

AGENDA

COMMITTEE ON HUMAN RESOURCES/INSURANCE

August 5, 2008
Aldermen Gatsas, Shea Lopez,
Garrity, Pinard

5:00 P.M.
Aldermanic Chambers
City Hall (3rd Floor)

1. Chairman Gatsas calls the meeting to order.
2. The Clerk calls the roll.
3. Communication from Jane E. Gile, Human Resources Director, recommending the Group Insurance contract with Boston Mutual be extended for one year February 1, 2009, through January 31, 2010 at the current premium rate.
Ladies and Gentlemen, what is your pleasure?
4. Communication from Jane E. Gile, Human Resources Director, recommending that the City of Manchester contracts with American Stop Loss for specific stop loss insurance at the current \$200,000 level for the period of July 1, 2008 through June 30, 2009 at an annual premium of \$470,528.
Ladies and Gentlemen, what is your pleasure?
5. Communication from Jane E. Gile, Human Resources Director, recommending that the Committee upgrade the part-time parking control officer from a salary grade 10 to a salary grade 11; and upgrade the reserve police officer from a salary grade 18 to a salary grade 19.
Ladies and Gentlemen, what is your pleasure?
6. Communication from Jane E. Gile, Human Resources Director, recommending that the Committee approve the addition of Airport Operations Superintendent (salary grade 21) and the addition of one Canine Handler (salary grade 16) to its compliment of authorized positions.
Ladies and Gentlemen, what is your pleasure?

7. Communication from Jane E. Gile, Human Resources Director, recommending that the Board of Mayor and Aldermen authorize a full-time custodian position in the Parking Division (job class 5000, pay grade 8) and that the part-time custodian position be eliminated.
Ladies and Gentlemen, what is your pleasure?

8. Recommendation from Mayor Guinta regarding a time frame for department head vacancies, if available.
Ladies and Gentlemen, what is your pleasure?

9. Recommendation from Thomas Clark, City Solicitor, regarding Section 33.011 Retired Employees; Police on Rehiring, if available.
Ladies and Gentlemen, what is your pleasure?

10. If there is no further business a motion is in order to adjourn.

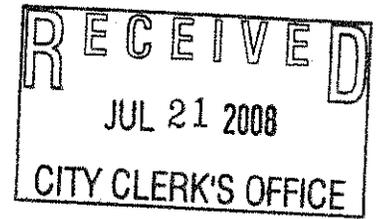


City of Manchester

Human Resources Department

One City Hall Plaza
Manchester, New Hampshire 03101

Tel: (603) 624-6543
Fax: (603) 628-6065



July 18, 2008

Board of Mayor and Aldermen
City of Manchester
One City Hall Plaza
Manchester, NH 03101

Honorable Mayor and Board of Aldermen:

The City of Manchester contracts its Group Life Insurance through Boston Mutual. The policy provides a death benefit of an amount equal to the employee's last yearly base pay, but not to exceed \$50,000 to the named beneficiary or estate should the employee die while employed by the City of Manchester or within up to sixty days after retirement or resignation for health reasons. The benefit is reduced by 50% upon reaching age 70.

As per the conditions of the original contract, the basis life rate was increased to \$.115 per \$1,000 effective February 1, 2008. The City currently is in the final year (February 1, 2008 through January 31, 2009) of the initial rate guarantee set on February 1, 2005.

Boston Mutual is offering to extend the current rate guarantee through January 31, 2010 – an extension of one year. This is a fair offer considering the last three years' loss ratio is 95%, while the target loss ratio is 76%. Should the extension be approved, the next scheduled renewal date is February 1, 2010, rather than February 1, 2009.

The Board of Mayor and Aldermen will need to approve the contract extension.

Recommendation:

That the Board of Mayor and Aldermen extend the City of Manchester's current Group Life Insurance coverage contract with Boston Mutual for one year – February 1, 2009 through January 31, 2010 – at the current premium rate.

Sincerely,

Jane E. Gile, SPHR
Human Resources Director



ROBERT A. DESTO
Second Vice President
Group Underwriting and
Municipal Accounts

February 26, 2008

Mr. Peter A. Cook, Jr.
LifePlus Insurance Agency, Inc.
475 School Street, Suite #5
Marshfield, MA 02050

Re: City of Manchester – Group Policy G-25910

Dear Peter:

As you know, the Basic Life rate was increased to \$.115 per \$1,000 effective February 1, 2008, based on the original rate schedule implemented at the case inception date of February 1, 2005. This current policy year, February 1, 2008 through January 31, 2009, is the final year of the initial rate guarantee established on February 1, 2005.

