

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

October 3, 2006

Pursuant to notice given to *The Register-Guard* for publication on October 1, 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 Tuesday, October 3, 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 Adams, Director of Human Resources and Risk Management
Andy Vobora, Director of Service Planning, Accessibility, & Marketing
Jo Sullivan, Clerk of the Board/Minutes Recorder

Absent:

CALL TO ORDER: Mr. Gaydos called the meeting to order at 4:10 p.m.

APPROVAL OF MINUTES: Mr. Eyster moved, seconded by Ms. Ban, that the minutes of the August 29, 2006, HR Committee meeting be approved as distributed. The motion carried by unanimous vote.

GENERAL MANAGER EVALUATION PROCESS AND TOOL: Ms. Adams reviewed changes to the American Public Transportation Association general manager assessment tool, as directed by the Committee in September. The Committee approved the questionnaire for distribution to the Board and LTD Leadership Council. The Committee also reviewed a list of suggested questions to be used in surveying all employees about the general manager's performance. Mr. Gaydos suggested instructions that included a statement that employees should feel free not to respond to any questions they were uncomfortable with or had no information on. The Committee suggested some questions and wording changes, and approved the questionnaire.

Mr. Pangborn suggested a possible special issue of the internal newsletter, *Inside Lane*, outlining the top three themes from the completed surveys.

Mr. Gaydos suggested the possibility of a similar form to evaluate the Board.

Ms. Adams reviewed the timeline the Committee had mapped out for the evaluation process. The evaluations would be completed during October, and the HR Committee would hold an executive session to discuss the results in November. The Committee would then discuss the evaluations at the December Board meeting, and possibly would make a pay recommendation at that time.

STAFF REPORTS

Communications Plan: Mr. Vobora discussed the next steps for implementation of the Communications Audit results. Mr. Gaydos suggested that the Board should ratify the philosophy at some point, and wondered if anyone besides the managers and supervisors needed communications training. He stated that in an organization, all employees should be participating in communicating the messages, and this should be the expectation for all employees, including the bus operators. Mr. Pangborn thought this depended on a combination of communications training and the department directors getting out in the workplace to communicate with employees.

Ms. Ban thought that it was much more powerful to have the LTD brand on the communications plan rather than training from an outside organization.

Mr. Vobora reviewed the District's current communication tools. Mr. Gaydos suggested some newspaper human-interest stories every so often about certain jobs at LTD, such as the difficult job operators do, or a day in the life of a driver. Mr. Vobora said that the District could consider paid ads, as well.

Mr. Vobora explained that the Leadership Council had a discussion with Dave Funk of Funk/Levis & Associates about how to develop an organizational culture and bring all the pieces together (strategic plan; *Looking to the Future* plan, *Brand Plan*, etc.). Ms. Ban said that Selco Credit Union did a good job of this; the employees had different roles, but there was a "Selco way," as well.

Looking to the Future Plan: Ms. Adams provided an update on the components of *Looking to the Future*, highlighting a number of the events happening at LTD that were a result of this plan. She briefly reviewed each goal and the current related activities. A discussion about Goal 4, becoming a learning organization, was postponed to a future meeting, since LTD's new training manager was visiting TriMet that day.

NEXT MEETING: The next meeting was scheduled for Tuesday, November 14, at 4 p.m.

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

Recording Secretary