



City of Appleton

100 North Appleton Street
Appleton, WI 54911-4799
www.appletonwi.gov

Meeting Agenda - Final

Human Resources & Information Technology Committee

Wednesday, May 14, 2025

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

[25-0481](#) Minutes 04/23/25

Attachments: [4.23.25.pdf](#)

5. Public Hearing/Appealances

6. Action Items

[25-0483](#) Request the Approval of Department of Public Works Parking Re-organization.

Attachments: [Parking Memo.pdf](#)
[Parking TO.pdf](#)
[Parking Enforcement Lead.pdf](#)

[25-0484](#) Request the Approval of Finance Department of Re-organization.

Attachments: [Finance Dept Staffing memo.pdf](#)
[Finance Department TO.pdf](#)
[Finance Customer Service Supervisor Job Description - Final.pdf](#)
[Finance Staff Accountant - Property Tax Specialist Job Description - Final.pdf](#)

[25-0485](#) Request the Approval of Side Letter Agreement with Teamsters Local Union #662.

Attachments: [VT Side Letter Memo.pdf](#)
[VT Shop Foreperson JD.pdf](#)

[25-0486](#) Request the Approval of Backup Internet Circuit.

Attachments: [2025 Recommendation to Approve Backup Internet Circuit.pdf](#)

7. Information Items

[25-0487](#) Recruitment Status Report through 5/8/2025.

Attachments: [RSR 050825.xlsx](#)

8. Adjournment

For any questions contact Kasie Lemerand 920-832-6458

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



City of Appleton

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

Wednesday, April 23, 2025

6:30 PM

Council Chambers, 6th Floor

1. Call meeting to order
2. Pledge of Allegiance
3. Roll call of membership

Present: 5 - Hartzheim, Jones, Hayden, Wolff and Stancil-Martin

4. Approval of minutes from previous meeting

[25-0399](#)

Minutes 12/11/2024.

Attachments: [Minutes 12.11.24.pdf](#)

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

Aye: 5 - Hartzheim, Jones, Hayden, Wolff and Stancil-Martin

5. Public Hearing/Appearances

6. Action Items

[25-0400](#)

Request to Elect Vice Chair.

Aldersperson Wolff nominated as Vice-Chair.

Aye: 3 - Hayden, Wolff and Stancil-Martin

Nay: 2 - Hartzheim and Jones

[25-0401](#)

Request to Set Meeting Date and Time.

Meeting date and time will remain Wed. at 6:30 PM.

Aye: 5 - Hartzheim, Jones, Hayden, Wolff and Stancil-Martin

[25-0402](#)

Request to Designate Contact Person.

Contact person will be Kasie Lemerand, Dir. Ratchman will be backup.

Aye: 5 - Hartzheim, Jones, Hayden, Wolff and Stancil-Martin

[25-0403](#)

Request to Approve Changes to the CED Table of Organization.

Attachments: [ComDev_AdministrativeReorganization_Memo.pdf](#)
[ComDev_TO_AdminReorg.pdf](#)
[Administrative&AccountingServicesSpecialist_JD_Final.pdf](#)

ComDev not CED.

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

Aye: 5 - Hartzheim, Jones, Hayden, Wolff and Stancil-Martin

[25-0404](#)

Request to Approve Social Media Policy.

Attachments: [Social Media Policy.pdf](#)

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

Aye: 5 - Hartzheim, Jones, Hayden, Wolff and Stancil-Martin

[25-0405](#)

Request to Approve Changes to the Fringe Benefits Policy.

Attachments: [Fringe Benefit Policy 11.2024 S&B.pdf](#)

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

Aye: 5 - Hartzheim, Jones, Hayden, Wolff and Stancil-Martin

7. Information Items

[25-0406](#)

ERP Conversion Update.

Attachments: [2025 ERP Conversion Update.pdf](#)

This Presentation was received and filed

[25-0407](#)

APD Staffing Study Update.

This Presentation was received and filed

[25-0408](#)

Valley Transit Staffing Update.

This Presentation was received and filed

[25-0409](#)

Fire Negotiations.

This Presentation was received and filed

[25-0410](#)

Recruitment Status Report through 4/17/2025.

Attachments: [RSR 041725.pdf](#)

This Presentation was received and filed

8. Adjournment

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

Aye: 5 - Hartzheim, Jones, Hayden, Wolff and Stancil-Martin



CITY OF APPLETON

MEMORANDUM

Date: 5/2/2025

To: Human Resources & Information Technology Committee

From: Pete Neuberger, City Engineer / Deputy Director of Public Works
Laura Jungwirth, Director of Public Works

Subject: Department of Public Works – Parking Utility change to Table of Organization replacing one Parking Enforcement Person with one newly created Parking Enforcement Lead position.

