



NORTH  
TEXAS  
MUNICIPAL  
WATER  
DISTRICT

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



# PERSONNEL COMMITTEE MEETING

April 21, 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](mailto: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 – January 13, 2023

### V. DISCUSSION ITEMS

- A. Discussion on amendments and updates to the Personnel Policies Manual regarding Section III: Complaint Resolution, Equal Employment Opportunity Policy and Drug Policy.
- B. Update on status of the Retirement Incentive Program
- C. Update on mid-year positions and requested Fiscal Year 2022 positions
- D. Opportunity for Committee members to provide feedback on the Personnel Committee meeting
- E. 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

- A. Consider approval of Personnel Committee meeting minutes – January 13, 2021



## AGENDA

### V. DISCUSSION ITMES

- A. Discussion on amendments and updates to the Personnel Policies Manual regarding Section III: Complaint Resolution, Equal Employment Opportunity Policy and Drug Policy.



## CURRENT COMPLAINT RESOLUTION PROCESS

### 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**



## AMENDED SECTION III. COMPLAINT RESOLUTION

### 3.1 Employee Grievances, Complaints, and Appeals of Disciplinary Actions

NTMWD wants its employees to be heard when they have a concern about work-related matters, or feel that a formal disciplinary actions was not administered properly. **No employee will be retaliated against for the use of the complaint resolution procedure. Employees who engage in retaliatory actions will be subject to disciplinary action, up to and including discharge.**

Employees should use the following procedure to raise workplace grievances and complaints, and to appeal formal disciplinary actions (referred to collectively as “concerns”):

1. Employees should promptly direct concerns, in writing, first to the Human Resources Manager or designee, who will document the concern for tracking purposes, and will determine the appropriate level for initial resolution. Supervisors and managers who receive written employee concerns directly must promptly forward them to HR. HR may determine that the concern should first go to the employee’s immediate supervisor, to a higher level of management, or that it should be investigated by the HR Department or an outside investigator.





## AMENDED SECTION III. COMPLAINT RESOLUTION (CONT.)

2. If HR refers the concern to the supervisor or a manager (including Deputy Director or Officer), the supervisor or manager should document any discussions, initial investigation, and response. If the concern cannot be resolved by the supervisor or manager to the employee's satisfaction, the employee may use the following steps for a resolution of the concern, or may go directly to HR at any time during this process:

(a) Within 10 business days after the assigned supervisor's or manager's decision, the employee may request submission of the written concern to the next level manager, with a copy to HR. If not resolved at this level;

(b) Within 10 business days after the manager's decision, the employee may request, with a copy to HR, submission of the concern to the Deputy Director or Officer over the employee's area, if not already at that level. If not resolved at this level;

(c) Within 10 business days after the decision, the employee may request, with a copy to HR, the concern be submitted to the ED/GM, if not already at that level.



## AMENDED SECTION III. COMPLAINT RESOLUTION (CONT.)

(d) After a concern 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, copied to HR, in writing. The ED/GM may establish whatever procedures deemed necessary to review and study any concern.

3. If HR determines that the concern should be investigated and addressed through HR, or referred to an outside, third-party investigator, the HR Manager or designee will inform all parties, and conduct, or cause to be conducted, an investigation.

(a) The findings of the investigation and any recommendations will be forwarded to the appropriate level manager or, when warranted, to the ED/GM, for a determination on action to be taken.

(b) If the employee is not satisfied with the determination of the manager, the employee may, within 10 days after the decision, request a review by the next level of management, up through the ED/GM, unless the ED/GM is the last decision-maker.



## AMENDED SECTION III. COMPLAINT RESOLUTION (CONT.)

4. The decision of the ED/GM shall be final except in cases where the concern 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, copied to HR. Such appeal of the concern to the Personnel Committee must be made within 10 business days of the ED/GM's decision. The Personnel Committee of the Board may review the matter in any manner it feels appropriate and may either reject the appeal, act on the matter, or place it as a special item on the agenda of the next Board meeting for the Board's decision. The decision of the Personnel Committee of the Board, or the full Board, shall be final and binding on the employee.
5. In the case of appealing a termination of employment, terminated employees will not be paid or otherwise considered NTMWD employees during the appeal process. The ED/GM may decide to retroactively reinstate a terminated employee's pay and status should the termination decision be reversed.



## AMENDED SECTION III. COMPLAINT RESOLUTION (CONT.)

### 3.2 Alternate Hotline Method to Report Workplace Wrongdoing

For reports of workplace misconduct or other violations, employees may choose to forgo the procedures above, and use the District's independent third-party Hotline provider for concerns such as:

- Criminal Misconduct
- Discrimination
- Ethics and Compliance
- Financial Issues
- General Misconduct
- Harassment and Hostility
- Timekeeping and Overtime violations
- Privacy and Security
- Safety

There are multiple reporting channels, including: \_\_\_\_\_

Employees may choose to remain anonymous using this method. Employees should be aware that requesting full anonymity may impact the ability to fully investigate the concern.



