City of Appleton

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

Meeting Agenda - Final

Human Resources & Information Technology Committee

Wednesday, April 26, 2023 | **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

23-0437 Minutes 4/12/23.

Attachments: Minutes 4-12-23.pdf

5. Public Hearing/Appearances

6. Action Items

23-0438 Request to Elect Vice Chair.

23-0439 Request to Set Meeting Date and Time.

23-0440 Request to Designate Contact Person.

23-0457 Request to Award Network Managed Services to Heartland Business Systems.

Attachments: Recommendation to Award Network Managed Services to Heartland Business S

23-0463 Request to Approve Police Table of Organization Changes.

Attachments: New Police Engagement Spec.pdf
Police Community Engagement Specialist Job Description 4.20.23.pdf
Police DRAFT 4.7.23.pdf

7. Information Items

23-0459 Recruitment Status Report through 4/20/23.

Attachments: RSR 4.20.23.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.

For questions on the agenda contact Jay Ratchman at 920-832-6427.

**We are currently experiencing intermittent issues/outages with our audio/video equipment. Meeting live streams and recordings are operational but unreliable at times. This is due to delays in receiving necessary system hardware components. We continue to look for solutions in the interim and we hope to have these issues resolved soon.*

City of Appleton

100 North Appleton Street
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Meeting Minutes

Human Resources & Information Technology Committee

Wednesday, April 12, 2023 | **6:30 PM** | **Council Chambers, 6th Floor**

1. Call meeting to order

2. Roll call of membership

Present: 5 - Thao, Fenton, Alfheim, Hartzheim and Croatt

3. Approval of minutes from previous meeting

23-0333 Minutes 3/8/23.

Attachments: Minutes 3-8-23.pdf

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

Aye: 5 - Thao, Fenton, Alfheim, Hartzheim and Croatt

4. Public Hearings/Appearances

5. Action Items

23-0334 Request to Approve Community and Economic Development / Public Works Re-organization.

Attachments: CED Re-org.pdf
Community & Economic Development DRAFT 3.2023.pdf
Public Works DRAFT 3.27.23 (1).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 - Thao, Fenton, Alfheim, Hartzheim and Croatt

6. Information Items

23-0335 Recruitment Status Report through 4/6/23.

Attachments: RSR 4.6.23.pdf

This Presentation was received and filed

7. Adjournment

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

Aye: 5 - Thao, Fenton, Alfheim, Hartzheim and Croatt

CITY OF APPLETON

INFORMATION TECHNOLOGY DEPARTMENT

100 N. Appleton Street
Appleton, WI 54911

(920) 832-6410

(920) 832-5885

helpdesk@appleton.org

To: Finance Committee, HR/IT Committee, and Common Council

From: Corey Popp, Information Technology Director

Date: April 24, 2023

Re: Recommendation to Award Network Managed Services to Heartland Business Systems

Background

On March 16, 2022, the Appleton Common Council approved $60,000 (22-0297) to have Heartland Business Systems perform an IT network assessment for the City's I.T. Department. As a result of the assessments, the 2023 I.T. budget, adopted by the Council on November 9, 2022, included $75,000 to place the City's network and data center under managed service agreements.

RFP Process

I published two RFPs, one for Network Managed Services and a second for Data-Center Managed Services, on December 1, 2022. The City received three proposals by February 13, 2023. All three proposals greatly exceeded the budgeted dollars for the managed services.

After consideration of how to proceed, I offered all three suppliers an opportunity to resubmit bids, this time splitting one-time remediation costs from ongoing annual maintenance costs in the hopes of reducing the recurring expense. One supplier respectfully declined my offer to resubmit, while the other two suppliers resubmitted bids. Both bids still exceeded the City's budget, but this time by a manageable amount.

