Meeting Agenda - Final

Human Resources & Information Technology Committee

Wednesday, May 10, 2017	**6:30 PM**	**Council Chambers, 6th Floor**

1. Call meeting to order

2. Roll call of membership

3. Approval of minutes from previous meeting

    17-650   Minutes from 3-20-17

    Attachments: Minutes 3-20-17.pdf

4. Public Hearings/Appearances

5. Action Items

6. Information Items

    17-651   Report out vacation exception for newly hired Inspector.

    17-652   Changes to the Performance Management Policy

    Attachments: PERFORMANCE MANAGEMENT Draft 2017.pdf

    17-653   ORGANIZATIONAL MATTERS:
    Elect a Vice-Chair
    Designate a contact person

    17-654   2017 Glance Chart and Tables of Organization

    17-656   Information Technology updates
    ·   Wireless Project Update
    ·   ERP / CAMA Update
    ·   Office 365 Plans
    ·   SAN Replacement for 2018
    ·   Council equipment replacement discussion

[17-657](#)   Recruitment status report

> *Attachments:* [RSR thru 5-5-17.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 Matz at 832-6426.*

City of Appleton

Meeting Minutes

Human Resources & Information Technology Committee

Monday, March 20, 2017	5:00 PM	Council Chambers, 6th Floor

1.   Call meeting to order

2.   Roll call of membership

Present: 3 -   Konetzke, Jirschele and Spears

Excused: 2 -   Baranowski and Plank

3.   Approval of minutes from previous meeting

17-371   Minutes from 3/6/17

Attachments: Minutes 3-6-17.pdf

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

Aye: 3 -   Konetzke, Jirschele and Spears

Excused: 2 -   Baranowski and Plank

4.   Public Hearings/Appearances

5.   Action Items

17-374   Request to award Heartland Business Systems the contract to purchase and implement a Meraki wireless environment within City buildings and Houdini Park.

Attachments: Wireless Memo.pdf

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

Aye: 3 -   Konetzke, Jirschele and Spears

Excused: 2 -   Baranowski and Plank

17-304   Request to move the Diversity Coordinator position to report directly to the Mayor.

> *Attachments:*   Diversity Coordinator Mayor memo.pdf
>
>   Diversity Coordinator job description.pdf

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

Aye: 3 -   Konetzke, Jirschele and Spears

Excused: 2 -   Baranowski and Plank

6.   Information Items

17-390   2016 Pay for Performance data

> *Attachments:*   2016 Pay for Performance memo.pdf

This Presentation was received and filed

17-372   Recruitment Status Report 3/16/17

> *Attachments:*   RSR thru 3-17-17.pdf

This Presentation was received and filed

7.   Adjournment

Jirschele moved, seconded by Spears, that the meeting adjourn be approved. Roll Call. Motion carried by the following vote:

Aye: 3 -   Konetzke, Jirschele and Spears

Excused: 2 -   Baranowski and Plank

CITY OF APPLETON PERSONNEL POLICIES	TITLE: PERFORMANCE MANAGEMENT	
ISSUE DATE: August 21, 2014	LAST UPDATE:	SECTION: Human Resources
POLICY SOURCE: Human Resources Department	AUDIENCE: Non-Represented Employees	TOTAL PAGES: 4
Reviewed by Legal Services Date: July 18, 2014	Committee Approval Date: August 11, 2014 October 6, 2014 **March, 2017**	Council Approval Date: August 20, 2014 October 15, 2014

I. PURPOSE

Performance Management Evaluations shall be considered in decisions affecting placement, salary adjustment, overtime assignments, promotions, transfers, demotions, corrective action or dismissal, order of lay-off, re-employment and training.

II. POLICY

It is the policy of the City of Appleton to administer a Performance Management Program which will: help assess an employee's work performance and effectiveness; allow the employee and supervisor to set objective goals and review them; review competencies assigned to the position; suggest constructive action for improvement; suggest constructive action for development and training; and provide positive feedback in areas of excellence.

III. DISCUSSION

The Human Resources Director shall be responsible for the overall administration of the employee Performance Management Program and is responsible for ensuring that procedures are handled according to the provisions of this policy.

