

PERSONNEL BOARD

Susan Bates, Chair
Nancy Beeuwkes
Claude Cicchetti
Nancy Crowley

The five-member Personnel Board has responsibility for the administration of the Personnel Bylaw (Wage and Salary Classification Plan) of the Town and is supported by the staff of the Human Resources Department. The Town's Personnel Bylaw applies to approximately 180 regular-status employees and a few hundred temporary and limited-status employees. The Personnel Bylaw does not cover elected officers, employees with personal contracts, employees covered by collective bargaining agreements, and employees of the School Department.

Classification and Compensation

The Town maintains a formal Classification and Compensation Plan that provides a uniform system for grouping regular non-union positions based on job requirements and establishes salary ranges based on market conditions; the Personnel Board is responsible for recommending Plan amendments to Town Meeting. Structural adjustments and salary increases are intended to uphold Concord's tradition of maintaining total compensation rates (i.e., pay plus benefits) that are above average, but not top, among comparable municipal employers in order to keep the Town competitive in attracting and retaining competent employees.

Fiscal Year 2015 Plan Structure Adjustments

The 2014 Town Meeting approved a 1.5% across-the-board increase in salary ranges for all but two of the classification groups, effective July 1, 2014 (FY2015); the Swim & Fitness and Human Services ranges were not increased because they remained current for those employment markets.

Fiscal Year 2015 Salary Increase Policies

Funding for all salary increases is contained in the "Salary Reserve" line item of the Town Manager's annual budget. This line funds structural and performance-based increases for non-union employees, and negotiated increases under collective bargaining contracts. Each fiscal year, the Town Manager and Personnel Board determine the actual salary increases to be received by non-union employees based upon the amount of money appropriated to the Salary Reserve.

Employees in the Trades-Crafts-Labor, Electrical Labor, Administrative-Clerical, and Swim & Fitness categories were eligible for two salary increases during the fiscal year. Each of these employees who achieved satisfactory performance received a 1.5% structural increase plus a 2.5% performance increase, up to the maximum of their assigned salary range. Employees in the Managerial-Professional and Electrical Management categories were eligible for one increase during the fiscal year. Each of these employees received a performance-based increase of 0% to 6.0%, up to the maximum of their assigned salary range. Wage increases for employees in the Human Services categories are influenced by limited external funding sources such as grant, gift, general and revolving funds. Accordingly, a separate system for individually considering salary increases for these employees was developed and the ability to give increases was limited; where funds were available, these individuals were eligible to receive an increase of up to 4%.

Personnel Bylaw Amendment

The 2014 Town Meeting voted to amend the Personnel Bylaw by expanding the scope of Section 10.7 such that the Town Manager was given authority to adopt special pays that are consistent with the municipal employment market. The Personnel Board recommended this amendment to ensure that management had the ability to efficiently address compensation issues affecting recruitment and retention of non-union employees as needed during any given year. Examples of such special pays include stand-by pay, uniform pay, education assistance, and educational incentives as examples.

Acknowledgement of Town Employees

Concord is fortunate to have many employees who have worked for the Town for numerous years. Some employees work year-round, while others work on a sporadic, seasonal, or limited-hours basis. Regardless of their status, we benefit from the experience and dedication of long-term staff members. Accordingly, on behalf of all Concord citizens, the Personnel Board would like to express our sincere appreciation and gratitude to all such employees for their many contributions and efforts.