Based on the latest financial review just completed on this account, our underwriters have agreed to an extension of all current premiums for an additional year beyond the current policy year. As such, all current premium rates as of 2/1/08 will be continued until January 31, 2010. The next scheduled renewal date will be February 1, 2010.

The City of Manchester has been a valued policyholder for Boston Mutual for the past 3 years. We have greatly appreciated the opportunity to provide this important insurance protection to the City and its employees during this time. We look forward to continuing this fine relationship with the City and with LifePlus Insurance Agency for many years to come.

Please feel free to give me a call if you have any questions or need further assistance in any way.

Sincerely,

A handwritten signature in cursive script that reads "Robert A. Desto".

Robert A. Desto
Second Vice President
Group Underwriting and Municipal Accounts

Information to Quote The City of Manchester Group Life Insurance

Renewal Date: 1/31/2009

Current Life Rate: \$0.115/\$1,000
 Current AD&D Rate: \$0.02/\$1,000

Actives = One times salary rounded up to \$50,000 – City pays 100%
 Coverage is reduced by 50% upon reaching age 70. All insurance benefits terminate upon retirement

Optional Program where active employees may choose \$25,000 - \$300,000 in multiples of \$25,000 – to a maximum of five times salary or \$300,000 whichever is less. Coverage is reduced by 50% upon reaching age 70.

< 30	.08
30-34	.09
35-39	.12
40-44	.16
45-49	.22
50-54	.38
55-59	.65
60-64	.89
65-69	1.67
70-74	3.79
75-79	6.99
80-84	10.75
85-89	19.88
90-94	26.94
95 and over	49.96

Guarantee Issue Amount: \$150,000 employee, \$20,000 spouse coverage

Dependent Coverage:

- Spouse – 50% of employees Optional Life Amount to a maximum of \$150,000
- Child (ren) ages 14 days to 6 months: \$500
- Child (ren) ages 6 months, less than 23 years (25 if full time student) 10% of Employee Optional Amount, \$10,000 maximum

- Spouse Optional Life terminates at age 70
- Child(ren) terminates at age 23 or age 25 if a full-time student

Current Dependent Cost Per Family = \$0.17/\$1,000

Life (Included Basic & Optional)

	<u>Premiums</u>	<u>Claims</u>	<u>Loss Ratio</u>
2005	\$183,848	\$200,000	109%
2006	\$217,889	\$284,000	130%
2007	\$236,631	\$125,000	54%
	\$638,368	\$609,000	95%

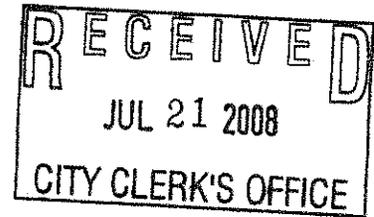


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July 18, 2008

Board of Mayor and Aldermen
City of Manchester
One City Hall Plaza
Manchester, NH 03101

Honorable Mayor and Board of Aldermen:

Based on an analysis of the City of Manchester's re-insurance renewal for July 1, 2008, Jack Sharry, the City's insurance consultant, recommends that the City drops its aggregate stop loss insurance and continues the specific stop loss insurance at the current \$200,000 level. The past health insurance plan year (ending June 30, 2008) resulted in an aggregate shortfall of \$6,000,000. In conversations with Mr. Sharry, it is his contention that very rarely do plans meet or exceed the aggregate and that insuring this coverage can be viewed as unnecessary. The cost for insuring the aggregate is \$67,087.

Mr. Sharry also has reported that the re-insurance renewal was projected at a 20% increase, but the actual renewal proposal reflected a 9.7% increase over last year (the proposal includes both specific and aggregate stop loss insurance).

Thus, based on the recommendation of Mr. Sharry to drop aggregate coverage combined with the lower than anticipated rate increase, the annual premium for re-insurance coverage with American Stop Loss represents a 4% decrease from last year's annual premium.

