

In 2025 we began leaving anonymous questions available between all staff meetings and encouraged employees to continue submitting questions. We continue to be committed to answering these questions. Please see a list of all below and continue to submit your questions.

Topic: Benefits & Compensation

Q: City Wide Staff Meeting Follow-Up-- The head of finance (sorry, forgot his name) also gave a brief report about changes to varied employees, what are the changes and what would the results look like?

A: A 2% market adjustment for Regular, Variable and Non-Sworn Police employees will go into effect January 2026. There was also an increase to the variable salaries budget to allow staff to attend or complete trainings and employee events in 2026.

Q: When will the City Update our retirement plans with Mission Squared to allow employee contributions to the 401 to be increased so that the 401 and 457 could both be maxed out as legally permitted by IRS rules? Mission squared has previously informed me that hard locking employees into the default 401 contribution rate is a limit the City has placed on our retirement plans not something mission squared has enforced.

A: The 401(a) plan is a defined contribution plan that, under IRS rules, mandates all participants contribute the same percentage of their income. While the City determines this contribution amount, it must be applied uniformly to all employees. The regulations do not permit individuals to increase their own contributions; only the City has the authority to increase the contribution percentage for the entire group.

Should an employee wish to contribute more of their income to retirement than what is set through the 401(a), voluntary options include the 457 and Roth plans. These alternative plans each have their own contribution limits and rules, offering additional avenues to save for retirement.

If you have further questions, you are welcome to schedule an appointment with the City's MissionSquare representative Zach Pitman, and he can explain the plan rules and regulations in more detail: Zach Pitman | 202-759-7268 | zpitman@missionsq.org.

Q: At the all staff meeting on 9/17 the finance team mentioned that the city will be implementing cost of living adjustments to pay, is there anyway to know how much that adjustment is? Similarly, is there a place I can see the amount and reason for pay adjustments over time?

A: A 2% market adjustment for Regular, Variable and Non-Sworn Police employees will go into effect January 2026. Yes, historical Market and Merit adjustments were presented to City Council at the July 23, 2025 Budget Retreat, specifically Slide #42. Link <https://www.louisvilleco.gov/home/showpublisheddocument/45676/638884453835570000>

Q: Is the city considering extending benefits to variable time employees?

A: The City reviews current benefits offerings on an annual basis. Benefits offered to variable staff are included in this review and something the City Manager's Office anticipates intentionally revisiting in the coming budget cycles. In recent years, the City has extended Employee Assistance Program (EAP) benefits, Paid Leave Bank (PLB), and Paid Sick Leave (PSL) benefits to variable employees. For the full list of benefits and discounts available to variable staff, please use this link:

<https://www.louisvilleco.gov/local-government/government/departments/variable-employee-benefits-guide/-fsiteid-1#!/>

Q: At the all staff meeting on 9/17 the finance dept. slide mentioned that variable employee hours would be increased to allow for more time to complete required trainings. How will the hour limits be changed? Will there be a specific process for denoting time used for training rather than work purposes?

A: The variable salaries budget was increased by 2% to allow variable staff to attend trainings and employee events in 2026. Employees will need to work with their supervisor for approval to attend trainings or employee events. Approved time for training or events should be noted in the comments section of Executime/Time & Attendance.

Q: Thank you for providing a survey on health insurance. Is there an update?

A: Yes! The survey is complete, and the results were shared at the All Staff Meeting on September 17, 2025. You can find the full results on the HR HUB/Benefits page. HR is actively working with City leadership to review the results and analyze our options. We are currently reviewing plan designs and cost options from four healthcare providers and three dental providers. Your survey results will be a significant factor in the decision-making process. Final options and recommendations will be reviewed with City leadership, and the final decisions will be communicated for Open Enrollment, from November 3 to 13.