Overview

The Department of Public Works requests approval for a Table of Organization (TO) change within the Parking Utility involving the creation of a new position titled **Parking Enforcement Lead**. This position would replace one of the two current **Parking Enforcement Person** roles. The second Parking Enforcement Person position will remain unchanged.

This change reflects an organizational need to enhance the leadership, efficiency, and service capabilities of the Parking Utility, particularly in the Enforcement Section, which is responsible for enforcing parking ordinances throughout the City, including unmetered on-street parking, metered on-street and off-street parking, and parking ramps.

Position Change Summary

- **Eliminated Position:** 1 FTE – Parking Enforcement Person (Grade 3)
- **Created Position:** 1 FTE – Parking Enforcement Lead (Grade 5)
- **Unchanged Position:** 1 FTE – Parking Enforcement Person

This change significantly strengthens the operational and leadership capacity of the Parking Utility and aligns with current and emerging demands.

Justification for the Change

- **Improved Use of Technology for Customer Engagement**

The Lead will play a more active role in process improvement and customer engagement through a variety of platforms including electronic ticketing software, mobile phone parking applications, written communications productivity software, and online tools such as the City's website. The Lead will thus provide critical communications support to the Parking Utility Manager (PUM) to leverage current and future technologies within the parking industry. Enhanced ability to engage with stakeholders on ordinance issues and customer needs is essential to managing parking demand throughout the City, including increasing downtown and school zone parking challenges.

- **Operational Leadership and Staff Oversight**

The new Parking Enforcement Lead position includes broad oversight of assignments, training, and daily task direction of Enforcement staff, as well as functional support of the PUM for tasks including hiring, discipline, and development of Parking Utility staff-- functions not present in the current Parking Enforcement Person role. This added leadership capacity is critical for maintaining consistent service standards, addressing performance issues in a timely manner, and promoting team accountability and growth.

- **Support for Strategic and Ordinance-Level Decision Making**

The position assists the PUM and City Traffic Engineer in evaluating and recommending changes to parking ordinances, enforcement priorities, signage, and meter placements— helping ensure enforcement strategies are aligned with community needs and City policies.

- **Cross-Training and Operational Continuity**

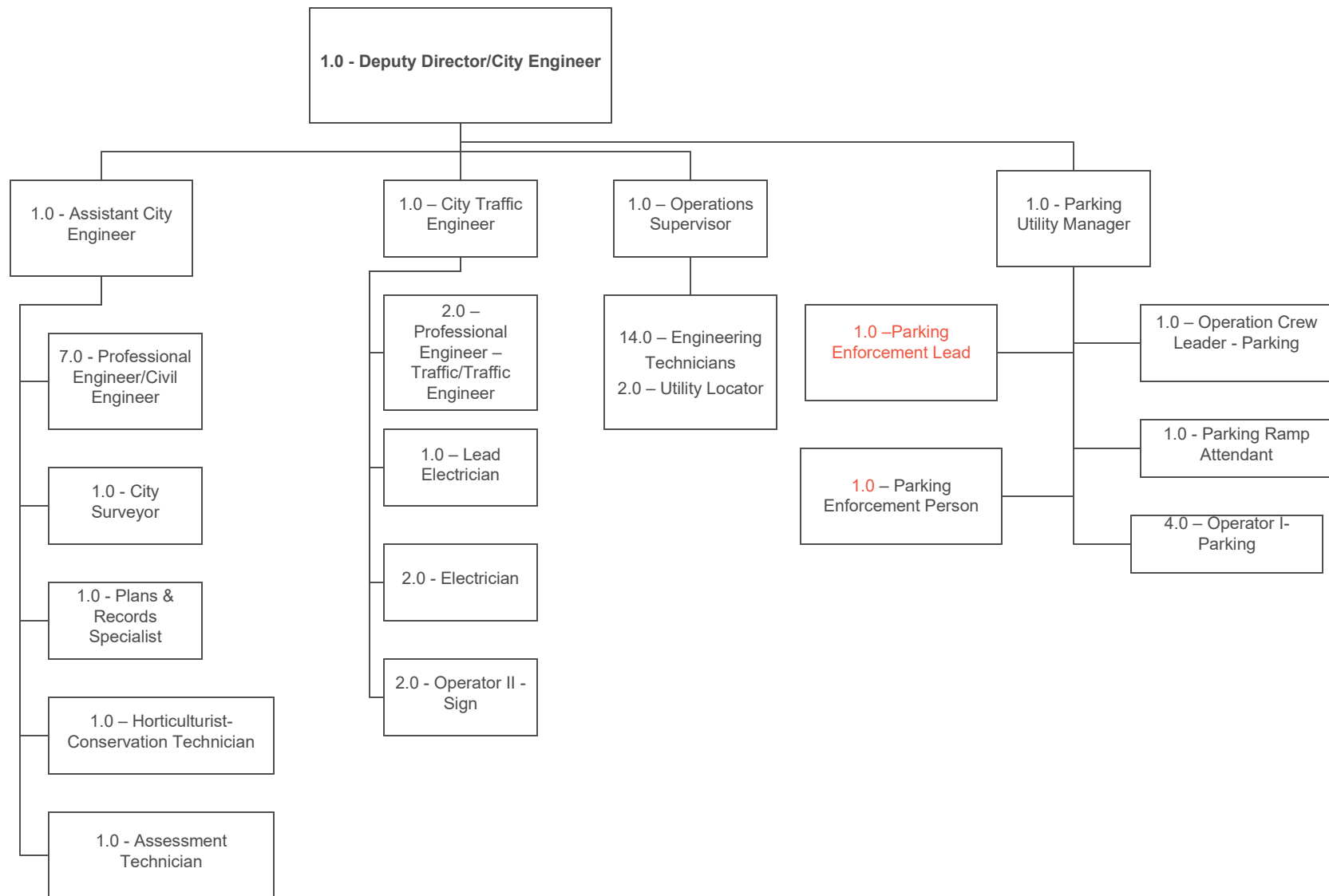
The Lead position includes cross-training on the **Operations Crew Lead – Parking** (OCLP) role, ensuring better support across the two key sections of the Parking Utility. This cross-functional capability helps maintain continuity during absences and peak demand periods, increasing the Utility's resilience.