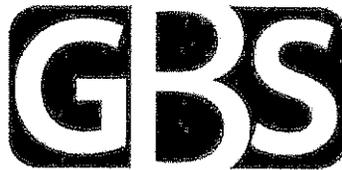
Recommendation:

That the City of Manchester contracts with American Stop Loss for specific stop loss insurance at the current \$200,000 level for the period of July 1, 2008 through June 30, 2009 at an annual premium of \$470,528.

Sincerely,

Jane E. Gile, SPHR
Human Resources Director

15 Midstate Drive, Suite 110
Auburn, MA 01501
www.gbs-consult.com



Group Benefits Strategies

Tel: (508) 832-0490
(800) 229-8008
Fax: (508) 832-0491

July 14, 2008

Ms. Jane Gile
Human Resources Director
City of Manchester
One City Hall Plaza
Manchester, NH 03101

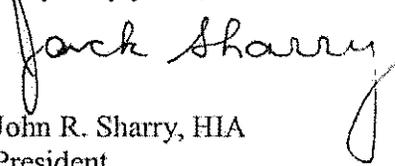
Dear Jane:

Attached please find our analysis of the Stop Loss renewal for July 1, 2008. I'm pleased to report that we were able to negotiate a rate increase below our estimates. We had expected a 20% increase and the renewal came in at 9.7%.

My recommendation is to renew at the current level of \$200,000 and also to drop the aggregate. The year which ended June 30, 2008 resulted in a aggregate shortfall of \$6,000,000. Unless there is a compelling reason to continue, I view the Aggregate coverage as a waste of money (\$67,087).

Please let me know your thoughts as soon as possible. Also, do you have a date yet for me to appear before the Board of Alderman?

Very truly yours,


John R. Sharry, HIA
President

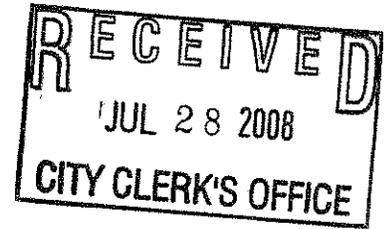


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July 28, 2008

Alderman Ted Gatsas, Chairman
Human Resources and Insurance Committee
One City Hall Plaza
Manchester, NH 03101

Subject: Upgrade PT Parking Control Officer and Reserve Police Officer Positions

Dear Alderman Gatsas and Members of the Committee:

The Parking Control Officer (PCO) and Police Officer (PO) positions are covered by the Manchester Police Patrolman's Association (MPPA) collective bargaining agreement. The MPPA negotiated a one grade up and two steps back compensation agreement that affected both the parking control officer position and the police officer position. As a result, the parking control officer class specification is now positioned in salary grade 11 (from grade 10), and the police officer class specification is a grade 19 (from grade 18).

Although part-time and reserve positions are not subject to the provisions of the collective bargaining agreement, the positions' class specifications are essentially the same. Therefore, salary grades should match the full-time positions as they have done in the past. It was the intent of the prior HR Director that the proposed upgrades be approved by the Human Resources and Insurance Committee.

Recommendation:

That the Human Resources and Insurance Committee upgrade the part-time parking control officer from a salary grade 10 to a salary grade 11; and upgrade the reserve police officer from a salary grade 18 to a salary grade 19.

Your consideration is most appreciated.

Respectfully submitted,

Jane E. Gile, SPHR
Human Resources Director

City of Manchester
New Hampshire

In the year Two Thousand and

eight

AN ORDINANCE

“Amending Section 33.025 (Parking Control Officer & Reserve Police Officer) of the Code of Ordinances of the City of Manchester.”

BE IT ORDAINED, By the Board of Mayor and Aldermen of the City of Manchester, as follows:

SECTION 33.025 COMPENSATION OF POSITIONS be amended as follows:

Change Part-Time Parking Control Officer, Class Code 9160 Grade 10 to Grade 11 non-exempt

Change Part-Time Reserve Police Officer, Class Code 9280 to Grade 18 to Grade 19 non-exempt

This Ordinance shall take effect upon its passage and all Ordinances or parts of Ordinances inconsistent therewith are hereby repealed.

