

Joint Greenville City Council/Greenville Utilities Commission Meeting

Monday, April 20, 2015
6:00 p.m.
Greenville Utilities Board Room
401 South Greene Street

1. Call Meeting to Order – Mayor Thomas
– Chairman Minges
2. Approval of Agenda – City Council
Approval of Agenda – Greenville Utilities Commission
 - Public Comment Period – For issues that are germane to both the City Council and Greenville Utilities Commission

The Public Comment Period is a period reserved for comments by the public. Items that were or are scheduled to be the subject of public hearings conducted at the same meeting or another meeting during the same week shall not be discussed. A total of 30 minutes is allocated with each individual being allowed no more than 3 minutes. Individuals who registered with the City Clerk to speak will speak in the order registered until the allocated 30 minutes expires. If time remains after all persons who registered have spoken, individuals who did not register will have an opportunity to speak until the allocated 30 minutes expires.

3. Segal Waters Presentation: Results of 5-Year True-Up Market Study and Recommendations
4. Consideration of Market Adjustment/Merit Program for FY 2015-2016
5. Discuss Potential Enhancements to Educational Tuition Assistance Program (ETAP)
6. Overview of Communication Strategy for Consumer Driven Health Plan (CDHP) Option (effective January 1, 2016) - Earline Motley, Cigna
7. Closed Session – To prevent the disclosure of information that is privileged or confidential pursuant to the law of this State or of the United States, or not considered a public record within the meaning of Chapter 132, said law rendering the information as privileged or confidential being N.C.G.S. 159B-38
8. Greenville Utilities Commission - Adjournment
City Council – Recess meeting to Council Chambers at City Hall to reconvene in 15 minutes

9. Public Comment Period

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10. Old Business (continued from April 6, 2015) - Contract award to lease parking pay stations and handheld ticket devices
11. Status of Proposed Tar River Park/Frisbee Golf Area
12. 2015 Bond Referendum
13. Briefing on State Sales Tax Legislation – SB369
14. Adjournment – City Council

MEMORANDUM

TO: Mayor and City Council
Greenville Utilities Board of Commissioners

FROM: Barbara Lipscomb, City Manager *BL*
Anthony C. Cannon, GUC General Manager/CEO *ACC*

DATE: April 15, 2015

SUBJECT: Joint City/GUC Pay and Benefits Committee
Recommendations for FY 2015-2016

The Joint City/GUC Pay and Benefits Committee, comprised of City Council Members Rose Glover and Rick Smiley and GUC Commissioners Joel Butler and Don Mills, met on April 2, 2015. The result of this meeting was a series of recommendations to be considered by City Council and GUC Board of Commissioners at their upcoming Joint Meeting scheduled for Monday, April 20, 2015, at 6:00 p.m. in the Greenville Utilities Board Room.

Results of Segal Waters' 5-Year True-Up Market Study and Recommendation

In 2010, the City of Greenville and Greenville Utilities Commission hired Waters Consulting, now known as Segal Waters Consulting, to conduct a comprehensive Classification and Compensation Study to ensure the compensation and compensation structures for the City and GUC were in line with the market. This year, the City and GUC have partnered with Segal Waters Consulting to conduct a 5-Year True-Up Market Study. This study is essentially a "pulse check" to ensure that the compensation and compensation structure of the two entities have remained in line and competitive with the market. Linda Wishard of Segal Waters Consulting presented the results of this study to the Joint Pay and Benefits Committee at the April 2 meeting, along with their recommendations. The presentation is attached for your review.

Recommendation

The Joint Committee recommends that the City and GUC fund the recommended pay adjustments outlined in the Segal Waters' Study. These adjustments were recommended to address 39 employees whose pay is below the applicable pay range and to address pay compression issues impacting 148 employees. The total cost impact of funding these recommended pay adjustments is \$216,605.54 for the City and \$108,318.09 for GUC.

Market Adjustment/Merit Program for FY 2015-2016

The City and GUC annually review the competitive market pay posture of our joint pay plan. The objective is to maintain an effective pay system for our employees that is internally equitable and compatible, and is as competitive as possible in relation to the external marketplace.

The City and GUC have traditionally used the Capital Associated Industries (CAI) survey as the primary benchmark guide for establishing the market related to wage growth. Over the past

several years, staff has received requests to include data from other reputable surveys, other public sector organizations, and local employers to ensure that CAI is truly representative of the market.

As depicted in the chart below, wage projections and trends for 2015 are relatively consistent among the following surveys: Aon Hewitt, CAI, Hay Group, Mercer, Towers Watson, and WorldAtWork.

Survey Company	Projection
Aon Hewitt	3.0%
Capital Associated Industries (CAI)*	2.7%
Hay Group	3.0%
Mercer	3.0%
Towers Watson	3.0% (3.1% Executives)
WorldAtWork	3.0% (3.1% Exempt & Executives)

**COG and GUC have traditionally used CAI as the primary benchmark guide.*

Staff surveyed our established benchmark public sector organizations and several local private employers to determine their plans related to compensation decisions for FY 2015-2016.

- **Public-sector benchmark organizations:** The public-sector benchmark organizations are comprised of 26 municipalities and utilities. Of the 22 organizations that responded, 21 gave their employees pay increases in FY 2014-2015; the average actual increase was 2.5% (market and/or merit). For FY 2015-2016, 20 of the 26 organizations have responded indicating an average projected pay increase of 2.4% (market and/or merit). The remaining 6 benchmark organizations are in the process of developing their FY 2015-2016 budgets and have not made a decision regarding pay increases.
- **Local private employers:** For FY 2014-2015, six of nine employers responded, reporting actual pay increases that average 2% (market and/or merit). For FY 2015-2016, most of the local employers contacted are developing their budgets and have not made a decision regarding pay increases.

Recommendation

The Joint Committee recommends that the City and GUC fund an employee pay adjustment of 2.0% for FY 2015-2016 in order to maintain market competitiveness.