Panel Review

The I.T. Department proceeded with a three-member panel review of the proposals based upon pre-established criteria covering Project Specifications and Requirements, Qualifications and Experience, Terms and Conditions, Appleton/Fox Valley Business Advantage, and Price Proposal. Proposals were scored and ranked according to total score as follows (300 pts. possible):

	Data Center Managed Service	Network Managed Service
Heartland Business Systems (HBS)	263 points	284 points
Spectrum Enterprises	Not submitted	216 points

The costs of the proposals are:

	Remediation (1x)	Annual Recurring
HBS (Network and Data Center)	$126,200	$94,467
Spectrum (Network only)	Not submitted	$142,008

Recommendation

Following the proposal evaluations, the panel arrived at the decision to award a portion of the RFPs to Heartland Business Systems, subject to final contract negotiations and Common Council approval.

The panel's specific recommendations are as follows:

1. Proceed with the one-time data center and network remediations for $126,200
2. Proceed with the annual Network Managed Service agreement for $41,267
3. Decline the annual Data Center Managed Service agreement for $53,200
    a. With the February 2023 conversion of the City's ERP system to Software as a Service (SaaS), and with consideration of another 13 SaaS conversions either currently in transition, under review, or in the I.T. project pipeline, the panel determined that Data Center management can remain in house, while supplementing it with separately budgeted consulting dollars as needed.

Financing

With a 2023 annual budget of $75,000 for managed services, the IT department will be left with a $33,733 budget surplus by approving only the Network Managed Service, while declining the Data-Center Managed Service.

The one-time remediation cost of $126,200 will be covered by $90,000 already held in the 2020 Excess General Fund Balance specifically for network remediation, plus an additional $36,200 from the remaining $399,474 being held in the 2021 Excess General Fund Balance for I.T.

Director Ohman has reviewed the financing portion of this memo for accuracy of the fund balances and their allocations.

If you have any questions regarding this recommendation, please contact Corey Popp at corey.popp@appleton.org or 832-5892. Thank you for your consideration.

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

POLICE DEPARTMENT

222 South Walnut Street • Appleton, WI 54911-5899
(920) 832-5500 • Fax (920) 832-5553
http//www.appleton.org/police

To: Alderperson Hartzheim, Human Resources Committee Chairperson
Alderperson Croatt, Safety and Licensing Committee Chairperson

From: Chief Polly Olson

Date: April 20, 2023

Subject: Informational Item – Safety and Licensing Committee
Action Item – HR/IT

We constantly review processes, programs, and our organizational structure to make sure we are delivering excellent police services in the most efficient way. I am requesting a position be restructured on our Table of Organization.

There was an unanticipated vacancy recently created in our clerical department. Our Administrative Services Manager had implemented some processes which streamlined workload and created efficiencies allowing us to leave that position unfilled. I am requesting to use the funds from this unfilled 1.0 FTE Administrative Support Specialist to create a 1.0 FTE Police Community Engagement Specialist.

The Police Community Engagement Specialist would be a part of the Community Resource Unit, supervised by Lt. Cash. Lt. Cash currently serves as the department's Public Information Officer, in addition to her role as supervisor for this unit.

This is a civilian position. This person would be expected to perform public information and community outreach functions to enhance the delivery of police services to the citizens in our community. They would build relationships with key community stakeholders and work to promote the department and our programs.

The 1.0 Administrative Support Specialist is in pay grade 5. The Police Community Engagement Specialist is in pay grade 7. This reorganization will result in an estimated salary savings of $12,000 if the vacancy is filled in June. For 2024, the position will be accounted for in the budget process.

We also know that it takes time for changes to take hold so that we can truly determine if the anticipated benefits outweigh the unintended consequences. I will review the impact of any change that is approved and report back to the Council if there are any concerns.

Chief Polly Olson

Police Community Engagement Specialist

Class Code: 240-38

Bargaining Unit: Non-union Non-Exempt

CITY OF APPLETON
Established Date: Apr 20, 2023
Revision Date: Apr 20, 2023

SALARY RANGE

$25.20 - $35.28 Hourly

NATURE OF WORK:

Under general supervision of the Community Resource Unit Lieutenant, this person performs public information and community outreach functions to enhance the delivery of police service to the citizens of Appleton. The position is responsible for keeping the public informed about department operations and activities and promoting the department to the community. This individual should possess excellent communication skills and an understanding of police procedures.

