City of Appleton

Meeting Agenda - Final-revised

Human Resources & Information Technology Committee

Wednesday, August 9, 2023	4:30 PM	Council Chambers, 6th Floor

1. Call meeting to order

2. Pledge of Allegiance

3. Roll call of membership

4. Approval of minutes from previous meeting

   23-0926   Minutes 7/12/23.
               Minutes 8/2/23.

               Attachments: Minutes 7-12-23.pdf

                               Minutes 8-2-23.pdf

5.   Public Hearing/Appearances

6.   Action Items

   23-0927   Department of Public Works Traffic Table of Organization Change.

               Attachments: Memo - HR Committee Traffic Engineer Position.pdf

                               Public Works TO.pdf

   23-0928   Valley Transit Table of Organization Change 1.0 FTE Utility Worker
               Position.

               Attachments: Valley Transit Memo.pdf

                               Valley Transit DRAFT 7.24.23.pdf

7.   Information Items

   23-0929   HR Budget Mid-year Report Out.

               Attachments: 2023 Mid Year Budget Report.pdf

23-0930   IT Budget Mid-year Report Out.

        Attachments: 2023 IT Mid-Year Report.pdf

23-0931   Recruitment Status Report 8/3/23.

        Attachments: RSR 8.03.23.pdf

8.   Adjournment

Notice is hereby given that a quorum of the Common Council may be present during this meeting, although no Council action will be taken.

Reasonable Accommodations for Persons with Disabilities will be made upon Request and if Feasible.

Questions on the agenda contact Jay Ratchman 920-832-6427.

Meeting Minutes
Human Resources & Information
Technology Committee

Wednesday, July 12, 2023	4:30 PM	Council Chambers, 6th Floor

1.   Call meeting to order

2.   Pledge of Allegiance

3.   Roll call of membership

> **Present:**   5 -   Hartzheim, Croatt, Fenton, Hayden and Schultz

4.   Approval of minutes from previous meeting

23-0826   Minutes 6/28/23.

> *Attachments:*   Minutes 6-28-23.pdf

> **Croatt moved, seconded by Fenton, that the Minutes be approved. Roll Call.**
> **Motion carried by the following vote:**

> **Aye:**   5 -   Hartzheim, Croatt, Fenton, Hayden and Schultz

5.   Public Hearing/Appearances

6.   Action Items

23-0827   Changes to the Table of Organization for Health and Community and
                 Economic Development.

> *Attachments:*   2023.07.5_HealthTOChange_c.pdf
>
>   Community Health Supervisor.pdf
>
>   Health Department Draft 7.5.23.pdf
>
>   Community & Economic Development Draft 7.05.23.pdf

> **Schultz moved, seconded by Fenton, that the Report Action Item be**
> **recommended for approval. Roll Call. Motion carried by the following vote:**

> **Aye:**   5 -   Hartzheim, Croatt, Fenton, Hayden and Schultz

7.   Information Items

23-0830   Recruitment Status Report 7/6/23.

Attachments: RSR 7.06.23.pdf

This Presentation was received and filed

8.   Adjournment

**Hayden moved, seconded by Schultz, that the meeting be adjourned. Roll Call.
Motion carried by the following vote:**

Aye: 5 -   Hartzheim, Croatt, Fenton, Hayden and Schultz

City of Appleton

Meeting Minutes

Human Resources & Information Technology Committee

Wednesday, August 2, 2023	6:30 PM	Council Chambers, 6th Floor

Special Meeting

1. Call meeting to order

2. Pledge of Allegiance

3. Roll call of membership

    Present: 4 - Hartzheim, Croatt, Fenton and Hayden

    Absent: 1 - Schultz

4. Approval of minutes from previous meeting

5. **Public Hearing/Appearances**

6. **Action Items**

23-0915   Recommendation to Award Website CMS to Revize.

Attachments: 2023 Recommendation to Award Website CMS to Revize.pdf

Revize Website Proposal for the City of Appleton WI 04282023.pdf

2023 Appleton Website RFP.pdf

Fenton moved, seconded by Croatt, that the Report Action Item be recommended for approval. Roll Call. Motion carried by the following vote:

Aye: 4 - Hartzheim, Croatt, Fenton and Hayden

Absent: 1 - Schultz

7. **Information Items**

8. Adjournment

Fenton moved, seconded by Croatt, that the meeting be adjourned. Roll Call. Motion carried by the following vote:

Aye: 4 - Hartzheim, Croatt, Fenton and Hayden

Absent: 1 - Schultz

". . . meeting community needs . . . enhancing quality of life."

