

Human Resources Division

Division Summary

Bruce E. Hampton, Deputy General Manager

The Human Resources Division is responsible for the organization, coordination and administration of labor and employee relations; recruitment, compensation and benefits of personnel; training and employee development; and medical and wellness programs, as well as ensuring equal opportunities in the Authority's employment practices.

Mission Statement

The Human Resources Division provides personnel services, benefits, compensation, labor and employee relations, training, and employee development to support the Authority.

2011 Achievements

- ◆ Continued the development of long-term strategic planning to lower healthcare costs, optimize benefits, and increase wellness activities.
- ◆ Continued negotiations of fair, but cost effective labor agreements with the ATU Local 268.
- ◆ Finalized negotiations of fair, but cost effective labor agreements with the Fraternal Order of Police (FOP).
- ◆ Continued to track and monitor attendance trends and comply with revised Family Medical Leave Act (FMLA), thereby reducing absence duration and lowering employer costs.
- ◆ Continued enhancements of Oracle Standard Benefits and Employee self-service modules to provide decision support information for employees and managers in an accurate and timely fashion.
- ◆ Continued Positive Discipline and Labor Relations supervisory training.
- ◆ Completed implementation of a comprehensive training plan to address the needs of the Rail District.

Human Resources Division

2012 Priorities

- ◆ Continue the development of long-term strategic planning to lower healthcare costs, optimize benefits, and increase wellness activities.
- ◆ Continued negotiations of fair, but cost effective labor agreements with the ATU Local 268.
- ◆ Continue to track and monitor attendance trends and comply with revised Family Medical Leave Act (FMLA), thereby reducing absence duration and lowering employer costs.
- ◆ Continue enhancements of Oracle Standard Benefits and Employee self-service modules to provide decision support information for employees and managers in an accurate and timely fashion.
- ◆ Continue Positive Discipline and Labor Relations supervisory training.
- ◆ Continue to expand the Diversity Awareness training program. Program instructors will provide monthly training schedules to accommodate Diversity Training program needs.
- ◆ Continue the development of the HR Business Partner model to include the expansion of individual HR job responsibilities to provide prompt, efficient, and personalized service to the operating districts.
- ◆ Continue to partner with directors, managers, and supervisors to implement succession planning activities that prepare employees to fill future leadership positions (e.g. Management Development Program, Future Leaders Club).

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2012 OPERATING BUDGET SUMMARY Department 14 – Human Resources

BRUCE E. HAMPTON
DEPUTY GENERAL MANAGER, HUMAN RESOURCES

Mission Statement

The Human Resources Division provides personnel services, benefits, compensation, labor and employee relations, training, and employee development to support the Authority.

- ◆ Continue development of a long-term strategic plan to continue to lower healthcare costs and optimize benefits design and wellness activities.
- ◆ Continue development of the HR Business Partner to include the expansion of individual HR job responsibilities, to provide prompt, efficient, and personalized service to the Operating Districts.
- ◆ Continue to partner with directors, managers, and supervisors to implement succession planning activities that prepare employees to fill future leadership positions (e.g. Management Development Program, Future Leaders Club).
- ◆ Continue development and monitoring of Oracle system security plan and enhancing Quality Assurance metrics.
- ◆ Continue training for Oracle HRMS, Kronos, and Discoverer users in the areas of reporting, data analysis, metrics, and increased functionality.

	2009 Actual	2010 Actual	2011 Estimate	2012 Budget
Total Number of Requested Positions	140	67	100	100
Total Number of Filled Positions	108	82	90	90

