City of Appleton

Meeting Agenda - Final

Human Resources & Information Technology Committee

Monday, August 8, 2016   **5:00 PM**   **Council Chambers, 6th Floor**

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1. Call meeting to order

2. Roll call of membership

3. Approval of minutes from previous meeting

    16-1208   Minutes from 7/11/2016

    Attachments: Minutes 7-11-16.pdf

4. Public Hearings/Appearances

5. Action Items

    16-1300   Request to award contract for the ERP (Enterprise Resource Planning) to Tyler Technologies headquartered in Plano, TX. The contract will cover 6 planned phases over approximately a 3 ½ year implementation project. The cost of the contract not to exceed $1,849,574 plus a 10% contingency for a total of $2,034,532.

    Attachments: ERP Software HR-IT Committee Memo.pdf

    Tyler Client References.pdf

    16-1301   CLOSED SESSION: The committee will meet in closed session to discuss parameters of labor negotiations, pursuant to the exemptions contained in State Statutes 19.85 (1) (c) and (e). The Committee will then reconvene into an open session and conduct further business.

6. Information Items

    16-1304   Information Services mid year budget report

    Attachments: IT midyear report.pdf

16-1305   Human Resources mid year budget report

> *Attachments:* 2016 mid year budget report.pdf

16-1306   Pay for Performance and Compensation Plan Review

> *Attachments:* Pay for Performance Plan Review.pdf

16-1307   Staff turnover update

> *Attachments:* staff turnover 8-1-16.pdf

16-1287   Recruitment status report 8/4/16

> *Attachments:* RSR thru 8-4-16.pdf

7.   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 agenda, contact Director Behnke at 920-832-6426 or Chairperson Konetzke at 920-427-1868*

City of Appleton

Meeting Minutes

Human Resources & Information Technology Committee

Monday, July 11, 2016	5:00 PM	Council Chambers, 6th Floor

1. Call meeting to order

2. Roll call of membership

   Roll call attendance

   Present: 5 - Konetzke, Baranowski, Jirschele, Plank and Spears

3. Approval of minutes from previous meeting

   16-1110   Minutes from 6/6/16

   Attachments: Minutes 6-6-16.pdf

   Spears moved, seconded by Plank that the meeting minutes be approved. Roll call. Moation carried by the following vote:

   Aye: 5 - Konetzke, Baranowski, Jirschele, Plank and Spears

4.   **Public Hearings/Appearances**

5.   **Action Items**

   16-1076   Request to award contract to Nexum Inc. for their First Defense Monitored Services for outside firewall monitoring of our Palo Alto Firewalls. Monthly cost of $1,362.22 with a one-time installation fee of $1,362.22 for a total of $17,708.86 for year one 2016 CIP Funds to be used in first year.

   Attachments: First Defense Monitored ServicesHR-IT Committee Memo.pdf

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

   Aye: 5 - Konetzke, Baranowski, Jirschele, Plank and Spears

16-1101   CLOSED SESSION: The committee will meet in closed session to discuss parameters of labor negotiations, pursuant to the exemptions contained in State Statutes 19.85 (1) (c) and (e).   The Committee will then reconvene into an open session and conduct further business.

Spears moved, seconded by Plank, to convene in Closed Session. Roll Call. Motion carried by the following vote:

Aye: 5 -   Konetzke, Baranowski, Jirschele, Plank and Spears

Alderperson Plank moved, seconded by Alderperson Spears, to rise and report, returning into open session. Roll call. Moation carried by the following vote:

Aye: 5 -   Konetzke, Baranowski, Jirschele, Plank and Spears

6.   Information Items

16-1077   Updates from I.T. Director
·   Department Remodel
·   Website hits and Search Statistics (Working with Vision)
·   Open Projects (CAMA / ERP, Parking Ramps, email encryption, panic buttons, online payments)
·   Normal everyday procedures

This Presentation was received and filed

16-1078   Department of Labor (Wage and Hour Division) Final Rule-Update on the Regulations Defining and Delimiting the Exemption for Executive, Administrative, and Professional Employees.

Attachments: FLSA FINAL RULE.pdf

FLSA Impact June 2016.pdf

This Presentation was received and filed

16-1079   2015 Pay for Performance Data

Attachments: Pay For Performance Data 7-11-16.pdf

This Presentation was received and filed

16-1080   Wellness Committee Key Objectives

Attachments: Wellness Committee Objectives.pdf

This Presentation was received and filed

16-1081   2016 Mid Year HR Budget Report

__Attachments:__   2016 mid year budget report.pdf

This Presentation was received and filed

16-1085   Recruitment Status Report 7/1/16

__Attachments:__   RSR thru 7-1-16.pdf

This Presentation was received and filed

7.   Adjournment

**Spears moved, seconded by Plank that the meeting be adjourned. Roll call.
Motion carried by the following vote:**

Aye: 5 -   Konetzke, Baranowski, Jirschele, Plank and Spears

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

Information Technology Department
100 N. Appleton Street
Appleton, WI 54911

MEMO

To: Alderperson Konetzke and Members of the IT Committee

From: Dean Fox, Information Technology Director

Date: 8/4/16

Re: Action Item: Request to award contract for the ERP (Enterprise Resource Planning) to Tyler Technologies headquartered in Plano, TX. The contract will cover 6 planned phases over approximately a 3 ½ year implementation project. The cost of the contract not to exceed $1,849,574 plus a 10% contingency for a total of $2,034,532.