Potential Enhancements to Educational Tuition Assistance Program (ETAP)

The ETAP program was established in 1989 to provide financial assistance to employees who were interested in furthering their education. Other than the reimbursement cap being raised slightly in 1997, the program has not been substantively changed or updated in over 25 years. In recent years, the use of the program at both entities has stagnated and the staffs have collaborated to develop potential program enhancements designed to make it easier for employees to utilize the program to further their education. These potential enhancements involve broadening eligible expenses, expanding employee eligibility, allowing flexibility in the timing of when funds can be disbursed, increasing the annual funding cap, and establishing a repayment obligation for limited situations. Potential enhancements for the ETAP program were presented to the Joint Committee.

Recommendation

The Joint Committee recommends that the City and GUC approve amending the ETAP program as recommended by staff (see attached presentation) to include increasing the reimbursement cap to an amount equivalent to 5 hours per semester (based on ECU's in-state, undergraduate tuition schedule, equating to \$2,074 annually). The Joint Committee further recommends that the City and GUC each cap their ETAP programs at \$50,000 per year for budgeting purposes.

Communication Strategy for Consumer Driven Health Plan (CDHP)

City Council and the GUC Board of Commissioners adopted a Health Benefits Strategic Plan in 2014. The plan is intended to guide the provision of employee health benefits over a three-year period (2015-2017). One new component of the plan is the introduction of a Health Savings Account (HSA) option for employees beginning in 2016. As such, it is critical that employees are educated.

To this end, Earline Motley with Cigna will present an overview of the proposed employee communication strategy (see attached) in regards to the new HSA option that will be available during this year's Open Enrollment (to be effective January 1, 2016). The communication strategy includes a series of communication tools/venues, including face-to-face meetings, home mailings, and on-line tutorials, that will be disseminated to employees over the months leading up to Open Enrollment.

Recommendation

The Joint Committee made no recommendation as this was an information agenda item and no action was required.

We look forward to seeing you at the upcoming Joint Meeting on April 20 at 6:00 p.m. in the GUC Board Room. A light dinner will be available at 5:30 p.m.

cc: Chris Padgett, Chief Administrative Officer
Richard Hicks, Interim Assistant City Manager
Richie Shreves, Director of Human Resources (GUC)
Leah Futrell, Director of Human Resources (COG)

Attachments



5-Year True Up – Market Study

April 2, 2015

CITY OF GREENVILLE/GREENVILLE UTILITIES COMMISSION

Presented by:

Linda G. Wishard, SPHR, CCP
Senior Consultant

Today's Agenda

- Overview of Study Methodology
 - ❑ Benchmark Organizations
 - ❑ Benchmark Positions
 - ❑ Geographic Differentials for Benchmark Organizations
- Market Analysis
- CAI Index vs. WorldAtWork Statistics
- Pay Compression
- Segal Waters' Recommendations
- Cost Impact for Implementation

2010 Benchmark Organizations

- COG/GUC selected benchmark organizations in conjunction with recommendations made by Segal Waters.
- Elected to use many of the same benchmarks used in 2010 and included new benchmarks that are viewed as competitors or based on other selection criteria such as:
 - Location
 - Comparable Positions
 - Size
 - Compete for talent



2010 Benchmark Organizations

City of Asheville, NC
 City of Clarksville, TN / Clarksville Water & Gas
 City of Concord, NC
 City of Denton, TX
 City of Durham, NC
 City of Garland, TX/Garland P&L
 City of Fayetteville, NC
 City of Gastonia, NC
 City of Greenwood, SC / Greenwood
 Commission of Public Works
 City of Greer, SC / Greer Commission of Public
 Works
 City of Guilford County, NC/Guilford County
 EMS (Greensboro, NC)
 City of High Point, NC
 City of Jacksonville, NC
 City of Kissimmee, FL / Kissimmee Utility
 Authority
 City of Lafayette, LA / Lafayette Utilities
 System

City of Ocala, FL / Ocala Utility Services
 City of Rocky Mount, NC
 City of Smithville, NC
 City of Springfield, IL / City Water, Light and
 Power / Springfield Metro Sanitary District
 City of Wilmington, NC
 City of Wilson, NC (Wilson Energy)
 Town of Cary, NC
 Town of Flower Mound, TX
 Pitt County (Greenville, NC)

Published Surveys:

ERI Salary Assessor
 American Public Gas Association (APGA)
 Capital Associated Industries, Inc. Wage and
 Salary Survey (CAI)
 North Carolina League of Municipalities Survey
 Watson Wyatt (Professional, Middle
 Management, Supervisory, Clerical, Technical)
 Mercer Surveys (Professional, Clerical,
 Technical)

2015 Benchmark Organizations

2015 Contract Provided for 15 Public Sector Benchmark Organizations

City of Anderson, SC	EMS Only:
City of Concord, NC*	Guilford County EMS (Greensboro, NC)
City of Durham, NC*	Kissimmee, FL EMS*
City of Fayetteville, NC*	
Fayetteville PWC	
Fort Collins, CO Utilities	Published Surveys:
Gainesville, FL Regional Utilities	Towers Watson
City of High Point, NC*	Mercer Surveys (Professional, Clerical, Technical)*
City of Kissimmee, FL / Kissimmee Utility* Authority*	ERI Salary Assessor*
City of Jacksonville, NC*	Capital Associated Industries, Inc. Wage and Salary Survey (CAI)*
Pitt County (Greenville, NC) *	American Public Gas Association (APGA)*
City of Rocky Mount, NC*	American Gas Association (AGA) 2014 Survey
City of Wilmington, NC*	North Carolina League of Municipalities Survey*

*Organizations used in 2010 survey

Geographic Differentials (ERI – Cost of Labor)

