

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

August 29, 2006

Pursuant to notice given to *The Register-Guard* for publication on August 25, 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 4:15 p.m. on Tuesday, August 29, 2006, in the District's conference room at 3500 E. 17th Avenue, Eugene.

Present:

Susan Ban  
Mike Eyster  
Gerry Gaydos, Chair  
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:

**CALL TO ORDER:** Mr. Gaydos called the meeting to order at 4:25 p.m.

**APPROVAL OF MINUTES:** Mr. Eyster moved, seconded by Ms. Ban, that the minutes of the June 14, 2006, HR Committee meeting be approved as distributed. The motion carried by unanimous vote.

**GENERAL MANAGER EVALUATION PROCESS AND TOOL:** Ms. Neidig handed out information about the previous processes and the general manager's goals and objectives, and explained the process since 2003. She noted that if the Board continued with the 2003 model, this year the Board would conduct a process to collect internal feedback. Mr. Gaydos liked having a consistent tool for comparisons over time. He thought the evaluation tool provided by the American Public Transportation Association (APTA) could be tailored more for LTD's use—possibly shorter, but then relatively consistent to follow themes that might develop over the years. He also thought it was helpful to review the roles of the Board and the general manager.

Mr. Eyster suggested developing new objectives and goals for Mr. Pangborn in his new role as the general manager, as opposed to goals for the whole organization. Mr. Gaydos suggested that critical issues to consider would be the Baby Boom and related employment health, and budget issues, which would be guided mainly by the general manager and Human Resources. He agreed that it was important to have more narrow standards for the general manager than just looking at District objectives overall.

Ms. Ban thought that Mr. Pangborn had been very clear about what he wanted to accomplish as general manager. Mr. Pangborn said the important thing for him was the dialog to be sure that he and the Board were on the same track.

Mr. Gaydos noted that the diversity issue depended on the general manager's leadership, as well. Ms. Ban mentioned continuing the conversations with the community regarding the future of EmX corridors and funding for transit.

Mr. Pangborn said that he liked 360-degree evaluations in terms of receiving feedback, and that it was important to receive feedback from all levels of the organization. He suggested keeping track of feedback by job classification and noting trends.

Ms. Neidig offered to make changes to the evaluation form used in the past and bring it back to the Committee for further discussion.

Ms. Ban asked about timing of the review process. Ms. Neidig explained that the past schedule was to try to have action on the evaluation and any related salary and benefit recommendations at the December Board meeting, to be included in the budgeting process for the following fiscal year. The suggested process was to begin in October to allow time for the HR Committee and then the full Board to consider the feedback. Mr. Pangborn added that this year the Board's strategic planning session would be held on November 10 and 11, and the Board would be discussing specific goals, timelines, and benchmarks for the budget.

## **STAFF REPORTS**

**Maintenance Department Succession Planning:** Ms. Neidig provided an update on activities in Maintenance. She said that an employee group was very interested in having an internal training program from general service worker to journeyman mechanic. The internal committee, called the Joint Maintenance Committee, was designing a model for selecting general service workers and training them in other roles in the department. She also provided an update on new software training in the department.

**Assistant General Manager Succession:** It was reported that Friday, September 1, would be Linda Lynch's last day at LTD before retirement, and that Stefano Viggiano had been selected as the new assistant general manager, beginning on Monday, September 4. This change left the director of Planning and Development position vacant, so that position had been advertised and would close on September 15. Mr. Viggiano would retain responsibility for that department until the next director was hired. Mr. Gaydos said that he wanted LTD to be intentional about continuing to nurture the relationships that Ms. Lynch had developed, such as with the Federal Transit Administration and local and federal staff.

**Looking to the Future:** Discussion with LTD's new training Specialist, Pat Rather, about his six-month work plan was postponed to a future meeting, since he was visiting TriMet in Portland. An update on the communications plan also would be scheduled for a future meeting.

**Arbitration Processes:** Ms. Neidig brought the committee up to date on a recent arbitration that may be reported on by the *Eugene Weekly*. The employee had been trying to engage the Board president as a result of the arbitrator's decision. Ms. Neidig asked for guidance from the Committee regarding a better way to keep the Board informed without causing the Board's involvement in internal issues and processes. Ms. Ban stated that she preferred not to be involved in internal issues and that staff should make the call at the time if Board members needed information on a particular issue. Mr. Gaydos suggested that the Board could have some kind of report without knowing the specifics of the arbitration, and/or the

Board could say that was not their role to know; that they set policy. The major concern was for the Board members to know that there was a process for how to handle occurrences when they might be approached by employees or the media. Mr. Gaydos noted that people could send the Board all kinds of information, and the issue was how the Board would respond. One way, he said, was to state that the Board had one employee, the general manager, and that any other response was not their role. Mr. Eyster suggested a possible report once a year listing the number of grievances, how many went to arbitration, etc., without being more specific about individual cases, and maybe explaining the process. Ms. Ban agreed that it would be good to have an annual summary, to take the temperature of the organization, showing trends. Mr. Gaydos said he would like such a report to be packaged so it was not just numbers, but showing trend lines.

**ADJOURNMENT:** There was no further discussion, and the meeting was adjourned at 5:30 p.m.

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Recording Secretary