



WORK SESSION
TOWN HALL COUNCIL CHAMBERS
MONDAY, JULY 22, 2024 AT 6:00 PM

<https://us02web.zoom.us/j/87924027111>

AGENDA

CALL TO ORDER

DISCUSSION ITEMS

- [1.](#) Review of language policy (*Linda Gaddy*)
- [2.](#) Review of 911 Telecommunicators Career Path (*Linda Gaddy*)
3. Closed Session: Pursuant to NCGS 143.318.11 (10) - *to view a recording release pursuant to GS 132-1.4A and discuss personnel matters*

ADJOURN

If you require any type of reasonable accommodation as a result of physical, sensory, or mental disability in order to participate in this meeting, please contact Lisa Snyder, Clerk of Council, at 704-889-2291 or lsnyder@pinevillenc.gov. Three days' notice is required.

Memorandum



To: Mayor and Town Council
From: Linda Gaddy
Date: 7/18/2024
Re: Bilingual Incentive plan

Human Resources is pleased to give you an update on the previously approved plan to begin a bilingual program and pay incentive for employees.

Please find the following update and supporting documents.

Policy/plan highlights:

Employees who agree to use their bilingual skills for the Town as needed by any department are eligible for a pay premium as long as they agree to stay in the program. They will receive a 5% pay increase as long as they are active in the program.


They apply by submitting a request form and signing the policy. After testing for oral proficiency by a third-party expert language testing service, and meeting at least the minimum oral proficiency standard that we have set, the employee will be approved to be on the Town's list of interpreters.

An approved list of languages that are known to be spoken by Pineville residents, and modeled after the list currently used by the City of Charlotte has been adopted.

We currently have very few bilingual employees, but we that hope this will incentivize others for both retention and recruiting, as well as make them more valuable to the Town.

The announcement and invitation to employees to apply for this is planned go out in the next week.

Linda Gaddy

	Town of Pineville Procedures, Supplemental Policies & Practices
Bilingual Incentive Pay Policy	
Effective Date: 7/24/2024	Section:
Revision Date: NEW	Policy #:

Policy Purpose:

This policy establishes an incentive pay program for employees to receive additional compensation for bilingual proficiency and their availability to use that for the Town’s needs. The Town will utilize these employees as interpreters or translators as needed to facilitate communications in a fair and impartial manner with the public. The pay amount and the qualifications can change from time to time as approved or disapproved by the Town and Town Council, or the program can be ended by vote of Council.

Scope

Any fulltime employee is eligible to qualify for this incentive pay if they agree to the conditions and meet the qualifications.


Procedure:

An employee will request this designation and pay incentive by completing a request form and shall be tested for proficiency by the Town’s approved testing provider. They must have the form signed by their Department Director and Human Resources. Either the Dept. Director or Human Resources will ensure that the employee understands the commitment to the Town and the qualification procedure.

Human Resources is responsible for scheduling the proficiency test and verifying that the employee scored at least an “Advanced Low” level of proficiency on the test. Human Resources will notify the Director when the employee has qualified and will have the employee sign this policy before they are designated as an interpreter for the Town.

Human Resources will document the pay raise with a Personnel Transaction Form signed by the Department Director, Human Resources, the Town Manager and the Finance Director, and then make the change to the employees payrate and submit to payroll for processing on the next available pay date.

Human Resources will be responsible for maintaining the list of approved interpreters/translators. Should any translation needs arise for Town business, Human Resources will utilize the list to secure a translator. In addition, certified bilingual employees may be requested to work during periods of a Town emergency for response and recovery efforts. During these times, employees will be paid according to Town pay policies outlined in the Employee Handbook.

	Town of Pineville Procedures, Supplemental Policies & Practices
Bilingual Incentive Pay Policy	
Effective Date: 7/24/2024	Section:
Revision Date: NEW	Policy #:

Translator – translating is defined as converting written documents between languages.

Sworn law enforcement officer – Certified by the State Commission and sworn-in by the Town of Pineville Police with job title currently approved in the Police Pay and Classification Plan.

Pay Plan – the currently adopted pay and classification plan(s) in place adopted by the Town and approved by Town Council.

Step – One step progression on the Police Pay and Classification Plan. Currently equivalent to 2.5%.

Cross-policy References:
 Town of Pineville Employee Handbook of Policies
 Police General Orders

Town of Pineville Approved Second Languages

Spanish

Vietnamese

Chinese

Arabic

Tamil *

Telugu **

Tai languages

Hindi

Russian

* South Asia: includes Afghanistan, Bangladesh, Bhutan, India, the Maldives, Nepal, Pakistan, and Sri Lanka

** Indian states of Andhra Pradesh and Telangana

Memorandum



To: Mayor and Town Council
From: Linda Gaddy
Date: 7/18/2024
Re: 911 Telecommunicator career ladder program

Human Resources is pleased to give you an update on the previously approved plan to begin a 911 Telecommunicator career ladder program.