The 2016 budget includes $3,000,000 CIP funding for an Enterprise Resource Planning solution to replace the IBM iSeries and all programs that currently reside on it.

An RFP for the ERP solution was issued in 2015 with 4 firms responding. In late 2015 the selection of Tyler Technologies was brought to the Finance Committee from the pool of responses received which allowed us to then work with Tyler on module selection and revising the City's needs. We chose Tyler last year based on the following:

- Functionality both "out of the box" as well as added programming
- Investments and costs
- Service and Support
- Technical Requirements
- Other value added features
- Vendor viability
- Thoroughness and detail of the RFP response.
- WI Reference checks along with a list of national references (see attached)
- Interfaces with other City needed functions on areas such as GIS, Assessors software.

The evaluation team requests your consideration and approval of a contract with Tyler Technologies.

If you have any questions regarding this recommendation please contact Dean Fox.

Section 10 CLIENT REFERENCES

3.10 Client References (Section10)

The Vendor must provide at least five references from clients that are similar in size and complexity to the City. The format for completing the Vendor references is provided in section 6.13 of this document. In addition, the City requests a listing of all municipal clients. If possible, at least one of these references should be a Vendor-hosted solution.

10.1 CLIENT REFERENCE FORM

Vendor name:	Tyler Technologies
Customer name:	City of Green Bay, WI
Customer contact:	Dawn Foeller, Finance Director
Customer phone number:	920-448-3026
Customer E-mail address	dawnfo@greenbaywi.gov
System which Solution Replaced	Harris - GEMS

Describe Nature of Project and Services Provided to This Client:

The City of Green Bay, Wis., chose Tyler's Munis® enterprise resource planning (ERP) solution to replace the city's 30-year-old system that does not fully support its current business needs. The agreement included related software licenses, professional services, training and support.

Munis will help meet the city's long-term vision of moving from a transaction-focused environment to one that utilizes data for analytical purposes and to reduce dependency on paper-driven processes. To achieve its vision, the city implemented multiple Munis software applications, including employee self-service, project and grant accounting and content management. The city also selected Tyler Pulse for advanced analytical reporting.

Green Bay has more than 104,000 residents and is Wisconsin's oldest and third-largest city, after Milwaukee and Madison. The city of Madison is also a Tyler client, using Munis ERP and Incode municipal court solutions.

Customer Date: Sept 2013
Annual Budget: $101M

City of Appleton, WI
ERP System and Implementation Services

Employees: 1,500

Population: 104,000

Munis Products Implemented:

- Accounting/GL/Budgeting/AP
- Project & Grant Accounting
- Purchasing
- Contract Management
- Bid Management
- Fixed Assets
- Payroll/ESS
- HR Management
- Employee Expense Reimbursement
- Accounts Receivable
- General Billing
- Munis Analytics & Reporting
- CAFR Statement Builder
- Self-Service
- Content Manager

Configuration of Solution Implemented (Hardware, Software):

Munis v10.5

Windows 2008 R2

SQL 2008 R2 EE

Tyler Technologies, Inc.

10.2 CLIENT REFERENCE FORM

Vendor name:	Tyler Technologies
Customer name:	City of Racine, WI
Customer contact:	Kathy Kasper, Purchasing Director
Customer phone number:	(262) 636-9143
Customer E-mail address	kathryn.kasper@cityofracine.org
System which Solution Replaced	Harris - GEMS

Describe Nature of Project and Services Provided to This Client:

The City of Racine invested in a wide range of Tyler's MUNIS financial, human resource and Tax Billing applications with the goal of improving its business operations through the automation of processes, enhanced tracking and reporting, and workflow features offered by Munis.

Customer Date: April 2014
Annual Budget: $148M
Employees: 1,300
Population: 82,000
Munis Products Implemented:

- Accounting/GL/Budgeting/AP
- Project & Grant Accounting
- Purchasing
- Contract Management
- Fixed Assets
- Payroll/ESS
- HR Management
- Applicant Tracking
- Accounts Receivable
- General Billing
- Business Licenses
- Tax Billing
- Munis Analytics & Reporting
- Self-Service
- Content Manager

Configuration of Solution Implemented (Hardware, Software):

169

Munis v10.5

Windows 2012 R2

SQL 2012 Standard

10.3 CLIENT REFERENCE FORM

Vendor name:	Tyler Technologies
Customer name:	City of Oshkosh, WI
Customer contact:	Tony Neumann, Director of IT
Customer phone number:	(920) 236-5148
Customer E-mail address	tneumann@ci.oshkosh.wi.us
System which Solution Replaced	Harris Evolve

Describe Nature of Project and Services Provided to This Client:

The City of Oshkosh has been a long time Payroll/HR only customer since 2007. The City recently selected Tyler to implement Munis Financials, Tax Billing & Utility Billing.
 	
