

VOLUSIA TRANSPORTATION PLANNING ORGANIZATION (VTPO)

HUMAN RESOURCES PROGRAM DEVELOPMENT

SCOPE OF SERVICES

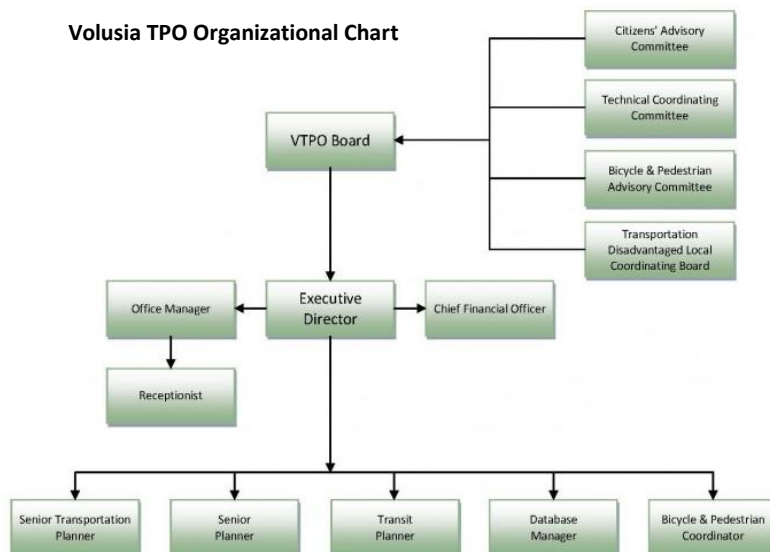
This exhibit forms an integral part of the Agreement which provides for services by the **CONSULTANT** to prepare a **Human Resources Program Development** for the Volusia Transportation Planning Organization (VTPO).

INTRODUCTION AND BACKGROUND

The Volusia Transportation Planning Organization (VTPO) is an independent organization responsible for the planning and programming of all federal and state transportation funds for all of Volusia County and for the cities of Flagler Beach and Beverly Beach in Flagler County. This organization is the primary forum within which local governments and citizens voice concerns, identify priorities, and plan for improvements to all modes of transportation – roadway, public transportation, and bicycle and pedestrian facilities. The VTPO Board is comprised of elected officials representing various local area governments and appointed members representing transportation authorities serving the area.

The VTPO Board is supported by several advisory committees that include technical staff as well as citizen representatives that review information and make recommendations to the Board. The organization has a small staff of transportation planning professionals that support, coordinate and complete the transportation planning activities undertaken by the VTPO Board and committees. The VTPO currently operates under signed joint participation and interlocal agreements with all member governments.

The VTPO staff totals nine members providing professional transportation planning and administrative support services. Planning activities to be undertaken by the VTPO for a two-year period are outlined in the Unified Planning Work Program (UPWP). The current UPWP cover fiscal years (FY) 2010/11 and 2011/12 and includes funding to review and develop the Human Resources program for the VTPO as described in this Request for Proposals (RFP).



Funding for VTPO activities is provided by the Federal Highway Administration (FHWA), the Federal Transit Administration (FTA), the Florida Department of Transportation (FDOT), and the Commission for the Transportation Disadvantaged (CTD) of the State of Florida. The required local match for certain federal and state funds is provided by the participating local governments through cash and in-kind technical support of the metropolitan transportation planning process. Votran, Volusia County's public transit service, provides funding as local

match for the grants awarded by the Federal Transit Administration (FTA). Local government assessments are also collected on an annual basis from all VTPO partners.

I. PURPOSE

Successful organizations are generally those that are able to attract, retain, develop and motivate valuable employees. They often have a distinct organizational culture characterized by high productivity, strong skill sets and cohesive team functionality. Lack of a strong organizational infrastructure can impact these attributes introducing unnecessary risks and limiting productivity and performance.