Topic: Employee & Public Engagement

Q: I visit the pool often and have really missed the chairs and tables. As an older woman, the current seating is hard to use, though I love the colors. Last Friday during Rain's class, I saw a man with a toe injury who had to sit in the lifeguard chair for treatment because there were no chairs available, and an extra lifeguard had to be called. For safety and accessibility, I think it's important to bring the chairs and tables back as they were before. Thank you for considering this.

A: We understand that the new style can feel a bit different, especially when it comes to getting in and out of the chairs. This first delivery was a partial order so we could determine which pieces would be of greatest need. Additional items are on the way, and we'll keep accessibility in mind as we finalize the next phase of furniture. The plan is to place various pieces (chairs of both heights and tables) throughout the aquatics area. We anticipate new furniture to arrive in October. When our staff assisted in the incident referred to, we did have a lifeguard chair and handicap accessible chairlift right next to the pool. Our staff procedure for medical response involves using the nearest seat available. This does mean we will sit someone on a bench or in a handicap chairlift seat if that is the nearest chair as opposed to taking the extra time to go retrieve a chair meant for the public and risk someone falling when it could be avoided. We are happy to report our staff followed procedure in the situation mentioned.

Q: Many patrons have expressed the need for a community bulletin board other than local and non-profit events— is there already a plan in place or is this a project we can consider?

A: There are no plans in the works for any physical bulletin boards that display community events or postings. The City website calendar is the centralized location where all city and city-sponsored events, as well as partner events, are posted. As far as a community-driven events calendar or virtual bulletin board, this is a new request for this group and we would be curious to hear more about the need. It is important to keep in mind, if created, the City has little ability to regulate what is posted in that space.

Topic: Organizational Culture & Development

Q: Is there an employee recognition program where we can nominate others for their great work?

A: The City's ICARE Employee Recognition program was put on hold in the fall of 2023. HR anticipates relaunching this initiative. We will be engaging staff as we explore new ideas for employee recognition and the best ways to implement them. Stay tuned for updates as we build a bigger and better program!

Q: Has there been a decision made about HR Director?

A: The following announcement was made on September 29:

We are excited to announce that we have selected Jeff Monzingo as Louisville's new Human Resources Director. Mr. Monzingo brings three decades of local government experience with nearly 30 years in Arvada where he rose to the rank of Commander in the Arvada Police Department before transitioning to human resources. We believe his leadership approach will be a good fit for the organization and look forward to working with him and the entire HR team. His start date is November 3rd, and we will schedule a meet and greet. Keep an eye out for him in your team meetings and at your facilities. Please also join us in thanking Robin for her stellar service as our interim Human Resources Director. Robin stepped into the role in a challenging time of transition and with her team has led improvements such as launching the HUB site, launching NeoGov Learn, and the first phase of personnel policy updates.

Q: Many long-term part-time employees often feel left out of employee gatherings and appreciation events, and we don't always have access to the same information as other city employees. This can create a sense of being overlooked or undervalued. Is there an effort underway to ensure part-time employees feel more included and connected to the broader city employee community?

A: Yes, the City is working to increase inclusion in events, such as the recent inclusion in the All Staff Meeting and highlighting PT Employee tenure, and to communicate in a variety of manners to reach as many employees as possible. In 2026, the HR team has worked to increase training opportunities and in 2024 benefits opportunities for these team members were increased. There is no one item that can remedy all. We welcome and encourage feedback, and recommendations, on how to improve in this area.

Q: Has the new City Manager evaluated allowing dogs in the workplace and changing old policies?

A: There has been a request to allow dogs in the workplace at City Hall. Community Development is taking the lead to conduct an informal survey of City Hall employees to determine concerns. Once that survey is completed, the results will be reviewed, in collaboration with Human Resources, for further consideration. I (Diana) have not heard of any requests for other work locations.

Topic: Workplace Operations, Policies & Procedures

Q: City Wide Staff Meeting Follow-Up-- Paulina mentioned that she would also send instructions on how to encrypt emails using Barracuda, is this software that is already uploaded at Louisville Library computers?