Customer Date: Feb 2007
Annual Budget: $101M
Employees: 700
Population: 63,000
Munis Products Implemented:
   • Payroll/ESS
   • HR

Configuration of Solution Implemented (Hardware, Software):
Munis v9.4 Windows 2008 SQL 2012

10.4 CLIENT REFERENCE FORM

Vendor name:	Tyler Technologies
Customer name:	City of Madison, WI
Customer contact:	Patty McDermott, Accounting Manager
Customer phone number:	(608) 266-4478
Customer E-mail address	pmcdermott@cityofmadison.com
System which Solution Replaced	

Describe Nature of Project and Services Provided to This Client:

"The City of Madison chose Tyler's integrated solutions because they proactively position the city for the future," said Accounting Services Manager Patricia A. McDermott, CPA. "By implementing Tyler, the city will be able to offer Web-based services for citizens, vendors and our employees. Munis will allow the city to incorporate leading business practices across departments, eliminating manual processing and making better use of employees' time, all while providing a high return on investment."

Madison has invested in a broad range of Munis financial, human capital management, content management, and citizen services applications. In addition to software licenses, the agreement includes maintenance, support and related professional services, including dedicated on-site implementation services.

Customer Date: May 2010
Annual Budget: $455M
Employees: 2,000
Population: 210,000
Munis Products Implemented:
- Accounting/GL/Budgeting/AP
- Project & Grant Accounting
- Purchasing
- Contract Management
- Bid Management
- Fixed Assets
- Payroll/ESS
- HR Management
- Applicant Tracking
- Employee Expense Reimbursement
- Accounts Receivable

- General Billing
- Utility Billing
- Munis Analytics & Reporting
- Content Manager

Configuration of Solution Implemented (Hardware, Software):
Munis v10.5 Windows 2008 SQL 2012

City of Appleton, WI
ERP System and Implementation Services

10.5   CLIENT REFERENCE FORM

Vendor name:	Tyler Technologies
Customer name:	City of Waukesha, WI
Customer contact:	Tim Turner, Project Manager
Customer phone number:	(262) 524-3573
Customer E-mail address	tturner@ci.waukesha.wi.us
System which Solution Replaced	JD Edwards

Describe Nature of Project and Services Provided to This Client:

The City of Waukesha invested in a wide range of Tyler's MUNIS financial and Tax Billing applications with the goal of improving its business operations through the automation of processes, enhanced tracking and reporting, and workflow features offered by Munis.

Customer Date: August 2011
Annual Budget: $94M
Employees: 600
Population: 65,000
Munis Products Implemented:
- Accounting/GL/Budgeting/AP
- Project & Grant Accounting
- Purchasing
- Fixed Assets
- Payroll/ESS
- Accounts Receivable
- General Billing
- Animal Licenses
- Tax Billing
- Cashiering
- CAFR Statement Builder
- Munis Analytics & Reporting
- Content Manager

Configuration of Solution Implemented (Hardware, Software):

Munis v10.3

Windows 2008

SQL 2008

10.6 CLIENT REFERENCE FORM

Vendor name:	Tyler Technologies
Customer name:	Winnebago County, WI
Customer contact:	Chuck Orenstein, Director of Finance
Customer phone number:	(920) 232-3443
Customer E-mail address	corenstein@co.winnebago.wi.us
System which Solution Replaced	PeopleSoft

Describe Nature of Project and Services Provided to This Client:

Winnebago County invested in a wide range of Tyler's MUNIS financial and human resource applications with the goal of improving its business operations through the automation of processes, enhanced tracking and reporting, and workflow features offered by Munis.

Customer Date: August 2010

Annual Budget: $150M

Employees: 980

Population: 165,000

Munis Products Implemented:

- Accounting/GL/Budgeting/AP
- Project & Grant Accounting
- Purchasing
- Contract Management
- Payroll/ESS
- HR Management
- Applicant Tracking
- Accounts Receivable
- General Billing
- Munis Analytics & Reporting
- Content Manager

Configuration of Solution Implemented (Hardware, Software):

Munis v10.5

Windows 2008

SQL 2012

10.7 CLIENT REFERENCE FORM

Vendor name:	Tyler Technologies
Customer name:	Portage County, WI
Customer contact:	Jennifer Jossie, Finance Director
Customer phone number:	(715) 346-1330
Customer E-mail address	jossiej@co.portage.wi.us
System which Solution Replaced	In-House Written

Describe Nature of Project and Services Provided to This Client:

In 2014, Tyler Technologies contracted with Portage County, Wis., for Tyler's Munis®enterprise resources planning (ERP) solution. The agreement included software licenses, related professional services, maintenance and support.

Tyler's Munis applications will provide Portage County with the integration necessary to share data across departments and eliminate manual processes. A high degree of functionality was particularly important to Portage County because as one of Wisconsin's larger counties, it has more complex needs.

To help meet its goals, the county chose multiple Munis applications, including financial management and human resources and payroll capabilities. The integrated solution also incorporates employee and citizen self-service, which will help increase efficiencies in the county's business operations.

"Munis will deliver Portage County various benefits, primarily by standardizing business processes across all operations," said Chris Hepburn, senior vice president of Tyler's ERP & School Division. "These benefits will enable the county to move away from a transaction-focused environment to one that uses real-time data to drive decision making. We are excited to partner with Portage County, and we look forward to a long relationship."

