

# DU-COMM

## DuPage Public Safety Communications

420 N. County Farm Road, Wheaton, IL 60187

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### DU-COMM HR/Admin Subcommittee Meeting

Thursday, May 9, 2024 – 9:00 a.m.

420 N. County Farm Road, Wheaton, IL

Manager Niehaus called the meeting to order at 9:01 a.m.

- |              |                               |                       |
|--------------|-------------------------------|-----------------------|
| 1. Roll Call | Manager Scott Niehaus         | Village of Lombard    |
|              | Administrator Jason Bielawski | Village of Roselle    |
|              | Asst. Manager Suzanne McVey   | Village of Villa Park |
|              | Manager Curt Barrett          | Village of Winfield   |

Absent: Asst. Manager/HR Dir. Mera Johnson - Village of Clarendon Hills; Asst. Administrator Alma Morgan -City of Warrenville; HR Director Holly Schulz -City of Wheaton

Staff: Director Robb, Consultant Krull (virtual), Finance/HR Manager Athitakis, Executive Secretary Regalado

2. Public comment - None

3. Approval of Minutes

A. March 14, 2024-amended minutes reflecting Asst. Manager McVey as absent

Administrator Bielawski made a motion to approve the amended March 14, 2024 minutes and Manager Barrett seconded. Motion approved by unanimous voice vote.

4. Old Business

A. HR Manager Position Recruitment

Finance/HR Manager Athitakis posted the position accepting applications until May 20<sup>th</sup>. Twenty-seven applicants have applied, with a majority having acceptable experience (two with government experience). The interviews will be scheduled for June 19<sup>th</sup>, 21<sup>st</sup>, or 24<sup>th</sup> with Asst. Manager/HR Dir Johnson and/or HR Director Schultz participating in the 4-person panel interviews. Committee members please forward interview questions your organization uses to Finance/HR Manager Athitakis. The identified top five challenges will be communicated to the applicants during the interview process. The interview process begins with a phone interview, written scenario to think on your feet, writing sample, possibly live scenario role plays, and a tour of the facility. Top candidates will have a second interview with alternate staff. A police background check, polygraph, drug screening, and psychological are required for employment. The HR Manager's work location recommendation is Finance/HR Manager Athitakis' current office. She will move to one of the currently vacant offices.

B. Unpaid LOA – Insurance - no update

C. ADA Grievance Procedure Policy - no update

5. Reports and Updates:

A. Wellness Initiatives: Culture Improvements – Update

i. Healthy Dispatcher Report

Director Robb shared Adam Timm's Healthy Dispatcher summary with the committee prior to the meeting. The summary included some quick wins and more complicated tasks. Director Robb will share the full report with staff and the process on how survey results are being addressed.

- The employee feedback was measured prior to the management changes and the Sheriff consolidation process beginning. DDO Benjamin holds weekly DPSO consolidated meetings with TCs for feedback. The nine TCs and Union were involved in the consolidation process and have worked well to facilitate TC feedback. Director Robb already brought back the annual town hall meetings last year.

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- Work group alternative shift hours will be revisited because new employees may be interested in a 12-hour workday or alternative hours. The Union contract is renewed in April of 2025.
- Shame-free remedial training - specialized training needs to increase because new employees and current staff need to maintain licensing. EMD, EFD, and PLS push out information monthly. A performance Improvement plan is private, where supervisors identify someone who needs training in a 1 on 1 conversation. Unfortunately, everyone can see if someone is unplugged for training on the TeleStaff schedule.
- Line level ETSB representation – since not eligible for ETSB representation, it may be helpful to supply employees with a flowchart of the ETSB and DU-COMM process. Need to open the lines of communication.
- Peer support – three DU-COMM employees are participating in the June training with Dr. Lily. ETSB funds the training.
- Standard Operations Procedures – staff were involved in the DPSO consolidation. We will continue to have TCs involved and ask what should be updated in policies.
- Recognition Program – recommend bringing back TC of the year recognition. Manager Niehaus asked committee members to share their recognition programs with Finance/HR Manager Athitakis.
- Anti-Bullying –the zero-tolerance information provided to the committee today will be shared with staff through the monthly agency communication. Director Robb reported the need to empower operation managers to take steps to ensure bullying does not occur. Manager Barrett recommends MLI (Midwest Leadership Institute) Seminar, the 4.5-day program in leadership education for anyone in a leadership role.

The committee categorized the results below and will keep this topic on future agendas:

<u>Easy/Quick</u>	<u>Longer Term</u>	<u>Complicated</u>
Peer	Recognition Program	Change Shift Hours
Mechanism for feedback	SOP Input	Line Level involvement with ETSB
Anti-Bullying	Shame Free Training	

Manager Niehaus requested the committee to forward their HR policies that identify with any of these items to Finance/HR Manager Athitakis

The Strategic Plan meeting with Steve Herron and Consultant Krull asked the same questions to all groups to see the commonalities and differences. Manager Niehaus stated this is an example of asking employees for input. Manager Barrett asked if the topic of accreditation was raised in all groups. Director Robb reported it was not raised in all groups and is aware of the high cost and time involved. Director Robb and Consultant Krull will develop objectives and measurable goals from the input received and plan for further discussion.

## B. Labor Management Meetings – Update

Director Robb stated DPSO consolidation cut over dominated the conversation. The feedback from ride alongs was positive. Fire channel realignment was discussed. Without prior Police Saturation notification to DU-COMM, TCs must listen to an additional channel and becomes a police safety issue. This was communicated to the Police OPS Subcommittee. Manager Niehaus stated the future Democratic National Convention may result in higher staffing needs.

## C. Open Positions & Hiring – Update

Finance/HR Manager Athitakis reported current staffing at 70 TCs. Seven are in training and an additional four start on May 30<sup>th</sup>. Six additional TC candidates have been offered employment to begin in July. This would bring staffing to 80 TCs. Eighty-nine TCs are budgeted and an additional ten have been budgeted with DPSO membership. The other current open positions are two operations managers and an administrative assistant.

## 6. New Business

### A. No Bullying Policy

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Director Robb requested feedback from the committee on the anti-bullying handouts. Anti-harassment is a DU-COMM policy but looking specifically for anti-bullying policy,

## 7. Next Steps / Future Goals

### A. Organizational Chart Review

Director Robb reviewed the organizational chart supplied to review the need for the positions. Director Robb stated we may no longer need a Deputy Director of Support Services now due to ETSB's role in our technology and having a MIS manager and a Technical Services manager that are working well. Manager Niehaus noted the prior DD Support Services completed maintenance agreements that are now handled by the ETSB. The second DD may be better served on the training/admin side of operations. Sixty ICF and FOIAs in one day is cumbersome and will continue to increase. It is possible a dedicated person is needed. Director Robb and Consultant Krull will look at the needs of DU-COMM and report recommendations.

### B. Personnel Manual revision

No update.

## 8. Other Business

A. Manager Barrett inquired about the DU-COMM discrimination story in the Daily Herald. Director Robb reported DU-COMM had not been served with any legal documents. Manager Barrett stated notifying agencies was a good step to keep them informed if a trustee asked them about the situation.

## 9. Adjournment

At 9:57 a.m. Administrator Bielawski n made a motion to adjourn the meeting and Asst. Manager McVey seconded. The motion was approved by unanimous voice vote. Meeting adjourned.

Respectfully submitted,

*Kimberly Regalado*

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