



NORTH
TEXAS
MUNICIPAL
WATER
DISTRICT

Regional Service Through Unity... Meeting our Region's Needs Today and Tomorrow



PERSONNEL COMMITTEE MEETING

January 13, 2021

1:00 P.M.



AGENDA

- I. **CALL TO ORDER**

- II. **PUBLIC COMMENTS (FOR TELECONFERENCE COMMITTEE MEETING ONLY)**

INSTRUCTIONS FOR PUBLIC COMMENT ON-LINE REGISTRATION: Prior to the start of the Joint Committee meeting, members of the public wishing to provide public comment must submit via email to PublicRelations.Info@ntmwd.com their first and last name, organization, comment topic, mailing address and email address. During the public comment portion of the meeting, speakers will be recognized by name and asked to provide their comments. The time limit is five (5) minutes per speaker, not to exceed a total of thirty (30) minutes for all speakers. The Committee may not discuss these items, but may respond with factual or policy information. Public comment is provided for committee meetings held by teleconference during the COVID-19 health threat to confirm the opportunity for two-way communication with the public during the meeting.

- III. **OPENING REMARKS**
 - A. **Chairman/Interim Executive Director/Committee Champion Status Report** concerning legislation and regulatory matters, budgets, current projects, and ongoing programs of the District



AGENDA

IV. ACTION ITEMS

- A. Consider approval of Personnel Committee meeting minutes – November 4, 2020.
- B. Consider amendment to Personnel Policy Manual related to situational and core telework for eligible employees.

V. DISCUSSION ITEMS

- A. Discuss potential changes to the District's Complaint Resolution Process
- B. Opportunity for Committee members to provide feedback on the Personnel Committee meeting
- C. Opportunity for Committee members to request potential future agenda items
(No substantive discussion of items will take place at this time)

VI. ADJOURNMENT



AGENDA

IV. ACTION ITEMS

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PURPOSE AND GOALS FOR TELEWORK POLICY

- Early into the pandemic staff began reviewing opportunities to learn lessons and make improvements from our pandemic experience.
- The District has not seen a reduction in productivity, performance or coordination during the pandemic with employees working remotely.
- A Telework Policy Provides Benefits to the District by:
 - Codifying expectations of teleworkers and establishing accountability for performance
 - Allowing/Requiring employees to work in all conditions and not expend leave
 - Space Management
- Teleworking Provides Benefits to Employees by:
 - Providing Work-Life Balance
 - Allowing employees to work uninterrupted on tasks and projects

Program will begin after COVID Restrictions are lifted



SITUATIONAL VS. CORE TELEWORK

- **Situational Telework**
 - Occurs on an occasional, non-routine basis. May be used when:
 - The regular worksite is closed due emergency situations;
 - An employee is recovering from an injury or illness;
 - As a result of special work assignments and travel;
 - Includes "unscheduled telework," which refers to telework that occurs on day(s) a teleworker was not scheduled in advance to telework.
- **Core Telework**
 - Also known as “regular telework”
 - Occurs on a routine and recurring basis on one or more days per pay period;
 - Will occur no more than two days per week and four days per pay period;
 - If an employee has an ongoing situation that requires or can be accommodated by increased telework, this must be approved by a Deputy Director.



ELIGIBILITY TO TELEWORK

- All employees occupying telework eligible positions will be required to have a situational telework agreement
- Core telework participation is not an employee entitlement or right.
- A determination of eligibility is made toward both the position and the employee holding the position.
- Employees are eligible for core telework if they occupy a telework-eligible position, have completed their first 6 months of employment successfully and have demonstrated work habits suited to telework, as determined by their supervisor and line management.
- Employees are not eligible if they are under a Performance Improvement Plan. Special circumstances particular to an employee or the duties of their position may limit an employee's ability to telework on either a temporary or permanent basis.



