

PLEASE POST

PLEASE POST

PERSONNEL BOARD FOR THE PINELLAS COUNTY
UNIFIED PERSONNEL SYSTEM
AGENDA

Date: August 14, 2014

Time: 6:30 p.m.

Location: BCC Assembly Room, fifth floor, Pinellas County Courthouse, 315 Court Street, Clearwater, Florida.

PLEDGE OF ALLEGIANCE

EAC

I. Employees' Advisory Council Representative

Human Resources

II. CONSENT AGENDA

1. Request Approval of the Minutes of the Regular Personnel Board Meeting held May 1, 2014
2. Request Approval of the Minutes of the Special Personnel Board Meeting held May 22, 2014

Human Resources

III. INFORMATIONAL ITEMS

1. Action Taken Under Authority Delegated by the Personnel Board
2. Other Informational Items

Department of Environment
and Infrastructure

IV. APPEAL OF GRIEVANCE HEARING FINDINGS

1. Albert Tague

Persons are advised that, if they decide to appeal any decision made at this meeting/hearing, they will need a verbatim record of the proceedings, and, for such purposes, they may need to ensure that a verbatim record of the proceedings is made, which record includes the testimony and evidence upon which the appeal is based.

Persons with a disability needing reasonable accommodation(s) to participate in this proceeding should contact the Office of Human Rights, 400 S. Fort Harrison Ave., 5th Floor, Clearwater, FL 33756 (727) 464-4062 (V/TDD) no later than 48 hours prior to the meeting.

Clearwater, Florida, May 1, 2014

The Unified Personnel Board (UPB) met in regular session at 6:30 P.M. on this date in the County Commission Assembly Room, Fifth Floor, Pinellas County Courthouse, 315 Court Street, Clearwater, Florida, with the following members present: Daniel M. Andriso, Chair; Ricardo Davis, Vice-Chair; Keith Bailey; Andrea S. Daggett; Keith C. Dekle; and Angela Outten.

Not Present: Joan Vecchioli.

Also Present: Peggy Rowe, Director of Human Resources; Michelle A. Wallace, Senior Assistant County Attorney; Michael P. Schmidt, Board Reporter, Deputy Clerk; and other interested individuals.

AGENDA

- | | |
|-----------------|---|
| EAC | <u>Item I. Employees' Advisory Council Representative</u> |
| Human Resources | <u>Item II. Consent Agenda</u> |
| | 1. Request Approval of the Minutes of the Regular Personnel Board Meeting held March 6, 2014. |
| Human Resources | <u>Item III. Informational Items</u> |
| | 1. New On-Boarding Program. |
| | 2. Fiscal Year 2015 Human Resources Budget. |
| | 3. Action Taken Under Authority Delegated by the Personnel Board. |

CALL TO ORDER

Chair Andriso called the meeting to order at 6:30 P.M.; whereupon, he led the Pledge of Allegiance to the Flag.

EMPLOYEES' ADVISORY COUNCIL (EAC) REPRESENTATIVE

EAC Chairman Charles E. Toney discussed the ongoing review of the Personnel Rules, relating that the Review Committee and Human Resources have scheduled additional meetings to continue their work on the project; and that because the review covers a significant amount of information, Personnel Rule changes will be presented to the members as the different areas are completed; whereupon, responding to queries by Chair Andriso, Mr. Toney related that

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since a good mix of employees are involved in the review process, including legal counsel, almost any question can be answered by someone sitting at the table; and that only one EAC member attends the meetings due to Sunshine considerations.

During discussion Ms. Rowe related that because Human Resources has been busily involved with other projects, minimal review of the Personnel Rules has taken place over the past several months; that her goal is to provide the members with the bulk of the changes by late summer, including those regarding discipline; and that she will update the members regarding those sections yet to be reviewed, and Chair Andriso provided input; whereupon, Mr. Toney reported that the new hiring process has been initiated; that he has heard little feedback regarding seniority points not being part of the scoring process; that hiring managers want to see the raw score on employee evaluations and tests; and that if a manager wishes to obtain years-of-service information, it can be calculated from work history records.

During further discussion, Ms. Rowe and Mr. Toney discussed the various benefits associated with the revised hiring process, indicating that the application process is improved and easier to use; and that employees and managers have expressed positive comments thus far; whereupon, Mr. Toney discussed items contained in the Personnel Rules that have been sunsetted, and indicated that further information will be presented in the near future.

Mr. Toney reported that he received news today that most of the legislative changes which were proposed for the Florida Retirement System Pension Plan are not going to take place; whereupon, he expressed his concerns regarding what would happen if the present Pension Plan is eliminated for newly-hired employees, and questioned how current and future retiree benefits would continue to be funded, commenting that no legislator has addressed his concerns.

Mr. Toney related that later in the meeting, during the presentation of the Human Resources Fiscal Year 2015 Budget, the EAC will have questions regarding funding for the two Organizational Improvement Facilitators, and related that the term is new to the EAC; whereupon, he stated that he plans to invite Interim County Administrator Mark S. Woodard to the July 2014 EAC Delegates meeting; and noted that Mr. Woodard is supportive of the EAC, has attended several meetings, and has provided budget updates and similar information to the attendees; and reported that Supervisor of Elections Deborah Clark will be the guest speaker at the July meeting.

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CONSENT AGENDA – APPROVED

Minutes of regular meeting held March 6, 2014, approved.

Motion	-	Mr. Bailey
Second	-	Mr. Davis
Vote	-	6 – 0

Change in Date for August Meeting

Reminding the members that he will be in town during the middle of August, Chair Andriso requested that the August 7, 2014 UPB meeting be rescheduled to August 14, 2014; whereupon, following discussion, no objections were noted.

INFORMATION ITEMS

New On-Boarding Program

Ms. Rowe conducted a PowerPoint presentation titled *Incentive Services On-Boarding Program for Pinellas County*, a copy of which has been filed and made a part of the record, and indicated that the year-long program was implemented to reduce turnover rates among newly-hired employees. Ms. Rowe indicated that the purpose of the program is to make new employees feel valued and ease their transition into the organization; whereupon, she discussed how supervisors and managers will reach out to employees during their first year with Pinellas County and presented the following timeline.

- Day 1 (Orientation Day) – Employee receives a “Welcome to Pinellas County” pen.
- 45 Days – Manager receives an email notification of new employee 45-day service completion and manager gives “Thank You” card to employee.
- 90 Days – Employee receives an email notification of 3,000 points awarded and deposited into his or her On-Boarding account.
- 180 Days – Manager receives an email notification and electronically prepares a thank you e-certificate for new employee.
- 270 Days – Employee receives an email notification of another 3,000 points awarded and deposited into his or her On-Boarding account.

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- 1 Year Gift – Manager presents employee with the first year cooler tote and congratulates employee on first year service completion.
- Birthday – Notification sent to all Pinellas County employees via email regardless of start date.

In response to comments and queries by Chair Andriso and Mr. Davis, Ms. Rowe presented further information regarding the On-Boarding Program, reporting that it has been in existence since January and has been well received; whereupon, she discussed the one-year probationary period for new Pinellas County employees, and related that although the one-year timeframe has been in effect for many years, she does not know when it originally began; and acknowledging that a probationary period of one year is a significant amount of time, Ms. Rowe related that even though most companies have a 90-day probationary period, the Special Act only states that the probationary period for County employees cannot exceed one year.

