



MINUTES

President and Board of Trustees
Village of Arlington Heights
Committee-of-the-Whole
Board Room

March 14, 2016
7:30 PM

I. CALL TO ORDER

President Hayes called the meeting to order at 7:31 PM. The Pledge of Allegiance was recited.

II. PLEDGE OF ALLEGIANCE

III. ROLL CALL

BOARD MEMBERS PRESENT: President Hayes; Trustees: Blackwood, Farwell, Glasgow, LaBedz, Rosenberg, Scaletta, Sidor and Tinaglia

STAFF MEMBERS PRESENT: Randy Recklaus, Village Manager; Diana Mikula, Assistant Village Manager; Nancy Kluz, Community Relations Coordinator; Robert Taraszka, IT Manager; Mary Rath, Director of Human Resources; Kelly Livingston, HR Coordinator; Jean Cook, HR/Benefits Specialist; Robin Ward, In-House Counsel; Gerald Mourning, Chief of Police; Nick Pecora, Deputy Chief of Police; Mark Recker, Police Commander; Nate Hayes, Police Commander; Richard Boyle, Police Sergeant; Eileen Hellstrom, Recording Secretary

IV. NEW BUSINESS

A. Departmental Status Reports - Human Resources

Village Manager, Randy Recklaus, said he would like to have the Board informed about all aspects of Village Departments. The budget reflects the policies and values of the Board but by the time the budget is drafted it is too late to re-evaluate Village Board's goals and policies. The budget process represents the end of the planning process for the year, the final allocation of resources. He asked each department to present an overview of what is going on in their department to inform the Board. Every department is different, some have more quantitative analysis and data, some have more of a story to tell because the nature of their work. Mr. Recklaus wanted to stress the fact that this is not going to take the place of Board and Staff interaction

during the budget process but he hopes this will give that process greater focus. The plan is all the presentations by each department will lead into the Board goal setting session. The goal setting session will lead into the development of a business plan by Staff which will include a more detailed blueprint on how to achieve the goals identified by the Board. This will guide Staff and the Board in the allocation of resources for the budget.

At this meeting a presentation will be given by Human Resources, Legal, Integrated Services and Police Department. The Police Department's value to the community is very well known since they are one of the more visible departments. He wanted Human Resources, Legal and Integrated Services to present their unique roles they have in the Village. Each of these departments are keepers of organizational standards, help the Village Manager and the rest of the Village leadership team manage the Village in a manner that is consistent with the organizational values, history and organizational goals. They make sure the Village is living up to its full potential.

Mr. Recklaus said after each department completes their presentations there will be time for any questions.

Trustee Scaletta entered the meeting at 7:37pm.

Mary Rath, Director of the Human Resources Department, gave a presentation on the function and what this department manages, such as recruiting, benefits, wellness, class and compensation, risk management, labor and employee relations, compliance, Staff development, and performance management for all Village employees.

President Hayes said he thought this presentation was interesting especially hearing about different ways of thinking in terms of how you interact with different generations of employees such as millennials. He also asked if each employee receives an annual performance evaluation from their supervisor.

Ms. Rath replied an annual performance evaluation is required for each employee.

President Hayes asked if the evaluation was written or oral.

Ms. Rath said it is written and signed by each employee and filed in their personnel file.

President Hayes asked if everyone who leaves employment with the Village receives an exit interview.

Ms. Rath replied that everyone who leaves Village employment is offered the option to have an exit interview. Some employees chose not to have one. Human Resources also conducts exit interviews for summer help.

President Hayes asked what is done with the information from an exit

interview after it has been completed.

Ms. Rath replied that she discusses the interview with the Village Manager and the Department Director.

Trustee Rosenberg mentioned having some employees wait a whole year for their performance evaluation might be tough and having semi-annual evaluations might be beneficial.

Trustee Rosenberg asked about the Workers Comp program and the initiatives in Human Resources to help with preventing some injuries.

