



The Metropolitan District
water supply · environmental services · geographic information

**PERSONNEL, PENSION & INSURANCE COMMITTEE
REGULAR MEETING
MONDAY, JULY 29, 2024
4:00 PM**

<u>Location</u>	<u>Commissioners</u>	
Board Room	Avedisian	Magnan
District Headquarters	Currey (Ex-Officio)	Patel
555 Main Street, Hartford	Desai	Salemi
	Drake	Steuber
Dial in #: (415)-655-0001	Gentile	Taylor (C)
Access Code: 2303 353 4043#	Lester	Woulfe (VC)
Meeting Video Link		
	Quorum: 6	

1. CALL TO ORDER
2. PUBLIC COMMENTS RELATIVE TO AGENDA ITEMS
3. APPROVAL OF MEETING MINUTES OF JUNE 24, 2024 & JULY 2, 2024
4. CONSIDERATION AND POTENTIAL ACTION RE: APPROVAL OF AMAZING WORKPLACE, INC. FOR EMPLOYEE CLIMATE SURVEY
5. CONSIDERATION AND POTENTIAL ACTION RE: EMPLOYEE MEDICAL INSURANCE OPT-OUT
6. DISCUSSION RE: RETENTION OF OUTSIDE LABOR COUNSEL
7. DISCUSSION RE: HISTORY OF RETIREE PENSION COST OF LIVING ADJUSTMENTS
8. REPORT RE: PRIOR MONTH'S RETIREMENTS, RESIGNATIONS, TERMINATIONS INCLUDING EMPLOYEE'S YEARS OF SERVICE, GENDER, RACE & CLASSIFICATION
9. OPPORTUNITY FOR GENERAL PUBLIC COMMENTS
10. COMMISSIONER REQUESTS FOR FUTURE AGENDA ITEMS
11. ADJOURNMENT

APPROVAL OF AMAZING WORKPLACE, INC. FOR EMPLOYEE CLIMATE STUDY

To: Personnel, Pension and Insurance Committee for consideration on July 29, 2024

At the December 4, 2023 District Board meeting, the Board approved \$50,000 in the 2024 Budget for an employee climate study. In early 2024, the Personnel, Pension & Insurance Committee developed a Request for Information for industry information on technology for conducting employee climate surveys. The Request for Information was issued on May 3, 2024 and one respondent submitted information by the June 4, 2024 deadline. On July 2, 2024, the Personnel, Pension & Insurance Committee interviewed the respondent, Amazing Workplace Inc., and requested a quote to complete an employee climate study for the District. Amazing Workplace Inc. provided the enclosed service quote for unlimited employee climate surveys and unlimited users on its platform for an annual charge of \$24,000.

It is therefore **RECOMMENDED** that it be:

VOTED: That the Personnel, Pension and Insurance Committee recommend to the District Board passage of the following resolution:

RESOLVED: That Staff shall execute a sales order with Amazing Workplace Inc. for a 1 year subscription for Amazing Workplace Inc's Employee Happiness Management System software as a service to administer a District employee climate study.

Respectfully Submitted,


John S. Mirtle
District Clerk

Quote for Services from Amazing Workplace (submitted via email)

Scope of Services:

Amazing Workplace will provide access to the online platform as demonstrated and comprehensive support from our customer success team for unlimited employee climate surveys and unlimited users of the platform.

Amazing Workplace will conduct multiple onsite kickoff meetings over 2 days to include a meeting time for each shift.

Implementation and onboarding will be conducted by our support team and will include uploading initial employee data to the platform, developing and refining the

Topics for use in surveys include, but are not limited to:

- Job, Work, and Career
- Communication
- Meaning
- Empowerment
- Growth
- Balance
- Rewards
- Safety
- Belonging
- Enjoyment
- Additional topics can be added or customized to meet your needs

Pricing:

\$24,000 USD Annually includes on-site kick-off.

Accurate People Information = Smarter People Decisions

More accurate information

Amazing Workplace provides the most accurate information about your people available anywhere. Using a patent-pending feedback verification technology, Amazing Workplace increases employee feedback accuracy by 20% as compared with traditional survey platforms.

Conversations, not survey ‘tests’

Employees don't enjoy surveys because they feel like tests, they look like tests, and they are not engaging. Amazing Workplace has changed that. Our guided conversations feel like a conversation, they are designed like a conversation, and employees prefer them.

