

Willowbrook

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A G E N D A

Mayor

Frank A. Trilla

Village Clerk

Deborah A. Hahn

Village Trustees

Sue Berglund

Umberto Davi

Michael Mistele

Gayle Neal

Paul Oggerino

Gregory Ruffolo

Village Administrator

Brian Pabst

Chief of Police

Robert Schaller

Director of Finance

Carrie Dittman

A SPECIAL BOARD MEETING OF THE VILLAGE OF WILLOWBROOK TO BE HELD ON MONDAY, SEPTEMBER 27, 2021, AT 5:30 P.M. AT THE WILLOWBROOK POLICE DEPARTMENT TRAINING ROOM, 7760 QUINCY, IN THE VILLAGE OF WILLOWBROOK, DUPAGE COUNTY, ILLINOIS.

DUE TO THE COVID 19 PANDEMIC THE VILLAGE WILL BE UTILIZING A ZOOM WEBINAR FOR THIS MEETING.

THE PUBLIC CAN UTILIZE THE FOLLOWING CALL IN NUMBER:

Dial in Phone Number: **(312) 626-6799**
Meeting ID: **818 2324 8823**

Written public comments can be submitted by 5:00 pm on Monday, September 27, 2021 by emailing shalloran@willowbrook.il.us.

1. CALL TO ORDER
2. ROLL CALL
3. VISITOR'S BUSINESS
4. [DISCUSSION – Water Meter Presentation](#)
5. [DISCUSSION – Community Resource Center Update](#)
6. [DISCUSSION – Remote Work Policy](#)
7. ADJOURNMENT



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Illinois Route 66 Scenic Byway

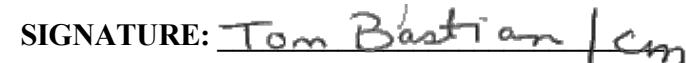
VILLAGE OF WILLOWBROOK

COMMITTEE OF THE WHOLE

AGENDA ITEM - HISTORY/COMMENTARY

ITEM TITLE: WATER METER REPLACEMENT PROGRAM DISCUSSION	AGENDA NO. 4
	AGENDA DATE: 09/27/2021

STAFF REVIEW: Andrew Passero, Public Works Foreman **SIGNATURE:** 

LEGAL REVIEW: Tom Bastian, Village Attorney **SIGNATURE:** 

RECOMMENDED BY: Brian Pabst, Village Administrator **SIGNATURE:** 

REVIEWED & APPROVED BY COMMITTEE: YES N/A

At the September 13, 2021, Municipal Services Committee, staff discussed the possibility of implementing a residential water meter replacement program over the next three years, starting in FY '22. The details and nuances of the plan have not been finalized, nor have the costs been finalized. The 5/8" water meters were installed in the early 90s and need replacement. Most of the current water meters are past their expected service life. They have lost accuracy as the internal mechanical parts have degraded and slowed, leading to under registering water consumption. The older the water meter is, the more water passes through without registering.

Village staff is reviewing the installation of "smart" water meter technology that will utilize a remote wireless meter reading process and recommend a company that works with the current software. Any type of water meter must be reliable, accurate, and provide longevity. This technology will provide better customer service, reduce operation costs, and provide greater data accuracy. To help minimize water loss, it is recommended we replace the meters. The new meters will be expected to be accurate for the entirety of their 20-year life expectancy. The new meters will have the ability to provide on-demand readings and leak alerts, which makes early identification of leaks more likely than with traditional meters and a drive-by reading system.

Moving forward, if the Board approves the direction, below would be the proposed timeline:

- Winter 2021 – Staff will seek proposals from highly qualified vendors.
- Spring 2022 – The Board will approve a vendor.
- Summer 2022 – The selected vendor will begin the first section of the water replacement program.
- Summer 2023 – The selected vendor will begin the second section of the water replacement program.
- Summer 2024 – The selected vendor will begin the final section of the water replacement program.