Ms. Rath replied currently the Fire Department is conducting risk analysis of their different positions and had a consultant come in to review all the injuries in the past three years to look for patterns. The consultant also went to the fire stations and talked with the firefighters to get input on their job duties and looked at the fire trucks to see how equipment is stored to see if they can come up with any different solutions.

Ms. Rath said Human Resources is also looking at a trainer or physical therapist to come in and train firefighters on different things they can do to prevent injuries.

Trustee Rosenberg asked if anything was being done for the Police Officers or Public Works.

Ms. Rath replied that they have begun conversations about doing so but it has not been implemented at this time for the Police Department or for Public Works.

Trustee Rosenberg asked what percent of employees have used the Employee Assistance Program.

Ms. Rath replied that in 2015, 13% of our employees contacted the Employee Assistance Program (EAP).

Trustee Blackwood wanted to know more about the role that Human Resources represents in compliance.

Ms. Rath said state, federal and local ordinances all play a part in compliance. Workers Compensation is a state statute that we have to follow. Offering retirees medical insurance is a state statute in the state of Illinois. Human Resources follows the "Family Medical Leave Act (FMLA) in terms of time off for employees and reasonable accommodations. This department continually needs to stay up to date on any employment laws. HR works very closely with the Legal Department who also helps to keep our department up to date.

Trustee Blackwood said in her experience compliance of Village Staff falls

under the Legal Department because this is where the interpretation of laws occurs.

Mr. Recklaus explained the way it is handled at the Village is the interpretation of the laws is the function of the Legal Department and Human Resources will carry it through.

Trustee Blackwood asked how Human Resources determines if all employees are compliant.

Mr. Recklaus said every law effects every department differently. For example regarding Public Works, when water utility is managed, there is a lot of work that goes in with the IEPA and EPA, such as certifications. The Legal Department will serve as a resource to help interpret the laws and each department has to decide how to meet those standards.

Trustee Blackwood asked if a new federal mandate happens she would presume it goes to the Legal Department and from there what is the procedure.

Mr. Recklaus said he, along with In-House Counsel and the Department Head would talk it over and how this would impact the Village.

Trustee Blackwood wanted to confirm by summarizing the following; determining employee compliance to various regulations is determined by the Department Director after discussion with the Village Manager, In-House Counsel and Department Director.

Mr. Recklaus replied that was correct.

Trustee Farwell said all the information provided by this presentation will be reviewed at the goal setting session in April. Hearing the department's goals will be helpful in creating goals at the Board's goal setting session which in turn will be directed back to the Department Directors.

Trustee Farwell asked about the process of filling a vacancy since this is the process that the Board never sees.

Ms. Rath explained when there is a vacancy other than a sworn Fire and Police position, she would have a discussion with the Village Manager and the Department Director to see if it is necessary to fill the position. If it is determined that it is an integral position of the department, she has a conversation with the Department Director about updating the job description. If changes are made to the job description, then the salary structure is reviewed. Next a job posting is drafted and posted and all job applications are reviewed. At this time, structured interview questions are completed and the interview process begins.

Trustee Farwell reiterated that the dialog begins for this position with the

Village Manager, HR Director and the Department Director to see if they need another full time replacement or discuss if it can be reduced to part-time.

Ms. Rath replied that was correct.

Trustee Farwell asked if any kind of internal promotion is available for employees when there is a vacancy before it goes out to the general public.

Ms. Rath replied it depends on what the position is, if it's more of a generalized position it would get posted internally first for five days to see if there are any qualified candidates. If not, it would be posted externally. There are times that a position is posted internally and externally at the same time so employees are applying as well as the general public.

Trustee Farwell asked about the compensation study and what it would consist of.

Ms. Rath said last budget cycle the Board approved a consultant to complete a compensation study. Currently HR is in the process of designing an RFP. Every job will be analyzed including the job description and title of the position. This study would include benefits to see how they compare with other municipalities.

Trustee Farwell said he never thought of customer service beginning in the Human Resources Department. How does HR feed the spirit of employees, who work in departments that have very different needs, to go out and provide customer service.

Ms. Rath said each employee is motivated differently. The key is to find out what motivates them and work from there.

