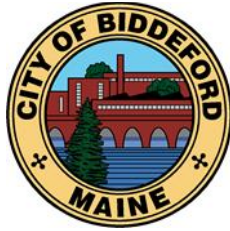




City of Biddeford
Personnel Committee
September 17, 2024 at 4:00 PM
City Hall Council Chambers

1. Call to Order
2. Approval of Minutes
 - 2.a June 18 2024 Personnel Committee Meeting Minutes
3. Discussion
 - 3.a Director of Codes/Emergency Management Brief
Pay Scale (with edits)
 - 3.b Student Loan - Updates
4. Other Business
5. Adjourn



PERSONNEL COMMITTEE MEETING

Tuesday, June 18th, 2024
Human Resources Department

4 PM

Minutes

ITEM 1 Call to Order

Chair Councilor William Emheiser called the meeting to order at 4:03PM with Councilors Scott Whiting and Doris Ortiz present via zoom, and Councilor Norm Belanger present in person. Also present were Jim Bennett (City Manager), Diana DePaolo (Director of Human Resources), Justin Banks (Safety & Training Coordinator), and Shelly Gibson (DEI Coordinator).

ITEM 2 Acceptance of Minutes

Councilor Ortiz made a motion to approve the minutes from May 23rd, 2024 with a change to the spelling of 'councilor' to be consistent throughout the minutes. Councilor Whiting seconded the motion. The motion was approved unanimously.

ITEM 3 Discussion

3.1 DEI Coordinator to fill Deputy Director of HR Position

The HR Director summarized a few key points, including that the Deputy position will include all of the DEI Coordinator role and that position will not be back filled.

Councilor Belanger made a motion to open the discussion, Councilor Ortiz seconded the motion.

A question was raised about a change in compensation. The City Manager confirmed there will be an increase based on scale, and given this change was not built into the budget (though the position is listed on the pay scale document), the cost will have to be absorbed elsewhere.

Councilor Emheiser inquired about how to involve the full City Council, if at all. It was agreed that they should be informed of the decision and the way in which the change is communicated is also important. He also suggested a combination of the future Deputy role and current DEI role, but the committee agreed not to overcomplicate matters.

The City Manager reiterated that diversity, equity, and inclusion work is a priority of the organization and on-going work for the City, in all aspects.

The committee voted unanimously to approve funding from the DEI Coordinator position to the Deputy Director of Human Resources position, from a level 13 to a level 17 on the salary/wage scale.

Councilor Belanger made a motion to adjourn, Councilor Ortiz seconded the motion. The motion was approved unanimously.

ITEM 4 Other Business

ITEM 5 Adjourn

Motion to adjourn at 4:33PM, motion passes unanimously.

Personnel Committee Members:

Councilor William Emhiser, Chair
Councilor Norman Belanger
Councilor Doris Ortiz
Councilor Scott Whiting



Personnel Committee

Meeting Date: Tuesday, September 17, 2024

Meeting Time: 4pm

Agenda Item No: 2

Item Description: Director of Code Enforcement/Emergency Management

Submitted by: Diana DePaolo, HR Director

Executive Summary:

The City has added one additional level to the Code Enforcement Director level to reflect the Emergency Management work being done in addition to the Code Enforcement duties.

Given the rapid and considerable increase in duties associated with EMA we are recommending a two level increase.

Detailed Review:

In the past year alone FEMA has declared four emergency disasters in the State of Maine. It is critical that the City put considerable efforts into following all of the policies and procedures as outlined by FEMA for these situations so that the City can recoup the often millions of dollars lost during these disasters. Paperwork and processing often takes years for each disaster that is declared.

Given all of the building and occupancy increases in the City, the FEMA administrative processes and handling of natural disasters on the ground has become a far more time consuming and involved job for all of those involved. Our Director who is coordinating and managing all of this is at a level 20 currently (\$89,536-118,153). I am recommending this level be moved to a level 22, which is also where the Assessor, Deputy Police Chief, Deputy Public Works Director, Director of Engineering, and Economic & Community Development Director are all slotted. This level reflects a scale of \$99,208-130,918.