During discussion and in response to queries by Mr. Davis regarding whether the Pinellas County Employee Wellness Program has made a difference with respect to escalating healthcare costs, Ms. Rowe indicated that although more time is needed to establish distinct trends, good statistical information has been attained through employee health assessments and biometric screenings; that Pinellas County healthcare costs are increasing at a much lower rate than its peers; and that the program appears to be a worthwhile investment; whereupon, she presented information regarding the upcoming Employee Health Clinic, reporting that activities and outcomes pertaining to employee health and wellness will be able to be compared.

Human Resources Fiscal Year 2015 Budget

Ms. Rowe conducted a PowerPoint presentation titled *Human Resources Fiscal Year 2015 Budget, April 24, 2014*, a copy of which has been filed and made a part of the record, and indicated that she presented the same information to the Board of County Commissioners.

Following a brief overview of the Unified Personnel System with respect to its purpose and membership, Ms. Rowe indicated that the Human Resources Department Mission is to work with all Appointing Authorities to recruit, develop, and retain the best possible workforce; and that the department supports a workplace environment that provides the highest standard of quality service, reflects a diverse community, and values personal growth, fairness, and cooperation.

Ms. Rowe presented information regarding the following Human Resources Strategic Objectives:

- Interactive Workshops to Help Build Employee Engagement and Productivity.
- Help Select/Hire Top Employees.
- Promote a Culture of Health.
- Workforce Analysis and Planning.
- Expand Volunteer Services Program.
- Training and Leadership Development.
- Performance Management Integrated into Day-To-Day.
- Revamped and Modernized Awards Program.
- Employee Communications.
- Ongoing Employee Relations.

Ms. Rowe indicated that in order to build employee engagement and productivity, interactive department workshops will be held and involve the following activities:

- Mission Clarification and Statement.
- Identifying Current and Future Challenges.
- Constructing a Vision Statement with Specific Measures to Gauge Success.
- Aligning Strategy, Projects, and Measures with the Strategic Plan.

Ms. Rowe related that Human Resources strives to assist Appointing Authorities throughout the entire recruitment and selection process; that recruiting and hiring is targeted to specific positions and locations; and that a new and enhanced employment application system has simplified the process; whereupon, she presented general and statistical information regarding the impact of the Pinellas County Employee Wellness Program, indicating that approximately 94 percent of Pinellas County employees participate in the program; that 29 percent have completed activities in addition to the basic program requirements; and that financial and behavioral health were added to the wellness education series to address overall wellness.

Ms. Rowe reported that overall medical claims costs, excluding Medicare retirees, rose 1.7 percent in 2013 versus 7.5 percent for other UnitedHealthcare clients; and that pharmacy claims cost rose 2.5 percent in 2013; whereupon, she related that although the information is not sufficient to establish a trend, it appears that the Wellness Program is working.

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Ms. Rowe discussed the Affordable Care Act and its implications with regard to the Pinellas County Group Health Plan, and indicated that the County is currently grandfathered due to its historically generous health benefit plan; that fees under the Affordable Care Act include an annual Patient Centered Outcomes Research Institute fee of \$5,865 in 2013 and an annual Transitional Reinsurance fee projected at \$275,000 for 2014. Ms. Rowe indicated that an excise tax, also referred to as a “Cadillac Tax,” will become effective in 2018; that a 40 percent surcharge could be applied to the “excess benefit” of employer-sponsored health coverage over federally-calculated annual costs; and that Human Resources will be reviewing options to mitigate those costs.

Ms. Rowe indicated that the Human Resources Department is partnering with the Appointing Authorities to determine job competencies and technical skills expected to be needed in the next five years; that Human Resources will begin creating a catalog of talents and abilities required for job classifications; and that development plans will also be created to prepare employees for current and future leadership positions; whereupon, she discussed ongoing efforts to recruit more volunteers through the Volunteer Services program, relating that highly-skilled members of the community have been volunteering their time; that the value of those volunteer hours has grown from approximately \$2 million to \$7 million; and that the program continues to attract new participants.

Ms. Rowe discussed Training and Leadership Development, indicating that more than 200 directors and mid-level managers, and nearly 250 supervisors and crew chiefs under County Administrator Departments have completed or currently participate in the Achieve Global Leadership Development Program; whereupon, she briefly discussed the Succession Management Program, and related that the overarching goal of the various programs is to prepare employees for emerging trends in terms of leadership.

Ms. Rowe discussed Performance Management, indicating that Human Resources is currently evaluating a new system and philosophy that aligns the goals of employees and supervisors with those of the Appointing Authorities; that it promotes ongoing, interactive dialogue; that it creates a culture which encourages employees to perform at their best; and that it is conducted with fairness and transparency. Ms. Rowe related that the new review system is presently being shared with employee focus groups; that it will be presented to the EAC in a special meeting; that the current review process utilizes a form, which is not popular among staff; and that because Performance Management should not be about a form, the new process will strive to encourage dialogue between managers and supervisors.

Mr. Davis requested a status update regarding the High Performance Organization (HPO) initiative, relating that the initiative pertains to “outcome measures” as opposed to “good work efforts” on the part of an employee; and that those outcomes would be connected to a department and, ultimately, the entire organization. Ms. Rowe responded that the previous County Administrator was the driving force behind the HPO; that work continues with respect to the initiative; and that even though the HPO only applies to departments under the Administrator, its principles could be implemented throughout the entire organization.

Ms. Rowe discussed the revamped and modernized service award program, indicating that it offers a greater selection of awards, a streamlined selection and delivery process, the ability to earn and accumulate points, the flexibility to expand point accumulation to other award programs, and the possibility that awards for safety will become part of the program; whereupon, she discussed the ongoing work of Human Resources regarding employee relations, indicating that the department provides the following services:

- Liaison/Administrative Support to Employees’ Advisory Council.
- Grievance Counseling/Assistance.
- Guidance on Disciplinary Actions.
- Informal Mediation; Problem Solving.
- Internal Consulting Services; Interpretation of Personnel Rules and Policies.
- Internal Investigations.
- Response to Unemployment Claims/Issues.

Ms. Rowe presented information regarding Employee Communications and the methods used by her department to share information with and obtain feedback from County employees, including:

- Publish *The Pen* newsletter monthly and *Pen Extra* quarterly.
- Disseminate special communications about important issues.
- New “Our Space” employee blog page.
- Employee surveys, listening sessions, and focus groups.
- Colors of Pinellas Art Show.

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Ms. Rowe presented information regarding the “Tool Box,” relating that the term and the concept were created by the former County Administrator in which funds were set aside to allow departments under his purview the ability to experiment with new initiatives and engage in special projects in support of a high performing organization; whereupon, she reported that Tool Box dollars have allowed her to hire two Organizational Improvement Facilitators who will work in her department for the next two years.

During discussion and in response to queries by the members, Ms. Rowe referred to the Human Resources Organization Chart, and related that although David Groeller and Raina Holliday are technically listed as Special Project Assistants, they are actually Organizational Improvement Facilitators; and that they were not hired under the normal recruitment process; whereupon, Human Resources General Manager Gene Pressoir related that his department now has the dedicated resources to provide assistance across the enterprise; that the facilitators will work with various departmental teams and assist them in realizing their objectives and goals; that the two individuals began employment approximately two months ago; that the positions are funded for two years; and that great demand exists for the services provided by the facilitators.