Mr. Recklaus added that one of the things he and Ms. Rath talk about is when the Village hires, we are trying to do so for more than just a checklist, and for traits such as personality and aptitude. You can teach basic skills but customer service is one of those traits that you either get it or you don't. Sometimes you have to hire people in the organization that don't have as much experience but can bring an attitude that the Village is looking for.

Trustee Sidor said he enjoyed reading the Human Resources report and it shows that "human" is put back into Human Resources. He talked about Human Resources creating a culture for the Village when they hire, and asked where the culture of the Village is headed.

Ms. Rath replied that the quality of the employees coming on board are very engaged and are very knowledgeable in technology.

Trustee LaBedz is pleased that Ms. Rath and her Staff have a strong working relationship with other departments and that Human Resources is highly valued in the Village. She was interested in the discussion of hiring and

looking at soft skill competencies for new hires. You can teach people skills but their interpersonal traits such as customer service are a part of their personality. She appreciates the fact that Human Resources is looking for new hires in that direction. She asked what kind of discipline procedure the Village has for non-union employees.

Ms. Rath replied that there is a formal discipline policy that includes progressive discipline. Supervisors are required to complete a disciplinary form should there be a discipline. Typically Human Resources is involved in the process.

Trustee LaBedz inquired about the turnover rate and asked if it was due to retirements or career changes.

Ms. Rath said the Village is an employer of choice and the majority of employees come to work for the Village and stay with the Village. She explained that the new hire needs to be the right fit both ways. Turnovers for the most part are due to retirements.

Trustee Tinaglia commented on how candidates are being viewed, not only their technical qualifications but also their interpersonal skills and he thinks this is critical. Someone could be great at their craft but if your customer service side is horrible this would not be a good fit. The Village is a wonderful place to work and has so much to offer that every potential candidate has to be chosen to include these qualities. He feels Mr. Recklaus really understands this and creates this culture.

Trustee Glasgow asked if an employee wants to apply for a position that is a lateral move, would that change their start date with the Village.

Ms. Rath replied it does not change their seniority or their longevity date which would remain the same as long as they are full-time.

Trustee Glasgow asked about tuition reimbursement and what the retention rate is once an employee achieves their degree.

Ms. Rath replied to her knowledge there has not been an employee who received a degree then ended their employment with the Village.

Trustee Scaletta commented that Ms. Rath conveyed the "human side" to the Human Resources Department. He appreciated all the details provided.

President Hayes wanted to say that he is not in favor of more frequent performance evaluations and he knows how difficult they are to complete. He wants to make it clear that more frequent reviews was not mandated by what was heard at this meeting. This is something that can be explored, possibly something less formal such as an oral review after six months.

B. Departmental Status Reports - Legal

Mr. Recklaus said the next presentation is given by Robin Ward, In-House Counsel regarding the Legal Department.

Ms. Ward presented the Legal Department and talked about their scope of services. The work they do can generally be divided into three broad categories: administrative, legislative and litigation.

Mayor Hayes said this department is very important and he thanks them for all their help.

Trustee Tinaglia asked why there are so many more requests for information by (Freedom of Information Act) FOIA's.

Ms. Ward replied the department feels that people are becoming more aware that they can ask for any kind of information they want. Most FOIA's are simple to complete but one a few weeks required boxes of information and plans to be copied. Before these could be sent out to the person who requested the information, they have to be reviewed by the Staff Attorney.

Trustee Tinaglia said the FOIA's seem so cumbersome and the expectation of someone to demand this information by simply filling out a FOIA request.

Ms. Ward agreed that they are cumbersome. This is an unfunded state mandate, and the theory behind it is for people to access government documents which makes sense. People just ask for anything and everything.

Trustee Tinaglia asked if there was any way to repute the amount of information requested from FOIA's.

Ms. Ward replied if anything, the tendency of the Attorney General is to broaden what is public. They have done some helpful things recently such as, if the document requested is on the Village's website, the Village is able to say it can be found on the website. Their department averaged 1100 FOIA's a year, but this year, they feel the number will be higher than the last two years.