IV. DEFINITIONS

A. ~~Exemplary~~ **Exceptional** Performance:
Consistently and substantially exceeds requirements of the position and performs at optimal levels of effectiveness. Exhibits exceptional quality while meeting challenging demands. ~~Performance consistently exceeds job requirements. Demonstrates unusually high level of performance relative to all assignments and objectives. Distinguished performance overall. In addition to receiving the required points, employees must be rated at least above target in each of the goals and competencies to be eligible for exemplary pay for performance.~~

B. ~~Above Target~~ **Consistent** Performance:
Performance meets and ~~often~~ **sometimes** exceeds job requirements. Demonstrates successful performance on ~~all~~ **most** major assignments and objectives and consistently exceeds position

requirements in some areas. ~~In addition to receiving the required percentage, employees must be rated at least on target in each of the goals and competencies to be eligible for above target pay for performance.~~

C. ~~On Target~~ **Inconsistent Performance:**
Inconsistently meets or fails to meet requirements and standards. Performance is not at expected levels. Includes employees who may be new to their job and learning new skills, and/or an employee who needs to improve and develop in their job
~~Performance consistently meets job requirements. Demonstrates successful performance on all or most major assignments and objectives. Employees must be at least on target in each of the goals and competencies to be eligible for on target performance.~~

D. ~~**Below Target Performance:**~~
~~Performance is inconsistent; meets some job requirements but not consistently. Overall performance is below the acceptable level and must improve to meet minimum position requirements.~~

~~E.~~ **D. Goals:** Meaningful, measurable duties that reflect what the employee is expected to accomplish over a period of time.

~~F.~~E. **Competencies:** Measurable or observable knowledge, skills, abilities and behaviors critical to success in a job. Competencies **are included on each employee's job description and all evaluations provide for a detailed description for each of the competencies an employee will be evaluated on.** ~~categorized by City employee group can be found on the Intranet under Forms/Human Resources/Competencies or under the S:\Competencies folder in Microsoft Word.~~

~~G.~~F. **Development Plan:** A set of goals given to an employee as a result of the employee's performance. The development plan should give specific details of the areas on which the employee should focus—either to enhance positive performance or improve deficient performance.

~~H.~~G. **Performance Evaluation (PE):** ~~On-line tool~~ **The performance evaluation is an on-line evaluation** ~~and~~ used to evaluate the **employee's performance for** goals/competencies **assigned to each employee.** ~~for each their position.~~

Employees who do not meet the requirements for a particular level of performance, may still be eligible for a performance adjustment based on unique circumstances. The Department Director must make a recommendation along with justification to Human Resources along with the employees completed evaluation for that year as outlined in the Salary Administration Policy.

V. PROCEDURE-REGULAR FULL-TIME AND REGULAR PART-TIME EMPLOYEES

Each supervisor and employee shall follow the timelines and procedures outlined below:

A. **Initial Appointment to a Position:** Each employee shall be formally evaluated at month three (month six for CSOs) following appointment to a position. In the Trial Period Evaluation, employees will be evaluated by their supervisor on basic expectations for the position, along with the five competencies for their position.

B. **Completion of Trial Period:** When the Trial Period Evaluation is completed, the employee will be assigned an annual review form. The employee should work with their supervisor to add goals to his/her evaluation form based on his/her job description. The five competencies for the position will be pre-loaded into the employee's evaluation form. **Supervisors should provide a weight to each of the goals and competencies they are assigning to the employee. Both the goals and competency section weights must equal 100%. (Overall rating will be 50% Goals and 50% Competencies)** The goals**/weights** shall be reviewed and approved by the employee's supervisor, and if required, by the Department Director. The employee's supervisor shall determine the number of goals, no more than five, based on the position.

C. **On-going Review**: Supervisors are encouraged to utilize the on line PE system and meet with employees to document performance, address matters needing attention and give feedback on goals and competencies throughout the year.

D. **Year-end Review:** Employees and supervisors shall meet prior to the evaluation due date to review performance for that year. ~~The employee shall evaluate each goal and competency based on the following ratings: exemplary, above target, on target and below target.   The employee shall indicate the rating for each goal and competency and make comments on how each goal/competency was accomplished.~~ **Employees will have the ability to input comments into their evaluation. If an employee feels their performance is at the exceptional level, they are required to provide comments/justification in their evaluation.** After the employee completes ~~rating~~ **commenting in** the evaluation, the employee must forward the evaluation to their supervisor for rating and comments. The supervisor shall indicate the rating for each goal and competency and **will be required to make comments if they are rating the employee exceptional or inconsistent. A consistent rating means the employee is consistently doing their job and does not require comments. An employee who is rated inconsistent by their supervisor, will be required to have a development plan, unless the inconsistent rating is because the employee is new and just learning their job.~~.~~ E~~The e~~mployee's with a development plan will not be eligible to receive a pay increase until criteria of the plan is met and sustained for a minimum of 90 days and is approved by their supervisor.** ~~make comments on how each goal/competency was accomplished.~~ After the supervisor completes rating **and making comments on** the evaluation, the supervisor must forward the evaluation to the supervisor's supervisor, etc. The Department Director shall approve all evaluations for their department. All employees are required to electronically sign the year-end evaluation through the on-line PE system.