Customer Date: March 2014
Annual Budget: $97M
Employees: 880
Population: 70,000
Munis Products Implemented:
- Accounting/GL/Budgeting/AP

- Project & Grant Accounting
- Purchasing
- Contract Management
- Bid Management
- Fixed Assets
- Inventory
- Work Orders
- Payroll/ESS
- HR Management
- Applicant Tracking
- Professional Development
- Employee Expense Reimbursement
- Accounts Receivable
- General Billing
- Munis Analytics & Reporting
- Content Manager

Configuration of Solution Implemented (Hardware, Software):
Munis v10.5
Windows 2008
SQL 2012

City of Appleton, WI
ERP System and Implementation Services

Other Wisconsin Clients:

- City of Beloit
- City of Eau Claire
- City of Brookfield
- City of Green Bay
- City of La Crosse
- City of Madison
- City of Mequon
- City of New Berlin
- City of Oshkosh
- City of Racine
- City of River Falls
- City of Sheboygan
- City of Sun Prairie
- City of Waukesha
- Village of Pleasant Prairie
- Madison Metropolitan School District
- Dane County
- Sauk County
- Lincoln County
- Marinette County
- Monroe County
- Portage County
- Walworth County
- Winnebago county

In addition, the City requests a listing of all municipal clients. If Vendor hosting is being proposed, at least one (1) of these references must be a Vendor-hosted solution.

Tyler Munis is currently being used by over 1,400 Public Sector organizations. Below are the most recent contracts and there are many that are vendor-hosted. Tyler currently has over 400 "Vendor Hosted" clients using MUNIS.

•	City of Madera, CA	8/2015	(MAIS Financials)
•	Lenoir County, NC	7/2015	(replaced Logics LLC)
•	City of Perris, CA	7/2015	(replaced SunGard Pentamation)
•	Madison County, TN	7/2015	(replaced Local Government Solutions)
•	City of Surprise, AZ	6/2015	(replaced Daffron)
•	Weber County, UT	6/2015	(replaced Custom In-House)
•	City of Pleasanton, CA	5/2015	(replaced Mitchell Humphrey)
•	Carroll County, GA	5/2015	(replaced RDA Systems/ADP)
•	La Plata County, CO	5/2015	(replaced Harris GEMS/Sage)
•	Garrett County, MD	4/2015	(replaced USL Public Sector)
•	City of Waco, TX	4/2015	(replaced SunGard HTE)
•	Town of Randolph, MA	4/2015	(replaced VADAR)
•	City of Upland, CA	3/2015	(replaced Harris eVolve)
•	Morgan County, AL	3/2015	(replaced New World Systems)
•	City of Pinellas Park, FL	3/2015	(replaced New World Systems)

Tyler Technologies, Inc.

- City of Dublin, OH — 3/2015 — (replaced SunGard HTE)
- City of Mankato, MN — 3/2015 — (replaced SunGard HTE)
- Marinette County, WI — 3/2015 — (replaced Custom In-House)
- City of Bend, OR — 2/2015 — (replaced SunGard HTE)
- Town of Addison, TX — 2/2015 — (replaced Harris GEMS)
- City of Louisville, CO — 2/2015 — (replaced American Data Group)
- City of Bristol, TN — 2/2015 — (replaced Local Gov't Solutions)
- City of Marysville, OH — 1/2015 — (replaced Software Solutions, Inc)
- Village of Elk Grove, IL — 1/2015 — (replaced SunGard HTE)
- Village of Woodridge, IL — 12/2014 — (replaced SunGard HTE)
- City of Murray City, UT — 12/2014 — (replaced SunGard HTE)
- Cumberland County, NC — 12/2014 — (replaced CGI/AMS)
- Marin County, CA — 12/2014 — (replaced SAP)
- City of Buckeye, AZ — 11/2014 — (replaced Casselle)
- City of Salina, KS — 10/2014 — (replaced New World Systems)
- City of Mobile, AL — 10/2014 — (replaced Oracle)
- City of Leavenworth, KS — 10/2014 — (replace Harris GEMS)
- Tioga County, NY — 10/2014 — (replaced Custom In-House)
- Allegany County, PA — 10/2014 — (replaced JD Edwards)
- Jefferson County, AL — 9/2014 — (replaced SAP)
- Oklahoma County, OK — 9/2014 — (replaced Oracle)
- Altamonte Springs, FL — 9/2014 — (replaced SunGard HTE)
- North Miami Beach, FL — 8/2014 — (replaced Custom In-House)
- Lyon County, NV — 8/2014 — (replaced Custom In-House)
- City of Midland, TX — 7/2014 — (replaced CGI)
- City of Frankfort, IN — 7/2014 — (replaced Keystone Information)
- Town of Vienna, VA — 7/2014 — (replaced SunGard Pentamation)
- City of Fremont, CA — 7/2014 — (replaced SunGard Bi-Tech)
- City of Huntsville, AL — 6/2014 — (replaced Custom In-House)
- City of South Jordan, UT — 6/2014 — (replaced Microsoft Great Plains)
- City of Watsonville, CA — 6/2014 — (replaced Harris GEMS)
- Clarke County, VA — 6/2014 — (replaced RDA Systems)
- City of Lancaster, PA — 6/2014 — (replaced New World Systems)
- City of Murfreesboro, TN — 6/2014 — (replaced Programs Unlimited)
- City of Tracy, CA — 5/2014 — (replaced Harris MS Govern)
- City of Wichita Falls, TX — 5/2014 — (replaced SCT Banner)
- Crow Wing County, MN — 4/2014 — (replaced SunGard BiTech)
- City of Racine, WI — 4/2014 — (replaced Harris GEMS)
- City of College Station, TX — 4/2014 — (replaced SunGard HTE)
- City of New Port Richey, FL — 3/2014 — (replaced SunGard HTE)
- City of Grant Pass, OR — 3/2014 — (replaced SunGard HTE)
- City of Rowlett, TX — 3/2014 — (replaced New World Systems)
- City of New Port Beach, CA — 3/2014 — (replaced SunGard Pentamation)
- Chatham County, NC — 3/2014 — (replaced SunGard HTE)
- City of Rapid City, SD — 3/2014 — (replaced SunGard Bi-Tech)
- Portage County, WI — 3/2014 — (replaced Custom In-House)
- Town of Herndon, VA — 3/2014 — (replaced SunGard HTE)
- City of Greenville, NC — 2/2014 — (replaced SunGard HTE)
- Monroe County, WI — 2/2014 — (replaced ACS)
- City of Bloomington, MN — 1/2014 — (replaced SunGard HTE)
- City of West Jordan, UT — 1/2014 — (replaced SunGard Pentamation)
- City of Lafayette, IN — 1/2014 — (replaced New World Systems)
- City of Allen, TX — 1/2014 — (replaced SunGard HTE)
- City of Ukiah, CA — 1/2014 — (replaced ACS)
- Washington Township, OH — 1/2014 — (replaced Software Solutions Inc.)
- Lincoln County, NC — 12/2013 — (replaced New World Systems)