To:	HR/IT Committee
From:	Danielle Block, Director of Public Works
Date:	June 29, 2023
Re:	Traffic Engineer Position

The Department of Public Works Traffic Section has identified a need within our organization structure. Currently the Traffic Section engineering staff includes the City Traffic Engineer, Traffic Engineer, and Traffic Engineering Specialist.

The Traffic Engineering Specialist position was created in 2021 to assist with a variety of technical duties and to support the Traffic Engineers. The duties of this position have proven to be more advanced and requires additional educational background. Further, there are cross-training and succession planning benefits to employing an additional engineer within the Traffic Section.
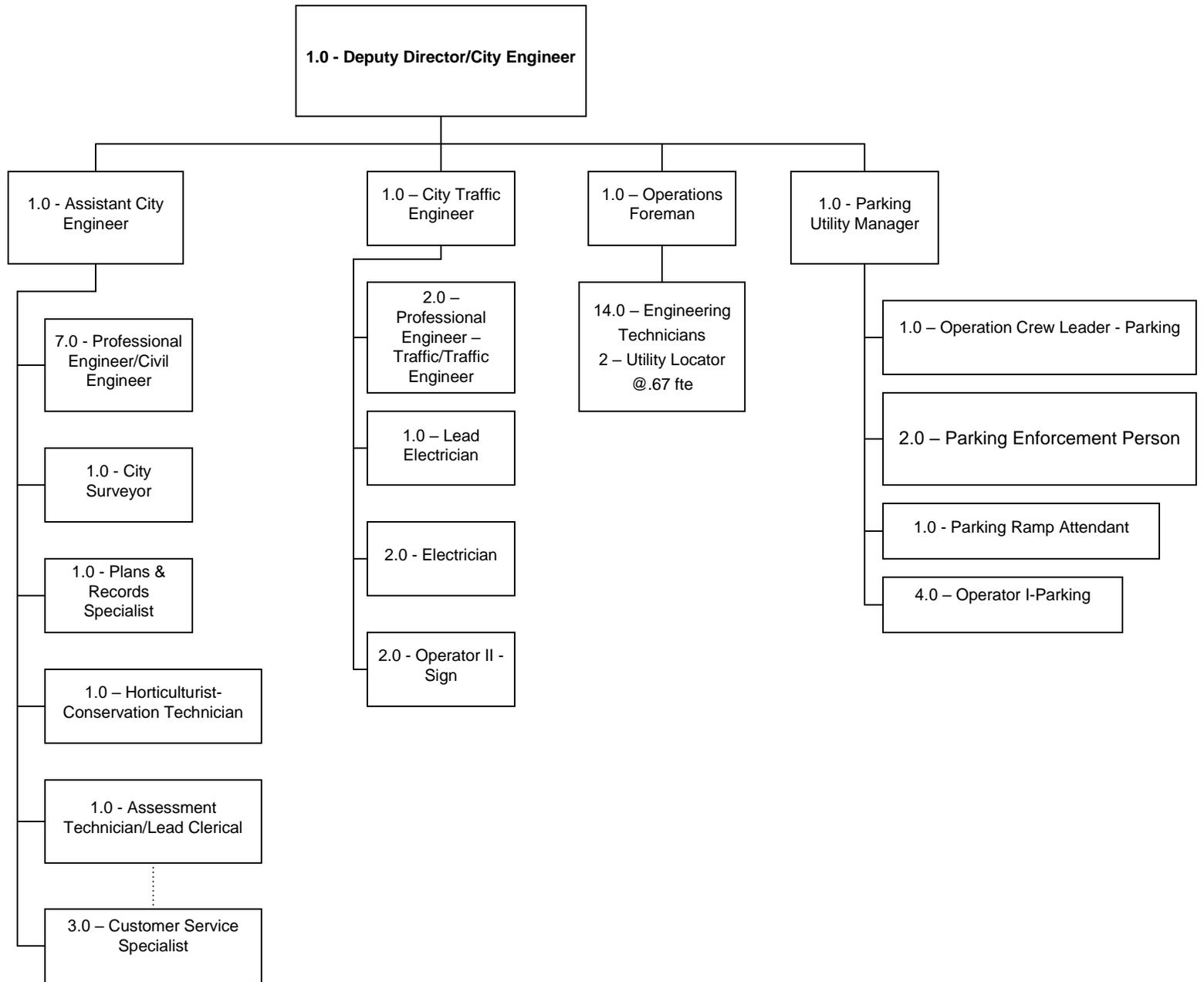
Table of Organization:
The proposed change includes an update of the title Traffic Engineer to **City Traffic Engineer**. This change would be consistent with how Engineer Lom's title has been presented over the years.

