


UTA Standard Operating Procedure			
No. 6.7.3.1-1	Effective Date: See below	Supersedes: 10-22-13	
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 that 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 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 President/CEO and approved by the Board of Trustees each year.

Board of Trustees means officers as outlined in the Transit District Act.

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 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 President/CEO, VP Operations , VP Finance , VP Communications and Customer Focus,, Chief Technology Officer, Chief Planning Officer, Chief Capital Development Officer, Chief Safety and Security Officer, and General Counsel.

Regional General Manager (RGM) means all Regional General Managers, Light Rail General Manager, Commuter Rail 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 or team performance for Administrative Employees.

Team Goals means goals set by a Department Managers and Administrative 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. Each year, the Board of Trustees in collaboration with the President/CEO and the Executive team will finalize draft Board Goals and core measures for the upcoming year.
- b. Draft Board goals and core measures will be reviewed with Executives, Regional General Managers and Managers annually.
 - i. Executives will submit their Corporate Office Goals to the President/CEO for approval annually as directed. .
 - ii. Regional General Managers will submit their Business Unit Goals to the VP of Operations annually as directed.
 - iii. Department Managers reporting to an Executive will submit their Department Goals to their Executive annually as directed.
 - iv. Department Managers reporting to a Regional General Manager will submit their Department Goals to their Regional General Manager annually as directed.
- c. By the end of December each year Administrative Employees will set team and/or individual goals with their Department Manager in accordance with UTA's Goals Setting and Review Policy 6.7.3.1.
- d. Each Executive, Regional General Manager and Department Manager will set goals surrounding meeting budget targets, revenue development or cost savings, EEO, setting and documenting performance evaluations and setting safety goals.

2. Goal Review

- a. At a minimum, on a semi-annual 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 President/CEO, 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, a goal report will be compiled by the President/CEO 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

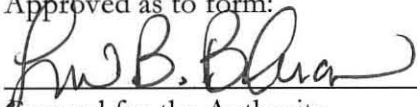
- a. A payout of the Performance Incentive will occur at the discretion of the President/CEO as approved by the Board of Trustees.
- b. Performance Incentive payments will be awarded to Administrative Employees based on individual and/or team performance and attainment of Board Goals.
- c. Administrative Employees who receive a performance rating of needs improvement or not performing will not be eligible for a Performance Incentive payment.
- d. Administrative Employees who are employed at the time the Performance Incentive is paid are eligible to receive up to 4% of base pay in a Performance Incentive not to exceed \$7,500 per year as determined by attainment of Board Goals and Individual Performance Ratings.
- e. Administrative Employees who retire prior to the end of the Performance Period will not be eligible for a Performance Incentive payout.
- f. Administrative Employees who transfer to a Bargaining Unit position after the end of the Performance Period who are still employed at the time of the Performance Incentive payout will be eligible for the Performance Incentive payment.
- g. Administrative Employees whose status is in one or more of the following classifications on January 1 of any year will not be eligible for a Performance Incentive payment.
 - i. Employees in their new hire introductory period
 - ii. Intern
 - iii. Short-term temporary employee

This UTA Corporate Standard Operating Procedure was reviewed by the Corporate Staff on November 10, 2015 and approved by the Interim President/CEO on, this 1st day of December, 2015 and takes effect on the later date.



Jerry Benson
Interim President/CEO

Approved as to form:



Counsel for the Authority

Revision History	
Adopted	December 4, 2012
Revised	October 22, 2013
Revised	November 10, 2015