



City of Appleton

100 North Appleton Street
Appleton, WI 54911-4799
www.appleton.org

Meeting Agenda - Final

Human Resources & Information Technology Committee

Wednesday, July 24, 2024

6:30 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

[24-0940](#) Minutes 7/10/2024.

Attachments: [Minutes 7.10.24.pdf](#)

5. Public Hearing/Appearances

6. Action Items

[24-0941](#) Request to Approve RingCentral SaaS for \$209,000.

Attachments: [Request to Approve RingCentral SaaS for \\$209,000.pdf](#)

7. Information Items

[24-0942](#) Recruitment Status Report through 7/16/2024.

Attachments: [RSR 7.16.24.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.

For questions on the agenda, contact Vanessa Calder 920-832-6458.



City of Appleton

100 North Appleton Street
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Meeting Minutes Human Resources & Information Technology Committee

Wednesday, July 10, 2024

6:30 PM

Council Chambers, 6th Floor

1. Call meeting to order

2. Pledge of Allegiance

3. Roll call of membership

Present: 5 - Jones, Van Zeeland, Hayden, Croatt and Hartzheim

4. Approval of minutes from previous meeting

4. Approval of minutes from previous meeting

[24-0896](#)

Minutes 6/12/24.

Attachments: [Minutes 6.12.24.pdf](#)

Hartzheim moved, seconded by Croatt that the meeting minutes be approved.
Roll Call. Motion carried by the following vote:

Aye: 5 - Jones, Van Zeeland, Hayden, Croatt and Hartzheim

5. Public Hearing/Appearances

6. Action Items

[24-0897](#)

Request to Approve Endpoint Switches for \$256,000.

Attachments: [Request to Approve Endpoint Switches for \\$256,000.pdf](#)
[Endpoint Switches Sole source.pdf](#)

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

Aye: 5 - Jones, Van Zeeland, Hayden, Croatt and Hartzheim

7. Information Items

[24-0899](#)

Recruitment Status Report through 7/3/24.

Attachments: [RSR 7.3.24.pdf](#)

This Presentation was received and filed

8. Adjournment

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

Aye: 5 - Jones, Van Zeeland, Hayden, Croatt and Hartzheim



DEPARTMENT OF
**INFORMATION
TECHNOLOGY**

MEMORANDUM

Date: July 24, 2024

To: HR/IT Committee, Common Council

From: Corey Popp, I.T. Director

Subject: Request to Approve RingCentral SaaS for \$209,000

I am seeking approval to convert the City of Appleton telephone systems and service to a 5-year agreement with RingCentral, a Software-as-a-Service (SaaS) telephone service provider.

RingCentral is estimated to cost \$80,000 annually plus one-time hardware procurement and implementation fees estimated at \$102,000 for a Year 1 total of \$182,000.

I am requesting a 15% contingency budget of \$27,000 for a grand total Year 1 budget not to exceed \$209,000.

Cost Summary

The City's current three Mitel phone systems running on two AT&T telephone circuits cost the City \$136,000 annually to maintain. To continue using this system into 2025, the City must spend \$144,000 to replace an out-of-support voicemail server and 300 desk phones that are incompatible with the newest network security protocols. The total cost to run the City's existing telephone system into 2025 is \$280,000.

The annual cost savings to move to RingCentral is estimated to be \$56,000, and the total cost savings over the next 12 months, including hardware, implementation, and annual costs, is \$98,000 (\$71,000 if the contingency is used).

Technology Overview

On RingCentral, most desk phones are eliminated. Staff use a USB headset plugged into their computer to operate a softphone, a telephone application that runs on computers and smartphones. The City retains all of its existing telephone numbers, and any potential new numbers will be within the City's standard 920 area code. The service includes voicemail, voicemail transcription, voicemail via email, hunt groups, automated attendants, call recording, e911 service, and HIPAA compliant faxing.

Encrypted telephone calls ingress and egress over any high-speed Internet connection, so calls are facilitated by way of the softphone wherever the user resides. Callers on the other

end remain unaware of the connection type. RingCentral untethers staff from City premises, intrinsically solving telephone access for work-from-home staff and continuation of City services in the event an emergency prevents staff from entering the workplace.

I.T. has been researching this technology for 15 months, including discussions with RingCentral competitors and local companies using similar services. During this time, the entire I.T. Department, Dr. Charles Sepers of the Health Department, Valley Transit General Manager Ron McDonald, and Mayor Woodford successfully completed a 45-day proof-of-concept using the RingCentral service.

Updates thru 7/16/2024

HR Generalist	Position	Dept.	Date of Vacancy	Open Date	# of Openings	Status
Jessie	Operator I - Sanitation	DPW	04/22/24	02/27/24	1	Offer extended to top candidate.
	Operator I - Parking	DPW	07/14/24	07/12/24	1	Deadline 7/28/24.
	Master Mechanic - CEA	DPW	07/20/24	07/12/24	1	Deadline 8/4/24.
	Master Mechanic -Valley Transit	VT	06/08/24	06/12/24	1	Application deadline extended to 8/4/24.
	Operator II - Sweeper	DPW	01/18/24	04/22/24	1	Interviews 7/18 & 7/24.
	Bus Driver	VT	Multiple	N/A	Hiring 2 (based on FTE count needed under modified schedule)	Application deadline: 8/4/24. 2 backgrounds pending.
	Bus Driver - Part-Time	VT	N/A	N/A	N/A	Application deadline: 8/4/24.
	Relief Operator - Wastewater	Utilities	5/25/2024 & 6/17/2024	05/10/24	2	Reviewing Applications.
	Public Works Director	DPW	06/07/24	06/07/08	1	Determining next step.
Jay	Police Officer	Police	12/01/23	N/A	3+ Elig.	Application deadline: open. Background pending on 2 candidates. Panel and Chief Interviews 8/7/24.
	Firefighter	Fire	05/11/24	03/04/24	4	CPAT Test 7/18/24 & 8/22/24. PFC Interviews 7/22/24 & 7/29/24.
Vanessa	Community Service Officer	Police	01/10/24	N/A	1	Background and PEP Pending on 3 candidates.
Kim	Library Clerk Full-time	Library	06/06/24	06/06/24	1	Start date pending.
	Library Assistant	Library	06/27/24	06/27/24	1	Application deadline: 7/21/24.
	Environmental Health Technician	Health	New Position	06/20/24	1	Interviews 7/31/24.
Total Positions Open:		21	Total Eligibility Lists: 2			

Positions on Hold

HR Generalist	Position	Dept.	Date of Vacancy	# of Openings	Status
Morgan	Library Clerk - Regular Part-Time	Library	07/01/22	1	Internal transfer. Position on hold.
Jessie	Transit Maintenance Operations Supervisor	VT	03/25/23	1	Position on hold.