ACTION PROPOSED:

Staff is seeking direction.

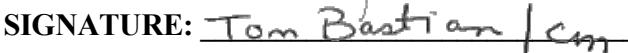
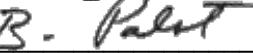
VILLAGE OF WILLOWBROOK

COMMITTEE OF THE WHOLE

AGENDA ITEM - HISTORY/COMMENTARY

ITEM TITLE:

COMMUNITY RESOURCE CENTER UPDATE

AGENDA NO. 5**AGENDA DATE:** 09/27/2021**STAFF REVIEW:** Sean Halloran, Asst. Village Administrator **SIGNATURE:** **LEGAL REVIEW:** Tom Bastian, Village Attorney **SIGNATURE:** **RECOMMENDED BY:** Brian Pabst, Village Administrator **SIGNATURE:** **REVIEWED & APPROVED BY COMMITTEE:** YES N/A **ITEM HISTORY (PREVIOUS VILLAGE BOARD REVIEWS, ACTIONS RELATED TO THIS ITEM, OTHER PERTINENT HISTORY)**

The Village Board approved a contract with Engineering Solutions on July 12, 2021, for Owner's Representative services. Since July, staff has worked with Engineering Solutions and the Village architect, Nick Batistich, preparing preliminary design and bid specifications.

ITEM COMMENTARY (BACKGROUND, DISCUSSION, KEY POINTS, RECOMMENDATIONS, ETC.)

While reviewing the preliminary design, the Village architect, Nick Batistich, Owner's Representative, Ed Kalina, and Village staff were made aware of a possible issue concerning the remodeling of the CRC. The existing design that was approved by the Board in 2018 consists of a pillar that marks the main entrance of the building (see below):



After consultation with utility companies, staff has discovered several impairments that stem from the location of the pillar. By placing the pillar as proposed, staff has found a safety hazard for pedestrians, compliance issues with the Americans with Disabilities Act, and underground utilities that cannot be moved.

Below are two ideas for the Board to consider regarding the aesthetic feature relating to the pillar:

Option 1 – No Pillar:



Option 2 – Move the pillar to the northwest corner of the building:



ACTION PROPOSED:

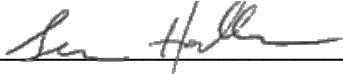
Staff is seeking direction regarding the options.

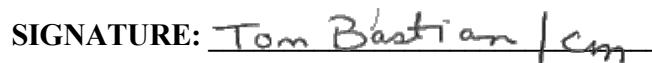
VILLAGE OF WILLOWBROOK

COMMITTEE OF THE WHOLE

AGENDA ITEM - HISTORY/COMMENTARY

ITEM TITLE: DISCUSSION REGARDING REMOTE WORK POLICY	AGENDA NO. 6 AGENDA DATE: 09/27/2021
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STAFF REVIEW: Sean Halloran, Asst. Village Administrator **SIGNATURE:** 

LEGAL REVIEW: Tom Bastian, Village Attorney **SIGNATURE:** 

RECOMMENDED BY: Brian Pabst, Village Administrator **SIGNATURE:** 

REVIEWED & APPROVED BY COMMITTEE: YES N/A

ITEM COMMENTARY (BACKGROUND, DISCUSSION, KEY POINTS, RECOMMENDATIONS, ETC.)

The Village Board requested staff to conduct a comprehensive review of the existing remote work policy. Due to COVID-19, staff implemented a hybrid work environment that permitted staff to work from home. Over the past year, staff has maintained operations in Village Hall by permitting Village employees to work from home on a case-by-case basis. After a review of neighboring municipalities policies and internal discussion, the proposed policy includes the following highlights:

- **Eligibility:**
 - This policy will be based on both the position, employee, and organizational impact. If approved, the first two months shall be considered a trial period. An employee may be considered ineligible for remote work in the remote event work can be demonstrated to have resulted in diminished individual or organizational performance, or continuation of remote work will interfere with the employee's ability to attain or return to a fully successful performance level.
- **Eligibility Considerations:**
 - While the considerations for eligible remote work will be based on productivity, it will also include the following considerations:
 - The proposed remote work assignment supports the current business operations.
 - There is a benefit to the Village's business operations.
 - Productivity can be documented and quantified to ensure work performance is maintained at the same or higher levels.
 - Whether job responsibilities can reasonably be fulfilled when working remotely.
 - Whether requests for immediate Village assistance can be addressed on days on which the employee is working remotely.
 - Whether an employee can perform job responsibilities without access to equipment, materials, and files that can only be accessed at a Village of Willowbrook facility.
 - The extent to which an employee's remote work will not affect the ability of other Village departments to provide services and/or to conduct business.
 - Whether an employee has supervisory or leadership responsibilities that require a village presence for those that remain on-site.
 - Whether an employee has emergency management responsibilities that require a Village presence; and
 - The extent to which security issues require the job responsibilities to be conducted at a Village of Willowbrook facility.

- **Responsibilities**

- Supervisors and employees will be required to formulate objectives, expected results, and evaluation procedures for work completed while working remotely. The supervisor and employee will discuss at pre-determined intervals to review the employee's work performance (i.e., weekly or biweekly meetings).
- While working remotely, employees are in an official on-duty status. Failure to adhere to applicable policies may result in, among other things, the imposition of specific limitations on remote work, the termination of remote work, and/or other consequences.
- The employee's Department Head/Director, in consultation with the Village Administrator, will review requests and determine a schedule that is appropriate, which will be documented in a written plan signed by the employee, Department Head/Director and the Village Administrator.

The entire policy is included in Attachment 1.

ACTION PROPOSED:

Staff is seeking direction regarding the attached policy.

ATTACHMENT 1

Village of Willowbrook Remote Work Policy for Non-Union Employees

Policy

The Village of Willowbrook supports remote work where it is found to have a mutual benefit for the Village and the employee. Successful remote work requires collaboration between employees and their supervisors. All parties are responsible for contributing to a successful program.

Purpose

The remote work program option is a management tool that can be utilized to increase productivity, provide flexibility in work environments, assist in maintaining safety and spatial guidelines, and accommodate the special needs of the Village and an employee on a regular or temporary basis. The expectation is that remote work will not have an adverse impact on the Village's commitment to high levels of service.

Definition

Remote work is defined as work that can be accomplished from a remote location. While working remotely, the employee shall be accessible, productive, and works their regular schedule unless the employee's Department Director agrees to an alternative schedule.

Remote work is not an entitlement; it is a special program option to be used at the Department Head/Director's discretion and where IT software and equipment needs can be easily facilitated. It may be discontinued at any time, for any reason, at the sole discretion of the Village and in no way alters the terms and conditions of the employee's employment with the Village of Willowbrook.

Eligibility

Eligibility for remote work shall be based on both the position and the employee and the organizational impact. Not every position or every employee is suited for remote work. Once remote work is approved, the first two months shall be considered a trial period. Remote work is voluntary, and no employee shall be required to work remotely, absent an emergency (e.g., pandemic). There may be special circumstances where their Department Head/Director may approve employees who do not normally work remotely but are otherwise eligible to do so in emergency situations.

An employee may be considered ineligible for remote work in the event remote work can be demonstrated to have resulted in diminished individual or organizational performance, or continuation of remote work will interfere with the employee's ability to attain or return to a fully

successful performance level. Employees who do not meet performance and/or conduct expectations or have a disciplinary history for negative work performance issues may not be eligible to work remotely.