Your people will thank you

Amazing workplaces care about their people. Amazing workplaces know their people want to be happy at work. Amazing workplaces also know happiness is the key to recruiting, productivity, and employee retention. To achieve these goals, amazing workplaces need the best information and technology available anywhere. That is why so many amazing workplaces prefer the Amazing Workplace Platform™.

Amazing Workplace is the only platform provides real time information that allows your organization to make informed decisions based on the precise feelings of your employees.

- Improve Recruiting, Increase Productivity, Improve Financial Performance, Reduce Turnover & Improve Employee Happiness.
- Focus on what matters most to your employees: their happiness.
- AI enabled system to accurately gather how employees really feel with precise actionable results.
- Next-day access to information and actionable results.
- Empower leaders to have meaningful conversations with the right groups about the right topics to improve employee happiness and achieve business outcomes.
- Employee Comment Management System – finally, a system that empowers workplaces to effectively use employee comments.
- 500+ interactive, AI enabled surveys; Hiring, Onboarding, Happiness, Engagement, Culture, 360 Feedback, Exit, and more...
- Celebrate awards and achievements based on happiness standards, not popularity contests.
- Promote verified employee reviews to assist with recruiting and put a stop to inaccurate online reviews.
 - Address negative reviews on Glassdoor, Indeed, etc.

We provide true visibility to what your people are feeling and provide exact steps to improve where needed. The top reasons companies work with us are:

1. Increase employee retention.
 2. Improve culture.
 3. Increase productivity.
 4. Increased profit.
- Survey your people anonymously.
 - Identify areas to maintain, improve, or change and provide exact actions to improve.
 - Build action plans using these recommended or suggested actions.
 - a. Recommendations are always a low time requirement and no added budget.
 - b. Suggestions are options that highly ranked/successful companies may do.

- Increase Employee Retention!
 - a. Reducing Turnover is something that happens with every customer. Low end improvement is 10% and we've seen as high as 87%.
 - b. Harvard and SHRM studies show the cost to a business to replace an employee is generally 50% of their salary.
 - c. When employees see their employer focus on happiness, it builds hope and confidence that things are improving.
- Provide a strong Return on your Investment.
 - a. Based on an average salary of \$50,000, a conservative estimate of your cost of turnover is \$25,000 per voluntary lost employee.
 - b. Utilizing AWP brings you a strong ROI.
 - c. It's typical for turnover to shrink dramatically within year 1 with AWP.
- Amazing Workplace is a cloud-based subscription service and does not require any integration.
- We operate with 1-year contracts and earn your business every year.
- Currently have a 97% renewal rate... our customers love us and what we deliver.
- You will know where you are doing a great job, where you can improve, and where there is more urgency to improve.
- 360 Surveys are used by over 85% of the Fortune 500. These are unlimited as well as part of the Survey Studio.
- Surveys are deployed at any time you desire.

- **This is an example of how a law firm is leveraging Amazing Workplace to boost recruiting.** <https://www.sullivanattorneys.com/careers>
 They've seen tremendous positive feedback from applicants, and their show ratio on interviews is near 100%!

PRICING INCULUDES: Unlimited use of AWP's Full AWP Platform, Primary Happiness Survey, Survey Studio, 360 Degree Surveys, NPS Surveys (Employee and Customer) and dedicated full support.

- You will experience a full-service solution and is the most effective way to achieve desired results. Our team of happiness improvement experts work closely with your workplace throughout the entire year. Essentially, this is an extension of your team!

Benefits include:

- Dedicated Consultant with full team backup
- Weekly status updates
- Participation best practices and assistance
- Presentations led by Amazing Workplace
- Employee Comments Review
- Assistance with selecting and creating Exact Actions to improve employee happiness.
- Assistance with messaging, emails, presentations, press releases and more.

Implementation Timeline:

- Within 1 business day of signing the agreement, an introduction will be made to your designated consultant.
- If you want to run, we can run. If you'd like to walk, we walk.
- Your consultant will work with you to determine the data/demographics that you're looking to capture.
- We work with you to retrieve that information from you to launch the conversation/survey.
- Typically, launch will happen within 1-3 weeks from signing.