Tyler Technologies, Inc.

- Madison County, NY   12/2013   (replaced Systems East)
- El Paso County, TX   12/2013   (replaced Harris Cogsdale)
- City of Columbus, IN   12/2013   (replaced Keystone Information Systems
- Horry County, SC   • 12/2013   (replaced Custom In-House)
- Pasco County, FL   12/2013   (replaced AMS)
- City of Pasadena, CA   12/2013   (replaced PeopleSoft)
- City of San Marcos, TX   12/2013   (replaced Oracle)
- Sumner County, TN   12/2013   (replaced Local Government Solutions)
- City of Mission Viejo, CA 11/2013   (replaced SunGard Bi-Tech)
- Town of Greenburgh, NY   11/2013   (replaced ACS)
- Town of Bridgewater, MA   11/2013   (replaced WTI)
- Jefferson County, NY   11/2013   (replaced New World Systems)
- City of Hopewell, VA   11/2013   (replaced Harris Gems)
- City of Marco Island, FL 11/2013   (replaced American Data Group)
- City of Columbia, MO   11/2013   (replaced SunGard HTE)
- City of Opelika, AL   10/2013   (replaced SunGard HTE)
- Franklin County, VA   10/2013   (replaced Harris GEMS)
- Northumberland County, PA 9/2013   (replaced Harris GEMS)
- Forsyth County, GA   9/2013   (replaced Harris GEMS)
- City of Joliet, IL   9/2013   (replaced SunGard HTE)
- City of Clinton, SC   9/2013   (replaced QS/1 Government Solutions)
- Town of Windham, CT   9/2013   (replaced SunGard Phoenix)
- Newton County, GA   9/2013   (replaced Harris TBS)
- City of Boulder, CO   8/2013   (replaced Harris Cogsdale)
- City of Green Bay, WI   8/2013   (replaced Harris GEMS)
- City of Hallandale Beach, FL 7/2013 (replaced SunGard HTE)
- City of Lynnwood, WA   7/2013   (replaced Harris GEMS)
- Rowan County, NC   6/2013   (replaced SunGard HTE)
- City of West Lafayette, IN   6/2013 (replaced Custom In-House)
- Town of Hopkinton, MA   6/2013   (replaced IMG Financials)
- Town of Saugus, MA   6/2013   (replaced ACS)
- City of Pueblo, CO   6/2013   (replaced SunGard HTE)
- Town of New Milford, CT   5/2013   (replaced R Walsh)
- Baltimore County, MD (TAX) 5/2013   (replaced Custom In-House)
- City of Longmont, CO   4/2013   (replaced Custom In-House)
- City of River Falls, WI   4/2013   (replaced Civic Systems)
- Otero County, NM   4/2013   (replaced Custom In-House)
- Town of South Kingston, RI 3/2013   (replaced ADMINS)
- Town of Goffstown, NH   3/2013   (replace Interware Dev)
- City of Paso Robles, CA   3/2013   (replaced Harris Govern)
- El Dorado County, CA   3/2013   (replaced Harris Cogsdale)
- Union County, OH   3/2013   (replaced MFCD)
- City of Wheaton, IL   3/2013   (replaced IDC)
- City of Chaska, MN   3/2013   (replaced Gemini)
- City of Kannapolis, NC   2/2013   (replaced Harris GEMS)
- Village of Pleasant Prairie, WI 1/2013 (replaced Cassell)
- City of Oakland Park, FL 1/2013   (replaced Harris Govern)
- City of Beverly Hills, CA 12/2012   (replaced SunGard Pentamation)
- City of Lebanon, TN   12/2012   (replaced Local Government Corp)
- Gila River Indian Community 12/2012 (replaced Fundware/ADP)
- Fauquier County, VA   12/2012   (replaced Brite)
- City of Round Rock, TX   12/2012   (replaced PeopleSoft)
- Livingston County, MI   12/2012   (replaced Harris Cogsdale)
- City of Santa Barbara, CA 11/2012   (replaced ADMINS)
- Sweetwater County, WY   11/2012   (replaced SunGard HTE)
- City of Mesquite, TX   10/2012   (replace Harris MSI)