CITY OF GREENVILLE, NC AND GREENVILLE UTILITIES COMMISSION GEOGRAPHICAL DIFFERENTIALS FOR BENCHMARK ORGANIZATIONS		
Benchmark Organization	ERI Indicator	Geo Diff %
Greenville, NC	93.6	
Anderson, SC	91.0	2.6%
Concord, NC	98.4	-4.8%
Durham, NC	102.7	-9.1%
Fayetteville PWC	91.6	2.0%
Fayetteville, NC	91.6	2.0%
Fort Collins, CO Utilities	99.5	-5.9%
Gainesville, FL Regional Utilities	93.5	0.1%
Guilford County, NC	96.2	-2.6%
High Point, NC	95.8	-2.2%
Jacksonville, NC	92.8	0.8%
Kissimmee Utility Authority	94.7	-1.1%
Kissimmee, FL	94.7	-1.1%
Pitt County, NC	93.6	0.0%
Rocky Mount, NC	92.1	1.5%
Wilmington, NC	93.6	0.0%
CAI	93.6	0.0%
ERI	93.6	0.0%
Mercer	100.0	-6.4%
Towers Watson	100.0	-6.4%
Completed Survey or Provided Data		
Data from NCLM Survey		

BENCHMARK POSITIONS

2015 Contract Provided for 125 Benchmark Positions

- COG/GUC Selected 125 Benchmark Positions
 - Positions representing every salary grade
 - Positions shared by COG and GUC
 - “Hard to hire” positions
- COG/GUC HR staff wrote job summaries to be included in survey
- Segal Waters distributed/collected participant responses



MARKET ANALYSIS

COG and GUC Compared to Market Adjusted Average Base Salary – General Positions

Base Salary			Grade Midpoint		
Public Sector	Private Sector	All Orgs	Public Sector	Private Sector	All Orgs
104%	95%	102%	103%	96%	101%



MARKET ANALYSIS

COG SWORN POSITIONS	COG Base Salary Compared to Market Geo Adj. Average Base Salary	COG Range Compared to Market Geo Adjusted Average Range	
		Minimum	Maximum
Fire/Rescue	107%	116%	106%
Police	105%	112%	102%

Structure Development Assumptions:

- Primary Market Comparison is based on Market Average Ranges.
- Focus on Market Range Minimums to ensure competitive hiring salaries.
- Current Structure maintained if higher than market.



UTILITIES

- **Ft. Collins Utilities**
 - Electric Distribution – No power generation
 - Water Treatment
 - Waste Water Treatment
 - No Gas

- **Kissimmee Utility Authority**
 - Electric
 - Generation- Ceased in 2012
 - Distribution
 - Water- Operated by Toho Water Authority. Billed by KUA
 - Waste Water- Operated by Toho Water Authority. Billed by KUA

- Gainesville Regional Utilities**
 - Electric
 - Electric Distribution
 - Electric Generation- Deerhaven Generation Plant & JR Kelly Plant
 - Water Treatment Plant
 - Wastewater Treatment Plant
 - Telecommunication Services (Internet)
 - Natural Gas

- Fayetteville Public Works Commission (PWC)**
 - Electric
 - Generation- Butler Warner Generation Plant (265,000 KW)- Leased to Duke Energy Progress
 - Distribution –Purchased from Duke Energy Progress
 - Water Treatment Facility
 - Water Reclamation Facility

MARKET STRUCTURE

- Aged salary data to July, 2015 by 3% based on WorldAtWork statistics¹
- COG/GUC historically uses CAI as comparative index
- CAI projected 2015 structure adjustment is not yet available
 - 2010 – 1.51%
 - 2011 – 1.94%
 - 2012 – 1.84%
 - 2013 – 2.14%
 - 2014 – 2.15%
- WorldAtWork 2015 projected structure adjustment is approximately 2.2% (Nationally and Regionally)

¹Segal Waters uses WorldAtWork data because their Salary Budget Survey is the largest and most trusted resource of salary and structure adjustment data used by compensation professionals nationally and internationally.

GUC/COG Combined Market and Merit Adjustment History

Fiscal Year	Annual		Combined	Market (CAI) ¹	Difference	Cumulative Difference
	Merit	Market				
01/02	2.5%	1.5%	4.0%	4.50%	-0.50%	-0.50%
02/03	0	0	0	4.07%	-4.07%	-4.57%
03/04	1.6%	1.5%	3.1%	3.23%	-0.13%	-4.70%
04/05	3.9%	1.5%	5.4%	3.47%	1.93%	-2.77%
05/06	3.0%	1.5%	4.5%	3.38%	1.12%	-1.65%
06/07	3.0%	1.5%	4.5%	3.40%	1.10%	-0.55%
07/08	3.0%	1.5%	4.5%	3.20%	1.30%	0.75%
08/09	3.0%	1.5%	4.5%	3.40%	1.10%	1.85%
09/10	0	0	0	1.59%	-1.59%	.26%
10/11	0	0	0	1.81%	-1.81%	-1.55%
11/12 ²						
(GUC)	0	1.5%	1.5%	2.30%	-0.80%	-2.35%
(COG)	1.5%	0	1.5%	2.30%	-0.80%	-2.35%
12/13						
(GUC)	1.0%	1.5%	2.5%	2.49%	0.01%	-2.34%
(COG)	2.5%	0	2.5%	2.49%	0.01%	-2.34%
13/14 ³	0 ³	0	0	2.47%	-2.47%	-4.81%
14/15						
(GUC)	0	1.5%	1.5%	2.40%	-9%	-5.71%
(COG)	1.5%	0	1.5%	2.40%	-9%	-5.71%

¹Market (CAI) survey is the average of approximately 450 NC companies including those with zero increases.

²The new pay plan became effective on 7/1/2011; while many jobs did move up or down, relative to other previously comparable jobs, only a limited number of GUC and City employees received pay increases. The pay plan brought salary ranges in line with the current market but actual wages were not impacted to a large degree.

³GUC & COG absorbed 100% of the medical benefits premium increases for FY 13/14. For the City, the increase in funding is the equivalent of a 2.5% market increase for employees.