Human Resources Division

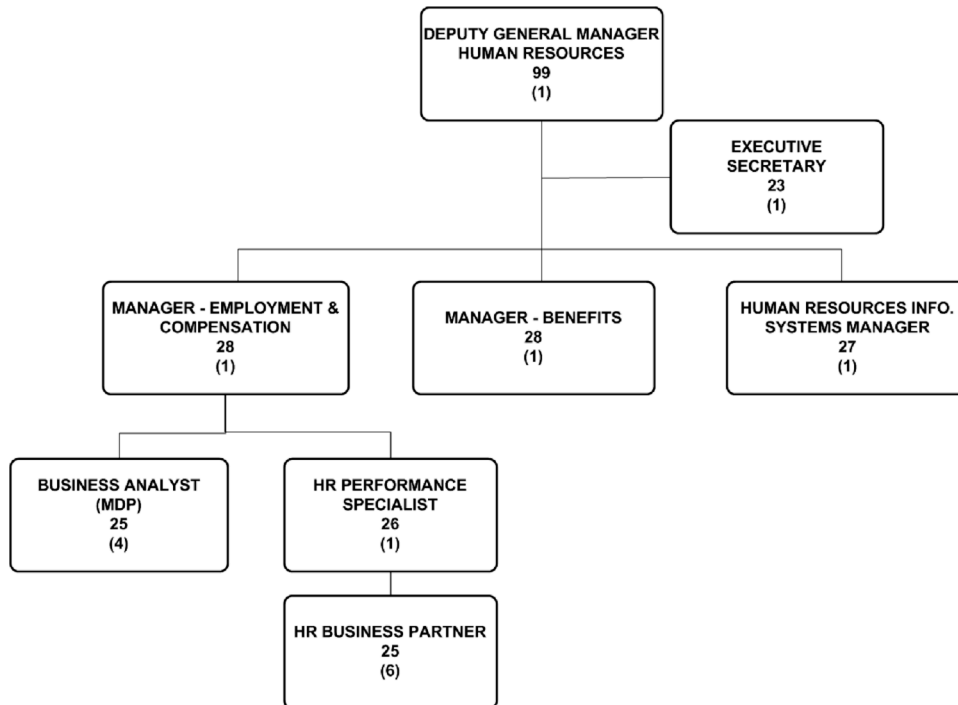
Below are budget and staffing highlights of the Human Resources Department

DEPT: 14 - HUMAN RESOURCES

OBJECT CLASS	DESCRIPTION	2009 Actual	2010 Actual	2011 3rd Quarter Projection	2012 Budget
501200	HOURLY EMPLOYEES	68,648.43	62,598.55	111,017.03	125,000.00
501210	OVERTIME - HOURLY EMPLOYEES	0.00	0.00	99.75	0.00
501300	LABOR - SALARIED EMPLOYEES	564,211.87	543,052.02	588,446.43	765,262.17
501310	OVERTIME - SALARIED EMPLOYEES	0.00	0.00	0.00	0.00
502000	FRINGE BENEFITS	225,725.55	209,693.48	281,067.83	336,673.00
502071	W. C. - INJURIES & DAMAGES	0.00	0.00	0.00	0.00
503111	SERVICES	34,500.00	114,700.00	41,212.50	51,000.00
503020	ADVERTISING FEES	31,865.43	32,505.33	19,789.95	35,000.00
503049	TEMPORARY HELP	0.00	0.00	(700.00)	0.00
504111	MATERIAL & SUPPLIES	7,976.56	13,437.56	21,399.91	20,300.00
509111	MISCELLANEOUS EXPENSES	5,543.53	8,116.47	2,113.33	12,250.00
DEPT TOTAL		938,471.37	984,103.41	1,064,446.73	1,345,485.17

2012 Positions

Dept	Grade Level	Name	Pay Group	2010	2011	2012	2012-2011
14	23	0725 EXECUTIVE SECRETARY EXECUTIVE EXECUTIVE 1401	SNE	0	0	1	1
	25	1081 BUSINESS ANALYST HUMAN RESOURCES HUMAN RESOURCES 1430	SNB	6	2	4	2
		1640 HR BUSINESS PARTNER HUMAN RESOURCES HR EMPLOYMENT 1430	SNB	4	6	6	0
	26	HR PERFORMANCE SPECIALIST HUMAN RESOURCES HUMAN RESOURCES	SNB	1	1	1	0
	27	0904 HRIS MANAGER HUMAN RESOURCES HUMAN RESOURCES 1401	SNB	1	1	1	0
	28	0842 MGR EMPLOYMENT & RECRUIT HUMAN RESOURCES HUMAN RESOURCES 1430	SNB	1	1	1	0
		0844 BENEFITS MANAGER HUMAN RESOURCES HUMAN RESOURCES	SNB	1	1	1	0
	99	9971 DGM HUMAN RESOURCES EXECUTIVE EXECUTIVE 1401	SNB	0	0	1	1
14 Total				14	12	16	4