It also includes the elimination of the Traffic Engineering Specialist position and replacing it with a **Professional Engineer – Traffic / Traffic Engineer**. This position is a Grade 9 or 11, depending on whether the engineer is a licensed Professional Engineer within the State of Wisconsin. Licensure is not required but likely preferred. With this change there would now be two traffic *engineering* positions, both positions would report to the City Traffic Engineer.

Fiscal Impact:
The previous Traffic Engineering Specialist position was Grade 7. There is overlap in the pay range from this Grade to a Grade 9 and 11. To recruit and fill this position in 2023, any budgetary impact would be offset by vacant salary dollars that exist within the Traffic Engineering budget. This position adjustment would be included in the 2024 budget proposal.

Based upon the above, I am respectfully requesting that the Committee and Council approve the changes to the Department of Public Works Traffic Division Table of Organization.

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                        ┌─────────────────────────────┐
                        │ 1.0 - Deputy Director/City   │
                        │         Engineer             │
                        └─────────────────────────────┘
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1.0 - Deputy Director/City Engineer

- **1.0 - Assistant City Engineer**
  - 7.0 - Professional Engineer/Civil Engineer
  - 1.0 - City Surveyor
  - 1.0 - Plans & Records Specialist
  - 1.0 – Horticulturist-Conservation Technician
  - 1.0 - Assessment Technician/Lead Clerical
  - 3.0 – Customer Service Specialist

- **1.0 – City Traffic Engineer**
  - 2.0 – Professional Engineer – Traffic/Traffic Engineer
  - 1.0 – Lead Electrician
  - 2.0 - Electrician
  - 2.0 - Operator II - Sign

- **1.0 – Operations Foreman**
  - 14.0 – Engineering Technicians
    2 – Utility Locator @.67 fte

- **1.0 - Parking Utility Manager**
  - 1.0 – Operation Crew Leader - Parking
  - 2.0 – Parking Enforcement Person
  - 1.0 - Parking Ramp Attendant
  - 4.0 – Operator I-Parking

DRAFT 7/24/23

To: Human Resources Committee
          City of Appleton Common Council

From: Ron McDonald, General Manager

Subject: Authorization to add a full-time, represented Maintenance Utility position to the Table of Organization

Valley Transit is requesting authorization to add a full-time represented Maintenance Utility position to the Table of Organization. Below is a delineation of why this request is needed.

Valley Transit continues to struggle with employee recruitment efforts. Multiple part-time Maintenance Utility positions remain vacant. For greater than one-year, Valley Transit mechanics have been required to work overtime to complete the tasks typically done by a utility person.

Due to staffing shortages at other businesses and departments, Valley Transit has additional minor maintenance responsibilities throughout the Fox Cities. Examples include bus shelter cleaning, trash removal, snow removal, and bus stop sign repairs/replacement.

Renovation and construction began at Valley Transit's Whitman Avenue Administrative and Maintenance facility. In preparation of this building expansion, staff is planning for the additional daily maintenance in and around the facility. Additional attention will be required to keep this new facility in a state of good repair.

The information above is not meant to be all inclusive but to provide insight as to why Valley Transit is requesting to change its Table of Organization at this time.