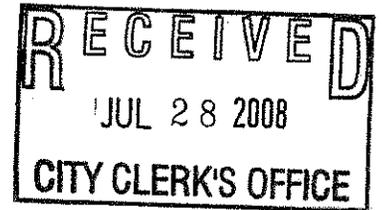


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July 28, 2008

Alderman Ted Gatsas, Chairman
Human Resources and Insurance Committee
One City Hall Plaza
Manchester, NH 03101

RE: Airport Request to Add Airport Operations Superintendent and to Add One Additional Canine Handler

Dear Alderman Gatsas and Members of the Committee:

The Airport is requesting the addition of an Airport Operations Superintendent and one additional Canine Handler to its compliment of authorized positions.

The HR Director concurs with the requests. Airport revenue supports both additions.

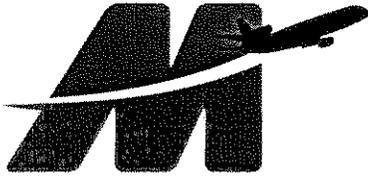
Airport Operations Superintendent (salary grade 21) has not been carried on the Airport's compliment of positions since 2001 when the position was upgraded to Manager, Airport Operations and Facilities (salary 23). The Superintendent position never was eliminated through any action taken by the BMA. The Airport Director reports a need for this position and requests that it be added. The Superintendent is a FLSA exempt position, which means the position is not subject to overtime.

Canine Handler – The Airport has available Homeland Security funding in the amount of \$50,000/year to partially fund an additional explosive detection K-9 team. The airport currently has three teams; this money will support an additional canine handler (salary grade 16), leaving a balance of \$8500 to be absorbed by the airport for remaining salary and benefit costs.

Recommendation: That the HRIC approve the addition of Airport Operations Superintendent (salary grade 21) and the addition of one Canine Handler (salary grade 16) to its compliment of authorized positions.

Respectfully submitted,

Jane E. Gile, SPHR
Human Resources Director



RECEIVED

JUL 25 2008

Manchester·Boston

REGIONAL AIRPORT

MEMORANDUM

DATE: July 24, 2008
TO: Jane Gile, Human Resources Director
FROM: Mark Paul Brewer, Airport Director 
SUBJECT: Board of Mayor and Aldermen Requests

The airport is requesting your support and subsequent action by the Board of Mayor and Aldermen on two Human Resources items:

1. A technical correction to the airport's staffing compliment.

In 2001 the BMA created a new position at the airport entitled Manager, Airport Operations and Facilities. At the time, the position of Airport Operations Superintendent remained on the airport's organization chart, but was not backfilled following an internal promotion of a candidate from Superintendent to Manager.

Records of the BMA action are unclear as to the disposition of the Superintendent position following the creation of the Manager position.

It is the desire of the airport to reflect both positions in its compliment.

2. Add one additional K-9 Officer to the airport's compliment.

The Department of Homeland Security, through the Transportation Security Administration (TSA), provides funding in support of explosive detection K-9 teams. As a medium-hub airport the Manchester-Boston Regional Airport is currently authorized three K-9 teams, which we have. The TSA has, however; offered a fourth team to certain medium hub airports with specific needs including large volumes of cargo. In support of this position TSA will fund \$50,000 per year, leaving approximately \$8,500 for the airport to fund for salary and benefits.

In the interest of public safety and security, the airport requests the addition of one K-9 officer to our compliment.

The airport has the revenues to support both of the above requests.



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July 28, 2008

Alderman Ted Gatsas, Chairman
Human Resources and Insurance Committee
One City Hall Plaza
Manchester, NH 03101

Subject: Parking Division Request to Convert Part-time Position to Full-time

Dear Alderman Gatsas and Members of the Committee:

Brandy Stanley, Parking Manager, is requesting the conversion of one part-time custodian to full-time status. The basis of her request is due to additional duties and responsibilities associated with the parking division that were not anticipated when the PT Custodian position was originally authorized, as well as additional duties that the division will assume in the future, e.g., garage striping, on-street and off-street striping along with on and off street signage installation and parking garage equipment maintenance.

The present position is authorized for 20 hours per week. However, since January 2008, the position has averaged 37 hours per week. Ms. Stanley reports that funding for a full-time position is included in the FY09 budget. She contends that funding a full-time custodian is more efficient and a less costly alternative than scheduling the work with the Traffic Division on an overtime basis.

Projected additional costs associated with converting the 20 hour/week custodian position to full-time - total \$20,669.47. Benefits are based on single coverage.