Please find the following update and supporting documents.

Policy/plan highlights:

We have created a career plan and steps for Telecommunicators in order to motivate and reward them for acquiring both training and certifications, as well as years of experience as a Telecommunicator in our call center. There are two career paths, one for those who do not desire to become a supervisor, and one for those who would like to progress toward becoming a supervisor.

There are now four levels of telecommunicators (added three) and two levels of supervisors (already existing). The requirements to progress to each and the accompanying pay increase are listed in the policy and in the job descriptions. Note that Telecommunicator III requires that person to be a trainer “CTO” and complete the Training Officer Certification course. This is important because we train many of our new hires ourselves.

Staff apply by submitting a request form and providing proof of training or certification. Because these are new job titles, they needed to be added to the Classification and Pay Plan.

The 911 supervisor is collecting applications and supporting documents from current staff. Those that already qualify for a more advanced position will be reclassified and given the accompanying pay increase in the next few weeks.

We believe that this will provide an incentive to current staff to advance their career with us, and will show that there are career paths available to job seekers.

Linda Gaddy

Pineville Police Department Communications Division
Career Development Program Application

Employee Name: _____

Date Submitted: _____

Hire Date: _____ Years of Service with Other Agency: _____

Current Position: Probationary Telecommunicator _____

Telecommunicator I _____

Telecommunicator II _____

Telecommunicator III _____

Date Started in Current Position: _____

Position Applying For: Telecommunicator I _____

Telecommunicator II _____

Telecommunicator III _____

Senior Telecommunicator _____

No Negative Employee Records, no disciplinary action or the subject of Internal Affairs Investigations (sustained) within the last year? Yes _____ No _____

Minimum ratings of "Meets Expectations" on the latest performance evaluation?

Yes _____ No _____

Has all required In-Service Training been completed? Yes _____ No _____

Attach copies of training certificates satisfying education and training requirements.

Employee Signature: _____

Date: _____

<p>Pineville Police Department – Communications Manual Career Development Effective Date: 07-01-2024 Last Revision Date: 06-07-2024</p>
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One of the most important steps in developing telecommunicators is the provision of opportunities for employees to develop their knowledge, skills, and abilities. Career development enables personnel to transition from their employment being a job to it being a career. In the long term, successful career development will provide improved service, reduced turnover and lower training cost for the division.

A. Purpose

The purpose of this section is to establish a clear and concise guideline for Career Development available to Communications Division personnel and the process by which employees will transition from one position to the next. The program provides recognition of accomplishments and financial incentives for Telecommunications employees from Probationary Telecommunicator to Senior Telecommunicator or Communications Supervisor.

B. Positions

The Career Development Plan consists of two career paths, Senior Telecommunicator and Supervisor. The positions are as follows:

<p><u>Senior Telecommunicator</u> Probationary Telecommunicator Telecommunicator I Telecommunicator II Telecommunicator III Senior Telecommunicator</p>	<p><u>Supervisor</u> Probationary Telecommunicator Telecommunicator I Telecommunicator II Telecommunicator II Assistant Supervisor Supervisor</p>
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C. Voluntary Participation

The Pineville Police Department Communications Division Career Development Plan is voluntary. The employee chooses whether to participate and how far they wish to advance in the program. Because Career Development is a voluntary program, the employee is responsible for documenting and submitting all their activities for program credit.

D. Definitions

- APCO: Association of Public Safety Communications Officials
- COLA: Cost of living adjustment

- Certified Training Officer (CTO): A certified training officer for telecommunications who operates as a field training officer in the Communications Division.
- Credit: The Career Development Program allows credit for your experiences at the Pineville Police Department and conditionally, where listed, for prior experience. Training classes that were taken while at another agency may be used to satisfy the training requirement.
- NENA: National Emergency Number Association
- NIMS: National Incident Management System
- OJT: On the job training.

E. Position Requirements

Probationary Telecommunicator (PTC)

Telecommunicators are considered on probation for six months after the beginning of their employment. Release of Probationary Telecommunicators is at the discretion of the Communications Supervisor based on the recommendation of the Training Supervisor. Telecommunicators in this class must:

- Successfully complete the APCO Telecommunicator Training Program (OJT)
- Obtain certification from the Division of Criminal Information (DCI) in Modules 1-3.