CAI VS. WORLDATEWORK* HISTORICAL SALARY STRUCTURE ADJUSTMENTS

Employee Group	WORLD AT WORK VS. CAI INDEX ACTUAL SALARY STRUCTURE ADJUSTMENTS											
	WW Actual 2010	CAI Actual 2010	WW Actual 2011	CAI Actual 2011	WW Actual 2012	CAI Actual 2012	WW Actual 2013	CAI Actual 2013	WW Actual 2014	CAI Actual 2014	WW Proj. 2015	CAI Proj. 2015
All Groups Average	1.20%	1.51%	1.50%	1.94%	1.90%	1.84%	1.90%	2.14%	1.90%	2.15%	2.20%	Not Avail

*WorldAtWork Southern Region Data includes Alabama, Arkansas, Florida, Georgia, Louisiana, Mississippi, North Carolina, Oklahoma, South Carolina, Tennessee and Texas.

CAI VS. WORLDATEWORK* HISTORICAL SALARY ADJUSTMENTS

WORLD AT WORK VS. CAI INDEX ACTUAL SALARY ADJUSTMENTS												
Employee Group	WW Actual 2010	CAI Actual 2010	WW Actual 2011	CAI Actual 2011	WW Actual 2012	CAI Actual 2012	WW Actual 2013	CAI Actual 2013	WW Actual 2014	CAI Actual 2014	WW Proj. 2015	CAI Proj. 2015
All Groups Average	2.78%	1.59%	3.00%	1.81%	2.90%	2.30%	3.00%	2.49%	3.00%	2.47%	3.00%	2.70%

*WorldAtWork Southern Region Data includes Alabama, Arkansas, Florida, Georgia, Louisiana, Mississippi, North Carolina, Oklahoma, South Carolina, Tennessee and Texas.

PAY COMPRESSION

Pay compression is the situation that occurs when there is only a small difference in pay between employees regardless of their skills or experience. It is also referred to as salary compression.

Pay compression is the result of the market-rate for a given job outpacing the increases historically given by the organization to high tenured employees. Therefore, newcomers can only be recruited by offering them as much or more than senior professionals.

PAY COMPRESSION

Causes

There are a multitude of reasons behind most incidents of pay compression, such as the following:

- Pay rates of new hires are greater than pay rates of incumbents
- Subordinate pay is greater than supervisor pay. (This typically occurs when the subordinate is overtime eligible.)
- Inefficient merit-pay programs. (In a true merit-based program, the merit pay received should be significantly higher for top performers. In many organizations, that difference is not significant enough to prevent pay compression.)
- During the recession, many organizations were faced with tight fiscal limitations and unable to provide pay increases or very small increases, however, still had to pay to get new talent.

RECOMMENDATIONS

- Salary Structure is competitive; no need to adjust structure at this time;
- Continue to review structure annually to maintain market competitiveness;
- Recommend 39 employees whose base pay is currently below the minimum of the applicable pay range or 5% grade change adjustment* be moved to the minimum (cost impact: \$129,948.10)
 - » Recommend 17 COG employees and 22 GUC employees move to market indicated grade or move in order to maintain job family progression;
- Recommend 148 employees above range minimum receive at least a 1.5% adjustment to minimize current pay compression based on years in the position (cost impact: \$195,055.53);
- Maintain competitiveness going forward by annually adjusting salary structures and base salaries relative to CAI index
- **Total cost impact:**

COG: \$216,605.54 and GUC: \$108,318.09 = \$325,003.63

TOTAL COST IMPACT

**CITY OF GREENVILLE, NC AND GREENVILLE UTILITIES COMMISSION
PAY PLAN IMPLEMENTATION COST SUMMARY
Adjustment to Range Minimum and Compression Adjustment
Based on 1.5% Above Range Minimum for Each Full Year in Position**

	Employee Group			Combined Total
	COG General	Sworn Public Safety	COG Total	
Current Base Salary	\$17,898,899.	\$16,232,074.5	\$34,130,973.	\$57,364,475.
Number of Employees	20	6	76	79
	376	326	702	1,121
Adjustment to Proposed Range Minimum or 5% Grade Change Increase				
Adjustment Percent	\$48,387.04 0.27%	\$0.00 0.00%	\$48,387.04 0.14%	\$81,561.06 0.35%
Number of Employees Receiving Adjustments	17	0	17	39
Percent Receiving Adjustments	4.5%	0.0%	2.4%	3.5%
Compression Adjustment				
Adjustment Percent	\$114,474.44 0.64%	\$53,824.06 0.33%	\$168,298.50 0.49%	\$26,757.03 0.12%
Number of Employees Receiving Adjustments	69	67	136	148
Percent Receiving Adjustments	18.4%	20.6%	19.4%	13.2%
Total Adjustments	\$162,861.48 0.91%	\$53,824.06 0.33%	\$216,685.54 0.63%	\$325,003.63 0.57%
Total Adjustment Percent				
			\$108,318.09 0.47%	

Further Questions

Questions



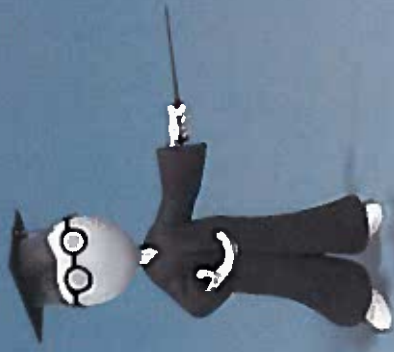
Education Tuition Assistance Program (ETAP)

Purpose of ETAP

- Benefit to all full-time employees
- Provides financial assistance to pursue advanced education and/or degree
- Classes or degree programs must be job-related or provide advancement opportunities within the organization
 - improves internal applicant pool for internal promotions
 - tool for Succession Planning
- Encourages life long learning
- Shows employees that the company values them



Program History



- ETAP introduced in November 1989 - \$600
- Annual limit increased in 1997 - \$800
- Has remained unchanged for 18 years