Salary	Health	Dental	Life	Disability	City Retire	SS/FICA	Total	Benefit %	
\$22,036.13	\$5,170.32	\$341.40	\$35.64	\$28.65	\$3,250.33	\$1,685.76	\$32,548.23	32.30%	FULL-TIME
\$11,018.07	0	0	\$17.82	0		\$842.88	\$11,878.77	7.25%	PART-TIME
\$11,018.07	\$5,170.32	\$341.40	\$17.82	\$28.65	\$3,250.33	\$842.88	\$20,669.47	25.05%	DIFFERENCE

The HR Director supports the Parking Division request. The custodian currently is working almost full-time without the additional duties articulated above. Therefore, the actual additional costs to bring this position to full-time status are due primarily to benefits associated with full-time employment, i.e., health and dental insurance, retirement, life, disability and SS/FICA contributions (\$9651.40).

Recommendation:

That the Board of Mayor and Aldermen authorize a full-time custodian position in the Parking Division (job class 5000, pay grade 8) and that the part-time custodian position is eliminated.

Respectfully submitted,


Jane E. Gile, SPHR
Human Resources Director

CITY OF MANCHESTER

PARKING DIVISION



Brandy Stanley
Parking Manager
bstanley@manchesternh.gov

Brandy Stanley
Parking Manager
bstanley@manchesternh.gov

July 2, 2008

Ms. Jane Gile
Director, Human Resources
City of Manchester
One City Hall Plaza
Manchester, NH 03103

Re: Request to Convert Part Time Maintenance Position to Full Time Maintenance Position

Dear Jane:

Per our conversation this yesterday, this letter constitutes my request to convert our existing part time maintenance position to a full time position. When the position was authorized last year, we did not anticipate some of the additional duties that we have taken on for various reasons outlined below. As a result, the part time employee we filled the position with has been working approximately 39 hours per week. Given the number of hours worked in this position and the additional services we will be taking on ourselves, I am requesting that the part time position be discontinued and replaced with a full time position.

The Traffic Division and the Parking Division continue to work very closely together and have successfully shared resources. Since the two divisions were separated, the relationship has been changing, and we have agreed that some of the smaller and more urgent jobs not requiring an entire Traffic Division crew can be handled by Parking Division personnel. Requests for the Traffic Division's services must be scheduled in advance and typically on an overtime basis, resulting in a higher expense and a delay in getting some things completed.

Additional Duties

- Salting, Sanding and Walkway Shoveling for Lots and Garages
 - While the Traffic Department continues to provide a substantial portion of this service, we have taken over some of this work.
- Brush and Tree Limb Trimming
 - The Traffic Department continues to trim brush and trees around signs, however we occasionally trim small areas as needed.
- Garage Striping and Painting

- These services were previously contracted to outside firms, and it is more cost efficient to perform these services ourselves.
- On-Street and Off-Street Striping Downtown
 - After discussions with Kevin Sheppard, we will be purchasing one of the Traffic Division's older striping machines and will stripe the parking spaces in the downtown area as needed.
 - Off-street striping services have always been contracted to outside firms, however this can be included in our duties once we have the old machine from Traffic.
- On and Off Street Signage Installation
 - We have taken over some of this responsibility (not including placement, removal or relocation of posts) under the oversight and approval of Jim Hoben.
- Parking Garage Equipment Maintenance
 - The installation of new equipment in the garage has required more maintenance of our staff. The automated system has many more components than the old system, and our maintenance people are trained much more extensively on the repair and operation of the system. This has saved us significant dollars and we do not need to place service calls for many of the issues that arise.
- 1155 Elm Street Maintenance
 - Trash pickup, signage installation and cleaning services are now performed by our existing staff on a daily basis.

Please note that the funding for the new position is included in the recently approved FY09 budget. The total additional cost to the Parking Division would be \$9,651.40 annually, however it is significantly less than the amount we would be required to pay the Traffic Department on an overtime basis to stripe the parking stalls in the downtown area.