In response to comments and queries by Mr. Dekle and Ms. Daggett, Ms. Rowe related that the Wellness Center is located in the Old Courthouse basement and is highly utilized; whereupon, she related that the County’s Employee Assistance Program (EAP) is part of the employee’s health benefits.

During further discussion, Mr. Dekle questioned if there would be any impact to employees with respect to the recent termination of the former County Administrator and the search for a replacement; whereupon, Ms. Rowe replied that the process is expected to proceed smoothly; and that Human Resources Manager Beverly Waldron and she will conduct a County Commission workshop on June 6 regarding the recruitment process for hiring a new County Administrator; and that the scope of the search will be a Board decision.

Human Resources Director Action Taken Under Authority Delegated by the UPB

This item was not addressed in the meeting. The document titled *Action Taken Under Authority Delegated by the Personnel Board* has been attached and made a part of the minutes.

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MISCELLANEOUS INFORMATION ITEMS RECEIVED

The following miscellaneous information item was received for filing:

Minutes of the EAC Representatives meetings of February 19 and
March 19, 2014.

ADJOURNMENT

The meeting was adjourned at 7:12 P.M.

Chair

May 1, 2014



III. 3.

Human Resources Director

Action Taken Under Authority Delegated by the Unified Personnel Board

The Human Resources Director, having been granted delegated authority to act on behalf of the Unified Personnel Board, has taken the following action from March 11, 2014 thru APRIL 20, 2014.

UPWARD RECLASSIFICATIONS (Effective 4/20/14)

<u>Dept</u>	<u>Position</u>	<u>Current Classification</u>	<u>PG</u>	<u>Recommended Classification</u>	<u>PG</u>
OMB	Encumbered 3464	Admin Supt Spec	CL11	Admin Sec	CL12 (\$16.51)
PCR	Encumbered BCC/C510	Volunteer Prog Coord	CL14	Proj Mgmt Spec 1	CL17 (\$21.07)
PCR	Encumbered BCC/C510	Volunteer Prog Coord	CL14	Proj Mgmt Spec 1	CL17

ADDITIONS

<u>SPEC NO.</u>	<u>TITLE</u>	<u>EEO4 CODE</u>	<u>OT CODE</u>	<u>PG</u>
20572	GIS Cadastralist 1	Technicians	Classified	CL13 PA (\$17.33)
20574	GIS Cadastralist 2	Technicians	Classified	CL15 PA (\$19.11)
20576	GIS Cadastralist 3	Technicians	Classified	CL17 PA (\$21.07)
16364	NPDES Coordinator	Professionals	Exempt	SM8 DEI (\$52,021-\$78,812)
13220	Construction Administrator	Officials & Managers	Exempt	SM5b REM (\$68,236-\$103,378)

REVISIONS

<u>SPEC NO.</u>	<u>TITLE</u>	<u>PG</u>
18103	Veterans Service Officer, Senior	CL17
21880	Justice Programs Analyst	CL18
18153	Veterans Service Manager	SM8
23290	Deputy Tax Collector	E-15

TITLE CHANGES

<u>SPEC NO.</u>	<u>PRESENT CLASSIFICATION</u>	<u>PG</u>	<u>RECOMMENDED CLASSIFICATION</u>
14678	Information Technology Spec, Technical Lead	P1	Information Technology Spec, SME
14682	BTS Manager	SM5a	Program Manager, BTS
14684	BTS Senior Manager	SM4a	Manager, BTS
14690	BTS Assistant Executive Director	SM1	Deputy Chief Information Officer, BTS
14688	BTS Deputy Director	SM1	BTS Director

Clearwater, Florida, May 22, 2014

The Unified Personnel Board (UPB) met in special session on this date in the County Commission Assembly Room, Fifth Floor, Pinellas County Courthouse, 315 Court Street, Clearwater, Florida, with the following members present: Ricardo Davis, Vice-Chair; Andrea S. Daggett; Keith C. Dekle; Angela Outten; and Joan Vecchioli.

Not Present: Daniel M. Andriso, Chair; and Keith Bailey.

Also Present: Peggy Rowe, Director of Human Resources; Michelle A. Wallace, Senior Assistant County Attorney; Charles E. Toney, Employees' Advisory Council Chair; Trudy Futch, Board Reporter, Deputy Clerk; and other interested individuals.

AGENDA

EAC	<u>Item I. Employees' Advisory Council Representative</u>
Human Resources	<u>Item II. New Business</u>
	1. Consent Decree
	2. Request Approval of Change in Meeting Date from August 7, 2014 to August 14, 2014
Human Resources	<u>Item III. Informational Items</u>
	Action Taken Under Authority Delegated by the Personnel Board

CALL TO ORDER

Vice-Chair Davis called the meeting to order at 6:32 P.M.; whereupon, he led the Pledge of Allegiance to the Flag.

EMPLOYEES' ADVISORY COUNCIL (EAC) REPRESENTATIVE

Mr. Toney stated that the review of the Personnel Rules is going well and a partial revision will be before the Board by July or August, and Ms. Rowe concurred.

EAC Vice-Chair Richard Carvale indicated that Interim County Administrator Mark Woodard was the guest speaker at the recent EAC Delegates meeting; that the EAC Representatives participated in a focus group hosted by Human Resources pertaining to the evaluation process; and that the meetings resulted in a successful exchange of information.

NEW BUSINESS

Consent Decree

Referring to various documents pertaining to the 1980 Consent Decree, copies of which have been filed and made a part of the record, Attorney Wallace related that, at the time of the federal lawsuit, the Pinellas County Sheriff's Office was part of the Unified Personnel System; and that the Sheriff's Office is no longer part of the system and is working separately with the Department of Justice with regard to compliance matters.

Attorney Wallace indicated that the County Attorney's Office has been working with the Department of Justice for approximately a year and a half; and that the parties now wish to dissolve the matter with respect to the County, as the Department feels that the County has been a good employer and has stopped any discriminatory practices.

Noting that the Personnel Board is named as a defendant in the lawsuit, Attorney Wallace indicated that the purpose of today's special meeting is to provide an overview of the Joint Motion for Partial Dissolution of the Consent Agreement and obtain the Board's approval to proceed; whereupon, Ms. Rowe recognized Appointing Authorities and representatives in the audience, noting that the Authorities are in support of moving forward with the Motion.

Responding to query by Vice-Chair Davis regarding the Joint Motion to Reopen Case, Attorney Wallace indicated that the two motions are separate actions; that the case must be reopened before it can be dissolved; and that the Board must approve both documents.

Ms. Vecchioli moved, seconded by Mr. Dekle and carried unanimously, that the Joint Motion to Reopen the Case be approved.

Thereupon, Mr. Dekle moved, seconded by Ms. Vecchioli, that the Joint Motion for Partial Dissolution be approved; whereupon, in response to query by Ms. Vecchioli, Attorney Wallace expressed confidence that the motions will be granted, as County staff has worked closely with the Department of Justice in the matter.

Upon call for the vote, the motion carried unanimously.

May 22, 2014

Change in Date for August Meeting

Ms. Vecchioli moved, seconded by Ms. Daggett and carried unanimously, that the August 7 Unified Personnel Board meeting be rescheduled to August 14, 2014.

INFORMATION ITEMS

Action Taken Under Authority Delegated by the Personnel Board

Referring to the document titled *Action Taken Under Authority Delegated by the Unified Personnel Board*, which has been attached and made a part of the minutes, Ms. Rowe noted that there are typographical errors. Referring to the “Additions” section, she noted that minimum pay rate for Pay Grades CL17 and CL19 should be \$21.07 and \$23.23, respectively; whereupon, Vice-Chair Davis confirmed that the corrections were noted for the record.