A: Sorry for any confusion! Barracuda email encryption isn't something that's installed directly on library or city computers. Instead, it's tied to each individual City of Louisville email account.

If you need to send an encrypted email, you'll use the Barracuda plug-in within Microsoft Outlook. When you create a new email, you'll see an "Encrypt Message" button in the ribbon at the top. Just click that before sending, and your message will be encrypted. A couple of notes: You'll need an active Microsoft 365 license for the encryption option to appear. Step-by-step instructions are available in the document I mentioned at the City-Wide Staff Meeting that is posted here on the HUB for easy access.

<https://louisvilleco1.sharepoint.com/sites/IT/Shared%20Documents/Forms/AllItems.aspx?id=%2Fsites%2FIT%2FShared%20Documents%2FSend%20Encrypted%20Messages%20with%20Barracuda%20Outlook%20Plugin%2Epdf&parent=%2Fsites%2FIT%2FShared%20Documents&p=true&ga=1>

Q: The current version of our check request and vendor payment process is cumbersome, rife with delays, difficult to audit, includes many points for human error or lost paperwork, and is not aligned with City sustainability and carbon goals. When will the City see an automated and fully electronic check request process implemented?

A: The City is aware of the current manual check payment and routing process, as well as the associated operational inefficiencies and challenges. In response, staff have recently implemented several improvements to help address these concerns. These include increasing P-Card purchasing limits, which has reduced the volume of check requests, and transitioning to weekly check runs to process invoices more quickly and efficiently.

In addition, staff are actively exploring the functionality and capabilities of our ERP system (Tyler-Munis) to determine whether a fully electronic and automated process can be implemented in the future. This effort aims to enhance operational efficiency while also supporting the City's sustainability and carbon reduction goals.

Q: In the Rec Center, Child Watch area, why isn't there two (2) Child Care Attendants each evening from 4pm to 7:15pm? There are a lot of 9-month-olds lately & many under 3 years old that need special attention! I think it is important to have 2 for the safety of the children & the Attendants. Thank You

A: Currently we have 1 staff member scheduled each night Child Watch is open. Due to increased demand, we will be adding a 2nd staff person on the busier nights and will continue to monitor attendance on the other nights as well. A 2nd staff member will be scheduled to start the week of 9/15/25. On any shift staff have the authority to put up a "full" or "waitlist" sign if they feel they are at capacity due to the age or number of children in attendance.

Q: Can we please change the 29-hour week limit for part-time employees to an annual maximum hour limit? This would help us accommodate busy seasons and allow us to take time off in better fashion.

A: That's a great question, and it's understandable why an annual limit would be helpful for managing hours during busy seasons. However, our 29-hour weekly cap for part-time employees is in place to ensure we meet the federal requirements of the Affordable Care Act (ACA). The ACA defines a full-time employee based on a weekly hour threshold, so maintaining this limit is crucial for the City to stay in compliance and avoid significant penalties.

Q: Has there been consideration of creating the ability for interested staff to "donate" EIB or PLB to those in need of paid time away from the office to care for themselves or others in an approved FMLA situation where they're out of time and have to resort to unpaid leave?

A: This is a very generous and compassionate idea. While a formal leave donation program isn't an option for the city, the decision is not based on will but rather specific legal and administrative requirements. This has been considered in the past, but the regulations (IRS and FLSA) have only become more restrictive, making it unfeasible to implement.

IRS rules prohibit the donation of paid leave without creating a taxable event. This means the person giving the time, not the recipient, could face unexpected tax liabilities. The Fair Labor Standards Act (FLSA) governs how employees are paid for their time. A formal leave-sharing program cannot be managed in a way that would ensure full compliance with the FLSA's wage and hour requirements.

We recognize the desire to help colleagues in need, and it speaks to the supportive culture

here. While we can't implement a leave donation program, we do try to work with employees on a case-by-case basis to explore all possible options and available resources during times of need.