- City of Iowa City, IA   9/2012   (replaced ADMINS)
- City of Naples, FL   9/2012   (replaced SunGard HTE)
- Laramie County, WY   9/2012   (replaced SunGard HTE)
- Miami County, OH   9/2012   (replaced Custom In-House)
- City of Cape Girardeau, MO   9/2012   (replaced Harris GEMS
- Berrien County, MI   8/2012   (replaced Custom In-House)
- City of Cortland, NY   8/2012   (replaced Custom In-House)
- City of Fairhope, AL   7/2012   (replaced Custom In-House)
- Town of Mount Desert, ME   7/2012   (replaced Harris Trio)
- Clinton County, OH   7/2012   (replaced Custom In-House)
- Butler County, OH   7/2012   (replaced Oracle)
- City of Gillette, WY   6/2012   (replaced SunGard HTE)
- City of Charlotte, NC   6/2012   (replaced PeopleSoft)
- Williamson County, TN   6/2012   (replaced Local Gov't Corp)
- City of Manassas Park, VA   6/2012   (replaced Brite)
- Person County, NC   5/2012   (replaced Logics LLC)
- City of Lenexa, KS   5/2012   (replaced Sungard Pentamation)
- City of Boulder City, NV   5/2012   (replaced SunGard HTE)
- City of Sierra Vista, AZ   5/2012   (replaced SunGard HTE)
- City of Hayward, CA   4/2012   (replaced Unisys)
- Seneca County, NY   4/2012   (replaced AMS)
- City of Baltimore, MD   3/2012   (replaced Great Plains)
- St Lawrence County, NY   3/2012   (replaced Harris GEMS)
- City of Sioux Falls, SD   3/2012   (replacing SunGard HTE)
- City of Des Moines, IA   1/2012   (replaced PeopleSoft)
- City of New Bedford, MA   12/2011   (replaced Harris GEMS)
- Ottawa County, MI   10/2011   (replaced New World Systems)
- City of Culver City, CA   9/2011   (replaced JD Edwards)
- Town of Jupiter, FL   9/2011   (replaced SunGard HTE)
- City of Alexandria, VA   8/2011   (replaced Harris Cogsdale)
- Sussex County, DE   8/2011   (replaced JD Edwards)
- City of Bountiful, UT   8/2011   (replaced New World Systems)
- City of Sanibel, FL   8/2011   (replaced SunGard HTE)
- City of Roswell, GA   8/2011   (replaced SunGard Pentamation)
- City of Smyrna, GA   8/2011   (replaced SunGard Pentamation)
- City of Plant City, FL   7/2011   (replaced American Data Group)
- City of Lewiston, ID   7/2011   (replaced Harris GEMS)
- City of Waukesha, WI   7/2011   (replaced JD Edwards)
- City of Miramar, FL   6/2011   (replaced SunGard Pentamation)
- Mason County, GA   6/2011   (replaced Compu Tech)
- Prince George County, VA   6/2011   (replaced SunGard Pentamation)
- City of Alpharetta, GA   6/2011   (replaced SunGard HTE)
- City of Florence, SC   4/2011   (replaced homegrown system)

Information Technology Department

Mid-Year Review

All figures approximate through June 30, 2016

Significant 2016 Events to date:

- Completed purchase and deployment of Disaster Recovery Equipment, currently working on COOP (Continuation of Operations Plan) for the IT Department.
- Continue to add components of the Security Audit such as email encryption and First Defense firewall monitoring.
- Moved our internet connection to Wiscnet from NTD with a 1 Gb connection.
- Rebuilt all MDC's (Mobile Data Computers) at the Police Department.
- Continue to work on the City's Website.
- Rolled out Office 2013 to all PC's.
- Virtualized all servers for the phone system.
- Added additional programming changes for online permitting and iSeries reporting.

Budget Performance Summary

Program	Actual	Budget	%
Administration	$108,434	$253,657	43%
Mainframe	$205,715	$393,630	52%
Network	$753,912	$1,105,455	68%

Performance Indicators

	Actual	Projected
% Virtual Servers	95%	90%
# Security Audits	4	0
# Phones Supported	770	770
# Users Supported	620	620
# PC's Supported	520	550
# Calls/Email to Helpdesk	~9000	8000

Full time person assigned to APD every Tues & Thurs cuts down on both.

HUMAN RESOURCES DEPARTMENT
2016 REVIEW
All figures through June 30, 2016

Significant 2016 Events:

Administration-
- Processed all employees who elected to switch medical plans with the majority going in the high deductible health plan with the Health Savings Account
- Processed all rate changes through the Performance Evaluation process based on scores and approved performance percentage
- Processed the annual City employee health risk assessment wellness program (826 participants in the health screening, with 186 that completed a coaching session)
- Ongoing collaboration with AASD on medical health center with location found and lease agreement negotiated and Council & School Board approval

Recruitment Selection –
- Processed 32 termination files
- Processed 34 new employee files
- Police Officer hiring process (hired 3 new officers ytd with 2 more pending)
- Completed a Fire Fighter hiring process (two candidates hired)

Employee/Labor Relations-
- 50 FMLA requests processed
- Processed 5 grievance

Staff Training & Development-
Conducted/Coordinated:
- 2 New employee orientation sessions conducted
- 10 General Employee training classes, 2 Supervisory training classes
- 4 seasonal training sessions
- 2 Administrative Professionals' events held