In response to query by Mr. Dekle regarding the pay range for the exempt Director of Land Records classification, Ms. Rowe related that the Appointing Authorities have the authority to determine their exempt employees’ pay; that most Appointing Authorities have Human Resources conduct market surveys to confirm that the positions and salaries align with those of their peers; and that, rather than specifying different pay grades for various positions, the Property Appraiser uses Pay Grade 150 to encompass her entire exempt pay plan, and Property Appraiser Pam Dubov provided input.

Responding to query by Ms. Daggett, Ms. Rowe confirmed that there are many pay grades within Pay Grade 150; whereupon, Mr. Dekle discussed the Alternate Pay Plan previously approved by the personnel Board, noting that the Plan was dissolved years ago.

MISCELLANEOUS INFORMATION ITEMS RECEIVED – None.

ADJOURNMENT

The meeting was adjourned at 6:46 P.M.

Chair

May 22, 2014



III. 2

Human Resources Director

Action Taken Under Authority Delegated by the Unified Personnel Board

The Human Resources Director, having been granted delegated authority to act on behalf of the Unified Personnel Board, has taken the following action from MAY 4, 2014 thru MAY 18, 2014.

ADDITIONS

<u>SPEC NO.</u>	<u>TITLE</u>	<u>EEO4 CODE</u>	<u>OT CODE</u>	<u>PG</u>
08456	Procurement Analyst Assistant	Technicians	Classified	CL14 Purchasing (\$18.20)
08458	Procurement Analyst Coordinator	Professionals	Classified	CL17 Purchasing (\$18.20)
08460	Procurement Analyst, Lead	Professionals	Classified	CL19 Purchasing (\$18.20)
21174	Director of Land Records	Officials & Manager	Exempt	150 Prop Appr (20,800-203,840)

REVISIONS

<u>SPEC NO.</u>	<u>TITLE</u>	<u>PG</u>
16602	Field Inspector 3	CL19

REAL ESTATE MANAGEMENT CYCLIC

UPWARD RECLASSIFICATIONS (Effective 5/4/14)

1	Position Reclassified from Classified Service to Exempt Service
17	Positions to Receive Upward Reclassification
6	Positions to Receive Title Change
2	Positions to Receive a Lateral Reclassification
2	Positions to Receive Downward Reclassification
29	Positions Remain the Same
57	Total

ADDITIONS

<u>SPEC NO.</u>	<u>TITLE</u>	<u>EEO4 CODE</u>	<u>OT CODE</u>	<u>PG</u>
12994	Fleet Fuel Systems Specialist	Technicians	Classified	CL13 (\$17.33)
12992	Fleet Service Coordinator	Technicians	Classified	CL13
12982	Fleet Mechanic	Technicians	Classified	CL14 (\$18.20)
12976	Fleet Mechanic/Electro-Mechanical	Technicians	Classified	CL15 (\$19.11)
12984	Fleet Mechanic Supervisor	Technicians	Classified/Excluded	CL17 (\$21.07)

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Human Resources Director
 Action Taken Under Authority Delegated by the Unified Personnel Board
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TITLE CHANGES

<u>SPEC NO.</u>	<u>PRESENT CLASSIFICATION</u>	<u>NEW SPEC NO.</u>	<u>RECOMMENDED CLASSIFICATION</u>	<u>PG</u>
22190	Mechanic Trainee	12980	Fleet Mechanic Trainee**	CL7
22250	Parts Clerk	12968	Fleet Parts Clerk**	CL9
22228	Certified Mechanic, Sr	12982	Fleet Mechanic	CL14
22399	Manager, Fleet Management	13000	Manager, Fleet Operations	SM3a

Present Classifications Deleted/**Recommended Classifications Revised

DELETIONS

<u>SPEC NO.</u>	<u>TITLE</u>	<u>PG</u>
22278	Fleet Service Advisor	CL12
22300	Fuel Systems Specialist	CL12
22110	Certified Auto Body Mechanic, Senior	CL13
22218	Certified Mechanic	CL13
22180	Electro-Mechanical Technician	CL13
22178	Certified Mechanic/Electro-Mechanical	CL14
22230	Certified Mechanic, Supervisor	CL16

ESTABLISHING CAREER LADDER-PURCHASING DEPARTMENT

Buyer	CL13	Procurement Analyst Assistant	CL14
Procurement Analyst	CL16	Procurement Analyst Coordinator	CL17
Procurement Analyst, Sr	CL18	Procurement Analyst, Lead	CL19



Human Resources Director

Action Taken Under Authority Delegated by the Unified Personnel Board

The Human Resources Director, having been granted delegated authority to act on behalf of the Unified Personnel Board, has taken the following action from **JUNE 1, 2014 thru July 25, 2014.**

UPWARD RECLASSIFICATIONS

<u>Dept</u>	<u>Position</u>	<u>Current Classification</u>	<u>PG</u>	<u>Recommended Classification</u>	<u>PG</u>
BDRS	Encumbered BCC/C2083	Office Spec	CL6	Bldg Svcs Spec	CL10
BDRS	Encumbered BCC/C45	Office Spec, Sr	CL8	Bldg Svcs Spec	CL10
BDRS	Encumbered BCC/C1934	Office Spec, Sr	CL8	Bldg Svcs Spec	CL10
BDRS	Encumbered BCC/C2086	Office Spec, Sr	CL8	Bldg Svcs Spec	CL10
BDRS	Encumbered BCC/C3469	Office Spec, Sr	CL8	Bldg Svcs Spec	CL10
BDRS	Encumbered BCC/C3884	Office Spec, Sr	CL8	Bldg Svcs Spec	CL10
REM	Encumbered BCC/C317	Flt Mech Trainee	CL7	Tire Tech	CL10
DEI	Encumbered BCC/C3665	Wtr/Wstr Plant Opns, Sr	CL19	Solid Waste Prog Mgr	CL20

ADDITIONS

<u>SPEC NO.</u>	<u>TITLE</u>	<u>EEO4 CODE</u>	<u>OT CODE</u>	<u>PG</u>
10282	Building Services Specialist	Technician	Classified	CL10 (BDRS)
12966	Tire Technician	Skilled Craftsman	Classified	CL10 (REM)
15890	Claims Case Manager, RN	Professionals	Classified/Excluded	CL18 (Risk)

TITLE/PAY GRADE CHANGE

<u>SPEC NO.</u>	<u>PRESENT CLASSIFICATION</u>	<u>PG</u>	<u>RECOMMENDED CLASSIFICATION</u>	<u>PG</u>
18153	Veteran Service Manager	SM8	Veterans Services Director	SM7

REVISIONS

<u>SPEC NO.</u>	<u>TITLE</u>	<u>PG</u>
10870	911 Geographic Base Technician	CL9
10826	911 Public Safety Telecommunicator 1	CL10
10794	911 Administrative Specialist	CL11
10876	911 MSAG Coordinator	CL12
10830	911 Public Safety Telecommunicator 2	CL12
10840	911 Public Safety Center Supervisor 1	CL14
10800	Radio Communications Analyst	CL15

Human Resources Director

Action Taken Under Authority Delegated by the Unified Personnel Board

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REVISIONS (continued)

<u>SPEC NO.</u>	<u>TITLE</u>	<u>PG</u>
10850	911 Public Safety Center Supervisor 2	CL16
10810	Radio Systems Coordinator	CL17
14130	Network Technician, Senior	CL18
10854	911 Public Safety Center Manager	CL20
14440	Programmer/Analyst, Senior	CL20
16968	Solid Waste Program Manager	CL20
14442	Lead Programmer/Analyst	CL23
10880	911 Computer Systems Manager	SM4a
10860	911 Systems Manager	SM4a
22782	Deputy Director, Airport Finance & Administration	SM3a

DELETIONS

<u>SPEC NO.</u>	<u>TITLE</u>	<u>PG</u>
08450	Buyer	CL13
08452	Procurement Analyst	CL16
08454	Procurement Analyst, Sr	CL18



Employees' Advisory Council



to continually improve the Pinellas County classified employees' quality of work life

APPROVED BY THE EAC

Employee Advisory Council – Delegate Meeting Minutes
Extension Services, 12520 Ulmerton Road, Largo, FL
Thursday, March 27, 2014, 8:00 a.m. – 10:00 a.m.