We would like to make special mention of the following employees, all of whom had served the Town for 20 or more years in a regular-status position as of December 2014:

**EMPLOYEES WITH 20 OR MORE YEARS OF SERVICE
NAMES NOTED WITH * ARE EMPLOYEES WHO RETIRED IN 2014**

<u>Fire</u>	<u>Public Works</u>	<u>Police</u>	<u>Library</u>	<u>Town Manager's Office</u>	
John Bendel	Francis Loynd, III	Paul Cote	Robert Capone	Karen Ahearn	Laurel Landry
Edward Conlin*	Eric Nelson	Peter Flynn	Scott Camilleri	Fayth Chamberland	Douglas Meagher*
Mark Cotreau	Owen Neville	Thomas Ford	Joseph Connell	Milda Contoyannis	Christopher Whelan
David Curran	William Noke	Andrew Giles	Paul Flynn	Robin Demas	
Peter Fulton*	John Palma*	Peter Hardy	James Forten	Cynthia DiRenzo	<u>Light Plant</u>
Anthony Geanisis	James Redmond	Stephen Harrington	Brian Goldman	Jane Misslin	Martin Boermeester
John Gower	Arthur St. John	Richard Hathaway	Richard Hodgson	Patricia Pluskal	Ann Breitenwischer
Marcus Jackson	Jonathan White	Michael Haynes	John Kennedy*	Valerie Gay Weiss	Philip Connell
Thomas Judge	Brian Whitney	John Hesdorff	Joseph Morahan	Leslie Wilson	Herbert Gent
Brian Lefebvre		Adrian Hone	Paul Morrison		Eldin Joslyn*
	<u>Recreation</u>	Patricia Hopkins	Roy Mulcahy	<u>Planning & Land Mgmt</u>	John McGarry
<u>Finance</u>	Danner DeStephano	Jeffrey Koranda	Robert Shea	Karen Byrne	David Ransom
Linda Davis	Pamela Higgins	Robert Landry	Jeffrey Shelley	Tracy LaPierre	John Simeone
Carolyn Dee	Laura Lunig	Todd Manchuso	John Skinner	John Minty	
Anthony Logalbo	Dale Zippin	Robert Mee*	Walter Waite	Marcia Rasmussen	<u>Human Resources</u>
Anita Tekle		Robert Trainor	Kevin Walsh	Stanley Sosnicki	Amy Foley

HUMAN RESOURCES DEPARTMENT

Amy Foley, Human Resources Director

The Human Resources (HR) Department continued to provide services to approximately 600 regular, limited, and temporary employees on issues relating to: administering the Personnel Bylaw, policies, and procedures; maintaining employee classification and compensation plans; monitoring personnel actions of all Town departments to ensure legal and policy compliance; managing employee recruitment and selection; coordinating orientation, training, and employee recognition activities; providing workers' compensation case management and administrative services; and designing and administering employee benefits programs. HR advised the Personnel Board and Town Manager on related issues; advised department managers, supervisors, and employees on personnel matters; and assisted in labor negotiations and contract administration.

In 2014, HR staff processed 989 applications for employment, managed 34 recruitments and new appointments, managed 24 leaves of absence in accordance with the Family and Medical Leave Act and/or medical leave policies, managed 41 work-related injury cases, supported the Personnel Board in hearing the appeal of a former employee, coordinated the Town's response to 2 discrimination claims, supported legal counsel and management in an arbitration matter, verified and processed more than

827 personnel action forms, made arrangements for an employee appreciation picnic attended by 209 employees and for an ice cream truck visit enjoyed by approximately 275 employees, coordinated 58 random DOT required drug and alcohol tests, oversaw the restructuring and classification review of 4 positions, and provided guidance and administrative oversight for several performance improvement plans, disciplinary actions, and terminations. In addition, after assisting in settlement of 4 new union contracts with Library employees, HR staff implemented the provisions of the agreements, which included processing approximately 115 retroactive personnel action forms dating back to July of 2012.

As part of its benefits administration activities, HR staff developed and distributed communications to employees throughout the year, including notices regarding Affordable Care Act provisions, HIPAA requirements, health reimbursement account provisions, and annual enrollment opportunities for health plans, flexible spending accounts, and the pre-tax premium only plan. 8 coverage changes were processed during open enrollment and 192 individual long-term disability rate adjustments were determined and communicated to each subscriber. 34 GEM (Go the Extra Mile) Certificates and 12 gift-certificate awards were processed in recognition of employee actions that were noted and appreciated by others.