Cost Analysis:
This position will be represented by the International Brotherhood of Teamsters Union within guidelines established in the labor contract. The pay range for a Maintenance Utility worker is $19.05-$22.90 per hour in 2023. Cost savings with less overtime and vacant positions will pay for this change in 2023 and 2024.
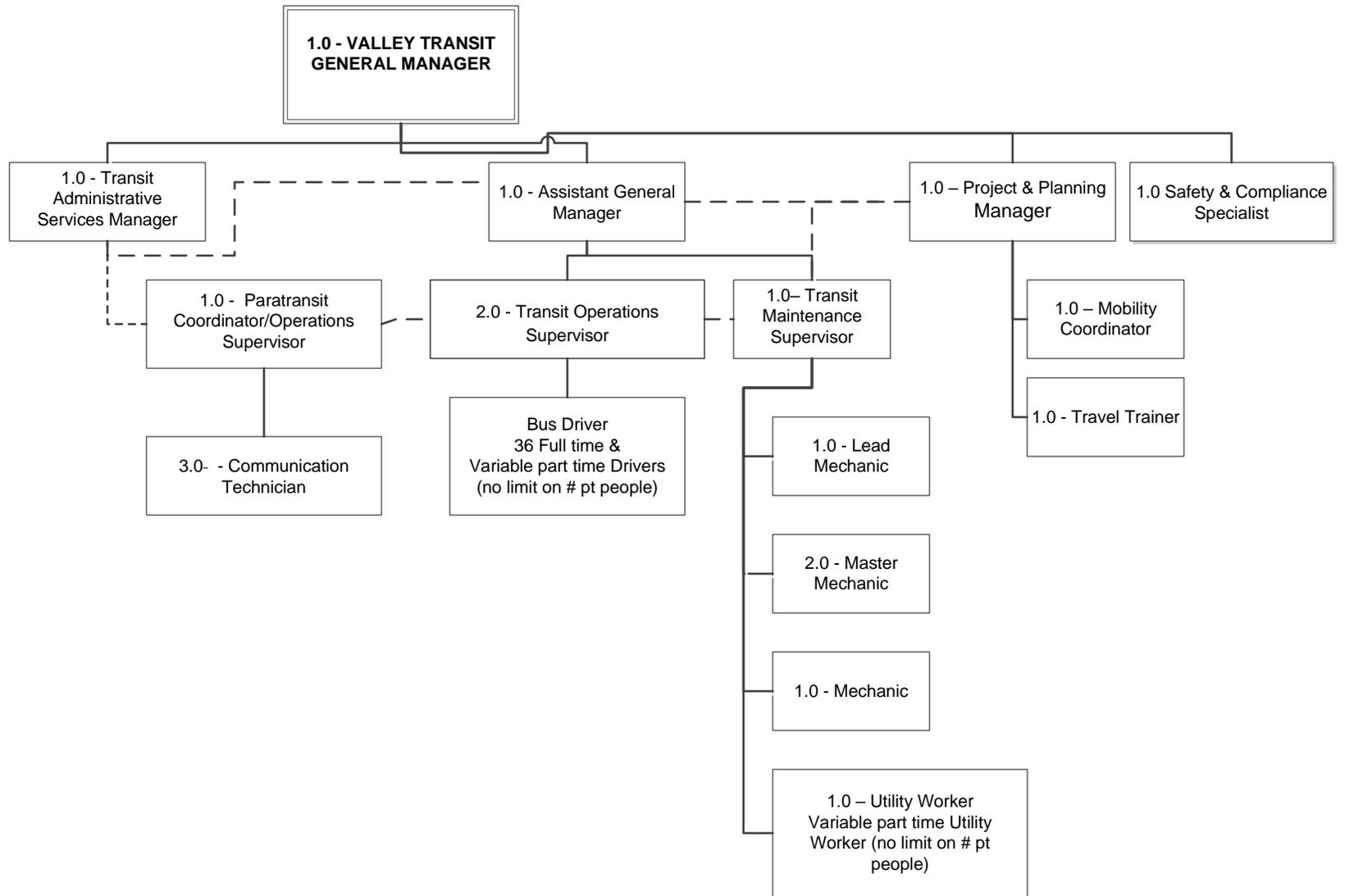
In future years, this position will be budgeted with 60% paid for by combined WisDOT and FTA grants. The remaining 40% is paid for through multiple local funding sources. I anticipate the annual impact to the City of Appleton portion of Valley Transit's budget is less than $5,000 per year.