Fiscal Impact

The reclassification is from Grade 3 to Grade 5 for one Full Time Equivalent (FTE) position. The Parking Utility is financially capable of managing these increased staffing costs, which will be paid through budgeted and vacant salary funds in the approved 2025 DPW budget.

Recommendation

DPW staff recommend approval of the proposed Table of Organization change to establish one (1) Parking Enforcement Lead position and eliminate one (1) Parking Enforcement Person position, as outlined above. This change is a proactive, strategic step toward modernizing the Parking Utility and better meeting the needs of both DPW's internal operations and its customers.



Draft 04/30/2025

Parking Enforcement Lead

Class Code	TBD
Bargaining Unit	Non-union Non-Exempt
Salary	Grade 5
Revision Date	DRAFT 04-10-2025

Nature of Work

This is a working lead position responsible for enforcement of parking ordinances for the City. This position works alongside enforcement crew members to accomplish tasks while providing direction, supervision, training, and oversight of staff. This position also works collaboratively with the Parking Utility Manager to provide input into performance evaluations of staff, review of parking ordinances and related practices and procedures. This position also communicates with stakeholders on behalf of the utility regarding parking ordinances and customer needs.

This position is also directly involved in the enforcement of parking ordinances for the City. Work involves ticketing vehicles for parking restrictions, maintaining records of citations, assisting and educating parking customers and appearing in court when necessary. Enforcement work is nominally led by this position under the moderate supervision of the Parking Utility Manager.

This position also cross-trains on Operations Crew Lead – Parking (OCLP) job functions to provide short-term Operations working lead capabilities during times when OCLP staff are unavailable due to excused absences.

Job Functions

ESSENTIAL JOB FUNCTIONS

- Actively works alongside crews; assigns and directs daily work assignments, monitors work completion; suggests improvements and efficiencies; ensures compliance with policies, expectations, quality and quantity of work.
- Keeps Parking Utility Manager informed of staff, equipment, material, and procedural needs.
- Assists in planning, organizing and prioritizing work for the Parking Division.
- Responds to customer requests, complaints and Citation Review forms.
- Makes recommendations to Parking Utility Manager regarding on-street parking needs and parking ordinance changes broadly and at specific locations relative to signage, meters, enforcement priorities, and the like.

Checks various locations of the City which contain controlled parking restrictions; tickets violating vehicles for expired meter or illegal parking.

- Maintains records of daily enforcement activities, citations issued, customer communications, and appeals.
- Records information on violating vehicles for citizens and prosecuting parties.
- Assists at and attends necessary appointments requiring court action, disputes, violations, etc.
- Assists with parking enforcement for special events.
- Informs supervisor when parking tickets need to be ordered.
- Maintains regular punctual and predictable attendance, works overtime and extra hours as required.

OTHER JOB FUNCTIONS

• Cross-Train with Operations Crew Lead – Parking (OCLP) to maintain functional proficiency with operations tasks for the purpose of scheduling and overseeing the following work as needed, including:

- Perform routine maintenance on parking ramp equipment, gate arms, etc.
- Collect money from ramp exit and pay-on-foot machines.
- Inspect parking meters to ensure they are operating properly. Replace batteries and repairs jammed meters on the street and removes others to parking meter shop for repairs; replace meter posts.
- Operate power sweeper to clean parking ramp floors and a pressure washer to clean the ramp decks.
- Install signage in parking ramps entrances. Spread snow melt and ice melt when necessary.
- Plow ramps and adjacent sidewalks and spread snow melt and ice melt when necessary.