JOB FUNCTIONS:

ESSENTIAL JOB FUNCTIONS

- Assist with the City of Appleton's APPYcademy to provide citizens with a detailed representation of the police department.
- Interact with Departmental personnel to prepare and disseminate information and ideas in a timely and accurate manner.
- Disseminate information on departmental actions taken, ideas, and proposed and existing Departmental projects and programs to interested groups and individuals in a positive manner.
- Assist with the coordination of news conferences and planned media events.
- Ensure that all media releases of information comply with Department policies and state statutes, the Wisconsin Open Records statutes and related court decisions while also protecting the integrity of active police investigations.
- Coordinate the preparation of clear and concise media releases and written statements.
- Prepare social media posts and community-related information which accurately reflect the position of the Appleton Police Department.
- Review media releases written by officers for accuracy and compliance with Department policies and state statutes.
- Establish and coordinate liaison with formal and informal community or civic organizations and groups.
- Conduct community, civic, or group meetings to exchange information and build relationships.
- Respond to all inquiries on, and edit, the APD website.
- Assist with media releases for sex offender notification meetings to the community.
- Update the Chief of Police or a Command Staff member of emerging concerns in the community which have a bearing on APD service delivery or the APD's organizational reputation.
- Manage the Neighborhood Watch program.
- Advise District Commanders of ongoing programs and special events.
- Assist with the development of educational, informational, or media release content for the Police Department's social media pages (Facebook, Instagram, LinkedIn, and Twitter).

- Coordinate specialty program areas and community events on behalf of the Police Department.
- Review and distribute all incoming USPS mail and interoffice mail.
- Take and acquire photos/videos of Police Department employees and events to enhance content. Utilize editing programs and maintain content library.
- Administrative tasks associated with CIT/CIP training.
- Maintain punctual and predictable attendance, work extra hours as required.
- Other administrative tasks as assigned.

OTHER JOB FUNCTIONS

- Assist Operations Districts with community relations and crime prevention activities.
- Assist public with walk-in or lobby requests for information.

REQUIREMENTS OF WORK:

A bachelor's degree in communications, public administration, or related field, one to two years' experience in community engagement or communications, or a combination of experience and training which provides the following knowledge, abilities and skills:

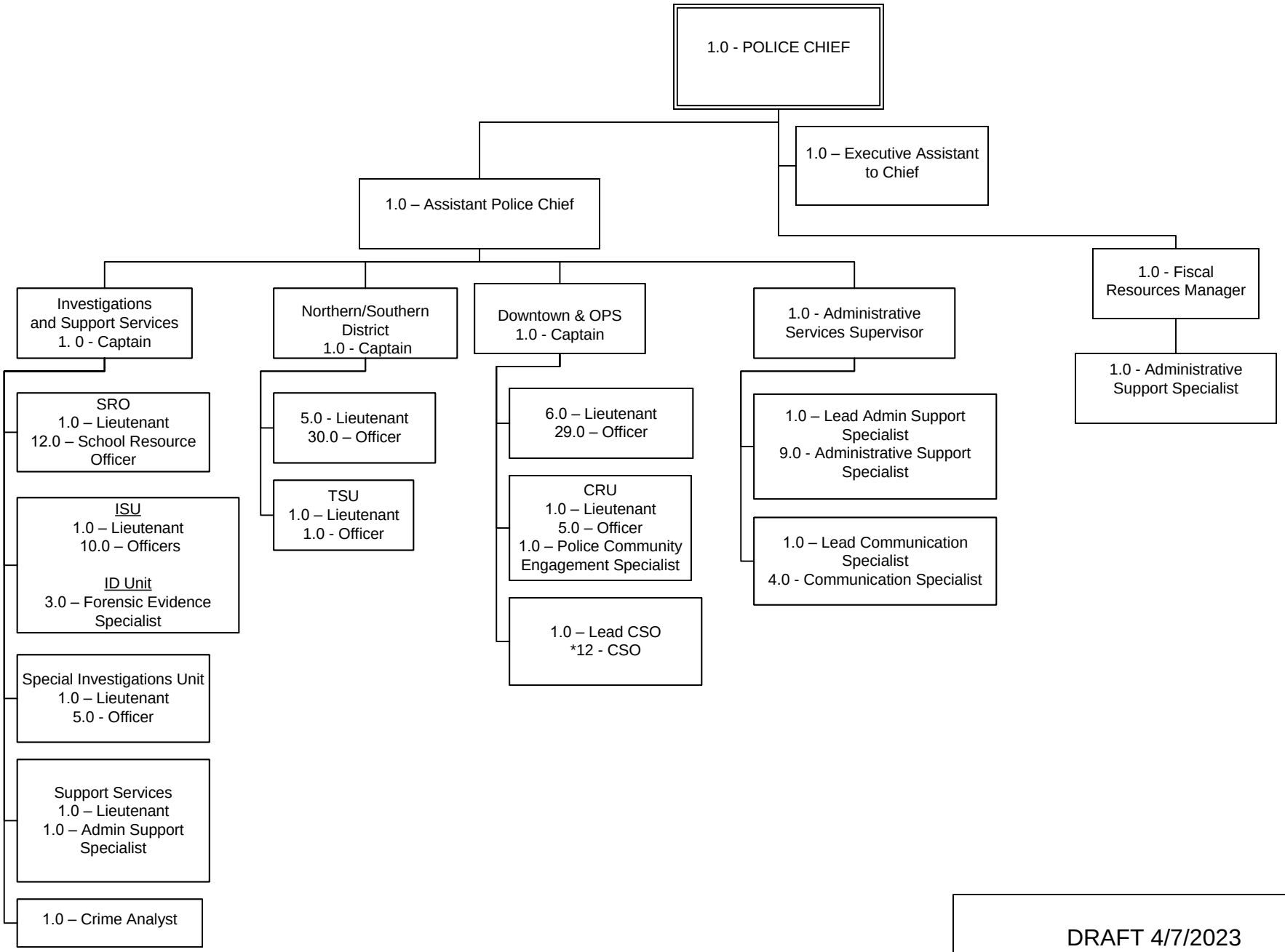
- Knowledge of social media platforms, available computer programs, and audio/visual equipment, (i.e., computers, printers, projectors, etc.).
- Develop and maintain positive and effective public relations with the general public, the news media, and outside agencies and organizations through the dissemination of information and ideas in a timely and accurate manner.
- Knowledge of and, preferably, experience with managing social media on behalf of a business or government agency.
- Knowledge of principles and techniques of public, media, and community relations.
- Knowledge of photo and video editing.
- Ability to communicate effectively, in oral and written form, to a variety of audiences.
- Ability to maintain confidentiality.
- Strong organizational skills and keen attention to detail.
- Ability to work effectively and meet deadlines.

SUPPLEMENTAL INFORMATION:

COMPETENCIES

Communication
Self-Directed/Autonomous
Technical Skills
Problem Solving
Creative/Innovative

To learn more about these competencies click here


1.0 - POLICE CHIEF
1.0 – Executive Assistant to Chief
1.0 – Assistant Police Chief
1.0 - Fiscal Resources Manager
1.0 - Administrative Support Specialist
Investigations and Support Services 1. 0 - Captain
Northern/Southern District 1.0 - Captain
Downtown & OPS 1.0 - Captain
1.0 - Administrative Services Supervisor
SRO
1.0 – Lieutenant
12.0 – School Resource Officer
ISU
1.0 – Lieutenant
10.0 – Officers
ID Unit
3.0 – Forensic Evidence Specialist
Special Investigations Unit
1.0 – Lieutenant
5.0 - Officer
Support Services
1.0 – Lieutenant
1.0 – Admin Support Specialist
1.0 – Crime Analyst
5.0 - Lieutenant
30.0 – Officer
TSU
1.0 – Lieutenant
1.0 - Officer
6.0 – Lieutenant
29.0 – Officer
CRU
1.0 – Lieutenant
5.0 – Officer
1.0 – Police Community Engagement Specialist
1.0 – Lead CSO
*12 - CSO
1.0 – Lead Admin Support Specialist
9.0 - Administrative Support Specialist
1.0 – Lead Communication Specialist
4.0 - Communication Specialist
DRAFT 4/7/2023