Recommendation:
Authorization to modify Valley Transit's Table of Organization by adding a full-time Maintenance Utility position.

Respectfully submitted by,

Ron McDonald

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                    ┌─────────────────────────┐
                    │   1.0 - VALLEY TRANSIT   │
                    │    GENERAL MANAGER       │
                    └─────────────────────────┘
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| 1.0 - Transit Administrative Services Manager | 1.0 - Assistant General Manager | 1.0 – Project & Planning Manager | 1.0 Safety & Compliance Specialist |

| 1.0 - Paratransit Coordinator/Operations Supervisor | 2.0 - Transit Operations Supervisor | 1.0– Transit Maintenance Supervisor | 1.0 – Mobility Coordinator |

1.0 - Travel Trainer

3.0 - Communication Technician

Bus Driver
36 Full time &
Variable part time Drivers
(no limit on # pt people)

1.0 - Lead Mechanic

2.0 - Master Mechanic

1.0 - Mechanic

1.0 – Utility Worker
Variable part time Utility
Worker (no limit on # pt
people)

Draft 7/24/2023

HUMAN RESOURCES DEPARTMENT
2023 MID-YEAR BUDGET REVIEW

Compliance & Administration:
- Completed a compensation equity audit using guidance from the EEO, which was the final step in implementing our new compensation plan and documenting the plan as fair and equitable.
- Continued development if HR, with specific focus on Tyler Munis and Neogov technologies.
- Continued with the Financial Wellness Team, focusing on communication and the implementation of a fund geared for retirees to generate retirement income.
- Continued relationship with UMR & CVS/Caremark, allowing us to continue to obtain significant pharmacy rebates as part of this cooperative.
- Continued health services at the employee Connecting Care Clinic (CCC) and renewal of our commitment with the AASD. Currently working on an option to relocate the clinic. The new location will offer additional space, easier patient access, and significant cost savings.
- Continued transition into Tyler Munis for HR and Payroll systems. Created an internal HR/Payroll team to allow for better communication and discussion of processes with new staff members in these critical roles.
- Updated a variety of HR and safety policies.
- Continued work by the HealthSmart Team including sponsoring wellness programs and fitness tracking challenges through myInertia. On-site biometric health screenings will take place in fall 2023.
- Providing monthly updates to on-line dashboards to measure the key metrics related to HR.
- Completed a HIPPA audit with the use of external compliance tool.
- Began conducting new employee surveys to gain feedback on our on-boarding and new employee experience.
- Started 457 deferred compensation plan review and compliance with Secure Act 2.0.
- Labor contract negotiations with the Police and Valley Transit unions.
- Managed the unemployment compensation program (monitoring claims, responding to the State of Wisconsin, and contesting claims when appropriate).
- Updated City of Appleton EEO and Affirmative Action plan documents.
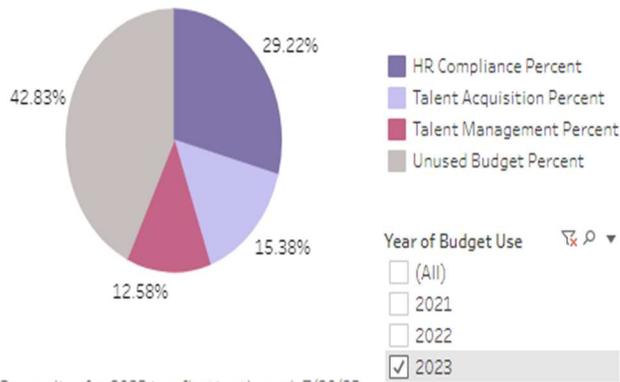- Participated in the Valley Transit tri-annual audit.