Performance Data:

Program	Criteria	Actual 2013	Actual 2014	Actual 2015	Projected 2016	YTD 2016
14010	Client Benefit					
	Client Benefit Impacts Timely and appropriate support of departments--% of internal customers who rated HR services as satisfactory overall.	80%	80%	80%	80%	n/a
	Strategic Outcomes					
	# of employment practices claims	0	0	0	0	0
	Work Process Outputs					
	# of policies developed	0	2	1	0	0
	# of policies updated	10	16	12	11	4
	# Reviewed in all training sessions	199	375	285	200	117
	# of new fringe benefits	0	0	2	2	1
	# of modified fringe benefits	15	5	2	2	2
	# of fringe benefit training sessions	23	8	25	25	14
14020	Client Benefits/Impacts					
	FT Employees on staff < 1 year	39	30	46	40	25
	FT Employees on staff 1-5 years	99	130	117	140	167
	FT Employees on staff 6-10 years	166	118	101	110	104
	FT Employees on staff 10+ years	330	345	339	344	346
	Strategic Outcomes					
	# of open positions (2016 includes transfers & promotions)	59	55	71	60	51
	# Staff turnover non-union positions (2016 combined)	35	40	59	50	26
	Work Process Outputs					
	# of positions posted internally (job postings)	18	26	16	20	8
	# of positions advertised externally	51	40	57	50	27
	# of telephone interviews	36	30	12	25	15
	# of face to face interviews	458	435	434	400	261
	# of assessment centers	0	1	0	0	0
	# of candidates tested	233	215	271	240	81
14030	Client Benefits/Impacts					
	# of grievances	4	3	5	1	5
	# of grievances sent to arbitration	0	0	0	0	0
	Strategic Outcomes					
	Ave. sick hours used per employee	10.7	10.5	8.5	8.5	4.39
	Ave fmla sick hours used per ee	11.2	10.7	9.0	9.0	3.54

	Ave PTO (sick) hrs per ee	3.8	4.9	4.4	6.0	3.54
	Work Process Outputs					
	# of contracts under negotiations	3	0	0	0	3
	# of contracts sent to arbitration	0	0	0	0	0
14040	Client Benefits/Impacts					
	% of employees reported very satisfied	71%	72%	71%	70%	n/a
	% of employees reported satisfied	29%	28%	29%	30%	n/a
	% of employees reported not satisfied	0%	0%	0%	0%	n/a
	Strategic Outcomes					
	% of FT & PT ee's trained on required topics	98%	93%	98.5%	100%	62.2%
	Work Process Outputs					
	# training topics covered during required classes	24	25	24	25	27
	Ave. number participants per session	27	24	26	25	25

Areas of Primary Concentration for 2016: Continue to monitor all federal/state legal changes with respect to Health Care Reform, educate employees and continue with implementation of impact study. Continue promoting wellness related activities. Finalize opening of the joint City/AASD employee medical clinic. Handle all recruitment processes as positions become vacant throughout the year using NEOgov process. Conduct general and supervisory training for all City employees. Prepare and conduct annual training for all seasonal employees. Seek legal clarification and education on the many quickly changing regulations impacting HR practices and benefits. Facilitate any training needs for departments throughout the year. Complete On-boarding system implementation. Continue to implement and expand use of online Performance Evaluation system.

Budget Performance Summary

No concerns. We are at 49.7% budget spent at midyear.

```
83500                    City of Appleton                        1
TEACHERA                 Human Resources                    07/07/16
MIDYER HR          Summary Budget to Actual Report          08:20:58
              For the Six Months Ending June 30, 2016
```

Description	Year to Date Expense	Full Year Amended Budget	Percent of Amended Budget
Human Resources			
HR Administration	136,725	275,564	49.6 %
Recruitment & Selection	93,842	187,628	50.0 %
Employee Relations	51,174	108,275	47.3 %
Staff Development & Training	76,466	149,724	51.1 %
Total	358,207	721,191	49.7 %

City of Appleton

City of Appleton

To: Chairperson Konetzke and Human Resources Committee Members

From: Sandy Behnke

CC: Common Council

Date: August 5, 2016

Re: Pay for Performance and Compensation Plan Review

The City adopted an open-range pay plan structure and supporting policies in 2013 that extended pay-for-performance to all staff (except the Police, Fire, and Valley Transit union employees). The City adjusted the pay structure in 2014-16, and a market review in October 2015 confirmed the plan remains competitive.

As part of the 2012 consulting study, which provided the foundation for our plan, the Mayor appointed an advisory compensation committee of department directors (Public Works, Finance, Utilities, Fire, Library, Facilities and HR) to assist with the project. This committee has met periodically since 2012 to review the functioning of the plan, and they have recommended we review the functioning of the pay-for-performance elements of our policy to make sure we are getting the desired results.

Specifically, we agree a well-functioning policy and pay plan requires the following:
Accurate, efficient performance measurement with decent standards
Standards are applied fairly
Consistent application across departments and divisions
Plan is funded appropriately
Plan is Market Competitive
Pay and recognition/performance are timely
Plan provides for flexibility to meet staffing, market and internal demands

The advisory committee wants to make certain we are doing well on all seven points. We also have a specific concern that the current structure may need to be modified so that progression to a market-rate occurs quickly enough. Additionally, we want to look at whether or not the effort and time expended to complete performance reviews affects the outcome for entry-level employees.