EMPLOYEE MEDICAL INSURANCE OPT-OUT

TO: Personnel, Pension and Insurance Committee for consideration on July 29, 2024

In 2015 & 2016, the Personnel, Pension and Insurance Committee and District Board approved annual payment of \$1,000 to Exempt and Excluded employees per employee/spouse that opts-out of the District's medical insurance coverage:

- a. If an employee's spouse is eligible to be covered by the District medical insurance but that spouse is also eligible for insurance coverage through his/her own employer, the District will pay the one thousand dollars (\$1,000) in four (4) quarterly installments of two hundred and fifty dollars (\$250), if the spouse elects to take his/her own employer's health insurance and forego coverage under the District's medical insurance.
- b. If an employee is eligible for insurance through his/her spouse's employer, the District will pay the employee an additional one-thousand dollars (\$1,000) in four (4) quarterly installments of two hundred and fifty dollar (\$250). If the employee elects to take his/her spouse's employer's medical insurance. The employee is eligible for the \$1,000 payment for each year s/he elects not to participate in District medical Insurance.

After discussions with the District's Collective Bargaining Units, staff recommends extending the Medical Insurance Opt-Out Program currently available only to Exempt and Excluded employees to two of the three Unions that have expressed interest. Staff proposes that the Medical Insurance Opt-Out Program be amended to include Local 3713 and Local 1026 and that the following amendments to the current language be adopted for Exempt and Excluded, Local 3713 and Local 1026 participants.

- Employee Opt-Out: District employees who waive the District's medical insurance plan due to enrollment in comprehensive group medical coverage, outside of the District's group medical coverage, shall receive up to one thousand dollars (\$1,000) net of taxes per year, paid in equal installments of two hundred fifty dollars (\$250) net of taxes per quarter.
- Spouse Opt-Out: District employees who waive spousal coverage under the District's medical insurance plan due to their spouse's enrollment in comprehensive group medical coverage, outside of the District's group medical coverage, shall receive up to one thousand dollars (\$1,000) net of taxes per year, paid in equal installments of two hundred fifty dollars (\$250) net of taxes per quarter.
- To be eligible for such payments:
 - Employee must be on the active payroll of the District at the time of payment.
 - The employee must provide proof of comprehensive group medical coverage through an employer or other entity that covers all individuals

in a group. Individual medical insurance purchased on an individual or family basis, or any enrollment in the District's group medical insurance plan, does not qualify.

- Spousal waiver is subject to verification of spousal eligibility.
- The employee must adhere to qualifying event rules, where applicable.

It is therefore **RECOMMENDED** that it be:

VOTED: That the Personnel, Pension and Insurance Committee recommend to the District Board passage of the following resolution:

RESOLVED: That the foregoing modifications to the Medical Insurance Opt-Out Program be adopted.

Respectfully Submitted,



John S. Mirtle
District Clerk

PERSONNEL, PENSION AND INSURANCE COMMITTEE
REGULAR MEETING
The Metropolitan District
555 Main Street, Hartford
Monday, June 24, 2024

Present: Commissioners John Avedisian, David Drake, Pasquale Salemi, Alvin Taylor, James Woulfe and District Chairman Donald Currey (6)

Remote

Attendance: Commissioners Dimple Desai, Byron Lester, Maureen Magnan, Bhupen Patel and David Steuber (5)

Absent: Commissioners Joan Gentile (1)

Also

Present: Commissioner Allen Hoffman
Commissioner Jean Holloway (Remote Attendance)
Commissioner Jacqueline Mandyck (Remote Attendance)
Scott Jellison, Chief Executive Officer
Christopher Stone, District Counsel
John S. Mirtle, District Clerk
Kelly Shane, Chief Administrative Officer
Robert Barron, Chief Financial Officer
Jamie Harlow, Director of Human Services
Robert Schwarm, Director of Information Systems
Thomas Tyler, Director of Facilities
Rita Kelley, Equal Employment Opportunity Compliance Officer
Diana Phay, Treasury Manager (Remote Attendance)
Carrie Blardo, Assistant to the Chief Executive Officer
Julie Price, Executive Assistant
Dylan Pecego, IT Consultant (Remote Attendance)
Jacob Aviles, IT Consultant (Remote Attendance)

CALL TO ORDER

Chairman Taylor called the meeting to order at 4:00 PM

PUBLIC COMMENTS RELATIVE TO AGENDA ITEMS

No one from the public appeared to be heard.

APPROVAL OF MEETING MINUTES

On motion made by Commissioner Drake and duly seconded, the meeting minutes of May 20, 2024 were approved.