EXPECTATIONS OF TELEWORKERS

- Performance standards and performance management practices are the same as those for employees who do not telework.
- The NTMWD Personnel Policies Manual applies to employees while they are on duty, regardless of their worksite, and all requirements, prohibitions, expectations and rights stated therein continue to apply to teleworking employees.
- Teleworkers must be available to their coworkers, supervisor, customers and other stakeholders just as if they were at their official worksite.
- Teleworkers in positions with emergency response duties must be able to report to the emergency operations center or other emergency response location within two hours of being notified that an emergency situation exists.
- Work hours will align with the District's core hours.
- Telework is not a substitute for sick leave. It can be used to provide reasonable accommodation for employees.



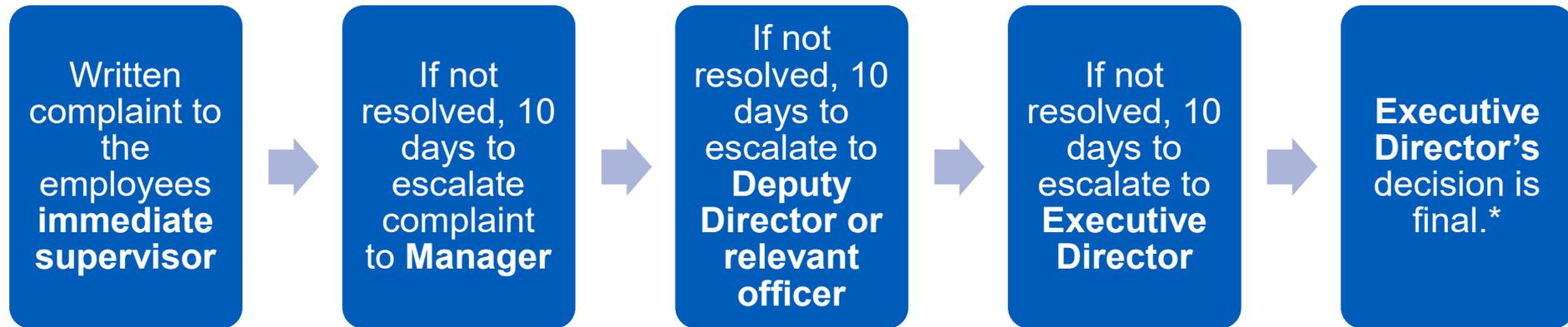
AGENDA

IV. DISCUSSION ITEMS

- A. Discuss potential changes to the District's Complaint Resolution Process



CURRENT COMPLAINT RESOLUTION PROCESS



* The decision of the ED/GM shall be final except in cases where the grievance contends that the ED/GM is personally engaging in illegal, unethical, or discriminatory conduct, in which case, the employee may appeal to the Personnel Committee of the Board, in writing. (NTMWD Personnel Policies Manual 3.1.3)



CURRENT COMPLAINT RESOLUTION PROCESS (CONT.)

Personnel Policy Manual Sec. 3.1

- **If an employee cannot complain to their immediate supervisor, or if the complaint is of a violation of policies against unlawful discrimination, workplace harassment or retaliation, the complaint may be made to the next higher level of supervision or to the HR Manager. (3.1.5)**
- **After a complaint has been received at any of the above levels, it will be promptly reviewed, including any discussion or investigation by the reviewing manager necessary to respond, and an answer given to the employee, in writing. The ED/GM may establish whatever procedures deemed necessary to review and study any complaint. (3.1.2)**



PROPOSED AMENDMENTS TO SEC. 3

- **Process should start with a written complaint to HR**
- **Increased emphasis on the avoidance of any retribution**
- **HR will assign the complaint to the appropriate level of management and/or retain oversight in HR**
- **Mirror the appeals process with the complaint resolution process**
- **Develop a process for third party arbitration/dispute resolution within Personnel Policies**



OTHER CONSIDERATIONS

Currently exploring and/or developing

- **Administration Organizational Study**
- **HR Customer Satisfaction survey as part of the Administration Organizational Study**
- **Implementation of a new suggest/comment box including a communication plan and tracker for items**
- **Implementation of a new annual climate survey with potential for more in depth analysis**
- **Development of a Personnel Advisory Team**
- **Refresher training on Personnel Policies**



DISCUSSION ITEMS

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