



City of Appleton

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

Meeting Agenda - Final-revised Human Resources & Information Technology Committee

Wednesday, August 14, 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

[24-1000](#) Minutes 7/24/24.

Attachments: [7.24.24.pdf](#)

5. Public Hearing/Appearances

6. Action Items

7. Information Items

[24-1007](#) Information Technology 2024 Mid-year Budget Report.

Attachments: [2024 IT Mid-Year Report.pdf](#)

[24-1001](#) Human Resources 2024 Mid-year Budget Report.

Attachments: [Mid-year Report to HR IT Committee.pdf](#)

[24-1002](#) Directors Report.

[24-1043](#) Recruitment Status Report Through 8/7/24.

Attachments: [RSR 8.7.24.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.

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 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](#)

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

Aye: 3 - Jones, Hayden and Croatt

Absent: 2 - Van Zeeland and Hartzheim

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](#)

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

Aye: 3 - Jones, Hayden and Croatt

Absent: 2 - Van Zeeland and Hartzheim

7. Information Items

[24-0942](#)

Recruitment Status Report through 7/16/2024.

Attachments: [RSR 7.16.24.pdf](#)

8. Adjournment

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

Aye: 3 - Jones, Hayden and Croatt

Absent: 2 - Van Zeeland and Hartzheim

INFORMATION TECHNOLOGY DEPARTMENT

2024 MID-YEAR REVIEW

Strategy

- Our part-time iSeries Systems Analyst retired, and the position will remain unfilled while department needs are analyzed.
- One of our three Systems Analysts resigned their position four weeks ago. We received nearly 60 applications for the position, and we are currently arranging first-round interviews.

Design

- Work continues on the design and testing of the new ERP Utility Billing module, now scheduled to go live on September 30, following delays on previously scheduled go-live dates in April and July.
- Work has begun on the design of the ERP Enterprise Asset Management module.
- We are working with City departments to finalize the content of the new appletonwi.gov website, currently due to transition to production in late September or early October.

Transition

- We assisted the City's Health Department with migrating their billing off the iSeries in June.
- The City's email system and related cybersecurity defenses are ready to transition to the new appletonwi.gov email domain when the City's new website goes live.

Operations

- All network and data center remediation projects have been completed.

Continual Service Improvement

- The IT Department closed 25 projects between January 1, 2024 and May 30, 2024 (-32% YoY).
- 2,214 help desk incidents, problems, and requests were created from January 1 to May 30, 2024 (-23% YoY).
- Automated monitoring created 3,605 event notifications from January 1, 2024 to May 30, 2024 (+220% YoY)
- 170 end-user user access adds/changes were created from January 1, 2024 to May 30, 2024 (+21% YoY).

HUMAN RESOURCES DEPARTMENT 2024 MID-YEAR BUDGET REVIEW

General Administration:

- Continued use of the Baker Tilly safe system to keep our compensation plan competitive within the market.
- Implemented cost saving strategies for specialty prescription medications with Prudent RX.
- Implemented cost saving program through Proximal to provide employees choice to high quality lower cost healthcare providers.
- Continued to train/develop staff members within HR, with specific focus on Tyler Munis and Neogov technologies.
- Employee and retiree communication of the newly added Pimco Balanced Retirement Mutual Income Fund, which is geared towards those who are at or near retirement.
- Leveraged relationships with UMR and CVS/Caremark to obtain significant prescription drug rebates as part of this cooperative.
- Continued health services at the employee Connecting Care Clinic and renewal of our commitment with the AASD. Successfully relocated the clinic to a new location. The new location offers additional space, easier patient access, and significant cost savings.
- Updated a variety of HR and safety policies.
- Continued work by the HealthSmart Team, including planning for a October 2024 employee wellness fair. In addition, on-site biometric health screenings will take place in fall 2024.
- Conducted employee surveys to gain feedback regarding onboarding and new employee experiences.
- Closely monitored usage of the employee assistance program and conducted an employee confidential survey to gain feedback regarding this benefit.
- Started initial work on 457 deferred compensation plan review and compliance with Secure Act 2.0.

Employee and Labor Relations:

- Assisted with general leaves of absence, FMLA leaves of absence, and worker's compensation.
- Addressed wage compression issues and internal compensation equity issues.
- Assisted departments with a variety of employment related matters.
- Managed the unemployment compensation program (monitoring claims and reporting to the State of Wisconsin).
- Worked with Valley Transit regarding schedule changes and impacts to the labor force.
- Worked with the Utilities department regarding schedule changes and impacts to the labor force.
- Working on an RFP process to complete a Police department staffing study.

Talent Acquisition and Retention:

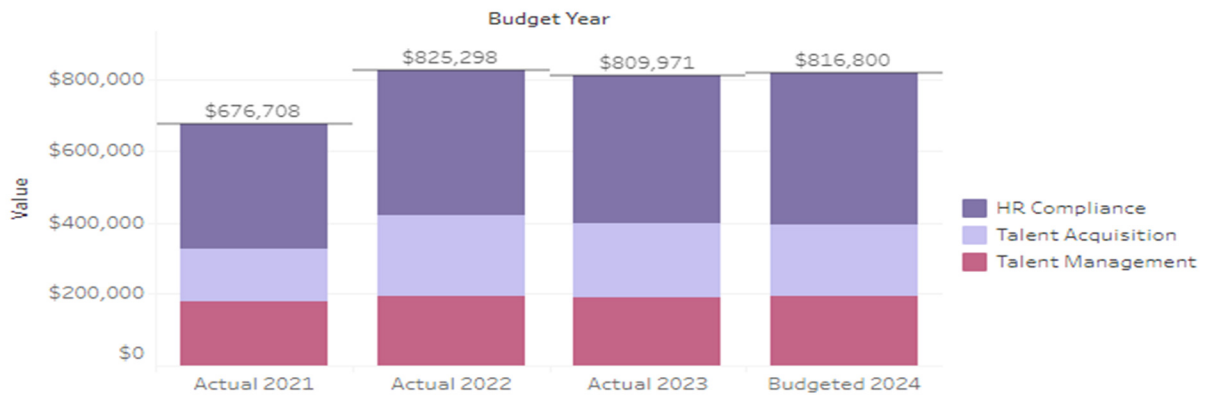
- Completed recruitment processes for internal promotions, lateral transfers, and external recruitment.
- Coordinated and assisted the Police and Fire Commissions with the selection of police officers, firefighters, and other promotional processes.
- Completed hiring process for two Director positions.
- Continued efforts to increase our reach through social media, direct recruitment, and branding of recruitment materials.
- Conducted interviews in-person, virtually (Microsoft Teams and Zoom), and via the phone to accommodate candidate needs.
- Worked with the Parks and Recreation department to increase efficiencies for seasonal recruitment.

- On-going maintenance of Human Resources and DEI dashboards to display diversity, equity, and inclusion data for existing employees and recruitment processes.

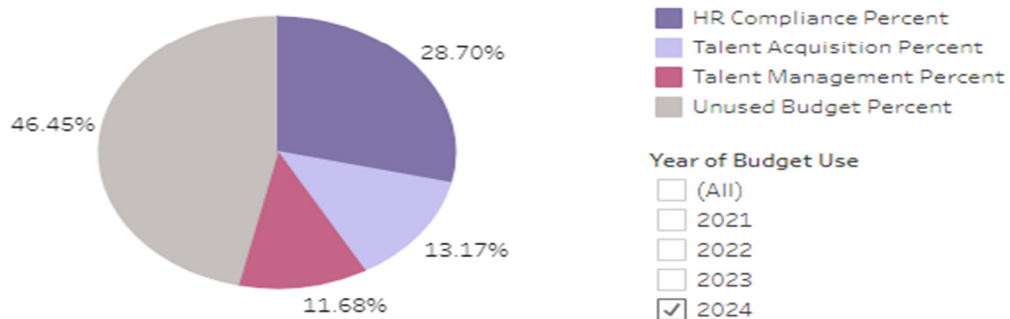
Talent Management and Development:

- 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.
- Introduced the City Star Awards program.
- Conducted bimonthly new supervisor orientation training and new employee orientations.
- Provided recognition for administrative professionals during Administrative Professionals' Week.
- Implemented recognition program for various departments.
- Continued with City Celebrations Recognition program for employees with milestone anniversaries (10, 20, and 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.
- Worked with leadership team on beginning stages for strategic planning process.

Department Budget Summary



Budget Use (YTD)



Updates thru 8/7/2024

HR Generalist	Position	Dept.	Date of Vacancy	Open Date	# of Openings	Status
Jessie	Assessment Technician	DPW	10/12/2024	8/7/2024	1	Application Deadline 8/25/24
	Operator I - Sanitation	DPW	04/22/24	02/27/24	1	Offer accepted, start date: 8/12/24.
	Operator I - Parking	DPW	07/14/24	07/12/24	1	Interviews scheduled 8/12/24 and 8/13/24.
	Master Mechanic - CEA	DPW	07/20/24	07/12/24	1	Interviews scheduled 8/7/24 and 8/13/24.
	Master Mechanic -Valley Transit	VT	06/08/24	06/12/24	1	Application deadline extended: 8/25/24.
	Operator II - Sweeper	DPW	01/18/24	04/22/24	1	Offer accepted., start date 8/19/24.
	Bus Driver	VT	Multiple	N/A	Hiring 2 (based on FTE count needed under modified schedule)	Application deadline: 8/4/24. 2 offers accepted, start date: 8/12/24.
	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	Panel Interviews: 8/8/24.
	Public Works Director	DPW	06/07/24	06/07/08	1	Candidate appointment approved by Council on 8/7/24. Start date 9/18/24.
Morgan	Police Officer	Police	12/01/23	N/A	6+ Elig.	Application deadline: open. Conditional offers extended to 2 candidates. Panel and Chief Interviews: 8/7/24.
	Firefighter	Fire	05/11/24	03/04/24	5	CPAT Testing: 8/22/24. Backgrounds pending on 5 candidates.
	Community Service Officer	Police	01/10/24	N/A	3	Background pending on 1 candidate. Conditional offer extended to 1 candidate.
	Account Clerk I	Finance	07/24/24	07/24/24	1	Application deadline: 8/13/24. Panel Interview 8/8/24.
	Electrical Inspector	CED	08/17/24	08/02/24	1	Application deadline: 8/25/24.
	Weights & Measures Specialist	Health	08/05/24	08/02/24	1	Application deadline: 8/9/24.
	Systems Analyst	IT	08/12/24	08/12/24	1	Panel Interviews: 8/20/24.
	Operations Clerk	Library	07/26/24	07/26/24	1	Application deadline: 8/11/24.

Library Assistant -Public Services (Half-time)	Library	06/27/24	06/27/24	1	References pending on top candidate.
Library Page Clerk - Regular Part-Time	Library	08/19/24	08/02/24	1	Application deadline: 8/25/24.
Library Clerk (Sub)	Library	NA	08/07/24	1	Application deadline: 8/25/24.
Total Positions Open:		30	Total Eligibility Lists:		2

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.
Total On Hold		2			