Talent Acquisition and Retention:
- Completed recruitment processes for internal promotions, lateral transfers, and recruitment from the outside.
- Coordinated and assisted the Police and Fire Commission with the selection of police officers, firefighters, Police Chief hiring, and other promotional processes.
- Completed hiring process for the Community and Economic Development Director position.
- Continued efforts to increase reach through social media, direct recruitment, and branding of materials.
- Conducted interviews in-person, virtually (Microsoft Teams and Zoom), as well as via the phone to accommodate candidate needs.
- Worked with the Parks, Rec., and Facilities Mgmt Department to increase efficiencies for seasonal recruitment.
- Implemented recruitment referral and sign-on program programs for various positions.
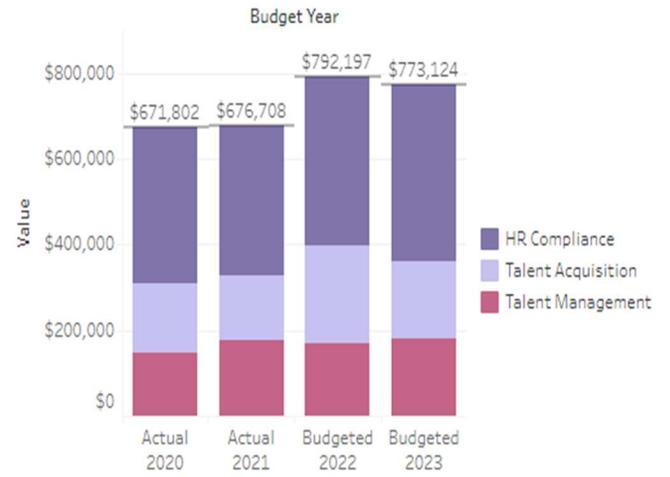
Talent Management and Development:
- Coordinated required new-hire paperwork and training for seasonal staff via onboarding portal.
- Provided required training virtually for general employees and supervisors.
- Facilitated initial new employee online orientation training through the onboarding tool.
- Conducted bimonthly new supervisor and general employee orientation sessions.
- Provided recognition for administrative professionals during Administrative Professionals' Week.
- Implemented City Celebrations Recognition program for employee's milestone anniversaries (10, 20, 30 years).
- Administered the THRIVE Leadership Academy for current and upcoming City leaders.
- Facilitated EQi assessments and individual/team development.
- Facilitated EQi360 and Hogan assessments with the City leadership team members.
- Provided Dealing with Difficult Customers De-escalation training for all employees.
- Teambuilding with Health, IT, Community and Economic Development, and Legal Services.

Budget Use (YTD)

29.22%

42.83%

15.38%

12.58%

■ HR Compliance Percent
■ Talent Acquisition Percent
■ Talent Management Percent
■ Unused Budget Percent

Year of Budget Use
☐ (All)
☐ 2021
☐ 2022
☑ 2023

YTD spending for 2023 is reflective through 7/20/23.

Department Budget Summary

Budget Year

$800,000

$600,000

Value $400,000

$200,000

$0

$671,802 $676,708 $792,197 $773,124

Actual 2020   Actual 2021   Budgeted 2022   Budgeted 2023

■ HR Compliance
■ Talent Acquisition
■ Talent Management

INFORMATION TECHNOLOGY DEPARTMENT
2023 MID-YEAR REVIEW

Strategy

- An Agile-based project management methodology begins in September. The methodology uses Daily Scrums to inspect and adapt work as projects proceed.
- New I.T. governance roles have been defined, including Change Authorities, Scrum Master, and the I.T. Steering Group.
- New "I.T. Project Definition Guidelines" define the difference between projects and day-to-day work and establish a procedure to guide projects through the I.T. service pipeline from concept to production.
- New "System Retirement Guidelines" establish a procedure to safely remove systems from production.

Design

- Endpoint security has been unified with the City's firewall and placed under the management of a 24x7 third-party Security Operations Center (SOC).
- A proof-of-concept is underway, and showing early success, to connect the traffic network using public cellular networks and virtual private networks.
- A pilot program has begun with Human Resources to test migrating the current content management system (digital document storage) to the ERP system.
- The City's legal contracts database and pipeline inspection software are in the final design stage and will transition from on-premises to SaaS by the end of Q3.

Transition

The Transition Phase is new to Appleton's I.T. governance in 2023. The Transition Phase contains processes to move new or upgraded I.T. services into production.

