

**Council Budget Questions and Requests for Information**  
**2019-20 Manager's Recommended Budget**  
**Question #24**

**QUESTION:** If we were to eliminate something from your recommended budget, I'd suggest the \$100K for the comprehensive compensation study. We had one done not long ago, and as my concern is for the lower-paid workers, it seems like you already have a handle on how their pay compares to our nearby competitors without a formal study.

**RESPONDENT:** Cliff Turner, Human Resources Director

**RESPONSE:** The Town last conducted a classification and compensation study in FY 2013. This study was conducted by Waters Group out of Texas. The consultants reviewed all job descriptions at that time, which took over six months of staff time to pull together the updated information. They compared the Town's salary ranges to those of sixteen specified benchmark agencies across North Carolina. The result of the study was to revise the pay ranges of all positions, separating out our public safety pay ranges from the other three salary bands they created.

In early 2017, the Town contracted with Springsted, Inc. to conduct a market pay study. This study compared the Town's current salary ranges using one hundred benchmark positions from across the Town's job classes. Springsted queried sixteen agencies in North Carolina and twelve transit agencies across the United States to provide recommendations for adjustments. 43 job classes affecting 220 employees focused primarily on the Town's non-exempt employees in the lower pay bands were made in June 2017.

Classification and compensation studies should be completed every 5-8 years to ensure that salary ranges are accurate and keeping up with market changes. Market pay studies should be done every 2-3 years to ensure that key jobs are not falling behind the market in compensation.