

**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.

An employee benefits fair was coordinated and attended by approximately 150 employees in March. This year, in addition to arranging representation from 11 benefit providers, HR staff engaged representatives of the police, fire, health, and community services departments to provide attendees with personal wellness and safety information. In the fall, staff worked with a representative of the Minuteman-Nashoba Health Group to explore employee wellness programs; as a result, a 6-week yoga program was offered to employees and their family members free of charge.

As part of management's efforts to increase communications and provide employees with necessary training, the HR Director assisted the Town Manager and Senior Management Team in planning the third annual forum for employees that took place in March; these meetings provide an opportunity to share information regarding goals, initiatives and programs and to address employee questions. In May, two trainings related to conducting performance evaluations and managing performance concerns were arranged, with approximately 21 supervisors attending each session. Provisions were made for 39 new employees to attend harassment prevention training in December. HR staff also ensured that summaries of the Massachusetts conflict of interest law were distributed to all new employees and that they were notified of their obligation to complete training on the law.

After several months of evaluating products, it was decided that ADP's Workforce Now software would be used to replace human resources software that is no longer supported. HR staff began the process of working with IT and Finance staff to set-up the new system, upload data, and integrate data fields with payroll. Implementation of the human resources components of the ADP system is anticipated to occur in the first quarter of 2015.

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
	#	%	#	%	#	%	#	%	#	%	
2014	263	95.6%	2	0.7%	3	1.2%	5	1.8%	2	0.7%	275
2013	247	95.7%	2	0.8%	3	1.2%	4	1.6%	2	0.8%	258
2012	250	95.8%	3	1.1%	2	0.8%	4	1.5%	2	0.8%	261
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

WORKFORCE ANALYSIS BY GENDER

Year	Male	Female
2014	61.50%	38.50%
2013	62.40%	37.60%
2012	62.50%	37.50%
2011	62.30%	37.70%
2010	62.10%	37.90%
2009	62.90%	37.10%
2008	63.60%	36.40%
2007	63.10%	36.90%
2006	63.10%	36.90%
2005	62.40%	37.60%

TOWN COUNSEL

William L. Lahey
Anderson & Kreiger LLP

What follows is a description of the lawsuits by or against the Town filed or pending during 2014 handled by Town Counsel:

Cornelius Gleeson v. Town of Concord

Small claims action against Town alleging damages to vehicle. Hearing scheduled for June 2015.