- Tuition costs have increased
 - * 1997 - \$1,752 (ECU full-time undergraduate)
 - * 2015 - \$6,128
- In 1997, \$800 covered 45% of tuition costs at ECU
- Today, \$800 only covers 13%

ETAP Usage (2010-2014)



**Greenville
Utilities**



Year	Reimbursement Totals	# EEs
2010	\$9,114	13
2011	\$11,148	20
2012	\$8,986	13
2013	\$7,003	10
2014	\$6,103	11
Avg	\$8,471	13.4

Year	Reimbursement Totals	# EEs
2010	\$16,063	25
2011	\$12,394	19
2012	\$10,772	18
2013	\$9,118	15
2014	\$8,691	14
Avg	\$11,408	18.2

Proposed Enhancements to ETAP

Existing	Proposed
Books covered at 50% & tuition covered at 100% (up to annual cap)	Books, tuition & fees covered at 100% (up to annual cap)
Available to regular, full-time employees	Available to regular, full-time employees AND designated part-time 30 hour employees
60 day window to submit paperwork for reimbursement	Option to "advance" applicable ETAP funds to employee; 30 day window to submit supporting documentation after course completion
Employee has no repayment obligation	Employee has a repayment obligation for ETAP funds over 3 year period (<1 year = 100%; 1-2 years = 67%; 2-3 years = 33%); applies only to voluntary resignations

Proposed Enhancements to ETAP

Existing	Proposed
\$800 reimbursement per year	<u>OPTION 1: \$2,700 assistance per year</u> - covers 45% of ECU's full-time, in-state tuition & fees
	<u>OPTION 2: Up to 5 credit hours assistance per semester (\$2,074/year)</u> - currently \$1,037.13 based on ECU's part-time, in-state tuition & fees schedule
	<u>OPTION 3: \$1,600 assistance per year</u> - aligns with average public sector benchmark organizations
	<u>OPTION 4: Annual budgetary cap of \$50,000</u> - any of the above options with an annual organizational cap of \$50,000

Projected Annual Enhanced ETAP

Cost



Greenville
Utilities



5 year average annual usage is 13.4 employees &
\$8,471

UTILIZATION	OPTION 1	OPTION 2	OPTION 3	OPTION 4
Current utilization (13.4 EEs)	\$36,180	\$27,795	\$21,440	\$50,000
15% increase in utilization (15.4 EEs)	\$41,580	\$31,944	\$24,640	\$50,000
25% increase in utilization (16.8 EEs)	\$45,360	\$34,848	\$26,880	\$50,000



5 year average annual usage is 18.2 employees &
\$11,408

UTILIZATION	OPTION 1	OPTION 2	OPTION 3	OPTION 4
Current utilization (18.2 EEs)	\$49,140	\$37,752	\$29,120	\$50,000
15% increase in utilization (20.9 EEs)	\$56,430	\$43,352	\$33,440	\$50,000
25% increase in utilization (22.8 EEs)	\$61,560	\$47,293	\$36,480	\$50,000

Questions?
More Information?





Cigna's Educational Tools

Understanding the Health Savings Account

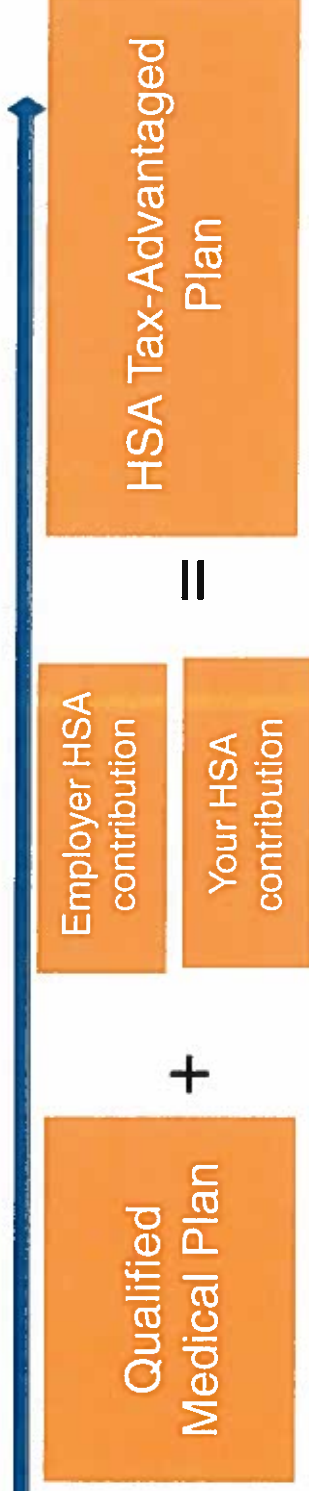
Together, all the way.

2016 Health Plan Offerings

In keeping with the City of Greenville and Greenville Utilities Commission 3-year strategy, there will be three plan offerings for the 2016 plan year.

- Core Plan
- Enhanced Plan
- Health Savings Account Plan (HSA)  New for 2016

WHAT IS A HEALTH SAVINGS ACCOUNT (HSA) PLAN? WHAT IS A QUALIFIED HIGH-DEDUCTIBLE HEALTH PLAN?



- A health savings account plan (HSA) is a tax-exempt account created for the purpose of enabling employees to save money by paying for qualified medical expenses in connection with a High Deductible Health plan.
- A High Deductible Health Plan is a medical plan whose deductible can not be lower than \$1,300 Single and \$2,600 Family
- Your employer contributes and you can too!
- The total 2015 annual contribution limit for employee + employer is:
 - \$3,350 Single Coverage
 - \$6,650 Family Coverage
- Employee and employer money deposited into the HSA is generally not taxable
- All expenses for medical and pharmacy are subject to a common deductible before the plan begins to pay.
- Preventive Care is covered at 100% prior to the deductible being met.
- Once the Out-of-Pocket Maximum is met, the plan pays 100% for covered medical and pharmacy expenses.