Considerations for determining which positions are eligible for remote work will be primarily based on productivity and will include but are not limited to:

1. The proposed remote work assignment supports the current business operations;
2. There is a benefit to the Village's business operations;
3. Productivity can be documented and quantified to ensure work performance is maintained at the same or higher levels;
4. Whether the job responsibilities can reasonably be fulfilled when working remotely;
5. Whether requests for immediate Village assistance can be addressed on days on which the employee is working remotely;
6. Whether an employee can perform job responsibilities without access to equipment, materials, and files that can only be accessed at a Village of Willowbrook facility;
7. The extent to which an employee's remote work will not affect the ability of other Village departments to provide services and/or to conduct business;
8. Whether an employee has supervisory or leadership responsibilities that require a village presence for those that remain on-site.
9. Whether an employee has emergency management responsibilities that require a Village presence; and

10. The extent to which security issues require the job responsibilities to be conducted at a Village of Willowbrook facility.

Requesting Remote Work

- Employees interested in remote work shall submit a written request to their Department Head/Director. The discussion between the employee and supervisor should address, among other operational and organizational impacts, an assessment of the position, employee characteristics, and the remote worksite location. After that discussion, the employee's department director and Village Administrator will review all requests

collectively and determine a schedule that provides for adequate staffing coverage at all times, which will be documented in a written plan. The employee's Department Head/Director, in consultation with the Village Administrator, will review requests and determine a schedule that is appropriate, which will be documented in a written plan signed by the employee, Department Head/Director, and the Village Administrator. Any changes to the written plan must also be documented in writing and approved by the department director and Village Administrator.

Approval/Denial of Remote Work

The Village Administrator will decide whether a position and/or employee is suitable for remote work.

Responsibility of Supervisors and/or Department Heads/Directors

The supervisor and employee will formulate objectives, expected results, and evaluation procedures for work completed while working remotely. The supervisor and employee will discuss at pre-determined intervals to review the employee's work performance (i.e., weekly or biweekly meetings). Supervisors and/or Department Heads/Directors are responsible and accountable for treating all remote work and non-remote work employees the same in acts involving managerial discretion, including but not limited to:

1. Distribution of assignments among all employees in the work unit;
2. Use of appropriate work tracking and communication tools regardless of whether they work remotely;
3. Good performance management practices, including appropriate formal and informal feedback, are essential for all employees to work effectively;
4. Other issues involving managerial discretion, including training, reassignment, promotions, reduction in grade, retention, and removal of employees.

Responsibility of Employees

While working remotely, employees are in an official on-duty status. Failure to adhere to applicable policies may result in, among other things, the imposition of specific limitations on remote work, the termination of remote work, and/or other consequences.

It is the employee's responsibility to ensure that the appropriate alternative worksite provides the work environment, connectivity, technology, resource access, and security consistent with the work effort in which the employee is engaged. Supervisors and/or Department Heads/Directors retain the authority to overrule an employee's selection of a particular appropriate alternative worksite location if, in the supervisor's opinion, that location is not a business appropriate location and/or fails to provide a working environment compliant with the conditions outlined in this policy.

Employees are expected to procure and provide internet service appropriate to complete the work at their own expense.

Employees are responsible for meeting organizational requirements, including but not limited to all requirements regarding communication, accessibility, and collaboration.

Employees are responsible for maintaining flexibility and responsiveness to the needs of the supervisor and organization. As with all work, employees are accountable for required individual contributions via their efforts with their coworkers and must communicate and collaborate as appropriate with coworkers, ensuring that remote work supports the work of the Village and does not result in diminished individual or organizational performance.

Work Site

Any remote worksite that is not a part of an established Village location or facility is considered a remote work site. The remote work site is required to be a designated workspace that is quiet and free of distractions.

A remote work site may be either the employee's home or an alternative approved location. Any change in remote work site location shall be discussed and approved by a Supervisor and/or Department Head/Director. More specific conditions relating to employees working from a remote work site are subject to the approval of the department director or designee.

The Village is not responsible for operating costs, home maintenance, property or liability insurance, or other incidental expenses (utilities, cleaning services, etc.) associated with the use of the employee's remote work site. Furthermore, employees shall not conduct any unauthorized external (non-Village) work during their remote work schedule.

