TOWN OF GREENWICH
BOARD OF ESTIMATE AND TAXATION
REGULAR MEETING HUMAN RESOURCES COMMITTEE
MINUTES Cone Meeting Room

Tuesday, June 9, 2015

Committee Present: Nancy Weissler, Chairman; William Drake, Mary Lee A. Kiernan (Absent: Randall Huffman)

Staff: Peter Mynarski, Comptroller; Mary Pepe, Director, Human Resources; Erica Mahoney, Assistant Director of Human Resources; Allison Graham, Employee Benefits Manager; Tiffany Navarro, Workers’ Compensation Administrator; Robert Lichtenfeld, BOE Director Human Resources; Tom Greco, Assistant Director, Parks & Recreation Dept.; Melissa Jones, Senior Management Analyst; Ben Branyan, Town Administrator; Tom Klein, Director, I.T. Department

Other: Barbara O’Neill, Chairperson; BOE, Debbie Applebaum, BOE Member

The meeting was called to order at 3:05 P.M.

Ms. Weissler welcomed the attendees.

1. Approval of BET HR Committee Meeting Minutes May 12, 2015

Upon a motion by Mr. Drake, seconded by Ms. Kiernan, the Committee voted 3-0 to approve the Minutes of the May 12, 2015, Regular Human Resources Committee Meeting.

2. Update on the implementation of the 311 System

Ms. Jones and Mr. Klein gave an overview of the project and the Public Stuff software. In describing how the software was to be a CRM (Customer Relationship Management) solution to connecting citizens with government, Ms. Jones highlighted the advantages of improving customer service and enhancing performance management through documentation, tracking and response to citizen requests. The system would first be configured for a single department, Parks & Recreation, by June 30, 2015. After a month of testing during July, the actual customized Parks & Recreation module is planned to “go live” on August 3, 2015. Time was planned to evaluate the performance and identify next departments by December 2015.

Ms. Kiernan asked whether the originally promised asset management component was still included and whether there had been a change in the project’s scope. Mr. Klein explained that he did not think the project would encompass asset management for the Parks & Recreation rollout but he thought that it could possibly integrate with Lacity for a DPW rollout. Ms. Kiernan also expressed concern that the original goal of the 311 system of improving the consumer experience on the phone with the town and finding information on the town web site was not being addressed by this new phase of the 311 project.

Ms. Jones reported that while Hartford is the only other municipality in Connecticut implementing the system, municipalities across the country were installing the software. Public
Stuff has been recently acquired by Accela, a much larger company, which may be better able to invest in the software. She suggested that DPW and Health would be logical departments for the next implementation.

Ms. Weissler thanked Ms. Jones and Mr. Klein for the presentation.

3. **BOE Update**
   - Budget adjustment to offset incremental cost of the full-time BOE Education Research Manager position - Mr. Lichtenfeld commented that it was anticipated that the BOE would vote to reduce two accounts for substitutes by $12 K each to fund the incremental cost.

   - Update on hire of the new HR Director – Mr. Lichtenfeld reported that of the 12 applicants for the position, 6 were interviewed and an offer had been made. The BOE has named Mr. Stacy, who holds both a BA and a JD, as the new HR Director. He has served as HR Directors for the Hartford and New Britain school districts and has both negotiating and ADP experience. Mr. Lichtenfeld indicated that the District expects to appoint a new Managing Director of Operations shortly.

   - Clarification of Non-Instructional M&C vs. Cabinet BOE positions - Mr. Lichtenfeld differentiated characteristics of BOE cabinet positions by noting that the Superintendent selected staff members to assist in decision-making as members of his cabinet. He noted that some non-instructional Cabinet members were certified (e.g., HR Director and the CIO) even though the State did not require that. He indicated that the BOE sets their salaries in consultation with the TOG HR Department.

Because of Mr. Lichtenfeld’s imminent retirement, the Committee wished him well at his final appearance and thanked him for his efforts on behalf of TOG and BOE.

4. **Report on ADP Implementation and Budget Update**
Ms. Pepe commented on the consultant’s draft report that assessed the implementation of TOG’s ADP system. She noted that the consultant, Ms. Fogel, highlighted the ongoing need to improve functionality and consistency town-wide. The recommendation was for additional training to reach the goal of each department fully utilizing the capabilities of the system rather than duplicating work.

Mr. Mynarski noted that it had been determined that the addition of earnings codes for the BOE would ensure that the GL interface would work properly. He assured Ms. Weissler that the issue of cash reconciliation would be completed by fiscal year-end. Pension issues were still being resolved, however, and training for the Managerial self-service component was scheduled for September.

Ms. Fogel is leaving at the end of June to take on a full-time job. Ms. Pepe stated that the Town plans to hire a replacement who could assist in the final stages of implementation.

Ms. Kiernan asked about the release of the final payment and Ms. Pepe responded that the payment as well as the travel and lodging reimbursement were yet to be disbursed to ADP. After taking into account encumbrances, there is approximately $20 K available from the original budget of $2.1 MM. Ms. Kiernan asked if the Steering Committee was still engaged on the project and Ms. Pepe indicated that the Steering Committee would remain in place at least until the system had been fully implemented.
5. **May 2015 HR Reports**

**Workers' Compensation Incident and Expense Reports** - Ms. Navarro reported that there had been a total of 31 claims but that only 2 were Lost Time Claims. When comparing year-to-date claims to previous year, there were 359 vs. 351 in the prior year period.

Ms. Weissler noted that claims had been trending downward for two years and asked if a plateau had been reached. Ms. Pepe commented that more work needed to be done and that the Safety Analyst was investigating claims and following up with corrective action suggestions. Additionally, since the majority of "slips and falls" were associated with BOE, a component of the fall Professional Development Day would include training for safety.

Mr. Mynarski reported that at 49 weeks into the FY, there was a surplus of $300k; while it was trending well, he attributed it to lower OPEB costs and settlements of outstanding claims.

**Vacant and Posted Positions** – Ms. Pepe reviewed the Vacant Position listings. Ms. Kiernan asked about the policy for rehiring previously retired TOG employees and asked if there was a new initiative to review and monitor the policy of not allowing a newly hired retiree to work more than 15 hours per week.

**Quarterly Unemployment Report** – Mr. Mynarski commented that YTD $350k budgeted for unemployment compensation might not be adequate; he suggested that actual expense might be as high as $450k by the close of FY15 although there were surpluses in other accounts that could offset this variance.

6. **Update on M&C Evaluation Process**

Ms. Pepe indicated that the process was underway and that it should be concluded in time for HR Committee's July meeting.

7. **Items for Future Discussion**

At its July Meeting, the HR Committee would review and vote on a recommended resolution for M&C compensation for fiscal 2016, which would then be forwarded to the full BET for a vote.

8. **Adjournment**

Upon a motion by Ms. Weissler, seconded by Ms. Kiernan, the Committee voted 3-0 to adjourn the meeting at 4:40 P.M.

The next Human Resource Committee meeting is scheduled for July 14, 2015 at 3:00 P.M. in the Cone Room.

Respectfully submitted,

![Signature]

Catherine Sidor, Recording Secretary

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Nancy Weissler, HR Committee Chairman