2015 Communication Strategy

Communication Type	Distribution Method	Communication Description
Cigna HSA Choice Fund Introductory Letter		Senior Leader HSA Introductory Letter
HSA Train the Trainer Presentation	Onsite Presentation	HSA Presentation for HR Leaders who support employee questions.
Postcard Mailing #1	Home Mailing	What is an HSA and How Does it Work? Communicate information on the May education sessions.
HSA Educational Video Clips	Email and Intranet	HSA Basics and HSA Maximize Your Savings
Postcard Mailing #2	Home Mailing	What is an HSA and How Does it Work? Communicate information on the September employee meetings.
COG and GUC Onsite Education Sessions	Onsite Education Sessions	Detailed claim examples, claim flow and EOB Demonstration of myCIGNAplans.com demo. Question/Answer
Postcard Mailing #3	Home Mailing	November Benefit information.
COG and GUC Cigna Onsite Visits	Onsite Education Sessions	Claim Flow Presentation Demonstration of myCIGNAplans.com demo Question and Answer
COG Benefit Fair	Poster	Benefit Fair/Open Enrollment Meeting Announcement
GUC Benefit Fair	Poster	Benefit Fair/Open Enrollment Meeting Announcement
COG Benefit Fair - Open Enrollment Meetings	Onsite	Four day open enrollment benefit fair
GUC Benefit Fair - Open Enrollment Meetings	Onsite	Open enrollment benefit enrollment meetings
HSA Ecard	Email	HSA Bank Application reminder

UNDERSTAND AND TRACK YOUR HEALTH CARE EXPENSES

Your 24/7 online health account management

- Review your plan coverage
- Check available balances
- Track claims and payments
- Get HSA bank account information
- Manage investment accounts via a link to the bank

The screenshot displays the Cigna Health Savings Account (HSA) management interface. At the top, there are navigation links for 'Home', 'Recently Covered', and 'Health Savings Account (HSA)'. A search bar is located in the top right corner. Below the navigation, there are several menu items: 'REVIEW MY COVERAGE', 'MANAGE CLAIMS & BALANCES', 'FIND A DOCTOR OR SERVICE', 'COSTA MICHIE BALANCE & PARITY', 'ESTIMATE HEALTH CARE COSTS', and 'MANAGE MY HEALTH'. The main content area is titled 'Health Savings Account (HSA)' and includes sections for 'ACCOUNT BALANCE', 'DEDUCTIBLE TRACKER', and 'My Incentive Awards Program'. The 'ACCOUNT BALANCE' section shows the 'Health Savings Account #' and 'Available Cash Balance' as \$4,652.06. The 'DEDUCTIBLE TRACKER' section shows 'Cigna In Network Deductible' as \$4,000 and 'Remaining' as \$3,152.00. The 'My Incentive Awards Program' section provides information on how to track progress and access awards. A 'RELATED LINKS' section at the bottom lists various tools like 'Get Account Updates', 'Health Care Documents', 'Investment Options', 'Eligible and Ineligible HSA Expenses', 'HSA Calculator', 'Understanding My Coverage', 'Request or Cancel HSA Direct Cards', and 'Health Rewards Discounts'. A 'HELP' and 'FAQ' section is also visible.

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2015 Cigna

CIGNA Pre-Enrollment Call Support



- 24 hours a day/7 days a week
- This line is staffed by specialized Cigna Choice Fund team.
- The Pre-Enrollment Information Line provides callers with answers to questions about the benefit, coverage and workings of the Core, Enhanced and Health Savings Account Plan.
- This educational interaction focuses on ensuring the caller has a clear understanding of how an HSA plan work and how they differ from other medical plans.
- Language Line is available to assist non-English speaking customers.

On-Site Educational Sessions



Onsite Employee Education Sessions!

- Train the Trainer Sessions
- What is a Health Savings Account plan and How does it work?
- Detailed claim examples
- Explanation of benefit
- Demonstration of myCignaplans compare tool

Questions?

Continued
to 4/20/15



City of Greenville, North Carolina

Meeting Date: 4/6/2015
Time: 6:00 PM

Title of Item: Contract award to lease parking pay stations and handheld ticket devices

Explanation: **Abstract:** The purpose of this item is to authorize the execution of a contract to lease replacement parking pay stations and handheld ticketing devices used for parking management.

Explanation: Since 2008, the City of Greenville has utilized electronic parking pay stations for parking management of hourly parking in the uptown area. In addition, parking control officers have used handheld ticketing devices to issue parking tickets. Duncan Parking systems are the parking pay station devices currently used and were purchased in 2008 at a cost of \$85,000. Autocite X3 is the brand of parking handheld devices that are used by parking control officers for field use. Six Autocite units were purchased in 2008. Both systems (the Duncan pay stations and Autocite handheld units) are integrated to manage parking.

The Duncan pay stations initially provided good services; however, their performance has been less than stellar over the past several years. In addition, with upcoming changes in technology, the systems will soon be inoperable with no solution to be offered by the vendor. Several other cities that have these units are facing the same dilemma since the Duncan Company is changing its business model from the pay station business. Likewise, of the six handheld ticket devices owned by the City, only four are operable at this time.

Understanding that the existing systems may be cost prohibitive to repair and maintain, a team of staff from the Community Development, Police, Information Technology, Financial Services, and Public Works Departments released a Request for Proposals in November for the acquisition by means of lease or purchase for 12 parking pay stations and 8 handheld ticketing devices. Five responses to the request were received in January 2015, and all five vendors were interviewed by the team in February 2015.

Following a careful evaluation of the systems and technologies presented, the

team felt that the best option for the City is to lease the equipment and to award a contract to Hectronic Inc. Parktrans Systems is the authorized North American distributor of Hectronic parking management systems. The Hectronic systems were determined by the team to be the best system for the City. With the changes in the system, one major advantage will be the ability to recover penalties from out-of-state vehicles which have unpaid parking violations with the use of the pay-by-plate option. The current system does not allow for this and, as a result, represents a loss of revenue collection by the City.