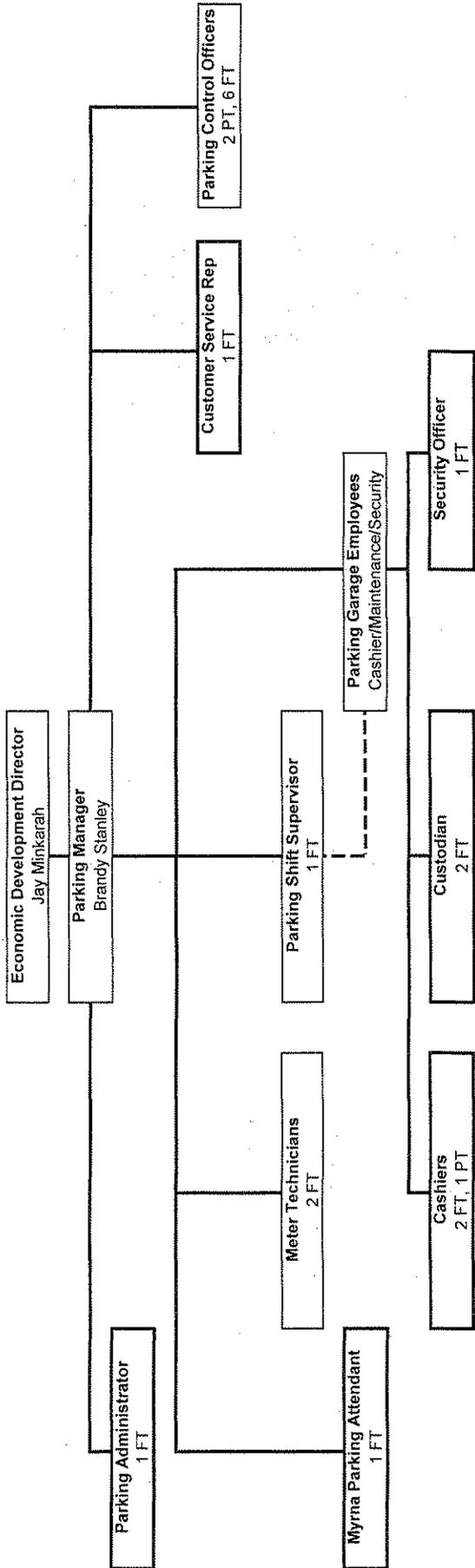
I respectfully request that the existing part time maintenance position (job class 5000, pay grade 8) be eliminated and a new full time maintenance position of the same job class and pay grade be authorized.

Thank you,

Brandy Stanley
Parking Manager

CC: Jay Minkarah
Kevin Sheppard

City of Manchester, Parking Division Proposed Organizational Chart



Glennon,Heather

From: Glennon,Heather
Sent: Thursday, July 31, 2008 9:48 AM
To: Guinta, Frank
Cc: Thomas,Sean; Laliberte,Mark
Subject: REMINDER

Please be advised that the Committee on Human Resources/Insurance will be meeting on Tuesday August 5, 2008. At the last meeting which was held on July 8, 2008 it was requested that you review the current policy on temporary assignments related to acting and interim department heads to come up with a time frame for such vacancies.

If you could forward that to the Clerks office as soon as you have it prepared that would be appreciated.
Thank you,

Heather Freeman
Administrative Assistant III
Office of the City Clerk

From: Glennon,Heather
Sent: Wednesday, July 23, 2008 2:35 PM
To: Guinta, Frank
Subject: Request of the Committee on Human Resources/Insurance

Mayor Guinta,

Please be advised that at the last Committee on Human Resources/Insurance meeting held on July 8, 2008, the Committee requested that you review the current policy on temporary assignments related to acting and interim department heads to come up with a time frame for such vacancies.

Please forward to the Committee on Human Resources/Insurance.
Thank you,

Heather Glennon
Administrative Assistant III
Office of the City Clerk
T: (603) 624-6455 F: (603) 624 6481

Glennon,Heather

From: Glennon,Heather
Sent: Thursday, July 31, 2008 9:52 AM
To: Arnold, Thomas; Clark, Thomas
Subject: REMINDER

Please be advised that the Committee on Human Resources/Insurance will be meeting on Tuesday August 5, 2008. Upon request of the Committee meeting held on July 8, 2008 a memo was sent to Thomas Clark (7/21/08) regarding the Committee's request for a recommendation regarding Section 33.011 Retired Employees; Policy on Rehiring and further that you come up with language for the next municipal ballot regarding vacant department head positions or anticipated vacancies of such positions.