Mr. Recklaus added that the Attorney General's Office tendency is towards more openness. What he would like to do is really open up the Village's website and increase the documents that are available. He would like the Village's website to be a better portal for some of this information.

Ms. Ward replied having the documents on the website will be great but people have to be able to find it on the website and it needs to be user friendly.

Trustee LaBedz said she understands the burden of the FOIA's and asked if they are able to complete them on time.

Ms. Ward replied that they hit every deadline and if they cannot respond to

the FOIA within five days, the Staff Attorney makes contact with the individual and explains why it won't be completed within five days and asks for more time. They take the FOIA time limits very seriously.

C. Departmental Status Reports - Integrated Services

Mr. Recklaus said the next presentation is given by Diana Mikula, Assistant Village Manager, for the Integrated Services Department.

Ms. Mikula said in June 2015, an organizational restructure took place and a new department was formed called the Integrated Services Department to optimize interdepartmental processes and to effectively assess and use strategic and organization wide thinking. Ms. Mikula oversees this department and it includes the Village Manager's administrative staff, Community Relations, and the IT Division.

President Hayes said this needed to be a consolidated department under the leadership of a department head and he congratulated Mr. Recklaus for making this decision and Ms. Mikula for her leadership.

Trustee Scaletta said at first he was uncertain when Mr. Recklaus wanted to create the IS Department but he feels this is one of the best things brought to the Village. He feels they have accomplished so much since June.

Trustee Scaletta said in regards to better customer service with the new website, can people apply for and pay for permits online at some point.

Ms. Mikula replied yes, that will be part of the new website. Residents will be able to take care of paying their water bill, parking stickers and building permits.

Trustee Scaletta appreciates the presentation talking about "one Village voice" since he feels it's good to have consistency across all departments.

Trustee Scaletta asked if the website visits mentioned in the presentation of 35,000 to 40,000 per month, if that included returning users.

Nancy Kluz, Community Relations Coordinator, replied they are unique visitors and most of them are going to the home page, employment page and Police Department page.

Ms. Mikula said in the new Village website they will have something called heat maps that will tell you where the visitors are going on the map. You will also be able to see where their mouse hovers and how many clicks it takes.

Trustee Scaletta said the Village has made huge strides on social media. The Village is definitely making a footprint on Facebook. He thinks any way the Village can reach out to people would be great. Even if people are not interested in social media and the website, they need to continue to find ways to get the information out to the residents.

Trustee Scaletta also mentioned that he feels it is time to explore technology that exists to update how parking is paid for throughout the Village. You see this technology everywhere such as Chicago and Lake Geneva. This requires a system where you can pay by credit card and keep track of your parking time limit. He feels it's time to move forward with this and that it would be much easier with an electronic system. He knows it will cost the Village money to start this system but in the long run the Village will save money down the road and would be more efficient for the users and the Village.

Trustee Tinaglia talked about how important it is to keep moving forward on new ways to do old tasks.

Trustee Tinaglia asked what the top complaints are that the employees' receive at Village Hall.

Ms. Mikula replied that people feel the two hour parking zones should be longer. Also, that the employees of the local businesses are parking on the street. Another complaint is that parking is not easy to understand or find in the downtown area garages. This is one of the initiatives that is being looked at, modernizing and taking a fresh approach to see where improvements can be made.

Trustee Tinaglia said there has to be a way to pool resources so information can be on the website and make things simple. He would like to see building permits online with standardized fees.

Trustee Tinaglia said the Village can have better communication with residents by encouraging them to sign up to receive Village information by asking for their email address. This way the Village can have better direct communication with them. So far there are 4,000 residents signed up out of 75,000.

Ms. Mikula said the greatest opportunity would be with the new Village website. This will relaunch the Village to the community and people will want to conduct business with the Village since it will have much more information on the website and be user friendly whereas now they might think it's too cumbersome.

Trustee Tinaglia recommended possibly having an article in the newspaper to encourage people to connect with the Village by giving their email address.

Ms. Mikula replied she would like that and would work closely with the newspaper to do so.