Human Resources Division

2012 OPERATING BUDGET SUMMARY

Department 18 – Labor & Employee Relations

SCOTT FERRARO, DIRECTOR

Department Priorities for 2012

- ◆ Provide advice, training, and counsel to managers, supervisors, and employees on discipline, grievances, policies, contracts, and labor laws.
- ◆ Implementation of the ATU contract in 2012.
- ◆ Implementation of the FOP contract in 2012.
- ◆ Serve as Fourth-step grievance hearing officer.
- ◆ Administer unemployment compensation benefits process and monitor funds.
- ◆ Process all biennial exams that have expired for operators.
- ◆ Perform drug tests on at least 25% and alcohol test on at least 10% of safety-sensitive pool.
- ◆ Continue performance management under the Positive Discipline Policy.
- ◆ Chair or facilitate various Labor Management committees.
- ◆ Administer Drug & Alcohol policies and process all FMLA requests.

Mission Statement

The mission of the Labor & Employee Relations Department is to build and support the continuous relationship between labor unions and the Authority. The Department also administers the Occupational Health & Wellness programs of the Authority to enhance attendance and the well-being of all employees.

	2009 Actual	2010 Actual	2011 Estimate	2012 Budget
Number of Fourth Step Grievance Hearings Held	70	50	60	60
Number of Labor Management Committees	9	9	8	8
Number of Discipline Actions Approved	79	70	80	80
Total Number of Drug & Alcohol Tests	2,173	2,090	2,100	2,100
FMLA Requests Processed	908	892	900	900
Separations subject to unemployment claims	165	229	160	160
Biennials/Follow-ups (started tracking August 2009)	366	675	450	450

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Below are budget and staffing highlights of the Labor & Employee Relations Department

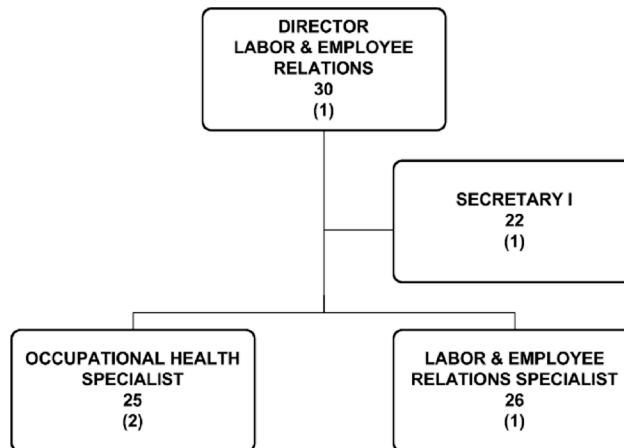
DEPT: 18 - LABOR & EMPLOYEE RELATIONS

OBJECT

CLASS	DESCRIPTION	2009 Actual	2010 Actual	2011 3rd Quarter Projection	2012 Budget
501300	LABOR - SALARIED EMPLOYEES	315,744.12	322,588.31	257,915.78	320,000.00
502000	FRINGE BENEFITS	86,942.47	87,416.24	109,286.46	121,015.00
502070	UNEMPLOYMENT COMPENSATION	443,529.19	1,242,821.61	611,147.69	550,000.00
503111	SERVICES	204,455.94	211,366.67	218,907.18	332,500.00
504111	MATERIAL & SUPPLIES	864.64	182.10	451.66	1,500.00
509111	MISCELLANEOUS EXPENSES	9,781.06	4,007.10	4,775.91	5,000.00
DEPT TOTAL		1,061,317.42	1,868,382.03	1,202,484.68	1,330,015.00

2012 Positions

Dept	Grade Level	Name	Pay Group	2010	2011	2012	2012-2011
18	22	0721 SECRETARY I-HUMAN RESOURCES-LABOR & EE RELATIONS 1801	SNE	1	1	1	0
	24	HUMAN RESOURCE ASSISTANT 1.HUMAN RESOURCES.LABOR & EE RELATIONS 1801	SNB	1	0	0	0
	25	0899 OCCUPATIONAL HEALTH SPECI.HUMAN RESOURCES.HUMAN RESOURCES	SNB	2	2	2	0
	26	0902 LBR & EMP RELATIONS SPEC.HUMAN RESOURCES.LABOR & EE RELATIONS 1801	SNB	1	1	1	0
	30	1342 DIRECTOR-HUMAN RESOURCES-LABOR & EE RELATIONS 1801	SNB	1	1	1	0
18 Total				6	5	5	0



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2012 OPERATING BUDGET SUMMARY

Department 30 – Training & Employee Development

GEORGE FIELDS, ACTING DIRECTOR

Department Priorities for 2012

- ◆ Audit and enhance the Training database and make recommendations for improvements.
- ◆ Develop metrics, measurements, and return on investment on training programs and initiatives (e.g. Training Stat).
- ◆ Ensure every bus/rail operator is in compliance with the Biennial recertification process.
- ◆ Develop and initiate Hospitality Management programming to improve the customer experience.