Requirements of Work

A High School Diploma is required, along with at least one year work experience in clerical, supervision, leadership, law enforcement, and/or related training beyond the high school level, or any equivalent combination of experience and training which provides the following knowledge, abilities and skills:

- Knowledge and functional capacity to apply the City's rules, regulations, statutes and ordinances as they pertain to this position.
- Knowledge of proper English, spelling and arithmetic.
- Knowledge of record keeping and electronic data management.
- Ability to establish and maintain effective working relationships with other employees and the

public, and to deal with the public in a courteous and tactful manner. Ability to project a positive profession image of the City of Appleton.

- Ability to work and make decision under limited supervision.
- Ability to investigate and resolve complaints.
- Ability to communication effectively, both orally and in writing, with personnel at various levels both within and outside the organization.
- Ability to work alone on routine work.
- Ability to accurately and neatly report daily activities, ticket logs, etc.
- Ability to make decisions in accordance with established laws and regulations.
- Ability to withstand a variety of different weather conditions.
- Skill in the operation of City's vehicles.
- Skill in reading and understanding street maps and directions.
- Valid drivers license and good driving record.

Supplemental Information

COMPETENCIES

Communication

Customer Focus / Handling Difficult People

Problem Solving

Adaptability/Flexibility

Lead Worker Projects/Tasks



CITY OF APPLETON

MEMORANDUM

Date: May 14, 2025
To: Human Resources / IT Committee (Action item)
Finance Committee (Information item)
From: Jeri Ohman, Finance Director
Subject: Request to approve Finance Department reorganization and position reclassifications

The Finance Department is requesting approval to reorganize and reclassify certain positions. Recently, the frontline Account Clerk I positions have seen significant turnover. This turnover has required more time for supervision than in the past. In an attempt to relieve workload pressures of the supervisor, I am requesting to redistribute tasks between two positions, currently the Customer Service Accounting Supervisor and the Property Tax Specialist.

The Customer Service Accounting Supervisor will become the Customer Service Supervisor. The main changes will include a reduction of staff supervised from four to three and a shift in duties that are more flexible allowing time to focus on daily staffing needs. This position will decrease from pay grade 9 to grade 8.

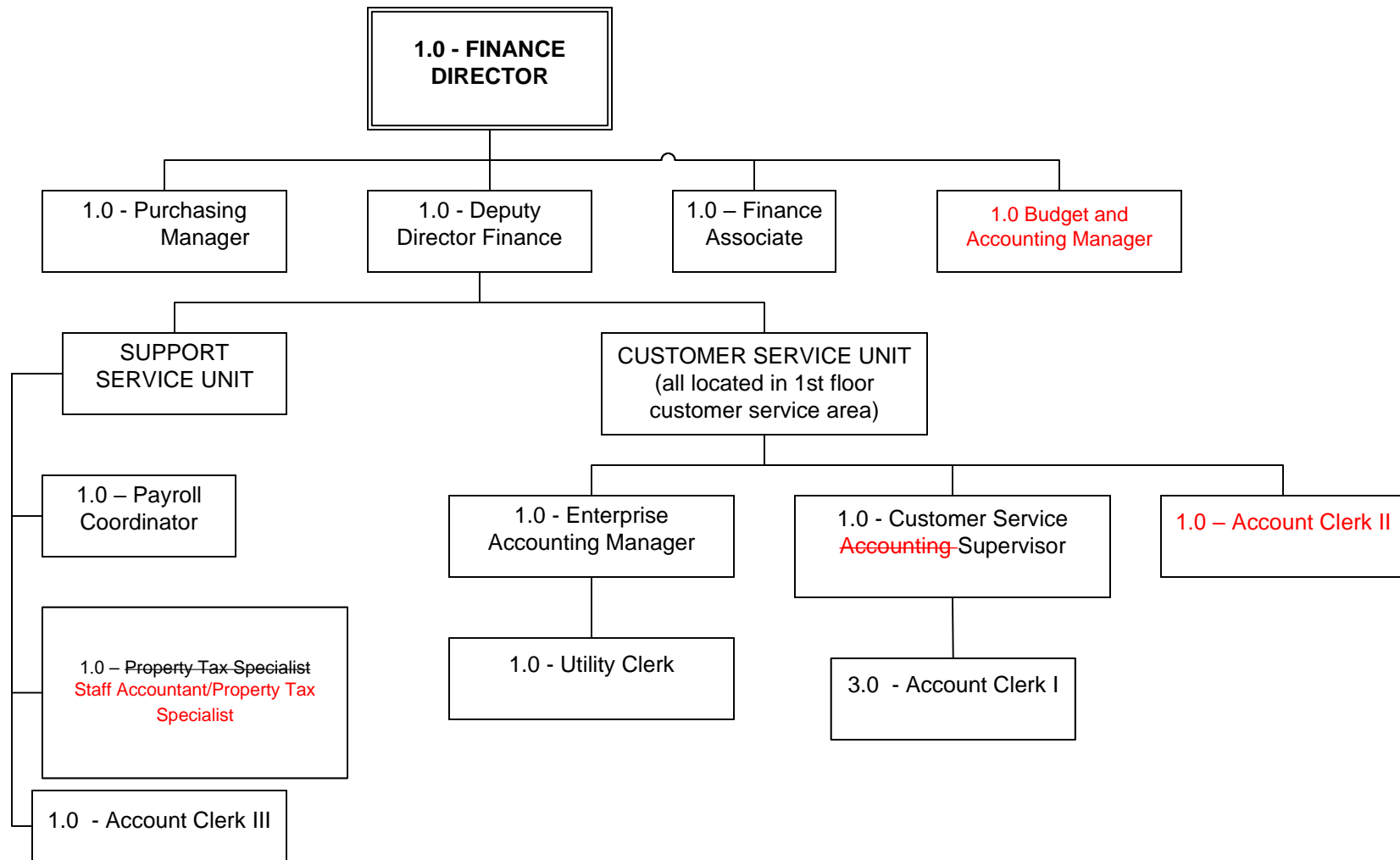
The Property Tax Specialist will become the Staff Accountant / Property Tax Specialist. This position will include more critically timed accounting functions that are difficult to manage during extended periods of staffing needs. This position will increase from pay grade 6 to grade 7.