Mr. Recklaus said he is encouraging all departments to ask for email address on all forms as a way to communicate. Also, to ask any new resident that comes in to the Village for their email address. Over time, this will have a big impact.

Trustee LaBedz asked if there will be support on the new website if anyone is experiencing problems.

Ms. Mikula replied yes there would be support.

Trustee Blackwood said one thing she gauges the success of any venture, especially on Facebook, is how many times these videos, pictures or comments are shared. Her experience among her friends are they love to share what is on the Village's Facebook page.

The other suggestion she has refers to the Village concept, "One voice of the Village." Regarding the new website, she would like to include Village activities as well as other community activities since so many of the residents look at the Village website as being all inclusive. Maybe you might want to have community organizations post some of their activities for a small fee as an opportunity for income.

Trustee Farwell said he feels in just nine months that the IS Department has become a model department for the future. He thinks Ms. Mikula's presentation would be the perfect thing to put on the Village's tv channel to show the residents how government changes with the needs and demands of the citizens and how we are doing this efficiently in a transparent manner.

Trustee Sidor said the IS Department is taking the Village into new territory. He likes challenging the status quo and improving upon how we are the liaison to residents and the business community. He thinks that should be the model every single Department Director embraces.

Trustee Rosenberg asked if any of the IT help calls can be reduced.

Ms. Mikula replied that they know who the heavy users are and it is based on what they do due to the nature of their job which is 24 hours a day, seven days a week. Some of these help calls are on week nights and weekends.

D. Departmental Status Reports - Police

Mr. Recklaus said the next presentation is from the Police Department.

Gerald Mourning, Chief of Police gave a presentation on the Police Department which is comprised of three divisions, the Administrative Services Division, Criminal Investigation/Community Services Division, and the Patrol Division.

President Hayes said seeing the crime rate decreasing every year since 2008 is tremendous which reflects the professionalism and expertise of every member of the Police Department.

Trustee Glasgow said Arlington Heights is one of the safest communities in the state and he commends the Police Department for their hard work.

Trustee Scaletta said he appreciates the fact that the crime rates are going down. He thinks since Chief Mourning has been here, he has been a great leader and made changes to the way the Village is policed.

Trustee Tinaglia talked about parking tickets and if the Police Chief receives many complaints.

Chief Mourning said parking tickets just seem to enrage the public.

Mr. Recklaus said the Police Department issues about 16,000 parking tickets a year. When the Village gets a few hundred complaints it puts things into perspective. The complaints are a small percentage when you look at the amount of parking tickets that are issued.

Trustee Rosenberg agrees with Trustee Scaletta's comments about what a great job the Police Department does and that they are well respected.

Trustee Blackwood talked about the new drug that is an opiate antidote which saved two people from a heroin overdose in Arlington Heights. She asked about heroin usage in Arlington Heights and if it has increased.

Chief Mourning replied yes it has increased. Heroin has become a cheaper alternative to opiates in people ages 18-28.

Trustee Blackwood asked if any of the Officers have gone to the schools to educate the students about heroin.

Chief Mourning said his department has provided forums.

Trustee Farwell congratulated the Chief on the crime rate going down and how this reflects his leadership.

Trustee LaBedz thanked the entire Police Department for all they do. She appreciates how caring the department is to the residents of Arlington Heights and how fortunate the Village is for their service.

Mr. Recklaus talked about a statistic that sticks with him regarding the Police Department. There are about 19,000 municipalities in the United States, and 437 municipalities that are the size of Arlington Heights or bigger. Arlington Heights has the 5th or 6th lowest crime rate. This speaks for itself. He also wanted to mention that when he meets with the Police Chief every week and they talk about the different Police cases he is amazed how many of these cases get cleared. This comes from the culture of the Police Department.

Mr. Recklaus commented that the theme present throughout the presentations given this evening is the Village has really great people in this organization and he is proud to be part of it.

V. OTHER BUSINESS

VI. ADJOURNMENT

Trustee Scaletta moved, seconded by Trustee Farwell to adjourn the meeting at 10:33 p.m. Upon a voice vote, the motion passed unanimously.