- "Change Freeze Guidelines" and "Production Change Guidelines" were developed as part of the department's Change Management Process.
- Release and Deployment Management guidelines were developed for the new SaaS-based ERP system.
- Several mission critical systems moved from on-premises to SaaS in the first half of this year, including Appleton's ERP system, recreation management software, ID-badge software, facilities management system, and the Appleton Police Department's K-9, mobile VPN, digital-evidence storage, and citation systems.
- The Appleton Police Department's squad cars are transitioning to new wireless technology that provides more consistent and reliable wireless connections to their mobile systems. About one-third of the fleet has transitioned, and we plan to have the entire fleet transitioned no later than year-end.
- I.T. transitioned the former public-facing "My Neighborhood" website to Community Development's GIS department. GIS successfully replaced it with a public-facing ESRI-based interface.

- I.T. worked with the Assessor to develop and publish a public-facing reassessment tax calculator to assist with the City's upcoming reassessment.
- The Council Chamber technology upgrade has been completed.
- Overall, including the above, 102 projects were created from January 1 to June 30, and 51 projects transitioned from the project pipeline into production.

Operations
- As a result of the 2022 network assessment, the City's I.T. department went live with a network managed service on August 1.
- Also as a result of the 2022 network assessment, contracts have been signed and projects funded to begin remediation of several network and data-center deficiencies. This work will certainly proceed into 2024 and potentially 2025.

Continual Service Improvement
- 5,072 help desk tickets were created from January 1 to June 30 (+2,151 YoY)—an average of about 39.5 help desk tickets per day.
- 3,201 of those tickets were incidents (+443 YoY)
- 48 were problems (+17 YoY)
- 103 were request fulfillment (-6 YoY)
- 172 were for security access (+109 YoY)
- The balance of the tickets was a mix of projects and event monitoring alerts.
- In all, the City of Appleton IT Department solved 5,018 help desk tickets from January 1 to June 30, 2023 (+2,076 YoY)—an average of about 39 help desk tickets per day.

Recruitment Status Report

Updates thru 8/03/2023

HR Generalist	Position	Dept.	Date of Vacancy	Open Date	# of Openings	Status
Jessie	HVAC Technician	PRFM	11/25/20	01/27/23	1	Application deadline: 8/06/23.
	Operator II - Street	DPW	07/08/23	07/10/23	1	Panel interviews: 8/10/23.
	Bus Driver	VT	Multiple	N/A	7	Application deadline: 8/28/23.
	Part-Time Bus Driver	VT	N/A	N/A	N/A	Application deadline: 8/28/23.
	Part Time Utility Worker - VT	VT	09/30/21	10/05/21	N/A	Application deadline: 8/28/23.
Allison	Police Officer	Police	N/A	N/A	3+Elig.	Physical fitness testing: 8/3 & 8/5/23. Application deadline: 9/04/23.
	Communication Specialist - .5 FTE	Police	06/06/23	04/26/23	1	Background pending on top candidate.
	Community Service Officer	Police	Multiple	05/18/23	Multiple	Physical fitness testing: 8/5/23. Conditional offers extended to 2 candidates.
	Battalion Chief - EMS	Fire	07/02/23	06/28/23	1	Panel interviews: 8/11/23.
	HVAC/Building Inspector	CED	01/14/23	07/19/23	1	Application deadline: 8/13/23. Panel interview: 8/4/23.
	Library Page Clerk - Regular Part-Time	Library	07/08/23	07/05/23	1	Panel interviews: 8/3/23.
	Library Page	Library	07/04/23	07/10/23	1	Panel interviews: 8/10/23.
	PC/LAN Specialist	IT	07/20/23	07/11/23	1	Job offer accepted, start date pending.
	ERP Systems Specialist	IT	New Position	07/03/23	1	Panel interviews: 8/7/23.
	Community Health Supervisor	Health	New Position	07/20/23	1	Application deadline: 8/06/23.

Total Positions Open: 23　　　　　**Total Eligibility Lists: 1**

Positions on Hold

HR Generalist	Position	Dept.	Date of Vacancy	# of Openings	Status
Allison	Library Clerk - Regular Part-Time	Library	07/01/22	1	Internal transfer. Position on hold.
	Help Desk Analyst	IT	TBD	1	Internal transfer. Setting up process.
Jessie	Transit Maintenance Operations Supervisor	VT	03/25/23	1	Determining next steps.
	Traffic Engineering Specialist	DPW	03/16/23	1	Determining next steps.

Total Positions On Hold: 4