The above changes in pay grades will continue to remain within the current salary and fringe budget of the department.

In addition to the above changes in responsibilities, the Table of Organization for the department will include the following changes:

- Supervision of the Account Clerk II from the Customer Service Supervisor to the Deputy Director of Finance.
- Supervision of the Budget & Accounting Manager from the Deputy Director of Finance to the Finance Director.

Thank you for your consideration of this request. Please feel free to contact me if you have any questions.



Draft May 5, 2025

Customer Service Supervisor

Grade 8

Position Summary:

This is a supervisory position responsible for financial reporting, account analysis, and daily operations of the Finance Department Customer Service Area. Work involves performing accounting, supervising customer service, and assisting in financial administration. Work is performed under the general supervision of the Deputy Director of Finance and reviewed in a general manner on the basis of results obtained.

Job Functions:

Essential Job Functions:

- Manages customer service clerical staff including prioritizing projects, maintaining changes in work schedule, training staff and scheduling for absences and/or peak periods.
- Coordinates and supervises City tax collections, utility bills, and other receipts.
- Resolves customer complaints.
- Processes accounts receivable invoices and monitors collections.
- Initiates and monitors the collection procedures for NSF checks and delinquent accounts.
- Oversees collection of monthly mobile home fees.
- Monitors and processes bankruptcies for accounts held by the Finance Department.
- Performs accounting for Business Improvement District (BID).
- Performs periodic internal audits of cash collection areas throughout City facilities. Ensures that reported cash balances are correct and proper internal controls are in place and being followed. Report results of audits to the appropriate management personnel.
- Compiles quarterly billings for City departments and prepares summary journal entry to recognize applicable expenses in the department's budgets.
- Monitors automated independent subsystems (cash receipting, general ledger, internet) to assure data is accurate.
- Coordinates and/or assists in financial projects.
- Assists in the preparation of the annual City Budget.

- Develops spreadsheet applications to meet audit requirements and management analysis.
- Maintains regular punctual and predictable attendance, works extra hours as required.

Other Job Functions:

- Prepares letters, reports, tables and other correspondence from copy or hand written materials, rough drafts, verbal instructions and independent composition.
- Other duties as assigned.

Requirements of Work

Bachelor's degree in Accounting, Business or related field, three to five years business setting experience preferably in municipal government, one to three years supervisory experience, or equivalent combination of education, experience and training which provides the following knowledge, abilities and skills:

- Ability to effectively supervise and manage staff.
- Ability to work independently with a high degree of initiative and self-motivation requiring planning, scheduling, coordination of tasks/resources and problem solving.
- Ability to coordinate and handle a variety of programs and activities within the time frame required.
- Ability to establish and maintain effective working relationships with other employees and the public and to deal with public relations problems courteously and tactfully.
- Thorough knowledge of collection policies and procedures.
- Thorough knowledge of cash handling, receipting and reconciling procedures.
- Ability to work accurately under pressure and meet deadlines.
- Ability to communicate effectively, orally and in writing with people at various levels both within and outside the organization.
- Ability to maintain confidentiality of sensitive materials, records and conversations.
- Knowledge of principles and practices of accounting, budgeting and finance in municipalities.
- Ability to maintain financial records and accounts.
- Ability to prepare financial reports.
- Ability to assist in various aspects of budget preparation.

