

# DU-COMM

## DuPage Public Safety Communications

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### DU-COMM HR Subcommittee Meeting Minutes

Thursday, April 10, 2025 – 9:00 a.m.

420 N. County Farm Road, Wheaton, IL

Manager Niehaus called the meeting to order at 9:00 a.m. introduced.

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|--------------|---------------------------------|------------------------|
| 1. Roll Call | Manager Scott Niehaus (Chair)   | Village of Lombard     |
|              | Administrator Jason Bielawski   | Village of Roselle     |
|              | Asst. Administrator Alma Morgan | City of Warrenville    |
|              | Administrator Sean Halloran     | Village of Willowbrook |
|              | HR Manager Heather Hudson       | Village of Woodridge   |

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

Staff: Director Robb, HR Manager Groves, Executive Secretary Regalado

#### 2. Public comment - None

#### 3. Approval of Minutes

##### A. January 16, 2025

Administrator Bielawski made a motion to approve the January 16, 2025 minutes and Asst. Administrator Morgan seconded. Motion approved by unanimous voice vote.

#### 4. Old Business

##### A. Personnel Manual Revision

HR Manager Groves reported:

- Significant progress was made on the manual revision in a meeting the previous week.
- Another meeting is planned after Telecommunicator Week to potentially finalize a draft.
- The draft will need Executive Committee approval. Potential updates to the Harassment Policy may be needed to be updated.
- The last update was in 2018. The current revision addresses new laws and updates wording.
- Caution is being exercised due to active collective bargaining negotiations, as some manual items relate to negotiation topics. The goal is to be accurate rather than fast.
- A rollout plan, potentially including training, will be considered once the draft is ready and negotiations progress.

##### B. Peer Support Program

HR Manager Groves reported:

- The Peer Support Team is working on rolling out the program, focusing on building trust and ensuring it is utilized effectively. Management is taking a step back to ensure anonymity.
- The team is finalizing their Written Directive with HR guidance.
- The launch is planned for May (Mental Health Month) rather than during Telecommunicator Week to give it proper focus.
- A team member will attend a 9-1-1 mental health conference in May for more resources.
- The team includes senior members with specialized training and a Manager to support mid-management. The team composition offers a cross-section of personalities and tenure.

##### C. Wellness Initiatives

HR Manager Groves reported:

- Mandatory individual counseling check-ins were conducted in January/February with specialized 9-1-1/public safety therapists. The mandate aimed to avoid judgment associated with voluntary participation. Initial pushbacks decreased, and voluntary feedback was positive. This will be an annual initiative.
- A comfort dog (Director Robb's dachshund) is being trained and certified to join the staff, which is well received by employees.

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- Physical health programs like IPBC biometric screenings were discussed. Concerns about timing, potential invasiveness, and building trust led to postponing consideration, though the idea of an employee-led wellness committee was raised. The potential financial incentives for participation were noted.
- Smaller initiatives include providing fresh fruit instead of sugary snacks.

## 5. Reports and Updates:

### A. Labor Management Meetings

- Will be covered under Other Business – Collective Bargaining

### B. Open Positions & Hiring – Update

HR Manager Groves reported:

- Paid overtime in March 2025 was lower than March 2024, indicating progress in filling positions.
- The year-to-date turnover rate for 2025 (Q1) is 3.37%, significantly lower than 2021 (16%) and 2022 (22%). Recent turnover included two trainees who did not pass training, reflecting quality control.
- The hiring process is rigorous: application via Paycom, typing test (approx. 30% do not pass), critical thinking/multitasking simulation test, and then an interview for the small pool of qualifiers. It's a volume game with hundreds of applicants yielding few qualified candidates. Roughly 8% or less of applicants become potentially qualified. Successful candidates come from diverse backgrounds.

### C. Strategic Plan – Update

Director Robb noted:

- The final draft of the Strategic Plan, based partly on the Healthy Dispatcher report, will be presented to the Board of Directors for approval on April 23rd.
- The plan includes multi-year goals, some already achieved, and involved input from all levels of the organization. A copy will be shared with the committee.

### D. Paycom HRIS Transition – Update

- The new Paycom HRIS is being used for open enrollment

## 6. New Business

### A. COLA Increase Trends

HR Manager Groves reported:

- Discussion of member agency COLA trends.
- An email request will be sent to committee members asking for their employer/employee health insurance contribution splits. Benchmarking data via Gallagher/IPBC was also suggested.

## 7. Next Steps / Future Goals

- Continue Personnel Manual revisions.
- Launch Peer Support Program in May.
- Present Strategic Plan to the Board.
- Continue collective bargaining negotiations.
- Healthy Dispatcher report and Strategic Plan to new members.
- Gather comparative data on health insurance contribution splits.

## 8. Other Business

### A. Collective Bargaining Agreement Negotiations

- Negotiations are proceeding more productively and collaboratively than the previous round, which took 3.5 years past expiration.
- The union (FOP) has a new, more cooperative representative. Meetings are being scheduled more frequently.
- Management provided its response to the union's proposal; the union's counter-response is expected at the next meeting.
- Clark Baird Smith is used for legal counsel.

## 9. Closed Session

- No closed session was held.

## 10. Adjournment

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

Respectfully submitted,  
*Kimberly Regalado*  
Kimberly Regalado