Call to Order

The EAC Delegate meeting was called to order at 8:10 a.m. by Chairman, Charles Toney.

Guests Introductions

The chairman introduced all new Delegates for 2014.

Comments from EAC Chairman – Charles Toney

At the Personnel Board meeting, we discussed a couple of rule changes. Everyone was encouraged to go to the Human Resources web site and review the Personnel Rules (<http://www.pinellascounty.org/hr/pdf/Personnel-Rules.pdf>) and advise of any comments. The EAC Council will be discussing Personnel Rules at the next EAC Representatives meeting.

Comments from Director of Human Resources – Peggy Rowe

Peggy Rowe introduced the new hiring process. Employees will need to complete an application online that includes basic information. This is a one-time process. There will be no carry over from the previous registers. When you apply for a position, you will only apply for the position, not a classification. Additionally, Jack Loring gave an overview of the new hiring process that included reviewing the new employment opportunities website. The new process is job specific, and the jobs are specific to a location. If the job is for multiple locations, the posted job will say “varies”. Testing will now be administered to differentiate skill levels for top candidates later in the selection process. When completing the general application, make sure all fields are completed that are in red. There are no supplemental questions with the general application. Once the application is submitted, you can go back in and make changes and updates as needed. You will not be able to make changes to supplemental questionnaires once submitted.

Questions: Will we still have the Job Interest card? With the Taleo system, employees will have the opportunity to track jobs that they are interested in. Rather than a Job Interest card, employees can create Job Alerts and receive an email notification as soon as a job matching their interest becomes available. Will there be a time out on the supplemental questions? No. Can you attach a resume? You can attach a resume when applying for the position. Do you think there will be an increase in jobs being posted? There will probably be an increase in jobs because the jobs being posted are specific jobs. How quickly will the hiring manager see the applicants who applied for the position? The hiring manager will see the submission of the applications immediately. The manager has a log-in that is received from Human Resources. The manager can contact Jack Loring for training, if needed. Will employees who assist the manager with the requisitions be trained? Yes, requisition training is available. Are there a maximum number of characters in the job history area? Jack Loring will research the character limit. If an individual is on the existing register, will the individual be called for a job? It's possible because of overlapping of the hiring process change. Human Resources can give the old register to the manager. However, eventually, the register will go away. Will the posted job say part-time? Human Resources can add a field including the number of hours and the shift. What is meant by Cost of Labor? Cost of Labor is the value of an occupation including the cost to the employer to provide pay and benefits measured over a period of time. Is there going to be a raise? There is no Cost of Living raise. The County Administrator is budgeting for a wage increase which will be a combination of several things like Cost of Labor and merit evaluation.

Health and Wellness Update – Dave Blasewitz

The new incentive program includes a Get Fit program for covered spouses and domestic partners and a rewards redemption program. Points are earned depending on the incentive. The two different ways to get the points are through rewards or cash. The points can be seen on the United Healthcare website.

Questions: Are the reward points the same as cash? If you receive reward points, you are getting points that are added to your service award points. You can shop and redeem the points right away or save them. Your reward is mailed to your home. You can double the points if you add your spouse or your partner. The spouse or partner will need to create a United Healthcare account if not on the medical program. Can you accumulate points with the Safe Driver Awards program? Consideration is being given to adding other reward categories, such as the Safe Driver. How do you acknowledge that you want the cash or reward points? If you are taking reward points, you don't have to do anything. If you want to choose cash, you will receive an email with the [link](#). It will also be on the Human Resources website. Where will the points be located? The points will be deposited in your account on the United Healthcare website. Can you change your decision regarding the reward or cash? If you are in rewards, you can change. Do the points roll over to the next year? Yes. Cash does not roll over. If an employee has his or her 25th anniversary in May, when will the points be shown? The points will show up on the anniversary date. You can redeem them any time. There is a deadline to get cash. If you select cash this quarter and the next quarter you change your mind, what can you do? Contact Employee Benefits to override the change. Can Benefits put out information stating how many points are listed for a year? The points are listed on the Human Resources website under [Service Awards](#). Can you change your password on the website? Yes, you can. Remember cash is taxed; points are not.

How do you handle departments that do not give travel time to the Wellness Learning Series sessions? It is the department's call. You can bring it to the attention of the EAC Representatives Council and the Council can bring up at the Appointing Authorities meeting. Will the Learning Series be better this year? Last year, webinars were done. The learning experience varied in quality due to technical challenges with the webinars. This year it will be done face-to-face. If an individual wants to attend the pre-diabetes program and cannot qualify, what can be done? You can contact United Healthcare or our United on-site representative to see if you may qualify, or if another program can meet your needs. How is the processing of FMLA going with Standard? Supervisors and managers are receiving emails from Standards advising them of updates. There were problems the first couple of months this year. Standard is requiring employees to certify chronic conditions often. Is this the new policy? The County policy for recertification is unchanged, and is six months. Contact Standard with questions, and Employee Benefits if you still have concerns. What is the procedure to let your manager know when you are out for FMLA? It depends on your department's policy, but they need to be made aware of absences from the work place. What is the maximum amount you can roll over in our Flexible Spending account? You can roll over \$500. Your account will show the roll over amount for 2013 and the amount for 2014. Contact Employee Benefits if you have concerns.

Committee Reports

- Legislative - Some legislators still want to discontinue the pension side of the FRS plan for new hires. A list of the Legislative Delegation is on the website at <http://www.pinellascounty.org/delegation>. The Legislative Delegation list was also available at the meeting.
- Personnel Rules - With the new hiring process, seniority will no longer be included in the test scores. The Personnel Rules Review Committee is scheduled to meet in April.
- Advocates - There are no updates for the Advocate Committee.

Open Discussion

What are you doing for employees who are at the top of the maximum range? We are looking at getting additional time for the maxed out employees. The group was reminded that any job only warrants a pay that the specific job will be paid in a given market area, regardless of the length of time worked. Some suggestions would be to get additional training that could qualify you for a higher paying position and to take on additional responsibilities that would warrant a position audit for a higher pay grade. Additional suggestions can be given to the EAC Representatives. Delegates met with their EAC Representative.

Upcoming Meetings

Personnel Board Meeting is April 3, 2014. The EAC Representatives meeting is April 16, 2014 and the EAC Delegate meeting is May 22, 2014.

Adjourned

The meeting was adjourned at 9:50 a.m.



