

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

Tuesday, July 10, 2012

Committee: Marc V. Johnson, Chairman; Randall Huffman, Mary Lee Kiernan, Leslie Tarkington

Board: Sean Goldrick, Michael Mason, Joseph Pellegrino

Selectmen: Peter Tesei, First Selectman

Staff: Peter Mynarski, Comptroller; John Crary, Town Administrator; Dustin Anderson, Special Projects Manager, Selectmen's Office; Mary Pepe, Director of Human Resources; Mary Jo Iannuccilli, Assistant Director of Human Resources; Alison Graham, Employee Benefits Manager; Regina Williams, Assistant Director of Human Resources, BOE

Other: Sean Williams, Regional Account Manager, QScend Technologies, Inc.

The meeting was called to order at 4:34 P.M.

1. Presentation of 311/Customer Relations Management System

Mr. Anderson gave background information regarding the study of 311 type information systems, with the objective to improve customer service and operational effectiveness. Mr. Williams gave a presentation of the QAlert Municipal CRM (Citizen Request Management) System. A discussion followed regarding staffing, training, protocol, types of calls and requests, planning and implementation, IT strategy and support, public information issues, and costs.

In response to Ms. Tarkington, Mr. Crary stated that the original request was to study customer relations and service, use of part-time supplemental staff, and combining the Assessor and Tax Collector offices. Mr. Crary also shared that the proposals from various vendors could not handle all three as one, so the review Committee at that time, which included Mr. Mason and Mr. Simon, recommended moving forward with a study regarding a 311 type system.

Upon a motion by Mr. Kiernan, seconded by Ms. Tarkington, the Committee voted 4-0 to recommend to the full BET that the First Selectman's Office proceed with the development of a RFP for the purpose of selecting a 311/CRM vendor. Prior to the release of funds for the purchase and implementation of a system, the Committee recommends that the FSO provide more detailed information on objectives and system standards; demonstrated interest and buy-in across all appropriate Town departments; how this system fits within the broader IT Strategic Review; development of an implementation strategy;

and a full cost analysis for staffing, software programs, system integration, training, hosting, maintenance and system upgrades.

2. Approval of Human Resources Committee Meeting Minutes

Upon a motion by Ms. Kiernan, seconded by Mr. Huffman, the Committee voted 4-0 to approve the minutes from the June 5, 2012, Regular Human Resources Committee Meeting.

3. Review of monthly HR Reports

Unemployment Expense

The Committee reviewed the TOG Unemployment Expense by Category, showing FY 2010-2011 and FY 2011-2012 through April 30, 2012; and the Unemployment Charges by Department as of April, 2012, showing FY 2011-2012 vs. FY 2010-2011. A brief discussion followed regarding reporting, and employee management.

Vacant Position Listing

The Committee reviewed the Vacant Position Listing as of July 1, 2012, which showed a total of 36 vacancies. A brief discussion followed regarding recent appointments, police department turnover, and tree climber performance examinations.

4. WC Steering Committee Update

Mr. Mynarski reported that the next meeting of the WC Steering Committee will be held on August 6, 2012, the newly appointed Workers' Compensation Administrator began on June 25, 2012. A safety consultant has been contracted and a meeting will be held on August 2nd to discuss a number of safety related topics such as safety committees, on-site safety investigations, OSHA compliance, and OSHA training.

Mr. Mynarski also shared comments regarding FY 2011-2012, after which there was an over \$800,000 surplus in Workers' Compensation, and this was disbursed to offset an approximate \$100,000 shortfall in Unemployment Compensation, \$64,000 to pay for the safety consultant for the next 52 weeks, \$250,000 to settle old claims, and the remaining will go to fund balance. A discussion followed regarding report requests and specific formatting.

5. TOG/BOE Working Group Committee Report

Ms. Kiernan reported that the TOG/BOE Working Group met on June 22nd, at which they reviewed IT and Ms. Pepe reported on the Traaen Study, which involved the payroll, hiring, and retirement functions, which identified a number of opportunities for improvement, and creating efficiencies. Ms. Kiernan also shared that she and Mr. Pellegrino are beginning to formulate recommendations. Mr. Pellegrino added that the Law Department has completed their memo, which will be circulated, and at the next meeting the Group will review the Town of Greenwich and Board of Education HR responsibilities and discuss the framework for a recommendation to the BET, from the working group. The next meeting will be July 18, 2012.

6. Registrar of Voters Salary Update

Mr. Johnson reported that he and Mr. Huffman have reviewed the data on comparable Towns' salaries and benefits, received the Registrars' hourly audit, have looked at the changes in responsibilities over the years, but are not ready to make a recommendation.

7. Items for Future Discussion

Mr. Johnson stated that improving the MC Employees compensation and performance evaluation process will be an important topic for the Committee this fall.

Upon a motion by Ms. Tarkington, seconded by Ms. Kiernan, the Committee voted 4-0 to cancel the August, 14, 2012, Human Resources Committee meeting.

Upon a motion by Ms. Kiernan, the Committee voted unanimously to adjourn the meeting 6:05 P.M.



Maria Bocchino, Recording Secretary



Marc V. Johnson, HR Committee Chairman