The annual lease costs (for 60 months) for the 12 pay stations and 8 handheld ticketing devices will be \$21,035.26. At the end of the lease period, the City will be able to purchase the equipment for \$1.00. There will be a one-time installation, shipping, configuration, set-up, and training charge of \$8,195.00. Annual back office charges to include data charges, software licensing, and transactions fees are estimated at \$27,541.12 billed monthly. Funds for these charges are currently paid for in both the Police Department and the Community Development Department budgets.

Funds for this will come from redirected funds for wayfinding signage totaling \$49,000 and \$30,000 from the Informational Technology budget for replacement of handheld ticketing devices, totaling \$79,000.

Fiscal Note:

- a. Annualized lease costs of \$21,035.26
- b. Annualized estimated operational cost of \$27,541.12
- c. Total annual costs of \$48,576.38 with a one-time set up cost of \$8,195
- d. Total of all costs for the requested action \$56,771.

Recommendation:

Approve the request to allow the leasing of the equipment and authorize the City Manager to execute the contract.

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Attachments / click to download

 [paystation_equipment images](#)

Smart solutions for both on and off street parking



Citea ticket vending machine with BNA Solar powered

The Citea ticket vending machine is a tailor-made solution for intelligent on-street parking management. The Citea is fitted with a solar panel to guarantee energy-efficient operation. Parking charges can be paid quickly and easily in cash (coin and bill), by card or via mobile phone.

TECHNICAL DATA	Citea with BNA
Dimensions	H 1595 x W 405 x D 311 mm
Weight	Approx. 80 kg depending on configuration
Temperature range	Operating temperature -20°C to +70°C
Display	LCD, backlit
Keypad	Robust piezo keys
Electr. coin validator	16 freely programmable coin types
Coin box	Self-locking for 3200 to 4000 coins (dependent on coin size and weight), overflow protection (programmable)
Cash box	For 1.000 bills
Notes	1, 2, 5, 10, 20, 50 and 100 USD

Comprehensive communication options

The Citea is equipped with a USB, LAN and serial port as standard.

The communication via GSM/GPRS/3G modem or LAN makes it possible to establish a connection with the CityLine back office system to perform remote machine diagnostics and programming.

This means that service calls can be kept to a minimum and trips to empty the machine of money and change paper rolls can be optimally coordinated.

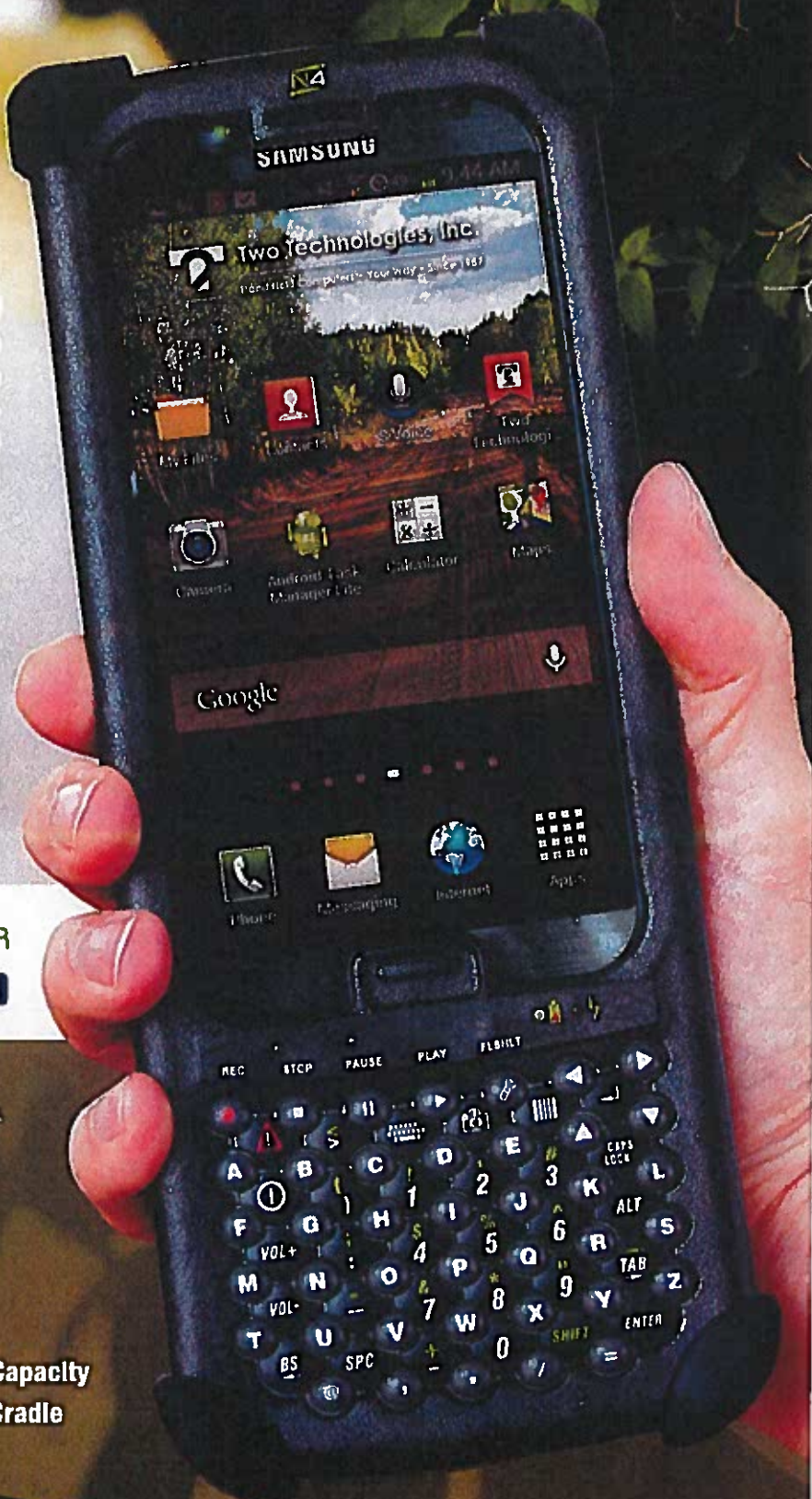
Alarm signals are registered and immediately relayed to CityLine if any unauthorised attempt is made to access the machine or safe.