Employees' Advisory Council



to continually improve the Pinellas County classified employees' quality of work life

APPROVED BY THE EAC

Employees' Advisory Council – Representative Meeting Minutes County Office Annex, Room 429, Clearwater, FL Wednesday, April 16, 2014, 2:30 p.m. – 4:30 p.m.

Call to Order

The EAC Representative meeting was called to order at 2:32 pm by Chairman, Charles Toney.

Approval of Minutes

A motion was made by Maria Keller to approve the EAC Representative minutes for March 19, 2014 including the clarification of contact person for questions about the Advocate Program as Lisa Wombles, EAC Advocacy Committee Chair. If an employee needs an Advocate, the employee should contact Employee Relations. The motion was seconded by Steve Yeatman.

Comments from Director of Human Resources – Peggy Rowe

- Dave Blasewitz – We are continuing to see some activities at the legislative session such as restricting access to the FRS Plan for new hires. A suggestion was made by a legislator to have a Hybrid Plan in the middle of FRS Defined Plan and the Investment Plan. It does not appear to have a lot of support, however.
- Jack Loring – The recruiting process is going well. A job alert feature will be added to the recruiting system. (See <http://www.pinellascounty.org/hr/pdf/job-alerts.pdf>)
- Questions:
 - Is the recruiting register gone? It is almost gone. Some registers were established before the change. If the hiring manager asks for the old style register, it will be provided. The new register is job specific.
 - Is there proposed legislation recommending the State to match FRS contributions and is the County considering matching the Deferred Compensation Plan? Dave Blasewitz said he does not see that happening with the FRS Plan because the County pays a contribution and the employees pay a contribution. The Deferred Comp Plan is employee contributions only.
 - What is the status of the cyclic review for Real Estate Management? The preliminary report was sent to the County Administrator for approval. Who is on the position audit appeal panel? The panel includes the Analyst who made the decision conducted the audit, an additional Analyst, an HR Manager, the appellant(s), and members of the appellant's management – typically the department head.
 - Will there be a raise or increase in pay this year? There was a cash adjustment done last October for this year. Focus Groups will meet to discuss how raises or increase in pay should work. EAC Representative Steve Yeatman is a member of a Focus Group. A compensation proposal will be presented to the Appointing Authorities. The EAC asked to be included for an update on the compensation proposal.
 - What is the dollar amount of the proposal for raises? Human Resources will not know until the budget is approved.

-Are the raises or increase in pay tied to performance evaluation? Human Resources staff is looking at separating the anniversary date and the merit date. What about a plan for raises for the next five years? This will be referred to Human Resources. At what point will the evaluation system be presented? The evaluation system is being revised. It will be presented to EAC and the Appointing Authorities for input.

-What is the difference between Wellness Incentive for cash and reward points? Cash is an option that comes out of the health fund and is taxable. The reward points program is an option that may not be subject to taxes. (IMPORTANT: After the meeting, it was determined that the rewards points option is taxable. Employees were notified of this by Employee Benefits in an email from Employee Communications on May 5, 2014. This is an update to the March 27, 2014 EAC Delegates meeting minutes which also stated that reward points were not taxable.)

-Will additional ways be added to earn reward points? Yes, Human Resources staff is reviewing different award strategies.

-Who should we ask about the meaning of abbreviations in OPUS? Send question to Human Resources for follow up. (There are many abbreviations in OPUS, such as for time entry – see <http://intraweb.co.pinellas.fl.us/opus/pdf/education/Timecard-Entry-Hours-Types.pdf>. For info on OPUS, see <http://intraweb.co.pinellas.fl.us/opus> or contact the BTS Help Desk at 453-HELP.)

Personnel Board

The Personnel Rules changes will be presented to the Personnel Board as the different areas are completed. The EAC and Appointing Authorities will receive the proposed changes for review prior to the changes being enacted by the Personnel Board. There are no termination appeals scheduled for the upcoming Personnel Board meeting.

Committee Reports

- **Legislative**
There are no legislative updates at this time other than the session is continuing.
- **Personnel Rules**
The Personnel Rules Committee has scheduled meetings.
- **Advocate Program**
We have five active Advocates and more are needed. Human Resources will review Advocate rules to see if we can use volunteers as Advocates. Human Resources will consider putting another article in *The Pen*, sending a letter to the EAC Representatives and doing a presentation at one of the EAC Delegate meetings.
- **Suggestion Awards**
A total of \$5,000 was paid out to employees.

Old Business

- Reviewed some of the Personnel Rules that resulted in the following questions:
 - ✓ In the Personnel Rules regarding leave, is the number of weeks off combined for both parents if they work for the same employer? The Family Medical Leave Act (FMLA) is not part of the Personnel Rules. It is a Federal Law. It is shared time and it is consecutive time. Generally, employees are not encouraged to break up the time but to use it all at once. Standard Insurance can give information on how it works.
 - ✓ Some Appointing Authorities have used temporary employees beyond the definition in the Personnel Rules. Is there any discussion to make changes to the Personnel Rules to be more

specific about expectations of the temporary employees and their contributions to the County Departments? The Personnel Rules address classified employees only, not temporary employees working through a staffing agency. This question will be sent to Human Resources for additional review and follow up.

- ✓ Is there any plan to add more funeral time? It has been suggested to add the spouse's grandparents. Funeral leave and other entitlements are part of the review being done by the Personnel Rules Committee so more to come.
- ✓ Vacation accrual tops out at 20 years of service. Is there any consideration to add accrual up to 25 and 30 years? There is none at this time.

New Business

The Personnel Board meeting is scheduled for May 1, 2014. The next EAC Rep meeting is May 21, 2014 and the EAC Delegate meeting is May 22, 2014.

Adjourned

Lisa Wombles motioned that the meeting be adjourned at 4:30 pm and it was seconded by Steve Yeatman.

Charles Toney	Randy Rose	Clare McGrane	Maria Keller	Chuck Mangio
Richard Carvale	Lisa Wombles	Steve Yeatman	John Cloud	Jennifer Gundel
Hazel Lane	Mike Powell	Elaine Billey	Dawn Grasso	Mercedes Pearson



Employees' Advisory Council



to continually improve the Pinellas County classified employees' quality of work life

APPROVED BY THE EAC

Employees' Advisory Council – Representative Meeting Minutes

County Office Annex, Room 429, Clearwater, FL

Wednesday, May 21, 2014, 2:30 p.m. – 4:30 p.m.

Call to Order

The EAC Representative meeting was called to order at 2:33 p.m. by Vice-Chairman, Richard Carvale.

Approval of Minutes

The minutes were approved for EAC Delegate Meeting on March 27, 2014. A motion to approve the minutes was made by Clare McGrane and approved by several EAC Council members.

Comments from Director of Human Resources – Peggy Rowe

A special Personnel Board Meeting will be held on Thursday, May 22, 2014. The topic will include a discussion about dissolving the federal Department of Justice Consent Decree based on the County's recruiting practices over time. The County will continue to utilize affirmative practices to recruit qualified employees that reflect our community. However, less reporting and paperwork will be required. Other business will be discussed as necessary. There will be no Personnel Board Meeting in June 2014.

Committee Reports

Suggestion Awards - Two different groups were awarded \$2,500 each for their suggestions. Everyone is encouraged to submit suggestions.

There were no other committee updates.

New Business

Laura Berkowitz conducted a Focus Group with the EAC Representatives to gather input about "How to Reward Performance." These Focus Groups are being conducted throughout the County.