## ALTERNATIVE HOTLINE METHOD

### Employee Hotline for reporting complaints

1-800 telephone hotline

Web based reporting

Text based reporting

Allows for anonymous reporting

Service works with HR Complaints





## OTHER CONSIDERATIONS

### Status of other initiatives

- **Administration Organizational Study**
  - **Underway**
- **HR Customer Satisfaction survey as part of the Administration Organizational Study**
  - **First part of the Organizational Study**
- **Implementation of a new suggest/comment box including a communication plan and tracker for items**
  - **Currently exploring software option to assist with engagement and climate analysis**



## OTHER CONSIDERATIONS

### Status of other initiatives

- **Implementation of a new annual climate survey with potential for more in depth analysis**
  - **Part of the same software option; developing RFP**
- **Development of a Personnel Advisory Team**
  - **Currently under development**
- **Refresher training on Personnel Policies**
  - **Currently under development**



## AGENDA

### V. DISCUSSION ITEMS

B. Update on status of the Retirement Incentive Program





## UPDATE ON STATUS OF RETIREMENT INCENTIVE PROGRAM

### Overview

**48 Positions Participated in RIP**

**Vacancies filled:**

**18 Filled with Internal Candidates      4 Positions Repurposed**

**13 Filled with External Candidates      3 Positions Reclassified**

**11 Positions Open      2 Positions filled with Interim**

**6 Positions “On Hold”**

<b>Total Estimated Salary + Benefits Savings Time to Fill</b>	<b>\$ 839,886</b>	<b>Total Annual Savings Based Off of New Incumbent Salary</b>	<b>\$ 795,866</b>
<b>Total Annual Savings</b>		<b>\$ 1,635,752</b>	



## AGENDA

### V. DISCUSSION ITEMS

- C. Update on mid-year positions and requested Fiscal Year 2022 positions



## MID-YEAR PERSONNEL ADDITIONS FOR FY 21

### Mid-Year Positions for Leonard Water Treatment Plant

- 1- Operator III
- 3 - Operator II
- 1 - Mechanic
- 1 -Mechanic assistant

**All positions were taken from existing vacancies**



## REQUESTED PERSONNEL FOR FY 22

### Summary of Personnel Request

- 43 requests received for new positions
- 20 requests are recommend for approval
- 23 requests are still under consideration

**Special emphasis on requests for operational positions for new facilities.**



## REQUESTED PERSONNEL FOR FY 22

### PRELIMINARY APPROVAL

#### Inspector II

Professional Engineer

Permit Coordinator

Facility Maintenance – Maint. Worker (Leonard/BDL)

Maintenance Shop Assistant Mechanical - Leonard WTP

Technical Services Mechanic - Leonard WTP

Maintenance Shop Assistant Instrumentation - Leonard

Instrumentation Technician - Leonard

Maintenance Shop Assistant Electrical - Leonard WTP

Electrician - Leonard WTP

WRP Manager - Leonard

#### Maintenance Dispatch

Maintenance Dispatch

Technical Project Coordinator

Information Systems Supervisor

Bois d'Arc Lake Crew Leader

Bois d'Arc Lake Operator II

Bois d'Arc Lake Operator I

Sister Grove Wastewater Plant Operator II

Sister Grove Mechanic's Assistant

Sister Grove Chief Wastewater Plant Operator

Lead Maintenance Technician



## REQUESTED PERSONNEL FOR FY 22

### PRELIMINARY UNDER CONSIDERATION

Inspector I (2 Of 2)

Inspector I (1 Of 2)

Inspector II (1 Of 2)

Warehouse Foreman (Re-class from Parts Worker)

Maintenance Shop Assistant Electrical - North System

Electrician - North System

Maintenance Shop Assistant WATER PM CREW

Technical Services Mechanic - WATER PM CREW

Senior Digital Process Designer

Fire and Life Safety Coordinator

Transmission System Safety Coordinator

Senior Buyer

Watershed Coordinator

BDL Water Resources Manager

Water Safety Trainer/Coordinator

Bois d'Arc Lake Permitting Technician

Water Plant Operator III

Cathodic Protection Supervisor

Control Room Operator III

Operator II (2)

Wastewater Mechanic



## DISCUSSION ITEMS

### V. DISCUSSION ITEMS

D. Opportunity for Committee members to provide feedback on the Personnel Committee meeting

E. Opportunity for Committee members to request potential future agenda items

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### VI. ADJOURNMENT