Staff Recommendation:

Change Director of Code Enforcement and Emergency Management level to 22

APPENDIX A – COMPENSATION POLICY

- 1. Pay levels:** the following pay levels shall be established for the non-union employees of the City:

Level 25

Chief Operating Officer
Finance Director
Police Chief
Public Works Director

Level 24

Fire Chief

Level 23

Waste Water Treatment Plant Superintendent

Level 22

[Director of Code Enforcement and Emergency Management](#)
Assessor
Deputy Police Chief
Deputy Public Works Director
Director of Engineering
Economic & Community Development Director

Level 21

Assistant Fire Chief
Deputy Finance Director
Human Resources Director

Level 20

*Building Supervisor (includes schools)**
Deputy Fire Chief
[Director of Code Enforcement/EMA Director](#)
Information Technology Director
Recreation Director

Level 19

City Clerk
*Deputy Director Econ & Com Development**
*Deputy Director of Engineering**
Operations Manager (Public Works)

Level 18

Deputy Assessor
Director of Communications/Assistant to the City Manager
Staff Accountant

Level 17

City Planner
Deputy Human Resource Director
Deputy Rec Director
*Staff Engineer**

Level 16

*Comptroller**

Level 15

Assistant City Planner
CDBG Administrator
Communications Coordinator
Deputy City Clerk
Deputy Code Enforcement Director
Economic Development Coordinator
Executive Assistant II
GA Supervisorⁱ

Level 14

Community Engagement Specialist
GIS Coordinator
Tax Collector

Level 13

Community Development Coordinator
Lead Risk Assessor/Housing Rehab Coordinator
Office Manager (City Clerk Office)
Revenue Analyst
*DEI Coordinator**
Safety and Training Coordinator

Level 12

CALEA Planner
Code Enforcement Officer II
Community Liaison/Lead Program Assistant
Engineering Tech
Executive Assistant I
Human Resource Specialist

Level 11

Administrative Assistant II
Airport/Facilities Manager^{i}*
Code Enforcement Officer I
*Surveyor**

Level 10

Administrative Assistant I
GA Customer Service Clerk
Recreation Program Coordinator II

Level 9

Administrative Clerk II
Finance Clerk
*Management Analyst**
Public Access Technician II
Recreation Program Coordinator I

Level 8

Administrative Clerk I
Customer Service Clerk II
Public Access Technician I

Level 7

Customer Service Clerk I

Level 6

Level 5

Facilities Maintenance II
Recreation III

Level 4

Recreation II

Level 3

Level 2

is not at a department head level

*not a position that is currently funded or under consideration

2. **Pay scale:** The City shall have a pay scale for all regular, non-union employees. The pay scale as of July 1st, 2024 is included. The pay scale shall provide guidance for the initial placement of employees based on employment history. Annually, the City Council will determine and establish by resolution the change or 'aging' of the pay scale at the time of the annual budget adoption.
3. **Administration:** The various provisions of the pay plan shall be administered in accordance to the following:
 - a. New Employees. New employees will be placed on the appropriate pay level based on the position classification. The employee will also be placed at the appropriate step based on relative experience. All initial placement decisions will be reviewed and recommended by the Director of Human Resources and approved by the City Manager.
 - b. Promotions and Supervisory Appointments. An employee promoted shall be placed at the appropriate pay level for the new position. The employee will also be placed at the appropriate step based on relative experience. The exact adjustment shall be recommended by the Director of Human Resources and approved by the City Manager.
 - c. Transfers. No adjustment to an employee's salary shall be made when an employee moves laterally between positions in the same class grade.
 - d. Demotions. In the event of a demotion, the employee's wage rate will be altered, if necessary, to coincide with the new assigned class grade in accordance to the City's Personnel Policy entitled Classification and Pay Plan. The exact adjustment shall be recommended by the Director of Human Resources and approved by the City Manager.
4. **Merit Increases:** The City Council may, on a yearly basis, allow employees assigned to the pay plan an increase based on performance. Such performance must be evaluated by the employee's immediate supervisor during the preceding twelve (12) months recommending no increase or an amount not to exceed that which has been authorized by the City Council. However, at no time may an increase exceed the maximum rate of a class grade. Such increase, if granted, shall generally be effective on the first (1st) payroll in July unless a supervisor

determines that some other date would assist to improve an employee's performance. (Such other date shall be after July 1st but before the end of the fiscal year.)

