

DU-COMM

DuPage Public Safety Communications

420 N. County Farm Road, Wheaton, IL 60187

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www.ducomm.org



DU-COMM HR/Admin Subcommittee Meeting

Thursday, October 17, 2024 – 10:00 a.m.

420 N. County Farm Road, Wheaton, IL

Manager Niehaus called the meeting to order at 10:00 a.m.

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|--------------|------------------------------------------------------------|----------------------------|
| 1. Roll Call | Manager Scott Niehaus (Chair) | Village of Lombard |
| | Asst. Manager/HR Dir. Mera Johnson (<i>arrive 10:06</i>) | Village of Clarendon Hills |
| | Administrator Jason Bielawski | Village of Roselle |
| | Asst. Administrator Alma Morgan | City of Warrenville |
| | HR Director Holly Schulz | City of Wheaton |

Absent: Asst. Manager Suzanne McVey - Village of Villa Park; Manager Curt Barrett - Village of Winfield

Staff: Director Robb, Finance Manager Athitakis. HR Manager Groves, Executive Secretary Regalado

2. Public comment - None

3. Approval of Minutes

A. August 8, 2024

Asst. Administrator Morgan made a motion to approve the August 8, 2024 minutes and Administrator Bielawski seconded. Motion approved by voice vote. Manager Niehaus abstained due to not attending the August 8 meeting.

4. Old Business

A. ADA (Americans with Disabilities Act) Notice and Grievance Procedure Policies - Draft
HR Manager Groves reported:

- The draft policy was created using a standard template from the Department of Labor, similar to the one used by the Village of Downers Grove.
- The policy includes a notice to be posted and a grievance procedure.
- HR Director Groves will be designated as the ADA coordinator.
- The appeals process would then go to Executive Director Robb.
- The ADA notice will be published in the footer of all agendas.
- The policy doesn't need to be approved by the BOD. DU-COMM will approve.

Asst. Administrator / HR Director Johnson made a motion to recommend approval of the policy, as well as a recommendation to have proper notice included on all public meeting agendas and HR Director Schultz seconded. Motion approved by a unanimous voice vote.

5. Reports and Updates:

A. Labor Management Meetings – Update

HR Manager Groves noted:

- The positive labor management relations with generally collaborative and solution-based meetings.
- The last labor management meeting was on Monday, October 14. Discussed KPI (Key Performance Indicator) for bounced calls.
- Attendees at the Labor meetings include representatives from the Union and DU-COMM Administrative staff including Director Robb, DD Benjamin, HR Manager Groves and Finance Manager Athitakis.
- The Nuisance Caller Policy is being reviewed by legal.
- The upcoming collaborative memorial for TC Monigold includes final sendoff call recording and some of her favorite treats.

B. Open Positions & Hiring – Update

HR Manager Groves reported:

- Three new TCs (Telecommunicators) have started, with a total of eight in training.
- Three TCs are now TC1 certified, and 64 are fully certified TC2.
- Interviews are scheduled for today for new TC positions.
- The total headcount is currently 75 out of 89, with a goal of eventually reaching 99.
- Overtime hours are decreasing due to increased staffing.
- Paid overtime hours so far in 2024 are 1022 hours less than in 2023, even with adding the DPSO.
- A headhunting firm may be utilized to help fill a position in technical services.

C. Strategic Plan / Healthy Dispatcher Report – Update

Director Robb noted:

- The focus is currently on reworking the mission statement and values.
- Input is being sought from staff to make the mission statement and values their own.
- Town hall meetings will be rescheduled for November.
- The ETSB (Emergency Telephone System Board) will be conducting their own Strategic Plan in 2025 and is interested in working with DU-COMM to have the plans aligned.

6. New Business

A. Vehicle Stipend

The Committee discussed:

- The policy regarding take-home vehicles for employees.
- Currently, two administrative staff and three support services technicians have take-home vehicles.
- The Finance Committee has requested a cost-benefit analysis of the take-home vehicle policy.
- There is a suggestion to potentially replace the take-home vehicles with a stipend for administrative staff with a note personal preference should be weighed also.
- The technicians' vehicles are essential for their work and would not be considered for a stipend.
- The admin vehicles are not up for replacement until at least FYE27 and will need to be factored in the employees' total compensation package.
- A cost-benefit analysis by Finance Manager Athitakis will be conducted to determine the financial impact of the current policy versus a stipend.

B. Peer Support Program

Director Robb noted:

- The peer support program is in its final stages of development and is expected to launch soon.
- Confidentiality agreements, policies and procedures are being finalized.
- The program's objective is to work with peers and not management in a confidential manner.
- HR Generalist Glos is the coordinator.
- An Operations Manager, HR Generalist, and two TCs have completed peer support training with Dr. Lily.
- Another TC is scheduled for an alternate peer support class Never Walk Alone at the end of the month to compare the training courses.
- Winfield Police Chief Schar has invited a TC to be involved in a peer support program at the County level.

7. Next Steps / Future Goals

A. Senior Manager Operations Position

HR Manager Groves reported:

- The position has not yet been posted as efforts are focused on hiring Operations Managers and a Quality Assurance Manager.
- The goal is to fill the Senior Manager Operations position early next year, potentially with an internal promotion.

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B. Personnel Manual Revision

HR Manager Groves reported:

- The personnel manual will be reviewed and revised in the coming months.
- Input and feedback on the manual will be gathered from the HR Committee.
- The manual will be updated to reflect new laws and changes in HR practices.

C. PayCom HRIS Transition – January 2025

HR Manager Groves noted:

- The transition to Paycom, a new payroll and HR system, is scheduled for January payroll.
- The system will provide more functionality and streamline HR processes.
- The transition is expected to be seamless for employees.
- New features will include applicant tracking, onboarding, and online benefits open enrollment.

D. Union CBA Negotiations – Contract Expires 4/30/25

The Committee discussed:

- The current CBA (Collective Bargaining Agreement) expires on April 30th of next year.
- No specific themes or issues have been raised by the Union yet.
- The negotiation team will need to be prepared for a variety of potential requests from the Union and have comparable salary information.

E. DU-COMM 50th Anniversary in 2025

- Plans are underway to celebrate DU-COMM's 50th anniversary.
- Ideas include a legacy board with professional photos of employees, a commemorative challenge coin, a specialized uniform shirt, and an open house event.
- The focus will be on recognizing and celebrating the contributions of DU-COMM's employees.

8. Other Business

- None.

9. Adjournment

At 11:01 a.m. Asst. Administrator / HR Director Johnson made a motion to adjourn the meeting and HR Director Schultz seconded. The motion was approved by a unanimous voice vote. Meeting adjourned.

Respectfully submitted,

Kimberly Regalado

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