

Employees with 20 or more Years of Service
to the Town * = retired in 2011

Fire	Public Works
John Bendel	Paul Cote
Edward Conlin	Thomas Ford
Mark Cotreau	Peter Flynn
David Curran	Andrew Giles
Peter Fulton	Stephen Harrington
John Gower	Richard Hathaway
Marcus Jackson	Richard Hathaway
Thomas Judge	Michael Haynes
Francis Loynd, III	John Hesdorff
Eric Nelson	Adrian Hone
Owen Neville	Patricia Hopkins
William Noke	Jeffrey Koranda
Kenneth O'Donnell*	Robert Landry
John Palma	Todd Manchuso
Donald Prentiss*	Robert Mee
Arthur St. John	Robert Trainor
Jonathan White	Human Resources
Brian Whitney	Amy Foley
Light Plant	Police
Ann Breitenwischer	Robert Capone
Philip Connell	Barry Carlton
Herbert Gent	Paul Flynn
Eldin Joslyn	James Forten
John McGarry	Richard Hodgson
Thomas Murphy	John Kennedy
John Simeone	Jeffrey Melisi
Recreation	Joseph Morahan
Pamela Higgins	Barry Neal
Laura Lunig	Robert Shea
Danner DeStephano	John Skinner
Dale Zippin	Walter Waite
	Kevin Walsh
Town Manager's Office	Library
Laurel Landry	Karen Ahearn
Douglas Meagher	Fayth Chamberland
Planning & Land Mgmt	Ann Comer
Karen Byrne	Milda Contoyannis
Tracy LaPierre	Robin Demas
John Minty	Cynthia DiRenzo
Marcia Rasmussen	Judith Gray*
Finance	Sharon McCarrell
Rita Anthony*	Jane Misslin
Linda Davis	Patricia Pluskal
Carolyn Dee	Valerie Gay Weiss
Anthony Logalbo	Council on Aging
Anita Tekle	James Gentile
Lilla Tsang	

HUMAN RESOURCES DEPARTMENT

Amy Foley, Human Resources Director

The Human Resources (HR) Department continued to provide services to approximately 650 regular, limited, and temporary employees and over 325 retirees 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.

The HR Director created and issued new performance evaluation forms to assist departments in preparing appraisals in a more efficient and timely manner. The Assistant HR Director participated in a Town-wide communications/collaboration design team that reviewed, and made recommendations for enhancing, communication and cross-departmental cooperation; the Director worked with the Town Manager and Senior Management Team to begin implementation of the team's recommendations. HR staff processed 871 applications for employment, managed approximately 45 recruitments and new appointments, managed approximately 20 leaves of absence in accordance with the Family and Medical Leave Act and/or medical leave policies, managed 34 work-related injury cases, verified and processed more than 430 personnel action forms, made arrangements for an employee appreciation picnic attended by 210 employees and for an ice cream truck visit enjoyed by 266 employees, made provisions for harassment prevention training for 18 new employees, coordinated 48 random DOT required drug and alcohol tests, oversaw the restructuring and classification review of 7 positions, and provided guidance and administrative oversight for several performance improvement plans, disciplinary actions, and terminations.

As part of its benefit administration activities, HR staff processed 24 coverage changes during open enrollment,

notified 35 employees of their eligibility for pre-tax insurance premiums via Commonwealth Connector insurance, collected 75 State-mandated health insurance waiver forms, processed 181 individual rate adjustments for long-term disability subscribers, and worked with 44 retirees and their spouses to certify their Medicare eligibility and change health plans where required by the Town's adoption of M.G.L. 32B, Section 18. In addition, a benefits fair was coordinated and offered to employees; approximately 130 people took advantage of this opportunity to meet with 13 vendors and learn more about the benefits offered by the Town. In the latter half of the year, HR staff worked with Finance Administration to begin the process of transferring all administration of retiree insurance to that department.

Year	Male	Female
2011	62.3%	37.7%
2010	62.1%	37.9%
2009	62.9%	37.1%
2008	63.6%	36.4%
2007	63.1%	36.9%
2006	63.1%	36.9%
2005	62.4%	37.6%
2004	61.8%	38.2%
2003	62.4%	37.6%
2002	62.9%	37.1%

WORKFORCE ANALYSIS BY ETHNICITY

Data are from December 31 of each year and represent regular-status employees only.

Year	White		Black		Hispanic		Asian		Native American		Total
	#	%	#	%	#	%	#	%	#	%	
2011	244	94.9%	4	1.6%	2	0.8%	5	2.0%	2	0.8%	257
2010	247	96.5%	3	1.2%	0	0.0%	4	1.7%	2	0.8%	256
2009	251	96.9%	2	0.8%	0	0.0%	4	1.5%	2	0.8%	259
2008	255	96.6%	3	1.1%	0	0.0%	4	1.5%	2	0.8%	264
2007	242	96.8%	2	0.8%	0	0.0%	4	1.6%	2	0.8%	250
2006	236	96.7%	2	0.8%	0	0.0%	4	1.6%	2	0.8%	244
2005	232	95.9%	2	0.8%	1	0.4%	5	2.1%	2	0.8%	242
2004	231	95.9%	2	0.8%	1	0.4%	5	2.1%	2	0.8%	241
2003	228	95.4%	4	1.7%	1	0.4%	5	2.1%	1	0.4%	239
2002	228	96.2%	4	1.7%	1	0.4%	3	1.3%	1	0.4%	237