- Proficient in Microsoft Excel, Microsoft Word and Accounting software programs.
- Ability to stand or sit for prolonged time period.
- Ability to work at a computer for sustained periods of time.
- Ability to sustain prolonged visual concentration.
- Ability to bend, reach and lift up to 25 pounds.

Staff Accountant / Property Tax Specialist

Grade 7

Position Summary:

The Property Tax Specialist / Staff Accountant is a full-time benefited position located in the Finance Department. Responsibilities include financial reporting, account analysis, banking relations, and daily operations of the department. Work requires the exercise of initiative, independent judgment, and discretion with responsibility for finality of action. Work is performed under general supervision of the Deputy Director of Finance and reviewed in a general manner on the basis of results obtained.

Job Functions:

Essential Job Functions:

- Oversees the real estate tax file, which includes coordinating the collection process, analyzing and reconciling taxes, making adjustments, initiating refunds, sending delinquent notices, reconciling with the County records, etc.
- Oversees the special assessment file which includes creating bills and reconciling reports on billings, payments and cancelations, preparing accounting reports, preparing the file for the tax roll, etc.
- Analyzes the Accounts Receivable general ledger, reconciles certain ledger accounts on a regular basis and prepares monthly reports.
- Assists in managing general ledger, including preparing journal entries and reconciling accounts.
- Maintains working relationship with City's financial institutions; follows up with bank on returned items, ACH transactions, check copies, stop payments and other items. Reviews monthly bank statements for unusual or nonrecurring items and follows up appropriately.
- Reviews investment statements and reconciles balances to the general ledger on a monthly basis. Prepares necessary journal entries to record investment income and accruals.
- Performs accounting for the golf course enterprise fund.
- Monitors automated independent subsystems (cash receipting, general ledger, internet) to assure data is accurate.

- Monitors the receipt of on-line payments and ensures that they are properly recorded in the general ledger. Follow up as appropriate on errors or unusual items.
- Compiles debt service payment information for City and reconciles and submits debt services payments to DTC.
- Coordinates and/or assists in financial projects.
- Assists in the preparation of the annual City Budget.
- Assists in the preparation of the Department of Revenue Annual Financial Report Form.
- Develops spreadsheet applications to meet audit requirements and management analysis.
- Responds to customer questions and complaints regarding property taxes, special assessments, general bills and other related items.
- Provides back-up/relief for the Customer Service Account Clerk I position.
- Maintains regular punctual and predictable attendance, works overtime and extra hours as required.

Other Job Functions

- Prepares letters, reports, tables and other correspondence from copy or hand written materials, rough drafts, verbal instructions and independent composition.
- Acts as a back-up for a number of Finance Department functions.
- Other duties as assigned.

Requirements of Work

Bachelor's degree in Accounting or related field, three to five years accounting experience preferably in municipal government, or equivalent combination of education, experience and training which provides the following knowledge, abilities and skills:

- Thorough knowledge of City and State property tax collection regulations, policies and procedures.
- Thorough knowledge of City and State special assessment regulations, policies and procedures.

- Ability to make minor decisions in accordance with laws, policies and regulations and to apply these to work problems.
- Thorough knowledge of cash handling, receipting and reconciling procedures.
- Proficient in Microsoft Excel, Microsoft Word and Accounting software programs.
- Ability to work independently with a high degree of initiative and self-motivation requiring planning, scheduling, coordination of tasks/resources and problem solving.
- Ability to work accurately under pressure and meet deadlines.
- Ability to establish and maintain effective working relationships with other employees and the public and to deal with public relations problems courteously and tactfully.
- Knowledge of principles and practices of accounting, budgeting and finance in municipalities, governmental accounting standards and generally accepted accounting principles.
- Ability to stay focused on work assignments while being interrupted to answer telephone calls and assist with walk-in customers.
- Ability to maintain financial records and accounts.
- Ability to prepare financial reports.
- Ability to assist in various aspects of budget preparation.
- Ability to communicate effectively, orally and in writing with people at various levels both within and outside the organization.
- Ability to maintain confidentiality of sensitive materials, records and conversations.
- Ability to sustain prolonged visual concentration.
- Ability to stand or sit for prolonged periods of time.
- Ability to work at a computer for sustained periods of time.
- Ability to bend, reach and lift up to 25 pounds.



CITY OF APPLETON

MEMORANDUM

Date: April 30, 2025
To: Chairperson Hartzheim; members of the HR/IT Committee; Appleton Common Council Members
From: Ron McDonald, General Manager of Valley Transit; Jay Ratchman, Director of Human Resources
Subject: Side Letter Agreement with Teamsters Local Union #662

The City of Appleton and Teamsters Local Union #662 have a collective bargaining agreement for Valley Transit employees, effective through December 31, 2026. This agreement sets the hourly wages for Mechanics and Master Mechanics.