Mission Statement

The mission of the Training & Employee Development Department is to provide growth and development opportunities for all GCRTA employees by improving their skills, knowledge, and abilities in support of the Authority's goals.

	2010 Actual	2011 Estimate	2012 Budget
Biennial Bus Operator Recertification	N/A	741	741
Biennial Rail Operator Recertification	N/A	43	43
*Safety Training	N/A	1,659	1,659

(*denotes number of instances employees participate in any safety training activity.)

2011 Highlights

- ◆ Developed winter training for rail and bus operators.
- ◆ Closed out all ODOT corrective action items for rail training.
- ◆ Developing Control Center Training Program with Service Management Department.

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Below are budget and staffing highlights of the Training & Employee Development Department

DEPT: 30 - TRAINING & EMPLOYEE DEVELOPMENT

OBJECT CLASS	DESCRIPTION	2009 Actual	2010 Actual	2011 3rd Quarter Projection	2012 Budget
501300	LABOR - SALARIED EMPLOYEES	1,437,192.49	1,344,996.83	1,285,796.49	1,406,000.00
501310	OVERTIME - SALARIED EMPLOYEES	14,211.09	30,958.64	12,058.30	5,000.00
502000	FRINGE BENEFITS	523,942.44	487,134.88	592,251.66	533,602.00
502148	TUITION REIMBURSEMENT	37,977.36	27,847.08	39,669.66	50,000.00
503111	SERVICES	6,375.00	24,754.50	26,678.71	31,700.00
503049	TEMPORARY HELP	0.00	0.00	0.00	0.00
504111	MATERIAL & SUPPLIES	5,457.75	8,323.34	5,272.36	17,300.00
509111	MISCELLANEOUS EXPENSES	92,104.36	84,673.61	141,969.93	151,250.00
DEPT TOTAL		2,117,260.49	2,008,688.88	2,103,697.11	2,194,852.00

2012 Positions

Dept	Grade Level	Name	Pay Group	2010	2011	2012	2012-2011
30	05	0511 ASSISTANT OPERATING INSTR.HUMAN RESOURCES TRAINING & EE DEVELOPMENT 3010	SBB	4	2	2	0
	06	0611 OPERATING INSTRUCTOR.HUMAN RESOURCES TRAINING & EE DEVELOPMENT 3010	SBB	9	9	9	0
		0612 VEHICLE MAINT INSTRUCTOR.HUMAN RESOURCES TRAINING & EE DEVELOPMENT 3040	SBB	4	5	5	0
	25	BUSINESS PARTNER.HUMAN RESOURCES TRAINING & EE DEVELOPMENT 3020	SNB	1	0	0	0
	26	1194 SAFETY TRAINER.HUMAN RESOURCES TRAINING & EMPLOYEE DEV	SNB	1	1	1	0
		1619 TRAVEL TRAINER.HUMAN RESOURCES TRAINING & EE DEVELOPMENT 3020	SNB	1	2	2	0
		1622 POWER/WAY RAIL TRAINER.HUMAN RESOURCES TRAINING & EMPLOYEE DEV	SNB	1	2	2	0
		1631 RAIL OPS CTR TRAINER.HUMAN RESOURCES TRAINING & EE DEVELOPMENT 3030	SNB	1	1	1	0
	28	0870 MGR OPER/MAINT TRAINING-HUMAN RESOURCES-TRAINING & EE DEVELOPMENT 3001	SNB	1	1	1	0
		0886 MGR TRAINING RAIL OPER.HUMAN RESOURCES TRAINING & EE DEVELOPMENT 3001	SNB	0	1	1	0
	30	1430 DIRECTOR.HUMAN RESOURCES TRAINING & EE DEVELOPMENT 3001	SNB	1	1	1	0
30 Total				24	25	25	0