E. **Review by Human Resources:** Human Resources will review to ensure consistency of all Performance Management Evaluations and recommendations from the supervisors before making the salary adjustments. The forms will be reviewed for accuracy,

completeness, and justification based on the City's Salary Administration Policy. Human Resources will work with Department Directors to follow-up with the appropriate supervisors to obtain further supporting documentation if needed.

F. **Electronic Input:** All responses and ratings shall be put into the NEO.gov electronic Performance Management system and will become part of the employee's permanent record.

~~G.~~ **Employee Responses:** Employees will be required to **provide comments for any** ~~rate themselves with a numeric rating for~~ all goals <u>or</u> ~~and~~ competenc<u>y</u>~~ies~~ <u>if</u> **the<u>y</u> <u>y</u> feel their performance has been exceptional**~~. It shall be an expectation that employees provide comments for each of the goals and competencies in the evaluation, to be eligible for the general pay adjustment or pay for performance.~~

H. **Supervisor Changes:** Supervisors shall be responsible for evaluating any employees assigned to them at the beginning of the year. If an employee transfers to another department, the new supervisor shall be responsible for evaluating the employee.

I. **Supervisors Leaving City Employment**: Supervisors who leave City employment shall be responsible for completing evaluations prior to their leaving for all employees under their supervision.

J. **Development Plans/Training:** Development plans can be used to enhance already positive performance or to address areas of deficiencies.

    a. **To Enhance Positive Performance**

    If there is an area in which the employee or his/her supervisors would like to improve on more, the employee and supervisor can identify goals and opportunities by which to develop these skills. Examples of opportunities **that** may be pursued include on the job training, offsite training, and assigning higher levels of responsibility and or special projects that allow the employee to gain new skills and increase overall knowledge and abilities.

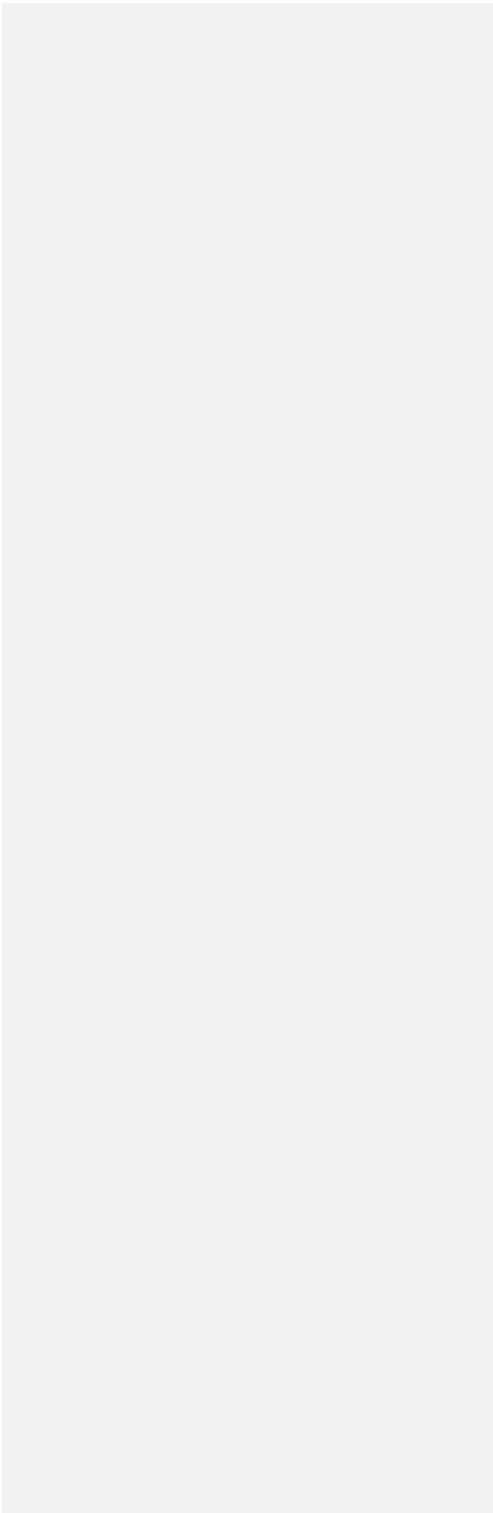   b. **To Address Performance Deficiencies**

