchmarks that can be objectively noted as progress here.

**7. Lead the LTD Board in developing a Long-Range Transportation Plan.**

Again, it will be the HR Committee's recommendation to establish specific measurable benchmarks.

MOTION Ms. Grossman moved that Ms. Jackson's job performance over her first 12 months to be rated as "outstanding" and that it be recommended to the LTD Board of Directors to adhere to its contractual obligation that the general manager receives a \$2,000 salary increase. The motion was seconded by Mr. Wildish.

VOTE The motion was approved as follows:  
AYES: Gillespie, Wildish, Grossman (3)  
NAYS: None

**NEXT MEETING:** The next meeting will be held on Monday, January 9, at 5:00 p.m., to discuss general manager goals and objectives for the next evaluation period.

**ADJOURNMENT:** The meeting was adjourned at 6:26 p.m.

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Recording Secretary

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## BOARD HUMAN RELATIONS COMMITTEE AGENDA ITEM SUMMARY

**DATE OF MEETING:** January 9, 2017

**ITEM TITLE:** GENERAL MANAGER GOALS AND OBJECTIVES

**PREPARED BY:** David Collier, Director of Human Resources and Risk Management

**ACTION REQUESTED:** Approval of General Manager Goals and Objectives for 2017

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**BACKGROUND:**

The Board Human Relations (HR) Committee is responsible for conducting the annual general manager evaluation process. Part of the process is to set specific goals and objectives for the general manager that are approved by the LTD Board of Directors. The HR Committee was presented with a draft of the General Manager Goals and Objectives for 2017 at its December 5, 2016, meeting. On January 9, 2017, the Committee will review this draft and prepare final recommendations to be made to the LTD Board.

**RESULTS OF RECOMMENDED ACTION:**

The General Manager Goals and Objectives for 2017 will give the LTD Board of Directors a clear list of expectations for the general manager to perform against and will frame the annual performance evaluation discussion.

**ATTACHMENTS:**

Draft 2017 General Manager Goals and Objectives

**PROPOSED MOTION:**

I move that the Board Human Relations Committee approve the General Manager Goals and Objectives for 2017 as presented on January 9, 2017, and forward them to the LTD Board of Directors for adoption.

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**LTD GENERAL MANAGER  
GOALS & OBJECTIVES**

**NAME:** Aurora Jackson                      **PERIOD:** November 30, 2016, through  
November 29, 2017

**DATE OF HIRE:** November 30, 2015

**REASON:** 12-month Period

**GOALS FOR  
THIS RATING PERIOD:**

1. Continue relationship building with Board, community, and LTD personnel.
2. Continue recommending modifications to operational procedures that need adjustment.
3. Continue leading the Board in developing efficiencies related to the Board advisory committees, fiscal responsibility, service quality, and communication.
4. Continue leading the Board in developing a Short-Range Transportation Plan (3 years).
5. Continue to investigate additional revenue sources for transit.
6. Develop processes for improving the agency's cost effectiveness.
7. Continue leading the Board in developing a Long-Range Transportation Plan (10 years).

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