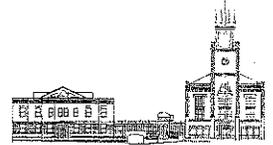
Please forward your recommendation to the Clerks office as soon as you have it prepared.
Thank you,

Heather Freeman
Administrative Assistant III
Office of the City Clerk
T: (603) 624-6455 F: (603) 624 6481



CITY OF MANCHESTER

Office of the City Clerk



Carol A. Johnson
City Clerk

Matthew Normand
Deputy City Clerk

Memo To: Thomas Clark
City Solicitor

From: Heather Glennon
Administrative Assistant III 

Date: July 21, 2008

RE: Request of the Human Resource/Insurance Committee

Please be advised that on a meeting of the Human Resource/Insurance Committee held on June 8, 2008 it was requested that you provide the Committee with a recommendation regarding Section 33.011 Retired Employees; Policy on Rehiring.

The Committee further requests that you come up with language for the next municipal ballot regarding vacant department head positions or anticipated vacancies of such positions.



CITY OF MANCHESTER

Board of Aldermen



MEMORANDUM

TO: Committee on Human Resources/Insurance
Aldermen Gatsas, Shea, Lopez, Garrity, Pinard

FROM: Alderman Lopez *Lopez*
Chairman of the Board

DATE: July 2, 2008

RE: Retired Employees; Policy on Rehiring

At our next meeting of the Committee on Human Resources/Insurance, I would like to have a discussion regarding the current ordinance (Section 33.011) which addresses individuals who have retired from the city, receive a city retirement, and seek reemployment with the City.

§ 33.009 CONTINUANCE OF PENSIONS UPON APPROVAL.

All municipal pensions granted and approved prior to December 31, 1945, and in full force and effect as of that date shall be continued when approved annually in accordance with the provisions of the present laws governing the granting and payment of same.

('71 Code, § 18-8)

§ 33.010 DENIAL OF PENSIONS.

No application for a pension made in accordance with the provisions of existing local pension acts will be considered or approved if submitted by an employee of the city who is eligible for membership in any existing State of New Hampshire retirement system and who neglects to retain membership in such a retirement system on or before the expiration date as provided for this purpose in the act governing the operation of the retirement system.

('71 Code, § 18-9)

§ 33.011 RETIRED EMPLOYEES; POLICY ON REHIRING.

Individuals who have retired from the city service and who are receiving payments from any city retirement or pension plan shall not be reemployed in any city department for more than 29 hours a work week regardless of the funding source. Such part time employees shall not be eligible for any benefits or leave time whatsoever. ('71 Code, § 18-10) (Ord. passed 12-5-72; Am. Ord. passed 2-18-03)

§ 33.012 MAINTENANCE OF PLANS.

(A) *Responsibilities of the Human Resources Director.* The Human Resources Director or the Human Resources and Insurance Committee shall be responsible for the maintenance of the classification and compensation plans, including but not limited to the allocation of new or changed positions, the determination of proper compensation rates

within the provisions of this chapter, maintenance of up-to-date class specifications, class lists, and allocation records, and the preparation of recommendations to the Board of Mayor and Aldermen on revisions to the plans on the basis of changes in duties of positions and in prevailing rates of pay for comparable occupations outside the city service. The Human Resources Director shall develop and implement procedural guidelines for the administration and maintenance of the classification and compensation plans, provided that such procedural guidelines shall conform to all of the requirements and provisions of this chapter. The Human Resources Director may designate members of the Human Resources Department staff to carry out any of the duties and tasks referenced herein, but the responsibility for such duties and tasks shall rest with the Human Resources Director.

(B) *Adjustments to the pay schedule.* The weekly and hourly rates for different classes of positions which are prescribed in the compensation plan shall be changed only upon recommendation of the Human Resources Director or the Human Resources and Insurance Committee and Finance Committee and amendment by the Board of Mayor and Aldermen. Such changes as required may be made annually to become effective on the first day of each fiscal year or at shorter intervals as justified by circumstances. Changes in the compensation plan shall be made in a manner to maintain proper percentage relationships among the classes of positions and to reflect changes in prevailing rates of pay for comparable positions outside the city service.

(C) *Employee request.* Any employee shall have the right to the consideration of any request he may have with respect to the application of the classification and compensation plans to his position. The employee shall initially make his request to the department or office head who shall promptly seek to arrive at a solution which is consistent with the plans and acceptable to the employee. Where the department or office head is unable to resolve such a request in a manner that the employee is willing to accept in writing, the matter shall then be submitted to the Human Resources Director and, if necessary, to the