The probation period for this level may be extended beyond 6 months at the discretion of the Communications Supervisor based on the recommendation of the Training Supervisor.

Telecommunicator I

Employees will be considered for this level once the above qualifications are met, in addition to the following:

- Eighteen months full-time experience within the Pineville Police Communications Division
- Obtain Telecommunicator Certification with the North Carolina Sheriffs' Training and Standards Division
- Complete the federal NIMS training courses ICS 100, ICS 200 and ICS 700

- Must maintain a Quality Assurance Review average of 85 or higher for Call Taking and an average of 85 or higher for Dispatching
- Has minimum ratings of “Meets Expectations” on the latest performance evaluation and shows upward movement
- No Negative Employee Records, no disciplinary action or the subject of Internal Affairs Investigations within the last year

Telecommunicator II

Employees will be considered for this level once the above qualifications are met, in addition to the following:

- Three years’ full-time experience within the Pineville Police Department Communications Division
- Successful completion of a total of 80 non-repetitive training hours in addition to mandated training
- Must maintain a Quality Assurance Review average of 90 or higher for Call Taking and 90 or higher for Dispatching
- No Negative Employee Records, no disciplinary action or the subject of Internal Affairs Investigations within the last year

Telecommunicator III

Employees will be considered for this level once the above qualifications are met in addition to the following:

- Successful completion of the APCO Communications Training Officer Certification course
- Successful completion of a total of 80 non-repetitive training hours in addition to mandated training
- No Negative Employee Records, no disciplinary action, or the subject of Internal Affairs Investigations within the last year.

Senior Telecommunicator

Employees will be considered for this level once the above qualifications are met in addition to the following:

- Eight years’ full-time experience within the Pineville Police Department Communications Division or similar Public Safety Communications experience.

- Complete the federal NIMS training courses ICS 300 and ICS 400.
- Successful completion of a total of 120 non-repetitive training hours in addition to mandated training.
- Completes special assignments given by supervisors
- No Negative Employee Records, no disciplinary action, or the subject of Internal Affairs Investigations within the last year

The positions of Assistant Communications Supervisor and Communications Supervisor will only be considered if there is an opening for each position. Candidates must submit an interest letter and may be required to complete a panel interview in addition to the requirements below.

Assistant Communications Supervisor

This position will serve as the Assistant Communications Supervisor and oversee the day-to-day operations of the Communications Center and will report to the Communications Supervisor. General duties will include scheduling and ensuring telecommunicators follow all Department policies and procedures. Employees will be considered for this level once all criteria are met for Telecommunicator I, II and III in addition to the following:

- Successful completion of the APCO Communications Supervisor Certification course
- Complete the federal NIMS training courses ICS 300 and ICS 400
- Meets the requirements of the current job description

Communications Supervisor

Employees will be considered for this level once the Assistant Communications Supervisor qualifications have been met in addition to the following:

- Five years' experience within the Pineville Police Department's Communications Division or similar public safety communications experience
- Successful Completion of the North Carolina Public Safety Answering Point (PSAP) Manager Program offered by Richmond Community College (In the event that this course is no longer offered, successful completion of a management program offered by APCO, NENA or other

educational entity is required at the discretion of the Chief of Police or their designee.)

F. Financial Incentives

While this career development program offers Communications personnel professional growth, there are financial incentives that go along with each position. These incentives are in addition to any COLA or performance review pay increases. Employees must submit a completed Career Development Program Application for each position to the Communications Supervisor. The Career Development Program is a tiered program. All requirements for one position must be met before consideration for the next position, regardless of tenure. The pay increases for each position are listed below:

Telecommunicator I	5%
Telecommunicator II	5%
Telecommunicator III	2 ½% in addition to daily CTO pay
Senior Telecommunicator	10%
Assistant Communications Supervisor	Follows current pay raise policy
Communications Supervisor	Follows current pay raise policy

