

As voted by the Board of Trustees and in accordance with the notice of the meeting, the monthly Workshop Meeting of the Board of Trustees of the Portland Water District was held at the District, 225 Douglass Street, Portland, Maine on December 11, 2017. In attendance from staff were Messrs. Crovo, Kane, Wallace, Firmin, Johnson, and Mses. Lewis, Demers, Pelletier, Libby and Katsiaficas.

All Trustees were present.

President Lunt convened the meeting at 6:38 p.m.

1. PWD Focus on Safety.

Donna Libby, Employee Services Safety/Training Consultant and Mindi Pelletier, Employee Services Consultant, gave a talk about Safety and Accident Prevention efforts at PWD.

Mary Demers gave an introduction to the presentation. She explained the roles of her staff in dealing with the safety and workers' compensation program.

Donna Libby took over the presentation. Ms. Libby explained the safety focus of the District. She noted that safety is a team effort. She thanked Jim Wallace and Scott Firmin for supporting the safety efforts of her office. PWD has a Safety Committee. Lock out tag out, fall protection and fleet inspections are areas of focus.

PWD has quarterly safety meetings. Minutes of the meetings are posted on Sharepoint. All facilities have safety boards to post safety information. The Safety Committee has initiated some safety items. These include new PPE gloves. The Committee has reviewed the past 3-year's injury and vehicle incidents to offer insight. Awareness of cell phone safety when driving a PWD vehicle has also been reviewed.

Ms. Libby then gave highlights of the 2017 safety calendar. The calendar includes training about arc flash, confined space, VDT training, respiratory/fit protection, safe driving and fire extinguisher training.

Ms. Libby explained the analysis and documentation process used to review safety issues. Root cause analysis of injuries and incidents is important to reduce the number of injuries at the work place.

New GHS compliance was implemented in 2016. The policy, program and procedures were updated in 2016. Labeling of chemicals is done, and MSDS date sheets are continuously updated.

PWD also provides blood borne pathogen training. Anyone who may be exposed to blood borne pathogens receives the training and is eligible for a Hepatitis B vaccine.

Training is scheduled through an annual calendar and through discussions at monthly meetings. New hires are "on boarded" with safety training when they are first hired.

Trustee Cote asked about entrance physicals and blood testing for new hires who may be exposed to chemicals on the job. Ms. Libby said yes, physicals are required. Vaccines are offered to employees, but it is up to them to follow through. Exit physicals and blood testing are not offered.

PWD has 110 vehicles in the fleet. To date PWD has had 16 auto incidents. Only 5 have been submitted to PWD's insurer. Only one accident involved serious physical injury. Ms. Libby described the accident investigation process.

Hydrant inspections are where PWD experiences the most employee injuries. An analysis was done as to how inspections could be safely done and how injuries occurred. As a result, PWD acquired different tools that would allow the task to be done with less injury.

Ms. Pelletier then took over the presentation to discuss injury management. When someone is injured, they are sent to Bayside Health Center. The injury is followed from the time of injury to time of release for work. PWD's workers' compensation carrier is Maine Municipal Association. Ms. Pelletier works with the injured employee to work through the process and the required forms.

She explained the concept of "mod Rate"- a numeric representation of a business's claim history and safety record as compared to other businesses in the same industry. With respect to PWD, the Mod Rate is presently low--.68 for 2018. This will lead to a \$4,000 premium savings.

Trustee Garrison asked about the classification for the individual positions.

Safety measures keep workers safe and lower worker's comp premiums.

PWD makes the effort to accommodate any and all work restrictions within the employee's job description, and which arise as a result of workers' comp injuries.

Trustee Willey noted that this policy would encourage a worker to see other areas of the organization that they might not normally see.

Ms. Libby concluded by emphasizing the importance of safety to everyone, both on the job and off.

2. Employee Satisfaction Survey.

Mary Demers, Director of Employee Services, presented the results of the Employee Satisfaction Survey.

PWD worked with Market Decisions to perform the customer satisfaction survey. She provided a power point presentation. The beginning of her presentation described the demographics for those responding to the survey.

Employee loyalty and engagement - 43% are extremely likely to recommend PWD as a place to work to a friend or family member. The highest score on the Gallup poll questions was on a question asking if people had the materials and equipment necessary to do their jobs.

Understanding the mission of PWD and work gives a sense of accomplishment were well rated. Employees are not sure their opinions count, and are not always encouraged to try new and innovative ways to do their jobs.

PWD scored high in the area of customer service, with employees believing PWD provides good customer service. PWD also received very high scores in the area of safety.

Employee development and culture – less than half agreed that the performance evaluation process was a meaningful assessment. Employee advancement and in the last 6 months someone spoke to the employee about the employee's progress were rated on the lower end. Learning opportunities, understanding job skills and jobs providing new skills and knowledge were all rated very highly.

Trustee Willey asked about how the performance appraisal process worked. Ms. Demers explained the annual evaluation. She explained union workers' raises are determined by the labor contract. Non-union worker raises are made based on the annual evaluation.

With respect to culture, many people believed their co-workers are committed and do quality work. The lowest scores were in the consistency of applying policies across the departments, and going above and beyond is rewarded.

Ms. Demers then moved to a review of the responses about management, and total compensation and benefits. In terms of ranking, most people said pay was most important, followed by medical insurance.

Trustee Willey asked about the turnover rate. He asked if it was still low. Ms. Demers said it was still low, but when we lose employees, it is often over money. She noted it is a tight labor market right now.

Employees by and large were happy with PWD's medical plan.

Ms. Demers then provided demographic charts that corresponded with the competitive pay and benefits issues. She also provided a comparison of employee concerns from the 2013, 2015 and the 2017 employee surveys.

Trustee Grant asked how does PWD compare to other companies. He asked if all employees say they don't get paid enough. Ms. Demers said that was a good question; it was hard to know.

Trustee Willey asked to have the results on the Gallup questions put into percentages.

3. Other Business

Business meeting is December 18, 2017.

Nomination papers for the Portland election will be available February 5.

Christmas cards were distributed to employees.

Trustee Willey asked for production of a general workshop agenda for the 2018 calendar year.

4. Adjourn.

Meeting was adjourned at 8:00 p.m.

Submitted by,

Donna M. Katsiaficas, Esq.
Clerk