Recruitment Status Report

Updates thru 4/20/2023

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: 4/23/23.
	Operations Crew Leader	DPW	04/17/23	04/14/23	1	Internal application deadline: 4/30/23.
	Administrative Support Specialist - MSB	DPW	04/22/23	04/10/23	1	Application deadline extended to 4/30/23.
	Engineering Technician	DPW	04/03/23	03/30/23	1	Application deadline: 4/23/23.
	Operator II - Sewer	DPW	04/03/23	03/27/23	1	Job offer accepted, start date: 4/24/23.
	Civil Engineer	DPW	04/01/23	03/09/23	1	Panel interviews: 4/18/23 & 4/19/23.
	Traffic Engineering Specialist	DPW	03/16/23	03/03/23	1	Application deadline: 4/23/23.
	Arborist	DPW	01/06/23	01/05/23	1	Application deadline: 5/07/23.
	Parking Enforcement Person	DPW	11/05/22	01/05/23	1	Job offer extended to top candidate.
	HVAC/Building Inspector	DPW	01/14/23	01/05/23	1	Application deadline: 4/23/23.
	Operations Supervisor (Safety Coordinator, Sewer Crew, Sweepers)	DPW	04/07/23	03/22/23	1	Job offer accepted, start date: 4/17/23.
	Service Person CEA & Parking	DPW	04/03/23	03/21/23	1	Panel interviews: 4/27/23.
	Relief Operator - Wastewater	Utilities	02/28/23	03/03/23	1	Application deadline: 4/23/23.
	Water Plant Operator	Utilities	03/11/23	03/03/23	1	Job offer accepted, start date: 6/25/23.
	Wastewater Plant Operator	Utilities	06/26/23	04/06/23	1	Application deadline: 4/23/23.
	Part Time Utility Worker - VT	VT	09/30/21	10/05/21	N/A	Application deadline: 6/04/23.
	Bus Driver	VT	Multiple	N/A	9	Application deadline: 6/04/23. Job offer extended to one candidate.
	Part-Time Bus Driver	VT	N/A	N/A	N/A	Application deadline: 6/04/23.
Allison	Police Officer	Police	N/A	N/A	Elig.	PFC interviews: 5/22/23 & 6/26/23.
	Community Service Officer	Police	N/A	11/11/22	1	Conditional offers extended to 1 candidate. Job offer accepted, start date: 5/17/23.
	Firefighter	Fire	Multiple	09/03/22	2	PFC interviews: 4/24/23.
	Principal Planner	CED	02/27/23	03/03/23	1	2nd application deadline: 5/21/23. Panel interview: 4/21/23.
	Account Clerk I	Finance	03/20/23	03/06/23	1	2nd application deadline: open.
	ERP Systems Specialist	IT	02/04/23	02/10/23	1	Application deadline open. References pending on candidate.
	Library Page Clerk - Regular Part-time	Library	04/30/23	04/05/23	3	Application deadline: 4/23/23.

	Library Page	Library	N/A	03/31/23	1	Panel interviews: 4/25/23.
	Library Assistant Supervisor - Materials Management	Library	04/01/23	03/21/23	1	Background & references pending on top candidate.
	Library Assistant - Public Services (Sub)	Library	N/A	03/10/23	1	Background & references pending on top candidate.

Total Positions Open: 37 **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.
	Administrative Support Specialist	Police	03/14/23	1	Department evaluating position.
	Lead Communications Specialist	Police	06/06/23	1	Retirement. Pending RTF.
	Coordinated Entry Specialist	CED	04/03/23	1	Department evaluating position.
Jessie	Transit Maintenance Operations Supervisor	VT	03/25/23	1	Determining next steps.

Total Positions On Hold: 5

Note: Per Recruitment Policy, part-time non-benefited positions do not require authorization outside of the department. The Mayor has asked departments to scrutinize.