Town of Pineville Classification & Pay Plan

2024-2025

Salary Grade	Job Title	FLSA Status	Min. 80% MP	Midpoint	Max 120% MP
11	Recreation Assistant	NE	\$31,077	\$38,846	\$46,615
12	Receptionist	NE	\$32,630	\$40,788	\$48,945
13	Customer Service Representative	NE	\$34,262	\$42,828	\$51,393
	Maintenance Technician	NE	\$34,262	\$42,828	\$51,393
	Parks Maintenance Technician I	NE	\$34,262	\$42,828	\$51,393
	Storm Water Technician	NE	\$34,262	\$42,828	\$51,393
14	Senior Customer Service Representative	NE	\$35,975	\$44,968	\$53,962
	Senior Storm Water Technician	NE	\$35,975	\$44,968	\$53,962
	Apprentice Systems Technician	NE	\$35,975	\$44,968	\$53,962
	Parks Maintenance Technician II	NE	\$35,975	\$44,968	\$53,962
15	Billing & Collection Coordinator	NE	\$37,773	\$47,216	\$56,659
	Administrative Assistant	NE	\$37,773	\$47,216	\$56,659
	Police Records Clerk	NE	\$37,773	\$47,216	\$56,659
	Accounting Technician	NE	\$37,773	\$47,216	\$56,659
	Equipment Operator	NE	\$37,773	\$47,216	\$56,659
	Senior Parks Maintenance Technician	NE	\$37,773	\$47,216	\$56,659
16	Probationary Telecommunicator	NE	\$39,662	\$49,577	\$59,492
	Telecommunicator I	NE	\$39,662	\$49,577	\$59,492
	Property & Evidence Technician	NE	\$39,662	\$49,577	\$59,492
	Administrative Technician	NE	\$39,662	\$49,577	\$59,492
17	Senior Accounting Technician	NE	\$41,646	\$52,057	\$62,468
	Systems Technician	NE	\$41,646	\$52,057	\$62,468
	Code Enforcement Officer	NE	\$41,646	\$52,057	\$62,468
	Records & Accrediation Manager	NE	\$41,646	\$52,057	\$62,468
	Telecommunicator II	NE	\$41,646	\$52,057	\$62,468
	Telecommunicator III	NE	\$41,646	\$52,057	\$62,468
18	Building Maintenance Technician	NE	\$43,727	\$54,658	\$65,590
	Fleet Manager	NE	\$43,727	\$54,658	\$65,590
	Senior Telecommunicator	NE	\$43,727	\$54,658	\$65,590
	Assistant Telecommunications Supervisor	NE	\$43,727	\$54,658	\$65,590
19	Athletic Coordinator	NE	\$45,914	\$57,392	\$68,871
	Planning Technician	NE	\$45,914	\$57,392	\$68,871
	Program Events Coordinator	NE	\$45,914	\$57,392	\$68,871
	Special Events Coordinator	NE	\$45,914	\$57,392	\$68,871
	Human Resource Assistant	NE	\$45,914	\$57,392	\$68,871
	Budget Procurement Management Analyst	NE	\$45,914	\$57,392	\$68,871
	Community Relations & Communications Specialist	NE	\$45,914	\$57,392	\$68,871
20	Planner	NE	\$48,209	\$60,261	\$72,313
	Public Works Crew Leader	NE	\$48,209	\$60,261	\$72,313

Town of Pineville Classification & Pay Plan

2024-2025

Salary Grade	Job Title	FLSA Status	Min. 80% MP	Midpoint	Max 120% MP
	Parks Maintenance Crew Leader	NE	\$48,209	\$60,261	\$72,313
	Building Maintenance Supervisor	NE	\$48,209	\$60,261	\$72,313
	Sr. System Tech/Assistant Tech Supervisor	NE	\$48,209	\$60,261	\$72,313
	Telecommunications Supervisor	Exempt	\$48,209	\$60,261	\$72,313
21	Crime Analyst	NE	\$50,619	\$63,274	\$75,929
	Accountant	Exempt	\$50,619	\$63,274	\$75,929
22			\$53,151	\$66,438	\$79,726
23			\$55,808	\$69,760	\$83,712
24	Town Clerk	Exempt	\$58,599	\$73,248	\$87,898
	Central Office Database Technician	NE	\$58,599	\$73,248	\$87,898
25	Network Database Technician	NE	\$61,528	\$76,910	\$92,292
	Systems Tech Supervisor	NE	\$61,528	\$76,910	\$92,292
26			\$64,604	\$80,755	\$96,906
27			\$67,834	\$84,793	\$101,751
28			\$71,226	\$89,033	\$106,839
29	Human Resources Director	Exempt	\$74,787	\$93,484	\$112,181
30	Parks & Recreation Director	Exempt	\$78,527	\$98,159	\$117,790
	Public Works Director	Exempt	\$78,527	\$98,159	\$117,790
31	Planning Director	Exempt	\$82,453	\$103,066	\$123,679
32	Telecommunications Director	Exempt	\$86,575	\$108,219	\$129,863
33		Exempt	\$90,905	\$113,631	\$136,357
34	Finance Director	Exempt	\$95,450	\$119,313	\$143,176
35		Exempt	\$100,223	\$125,278	\$150,334
36		Exempt	\$105,234	\$131,542	\$157,851
	Town Manager	Exempt	\$127,623	\$159,529	\$191,435