Technology, Equipment, and Supplies

The Village may provide core technology for remote workers, including:

1. Laptop computer
2. Meeting collaboration and shared screen tool (e.g., Microsoft Teams)
3. VPN access to Village file shares

Employees are responsible for providing their own office furniture and ancillary office equipment, peripherals, and supplies. Employees may be required to provide their own telephone for accessibility and for multi-factor authentication to Village files.

The following conditions shall apply to the use of computers, software, other Village equipment, and internet access, and all users will comply with the following guidelines:

1. When employees are provided Village equipment and/or software to work remotely, the Village resources at the remote work location may not be used for personal use.
2. Employees are not allowed to duplicate Village-owned software. Employees must abide by the licensing regulations and restrictions for all software under license to the Village.
3. A computer used for Village business must be plugged into a surge protector and have current virus protection maintained.
4. Village computers must be routinely rebooted.
5. Restricted-access materials shall not be removed from the Village's on-site work location or accessed through the computer unless approved in advance by the Department Head/ Director and the appropriate security access administrator.
6. Employees shall promptly notify their supervisor when unable to perform work assignments due to equipment failure or other unforeseen circumstances.
7. The Village reserves the right to monitor an employee's access and ensure compliance with the Remote Work Policy and/or terminate remote site work status.

Security

Failure to exercise due care in safeguarding the Village's confidential and proprietary information is a job performance matter and may result in disciplinary action, up to and including termination.

The primary worksite location is required to have password-protected WIFI. When working from a location without a secure WIFI, it is preferred the employee use a mobile hot spot.

Employees will protect Village information from unauthorized disclosure or damage and comply with federal, state, and Village rules, policies, and procedures regarding public and official records disclosure. Work done at the employee's remote worksite is regarded as an official Village business. Sensitive information, including Personal Identifiable Information (PII), shall not be sent or transferred via unencrypted email. All records, documents, and correspondence must be safeguarded for return to the Village, either in paper or electronic form. Hard copies of Village documents, including sensitive or personal information, shall not be removed from Village premises without a supervisor's approval.

Release or destruction of records should be done only in accordance with statute and Village policy and procedure and with the knowledge of the employee's Department Head/Director. Electronic/computer files are considered Village records and shall be protected as such.

Pay, Leave, Hours of Work, and Official Responsibilities

The employee's Supervisor/Department Head/Director is responsible and accountable for supervising work in accordance with the Fair Labor Standards Act (FLSA). All employees (working remotely or not) are required to follow the Village's policies for requesting and obtaining approval of leave or any change to the work schedule. Employees and supervisors shall abide by the following:

1. Remote work is work time (hours of duty) and cannot be used for any purposes other than official duties.
2. Even when an employee is approved for remote work, all Village workplace policies shall remain in full force and effect.
3. Employees utilizing remote work are eligible for breaks in accordance with Village policy.
4. All overtime of non-exempt employees must be requested by the employee and approved by their Supervisor/and/or Department Head/Director prior to the hours being worked.
5. All-time worked must be reported accurately and in accordance with the respective department's timekeeping and reporting procedures and those in the employee handbook.

Expansion of Remote Work Due to Emergencies

The Village of Willowbrook reserves the right to allow employees to temporarily work from home for circumstances such as inclement weather, pandemics, special projects, or business travel to promote continuity of operations by allowing employees to continue their work at an approved alternative worksite. Requests to work remotely under emergency conditions are approved on an as-needed basis by each Department Head/Director, subject to the approval of the Village Administrator, with no expectation of ongoing continuance and focuses first on the operational needs of the Village.

The Corporate Authorities of the Village of Willowbrook reserve the right to modify and/or terminate the Village of Willowbrook Remote Work Policy for non-union employees at any time.

The Corporate Authorities shall determine any such modification or termination of this policy to be in the best interest of the Village of Willowbrook.