Since June 2024, Valley Transit has been unable to fill a vacant Master Mechanic position, facing ongoing challenges in attracting qualified candidates. A recent market analysis shows the current wage for this role is no longer competitive. Additionally, staff retention has become a growing concern.

In response, and in collaboration with Teamsters Local Union #662, we propose a side letter agreement effective July 1, 2025, through December 31, 2026. At that time, either a successor agreement will take effect, or the terms will revert to the existing contract.

Key provisions of the proposed side letter include:

- **Wage Adjustment:** Increase the Master Mechanic hourly wage to \$35.9866. ASE certification will no longer be required to receive this wage.
- **New Position Creation:** Establish a *Shop Foreperson* position (job description attached) by elevating the current Lead Mechanic role. This position will receive an additional \$3.00 per hour above the full Master Mechanic wage. This replaces the Lead Mechanic premium outlined in Article 45.3 of the current contract.

The estimated financial impact for 2025 is \$15,642.74, which will be absorbed within the existing Valley Transit 2025 budget through salary savings from unfilled positions.

Shop Foreperson – Valley Transit

Nature of Work

This is a lead worker position responsible for assisting in the maintenance operations of Valley Transit. Responsibilities involve assisting in and directing the work of maintenance personnel. This position works under the supervision of the Maintenance Supervisor.

Job Functions

ESSENTIAL JOB FUNCTIONS

- Provides advice and direction to mechanics when requested or when deemed necessary.
- Assists supervisor with record-keeping, shop and tool inventory, as well as other administrative duties.
- Monitors costs and billable items.
- Creates weekly reports of all shop activities and repairs.
- Interacts with manufacturers and vendors regarding warranty programs and repairs as needed.
- Oversees and/or performs and assists in a full range of mechanical maintenance and repair of all Valley Transit equipment and vehicles.
- Inspects, engines, transmissions, electrical equipment and air systems such as brakes, compressors and tires, as well as services and repairs axle and other support systems.
- Performs preventative maintenance and general servicing to vehicles, including changing fluids, greasing, safety checks, etc.
- Repairs hydraulic, electrical, and fuel-injected systems.
- Performs emergency road work to buses and related equipment, replacing vehicles when necessary.
- Road tests vehicles to diagnose mechanical problems and evaluate service after repairs.
- Answers radio calls and handles telephone and radio communications with mechanics, supervisors, and vendors.
- Plans daily work assignments for maintenance personnel as needed and coordinates shift work activities with other departments and vendors.
- Performs other duties as assigned.

OTHER JOB FUNCTIONS

- Performs general building maintenance as needed including snow and ice control.
- May perform body work.
- Innovates and recommends the application of improved and more cost-efficient maintenance techniques.
- Assists in maintaining accurate parts inventory and accountability for all parts used.
- Assists the Maintenance Supervisor in purchasing products and services for transit system use.
- Assists the Maintenance Supervisor in the evaluation of maintenance personnel.

Requirements of Work

- Thorough knowledge of the theory and operation of diesel and gasoline engines, mechanical, electrical, hydraulic, and pneumatic systems on transit vehicles.
- Considerable knowledge of the standard practices, equipment, tools, hazards, and safety precautions of the trade.
- Skill in reading and interpreting hydraulic schematics, electrical wiring diagrams, service manuals, and other reference materials.
- Ability to diagnose and correct mechanical and electrical defects and determine the effectiveness and need for maintenance activities through inspection.
- Skill in diagnosing defective equipment, performing complete engine transmission and related vehicle component overhauls.
- Knowledge of precautions necessary to work safely in all aspects of the job, including in and around vehicular traffic.
- Ability to install, repair, and maintain specialized parts, including performing necessary field repairs, and operate department equipment for maintenance.
- Ability to drive a bus and operate a variety of related repair and maintenance equipment.
- Ability to establish and maintain effective working relationships with other employees, supervisors, and to interact with them in a courteous and tactful manner.
- Ability to plan, schedule, and prioritize work while meeting deadlines.
- Ability to make independent decisions and exercise sound judgment in stressful or emergency situations.
- Ability to maintain a safety culture in an effort to meet and exceed Federal, State, and Local regulations.

- Ability to withstand adverse weather conditions.
- Ability to respond for emergency operations.
- Maintains regular, punctual, and predictable attendance and works overtime and extra hours as required.
- Ability to work opening shifts with flexibility for shift reassignment based on operational needs.
- Possess and maintain a valid Wisconsin Class B Commercial Driver's License (CDL) with the P endorsement and a Federal Medical Card.

