



Village of Maple Park

302 Willow Street ♦ P.O. Box 220 ♦ Maple Park, Illinois 60151

Village Hall: 815-827-3309
Fax: 815-827-4040
Website: <http://www.villageofmaplepark.org>

PERSONNEL COMMITTEE AGENDA

Tuesday, May 19, 2020

7:00 P.M.

Join Zoom Meeting

<https://us02web.zoom.us/j/82827749660?pwd=bEorMINHaE93MGdWYW82ZEhRVExUT09>

Meeting ID: 828 2774 9660

Password: 501723

Dial by your location

+1 312 626 6799 US (Chicago)

1. CALL TO ORDER / ESTABLISHMENT OF QUORUM

1. **PUBLIC COMMENT** – *Any resident wishing to address the Committee may also do so by submitting an email to villageclerk@villageofmaplepark.com in advance of the meeting. The Committee will read such comments during the Public Comment portion of the meeting.*

2. APPROVAL OF MEETING MINUTES

- April 21, 2020

3. STAFFING STUDY

4. OTHER ITEMS

- Blackboard Connect Communications

5. ADJOURNMENT

Committee Members:

Suzanne Fahnestock, Chair

Trustee JP Dries

Trustee Brandon Harris

Trustee Jen Ward



Village of Maple Park

302 Willow Street ♦ P.O. Box 220 ♦ Maple Park, Illinois 60151

Village Hall: 815-827-3309

Fax: 815-827-4040

Website: <http://www.villageofmaplepark.org>

PERSONNEL COMMITTEE MEETING MINUTES

Tuesday, April 14, 2020

7:00 P.M.

Maple Park Civic Center

302 Willow Street, Maple Park, Illinois

Due to the ongoing concern regarding the COVID-19 virus, and in light of the Governor's Disaster Declaration of March 9, 2020, the Personnel Committee meeting has been cancelled.

Next scheduled meeting will be May 12, 2020 at 7:00p.m.

Committee Members:

Suzanne Fahnestock, Chair

Trustee JP Dries

Trustee Brandon Harris

Trustee Jen Ward



Village of Maple Park

302 Willow Street ♦ P.O. Box 220 ♦ Maple Park, Illinois 60151

Village Hall: 815-827-3309

Fax: 815-827-4040

Website: <http://www.Villageofmaplepark.com>

MEMORANDUM

TO: Personnel Committee

FROM: Village Clerk Terri D'Amato

DATE: May 14, 2020

SUBJECT: BLACKBOARD CONNECT SCRIPTS AND COMMUNICATION

BACKGROUND

The Village of Maple Park entered into an agreement with Blackboard Connect to deliver voice, text, and e-mail messages from Village hall to the residents back in June, 2012. Since that time, messages have gone out to residents for notifications such as garbage being delayed, hydrant flushing, no parking due to snow, and most recently, for the closing of Village Hall due to COVID-19 and a reminder to complete the Census survey. We've sent about 8 messages in a year's time. Currently, we are limited to 140 characters for text messages, about 1 (one) minute for voice messages, and 30,000 characters for e-mails.

Since the Village also utilizes the website in addition to social media (i.e., Facebook), those same messages are also conveyed utilizing those mediums as well. Information to deliver the Blackboard Connect messages comes from and is updated through resident contact, in some instances through new water accounts, and is also available to the residents on our website. Keep in mind, the number of folks reached with Blackboard Connect has to rely solely on the information received and updated from the residents. The current contract with Blackboard Connect is set to expire on July 14, 2020 and costs the Village around \$800/year.

To reference the effectiveness of social media versus Blackboard Connect, I've included some statistics regarding the audience that has been reached for social media versus Blackboard Connect.

Facebook posts

Kathy's April 30th video: 313 reached

Waste Management Notice About Bulk Item Pick Up: 772 reached

COVID-19 Website Update: 476 reached

Blackboard Connect (692 Contacts)

Census Reminder

Phone Message: 47% Success rate or 258 reached

Email Message: 82% Success rate or 237 reached

Text Message: 69% Success rate or 105 reached

Baseball & Playgrounds Closed

Phone Message: 48% Success rate or 260 reached

Email Message: 82% Success rate or 191 reached

Text Message: 68% Success rate or 151 reached

Village Hall Closing

Phone Message: 43% Success rate or 236 reached

Email Message: 82% Success rate or 190 reached

Text Message: 70% Success rate or 106 reached

Keep in mind that social media allows “conversation” from residents and the village regarding any questions, concerns, etc. about the post, and the responses are then seen by everyone as well. This type of interaction reaches an audience of more than “one”, as compared to the number of calls to village hall regarding any Blackboard Connect message.

RECOMMENDATION

Since we currently have so many communication outlets available to the Village at no charge, and seem to be reaching a greater majority of our residents with those messages, Blackboard Connect is almost an afterthought and not really as effective as it once was. The limits on the voice and text messages tends to hinder our ability to convey all the necessary information we need to. I believe we can save the annual fee and utilize the other communication options to get the word out on What’s Happening in Maple Park, as we are not limited to the type and size of the message.

Attachments:

Snow Parking Script

Hydrant Flushing Script

Garbage Delay Script

Closing of Village Hall Script

Connect CTY Script
To be sent Friday, December 8, 2016 at 2 PM

Good afternoon, this is Liz from the Village of Maple Park. I am calling with a reminder for the upcoming snow. It is prohibited to park on or along any Village street during snowfalls of two inches or more. The Police Department will ticket and or tow violators. With your cooperation this will help the Public Works Department in getting the roads cleared as quickly as possible. Thank You!

Good morning, this is Liz from the Village of Maple Park. I am calling with an important message. The Maple Park Public Works Department will be flushing water hydrants on Thursday and Friday, June 13th and 14th. If you turn on your faucet and the water is discolored just allow it run for several minutes to clear the line especially before doing laundry. Thank You!

Good morning, this is Liz from the Village of Maple Park with a very important message.

Garbage collection will be delayed by one day following the Labor Day holiday. Therefore, collection in Maple Park will be on Thursday, September 5th.

Thank you!

The Village of Maple Park, with an overabundance of caution, has decided to close the Civic Center to the public, which also includes Maple Park village hall. We will continue to staff the offices and operate as normal and are still available to answer your calls. We also will be handling building permits on an appointment only basis – just give us a call at 815-827-3309 and we can set up an appointment time for you to come in to drop off or pick up your completed permit. As always, you can pay your water/utility bill online through the e-Pay system, drop your payment off at the Drop Box located outside of village hall, or through your banking institution. We sincerely appreciate everyone's patience, understanding, and vigilance as we all work through this very difficult time. We are all in this together!

Terri D'Amato is inviting you to a scheduled Zoom meeting.

Topic: Personnel Committee Meeting

Time: May 19, 2020 07:00 PM Central Time (US and Canada)

Join Zoom Meeting

<https://us02web.zoom.us/j/82827749660?pwd=bEorMINHaE93MGdWYW82ZEhRVEwxUT09>

Meeting ID: 828 2774 9660

Password: 501723

One tap mobile

+13126266799,,82827749660#,,1#,501723# US (Chicago)

+13017158592,,82827749660#,,1#,501723# US (Germantown)

Dial by your location

+1 312 626 6799 US (Chicago)

+1 301 715 8592 US (Germantown)

+1 929 205 6099 US (New York)

+1 346 248 7799 US (Houston)

+1 669 900 6833 US (San Jose)

+1 253 215 8782 US (Tacoma)

Meeting ID: 828 2774 9660

Password: 501723

Find your local number: <https://us02web.zoom.us/u/kP77QFDnn>