When it comes to mobile hardware, it's not easy to balance the requirements of a demanding environment with user needs: long battery life, light weight, intuitive keypad and a host of other features.

Meet N4 — a culmination of over twenty-five years of designing ultra-rugged handheld computers. The result? An unprecedented Android device; the first in a series designed specifically for demanding environments. Rain, sleet, snow, sun, mud, and sand; none of which can touch the MIL-STD 810G and IP67 certified exterior of N4 hardware, equipped with the powerful, sleek, and user-friendly Android™ operating system. Hot swappable battery, full 70 key keypad and magnetic stripe reader make the N4 the best in class mobility choice for your team.

Like all Two Technologies products, the N4 can be branded with your company logo, keypad graphics and case color. Now your mobility device can carry your unique brand one step further.



THE COMPROMISE IS OVER **ULTRA RUGGED > MEET ANDROID**



- ▶ Rugged IP67
- ▶ Android v4.4.2
- ▶ Up to 70-Key Keypad, Customizable
- ▶ Magnetic Stripe Reader (3 Channel)
- ▶ Hot-Swappable Battery / Three Shift Capacity
- ▶ Desktop or Vehicle Mounted Drop-In Cradle

N4

www.2T.com

 Two Technologies, Inc.
Hard Held Computers • Your Way • Since 1987

> SPECIFICATIONS



NOT TO SCALE



Display:	5.55 in. Diagonal Super AMOLED 720 x 1280 pixels
Contrast Ratio:	402 nominal, 2,307:1
Touchscreen:	Multi-touch, capacitive, Rain resistant + Inductive Stylus
IP Rating:	Sealed to IP67 (submersible)
Operating temp:	-20° to + 50° C (MIL-STD 810F Method 502.4, MIL-STD 810F Method 501.4)
Charging temp:	0° to + 40° C
Humidity:	5-95% (non-condensing) 810F Method 507.4)
Shock & Vibration:	MIL-STD 810G Method 516.8 & Method 514.8
Weight:	15.6 oz.
Sound:	Vibration, MP3, WAV files, Loudspeaker voice; 70dB / Noise 68dB / Ring 80dB
CPU:	Quad-core 1.6 GHz Cortex-A9, Graphics: Mali-400MP Sensors: Accelerometer, gyro, proximity, compass, Barometer
OS:	Android™ v4.4.2
3G Network:	EVDO 950 / 1800 / 2100
4G Network:	LTE 700
SIM Card:	Micro-SIM
Data:	GPRS, EDGE, 4G LTE
WLAN:	WiFi 802.11 a/b/g/n, dual band, DLNA, WiFi Direct, WiFi Hotspot
Bluetooth:	v4.0 with A2DP, LE, EDR
NFC:	RFID
USB:	microUSB v2.0 (MHL), USB Host
Camera:	Primary: 8MP, 3264 x 2448 pixels, autofocus, LED Flash, Simultaneous Video and Image recording, geo-tagging, touch focus, face detection, Image stabilization
Video:	1080p @ 30fps
Barcode Imaging:	Accusoft 1D/2D
Secondary:	Front facing 1.9MP
Memory:	Internal: 16 GB FLASH, 2GB RAM
Memory Card:	microSD up to 64 GB
Messaging:	SMS, MMS, Email, Rich Mail, IM, RSS
Browser:	HTML5
GPS:	A-GPS, support + GLONASS
Java:	Java MIDP emulator
Batteries:	1) Internal, Li-Ion 3100 mAh
Battery 2:	Hot swappable, 2500 mAh Li-Ion
SAR US:	.28 W/kg (head), .95 W/kg (body)
Keypad:	70 Key Alpha-numeric (No Shift), Backlit
Mag Stripe Reader:	8 Channel, Bi-directional card reader - Security: DES, Triple DES, AES encryption - Management: DUKPT key manager
Hand Strap:	Optional 2" Elastic + Stylus holder
Warranty:	1 year



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Item # 8



City of Greenville, North Carolina

Meeting Date: 4/20/2015
Date time: 7:00 PM

Title of Item: Status of Proposed Tar River Park/Frisbee Golf Area

Explanation: Mayor Allen Thomas requested an item be placed on the April 20th City Council agenda to review the Recreation and Parks Department's public meeting on the proposed Tar River Park/Frisbee Golf Area.

Fiscal Note: No direct cost to discuss the issue.

Recommendation: Discuss the status of the proposed Tar River Park/Frisbee Golf Area as requested by Mayor Thomas.

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City of Greenville, North Carolina

Meeting Date: 4/20/2015
Date time: 7:00 PM

Title of Item: 2015 Bond Referendum

Explanation: Mayor Allen Thomas requested an item be placed on the April 20th City Council agenda to discuss final aspects and adjustments to the 2015 Bond Referendum.

Fiscal Note: No direct cost to discuss the issue.

Recommendation: Discuss the 2015 Bond Referendum as requested by Mayor Thomas.

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City of Greenville, North Carolina

Meeting Date: 4/20/2015
Date time: 7:00 PM

Title of Item: Briefing on State Sales Tax Legislation - SB369

Explanation: Mayor Allen Thomas requested a briefing on SB369 which relates to the State distribution of sales tax and which may have significant impact on the City of Greenville.

Fiscal Note: There is no direct cost to discuss the issue, but there may be a substantial impact on the City of Greenville budget if the State's formula for distributing sales tax is changed.

Recommendation: Discuss the issue as requested by Mayor Thomas.

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