Supplemental Information

COMPETENCIES

Adaptability/Flexibility

Communication

Customer Focus

Lead Worker Projects/Tasks

Problem Solving



DEPARTMENT OF
**INFORMATION
TECHNOLOGY**

CITY OF APPLETON
Department of Information Technology

100 N. Appleton Street
Appleton, WI 54911
p: 920.832.5885
appletonwi.gov

To: HR/IT Committee, Common Council
From: Corey Popp, Information Technology Director
Date: May 14, 2025
Re: Recommendation to Approve Backup Internet Circuit

I am recommending approval of a 36-month agreement with TDS Metrocom to provide a backup Internet circuit at a rate of \$805 per month (\$9,660 annually). The Common Council approved \$14,000 for this connection in the 2025 Executive Budget.

The total contract cost over the 36-month term is \$28,980. I am also requesting a 10% contingency (\$2,898) to cover any third-party installation costs that may arise. TDS has waived their installation fee, but minor costs may be incurred depending on the final construction plan. The total three-year budget request, including contingency, is \$31,878.

Three quotes were solicited for this project:

PROVIDER	MONTHLY RATE	TERM	TOTAL COST
TDS METROCOM	\$805	36 months	\$28,980
AT&T	\$1,035	36 months	\$37,260
SPECTRUM	\$1,055	36 months	\$37,980

In addition to serving as a backup to the City's primary WiscNet Internet connection (WiscNet is a nonprofit Internet provider serving educational and governmental organizations in Wisconsin), the TDS connection will also enable firewall load balancing and increase available bandwidth across departments.

This is made possible through existing SD-WAN (Software-Defined Wide Area Network) technology deployed on the City's firewall. SD-WAN dynamically routes network traffic across multiple Internet paths to ensure optimal speed, reliability, and automatic failover in the event of an outage.

The installation period is expected to take up to 90 days following contract signing.

Please contact me if you have any questions regarding this recommendation.

Updates thru 5/8/25

HR Generalist	Position	Dept.	Date of Vacancy	Open Date	# of Openings	Status
Vanessa	Facilities Technician	P&R	2/25/2025	3/31/2025	1	Medical pending on top candidate.
	Facilities Manager	P&R	5/1/2025	4/3/2025	1	Panel interviews: 4/30 & 5/1/25.
	Grounds Coordinator	P&R	4/11/2025	4/3/2025	1	Panel Interviews: 5/7/25.
	Customer Service Specialist	DPW	4/4/2025	3/31/2025	1	Screening Interviews: 5/9/25.
	Engineering Technician	DPW		4/28/2025	2	Application deadline: 5/11/25.
	Parking Utility Manager	DPW	05/01/25	04/11/25	1	Panel interviews: 5/6 & 5/8/25.
	Transit Maintenance Operations Supervisor	VT	03/25/23	03/14/25	1	Offer accepted, start date 5/19/25.
		VT	NA	NA	NA*	Application deadline: 4/27/25. Panel Interviews: 5/2/25. Medical pending on 1 candidates. Background pending on 2 candidates.
	Bus Driver					
	Part Time Bus Driver	VT	N/A	10/07/24	NA*	Application deadline: 4/27/25.
	Wastewater Operator	Utilities	11/12/2024	05/10/24	1	Medical pending on top candidate.
Morgan	Police Officer	Police	NA	N/A	1+Elig.	Application deadline: 5/7/25. Backgrounds pending on 5 candidates.
	Community Service Officer	Police	8/30/2024	2/19/2025	1	Background pending on 2 candidates.
	Seasonal - Appleton Police Department Evidence Intern	Police	NA	4/17/2025	1	Application deadline: 5/11/25.
	Library Clerk (Half-Time)	Library	2/27/2025	3/7/2025	2	Application deadline: 5/4/25. Job offer accepted, start date: TBD
	Library Assistant - Public Services (Sub)	Library	NA	3/27/2025	1	Job offer accepted, start date: TBD
	Library Assistant - Children's (Sub)	Library	NA	4/11/2025	1	Panel interviews: 5/7/25.
	Library Clerk (Sub)	Library	NA	3/27/2025	1	Background pending on one candidate.
	Library Intern (Part-Time)	Library	NA	4/15/2005	1	Application deadline: 5/4/25.
	Operations Clerk (Sub)	Library	NA	4/17/2025	1	Internal application deadline: 5/11/25.
	Account Clerk I	Finance	4/29/2025	5/1/2025	1	Application deadline: 5/18/25.
			Total Positions Open:		20	
On Hold	Position	Dept.	Date of Vacancy	# of Openings	Status	
Vanessa	Master Mechanic -Valley Transit	VT	6/8/2024	1	Currently reviewing structure of compensation.	
Morgan	Customer Service Accounting Supervisor	Finance	3/31/2025	1	Position on hold.	
Total On Hold				2		

*Will continue to fill Bus Driver vacancies as needed.