Therefore, we will be reviewing the functioning of our plan in the third quarter of this fiscal year to see what adjustments, if any, we would recommend you consider.

In the project, we proposes that we:

Develop an alternative budgeting and timing process for performance reviews and awards that incorporates any cost-of-living adjustment (i.e., one raise; probably effective in 2018).

Explore cost options for shortening the front half of the pay structure to deal with the issue of taking too long to go from minimum to control point (market estimate).

Explore removing entry level positions from pay for performance plan

Explore developing behavioral anchored rating scales

Evaluate the current rating system and evaluation method.

Explore total rewards management

We will engage the compensation consultant at a rate of $200/hour with a not to exceed $5,000 to make some recommendations on the project items listed. The Human Resources budget includes monies for consulting services that will be allocated to this project.

If you have any questions regarding the project, please contact me directly.

STAFF TURNOVER

2016 data through August 1

Column1		2014	2015	2016
CITY WIDE		**627.54**	**631.71**	**632**
	quit	21	38	13
	retirement	19	25	21
	termed	1	0	2
Comm & Econ Development		**17.625**	**18.625**	**18.625**
	quit	1	1	0
	retirement	0	0	1
Finance		**15.5**	**15.5**	**15.5**
	quit	1	1	0
	retirement	1	0	1
Fire		**96**	**96**	**96**
	quit	1	0	1
	retirement	1	2	2
	termed	0	0	2
Health		**14.2**	**13.7**	**12.9**
	quit	0	2	0
	retirement	0	1	1
Human Resources		**8.8**	**8.8**	**8.8**
	quit	0	0	1
	retirement	0	0	0
Information Technology		**11**	**11**	**11**
	quit	1	1	0
	retirement	0	1	0
Legal Services		**10**	**10**	**10**
	quit	2	2	0
	retirement	1	0	0
Library		**46**	**46.5**	**46**
	quit	1	5	3
	retirement	3	2	1
Mayor		**3**	**3**	**3**
	quit	0	0	0
	retirement	0	0	0
Park/Rec/Facilities		**26.5**	**28.59**	**26.5**
	quit	1	1	2
	retirement	3	1	3
Police		**136**	**137**	**137**
	quit	1	4	1
	retirement	2	8	6
Public Works		**155.54**	**154.64**	**155.54**
	quit	7	11	2
	retirement	4	7	4
Utilities		**34**	**34**	**34**
	quit	3	3	0
	retirement	2	1	0
Valley Transit		**53.375**	**54.35**	**54.5**
	quit	2	7	3
	retirement	2	2	2
	termed	1	0	0

RECRUITMENT STATUS REPORT
UPDATES THRU 8-4-16

STAFF PERSON	POSITION	DEPT.	Date of Vacancy	RTF Approval Date	# of Openings	STATUS
KIM	Laborer	DPW	Anticipated	7/19/16	1	Application deadline 8/21/16
	Engineering Technician	DPW	3/29/16	6/13/16	1	Resignation of Josh Winterfeldt Background and references pending on final candidate
	Operator I – Sanitation	DPW	7/15/16	7/19/16	1	Interviews 8/11/16
	Facilities Technician	PRFM	1/8/16	12/17/15	1	Retirement of Jerry Running Application deadline 7/31/16
	Bus Driver (Part-time)	Valley Transit	2/12/16	2/18/16	1	Medical pending on top candidate Two candidates on eligibility list
	General Manager	Valley Transit	2/5/16	2/19/16	1	Background and references pending on final candidate
	PT Serviceperson	VT	7/1/16	8/2/16	1	Resignation of Tom Coon
	Recreation Programmer	PRFM	7/15/16	6/22/16	1	Resignation of Heidi Erickson Interviews 8/10/16
JAY	Police Officer	Police	NA	NA	To establish an eligibility list	Open application process started to establish a new eligibility list
	Page Clerk (half-time)	Library	8/8/16	7/19/16	1	Jeffrey Jandourek start date 8/15/16
	Operations Clerk (Sub)	Library	NA	7/6/16	1 + Elig. List	Panel interviews 8/17/16

TOTAL POSITIONS OPEN = 10   TOTAL ELIGIBILITY LISTS = 2

Note: Part time non-benefited positions do not (per Recruitment Policy) require authorization outside the department. The Mayor has asked departments to scrutinize.

POSITIONS ON HOLD

STAFF PERSON	POSITION	DEPT	Date(s) of Opening(s)	RTF Approval Date	# of Openings	Person Vacating Position/Status
JAY	Systems Analyst	IT	7/6/15	Hold	1	Department re-evaluating position. Using part-time temporary staffing to fill current need
	Diversity Coordinator	C & ED	7/27/16	Pending	1	Kathy Flores resignation. Request to fill pending
KIM	Maintenance/Operations Supervisor	Valley Transit	7/8/16	Pending – dept. evaluating	1	Resignation of Mike Punzel
	Operator II – Sewer	DPW	8/3/16	Pending	1	Resignation of Todd Kalies
	Operator I – Street	DPW	8/18/16	Pending	1	Tyler Bauer resignation

TOTAL POSITIONS ON HOLD = 5   TOTAL ELIGIBILITY LISTS = 0