The VTPO recently completed a ***Personnel Study and Recommendation Report*** that updated position descriptions and evaluated the compensation program for the organization. This project seeks to continue efforts to improve the personnel program of the VTPO by assessing additional human resource functions. An organization that evaluates its human resources functions benefits because the assessment:

1. Manages employer risk by ensuring that the Human Resource practices and policies are legally compliant, able to withstand scrutiny from government agencies, and are defensible in disputes. A thorough assessment evaluates policies, procedures, and practices according to key federal and state requirements, as well as commonly accepted standards and best practices.
2. Enhances the effectiveness and performance of the organization by focusing on practical principles of management and leadership. This portion of the assessment identifies the strengths and weaknesses of the organization, reviews the human capital, builds team functionality, and identifies problems and inefficiencies.

The VTPO recognizes the value of ongoing performance management for employees, including goal setting, training, and monitoring employee achievement, sharing feedback with and among employees, evaluating employee performance, rewarding employee performance or creating improvement plans if necessary. Performance management of the overall organization is recognized to have importance, as well. Organizational performance involves recurring activities which establish organizational goals, monitor progress toward those goals, and make adjustments to achieve those goals more effectively and efficiently.

The Volusia Transportation Planning Organization (**VTPO**) is seeking the professional services of a **CONSULTANT** to assist the VTPO in developing a human resources program that will serve to improve the effectiveness of the organization. The results of this effort aim to position the VTPO for increased performance and success.

II. TASKS

The Consultant will:

- Review existing **human resources administration** including employment policies and practices, employee records and government filings. This will include, but is not limited to reviewing and updating the Employee Handbook, reviewing and ensuring compliance for required programs such as affirmative action and Equal Employment Opportunities, review of the content and management of personnel files and practices for safeguarding employee privacy.
- Recommend and administer a program to **assess organizational performance**. This may include, but is not limited to strategies that measure overall productivity, professional development and training, as well as strategies that will identify the strengths and weaknesses

of the organization. This may also include measures of customer satisfaction, team building exercises and conducting 360 evaluations and feedback.

- Assess and recommend activities needed for an effective **employee performance management program**. This may include, but is not limited to identifying and implementing a revised technique for conducting employee performance evaluations for staff as well as for the Executive Director, individual goal setting and professional development.
- Facilitate meetings as needed to evaluate the organization, implement activities included as part of the proposal. This will include, but is not limited to a project kick-off meeting, a discussion with the VTPO Executive Committee, one-on-one interviews, feedback sessions and a summary meeting.

III. PROJECT SCHEDULE AND DELIVERABLES

Proposals submitted must include a project schedule that includes, at a minimum, estimated time frames to complete the tasks listed in section II of this scope of services. The schedule will also include estimated time frames for submitting specific project deliverables including, assessment results, reports and/or findings as outlined in this RFP. A report of recommended follow-up activities may also be provided.

This effort is expected to be complete within 120 days from notice to proceed.

IV. RESPONSIBILITIES

The **VTPO** will:

- Designate a Project Manager to act as the point of contact for this work effort. The Project Manager will issue the notice to proceed, provide direction and response regarding contract issues or clarifications that may arise, approve project invoices, arrange interviews and preside over project meetings if needed.
- Conduct timely review of all materials and documents as submitted by the Consultant as specified herein.
- Provide the necessary documentation and internal data required for the completion of this contract. This information will be provided in a timely manner in accordance with the project schedule.

The **CONSULTANT** will:

- Designate a Project Manager to act as the point of contact for this work effort. The Project Manager will take the lead in responding to inquiries by the VTPO Project Manager. They will arrange interviews, ensure the timely completion of deliverables and will address any concerns that may arise during the course of the work effort.
- Provide the required documentation and source data utilized in the completion of this contract. This information will be provided in a timely manner in accordance with the project schedule and will be in a common business format (i.e. MS Word, PDF).

V. Method of Compensation

Compensation for this project is expected to be a lump-sum payment.