


UTA Standard Operating Procedures		
No. 6.7.3.1-1	Effective Date: 10-1-12	Supersedes:
Title: Goal Setting, Review and Performance Incentive		

Purpose: UTA is committed to achieving high-performance standards through establishing Goals for the organization that recognize achievement and individual accomplishments. UTA accomplishes its Goals through its employees. Managers and Supervisors are responsible for setting and communicating UTA's goals to employees and assisting employees in establishing individual and team goals that are in alignment with UTA's higher level goals. The performance incentive program is designed to reward employees for innovation, creativity, efficiency and effectiveness which improves value to the taxpayer and provides positive experiences for the rider. As an incentive to continuous improvement, creating a focus on high priority outcomes and aligning all business goals with UTA's Board goals a performance incentive bonus will be paid as outlined below.

Application: UTA Eligible Employees

Definitions:

Administrative Employee means an employee of Utah Transit Authority in a position not included in the scope of the Collective Bargaining Agreement.

Bargaining Unit Employee means an employee in a position covered under the Collective Bargaining Agreement.

Board Goals means goals and core measures set with the General Manager and approved by the Board of Trustees each year.

Board of Trustees means officers as outlined in the Transit District Act 17B-2a-810

Business Unit Goals means goals set by each Regional General Manager with their Department Managers for a given Business Unit that align with Board Goals and core measures set by the Board of Trustees each year.

Corporate Office Goals means goals set by each Executive with their Department Managers for a given Corporate Office function that align with Board Goals and core measures set by the Board of Trustees each year.

Department Goals means goals set by each Department Manager and their employees for a given cost center or workgroup that align with Corporate Office or Business Unit Goals and are approved by the Department Manager's Executive

Department Manager means a manager or supervisor who has budget responsibility for a cost center or who is responsible for the management of a workgroup.

Eligible Employees means UTA Administrative and Bargaining Unit Employees who are not in one of the following classifications at the end of the performance period: Trainee, intern, short term temporary or any employee who has been subject to a Performance Agreement under the corrective action step of UTA's Positive People Management Policy 6.3.1 or are on Behavioral Agreement under UTA's Drug and Alcohol Program.

Executive means the General Manager, Chief Operating Officer, Chief Financial Officer, Chief Technology Officer, Chief Planning Officer, Chief Capital Development Officer, Chief Safety Officer, Chief Communications and Customer Focus Officer and General Counsel.

Regional General Manager (RGM) means all Regional General Managers, Rail Service General Manager and Special Services General Manager.

Individual Goals means goals set by an administrative employee in consultation with their Department Manager and/or supervisor that align with Department Goals and are approved by the Department Manager.

Performance Period means the period of time from January to December of each year.

Performance Incentive means a cash incentive and/or bonus for Eligible Employees at the Authority's discretion based upon meeting Board, Team and Individual Goals for a Performance Period.

Performance Rating means a rating based on individual performance for Administrative Employees and team performance for Bargaining Unit Employees.

Team Goals means goals set by a Department Manager and Bargaining Unit Employees in a given cost center or workgroup that align with Business Unit or Corporate Office Goals and are approved by the Regional General Manager and the Chief Operating Officer or Corporate Office Executive.

Procedure:

1. Goal Setting

- a. By the end of September each year, the Board of Trustees in collaboration with the General Manager and the Executive team will finalize Board Goals and core measures for the upcoming year.
- b. By the end of October each year, Executives and Regional General Managers will meet with their Department Managers to review the Board Goals and core measures for the upcoming year and identify Business Unit and Corporate Office Goals that align with Board Goals.
 - i. Executives will submit their Corporate Office Goals to the General Manager for approval by November 30 each year.
 - ii. Regional General Managers will submit their Corporate Office Goals to the Chief Operating Officer for approval by November 15 each year.
- c. By the end of November each year, Department Managers will set Department Goals that align with Business Unit and/or Corporate Office Goals.
 - i. Department Managers reporting to an Executive will submit their Department Goals to their Executive for approval by November 30 each year.
 - ii. Department Managers reporting to a Regional General Manager will submit their Department Goals to their Regional General Manager for approval and review by the Chief Operating Officer November 30 each year.
- d. By the end of December each year Administrative Employees will set individual goals with their Department Manager in accordance with UTA's Goals Setting and Review Policy 6.7.3.1.
- e. By the end of December each year Team Goals will be set with Bargaining Unit Employees and their Department Manager for each workgroup.

- f. Each Executive, Regional General Manager and Department Manager will set goals surrounding meeting budget targets, revenue development or cost savings, setting and documenting performance evaluations and setting safety goals.
- g. All Goals for Administrative Employees and Bargaining Unit Teams must contain Goals regarding safety.

2. Goal Review

- a. At a minimum, on a quarterly basis all Individual, Team, and Department Goal activity will be reviewed and adjusted as necessary by Department Managers, goal activity will be reported to the Executive or Regional General Manager.
- b. On a monthly basis the General Manager, Executives and Regional General Managers will review Board Goals, core measures, Corporate Office and Business Unit Goal activity to determine if goal activity needs to be adjusted or modified.
- c. At the end of each Performance Period a final goal report will be made by each Department Manager to their Regional General Manager or Executive.
- d. At the end of each Performance Period each Administrative employee will receive a year end review and a Performance Rating from their Department Manager, Executive or Regional General Manager.
 - i. Each year end review and performance rating will be reviewed by the next level manager for consistency, prior to the performance review and rating being delivered to the Administrative Employee.
- e. At the end of each Performance Period each Bargaining Unit Team will receive a year end evaluation of team performance to include a Performance Rating from their Regional General Manager as approved by the Chief Operating Officer.
 - i. Each year end evaluation and team performance rating will be reviewed by the next level manager for consistency, prior to the evaluation being delivered to the Bargaining Unit Team.
- f. At the end of each Performance Period a goal report will be compiled by the General Manager and the Executive team and delivered to the Board of Trustees.


3. Goal Measurement

- a. Upon receipt of the final year end goal report the Board of Trustees will make a determination what percent of the Board Goals have been met.
- b. Each Administrative Employee will receive a year end review by their Department Manager and will receive a Performance Rating based on their individual performance.

4. Performance Incentive Payment

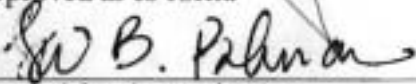
- a. A payout of the Performance Incentive will occur at the discretion of the General Manager.
- b. Performance Incentive payments will be awarded to Administrative Employees on an individual basis and for Bargaining unit Employees on a team basis.
- c. Performance Incentive payments to administrative employees will be calculated based on their individual Performance Rating and attainment of Individual and Board Goals.
- d. Performance Incentive payments to Bargaining Unit Employees will be calculated based on the Performance Rating and attainment of Team and Board Goals.

This UTA Corporate Standard Operating Procedure was reviewed by the Corporate Staff on December 4, 2012, and approved by the General Manager on, this 10th day of December 2012 and takes effect on the later date.



Michael A. Allegra
General Manager

Approved as to form:



S.W. B. Palmer
Counsel for the Authority

Revision History	
Adopted	December 4, 2012