    Supervisors must create Development Plan goals for each area rated ~~below target~~ **inconsistent** and whenever there is significant concern about negative changes in an employee's performance. Development plans must include follow-up until such time the employee's performance improves to the satisfaction of the supervisor and must be placed in the NEO.gov electronic Performance Management system and will become part of the employee's permanent record.

~~**K.**~~ ~~**Long-Term Retention of Performance Management Records:**~~ ~~Upon termination of employment, the Human Resources Department will save a copy of the employee's performance evaluations, along with a final training report for the individual employee to his/her personnel folder for future reference.~~ **(Already in our Records Retention Policy)**

STAFF PERSON	POSITION	DEPT.	Date of Vacancy	RTF Approval Date	# of Openings	STATUS
KIM	Operator I – Parking	DPW	1/31/17	1/17/17	1	Roger Faas starting 5/15/17
	PT Bus Driver	Valley Transit	NA	NA	Flexible	Will keep process open with new flex schedule options Interviews 5/11/17
	Bus Driver	VT	5/2/17	5/1/17	1	Retirement of Mike Guyette Internal posting down 5/4/17
	Comm Tech	Valley Transit	4/3/2017	3/30/17	1	Internal signers declined. Background and references pending on final candidate
	Part-time Communication Technician	Valley Transit	2/13/17	2/9/17	1	Background and references pending
	Road Supervisor	Valley Transit	2/2/17	2/8/17	1	Medical pending on finalist
	Parking Enforcement/Ramp Attendant	DPW	3/13/17	Apprvd with vacancy of Op I parking	1	Promotion of Hugh Hamilton Interviews 5/16/17
	8 Month Utility Locator	DPW	4/10/17	4/25/17	1	Promotion of Luke Coffey Application deadline date 5/14/17
SANDY	Diversity and Inclusion Coordinator	Mayor	7/27/16	10/11/16	1	Application deadline date 5/14/17
JAY	Police Officer	Police	NA	NA	Elig list	Conditional offer extended and final steps pending Re-advertising to establish an updated eligibility list
	Crossing Guard (Regular and Alternate)	Police	NA	1/11/17	1 + Elig List	Background pending
	Administrative Support Specialist	Police	2/1/17	Re-org apprvd 3/1/17	1	Application deadline date 5/14/17
	Battalion Chief – Resource Development and Special Operations	Fire	Re-org	Re-org approved 3/1/17	1	Top candidate to Dr. Childs 5/12/17
	Library Clerk (half-time)	Library	4/14/17	3/31/17	1	Panel interviews 5/10/17
	Library Assistant (Community Partnerships and Children's Sub)	Library	NA	5/2/17	2	Application deadline date 5/21/17
	Assistant City Attorney	Legal Services	4/7/17	3/20/17	1	Panel interviews 5/16/17
	Library Assistant (Children's Sub)	Library	NA	4/5/17	1 + Elig List	Panel interviews 5/15/17
	Principal Planner	C&ED	5/18/17	4/27/17	1	Application deadline date 5/21/17
	Secretary to the Mayor	Mayor	5/12/17	4/27/17	1	Application deadline date 5/21/17

TOTAL POSITIONS OPEN = 18   TOTAL ELIGIBILITY LISTS = 3

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

<div align="center">**POSITIONS ON HOLD**</div>

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
	Training and Resource Development Specialist	Fire	Re-org/newly created	Re-org approved 3/1/17	1	On hold until the Battalion Chief Resource Development and Special Operations position is filled
	Battalion Chief – Operations	Fire	2/5/17	Hold	1	On hold for now
KIM	Community Relations Specialist	VT	1/13/17	Pending	1	Resignation of Nikki Voeltzke

<div align="center">**TOTAL POSITIONS ON HOLD = 4   TOTAL ELIGIBILITY LISTS = 0**</div>