Adjourned

The meeting was adjourned at 4:30 p.m.

Charles Toney
Richard Carvale
Hazel Lane

Randy Rose
Lisa Wombles
Mike Powell

Clare McGrane
Steve Yeatman
Elaine Billey

Maria Keller
John Cloud
Dawn Grasso

Chuck Mangio
Jennifer Gundel
Mercedes Pearson



Employees' Advisory Council



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APPROVED BY THE EAC

Employees' Advisory Council – Delegate Meeting Minutes

Extension Services, 12520 Ulmerton Road, Largo, FL

Thursday, May 22, 2014, 8:00 a.m. – 10:00 a.m.

Call to Order

The EAC Delegate meeting was called to order by EAC Vice Chairman Richard Carvale.

Comments from Director of Human Resources – Peggy Rowe

- Still working on Personnel Rules.
- About to roll out new Performance Management System. The goal is for an interactive process with frequent dialogue between an employee and supervisor. We'll be getting training soon. The process will be more user-friendly. We'll get a preview at the next EAC Delegate meeting.

Questions:

- How does the transfer list work? There are no longer job classification registers. You may apply online for any job opening you are interested in or set up a job alert to be notified of openings.
- What happens to employees who are maxed out on salary? Generally they will not be eligible for a raise unless a lump sum is given. They will be eligible for a raise if their salary range goes up due to reclassification. They can look for promotional opportunities.
- Will my job application "time out" while progress so that I lose my work? The job application does not time out. However, some applicants take a long time to respond to the supplemental questions. HR suggests copying or printing out the questions and then returning to the application later after you have formulated your responses to the questions. You can update your application at any time, even if you are not seeking another job, so that you will be ready if something comes open in the future.
- Can my manager see that I've applied for another job with the new hiring process? No - only a hiring manager in "hiring mode" can see job applicants' names.
- Why couldn't my husband complete his health assessment survey? A possible explanation is that it's been less than six months since a survey was completed. Another possibility is that he needs to create his own login and password (a spouse can't use the employee's login and password). For help, contact Benefits at 464-4570.

Committee Reports

- Legislative – No changes were made to the Florida Retirement System (FRS) in the 2014 legislative session.
- Personnel Rules – Still working on changes.
- Advocates – No update; always need more.

Special Guest – Interim County Administrator – Mark Woodard

- Employee picnic on April 30th was a big success with approximately 1,100 employees attending. We are planning next year's picnic.
- Are still committed to HPO? We are a High Performing Organization now.

- 3 keys are:
 - Respect and continuous learning
 - Making decisions in the best interests of the organization
 - Continued commitment to Achieve Global training by in-house staff
- We don't necessarily need to hire consultants to help solve our problems. Who knows better than we do?
- Commitment to promoting from within – we have the talent. We need to focus on training our staff.
- We need to be positive and confident about our future. We have always overcome our challenges.
- Focus on *Let's do things* to make life better for our citizens. It's time for action.
- Mr. Woodard will visit departments and do a monthly work day starting in June to work alongside staff to better understand what they do.
- They are doing budget work sessions with the Board of County Commissioners. Property values are up 5.4% and the budget looks positive.
- There will be an increase for employees this year, but not sure how much. He expects it to be around 3% but that cannot be determined until the budget is approved.
- Tourists pay around 30% of the Penny for Pinellas funding through the tourism bed tax program. The money may be spent for items such as marketing, cultural events, sports facilities, and beach renourishment, but it may not be applied to the general fund, per state law.
- We need to return to the principle of serving the public.
- Question: Will you apply for the permanent County Administrator position in October? Mr. Woodard said that he will.

Open Discussion

Delegates met with their Representatives.

Upcoming Meetings

Personnel Board Meeting is June 5, 2014. The EAC Representatives meeting is June 18, 2014 and the EAC Delegate meeting is July 24, 2014.

July 24, 2014 EAC Delegate meeting Guest Speaker – Deborah Clark – Supervisor of Elections

Adjourned

The meeting was adjourned at 10:00 a.m.



Employees' Advisory Council



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APPROVED BY THE EAC

Employees' Advisory Council – Representative Meeting Minutes

County Office Annex, Room 429, Clearwater, FL

Wednesday, June 18, 2:30 p.m. – 4:30 p.m.

Call to Order

The EAC Representative meeting was called to order at 2:35 p.m. by Chairman Charles Toney.

Approval of Minutes

The minutes were approved for the EAC Representative meeting that was held on April 16, 2014. A motion was made by Lisa Wombles and approved by Elaine Billey.

Comments from Director of Human Resources – Peggy Rowe

David Blasewitz – The joint Appointing Authority meeting is targeted for October of this year. Some employees have been concerned about the incentive reward points being taxed and not being able to select the cash incentive. Employees can log in now and choose the cash incentive option by June 30, 2014. The option can also be back dated. More information is in the [June 2014 Pen](#). This election will stay in effect until the end of this year. For a second time, Pinellas County employees were recognized by United Healthcare based on what the County is doing in the Wellness Program. We were one of four employers recognized nationwide. The EAC Representatives will be invited in July to attend a “recognition luncheon” with the approval of their manager. Pinellas County also won a platinum award from the American Heart Association.

The Commissioners want to hear from the employees including how employees feel about the interim County Administrator. Comments may be sent to Della Klug, Sr. Executive Assistant. EAC Representative, Maria Keller, has accepted a Personal Trainer position in Sports Medicine working with a private corporation. The Employee Advisory Council wished Maria congratulations in her new career. Maria will check to see if someone can take her place as Representative on the EAC Council.

Questions:

- When is the next payout for the incentive? The next payout is the first pay day in August.
- How many more focus groups will be scheduled? We will have at least four more focus groups.
- At the last Appointing Authorities meeting, we were told we will have to take annual leave if one worked during the election. Employees are not willing to volunteer because they have to give up their annual leave. Can we go back to employees being paid administrative leave? David Blasewitz will talk to Peggy Rowe and follow up.
- Can employees get the old application history from the previous recruitment system? Yes. It is possible for Human Resources to get the information. Some records are also in OPUS.
- Why is there no sick time leave? The sick time could only be used when the employee was sick. We currently have annual leave that can be used for any type of time off.
- Employees who are maxed out and receive a one-time cash amount would like to receive the cash separated over different pay periods due to tax purposes. Can this be done? At the end of the year, the taxes are still the same.

Personnel Board

The June Personnel Board Meeting was cancelled because a special meeting was held May 22, 2014. The Personnel Board Meeting for July and August will be the second week instead of the first week. There will be a grievance at the meeting in August.

Committee Reports

- Legislative – FRS – Larry Ahern, Representatives for District 66 will have a meeting Saturday morning, June 21. Let the chairman know if you are interested in attending the meeting.
- Personnel Rules – There is no date scheduled at this time for the Personnel Rules Committee to meet.
- Advocates Program – We have seven advocates and two are not working. There is still a need for more advocates.
- Suggestion Awards – Three suggestions were submitted and two were approved. Four employees received suggestion awards, and one is still pending.

Old Business

The Personnel Rules are still on the agenda for review by the Personnel Rules Committee and Human Resources. The Discipline Rule will probably be sent to the EAC for review soon. As the Personnel Rules are revised, they will be given to the EAC for review, Appointing Authorities, and to the Personnel Board. Personnel Rules approved with sunset dates are also being reviewed during this process, such as: getting some days off for employees who are maxed out based on performance review, changing the percentage rate due to promotion, and raises at the midpoint.