2024-RFI-02 “INDUSTRY INFORMATION ON TECHNOLOGY FOR CONDUCTING EMPLOYEE CLIMATE SURVEY”

Kelly Shane, Chief Administrative Officer, updated the committee on the response received for 2024-RFI-02.

Commissioner Woulfe entered the meeting at 4:34 PM.

EMPLOYEE BUYBACK OF PENSION CREDITED SERVICE TIME

Jamie Harlow, Director of Human Resources, spoke about employee buyback of pension credited service time.

PRIOR MONTH’S RETIREMENTS, RESIGNATIONS, TERMINATIONS INCLUDING EMPLOYEE’S YEARS OF SERVICE, GENDER, RACE & CLASSIFICATION

Jamie Harlow, Director of Human Resources, provided a report on the prior month’s retirements, resignations and terminations.

OPPORTUNITY FOR GENERAL PUBLIC COMMENTS

No one from the public appeared to be heard.

COMMISSIONER REQUESTS FOR FUTURE AGENDA ITEMS

Commissioner Salemi requested that the recurring “Report Re: Prior Month’s Retirements, Resignations, Terminations Including Employee’s Years of Services, Gender, Race & Classification” be a written report.

Chairman Taylor requested a future agenda item regarding labor counsel.

ADJOURNMENT

The meeting was adjourned at 5:19 PM

ATTEST:

John S. Mirtle, Esq.
District Clerk

Date Approved

PERSONNEL, PENSION AND INSURANCE COMMITTEE
SPECIAL MEETING
The Metropolitan District
555 Main Street, Hartford
Tuesday, July 2, 2024

Present: Commissioners David Drake, Joan Gentile, Bhupen Patel, Alvin Taylor, and District Chairman Donald Currey (5)

Remote

Attendance: Commissioners John Avedisian, Pasquale Salemi and David Steuber (3)

Absent: Commissioners Dimple Desai, Byron Lester, Maureen Magnan and James Woulfe (4)

Also

Present: Commissioner Allen Hoffman
Commissioner Andrew Adil (Remote Attendance)
Commissioner Jacqueline Mandyck (Remote Attendance)
Scott Jellison, Chief Executive Officer
Christopher Stone, District Counsel
John S. Mirtle, District Clerk
Kelly Shane, Chief Administrative Officer
Jamie Harlow, Director of Human Services
Robert Schwarm, Director of Information Systems (Remote Attendance)
Thomas Tyler, Director of Facilities
Lisa Madison, Manager of Procurement
Rita Kelley, Equal Employment Opportunity Compliance Officer
Carrie Blardo, Assistant to the Chief Executive Officer
Victoria Escoriza, Executive Assistant
Matthew McAuliffe, IT Consultant (Remote Attendance)
Jacob Aviles, IT Consultant (Remote Attendance)

CALL TO ORDER

Chairman Taylor called the meeting to order at 12:03 PM

PUBLIC COMMENTS RELATIVE TO AGENDA ITEMS

No one from the public appeared to be heard.

APPROVAL OF MEETING MINUTES

The approval of meeting minutes was passed due to the lack of a quorum.

Commissioner Steuber entered the meeting remotely at 12:11 PM

INTERVIEW OF AMAZING WORKPLACE, INC. RE: 2024-RFI-02 “INDUSTRY INFORMATION ON TECHNOLOGY FOR CONDUCTING EMPLOYEE CLIMATE SURVEY”

Kelly Shane, Chief Administrative Officer, introduced Amazing Workplace, Inc., the sole respondent of 2024-RFI-02. Shon Holyfield, Eli Justman and Tim Stein of Amazing Workplace Inc. provided a presentation and answered questions.

OPPORTUNITY FOR GENERAL PUBLIC COMMENTS

Judy Allen, West Hartford resident, asked how much Commissioners think they will be involved in the climate survey process, including the survey design or seeing the results. She stated that it is impossible to make it completely unbiased and asked how bias can be addressed in designing the survey and interpreting the results.

COMMISSIONER REQUESTS FOR FUTURE AGENDA ITEMS

District Chairman Currey and Personnel, Pension and Insurance Committee Chairman Taylor requested that consideration of contracting Amazing Workplace, Inc. to perform an employee climate study be on the July 29th PPI agenda.

ADJOURNMENT

The meeting was adjourned at 2:01 PM

ATTEST:

John S. Mirtle, Esq.
District Clerk

Date Approved