- 5. Reclassification Procedure:** An employee whose job functions and/or level of skill that has been significantly altered as a result of a change in job duties may request consideration for reclassification according to the following procedure:

- a. The initial request will be submitted to the employee's department head.
- b. The department head will evaluate the request and recommend approval or disapproval to the City Manager.
- c. The City Manager will refer the request to the Director of Human Resources for evaluation and recommend approval or disapproval to the City Manager.
- d. The City Manager will then either approve or disapprove the request.
- e. The City Manager shall notify the City Council of any approved reclassifications.

- 6. Implementation:** The City Manager shall implement the change to this Compensation Policy as authorized by the City Council and hereto in overseen by the Personnel Committee.



Personnel Committee

Meeting Date: Tuesday, September 17, 2024

Meeting Time: 4pm

Agenda Item No: 1

Item Description: Student Loan Language

Submitted by: Diana DePaolo, HR Director

Executive Summary:

The City has provided a student loan reimbursement to nonunion employees in the amount of \$100 per month as a benefit and important retention strategy. It has become increasingly problematic following the language of the policy to pay the loan processor directly. We are recommending switching to a direct payment to employees.

Detailed Review:

There have always been administrative issues and red tape in paying these loans, as they are confidential and we cannot follow up directly in terms of payments. Issues have included checks being processed by the provider late and resulting in late fees because of confusion with checks coming from the City, payments being applied to the wrong City of Biddeford employee's account, processors stating they never received a payment at all. Most recently, a processor who holds several of our employees loans changed their payment process so you must also submit the employees social security number, the balance on the loan and several other pieces of information we do not have. These are private loans held by employees and we are not privy to any information regarding those loans.

When an issue arises, we often get calls from employees who want us to follow up and deal with the issue. The loan processing companies simply will not speak to anyone but the loan holder. Staff have gone above and beyond to assist when there are issues and it has reached a point with so many problems monthly that it has resulted in almost 30 hours a month of work.

The administrative burden on the staff to pay employees' bills directly has reached a point where it is problematic. We receive paperwork from employees proving they have loans with all of the relevant information to prove that this is what the money provided by the City will be going to. It is our recommendation that we provide a monthly nontaxable \$100 educational cost reimbursement to employees as opposed to making payments for them. This would be very similar to an employee taking a work related class or training and the City reimbursing them for that cost.

Staff Recommendation:

Change policy language to enable easier loan payments for both the administrative staff and the employees by providing a direct reimbursement.

STUDENT LOAN REPAYMENT

Effective July 1, 2019, as an incentive to have Biddeford be an employer of choice, the City will offer a limited student loan repayment program.

- 1) All employees are eligible for up to five (5) years of student loan repayment incentive. Each employee is allowed only one five (5) year incentive during their career. Upon notification by the employee to the City and proper documentation to demonstrate compliance with the requirements, the City will make monthly payments ~~directly to the loan provider for the amount of the loan~~ in the form of a nontaxable educational reimbursement to the employee for sixty (60) consecutive months. The payments shall not exceed one hundred dollars (\$100.00) even if the monthly amount due exceeds that amount. If the loan is paid off prior to the 60 months the payments will terminate.
- 2) Any employee elected to receive this benefit pledges at least ten (10) years of service to the community. If the employee leaves prior to the conclusion of their tenth year, the employee shall pay back to the City ten percent (10%) of the funds paid by the city for each complete year (or part thereof) that employee did not meet the ten-year requirement. For illustration only, if an employee worked 7.5 years for the city, they would owe twenty percent ($10 - 7.5 = 2.5 \times 10\% = 25\%$) of the funds paid on their behalf. The City is explicitly authorized to collect those funds upon notice by the employee of separation via the remaining pay unless the employee has otherwise covered the cost.