New Business

The EAC is asking for topics of discussions to be addressed at the upcoming Joint EAC / Appointing Authorities meeting that may be applicable to everyone.

HR plans to start training for the Performance Management System changes in August.

Adjourned

Mike Powell motioned that the meeting be adjourned at 4:00 p.m. and it was seconded by Lisa Wombles.

Charles Toney	Randy Rose	Clare McGrane	Maria Keller	Chuck Mangio
Richard Carvale	Lisa Wombles	Steve Yeatman	John Cloud	Jennifer Gundel
Hazel Lane	Mike Powell	Elaine Billey	Dawn Grasso	Mercedes Pearson

July 2014 Customer Service: More than Satisfaction

"The more high tech the world becomes, the more people crave high-touch service."
- John Naisbett

Every one of us has had one: a fantastic customer experience. It's that feeling of being more than satisfied. It's a sense that the service provider respects you, listens to you, and is going to exceed your expectations with every contact. Great customer experiences are full of positive defining moments.

It's these kinds of stellar experiences that make us loyal customers who:

- Continue to do business with an organization
- Encourage others to use the service / product
- Speak positively about the organization
- Give recognition to the organization for going above and beyond.

Having loyal customers is critical to our county's commitment to progressive public policy, superior public service, courteous public contact, judicious exercise of authority and sound management of public resources to meet the needs and concerns of our citizens today and tomorrow.¹

We can build customer loyalty by creating positive defining moments in our interactions. This happens when we remember that every interaction has a human dimension to it. Every one of our customers, whether they are internal or external, needs to feel respected, understood and that they matter. It occurs when we can meet the needs of the customer balanced with the needs of the organization.

Customers have shared in surveys that there are four qualities they look for in the service they receive: They want service that is:

- **Seamless**
Customers don't want to have to talk with numerous people or worry about all the details. They want one point of contact, a guide through the system, and someone who makes sense of policy (not just quotes policy.)
- **Trustworthy**
Customers want to feel like they are in good hands. They want us to do what we say we will do and make it right the first time. If something does go wrong, they would like a quick and thorough resolution.
- **Attentive**
Customers want to be acknowledged with respect in a quick and polite manner. They want to have their human needs met as well as the business needs. They are looking for service providers who are friendly, courteous, understanding and patient. They want to feel valued.
- **Resourceful**
Customers are looking for creative solutions to problems. They appreciate a flexible approach to solving their problems and accommodating their requests.

Who are your customers? Once you have identified them, explore ways you can create more positive defining moments by providing service that is more seamless, trustworthy, attentive and resourceful. With these tools and actions we will be able to exceed the public's expectations of our service.

¹[Pinellas County Mission/Vision/Values](#)

June 2014

June 2014							July 2014						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7			1	2	3	4	5
8	9	10	11	12	13	14	6	7	8	9	10	11	12
15	16	17	18	19	20	21	13	14	15	16	17	18	19
22	23	24	25	26	27	28	20	21	22	23	24	25	26
29	30						27	28	29	30	31		

	Monday	Tuesday	Wednesday	Thursday	Friday
Jun 2 - 6	Jun 2	3	4	5	6
			8:30am 4:30pm Effective Leadership (Annex 429)		
Jun 9 - 13	9	10	11	12	13
	8:30am 5:00pm New Employee Orientation (Annex 429)	8:30am 12:00pm Problem Solving / Decision Making (Swisher 211)	8:30am 12:00pm Managing Change (Studio B)	8:30am 12:00pm Goal Setting, Planning & Organizing (Studio B)	
Jun 16 - 20	16	17	18	19	20
		8:30am 12:00pm Workplace Diversity: Beyond Race, Religion & Gender (Studio B)	8:30am 12:00pm Five Dysfunctions of a Team (Utilities 4th floor)		
Jun 23 - 27	23	24	25	26	27
	8:30am 5:00pm New Employee Orientation (Annex 429)	8:30am 12:00pm Communicate This! (Swisher 211)	8:30am 12:00pm Sharpening Your Professional Image (Sheriff's Office) 8:30am 11:30am Career Development Forum 3 of 5 (Studio B)	8:30am 12:00pm Managing Workplace Stress (Sheriff's New Location)	
Jun 30 - Jul 4	30	Jul 1	2	3	4

July 2014

July 2014							August 2014						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
6	7	1	2	3	4	5	3	4	5	6	7	1	2
13	14	8	9	10	11	12	10	11	12	13	14	8	9
20	21	15	16	17	18	19	17	18	19	20	21	15	16
27	28	22	23	24	25	26	24	25	26	27	28	22	23
		29	30	31			31					29	30

	Monday	Tuesday	Wednesday	Thursday	Friday
Jun 30 - Jul 4	Jun 30	Jul 1	2	3	4
					Holiday
Jul 7 - 11	7 8:00am 12:00pm Freestyle Cruising - Onboarding (Utilities 4th floor)	8 1:00pm 4:30pm Getting Ready for Retirement (Studio B)	9 1:00pm 4:30pm What To Do When Conflict Happens (Studio B)	10 8:30am 12:30pm Records Management 1.0 (Swisher 111) 8:30am 12:00pm Workplace Diversity: Developing Cultural Competence (Utilities 4th floor)	11
Jul 14 - 18	14 8:30am 5:00pm New Employee Orientation (Annex 429)	15	16 8:30am 5:00pm Intro to Supervision for Non-Supervisors (Swisher 211) 1:00pm 5:00pm Excel workshop (Swisher 111)	17	18
Jul 21 - 25	21	22	23 8:30am 12:00pm Grievance & Disciplinary Procedures (Studio B)	24 8:30am 4:30pm Office & Administrative Skills: Customer Responsiveness (Studio B) 8:30am 12:00pm Records Management 2.0 (Swisher 111)	25
Jul 28 - Aug 1	28 8:30am 5:00pm New Employee Orientation (Annex 429)	29	30	31	Aug 1

August 2014

August 2014							September 2014						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
3	4	5	6	7	8	9	7	8	9	10	11	12	13
10	11	12	13	14	15	16	14	15	16	17	18	19	20
17	18	19	20	21	22	23	21	22	23	24	25	26	27
24	25	26	27	28	29	30	28	29	30				
31													

	Monday	Tuesday	Wednesday	Thursday	Friday
Jul 28 - Aug 1	Jul 28	29	30	31	Aug 1
Aug 4 - 8	4	5	6	7	8
			8:30am 4:30pm HPO (Utilities)		
Aug 11 - 15	11	12	13	14	15
	8:30am 5:00pm New Employee Orientation (Annex 429)			8:30am 12:00pm Managing Electronic Records 1.0 (Swisher 111)	
Aug 18 - 22	18	19	20	21	22
		8:30am 4:30pm Supervisory & Management Competencies Ser 10:00am 11:30am Records Management: Why It Matters (S 1:30pm 3:00pm Records Management: Why It Matters (S			
Aug 25 - 29	25	26	27	28	29
	8:30am 5:00pm New Employee Orientation (Annex 429)	8:30am 4:30pm Supervisory & Management Competencies Series 2 of 9 (Studio B)	8:30am 11:30am Career Development Forum 4 of 5 (Studio B)	8:30am 12:00pm Managing Electronic Records 2.0 (Swisher 211)	